

# Assessing the Needs of Elder Floridians: PSA 1

## Introduction

A needs assessment was conducted by the Florida Department of Elder Affairs to determine the needs of elders residing in the community. Elders were sampled regardless of whether or not they had ever contacted or received services by the Department. Survey results are summarized at the Planning and Service Area (PSA) level and include special tabulations for “hard-to-measure” rural, low-income, and minority populations of elders.

The Department 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 two-part survey of people age 60 and older was conducted in July and September of 2010.

The final survey instrument retained many elements from the previous needs assessment instrument conducted in 2003. Based on findings from the previous needs assessment and feedback from staff, changes were made to this survey, which included expanding self-care limitations questions and offering a greater variety in response options, including multiple responses. The final survey was comprised of 82 questions distributed among the following sixteen categories (number of questions for each section shown in parentheses):

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

## Methodology

The needs assessment survey was administered to a random sample of 100 elders (age 60 and over) from each Planning and Service Area (PSA). The survey also included oversampling 750 additional elders from “hard-to-measure” populations across the state – 250 elders each from minority, rural, and/or low-income status groups. Responses from these subpopulations were evaluated separately.

To sample 100 respondents from the PSA, survey participants were selected by geographically coding screened addresses for potential respondents age 60 and older from a consumer database compiled by InfoUSA. Approximately 200 potential participants were randomly selected from PSA 1 with the intention of completing 100 surveys. When 100 surveys were completed, oversamples for rural, poverty, and minority populations (N=250 for each sub-population, respectively) were selected randomly and analyzed at the state level.

Current research indicates that in the past decade, the use of landline-telephone surveys has resulted in the lower inclusion of low-income and minority populations because of their lower likelihood to own higher cost landline telephones.<sup>1</sup> As a result, more low-income, rural, and minority populations<sup>2</sup> have turned to pre-paid or low-cost cellular service plans whose numbers would not be included in a consumer database derived from publicly-listed telephone directories.<sup>3</sup> It is prohibitive for many research organizations to conduct telephone surveys using cellular phone numbers because of the high costs associated with acquiring these databases. The InfoUSA database that was used to derive this study sample only included landline telephones, which may have resulted in an inherent bias toward higher socioeconomic status. As a result, there is a potential for underestimating existing needs of low-income elders when interpreting survey results.

Frequencies of responses were tabulated for elders surveyed in the PSA, and presented with any discrepancies found in the minority, low-income, and rural groups. For questions that included multiple response variables, variables were restructured for each question using SPSS. This information is presented in the Appendix. The reader will find it helpful to reference questions and responses contained in the Appendix alongside the text when reviewing the information contained in this report.

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<sup>1</sup> 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 poststratification adjustments. *Medical Care*, 49(4), 355-364.

<sup>2</sup> Shebl, F., Poppell, C.F., Zhan, M., Dwyer, D. M., Hopkins, A. B., Groves, C., ... Steinberger, E. K. (2009). Measuring health behaviors and landline telephones: Potential coverage bias in a low-income, rural population. *Public Health Reports*, 124, 495-502.

<sup>3</sup> Keeter, S., Kennedy, C., Clark, A., Tompson, T., & Mokrzycki, M. (2007). What's missing from national landline RDD surveys? The impact of the growing cell-only population. *Public Opinion Quarterly*, 71(5), 772-792.

## Planning and Service Area 1

This report analyzes the findings of the needs assessment survey for Planning and Service Area 1. PSA 1 includes Escambia, Santa Rosa, Okaloosa, and Walton counties located in the region farthest west in the state panhandle, accounting for 7% of the elders surveyed statewide.

Throughout this report, comparisons are made between the responses of the 100 elders in the PSA and those of the oversampled or “hard-to-reach” sub-populations of minority, low-income, and rural elders. Comparisons with these often-disadvantaged sub-populations are important, for their needs may be different or more intense than those of the general population.

Using data from the 2009 American Community Survey 5-Year Estimate (U.S. Census Bureau), this Planning and Service Area is composed of 151,371 residents age 60 and over. The average rate of residents living below the poverty line in PSA 1 is 8%, with Escambia and Walton exhibiting the highest rates (9%) and Okaloosa the lowest (6%). Approximately 17% of residents in the PSA are minorities, with Escambia County exhibiting the highest rate (25%). Although Escambia and Okaloosa Counties in the PSA are predominantly urban, almost 30% of Santa Rosa County and 80% of Walton County are rural.

### Selected Population Characteristics for 2009, PSA 1

| Geography                    | 60+ Population | Minorities | Low-income | Rural      |
|------------------------------|----------------|------------|------------|------------|
| <b>Escambia County</b>       | <b>69,341</b>  | <b>25%</b> | <b>9%</b>  | <b>11%</b> |
| <b>Okaloosa County</b>       | <b>38,591</b>  | <b>15%</b> | <b>6%</b>  | <b>12%</b> |
| <b>Santa Rosa County</b>     | <b>29,952</b>  | <b>14%</b> | <b>7%</b>  | <b>29%</b> |
| <b>Walton County</b>         | <b>13,488</b>  | <b>14%</b> | <b>9%</b>  | <b>80%</b> |
| <b>PSA 1 Totals/Averages</b> | <b>151,371</b> | <b>17%</b> | <b>8%</b>  | <b>33%</b> |

Source: 2009 American Community Survey, U.S. Census Bureau

## Demographic Profile

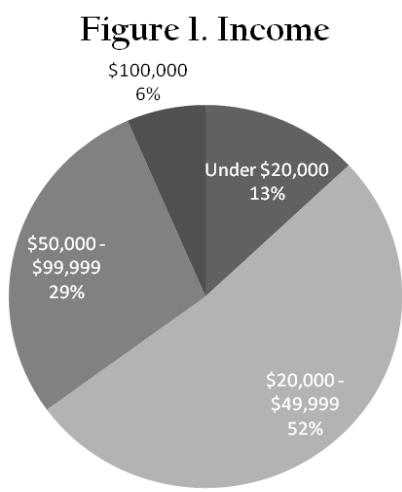
The demographic profile of the survey respondents includes self-disclosed information about race and ethnicity, gender, household income and area urbanicity.<sup>4</sup> The typical respondent who participated in the needs assessment survey in PSA 1 was a white woman in her early 70s, living in an urban area, with an annual income between \$30,000 and \$39,999.

More female than male respondents participated in the survey (47%). There was no gender ratio difference in respondents between the general population and the rural sub-population; however, the percentage of minority males (33%) was far lower than minority female respondents, and the number of low-income males (43%) was somewhat lower than low-

income females. The strong overrepresentation of female to male minorities in the survey may be related to current demographic trends of higher rates of attrition and institutionalization for elder minority males compared to their white counterparts.<sup>5</sup>

Elders included in the PSA 1 survey were predominantly of white or Caucasian ethnicity (87%). The composition of non-

white respondents were black or African-American (5%), Native American (5%), Latino (1%), and Asian or Pacific Islander (1%) (see Appendix, Question 82). More than one-half of elders in PSA 1 (56%) reported an annual income of less than \$40,000 a year. Approximately 13% of elders surveyed had an annual income of less than \$20,000. Rural elders reported the highest incomes with 13% reporting over \$100,000 per year- this is in contrast with only 6% of elders in PSA 1 and 9% statewide reporting such high incomes. This may be due to the high proportion of respondents still living with their spouse in the rural areas of the panhandle, and the inclusion of more dual incomes results in higher average household incomes (see Figure 1 and Appendix, Question 1 and the discussion in the following section).



<sup>4</sup> Population groups other than Non-Hispanic Whites are considered racial/ethnic minorities for the purpose of this report. Those earning less than \$20,000 a year (before taxes) are classified as “low-income”.

<sup>5</sup> Sharma, A. (2011). Multinomial analysis of assistance migration. Proceedings from Elderly Populations: 42nd Annual Meeting of The Southern Demographic Association, Tallahassee, Florida.

## Living Situation

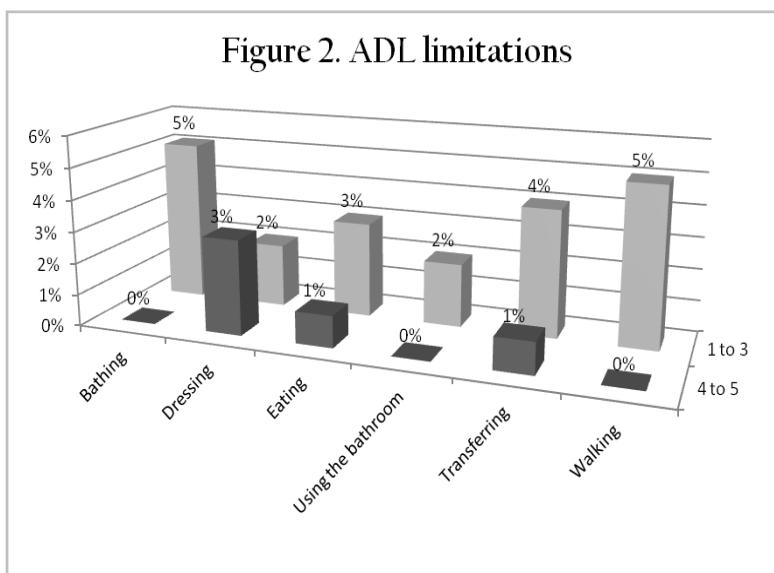
An important component of successfully aging in place for elders is their living situation, specifically, whether or not they live with their spouse, with others, or alone. Elders who live with a spouse have higher chances of remaining in the community for a host of reasons. Spouses contribute to better 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.<sup>6</sup> Nearly one-half of the elders surveyed in PSA 1 (49%) live with their spouse, while 29% live alone. Of all groups, rural elders were the most likely to live with a spouse (55%). In contrast, minority and low-income elders reported a greater chance of living alone and lower incidence of living with a spouse compared to all elders surveyed in PSA 1: only 38% of minority elders and 41% of low-income elders currently live with a spouse (see Appendix, Question 1).

## 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 commonly measured in terms of ADLs (Activities of Daily Living) and IADLs (Instrumental Activities of Daily Living).

Activities of Daily Living refer to daily self-care activities, such as eating, bathing, dressing, grooming, and walking, among others. Identifying limitations in elders' ability to care for their basic needs can be used as one indicator of the potential demand for assistance in an area. For respondents who reported needing help with personal care tasks, figures 2 and 3 show on a scale from 1 to 5 (1-3 = moderate need; 3-5=serious need) how much assistance was needed for each type of personal care task (see also Appendix, Questions 2 through 5).

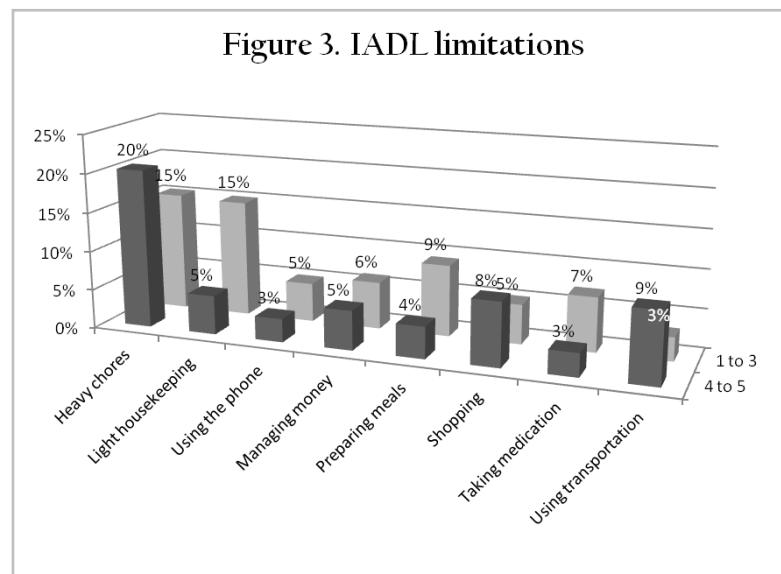
In PSA 1, 11% of elders reported needing some level of assistance with one or more ADL and of these, most required a moderate level of assistance. Specifically, 5% of respondents reported moderate need for assistance or supervision with both bathing and walking, while 3% needed a higher level of assistance with getting dressed (see Figure 2).



<sup>6</sup> Hays, Judith C., R.N., Ph.D (2002). Living Arrangements and Health Status in Later Life: A Review of Recent Literature. *Public Health Nursing*, Volume 19, Issue 2 (p. 136-151).

Minority and low-income elders reported the most need for assistance with such tasks (see Appendix, Question 2). Of those respondents in PSA 1 who reported a need for ADL assistance, over half (58%) did not receive the assistance they required, and none of the respondents reported always receiving the assistance they needed (see Appendix, Question 3).

IADLs are tasks that enable an individual to live independently, such as money management, taking medication, performing chores, and use of technology such as the telephone or transportation. The need for help with IADLs was more pronounced for respondents than for ADLs. In PSA 1, 43% of elders reported needing at least a moderate level of assistance with an instrumental activity of daily living. Of these, rural elders were generally comparable, but low income elders generally reported needing greater levels of assistance with IADLs, and minorities were twice or three times more likely to report needing assistance than the general PSA population (see Appendix, Question 4).



Proactive help seeking behaviors and sources are a critical factor in elders getting the assistance they need to remain independent. Almost half of the respondents (45%) who needed assistance said they have tried to get help from family members, while only 6% have sought assistance from a government agency. Of those elders who reported needing assistance with one or more IADL, 56% said they did not receive the assistance they required, while only 7% reported they always received such assistance (see Appendix, Question 5).

## Caregiving

Caregivers play a vital role in the long term care of elders and their ability to stay in their community. In PSA 1, 21% of respondents currently provide direct or indirect care to others (with comparable percentages across minority, low income, and rural populations). The majority of caregiving elders (86%) care for another elder (see Appendix, Question 9). Elders in PSA 1 who provide care to another person do so frequently. As shown in Figure 4, 24% provide care at least once a day up to all day long and one-fifth (20%) do so at least once a week.

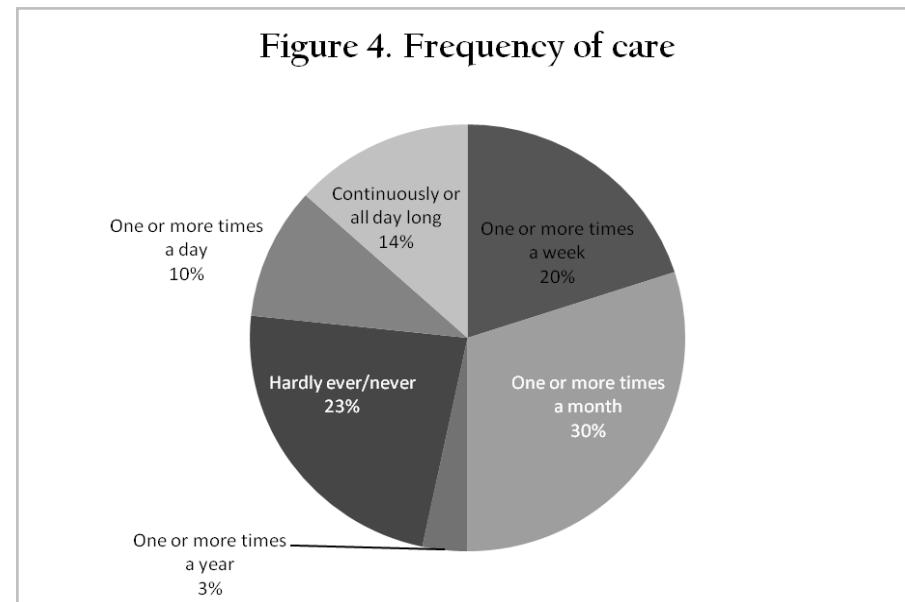
Almost two-thirds of caregivers (61%) in PSA 1 do not receive help with their caregiving responsibilities; while 17% reported needing help with such responsibilities (see Appendix, Questions 10 and 11). The types of help identified by respondents are consistent with the current research on caregiver needs; these include respite, help with household chores,

information about resources, assistance with personal care tasks, and emotional support (see Figure 5).<sup>7</sup> Of those who have sought help with their caregiving responsibilities, a majority have turned to either family members (30%) or state agencies (30%), while others have sought help from friends or neighbors (10%) and federal agencies (10%). In general, minority, low income, and rural elders were more likely to seek help from a wider variety of sources than those in PSA 1 (see Appendix, Question 13).

The largest impediment to those who are not able to receive help with caregiving is financial constraints (22%).

Other reasons cited include: a lack of available services (11%), the care recipient will not allow someone new to provide help (11%), the care does not require a lot of time or energy

(11%), the caregiver does not like asking for help (11%), the caregiver lacks time to check out options (11%), and the caregiver does not believe they would be satisfied with the available help (11%) (see Appendix, Question 14). In the PSA, 9% of caregiving elders are interested in receiving caregiver training, with minorities reporting a greater interest in receiving such training (24%) (Appendix, Question 15).



## Health and Health Promotion

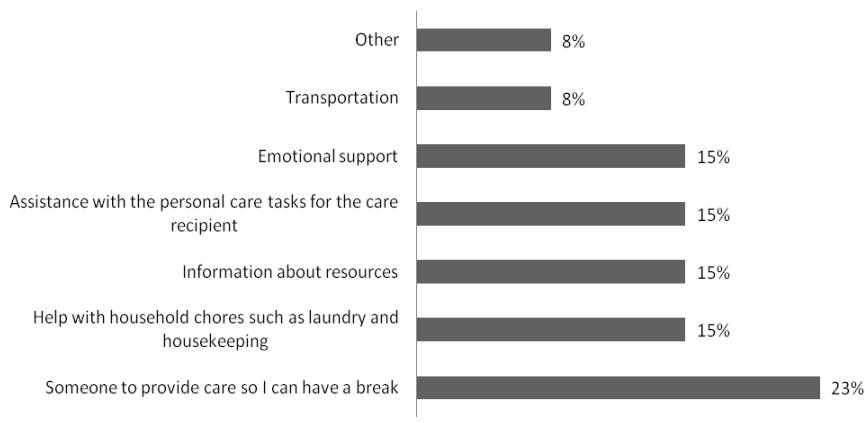
Ensuring access to health care, disease prevention information, and activities for fitness and wellness are important factors in maintaining the vitality and independence of the elder population. Almost one-half of elders (44%) are at least somewhat interested in training or classes to keep themselves healthy, with an even greater interest among the minority (61%), low-income (52%), and rural populations (47%). However, most elders surveyed (87%) have not attended an event or class offering health information. (Appendix, Question 17).

<sup>7</sup> Robison, J., Fortinsky, R., Kleppinger, A., Shugrue, N., & Porter, M. (2009). A broader view of family caregiving: effects of caregiving and caregiver conditions on depressive symptoms, health, work, and social isolation. *Journal of Gerontology: Social Sciences*, 64B(6), 788–798, doi:10.1093/geronb/gbp015. Advance Access publication on March 24, 2009.

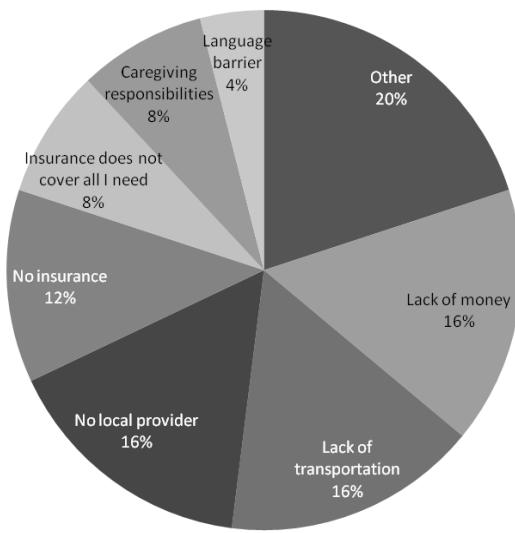
In PSA 1, 19% of elders are not always able to receive medical care when they need it, with comparable percentages for rural (18%), and higher percentages reported for low-income (26%) and minority elders (36%). Of these elders, 16% reported that either a lack of money, lack of transportation, or a lack

of a local provider serve as the largest barriers. The remainder of respondents cited no insurance (12%), insufficient insurance (8%), caregiving responsibilities (8%), or a language barrier (4%) prevented their access to medical care (see Figure 6).

**Figure 5. Help needed in caregiving**



**Figure 6. Barriers to medical care**



Elders reported a high frequency of delaying dental care (21%), eye care (21%), and mental health treatment (13%). Delays in dental and eye care are reported by almost half of minorities and over a third of low-income elders, while delays in mental health treatment are comparable and range across groups from 9-13%. For dental care, 49% of minorities reported delays, as did 37% of low-income elders. For eye care, 24% of minorities, and 36% of low-income elders, reported

delays. When delays in care occur, the delay is most likely to be six months or more. For instance, over one-third of minorities delayed receiving dental care longer than six months, while only 3% delayed such care for less than one month (see Appendix, Questions 24-26).

In filling their prescription medications, 9% of both PSA 1 and rural elders statewide reported a delay, with higher percentages among the minority (25%) and low-income populations (17%). However, almost one-half of elders surveyed in the PSA (43%) were unaware of prescription

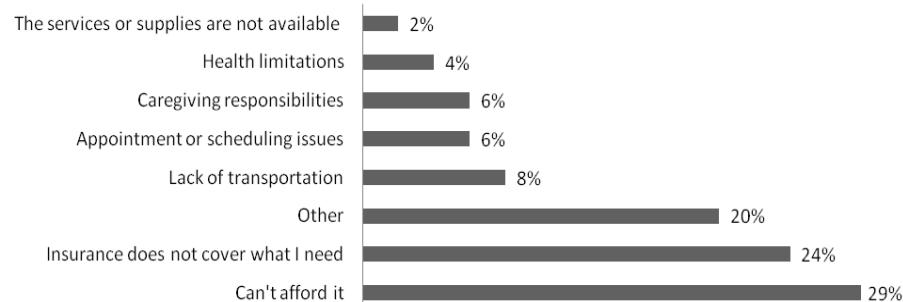
assistance programs, with even higher rates among minority (60%), low-income (54%), and rural elders (54%) (see Appendix, Question 22). Over all, financial impediments to receiving needed care of various types affected more than half of respondents: 28% reported that they are unable to afford

prescriptions, dental and vision care, and an additional 28% reported that their insurance coverage was insufficient (see Figure 7).

Since the needs assessment survey targeted elders age 60 and older, not all elders were old enough to be eligible for Medicare. In

addition, some elders age 65 and older may not be eligible because they did not work the requisite 10 years in Medicare-covered employment, or are not legal residents of the United States. In PSA 1, 65% of elders surveyed over the age of 65 participate in Medicare. One-third of elders surveyed have private health insurance, with similar rates for rural elders (32%) and lower percentages for minority (21%) and low-income elders (26%) (for more information, see Appendix, Question 27).

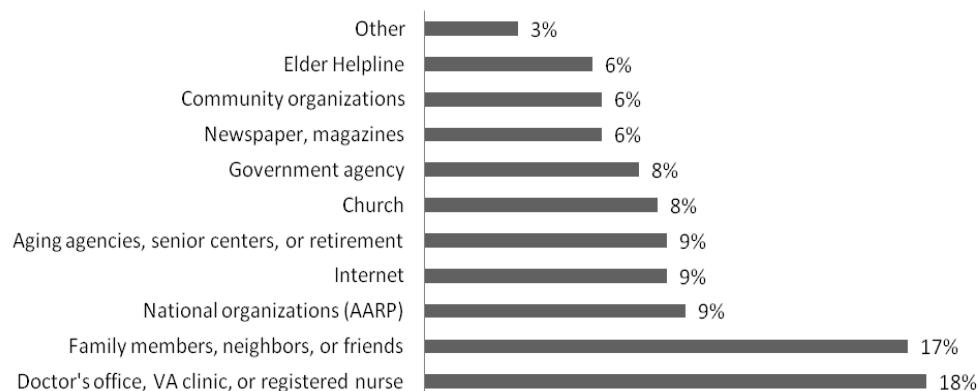
**Figure 7. Limitations to prescription medications, dental care, or eyeglasses**



## Information and Assistance

Elders were asked who they would contact if they needed information about services for elders. Respondents in PSA 1 reported that they were more likely to turn to a medical professional or institution for information (18%), or to consult family members, neighbors or friends (17%).

**Figure 8. Sources elders turn to for information**



Other sources, such as news media and organizations helping the elderly (such as AARP) were cited between 3 to 9% of the time (see Figure 8).

When asked how they receive information about activities in their communities, elders reported receiving information from television (21%) and from the newspaper (20%). Fewer respondents reported receiving information from family members, neighbors or friends (15%) and other sources like radio or internet (see Appendix, Question 29).

Of PSA 1 elders, 70% reported that they have Internet access, and 27% of elders in PSA 1 said they are interested in receiving training on computer and Internet use. Rural elders had the highest rate of Internet access (78%), with one-third (37%) interested in computer and Internet training, in contrast with minority and low-income elders in PSA 1, were less likely to have Internet access (44% and 57%, respectively), and were more interested in computer and Internet training (53% and 42%, respectively). (see Appendix, Questions 30 and 31).

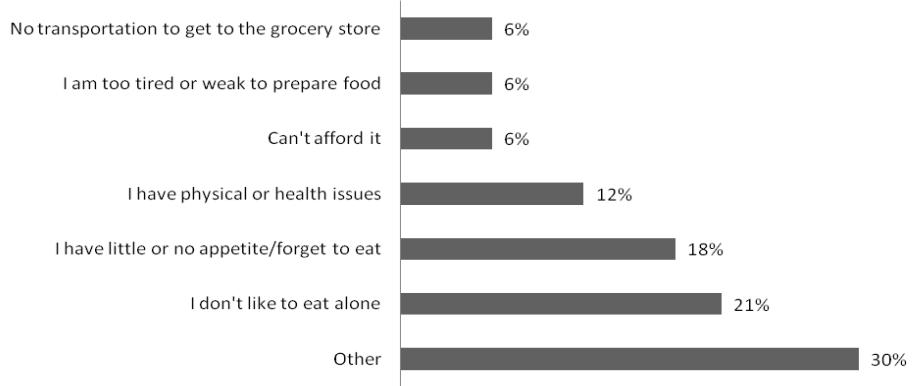
## Nutrition

Good nutrition is imperative for preventing health disorders and allowing elders to remain in their communities longer. However, only 74% of elders surveyed in PSA 1 reported eating all the food they need, while 70% of low-income elders and 65% of minority elders said they are meeting dietary requirements. Rural elders fare slightly better than overall elders in the PSA, 75% reporting they are always eating the food they need (see Appendix, Question 32). Elders who reported not eating all of the food they need identified the following reasons: don't like to eat alone (21%), having

little or no appetite

(18%), having physical or health issues that make eating difficult (12%), not being able to afford food (6%), being too tired or weak to prepare food (6%), or having no transportation to get to the grocery store (6%) (see Figure 9).

**Figure 9. Reasons for poor nutrition**



Although only 6% of the overall PSA reported affordability as their main barrier to adequate nutrition, the rates of minority, low-income, and rural elders unable to afford food are much higher, ranging from 20 to 22%. The reduced ability to purchase food by minority and low-income elders is reflected in their greater use of food debit cards: 25% of minority and 14% of poor elders reported using a food debit card compared to 2% PSA-wide. In PSA 1, 16% of elders surveyed said they are interested in receiving more information about the program, and 44% of minority respondents reported interest in receiving such information (see Appendix, Question 37).

Enrollment in the food debit program is a nationwide challenge, as only one-third of the elderly individuals who are eligible for food stamps actually participate in the program.<sup>8</sup> In addition, 15% of rural elders and elders surveyed in PSA 1 were interested in receiving information about where meals for seniors are offered. Greater percentages of minority (36%) and low-income respondents (25%) are interested in where meals are offered (see Appendix, Question 38).

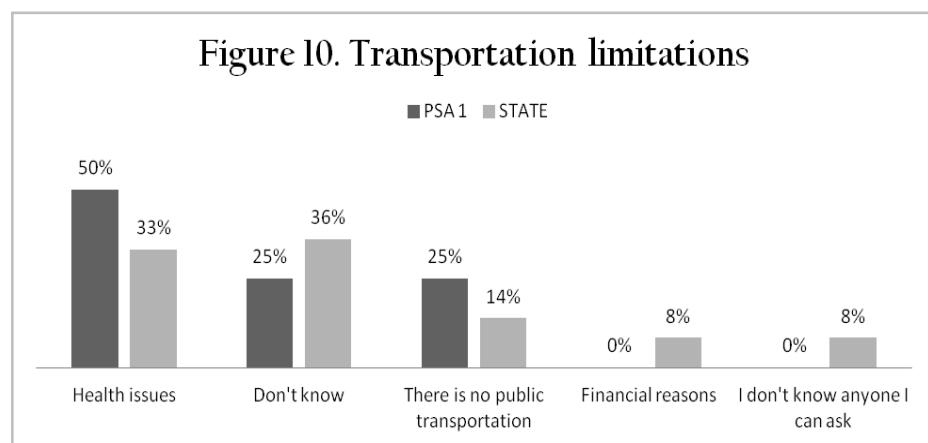
## Senior Centers

Senior centers are community facilities that provide a broad spectrum of services suited to the diverse needs and interests of independent older persons.<sup>9</sup> Florida has approximately 240 senior centers that are visited by an estimated 380,000 seniors each year,<sup>10</sup> yet only 10% of elders in PSA 1 reported that they visit a senior center with any regularity. More minority elders (16%) attend senior center events and activities compared to 9% of low-income elders and 7% of rural elders. Of those who do not visit the senior center, 31% of respondents stated that they do not visit because they stay busy through other activities and groups. Smaller proportions reported not having time (12%) or preferring a location that includes other age groups (10%) (see Appendix, Questions 39 and 40).

## Transportation

The availability of transportation to elders is central to their independence and well-being and losing the ability to drive is often a major concern to elders. Of PSA 1 respondents, 46% stated that they only get around by driving themselves. When asked about other ways in which they can get around, 24% of elders said a spouse, family member, friend or neighbor drives, and 11% of elders said they use a bicycle or walk, while 4% of elders reported using a taxi or public means and another 5% use special transportation or a senior ride service.

In PSA 1, 4% of elders surveyed reported not being able to get where they need or want to go (see Appendix, Questions 42-45). However, compared with other respondents in the Planning and Service Area, minority elders (12%) were three



<sup>8</sup> <http://www.ers.usda.gov/publications/efan04009/efan04009a.pdf>

<sup>9</sup> 2011 Summary of Programs and Services, Florida Department of Elder Affairs

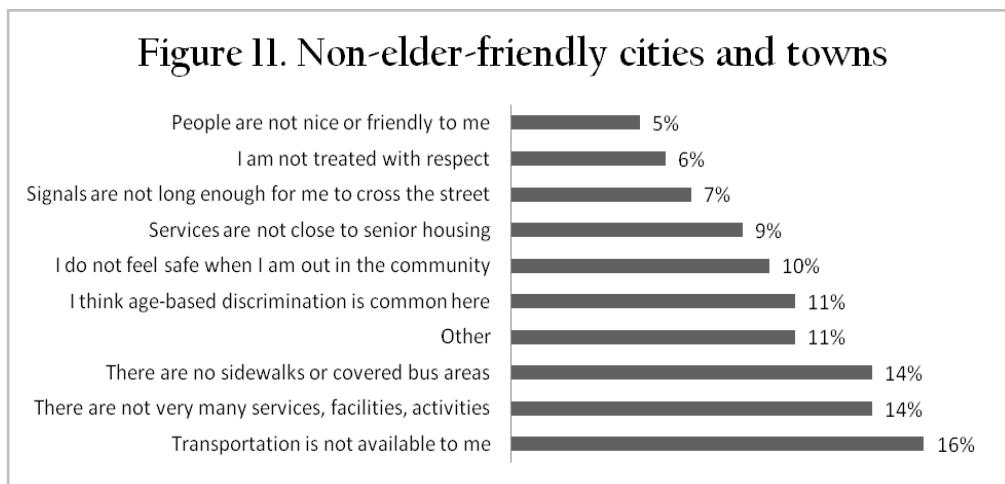
<sup>10</sup> 2011 Summary of Programs and Services, Florida Department of Elder Affairs

times more likely to have problems getting where they needed to go, and low-income elders (7%) were almost twice as likely to have problems getting where they needed to go. Of those elders who reported problems with transportation, exactly half cited health issues as the reason why, which is considerably higher than the 33% state average (see Figure 10). Additionally, 25% of PSA 1 elders reported a lack of available public transportation and only 7% of respondents reported ever using public transportation (Appendix, Question 46).

## Elder Advocacy and Attitudes on Aging in the Community

Elders play a vital role in Florida's communities and it is important for these communities to make elders feel safe, respected and valued. In PSA 1, 15% of respondents feel that their city or town is not elder friendly, a sentiment that was more frequently reported by minority (24%) and low-income elders (19%) (see Appendix, Question 49).

As shown in Figure 11, when asked what makes a city or town seem unfriendly to elders, the reasons cited were: lack of transportation (16%) limited services, facilities or activities (14%) lack of sidewalks and covered bus areas (14%), age-based discrimination (11%) and concern over safety when out in the community (10%).

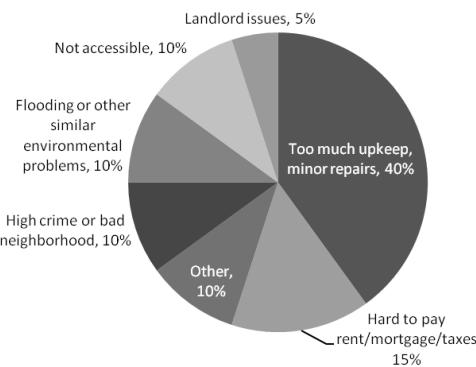


## Housing

Living in a safe, affordable, and comfortable home is an important aspect of remaining in a chosen community for all people and elders in particular. However, the availability of suitable homes remains a major concern of planners and advocates for the disabled and elderly. Currently, 54% of residents in U.S. Department of Housing and Urban Development (HUD) assisted households are elderly or disabled, and in many communities around the country, the supply of affordable, suitable housing units [for elders] is grossly inadequate to meet demand.<sup>11</sup>

<sup>11</sup> U.S. Department of Housing and Urban Development "Fiscal Year 2012 Program and Budget Initiatives: The Population HUD Serves". <http://portal.hud.gov/hudportal/documents/huddoc?id=FctShtHUDClients2.pdf>

**Figure 12. Problems with home or neighborhood**



Many of these elders reported an inability to find housing they felt safe in, could afford, could physically maintain, and had hopes to remain in as they aged.

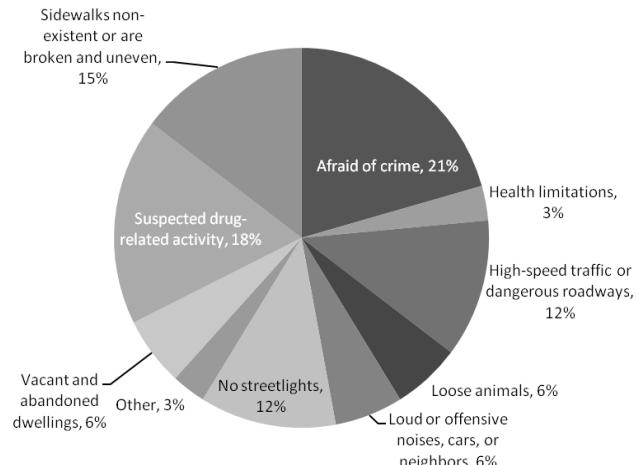
In PSA 1, 17% of elders surveyed reported similar problems with their home or neighborhood. Of these elders, most reported challenges with upkeep and repairs (40%), difficulty with

home finances (15%), high crime (10%), flooding or other environmental problems (10%), or a lack of accessibility (10%) (see Figure 12). The greatest concern for minority and low-income elders pertained to making housing payments (see Appendix, Question 52).

Nearly one in five elders (19%) indicated a need or desire to move from their current residence. The largest group (28%) would prefer living in a more rural setting, and 16% would prefer residing in an assisted living facility (see Appendix, Question 53). Elders who said they cannot move cited the following diverse reasons for their inability to do so: devalued property (22%), emotional attachment to current home (19%), packing and moving is too overwhelming (16%), not enough money or help with moving (9%), limited knowledge of other options (9%), limited availability of preferred housing option (3%), and health issues (3%) (see Appendix, Question 55).

Of elders surveyed, 10% in PSA 1 said they do not always feel safe in their neighborhood. As shown in Figure 13, the reasons cited include the following: crime (21%), suspected drug-related activity (18%), broken or non-existent sidewalks (15%), high-speed/dangerous traffic (21%), and a lack of streetlights (12%) (see Figure 13). Rural respondents (5%) were half as likely to feel unsafe in their neighborhood as PSA 1, however, minority (23%) and low-income respondents (14%) expressed greater concern over safety in their neighborhoods (see Appendix, Question 59).

**Figure 13. Reasons why elders feel unsafe in neighborhoods**



## Volunteerism

Many elders remain active and derive a sense of worth by contributing to their communities through volunteer work. Elders volunteer more than their younger counterparts, with rates of volunteering not declining until elders are in their mid-70s.<sup>12</sup> Almost one-third of respondents (31%) in PSA 1 currently volunteer, primarily for religious or community organizations. Only 19% of elders reported not being interested in volunteering, and 24% are interested in receiving information regarding opportunities for volunteering. The main impediment to volunteering is a lack of time (see Appendix, Questions 61-64).

## Employment

Florida's elders are an important part of the state's overall economy, and a critical component of the state's skilled workforce. Even though many elders desire full time work and are employable, there are barriers preventing their full participation in the workforce. While the majority of respondents (58%) in PSA 1 said they are willingly retired or don't want to work, 10% were needed for homemaker or caregiver duties, and 8% said that they are unable to work because of health or functional limitations or are otherwise involuntarily unemployed (see Figure 14).

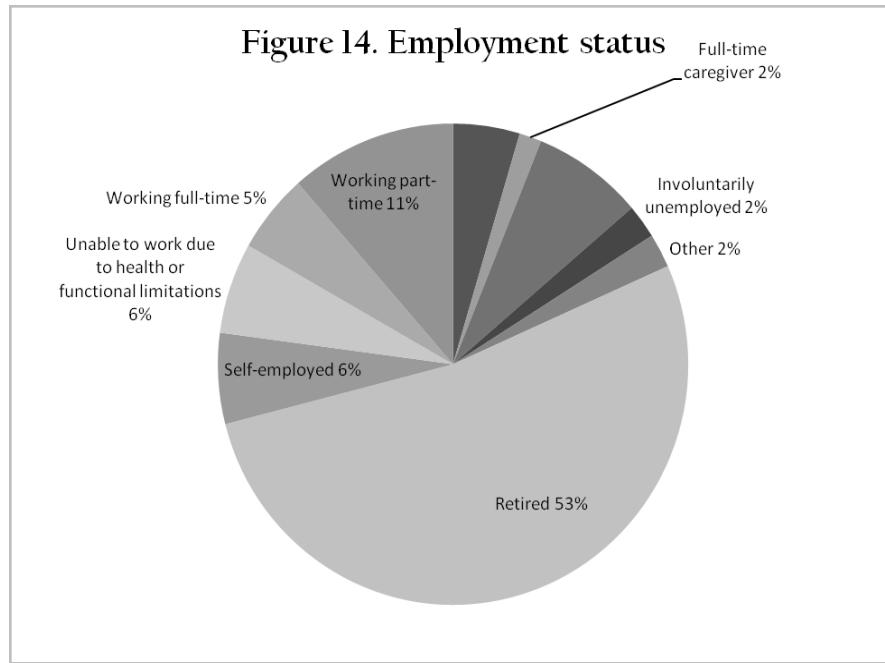
The percentages of minority (16%), low-income (15%), and rural (10%) elders who were prevented from working because of health or functional limitations or are involuntarily unemployed were higher than those of the total elder respondents in PSA 1 (Appendix, Question 65).

Of those interested in switching to or securing part- or full-time work, 12% are interested in working part-time and 6% in working full-time. Though only 4% have already tried a job matching service, 13% of PSA 1 elders are interested in receiving such help, with higher percentages of minorities (32%) and low-income elders (20%) reporting the same. In addition, 17% of PSA 1 elder respondents would like to receive job training. Compared with PSA 1, low income elders reported about the same degree of interest in job training (17%), while rural elders were half as interested (9%), and minority elders were nearly twice as likely (27%) to report an interest in job training (see Appendix, Questions 66-68).

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<sup>12</sup> S Linda K. George, Still Happy After All These Years: Research Frontiers on Subjective Well-being in Later Life. *The Journals of Gerontology, Series B Volume 65B (4): 461-469, March 2010.*

Of those who were interested in finding employment but were unable to do so, most stated that over-qualification was the main reason they were unable to find work (24%). In addition, 12% cited that job availability is limited, which was more pronounced for minority and low-income respondents (29% and 27%, respectively). Approximately 5% of elders (and 7% of each of the oversampled populations) said they were wrongfully terminated, passed over for promotion, denied a position, or mistreated in the workforce because of their age (Appendix, Questions 70 and 71).



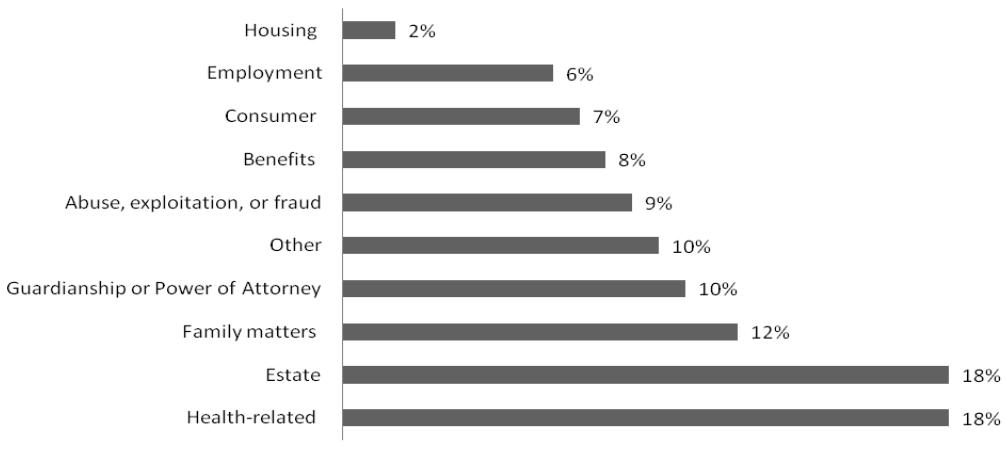
## Exploitation and Legal Issues

The National Center on Elder Abuse estimates five million cases of elder financial exploitation occur annually. Many of these cases go unreported as seniors may be too embarrassed to report fraud or are unaware they are being victimized.<sup>13</sup> In PSA 1, a large majority of respondents (82%) were concerned about becoming a victim of consumer fraud or swindle, however only 11% of elder respondents stated they had actually been a victim in recent years (Appendix, Questions 72 and 73). Less than half of the survey participants (49%) were aware of programs that assist elders in keeping themselves protected from abuse, neglect, and financial exploitation. Minority (42%), low-income (43%), and rural respondents (48%) were similarly unaware of such programs (Appendix, Question 78).

<sup>13</sup> <http://elderaffairs.state.fl.us/english/pubs/pubs/MasterPlan/10ElderRights.pdf>

In 2005, the Department of Elder Affairs created the Elder Rights Unit, 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 providing free legal advice and brief services by telephone to eligible Florida residents age 60 and older, for civil (not criminal) legal problems. Nearly one-third of elders across PSA 1 (27%) were aware of the legal services provided by the Florida Department of Elder Affairs. To a lesser degree, elders were familiar with the following organizations, in order of response: local Area Agency on Aging (25%), local legal aid office (20%), Florida Bar Lawyer Referral Service (14%), and Florida Senior Legal Helpline (14%) (see Appendix, Question 74).

**Figure 15. Legal matters concerning elders**



As shown in Figure 15, the primary types of legal problems that concern elders in PSA 1 reported are those related to health issues and estates (for example, wills, trusts, etc.).

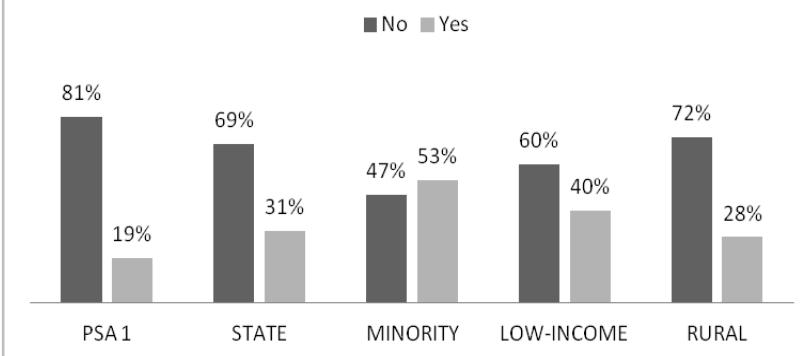
Of those surveyed, 16% reported that they have needed legal advice in the past three years but not seen a lawyer. Higher percentages of minority (24%), low-income (19%), and rural (22%) respondents reported the same. For the PSA 1 and all three subgroups, financial reasons were cited by 41-46% of respondents as the primary reason for not seeing a lawyer (see Appendix, Question 76).

## Disaster Preparedness

Because of unique combinations of the challenges affecting elders, such as limited transportation options, activity limitations and health concerns, many elders in Florida need extra assistance in preparing for disasters, especially hurricanes. For this reason, the Department has emphasized hurricane evacuation assistance and worked in cooperation with the Executive Office of the Governor to urge seniors to discuss their storm safety plans with loved ones. Also, a variety of options to assist with coping with and preparing for disasters are provided by the Department, including a Disaster Preparedness Guide for Elders, a Family Disaster Plan, and Disaster Supply Kits, including one for pets.<sup>14</sup> This is important, for almost a fifth of elders surveyed (19%) were interested in learning about temporary or special needs shelter options during an evacuation-related event; and minority (53%) and low-income (40%) elders show a much higher interest.

Fortunately, there is a high degree of awareness that this is an important issue in our state, and surveyed elders expressed a high degree of interest in becoming better prepared. Specifically, 39% of elders reported an interest in more elder-specific training classes for disaster preparedness. As shown in Figure 16, nearly double that percentage of minority (62%) and over half of low-income (52%) elders were interested in receiving such training as well (see Appendix, Questions 79 and 80).

**Figure 16. Elders' interest in learning more about temporary or special needs shelter options**



<sup>14</sup> <http://elderaffairs.state.fl.us/english/hr.php>

## Appendix: Survey Questions

### Living Situation

#### Question 1: What is your current living situation?

|  | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|--|-------|-------|----------|------------|-------|
| Live with spouse                       | 49%   | 49%   | 38%      | 41%        | 55%   |
| Live alone                             | 29%   | 31%   | 31%      | 35%        | 25%   |
| Live with child                        | 10%   | 8%    | 13%      | 10%        | 9%    |
| Live with grandchild or other relative | 9%    | 3%    | 10%      | 8%         | 6%    |
| Other                                  | 4%    | 6%    | 7%       | 4%         | 3%    |
| Live with friend                       | 0%    | 2%    | 1%       | 2%         | 3%    |
| <b>Total Responses</b>                 | 100%  | 100%  | 100%     | 100%       | 100%  |

## Self Care Limitations

**Question 2: On a scale from zero to five, how much assistance do you need for the following personal care tasks (ADLs)?**

|                    |               | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|--------------------|---------------|-------|-------|----------|------------|-------|
| Bathing            | <b>0</b>      | 95%   | 90%   | 77%      | 84%        | 93%   |
|                    | <b>1 to 3</b> | 5%    | 5%    | 11%      | 8%         | 4%    |
|                    | <b>4 to 5</b> | 0%    | 5%    | 12%      | 8%         | 4%    |
| Dressing           | <b>0</b>      | 95%   | 92%   | 79%      | 85%        | 93%   |
|                    | <b>1 to 3</b> | 2%    | 5%    | 12%      | 10%        | 6%    |
|                    | <b>4 to 5</b> | 3%    | 4%    | 9%       | 5%         | 2%    |
| Eating             | <b>0</b>      | 96%   | 93%   | 83%      | 88%        | 95%   |
|                    | <b>1 to 3</b> | 3%    | 4%    | 11%      | 8%         | 3%    |
|                    | <b>4 to 5</b> | 1%    | 3%    | 6%       | 4%         | 2%    |
| Using the bathroom | <b>0</b>      | 98%   | 94%   | 87%      | 92%        | 96%   |
|                    | <b>1 to 3</b> | 2%    | 4%    | 7%       | 5%         | 3%    |
|                    | <b>4 to 5</b> | 0%    | 2%    | 5%       | 3%         | 1%    |
| Transferring       | <b>0</b>      | 95%   | 92%   | 82%      | 86%        | 91%   |
|                    | <b>1 to 3</b> | 4%    | 6%    | 13%      | 11%        | 8%    |
|                    | <b>4 to 5</b> | 1%    | 2%    | 6%       | 4%         | 2%    |
| Walking            | <b>0</b>      | 95%   | 89%   | 75%      | 84%        | 91%   |
|                    | <b>1 to 3</b> | 5%    | 8%    | 14%      | 9%         | 7%    |
|                    | <b>4 to 5</b> | 0%    | 4%    | 11%      | 7%         | 3%    |

## Self Care Limitations

### Question 3: How often do you receive the help you need with personal care tasks (ADLs)?

|                          | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|--------------------------|-------|-------|----------|------------|-------|
| <b>Hardly Ever/Never</b> | 58%   | 47%   | 51%      | 50%        | 48%   |
| <b>Sometimes</b>         | 25%   | 27%   | 23%      | 22%        | 20%   |
| <b>Most of the Time</b>  | 17%   | 14%   | 9%       | 14%        | 20%   |
| <b>Always</b>            | 0%    | 12%   | 17%      | 14%        | 13%   |
| <b>Total Responses</b>   | 100%  | 100%  | 100%     | 100%       | 100%  |

## Self Care Limitations

**Question 4: On a scale from zero to five, how much assistance do you need for the following other activities (IADLs)?**

|                      |               | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|----------------------|---------------|-------|-------|----------|------------|-------|
| Heavy chores         | <b>0</b>      | 64%   | 56%   | 45%      | 46%        | 58%   |
|                      | <b>1 to 3</b> | 15%   | 24%   | 29%      | 29%        | 27%   |
|                      | <b>4 to 5</b> | 20%   | 19%   | 26%      | 24%        | 16%   |
| Light housekeeping   | <b>0</b>      | 80%   | 76%   | 61%      | 67%        | 79%   |
|                      | <b>1 to 3</b> | 15%   | 16%   | 27%      | 22%        | 14%   |
|                      | <b>4 to 5</b> | 5%    | 8%    | 12%      | 12%        | 7%    |
| Using the phone      | <b>0</b>      | 92%   | 94%   | 86%      | 90%        | 96%   |
|                      | <b>1 to 3</b> | 5%    | 3%    | 6%       | 6%         | 2%    |
|                      | <b>4 to 5</b> | 3%    | 3%    | 8%       | 4%         | 2%    |
| Managing money       | <b>0</b>      | 89%   | 88%   | 80%      | 82%        | 91%   |
|                      | <b>1 to 3</b> | 6%    | 7%    | 9%       | 10%        | 6%    |
|                      | <b>4 to 5</b> | 5%    | 4%    | 11%      | 8%         | 3%    |
| Preparing meals      | <b>0</b>      | 87%   | 84%   | 74%      | 76%        | 86%   |
|                      | <b>1 to 3</b> | 9%    | 9%    | 14%      | 13%        | 9%    |
|                      | <b>4 to 5</b> | 4%    | 7%    | 11%      | 11%        | 5%    |
| Shopping             | <b>0</b>      | 87%   | 82%   | 68%      | 73%        | 84%   |
|                      | <b>1 to 3</b> | 5%    | 8%    | 17%      | 14%        | 10%   |
|                      | <b>4 to 5</b> | 8%    | 10%   | 14%      | 13%        | 7%    |
| Taking medication    | <b>0</b>      | 90%   | 91%   | 83%      | 85%        | 91%   |
|                      | <b>1 to 3</b> | 7%    | 5%    | 11%      | 8%         | 5%    |
|                      | <b>4 to 5</b> | 3%    | 4%    | 7%       | 6%         | 4%    |
| Using transportation | <b>0</b>      | 88%   | 85%   | 71%      | 77%        | 88%   |
|                      | <b>1 to 3</b> | 3%    | 6%    | 11%      | 9%         | 6%    |
|                      | <b>4 to 5</b> | 9%    | 9%    | 18%      | 14%        | 6%    |

## Self Care Limitations

### Question 5: How often do you receive the help you need with general activities (IADLs)?

|                        | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|------------------------|-------------|-------------|-------------|-------------|-------------|
| Hardly Ever/Never      | 56%         | 48%         | 50%         | 53%         | 47%         |
| Sometimes              | 33%         | 22%         | 23%         | 18%         | 21%         |
| Always                 | 7%          | 14%         | 16%         | 14%         | 17%         |
| Most of the time       | 4%          | 16%         | 11%         | 15%         | 15%         |
| <b>Total Responses</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

\*Question was not pertinent to all respondents.

### Question 6: From whom have you tried to get help with personal care tasks and general activities?

|                          | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|--------------------------|-------------|-------------|-------------|-------------|-------------|
| Family                   | 45%         | 36%         | 48%         | 44%         | 49%         |
| Not Applicable           | 18%         | 17%         | 0%          | 0%          | 0%          |
| Friends and/or Neighbors | 13%         | 18%         | 18%         | 25%         | 22%         |
| Other                    | 9%          | 10%         | 13%         | 13%         | 11%         |
| Community Group          | 5%          | 3%          | 2%          | 3%          | 1%          |
| Religious Organization   | 4%          | 6%          | 3%          | 4%          | 5%          |
| Federal Agency           | 4%          | 4%          | 4%          | 2%          | 4%          |
| State Agency             | 2%          | 3%          | 7%          | 4%          | 3%          |
| Local Agency             | 0%          | 4%          | 4%          | 5%          | 5%          |
| <b>Total Responses</b>   | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

\*Question was not pertinent to all respondents.

## Caregiving

### Question 7: Do you ever provide care, either directly or indirectly over the telephone, for someone who is not able to take care of him or herself?

|                        | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|------------------------|-------------|-------------|-------------|-------------|-------------|
| No                     | 70%         | 72%         | 70%         | 71%         | 73%         |
| Yes                    | 21%         | 20%         | 20%         | 19%         | 18%         |
| Maybe                  | 9%          | 8%          | 10%         | 10%         | 9%          |
| <b>Total Responses</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

## Caregiving

### Question 8: How often do you provide care?

|                              | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|------------------------------|-------------|-------------|-------------|-------------|-------------|
| One or more times a month    | 30%         | 29%         | 18%         | 23%         | 16%         |
| Hardly ever/never            | 23%         | 17%         | 13%         | 17%         | 12%         |
| One or more times a week     | 20%         | 29%         | 32%         | 35%         | 41%         |
| Continuously or all day long | 13%         | 9%          | 15%         | 11%         | 7%          |
| One or more times a day      | 10%         | 10%         | 10%         | 8%          | 7%          |
| One or more times a year     | 3%          | 6%          | 12%         | 5%          | 16%         |
| <b>Total Responses</b>       | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

### Question 9: How many persons for whom you provide care are in each of the following categories?

|                 | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|-----------------|-------|-------|----------|------------|-------|
| 0-18 years old  | 1+    | 9%    | 16%      | 24%        | 18%   |
| 19-59 years old | 1+    | 18%   | 25%      | 28%        | 23%   |
| 60+ years old   | 1+    | 86%   | 86%      | 88%        | 94%   |

### Question 10: Do you have help with your caregiving responsibilities?

|                        | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|------------------------|-------------|-------------|-------------|-------------|-------------|
| No                     | 61%         | 56%         | 61%         | 54%         | 53%         |
| Yes                    | 39%         | 44%         | 39%         | 46%         | 47%         |
| <b>Total Responses</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

### Question 11: Do you need help (or more help) with your caregiving responsibilities?

|                        | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|------------------------|-------------|-------------|-------------|-------------|-------------|
| No                     | 83%         | 79%         | 79%         | 80%         | 77%         |
| Yes                    | 17%         | 21%         | 21%         | 20%         | 23%         |
| <b>Total Responses</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

## Caregiving

### Question 12: What type of help do you need?

|  | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|--|-------------|-------------|-------------|-------------|-------------|
| Someone to provide care so I can have a break                  | 23%         | 11%         | 12%         | 16%         | 15%         |
| Help with household chores such as laundry and housekeeping    | 15%         | 13%         | 15%         | 13%         | 14%         |
| Information about resources                                    | 15%         | 14%         | 17%         | 19%         | 15%         |
| Assistance with the personal care tasks for the care recipient | 15%         | 12%         | 8%          | 9%          | 13%         |
| Emotional support  | 15%         | 14%         | 10%         | 12%         | 11%         |
| Transportation   | 8%          | 12%         | 8%          | 6%          | 7%          |
| Other  | 8%          | 6%          | 2%          | 3%          | 1%          |
| Financial help   | 0%          | 12%         | 17%         | 15%         | 15%         |
| Training on how to provide care                                | 0%          | 7%          | 12%         | 7%          | 8%          |
| <b>Total Responses</b>   | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

\*Question was not pertinent to all respondents.

### Question 13: From whom have you tried to get help with your caregiving responsibilities?

|                        | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|------------------------|-------------|-------------|-------------|-------------|-------------|
| Family                 | 30%         | 25%         | 21%         | 28%         | 21%         |
| State agency           | 30%         | 11%         | 21%         | 10%         | 12%         |
| Other                  | 20%         | 5%          | 4%          | 10%         | 7%          |
| Friends/neighbors      | 10%         | 14%         | 7%          | 3%          | 12%         |
| Federal agency         | 10%         | 10%         | 14%         | 7%          | 7%          |
| Local agency           | 0%          | 12%         | 14%         | 17%         | 17%         |
| Religious organization | 0%          | 11%         | 4%          | 7%          | 2%          |
| Community group        | 0%          | 10%         | 11%         | 10%         | 12%         |
| Not applicable         | 0%          | 2%          | 4%          | 7%          | 10%         |
| <b>Total Responses</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

\*Question was not pertinent to all respondents.

## Caregiving

### Question 14: Are any of the following reasons why you do not receive or did not try to get help with your caregiving responsibilities?

|  | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|--|-------------|-------------|-------------|-------------|-------------|
| I can't afford the expense                                 | 22%         | 20%         | 17%         | 17%         | 15%         |
| Services are not available                                 | 11%         | 14%         | 14%         | 12%         | 15%         |
| The care recipient won't allow someone new to provide help | 11%         | 13%         | 5%          | 8%          | 13%         |
| The care does not require a lot of time or energy          | 11%         | 12%         | 17%         | 15%         | 17%         |
| I don't like asking for help                               | 11%         | 10%         | 12%         | 12%         | 15%         |
| I don't have time to check out options                     | 11%         | 13%         | 5%          | 15%         | 8%          |
| I don't think I would be satisfied with the available help | 11%         | 6%          | 10%         | 8%          | 5%          |
| Other  | 11%         | 4%          | 12%         | 6%          | 3%          |
| I don't want strangers in my house                         | 0%          | 8%          | 10%         | 8%          | 8%          |
| <b>Total Responses</b>                                     | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

\*Question was not pertinent to all respondents.

### Question 15: Would you be interested in receiving caregiver training?

|                        | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|------------------------|-------------|-------------|-------------|-------------|-------------|
| No                     | 91%         | 90%         | 76%         | 87%         | 91%         |
| Yes                    | 9%          | 10%         | 24%         | 13%         | 9%          |
| <b>Total Responses</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

## Health and Health Promotion

### Question 16: During the past year have you attended an event offering free health information?

|                        | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|------------------------|-------|-------|----------|------------|-------|
| No                     | 87%   | 84%   | 82%      | 85%        | 87%   |
| Yes                    | 13%   | 16%   | 18%      | 15%        | 13%   |
| <b>Total Responses</b> | 100%  | 100%  | 100%     | 100%       | 100%  |

### Question 17: If training or classes were available to help you learn about keeping yourself healthy, how interested would be in attending?

|                        | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|------------------------|-------|-------|----------|------------|-------|
| Not interested         | 56%   | 53%   | 39%      | 48%        | 53%   |
| Somewhat interested    | 28%   | 32%   | 34%      | 38%        | 38%   |
| Very interested        | 16%   | 16%   | 27%      | 14%        | 9%    |
| <b>Total Responses</b> | 100%  | 100%  | 100%     | 100%       | 100%  |

### Question 18: Are you regularly doing a physical activity three or more times a week?

|                        | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|------------------------|-------|-------|----------|------------|-------|
| Yes                    | 81%   | 76%   | 66%      | 74%        | 78%   |
| No                     | 19%   | 24%   | 34%      | 26%        | 22%   |
| <b>Total Responses</b> | 100%  | 100%  | 100%     | 100%       | 100%  |

### Question 19: If you need medical care, are you able to get it?

|                          | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|--------------------------|-------|-------|----------|------------|-------|
| Yes, always              | 81%   | 81%   | 64%      | 74%        | 82%   |
| Yes, most of the time    | 7%    | 13%   | 21%      | 16%        | 14%   |
| Yes, sometimes           | 7%    | 4%    | 9%       | 7%         | 3%    |
| No, never or hardly ever | 4%    | 2%    | 6%       | 3%         | 1%    |
| <b>Total Responses</b>   | 100%  | 100%  | 100%     | 100%       | 100%  |

## Health and Health Promotion

### Question 20: What keeps you from getting medical care?

|  | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|--|-------|-------|----------|------------|-------|
| Other                                      | 20%   | 14%   | 9%       | 7%         | 11%   |
| <b>Lack of money</b>                       | 16%   | 19%   | 24%      | 23%        | 24%   |
| <b>Lack of transportation</b>              | 16%   | 10%   | 8%       | 8%         | 6%    |
| <b>No local provider</b>                   | 16%   | 9%    | 4%       | 8%         | 9%    |
| <b>No insurance</b>                        | 12%   | 10%   | 17%      | 17%        | 18%   |
| <b>Insurance does not cover all I need</b> | 8%    | 21%   | 17%      | 20%        | 18%   |
| <b>Caregiving responsibilities</b>         | 8%    | 6%    | 7%       | 6%         | 6%    |
| <b>Language barrier</b>                    | 4%    | 4%    | 7%       | 6%         | 2%    |
| <b>No provider will take my insurance</b>  | 0%    | 8%    | 8%       | 5%         | 6%    |
| <b>Total Responses</b>                     | 100%  | 100%  | 100%     | 100%       | 100%  |

\*Question was not pertinent to all respondents.

### Question 21: In the last 12 months, how long have you delayed filling your prescription medications?

|   | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|---|-------|-------|----------|------------|-------|
| <b>No delay</b>                           | 82%   | 82%   | 63%      | 73%        | 77%   |
| <b>No prescription medications needed</b> | 9%    | 8%    | 12%      | 10%        | 14%   |
| <b>Less than 1 month</b>                  | 6%    | 5%    | 8%       | 8%         | 5%    |
| <b>1-2 months</b>                         | 0%    | 3%    | 10%      | 6%         | 2%    |
| <b>3-6 months</b>                         | 2%    | 1%    | 4%       | 2%         | 1%    |
| <b>Longer than 6 months</b>               | 1%    | 1%    | 3%       | 2%         | 1%    |
| <b>Total Responses</b>                    | 100%  | 100%  | 100%     | 100%       | 100%  |

### Question 22: Are you aware of any prescription assistance programs?

|                        | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|------------------------|-------|-------|----------|------------|-------|
| <b>Yes</b>             | 57%   | 48%   | 40%      | 46%        | 46%   |
| <b>No</b>              | 43%   | 52%   | 60%      | 54%        | 54%   |
| <b>Total Responses</b> | 100%  | 100%  | 100%     | 100%       | 100%  |

## Health and Health Promotion

### Question 23: In the last 12 months, how long have you delayed getting dental care?

|                              | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|------------------------------|-------|-------|----------|------------|-------|
| <b>No delay</b>              | 57%   | 51%   | 25%      | 36%        | 51%   |
| <b>No dental care needed</b> | 22%   | 20%   | 26%      | 27%        | 21%   |
| <b>Longer than 6 months</b>  | 16%   | 18%   | 34%      | 26%        | 19%   |
| <b>3-6 months</b>            | 4%    | 7%    | 9%       | 7%         | 4%    |
| <b>1-2 months</b>            | 1%    | 3%    | 3%       | 2%         | 2%    |
| <b>Less than 1 month</b>     | 0%    | 2%    | 3%       | 3%         | 2%    |
| <b>Total Responses</b>       | 100%  | 100%  | 100%     | 100%       | 100%  |

### Question 24: In the last 12 months, how long have you delayed getting new eyeglasses or other eye care?

|   | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|---|-------|-------|----------|------------|-------|
| <b>No delay</b>                         | 64%   | 63%   | 40%      | 53%        | 60%   |
| <b>No eyeglasses or eye care needed</b> | 15%   | 13%   | 12%      | 11%        | 13%   |
| <b>Longer than 6 months</b>             | 11%   | 14%   | 32%      | 22%        | 16%   |
| <b>3-6 months</b>                       | 4%    | 5%    | 7%       | 7%         | 7%    |
| <b>1-2 months</b>                       | 2%    | 3%    | 2%       | 2%         | 1%    |
| <b>Less than 1 month</b>                | 4%    | 2%    | 6%       | 5%         | 4%    |
| <b>Total Responses</b>                  | 100%  | 100%  | 100%     | 100%       | 100%  |

### Question 25: What has limited your ability to get prescription medications, dental care, or eyeglasses?

|   | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|---|-------|-------|----------|------------|-------|
| <b>Can't afford it</b>  | 29%   | 27%   | 29%      | 29%        | 31%   |
| <b>Insurance does not cover what I need</b>                       | 24%   | 24%   | 23%      | 26%        | 29%   |
| <b>Other</b>  | 20%   | 22%   | 23%      | 22%        | 23%   |
| <b>Lack of transportation</b>                                     | 8%    | 6%    | 5%       | 3%         | 2%    |
| <b>Appointment or scheduling issues</b>                           | 6%    | 7%    | 6%       | 7%         | 5%    |
| <b>Caregiving responsibilities</b>                                | 6%    | 5%    | 4%       | 3%         | 3%    |
| <b>Health limitations</b>   | 4%    | 5%    | 6%       | 5%         | 3%    |
| <b>The services or supplies are not available in my community</b> | 2%    | 3%    | 5%       | 5%         | 4%    |
| <b>Total Responses</b>  | 100%  | 100%  | 100%     | 100%       | 100%  |

\*Question was not pertinent to all respondents.

## Health and Health Promotion

### Question 26: In the past year, have you had to delay or do without help for an emotional or mental health problem?

|                        | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|------------------------|-------|-------|----------|------------|-------|
| No                     | 88%   | 89%   | 90%      | 90%        | 91%   |
| Yes                    | 13%   | 11%   | 10%      | 10%        | 9%    |
| <b>Total Responses</b> | 100%  | 100%  | 100%     | 100%       | 100%  |

### Question 27: What kind(s) of health care insurance do you have?

|                           | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|---------------------------|-------|-------|----------|------------|-------|
| Medicare*                 | 65%   | 85%   | 47%      | 47%        | 50%   |
| Private insurance         | 33%   | 34%   | 21%      | 26%        | 32%   |
| Veteran's health benefits | 12%   | 10%   | 11%      | 10%        | 8%    |
| Other                     | 9%    | 8%    | 4%       | 7%         | 9%    |
| Medicaid                  | 5%    | 5%    | 18%      | 11%        | 4%    |
| None                      | 2%    | 1%    | 3%       | 2%         | 2%    |
| <b>Total Responses</b>    | 100%  | 100%  | 100%     | 100%       | 100%  |

\*Medicare beneficiaries age 65 and older

## Information and Assistance

### Question 28: Who would you contact if you needed information about services that help older adults?

|   | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|---|-------|-------|----------|------------|-------|
| Doctor's office, VA clinic, or registered nurse           | 18%   | 19%   | 19%      | 21%        | 22%   |
| Family members, neighbors, or friends                     | 17%   | 18%   | 23%      | 23%        | 21%   |
| National organizations (AARP)                             | 9%    | 11%   | 11%      | 9%         | 11%   |
| Internet  | 9%    | 9%    | 3%       | 6%         | 9%    |
| Aging agencies, senior centers, or retirement communities | 9%    | 7%    | 6%       | 7%         | 6%    |
| Church  | 8%    | 7%    | 7%       | 7%         | 6%    |
| Government agency   | 8%    | 8%    | 7%       | 6%         | 6%    |
| Newspaper, magazines                                      | 6%    | 6%    | 5%       | 4%         | 4%    |
| Community organizations                                   | 6%    | 5%    | 5%       | 4%         | 3%    |
| Elder Helpline  | 6%    | 6%    | 6%       | 6%         | 5%    |
| Other   | 3%    | 4%    | 7%       | 6%         | 5%    |
| <b>Total Responses</b>                                    | 100%  | 100%  | 100%     | 100%       | 100%  |

## Information and Assistance

### Question 29: How do you find out what is going in your community?

|  | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|--|-------------|-------------|-------------|-------------|-------------|
| Television   | 21%         | 20%         | 28%         | 24%         | 21%         |
| Newspaper  | 20%         | 20%         | 18%         | 21%         | 22%         |
| Family, neighbors, or friends                          | 15%         | 16%         | 14%         | 16%         | 15%         |
| Radio  | 11%         | 9%          | 11%         | 8%          | 8%          |
| Internet   | 10%         | 11%         | 7%          | 8%          | 11%         |
| Newsletters, flyers, or bulletins                      | 9%          | 10%         | 10%         | 10%         | 9%          |
| Faith-based organization                               | 7%          | 5%          | 5%          | 5%          | 5%          |
| Community center or other community group/organization | 5%          | 6%          | 5%          | 5%          | 6%          |
| Other  | 2%          | 2%          | 3%          | 3%          | 3%          |
| <b>Total Responses</b>                                 | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

### Question 30: Do you have access to the internet?

|                        | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|------------------------|-------------|-------------|-------------|-------------|-------------|
| Yes                    | 70%         | 72%         | 44%         | 57%         | 78%         |
| No                     | 30%         | 28%         | 56%         | 43%         | 22%         |
| <b>Total Responses</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

### Question 31: If training on using computers or the internet were available, would you be interested in attending?

|                        | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|------------------------|-------------|-------------|-------------|-------------|-------------|
| No                     | 73%         | 63%         | 47%         | 58%         | 63%         |
| Yes                    | 27%         | 37%         | 53%         | 42%         | 37%         |
| <b>Total Responses</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

## Nutrition

### Question 32: How often do you eat all the food you need?

|                        | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|------------------------|-------------|-------------|-------------|-------------|-------------|
| Always                 | 74%         | 74%         | 65%         | 70%         | 75%         |
| Most of the time       | 21%         | 21%         | 20%         | 21%         | 19%         |
| Sometimes              | 5%          | 4%          | 11%         | 6%          | 4%          |
| Hardly ever/never      | 0%          | 1%          | 3%          | 2%          | 2%          |
| <b>Total Responses</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

## Nutrition

### Question 33: Why is that you do not eat all the food you need?

|  | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|--|-------|-------|----------|------------|-------|
| Other  | 30%   | 21%   | 15%      | 16%        | 17%   |
| <b>I don't like to eat alone</b>                                   | 21%   | 13%   | 10%      | 11%        | 16%   |
| <b>I have little or no appetite and forget to eat sometimes</b>    | 18%   | 17%   | 17%      | 15%        | 19%   |
| <b>I have physical or health issues that make eating difficult</b> | 12%   | 11%   | 11%      | 11%        | 9%    |
| <b>Can't afford it</b>   | 6%    | 16%   | 20%      | 22%        | 20%   |
| <b>I am too tired or weak to prepare food</b>                      | 6%    | 13%   | 10%      | 14%        | 10%   |
| <b>No transportation to get to the grocery store</b>               | 6%    | 6%    | 10%      | 8%         | 5%    |
| <b>No or poorly working stove or refrigerator</b>                  | 0%    | 3%    | 6%       | 3%         | 3%    |
| <b>Total Responses</b>   | 100%  | 100%  | 100%     | 100%       | 100%  |
| <b>*Question was not pertinent to all respondents.</b>             |       |       |          |            |       |

### Question 34: Do you eat a healthy variety of foods in your diet?

|                        | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|------------------------|-------|-------|----------|------------|-------|
| <b>Yes</b>             | 93%   | 92%   | 91%      | 91%        | 95%   |
| <b>No</b>              | 7%    | 8%    | 9%       | 9%         | 5%    |
| <b>Total Responses</b> | 100%  | 100%  | 100%     | 100%       | 100%  |

### Question 35: Do you have a food debit card (also known as food stamps)?

|                        | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|------------------------|-------|-------|----------|------------|-------|
| <b>No</b>              | 98%   | 95%   | 79%      | 86%        | 97%   |
| <b>Yes</b>             | 2%    | 5%    | 21%      | 14%        | 3%    |
| <b>Total Responses</b> | 100%  | 100%  | 100%     | 100%       | 100%  |

## Nutrition

### Question 36: What are the reasons you do not have a food debit card?

|   | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|---|-------|-------|----------|------------|-------|
| <b>Not needed</b>   | 69%   | 64%   | 40%      | 55%        | 65%   |
| <b>Other</b>  | 13%   | 12%   | 15%      | 14%        | 10%   |
| <b>I have been determined not eligible</b>                  | 10%   | 15%   | 27%      | 17%        | 14%   |
| <b>I don't like asking for help</b>                         | 4%    | 5%    | 10%      | 8%         | 6%    |
| <b>I won't get enough assistance to be worth the effort</b> | 2%    | 2%    | 4%       | 3%         | 2%    |
| <b>Don't know</b>   | 1%    | 1%    | 2%       | 1%         | 1%    |
| <b>I don't want to provide personal information</b>         | 0%    | 0%    | 1%       | 1%         | 0%    |
| <b>Refused</b>  | 0%    | 0%    | 2%       | 1%         | 1%    |
| <b>Total Responses</b>                                      | 100%  | 100%  | 100%     | 100%       | 100%  |

### Question 37: Would you like more information about the card?

|                        | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|------------------------|-------|-------|----------|------------|-------|
| <b>No</b>              | 84%   | 78%   | 56%      | 69%        | 81%   |
| <b>Yes</b>             | 16%   | 22%   | 44%      | 31%        | 19%   |
| <b>Total Responses</b> | 100%  | 100%  | 100%     | 100%       | 100%  |

### Question 38: Are you interested in learning about where meals for seniors may be offered in your community?

|                        | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|------------------------|-------|-------|----------|------------|-------|
| <b>No</b>              | 85%   | 83%   | 64%      | 75%        | 85%   |
| <b>Yes</b>             | 15%   | 17%   | 36%      | 25%        | 15%   |
| <b>Total Responses</b> | 100%  | 100%  | 100%     | 100%       | 100%  |

## Senior Centers

### Question 39: How often do you go to the senior center?

|                          | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|--------------------------|-------|-------|----------|------------|-------|
| <b>Never/hardly ever</b> | 90%   | 90%   | 84%      | 91%        | 94%   |
| <b>Sometimes</b>         | 6%    | 6%    | 10%      | 6%         | 4%    |
| <b>Often</b>             | 4%    | 4%    | 6%       | 3%         | 3%    |
| <b>Total Responses</b>   | 100%  | 100%  | 100%     | 100%       | 100%  |

## Senior Centers

### Question 40: Why is it that you hardly ever or never go to the Senior Center?

|   | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|---|-------------|-------------|-------------|-------------|-------------|
| I stay busy through other activities and groups               | 31%         | 26%         | 15%         | 20%         | 24%         |
| I don't have time   | 12%         | 12%         | 12%         | 12%         | 12%         |
| Other   | 11%         | 12%         | 11%         | 13%         | 13%         |
| I would prefer a location that also includes other age groups | 10%         | 8%          | 11%         | 9%          | 8%          |
| I am not aware of the services that are offered               | 8%          | 12%         | 10%         | 11%         | 11%         |
| I don't think I am old enough to go there                     | 8%          | 8%          | 9%          | 9%          | 9%          |
| There is not a senior center nearby                           | 5%          | 6%          | 7%          | 7%          | 8%          |
| I don't like the activities offered                           | 4%          | 4%          | 5%          | 4%          | 4%          |
| Physically unable to attend                                   | 3%          | 3%          | 6%          | 5%          | 4%          |
| Caregiving responsibilities                                   | 3%          | 3%          | 5%          | 4%          | 3%          |
| Transportation is not available                               | 3%          | 4%          | 8%          | 6%          | 4%          |
| <b>Total Responses</b>  | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

\*Question was not pertinent to all respondents.

### Question 41: What kinds of services or activities do you think should be offered at senior centers that you would be more likely to use?

|                                    | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|------------------------------------|-------------|-------------|-------------|-------------|-------------|
| Physical activities                | 18%         | 17%         | 17%         | 17%         | 16%         |
| Arts and crafts/hobby classes      | 17%         | 13%         | 14%         | 14%         | 13%         |
| Travel/tours                       | 15%         | 14%         | 15%         | 13%         | 14%         |
| Nature-related activities          | 12%         | 13%         | 14%         | 14%         | 13%         |
| Card games                         | 11%         | 12%         | 10%         | 11%         | 13%         |
| Using the computer and/or Internet | 10%         | 15%         | 14%         | 13%         | 15%         |
| Genealogy classes                  | 10%         | 10%         | 9%          | 10%         | 9%          |
| Other                              | 7%          | 6%          | 7%          | 7%          | 7%          |
| <b>Total Responses</b>             | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

\*Question was not pertinent to all respondents.

## Transportation

### Question 42: Are you usually able to get where you need or want to go?

|                        | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|------------------------|-------------|-------------|-------------|-------------|-------------|
| Yes                    | 96%         | 96%         | 88%         | 93%         | 98%         |
| No                     | 4%          | 4%          | 12%         | 7%          | 2%          |
| <b>Total Responses</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

### Question 43: What is the main thing that limits your ability to get where you want to go?

|                                   | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|-----------------------------------|-------------|-------------|-------------|-------------|-------------|
| Health issues                     | 50%         | 33%         | 49%         | 50%         | 43%         |
| Don't know                        | 25%         | 36%         | 28%         | 24%         | 29%         |
| There is no public transportation | 25%         | 14%         | 3%          | 0%          | 14%         |
| Financial reasons                 | 0%          | 8%          | 20%         | 8%          | 0%          |
| I don't know anyone I can ask     | 0%          | 8%          | 0%          | 17%         | 14%         |
| <b>Total Responses</b>            | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

### Question 44: If you are limited in how often you drive, what limits you?

|   | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|---|-------------|-------------|-------------|-------------|-------------|
| Illness or physical problem             | 28%         | 16%         | 10%         | 11%         | 15%         |
| Spouse or other person usually drives   | 24%         | 12%         | 11%         | 13%         | 19%         |
| I can/do not drive                      | 17%         | 23%         | 30%         | 25%         | 18%         |
| Other                                   | 10%         | 17%         | 18%         | 21%         | 19%         |
| Financial reasons                       | 7%          | 8%          | 11%         | 8%          | 11%         |
| Visual impairment                       | 3%          | 11%         | 10%         | 13%         | 9%          |
| Car problems (no car or repairs needed) | 3%          | 6%          | 5%          | 4%          | 1%          |
| Amount of traffic                       | 3%          | 4%          | 3%          | 4%          | 6%          |
| Car in use by someone else              | 3%          | 3%          | 1%          | 1%          | 3%          |
| <b>Total Responses</b>                  | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

\*Question was not pertinent to all respondents.

## Transportation

### Question 45: What other ways do you use to get around?

|  | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|--|-------------|-------------|-------------|-------------|-------------|
| Only get around by driving myself, or I am homebound       | 46%         | 43%         | 39%         | 43%         | 52%         |
| A spouse, family member, friend or neighbor drives me      | 24%         | 22%         | 23%         | 21%         | 19%         |
| I bicycle or walk  | 11%         | 16%         | 7%          | 10%         | 11%         |
| Not applicable   | 5%          | 3%          | 3%          | 4%          | 2%          |
| I take a taxi or use public transportation                 | 4%          | 4%          | 9%          | 6%          | 2%          |
| Other  | 3%          | 4%          | 7%          | 5%          | 4%          |
| Special transportation (golf cart, wheelchair, or scooter) | 3%          | 5%          | 3%          | 6%          | 8%          |
| Senior ride service  | 2%          | 2%          | 4%          | 3%          | 1%          |
| Church bus or van  | 2%          | 1%          | 4%          | 3%          | 1%          |
| <b>Total Responses</b>                                     | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

\*Question was not pertinent to all respondents.

### Question 46: How often do you use public transportation?

|  | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|--|-------------|-------------|-------------|-------------|-------------|
| I don't use public transportation                  | 75%         | 75%         | 64%         | 69%         | 69%         |
| No public transportation is available in this area | 18%         | 10%         | 8%          | 12%         | 24%         |
| Hardly ever  | 4%          | 9%          | 10%         | 9%          | 5%          |
| Sometimes  | 2%          | 4%          | 12%         | 6%          | 1%          |
| Often  | 1%          | 2%          | 6%          | 3%          | 0%          |
| <b>Total Responses</b>                             | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

### Question 47: Please rate your level of satisfaction with the public transportation services:

|                        | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|------------------------|-------------|-------------|-------------|-------------|-------------|
| Very satisfied         | 67%         | 49%         | 37%         | 37%         | 50%         |
| Somewhat satisfied     | 33%         | 37%         | 43%         | 49%         | 50%         |
| Somewhat dissatisfied  | 0%          | 8%          | 13%         | 7%          | 0%          |
| Very dissatisfied      | 0%          | 7%          | 7%          | 7%          | 0%          |
| <b>Total Responses</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

## Transportation

### Question 48: Please select your reasons for being less than satisfied with or are not using public transportation:

|  | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|--|-------|-------|----------|------------|-------|
| <b>It is inconvenient (rides too long or too many stops)</b> | 25%   | 18%   | 12%      | 12%        | 11%   |
| <b>My town has very limited public transportation</b>        | 25%   | 13%   | 14%      | 12%        | 33%   |
| <b>Don't need it</b>   | 25%   | 10%   | 12%      | 18%        | 11%   |
| <b>I have health, age, or financial issues</b>               | 25%   | 4%    | 7%       | 9%         | 0%    |
| <b>Other</b>   | 0%    | 28%   | 33%      | 24%        | 11%   |
| <b>It doesn't go where I need to go</b>                      | 0%    | 13%   | 14%      | 12%        | 22%   |
| <b>Safety issues</b>   | 0%    | 7%    | 7%       | 9%         | 11%   |
| <b>Lack of knowledge about the service</b>                   | 0%    | 6%    | 2%       | 3%         | 0%    |
| <b>My friends don't use it</b>                               | 0%    | 2%    | 0%       | 0%         | 0%    |
| <b>It is not clean</b>                                       | 0%    | 0%    | 0%       | 0%         | 0%    |
| <b>Not accessible with wheelchair</b>                        | 0%    | 0%    | 0%       | 0%         | 0%    |
| <b>Total Responses</b>                                       | 100%  | 100%  | 100%     | 100%       | 100%  |

\*Question was not pertinent to all respondents.

## Elder Advocacy and Attitudes on Aging in the Community

### Question 49: Do you feel your city/town values older people or is elder friendly?

|                          | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|--------------------------|-------|-------|----------|------------|-------|
| <b>Yes, very much so</b> | 42%   | 37%   | 40%      | 36%        | 35%   |
| <b>Yes, somewhat</b>     | 38%   | 42%   | 31%      | 40%        | 43%   |
| <b>No, not very much</b> | 12%   | 10%   | 17%      | 12%        | 8%    |
| <b>Don't know</b>        | 4%    | 7%    | 5%       | 5%         | 7%    |
| <b>No not at all</b>     | 3%    | 5%    | 7%       | 7%         | 7%    |
| <b>Total Responses</b>   | 100%  | 100%  | 100%     | 100%       | 100%  |

## Elder Advocacy and Attitudes on Aging in the Community

### Question 50: What makes your city/town elder-friendly to you?

|  | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|--|-------|-------|----------|------------|-------|
| People are friendly and courteous to me                                | 12%   | 12%   | 12%      | 12%        | 11%   |
| I am treated with respect  | 12%   | 11%   | 13%      | 12%        | 11%   |
| I feel safe when I am out in the community                             | 11%   | 11%   | 10%      | 10%        | 11%   |
| Businesses offer me senior discounts                                   | 11%   | 9%    | 8%       | 9%         | 9%    |
| Street signs are easy for me to read                                   | 11%   | 11%   | 11%      | 10%        | 11%   |
| There are many other seniors in my community                           | 11%   | 11%   | 10%      | 11%        | 11%   |
| I feel I have something to contribute and that it would be appreciated | 10%   | 10%   | 10%      | 9%         | 10%   |
| There are programs, services, activities, and events for me            | 10%   | 10%   | 10%      | 10%        | 10%   |
| Transportation is available to seniors                                 | 8%    | 9%    | 11%      | 10%        | 9%    |
| There are a variety of affordable housing options available            | 5%    | 6%    | 6%       | 6%         | 6%    |
| Other  | 0%    | 1%    | 2%       | 1%         | 2%    |
| <b>Total Responses</b>   | 100%  | 100%  | 100%     | 100%       | 100%  |

\*Question was not pertinent to all respondents.

### Question 51: What makes your city/town not seem elder-friendly to you?

|   | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|---|-------|-------|----------|------------|-------|
| Transportation is not available to me                                   | 16%   | 12%   | 9%       | 10%        | 14%   |
| There are not very many services, facilities, or activities for seniors | 14%   | 14%   | 13%      | 17%        | 16%   |
| There are no sidewalks or covered bus areas                             | 14%   | 11%   | 11%      | 12%        | 15%   |
| Other   | 11%   | 13%   | 7%       | 10%        | 11%   |
| I think age-based discrimination is common here                         | 11%   | 10%   | 12%      | 10%        | 8%    |
| I do not feel safe when I am out in the community                       | 10%   | 9%    | 10%      | 8%         | 7%    |
| Services are not close to senior housing                                | 9%    | 9%    | 10%      | 10%        | 11%   |
| Signals are not long enough for me to cross the street                  | 7%    | 10%   | 10%      | 8%         | 6%    |
| I am not treated with respect   | 6%    | 7%    | 9%       | 7%         | 6%    |
| People are not nice or friendly to me                                   | 5%    | 5%    | 9%       | 7%         | 6%    |
| <b>Total Responses</b>  | 100%  | 100%  | 100%     | 100%       | 100%  |

\*Question was not pertinent to all respondents.

## Housing

### Question 52: Do you have any of the following problems with your home or neighborhood?

|  | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|--|-------------|-------------|-------------|-------------|-------------|
| Too much upkeep, minor repairs (i.e., painting)                                    | 40%         | 23%         | 12%         | 15%         | 19%         |
| Hard to pay rent/mortgage/taxes (i.e., homeowner association dues)                 | 15%         | 21%         | 31%         | 21%         | 21%         |
| Other  | 10%         | 11%         | 17%         | 14%         | 24%         |
| High crime or bad neighborhood   | 10%         | 8%          | 6%          | 10%         | 7%          |
| Flooding or other similar environmental problems                                   | 10%         | 4%          | 4%          | 6%          | 4%          |
| Not accessible (i.e., stairs, no grab bars in bathtub, cabinets are hard to reach) | 10%         | 5%          | 3%          | 6%          | 2%          |
| Landlord issues  | 5%          | 3%          | 1%          | 1%          | 0%          |
| Roofing or plumbing issue  | 0%          | 12%         | 13%         | 15%         | 13%         |
| Major repairs are needed (other than roofing or plumbing)                          | 0%          | 12%         | 13%         | 13%         | 8%          |
| <b>Total Responses</b>   | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

\*Question was not pertinent to all respondents.

### Question 53: If you want or need to move, what type of location would you prefer?

|  | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|--|-------------|-------------|-------------|-------------|-------------|
| To live in a more secluded, more rural (country) setting | 28%         | 15%         | 14%         | 15%         | 19%         |
| Other  | 19%         | 17%         | 16%         | 15%         | 18%         |
| Centrally located to be able to walk to services         | 16%         | 21%         | 22%         | 18%         | 14%         |
| Assisted living  | 16%         | 11%         | 10%         | 8%          | 7%          |
| To live in a family neighborhood (all ages)              | 13%         | 11%         | 14%         | 13%         | 10%         |
| To live in a more urban (city) setting                   | 6%          | 8%          | 10%         | 12%         | 16%         |
| To live in a retirement community (seniors only)         | 3%          | 19%         | 14%         | 19%         | 18%         |
| <b>Total Responses</b>                                   | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

\*Question was not pertinent to all respondents.

### Question 54: If you want or need to move, what type of structure would you prefer?

|                          | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|--------------------------|-------------|-------------|-------------|-------------|-------------|
| Single family home       | 57%         | 46%         | 49%         | 49%         | 56%         |
| Apartment-type housing   | 26%         | 22%         | 19%         | 21%         | 12%         |
| Duplex, triplex, or quad | 13%         | 12%         | 16%         | 10%         | 9%          |
| Other                    | 4%          | 20%         | 16%         | 20%         | 24%         |
| <b>Total Responses</b>   | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

\*Question was not pertinent to all respondents.

## Housing

### Question 55: If you want or need to move, what prevents you from moving?

|   | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|---|-------|-------|----------|------------|-------|
| <b>My home was devalued, I won't get enough money out of it</b> | 22%   | 22%   | 26%      | 28%        | 40%   |
| <b>Other</b>  | 19%   | 16%   | 11%      | 14%        | 20%   |
| <b>Attached to my current residence (memories)</b>              | 19%   | 12%   | 4%       | 7%         | 4%    |
| <b>The idea of packing and moving is too overwhelming</b>       | 16%   | 13%   | 5%       | 10%        | 13%   |
| <b>Not enough money or help with moving</b>                     | 9%    | 15%   | 26%      | 15%        | 8%    |
| <b>I don't know what options are available</b>                  | 9%    | 10%   | 14%      | 15%        | 10%   |
| <b>Preferred/affordable housing option not available</b>        | 3%    | 6%    | 10%      | 8%         | 1%    |
| <b>Health issues</b>  | 3%    | 4%    | 4%       | 3%         | 4%    |
| <b>Total Responses</b>  | 100%  | 100%  | 100%     | 100%       | 100%  |

\*Question was not pertinent to all respondents.

### Question 56: Would you be interested in sharing your home with any of the following:

|   | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|---|-------|-------|----------|------------|-------|
| <b>None</b>   | 30%   | 35%   | 48%      | 49%        | 40%   |
| <b>Family member</b>                                | 24%   | 31%   | 27%      | 26%        | 31%   |
| <b>Open to all options</b>                          | 10%   | 6%    | 5%       | 5%         | 6%    |
| <b>Friend</b>                                       | 8%    | 10%   | 5%       | 6%         | 10%   |
| <b>Individual who could assist around the house</b> | 7%    | 5%    | 3%       | 4%         | 3%    |
| <b>Another older person</b>                         | 7%    | 5%    | 4%       | 4%         | 3%    |
| <b>Other</b>  | 5%    | 4%    | 6%       | 4%         | 4%    |
| <b>A college student</b>                            | 5%    | 3%    | 2%       | 2%         | 2%    |
| <b>A single mother and children</b>                 | 3%    | 2%    | 2%       | 0%         | 2%    |
| <b>Total Responses</b>                              | 100%  | 100%  | 100%     | 100%       | 100%  |

\*Question was not pertinent to all respondents.

### Question 57: How often do you feel safe at home?

|                                | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|--------------------------------|-------|-------|----------|------------|-------|
| <b>Most or all of the time</b> | 98%   | 97%   | 94%      | 96%        | 97%   |
| <b>Some of the time</b>        | 2%    | 2%    | 6%       | 4%         | 2%    |
| <b>Rarely ever/never</b>       | 0%    | 0%    | 0%       | 0%         | 1%    |
| <b>Total Responses</b>         | 100%  | 100%  | 100%     | 100%       | 100%  |

## Housing

### Question 58: What makes you feel unsafe in your home or on your property?

|   | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|---|-------------|-------------|-------------|-------------|-------------|
| Afraid of crime                                   | 100%        | 28%         | 30%         | 36%         | 29%         |
| Other   | 0%          | 17%         | 57%         | 45%         | 57%         |
| Afraid of falling or other mobility concerns      | 0%          | 16%         | 4%          | 9%          | 7%          |
| Health limitations                                | 0%          | 11%         | 0%          | 0%          | 0%          |
| Inadequate lighting                               | 0%          | 8%          | 4%          | 9%          | 7%          |
| Bathroom or kitchen is not senior friendly        | 0%          | 7%          | 4%          | 0%          | 0%          |
| Unsafe building, flooring, stairways, or walkways | 0%          | 7%          | 0%          | 0%          | 0%          |
| Fences and gates at property line need repair     | 0%          | 7%          | 0%          | 0%          | 0%          |
| <b>Total Responses</b>                            | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

\*Question was not pertinent to all respondents.

### Question 59: How often do you feel safe out in your neighborhood?

|                         | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|-------------------------|-------------|-------------|-------------|-------------|-------------|
| Most or all of the time | 90%         | 91%         | 77%         | 86%         | 95%         |
| Some of the time        | 7%          | 8%          | 17%         | 10%         | 3%          |
| Rarely ever/never       | 3%          | 1%          | 6%          | 4%          | 2%          |
| <b>Total Responses</b>  | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

### Question 60: What makes you feel unsafe while out in your neighborhood?

|   | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|---|-------------|-------------|-------------|-------------|-------------|
| Afraid of crime                                 | 21%         | 23%         | 23%         | 21%         | 20%         |
| Suspected drug-related activity                 | 18%         | 16%         | 13%         | 14%         | 14%         |
| Sidewalks non-existent or are broken and uneven | 15%         | 10%         | 10%         | 9%          | 13%         |
| High-speed traffic or dangerous roadways        | 12%         | 10%         | 11%         | 10%         | 8%          |
| No streetlights                                 | 12%         | 8%          | 10%         | 9%          | 9%          |
| Loose animals                                   | 6%          | 8%          | 7%          | 8%          | 9%          |
| Loud or offensive noises, cars, or neighbors    | 6%          | 7%          | 5%          | 7%          | 7%          |
| Vacant and abandoned dwellings                  | 6%          | 7%          | 7%          | 7%          | 7%          |
| Health limitations                              | 3%          | 7%          | 8%          | 10%         | 11%         |
| Other   | 3%          | 3%          | 6%          | 6%          | 4%          |
| <b>Total Responses</b>                          | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

\*Question was not pertinent to all respondents.

## Volunteerism

### Question 61: Do you currently volunteer?

|                        | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|------------------------|-------------|-------------|-------------|-------------|-------------|
| No                     | 69%         | 64%         | 76%         | 69%         | 62%         |
| Yes                    | 31%         | 36%         | 24%         | 31%         | 38%         |
| <b>Total Responses</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

### Question 62: What type of organization do you volunteer for?

|   | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|---|-------------|-------------|-------------|-------------|-------------|
| Faith or religious-based  | 27%         | 24%         | 25%         | 29%         | 28%         |
| Community (i.e., arts organizations, museums, politics, etc.)             | 14%         | 15%         | 11%         | 11%         | 15%         |
| Professional organization   | 11%         | 7%          | 5%          | 3%          | 5%          |
| Other   | 9%          | 13%         | 11%         | 14%         | 13%         |
| Civic (city or county boards)   | 9%          | 9%          | 9%          | 8%          | 12%         |
| School-related (parent organization, primary school, or university, etc.) | 9%          | 9%          | 9%          | 8%          | 6%          |
| Health-related (i.e., hospital, nursing home, Red Cross, politics, etc.)  | 7%          | 7%          | 11%         | 10%         | 7%          |
| Animal, wildlife, or nature-related organization                          | 7%          | 6%          | 3%          | 5%          | 7%          |
| Child welfare   | 4%          | 3%          | 5%          | 4%          | 3%          |
| Senior center   | 3%          | 5%          | 9%          | 6%          | 3%          |
| None of the above   | 0%          | 1%          | 3%          | 1%          | 1%          |
| <b>Total Responses</b>  | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

\*Question was not pertinent to all respondents.

## Volunteerism

### Question 63: What keeps you from volunteering?

|  | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|--|-------|-------|----------|------------|-------|
| <b>Don't want to or not interested in volunteering</b> | 19%   | 15%   | 13%      | 17%        | 18%   |
| <b>Other</b>   | 13%   | 9%    | 8%       | 8%         | 11%   |
| <b>Not enough time</b>                                 | 12%   | 15%   | 13%      | 12%        | 15%   |
| <b>Health issues</b>                                   | 11%   | 16%   | 24%      | 20%        | 17%   |
| <b>Limited energy or functional ability</b>            | 10%   | 11%   | 9%       | 12%        | 8%    |
| <b>Work prevents it</b>                                | 10%   | 9%    | 7%       | 7%         | 9%    |
| <b>Haven't been asked</b>                              | 8%    | 8%    | 7%       | 8%         | 5%    |
| <b>Caregiving responsibilities</b>                     | 7%    | 5%    | 6%       | 6%         | 5%    |
| <b>Haven't found the right organization</b>            | 6%    | 7%    | 5%       | 5%         | 7%    |
| <b>Lack of transportation</b>                          | 3%    | 4%    | 5%       | 3%         | 3%    |
| <b>None of the above</b>                               | 1%    | 1%    | 2%       | 1%         | 2%    |
| <b>Total Responses</b>                                 | 100%  | 100%  | 100%     | 100%       | 100%  |

\*Question was not pertinent to all respondents.

### Question 64: Would you be interested in receiving information on volunteer opportunities in your area?

|                        | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|------------------------|-------|-------|----------|------------|-------|
| <b>No</b>              | 76%   | 75%   | 61%      | 72%        | 74%   |
| <b>Yes</b>             | 24%   | 25%   | 39%      | 28%        | 26%   |
| <b>Total Responses</b> | 100%  | 100%  | 100%     | 100%       | 100%  |

## Employment

### Question 65: What is your employment status?

|  | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|--|-------------|-------------|-------------|-------------|-------------|
| Retired  | 53%         | 52%         | 43%         | 49%         | 56%         |
| Working part-time  | 11%         | 7%          | 5%          | 5%          | 5%          |
| Full-time homemaker  | 8%          | 7%          | 10%         | 8%          | 5%          |
| Self-employed  | 6%          | 4%          | 3%          | 3%          | 4%          |
| Unable to work due to health or functional limitations       | 6%          | 9%          | 14%         | 12%         | 8%          |
| Working full-time  | 5%          | 7%          | 5%          | 4%          | 7%          |
| Do not want to work  | 5%          | 5%          | 4%          | 6%          | 6%          |
| Involuntarily unemployed                                     | 2%          | 2%          | 2%          | 3%          | 2%          |
| Other  | 2%          | 3%          | 5%          | 4%          | 3%          |
| Full-time caregiver  | 2%          | 2%          | 3%          | 3%          | 3%          |
| I am actively looking for work but I haven't found a job yet | 0%          | 2%          | 5%          | 4%          | 2%          |
| <b>Total Responses</b>                                       | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

\*Question was not pertinent to all respondents.

### Question 66: Are you interested in switching to or securing part- or full-time work?

|   | PSA 1       | STATE       | MINORITY    | LOW-INCOME  | RURAL       |
|---|-------------|-------------|-------------|-------------|-------------|
| Not currently looking   | 73%         | 66%         | 54%         | 61%         | 69%         |
| Part-time work  | 12%         | 13%         | 21%         | 16%         | 12%         |
| Other   | 6%          | 15%         | 14%         | 17%         | 14%         |
| Full-time work  | 6%          | 4%          | 6%          | 3%          | 2%          |
| Caregiving responsibilities interfere with ability to look for work | 4%          | 3%          | 5%          | 4%          | 3%          |
| <b>Total Responses</b>  | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

\*Question was not pertinent to all respondents.

## Employment

### Question 67: Are you interested in receiving help from a job-matching service?

|                                      | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|--------------------------------------|-------|-------|----------|------------|-------|
| No                                   | 83%   | 79%   | 56%      | 74%        | 81%   |
| Yes                                  | 13%   | 17%   | 31%      | 20%        | 15%   |
| Already tried a job-matching service | 4%    | 4%    | 13%      | 7%         | 5%    |
| <b>Total Responses</b>               | 100%  | 100%  | 100%     | 100%       | 100%  |

\*Question was not pertinent to all respondents.

### Question 68: Do you want job training?

|                           | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|---------------------------|-------|-------|----------|------------|-------|
| No                        | 79%   | 81%   | 63%      | 74%        | 83%   |
| Yes                       | 17%   | 12%   | 27%      | 17%        | 9%    |
| Already received training | 4%    | 6%    | 10%      | 8%         | 7%    |
| <b>Total Responses</b>    | 100%  | 100%  | 100%     | 100%       | 100%  |

\*Question was not pertinent to all respondents.

### Question 70: If you are interested in finding employment but have been unable to do so, what has interfered with your ability to find a job?

|                                     | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|-------------------------------------|-------|-------|----------|------------|-------|
| Other                               | 29%   | 30%   | 15%      | 20%        | 15%   |
| I am overqualified                  | 24%   | 12%   | 11%      | 9%         | 18%   |
| Limited jobs available              | 12%   | 24%   | 29%      | 27%        | 27%   |
| Health limitations                  | 12%   | 16%   | 19%      | 22%        | 20%   |
| Caregiving responsibilities         | 6%    | 11%   | 4%       | 4%         | 5%    |
| Lack of transportation/too far away | 6%    | 4%    | 4%       | 5%         | 7%    |
| Language barriers                   | 6%    | 3%    | 12%      | 7%         | 4%    |
| I am underqualified                 | 6%    | 1%    | 4%       | 5%         | 4%    |
| <b>Total Responses</b>              | 100%  | 100%  | 100%     | 100%       | 100%  |

\*Question was not pertinent to all respondents.

### Question 71: 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?

|                        | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|------------------------|-------|-------|----------|------------|-------|
| No                     | 95%   | 94%   | 93%      | 93%        | 93%   |
| Yes                    | 5%    | 6%    | 7%       | 7%         | 7%    |
| <b>Total Responses</b> | 100%  | 100%  | 100%     | 100%       | 100%  |

## Exploitation and Legal Issues

**Question 72: 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?**

|                        | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|------------------------|-------|-------|----------|------------|-------|
| No                     | 89%   | 88%   | 84%      | 86%        | 84%   |
| Yes                    | 11%   | 12%   | 16%      | 14%        | 16%   |
| <b>Total Responses</b> | 100%  | 100%  | 100%     | 100%       | 100%  |

**Question 73: 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?**

|                        | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|------------------------|-------|-------|----------|------------|-------|
| Extremely concerned    | 18%   | 26%   | 28%      | 23%        | 15%   |
| Very concerned         | 36%   | 29%   | 37%      | 39%        | 38%   |
| Somewhat concerned     | 27%   | 32%   | 14%      | 16%        | 23%   |
| Not very concerned     | 0%    | 4%    | 16%      | 9%         | 19%   |
| Not at all concerned   | 18%   | 9%    | 5%       | 13%        | 6%    |
| <b>Total Responses</b> | 100%  | 100%  | 100%     | 100%       | 100%  |

**Question 74: Florida has several organizations in place that assist elderly and low-income residents with legal needs. Are you aware of any of the following organizations?**

|                                     | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|-------------------------------------|-------|-------|----------|------------|-------|
| Florida Department of Elder Affairs | 27%   | 30%   | 26%      | 28%        | 28%   |
| Local Area Agency on Aging          | 25%   | 19%   | 19%      | 19%        | 20%   |
| Local Legal Aid Office              | 20%   | 21%   | 22%      | 20%        | 20%   |
| Florida Bar Lawyer Referral Service | 14%   | 16%   | 16%      | 16%        | 17%   |
| Florida Senior Legal Helpline       | 14%   | 14%   | 18%      | 17%        | 15%   |
| <b>Total Responses</b>              | 100%  | 100%  | 100%     | 100%       | 100%  |

**Question 75: Thinking about your experiences in the past three years, have you ever thought that you needed advice from a lawyer but did not go see a lawyer?**

|                        | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|------------------------|-------|-------|----------|------------|-------|
| No                     | 84%   | 80%   | 76%      | 81%        | 78%   |
| Yes                    | 16%   | 20%   | 24%      | 19%        | 22%   |
| <b>Total Responses</b> | 100%  | 100%  | 100%     | 100%       | 100%  |

## Exploitation and Legal Issues

### Question 76: Why didn't you see a lawyer?

|  | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|--|-------|-------|----------|------------|-------|
| <b>Lawyers are too expensive</b>               | 46%   | 43%   | 41%      | 41%        | 43%   |
| <b>Other</b>                                   | 29%   | 21%   | 15%      | 20%        | 14%   |
| <b>I felt I could solve the problem myself</b> | 13%   | 14%   | 13%      | 12%        | 19%   |
| <b>I didn't know where to get a lawyer</b>     | 8%    | 7%    | 15%      | 13%        | 9%    |
| <b>I wasn't sure the problem was legal</b>     | 4%    | 9%    | 13%      | 8%         | 10%   |
| <b>I was embarrassed</b>                       | 0%    | 4%    | 4%       | 6%         | 4%    |
| <b>Total Responses</b>                         | 100%  | 100%  | 100%     | 100%       | 100%  |

\*Question was not pertinent to all respondents.

### Question 77: What legal issues concern you the most?

|  | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|--|-------|-------|----------|------------|-------|
| <b>Health-related (Medicaid or Medicare, improper billing)</b> | 18%   | 19%   | 22%      | 20%        | 21%   |
| <b>Estate (wills, trusts)</b>                                  | 18%   | 16%   | 8%       | 13%        | 16%   |
| <b>Family matters (divorce, custody, child support)</b>        | 12%   | 10%   | 9%       | 9%         | 11%   |
| <b>Guardianship or Power of Attorney</b>                       | 10%   | 10%   | 7%       | 7%         | 9%    |
| <b>Other</b>   | 10%   | 11%   | 11%      | 12%        | 13%   |
| <b>Abuse, exploitation, or fraud</b>                           | 9%    | 7%    | 10%      | 8%         | 8%    |
| <b>Benefits (Social Security, Veterans Administration)</b>     | 8%    | 10%   | 8%       | 10%        | 8%    |
| <b>Consumer (home improvement, shoddy goods or services)</b>   | 7%    | 9%    | 6%       | 9%         | 8%    |
| <b>Employment (worker's compensation, discrimination)</b>      | 6%    | 5%    | 11%      | 7%         | 3%    |
| <b>Housing (landlord/tenant, foreclosures, evictions)</b>      | 2%    | 4%    | 9%       | 5%         | 3%    |
| <b>Total Responses</b>   | 100%  | 100%  | 100%     | 100%       | 100%  |

\*Question was not pertinent to all respondents.

### Question 78: Are you aware of programs to assist elders in keeping themselves protected from abuse, neglect and financial exploitation (that is, being taken advantage of)?

|                        | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|------------------------|-------|-------|----------|------------|-------|
| <b>No</b>              | 51%   | 54%   | 58%      | 57%        | 52%   |
| <b>Yes</b>             | 49%   | 46%   | 42%      | 43%        | 48%   |
| <b>Total Responses</b> | 100%  | 100%  | 100%     | 100%       | 100%  |

## Disaster Preparedness

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**Question 79: Would you be interested in learning more about temporary or special needs shelter options that might be available to you in the event of an emergency requiring evacuation?**

|                        | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|------------------------|-------|-------|----------|------------|-------|
| No                     | 81%   | 69%   | 47%      | 60%        | 72%   |
| Yes                    | 19%   | 31%   | 53%      | 40%        | 28%   |
| <b>Total Responses</b> | 100%  | 100%  | 100%     | 100%       | 100%  |

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**Question 80: If elder-specific training or classes were available on how to best ensure your needs are met before, during and after a hurricane or other major hazardous event, how interested would you be in attending?**

|                        | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|------------------------|-------|-------|----------|------------|-------|
| Not interested         | 61%   | 50%   | 38%      | 48%        | 55%   |
| Somewhat interested    | 26%   | 33%   | 32%      | 33%        | 33%   |
| Very interested        | 13%   | 16%   | 30%      | 19%        | 12%   |
| <b>Total Responses</b> | 100%  | 100%  | 100%     | 100%       | 100%  |

## Demographic Information

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**Question 81: Are you male or female?**

|                        | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|------------------------|-------|-------|----------|------------|-------|
| Female                 | 53%   | 53%   | 67%      | 57%        | 46%   |
| Male                   | 47%   | 47%   | 33%      | 43%        | 54%   |
| <b>Total Responses</b> | 100%  | 100%  | 100%     | 100%       | 100%  |

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**Question 82: What race or ethnicity do you best identify with?**

|                           | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|---------------------------|-------|-------|----------|------------|-------|
| White or Caucasian        | 87%   | 84%   | 20%      | 84%        | 90%   |
| Black or African-American | 5%    | 7%    | 29%      | 6%         | 2%    |
| Native American           | 5%    | 2%    | 25%      | 4%         | 4%    |
| Latino                    | 1%    | 7%    | 20%      | 4%         | 2%    |
| Asian or Pacific Islander | 1%    | 1%    | 5%       | 1%         | 1%    |
| <b>Total Responses</b>    | 100%  | 100%  | 100%     | 100%       | 100%  |

\*Question was not pertinent to all respondents.

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## Demographic Information

### Question 83: Which of these categories best describes your total household income in 2009 before taxes?

|                        | PSA 1 | STATE | MINORITY | LOW-INCOME | RURAL |
|------------------------|-------|-------|----------|------------|-------|
| Under \$20,000         | 13%   | 18%   | 49%      | 100%       | 19%   |
| \$20,000-\$29,999      | 27%   | 20%   | 24%      | 0%         | 17%   |
| \$30,000-\$39,999      | 16%   | 16%   | 10%      | 0%         | 15%   |
| \$40,000-\$49,999      | 9%    | 12%   | 5%       | 0%         | 10%   |
| \$50,000-\$59,999      | 10%   | 9%    | 7%       | 0%         | 11%   |
| \$60,000-\$69,999      | 6%    | 6%    | 1%       | 0%         | 4%    |
| \$70,000-\$79,999      | 5%    | 4%    | 0%       | 0%         | 4%    |
| \$80,000-\$89,999      | 4%    | 3%    | 1%       | 0%         | 5%    |
| \$90,000-\$99,999      | 3%    | 3%    | 0%       | 0%         | 3%    |
| \$100,000-\$109,999    | 0%    | 2%    | 0%       | 0%         | 4%    |
| \$110,000-\$119,999    | 1%    | 1%    | 1%       | 0%         | 3%    |
| \$120,000 or more      | 5%    | 6%    | 0%       | 0%         | 7%    |
| <b>Total Responses</b> | 100%  | 100%  | 100%     | 100%       | 100%  |