

# Assessing the Needs of Elder Floridians: PSA 2

## 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 2 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. Separate measurements of oversampled minority, low-income, and rural subpopulations are included to address this bias.

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.

<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., and 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 2

This report analyzes the findings of the needs assessment survey for Planning and Service Area 2. PSA 2 includes Holmes, Washington, Jackson, Bay, Calhoun, Gulf, Gadsden, Liberty, Franklin, Wakulla, Leon, Jefferson, Madison and Taylor counties, accounting for 8% 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 139,140 residents age 60 and over. The average rate of residents living below the poverty line in PSA 2 is 13%, with Liberty County exhibiting the highest rate (21%) and Leon the lowest (6%). Approximately one in four residents in the PSA is a minority (24%), with Gadsden County exhibiting the highest proportion of non-white residents (51%). Although Leon and Bay counties are predominantly urban, the remainder of the counties in the PSA are rural, and 70% of PSA 2 overall is rural.

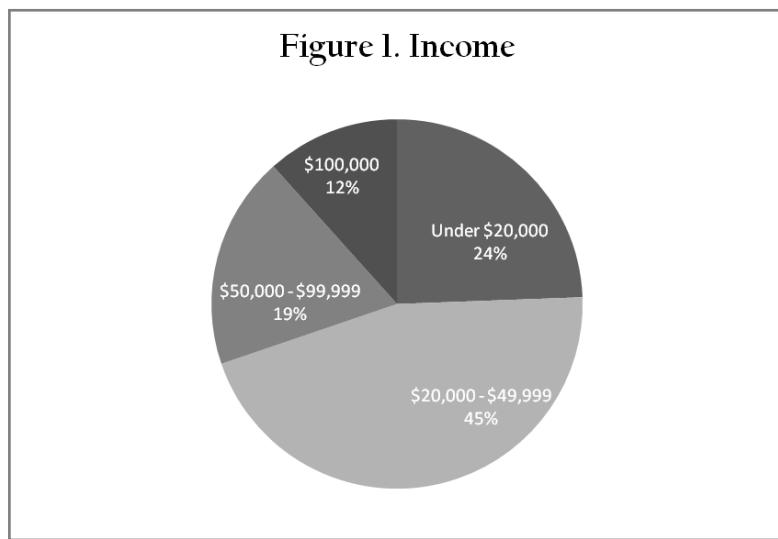
### Selected Population Characteristics for 2009, PSA 2

County	60+ Population	Minority	Low-income	Rural
Bay County	37,371	16%	8%	11%
Calhoun County	3,150	18%	8%	66%
Franklin County	2,997	18%	14%	74%
Gadsden County	9,851	51%	14%	66%
Gulf County	4,041	18%	10%	67%
Holmes County	5,104	14%	13%	79%
Jackson County	11,976	27%	20%	83%
Jefferson County	3,459	35%	20%	100%
Leon County	38,367	31%	6%	15%
Liberty County	1,278	17%	21%	100%
Madison County	4,646	34%	15%	79%
Taylor County	4,948	20%	14%	66%
Wakulla County	6,478	16%	10%	100%
Washington County	5,476	18%	10%	83%
<b>PSA 2 TOTAL/AVERAGES</b>	<b>139,140</b>	<b>24%</b>	<b>13%</b>	<b>70%</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 2 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 (52%). There was no gender ratio difference in respondents between the general population and the rural sub-population; however, the percentage of minority females (67%) was considerably higher compared to minority male respondents, and the number of low-income females (57%) was somewhat higher than low-

income males. The 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 2 survey were predominantly of white or Caucasian ethnicity (84%). The composition of non-white respondents were black or African-American (11%) and Native American (5%) (see Appendix, Question 82). Almost one-half of elders in PSA 2 (45%) reported an annual income between \$20,000 and \$49,999 a year and 24% have an annual income of less than \$20,000 (see Figure 1). Rural elders reported the highest incomes with 14% reporting \$100,000 or more per year, which is similar to those in PSA 2 (11%), but contrasts with minority elders (1%) and elders surveyed statewide (9%) reporting such high incomes (see Appendix, Question 83). 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 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.

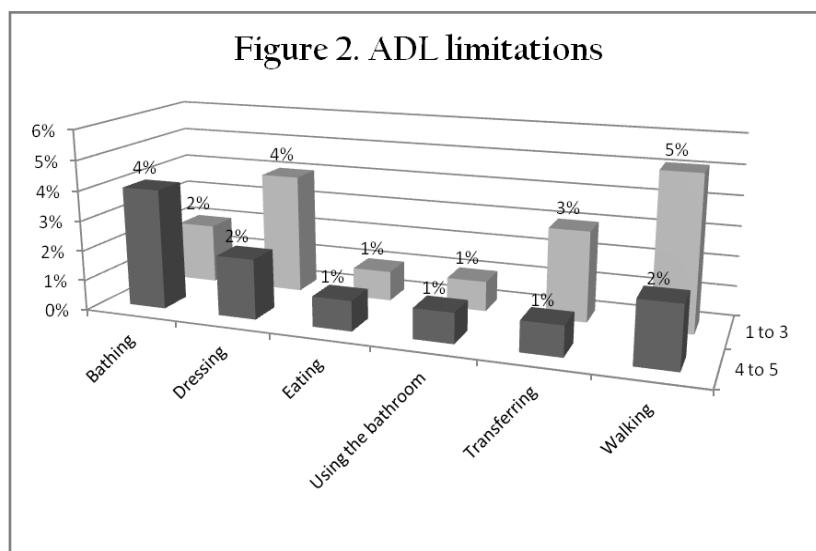
## Living Situation

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 several 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> The majority of elders surveyed in PSA 2 live with their spouse (54%), while 26% 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 a lower incidence of living with a spouse compared to all elders surveyed in PSA 2: 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 2, 12% of elders reported needing some level of assistance with one or more ADL and of these, most requiring a moderate level of assistance. Specifically, 5% of respondents reported moderate need for assistance or supervision with walking, while 4% needed a higher level of assistance with bathing (see Figure 2). Minority and low-income elders reported the most need for assistance with



<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).

such tasks (see Appendix, Question 2). Of those respondents in PSA 2 who reported a need for ADL assistance, over half (57%) did not receive the assistance they required. While none of the respondents surveyed PSA-wide reported always receiving the assistance they needed, between 13 and 17% of the oversampled populations reported always receiving such help (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 2, 47% of elders reported needing at least a moderate level of

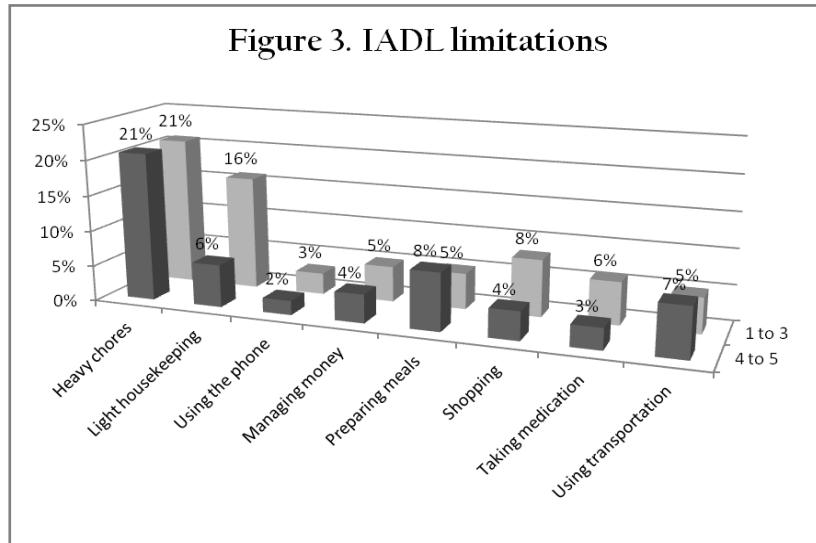
assistance with an instrumental activity of daily living. Of these, rural elders were generally comparable, but low-income elders generally reported needing greater levels of assistance with IADLs, and minorities were twice or three times more likely to report needing assistance than the wider PSA population (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 one-third of the respondents (31%) who needed assistance said they have tried to get help from family members, while only 5% have sought assistance from a government agency (see Appendix, Question 6). Of those elders who reported needing assistance with one or more IADL, 59% said they did not receive the assistance they required, while only 12% reported they always received such assistance (see Appendix, Questions 5 and 6).

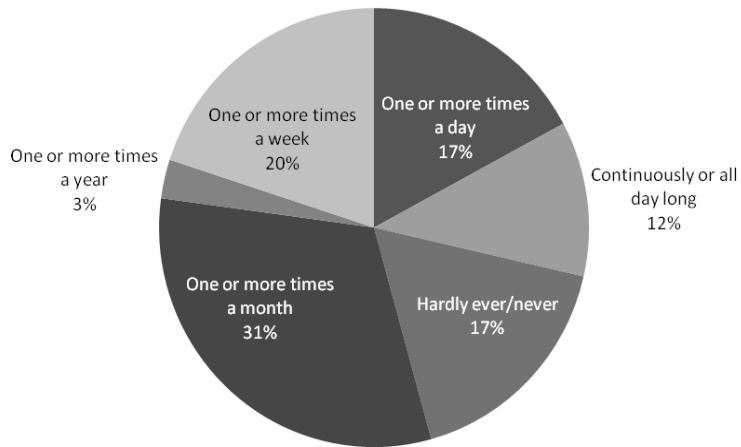
## Caregiving

Caregivers play a vital role in the long term care of elders and their ability to stay in their community. In PSA 2, 23% of respondents currently provide direct or indirect care to others (with comparable percentages across minority, low income and rural populations) (see Appendix, Question 7). The majority of caregiving elders care for another elder (89%) (see Appendix, Question 9).

Elders in PSA 2 who provide care to another person do so frequently. As shown in Figure 4, 28% provide care at least once a day up to all day long and one-fifth (20%) do so at least once a week.



**Figure 4. Frequency of care**



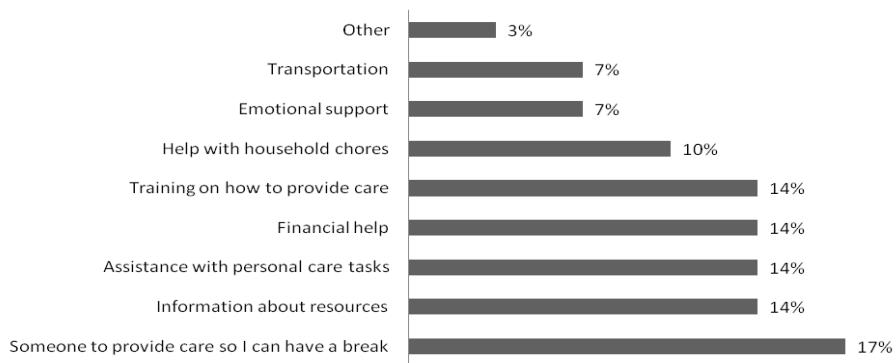
Almost two-thirds of caregivers (60%) in PSA 2 do not receive help with their caregiving responsibilities; while 17% reported needing help with such responsibilities (see Appendix, Questions 10 and 11). The types of needed help identified by respondents are consistent with the current research on caregiver needs; these include respite, help with household chores,

information about resources, assistance with personal care tasks, and financial help (see Figure 5).<sup>7</sup>

Of those who have sought help with their caregiving responsibilities, a majority have turned to family members (19%), friends (19%), or state agencies (19%), while others have sought help from local agencies (13%), and religious organizations (13%). In general, minority, low-income, and rural elders were more likely to turn to family and state agencies (42%, 38%, and 33% respectively) (see Appendix, Question 13).

The largest impediment to those who do not receive help with caregiving is a lack of available services (40%). Other reasons cited include: financial impediments (20%), the care recipient will not allow someone new to provide help (10%), the care does not require a lot of time or

**Figure 5. Help needed in caregiving**



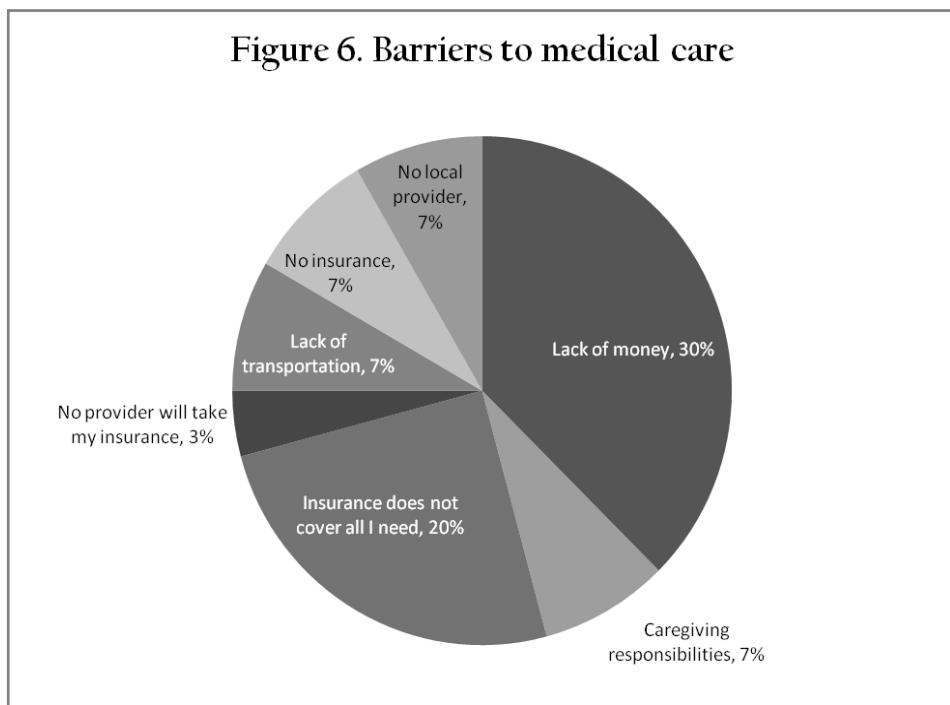
<sup>7</sup> Robison, J., Fortinsky, R., Kleppinger, A., Shugrue, N., & Porter, M. (2009). A broader view of family caregiving: effects of caregiving and caregiver conditions on depressive symptoms, health, work, and social isolation. *Journal of Gerontology: Social Sciences*, 64B(6), 788–798, doi:10.1093/geronb/gbp015.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

energy (10%), the caregiver lacks the time to check out options (10%), and the caregiver does not believe they would be satisfied with the available help (10%) (see Appendix, Question 14). In the PSA, 14% of caregiving elders are interested in receiving caregiver training, with minority respondents 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. Half of elders (and 52% of low-income elders) are at least somewhat interested in training or classes to keep themselves healthy, with an even greater interest among minority respondents (61%). However, most elders surveyed (81%) have not attended an event offering free health information (Appendix, Questions 16 and 17).

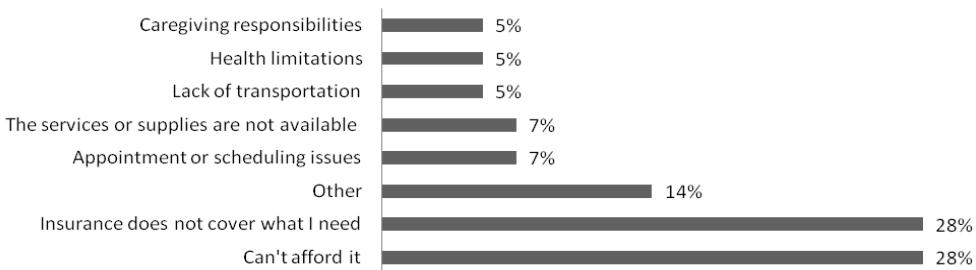
**Figure 6. Barriers to medical care**



In PSA 2, 22% of elders are not always able to receive medical care when they need it, with lower percentages for rural elders (18%), and higher percentages reported for minority (36%), and low-income elders (26%). Of these elders, 30% reported that a lack of money serves as the largest barrier (while the state average is 19%). The remainder of respondents cited insufficient insurance (20%), no insurance (7%), lack of transportation (7%), no local provider (7%), caregiving responsibilities (7%), or that no provider will take the elder's insurance (3%) as preventing their access to medical care (see Figure 6).

Elders surveyed reported a high frequency of delaying dental care (25%), eye care (31%) and mental health treatment (9%). 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 9-11% (Appendix, Question 26). For dental care, 49% of minorities reported delays, as did 38% of low-income elders. For eye care, 47% of minorities, and 36% of low-income elders, reported delays. Delays are most likely six months or more. For instance, about one-third of minority participants (34%) delayed receiving dental care longer than six months, while only 3% delayed dental care for less than one month (see Appendix, Question 24-26).

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

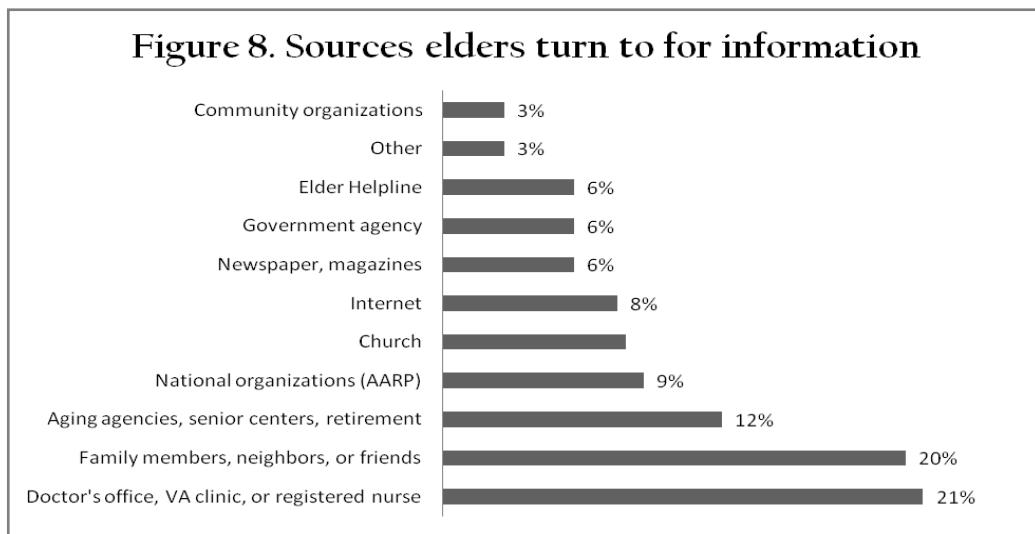


In filling their prescription medications, 9% of rural elders reported a delay, with higher percentages among PSA 2 (13%), minority (25%), and low-income populations (17%) (see Appendix, Question 21). However, over one-half of elders surveyed (51%) were unaware of prescription assistance programs, with even higher rates among minority (60%), low-income (54%), and rural elders (54%) (see Appendix, Question 22). Overall, financial impediments to receiving needed care of various types affected more than half of respondents: 28% of respondents said they are unable to afford prescriptions, dental and vision care, and an additional 28% reported that their insurance coverage was insufficient (see Figure 7 and Question 25).

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 a legal resident of the United States. In PSA 2, 67% of elders surveyed over the age of 65 participate in Medicare. Approximately one-third (34%) 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).

## Information and Assistance

When asked who they would contact if they needed information about services for elders, respondents in PSA 2 reported that they were likely to turn to a medical professional or institution for information (21%), or to consult family members, neighbors or friends (20%). Other sources, such as news media and organizations helping the elderly (such as AARP) were cited by 3 to 12% of respondents (see Figure 8).



When asked how they receive information about activities in their communities, 20% of elders reported receiving information from television and 19% from the newspaper. Fewer respondents reported receiving information from family members, neighbors, or friends (16%), and 10% read newsletters, flyers, or bulletins (see Appendix, Questions 29).

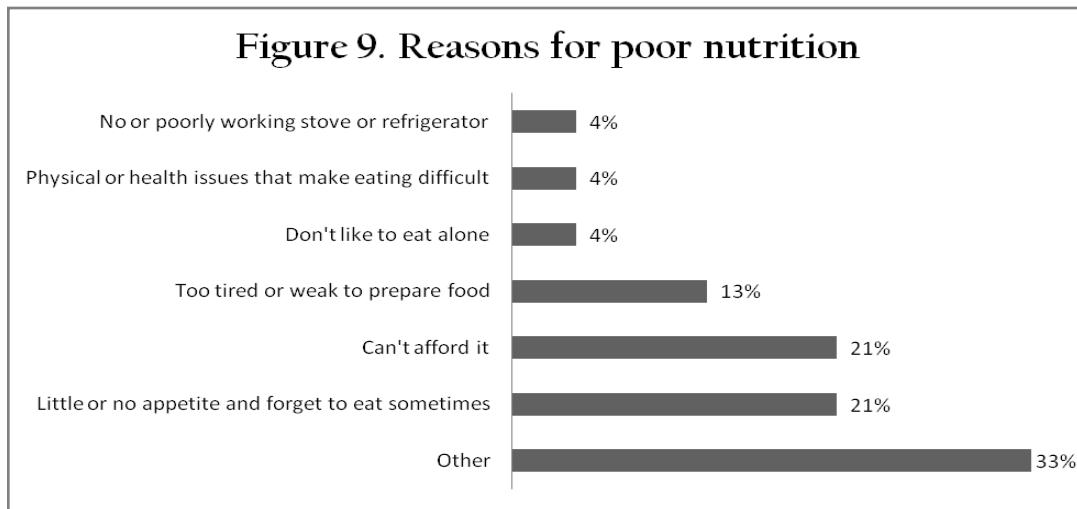
Of PSA 2 elders, 67% reported that they have Internet access, and 43% of elders in PSA 2 said they are interested in receiving training on computer and Internet use. Minority elders, who were the least likely to have Internet access (44%), showed the greatest interest in computer and Internet training (53%). Rural elders have the highest rate of Internet access (78%), with over one-third (37%) interested in computer and Internet training, while low-income respondents fell in the middle (57% Internet access and 42% interest in training) (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 80% of elders surveyed in PSA 2 reported always eating all the food they need, while 70% of low-income elders, 65% of minority elders, and 75% of rural elders said they are meeting dietary requirements (see Appendix, Question 32).

Elders who reported not eating all of the food they need identified the following reasons: having little or no appetite (21%), not being able to afford food (21%), too tired or weak to prepare food

(13%), not liking to eat alone (4%), having physical or health issues that make eating difficult (4%), lack of or poorly working stove or refrigerator (4%), and other reasons (33%) (Figure 9 and Question 33).



Although similar percentages were reported across the groups (PSA, minority, low-income, and rural) in terms of those who are unable to afford adequate food, there are marked differences across the groups surveyed with regard to their participations in food assistance programs. While only 2% of all elders in PSA 2 (and 3% of rural elders) have a food debit card, 21% of minorities and 14% of low-income respondents participate in the program. 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> Approximately 19% of PSA 2 and rural respondents are interested in receiving more information about the program, with higher rates of minorities (44%) and low-income elders (31%) expressing such interest (see Appendix, Question 37).

In addition, 15% of rural elders and 17% of elders surveyed in PSA 2 are 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, Questions 35-38). When asked what kinds of services or activities they felt should be offered at senior centers, 15% cited nature-related activities and others cited physical activities and arts and crafts (14% each) (see Appendix, Question 41).

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

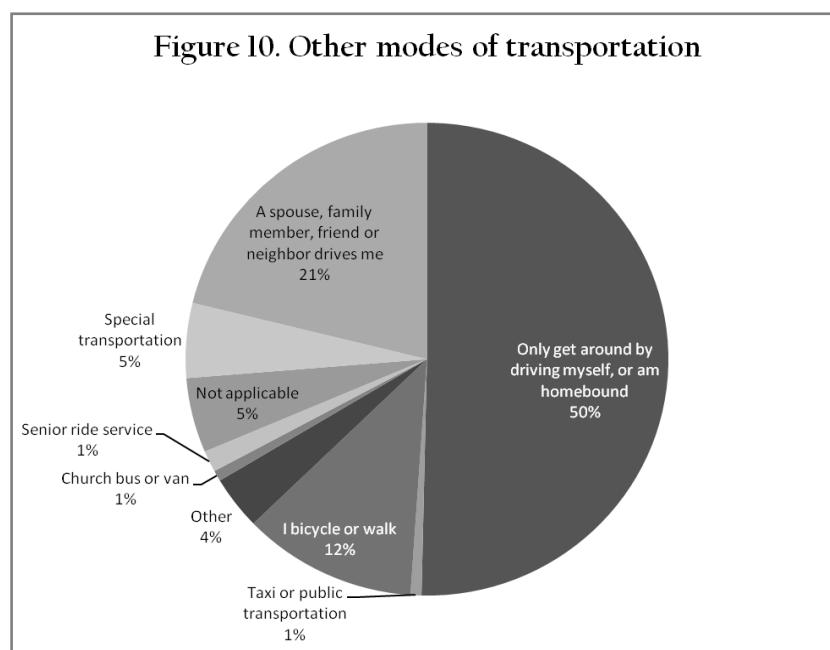
## Senior Centers

“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 12% of elders in PSA 2 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, 27% 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 that they do not believe they are old enough to go there (11%) (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. In PSA 2, 4% of elders surveyed reported not being able to get where they need or want to go. Of respondents, 50% stated that they only get around by driving themselves or are otherwise homebound. When asked about other ways in which they can get around, 21% of elders said a spouse, family member, friend or neighbor drives, and 12% of elders said they use a bicycle or walk, while 6% use special transportation or a senior ride service and another 1% of elders reported using a taxi or public means (Figure 10).

Compared with other respondents in the Planning and Service Area, minority elders (12%) were three times more likely to have problems getting where they needed to go, and low-income elders (7%) were almost twice as likely to report this challenge to transportation (see Appendix, Question 42). Of those respondents who reported problems with transportation, exactly half cited a lack of public



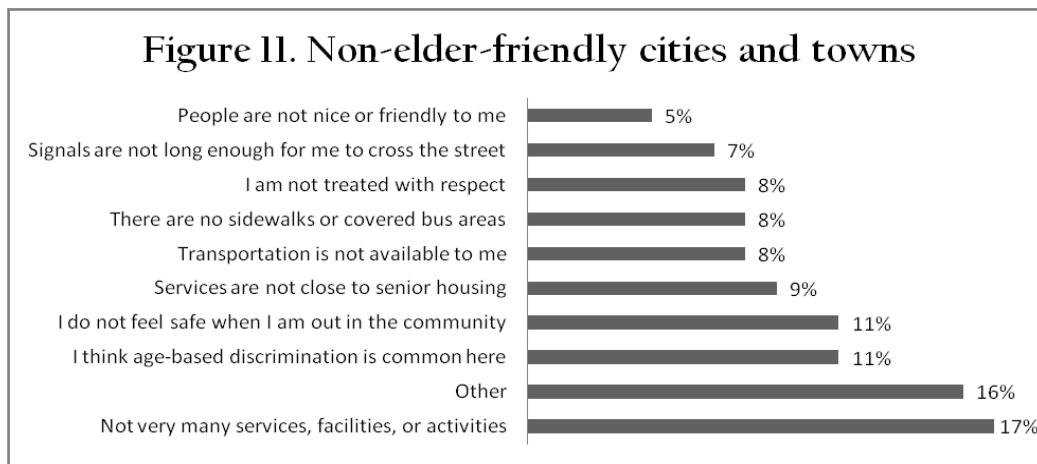
<sup>9</sup> 2011 Summary of Programs and Services, Florida Department of Elder Affairs

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

transportation as the reason why, which is considerably higher than the state average of 14% (see Appendix, Question 43). Additionally, only 7% of respondents reported ever using public transportation, with higher usage rates among low-income (9%) and minority elders (18%) (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 2, 9% of respondents feel that their city or town is not elder friendly, a sentiment that was more frequently reported by minority (24%), low-income (19%), and rural elders (15%) (see Appendix, Question 49). When asked what makes a city or town seem unfriendly to elders, the reasons cited were: limited services, facilities, or activities (17%), age-based discrimination (11%), and not feeling safe when out in the community (11%). For more information, see Figure 11.

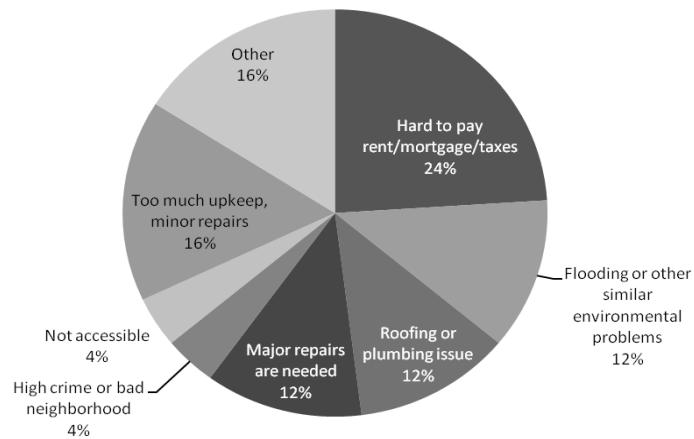


## Housing

Living in a safe, affordable, and comfortable home is an important aspect of remaining in the community for all people. However, the availability of suitable homes remains a major concern of planners and advocates for the disabled and elderly, in particular. 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 are grossly inadequate to meet demand.<sup>11</sup> 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.

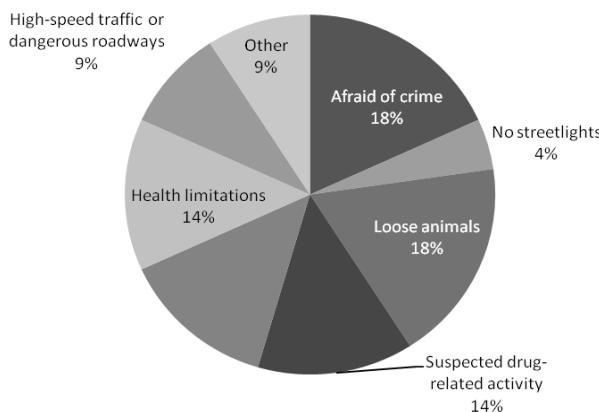
<sup>11</sup> U.S. Department of Housing and Urban Development "Fiscal Year 2012 Program and Budget Initiatives: The Population HUD Serves". <http://portal.hud.gov/hudportal/documents/huddoc?id=FctShtHUDClients2.pdf>

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



In PSA 2, 17% of elders surveyed reported problems with their home or neighborhood. Of these elders, most reported difficulty with home finances (24%), challenges with upkeep and minor repairs (16%), roofing or plumbing issues (12%), major repairs (12%), and flooding or other environmental problems (12%) (see Figure 12). The greatest concern for minority (31%) and low-income elders (21%) pertained to making housing payments, which was similar to the national trend reflected in the HUD report (see Appendix, Question 52). Approximately one in seven elders (13%) indicated a need or desire to move from their current residence. The largest group (27%) would prefer to live in a retirement community and 20% would prefer residing in a more rural setting (see Appendix, Question 53). Elders who said they cannot move cited the following reasons for their inability to do so: devalued property (17%), not enough money or help with moving (17%), packing and moving is too overwhelming (17%), and other reasons (50%) (see Appendix, Question 55).

**Figure 13. Why elders feel unsafe in neighborhoods**



In addition, 8% of elders said they do not always feel safe in their neighborhood. Reasons cited include the following: fear of crime (18%), loose animals (18%), suspected drug-related activity (14%), sidewalks are nonexistent or broken (14%),

and health limitations (14%) (see Figure 13). Rural respondents (5%) were almost half as likely to sometimes feel unsafe in their neighborhood as PSA 2; however, minority (23%) and low-income respondents (14%) expressed greater concern over safety in their neighborhood (specially crime and drugs) (see Appendix, Question 59).

## 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-half of respondents (45%) in PSA 2 currently volunteer, primarily for religious or civic organizations. Only 12% of elders reported not being interested in volunteering, and 21% are interested in receiving information regarding opportunities for volunteering. The main cited impediment to volunteering is poor health (22%) (see Appendix, Questions 61-64).

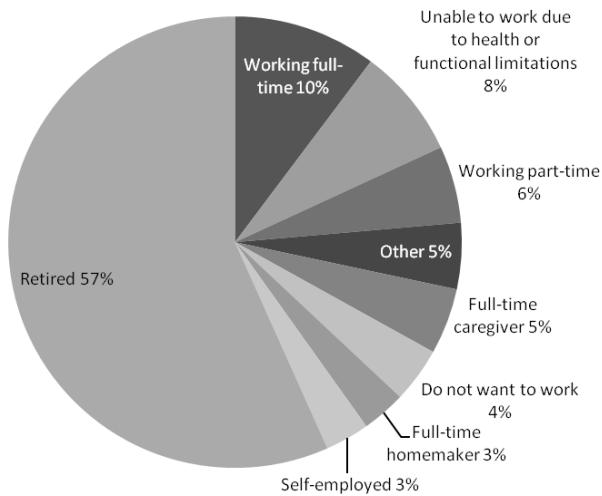
## Employment

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 in PSA 2 said they are willingly retired or do not want to work (61%), 8% were needed for homemaker or caregiver duties, and another 8% said that they are unable to work because of health or functional limitations (see Figure 14). The percentages of minority (14%), low-income (12%), and rural elders (8%) who are prevented from working because of

health or functional limitations were higher than those of the total elder respondents in PSA 2 (Appendix, Question 65).

Of those interested in switching to or securing part- or full-time work, 10% are interested in working part-time and 2% in working full-time. Though only 9% have already tried a job

**Figure 14. Employment status**



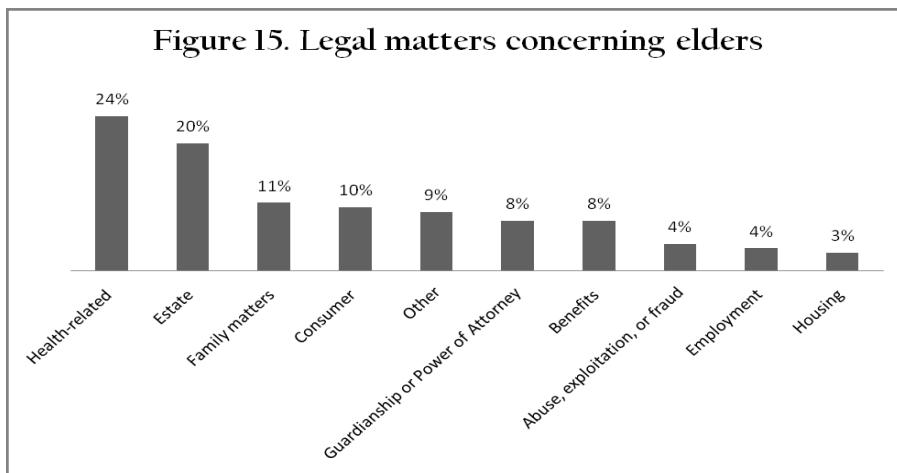
<sup>12</sup> S Linda K. George, Still Happy After All These Years: Research Frontiers on Subjective Well-being in Later Life. *The Journals of Gerontology, Series B Volume 65B (4): 461-469, March 2010.*

matching service, 12% of PSA 2 elders are interested in receiving such help, with higher percentages of minorities (31%) and low-income elders (20%) reporting the same. In addition, 12% of PSA 2 elder respondents would like to receive job training. Compared with PSA 2, rural elders were less interested (9%), while low-income (17%) and minority elders (27%) were more likely to report an interest in job training (see Appendix, Questions 66-68).

Of those who were interested in finding employment but were unable to do so, most stated that health limitations were the main reason they were unable to find work (26%). In addition, 17% cited that job availability is limited, which was more pronounced for minority and low-income respondents (29% and 27%, respectively). Of elders surveyed, 5% (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 2, a large majority of respondents (92%) were concerned about becoming a victim of consumer fraud or swindle, however only 12% of elder respondents stated they have been a victim of consumer fraud or swindle in recent years (Appendix, Questions 72 and 73). Approximately 40% of the survey participants were unaware of programs that assist elders in keeping themselves protected from abuse, neglect, and financial exploitation. The majority of minority (58%), low-income (57%), and rural respondents (52%) were 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 2 (28%) 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: local Area Agency on Aging (22%), local legal aid office (19%), Florida Bar Lawyer Referral Service (17%), and Florida Senior Legal Helpline (14%) (see Appendix, Question 74).

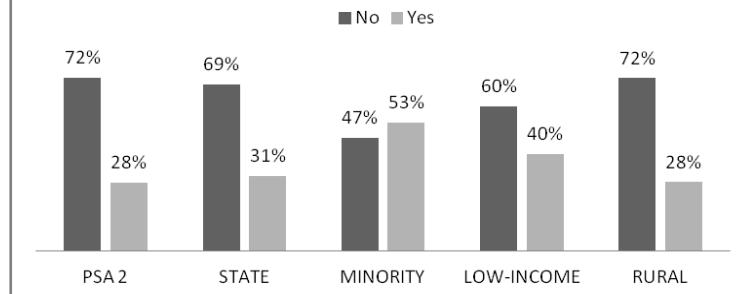
As shown in Figure 15, the primary types of legal problems that concern elders in PSA 2 are those related to health issues (for example, improper billing with Medicare and Medicaid) and estates (for example, wills, trusts, etc.).

Nearly one-fifth of elders (17%) 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 respondents (22%) reported the same. For PSA 2 and all three subgroups, financial reasons were cited by 35-43% of respondents as the primary reason for not seeing a lawyer (see Appendix, Question 76).

## Disaster Preparedness

Unique combinations of challenges affect elders, such as limited transportation options, activity limitations and health concerns; so 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. A variety of options to assist with coping with and prepare 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 more than one in four elders surveyed (28%) are interested in learning about temporary or special needs shelter options during an evacuation-related event; and minority (53%) and low-

**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>

income elders (40%) reported a much higher interest (as shown in Figure 16). 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, 44% of elders reported an interest in more elder-specific training classes for disaster preparedness. Even more minority (62%) and low-income (52%) elders were interested in receiving such training (see Appendix, Questions 79 and 80).

## Appendix: Survey Questions

### Living Situation

---

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
<b>Live with spouse</b>	54%	49%	38%	41%	55%
<b>Live alone</b>	26%	31%	31%	35%	25%
<b>Other</b>	7%	6%	7%	4%	3%
<b>Live with grandchild or other relative</b>	6%	4%	10%	8%	6%
<b>Live with child</b>	5%	8%	13%	10%	9%
<b>Live with friend</b>	3%	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 2	STATE	MINORITY	LOW-INCOME	RURAL
Bathing	<b>0</b>	94%	90%	77%	84%	93%
	<b>1 to 3</b>	2%	5%	11%	8%	4%
	<b>4 to 5</b>	4%	5%	12%	8%	4%
Dressing	<b>0</b>	94%	92%	79%	85%	93%
	<b>1 to 3</b>	4%	5%	12%	10%	6%
	<b>4 to 5</b>	2%	4%	9%	5%	2%
Eating	<b>0</b>	98%	93%	83%	88%	95%
	<b>1 to 3</b>	1%	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>	1%	4%	7%	5%	3%
	<b>4 to 5</b>	1%	2%	5%	3%	1%
Transferring	<b>0</b>	96%	92%	82%	86%	91%
	<b>1 to 3</b>	3%	6%	13%	11%	8%
	<b>4 to 5</b>	1%	2%	6%	4%	2%
Walking	<b>0</b>	93%	89%	75%	84%	91%
	<b>1 to 3</b>	5%	8%	14%	9%	7%
	<b>4 to 5</b>	2%	4%	11%	7%	3%

## Self Care Limitations

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
<b>Hardly ever/never</b>	57%	47%	51%	50%	48%
<b>Sometimes</b>	36%	27%	23%	22%	20%
<b>Most of the time</b>	7%	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 2	STATE	MINORITY	LOW-INCOME	RURAL
Heavy chores	0	58%	56%	45%	46%	58%
	1 to 3	21%	24%	29%	29%	27%
	4 to 5	21%	19%	26%	24%	16%
Light housekeeping	0	78%	76%	61%	67%	79%
	1 to 3	16%	16%	27%	22%	14%
	4 to 5	6%	8%	12%	12%	7%
Using the phone	0	95%	94%	86%	90%	96%
	1 to 3	3%	3%	6%	6%	2%
	4 to 5	2%	3%	8%	4%	2%
Managing money	0	91%	88%	80%	82%	91%
	1 to 3	5%	7%	9%	10%	6%
	4 to 5	4%	4%	11%	8%	3%
Preparing meals	0	87%	84%	74%	76%	86%
	1 to 3	5%	9%	14%	13%	9%
	4 to 5	8%	7%	11%	11%	5%
Shopping	0	88%	82%	68%	73%	84%
	1 to 3	8%	8%	17%	14%	10%
	4 to 5	4%	10%	14%	13%	7%
Taking medication	0	91%	91%	83%	85%	91%
	1 to 3	6%	5%	11%	8%	5%
	4 to 5	3%	4%	7%	6%	4%
Using transportation	0	88%	85%	71%	77%	88%
	1 to 3	5%	6%	11%	9%	6%
	4 to 5	7%	9%	18%	14%	6%

## Self Care Limitations

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
Hardly ever/never	59%	48%	50%	53%	47%
Sometimes	24%	22%	23%	18%	21%
Always	12%	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 2	STATE	MINORITY	LOW-INCOME	RURAL
Family	31%	36%	48%	44%	49%
Friends and/or Neighbors	21%	18%	18%	25%	22%
Not Applicable	16%	17%	0%	0%	0%
Other	15%	10%	13%	13%	11%
Religious Organization	6%	6%	3%	4%	5%
Federal Agency	4%	4%	4%	2%	4%
Community Group	4%	3%	2%	3%	1%
State Agency	1%	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?

	PSA2	STATE	MINORITY	LOW-INCOME	RURAL
No	64%	72%	70%	71%	73%
Yes	23%	20%	20%	19%	18%
Maybe	13%	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 2	STATE	MINORITY	LOW-INCOME	RURAL
Hardly ever/never	17%	17%	13%	17%	12%
One or more times a year	3%	6%	12%	5%	16%
One or more times a month	31%	29%	18%	23%	16%
One or more times a week	20%	29%	32%	35%	41%
One or more times a day	17%	10%	10%	8%	7%
Continuously or all day long	11%	9%	15%	11%	7%
<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 2	STATE	MINORITY	LOW-INCOME	RURAL
0-18 years old	1+	21%	16%	24%	18%
19-59 years old	1+	32%	25%	28%	23%
60+ years old	1+	89%	86%	88%	94%

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
No	60%	56%	61%	54%	53%
Yes	40%	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 2	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 2	STATE	MINORITY	LOW-INCOME	RURAL
Someone to provide care so I can have a break	17%	12%	12%	16%	15%
Information about resources	14%	14%	17%	19%	15%
Assistance with the personal care tasks for the care recipient	14%	12%	8%	9%	13%
Financial help	14%	11%	17%	15%	15%
Training on how to provide care	14%	7%	12%	7%	8%
Help with household chores such as laundry and housekeeping	10%	13%	15%	13%	14%
Emotional support	7%	13%	10%	12%	11%
Transportation	7%	12%	8%	6%	7%
Other	3%	6%	2%	3%	1%
<b>Total Responses</b>	100%	100%	100%	100%	100%

\*Question was not pertinent to all respondents.

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
Family	19%	25%	21%	28%	21%
Friends/neighbors	19%	14%	7%	3%	12%
State agency	19%	11%	21%	10%	12%
Local agency	13%	12%	14%	17%	17%
Religious organization	13%	11%	4%	7%	2%
Federal agency	6%	10%	14%	7%	7%
Community group	6%	10%	11%	10%	12%
Other	6%	5%	4%	10%	7%
Not applicable	0%	2%	4%	7%	10%
<b>Total Responses</b>	100%	100%	100%	100%	100%

\*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 2	STATE	MINORITY	LOW-INCOME	RURAL
<b>Services are not available</b>	40%	14%	14%	12%	15%
<b>I can't afford the expense</b>	20%	20%	17%	17%	15%
<b>The care recipient won't allow someone new to provide help</b>	10%	13%	5%	8%	13%
<b>The care does not require a lot of time or energy</b>	10%	12%	17%	15%	17%
<b>I don't have time to check out options</b>	10%	13%	5%	15%	8%
<b>I don't think I would be satisfied with the available help</b>	10%	6%	10%	8%	5%
<b>I don't like asking for help</b>	0%	10%	12%	12%	15%
<b>I don't want strangers in my house</b>	0%	8%	10%	8%	8%
<b>Other</b>	0%	4%	12%	6%	3%
<b>Total Responses</b>	100%	100%	100%	100%	100%

\*Question was not pertinent to all respondents.

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
<b>No</b>	86%	90%	76%	87%	91%
<b>Yes</b>	14%	10%	24%	13%	9%
<b>Total Responses</b>	100%	100%	100%	100%	100%

## Health and Health Promotion

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
<b>No</b>	81%	84%	82%	85%	87%
<b>Yes</b>	19%	16%	18%	15%	13%
<b>Total Responses</b>	100%	100%	100%	100%	100%

## Health and Health Promotion

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
<b>Not interested</b>	49%	53%	39%	48%	53%
<b>Somewhat interested</b>	36%	32%	34%	38%	38%
<b>Very interested</b>	14%	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 2	STATE	MINORITY	LOW-INCOME	RURAL
<b>Yes</b>	83%	76%	66%	74%	78%
<b>No</b>	17%	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 2	STATE	MINORITY	LOW-INCOME	RURAL
<b>Yes, always</b>	78%	81%	64%	74%	82%
<b>Yes, most of the time</b>	16%	13%	21%	16%	14%
<b>Yes, sometimes</b>	6%	4%	9%	7%	3%
<b>No, never or hardly ever</b>	0%	2%	6%	3%	1%
<b>Total Responses</b>	100%	100%	100%	100%	100%

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
<b>Lack of money</b>	30%	19%	24%	23%	24%
<b>Insurance does not cover all I need</b>	20%	21%	17%	20%	18%
<b>Other</b>	20%	14%	9%	7%	11%
<b>No insurance</b>	7%	10%	17%	17%	18%
<b>Lack of transportation</b>	7%	10%	8%	8%	6%
<b>No local provider</b>	7%	9%	4%	8%	9%
<b>Caregiving responsibilities</b>	7%	6%	7%	6%	6%
<b>No provider will take my insurance</b>	3%	8%	8%	5%	6%
<b>Language barrier</b>	0%	4%	7%	6%	2%
<b>Total Responses</b>	100%	100%	100%	100%	100%

\*Question was not pertinent to all respondents.

## Health and Health Promotion

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
No prescription medications needed	13%	8%	12%	10%	14%
No delay	74%	82%	63%	73%	77%
Less than 1 month	5%	5%	8%	8%	5%
1-2 months	4%	3%	10%	6%	2%
3-6 months	1%	1%	4%	2%	1%
Longer than 6 months	2%	1%	3%	2%	1%
<b>Total Responses</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
No	51%	52%	60%	54%	54%
Yes	49%	48%	40%	46%	46%
<b>Total Responses</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
No dental care needed	24%	20%	26%	27%	21%
No delay	51%	51%	25%	36%	51%
Less than 1 month	0%	2%	3%	3%	2%
1-2 months	2%	3%	3%	2%	2%
3-6 months	3%	7%	9%	7%	4%
Longer than 6 months	20%	18%	34%	26%	19%
<b>Total Responses</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
No eyeglasses or eye care needed	12%	13%	12%	11%	13%
No delay	57%	63%	40%	53%	60%
Less than 1 month	4%	2%	6%	5%	4%
1-2 months	3%	3%	2%	2%	1%
3-6 months	7%	5%	7%	7%	7%
Longer than 6 months	17%	14%	32%	22%	16%
<b>Total Responses</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## Health and Health Promotion

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
Can't afford it	28%	27%	29%	29%	31%
Insurance does not cover what I need	28%	24%	23%	26%	29%
Other	14%	22%	23%	22%	23%
Appointment or scheduling issues	7%	7%	6%	7%	5%
The services or supplies are not available in my community	7%	3%	5%	5%	4%
Lack of transportation	5%	6%	5%	3%	2%
Health limitations	5%	5%	6%	5%	3%
Caregiving responsibilities	5%	5%	4%	3%	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.

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
No	91%	89%	90%	90%	91%
Yes	9%	11%	10%	10%	9%
<b>Total Responses</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
Medicare*	67%	85%	47%	47%	50%
Private insurance	34%	34%	21%	26%	32%
Other	10%	10%	11%	10%	8%
Medicaid	7%	8%	4%	7%	9%
Veteran's health benefits	5%	5%	18%	11%	4%
None	1%	1%	3%	2%	2%
<b>Total Responses</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

\*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 2	STATE	MINORITY	LOW-INCOME	RURAL
Doctor's office, VA clinic, or registered nurse	21%	19%	19%	21%	22%
Family members, neighbors, or friends	20%	18%	23%	23%	21%
Aging agencies, senior centers, or retirement communities	12%	8%	6%	7%	6%
National organizations (AARP)	9%	11%	11%	9%	11%
Church	8%	7%	7%	7%	6%
Internet	8%	9%	3%	6%	9%
Government agency	6%	8%	7%	6%	6%
Elder Helpline	6%	6%	6%	6%	5%
Newspaper, magazines	6%	6%	5%	4%	4%
Community organizations	3%	5%	5%	4%	3%
Other	3%	4%	7%	6%	5%
<b>Total Responses</b>	100%	100%	100%	100%	100%

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
Television	20%	20%	28%	24%	21%
Newspaper	19%	20%	18%	21%	22%
Family, neighbors, or friends	16%	16%	14%	16%	15%
Newsletters, flyers, or bulletins	10%	10%	10%	10%	9%
Radio	10%	9%	11%	8%	8%
Internet	9%	11%	7%	8%	11%
Faith-based organization	8%	5%	5%	5%	5%
Community center or other community group/organization	6%	6%	5%	5%	6%
Other	2%	2%	3%	3%	3%
<b>Total Responses</b>	100%	100%	100%	100%	100%

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
Yes	67%	72%	44%	57%	78%
No	33%	28%	56%	43%	22%
<b>Total Responses</b>	100%	100%	100%	100%	100%

## Information and Assistance

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
No	57%	63%	47%	58%	63%
Yes	43%	37%	53%	42%	37%
<b>Total Responses</b>	100%	100%	100%	100%	100%

## Nutrition

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
Always	80%	74%	65%	70%	75%
Most of the time	15%	21%	20%	21%	19%
Sometimes	3%	4%	11%	6%	4%
Hardly ever/never	2%	1%	3%	2%	2%
<b>Total Responses</b>	100%	100%	100%	100%	100%

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
Other	33%	21%	15%	16%	17%
I have little or no appetite and forget to eat sometimes	21%	17%	17%	15%	19%
Can't afford it	21%	16%	20%	22%	20%
I am too tired or weak to prepare food	13%	13%	10%	14%	10%
I don't like to eat alone	4%	13%	10%	11%	16%
I have physical or health issues that make eating difficult	4%	11%	11%	11%	9%
No or poorly working stove or refrigerator	4%	3%	6%	3%	3%
No transportation to get to the grocery store	0%	6%	10%	8%	5%
<b>Total Responses</b>	100%	100%	100%	100%	100%

\*Question was not pertinent to all respondents.

## Nutrition

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
Yes	99%	92%	91%	91%	95%
No	1%	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 2	STATE	MINORITY	LOW-INCOME	RURAL
No	98%	95%	79%	86%	97%
Yes	2%	5%	21%	14%	3%
<b>Total Responses</b>	100%	100%	100%	100%	100%

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

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

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
No	81%	78%	56%	69%	81%
Yes	19%	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?

	PSA2	STATE	MINORITY	LOW-INCOME	RURAL
No	83%	83%	64%	75%	85%
Yes	17%	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 2	STATE	MINORITY	LOW-INCOME	RURAL
Never/hardly ever	88%	90%	84%	91%	94%
Sometimes	8%	6%	10%	6%	4%
Often	4%	4%	6%	3%	3%
<b>Total Responses</b>	100%	100%	100%	100%	100%

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
I stay busy through other activities and groups	27%	26%	15%	20%	24%
I don't have time	12%	12%	12%	12%	12%
Other	11%	12%	11%	13%	13%
I don't think I am old enough to go there	11%	8%	9%	9%	9%
I am not aware of the services that are offered	9%	12%	10%	11%	11%
There is not a senior center nearby	9%	6%	7%	7%	8%
I would prefer a location that also includes other age groups	5%	8%	11%	9%	8%
Physically unable to attend	4%	3%	6%	5%	4%
I don't like the activities offered	4%	4%	5%	4%	4%
Transportation is not available	3%	4%	8%	6%	4%
Caregiving responsibilities	3%	3%	5%	4%	3%
<b>Total Responses</b>	100%	100%	100%	100%	100%

\*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 2	STATE	MINORITY	LOW-INCOME	RURAL
Nature-related activities	15%	13%	14%	14%	13%
Physical activities	14%	17%	17%	17%	16%
Arts and crafts/hobby classes	14%	13%	14%	14%	13%
Using the computer and/or Internet	13%	15%	14%	13%	15%
Travel/tours	13%	14%	15%	13%	14%
Card games	11%	12%	10%	11%	13%
Genealogy classes	10%	10%	9%	10%	9%
Other	10%	6%	7%	7%	7%
<b>Total Responses</b>	100%	100%	100%	100%	100%

\*Question was not pertinent to all respondents.

## Transportation

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

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

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
There is no public transportation	50%	14%	12%	16%	14%
Don't know	50%	36%	30%	32%	29%
I don't know anyone I can ask	0%	8%	0%	3%	14%
Financial reasons	0%	8%	18%	16%	0%
Health issues	0%	33%	39%	32%	43%
<b>Total Responses</b>	100%	100%	100%	100%	100%

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
Other	26%	17%	18%	21%	19%
I can/do not drive	17%	23%	30%	25%	18%
Illness or physical problem	17%	16%	10%	11%	15%
Financial reasons	17%	8%	11%	8%	11%
Visual impairment	13%	11%	10%	13%	9%
Spouse or other person usually drives	4%	12%	11%	13%	19%
Amount of traffic	4%	4%	3%	4%	6%
Car problems (no car or repairs needed)	0%	6%	5%	4%	1%
Car in use by someone else	0%	3%	1%	1%	3%
<b>Total Responses</b>	100%	100%	100%	100%	100%

\*Question was not pertinent to all respondents.

## Transportation

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
Only get around by driving myself, or I am homebound	50%	43%	39%	43%	52%
A spouse, family member, friend or neighbor drives me	21%	22%	23%	21%	19%
I bicycle or walk	12%	16%	7%	10%	11%
Special transportation (golf cart, wheelchair, or scooter)	5%	5%	3%	6%	8%
Not applicable	5%	3%	3%	4%	2%
Other	4%	4%	7%	5%	4%
I take a taxi or use public transportation	1%	4%	9%	6%	2%
Church bus or van	1%	1%	4%	3%	1%
Senior ride service	1%	2%	4%	3%	1%
<b>Total Responses</b>	100%	100%	100%	100%	100%

\*Question was not pertinent to all respondents.

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
No public transportation is available in this area	18%	11%	8%	12%	24%
I don't use public transportation	75%	75%	64%	69%	69%
Hardly ever	7%	9%	10%	9%	5%
Sometimes	0%	4%	12%	6%	1%
Often	0%	2%	6%	3%	0%
<b>Total Responses</b>	100%	100%	100%	100%	100%

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
Very satisfied	0%	49%	37%	37%	50%
Somewhat satisfied	0%	37%	43%	49%	50%
Somewhat dissatisfied	0%	8%	13%	7%	0%
Very dissatisfied	0%	7%	7%	7%	0%
<b>Total Responses</b>	0%	100%	100%	100%	100%

## Transportation

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
<b>It is inconvenient (rides too long or too many stops)</b>	0%	18%	12%	12%	11%
<b>My town has very limited public transportation</b>	0%	13%	14%	12%	33%
<b>Don't need it</b>	0%	10%	12%	18%	11%
<b>I have health, age, or financial issues</b>	0%	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>	0%	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?

	PSA2	STATE	MINORITY	LOW-INCOME	RURAL
<b>Yes, very much so</b>	42%	37%	40%	36%	35%
<b>Yes, somewhat</b>	43%	42%	31%	40%	43%
<b>No, not very much</b>	9%	10%	17%	12%	8%
<b>Don't know</b>	6%	7%	5%	5%	7%
<b>No not at all</b>	0%	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 2	STATE	MINORITY	LOW-INCOME	RURAL
<b>People are friendly and courteous to me</b>	12%	12%	12%	12%	11%
<b>There are many other seniors in my community</b>	11%	11%	10%	11%	11%
<b>I am treated with respect</b>	11%	11%	13%	12%	11%
<b>I feel safe when I am out in the community</b>	11%	11%	10%	10%	11%
<b>Street signs are easy for me to read</b>	10%	11%	11%	10%	11%
<b>There are programs, services, activities, and events for me</b>	10%	10%	10%	10%	10%
<b>I feel I have something to contribute and that it would be appreciated</b>	10%	10%	10%	9%	10%
<b>Transportation is available to seniors</b>	10%	9%	11%	10%	9%
<b>Businesses offer me senior discounts</b>	10%	9%	8%	9%	9%
<b>There are a variety of affordable housing options available</b>	4%	6%	6%	6%	6%
<b>Other</b>	1%	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 2	STATE	MINORITY	LOW-INCOME	RURAL
<b>There are not very many services, facilities, or activities for seniors</b>	17%	14%	13%	17%	16%
<b>Other</b>	16%	13%	7%	10%	11%
<b>I think age-based discrimination is common here</b>	11%	10%	12%	10%	8%
<b>I do not feel safe when I am out in the community</b>	11%	9%	10%	8%	7%
<b>Services are not close to senior housing</b>	9%	9%	10%	10%	11%
<b>Transportation is not available to me</b>	8%	12%	9%	10%	14%
<b>There are no sidewalks or covered bus areas</b>	8%	11%	11%	12%	15%
<b>I am not treated with respect</b>	8%	7%	9%	7%	6%
<b>Signals are not long enough for me to cross the street</b>	7%	10%	10%	8%	6%
<b>People are not nice or friendly to me</b>	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 2	STATE	MINORITY	LOW-INCOME	RURAL
Hard to pay rent/mortgage/taxes (i.e., homeowner association dues)	24%	21%	31%	21%	21%
Too much upkeep, minor repairs (i.e., painting)	16%	23%	12%	15%	19%
Other	16%	11%	17%	14%	24%
Roofing or plumbing issue	12%	12%	13%	15%	13%
Major repairs are needed (other than roofing or plumbing)	12%	12%	13%	13%	8%
Flooding or other similar environmental problems	12%	4%	4%	6%	4%
High crime or bad neighborhood	4%	8%	6%	10%	7%
Not accessible (i.e., stairs, no grab bars in bathtub, cabinets are hard to reach)	4%	5%	3%	6%	2%
Landlord issues	0%	3%	1%	1%	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 53: If you want or need to move, what type of location would you prefer?

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
To live in a retirement community (seniors only)	27%	19%	14%	19%	18%
Other	27%	17%	16%	15%	18%
To live in a more secluded, more rural (country) setting	20%	15%	14%	15%	19%
Centrally located to be able to walk to services	13%	21%	22%	18%	14%
Assisted living	7%	11%	10%	8%	7%
To live in a more urban (city) setting	7%	8%	10%	12%	16%
To live in a family neighborhood (all ages)	0%	11%	14%	13%	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.

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
Single family home	82%	46%	49%	49%	56%
Duplex, triplex, or quad	9%	12%	19%	21%	12%
Other	9%	20%	16%	10%	9%
Apartment-type housing	0%	22%	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?

	PSA2	STATE	MINORITY	LOW-INCOME	RURAL
Other	50%	16%	26%	28%	40%
<b>My home was devalued, I won't get enough money out of it</b>	17%	22%	11%	14%	20%
<b>Not enough money or help with moving</b>	17%	15%	4%	7%	4%
<b>The idea of packing and moving is too overwhelming</b>	17%	13%	5%	10%	13%
<b>Attached to my current residence (memories)</b>	0%	12%	26%	15%	8%
<b>Preferred/affordable housing option not available</b>	0%	6%	14%	15%	10%
<b>Health issues</b>	0%	4%	10%	8%	1%
<b>I don't know what options are available</b>	0%	10%	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 2	STATE	MINORITY	LOW-INCOME	RURAL
<b>None</b>	37%	35%	48%	49%	40%
<b>Family member</b>	29%	31%	27%	26%	31%
<b>Friend</b>	12%	10%	5%	6%	10%
<b>Open to all options</b>	6%	6%	5%	5%	6%
<b>Individual who could assist around the house</b>	5%	5%	3%	4%	3%
<b>A college student</b>	4%	3%	2%	2%	2%
<b>Another older person</b>	3%	5%	4%	4%	3%
<b>Other</b>	2%	4%	6%	4%	4%
<b>A single mother and children</b>	2%	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 2	STATE	MINORITY	LOW-INCOME	RURAL
<b>Most or all of the time</b>	100%	97%	94%	96%	97%
<b>Some of the time</b>	0%	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 2	STATE	MINORITY	LOW-INCOME	RURAL
Unsafe building, flooring, stairways, or walkways	0%	7%	0%	0%	0%
Bathroom or kitchen is not senior friendly	0%	7%	4%	0%	0%
Afraid of falling or other mobility concerns	0%	16%	4%	9%	7%
Health limitations	0%	11%	0%	0%	0%
Afraid of crime	0%	28%	30%	36%	29%
Fences and gates at property line need repair	0%	7%	0%	0%	0%
Inadequate lighting	0%	8%	4%	9%	7%
Other	0%	17%	57%	45%	57%
<b>Total Responses</b>	0%	100%	100%	100%	100%

\*Question was not pertinent to all respondents.

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
Most or all of the time	92%	91%	77%	86%	95%
Some of the time	7%	8%	17%	10%	3%
Rarely ever/never	1%	1%	6%	4%	2%
<b>Total Responses</b>	100%	100%	100%	100%	100%

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
Afraid of crime	18%	23%	23%	21%	20%
Loose animals	18%	8%	7%	8%	9%
Suspected drug-related activity	14%	16%	13%	14%	14%
Sidewalks non-existent or are broken and uneven	14%	10%	10%	9%	13%
Health limitations	14%	7%	8%	10%	11%
High-speed traffic or dangerous roadways	9%	10%	11%	10%	8%
Other	9%	3%	6%	6%	4%
No streetlights	5%	8%	10%	9%	9%
Loud or offensive noises, cars, or neighbors	0%	7%	5%	7%	7%
Vacant and abandoned dwellings	0%	7%	7%	7%	7%
<b>Total Responses</b>	100%	100%	100%	100%	100%

\*Question was not pertinent to all respondents.

## Volunteerism

### Question 61: Do you currently volunteer?

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
No	55%	64%	76%	69%	62%
Yes	45%	36%	24%	31%	38%
<b>Total Responses</b>	100%	100%	100%	100%	100%

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
Faith or religious-based	29%	24%	25%	29%	28%
Civic (city or county boards)	14%	9%	9%	8%	12%
Community (i.e., arts organizations, museums, politics, etc.)	12%	15%	11%	11%	15%
School-related (parent organization, primary school, or university, etc.)	10%	9%	9%	8%	6%
Other	9%	13%	11%	14%	13%
Animal, wildlife, or nature-related organization	8%	6%	3%	5%	7%
Senior center	7%	5%	9%	6%	3%
Professional organization	5%	7%	5%	3%	5%
Health-related (i.e., hospital, nursing home, Red Cross, politics, etc.)	4%	7%	11%	10%	7%
Child welfare	1%	3%	5%	4%	3%
None of the above	1%	1%	3%	1%	1%
<b>Total Responses</b>	100%	100%	100%	100%	100%

\*Question was not pertinent to all respondents.

## Volunteerism

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
Health issues	22%	16%	24%	20%	17%
Not enough time	16%	15%	13%	12%	15%
Don't want to or not interested in volunteering	12%	15%	13%	17%	18%
Other	10%	9%	8%	8%	11%
Limited energy or functional ability	9%	11%	9%	12%	8%
Haven't found the right organization	9%	7%	5%	5%	7%
Haven't been asked	7%	8%	7%	8%	5%
Caregiving responsibilities	7%	5%	6%	6%	5%
Work prevents it	6%	9%	7%	7%	9%
Lack of transportation	3%	4%	5%	3%	3%
None of the above	0%	1%	2%	1%	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 64: Would you be interested in receiving information on volunteer opportunities in your area?

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
No	79%	75%	61%	72%	74%
Yes	21%	25%	39%	28%	26%
<b>Total Responses</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## Employment

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
Retired	57%	52%	43%	49%	56%
Working full-time	10%	7%	5%	4%	7%
Unable to work due to health or functional limitations	8%	9%	14%	12%	8%
Working part-time	6%	7%	5%	5%	5%
Other	5%	3%	5%	4%	3%
Full-time caregiver	5%	2%	3%	3%	3%
Do not want to work	4%	5%	4%	6%	6%
Full-time homemaker	3%	7%	10%	8%	5%
Self-employed	3%	4%	3%	3%	4%
Involuntarily unemployed	0%	2%	2%	3%	2%
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 2	STATE	MINORITY	LOW-INCOME	RURAL
Not currently working	62%	66%	54%	61%	69%
Other	18%	15%	14%	17%	14%
Part-time work	10%	13%	21%	16%	12%
Caregiving responsibilities interfere with ability to look for work	8%	3%	5%	4%	3%
Full-time work	2%	4%	6%	3%	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 67: Are you interested in receiving help from a job-matching service?

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
No	79%	79%	56%	74%	81%
Yes	12%	17%	31%	20%	15%
Already tried a job-matching service	9%	4%	13%	7%	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.

## Employment

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
No	76%	81%	63%	74%	83%
Yes	12%	12%	27%	17%	9%
Already received training	12%	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 2	STATE	MINORITY	LOW-INCOME	RURAL
Health limitations	26%	16%	19%	22%	20%
Other	22%	30%	15%	20%	15%
Caregiving responsibilities	22%	11%	4%	4%	5%
Limited jobs available	17%	24%	29%	27%	27%
I am overqualified	9%	12%	11%	9%	18%
Lack of transportation/too far away	4%	4%	4%	5%	7%
I am underqualified	0%	1%	4%	5%	4%
Language barriers	0%	3%	12%	7%	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 2	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 2	STATE	MINORITY	LOW-INCOME	RURAL
No	88%	88%	84%	86%	84%
Yes	12%	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 2	STATE	MINORITY	LOW-INCOME	RURAL
Extremely concerned	33%	26%	28%	23%	15%
Very concerned	42%	29%	37%	39%	38%
Somewhat concerned	17%	32%	14%	16%	23%
Not very concerned	8%	4%	16%	9%	19%
Not at all concerned	0%	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 2	STATE	MINORITY	LOW-INCOME	RURAL
Florida Department of Elder Affairs	28%	30%	26%	28%	28%
Local Area Agency on Aging	22%	19%	19%	19%	20%
Local Legal Aid Office	19%	21%	22%	20%	20%
Florida Bar Lawyer Referral Service	17%	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 2	STATE	MINORITY	LOW-INCOME	RURAL
No	83%	80%	76%	81%	78%
Yes	17%	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 2	STATE	MINORITY	LOW-INCOME	RURAL
<b>Lawyers are too expensive</b>	35%	43%	41%	41%	43%
<b>Other</b>	35%	21%	15%	20%	14%
<b>I felt I could solve the problem myself</b>	30%	14%	13%	12%	19%
<b>I didn't know where to get a lawyer</b>	0%	7%	15%	13%	9%
<b>I was embarrassed</b>	0%	4%	4%	6%	4%
<b>I wasn't sure the problem was legal</b>	0%	9%	13%	8%	10%
<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 2	STATE	MINORITY	LOW-INCOME	RURAL
<b>Health-related (Medicaid or Medicare, improper billing)</b>	24%	19%	22%	20%	21%
<b>Estate (wills, trusts)</b>	20%	16%	8%	13%	16%
<b>Family matters (divorce, custody, child support)</b>	11%	10%	9%	9%	11%
<b>Consumer (home improvement, shoddy goods or services)</b>	10%	9%	6%	9%	8%
<b>Other</b>	9%	11%	11%	12%	13%
<b>Guardianship or Power of Attorney</b>	8%	10%	7%	7%	9%
<b>Benefits (Social Security, Veterans Administration)</b>	8%	10%	8%	10%	8%
<b>Abuse, exploitation, or fraud</b>	4%	7%	10%	8%	8%
<b>Employment (worker's compensation, discrimination)</b>	4%	5%	11%	7%	3%
<b>Housing (landlord/tenant, foreclosures, evictions)</b>	3%	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 2	STATE	MINORITY	LOW-INCOME	RURAL
<b>Yes</b>	60%	46%	42%	43%	48%
<b>No</b>	40%	54%	58%	57%	52%
<b>Total Responses</b>	100%	100%	100%	100%	100%

## Disaster Preparedness

**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 2	STATE	MINORITY	LOW-INCOME	RURAL
No	72%	69%	47%	60%	72%
Yes	28%	31%	53%	40%	28%
<b>Total Responses</b>	100%	100%	100%	100%	100%

**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 2	STATE	MINORITY	LOW-INCOME	RURAL
Not interested	56%	50%	38%	48%	55%
Somewhat interested	29%	33%	32%	33%	33%
Very interested	15%	16%	30%	19%	12%
<b>Total Responses</b>	100%	100%	100%	100%	100%

## Demographic Information

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
Female	52%	53%	67%	57%	46%
Male	48%	47%	33%	43%	54%
<b>Total Responses</b>	100%	100%	100%	100%	100%

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
White or Caucasian	84%	84%	20%	84%	90%
Black or African-American	11%	7%	29%	6%	2%
Native American	5%	2%	25%	4%	4%
Latino	0%	7%	20%	4%	2%
Asian or Pacific Islander	0%	1%	5%	1%	1%
<b>Total Responses</b>	100%	100%	100%	100%	100%

\*Question was not pertinent to all respondents.

## Demographic Information

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

	PSA 2	STATE	MINORITY	LOW-INCOME	RURAL
Under \$20,000	24%	18%	49%	100%	19%
\$20,000-\$29,999	13%	20%	24%	0%	17%
\$30,000-\$39,999	19%	16%	10%	0%	15%
\$40,000-\$49,999	14%	12%	5%	0%	10%
\$50,000-\$59,999	8%	9%	7%	0%	11%
\$60,000-\$69,999	5%	6%	1%	0%	4%
\$70,000-\$79,999	1%	4%	0%	0%	4%
\$80,000-\$89,999	1%	3%	1%	0%	5%
\$90,000-\$99,999	3%	3%	0%	0%	3%
\$100,000-\$109,999	2%	2%	0%	0%	4%
\$110,000-\$119,999	2%	1%	1%	0%	3%
\$120,000 or more	7%	6%	0%	0%	7%
<b>Total Responses</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>