

CASOA™

COMMUNITY ASSESSMENT SURVEY
FOR OLDER ADULTS™

Upper Arkansas Area Council of Governments AAA

Community Assessment Survey for Older Adults

September 2022



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Table of Contents

Section 1: Introduction	1
Section 2: Key Findings	6
Section 3: Understanding the Report	15
Section 4: Community Readiness	16
Section 5: Community Livability Topics	19
Section 6: Overall Community Quality	
Section 6A: Place to Live and Retire	22
Section 6B: Recommend and Remain in Community	24
Section 7: Community Design	
Section 7A: Housing	26
Section 7B: Land Use	29
Section 7C: Mobility	31
Section 8: Employment and Finances	
Section 8A: Employment	34
Section 8B: Finances	37
Section 9: Equity and Inclusivity	
Section 9A: Community Inclusivity	40
Section 9B: Equity	43
Section 10: Health and Wellness	
Section 10A: Health Care	45
Section 10B: Independent Living	48
Section 10C: Mental Health	51
Section 10D: Physical Health	54
Section 10E: Safety	58
Section 11: Information and Assistance	
Section 11A: Information on Available Older Adult Services	60
Section 11B: Quality of Older Adult Services	64
Section 12: Productive Activities	

Section 12A: Caregiving	66
Section 12B: Civic Engagement	69
Section 12C: Social Engagement	73
Section 13: Economic Contribution	78
Section 14: Community Needs	81
Section 15: Full Results (with No Opinion)	86
Section 16: Full Results (excluding No Opinion)	110
Section 17: National Benchmark Comparisons	134
Section 18: Methods	150

Section 1: Introduction




About the Community Assessment Survey for Older Adults®

The Community Assessment Survey for Older Adults (CASOA)® provides a statistically valid survey of the strengths and needs of older adults as reported by older adults themselves. This report is intended to enable local governments, community-based organizations, the private sector and other community members to understand more thoroughly and predict more accurately the services and resources required to serve an aging population. With this data, community stakeholders can shape public policy, educate the public and assist communities and organizations in their efforts to sustain a high quality of life for older adults.



The results of this exploration will provide useful information for planning and resource development as well as strengths advocacy efforts and stakeholder engagement. The ultimate goal of the assessment is to create empowered communities that support vibrant older adult populations.

This report summarizes how older residents view their community and its success in creating a thriving environment for older adults. Aspects of livability are explored within six community dimensions: Community Design, Employment and Finances, Equity and Inclusivity, Health and Wellness, Information and Assistance, and Productive Activities. Overall community quality also is assessed.

Domain of Community Livability	Description	Community Livability Topics
 <p>Overall Community Quality</p>	Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to residents of all ages.	<ul style="list-style-type: none"> • Place to Live and Retire • Recommend and Remain in Community
 <p>Community Design</p>	A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing mobility options to support residents aging in place.	<ul style="list-style-type: none"> • Housing • Mobility • Land Use
 <p>Employment and Finances</p>	Communities that work to foster sustainable growth, create jobs and workforce training for persons of all ages, and promote equitable economies ensure older adults are able to sustain their financial well-being through retirement and not outlive their life investments.	<ul style="list-style-type: none"> • Employment • Finances
 <p>Equity and Inclusivity</p>	A community is often greater than the sum of its parts. Having a sense of community entails not only a sense of membership and belonging, but also feelings of safety and trust in the other members of the community.	<ul style="list-style-type: none"> • Equity • Community Inclusivity
 <p>Health and Wellness</p>	The amenities available in the communities have a direct impact on the health and wellness of residents, and thus, on their quality of life overall.	<ul style="list-style-type: none"> • Safety • Physical Health • Mental Health • Health Care • Independent Living
 <p>Information and Assistance</p>	Government programs, policies and information assistance can support successful aging initiatives allowing older residents to remain independent contributors to community quality.	<ul style="list-style-type: none"> • Quality of Older Adult Services • Information on Available Older Adult Services
 <p>Productive Activities</p>	Productivity is the touchstone of a thriving old age. Older adults' engagement and contribution to the community can be determined by their time spent in civic meetings and social activities or providing help to others.	<ul style="list-style-type: none"> • Civic Engagement • Social Engagement • Caregiving

Survey Methods

The CASOA survey instrument and its administration are standardized to assure high-quality survey methods and comparable results across communities. Households with an adult member 60 years or older were selected at random. Multiple mailed contacts gave each household more than one prompt to participate. A total of 8,452 older adult households were randomly selected to receive the survey. These households first received a half-page postcard inviting them to complete the survey online, followed by a mailed hard copy survey packet which included a cover letter, a copy of the questionnaire and a postage-paid return envelope. A total of 1,312 completed surveys was obtained, providing an overall response rate of 16.97% and a margin of error plus or minus 2.71% around any given percent and one point around any given average rating for the entire sample (e.g., average number of caregiving hours). Results were statistically weighted to reflect the proper demographic composition of older adults in the entire community.

In addition to the random sample "probability" survey, an open participation survey was conducted, in which all older adults 60 years or older were invited to participate. The open participation survey instrument was identical to the probability sample survey. This survey was conducted entirely online. A total of 0 surveys were completed by open participation survey respondents. The open participation survey results were combined with responses from the probability sample survey, for a total of 1,312 completed surveys. With the inclusion of the open participation survey participants, it is likely that the precision of the responses would be even greater (and thus the margin of error smaller).

Results were statistically weighted to reflect the proper demographic composition of older adults in the entire community.

Since this was the third implementation of CASOA in Upper Arkansas Area Council of Governments Area Agency on Aging, the current results are presented along with the prior results when available. Differences in responses between the survey administrations were tested for

statistical significance, and statistically significant differences are noted in the charts. Trend data represent important comparisons and should be examined for improvements or declines.

For additional details on the survey methodology, see the Methods section.

How the Results Are Reported

Don't Know Responses and Rounding

On many of the questions in the survey, respondents could provide an answer of don't know. The proportion of residents giving this reply can be seen in Responses. However, these responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, the majority of the tables and graphs in the body of the report display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of rounding percentages to the nearest whole number.

Benchmark Comparison Data

National Research Center at Polco has developed a database that collates responses to CASOA and related surveys administered in other communities, which allows the results from Upper Arkansas Area Council of Governments Area Agency on Aging to be compared against a set of national benchmarks. This benchmarking database includes responses from more than 35,000 older adults (age 55 and over) in over 327 communities across the nation.

Ratings are compared when similar questions are included in Polco's database and when there are at least five other communities in which the question was asked. Where comparisons for ratings are available, Upper Arkansas Area Council of Governments Area Agency on Aging's

results are shown as more favorable than the benchmark, less favorable than the benchmark or similar to the benchmark. In instances where ratings are considerably more or less favorable than the benchmark, these ratings have been further demarcated by the attribute of "much" (for example, much more favorable or much less favorable).

Section 2: Key Findings

Background

Most older adults desire to age in place. Communities that assist older adults in remaining or becoming active community participants must provide the requisite opportunities for recreation, transportation, culture, education, communication, social connection, spiritual enrichment and health care.

To better understand the strengths and challenges of Colorado communities aging in place, the Colorado Association of Area Agencies on Aging partnered with Polco to administer The Community Assessment Survey for Older Adults (CASOA[®]) across all Area Agencies on Aging across the state. Data in this report focus specifically on older residents in Upper Arkansas Area Council of Governments Area Agency on Aging.

Survey participants rated the overall quality of life in their community. They also evaluated their communities as livable communities for older adults within six domains:

- Community Design
- Employment and Finances
- Equity and Inclusivity
- Health and Wellness
- Information and Assistance
- Productive Activities.

The extent to which older adults experience challenges within these domains is also described.

Overall Community Quality

Measuring community livability for older adults starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all. Exploring

how older residents view their community overall and how likely they are to recommend and remain in their communities can provide a high-level overview of the quality and livability of the community.

- About 77% of older residents living in the region rated their overall quality of life as excellent or good. Most of the older respondents scored their communities positively as a place to live and would recommend their communities to others. About 82% residents planned to stay in their community throughout their retirement.
- Positive scores were given to their communities as places to retire by 70% of older residents.

Overall Scores of Community Livability

The Community Assessment Survey of Older Adults (CASOA) is designed to examine the status of older adults and the community around many (17) topics of livability within six domains: Community Design, Employment and Finances, Equity and Inclusivity, Health and Wellness, Information and Assistance, and Productive Activities.

Summary scores of community livability were created through the aggregation of a series of resident ratings within each of these different livability aspects and domains. Of the 17 aspects of livability examined, the aspects found to be strongest in the region related to areas of Safety (average positive score of 77%), Physical Health (59%), and Social Engagement (55%). The areas showing the greatest need for improvement related to Housing (10%), Independent Living (15%) and Employment (19%). More detailed information about each livability domain follows.

Community Design

Livable communities (which include those with mixed-use neighborhoods, higher-density development, increased connections, shared community spaces and more human-scale design) will become a necessity for communities to age successfully. Communities that have planned and been designed for older adults tend to emphasize access, helping to facilitate movement and participation.

- About 33% of respondents rated the overall quality of the transportation system (auto, bicycle, foot, bus) in their community as excellent or good. In many communities, ease of travel by walking or bicycling is given lower ratings than travel by car. Here, ease of travel by car was considered excellent or good by 75% of respondents, while ease of travel by walking and bicycling was considered excellent or good by 59% and 53% of respondents, respectively.
- When considering aspects of housing (affordability and variety) and community features of new urbanism (where people can live close to places where they can eat, shop, work, and receive services), relatively lower scores were given by older adults compared to many other items on the survey. Only 9% of respondents gave a positive score to the availability of affordable quality housing in their communities, and only about 21% older adults gave excellent or good ratings to the availability of mixed-use neighborhoods.
- About 43% of older residents in the region reported experiencing housing needs and 26% reported mobility needs.

Employment and Finances

The life expectancy for those born between 1940 and 1960 has increased dramatically due to advances in health care and lifestyle changes. While this is a very positive trend overall, it also highlights both the importance of communities providing employment opportunities for older adults and the need for older adults to plan well for their retirement years.

- About 46% of older residents rated the overall economic health of their communities positively, although the cost of living was rated as excellent or good by only 18%.
- Employment opportunities for older adults (quality and variety) received low ratings (19% and 15% positive, respectively), and the opportunity to build work skills also was found to be lacking (15% excellent or good).
- About 29% older adults reported financial challenges and 21% reported employment needs.

Equity and Inclusion

A community is often greater than the sum of its parts. Having a sense of community entails not only a sense of membership and belonging, but also feelings of equity and trust in the other members of the community.

- About 58% of older residents rated the sense of community in their towns as excellent or good, and neighborliness was rated positively by 53% of residents.
- About 47% of the respondents positively rated their community's openness and acceptance toward older residents of diverse backgrounds, and 40% indicated that their community valued older residents.
- Inclusion challenges were reported by about 25% of older residents and equity challenges by 8%.

Health and Wellness

Of all the attributes of aging, health poses the greatest risk and the biggest opportunity for communities to ensure the independence and contributions of their aging populations. Health and wellness, for the purposes of this study, included not only physical and mental health, but issues of safety, independent living and health care.

- About 78% older residents in the region rated their overall physical health as excellent or good and 86% rated their mental health as excellent or good.
- In most places, opportunities for health and wellness receive higher ratings from older adults than do health care ratings. Here, community opportunities for health and wellness were scored positively by 55% residents, while the percent giving ratings of excellent or good to the availability of physical health care was 30%, to mental health care 24%, and to long term care options 18%.
- Health-related problems were some of the most common challenges listed by older adults in the survey, with 33% reporting physical health challenges and 26% reporting mental health challenges. Health care was also a challenge for about 50% of older residents.

Information and Assistance

The older adult service network, while strong, is under-resourced and unable to single-handedly meet the needs of the continuously growing population of older adults. Providing useful and well-designed programs, as well as informing residents about other assistance resources, is an important way that government agencies can help residents age in place.

- The overall services provided to older adults in the region were rated as excellent or good by 44% of survey respondents.
- About 68% of survey respondents reported being somewhat informed or very informed about services and activities available to older adults. The availability of information about resources for older adults was rated positively by 30% of older residents and the availability of financial or legal planning services was rated positively by 25% of older residents.
- About 41% of older adults were found to have information access challenges in the region.

Productive Activities

Productive activities outside of work (such as volunteerism and social activity) promote quality of life and contribute to active aging. This domain examines the extent of older adults' participation in social and leisure programs and their time spent attending or viewing civic meetings, volunteering or providing help to others.

- About 65% of older adults surveyed felt they had excellent or good opportunities to volunteer, and 53% participated in some kind of volunteer work.
- The caregiving contribution of older adults was substantial in the region. About 37% of older residents reported providing care to individuals 55 and older, 13% to individuals 18-54 and 15% to individuals under 18.
- Older adults in the region reported challenges with being civically engaged 27%, being socially engaged 27% and caregiving 15%.

The Economic Contribution of Older Adults

The contribution older adults make through employment, volunteerism and caregiving was calculated for all older adults living in the region. It is estimated that older residents contribute \$426,467,498 annually to their community through paid and unpaid work.

Older Resident Needs

Through the survey, more than 40 challenges commonly facing older adults were assessed by respondents. These challenges were grouped into 15 larger categories of needs. In the region, the largest challenges were in the areas of healthcare, housing, and information about older adult services. At least 50% of older residents reported at least one item in these categories was a major or moderate problem in the 12 months prior to taking the survey.

Comparison to National Benchmarks

Community Characteristics Benchmarks

To better provide context to the survey data, resident responses for the region were compared to Polco's national benchmark database or older adult opinion. Of the 52 assessments of community livability that were compared to the benchmark database, 43 were similar, 0 above, and 9 below the benchmark comparisons.

The areas in which the region ratings were lower than benchmark comparisons were:

- Overall quality of the transportation system (auto, bicycle, foot, bus) in your community
- Overall quality of the utility infrastructure in your community (water, sewer, storm water, electric/gas, broadband)
- Ease of travel by public transportation in your community
- Quality of employment opportunities for older adults
- Cost of living in your community
- Availability of affordable quality food
- Availability of affordable quality housing
- Variety of housing options

- Availability of affordable quality physical health care

Older Adult Challenges Benchmarks

Comparisons to the benchmark database can also be made for the proportion of residents experiencing a variety of challenges. In the region, there was a lower proportion of older adults experiencing challenges for 0 item(s), a greater proportion of older adults experiencing challenges for 1 item(s), and a similar proportion experiencing challenges for 41 item(s).

The challenges for which a **greater** proportion of residents reported a problem compared to benchmarks were:

- Getting the health care you need

Comparison of Ratings Over Time

Community Characteristics Trends

The COVID-19 pandemic was disruptive to many areas of community livability and resulted in profound impacts on many older adults lives around the world, nation and in communities throughout Colorado. It is important to keep these disruptions in mind while comparing results from 2018 with the present results.

Of the 33 assessments of community livability that could be compared over time (questions that were asked on both the 2018 and current survey instruments), the ratings were similar for 13 items.

The 2 areas where ratings improved since 2018 were:

- Sense of community in your community
- Your overall physical health

The 18 areas of community livability that showed a decline in quality ratings from 2018 (most relating to activities and opportunities that were impacted by the pandemic) were:

- Cost of living in your community
- Availability of affordable quality food
- Availability of affordable quality housing

- Variety of housing options
- Availability of information about resources for older adults
- Availability of financial or legal planning services
- Availability of long-term care options
- Availability of daytime care options for older adults
- Availability of affordable quality physical health care
- Recreation opportunities (including games, arts, library services, etc.)
- Fitness opportunities (including exercise classes and paths or trails, etc.)
- Opportunities to participate in community matters
- Opportunities to volunteer
- Opportunities to enroll in skill-building or personal enrichment classes
- Opportunities to attend social events or activities
- Opportunities to attend religious or spiritual activities
- Openness and acceptance of the community towards older residents of diverse backgrounds
- Valuing older residents in your community

Resident Challenges Trends

Of the 35 potential challenges facing older adults assessed through the survey that were asked in both 2018 and 2022, there were 21 potential challenges for which a similar proportion of residents reported each were a problem in both survey time periods.

There were no potential challenges where the proportion of older adults reporting a challenge was lower in 2022 compared to 2018.

The 11 potential challenge or challenges where the proportion of older adults reporting a problem increased in 2022 were:

- Having enough money to meet daily expenses
- Having enough money to pay your property taxes
- Maintaining your home
- Maintaining your yard
- Having safe and affordable transportation available
- Building skills for paid or unpaid work

- Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid
- Not knowing what services are available to older adults in your community
- Falling or injuring yourself in your home
- Getting the oral health care you need
- Getting the vision care you need

Section 3: Understanding the Report

Throughout this report, iconography is used to denote trends and benchmarks. While some pages will show the legend, others won't for the sake of space. Keep this page handy for reference.

Trends

**Favorably**

At least 7 percentage points more favorable than last measure

**Similar**

No statistically significant difference

**Unfavorably**

At least 7 percentage points less favorable than last measure

Benchmarks

**Much more favorable**

At least 20 points more favorable than benchmark

**More favorable**

10-20 points more favorable than benchmark

**Similar**

No statistically significant difference

**Less favorable**

10-20 points less favorable than benchmark

**Much less favorable**

At least 20 points less favorable than benchmark

Section 4: Community Readiness

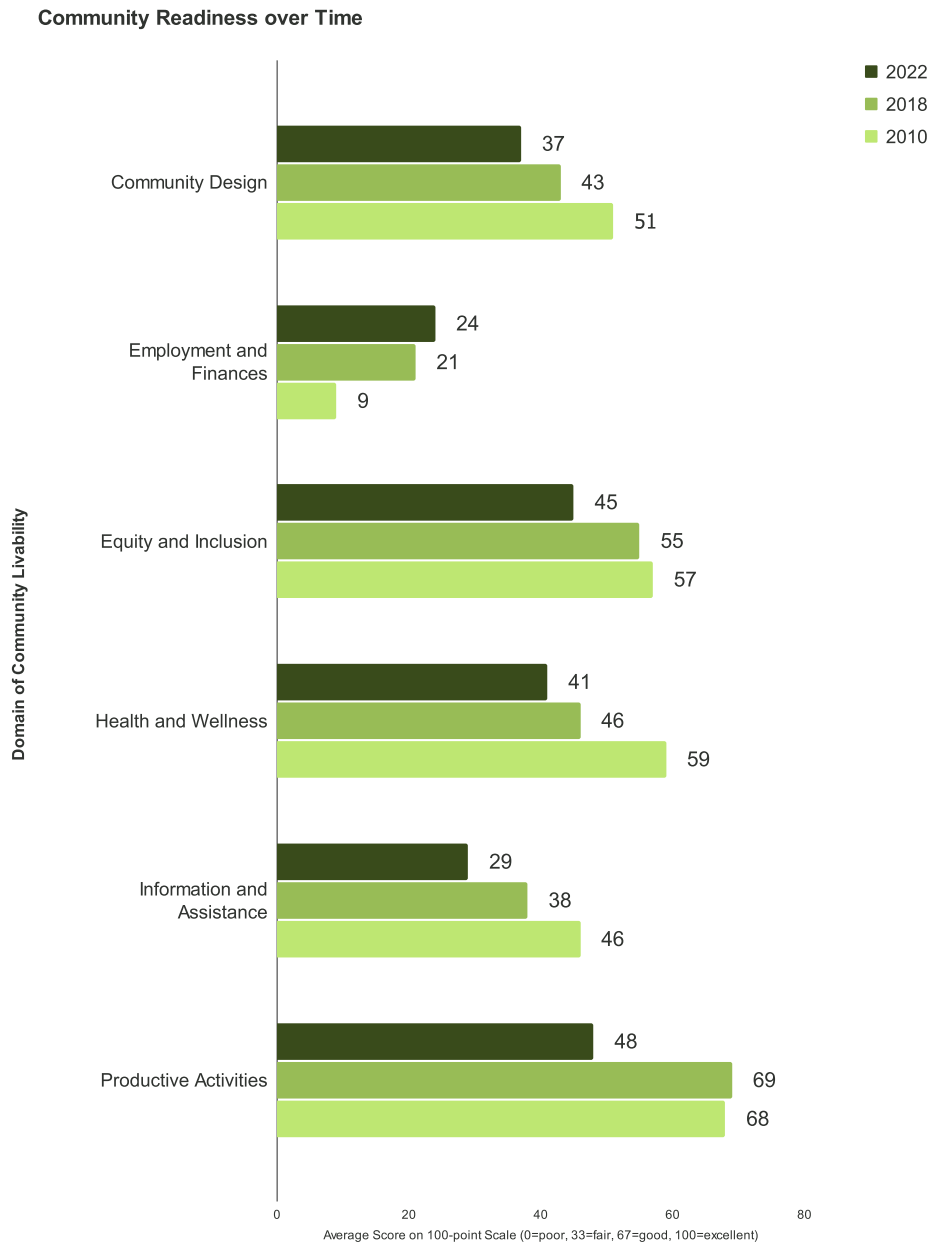
Communities that assist older adults to remain or become active community participants must provide the requisite opportunities for recreation, transportation, culture, education, communication, social connection, spiritual enrichment and health care. Because every community is different, each must identify what its older adults value most and what the community offers its older residents. The judgments of these residents provide the elements used to calculate the overall community quality in Upper Arkansas Area Council of Governments Area Agency on Aging.

Survey respondents were asked to rate a number of aspects of the community. These ratings were converted to an average scale of 0 (the lowest rating, such as poor) to 100 (the highest rating, such as excellent) and then combined to provide one overall rating (index¹) for each of the six dimensions of Community Readiness, as well as an overall rating of the Quality of the Community. If trend data prior to 2022 are shown, it should be noted that community readiness scores have been updated from previous reports to improve these metrics. Readiness scores for past surveys were recalculated using the new dimensions to make them comparable to the current structure.

Community Readiness Chart

Dimension	Community Livability Topics	Score (out of 100)
Overall Community Quality	<ul style="list-style-type: none"> • Place to Live and Retire • Recommend and Remain in Community 	67
Community Design	<ul style="list-style-type: none"> • Housing • Mobility • Land Use 	37
Employment and Finances	<ul style="list-style-type: none"> • Employment • Finances 	24

Dimension	Community Livability Topics	Score (out of 100)
Equity and Inclusivity	<ul style="list-style-type: none"> • Equity • Community Inclusivity 	45
Health and Wellness	<ul style="list-style-type: none"> • Safety • Physical Health • Mental Health • Health Care • Independent Living 	41
Information and Assistance	<ul style="list-style-type: none"> • Quality of Older Adult Services • Information on Available Older Adult Services 	29
Productive Activities	<ul style="list-style-type: none"> • Civic Engagement • Social Engagement • Caregiving 	48



¹These ratings are not to be understood like ratings from school tests, because they are summaries of several questions that range from 0 as poor, 33 as fair, 67 as good and 100 as excellent. For example, a score of 58 should be interpreted as closer to good than to fair (with the midpoint of the scale, 50, representing equidistance between good and fair).

Section 5: Community livability topics

The Community Assessment Survey of Older Adults (CASOA) is designed to examine the status of older adults and the community around many (17) aspects of livability within six domains: Community Design, Employment and Finances, Equity and Inclusivity, Health and Wellness, Information and Assistance, and Productive Activities. Overall community quality also is assessed with two topics. (See **Introduction** section *About the Community Assessment Survey for Older Adults* for an overview of all the community livability topics within these domains.) For each of these 19 community livability topic areas, survey questions evaluated the community's ability to accommodate the needs of older residents, as well as the actual experiences and challenges of older adults.

To summarize the data, an index score was calculated for each aspect of livability by averaging the ratings given to the questions related to the specific community livability topic. (This index includes only the ratings of community amenities, not those items related to the respondents' own status or the challenges faced by the respondent.)

i Certain trends unavailable

Because Upper Arkansas Area Council of Governments AAA doesn't have prior measurements for certain topics, those topics don't have trend values. All topics will have trends after this survey has been conducted a second time.

Overall Community Quality



Place to Live and Retire

79 / 100



Recommend and Remain in Community

77 / 100 →

Community Design



Housing

10 / 100



Land Use

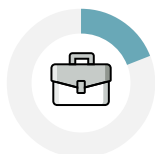
41 / 100



Mobility

52 / 100

Employment and Finances



Employment

19 / 100



Finances

32 / 100

Equity and Inclusivity



Community Inclusivity

53 / 100



Equity

43 / 100 

Health and Wellness



Health Care

40 / 100 



Independent Living

15 / 100 



Mental Health

24 / 100 



Physical Health

59 / 100



Safety

77 / 100 

Information and Assistance



Information on Available Older Adult Services

28 / 100 



Quality of Older Adult Services

44 / 100 

Productive Activities



Caregiving

Scoring not applicable



Civic Engagement

54 / 100

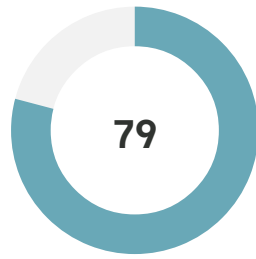


Social Engagement

55 / 100

Section 6A: Place to Live and Retire

Successful aging communities are attractive and welcoming to older adults and provide the support necessary for residents to age in place.



Livability score

Average of community quality items

i Livability score trend unavailable.

Because Upper Arkansas Area Council of Governments AAA doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related survey results

Items on the survey related to this topic are shown below. These tables display the ratings given by respondents, as well as a comparison to the national benchmark (average ratings from communities across the nation) and, if available, comparisons to ratings from the most recently implemented survey.

i Certain trends unavailable

Because Upper Arkansas Area Council of Governments AAA doesn't have any prior measurements for certain characteristics, those characteristics don't have trend values. All characteristics will have trends after this survey has been conducted a second time.

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	Trend	National Benchmark
Your neighborhood as a place to live	85%	N/A	—
Your community as a place to live	83%	→	—
The overall quality of life in your community	77%	N/A	—
Your community as a place to retire	70%	→	—

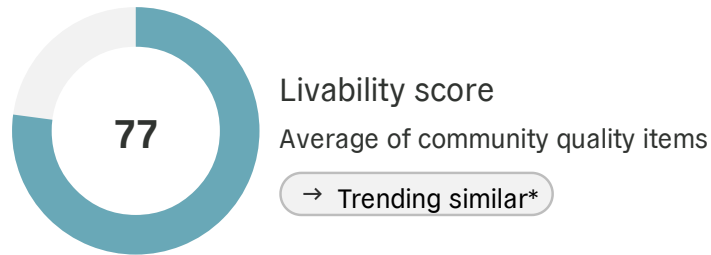
Status Indicators - Personal Quality of Life

Percent reporting *excellent* or *good*.

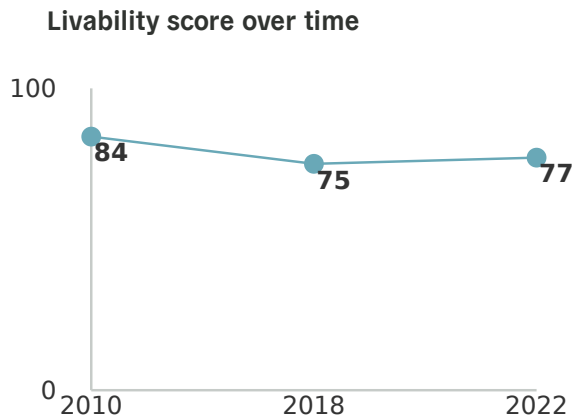
Characteristic	% positive	Trend	National Benchmark
Your overall quality of life	84%	→	—

Section 6B: Recommend and Remain in Community

A strong testament to the quality of a community is the likelihood of residents recommending and remaining in the community. Generally, residents will not recommend a community to friends unless they believe that community is offering the right amenities and services. Furthermore, communities that do a good job supporting seniors allow their residents to remain throughout their retirement years.



* Only applies to last two measurements



Related survey results

Items on the survey related to this topic are shown below. These tables display the ratings given by respondents, as well as a comparison to the national benchmark (average ratings from communities across the nation) and, if available, comparisons to ratings from the most recently implemented survey.

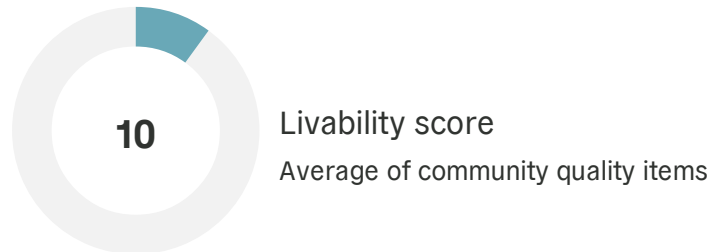
Quality of Community

Percent reporting *very likely* or *somewhat likely*.

Characteristic	% likely	Trend	National Benchmark
Remain in your community throughout your retirement	82%	→	–
Recommend living in your community to older adults	72%	→	–

Section 7A: Housing

Most older adults want to age in place; however, many do not have homes that feature universal design allowing access for walkers and wheelchairs and providing safety for those who are frail or experiencing mobility impairments. Ensuring the availability of housing stock that is both affordable and suitable for seniors is necessary as a community's population ages.



i Livability score trend unavailable.

Because Upper Arkansas Area Council of Governments AAA doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related survey results

Items on the survey related to this topic are shown below. These tables display the ratings given by respondents, as well as a comparison to the national benchmark (average ratings from communities across the nation) and, if available, comparisons to ratings from the most recently implemented survey.

i Certain trends unavailable

Because Upper Arkansas Area Council of Governments AAA doesn't have any prior measurements for certain characteristics, those characteristics don't have trend values. All characteristics will have trends after this survey has been conducted a second time.

Potential Problems

Percent reporting *minor problem*, *moderate problem* or *major problem*.

Characteristic	% problematic	Trend	National Benchmark
Maintaining your home	59%	↘	–
Doing heavy or intense housework	58%	→	–
Maintaining your yard	57%	↘	–
Having housing to suit your needs	28%	→	–

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	Trend	National Benchmark
Availability of accessible housing (e.g., homes with a no step entry, single-floor living, wide hallways and doorways)	11%	N/A	—
Variety of housing options	10%	↘	↘
Availability of affordable quality housing	9%	↘	↘

Section 7B: Land Use

The movement in America towards designing more livable communities (which include mixed-use neighborhoods, higher-density development, increased connections, shared community spaces and more human-scale design) will become a necessity for communities to age successfully. Communities that have planned and been designed for older adults tend to emphasize access, helping to facilitate movement and participation.



i Livability score trend unavailable.

Because Upper Arkansas Area Council of Governments AAA doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related survey results





Items on the survey related to this topic are shown below. These tables display the ratings given by respondents, as well as a comparison to the national benchmark (average ratings from communities across the nation) and, if available, comparisons to ratings from the most recently implemented survey.

Trends unavailable

Because Upper Arkansas Area Council of Governments AAA doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Overall design or layout of your community's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	50%	
Overall quality of the utility infrastructure in your community (water, sewer, storm water, electric/gas, broadband)	48%	
Public places where people want to spend time	42%	
Availability of mixed-use neighborhoods where people live close to places where they can eat, shop, work, and receive services	21%	

Section 7C: Mobility

The ease with which older residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community. Those who reside in livable communities where they can reach their destinations easily and comfortably by auto, on foot or in public transportation are more likely to remain engaged in their communities and to demonstrate signs of successful aging. Residents that must give up driving are more likely to be able to age in place if other modes of transportation are easily accessed in their neighborhood and community.



i Livability score trend unavailable.

Because Upper Arkansas Area Council of Governments AAA doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related survey results





Items on the survey related to this topic are shown below. These tables display the ratings given by respondents, as well as a comparison to the national benchmark (average ratings from communities across the nation) and, if available, comparisons to ratings from the most recently implemented survey.

i Certain trends unavailable

Because Upper Arkansas Area Council of Governments AAA doesn't have any prior measurements for certain characteristics, those characteristics don't have trend values. All characteristics will have trends after this survey has been conducted a second time.

Potential Problems

Percent reporting *minor problem*, *moderate problem* or *major problem*.

Characteristic	% problematic	Trend	National Benchmark
Having safe and affordable transportation available	42%		
No longer being able to drive	14%		

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	Trend	National Benchmark
Ease of travel by car in your community	75%	→	–
Ease of getting to the places you usually have to visit	74%	N/A	–
Ease of walking in your community	59%	→	–
Ease of bicycling in your community	53%	N/A	–
Overall quality of the transportation system (auto, bicycle, foot, bus) in your community	33%	N/A	∨
Ease of travel by public transportation in your community	13%	→	∨

Section 8A: Employment

People in the U.S. are working longer and retiring at an older age than they have in the past. Older adults are postponing retirement for a variety of reasons: improved health, the desire to accumulate additional wealth and/or benefit from delayed pension plans, and because the information age-based economy is less physically demanding than jobs from the industrial age. Older workers are an untapped resource for many communities seeking economic stability and growth.



i Livability score trend unavailable.

Because Upper Arkansas Area Council of Governments AAA doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related survey results

Items on the survey related to this topic are shown below. These tables display the ratings given by respondents, as well as a comparison to the national benchmark (average ratings from communities across the nation) and, if available, comparisons to ratings from the most recently implemented survey.

i Certain trends unavailable





Because Upper Arkansas Area Council of Governments AAA doesn't have any prior measurements for certain characteristics, those characteristics don't have trend values. All characteristics will have trends after this survey has been conducted a second time.

i Certain benchmarks unavailable

Because this survey includes new characteristics, we can't determine your benchmark performance on the new characteristics until a sufficient number of communities have completed surveying.

Potential Problems

Percent reporting *minor problem*, *moderate problem* or *major problem*.

Characteristic	% problematic	Trend	National Benchmark
Building skills for paid or unpaid work	44%		
Finding work in retirement	38%		

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	Trend	National Benchmark
Opportunities to build work skills	23%	N/A	–
Quality of employment opportunities for older adults	19%	→	∨
Variety of employment opportunities for older adults	15%	N/A	–

Section 8B: Finances

With longer life spans, the importance of financial well-being in old age has increased dramatically. Financial independence and the ability to economically contribute to a community have become critical factors in enhancing the quality of life of older adults.



i Livability score trend unavailable.

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Related survey results





Items on the survey related to this topic are shown below. These tables display the ratings given by respondents, as well as a comparison to the national benchmark (average ratings from communities across the nation) and, if available, comparisons to ratings from the most recently implemented survey.

i Certain trends unavailable

Because Upper Arkansas Area Council of Governments AAA doesn't have any prior measurements for certain characteristics, those characteristics don't have trend values. All characteristics will have trends after this survey has been conducted a second time.




Potential Problems

Percent reporting *minor problem, moderate problem or major problem*.

Characteristic	% problematic	Trend	National Benchmark
Having enough money to meet daily expenses	46%		
Having enough money to pay your property taxes	35%		


Quality of Community

Percent reporting *excellent or good*.

Characteristic	% positive	Trend	National Benchmark
Overall economic health of your community	46%	N/A	
Cost of living in your community	18%		

Status Indicators - Household Financial Status

Percent reporting *very positive* or *somewhat positive*.

Characteristic	% positive	Trend	National Benchmark
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	12%	N/A	

Section 9A: Community Inclusivity

Inclusivity refers to a cultural and environmental feeling of belonging. Creating places in which any individual or group can be and feel welcomed, respected, supported, and valued increases the overall livability of communities.



i Livability score trend unavailable.

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Related survey results

Items on the survey related to this topic are shown below. These tables display the ratings given by respondents, as well as a comparison to the national benchmark (average ratings from communities across the nation) and, if available, comparisons to ratings from the most recently implemented survey.

i Certain trends unavailable

Because Upper Arkansas Area Council of Governments AAA doesn't have any prior measurements for certain characteristics, those characteristics don't have trend values. All characteristics will have trends after this survey has been conducted a second time.

i Certain benchmarks unavailable

Because this survey includes new characteristics, we can't determine your benchmark performance on the new characteristics until a sufficient number of communities have completed surveying.






Potential Problems

Percent reporting *minor problem*, *moderate problem* or *major problem*.

Characteristic	% problematic	Trend	National Benchmark
Feeling lonely or isolated	37%	→	–
Feeling like you don't fit in or belong	36%	N/A	–
Having friends or family you can rely on	36%	→	–

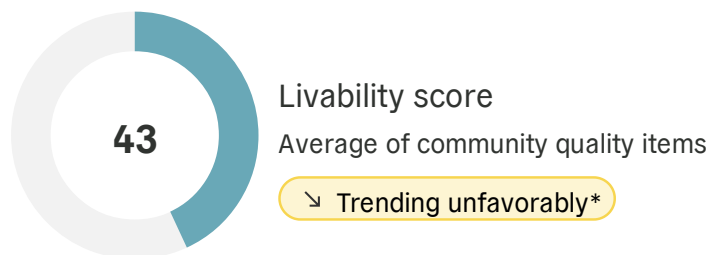
Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	Trend	National Benchmark
Sense of community in your community	58%		
Neighborliness of your community	53%		
Making all residents feel welcome	45%	N/A	

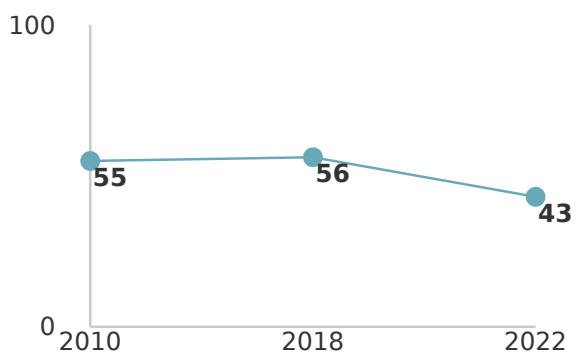
Section 9B: Equity

Opportunities for health, income, housing and other life circumstances are often disproportionate. Strong communities work to decrease inequalities so that all residents can successfully age in place.



* Only applies to last two measurements

Livability score over time



Related survey results

Items on the survey related to this topic are shown below. These tables display the ratings given by respondents, as well as a comparison to the national benchmark (average ratings from communities across the nation) and, if available, comparisons to ratings from the most recently implemented survey.

i Certain trends unavailable

Because Upper Arkansas Area Council of Governments AAA doesn't have any prior measurements for certain characteristics, those characteristics don't have trend values. All characteristics will have trends after this survey has been conducted a second time.

Potential Problems

Percent reporting *minor problem, moderate problem or major problem*.

Characteristic	% problematic	Trend	National Benchmark
Being treated unfairly or discriminated against because of your age	25%	N/A	—

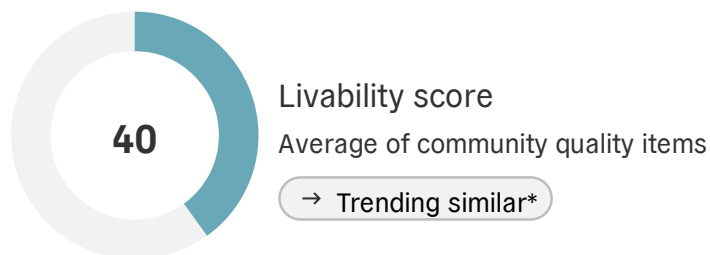
Quality of Community

Percent reporting *excellent or good*.

Characteristic	% positive	Trend	National Benchmark
Openness and acceptance of the community towards older residents of diverse backgrounds	47%	↘	—
Valuing older residents in your community	40%	↘	—

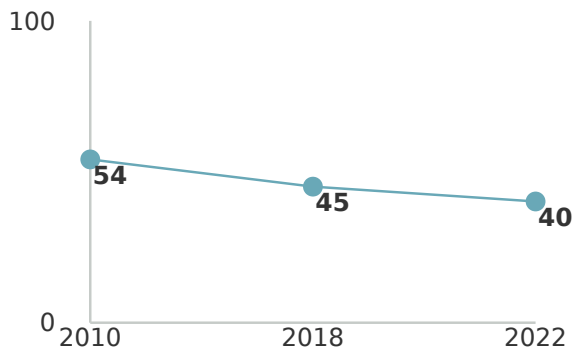
Section 10A: Health Care

Poor health does not need to be an inevitable consequence of aging. Adoptions of healthy lifestyles and the use of preventive services will reduce the risk of morbidity and increase healthy longevity of older residents.



* Only applies to last two measurements

Livability score over time



Related survey results

Items on the survey related to this topic are shown below. These tables display the ratings given by respondents, as well as a comparison to the national benchmark (average ratings from communities across the nation) and, if available, comparisons to ratings from the most recently implemented survey.

Potential Problems

Percent reporting *minor problem*, *moderate problem* or *major problem*.

Characteristic	% problematic	Trend	National Benchmark
Getting the health care you need	52%	→	↓
Getting the oral health care you need	47%	↘	–
Finding affordable health insurance	46%	→	–
Getting the vision care you need	43%	↘	–
Affording the medications you need	37%	→	–

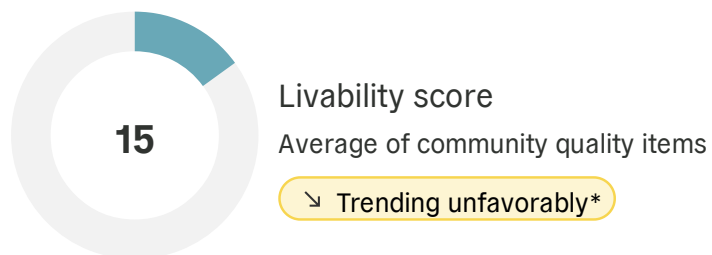
Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	Trend	National Benchmark
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	50%	→	–
Availability of affordable quality physical health care	30%	↘	∨

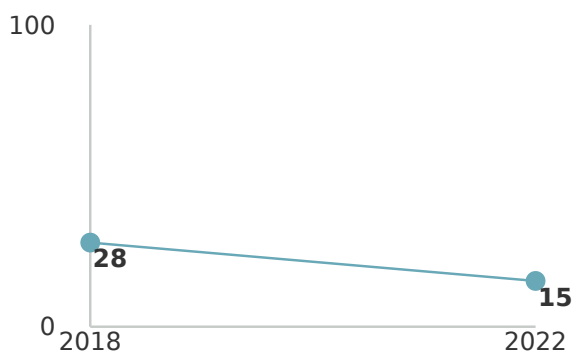
Section 10B: Independent Living

If the community cannot help maintain the independence of residents who experience the decline in health that often accompanies aging, the potential contribution of older residents will be lost to hospitals and nursing homes.



* Only applies to last two measurements

Livability score over time



Related survey results

Items on the survey related to this topic are shown below. These tables display the ratings given by respondents, as well as a comparison to the national benchmark (average ratings from communities across the nation) and, if available, comparisons to ratings from the most recently implemented survey.

i Certain trends unavailable

Because Upper Arkansas Area Council of Governments AAA doesn't have any prior measurements for certain characteristics, those characteristics don't have trend values. All characteristics will have trends after this survey has been conducted a second time.

Average Number of Hours Providing Care

Average number of hours spent per respondent in a typical week

Characteristic	Average # of Hours	National Benchmark
Receiving assistance, paid or unpaid (e.g., with shopping, cooking, etc.)	0.5	–





Potential Problems

Percent reporting *minor problem*, *moderate problem* or *major problem*.

Characteristic	% problematic	Trend	National Benchmark
Performing regular activities, including walking, eating and preparing meals	27%	N/A	–


Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	Trend	National Benchmark
Availability of long-term care options	18%		
Availability of daytime care options for older adults	11%		



Status Indicators - Activities

Percent reporting *1 to 3 hours*, *4 to 5 hours*, *6 to 10 hours*, *11 to 19 hours* or *20 or more hours*.

Characteristic	% of respondents	Trend	National Benchmark
Receiving assistance, paid or unpaid (e.g., with shopping, cooking, etc.)	9%	N/A	

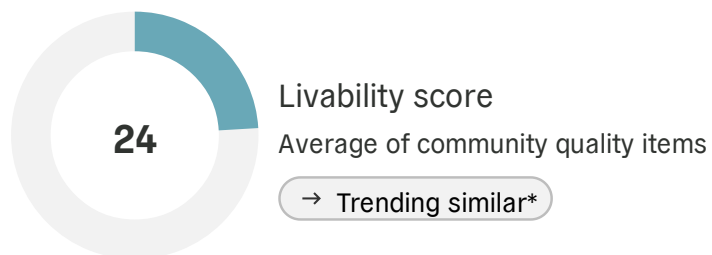
Status Indicators - Long-term Care Admissions

Percent reporting *1-2 days*, *3-5 days* or *6 or more days*.

Characteristic	% of respondents	Trend	National Benchmark
In a long-term care facility (including nursing home or in-patient rehabilitation facility)	2%		

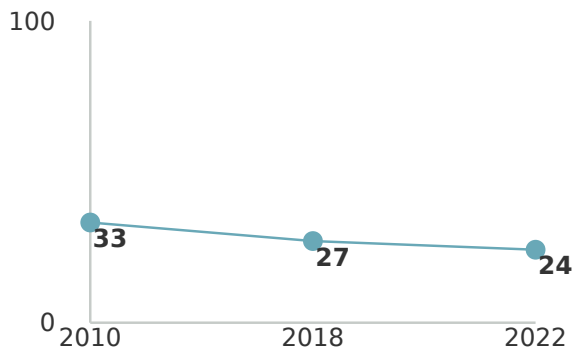
Section 10C: Mental Health

Mental health plays a vital role in the well-being of residents. Depression, isolation, anxiety and memory loss can have a direct and profound effect on older adults' quality of life.



* Only applies to last two measurements

Livability score over time



Related survey results

Items on the survey related to this topic are shown below. These tables display the ratings given by respondents, as well as a comparison to the national benchmark (average ratings from communities across the nation) and, if available, comparisons to ratings from the most recently implemented survey.

Potential Problems

Percent reporting *minor problem, moderate problem or major problem*.

Characteristic	% problematic	Trend	National Benchmark
Dealing with the loss of a close family member or friend	40%	→	–
Feeling depressed	40%	→	–
Experiencing confusion or forgetfulness	38%	→	–

Quality of Community

Percent reporting *excellent or good*.

Characteristic	% positive	Trend	National Benchmark
Availability of affordable quality mental health care	24%	→	–

Status Indicators - Personal Health Status

Percent reporting *excellent* or *good*.

Characteristic	% positive	Trend	National Benchmark
Your overall mental health/emotional wellbeing	86%	→	—

Section 10D: Physical Health

Of all the attributes of aging, health poses the greatest risk and the biggest opportunity. When good health can be sustained, the individuals benefit by living a life of better quality, friends and family benefit from reduced caregiving burdens, and the community benefits by harnessing the power of older adults' contributions.



i Livability score trend unavailable.

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Related survey results











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i Certain trends unavailable

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Potential Problems

Percent reporting *minor problem*, *moderate problem* or *major problem*.

Characteristic	% problematic	Trend	National Benchmark
Your physical health	51%		
Staying physically fit	50%		
Maintaining a healthy diet	44%		
Falling or injuring yourself in your home	31%		
Having enough food to eat	18%		

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	Trend	National Benchmark
Overall quality of natural environment in your community	83%	N/A	—
Fitness opportunities (including exercise classes and paths or trails, etc.)	61%	↘	—
Overall health and wellness opportunities in your community	55%	N/A	—
Availability of affordable quality food	37%	↘	↓

Status Indicators - Falls

Percent reporting *1 to 2 times*, *3 to 5 times* or *more than 5 times*.

Characteristic	% of respondents	Trend	National Benchmark
Thinking back over the past 12 months, how many times have you fallen and injured yourself?	36%	→	—



Status Indicators - Hospitalizations

Percent reporting *1-2 days*, *3-5 days* or *6 or more days*.

Characteristic	% of respondents	Trend	National Benchmark
As a patient in a hospital	21%	→	—

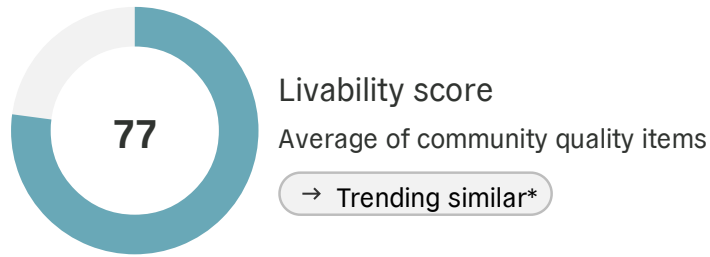
Status Indicators - Personal Health Status

Percent reporting *excellent* or *good*.

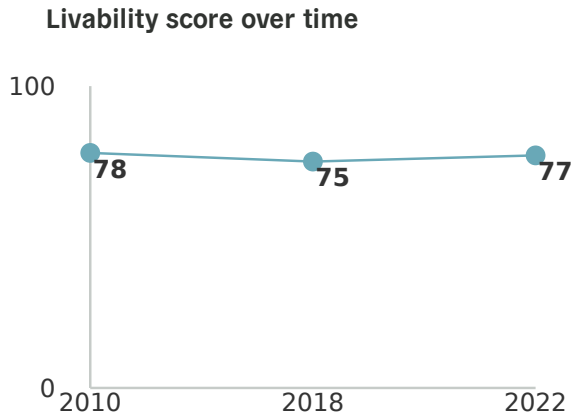
Characteristic	% positive	Trend	National Benchmark
Your overall physical health	78%		

Section 10E: Safety

Safety is one of the most essential components of community livability. The extent to which older residents feel safe from crime and other adverse events can strengthen their feelings of comfort and trust and impact their ability to live independently.



* Only applies to last two measurements



Related survey results

Items on the survey related to this topic are shown below. These tables display the ratings given by respondents, as well as a comparison to the national benchmark (average ratings from communities across the nation) and, if available, comparisons to ratings from the most recently implemented survey.

Potential Problems

Percent reporting *minor problem*, *moderate problem* or *major problem*.

Characteristic	% problematic	Trend	National Benchmark
Being a victim of fraud or a scam	25%	→	–
Being a victim of crime	14%	→	–
Being physically or emotionally abused	6%	→	–

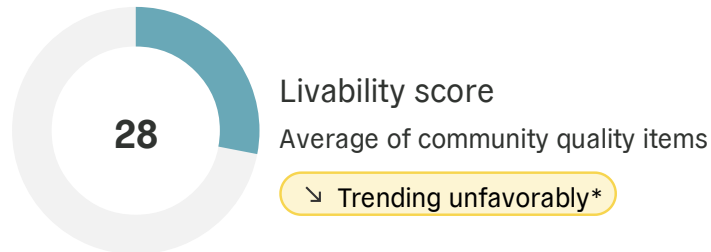
Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	Trend	National Benchmark
Overall feeling of safety in your community	77%	→	–

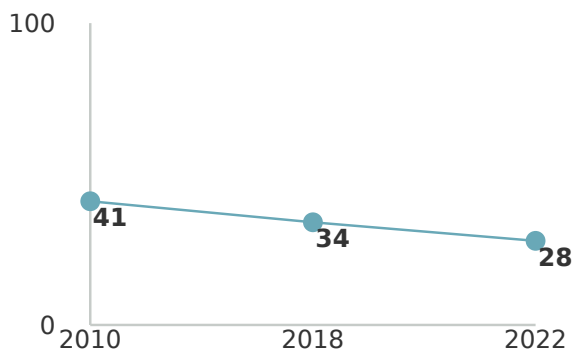
Section 11A: Information on Available Older Adult Services

Sometimes residents of any age fail to take advantage of services offered by a community solely because they are not aware of the opportunities that exist. Educating a large community of older adults is not simple, but raising awareness about attractive, useful and well-designed programs will lead more residents to benefit from becoming participants.



* Only applies to last two measurements

Livability score over time



Related survey results

Items on the survey related to this topic are shown below. These tables display the ratings given by respondents, as well as a comparison to the national benchmark (average ratings from communities across the nation) and, if available, comparisons to ratings from the most recently implemented survey.

i Certain trends unavailable

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i Certain benchmarks unavailable

Because this survey includes new characteristics, we can't determine your benchmark performance on the new characteristics until a sufficient number of communities have completed surveying.



Potential Problems

Percent reporting *minor problem, moderate problem or major problem*.

Characteristic	% problematic	Trend	National Benchmark
Not knowing what services are available to older adults in your community	75%		
Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid	59%		


Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	Trend	National Benchmark
Availability of information about resources for older adults	30%		-
Availability of financial or legal planning services	25%		-

Status Indicators - Informed about Services

Percent reporting *very informed* or *somewhat informed*.

Characteristic	% informed	Trend	National Benchmark
In general, how informed or uninformed do you feel about services and activities available to older adults in your community?	68%		N/A

Status Indicators - Use of Technology

Percent reporting *several times a day, once a day or a few times a week.*

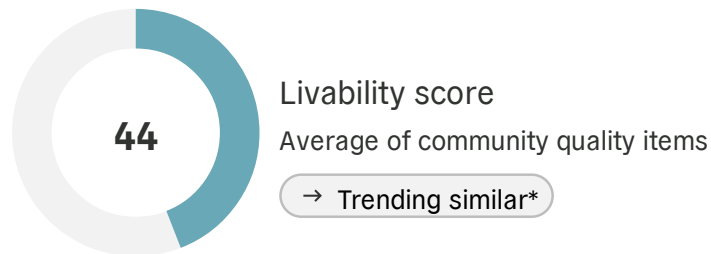
Characteristic	% of respondents	Trend	National Benchmark
Use or check email	89%	N/A	–
Access the internet from your home using a computer, laptop, or tablet computer	85%	N/A	–
Access the internet from your cell phone	77%	N/A	–
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	59%	N/A	–
Shop online	33%	N/A	–
Share your opinions online	23%	N/A	–

Percent reporting yes.

Characteristic	% yes	Trend	National Benchmark
I have high-speed internet/broadband at home	81%	N/A	–

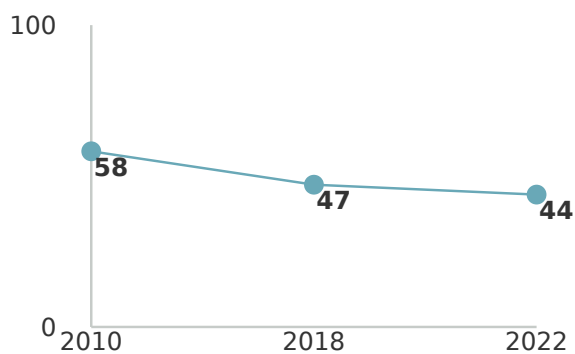
Section 11B: Quality of Older Adult Services

Strong local governments play a major role in producing communities that meet the needs of older residents while making the best use of available resources. Providing services that are responsive to the present and future needs of the older community is an important responsibility and a vital component of livable communities.



* Only applies to last two measurements

Livability score over time



Related survey results

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Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	Trend	National Benchmark
How would you rate the overall services provided to older adults in your community?	44%	→	–

Section 12A: Caregiving

According to the Centers for Disease Control, about 2 in 5 adults 65 years and older have a disabling condition that affects their ability to live independently¹. Those who provide care to a loved one or friend with such a condition often feel a sense of contribution and personal worth despite the physical, emotional and financial burden such care can produce. While such caregiving is most often provided by family members and is unpaid, AARP researchers estimate the value of the care as \$470 billion annually. A caregiving crunch is predicted in the future, where the average American will spend more years caring for their parents than for their own children².

¹Prevalence of Disabilities and Health Care Access by Disability Status and Type Among Adults — United States, 2016

²AARP Family Caregiver Contribution study

i Livability scoring is not applicable.

Because data for this topic are informational and not evaluative, no livability score is calculated.

Related survey results

Items on the survey related to this topic are shown below. These tables display the ratings given by respondents, as well as a comparison to the national benchmark (average ratings from communities across the nation) and, if available, comparisons to ratings from the most recently implemented survey.

Average Number of Hours Providing Care

Average number of hours spent per respondent in a typical week

Characteristic	Average # of Hours	Previous Measurement	National Benchmark
Providing care to someone age 55+	3.5	3.8	–
Providing care someone under age 18	1.1	1.4	–
Providing care to someone age 18 to 54	0.9	0.8	–

Potential Problems

Percent reporting *minor problem, moderate problem or major problem*.

Characteristic	% problematic	Trend	National Benchmark
Feeling EMOTIONALLY burdened by providing care for another person	26%	→	–
Feeling FINANCIALLY burdened by providing care for another person	21%	→	–
Feeling PHYSICALLY burdened by providing care for another person	21%	→	–

Status Indicators - Activities

Percent reporting 1 to 3 hours, 4 to 5 hours, 6 to 10 hours, 11 to 19 hours or 20 or more hours.

Characteristic	% of respondents	Trend	National Benchmark
Providing care to someone age 55+	37%	→	–
Providing care someone under age 18	15%	→	–
Providing care to someone age 18 to 54	13%	→	–

Section 12B: Civic Engagement

In communities where residents care about local politics and social conditions, where they feel engaged and effective, there tends to be greater social, economic and cultural prosperity. Civic activity of any kind, such as volunteering, participating in political groups or being active in community decision-making, benefits both communities and seniors themselves.



i Livability score trend unavailable.

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Related survey results

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i Certain trends unavailable

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Average Number of Hours Providing Care

Average number of hours spent per respondent in a typical week

Characteristic	Average # of Hours	Previous Measurement	National Benchmark
Volunteering your time	2.2	1.5	–






Potential Problems

Percent reporting *minor problem*, *moderate problem* or *major problem*.

Characteristic	% problematic	Trend	National Benchmark
Feeling like your voice is heard in the community	52%	↗	–
Finding productive or meaningful activities to do	34%	N/A	–
Finding meaningful volunteer work	21%	N/A	–



Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	Trend	National Benchmark
Opportunities to volunteer	65%		
Opportunities to participate in community matters	51%		
Residents' connection and engagement with their community	48%	N/A	

Status Indicators - Activities

Percent reporting *1 to 3 hours*, *4 to 5 hours*, *6 to 10 hours*, *11 to 19 hours* or *20 or more hours*.

Characteristic	% of respondents	Trend	National Benchmark
Volunteering your time	53%		

Status Indicators - Participation

Percent reporting yes.

Characteristic	% yes	Trend	National Benchmark
Voted in your most recent local election	86%	N/A	—
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	30%	→	—
Watched (online or on television) a local public meeting	23%	→	—
Participated in a civic group (including Elks, Kiwanis, Masons, etc.)	15%	→	—

Section 12C: Social Engagement

It is well documented that social support also has many mental and physical health benefits. Extensive opportunities for recreation, the arts and social interaction make a community more attractive, especially to older adults.



i Livability score trend unavailable.

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Related survey results

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i Certain trends unavailable

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Average Number of Hours Providing Care

Average number of hours spent per respondent in a typical week

Characteristic	Average # of Hours	Previous Measurement	National Benchmark
Talking or visiting with friends/family	6.4	5.2	–
Assisting friends, relatives, or neighbors	4.1	3.6	–











Potential Problems

Percent reporting *minor problem, moderate problem or major problem.*

Characteristic	% problematic	Trend	National Benchmark
Having interesting social events or activities to attend	49%	N/A	—
Having interesting recreational or cultural activities to attend	48%	N/A	—
Feeling bored	40%	↗	—





Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	Trend	National Benchmark
Opportunities to attend religious or spiritual activities	75%		
Overall quality of parks and recreation opportunities	74%	N/A	
Recreation opportunities (including games, arts, library services, etc.)	53%		
Opportunities to attend social events or activities	48%		
Overall opportunities for education, culture, and the arts	48%	N/A	
Opportunities to enroll in skill-building or personal enrichment classes	27%		













Status Indicators - Activities

Percent reporting *1 to 3 hours*, *4 to 5 hours*, *6 to 10 hours*, *11 to 19 hours* or *20 or more hours*.

Characteristic	% of respondents	Trend	National Benchmark
Talking or visiting with friends/family	97%		
Assisting friends, relatives, or neighbors	84%		

Status Indicators - Participation

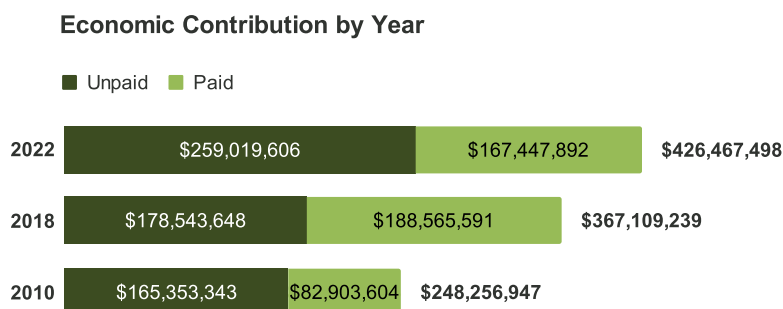
Percent reporting yes.

Characteristic	% yes	Trend	National Benchmark
Used a public library in your community	51%		
Participated in religious or spiritual activities with others	40%		
Participated in a club (including book, dance, game, and other social)	31%		
Participated in a recreation program or group activity	30%		
Used a recreation center in your community	23%		
Used a senior center in your community	14%		

Section 13: Economic Contribution

Productive behavior is “any activity, paid or unpaid, that generates goods or services of economic value.”¹ Productive activities include many types of paid and unpaid work, as well as services provided to friends, family or neighbors. Older adults make significant contributions (paid and unpaid) to the communities in which they live. In addition to their paid work, older adults contribute to the economy through volunteering, providing informal help to family and friends, and caregiving.

Economic Contribution of Older Adults in Upper Arkansas Area Council of Governments Area Agency on Aging



Dollars of unpaid and paid economic contribution

The calculations of the economic contributions of older adults in Upper Arkansas Area Council of Governments Area Agency on Aging were rough estimates using data from the U.S. Department of Labor Bureau of Labor Statistics (Metropolitan and Nonmetropolitan Area Occupational Employment and Wage Estimates).

Economic Contribution of Older Adults

	% of older adults	# of older adults*	Average # of hours**	Average hourly rate***	Annual total

Providing care to older adult(s)	36%	8,916	10.43	\$13.81	\$66,808,917
Providing care to adult(s)	14%	3,482	7.51	\$13.81	\$18,781,248
Providing care to child(ren)	16%	3,877	7.82	\$13.94	\$21,980,004
Providing help to family and friends	82%	20,484	4.95	\$16.99	\$89,625,786
Volunteering	56%	13,955	4.67	\$18.25	\$61,823,651
Subtotal unpaid					\$259,019,606
Working part time	13%	3,170	15	\$22.68	\$56,078,568
Working full time	12%	2,951	32	\$22.68	\$111,369,324
Subtotal paid					\$167,447,892
Total contribution					\$426,467,498

¹Rowe JW, Kahn RL. Successful Aging. New York: Pantheon Books; 1998.

* Based on U.S. Census Bureau - 2019 American Community Survey; about 24,836 adults age 60 and over in the state.

** Respondents were asked to select a range of hours. The average number of hours was calculated from the mid-point of the response scale. For example, a response of 1 to 3 hours equated to 2 hours and a response of never was assumed to be zero hours. In cases where the respondent chose a response that indicated 11 or more hours or 20 or more hours, the number of hours was calculated as 125% of 11 and

125% of 20 (i.e., 13.75 and 25 respectively). Working full time was assumed to be 32 hours per week and working part time was assumed to be 15 hours per week.

*** The economic value of an hour worked was assumed to be the same as the average hourly wage as calculated by the Bureau of Labor statistics for similar types of work in undefined. Providing care for older adults and adults was assumed to be the equivalent of "Personal and Home Care Aides." Providing care for children was assumed to be the equivalent of "Child Care Workers." Providing help to family and friends was assumed to be the equivalent of "Personal Care and Service Occupations." Volunteering was assumed to be the equivalent of "Office Clerks, General." Working full time and part time was assumed to be the equivalent of "All Occupations."

Section 14: Community Needs

The individual survey questions about specific problems faced by older community members were summarized into the 17 larger categories to provide a broad picture of older resident needs in Upper Arkansas Area Council of Governments Area Agency on Aging. The figure below shows the percent of respondents who reported that one or more items within each of these 17 areas was a major or moderate problem. (See Methods for more information on the items included in each area.)

Typically, it is understood that the self-reported needs of older adults represent a minimum level, a conservative estimate attenuated by respondents' strong desire to feel and appear self-reliant and further reduced by the silent voice of some older adults who, no matter how sensitive the attempt, are too frail to participate in any survey enterprise.

Percent and Estimated Number of Older Adults With a Need

	Percent with need	Number affected (N=24,836)*
Housing	43%	10,777
Mobility	26%	6,341
Employment	21%	5,115
Finances	29%	7,117
Equity	8%	1,924
Community Inclusivity	25%	6,222
Safety	12%	2,917
Physical Health	33%	8,125
Mental Health	26%	6,344
Health Care	50%	12,418
Independent Living	9%	2,232
Information on Available Older Adult Services	41%	10,283

	Percent with need	Number affected (N=24,836)*
Housing	43%	10,777
Mobility	26%	6,341
Civic Engagement	27%	6,724
Social Engagement	27%	6,639
Caregiving	15%	3,682

Populations at Higher Risk

As people age, many learn to take better care of themselves, to plan for retirement and, generally, to move more deliberately. Aging builds wisdom but can sap resources — physical, emotional and financial. Even those blessed by good luck or prescient enough to plan comprehensively for the best future may find themselves with unanticipated needs or with physical, emotional or financial strengths that could endure only with help. Some people age better than others, and aging well requires certain strengths that are inherent and others that can be supported by assistance from the private sector and government.

The tables below show the reported needs within each category of livability of Upper Arkansas Area Council of Governments Area Agency on Aging's older adult population, by demographic subgroup. This information can help identify which groups are at higher risk in the community and account for sociodemographic disparities when addressing these needs.

Percent Needs of Older Population by Sociodemographic Characteristics, (24,836)*

The sociodemographic characteristics examined included Gender, Age, Race, Ethnicity, Annual Household Income, Housing Tenure (Rent or Own), and Household Composition (Lives alone or Lives with others)

	Housing	Mobility	Employment	Finances	Equity
Female	46%	27%	22%	31%	9%
Male	41%	23%	19%	26%	6%

60 to 64 years	36%	21%	27%	31%	11%
65 to 74 years	42%	26%	19%	27%	7%
75 or over	54%	30%	16%	29%	5%
White	42%	24%	19%	27%	6%
Not white	51%	45%	40%	52%	29%
Hispanic	40%	41%	31%	32%	3%
Not Hispanic	44%	25%	20%	28%	8%
Less than \$25,000	63%	37%	37%	65%	16%
\$25,000 to \$74,999	45%	25%	19%	28%	7%
\$75,000 or more	54%	30%	16%	29%	5%
Rent	74%	47%	45%	57%	25%
Own	39%	22%	17%	24%	5%
Lives alone	56%	29%	23%	39%	8%
Lives with others	38%	24%	20%	24%	7%
Overall	43%	26%	21%	29%	8%

	Community Inclusivity	Safety	Physical Health	Mental Health	Health Care	Independent Living
Female	25%	12%	34%	25%	48%	9%
Male	25%	12%	32%	26%	52%	9%
60 to 64 years	31%	14%	31%	30%	62%	8%

65 to 74 years	25%	11%	30%	23%	48%	7%
75 or over	19%	11%	40%	26%	40%	14%
White	24%	11%	32%	25%	48%	8%
Not white	45%	17%	51%	41%	76%	23%
Hispanic	23%	3%	35%	14%	52%	8%
Not Hispanic	25%	12%	33%	26%	49%	9%
Less than \$25,000	39%	21%	57%	41%	67%	18%
\$25,000 to \$74,999	26%	11%	33%	25%	46%	9%
\$75,000 or more	19%	11%	40%	26%	40%	14%
Rent	45%	25%	57%	46%	70%	20%
Own	22%	9%	29%	23%	47%	8%
Lives alone	32%	15%	38%	33%	49%	9%
Lives with others	22%	10%	30%	23%	51%	9%
Overall	25%	12%	33%	26%	50%	9%

	Information on Available Older Adult Services	Civic Engagement	Social Engagement	Caregiving
Female	42%	26%	25%	16%
Male	41%	29%	29%	13%

	Information on Available Older Adult Services	Civic Engagement	Social Engagement	Caregiving
60 to 64 years	50%	30%	25%	19%
65 to 74 years	39%	25%	26%	14%
75 or over	36%	28%	29%	12%
White	40%	25%	26%	14%
Not white	55%	59%	42%	33%
Hispanic	48%	35%	31%	19%
Not Hispanic	41%	27%	26%	15%
Less than \$25,000	56%	40%	42%	17%
\$25,000 to \$74,999	39%	26%	25%	16%
\$75,000 or more	36%	28%	29%	12%
Rent	60%	41%	50%	28%
Own	39%	25%	23%	13%
Lives alone	45%	33%	32%	5%
Lives with others	40%	25%	25%	19%
Overall	41%	27%	27%	15%

* Source: U.S. Census Bureau, 2020 American Community Survey 5-Year Estimates

Section 15: Full Results (with No Opinion)

These results include all questions. The results include the percentage that responded for each answer choice and the number of responses. If the choices included a choice with no opinion (like don't know or not applicable), they will be shown in this section. The following section shows the results with no opinion choices.

1. In which category is your age?

Answer Choice	Percent
50-54 years	0% (0)
55-59 years	0% (0)
60-64 years	27% (356)
65-69 years	23% (298)
70-74 years	22% (294)
75-79 years	15% (192)
80-84 years	8% (102)
85-89 years	3% (43)
90-94 years	2% (24)
95 years or older	0% (1)

2. Please rate each of the following aspects of quality of life in your community.

Characteristic	Excellent	Good	Fair	Poor	Don't know
Your community as a place to live	30% (387)	53% (693)	15% (195)	2% (25)	0% (3)
Your neighborhood as a place to live	38% (493)	47% (609)	12% (160)	2% (27)	0% (4)
Your community as a place to retire	26% (336)	43% (552)	22% (278)	8% (100)	2% (22)
Sense of community in your community	17% (219)	40% (509)	29% (367)	12% (152)	3% (36)
The overall quality of life in your community	22% (280)	53% (676)	19% (245)	4% (48)	2% (30)

3. Please rate each of the following characteristics as they relate to your community as a whole.

Characteristic	Excellent	Good	Fair	Poor	Don't know
Overall economic health of your community	4% (49)	39% (500)	39% (510)	11% (138)	8% (98)
Overall quality of the transportation system (auto, bicycle, foot, bus) in your community	4% (49)	28% (364)	41% (534)	24% (305)	3% (41)
Overall design or layout of your community's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	5% (67)	43% (559)	39% (507)	10% (129)	2% (27)
Overall quality of the utility infrastructure in your community (water, sewer, storm water, electric/gas, broadband)	6% (79)	41% (524)	34% (438)	16% (209)	4% (45)
Overall feeling of safety in your community	23% (295)	53% (691)	19% (248)	4% (55)	0% (4)
Overall quality of natural environment in your community	37% (482)	45% (583)	14% (186)	2% (28)	1% (17)
Overall quality of parks and recreation opportunities	29% (379)	43% (563)	18% (234)	8% (100)	2% (21)
Overall health and wellness opportunities in your community	12% (160)	41% (527)	31% (404)	13% (169)	3% (39)
Overall opportunities for education, culture, and the arts	9% (123)	36% (471)	34% (443)	16% (204)	4% (54)
Residents' connection and engagement with their community	8% (106)	36% (469)	35% (456)	14% (175)	7% (86)

4. How would you rate the overall services provided to older adults in your community?

Answer Choice	Percent
Excellent	3% (42)
Good	34% (441)
Fair	33% (433)
Poor	13% (174)
Don't know	16% (202)

5. Please indicate how likely or unlikely you are to do each of the following.

Characteristic	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
Recommend living in your community to older adults	23% (300)	47% (605)	17% (219)	11% (137)	3% (39)
Remain in your community throughout your retirement	50% (644)	30% (383)	8% (107)	9% (113)	3% (40)

6. In general, how informed or uninformed do you feel about services and activities available to older adults in your community?

Answer Choice	Percent
Very informed	10% (135)
Somewhat informed	57% (747)
Somewhat uninformed	24% (306)
Very uninformed	9% (115)

7. Please rate the quality of each of the following.

Characteristic	Excellent	Good	Fair	Poor	Don't know
Your overall physical health	22% (290)	56% (730)	19% (246)	3% (41)	0% (1)
Your overall mental health/emotional wellbeing	34% (439)	52% (674)	12% (153)	3% (34)	0% (1)
Your overall quality of life	31% (396)	53% (693)	14% (179)	2% (28)	0% (2)

8. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

Answer Choice	Percent
Very positive	2% (28)
Somewhat positive	9% (122)
Neutral	35% (449)
Somewhat negative	39% (506)
Very negative	15% (196)

9. Please rate each of the following characteristics as they relate to older adults in your community.

Characteristic	Excellent	Good	Fair	Poor	Don't know
Ease of travel by public transportation in your community	1% (16)	10% (126)	24% (315)	49% (629)	16% (210)
Ease of travel by car in your community	20% (259)	55% (706)	22% (287)	2% (29)	0% (5)
Ease of walking in your community	17% (218)	41% (533)	30% (381)	11% (136)	2% (22)
Ease of bicycling in your community	14% (180)	33% (426)	28% (361)	13% (169)	12% (153)
Ease of getting to the places you usually have to visit	19% (249)	54% (697)	23% (293)	3% (35)	1% (14)
Opportunities to build work skills	2% (30)	11% (144)	27% (344)	19% (245)	41% (523)
Quality of employment opportunities for older adults	1% (12)	11% (140)	26% (333)	24% (311)	38% (490)
Variety of employment opportunities for older adults	1% (9)	9% (111)	24% (307)	30% (379)	37% (478)
Cost of living in your community	2% (25)	16% (208)	45% (577)	35% (456)	2% (21)
Availability of affordable quality food	5% (65)	32% (409)	39% (506)	24% (305)	1% (10)
Availability of affordable quality housing	1% (10)	8% (99)	24% (307)	57% (737)	10% (129)
Variety of housing options	1% (14)	8% (102)	28% (359)	50% (651)	13% (170)
Availability of accessible housing (e.g., homes with a no step entry, single-floor living, wide hallways and doorways)	1% (15)	6% (74)	19% (243)	35% (454)	39% (506)
Availability of mixed-use neighborhoods where people live close to places where they can eat, shop, work, and receive services	3% (34)	15% (188)	34% (445)	31% (406)	17% (220)

Characteristic	Excellent	Good	Fair	Poor	Don't know
Public places where people want to spend time	8% (100)	31% (395)	37% (470)	16% (211)	8% (107)
Availability of information about resources for older adults	3% (43)	20% (264)	35% (449)	22% (279)	20% (258)
Availability of financial or legal planning services	2% (21)	15% (188)	26% (334)	22% (284)	36% (465)
Availability of long-term care options	2% (24)	11% (145)	23% (294)	37% (474)	28% (356)
Availability of daytime care options for older adults	0% (5)	6% (80)	18% (239)	34% (435)	41% (534)
Availability of affordable quality physical health care	2% (30)	24% (309)	36% (468)	24% (312)	13% (174)
Availability of affordable quality mental health care	1% (15)	14% (184)	24% (315)	25% (318)	36% (458)
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	7% (90)	38% (493)	35% (446)	11% (141)	9% (112)
Recreation opportunities (including games, arts, library services, etc.)	11% (136)	37% (473)	31% (396)	11% (137)	11% (137)
Fitness opportunities (including exercise classes and paths or trails, etc.)	17% (226)	39% (501)	27% (348)	9% (121)	7% (97)
Opportunities to participate in community matters	10% (126)	33% (426)	32% (411)	9% (120)	16% (211)
Opportunities to volunteer	16% (207)	39% (505)	25% (317)	5% (61)	16% (206)
Opportunities to enroll in skill-building or personal enrichment classes	3% (35)	15% (188)	26% (338)	21% (274)	35% (454)
Opportunities to attend social events or activities	9% (120)	33% (430)	35% (456)	10% (135)	12% (155)
Opportunities to attend religious or spiritual activities	20% (256)	42% (542)	18% (226)	3% (40)	18% (226)

Characteristic	Excellent	Good	Fair	Poor	Don't know
Openness and acceptance of the community towards older residents of diverse backgrounds	7% (89)	31% (393)	29% (371)	14% (183)	20% (251)
Making all residents feel welcome	8% (98)	32% (415)	35% (454)	13% (166)	12% (153)
Valuing older residents in your community	6% (82)	27% (343)	36% (465)	14% (185)	17% (218)
Neighborliness of your community	13% (168)	37% (475)	31% (403)	13% (162)	6% (78)

10. Older adults may or may not face a number of challenges. Thinking back over the last 12 months, how much of a problem, if at all, have each of the following been for you?

Characteristic	Not a problem	Minor problem	Moderate problem	Major problem	Don't know
Having enough money to meet daily expenses	54% (684)	20% (248)	18% (229)	8% (101)	0% (5)
Having enough money to pay your property taxes	61% (772)	14% (179)	12% (145)	8% (97)	6% (70)
Having housing to suit your needs	72% (907)	13% (160)	7% (87)	8% (105)	1% (7)
Doing heavy or intense housework	42% (525)	28% (357)	17% (219)	12% (151)	0% (5)
Maintaining your home	40% (508)	29% (374)	21% (260)	8% (107)	1% (19)
Maintaining your yard	42% (529)	26% (332)	17% (216)	12% (146)	3% (35)
Having safe and affordable transportation available	53% (668)	17% (214)	11% (140)	10% (122)	9% (111)
No longer being able to drive	74% (917)	4% (44)	2% (27)	7% (83)	14% (167)
Finding work in retirement	40% (493)	8% (98)	10% (120)	7% (84)	36% (440)
Building skills for paid or unpaid work	30% (375)	9% (106)	8% (104)	7% (87)	45% (560)
Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid	37% (462)	25% (313)	20% (250)	7% (90)	11% (138)
Not knowing what services are available to older adults in your community	22% (275)	31% (382)	25% (312)	10% (123)	13% (160)
Your physical health	49% (612)	29% (364)	16% (205)	6% (72)	0% (3)
Falling or injuring yourself in your home	68% (863)	18% (227)	9% (113)	3% (43)	1% (14)

Characteristic	Not a problem	Minor problem	Moderate problem	Major problem	Don't know
Finding affordable health insurance	53% (675)	18% (231)	15% (189)	12% (149)	2% (25)
Getting the health care you need	47% (603)	24% (310)	17% (221)	9% (111)	2% (23)
Getting the oral health care you need	53% (665)	20% (258)	14% (175)	12% (148)	2% (21)
Getting the vision care you need	56% (715)	22% (284)	13% (169)	7% (89)	1% (15)
Affording the medications you need	61% (767)	18% (234)	11% (135)	7% (90)	3% (39)
Staying physically fit	50% (634)	29% (361)	15% (196)	5% (69)	0% (6)
Maintaining a healthy diet	56% (703)	28% (355)	13% (162)	3% (43)	0% (2)
Having enough food to eat	82% (1030)	12% (149)	4% (50)	2% (31)	0% (2)
Experiencing confusion or forgetfulness	61% (776)	29% (374)	5% (69)	3% (40)	1% (11)
Feeling depressed	59% (752)	27% (339)	8% (99)	6% (70)	1% (8)
Feeling bored	59% (753)	27% (345)	9% (121)	4% (47)	0% (5)
Having friends or family you can rely on	64% (805)	20% (255)	10% (126)	6% (71)	1% (9)
Feeling lonely or isolated	63% (793)	23% (296)	8% (98)	6% (76)	0% (5)
Dealing with the loss of a close family member or friend	57% (725)	21% (264)	10% (126)	8% (96)	4% (52)
Being a victim of crime	82% (1045)	8% (102)	4% (44)	2% (23)	4% (55)
Being a victim of fraud or a scam	73% (920)	13% (165)	6% (70)	5% (65)	3% (41)

Characteristic	Not a problem	Minor problem	Moderate problem	Major problem	Don't know
Being physically or emotionally abused	90% (1142)	4% (49)	1% (12)	1% (18)	4% (51)
Being treated unfairly or discriminated against because of your age	72% (918)	17% (210)	5% (60)	2% (30)	4% (51)
Feeling like you don't fit in or belong	63% (793)	23% (291)	7% (85)	6% (72)	2% (24)
Feeling like your voice is heard in the community	39% (493)	22% (284)	12% (151)	8% (106)	18% (228)
Feeling PHYSICALLY burdened by providing care for another person	76% (961)	11% (140)	5% (57)	4% (53)	4% (52)
Feeling EMOTIONALLY burdened by providing care for another person	71% (902)	13% (167)	7% (85)	5% (57)	4% (55)
Feeling FINANCIALLY burdened by providing care for another person	76% (957)	11% (136)	5% (68)	4% (50)	4% (55)
Performing regular activities, including walking, eating and preparing meals	72% (917)	18% (233)	6% (75)	3% (38)	1% (7)
Finding meaningful volunteer work	61% (758)	9% (117)	5% (63)	2% (27)	23% (286)
Finding productive or meaningful activities to do	64% (804)	20% (249)	10% (131)	3% (35)	3% (43)
Having interesting recreational or cultural activities to attend	48% (608)	24% (309)	16% (202)	5% (60)	7% (84)
Having interesting social events or activities to attend	46% (586)	25% (316)	14% (181)	5% (69)	9% (113)

11. Thinking back over the past 12 months, how much time did you spend in each of the following?

Characteristic	0 days	1-2 days	3-5 days	6 or more days
As a patient in a hospital	79% (1013)	12% (154)	4% (57)	4% (56)
In a long-term care facility (including nursing home or in-patient rehabilitation facility)	98% (1235)	0% (3)	1% (7)	1% (17)

12. Thinking back over the past 12 months, how many times have you fallen and injured yourself?

Answer Choice	Percent
Never	64% (835)
1 to 2 times	29% (382)
3 to 5 times	4% (53)
More than 5 times	2% (25)
Don't know	0% (2)

13. Please indicate whether or not you have done each of the following in the last 12 months.

Characteristic	No	Yes
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	70% (905)	30% (396)
Watched (online or on television) a local public meeting	77% (993)	23% (303)
Voted in your most recent local election	14% (182)	86% (1117)
Participated in a civic group (including Elks, Kiwanis, Masons, etc.)	85% (1093)	15% (198)
Used a senior center in your community	86% (1116)	14% (184)
Used a public library in your community	49% (639)	51% (658)
Used a recreation center in your community	77% (997)	23% (296)
Participated in a recreation program or group activity	70% (900)	30% (393)
Participated in religious or spiritual activities with others	60% (776)	40% (520)
Participated in a club (including book, dance, game, and other social)	69% (894)	31% (400)

14. During a typical week, how many hours do you spend:

Characteristic	Never	1 to 3 hours	4 to 5 hours	6 to 10 hours	11 to 19 hours	20 or more hours	Don't know
Assisting friends, relatives, or neighbors	15% (196)	53% (677)	14% (173)	8% (97)	3% (35)	5% (67)	3% (33)
Volunteering your time	45% (579)	34% (437)	9% (115)	5% (64)	2% (23)	2% (21)	3% (38)
Talking or visiting with friends/family	3% (37)	39% (501)	26% (332)	16% (203)	7% (83)	9% (108)	1% (8)
Providing care to someone age 55+	62% (793)	16% (202)	5% (61)	4% (55)	2% (29)	9% (113)	2% (29)
Providing care to someone age 18 to 54	86% (1094)	7% (84)	2% (20)	1% (16)	1% (18)	2% (19)	2% (25)
Providing care someone under age 18	84% (1075)	7% (91)	2% (29)	2% (24)	1% (11)	2% (30)	1% (17)
Receiving assistance, paid or unpaid (e.g., with shopping, cooking, etc.)	90% (1161)	5% (67)	2% (20)	1% (15)	1% (7)	1% (7)	1% (16)

15. Please answer the following, as they relate to Internet access at your home:

Characteristic	No	Yes
I have high-speed internet/broadband at home	19% (248)	81% (1037)
High speed internet is not available	84% (868)	16% (166)
I can't afford high speed internet	81% (875)	19% (206)
I'm not interested in high speed internet	85% (896)	15% (152)
High speed internet is available, but is not reliable	71% (747)	29% (299)

16. In general, how many times do you:

Characteristic	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer	61% (780)	12% (156)	12% (156)	2% (20)	13% (169)	1% (7)
Access the internet from your cell phone	57% (736)	9% (117)	9% (120)	3% (32)	21% (264)	1% (16)
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	34% (439)	16% (208)	9% (114)	3% (42)	38% (488)	1% (7)
Use or check email	55% (716)	24% (314)	9% (116)	3% (34)	8% (109)	1% (7)
Share your opinions online	9% (118)	5% (60)	8% (105)	9% (118)	66% (847)	3% (43)
Shop online	5% (65)	4% (53)	23% (301)	36% (464)	31% (393)	1% (12)

17. How many years have you lived in your community?

Answer Choice	Percent
Less than 2 years	7% (87)
2-5 years	14% (187)
6-10 years	15% (196)
11-20 years	20% (267)
More than 20 years	43% (567)

18. Which best describes the building you live in?

Answer Choice	Percent
Single family home	82% (1070)
Townhouse, condominium, duplex, or apartment	10% (126)
Mobile home	7% (89)
Assisted living residence	0% (5)
Nursing home	0% (4)
Other	1% (14)

19. Do you rent or own your home?

Answer Choice	Percent
Rent	14% (177)
Own (with a mortgage payment)	33% (431)
Own (free and clear; no mortgage)	53% (686)

20. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

Answer Choice	Percent
Less than \$300 per month	21% (262)
\$300 to \$599 per month	30% (374)
\$600 to \$999 per month	19% (243)
\$1,000 to \$1,499 per month	13% (167)
\$1,500 to \$2,499 per month	13% (161)
\$2,500 or more per month	4% (47)

21. How many people, including yourself, live in your household?

Answer Choice	Percent
1 person (live alone)	31% (407)
2 people	60% (778)
3 people	6% (79)
4 or more people	3% (33)

22. How many of these people, including yourself, are 60 or older?

Answer Choice	Percent
1 person	44% (556)
2 people	55% (705)
3 people	1% (13)
4 or more people	0% (1)

23. What is your employment status?

Answer Choice	Percent
Fully retired	76% (990)
Working full time for pay	11% (140)
Working part time for pay	11% (146)
Unemployed, looking for paid work	1% (19)

24. At what age do you expect to retire completely and not work for pay at all?

Answer Choice	Percent
60-64	6% (16)
65-67	23% (68)
68-69	7% (21)
70-72	20% (58)
73 or older	44% (130)

25. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

Answer Choice	Percent
Less than \$25,000	20% (239)
\$25,000 to \$49,999	31% (375)
\$50,000 to \$74,999	22% (271)
\$75,000 to \$99,999	12% (146)
\$100,000 to \$149,999	10% (121)
\$150,000 to \$199,999	3% (34)
\$200,000 or more.	2% (22)

26. Are you Spanish, Hispanic, or Latino?

Answer Choice	Percent
No, not of Hispanic, Latino/a/x, or Spanish origin	95% (1202)
Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin	5% (66)

27. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

Answer Choice	Percent
American Indian or Alaska Native	2% (22)
Asian	0% (0)
Black or African American	0% (1)
Native Hawaiian or Other Pacific Islander	1% (8)
White	95% (1237)
A race not listed	2% (31)

28. What is your gender?

Answer Choice	Percent
Woman	50% (651)
Man	49% (639)
Identify in another way	1% (10)

29. How do you identify?

Answer Choice	Percent
Transgender man/trans man	0% (0)
Transgender woman/trans woman	0% (0)
Genderqueer/gender nonconforming	13% (1)
Prefer not to answer	87% (8)
Other	0% (0)

30. Please specify how you identify:**31. What is your sexual orientation?**

Answer Choice	Percent
Heterosexual	92% (1142)
Lesbian	0% (6)
Gay	0% (1)
Bisexual	0% (5)
Identify in another way	7% (88)

32. How do you identify?

Answer Choice	Percent
Queer, pansexual, and/or questioning	1% (1)
Don't know	3% (2)
Prefer not to answer	96% (85)
Other	1% (0)

33. Please specify how you identify:

Answer Choice
None.

Section 16: Full Results (excluding No Opinion)

These results include all questions. The results include the percentage that responded for each answer choice and the number of responses. If the choices included a choice with no opinion (like don't know or not applicable), the tables in the prior section show the results with those no opinion choices. This section shows the results without those choices.

1. In which category is your age?

Not including don't know

Answer Choice	Percent
50-54 years	0% (0)
55-59 years	0% (0)
60-64 years	27% (356)
65-69 years	23% (298)
70-74 years	22% (294)
75-79 years	15% (192)
80-84 years	8% (102)
85-89 years	3% (43)
90-94 years	2% (24)
95 years or older	0% (1)

2. Please rate each of the following aspects of quality of life in your community.

Not including don't know

Characteristic	Excellent	Good	Fair	Poor
Your community as a place to live	30% (387)	53% (693)	15% (195)	2% (25)
Your neighborhood as a place to live	38% (493)	47% (609)	12% (160)	2% (27)
Your community as a place to retire	27% (336)	44% (552)	22% (278)	8% (100)
Sense of community in your community	18% (219)	41% (509)	29% (367)	12% (152)
The overall quality of life in your community	22% (280)	54% (676)	20% (245)	4% (48)

3. Please rate each of the following characteristics as they relate to your community as a whole.

Not including don't know

Characteristic	Excellent	Good	Fair	Poor
Overall economic health of your community	4% (49)	42% (500)	43% (510)	11% (138)
Overall quality of the transportation system (auto, bicycle, foot, bus) in your community	4% (49)	29% (364)	43% (534)	24% (305)
Overall design or layout of your community's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	5% (67)	44% (559)	40% (507)	10% (129)
Overall quality of the utility infrastructure in your community (water, sewer, storm water, electric/gas, broadband)	6% (79)	42% (524)	35% (438)	17% (209)
Overall feeling of safety in your community	23% (295)	54% (691)	19% (248)	4% (55)
Overall quality of natural environment in your community	38% (482)	46% (583)	15% (186)	2% (28)
Overall quality of parks and recreation opportunities	30% (379)	44% (563)	18% (234)	8% (100)
Overall health and wellness opportunities in your community	13% (160)	42% (527)	32% (404)	13% (169)
Overall opportunities for education, culture, and the arts	10% (123)	38% (471)	36% (443)	16% (204)
Residents' connection and engagement with their community	9% (106)	39% (469)	38% (456)	15% (175)

4. How would you rate the overall services provided to older adults in your community?

Not including don't know

Answer Choice	Percent
Excellent	4% (42)
Good	40% (441)
Fair	40% (433)
Poor	16% (174)

5. Please indicate how likely or unlikely you are to do each of the following.

Not including don't know

Characteristic	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely
Recommend living in your community to older adults	24% (300)	48% (605)	17% (219)	11% (137)
Remain in your community throughout your retirement	52% (644)	31% (383)	9% (107)	9% (113)

6. In general, how informed or uninformed do you feel about services and activities available to older adults in your community?

Not including don't know

Answer Choice	Percent
Very informed	10% (135)
Somewhat informed	57% (747)
Somewhat uninformed	24% (306)
Very uninformed	9% (115)

7. Please rate the quality of each of the following.

Not including don't know

Characteristic	Excellent	Good	Fair	Poor
Your overall physical health	22% (290)	56% (730)	19% (246)	3% (41)
Your overall mental health/emotional wellbeing	34% (439)	52% (674)	12% (153)	3% (34)
Your overall quality of life	31% (396)	54% (693)	14% (179)	2% (28)

8. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

Not including don't know

Answer Choice	Percent
Very positive	2% (28)
Somewhat positive	9% (122)
Neutral	35% (449)
Somewhat negative	39% (506)
Very negative	15% (196)

9. Please rate each of the following characteristics as they relate to older adults in your community.

Not including don't know

Characteristic	Excellent	Good	Fair	Poor
Ease of travel by public transportation in your community	1% (16)	12% (126)	29% (315)	58% (629)
Ease of travel by car in your community	20% (259)	55% (706)	22% (287)	2% (29)
Ease of walking in your community	17% (218)	42% (533)	30% (381)	11% (136)
Ease of bicycling in your community	16% (180)	38% (426)	32% (361)	15% (169)
Ease of getting to the places you usually have to visit	20% (249)	55% (697)	23% (293)	3% (35)
Opportunities to build work skills	4% (30)	19% (144)	45% (344)	32% (245)
Quality of employment opportunities for older adults	2% (12)	18% (140)	42% (333)	39% (311)
Variety of employment opportunities for older adults	1% (9)	14% (111)	38% (307)	47% (379)
Cost of living in your community	2% (25)	16% (208)	46% (577)	36% (456)
Availability of affordable quality food	5% (65)	32% (409)	39% (506)	24% (305)
Availability of affordable quality housing	1% (10)	9% (99)	27% (307)	64% (737)
Variety of housing options	1% (14)	9% (102)	32% (359)	58% (651)
Availability of accessible housing (e.g., homes with a no step entry, single-floor living, wide hallways and doorways)	2% (15)	9% (74)	31% (243)	58% (454)
Availability of mixed-use neighborhoods where people live close to places where they can eat, shop, work, and receive services	3% (34)	17% (188)	41% (445)	38% (406)

Characteristic	Excellent	Good	Fair	Poor
Public places where people want to spend time	9% (100)	34% (395)	40% (470)	18% (211)
Availability of information about resources for older adults	4% (43)	25% (264)	43% (449)	27% (279)
Availability of financial or legal planning services	3% (21)	23% (188)	40% (334)	34% (284)
Availability of long-term care options	3% (24)	15% (145)	31% (294)	51% (474)
Availability of daytime care options for older adults	1% (5)	11% (80)	31% (239)	57% (435)
Availability of affordable quality physical health care	3% (30)	28% (309)	42% (468)	28% (312)
Availability of affordable quality mental health care	2% (15)	22% (184)	38% (315)	38% (318)
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	8% (90)	42% (493)	38% (446)	12% (141)
Recreation opportunities (including games, arts, library services, etc.)	12% (136)	41% (473)	35% (396)	12% (137)
Fitness opportunities (including exercise classes and paths or trails, etc.)	19% (226)	42% (501)	29% (348)	10% (121)
Opportunities to participate in community matters	12% (126)	39% (426)	38% (411)	11% (120)
Opportunities to volunteer	19% (207)	46% (505)	29% (317)	6% (61)
Opportunities to enroll in skill-building or personal enrichment classes	4% (35)	23% (188)	40% (338)	33% (274)
Opportunities to attend social events or activities	11% (120)	38% (430)	40% (456)	12% (135)
Opportunities to attend religious or spiritual activities	24% (256)	51% (542)	21% (226)	4% (40)
Openness and acceptance of the community towards older residents of diverse backgrounds	9% (89)	38% (393)	36% (371)	18% (183)

Characteristic	Excellent	Good	Fair	Poor
Making all residents feel welcome	9% (98)	37% (415)	40% (454)	15% (166)
Valuing older residents in your community	8% (82)	32% (343)	43% (465)	17% (185)
Neighborliness of your community	14% (168)	39% (475)	33% (403)	13% (162)

10. Older adults may or may not face a number of challenges. Thinking back over the last 12 months, how much of a problem, if at all, have each of the following been for you?

Not including don't know

Characteristic	Not a problem	Minor problem	Moderate problem	Major problem
Having enough money to meet daily expenses	54% (684)	20% (248)	18% (229)	8% (101)
Having enough money to pay your property taxes	65% (772)	15% (179)	12% (145)	8% (97)
Having housing to suit your needs	72% (907)	13% (160)	7% (87)	8% (105)
Doing heavy or intense housework	42% (525)	29% (357)	17% (219)	12% (151)
Maintaining your home	41% (508)	30% (374)	21% (260)	9% (107)
Maintaining your yard	43% (529)	27% (332)	18% (216)	12% (146)
Having safe and affordable transportation available	58% (668)	19% (214)	12% (140)	11% (122)
No longer being able to drive	86% (917)	4% (44)	3% (27)	8% (83)
Finding work in retirement	62% (493)	12% (98)	15% (120)	11% (84)
Building skills for paid or unpaid work	56% (375)	16% (106)	15% (104)	13% (87)
Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid	41% (462)	28% (313)	22% (250)	8% (90)
Not knowing what services are available to older adults in your community	25% (275)	35% (382)	29% (312)	11% (123)
Your physical health	49% (612)	29% (364)	16% (205)	6% (72)
Falling or injuring yourself in your home	69% (863)	18% (227)	9% (113)	3% (43)

Characteristic	Not a problem	Minor problem	Moderate problem	Major problem
Finding affordable health insurance	54% (675)	19% (231)	15% (189)	12% (149)
Getting the health care you need	48% (603)	25% (310)	18% (221)	9% (111)
Getting the oral health care you need	53% (665)	21% (258)	14% (175)	12% (148)
Getting the vision care you need	57% (715)	23% (284)	13% (169)	7% (89)
Affording the medications you need	63% (767)	19% (234)	11% (135)	7% (90)
Staying physically fit	50% (634)	29% (361)	16% (196)	5% (69)
Maintaining a healthy diet	56% (703)	28% (355)	13% (162)	3% (43)
Having enough food to eat	82% (1030)	12% (149)	4% (50)	2% (31)
Experiencing confusion or forgetfulness	62% (776)	30% (374)	5% (69)	3% (40)
Feeling depressed	60% (752)	27% (339)	8% (99)	6% (70)
Feeling bored	60% (753)	27% (345)	10% (121)	4% (47)
Having friends or family you can rely on	64% (805)	20% (255)	10% (126)	6% (71)
Feeling lonely or isolated	63% (793)	23% (296)	8% (98)	6% (76)
Dealing with the loss of a close family member or friend	60% (725)	22% (264)	10% (126)	8% (96)
Being a victim of crime	86% (1045)	8% (102)	4% (44)	2% (23)
Being a victim of fraud or a scam	75% (920)	14% (165)	6% (70)	5% (65)

Characteristic	Not a problem	Minor problem	Moderate problem	Major problem
Being physically or emotionally abused	94% (1142)	4% (49)	1% (12)	1% (18)
Being treated unfairly or discriminated against because of your age	75% (918)	17% (210)	5% (60)	2% (30)
Feeling like you don't fit in or belong	64% (793)	23% (291)	7% (85)	6% (72)
Feeling like your voice is heard in the community	48% (493)	27% (284)	15% (151)	10% (106)
Feeling PHYSICALLY burdened by providing care for another person	79% (961)	12% (140)	5% (57)	4% (53)
Feeling EMOTIONALLY burdened by providing care for another person	74% (902)	14% (167)	7% (85)	5% (57)
Feeling FINANCIALLY burdened by providing care for another person	79% (957)	11% (136)	6% (68)	4% (50)
Performing regular activities, including walking, eating and preparing meals	73% (917)	18% (233)	6% (75)	3% (38)
Finding meaningful volunteer work	79% (758)	12% (117)	7% (63)	3% (27)
Finding productive or meaningful activities to do	66% (804)	20% (249)	11% (131)	3% (35)
Having interesting recreational or cultural activities to attend	52% (608)	26% (309)	17% (202)	5% (60)
Having interesting social events or activities to attend	51% (586)	27% (316)	16% (181)	6% (69)

11. Thinking back over the past 12 months, how much time did you spend in each of the following?

Not including don't know

Characteristic	0 days	1-2 days	3-5 days	6 or more days
As a patient in a hospital	79% (1013)	12% (154)	4% (57)	4% (56)
In a long-term care facility (including nursing home or in-patient rehabilitation facility)	98% (1235)	0% (3)	1% (7)	1% (17)

12. Thinking back over the past 12 months, how many times have you fallen and injured yourself?

Not including don't know

Answer Choice	Percent
Never	64% (835)
1 to 2 times	29% (382)
3 to 5 times	4% (53)
More than 5 times	2% (25)

13. Please indicate whether or not you have done each of the following in the last 12 months.

Not including don't know

Characteristic	No	Yes
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	70% (905)	30% (396)
Watched (online or on television) a local public meeting	77% (993)	23% (303)
Voted in your most recent local election	14% (182)	86% (1117)
Participated in a civic group (including Elks, Kiwanis, Masons, etc.)	85% (1093)	15% (198)
Used a senior center in your community	86% (1116)	14% (184)
Used a public library in your community	49% (639)	51% (658)
Used a recreation center in your community	77% (997)	23% (296)
Participated in a recreation program or group activity	70% (900)	30% (393)
Participated in religious or spiritual activities with others	60% (776)	40% (520)
Participated in a club (including book, dance, game, and other social)	69% (894)	31% (400)

14. During a typical week, how many hours do you spend:

Not including don't know

Characteristic	Never	1 to 3 hours	4 to 5 hours	6 to 10 hours	11 to 19 hours	20 or more hours
Assisting friends, relatives, or neighbors	16% (196)	54% (677)	14% (173)	8% (97)	3% (35)	5% (67)
Volunteering your time	47% (579)	35% (437)	9% (115)	5% (64)	2% (23)	2% (21)
Talking or visiting with friends/family	3% (37)	40% (501)	26% (332)	16% (203)	7% (83)	9% (108)
Providing care to someone age 55+	63% (793)	16% (202)	5% (61)	4% (55)	2% (29)	9% (113)
Providing care to someone age 18 to 54	87% (1094)	7% (84)	2% (20)	1% (16)	1% (18)	2% (19)
Providing care someone under age 18	85% (1075)	7% (91)	2% (29)	2% (24)	1% (11)	2% (30)
Receiving assistance, paid or unpaid (e.g., with shopping, cooking, etc.)	91% (1161)	5% (67)	2% (20)	1% (15)	1% (7)	1% (7)

15. Please answer the following, as they relate to Internet access at your home:

Not including don't know

Characteristic	No	Yes
I have high-speed internet/broadband at home	19% (248)	81% (1037)
High speed internet is not available	84% (868)	16% (166)
I can't afford high speed internet	81% (875)	19% (206)
I'm not interested in high speed internet	85% (896)	15% (152)

Characteristic	No	Yes
High speed internet is available, but is not reliable	71% (747)	29% (299)

16. In general, how many times do you:

Not including don't know

Characteristic	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never
Access the internet from your home using a computer, laptop, or tablet computer	61% (780)	12% (156)	12% (156)	2% (20)	13% (169)
Access the internet from your cell phone	58% (736)	9% (117)	9% (120)	3% (32)	21% (264)
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	34% (439)	16% (208)	9% (114)	3% (42)	38% (488)
Use or check email	56% (716)	24% (314)	9% (116)	3% (34)	8% (109)
Share your opinions online	9% (118)	5% (60)	8% (105)	9% (118)	68% (847)
Shop online	5% (65)	4% (53)	24% (301)	36% (464)	31% (393)

17. How many years have you lived in your community?

Not including don't know

Answer Choice	Percent
Less than 2 years	7% (87)
2-5 years	14% (187)
6-10 years	15% (196)
11-20 years	20% (267)
More than 20 years	43% (567)

18. Which best describes the building you live in?

Not including don't know

Answer Choice	Percent
Single family home	82% (1070)
Townhouse, condominium, duplex, or apartment	10% (126)
Mobile home	7% (89)
Assisted living residence	0% (5)
Nursing home	0% (4)
Other	1% (14)

19. Do you rent or own your home?

Not including don't know

Answer Choice	Percent
Rent	14% (177)
Own (with a mortgage payment)	33% (431)
Own (free and clear; no mortgage)	53% (686)

20. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

Not including don't know

Answer Choice	Percent
Less than \$300 per month	21% (262)
\$300 to \$599 per month	30% (374)
\$600 to \$999 per month	19% (243)
\$1,000 to \$1,499 per month	13% (167)
\$1,500 to \$2,499 per month	13% (161)
\$2,500 or more per month	4% (47)

21. How many people, including yourself, live in your household?

Not including don't know

Answer Choice	Percent
1 person (live alone)	31% (407)
2 people	60% (778)
3 people	6% (79)
4 or more people	3% (33)

22. How many of these people, including yourself, are 60 or older?

Not including don't know

Answer Choice	Percent
1 person	44% (556)
2 people	55% (705)
3 people	1% (13)
4 or more people	0% (1)

23. What is your employment status?

Not including don't know

Answer Choice	Percent
Fully retired	76% (990)
Working full time for pay	11% (140)
Working part time for pay	11% (146)
Unemployed, looking for paid work	1% (19)

24. At what age do you expect to retire completely and not work for pay at all?

Not including don't know

Answer Choice	Percent
60-64	6% (16)
65-67	23% (68)
68-69	7% (21)
70-72	20% (58)
73 or older	44% (130)

25. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

Not including don't know

Answer Choice	Percent
Less than \$25,000	20% (239)
\$25,000 to \$49,999	31% (375)
\$50,000 to \$74,999	22% (271)
\$75,000 to \$99,999	12% (146)
\$100,000 to \$149,999	10% (121)
\$150,000 to \$199,999	3% (34)
\$200,000 or more.	2% (22)

26. Are you Spanish, Hispanic, or Latino?

Not including don't know

Answer Choice	Percent
No, not of Hispanic, Latino/a/x, or Spanish origin	95% (1202)
Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin	5% (66)

27. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

Not including don't know

Answer Choice	Percent
American Indian or Alaska Native	2% (22)
Asian	0% (0)
Black or African American	0% (1)
Native Hawaiian or Other Pacific Islander	1% (8)
White	95% (1237)
A race not listed	2% (31)

28. What is your gender?

Not including don't know

Answer Choice	Percent
Woman	50% (651)
Man	49% (639)
Identify in another way	1% (10)

29. How do you identify?

Not including don't know

Answer Choice	Percent
Transgender man/trans man	0% (0)
Transgender woman/trans woman	0% (0)
Genderqueer/gender nonconforming	13% (1)
Prefer not to answer	87% (8)
Other	0% (0)

30. Please specify how you identify:

Not including don't know

31. What is your sexual orientation?

Not including don't know

Answer Choice	Percent
Heterosexual	92% (1142)
Lesbian	0% (6)
Gay	0% (1)
Bisexual	0% (5)
Identify in another way	7% (88)

32. How do you identify?

Not including don't know

Answer Choice	Percent
Queer, pansexual, and/or questioning	1% (1)
Don't know	3% (2)
Prefer not to answer	96% (85)
Other	1% (0)

33. Please specify how you identify:

Not including don't know

Answer Choice
None.

Section 17: National Benchmark Comparisons

Rated characteristics are eligible for trend and benchmark comparisons. For trends, the characteristic must have been asked in a prior survey, and to be statistically significant the difference between the last measurement and current measurements must be at least 5 percentage points. All characteristics should have benchmarks, and to be statistically significant (more/less favorable), the difference must be at least 10 points. To be much more favorable/unfavorable, difference must be at least 20 points. Demographic questions aren't eligible for trend and benchmark comparisons. Though all survey questions are listed in this section, demographic questions are noted as not having trends or benchmarks.

1. In which category is your age?

Percent positive, trends, and benchmarks do not apply to this question











2. Please rate each of the following aspects of quality of life in your community.

Percent positive is the percentage of responses that rated the characteristic as: "Excellent" or "Good"

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Your community as a place to live	83	–	210	347
Your neighborhood as a place to live	85	–	189	344
Your community as a place to retire	70	–	162	347
Sense of community in your community	58	–	228	347
The overall quality of life in your community	77	–	214	344

3. Please rate each of the following characteristics as they relate to your community as a whole.

Percent positive is the percentage of responses that rated the characteristic as: "Excellent" or "Good"

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Overall economic health of your community	46		259	344
Overall quality of the transportation system (auto, bicycle, foot, bus) in your community	33		296	344
Overall design or layout of your community's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	50		267	344
Overall quality of the utility infrastructure in your community (water, sewer, storm water, electric/gas, broadband)	48		208	250
Overall feeling of safety in your community	77		186	347
Overall quality of natural environment in your community	83		89	344
Overall quality of parks and recreation opportunities	74		132	250
Overall health and wellness opportunities in your community	55		261	344
Overall opportunities for education, culture, and the arts	48		254	344
Residents' connection and engagement with their community	48		150	250



4. How would you rate the overall services provided to older adults in your community?

Percent positive is the percentage of responses that rated the characteristic as: "Excellent" or "Good"

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
How would you rate the overall services provided to older adults in your community?	44		90	149

5. Please indicate how likely or unlikely you are to do each of the following.

Percent positive is the percentage of responses that rated the characteristic as: "Very likely" or "Somewhat likely"

Characteristic	% likely	National Benchmark	Rank	# of Compared Communities
Recommend living in your community to older adults	72		244	347
Remain in your community throughout your retirement	82		43	149




6. In general, how informed or uninformed do you feel about services and activities available to older adults in your community?

Percent positive is the percentage of responses that rated the characteristic as: "Very informed" or "Somewhat informed"

Characteristic	% informed	National Benchmark	Rank	# of Compared Communities
In general, how informed or uninformed do you feel about services and activities available to older adults in your community?	68			


7. Please rate the quality of each of the following.

Percent positive is the percentage of responses that rated the characteristic as: "Excellent" or "Good"

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Your overall physical health	78		203	346
Your overall mental health/emotional wellbeing	86		65	149
Your overall quality of life	84		65	149

8. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

Percent positive is the percentage of responses that rated the characteristic as: "Very positive" or "Somewhat positive"

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	12		304	344

9. Please rate each of the following characteristics as they relate to older adults in your community.

Percent positive is the percentage of responses that rated the characteristic as: "Excellent" or "Good"

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Ease of travel by public transportation in your community	13		267	330
Ease of travel by car in your community	75		167	347
Ease of walking in your community	59		204	347
Ease of bicycling in your community	53		66	108
Ease of getting to the places you usually have to visit	74		67	147
Opportunities to build work skills	23		101	146
Quality of employment opportunities for older adults	19		272	346
Variety of employment opportunities for older adults	15		93	146
Cost of living in your community	18		297	347
Availability of affordable quality food	37		297	339
Availability of affordable quality housing	9		302	346
Variety of housing options	10		300	347
Availability of accessible housing (e.g., homes with a no step entry, single-floor living, wide hallways and doorways)	11		96	146















Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Availability of mixed-use neighborhoods where people live close to places where they can eat, shop, work, and receive services	21	–	81	146
Public places where people want to spend time	42	–	227	343
Availability of information about resources for older adults	30	–	53	149
Availability of financial or legal planning services	25	–	89	149
Availability of long-term care options	18	–	117	148
Availability of daytime care options for older adults	11	–	107	149
Availability of affordable quality physical health care	30	∇	291	338
Availability of affordable quality mental health care	24	–	258	336
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	50	–	255	336
Recreation opportunities (including games, arts, library services, etc.)	53	–	228	345
Fitness opportunities (including exercise classes and paths or trails, etc.)	61	–	215	344
Opportunities to participate in community matters	51	–	237	344
Opportunities to volunteer	65	–	121	253
Opportunities to enroll in skill-building or personal enrichment classes	27	–	81	149














Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Opportunities to attend social events or activities	48	–	218	344
Opportunities to attend religious or spiritual activities	75	–	72	149
Openness and acceptance of the community towards older residents of diverse backgrounds	47	–	302	347
Making all residents feel welcome	45	–	187	250
Valuing older residents in your community	40	–	99	149
Neighborliness of your community	53	–	153	252

10. Older adults may or may not face a number of challenges. Thinking back over the last 12 months, how much of a problem, if at all, have each of the following been for you?

Percent positive is the percentage of responses that rated the characteristic as: "Minor problem", "Moderate problem", or "Major problem"

Characteristic	% problematic	National Benchmark	Rank	# of Compared Communities
Having enough money to meet daily expenses	54		78	149
Having enough money to pay your property taxes	65		85	149
Having housing to suit your needs	72		69	149
Doing heavy or intense housework	42		55	149
Maintaining your home	41		94	149
Maintaining your yard	43		98	149
Having safe and affordable transportation available	58		105	149
No longer being able to drive	86		61	149
Finding work in retirement	62		86	149
Building skills for paid or unpaid work	56		77	149
Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid	41		90	149
Not knowing what services are available to older adults in your community	25		98	149

Characteristic	% problematic	National Benchmark	Rank	# of Compared Communities
Your physical health	49		41	149
Falling or injuring yourself in your home	69		62	149
Finding affordable health insurance	54		100	149
Getting the health care you need	48		114	149
Getting the oral health care you need	53		109	149
Getting the vision care you need	57		101	149
Affording the medications you need	63		80	149
Staying physically fit	50		43	149
Maintaining a healthy diet	56		60	149
Having enough food to eat	82		80	149
Experiencing confusion or forgetfulness	62		100	149
Feeling depressed	60		70	149
Feeling bored	60		71	149
Having friends or family you can rely on	64		110	149

Characteristic	% problematic	National Benchmark	Rank	# of Compared Communities
Feeling lonely or isolated	63		83	149
Dealing with the loss of a close family member or friend	60		73	149
Being a victim of crime	86		73	149
Being a victim of fraud or a scam	75		85	149
Being physically or emotionally abused	94		43	147
Being treated unfairly or discriminated against because of your age	75		118	146
Feeling like you don't fit in or belong	64		117	146
Feeling like your voice is heard in the community	48		134	149
Feeling PHYSICALLY burdened by providing care for another person	79		91	149
Feeling EMOTIONALLY burdened by providing care for another person	74		105	149
Feeling FINANCIALLY burdened by providing care for another person	79		104	149
Performing regular activities, including walking, eating and preparing meals	73		58	108
Finding meaningful volunteer work	79		32	108

Characteristic	% problematic	National Benchmark	Rank	# of Compared Communities
Finding productive or meaningful activities to do	66		63	108
Having interesting recreational or cultural activities to attend	52		65	108
Having interesting social events or activities to attend	51		62	108

11. Thinking back over the past 12 months, how much time did you spend in each of the following?

Percent positive is the percentage of responses that rated the characteristic as: "1-2 days", "3-5 days", or "6 or more days"

Characteristic	% of respondents	National Benchmark	Rank	# of Compared Communities
As a patient in a hospital	21		64	149
In a long-term care facility (including nursing home or in-patient rehabilitation facility)	2		63	130

12. Thinking back over the past 12 months, how many times have you fallen and injured yourself?

Percent positive is the percentage of responses that rated the characteristic as: "1 to 2 times", "3 to 5 times", or "More than 5 times"

Characteristic	% of respondents	National Benchmark	Rank	# of Compared Communities
Thinking back over the past 12 months, how many times have you fallen and injured yourself?	36		65	149








13. Please indicate whether or not you have done each of the following in the last 12 months.

Percent positive is the percentage of responses that rated the characteristic as: "Yes"

Characteristic	% yes	National Benchmark	Rank	# of Compared Communities
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	30	<input type="radio"/>	80	346
Watched (online or on television) a local public meeting	23	<input type="radio"/>	82	149
Voted in your most recent local election	86	<input type="radio"/>	140	248
Participated in a civic group (including Elks, Kiwanis, Masons, etc.)	15	<input type="radio"/>	69	149
Used a senior center in your community	14	<input type="radio"/>	97	149
Used a public library in your community	51	<input type="radio"/>	59	149
Used a recreation center in your community	23	<input type="radio"/>	79	149
Participated in a recreation program or group activity	30	<input type="radio"/>	57	149
Participated in religious or spiritual activities with others	40	<input type="radio"/>	114	149
Participated in a club (including book, dance, game, and other social)	31	<input type="radio"/>	54	149


14. During a typical week, how many hours do you spend:

Percent positive is the percentage of responses that rated the characteristic as: "1 to 3 hours", "4 to 5 hours", "6 to 10 hours", "11 to 19 hours", or "20 or more hours"

Characteristic	% of respondents	National Benchmark	Rank	# of Compared Communities
Assisting friends, relatives, or neighbors	84		25	149
Volunteering your time	53		76	149
Talking or visiting with friends/family	97		40	149
Providing care to someone age 55+	37		46	149
Providing care to someone age 18 to 54	13		116	149
Providing care someone under age 18	15		112	149
Receiving assistance, paid or unpaid (e.g., with shopping, cooking, etc.)	9		67	108






15. Please answer the following, as they relate to Internet access at your home:

Percent positive is the percentage of responses that rated the characteristic as: "Yes"

Characteristic	% yes	National Benchmark	Rank	# of Compared Communities
I have high-speed internet/broadband at home	81		51	88
High speed internet is not available	16			
I can't afford high speed internet	19			
I'm not interested in high speed internet	15			
High speed internet is available, but is not reliable	29			

16. In general, how many times do you:

Percent positive is the percentage of responses that rated the characteristic as: "Several times a day", "Once a day", or "A few times a week"

Characteristic	% of respondents	National Benchmark	Rank	# of Compared Communities
Access the internet from your home using a computer, laptop, or tablet computer	85		148	249
Access the internet from your cell phone	77		138	249
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	59		182	248
Use or check email	89		144	249
Share your opinions online	23		122	249

Characteristic	% of respondents	National Benchmark	Rank	# of Compared Communities
Shop online	33	–	133	249

17. How many years have you lived in your community?

Percent positive, trends, and benchmarks do not apply to this question

18. Which best describes the building you live in?

Percent positive, trends, and benchmarks do not apply to this question

19. Do you rent or own your home?

Percent positive, trends, and benchmarks do not apply to this question

20. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

Percent positive, trends, and benchmarks do not apply to this question

21. How many people, including yourself, live in your household?

Percent positive, trends, and benchmarks do not apply to this question

22. How many of these people, including yourself, are 60 or older?

Percent positive, trends, and benchmarks do not apply to this question

23. What is your employment status?

Percent positive, trends, and benchmarks do not apply to this question

24. At what age do you expect to retire completely and not work for pay at all?

Percent positive, trends, and benchmarks do not apply to this question

25. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

Percent positive, trends, and benchmarks do not apply to this question

26. Are you Spanish, Hispanic, or Latino?

Percent positive, trends, and benchmarks do not apply to this question

27. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

Percent positive, trends, and benchmarks do not apply to this question

28. What is your gender?

Percent positive, trends, and benchmarks do not apply to this question

29. How do you identify?

Percent positive, trends, and benchmarks do not apply to this question

31. What is your sexual orientation?

Percent positive, trends, and benchmarks do not apply to this question

32. How do you identify?

Percent positive, trends, and benchmarks do not apply to this question

Section 18: Methods

About the Community Assessment Survey for Older Adults (CASOA)[®]

The Community Assessment Survey for Older Adults (CASOA)[®] was developed by National Research Center at Polco (NRC) to provide an accurate, affordable and easy way to assess and interpret the experience of older adults in the community. The CASOA[®] survey instrument and its administration are standardized to assure high-quality survey methods and comparable results across CASOA communities. The CASOA was customized for Upper Arkansas Area Council of Governments Area Agency on Aging to reflect the correct local age definition of older adults and to use official Upper Arkansas Area Council of Governments Area Agency on Aging graphics, contact information and signatures on survey invitation mailing materials. The Upper Arkansas Area Council of Governments Area Agency on Aging sponsored and funded this research. Please contact Tom McConaghy of the Upper Arkansas Area Council of Governments Area Agency on Aging at tom.mcconaghy@uaacog.com if you have any questions about the survey.

Questionnaire Development

The CASOA questionnaire contains many questions related to the life of older residents in the community. The instrument includes questions related to overall quality of life, characteristics of the community, perceptions of safety, and many different needs common to older adults.

The questionnaire grew from a synthesis of numerous data collection processes, including a national search of needs assessments conducted by communities across the United States, a review of the literature on aging, and numerous surveys and large-scale needs assessments conducted by NRC. A blue-ribbon panel of national experts contributed to the concept and content of CASOA.

The items in the questionnaire were pilot tested on older adult residents using a “think-aloud” method in which older adults were asked to complete the survey and describe their thought processes related to specific questions and question sets. The results of the pilot test were used to alter the questionnaire for better understanding by senior participants. The final questionnaire was tested in a set of diverse U.S. communities and modifications again were made as necessary.

Random (Probability) Sample Survey

Selecting Survey Recipients

One of the first steps taken to ensure survey results are representative of the target population is to use a source from which survey recipients are selected that provides adequate to good coverage of the target population. This source is referred to as the sampling frame.

The target population for this survey was residents age 60 years or older in households within the Upper Arkansas Area Council of Governments Area Agency on Aging boundaries.

Since it would be cost prohibitive to survey every person age 60 years or older in Upper Arkansas Area Council of Governments Area Agency on Aging, a random selection of records from the sampling frame was made. This process can be illustrated using an example that may be familiar from a math or statistics class of a jar of marbles of various colors. If the jar has two-thirds red marbles and one-third blue marbles, a random selection of marbles from that jar should result in a similar proportion (although perhaps not identical) of red and blue marbles as in the original jar.

The sampling frame used for this survey was a list of households with a high likelihood of having a resident age 60 years or older within the Upper Arkansas Area Council of Governments Area Agency on Aging boundaries from Marketing Systems Group. These lists, compiled by

sampling and marketing firms based on data from multiple sources (such as warranty information, voting lists, and more), provide fairly complete coverage of all members of the target population.

Data Collection

Each randomly selected household received two mailings, about one week apart, beginning on August, 5, 2022. The first mailing was a prenotification postcard announcing the upcoming survey. This half-sheet postcard included a URL so that recipients could immediately go online to complete the survey if they wished. The second mailing contained a letter from the Area Agency on Aging Director inviting the household to participate, a printed questionnaire and a postage-paid return envelope. The survey was available in English, Spanish, Vietnamese, Korean, and Arabic. Completed surveys were collected over the following 7 weeks.

About 720 (9%) of the 8,452 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 7,732 households that received the survey, 1,312 completed the survey, providing an overall response rate of 16.97%. Of the total surveys received, 876 were completed using the hard copy surveys while 436 were submitted online. Response rates are calculated using AAPOR's response rate #2¹ for mailed surveys of unnamed persons.

Open Participation Survey

In addition to the random sample "probability" survey described above, an open participation survey was conducted, in which all older adults age 60 years or older were invited to participate. The open participation survey instrument was identical to the probability sample survey. This survey was conducted entirely online. For the open participation survey a single URL was provided to contacts from each AAA to share with constituents through email lists, social media accounts, service settings and community partners. The URL directed community members to a short survey where they indicated their geographic location and were directed to the survey for their

appropriate county and AAA. Each Area Agency on Aging conducted all outreach, after receiving guidance on best practices for conducting such outreach from Polco. This guidance suggested the use of social media, press releases, newsletters and e-newsletters, existing resident email lists, printed materials, and invitations publicized at local and virtual meetings. This survey became available to all residents on 8/29/2022 and remained open until 9/26/2022. A total of 0 surveys were completed by open participation survey respondents.

Analysis and Reporting

Confidence Intervals

It is customary to describe the precision of estimates made from probability surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.²

The margin of error for the Upper Arkansas Area Council of Governments Area Agency on Aging survey is no greater than plus or minus 2.71 percentage points around any given percent reported for all probability survey respondents (1,312). For subgroups of responses, the margin of error increases because the number of respondents for each subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

The open participation survey results were combined with responses from the probability sample survey, for a total of 1,312 completed surveys. With the inclusion of the open participation survey participants, it is likely that the precision of the responses would be even greater (and thus the margin of error smaller).

Survey Processing (Data Entry)

Upon receipt, completed hard copy surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. An example of cleaning would be if a question asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

The online survey data was collected on Polco, an online civic engagement platform. Use of Polco means all collected data are entered into the dataset immediately when the respondents submit the surveys. Skip patterns are programmed into the system so respondents are automatically directed to the appropriate question (skipping irrelevant questions, when applicable) based on the individual responses given.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include (and are not limited to) reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

Survey Data Weighting

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of Upper Arkansas Area Council of Governments Area Agency on Aging. This is done by reviewing the demographic profile of respondents and comparing it to the demographic profile of older adults based on the most recent Census data. Those respondent subgroups that were less likely to respond are statistically adjusted to be given more weight, while those subgroups that were more likely to respond are given less weight. The characteristics used for weighting were age, gender, race, Hispanic

origin, housing type, rent or own home, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm (see <https://surveyinsights.org/wp-content/uploads/2014/07/Full-anesrake-paper.pdf> for more details). The results of the weighting scheme are presented in the following table.

Weighting Scheme for the 2022 Upper Arkansas Area Council of Governments Area Agency on Aging CASOA

Demographic Group	Unweighted	Weighted	Population Target
Rent or Own Home			
Rent	8 %	13.7 %	13.9 %
Own	92 %	86.3 %	86.1 %
Housing Type			
Detached	86.9 %	82.7 %	82.7 %
Attached	13.1 %	17.3 %	17.3 %
Race			
White	95 %	95.2 %	95.2 %
Not white	5 %	4.8 %	4.8 %
Ethnicity			
Hispanic	3.6 %	5.2 %	5.6 %
Not Hispanic	96.4 %	94.8 %	94.4 %
Gender			
Female	58.4 %	50.5 %	50.5 %
Male	41.6 %	49.5 %	49.5 %
Age			
Age 60 to 64	14.2 %	27.2 %	27.2 %
Age 65 to 74	50.8 %	45.2 %	45.2 %
Age 75 and over	35 %	27.6 %	27.6 %
Gender and Age			
Female 60 to 64	8.8 %	13.4 %	13.4 %

Female 65 to 74	29 %	22.4 %	22.4 %
Female 75 and over	20.6 %	14.7 %	14.7 %
Male 60 to 64	5.3 %	13.8 %	13.8 %
Male 65 to 74	21.6 %	22.8 %	22.8 %
Male 75 and over	14.7 %	13 %	12.9 %

Reporting

For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent and good, very safe and somewhat safe, essential and very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating yes or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer don’t know. The proportion of respondents giving this reply is shown in the full set of responses included in the Responses tab. However, these responses have been removed from the analyses presented in the main body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Multiple Response Questions

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories.

Rounding

Excluding the Participants tab, percentages shown are rounded to the nearest whole number. This can sometimes mean that the percent of responses across all the possible response categories may sum to something other than exactly 100%. It also means that in some instances, the “percent positive,” “percent problem,” or other

summaries of data may not equal the rounded percentages of the two categories. For example, if 30.4% of respondents rated quality of life as excellent, and 20.4% of respondents rated it as good, a display of all the responses will show 30% excellent and 20% good. However, a display of the percent rating quality of life as excellent or good will show 51% (as 30.4% + 20.4% equals 50.8%, which rounds to 51%).

Making Comparisons to Benchmarks

National Research Center at Polco has developed a database that collates responses to CASOA and related surveys administered in other communities, which allows the results from Upper Arkansas Area Council of Governments Area Agency on Aging to be compared against a set of national benchmarks. This benchmarking database includes responses from more than 35,000 older adults (age 55 and over) in over 327 communities across the nation.

Ratings are compared when similar questions are included in Polco's database, and there are at least five other communities in which the question was asked. Where comparisons for ratings were available, Upper Arkansas Area Council of Governments Area Agency on Aging's results are shown as being more favorable than the benchmark, less favorable than the benchmark or similar to the benchmark. In instances where ratings are considerably more or less favorable than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, much more favorable or much less favorable).

Reporting Statistical Significance

For the crosstabs of survey results by selected respondent characteristic, chi-square or ANOVA (Analysis of Variance) tests of significance were applied to these breakdowns of selected survey questions. A p-value of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent "real" differences among those populations. However, it should be noted that while these tests of statistical significance were

used to help guide readers and policy makers to differences that are likely not due to chance alone, these types of probabilistic inferences were designed for use when results come from random sampling alone (for more information, see Hirschauer, N., Gruner, S., Mußhoff, O., Becker, C., & Jantsch, A. (2020). Can p-values be meaningfully interpreted without random sampling? *Statistics Surveys*, 14, 71-91).

Community Readiness Scores

The community readiness scores presented in Community Readiness represents the average of the questions included in the index.

Although the evaluative or frequency questions were made on 4- or 5-point scales, with 1 representing the best rating, the scales had different labels (e.g., excellent, very likely). To calculate these average scores, the questions used in the index were converted to a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone answered excellent, then the result would be 100 on the 0-100 scale. If the average rating for quality of life was right in the middle of the scale (halfway between good and fair), then the result would be 50. This scale can be thought of like the thermometer that is often used to illustrate total donations received by charitable organizations—the higher the thermometer reading, the closer to the goal. In this case, 100 (the top of the thermometer) would represent the most positive response possible. The table below shows the individual questions comprising each summary score for the six dimensions of community readiness, as well as the overall rating for the Quality of the Community.

Dimension of Community Readiness	Items Included in Community Readiness Score
Overall Community Quality	<ul style="list-style-type: none"> • Your community as a place to live • Your neighborhood as a place to live • Your community as a place to retire • The overall quality of life in your community • Recommend living in your community to older adults • Remain in your community throughout your retirement

Dimension of Community Readiness	Items Included in Community Readiness Score
Community Design	<ul style="list-style-type: none"> • Housing • Mobility • Land Use
Employment and Finances	<ul style="list-style-type: none"> • Employment • Finances
Equity and Inclusivity	<ul style="list-style-type: none"> • Equity • Community Inclusivity
Health and Wellness	<ul style="list-style-type: none"> • Overall feeling of safety in your community • Overall quality of natural environment in your community • Overall health and wellness opportunities in your community • Availability of affordable quality food • Availability of long-term care options • Availability of daytime care options for older adults • Availability of affordable quality physical health care • Availability of affordable quality mental health care • Availability of preventive health services (e.g., health screenings, flu shots, educational workshops) • Fitness opportunities (including exercise classes and paths or trails, etc.)
Information and Assistance	<ul style="list-style-type: none"> • How would you rate the overall services provided to older adults in your community? • Availability of information about resources for older adults • Availability of financial or legal planning services

Dimension of Community Readiness	Items Included in Community Readiness Score
Productive Activities	<ul style="list-style-type: none"> • Overall quality of parks and recreation opportunities • Overall opportunities for education, culture, and the arts • Residents' connection and engagement with their community • Recreation opportunities (including games, arts, library services, etc.) • Opportunities participate in community matters

Needs Summary

Each livability topic covered in the survey includes a summary of needs identified by respondents. For almost all of these needs summaries, a respondent was counted as having a need if they had a major problem or moderate problem with any of the items examined in each score area. The one exception is for the independent living topic; for this needs score, a respondent was counted as having a need if they reported spending any time in a hospital or in a long-term care facility in the last year.

Needs Score	Items Included in the Score
Caregiving	<ul style="list-style-type: none"> • Any of the following were a major or moderate problem: <ul style="list-style-type: none"> • Feeling PHYSICALLY burdened by providing care for another person • Feeling EMOTIONALLY burdened by providing care for another person • Feeling FINANCIALLY burdened by providing care for another person
Civic Engagement	<ul style="list-style-type: none"> • Any of the following were a major or moderate problem: <ul style="list-style-type: none"> • Feeling like your voice is heard in the community

Needs Score	Items Included in the Score
Community Inclusivity	<ul style="list-style-type: none"> • Any of the following were a major or moderate problem: • Having friends or family you can rely on • Feeling lonely or isolated • Feeling like you don't fit in or belong
Employment	<ul style="list-style-type: none"> • Any of the following were a major or moderate problem: • Finding work in retirement • Building skills for paid or unpaid work
Equity	<ul style="list-style-type: none"> • Any of the following were a major or moderate problem: • Being treated unfairly or discriminated against because of your age
Finances	<ul style="list-style-type: none"> • Any of the following were a major or moderate problem: • Having enough money to meet daily expenses • Having enough money to pay your property taxes
Health Care	<ul style="list-style-type: none"> • Any of the following were a major or moderate problem: • Finding affordable health insurance • Getting the health care you need • Getting the oral health care you need • Getting the vision care you need • Affording the medications you need
Housing	<ul style="list-style-type: none"> • Any of the following were a major or moderate problem: • Having housing to suit your needs • Doing heavy or intense housework • Maintaining your home • Maintaining your yard
Independent Living	<ul style="list-style-type: none"> • Spent one or more days: • In a long-term care facility (including nursing home or in-patient rehabilitation facility) • As a patient in a hospital

Needs Score	Items Included in the Score
Information and Assistance	<ul style="list-style-type: none"> • Any of the following were a major or moderate problem: • Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid • Not knowing what services are available to older adults in your community
Mental Health	<ul style="list-style-type: none"> • Any of the following were a major or moderate problem: • Experiencing confusion or forgetfulness • Feeling depressed • Dealing with the loss of a close family member or friend
Mobility	<ul style="list-style-type: none"> • Any of the following were a major or moderate problem: • Having safe and affordable transportation available • No longer being able to drive
Physical Health	<ul style="list-style-type: none"> • Any of the following were a major or moderate problem: • Your physical health • Falling or injuring yourself in your home • Staying physically fit • Maintaining a healthy diet • Having enough food to eat
Safety	<ul style="list-style-type: none"> • Any of the following were a major or moderate problem: • Being a victim of crime • Being a victim of fraud or a scam • Being physically or emotionally abused
Social Engagement	<ul style="list-style-type: none"> • Any of the following were a major or moderate problem: • Feeling bored

¹See AAPOR's Standard Definitions here:

[http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx)

for more information

²A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the "true" population response. This theory is applied in practice to mean that the "true" perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as excellent or good, then a 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on CASOA, on other surveys, differences in question wording, order, translation and data entry (as examples) can lead to somewhat varying results.

*Source: U.S. Census Bureau - 2020 American Community Survey 5-year estimates Age, rent or own home, and gender estimates are for those age 60+, while type of housing unit, race and ethnicity are for those age 65+.