

CASOA™

COMMUNITY ASSESSMENT SURVEY
FOR OLDER ADULTS™

East Central Council of Local Governments AAA

Community Assessment Survey for Older Adults

September 2022



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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> | <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.</p> | <ul style="list-style-type: none"> • Place to Live and Retire • Recommend and Remain in Community |
|  <p>Community Design</p> | <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.</p> | <ul style="list-style-type: none"> • Housing • Mobility • Land Use |
|  <p>Employment and Finances</p> | <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.</p> | <ul style="list-style-type: none"> • Employment • Finances |
|  <p>Equity and Inclusivity</p> | <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.</p> | <ul style="list-style-type: none"> • Equity • Community Inclusivity |
|  <p>Health and Wellness</p> | <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.</p> | <ul style="list-style-type: none"> • Safety • Physical Health • Mental Health • Health Care • Independent Living |
|  <p>Information and Assistance</p> | <p>Government programs, policies and information assistance can support successful aging initiatives allowing older residents to remain independent contributors to community quality.</p> | <ul style="list-style-type: none"> • Quality of Older Adult Services • Information on Available Older Adult Services |
|  <p>Productive Activities</p> | <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.</p> | <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 5,634 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 769 completed surveys was obtained, providing an overall response rate of 14.69% and a margin of error plus or minus 3.53% 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 769 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 East Central Council of Local 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 East Central Council of Local 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, East Central Council of Local 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 East Central Council of Local 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 74% 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 74% residents planned to stay in their community throughout their retirement.
- Positive scores were given to their communities as places to retire by 65% 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 75%), Community Inclusivity (48%), and Physical Health (45%). The areas showing the greatest need for improvement related to Housing (11%), Independent Living (11%) and Employment (13%). 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 23% 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 73% of respondents, while ease of travel by walking and bicycling was considered excellent or good by 49% and 41% 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 15% of respondents gave a positive score to the availability of affordable quality housing in their communities, and only about 16% older adults gave excellent or good ratings to the availability of mixed-use neighborhoods.
- About 42% of older residents in the region reported experiencing housing needs and 23% 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 52% 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 22%.
- Employment opportunities for older adults (quality and variety) received low ratings (15% and 9% positive, respectively), and the opportunity to build work skills also was found to be lacking (9% excellent or good).
- About 26% older adults reported financial challenges and 22% 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 55% of older residents rated the sense of community in their towns as excellent or good, and neighborliness was rated positively by 48% of residents.
- About 48% of the respondents positively rated their community's openness and acceptance toward older residents of diverse backgrounds, and 42% indicated that their community valued older residents.
- Inclusion challenges were reported by about 19% of older residents and equity challenges by 5%.

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 80% older residents in the region rated their overall physical health as excellent or good and 91% 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 36% residents, while the percent giving ratings of excellent or good to the availability of physical health care was 27%, to mental health care 15%, and to long term care options 16%.
- Health-related problems were some of the most common challenges listed by older adults in the survey, with 36% reporting physical health challenges and 21% reporting mental health challenges. Health care was also a challenge for about 42% 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 29% of survey respondents.
- About 50% 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 12% of older residents and the availability of financial or legal planning services was rated positively by 14% of older residents.
- About 47% 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 44% of older adults surveyed felt they had excellent or good opportunities to volunteer, and 50% participated in some kind of volunteer work.
- The caregiving contribution of older adults was substantial in the region. About 34% of older residents reported providing care to individuals 55 and older, 17% to individuals 18-54 and 21% to individuals under 18.
- Older adults in the region reported challenges with being civically engaged 29%, being socially engaged 34% and caregiving 11%.

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 \$231,256,476 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 information about older adult services, housing, and healthcare. At least 47% 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, 19 were similar, 0 above, and 33 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 design or layout of your community's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)
- Overall quality of the utility infrastructure in your community (water, sewer, storm water, electric/gas, broadband)
- Overall quality of parks and recreation opportunities
- Overall health and wellness opportunities in your community
- Overall opportunities for education, culture, and the arts
- Residents' connection and engagement with their community

- How would you rate the overall services provided to older adults in your community?
- Ease of travel by public transportation in your community
- Ease of walking in your community
- Ease of bicycling in your community
- Opportunities to build work skills
- Quality of employment opportunities for older adults
- Variety of employment opportunities for older adults
- Availability of affordable quality food
- Availability of affordable quality housing
- Variety of housing options
- Availability of mixed-use neighborhoods where people live close to places where they can eat, shop, work, and receive services
- Public places where people want to spend time
- 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
- Availability of affordable quality mental health care
- Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)
- 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
- Making all residents feel welcome

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 0 item(s), and a similar proportion experiencing challenges for 42 item(s).

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 21 items.

There were no areas where ratings improved since 2018.

The 12 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
- Variety of housing options
- Availability of information about resources for older adults
- Availability of long-term care options
- Availability of affordable quality physical health care
- Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)
- Recreation opportunities (including games, arts, library services, etc.)
- Opportunities to participate in community matters
- Opportunities to volunteer
- Opportunities to attend religious or spiritual activities
- 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 19 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 12 potential challenge or challenges where the proportion of older adults reporting a problem increased in 2022 were:

- 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 health care you need
- Getting the oral health care you need
- Getting the vision care you need
- Affording the medications 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

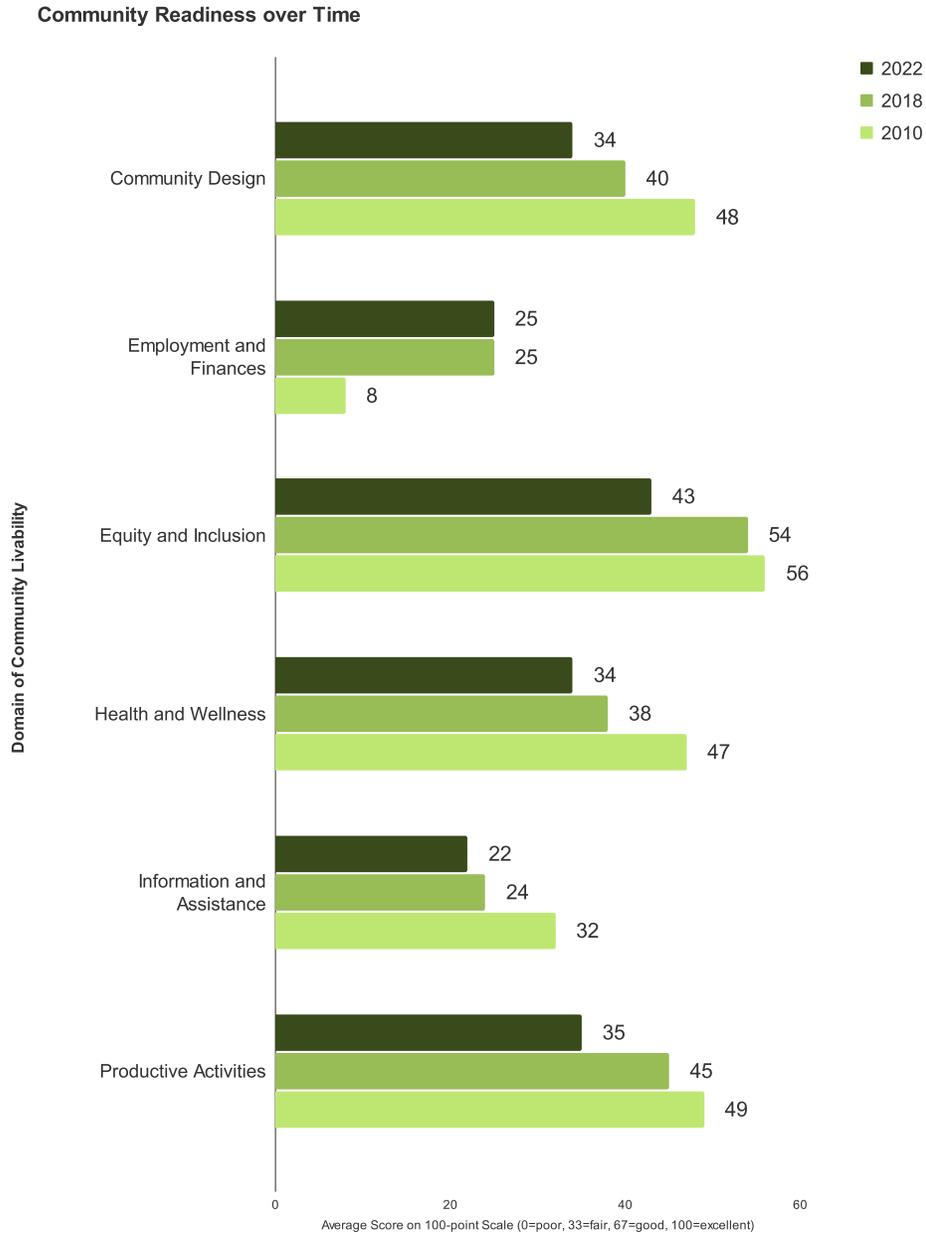
Communities that assist older adults to remain or become active community participants must provide the requisite opportunities for recreation, transportation, culture, education, communication, social connection, spiritual enrichment and health care. Because every community is different, each must identify 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 East Central Council of Local 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 | 64 |
| Community Design | <ul style="list-style-type: none"> • Housing • Mobility • Land Use | 34 |
| Employment and Finances | <ul style="list-style-type: none"> • Employment • Finances | 25 |

| Dimension | Community Livability Topics | Score (out of 100) |
|----------------------------|---|------------------------------|
| Equity and Inclusivity | <ul style="list-style-type: none"> • Equity • Community Inclusivity | 43 |
| Health and Wellness | <ul style="list-style-type: none"> • Safety • Physical Health • Mental Health • Health Care • Independent Living | 34 |
| Information and Assistance | <ul style="list-style-type: none"> • Quality of Older Adult Services • Information on Available Older Adult Services | 22 |
| Productive Activities | <ul style="list-style-type: none"> • Civic Engagement • Social Engagement • Caregiving | 35 |



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 East Central Council of Local 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
77 / 100



Recommend and Remain in Community
67 / 100

Community Design



Housing
11 / 100



Land Use
29 / 100



Mobility
45 / 100

Employment and Finances



Employment

13 / 100



Finances

36 / 100

Equity and Inclusivity



Community Inclusivity

48 / 100



Equity

45 / 100 ↘

Health and Wellness



Health Care

31 / 100 ↘



Independent Living

11 / 100 ↘



Mental Health

15 / 100 →



Physical Health

45 / 100



Safety

75 / 100 →

Information and Assistance



Information on Available Older Adult Services

13 / 100 →



Quality of Older Adult Services

29 / 100 →

Productive Activities



Caregiving

Scoring not applicable



Civic Engagement

38 / 100

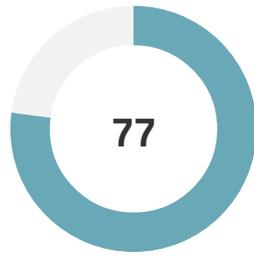


Social Engagement

33 / 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.



77

Livability score

Average of community quality items

i Livability score trend unavailable.

Because East Central Council of Local 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 East Central Council of Local 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 | 86% | N/A | — |
| Your community as a place to live | 83% | → | — |
| The overall quality of life in your community | 74% | N/A | — |
| Your community as a place to retire | 65% | → | — |

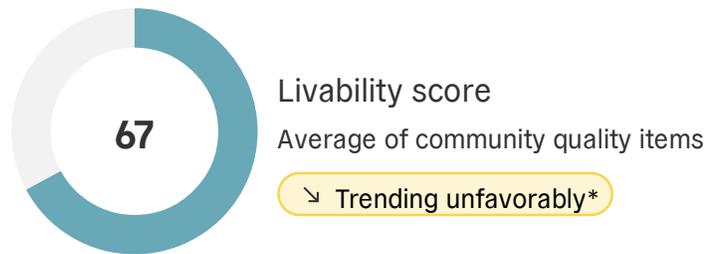
Status Indicators - Personal Quality of Life

Percent reporting *excellent* or *good*.

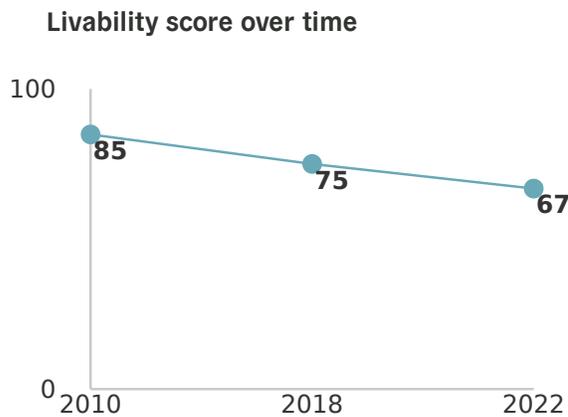
| Characteristic | % positive | Trend | National Benchmark |
|------------------------------|------------|-------|--------------------|
| Your overall quality of life | 89% | → | — |

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.

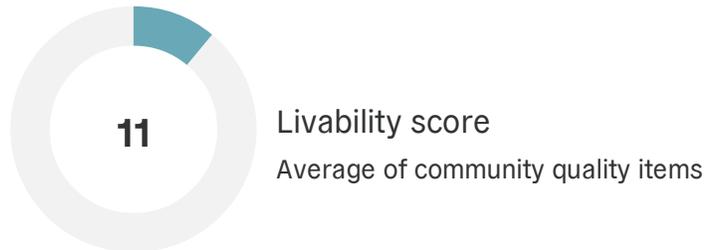
Quality of Community

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

| Characteristic | % likely | Trend | National Benchmark |
|---|----------|---|---|
| Remain in your community throughout your retirement | 74% |  |  |
| Recommend living in your community to older adults | 60% |  |  |

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 East Central Council of Local 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 East Central Council of Local 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 |
|-----------------------------------|---------------|-------|--------------------|
| Doing heavy or intense housework | 57% | → | – |
| Maintaining your home | 54% | ↘ | – |
| Maintaining your yard | 53% | ↘ | – |
| Having housing to suit your needs | 24% | → | – |

Quality of Community

Percent reporting *excellent* or *good*.

| Characteristic | % positive | Trend | National Benchmark |
|--|------------|-------|--------------------|
| Availability of affordable quality housing | 15% | → | – |
| Variety of housing options | 10% | ↘ | ∨ |
| Availability of accessible housing (e.g., homes with a no step entry, single-floor living, wide hallways and doorways) | 9% | N/A | – |

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 East Central Council of Local 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 Trends unavailable

Because East Central Council of Local 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 quality of the utility infrastructure in your community (water, sewer, storm water, electric/gas, broadband) | 42% |  |
| Overall design or layout of your community's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) | 42% |  |
| Availability of mixed-use neighborhoods where people live close to places where they can eat, shop, work, and receive services | 16% |  |
| Public places where people want to spend time | 14% |  |

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 East Central Council of Local 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

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i Certain trends unavailable

Because East Central Council of Local 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 | 39% |  |  |
| No longer being able to drive | 12% |  |  |

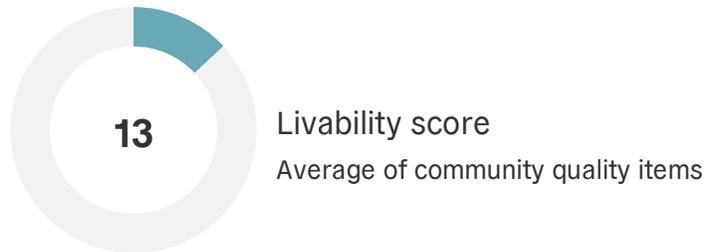
Quality of Community

Percent reporting *excellent* or *good*.

| Characteristic | % positive | Trend | National Benchmark |
|---|------------|-------|--------------------|
| Ease of travel by car in your community | 73% | → | – |
| Ease of getting to the places you usually have to visit | 67% | N/A | – |
| Ease of walking in your community | 49% | → | ∨ |
| Ease of bicycling in your community | 41% | N/A | ∨ |
| Overall quality of the transportation system (auto, bicycle, foot, bus) in your community | 23% | N/A | ∨ |
| Ease of travel by public transportation in your community | 11% | → | ∨ |

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 East Central Council of Local 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 East Central Council of Local 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 | 41% |  |  |
| Finding work in retirement | 34% |  |  |

Quality of Community

Percent reporting *excellent* or *good*.

| Characteristic | % positive | Trend | National Benchmark |
|--|------------|---|---|
| Opportunities to build work skills | 16% | N/A |  |
| Quality of employment opportunities for older adults | 15% |  |  |
| Variety of employment opportunities for older adults | 9% | 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 East Central Council of Local 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 | 41% | → | – |
| Having enough money to pay your property taxes | 34% | ↘ | – |

Quality of Community

Percent reporting *excellent or good*.

| Characteristic | % positive | Trend | National Benchmark |
|---|------------|-------|--------------------|
| Overall economic health of your community | 52% | N/A | – |
| Cost of living in your community | 22% | ↘ | – |

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: | 9% | 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.

Because East Central Council of Local 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

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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 |
|--|---------------|-------|--------------------|
| Feeling lonely or isolated | 29% | → | – |
| Feeling like you don't fit in or belong | 27% | N/A | – |
| Having friends or family you can rely on | 25% | → | – |

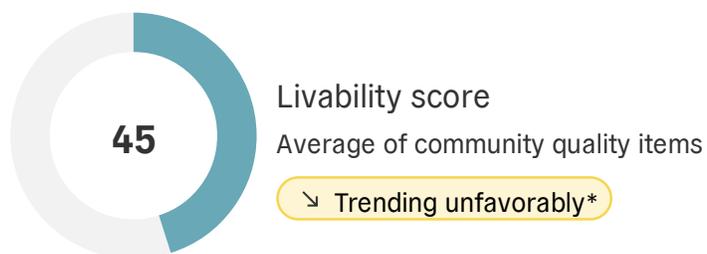
Quality of Community

Percent reporting *excellent* or *good*.

| Characteristic | % positive | Trend | National Benchmark |
|--------------------------------------|------------|-------|--------------------|
| Sense of community in your community | 55% | → | – |
| Neighborliness of your community | 48% | → | – |
| Making all residents feel welcome | 41% | N/A | ∨ |

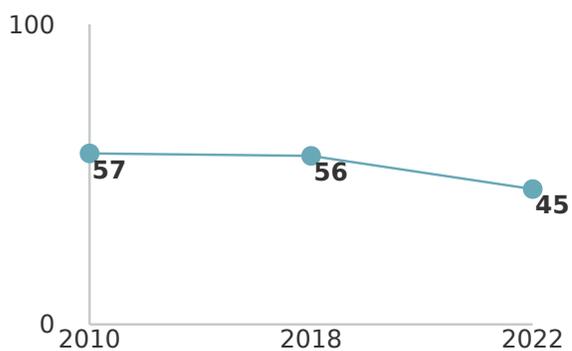
Section 9B: Equity

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.

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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 | 15% | N/A | — |

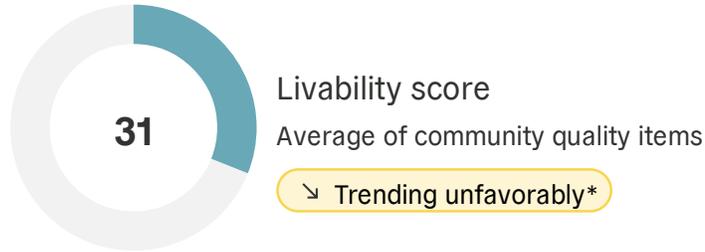
Quality of Community

Percent reporting *excellent or good*.

| Characteristic | % positive | Trend | National Benchmark |
|---|------------|-------|--------------------|
| Openness and acceptance of the community towards older residents of diverse backgrounds | 48% | → | — |
| Valuing older residents in your community | 42% | ↓ | — |

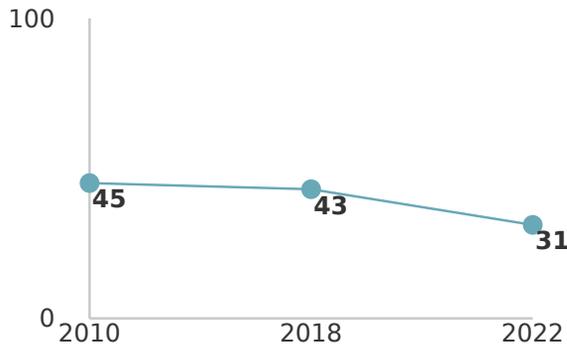
Section 10A: Health Care

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 | 45% | ↓ | – |
| Finding affordable health insurance | 43% | → | – |
| Getting the vision care you need | 41% | ↓ | – |
| Getting the oral health care you need | 39% | ↓ | – |
| Affording the medications you need | 37% | ↓ | – |

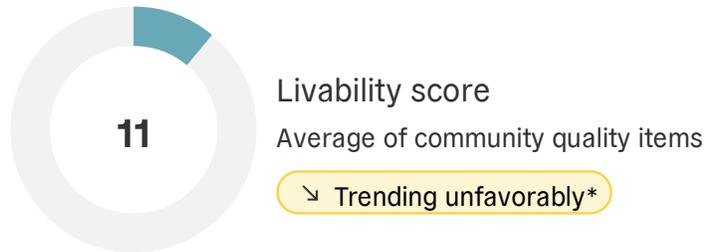
Quality of Community

Percent reporting *excellent* or *good*.

| Characteristic | % positive | Trend | National Benchmark |
|--|------------|---|---|
| Availability of preventive health services (e.g., health screenings, flu shots, educational workshops) | 35% |  |  |
| Availability of affordable quality physical health care | 27% |  |  |

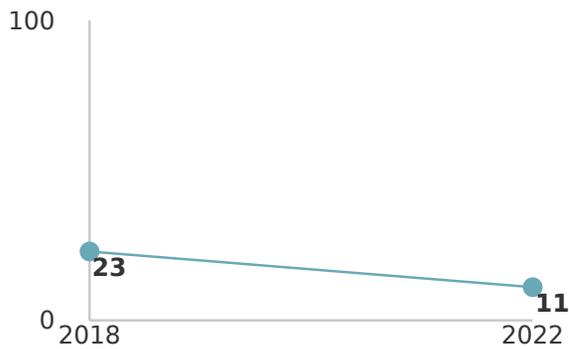
Section 10B: Independent Living

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 East Central Council of Local 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.) | 0.6 | - |

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 | 22% | N/A | - |

Quality of Community

Percent reporting *excellent* or *good*.

| Characteristic | % positive | Trend | National Benchmark |
|---|------------|---|---|
| Availability of long-term care options | 16% |  |  |
| Availability of daytime care options for older adults | 6% |  |  |

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.) | 10% | N/A |  |

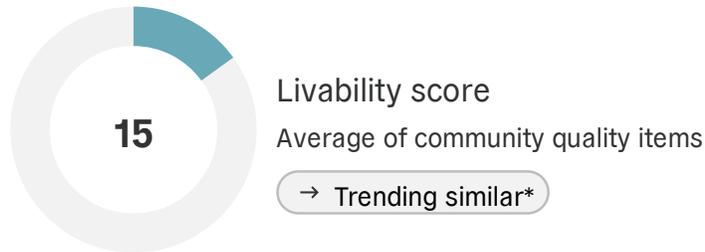
Status Indicators - Long-term Care Admissions

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) | 1% |  |  |

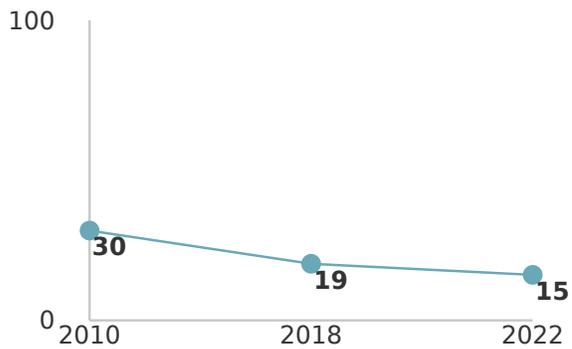
Section 10C: Mental Health

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 | 33% | → | – |
| Feeling depressed | 33% | → | – |
| Experiencing confusion or forgetfulness | 30% | → | – |

Quality of Community

Percent reporting *excellent or good*.

| Characteristic | % positive | Trend | National Benchmark |
|---|------------|-------|--------------------|
| Availability of affordable quality mental health care | 15% | → | ∨ |

Status Indicators - Personal Health Status

Percent reporting *excellent* or *good*.

| Characteristic | % positive | Trend | National Benchmark |
|--|------------|-------|--------------------|
| Your overall mental health/emotional wellbeing | 91% | → | - |

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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Potential Problems

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

| Characteristic | % problematic | Trend | National Benchmark |
|---|---------------|-------|--------------------|
| Staying physically fit | 55% | → | – |
| Your physical health | 51% | → | – |
| Maintaining a healthy diet | 43% | → | – |
| Falling or injuring yourself in your home | 29% | ↘ | – |
| Having enough food to eat | 13% | → | – |

Quality of Community

Percent reporting *excellent* or *good*.

| Characteristic | % positive | Trend | National Benchmark |
|--|------------|-------|--------------------|
| Overall quality of natural environment in your community | 74% | N/A | – |
| Availability of affordable quality food | 43% | ↘ | ∨ |
| Overall health and wellness opportunities in your community | 36% | N/A | ∨ |
| Fitness opportunities (including exercise classes and paths or trails, etc.) | 23% | → | ∨ |

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? | 30% | → | – |

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 | 19% | → | – |

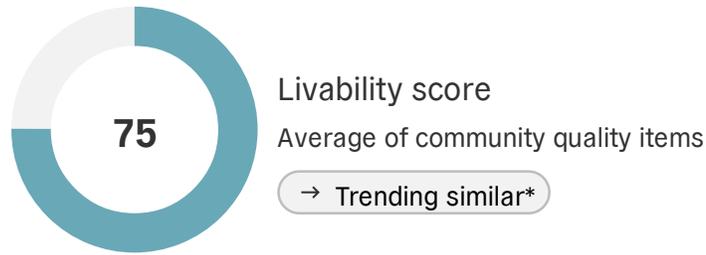
Status Indicators - Personal Health Status

Percent reporting *excellent* or *good*.

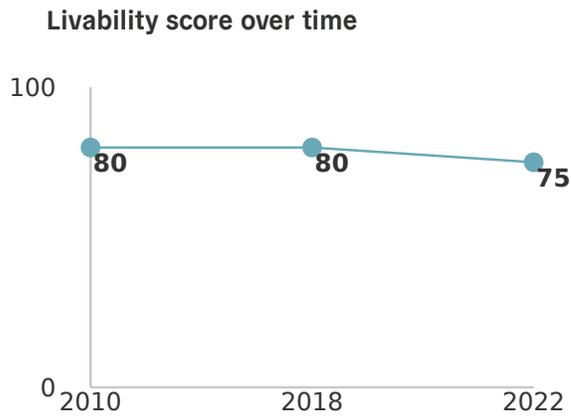
| Characteristic | % positive | Trend | National Benchmark |
|------------------------------|------------|-------|--------------------|
| Your overall physical health | 80% | → | - |

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

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Potential Problems

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

| Characteristic | % problematic | Trend | National Benchmark |
|--|---------------|-------|--------------------|
| Being a victim of fraud or a scam | 23% | → | – |
| Being a victim of crime | 10% | → | – |
| Being physically or emotionally abused | 4% | → | – |

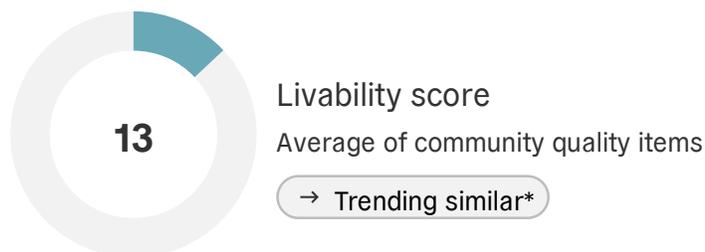
Quality of Community

Percent reporting *excellent* or *good*.

| Characteristic | % positive | Trend | National Benchmark |
|---|------------|-------|--------------------|
| Overall feeling of safety in your community | 75% | → | – |

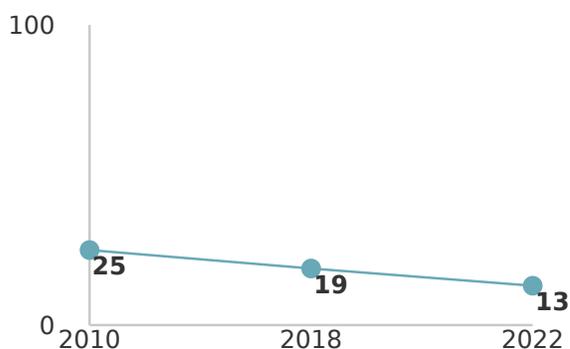
Section 11A: Information on Available Older Adult Services

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

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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 | 76% |  |  |
| Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid | 60% |  |  |

Quality of Community

Percent reporting *excellent* or *good*.

| Characteristic | % positive | Trend | National Benchmark |
|--|------------|---|---|
| Availability of financial or legal planning services | 14% |  |  |
| Availability of information about resources for older adults | 12% |  |  |

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? | 50% |  | N/A |

Status Indicators - Use of Technology

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

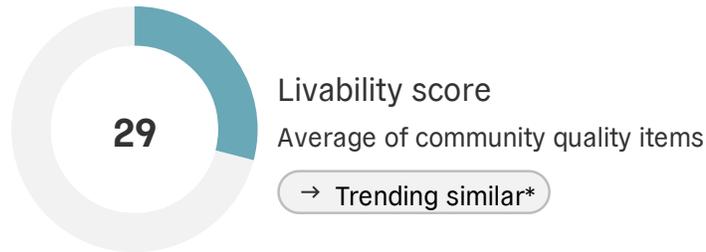
| Characteristic | % of respondents | Trend | National Benchmark |
|---|------------------|-------|--------------------|
| Use or check email | 90% | N/A | – |
| Access the internet from your home using a computer, laptop, or tablet computer | 87% | N/A | – |
| Access the internet from your cell phone | 79% | N/A | – |
| Visit social media sites such as Facebook, Twitter, Nextdoor, etc. | 62% | N/A | – |
| Shop online | 41% | N/A | – |
| Share your opinions online | 22% | N/A | – |

Percent reporting yes.

| Characteristic | % yes | Trend | National Benchmark |
|--|-------|-------|--------------------|
| I have high-speed internet/broadband at home | 78% | N/A | – |

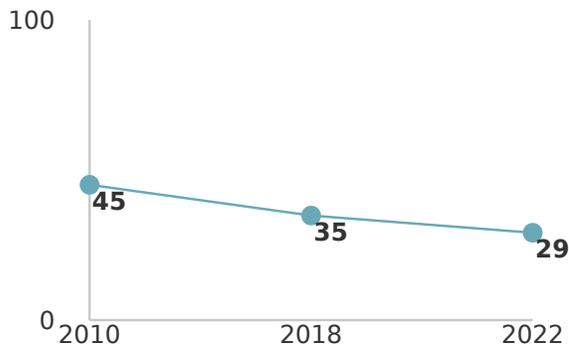
Section 11B: Quality of Older Adult Services

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? | 29% | → | ↓ |

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+ | 3.3 | 4.3 | – |
| Providing care someone under age 18 | 1.6 | 1.9 | – |
| Providing care to someone age 18 to 54 | 1.3 | 1.2 | – |

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 | 21% | ↗ | – |
| Feeling FINANCIALLY burdened by providing care for another person | 17% | → | – |
| Feeling PHYSICALLY burdened by providing care for another person | 17% | ↗ | – |

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+ | 34% | → | – |
| Providing care someone under age 18 | 21% | ↗ | – |
| Providing care to someone age 18 to 54 | 17% | → | – |

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

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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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 | – |

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 | 47% | ↗ | – |
| Finding productive or meaningful activities to do | 33% | N/A | – |
| Finding meaningful volunteer work | 30% | N/A | – |

Quality of Community

Percent reporting *excellent* or *good*.

| Characteristic | % positive | Trend | National Benchmark |
|---|------------|---|---|
| Opportunities to volunteer | 44% |  |  |
| Residents' connection and engagement with their community | 38% | N/A |  |
| Opportunities to participate in community matters | 33% |  |  |

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 | 50% |  |  |

Status Indicators - Participation

Percent reporting yes.

| Characteristic | % yes | Trend | National Benchmark |
|--|-------|-------|--------------------|
| Voted in your most recent local election | 90% | 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.) | 27% | → | — |
| Watched (online or on television) a local public meeting | 14% | → | ∨ |
| Participated in a civic group (including Elks, Kiwanis, Masons, etc.) | 11% | → | — |

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.

Because East Central Council of Local 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 East Central Council of Local 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 | Previous Measurement | National Benchmark |
|--|--------------------|----------------------|--------------------|
| Talking or visiting with friends/family | 6.7 | 5.6 | – |
| Assisting friends, relatives, or neighbors | 4.3 | 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 | 54% | N/A | - |
| Having interesting recreational or cultural activities to attend | 52% | N/A | - |
| Feeling bored | 35% | ↗ | - |

Quality of Community

Percent reporting *excellent* or *good*.

| Characteristic | % positive | Trend | National Benchmark |
|--|------------|---|---|
| Opportunities to attend religious or spiritual activities | 68% |  |  |
| Overall quality of parks and recreation opportunities | 40% | N/A |  |
| Opportunities to attend social events or activities | 32% |  |  |
| Overall opportunities for education, culture, and the arts | 22% | N/A |  |
| Recreation opportunities (including games, arts, library services, etc.) | 21% |  |  |
| Opportunities to enroll in skill-building or personal enrichment classes | 10% |  |  |

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 | 96% |  |  |
| Assisting friends, relatives, or neighbors | 83% |  |  |

Status Indicators - Participation

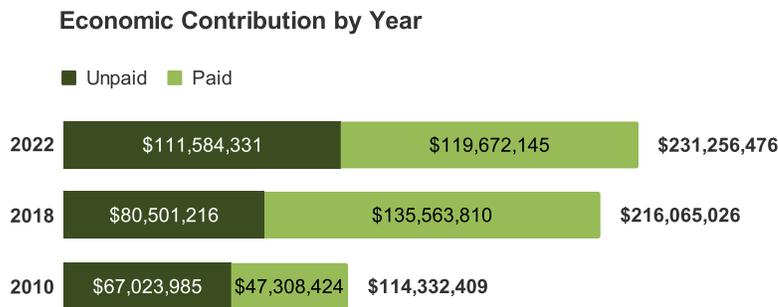
Percent reporting yes.

| Characteristic | % yes | Trend | National Benchmark |
|--|-------|-------|--------------------|
| Participated in religious or spiritual activities with others | 46% | ↓ | – |
| Used a public library in your community | 39% | → | – |
| Participated in a club (including book, dance, game, and other social) | 25% | → | – |
| Participated in a recreation program or group activity | 20% | ↓ | – |
| Used a senior center in your community | 13% | → | – |
| Used a recreation center in your community | 11% | → | ↓ |

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 East Central Council of Local Governments Area Agency on Aging



Dollars of unpaid and paid economic contribution

The calculations of the economic contributions of older adults in East Central Council of Local 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) | 35% | 3,700 | 10.13 | \$13.93 | \$27,137,710 |
| Providing care to adult(s) | 20% | 2,058 | 7.53 | \$13.93 | \$11,225,089 |
| Providing care to child(ren) | 22% | 2,315 | 8.19 | \$14.06 | \$13,856,811 |
| Providing help to family and friends | 85% | 8,821 | 5.27 | \$14.66 | \$35,436,461 |
| Volunteering | 54% | 5,582 | 4.77 | \$17.27 | \$23,928,260 |
| Subtotal unpaid | | | | | \$111,584,331 |
| Working part time | 11% | 1,159 | 15 | \$21.32 | \$19,273,706 |
| Working full time | 27% | 2,830 | 32 | \$21.32 | \$100,398,438 |
| Subtotal paid | | | | | \$119,672,145 |
| Total contribution | | | | | \$231,256,476 |

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

* Based on U.S. Census Bureau - 2019 American Community Survey; about 10,434 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 East Central Council of Local 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=10,434)* |
|--|--------------------------|---------------------------------------|
| Housing | 42% | 4,405 |
| Mobility | 23% | 2,377 |
| Employment | 22% | 2,265 |
| Finances | 26% | 2,712 |
| Equity | 5% | 540 |
| Community Inclusivity | 19% | 1,948 |
| Safety | 11% | 1,138 |
| Physical Health | 36% | 3,716 |
| Mental Health | 21% | 2,237 |
| Health Care | 42% | 4,394 |
| Independent Living | 8% | 859 |
| Information on Available Older Adult Services | 47% | 4,888 |

| | Percent with need | Number affected (N=10,434)* |
|-------------------|--------------------------|---------------------------------------|
| Housing | 42% | 4,405 |
| Mobility | 23% | 2,377 |
| Civic Engagement | 29% | 3,052 |
| Social Engagement | 34% | 3,508 |
| Caregiving | 11% | 1,141 |

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 East Central Council of Local 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, (10,434)*

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% | 22% | 23% | 24% | 6% |
| Male | 38% | 23% | 20% | 28% | 4% |

| | | | | | |
|----------------------|-----|-----|-----|-----|-----|
| 60 to 64 years | 37% | 17% | 17% | 26% | 5% |
| 65 to 74 years | 41% | 25% | 25% | 29% | 6% |
| 75 or over | 50% | 27% | 21% | 21% | 5% |
| White | 42% | 22% | 21% | 26% | 5% |
| Not white | 61% | 39% | 34% | 37% | 12% |
| Hispanic | 50% | 50% | 34% | 17% | 0% |
| Not Hispanic | 41% | 22% | 21% | 26% | 5% |
| Less than \$25,000 | 65% | 41% | 47% | 43% | 11% |
| \$25,000 to \$74,999 | 53% | 21% | 22% | 32% | 5% |
| \$75,000 or more | 50% | 27% | 21% | 21% | 5% |
| Rent | 73% | 30% | 34% | 34% | 9% |
| Own | 38% | 22% | 20% | 25% | 5% |
| Lives alone | 54% | 27% | 25% | 26% | 6% |
| Lives with others | 38% | 21% | 21% | 26% | 5% |
| Overall | 42% | 23% | 22% | 26% | 5% |

| | Community Inclusivity | Safety | Physical Health | Mental Health | Health Care | Independent Living |
|----------------|------------------------------|---------------|------------------------|----------------------|--------------------|---------------------------|
| Female | 20% | 12% | 41% | 26% | 40% | 9% |
| Male | 17% | 9% | 30% | 16% | 44% | 8% |
| 60 to 64 years | 20% | 7% | 33% | 19% | 48% | 8% |

| | | | | | | |
|----------------------|-----|-----|-----|-----|-----|-----|
| 65 to 74 years | 18% | 14% | 34% | 21% | 43% | 5% |
| 75 or over | 17% | 12% | 40% | 25% | 35% | 13% |
| White | 18% | 11% | 35% | 21% | 41% | 8% |
| Not white | 34% | 10% | 42% | 21% | 55% | 19% |
| Hispanic | 3% | 29% | 43% | 3% | 41% | 1% |
| Not Hispanic | 19% | 10% | 36% | 22% | 42% | 8% |
| Less than \$25,000 | 31% | 19% | 57% | 32% | 54% | 16% |
| \$25,000 to \$74,999 | 20% | 12% | 41% | 26% | 46% | 9% |
| \$75,000 or more | 17% | 12% | 40% | 25% | 35% | 13% |
| Rent | 24% | 18% | 52% | 20% | 56% | 12% |
| Own | 18% | 10% | 34% | 22% | 41% | 8% |
| Lives alone | 24% | 14% | 48% | 24% | 39% | 10% |
| Lives with others | 17% | 10% | 32% | 20% | 43% | 8% |
| Overall | 19% | 11% | 36% | 21% | 42% | 8% |

| | Information on Available Older Adult Services | Civic Engagement | Social Engagement | Caregiving |
|--------|--|-------------------------|--------------------------|-------------------|
| Female | 44% | 26% | 33% | 11% |
| Male | 49% | 33% | 34% | 11% |

| | Information on Available Older Adult Services | Civic Engagement | Social Engagement | Caregiving |
|----------------------|--|-------------------------|--------------------------|-------------------|
| 60 to 64 years | 52% | 33% | 29% | 12% |
| 65 to 74 years | 44% | 28% | 39% | 10% |
| 75 or over | 45% | 26% | 31% | 12% |
| White | 46% | 29% | 33% | 11% |
| Not white | 64% | 43% | 41% | 22% |
| Hispanic | 45% | 36% | 38% | 21% |
| Not Hispanic | 47% | 29% | 33% | 11% |
| Less than \$25,000 | 56% | 38% | 42% | 10% |
| \$25,000 to \$74,999 | 49% | 29% | 35% | 13% |
| \$75,000 or more | 45% | 26% | 31% | 12% |
| Rent | 52% | 31% | 41% | 12% |
| Own | 46% | 29% | 33% | 11% |
| Lives alone | 44% | 33% | 35% | 5% |
| Lives with others | 48% | 28% | 33% | 13% |
| Overall | 47% | 29% | 34% | 11% |

* 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 | 33% (255) |
| 65-69 years | 21% (159) |
| 70-74 years | 21% (162) |
| 75-79 years | 12% (94) |
| 80-84 years | 7% (57) |
| 85-89 years | 3% (25) |
| 90-94 years | 2% (14) |
| 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 | 26% (194) | 56% (427) | 15% (111) | 3% (20) | 1% (6) |
| Your neighborhood as a place to live | 38% (286) | 47% (356) | 12% (94) | 2% (12) | 1% (4) |
| Your community as a place to retire | 20% (149) | 44% (329) | 25% (185) | 9% (70) | 2% (15) |
| Sense of community in your community | 18% (134) | 35% (263) | 32% (243) | 12% (86) | 3% (23) |
| The overall quality of life in your community | 21% (159) | 52% (390) | 23% (169) | 3% (21) | 2% (13) |

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 | 7% (50) | 41% (307) | 35% (264) | 9% (69) | 9% (67) |
| Overall quality of the transportation system (auto, bicycle, foot, bus) in your community | 2% (18) | 20% (147) | 31% (233) | 43% (321) | 4% (30) |
| Overall design or layout of your community's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) | 6% (46) | 35% (262) | 40% (302) | 16% (120) | 3% (23) |
| Overall quality of the utility infrastructure in your community (water, sewer, storm water, electric/gas, broadband) | 8% (57) | 32% (241) | 33% (251) | 21% (158) | 6% (43) |
| Overall feeling of safety in your community | 21% (156) | 54% (403) | 21% (157) | 4% (33) | 0% (2) |
| Overall quality of natural environment in your community | 25% (191) | 47% (356) | 21% (159) | 5% (36) | 1% (10) |
| Overall quality of parks and recreation opportunities | 8% (59) | 30% (230) | 33% (250) | 24% (185) | 4% (31) |
| Overall health and wellness opportunities in your community | 5% (40) | 29% (215) | 36% (271) | 25% (188) | 5% (41) |
| Overall opportunities for education, culture, and the arts | 3% (24) | 17% (130) | 34% (257) | 40% (305) | 5% (40) |
| Residents' connection and engagement with their community | 4% (33) | 31% (234) | 41% (312) | 17% (130) | 7% (52) |

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

| Answer Choice | Percent |
|---------------|-----------|
| Excellent | 2% (17) |
| Good | 21% (160) |
| Fair | 31% (237) |
| Poor | 25% (187) |
| Don't know | 20% (154) |

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 | 15% (113) | 43% (329) | 22% (169) | 16% (122) | 3% (25) |
| Remain in your community throughout your retirement | 39% (290) | 33% (250) | 12% (89) | 13% (96) | 3% (26) |

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 | 8% (62) |
| Somewhat informed | 42% (316) |
| Somewhat uninformed | 28% (211) |
| Very uninformed | 22% (170) |

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

| Characteristic | Excellent | Good | Fair | Poor | Don't know |
|--|-----------|-----------|-----------|---------|------------|
| Your overall physical health | 20% (153) | 60% (457) | 18% (134) | 2% (18) | 0% (1) |
| Your overall mental health/emotional wellbeing | 36% (271) | 55% (414) | 8% (60) | 1% (11) | 0% (3) |
| Your overall quality of life | 29% (223) | 60% (455) | 10% (74) | 1% (6) | 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% (13) |
| Somewhat positive | 7% (55) |
| Neutral | 35% (265) |
| Somewhat negative | 39% (295) |
| Very negative | 17% (130) |

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% (7) | 9% (67) | 11% (82) | 67% (504) | 13% (96) |
| Ease of travel by car in your community | 20% (151) | 53% (398) | 23% (176) | 4% (28) | 1% (5) |
| Ease of walking in your community | 13% (100) | 35% (264) | 29% (217) | 21% (157) | 2% (19) |
| Ease of bicycling in your community | 10% (73) | 28% (207) | 23% (175) | 31% (234) | 8% (64) |
| Ease of getting to the places you usually have to visit | 17% (126) | 50% (376) | 28% (210) | 5% (40) | 1% (4) |
| Opportunities to build work skills | 1% (8) | 10% (72) | 23% (172) | 34% (255) | 32% (243) |
| Quality of employment opportunities for older adults | 1% (6) | 9% (70) | 22% (163) | 38% (284) | 30% (228) |
| Variety of employment opportunities for older adults | 0% (3) | 6% (45) | 21% (158) | 42% (316) | 31% (232) |
| Cost of living in your community | 2% (13) | 20% (147) | 54% (405) | 22% (164) | 3% (21) |
| Availability of affordable quality food | 5% (41) | 37% (283) | 38% (287) | 18% (135) | 1% (10) |
| Availability of affordable quality housing | 2% (16) | 10% (78) | 31% (234) | 42% (316) | 14% (109) |
| Variety of housing options | 2% (11) | 7% (54) | 32% (239) | 45% (339) | 15% (111) |
| Availability of accessible housing (e.g., homes with a no step entry, single-floor living, wide hallways and doorways) | 1% (8) | 4% (33) | 23% (171) | 35% (266) | 37% (277) |
| Availability of mixed-use neighborhoods where people live close to places where they can eat, shop, work, and receive services | 2% (16) | 12% (88) | 27% (206) | 47% (351) | 12% (93) |

| Characteristic | Excellent | Good | Fair | Poor | Don't know |
|--|-----------|-----------|-----------|-----------|------------|
| Public places where people want to spend time | 3% (19) | 10% (72) | 39% (291) | 38% (289) | 11% (82) |
| Availability of information about resources for older adults | 1% (11) | 8% (59) | 27% (204) | 43% (326) | 21% (159) |
| Availability of financial or legal planning services | 1% (9) | 9% (66) | 25% (188) | 35% (263) | 30% (230) |
| Availability of long-term care options | 2% (18) | 9% (70) | 21% (163) | 41% (313) | 26% (196) |
| Availability of daytime care options for older adults | 1% (4) | 3% (22) | 14% (102) | 44% (330) | 39% (295) |
| Availability of affordable quality physical health care | 3% (22) | 20% (149) | 30% (228) | 32% (238) | 16% (118) |
| Availability of affordable quality mental health care | 2% (11) | 8% (60) | 18% (132) | 36% (268) | 37% (276) |
| Availability of preventive health services (e.g., health screenings, flu shots, educational workshops) | 4% (29) | 27% (203) | 35% (266) | 21% (158) | 14% (103) |
| Recreation opportunities (including games, arts, library services, etc.) | 3% (25) | 15% (116) | 36% (274) | 32% (244) | 13% (95) |
| Fitness opportunities (including exercise classes and paths or trails, etc.) | 3% (26) | 17% (128) | 32% (243) | 34% (260) | 13% (101) |
| Opportunities to participate in community matters | 5% (36) | 23% (170) | 37% (284) | 18% (134) | 18% (133) |
| Opportunities to volunteer | 7% (51) | 27% (201) | 28% (214) | 15% (109) | 24% (177) |
| Opportunities to enroll in skill-building or personal enrichment classes | 1% (9) | 5% (39) | 18% (140) | 38% (287) | 37% (282) |
| Opportunities to attend social events or activities | 4% (30) | 23% (172) | 36% (270) | 20% (153) | 17% (127) |
| Opportunities to attend religious or spiritual activities | 16% (123) | 43% (324) | 23% (175) | 5% (35) | 13% (102) |

| Characteristic | Excellent | Good | Fair | Poor | Don't know |
|---|-----------|-----------|-----------|-----------|------------|
| Openness and acceptance of the community towards older residents of diverse backgrounds | 8% (64) | 29% (217) | 26% (195) | 14% (107) | 23% (175) |
| Making all residents feel welcome | 8% (64) | 27% (202) | 34% (254) | 17% (126) | 15% (110) |
| Valuing older residents in your community | 6% (47) | 28% (210) | 31% (235) | 15% (114) | 20% (151) |
| Neighborliness of your community | 11% (84) | 34% (254) | 37% (280) | 12% (91) | 6% (48) |

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 | 59% (438) | 20% (151) | 16% (122) | 5% (34) | 0% (2) |
| Having enough money to pay your property taxes | 63% (469) | 15% (112) | 14% (105) | 4% (30) | 4% (28) |
| Having housing to suit your needs | 74% (559) | 13% (98) | 8% (60) | 3% (19) | 2% (15) |
| Doing heavy or intense housework | 42% (316) | 31% (231) | 19% (140) | 7% (51) | 2% (12) |
| Maintaining your home | 46% (344) | 28% (208) | 21% (154) | 6% (43) | 0% (1) |
| Maintaining your yard | 46% (344) | 25% (182) | 20% (151) | 8% (61) | 1% (4) |
| Having safe and affordable transportation available | 55% (409) | 13% (98) | 9% (63) | 13% (96) | 10% (73) |
| No longer being able to drive | 78% (577) | 4% (27) | 2% (14) | 5% (36) | 11% (83) |
| Finding work in retirement | 42% (310) | 7% (53) | 8% (59) | 7% (50) | 36% (261) |
| Building skills for paid or unpaid work | 34% (250) | 9% (63) | 8% (60) | 7% (54) | 42% (306) |
| Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid | 34% (253) | 19% (142) | 20% (145) | 13% (96) | 14% (104) |
| Not knowing what services are available to older adults in your community | 20% (147) | 23% (169) | 24% (175) | 18% (131) | 16% (121) |
| Your physical health | 49% (366) | 32% (238) | 15% (113) | 3% (26) | 1% (4) |
| Falling or injuring yourself in your home | 69% (512) | 20% (147) | 6% (46) | 2% (13) | 3% (23) |

| Characteristic | Not a problem | Minor problem | Moderate problem | Major problem | Don't know |
|--|---------------|---------------|------------------|---------------|------------|
| Finding affordable health insurance | 55% (411) | 15% (116) | 13% (100) | 12% (93) | 4% (30) |
| Getting the health care you need | 54% (408) | 22% (168) | 16% (119) | 5% (41) | 2% (13) |
| Getting the oral health care you need | 60% (448) | 20% (150) | 10% (78) | 8% (57) | 2% (15) |
| Getting the vision care you need | 57% (428) | 23% (173) | 10% (72) | 8% (58) | 2% (15) |
| Affording the medications you need | 62% (461) | 17% (129) | 13% (93) | 6% (47) | 2% (14) |
| Staying physically fit | 44% (333) | 32% (240) | 18% (133) | 5% (35) | 1% (9) |
| Maintaining a healthy diet | 56% (420) | 30% (221) | 11% (85) | 2% (11) | 1% (9) |
| Having enough food to eat | 86% (649) | 8% (62) | 4% (28) | 1% (9) | 0% (3) |
| Experiencing confusion or forgetfulness | 69% (513) | 23% (170) | 5% (34) | 2% (15) | 2% (16) |
| Feeling depressed | 65% (491) | 23% (169) | 8% (62) | 2% (16) | 2% (12) |
| Feeling bored | 64% (481) | 26% (195) | 6% (42) | 3% (22) | 1% (10) |
| Having friends or family you can rely on | 74% (556) | 16% (119) | 7% (56) | 2% (13) | 1% (4) |
| Feeling lonely or isolated | 70% (522) | 19% (141) | 7% (55) | 2% (17) | 1% (9) |
| Dealing with the loss of a close family member or friend | 65% (489) | 19% (142) | 7% (52) | 6% (42) | 3% (26) |
| Being a victim of crime | 86% (642) | 6% (41) | 3% (20) | 2% (12) | 4% (33) |
| Being a victim of fraud or a scam | 74% (557) | 13% (101) | 6% (44) | 3% (24) | 3% (24) |

| Characteristic | Not a problem | Minor problem | Moderate problem | Major problem | Don't know |
|--|---------------|---------------|------------------|---------------|------------|
| Being physically or emotionally abused | 93% (694) | 3% (22) | 1% (8) | 0% (2) | 3% (22) |
| Being treated unfairly or discriminated against because of your age | 81% (608) | 9% (70) | 3% (25) | 2% (13) | 5% (36) |
| Feeling like you don't fit in or belong | 72% (536) | 17% (124) | 7% (49) | 4% (28) | 1% (10) |
| Feeling like your voice is heard in the community | 43% (321) | 17% (127) | 13% (100) | 9% (63) | 18% (131) |
| Feeling PHYSICALLY burdened by providing care for another person | 78% (586) | 10% (75) | 4% (32) | 2% (17) | 5% (39) |
| Feeling EMOTIONALLY burdened by providing care for another person | 75% (558) | 13% (93) | 5% (37) | 3% (21) | 5% (37) |
| Feeling FINANCIALLY burdened by providing care for another person | 78% (589) | 9% (69) | 4% (33) | 3% (20) | 5% (40) |
| Performing regular activities, including walking, eating and preparing meals | 78% (582) | 14% (102) | 6% (48) | 1% (11) | 1% (6) |
| Finding meaningful volunteer work | 49% (365) | 12% (87) | 7% (54) | 2% (17) | 29% (218) |
| Finding productive or meaningful activities to do | 62% (466) | 19% (138) | 10% (71) | 2% (17) | 7% (53) |
| Having interesting recreational or cultural activities to attend | 41% (310) | 18% (138) | 17% (127) | 10% (77) | 13% (99) |
| Having interesting social events or activities to attend | 39% (293) | 20% (151) | 17% (125) | 10% (71) | 14% (106) |

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 | 81% (597) | 9% (70) | 5% (38) | 4% (31) |
| In a long-term care facility (including nursing home or in-patient rehabilitation facility) | 99% (731) | 1% (4) | 0% (1) | 1% (4) |

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

| Answer Choice | Percent |
|-------------------|-----------|
| Never | 70% (530) |
| 1 to 2 times | 24% (185) |
| 3 to 5 times | 4% (34) |
| More than 5 times | 1% (8) |
| Don't know | 1% (5) |

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.) | 73% (555) | 27% (204) |
| Watched (online or on television) a local public meeting | 86% (648) | 14% (110) |
| Voted in your most recent local election | 10% (79) | 90% (676) |
| Participated in a civic group (including Elks, Kiwanis, Masons, etc.) | 89% (676) | 11% (84) |
| Used a senior center in your community | 87% (661) | 13% (99) |
| Used a public library in your community | 61% (460) | 39% (299) |
| Used a recreation center in your community | 89% (670) | 11% (85) |
| Participated in a recreation program or group activity | 80% (607) | 20% (152) |
| Participated in religious or spiritual activities with others | 54% (409) | 46% (352) |
| Participated in a club (including book, dance, game, and other social) | 75% (572) | 25% (186) |

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 | 17% (125) | 51% (382) | 13% (97) | 7% (50) | 4% (28) | 6% (45) | 3% (23) |
| Volunteering your time | 49% (367) | 33% (248) | 7% (55) | 5% (39) | 2% (14) | 2% (15) | 3% (19) |
| Talking or visiting with friends/family | 4% (29) | 37% (277) | 25% (187) | 18% (138) | 5% (35) | 11% (80) | 1% (10) |
| Providing care to someone age 55+ | 65% (491) | 14% (105) | 5% (40) | 4% (29) | 1% (11) | 9% (66) | 2% (12) |
| Providing care to someone age 18 to 54 | 81% (607) | 8% (63) | 4% (27) | 1% (10) | 1% (5) | 3% (22) | 2% (13) |
| Providing care someone under age 18 | 78% (591) | 9% (71) | 3% (22) | 3% (22) | 3% (19) | 3% (20) | 1% (9) |
| Receiving assistance, paid or unpaid (e.g., with shopping, cooking, etc.) | 89% (674) | 6% (43) | 2% (16) | 1% (5) | 0% (3) | 1% (7) | 1% (8) |

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 | 22% (169) | 78% (587) |
| High speed internet is not available | 80% (509) | 20% (129) |
| I can't afford high speed internet | 86% (563) | 14% (95) |
| I'm not interested in high speed internet | 83% (530) | 17% (105) |
| High speed internet is available, but is not reliable | 66% (423) | 34% (219) |

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 | 63% (474) | 13% (98) | 10% (76) | 3% (23) | 9% (70) | 2% (12) |
| Access the internet from your cell phone | 61% (457) | 8% (64) | 9% (67) | 1% (11) | 19% (143) | 1% (10) |
| Visit social media sites such as Facebook, Twitter, Nextdoor, etc. | 39% (297) | 11% (86) | 11% (80) | 2% (18) | 35% (268) | 1% (7) |
| Use or check email | 60% (453) | 19% (144) | 11% (82) | 2% (14) | 8% (61) | 1% (5) |
| Share your opinions online | 9% (68) | 1% (10) | 11% (81) | 8% (58) | 69% (518) | 3% (21) |
| Shop online | 8% (60) | 5% (39) | 27% (204) | 34% (258) | 24% (183) | 1% (9) |

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

| Answer Choice | Percent |
|--------------------|-----------|
| Less than 2 years | 6% (43) |
| 2-5 years | 9% (71) |
| 6-10 years | 9% (72) |
| 11-20 years | 16% (121) |
| More than 20 years | 60% (458) |

18. Which best describes the building you live in?

| Answer Choice | Percent |
|--|-----------|
| Single family home | 89% (682) |
| Townhouse, condominium, duplex, or apartment | 4% (28) |
| Mobile home | 5% (41) |
| Assisted living residence | 0% (0) |
| Nursing home | 0% (0) |
| Other | 2% (14) |

19. Do you rent or own your home?

| Answer Choice | Percent |
|-----------------------------------|-----------|
| Rent | 9% (69) |
| Own (with a mortgage payment) | 42% (321) |
| Own (free and clear; no mortgage) | 49% (368) |

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 | 17% (122) |
| \$300 to \$599 per month | 22% (163) |
| \$600 to \$999 per month | 16% (116) |
| \$1,000 to \$1,499 per month | 13% (92) |
| \$1,500 to \$2,499 per month | 21% (153) |
| \$2,500 or more per month | 11% (82) |

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

| Answer Choice | Percent |
|-----------------------|-----------|
| 1 person (live alone) | 23% (172) |
| 2 people | 60% (459) |
| 3 people | 11% (83) |
| 4 or more people | 7% (50) |

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

| Answer Choice | Percent |
|------------------|-----------|
| 1 person | 39% (293) |
| 2 people | 58% (443) |
| 3 people | 3% (21) |
| 4 or more people | 0% (2) |

23. What is your employment status?

| Answer Choice | Percent |
|-----------------------------------|-----------|
| Fully retired | 59% (446) |
| Working full time for pay | 28% (211) |
| Working part time for pay | 11% (84) |
| Unemployed, looking for paid work | 2% (18) |

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

| Answer Choice | Percent |
|---------------|-----------|
| 60-64 | 7% (21) |
| 65-67 | 32% (96) |
| 68-69 | 9% (27) |
| 70-72 | 19% (58) |
| 73 or older | 33% (101) |

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 | 13% (93) |
| \$25,000 to \$49,999 | 21% (149) |
| \$50,000 to \$74,999 | 20% (137) |
| \$75,000 to \$99,999 | 16% (115) |
| \$100,000 to \$149,999 | 17% (123) |
| \$150,000 to \$199,999 | 6% (45) |
| \$200,000 or more. | 6% (42) |

26. Are you Spanish, Hispanic, or Latino?

| Answer Choice | Percent |
|---|-----------|
| No, not of Hispanic, Latino/a/x, or Spanish origin | 97% (732) |
| Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin | 3% (19) |

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 | 1% (7) |
| Asian | 0% (1) |
| Black or African American | 0% (1) |
| Native Hawaiian or Other Pacific Islander | 0% (1) |
| White | 97% (727) |
| A race not listed | 2% (15) |

28. What is your gender?

| Answer Choice | Percent |
|-------------------------|-----------|
| Woman | 50% (380) |
| Man | 49% (375) |
| Identify in another way | 1% (7) |

29. How do you identify?

| Answer Choice | Percent |
|----------------------------------|----------|
| Transgender man/trans man | 0% (0) |
| Transgender woman/trans woman | 0% (0) |
| Genderqueer/gender nonconforming | 0% (0) |
| Prefer not to answer | 100% (7) |
| Other | 0% (0) |

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

| Answer Choice | Percent |
|-------------------------|-----------|
| Heterosexual | 90% (651) |
| Lesbian | 0% (2) |
| Gay | 1% (7) |
| Bisexual | 0% (3) |
| Identify in another way | 8% (59) |

32. How do you identify?

| Answer Choice | Percent |
|--------------------------------------|----------|
| Queer, pansexual, and/or questioning | 0% (0) |
| Don't know | 8% (5) |
| Prefer not to answer | 86% (51) |
| Other | 6% (3) |

33. Please specify how you identify:

| Answer Choice |
|--|
| Celebate. Celebite. |
| I m not any of these at all. |

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 | 33% (255) |
| 65-69 years | 21% (159) |
| 70-74 years | 21% (162) |
| 75-79 years | 12% (94) |
| 80-84 years | 7% (57) |
| 85-89 years | 3% (25) |
| 90-94 years | 2% (14) |
| 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 | 26% (194) | 57% (427) | 15% (111) | 3% (20) |
| Your neighborhood as a place to live | 38% (286) | 48% (356) | 13% (94) | 2% (12) |
| Your community as a place to retire | 20% (149) | 45% (329) | 25% (185) | 10% (70) |
| Sense of community in your community | 18% (134) | 36% (263) | 33% (243) | 12% (86) |
| The overall quality of life in your community | 22% (159) | 53% (390) | 23% (169) | 3% (21) |

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 | 7% (50) | 45% (307) | 38% (264) | 10% (69) |
| Overall quality of the transportation system (auto, bicycle, foot, bus) in your community | 2% (18) | 21% (147) | 32% (233) | 45% (321) |
| Overall design or layout of your community's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) | 6% (46) | 36% (262) | 41% (302) | 16% (120) |
| Overall quality of the utility infrastructure in your community (water, sewer, storm water, electric/gas, broadband) | 8% (57) | 34% (241) | 35% (251) | 22% (158) |
| Overall feeling of safety in your community | 21% (156) | 54% (403) | 21% (157) | 4% (33) |
| Overall quality of natural environment in your community | 26% (191) | 48% (356) | 21% (159) | 5% (36) |
| Overall quality of parks and recreation opportunities | 8% (59) | 32% (230) | 35% (250) | 26% (185) |
| Overall health and wellness opportunities in your community | 6% (40) | 30% (215) | 38% (271) | 26% (188) |
| Overall opportunities for education, culture, and the arts | 3% (24) | 18% (130) | 36% (257) | 43% (305) |
| Residents' connection and engagement with their community | 5% (33) | 33% (234) | 44% (312) | 18% (130) |

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

Not including don't know

| Answer Choice | Percent |
|---------------|-----------|
| Excellent | 3% (17) |
| Good | 27% (160) |
| Fair | 39% (237) |
| Poor | 31% (187) |

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 | 15% (113) | 45% (329) | 23% (169) | 17% (122) |
| Remain in your community throughout your retirement | 40% (290) | 35% (250) | 12% (89) | 13% (96) |

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 | 8% (62) |
| Somewhat informed | 42% (316) |
| Somewhat uninformed | 28% (211) |
| Very uninformed | 22% (170) |

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

Not including don't know

| Characteristic | Excellent | Good | Fair | Poor |
|--|-----------|-----------|-----------|---------|
| Your overall physical health | 20% (153) | 60% (457) | 18% (134) | 2% (18) |
| Your overall mental health/emotional wellbeing | 36% (271) | 55% (414) | 8% (60) | 1% (11) |
| Your overall quality of life | 29% (223) | 60% (455) | 10% (74) | 1% (6) |

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% (13) |
| Somewhat positive | 7% (55) |
| Neutral | 35% (265) |
| Somewhat negative | 39% (295) |
| Very negative | 17% (130) |

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% (7) | 10% (67) | 12% (82) | 76% (504) |
| Ease of travel by car in your community | 20% (151) | 53% (398) | 23% (176) | 4% (28) |
| Ease of walking in your community | 14% (100) | 36% (264) | 29% (217) | 21% (157) |
| Ease of bicycling in your community | 11% (73) | 30% (207) | 25% (175) | 34% (234) |
| Ease of getting to the places you usually have to visit | 17% (126) | 50% (376) | 28% (210) | 5% (40) |
| Opportunities to build work skills | 2% (8) | 14% (72) | 34% (172) | 50% (255) |
| Quality of employment opportunities for older adults | 1% (6) | 13% (70) | 31% (163) | 54% (284) |
| Variety of employment opportunities for older adults | 1% (3) | 9% (45) | 30% (158) | 61% (316) |
| Cost of living in your community | 2% (13) | 20% (147) | 56% (405) | 22% (164) |
| Availability of affordable quality food | 6% (41) | 38% (283) | 38% (287) | 18% (135) |
| Availability of affordable quality housing | 3% (16) | 12% (78) | 36% (234) | 49% (316) |
| Variety of housing options | 2% (11) | 8% (54) | 37% (239) | 53% (339) |
| Availability of accessible housing (e.g., homes with a no step entry, single-floor living, wide hallways and doorways) | 2% (8) | 7% (33) | 36% (171) | 56% (266) |
| Availability of mixed-use neighborhoods where people live close to places where they can eat, shop, work, and receive services | 2% (16) | 13% (88) | 31% (206) | 53% (351) |

| Characteristic | Excellent | Good | Fair | Poor |
|--|-----------|-----------|-----------|-----------|
| Public places where people want to spend time | 3% (19) | 11% (72) | 43% (291) | 43% (289) |
| Availability of information about resources for older adults | 2% (11) | 10% (59) | 34% (204) | 54% (326) |
| Availability of financial or legal planning services | 2% (9) | 12% (66) | 36% (188) | 50% (263) |
| Availability of long-term care options | 3% (18) | 12% (70) | 29% (163) | 55% (313) |
| Availability of daytime care options for older adults | 1% (4) | 5% (22) | 22% (102) | 72% (330) |
| Availability of affordable quality physical health care | 3% (22) | 23% (149) | 36% (228) | 37% (238) |
| Availability of affordable quality mental health care | 2% (11) | 13% (60) | 28% (132) | 57% (268) |
| Availability of preventive health services (e.g., health screenings, flu shots, educational workshops) | 4% (29) | 31% (203) | 41% (266) | 24% (158) |
| Recreation opportunities (including games, arts, library services, etc.) | 4% (25) | 18% (116) | 42% (274) | 37% (244) |
| Fitness opportunities (including exercise classes and paths or trails, etc.) | 4% (26) | 20% (128) | 37% (243) | 40% (260) |
| Opportunities to participate in community matters | 6% (36) | 27% (170) | 45% (284) | 21% (134) |
| Opportunities to volunteer | 9% (51) | 35% (201) | 37% (214) | 19% (109) |
| Opportunities to enroll in skill-building or personal enrichment classes | 2% (9) | 8% (39) | 29% (140) | 61% (287) |
| Opportunities to attend social events or activities | 5% (30) | 28% (172) | 43% (270) | 24% (153) |
| Opportunities to attend religious or spiritual activities | 19% (123) | 49% (324) | 27% (175) | 5% (35) |
| Openness and acceptance of the community towards older residents of diverse backgrounds | 11% (64) | 37% (217) | 34% (195) | 18% (107) |

| Characteristic | Excellent | Good | Fair | Poor |
|---|-----------|-----------|-----------|-----------|
| Making all residents feel welcome | 10% (64) | 31% (202) | 39% (254) | 19% (126) |
| Valuing older residents in your community | 8% (47) | 35% (210) | 39% (235) | 19% (114) |
| Neighborliness of your community | 12% (84) | 36% (254) | 39% (280) | 13% (91) |

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 | 59% (438) | 20% (151) | 16% (122) | 5% (34) |
| Having enough money to pay your property taxes | 66% (469) | 16% (112) | 15% (105) | 4% (30) |
| Having housing to suit your needs | 76% (559) | 13% (98) | 8% (60) | 3% (19) |
| Doing heavy or intense housework | 43% (316) | 31% (231) | 19% (140) | 7% (51) |
| Maintaining your home | 46% (344) | 28% (208) | 21% (154) | 6% (43) |
| Maintaining your yard | 47% (344) | 25% (182) | 20% (151) | 8% (61) |
| Having safe and affordable transportation available | 61% (409) | 15% (98) | 9% (63) | 14% (96) |
| No longer being able to drive | 88% (577) | 4% (27) | 2% (14) | 6% (36) |
| Finding work in retirement | 66% (310) | 11% (53) | 13% (59) | 11% (50) |
| Building skills for paid or unpaid work | 59% (250) | 15% (63) | 14% (60) | 13% (54) |
| Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid | 40% (253) | 22% (142) | 23% (145) | 15% (96) |
| Not knowing what services are available to older adults in your community | 24% (147) | 27% (169) | 28% (175) | 21% (131) |
| Your physical health | 49% (366) | 32% (238) | 15% (113) | 3% (26) |
| Falling or injuring yourself in your home | 71% (512) | 20% (147) | 6% (46) | 2% (13) |

| Characteristic | Not a problem | Minor problem | Moderate problem | Major problem |
|--|---------------|---------------|------------------|---------------|
| Finding affordable health insurance | 57% (411) | 16% (116) | 14% (100) | 13% (93) |
| Getting the health care you need | 55% (408) | 23% (168) | 16% (119) | 6% (41) |
| Getting the oral health care you need | 61% (448) | 20% (150) | 11% (78) | 8% (57) |
| Getting the vision care you need | 59% (428) | 24% (173) | 10% (72) | 8% (58) |
| Affording the medications you need | 63% (461) | 18% (129) | 13% (93) | 6% (47) |
| Staying physically fit | 45% (333) | 32% (240) | 18% (133) | 5% (35) |
| Maintaining a healthy diet | 57% (420) | 30% (221) | 12% (85) | 2% (11) |
| Having enough food to eat | 87% (649) | 8% (62) | 4% (28) | 1% (9) |
| Experiencing confusion or forgetfulness | 70% (513) | 23% (170) | 5% (34) | 2% (15) |
| Feeling depressed | 67% (491) | 23% (169) | 8% (62) | 2% (16) |
| Feeling bored | 65% (481) | 26% (195) | 6% (42) | 3% (22) |
| Having friends or family you can rely on | 75% (556) | 16% (119) | 7% (56) | 2% (13) |
| Feeling lonely or isolated | 71% (522) | 19% (141) | 8% (55) | 2% (17) |
| Dealing with the loss of a close family member or friend | 67% (489) | 20% (142) | 7% (52) | 6% (42) |
| Being a victim of crime | 90% (642) | 6% (41) | 3% (20) | 2% (12) |
| Being a victim of fraud or a scam | 77% (557) | 14% (101) | 6% (44) | 3% (24) |

| Characteristic | Not a problem | Minor problem | Moderate problem | Major problem |
|--|---------------|---------------|------------------|---------------|
| Being physically or emotionally abused | 96% (694) | 3% (22) | 1% (8) | 0% (2) |
| Being treated unfairly or discriminated against because of your age | 85% (608) | 10% (70) | 3% (25) | 2% (13) |
| Feeling like you don't fit in or belong | 73% (536) | 17% (124) | 7% (49) | 4% (28) |
| Feeling like your voice is heard in the community | 53% (321) | 21% (127) | 16% (100) | 10% (63) |
| Feeling PHYSICALLY burdened by providing care for another person | 83% (586) | 11% (75) | 5% (32) | 2% (17) |
| Feeling EMOTIONALLY burdened by providing care for another person | 79% (558) | 13% (93) | 5% (37) | 3% (21) |
| Feeling FINANCIALLY burdened by providing care for another person | 83% (589) | 10% (69) | 5% (33) | 3% (20) |
| Performing regular activities, including walking, eating and preparing meals | 78% (582) | 14% (102) | 6% (48) | 1% (11) |
| Finding meaningful volunteer work | 70% (365) | 17% (87) | 10% (54) | 3% (17) |
| Finding productive or meaningful activities to do | 67% (466) | 20% (138) | 10% (71) | 3% (17) |
| Having interesting recreational or cultural activities to attend | 48% (310) | 21% (138) | 19% (127) | 12% (77) |
| Having interesting social events or activities to attend | 46% (293) | 24% (151) | 20% (125) | 11% (71) |

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 | 81% (597) | 9% (70) | 5% (38) | 4% (31) |
| In a long-term care facility (including nursing home or in-patient rehabilitation facility) | 99% (731) | 1% (4) | 0% (1) | 1% (4) |

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 | 70% (530) |
| 1 to 2 times | 24% (185) |
| 3 to 5 times | 5% (34) |
| More than 5 times | 1% (8) |

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.) | 73% (555) | 27% (204) |
| Watched (online or on television) a local public meeting | 86% (648) | 14% (110) |
| Voted in your most recent local election | 10% (79) | 90% (676) |
| Participated in a civic group (including Elks, Kiwanis, Masons, etc.) | 89% (676) | 11% (84) |
| Used a senior center in your community | 87% (661) | 13% (99) |
| Used a public library in your community | 61% (460) | 39% (299) |
| Used a recreation center in your community | 89% (670) | 11% (85) |
| Participated in a recreation program or group activity | 80% (607) | 20% (152) |
| Participated in religious or spiritual activities with others | 54% (409) | 46% (352) |
| Participated in a club (including book, dance, game, and other social) | 75% (572) | 25% (186) |

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 | 17% (125) | 53% (382) | 13% (97) | 7% (50) | 4% (28) | 6% (45) |
| Volunteering your time | 50% (367) | 34% (248) | 7% (55) | 5% (39) | 2% (14) | 2% (15) |
| Talking or visiting with friends/family | 4% (29) | 37% (277) | 25% (187) | 19% (138) | 5% (35) | 11% (80) |
| Providing care to someone age 55+ | 66% (491) | 14% (105) | 5% (40) | 4% (29) | 1% (11) | 9% (66) |
| Providing care to someone age 18 to 54 | 83% (607) | 9% (63) | 4% (27) | 1% (10) | 1% (5) | 3% (22) |
| Providing care someone under age 18 | 79% (591) | 10% (71) | 3% (22) | 3% (22) | 3% (19) | 3% (20) |
| Receiving assistance, paid or unpaid (e.g., with shopping, cooking, etc.) | 90% (674) | 6% (43) | 2% (16) | 1% (5) | 0% (3) | 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 | 22% (169) | 78% (587) |
| High speed internet is not available | 80% (509) | 20% (129) |
| I can't afford high speed internet | 86% (563) | 14% (95) |
| I'm not interested in high speed internet | 83% (530) | 17% (105) |

| Characteristic | No | Yes |
|---|-----------|-----------|
| High speed internet is available, but is not reliable | 66% (423) | 34% (219) |

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 | 64% (474) | 13% (98) | 10% (76) | 3% (23) | 9% (70) |
| Access the internet from your cell phone | 62% (457) | 9% (64) | 9% (67) | 1% (11) | 19% (143) |
| Visit social media sites such as Facebook, Twitter, Nextdoor, etc. | 40% (297) | 11% (86) | 11% (80) | 2% (18) | 36% (268) |
| Use or check email | 60% (453) | 19% (144) | 11% (82) | 2% (14) | 8% (61) |
| Share your opinions online | 9% (68) | 1% (10) | 11% (81) | 8% (58) | 71% (518) |
| Shop online | 8% (60) | 5% (39) | 27% (204) | 35% (258) | 25% (183) |

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

Not including don't know

| Answer Choice | Percent |
|--------------------|-----------|
| Less than 2 years | 6% (43) |
| 2-5 years | 9% (71) |
| 6-10 years | 9% (72) |
| 11-20 years | 16% (121) |
| More than 20 years | 60% (458) |

18. Which best describes the building you live in?

Not including don't know

| Answer Choice | Percent |
|--|-----------|
| Single family home | 89% (682) |
| Townhouse, condominium, duplex, or apartment | 4% (28) |
| Mobile home | 5% (41) |
| Assisted living residence | 0% (0) |
| Nursing home | 0% (0) |
| Other | 2% (14) |

19. Do you rent or own your home?

Not including don't know

| Answer Choice | Percent |
|-----------------------------------|-----------|
| Rent | 9% (69) |
| Own (with a mortgage payment) | 42% (321) |
| Own (free and clear; no mortgage) | 49% (368) |

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 | 17% (122) |
| \$300 to \$599 per month | 22% (163) |
| \$600 to \$999 per month | 16% (116) |
| \$1,000 to \$1,499 per month | 13% (92) |
| \$1,500 to \$2,499 per month | 21% (153) |
| \$2,500 or more per month | 11% (82) |

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

Not including don't know

| Answer Choice | Percent |
|-----------------------|-----------|
| 1 person (live alone) | 23% (172) |
| 2 people | 60% (459) |
| 3 people | 11% (83) |
| 4 or more people | 7% (50) |

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

Not including don't know

| Answer Choice | Percent |
|------------------|-----------|
| 1 person | 39% (293) |
| 2 people | 58% (443) |
| 3 people | 3% (21) |
| 4 or more people | 0% (2) |

23. What is your employment status?

Not including don't know

| Answer Choice | Percent |
|-----------------------------------|-----------|
| Fully retired | 59% (446) |
| Working full time for pay | 28% (211) |
| Working part time for pay | 11% (84) |
| Unemployed, looking for paid work | 2% (18) |

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 | 7% (21) |
| 65-67 | 32% (96) |
| 68-69 | 9% (27) |
| 70-72 | 19% (58) |
| 73 or older | 33% (101) |

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 | 13% (93) |
| \$25,000 to \$49,999 | 21% (149) |
| \$50,000 to \$74,999 | 20% (137) |
| \$75,000 to \$99,999 | 16% (115) |
| \$100,000 to \$149,999 | 17% (123) |
| \$150,000 to \$199,999 | 6% (45) |
| \$200,000 or more. | 6% (42) |

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 | 97% (732) |
| Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin | 3% (19) |

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 | 1% (7) |
| Asian | 0% (1) |
| Black or African American | 0% (1) |
| Native Hawaiian or Other Pacific Islander | 0% (1) |
| White | 97% (727) |
| A race not listed | 2% (15) |

28. What is your gender?

Not including don't know

| Answer Choice | Percent |
|-------------------------|-----------|
| Woman | 50% (380) |
| Man | 49% (375) |
| Identify in another way | 1% (7) |

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 | 0% (0) |
| Prefer not to answer | 100% (7) |
| 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 | 90% (651) |
| Lesbian | 0% (2) |
| Gay | 1% (7) |
| Bisexual | 0% (3) |
| Identify in another way | 8% (59) |

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 | – | 239 | 347 |
| Your neighborhood as a place to live | 86 | – | 189 | 344 |
| Your community as a place to retire | 65 | – | 221 | 347 |
| Sense of community in your community | 55 | – | 246 | 347 |
| The overall quality of life in your community | 74 | – | 227 | 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 | 52 |  | 238 | 344 |
| Overall quality of the transportation system (auto, bicycle, foot, bus) in your community | 23 |  | 328 | 344 |
| Overall design or layout of your community's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) | 42 |  | 308 | 344 |
| Overall quality of the utility infrastructure in your community (water, sewer, storm water, electric/gas, broadband) | 42 |  | 228 | 250 |
| Overall feeling of safety in your community | 75 |  | 206 | 347 |
| Overall quality of natural environment in your community | 74 |  | 213 | 344 |
| Overall quality of parks and recreation opportunities | 40 |  | 243 | 250 |
| Overall health and wellness opportunities in your community | 36 |  | 322 | 344 |
| Overall opportunities for education, culture, and the arts | 22 |  | 331 | 344 |
| Residents' connection and engagement with their community | 38 |  | 211 | 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? | 29 |  | 138 | 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 | 60 |  | 317 | 347 |
| Remain in your community throughout your retirement | 74 |  | 130 | 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? | 50 | | | |

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 | 80 |  | 175 | 346 |
| Your overall mental health/emotional wellbeing | 91 |  | 31 | 149 |
| Your overall quality of life | 89 |  | 43 | 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: | 9 |  | 324 | 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 | 11 |  | 305 | 330 |
| Ease of travel by car in your community | 73 |  | 192 | 347 |
| Ease of walking in your community | 49 |  | 304 | 347 |
| Ease of bicycling in your community | 41 |  | 101 | 108 |
| Ease of getting to the places you usually have to visit | 67 |  | 111 | 147 |
| Opportunities to build work skills | 16 |  | 129 | 146 |
| Quality of employment opportunities for older adults | 15 |  | 316 | 346 |
| Variety of employment opportunities for older adults | 9 |  | 124 | 146 |
| Cost of living in your community | 22 |  | 238 | 347 |
| Availability of affordable quality food | 43 |  | 269 | 339 |
| Availability of affordable quality housing | 15 |  | 246 | 346 |
| Variety of housing options | 10 |  | 287 | 347 |
| Availability of accessible housing (e.g., homes with a no step entry, single-floor living, wide hallways and doorways) | 9 |  | 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 | 16 |  | 133 | 146 |
| Public places where people want to spend time | 14 |  | 332 | 343 |
| Availability of information about resources for older adults | 12 |  | 142 | 149 |
| Availability of financial or legal planning services | 14 |  | 122 | 149 |
| Availability of long-term care options | 16 |  | 125 | 148 |
| Availability of daytime care options for older adults | 6 |  | 134 | 149 |
| Availability of affordable quality physical health care | 27 |  | 315 | 338 |
| Availability of affordable quality mental health care | 15 |  | 320 | 336 |
| Availability of preventive health services (e.g., health screenings, flu shots, educational workshops) | 35 |  | 317 | 336 |
| Recreation opportunities (including games, arts, library services, etc.) | 21 |  | 333 | 345 |
| Fitness opportunities (including exercise classes and paths or trails, etc.) | 23 |  | 330 | 344 |
| Opportunities to participate in community matters | 33 |  | 321 | 344 |
| Opportunities to volunteer | 44 |  | 233 | 253 |
| Opportunities to enroll in skill-building or personal enrichment classes | 10 |  | 132 | 149 |

| Characteristic | % positive | National Benchmark | Rank | # of Compared Communities |
|---|------------|---|------|---------------------------|
| Opportunities to attend social events or activities | 32 |  | 321 | 344 |
| Opportunities to attend religious or spiritual activities | 68 |  | 121 | 149 |
| Openness and acceptance of the community towards older residents of diverse backgrounds | 48 |  | 280 | 347 |
| Making all residents feel welcome | 41 |  | 207 | 250 |
| Valuing older residents in your community | 42 |  | 99 | 149 |
| Neighborliness of your community | 48 |  | 176 | 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 | 59 | | 49 | 149 |
| Having enough money to pay your property taxes | 66 | | 78 | 149 |
| Having housing to suit your needs | 76 | | 33 | 149 |
| Doing heavy or intense housework | 43 | | 48 | 149 |
| Maintaining your home | 46 | | 40 | 149 |
| Maintaining your yard | 47 | | 67 | 149 |
| Having safe and affordable transportation available | 61 | | 85 | 149 |
| No longer being able to drive | 88 | | 34 | 149 |
| Finding work in retirement | 66 | | 60 | 149 |
| Building skills for paid or unpaid work | 59 | | 58 | 149 |
| Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid | 40 | | 98 | 149 |
| Not knowing what services are available to older adults in your community | 24 | | 105 | 149 |

| Characteristic | % problematic | National Benchmark | Rank | # of Compared Communities |
|---|---------------|--------------------|------|---------------------------|
| Your physical health | 49 | | 41 | 149 |
| Falling or injuring yourself in your home | 71 | | 50 | 149 |
| Finding affordable health insurance | 57 | | 81 | 149 |
| Getting the health care you need | 55 | | 93 | 149 |
| Getting the oral health care you need | 61 | | 75 | 149 |
| Getting the vision care you need | 59 | | 95 | 149 |
| Affording the medications you need | 63 | | 80 | 149 |
| Staying physically fit | 45 | | 63 | 149 |
| Maintaining a healthy diet | 57 | | 58 | 149 |
| Having enough food to eat | 87 | | 46 | 149 |
| Experiencing confusion or forgetfulness | 70 | | 37 | 149 |
| Feeling depressed | 67 | | 22 | 149 |
| Feeling bored | 65 | | 30 | 149 |
| Having friends or family you can rely on | 75 | | 15 | 149 |

| Characteristic | % problematic | National Benchmark | Rank | # of Compared Communities |
|--|---------------|---|------|---------------------------|
| Feeling lonely or isolated | 71 |  | 18 | 149 |
| Dealing with the loss of a close family member or friend | 67 |  | 17 | 149 |
| Being a victim of crime | 90 |  | 28 | 149 |
| Being a victim of fraud or a scam | 77 |  | 68 | 149 |
| Being physically or emotionally abused | 96 |  | 14 | 147 |
| Being treated unfairly or discriminated against because of your age | 85 |  | 20 | 146 |
| Feeling like you don't fit in or belong | 73 |  | 28 | 146 |
| Feeling like your voice is heard in the community | 53 |  | 96 | 149 |
| Feeling PHYSICALLY burdened by providing care for another person | 83 |  | 39 | 149 |
| Feeling EMOTIONALLY burdened by providing care for another person | 79 |  | 37 | 149 |
| Feeling FINANCIALLY burdened by providing care for another person | 83 |  | 61 | 149 |
| Performing regular activities, including walking, eating and preparing meals | 78 |  | 38 | 108 |
| Finding meaningful volunteer work | 70 |  | 79 | 108 |

| Characteristic | % problematic | National Benchmark | Rank | # of Compared Communities |
|--|---------------|--------------------|------|---------------------------|
| Finding productive or meaningful activities to do | 67 | | 56 | 108 |
| Having interesting recreational or cultural activities to attend | 48 | | 79 | 108 |
| Having interesting social events or activities to attend | 46 | | 79 | 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 | 19 | | 93 | 149 |
| In a long-term care facility (including nursing home or in-patient rehabilitation facility) | 1 | | 103 | 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? | 30 | | 127 | 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.) | 27 | <input type="radio"/> | 103 | 346 |
| Watched (online or on television) a local public meeting | 14 | <input checked="" type="radio"/> | 141 | 149 |
| Voted in your most recent local election | 90 | <input type="radio"/> | 67 | 248 |
| Participated in a civic group (including Elks, Kiwanis, Masons, etc.) | 11 | <input type="radio"/> | 117 | 149 |
| Used a senior center in your community | 13 | <input type="radio"/> | 107 | 149 |
| Used a public library in your community | 39 | <input type="radio"/> | 119 | 149 |
| Used a recreation center in your community | 11 | <input checked="" type="radio"/> | 142 | 149 |
| Participated in a recreation program or group activity | 20 | <input type="radio"/> | 133 | 149 |
| Participated in religious or spiritual activities with others | 46 | <input type="radio"/> | 77 | 149 |
| Participated in a club (including book, dance, game, and other social) | 25 | <input type="radio"/> | 103 | 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 | 83 | | 36 | 149 |
| Volunteering your time | 50 | | 89 | 149 |
| Talking or visiting with friends/family | 96 | | 70 | 149 |
| Providing care to someone age 55+ | 34 | | 69 | 149 |
| Providing care to someone age 18 to 54 | 17 | | 48 | 149 |
| Providing care someone under age 18 | 21 | | 39 | 149 |
| Receiving assistance, paid or unpaid (e.g., with shopping, cooking, etc.) | 10 | | 48 | 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 | 78 | | 60 | 88 |
| High speed internet is not available | 20 | | | |
| I can't afford high speed internet | 14 | | | |
| I'm not interested in high speed internet | 17 | | | |
| High speed internet is available, but is not reliable | 34 | | | |

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 | 87 | | 130 | 249 |
| Access the internet from your cell phone | 79 | | 122 | 249 |
| Visit social media sites such as Facebook, Twitter, Nextdoor, etc. | 62 | | 136 | 248 |
| Use or check email | 90 | | 134 | 249 |
| Share your opinions online | 22 | | 152 | 249 |

| Characteristic | % of respondents | National Benchmark | Rank | # of Compared Communities |
|----------------|------------------|--------------------|------|---------------------------|
| Shop online | 41 | – | 73 | 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 East Central Council of Local Governments Area Agency on Aging to reflect the correct local age definition of older adults and to use official East Central Council of Local Governments Area Agency on Aging graphics, contact information and signatures on survey invitation mailing materials. The East Central Council of Local Governments Area Agency on Aging sponsored and funded this research. Please contact Sean Vanous of East Central Council of Local Governments Area Agency on Aging at svanous@prairiedevelopment.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 East Central Council of Local Governments Area Agency on Aging boundaries.

Since it would be cost prohibitive to survey every person age 60 years or older in East Central Council of Local 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 East Central Council of Local 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 398 (7%) of the 5,634 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 5,236 households that received the survey, 769 completed the survey, providing an overall response rate of 14.69%. Of the total surveys received, 513 were completed using the hard copy surveys while 256 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 East Central Council of Local Governments Area Agency on Aging survey is no greater than plus or minus 3.53 percentage points around any given percent reported for all probability survey respondents (769). 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 769 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 East Central Council of Local 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 East Central Council of Local Governments Area Agency on Aging CASOA

| Demographic Group | Unweighted | Weighted | Population Target |
|--------------------------|-------------------|-----------------|--------------------------|
| Rent or Own Home | | | |
| Rent | 6.6 % | 9.1 % | 10.3 % |
| Own | 93.4 % | 90.9 % | 89.7 % |
| Housing Type | | | |
| Detached | 93.6 % | 90.8 % | 89.9 % |
| Attached | 6.4 % | 9.2 % | 10.1 % |
| Race | | | |
| White | 95.3 % | 96.7 % | 97.1 % |
| Not white | 4.7 % | 3.3 % | 2.9 % |
| Ethnicity | | | |
| Hispanic | 2.3 % | 2.5 % | 3.5 % |
| Not Hispanic | 97.7 % | 97.5 % | 96.5 % |
| Gender | | | |
| Female | 60.2 % | 50.3 % | 50.3 % |
| Male | 39.8 % | 49.7 % | 49.7 % |
| Age | | | |
| Age 60 to 64 | 21.4 % | 33.2 % | 33.2 % |
| Age 65 to 74 | 45.6 % | 41.8 % | 41.8 % |
| Age 75 and over | 33 % | 24.9 % | 24.9 % |
| Gender and Age | | | |

| | | | |
|--------------------|--------|--------|--------|
| Female 60 to 64 | 12.6 % | 16.1 % | 16.1 % |
| Female 65 to 74 | 27.5 % | 20.9 % | 20.9 % |
| Female 75 and over | 20.1 % | 13.4 % | 13.3 % |
| Male 60 to 64 | 8.4 % | 17 % | 17.1 % |
| Male 65 to 74 | 18.1 % | 20.8 % | 20.9 % |
| Male 75 and over | 13.4 % | 11.8 % | 11.7 % |

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 East Central Council of Local 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, East Central Council of Local 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 |
|----------------------------------|---|
|----------------------------------|---|

| 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 |
| 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.) |

| Dimension of Community Readiness | Items Included in Community Readiness Score |
|----------------------------------|--|
| 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 |
| 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 |
|-------------|-----------------------------|
|-------------|-----------------------------|

| Needs Score | Items Included in the Score |
|-----------------------|--|
| Caregiving | <ul style="list-style-type: none"> • Any of the following were a major or moderate problem: • 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: • Feeling like your voice is heard in the community |
| 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 |

| Needs Score | Items Included in the Score |
|----------------------------|--|
| 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 |
| 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 |

| Needs Score | Items Included in the Score |
|-------------------|--|
| 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+.