

Kalamazoo County Older Adults Community Needs Assessment

May 2020



KALAMAZOO COUNTY GOVERNMENT

In the Pursuit of Extraordinary Governance

Health and Community Services Department

PSC



**PUBLIC SECTOR
CONSULTANTS**

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Table of Contents

EXECUTIVE SUMMARY	4
BACKGROUND	6
METHODOLOGY	7
COMMUNITY SURVEY RESPONDENT DEMOGRAPHIC PROFILE	8
OLDER ADULT SERVICE AND SUPPORT NEEDS	16
APPENDIX A: COMMUNITY NEEDS ASSESSMENT SURVEY INSTRUMENTS	61
APPENDIX B: COMMUNITY INPUT SESSION QUESTIONS	62
APPENDIX C: COMMUNITY NEEDS ASSESSMENT SURVEY FREQUENCY REPORT AND ANALYSIS	63
REFERENCES	64

Executive Summary

To continue providing high-quality, impactful, and relevant services to older adults in Kalamazoo County and meet state Aging and Adult Services Agency requirements, the Kalamazoo County Area Agency on Aging (AAA IIIA) contracted with Public Sector Consultants (PSC) to conduct a countywide community needs assessment of older adults and relevant service providers. The assessment included reviewing national, state, and local data, conducting community input sessions with older adults and relevant service providers across the county, and disseminating a community survey to determine needed services.

Key findings from the community input sessions and survey, including areas where high need was identified, are described briefly below. It is important to note that those who identify as African American or black and those with lower incomes (under \$25,000) reported less access to services and providers, more barriers to accessing services, and greater need for services across all need categories than those who identify as white or those with higher incomes. In some cases, the differences were severe.

Communication and Service Coordination

- Community input session participants and survey respondents highlighted a prevailing theme: Older adult residents are unsure what services and supports are available to them, where to find information about these resources, or who to contact.
- Community members recommended marketing AAA IIIA's services and programs to increase awareness about their availability.

Use of Existing Services

- Senior center programs and phone line assistance are the most used AAA IIIA programs. Education programs provided through Western Michigan University and Kalamazoo Valley Community College as well as a Matter of Balance classes are services older adults most expected to use in the next 12 months.

Health and Healthcare

- Most survey respondents reported having a primary care physician (97.2 percent) and dentist (83.3 percent), but only 24 percent reported having a mental health provider. Community input session participants, however, highlighted the need for geriatricians (providers who focus on older adults) and geriatric-focused behavioral health services in their county.
- More than a third of survey participants (37.8 percent) reported needing help understanding Medicare benefits and coverage, and about 30 percent indicated needing help paying for dental care. The percentage of people reporting these needs were higher among those with incomes under \$25,000 and those who identify as African American or black.

Housing Needs

- Community input session participants noted a shortage of affordable housing and shared that older adults need home maintenance and repair support. Survey respondents also echoed these sentiments, as 9.8 percent reported a lack of available housing, 9.3 percent indicated an inability to afford existing options, and 17 percent reported that their current home needs maintenance. These percentages were much higher for those with lower incomes and those who identify as African American or black.

Transportation Needs

- Access to transportation services was a regular concern raised by community input session participants and survey respondents. Nearly 30 percent of survey respondents reported needing transportation for medical needs, and approximately 26 percent need it for shopping, recreation, or worship purposes. However, only 10 percent reported an inability to meet their transportation needs altogether. These percentages were higher for those with lower incomes and those who identify as African American or black.

Caregiving and Caregivers

- Community input session participants indicated a shortage of available caregivers and raised concerns about the quality of and training available to these professionals. Most survey respondents (82.1 percent) did not report needing this support.
- Most caregiver survey respondents (71.7 percent) reported feeling equipped to provide care, but only 26.7 percent have a caregiver plan in place or can access respite care if needed.

Elder Abuse

- Community input session participants shared that the Elder Abuse Prevention Council and Multidisciplinary Team have been very beneficial in Kalamazoo County for sharing abuse prevention resources and addressing concerning cases, but they also highlighted concerns that many cases are not reported and that increased education and prevention efforts are needed. Of survey respondents, 15 percent reported being the victim of any type of elder abuse, and 25.3 percent said they would like to receive education on financial fraud, scams, exploitation.

Loneliness

- About 30 percent of survey respondents reported frequent or occasional feelings of loneliness or isolation or needing assistance in finding social opportunities.

Barriers to Accessing Community Services

- The primary issue facing older adults in accessing community services are barriers that result from application requirements, financial constraints, and lack of information and communication. These challenges are even greater for those with lower incomes and those who identify as African American or black.

Background

The Kalamazoo County Area Agency on Aging (AAA IIIA), which is a part of Kalamazoo County government, has been serving older adults in the region for more than 25 years. The AAA IIIA is part of a national network of nonprofit agencies created by the federal government under the Older Americans Act of 1965 to provide services, education, outreach, and advocacy support to older adults and their caregivers.

The AAA IIIA is committed to the National Association of Area Agencies on Aging's vision to "build a society that values and supports people as they age." The AAA IIIA carries this vision out through the delivery of primary services and by contracting with local providers to offer additional support. As of January 2020, the AAA IIIA has provided the following services:

- An information and assistance line
- A healthy living campaign
- Care management planning
- A long-term care ombudsman program
- A yearly senior and caregiver exposition (Senior Expo)
- Medicare and Medicaid assistance programs
- Home-delivered meals
- Home repairs
- Transportation
- Adult daycare
- Legal assistance and guardianship
- Senior center and volunteer support

The AAA IIIA receives federal, state, and local funding, as well as funding through program revenue and local donations. In 2018, Kalamazoo County voters overwhelmingly passed a six-year senior millage to increase investment in county services, which allowed the AAA IIIA to reduce—and in some cases eliminate—program waitlists and expand access to critical services, such as home-delivered meals and the long-term care ombudsman program. Millage funds are available to community providers through Kalamazoo County's formal request for proposal process. In fiscal year 2018–2019, 14 organizations received more than \$900,000.

The needs of older adults are unique and expanding, especially for those who have low incomes, live with a disability, or reside in rural areas with limited access to services. In order to continue providing high-quality, impactful, and relevant services to older adults and meet state Aging and Adult Services Agency requirements in Kalamazoo County, the AAA IIIA conducted a countywide needs assessment of older adults and relevant service providers. The assessment measured the accessibility and effectiveness of current services and partnerships and identified gaps in services and supports. The assessment included a review of existing services and gaps in access and quality, as reported by Kalamazoo County seniors. The AAA IIIA will use the data collected from the needs assessment to inform its grantmaking process and to ensure its updated multiyear area plan includes the voices and opinions of older adults, service providers, caregivers, and other stakeholders in Kalamazoo County.

To gather unbiased, candid feedback, the AAA IIIA contracted with Public Sector Consultants (PSC), a Lansing-based nonpartisan policy research firm, to gather local, state, and national data about Kalamazoo County's older adults, develop and field a needs assessment survey, and facilitate a series of community meetings. The following report includes the information and data collected through these activities.

Methodology

The community needs assessment used a multimethod approach to identify older adult needs across a wide range of topics and services, including independent living, affordable and healthy food, transportation, medical care, employment and volunteer opportunities, and social isolation. The assessment combined data on Kalamazoo County's older adult population from national sources, a survey of older adults and their caregivers or other professional service providers, and through a series of community input sessions with service providers, advisory councils, and the public. PSC designed this approach to be inclusive of all older adults in the county, to reach a representative sample, and to gather nuanced context and feedback from older adults and relevant professionals who work with older adults across similar issues.

National Data Sources

The research team collected Kalamazoo County population data from the United States Census Bureau to better understand county demographics and to determine whether a representative sample of older adults in the region was collected through the needs assessment survey. The information gathered includes population estimates, general demographics (age, race, gender), and income and education levels. Information was collected for the entire Kalamazoo County population and, where available, for the population aged 60 years and older. These data points enable comparison of senior data (both from the census and needs assessment) against the full county population, as well as comparison between senior-focused census data and needs assessment findings. Specific information gathered in this phase of work will be presented alone and alongside needs assessment findings later in this report.

Community Survey

The AAA IIIA needs assessment was a comprehensive survey offered online and on paper in both English and Spanish. The AAA IIIA and PSC collaborated to develop the survey, ensuring questions were relevant to older adults in the county and to the AAA IIIA's organizational goals. These instruments are available in Appendix A.

The AAA IIIA leveraged its connection with older adults and partner organizations to promote completion of the online survey and to coordinate the distribution and collection of paper versions. Paper surveys were available at the AAA IIIA and at community-based organizations that serve older adults in the region, including Senior Services of Southwest Michigan, the Ecumenical Senior Center, South County Community Services, and the Portage Senior Center. To increase accessibility to and participation from hard-to-reach senior populations, paper surveys were made available to county Meals On Wheels participants and through some home visiting services. Additionally, caregivers were encouraged to assist seniors with completing the survey, if needed.

In total, 711 older adults and caregivers in Kalamazoo County completed the survey, with 361 online respondents and 350 paper survey respondents. The overall results have a margin of error of 3.6 percent to 4.8 percent, depending on the question, within a 95 percent confidence level. Responses were also reported by race and income to highlight any differences in outcomes and access to services that different cross sections of the community may experience. Responses by income and race include a smaller number of respondents for each category and are only reported if someone responded to that question. Nonresponses were not treated as a lack of need and, therefore, excluded from analysis. Results should be interpreted with caution.

Community Input Sessions

While survey results are foundational and insightful, survey response options cannot fully embody the lived experience of an individual or community—there is too much variance and individuality in life. The power of such instruments is the ability to reach a large sample of the population. However, to understand the greater context around survey findings, PSC gathered open-ended participant feedback using a community forum model, convening groups of older adults and service providers for a facilitated conversation on the issues facing this community. Though participant populations in these conversations are much smaller, the feedback received is more nuanced and provides grounded context for survey findings.

In total, PSC convened five conversations with different stakeholder groups in various locations across Kalamazoo County. Two of the forums were at older adult senior centers and had more than 50 participants combined. One of these was held at Ecumenical Senior Center in Kalamazoo and the other at South County Community Services in Vicksburg. These conversations were directly with community members who were mostly older adults.

The other three forums were all held with professionals who work with older adults or stakeholders who are invested in related services. One forum was held with the Older Adult Services Advisory Council, one with the AAA IIIA Multidisciplinary Team—which both focus on elder abuse prevention—and the last with Professionals Focused on Aging, which includes county providers of older adult services.

These facilitated sessions allowed participants to identify strengths in older adults services in Kalamazoo County and to determine general needs and service gaps. Additionally, questions were asked regarding various issues, including communications and knowledge of available resources, caregiving/respite care, elder abuse reporting and prevention, housing (affordability, accessibility, quality, and maintenance assistance), and healthcare access and affordability. PSC analyzed this feedback and included related findings in this report. To elicit candid feedback, participants were ensured of anonymity, which has been adhered to in this report. A listing of the questions used for the community input sessions is available in Appendix B.

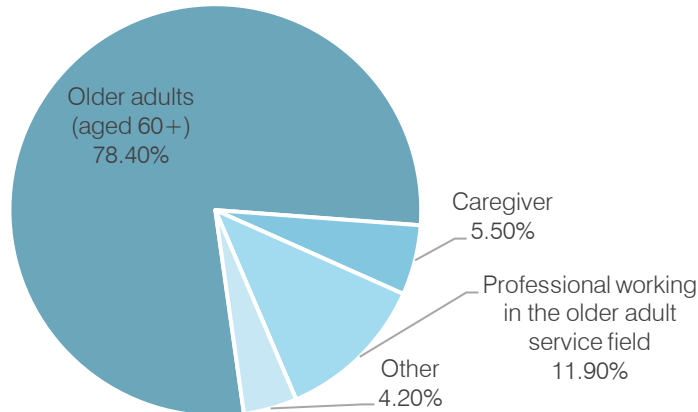
Community Survey Respondent Demographic Profile

Survey respondents provided demographic information about themselves and about the older adults they provide services to. The following tables display the frequency and percentage of responses for each question and a comparison to U.S. Census data for Kalamazoo County.

Role

The majority of respondents were older adults (78.4 percent), 11.9 percent were professionals working in the older adult service field, and another 5.5 percent were caregivers for older adults. (Exhibit 1).

EXHIBIT 1. Role



Note: *N* = 695.

Gender Identity and Age

A higher percentage of females responded to the survey than the percentage present in Kalamazoo County's older adult population. Nearly 80 percent of respondents were female compared to 55 percent in the county (Exhibit 2).

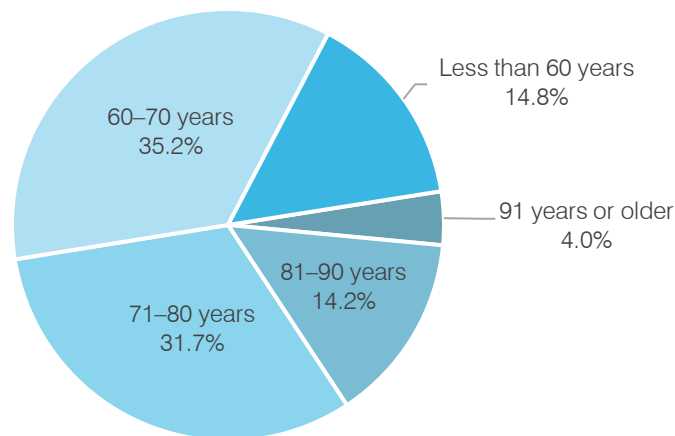
EXHIBIT 2. Gender Identity

	Michigan	Kalamazoo County	Aged 60 Years or Older in Kalamazoo County	Survey Respondents
Total population	9,925,568	259,830	51,450	706
Percentage male	49.2%	49.0%	45.0%	19.8%
Percentage female	50.8%	51.0%	55.0%	79.9%
Self-describe	N/A	N/A	N/A	0.2%

Source: U.S. Census Bureau 2018b

Two-thirds of respondents (66.9 percent) were between 60 and 80 years old, and 18.2 percent were over 80. Respondents under 60 years old were personal caregivers or professionals who work with older adults (Exhibit 3).

EXHIBIT 3. Age

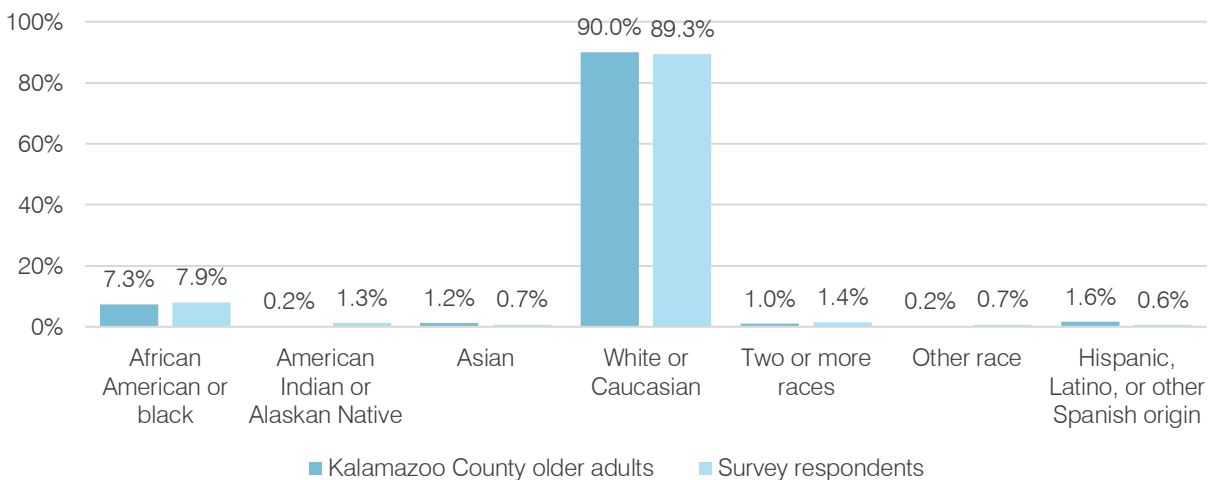


Note: *N* = 681. Totals may not equal 100 percent due to rounding.

Racial and Ethnicity Identity

The majority of respondents identified as white or Caucasian (89.3 percent), 7.9 percent identified as African American or black, and less than 1 percent identified as Hispanic or Latino (Exhibit 4). These figures are representative of the Kalamazoo older adult population.

EXHIBIT 4. Race and Ethnicity

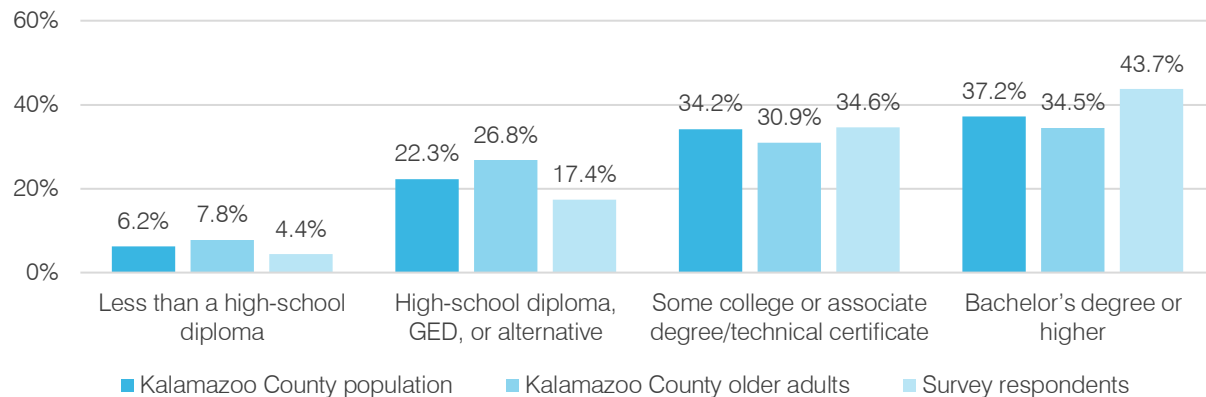


Note: *N* = 699. Respondents could choose multiple responses, so percentages may total to more than 100.
Source: U.S. Census Bureau 2018b

Educational Attainment

Survey respondents had completed more education than Kalamazoo county's overall older adult population. Just under half of respondents (43.7 percent) hold a postsecondary degree or higher, and more than one-third (34.6 percent) have an associate degree, technical certification, or some college education. Very few respondents have no high-school diploma (4.4 percent) (Exhibit 5).

EXHIBIT 5. Educational Attainment

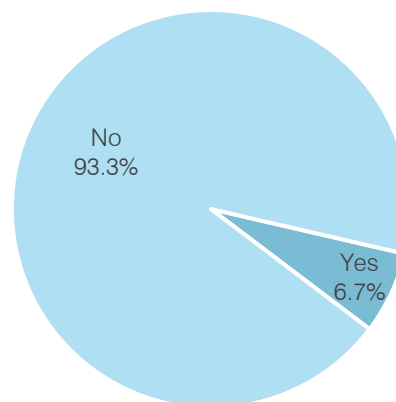


Note: $N = 703$.
Source: U.S. Census 2018b

Armed Forces Service Participation

The vast majority of respondents (93.3 percent) have not served in the armed forces (Exhibit 6).

EXHIBIT 6. Armed Forces Participation

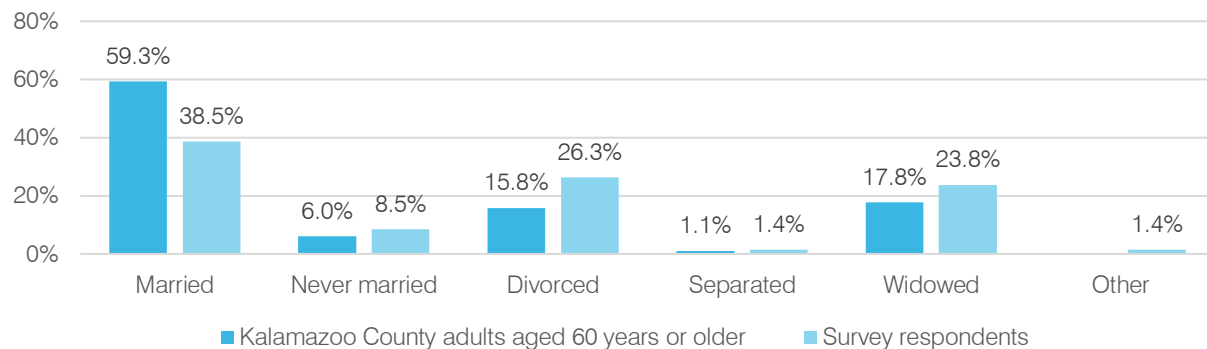


Note: $N = 705$.

Marital Status

Fewer survey respondents were married when compared to the overall county older adult population. More than a third of respondents were married (38.5 percent), about a quarter were divorced (26.3 percent) and almost a quarter were widowed (23.8 percent) (Exhibit 7).

EXHIBIT 7. Marital Status

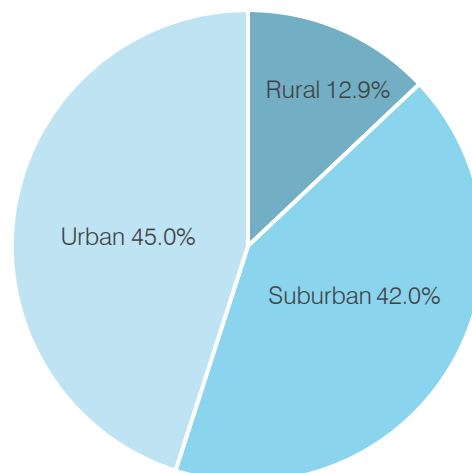


Note: *N* = 703. Totals may not equal 100 percent due to rounding.
Source: U.S. Census Bureau 2018b

Location

The majority of respondents (87 percent) reported living in an urban or suburban setting, with nearly 13 percent living in a rural setting (Exhibit 8).

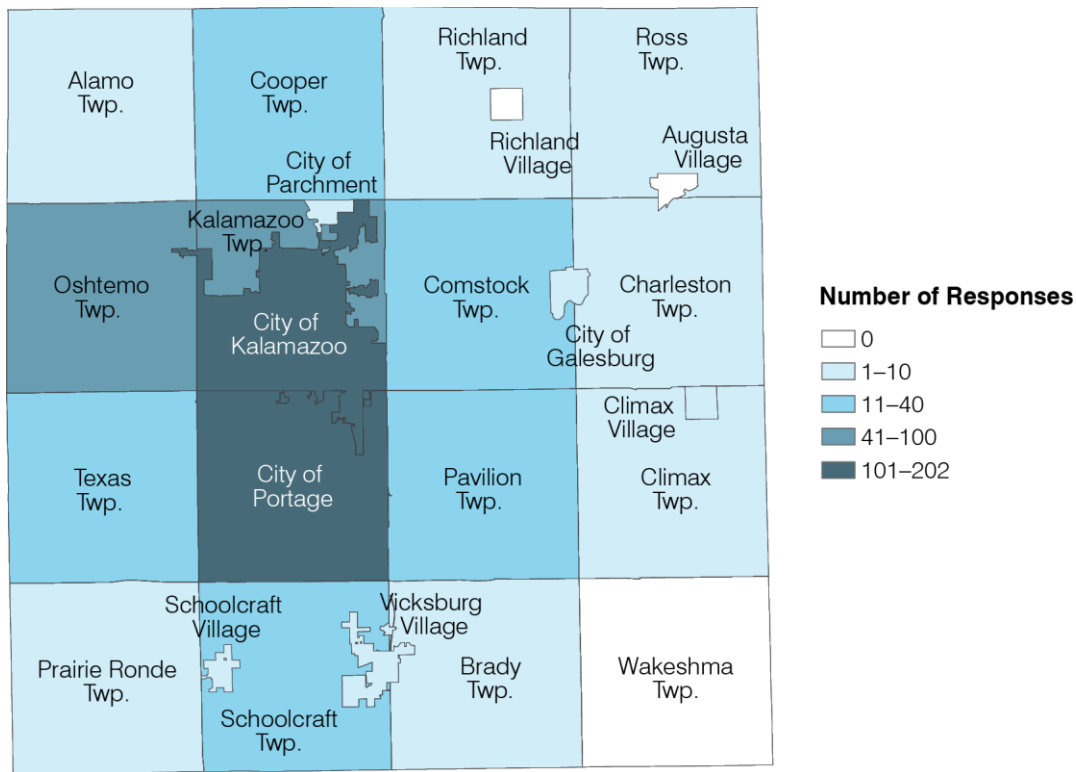
EXHIBIT 8. Percentage of Respondents in Rural, Suburban, and Urban Communities



Note: *N* = 695. Totals may not equal 100 percent due to rounding.

Slightly more than half of respondents lived in the City of Kalamazoo or the City of Portage (29.7 percent and 21.5 percent, respectively). Fewer respondents were from Kalamazoo Township (12.1 percent), Oshtemo Township (11.5 percent), or Comstock Township (5.6 percent) (Exhibit 9).

EXHIBIT 9. Kalamazoo County Municipality Location

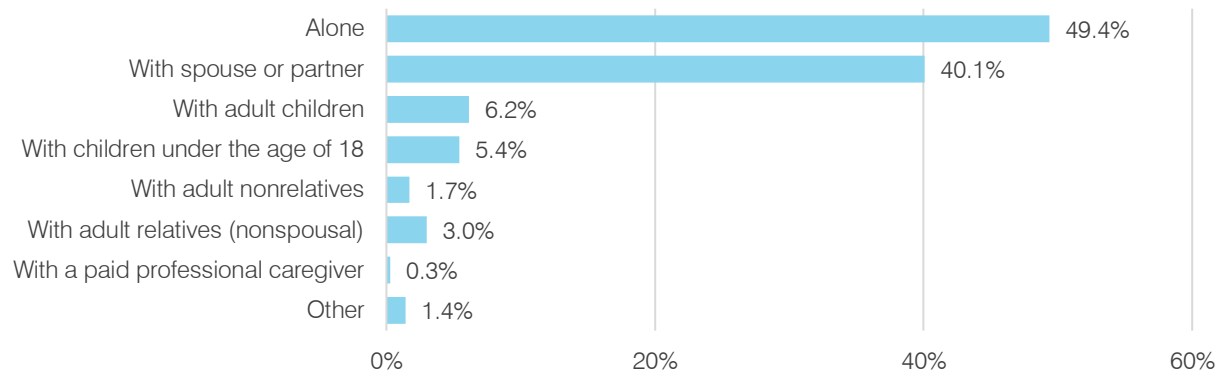


Note: $N = 679$.

Housing and Living Arrangements

Living arrangements are important because they illuminate important issues like isolation, which can negatively impact older adults' physical and mental health. Just under half of respondents (49.4 percent) reported living alone, while 40.1 percent live with a spouse or partner (Exhibit 10).

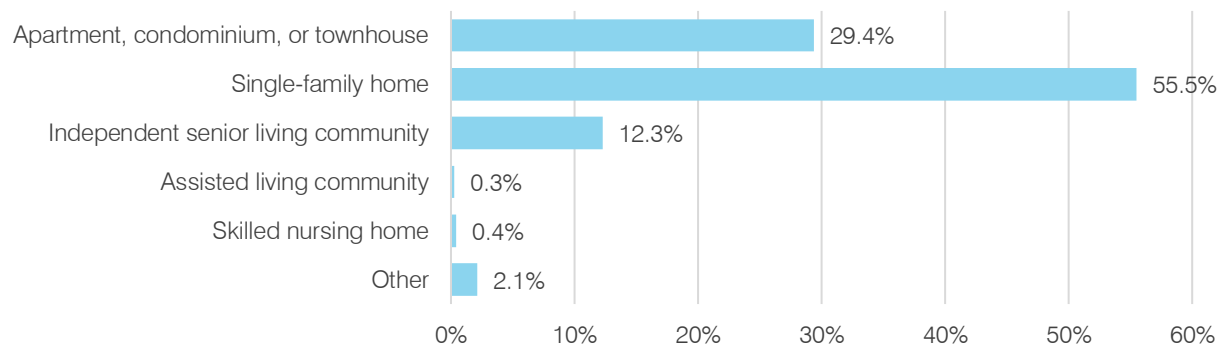
EXHIBIT 10. Living Arrangements



Note: *N* = 699. Respondents could choose multiple responses, so percentages may total to more than 100.

More than half of respondents (55.5 percent) live in a single-family home, with 29.4 percent living in an apartment, condominium, or townhouse. Very few (0.7 percent) live in an assisted living community or skilled nursing home (Exhibit 11).

EXHIBIT 11. Housing Arrangements

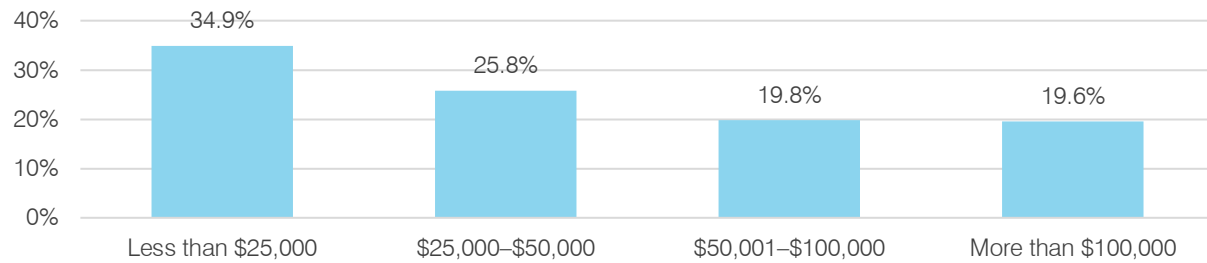


Note: *N* = 701.

Income

More than one third of respondents (34.9 percent) had household annual incomes under \$25,000, and one-quarter (25.8 percent) had incomes between \$25,000 and \$50,000. Nearly 20 percent had annual incomes more than \$100,000 (Exhibit 12).

EXHIBIT 12. Annual Income

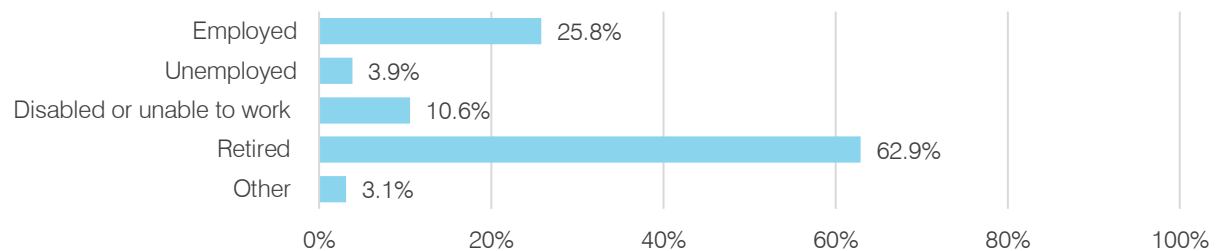


Note: $N = 648$. Totals may not equal 100 percent due to rounding.

Employment and Volunteer Activities

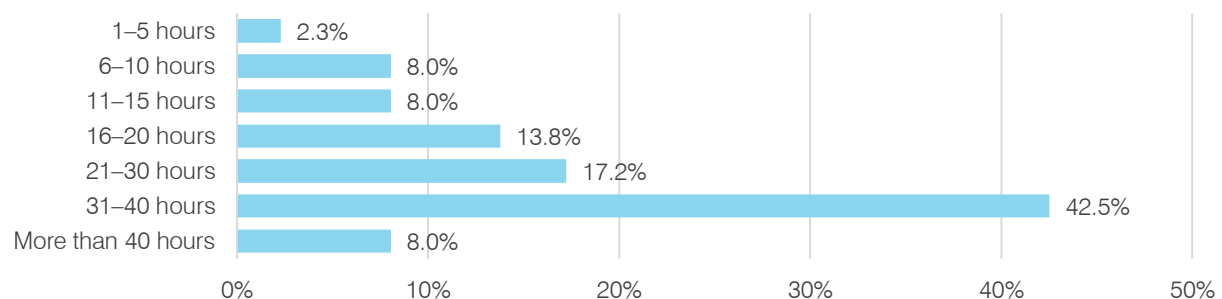
Nearly two-thirds of respondents (62.9 percent) are retired, just over a quarter (25.8 percent) are currently employed, and 10.6 percent have a disability or are unable to work. Only 3.9 percent are unemployed (Exhibit 13). More than half (50.5 percent) of employed respondents reported working 31 or more hours per week (Exhibit 14). The average number of hours worked per week was 30.

EXHIBIT 13. Employment Status



Note: $N = 701$. Respondents could choose multiple responses, so percentages may total to more than 100.

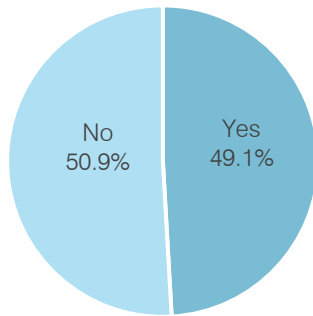
EXHIBIT 14. Average Number of Hours Worked per Week



Note: $N = 87$. Respondents answered an open-ended question regarding number of hours worked. When a range of hours was given, PSC calculated the average of those figures. Totals may not equal 100 percent due to rounding.

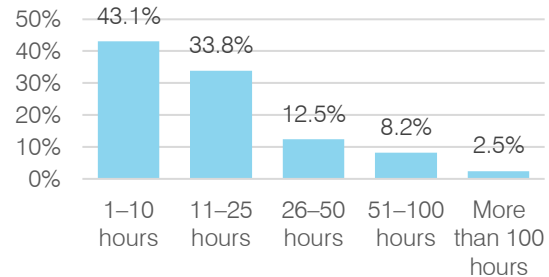
About half of respondents (49.1 percent) reported volunteering in their community (Exhibit 15). Of those who volunteered, 43.1 percent indicated doing so for ten or fewer hours per month, and nearly 11 percent reported more than 50 hours per month (Exhibit 16).

EXHIBIT 15. Volunteer Status



Note: *N* = 660.

EXHIBIT 16. Hours per Month Spent Volunteering



Note: *N* = 280. When a range of hours was given, PSC calculated the average of those figures.

Older Adult Service and Support Needs

In order to make the most informed decisions in providing services to older adults in Kalamazoo County, survey respondents and community input session participants were asked to provide feedback on several different topic areas, including:

- Communication and service coordination
- Use of and barriers to current services
- Health and healthcare
- Food
- Housing
- Transportation
- Caregiving and caregivers
- Elder abuse
- Legal needs
- Kalamazoo experience

Participants and respondents shared their biggest needs as an older adult in Kalamazoo County. The main themes resulting from these discussions included the need for affordable transportation, healthcare, nutrition, and housing, as well as increased awareness of available services and supports for older adults.

Communication and Service Coordination

During the community sessions, participants noted a lack of communication, coordination, and navigation assistance between agencies and services within Kalamazoo County. They reported that older county residents are unsure about what services and supports are available or where they could seek more information about them. In every community input session, information gaps and confusion were the

most widely cited issues with the system of supports for older adults in Kalamazoo County. Broadly, residents knew that services existed and that the senior millage had passed, but they were unsure about program offerings or who to contact when an issue arises. This may be particularly concerning as seniors' needs change; additionally, understanding what is available and how to contact that resource is critical for receiving needed services. One resident said:

"A lot of us do not know what agencies exist. Our biggest problem is information. Most of us find out [what services are available] as they become needs; we seldom find out in advance what is available to us. It is a reason [why] so many seniors are having trouble surviving. Once we get past Medicaid, we don't know what is available. [There is] no direction on who is doing what for seniors."

Accessing services often requires information-gathering and system navigation skills that may be confusing for those unfamiliar with programs or those with limited computer literacy. Additionally, seniors may need multiple forms of assistance and struggle to make connections between all of their service providers. Simply providing a senior with a phone number for an agency or service does not mean they can successfully make the connection and effectively advocate for themselves to a new program. One resident stated:

"[We need] better coordination because most seniors have two to three issues. You have to go to one agency for housing, another for mental health, and a separate agency for bill assistance. If we could make it so only one or two phone calls could help coordinate all needs, then that would be huge."

Participants cited the AAA IIIA's information and assistance line as a potential hub to help seniors navigate the services and supports they need, but less than a third of survey respondents indicated they had used this resource. Community input session participants also remarked that this resource is not clearly marketed for that purpose:

"AAA [IIIA] has a resource line, but I would like to see a dedicated senior resource line so that people know who to call. The resource exists, but it is not marketed well."

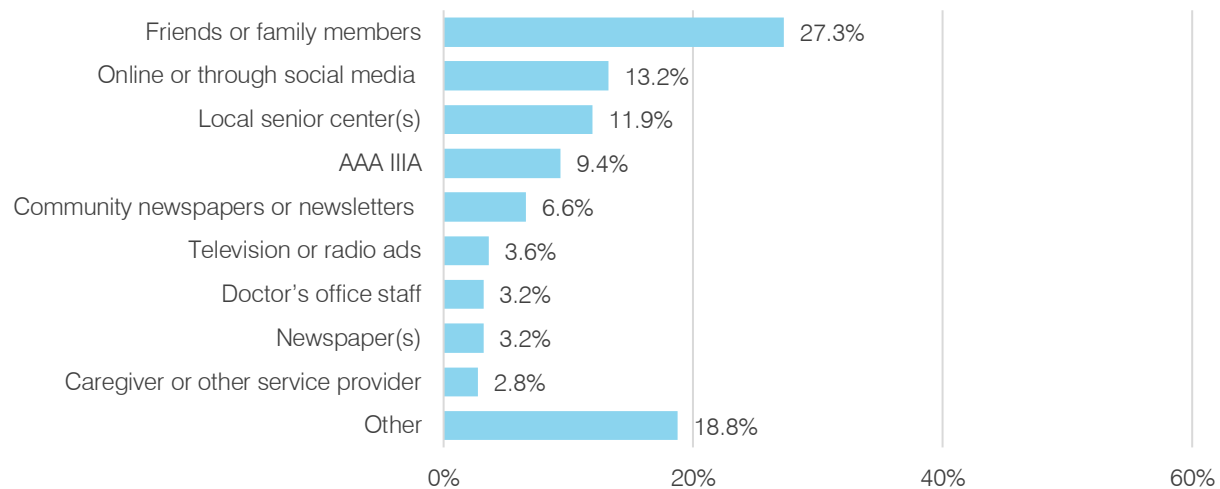
Although all survey respondents were asked if they needed help finding a resource or service, only a few reported needing assistance finding that resource in any area (e.g., healthcare providers, home and personal care, transportation) (Appendix C). However, when respondents were asked what their biggest need was, many said that they needed help finding and understanding the resources and services available to them as older adults, with several highlighting needing assistance with finding social opportunities, locating financial support, and obtaining home repair, yardwork, and household chore assistance.

Community input session respondents suggested that the AAA IIIA market itself and the older adult services it provides more broadly, potentially even using an advertising campaign to increase its reach. This, community input session participants said, could help the AAA IIIA be the single point of contact for seniors to find the help they need:

“AAA [IIIA] should be the central point, but more communication needs to go to the public. In West Michigan, the AAA [IIIA] has TV ads, but you need more marketing than that and should rebrand AAA [IIIA] with a new name and make a consistent and constant effort to make connections with old media and social media.”

When survey respondents were asked where they generally get information, more than a quarter (27 percent) said family and friends, while less than 10 percent said the AAA IIIA (Exhibit 17).

EXHIBIT 17. Reported Information Sources



Note: *N* = 469.

Another communication concern is the lack of Hispanic survey respondents, despite the AAA IIIA's outreach to community centers that provide services to this population. Very few respondents identified as Hispanic or Latino. While the overall population of older adults in Kalamazoo who are Hispanic is also low, this may be an underserved community that needs more direct, targeted outreach and communication.

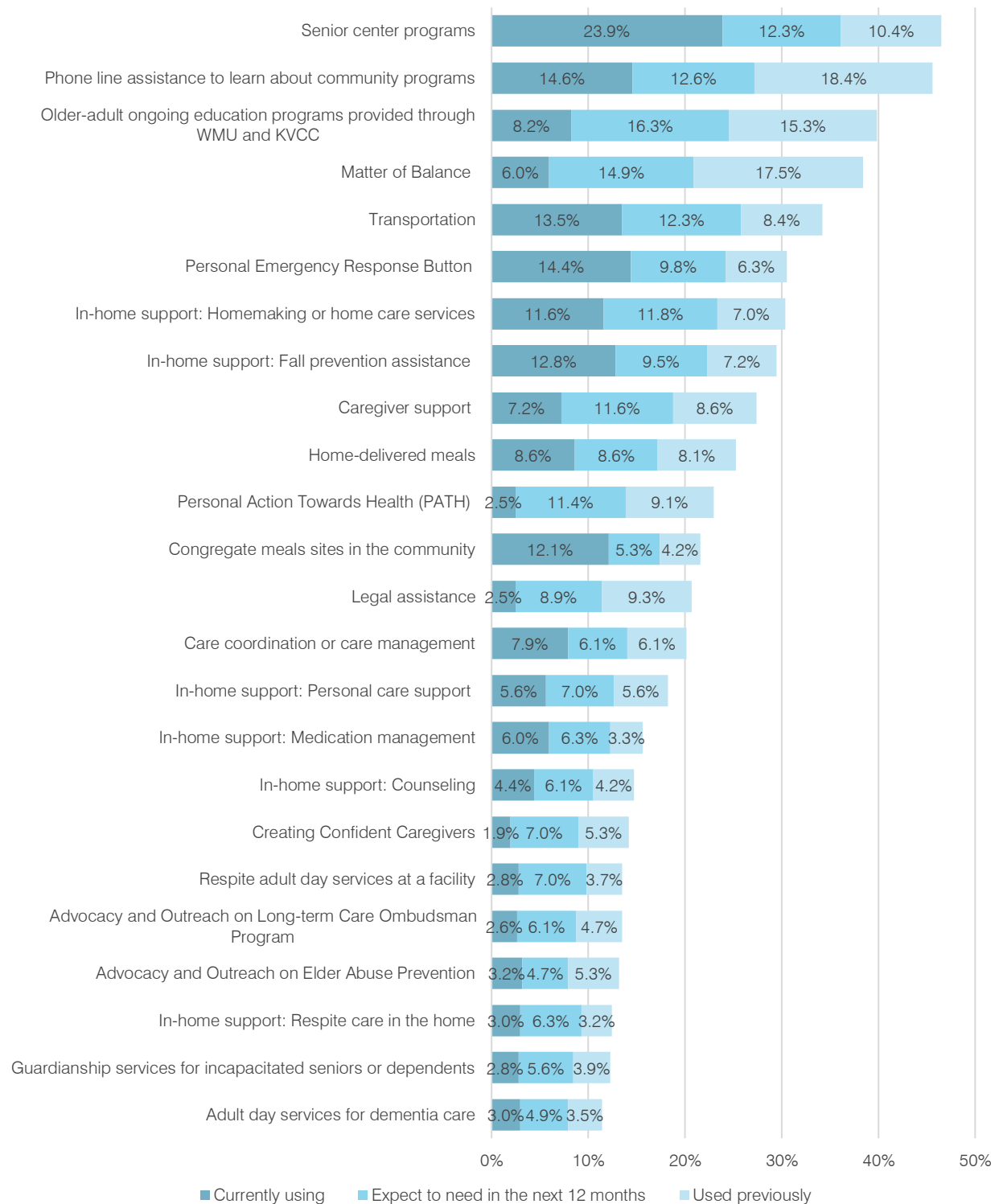
Use of Existing Services

Respondents were asked about their current, expected, and previous use of services provided directly by AAA IIIA or through programs funded by the agency.

Between 30 percent and 40 percent of respondents currently use, have used, or expect to use older adult ongoing education programs, Matter of Balance fall prevention classes, transportation services, personal emergency response buttons, and homemaking or home care services in-home support (Exhibit 18).

Some services with lower rates of current use have higher levels of expected participation in the next 12 months, including the Personal Action Towards Health chronic disease self-management programming, Creating Confident Caregivers®, legal assistance, in-home respite care, and respite adult day services.

EXHIBIT 18. Past, Current, and Expected Use of Existing AAA IIIA–Funded Services



Note: *N* = 570.

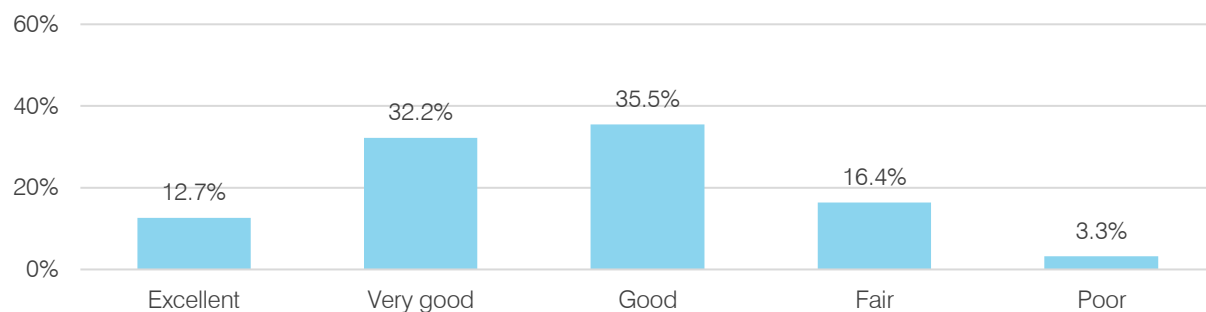
Health and Healthcare

Survey respondents answered questions related to their overall health, healthcare coverage, access to providers, emergency department (ED) use, and prescription medication use. The community input sessions and survey both included health-related questions on areas such as access to healthcare providers, the level of need for addressing health-related concerns, and whether or not participants and respondents need help finding resources to support their needs.

General Health

The majority of respondents (80.4 percent) reported their overall health as good or better, and just under 20 percent rated it as fair or poor (Exhibit 19). This is slightly lower than Michigan's reported health status, where 24 percent of adults 55 and older rated their health as fair or poor (MDHHS 2019).

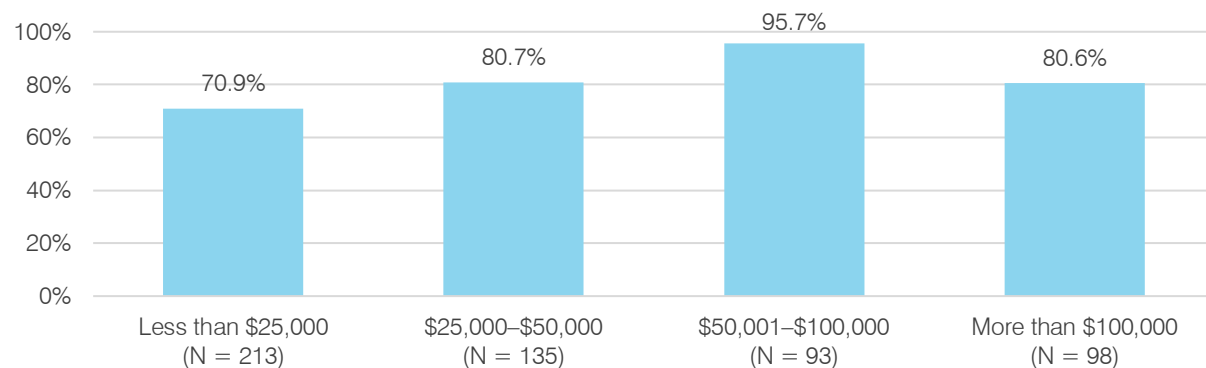
EXHIBIT 19. General Health Status



Note: *N* = 640. Totals may not equal 100 percent due to rounding.

Those with annual incomes of at least \$25,000 reported being in good or better health than those with incomes under \$25,000 (Exhibit 20). Nearly all (95.7 percent) respondents with incomes between \$50,001 and \$100,000 said their overall health was good or better.

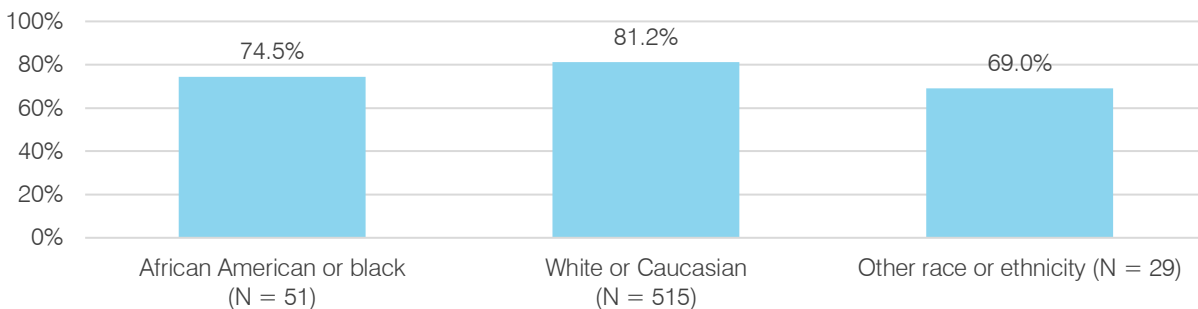
EXHIBIT 20. Health Status Reported as Good or Better, by Income



Note: The number of responses varied by category.

More white or Caucasian respondents (81.2 percent) reported their overall health as good or better than African-American or black respondents (74.5 percent) (Exhibit 21).

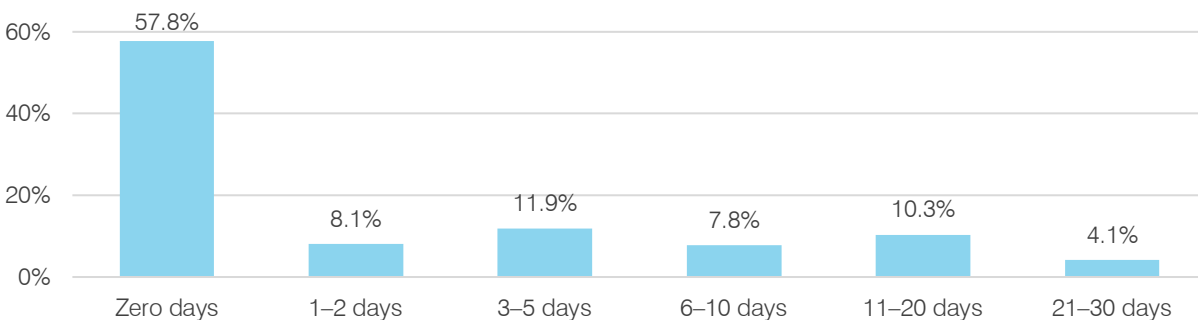
EXHIBIT 21. Health Status Reported as Good or Better, by Race



Note: The number of responses varied by category.

Nearly six out of ten respondents said there were no days within the past 30 days when poor physical or mental health affected their usual activities. Only 4.1 percent said that their usual activities were affected by poor health for more than 20 days (Exhibit 22).

EXHIBIT 22. Number of Days Poor Physical or Mental Health Affected Usual Activities

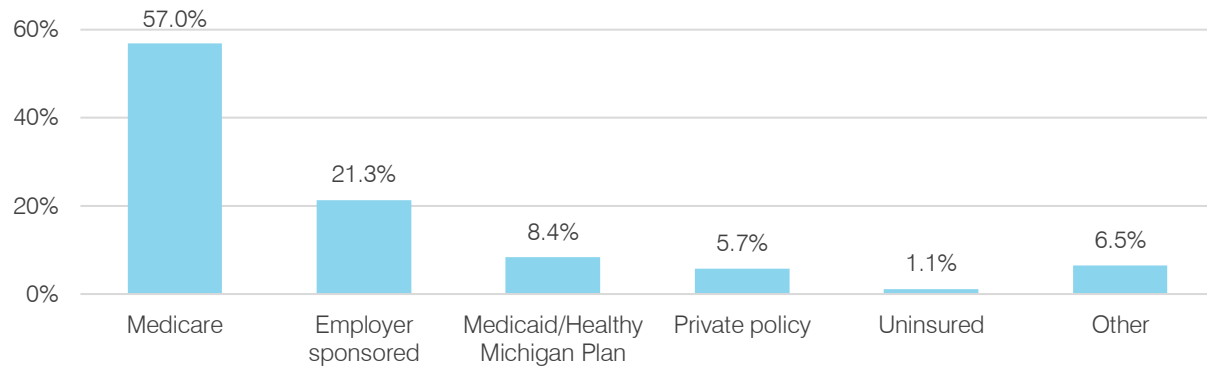


Note: $N = 580$. Respondents answered an open-ended question regarding the number of days poor health prevented them from performing usual activities. When a range of hours was given, PSC calculated the average of those figures.

Insurance Coverage

Community session participants did not identify healthcare coverage as a major concern for most seniors. Most individuals in Kalamazoo County older than 55 have health insurance (93.9 percent), and more than 99 percent of those over 65 have health insurance coverage (U.S. Census Bureau 2018a). This aligns with community survey responses, where 98.9 percent reported having health insurance coverage. The majority of respondents (57 percent) have Medicare as their primary source of coverage, with another 21.3 percent having an employer-sponsored plan (Exhibit 23).

EXHIBIT 23. Healthcare Coverage, by Insurer Type



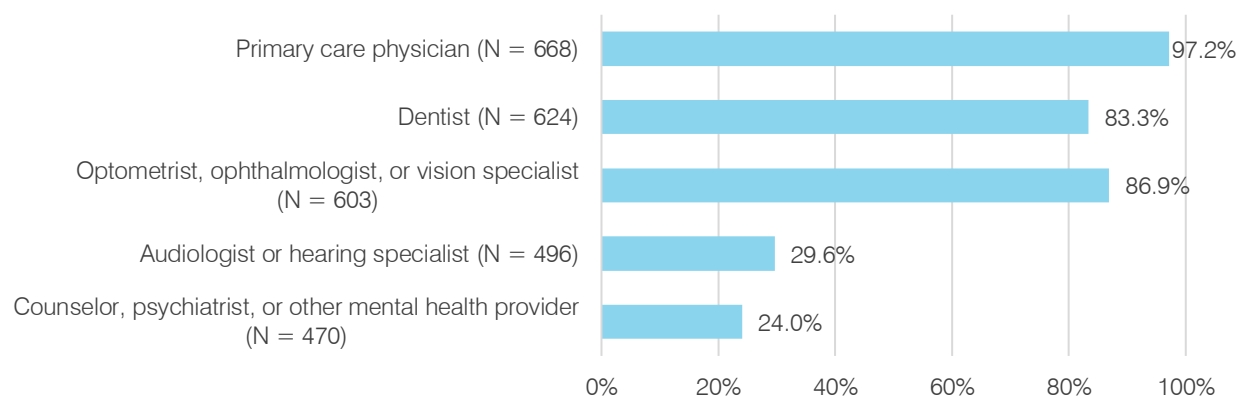
Note: *N* = 525.

Provider Access

During the community input sessions, participants highlighted a shortage of geriatricians—professionals focused on older adults—as well as geriatric-focused behavioral health services and providers, including assessments. Participants highlighted that a local hospital closed, which decreased in-person access for many in that rural community. Others shared that those with Medicaid coverage may have more difficulty finding a primary care provider or dentist and that they may need to wait longer for appointments. They also reported that many dental providers are not taking new patients, and it can be difficult to find a dentist within one’s insurance network.

Based on the community survey, the vast majority of respondents (97.2 percent) reported having a primary care physician, and most also had dental (83.3 percent) and vision care (86.9 percent) providers (Exhibit 24). Less than a third of all respondents have an audiologist or hearing specialist, and just below a quarter have a mental health provider.

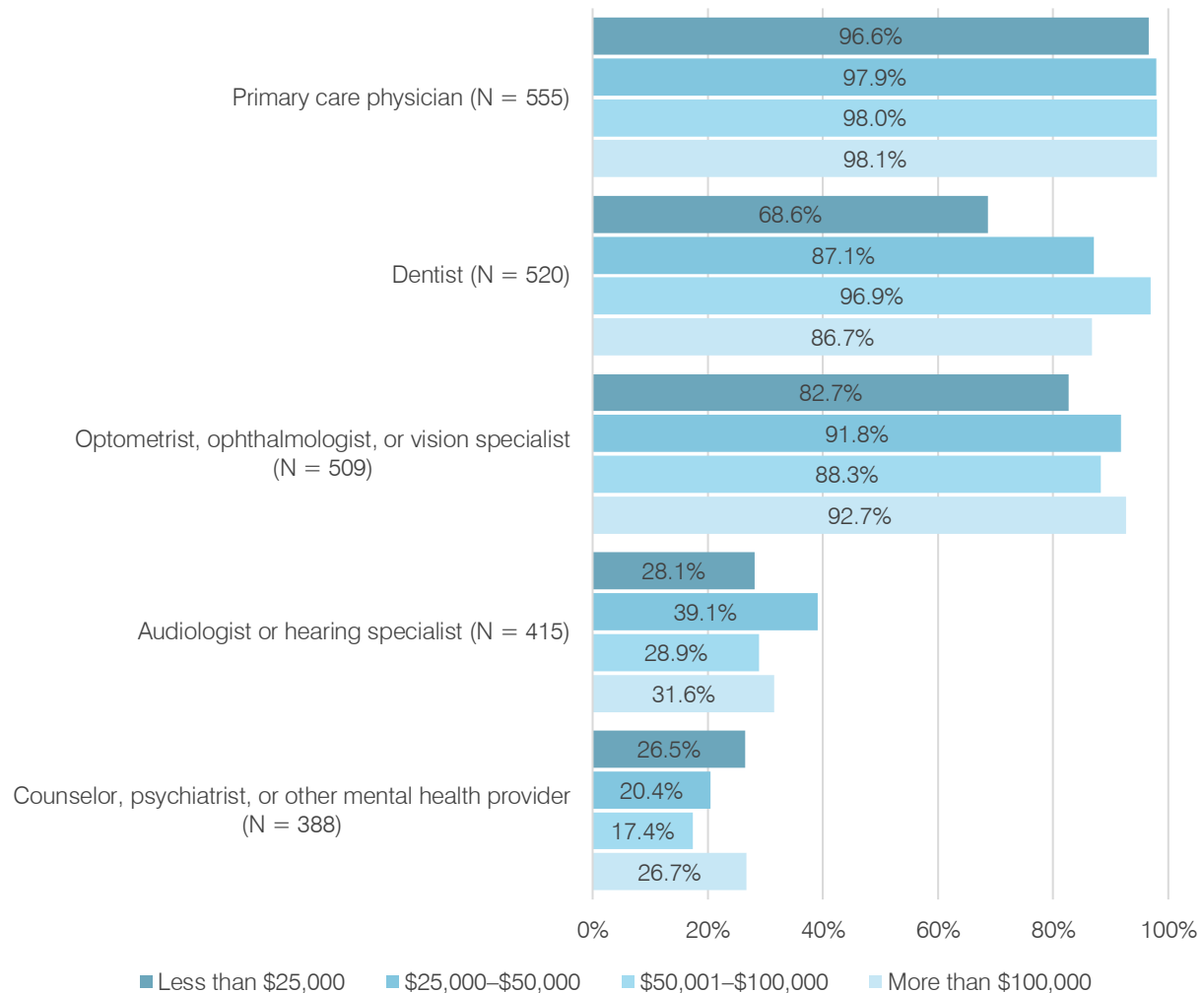
EXHIBIT 24. Provider Types



Note: The number of respondents varied by provider type.

A lower percentage of those with an annual income of less than \$25,000 reported having healthcare providers than those with incomes higher than \$25,000, except for mental health providers (Exhibit 25).

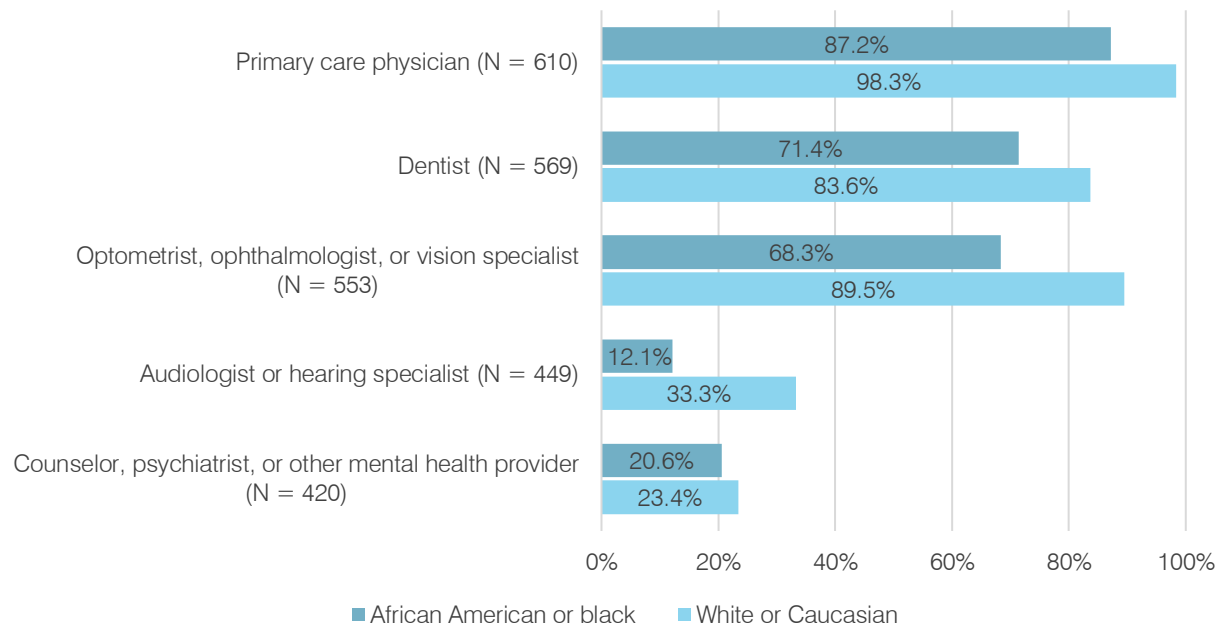
EXHIBIT 25. Provider Types, by Income Level



Note: The number of respondents varied by provider type and ranged in income category from 69 to 207.

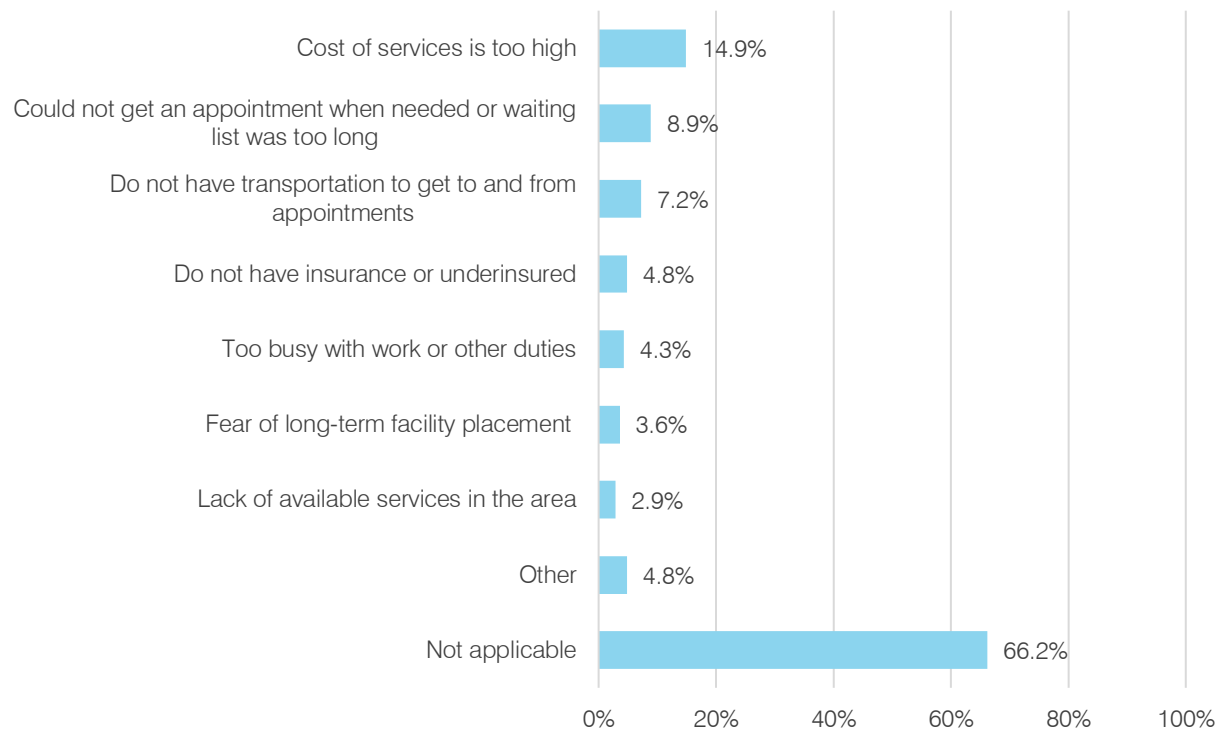
A smaller percentage of respondents who identify as African American or black reported having a provider than those who identify as white or Caucasian (Exhibit 26). The largest differences being those who have vision or hearing care providers.

EXHIBIT 26. Provider Types, by Race



Note: The number of respondents varied by provider type and ranged in race category from 33 to 534.

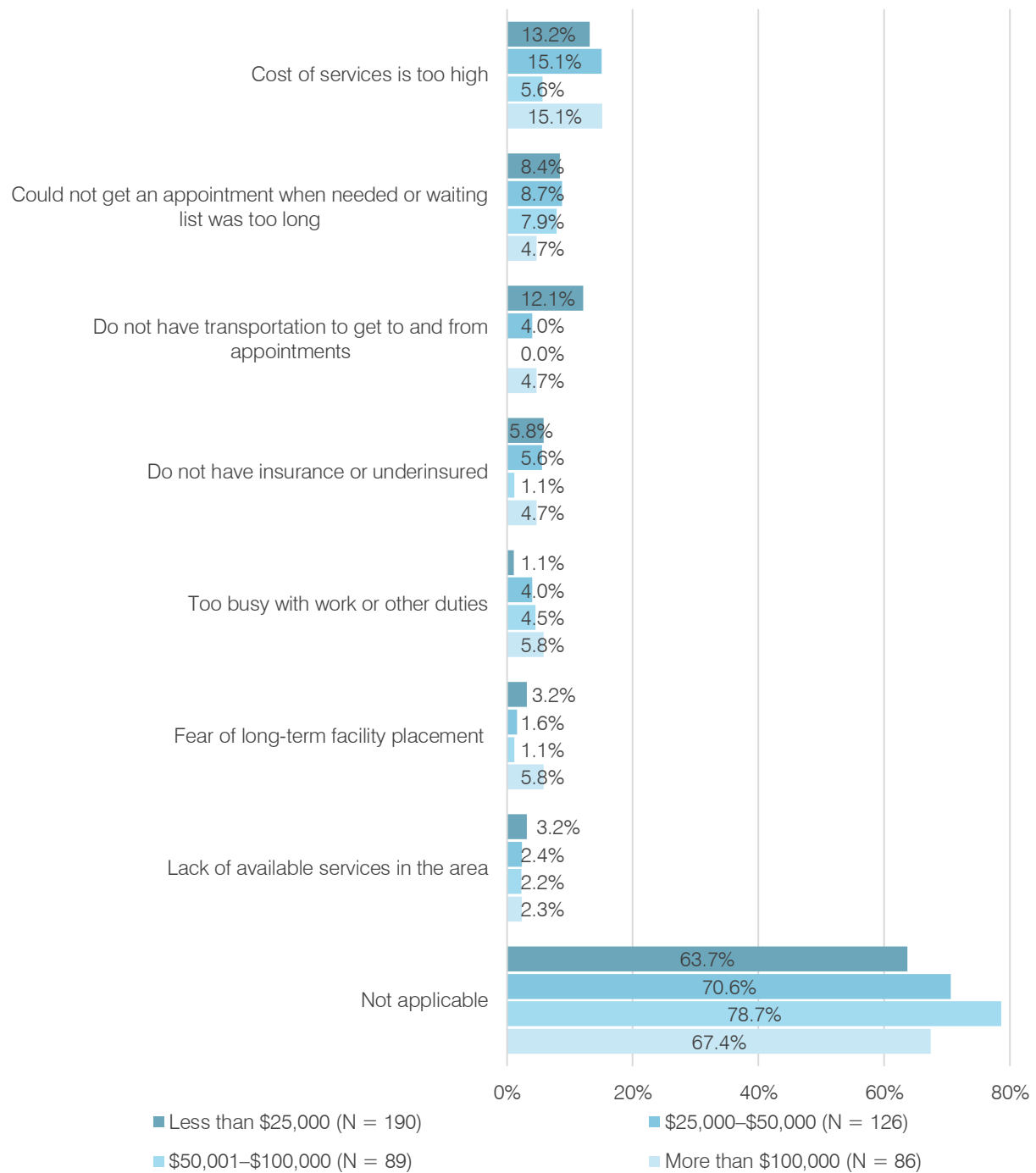
Most respondents (66.2 percent) did not identify any barrier preventing them from accessing healthcare services, but several community input session participants noted that transportation is an issue for seniors who are trying to access care. Additionally, session participants shared that some patients do not have anyone who can attend medical appointments with them, which may affect their treatment plan adherence. Of survey respondents who did report barriers to healthcare services, the largest percentage (14.9 percent) said that the cost of services is too high (Exhibit 27).

EXHIBIT 27. Barriers to Accessing Healthcare Services

Note: *N* = 583. Respondents could choose multiple responses, so percentages may total to more than 100.

Those with incomes between \$50,000 and \$100,000 reported fewer challenges than those in all other income categories. Challenges were reported at a relatively even rate across the other income categories, with the exception of those not having transportation to travel to and from appointments. Those with incomes under \$25,000 more often said this was a challenge (Exhibit 28). This group also had the lowest percentage of respondents (63.7 percent) who said they did not have any of these challenges.

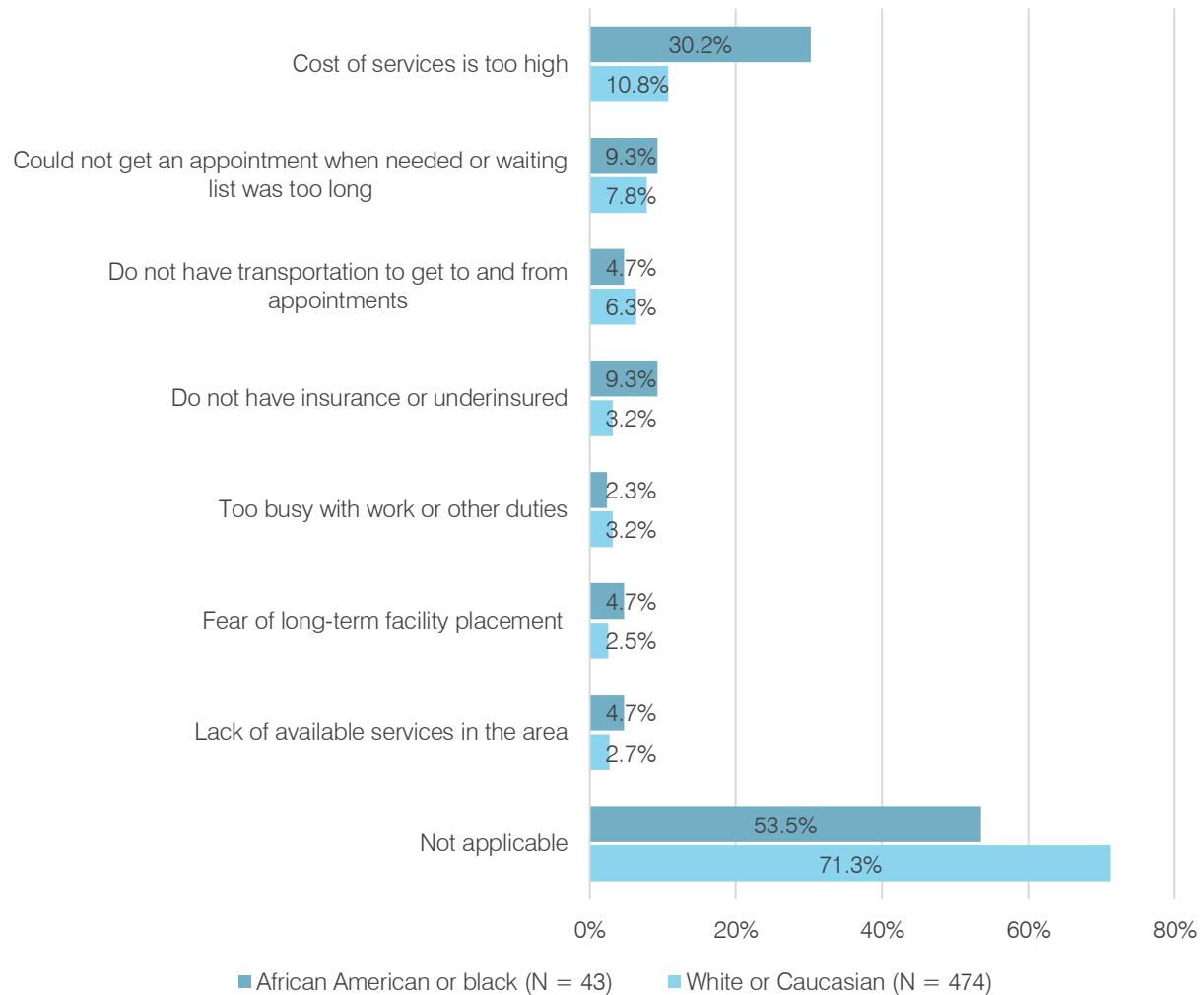
EXHIBIT 28. Barriers to Accessing Healthcare Services, by Income



Note: The number of respondents varied by income category. Respondents could choose multiple responses, so percentages may total to more than 100.

Those who identify as African American or black reported that the cost of services is too high and that they are uninsured or underinsured nearly three times more than those who are white (Exhibit 29).

EXHIBIT 29. Barriers to Accessing Healthcare Services, by Race

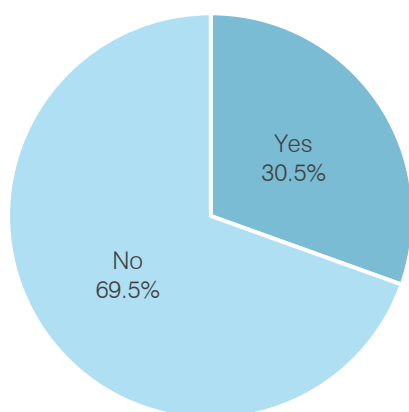


Note: The number of respondents varied by race category. Respondents could choose multiple responses, so percentages may total to more than 100.

Falls and ED Use

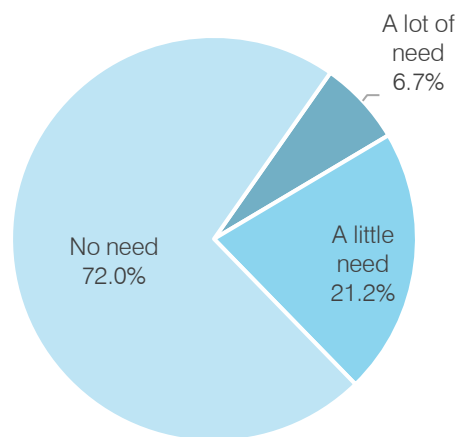
Less than a third of respondents (30.5 percent) reported falling in the last 12 months (Exhibit 30), and more than a quarter (27.9 percent) indicated some level of need in attending a fall prevention program (Exhibit 31).

EXHIBIT 30. Percentage Reporting Falls in the Last 12 Months



Note: *N* = 633.

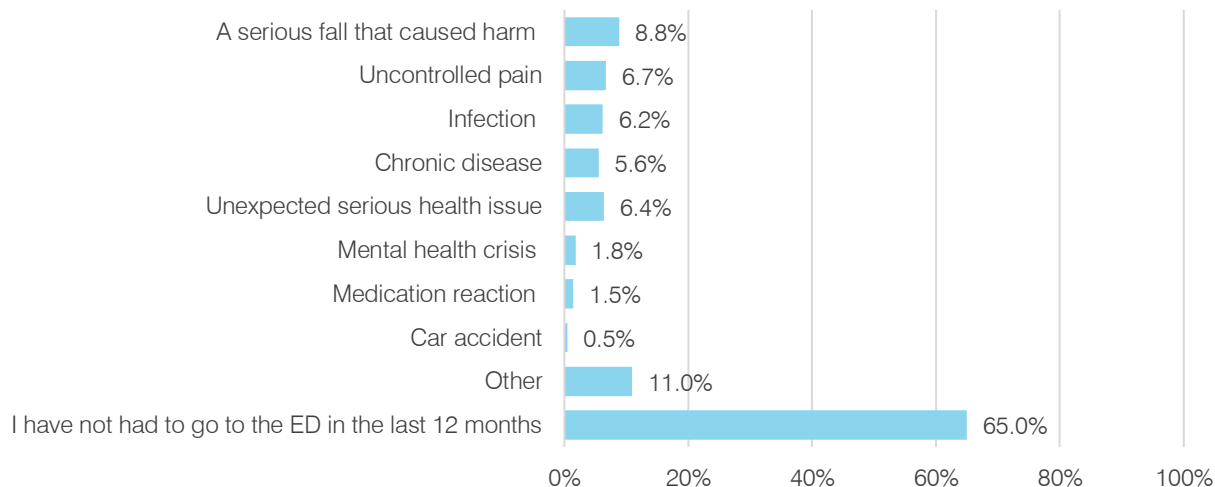
EXHIBIT 31. Percentage Reporting Level of Need in Attending a Fall Prevention Program



Note: *N* = 593

Additionally, 8.8 percent of respondents visited the ED due to a serious fall. The majority (65 percent) did not go to the ED in the last 12 months for any reason (Exhibit 32).

EXHIBIT 32. ED Visit Reasons in the Last 12 Months

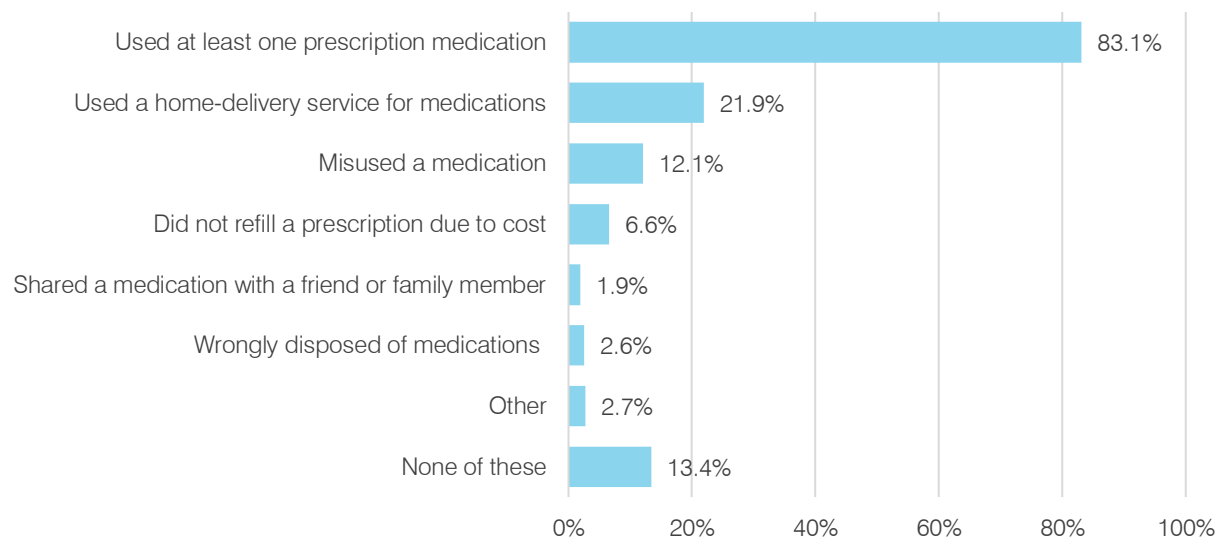


Note: *N* = 611. Respondents could choose multiple responses, so percentages may total to more than 100.

Prescription Medication Use

In the last 12 months, 83.1 percent of respondents reported using at least one prescription medication, 21.9 percent indicated using a home-delivery service for their prescriptions, and 12.1 percent reported medication misuse (Exhibit 33).

EXHIBIT 33. Prescription Medication Use and Concerns over the Last 12 Months

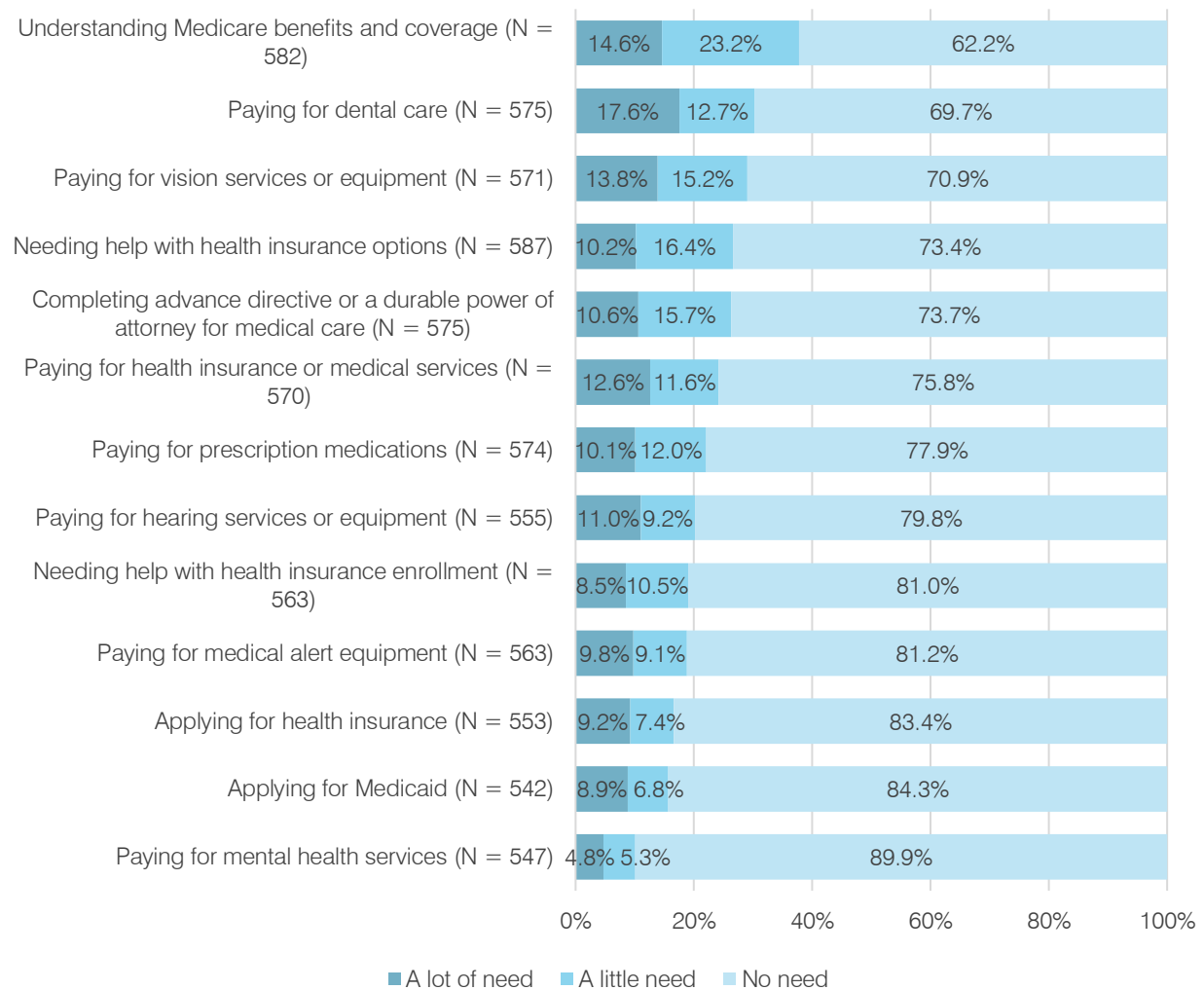


Note: $N = 620$. Respondents could choose multiple responses, so percentages may total to more than 100.

Areas of Health-related Need

Of survey respondents, 60 percent reported needing a little or a lot of assistance in at least one healthcare-related area. The areas where the largest percentage of respondents indicated needing any level of help were understanding Medicare benefits and coverage (37.8 percent), paying for dental care (30.3 percent) and paying for vision services or equipment (29 percent) (Exhibit 34). Of respondents, 22.1 percent need assistance paying for prescription medications. Community session participants echoed this sentiment, especially for some older adults, including those on Supplemental Security Income, those without Medicaid, and those with a “donut hole” plan (i.e., Medicare Part D coverage gap) who may have difficulty paying for prescriptions.

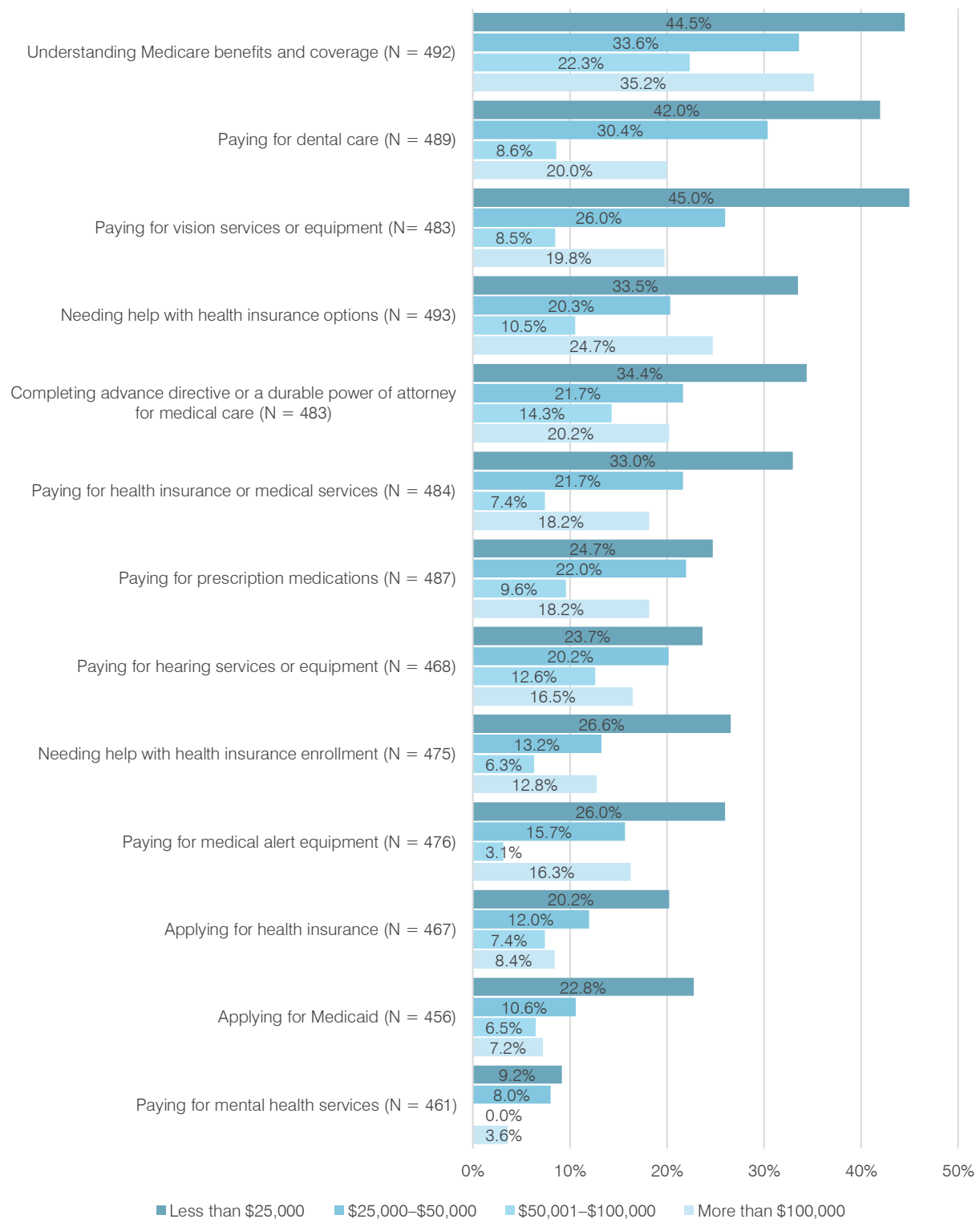
EXHIBIT 34. Level of Help Needed for Health-related Activities



Note: The number of respondents varied by question.

A higher percentage of respondents with incomes under \$25,000 reported having any level of need in each health-related area more often than those in all other income levels. This difference is largest in the vision services area, where 45 percent of those with incomes below \$25,000 reported needing help, compared to respondents across all other income levels (Exhibit 35).

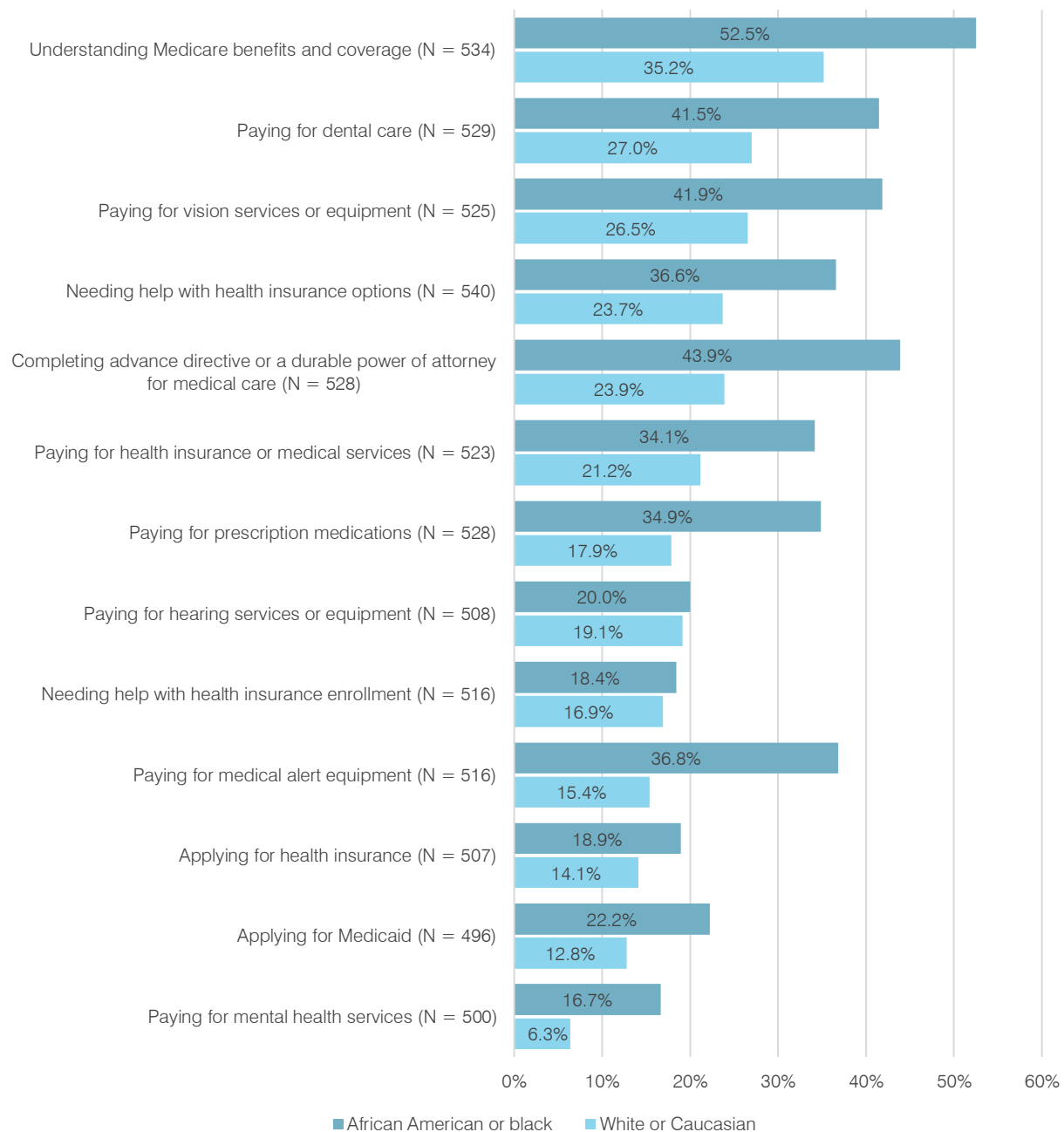
EXHIBIT 35. Level of Help Needed for Health-related Activities, by Income Level



Note: The number of responses varied by question and ranged in income category from 83 to 182.

Additionally, a higher percentage of African-American respondents reported having any level of need in each health-related area more often than white respondents (Exhibit 36). The areas of need with the largest differences between these respondents were paying for medical alert equipment, completing legal paperwork, understanding Medicare benefits and coverage, and paying for prescription medications.

EXHIBIT 36. Level of Help Needed for Health-related Activities, by Race



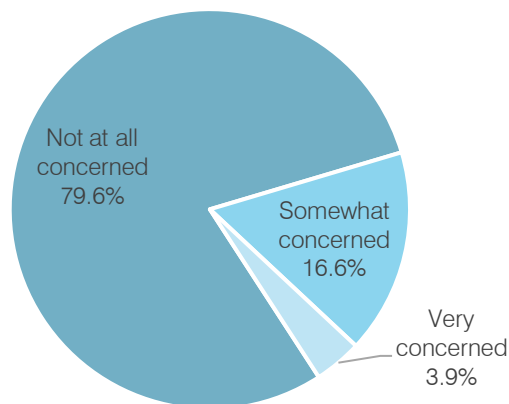
Note: The number of responses varied by question and ranged in race category from 35 to 473.

Food Access

Older adults in Kalamazoo County provided information about their food needs during community sessions and in the survey. During the sessions, feedback on food needs was limited, but a few participants did note that they have experienced long waiting lists for Meals on Wheels and limited access to grocery stores, especially when walking or using public transportation.

Most survey respondents (79.6 percent) said they were not at all concerned about food access, 16.6 percent noted some concern, and 3.9 percent said they were very concerned (Exhibit 37).

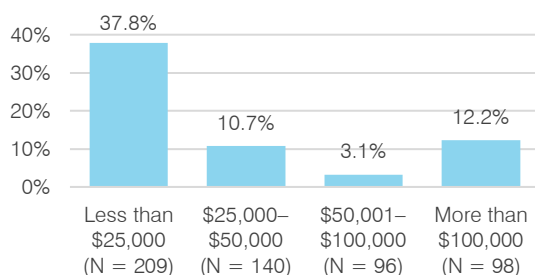
EXHIBIT 37. Concern About Food Access over the Last 12 Months



Note: *N* = 594.

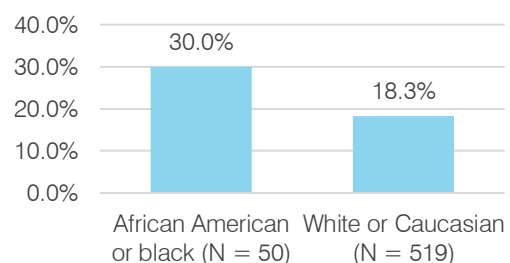
As might be expected, older adults with incomes less than \$25,000 were more likely to report concerns about food access (37.8 percent) than those with higher incomes (Exhibit 38). African-American respondents reported more concern about food access than those who are white (Exhibit 39).

EXHIBIT 38. Any Level of Concern About Food Access Over the Last 12 Months, by Income



Note: The number of respondents varied by income category.

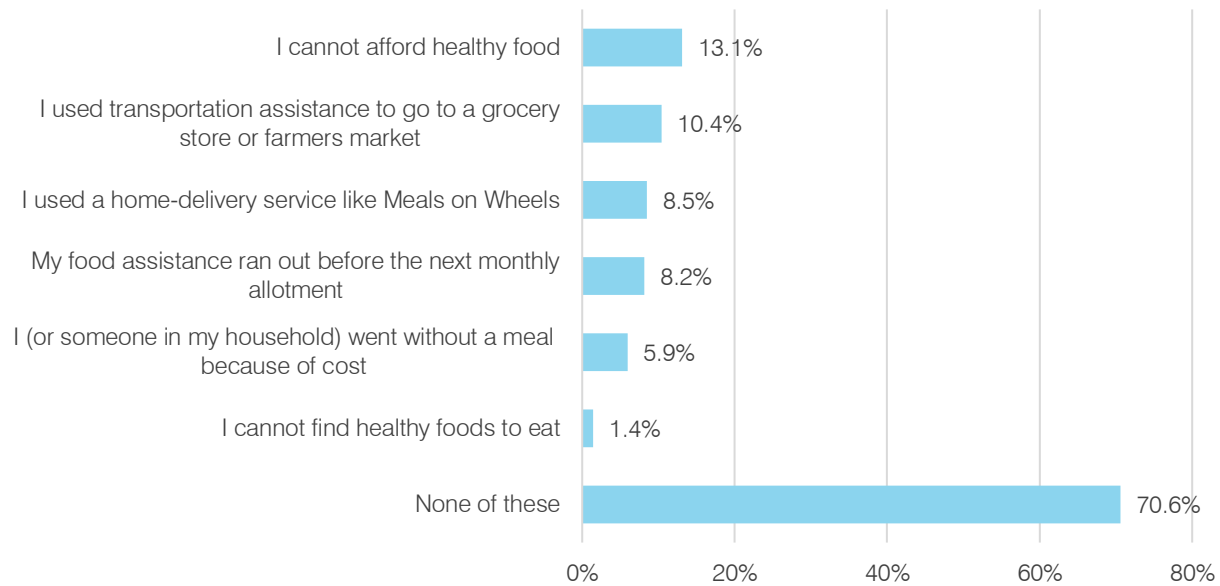
EXHIBIT 39. Any Level of Concern About Food Access Over the Last 12 Months, By Race



Note: The number of respondents varied by race category.

Most survey respondents (70.6 percent) did not report any food access concerns. Of those who did, the inability to afford healthy food was the most cited issue (13.1 percent) (Exhibit 40).

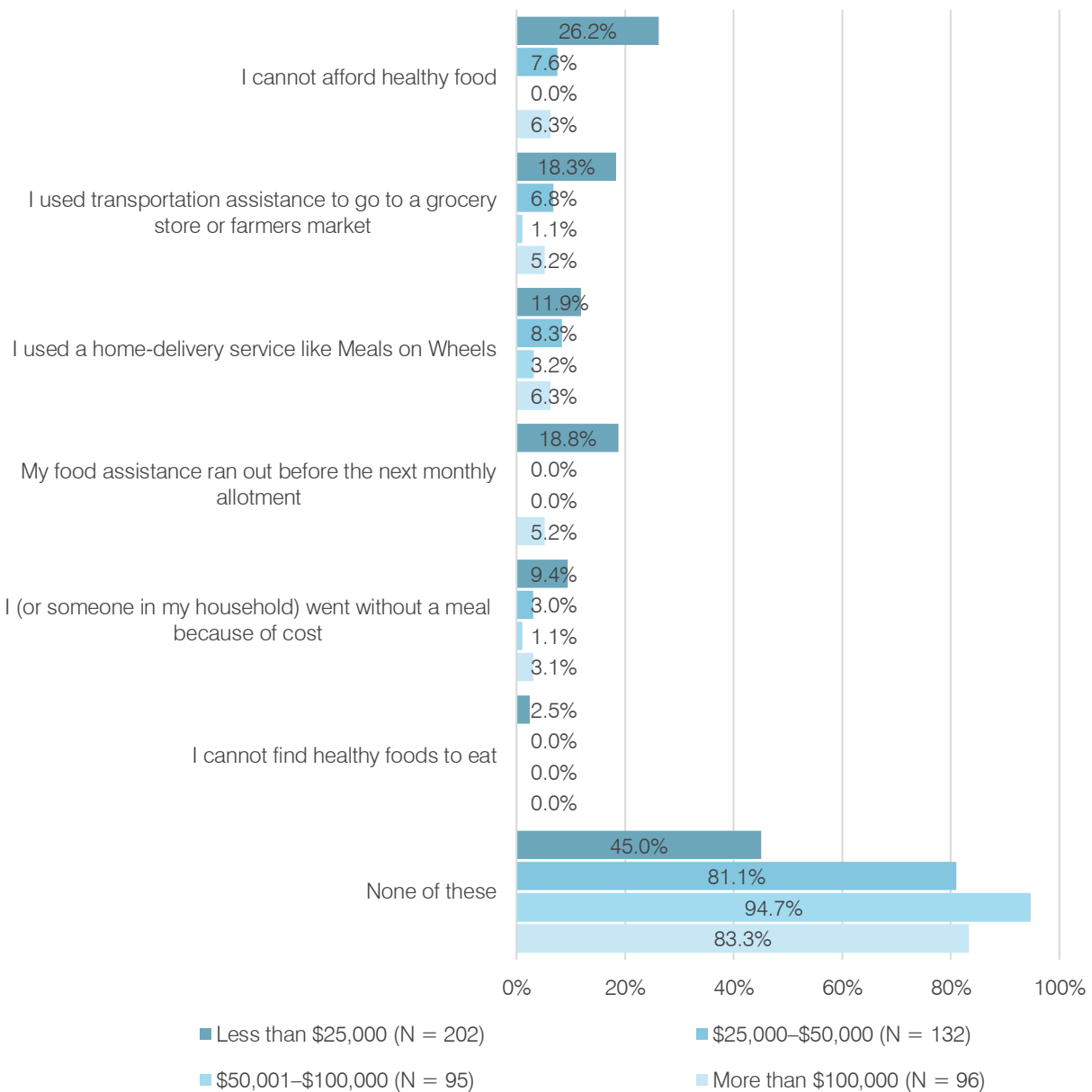
EXHIBIT 40. Food Access Challenges



Note: $N = 625$. Respondents could choose multiple responses, so percentages may total to more than 100.

Respondents with annual incomes less than \$25,000 reported more overall food-related challenges than those with higher incomes (Exhibit 41). Of respondents with incomes less than \$25,000, 26.2 percent said they could not afford healthy food, and 18.8 percent stated their food assistance ran out before the next monthly allotment, compared to no respondents with incomes between \$25,000 and \$100,000.

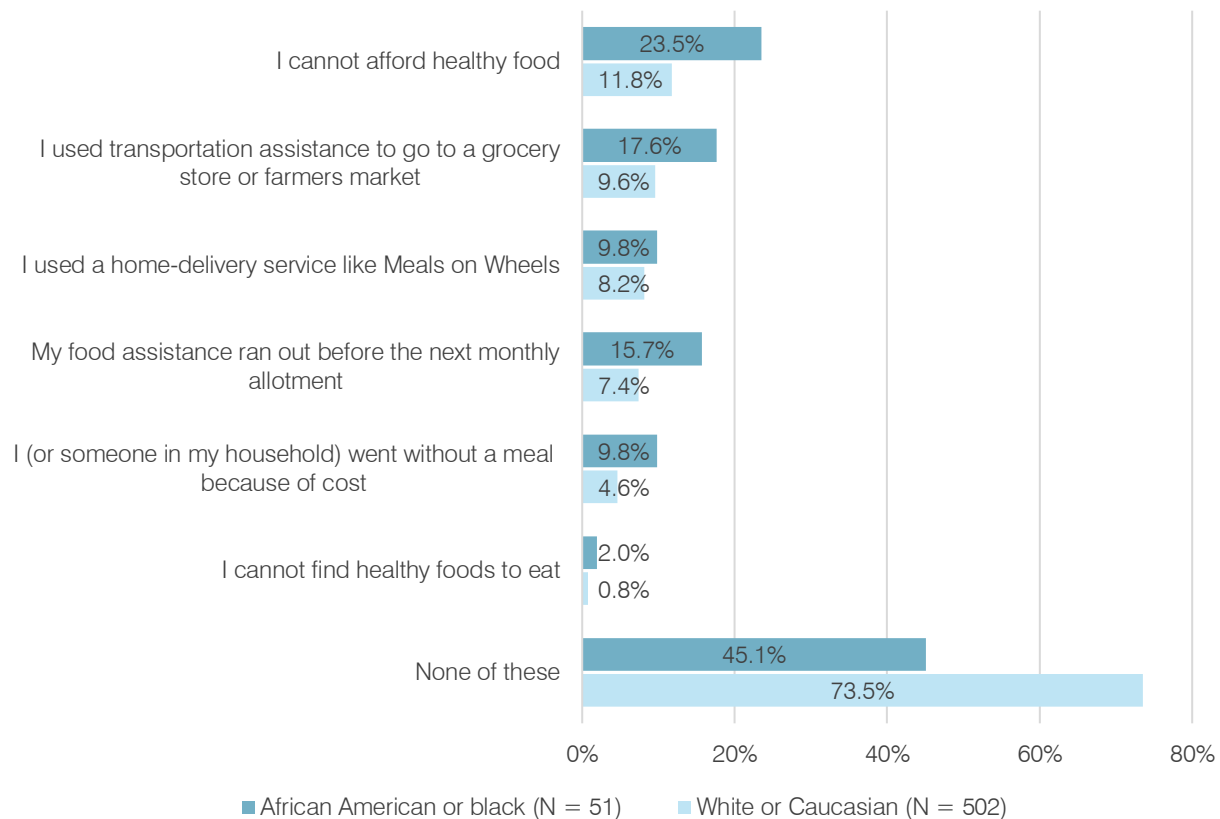
EXHIBIT 41. Food Access Challenges, by Income



Notes: The number of respondents varied by income category. Respondents could choose multiple responses, so percentages may total to more than 100.

A higher percentage of African-American respondents reported food access challenges more often than white respondents (Exhibit 42). Nearly one-quarter of African Americans (23.5 percent) said they could not afford healthy food, compared to 11.8 percent of those who are white. African-American respondents were also more than twice as likely to have their food assistance run out before the next monthly allotment or have gone without a meal because of cost than white respondents.

EXHIBIT 42. Food Access Challenges, by Race



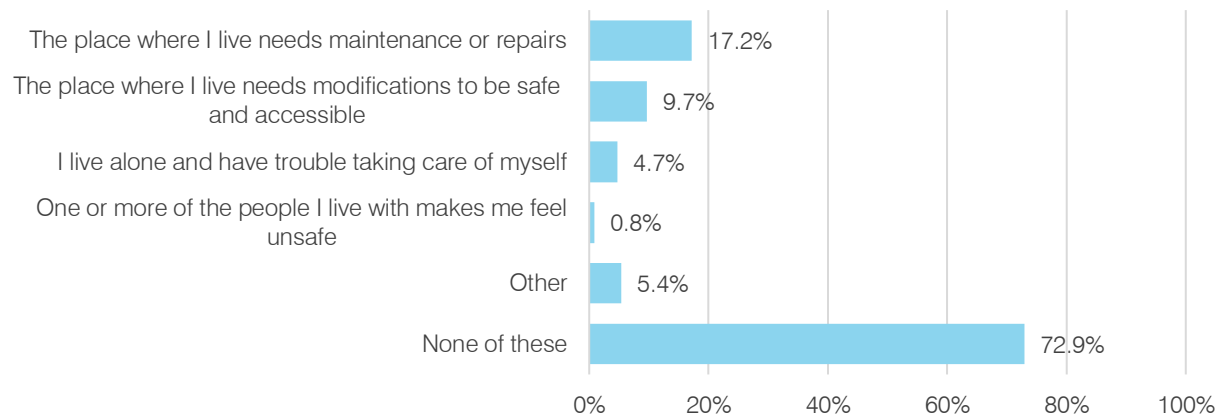
Note: The number of respondents varied by race category. Respondents could choose multiple responses, so percentages may total to more than 100.

Housing Needs

Older adults answered questions about their housing needs, specifically in regard to accessibility, affordability, and safety. In community input sessions, a few participants and their caregivers noted difficulty finding affordable housing options. They also highlighted increasing struggles with maintaining their home and/or modifying it to ensure safety and accessibility. Many noted a need for things like lawn maintenance, snow removal, and grab bar installation.

Survey respondents provided similar feedback. More than a quarter reported housing maintenance or safety concerns, with 17.2 percent saying their home requires maintenance or repairs, and 9.7 percent noting their home requires modifications to ensure accessibility and safety (Exhibit 43).

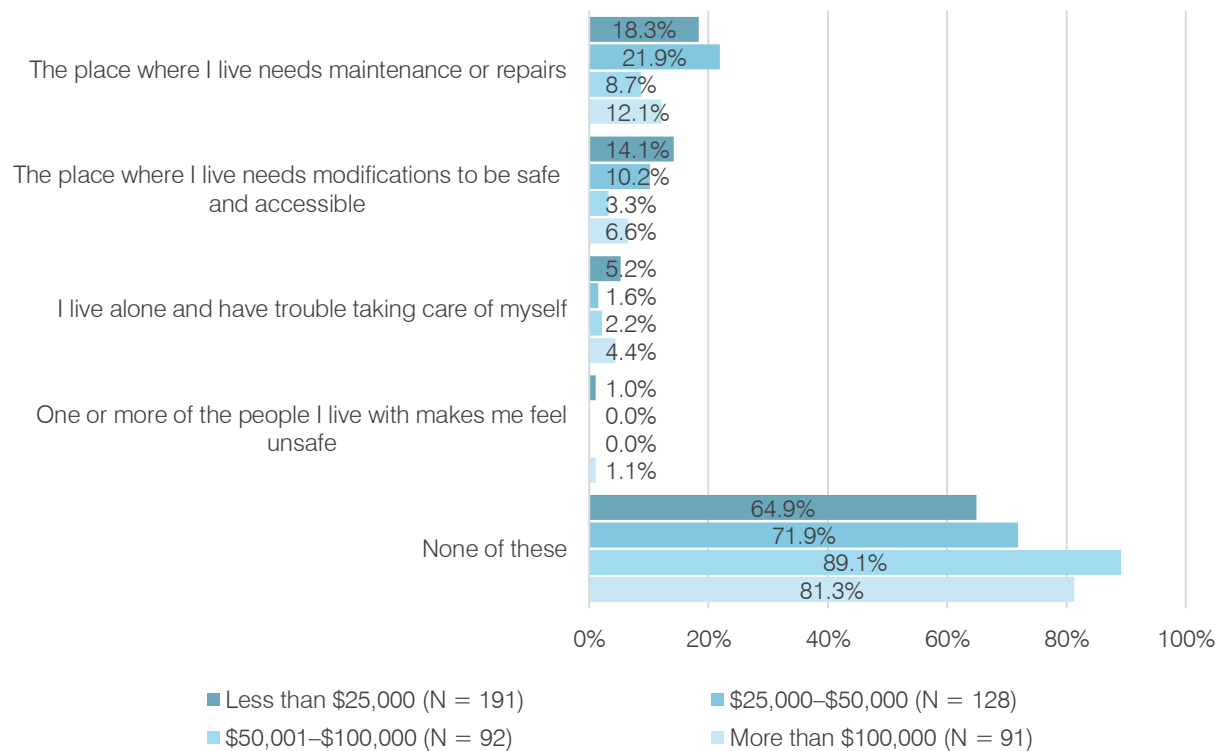
EXHIBIT 43. Housing Needs



Note: $N = 598$. Respondents could choose multiple responses, so percentage totals more than 100.¹

As expected, those with lower incomes reported higher levels of housing needs. Respondents with incomes less than \$50,000 were more likely to need home repairs or modifications than those with higher incomes (Exhibit 44).

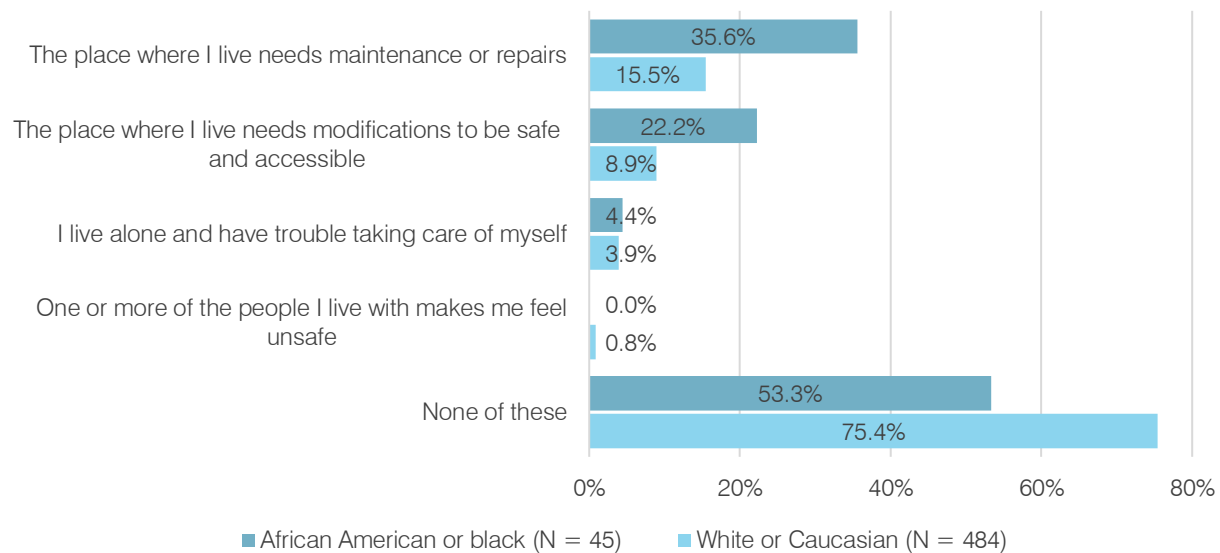
EXHIBIT 44. Housing Needs, by Income



Notes: The number of respondents varied by income category. Respondents could choose multiple responses, so percentages may total to more than 100.

More than three-quarters (75.4 percent) of white respondents reported having no housing needs, compared to just over half (53.3 percent) of African-American respondents (Exhibit 45). More than twice the percentage of African-American respondents (22.2 percent) said their home needs maintenance and modifications when compared to white respondents (8.9 percent).

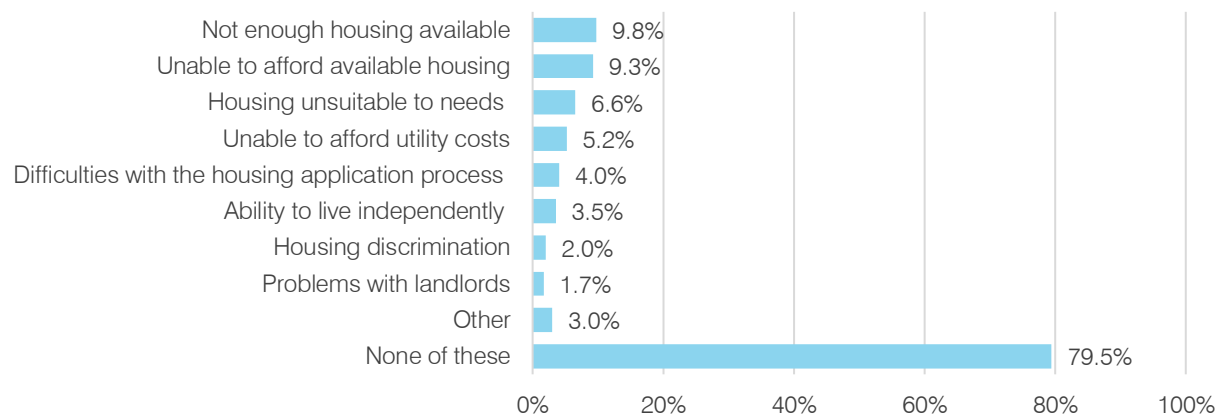
EXHIBIT 45. Housing Needs, by Race



Note: The number of respondents varied by race category. Respondents could choose multiple responses, so percentages may total to more than 100.

Respondents were also asked if they had difficulty finding suitable housing. Most (79.5 percent) reported that they did not experience such barriers. Of the 20 percent who did, just under 10 percent indicated there is not enough housing and that they are unable to afford available options (Exhibit 46).

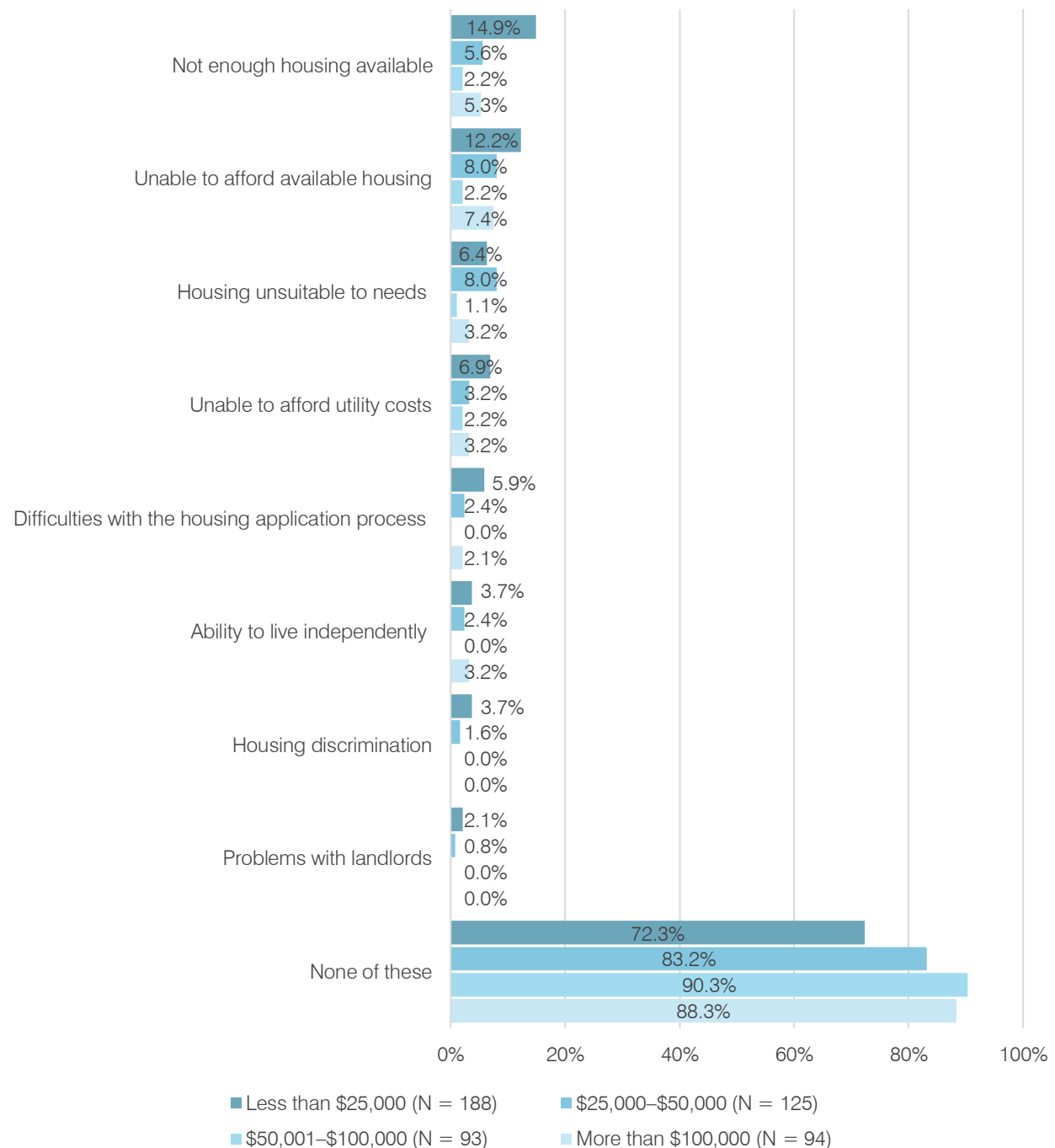
EXHIBIT 46. Barriers to Finding Suitable Housing



Note: N = 594. Respondents could choose multiple responses, so percentage totals more than 100.

While most respondents across all income groups said they did not experience any difficulties finding suitable housing, those with incomes below \$25,000 were more likely to report that there was not enough housing available and that they struggled to afford housing and utility costs (Exhibit 47).

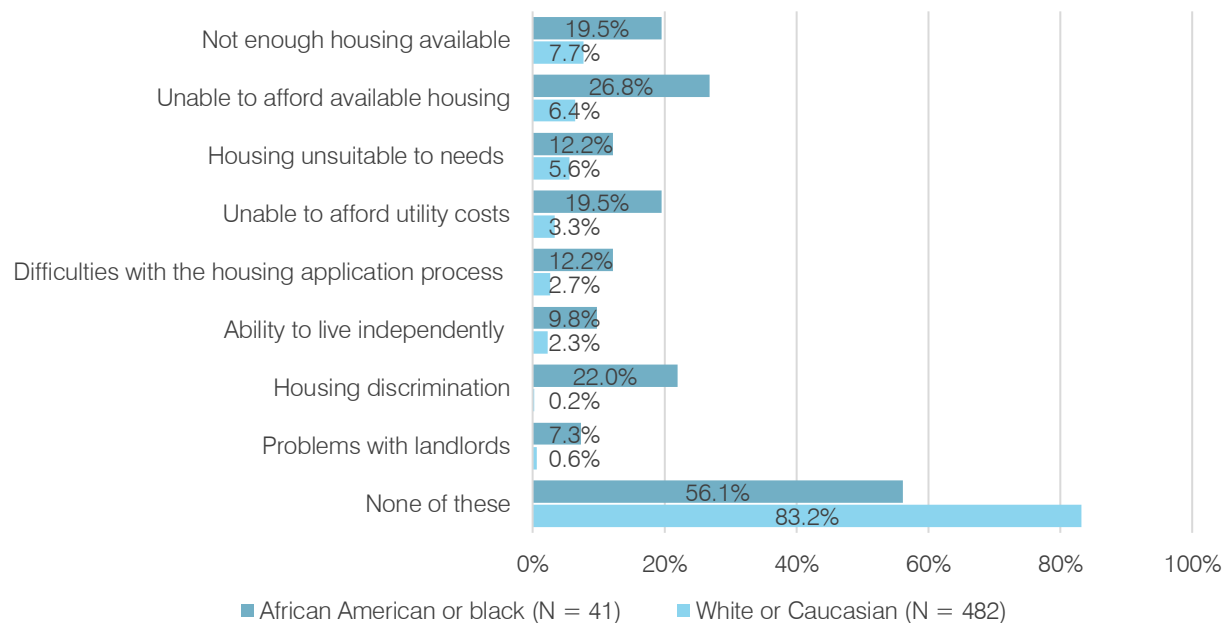
EXHIBIT 47. Barriers to Finding Suitable Housing, by Income



Notes: The number of respondents varied by income category. Respondents could choose multiple responses, so percentages may total to more than 100.

A higher percentage of African-American respondents reported difficulties finding suitable housing than white respondents (Exhibit 48). Of African-American respondents, 26.8 percent reported difficulty affording available housing, 22 percent noted experiencing housing discrimination, 19.5 percent indicated difficulty finding available housing, and 19.5 percent reported challenges with affording utility costs.

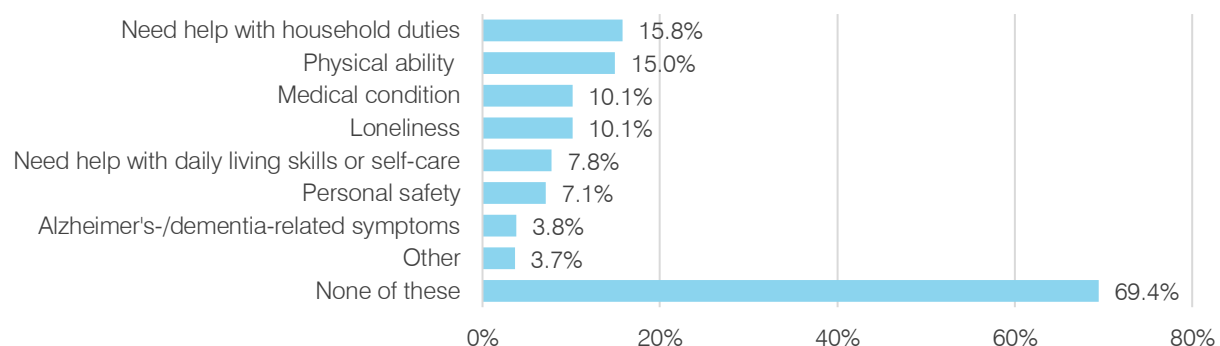
EXHIBIT 48. Barriers to Finding Suitable Housing, by Race



Note: The number of respondents varied by race category. Respondents could choose multiple responses, so percentages may total to more than 100.

Less than one-third of respondents (30.6 percent) identified any barrier to living independently. Respondents most frequently identified limited assistance with household duties (15.8 percent) and concerns with physical ability (15 percent) as barriers that affect their ability to live independently. Around 10 percent said that they were affected by a medical condition or by loneliness (Exhibit 49).

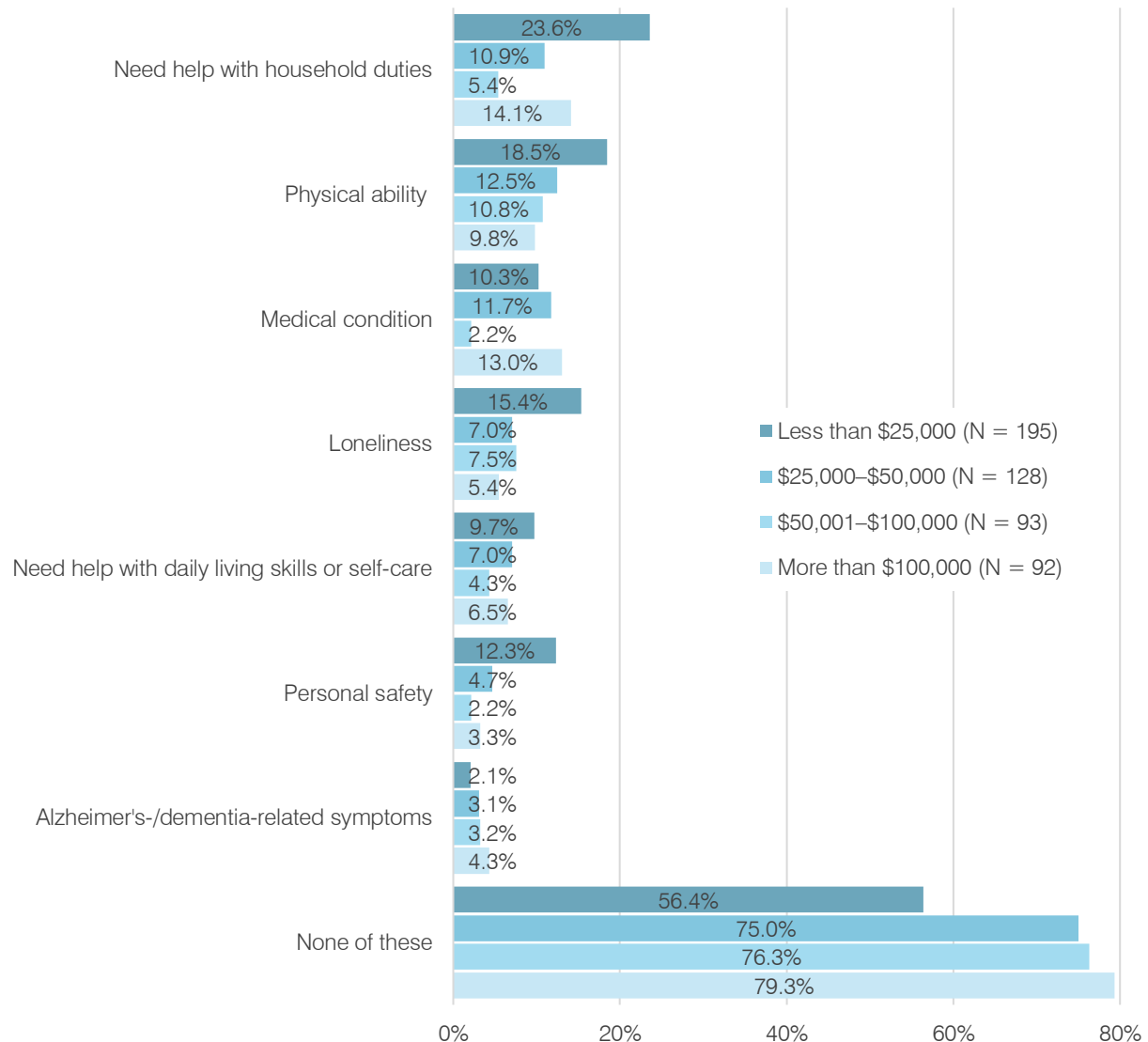
EXHIBIT 49. Barriers to Living Independently



Note: N = 602. Respondents could choose multiple responses, so percentages may total to more than 100.

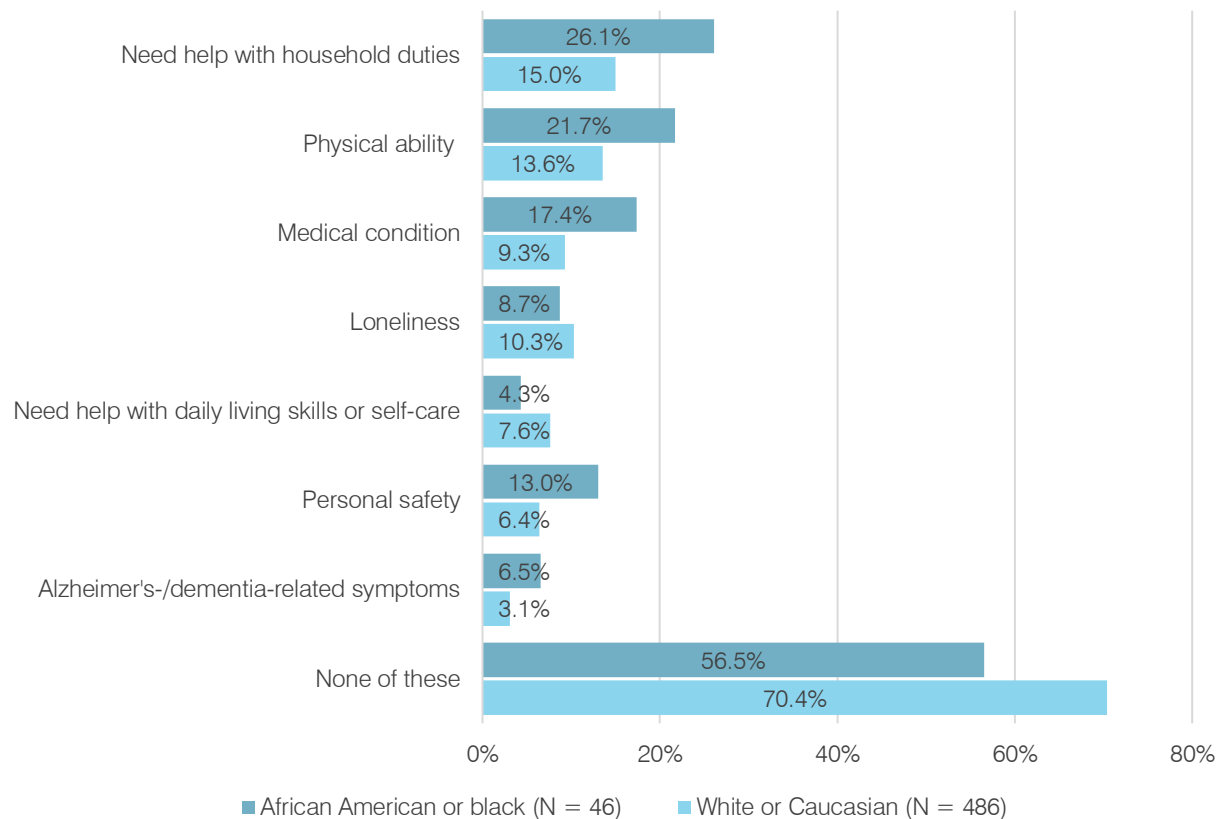
Respondents with annual incomes less than \$25,000 reported more barriers to independent living than those with higher incomes (Exhibit 50). Areas that affected them the most were needing help with household duties, physical ability, loneliness, and personal safety.

EXHIBIT 50. Barriers to Living Independently, by Income



Note: The number of respondents varied by income category. Respondents could choose multiple responses, so percentages may total to more than 100.

African-American respondents reported more barriers to independent living than white respondents. However, white respondents indicated more difficulty with experiencing loneliness and needing help with daily living skills or self-care. Both African-American and white respondents said that needing help with household duties was their biggest challenge, with 26.1 and 15 percent, respectively, reporting this barrier to independent living (Exhibit 51).

EXHIBIT 51. Barriers to Living Independently, by Race

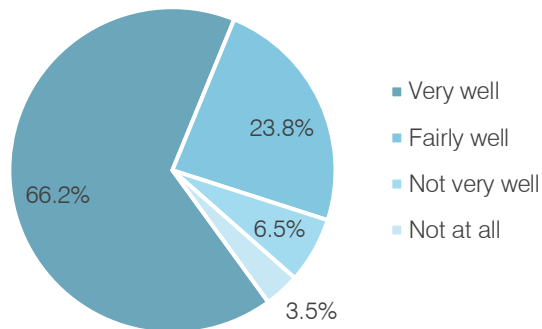
Note: The number of respondents varied by race category. Respondents could choose multiple responses, so percentages may total to more than 100.

Transportation Needs

Community input session participants and survey respondents provided feedback about the community's transportation needs. Session participants indicated that public transportation is insufficient to meet their needs, especially if one lives outside of the main city. They also shared information about small individual organizations that provide transportation assistance, but this underscored the lack of a comprehensive transportation system available to the community.

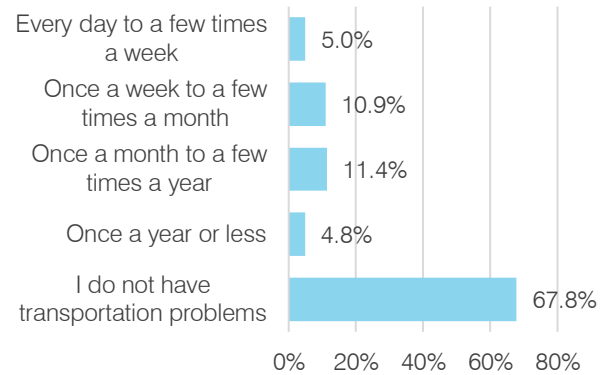
Survey respondents shared information on how well their transportation needs are being met, how often they experience difficulties with transportation, their transportation modes, and their level of need with transportation services. Only 10 percent of respondents reported being unable to meet their needs very or fairly well (Exhibit 52). More than two-thirds reported no problems, and about 5 percent indicated issues every day or a few times a week (Exhibit 53).

EXHIBIT 52. Ability to Meet Transportation Needs in the Last 12 Months



Note: N = 627.

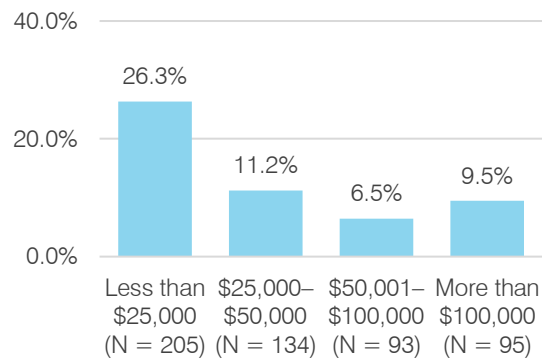
EXHIBIT 53. Frequency of Transportation Problems



Note: N = 622.

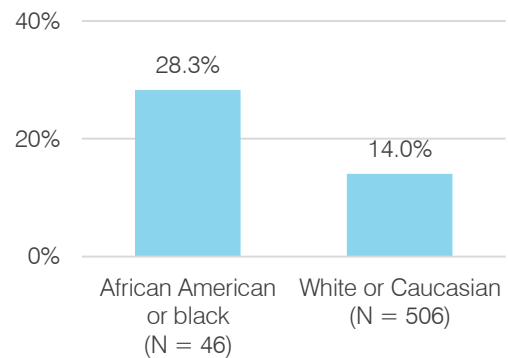
Those with incomes of \$25,000 or less and those who are African American or black reported transportation challenges at least a few times a month more often than all other income or racial groups (Exhibits 54 and 55).

EXHIBIT 54. Transportation Challenges at Least a Few Times per Month, by Income Level



Note: The number of respondents varied by income category.

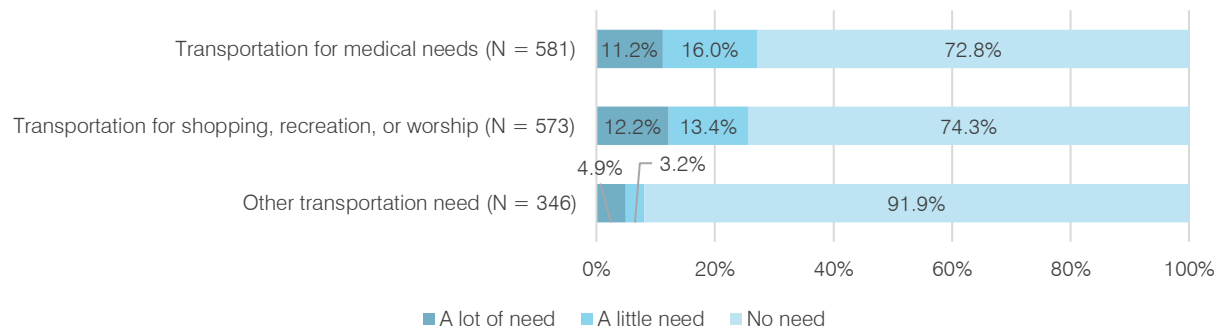
EXHIBIT 55. Transportation Challenges at Least a Few Times per Month, by Race



Note: The number of respondents varied by race category.

Of survey respondents, 27.2 percent said that they had at least some need for transportation for medical needs, and 25.6 percent indicated needing transportation for shopping, recreation, or worship (Exhibit 56).

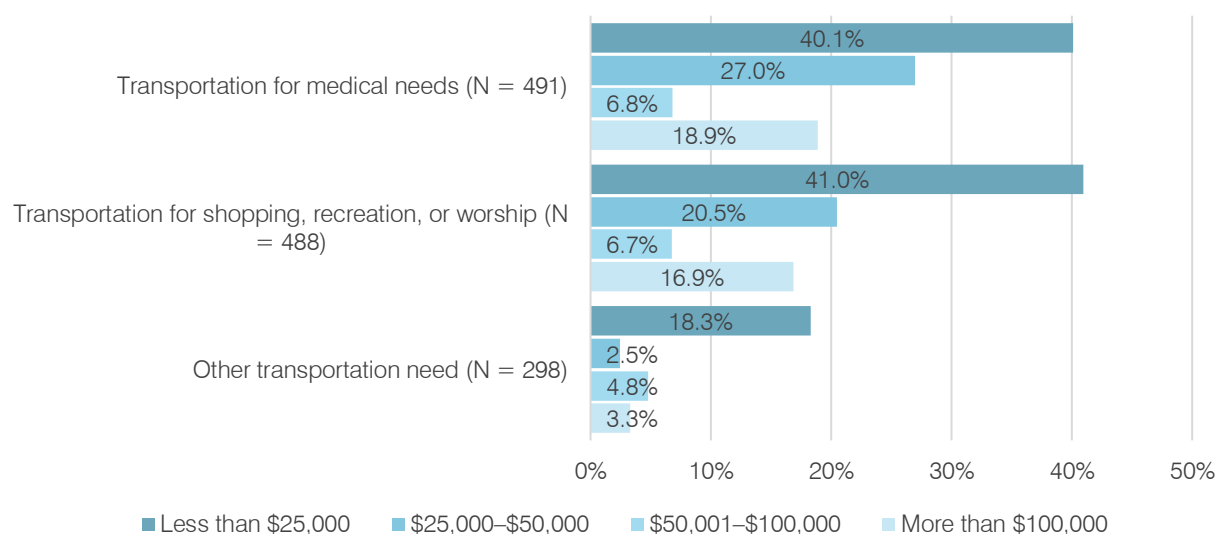
EXHIBIT 56. Transportation Needs



Note: The number of responses varied by question.

Those with incomes less than \$25,000 reported needing transportation assistance more than those across all other income levels, with about 40 percent of those respondents saying they need transportation for medical needs or for shopping, recreation, and worship (Exhibit 57).

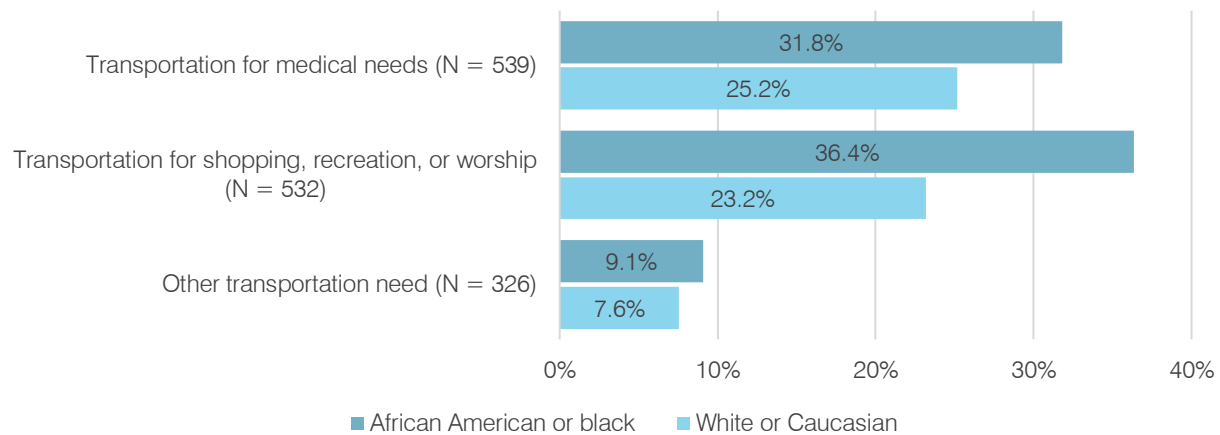
EXHIBIT 57. Transportation Needs, by Income Level



Note: The number of responses varied by question and ranged in income category from 61 to 188.

Those who identify as African American or black reported needing transportation assistance for medical appointments and for shopping, recreation, and worship purposes more than those who identify as white (Exhibit 58).

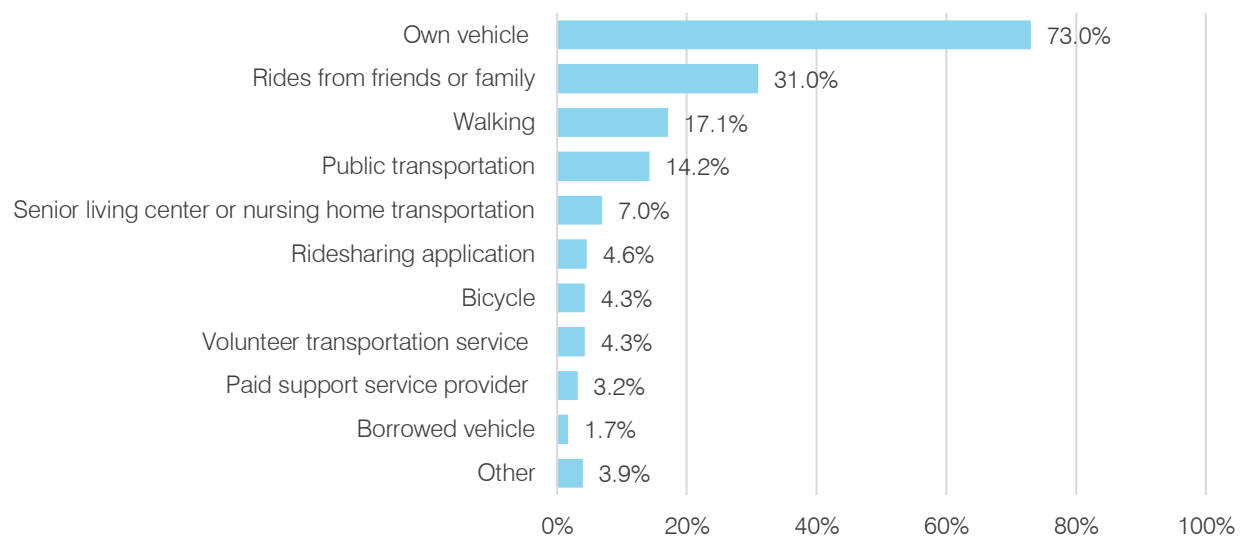
EXHIBIT 58. Transportation Needs, By Race



Note: The number of responses varied by question and ranged in race category from 22 to 473.

Nearly three-quarters of respondents (73 percent) reported using their own vehicle, and more than 30 percent receive rides from friends or family. Very few use a volunteer transportation service or a paid support provider for transportation (Exhibit 59). Some community input participants suggested more older adults could use ridesharing applications (e.g., Uber) or delivery services (e.g., Shipt) to address these needs, but that more education and awareness are necessary to encourage their adoption.

EXHIBIT 59. Transportation Modes

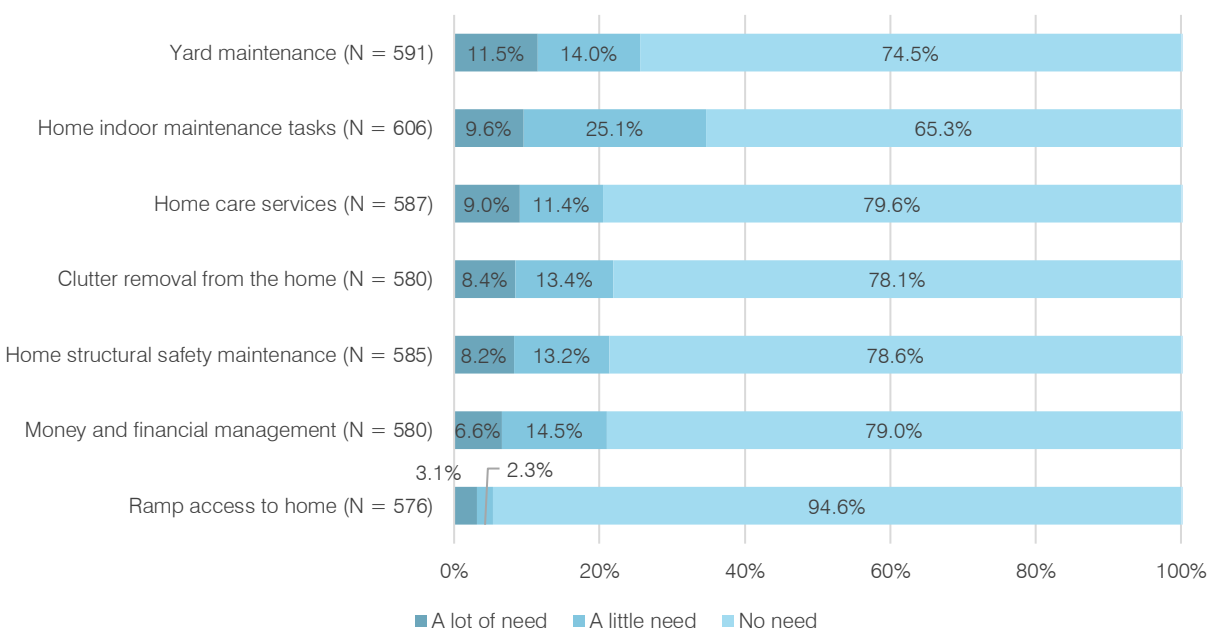


Note: N = 633. Respondents could choose multiple responses, so percentages may total to more than 100.

Home-based Services and Supports

Many community input session members noted a lack of availability of home-related services, especially for yard and indoor home repairs. Survey respondents also echoed this sentiment, as nearly half (49.6 percent) reported having at least one home-based service or support need. More than a third reported needing help with home maintenance tasks (34.7 percent), and a just above a quarter (25.5 percent) reported needing help with yard maintenance. Very few specified needing ramp access (5.4 percent) (Exhibit 60).

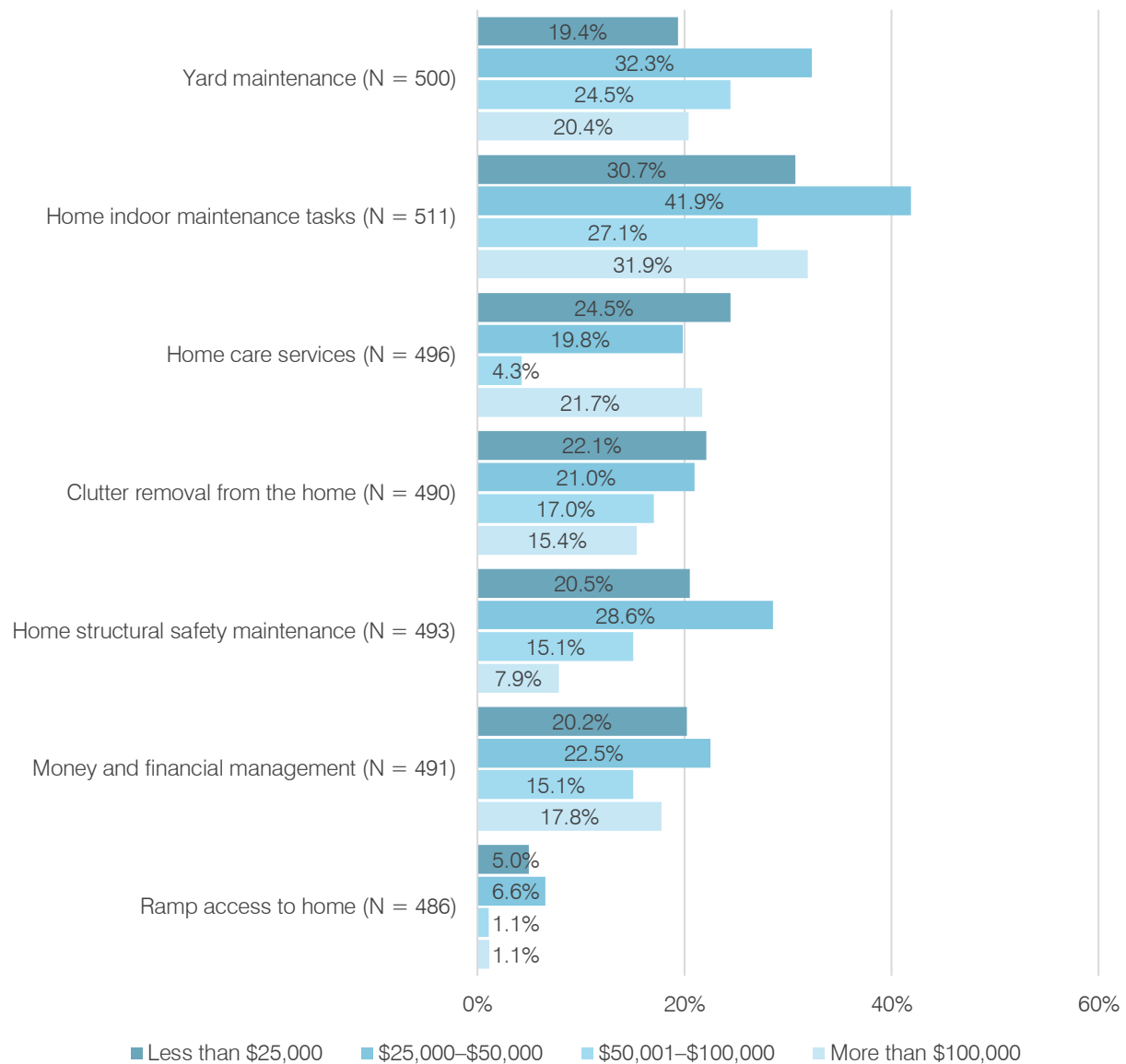
EXHIBIT 60. Home-related Service Needs



Note: The number of responses varied by question.

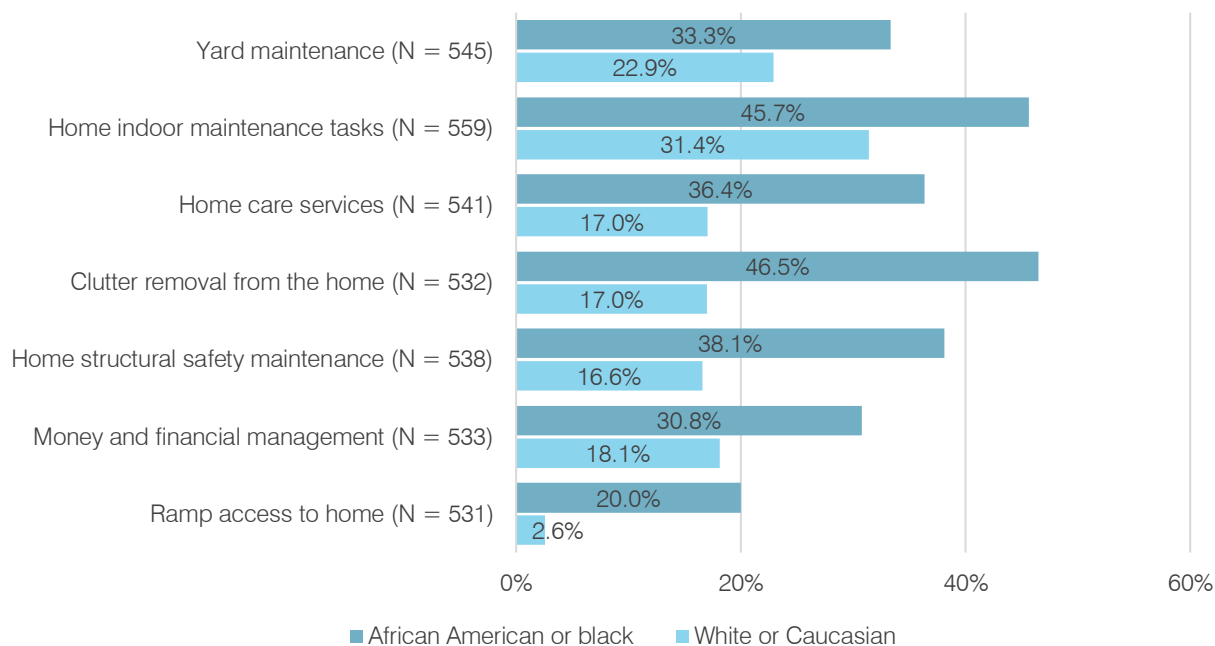
Income level may not have as much impact on home-related services needs as some other areas covered in the survey (Exhibit 61). For example, those with annual incomes more than \$100,000 reported slightly more need for help with indoor maintenance tasks than those with incomes less than \$25,000. For yard maintenance, those with the lowest incomes reported the lowest level of need. Those with incomes of \$50,000 or less did report more need for home care services, home structural safety maintenance, and financial management services than those with higher incomes.

EXHIBIT 61. Level of Home-related Service Need, by Income Level



Note: The number of responses varied by question and ranged in income category from 89 to 192.

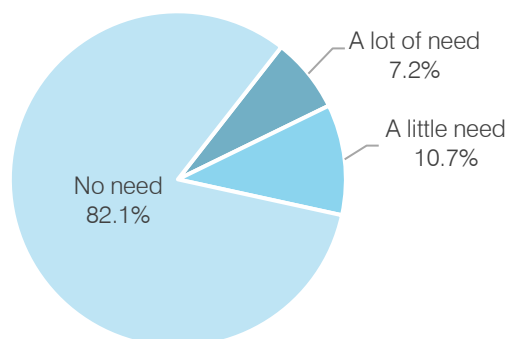
Those who identify as African American or black reported needing assistance with all home-related needs more frequently than white respondents, especially in the areas of clutter removal, structural safety maintenance, and home care services (Exhibit 62).

EXHIBIT 62. Level of Home-related Service Need, by Race

Note: The number of responses varied by question and ranged in race category from 39 to 487.

Caregiving and Caregivers

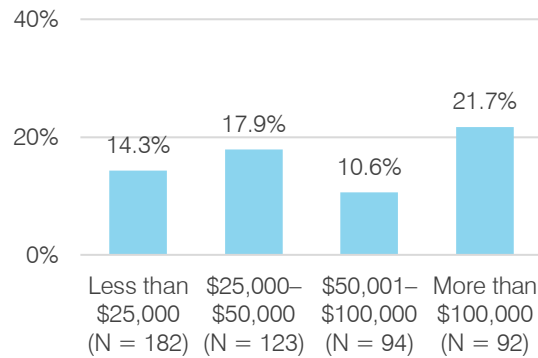
Although most survey respondents did not report any level of need with caregiver support (Exhibit 63), many community members discussed their caregiver-related concerns during the community input sessions. Participants highlighted issues with access and availability of caregivers, noting shortages of these workers, the lack of education or certification for caregivers to ensure consistent and quality care, and that these issues are exacerbated by the low pay for these positions. Many individuals, however, cannot afford to hire a caregiver if they do not qualify for any assistance.

EXHIBIT 63. Level of Need for Caregiver Support

Note: N = 582.

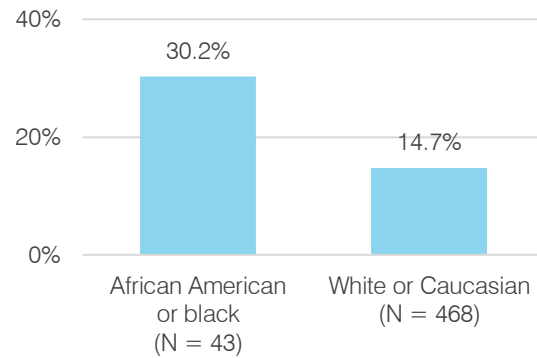
Survey respondents in the highest income group reported the most need for caregiver support (Exhibit 64). African-American respondents were more than twice as likely to report this need than white respondents (Exhibit 65).

EXHIBIT 64. Level of Need for Caregiver Support, by Income



Note: The number of respondents varied by income category.

EXHIBIT 65. Level of Need for Caregiver Support, by Race

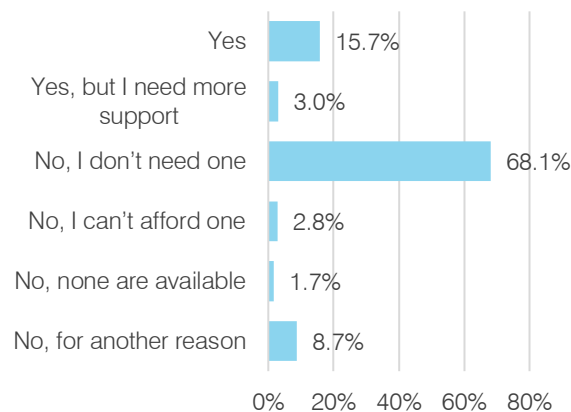


Note: The number of respondents varied by race category.

Older Adults Who Have a Caregiver

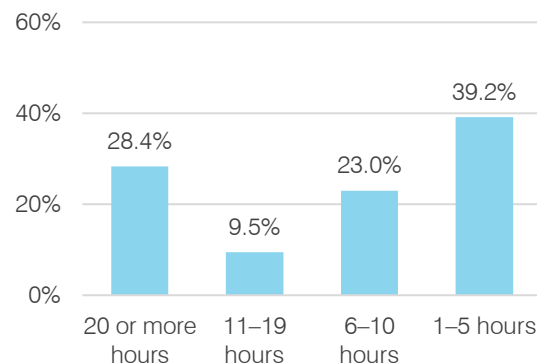
The majority of survey respondents (68.1 percent) indicated not needing a caregiver, and less than 20 percent reported having one (Exhibit 66). For those with a caregiver, 62.2 percent have one for ten or fewer hours per week (Exhibit 67).

EXHIBIT 66. Caregiver Access



Note: N = 470.

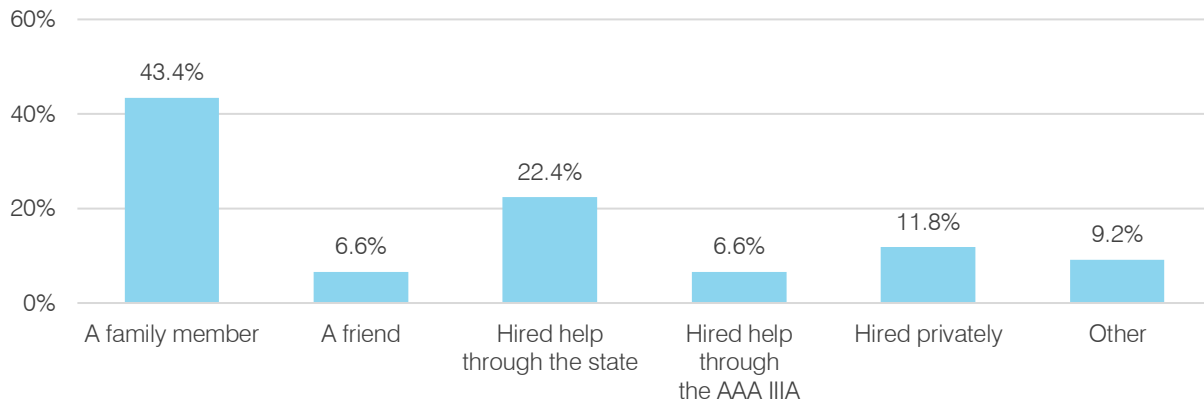
EXHIBIT 67. Number of Hours of Spent Caregiving per Week



Note: N = 74. Totals may not equal 100 percent due to rounding.

More than 40 percent of those with caregivers have a family member who serves in this role, while 22.4 percent hired one through the state (Exhibit 68).

EXHIBIT 68. Caregiver Role

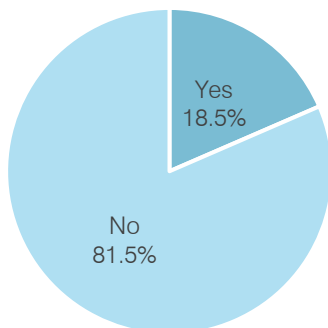


Note: $N = 76$.

Those Who Provide Care to an Older Adult

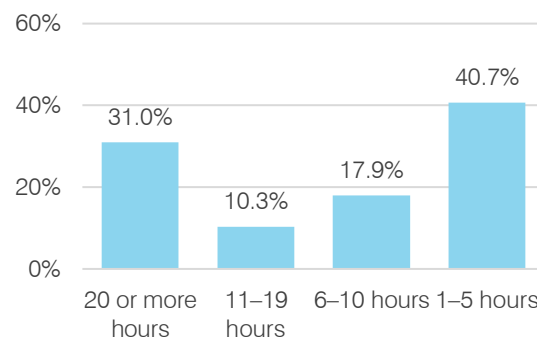
Of caregiver respondents, 18.5 percent are the primary caregiver or guardian for a minor (Exhibit 69), and 31 percent provide care to older adults for 20 or more hours each week (Exhibit 70).

EXHIBIT 69. Percentage of Caregivers Who Are the Primary Caregiver or Guardian for a Child Under the Age of 18



Note: $N = 146$.

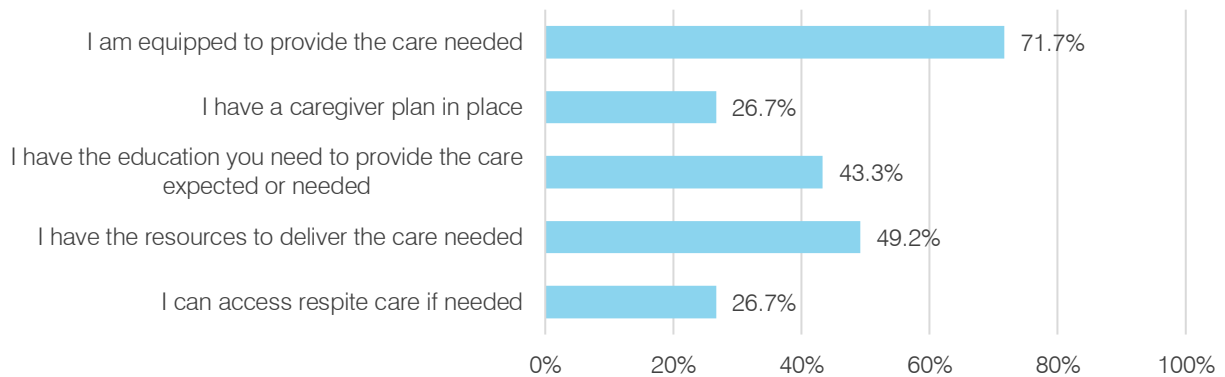
EXHIBIT 70. Number of Hours Providing Care to an Older Adult Each Week



Note: $N = 145$. Totals may not equal 100 percent due to rounding.

The majority of caregivers (71.7 percent) feel equipped to provide care, but far fewer have a caregiver plan (26.7 percent) or have access to respite care if needed (26.7 percent) (Exhibit 71).

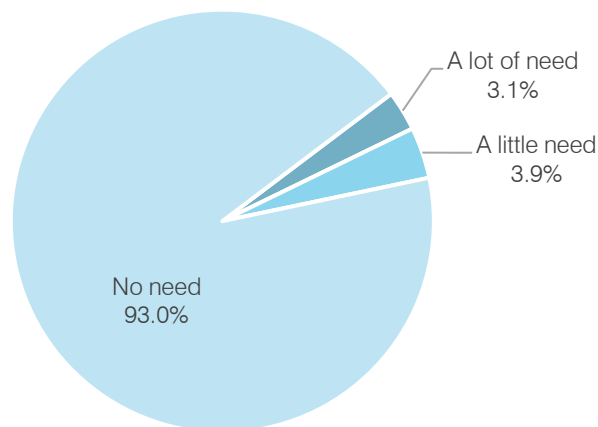
EXHIBIT 71. Caregiver Ability in Each Area



N = 120. Respondents could choose multiple responses, so percentages may total to more than 100.

Very few respondents (7 percent) reported having any level of need for adult daycare or respite services (Exhibit 72).

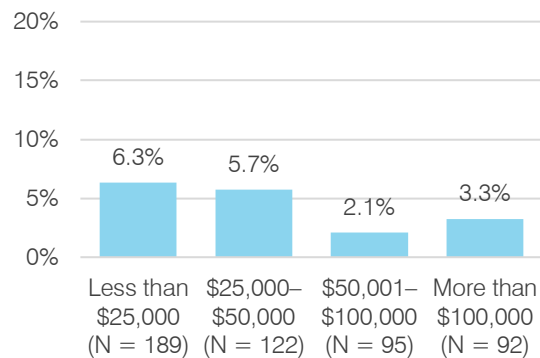
EXHIBIT 72. Percentage of Respondents Needing to Attend Adult Daycare or Respite Services



Note: *N* = 587.

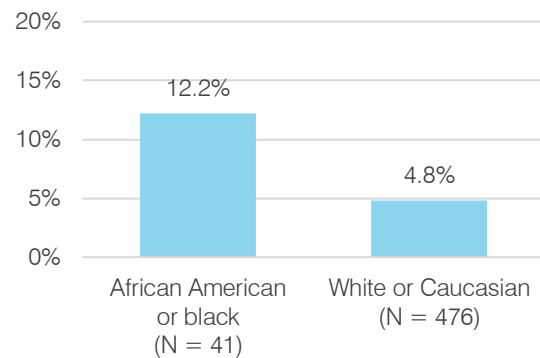
When looking at reported need by income, those with incomes of \$50,000 or less had more need than those with higher incomes (Exhibit 73). Two and a half times as many African-American respondents reported any level of need for attending adult daycare or respite services than white respondents (Exhibit 74).

EXHIBIT 73. Percentage of Respondents Needing to Attend Adult Daycare or Respite Services, by Income



Note: The number of respondents varied by income category.

EXHIBIT 74. Percentage of Respondents Needing to Attend Adult Daycare or Respite Services, by Race

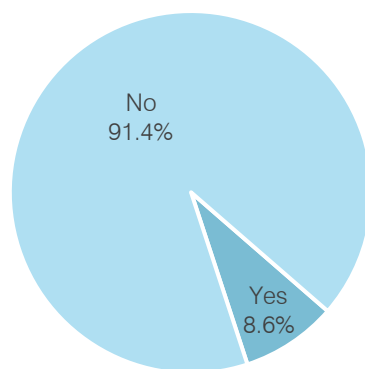


Note: The number of respondents varied by race category.

Less than 10 percent of caregivers (8.6 percent) reported having ever used respite care (Exhibit 75). While most (72.9 percent) indicated not needing respite care, 11.9 percent said they are unsure where to get it, and 9.3 percent said the cost is too high (Exhibit 76.) Some community input session participants noted that respite care is not readily available and can be difficult to access when needed. One participant stated:

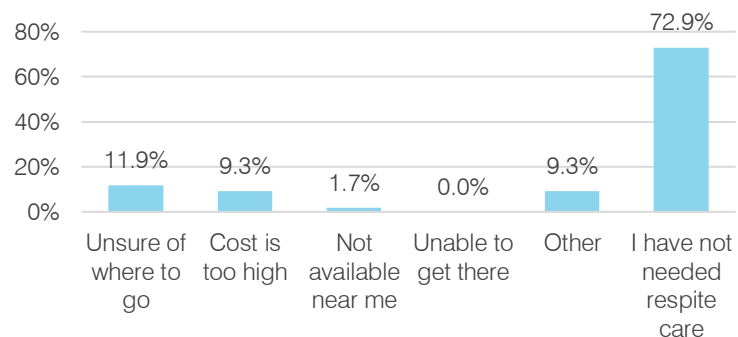
“There are a million hoops to jump through, and you cannot get [respite care] immediately. By the time people are reaching out, they are already at a critical point and do not have time to wait.”

EXHIBIT 75. Respite Care Use



Note: N = 140.

EXHIBIT 76. Reasons for Not Using Respite Care



Note: N = 118. Respondents could choose multiple responses, so percentages may total to more than 100.

Elder Abuse

Both community input session participants and survey respondents answered questions related to elder abuse and related prevention efforts. Session participants discussed existing prevention services, including strengths and challenges. Survey respondents shared if they had been a victim of abuse and their expected needs related to elder abuse prevention efforts.

System Strengths

Participants highlighted that having a single number to call to report abuse has been a marked improvement to the system. There have been many efforts to educate people—such as medical providers, bank personnel, barbers and hairdressers, and others—about the signs of abuse and how to report it. They also noted that recent news stories helped shed light on the importance of reporting this type of maltreatment.

Several participants shared that the Elder Abuse Prevention Council and Multidisciplinary Team have been beneficial for sharing resources and addressing concerning cases. Participants in one session suggested Kalamazoo County look at developing an elder abuse court, such as the one in Chicago, where judges and prosecutors receive special training and handle all elder abuse cases. This is a similar model to other specialty courts, such as a drug or mental health court.

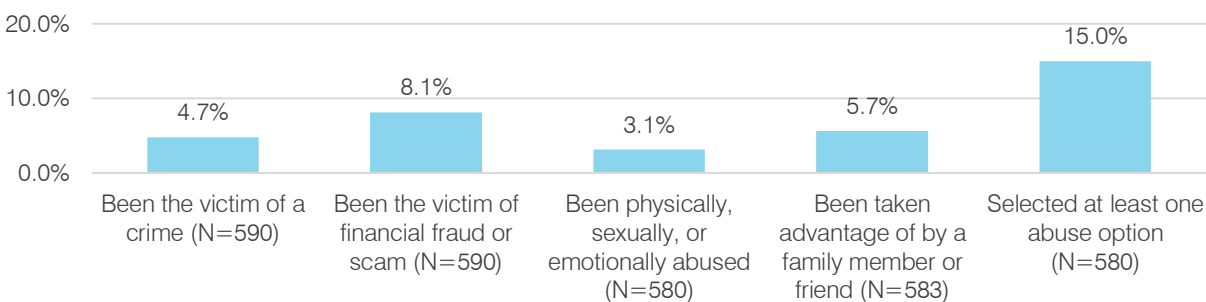
System Challenges

Participants also shared, however, that people are reluctant to report abuse even if they witness it or are a victim themselves. Some of the reporting challenges included perceived stigma in acknowledging their victimhood, not wanting to report a family member, or experiencing concern about losing whatever help they do have if the abuser provides care that they rely on. Participants also mentioned a lack of Adult Protective Services workers. While some said that the system works well when cases are reported, others indicated that prosecution is difficult, and, due to lack of communication between systems and confidentiality, it is unclear what has happened to a case once reported.

Abuse Experience and Prevention Needs

Of all survey respondents, 15 percent reported they had been the victim of some type of elder abuse, while less than 10 percent reported being the victim of financial fraud or a scam (Exhibit 77).

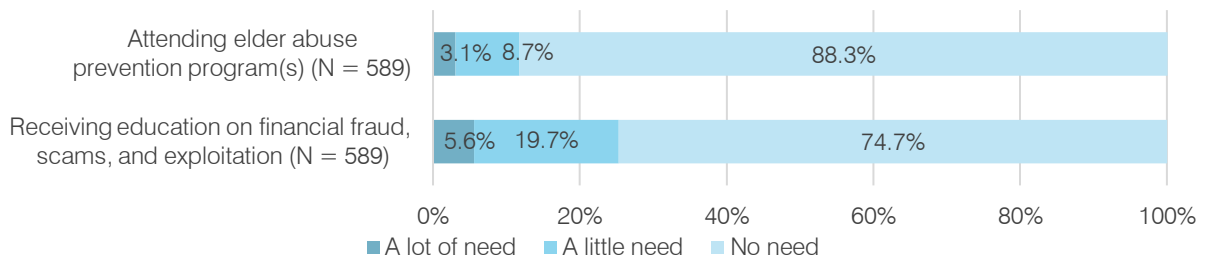
EXHIBIT 77. Percentage Reporting Elder Abuse, by Abuse Type



Note: The number of respondents varied by question.

A quarter of respondents reported having some level of need with receiving education on financial fraud, scams, or exploitation. Fewer (11.8 percent) reported needing to attend elder abuse prevention programs (Exhibit 78).

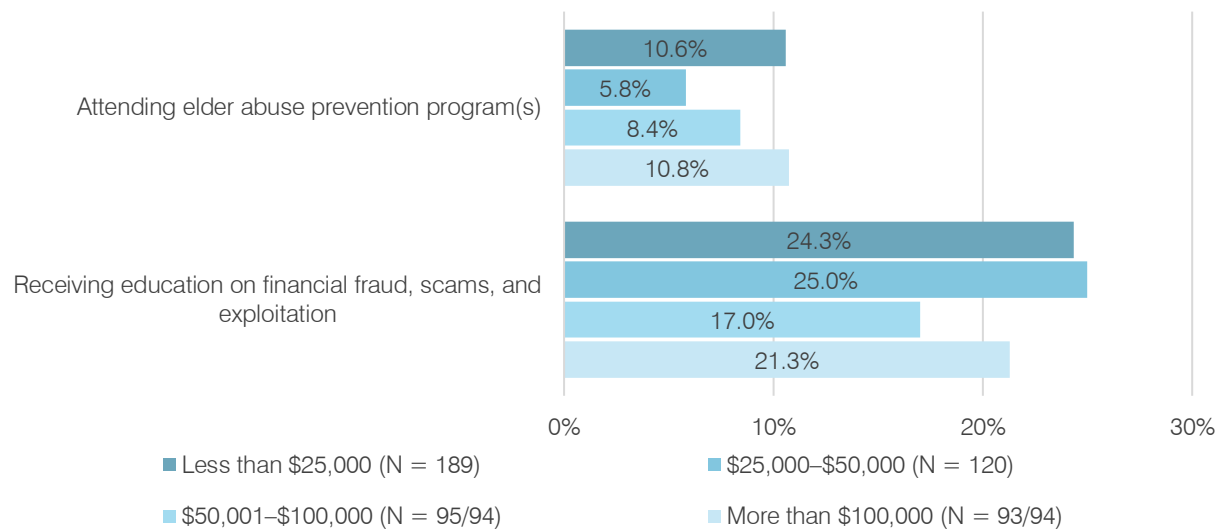
EXHIBIT 78. Level of Need for Elder Abuse Programming or Education



Note: The number of responses varied by question.

Around 10 percent of survey respondents with annual incomes less than \$25,000 and with incomes greater than \$100,000 reported a need to attend an elder abuse prevention program. The percentage of those reporting a need for education on financial fraud, scams, and exploitation ranged from 17 percent to 25 percent across all income groups (Exhibit 79).

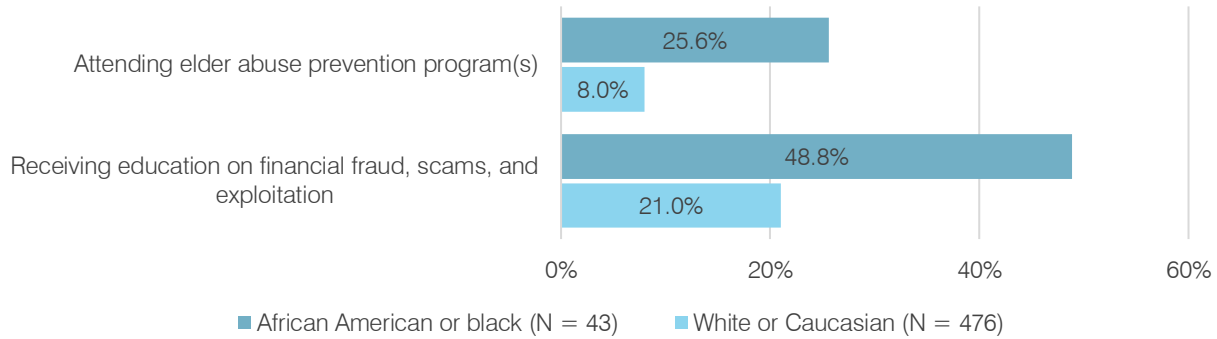
EXHIBIT 79. Level of Need for Elder Abuse Programming and Education, by Income



Note: The number of responses varied by question.

Those who identify as African American reported much higher needs in these areas, especially with receiving education on financial fraud, scams, and exploitation (Exhibit 80).

EXHIBIT 80. Need for Elder Abuse Programming and Education, by Race

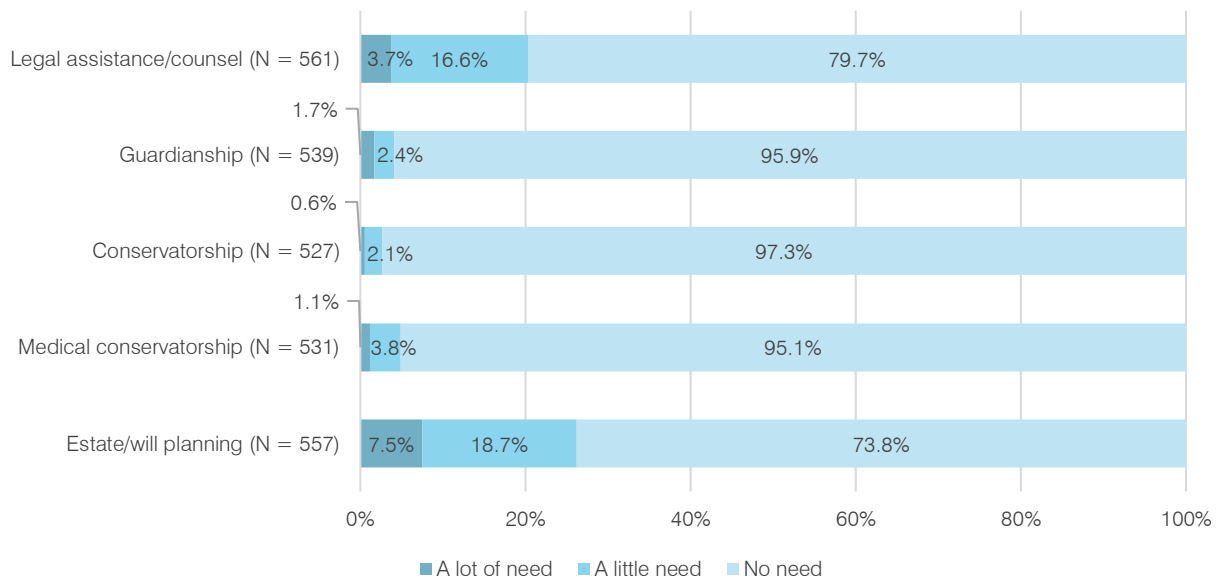


Note: The number of responses varied by race category.

Legal Needs

A handful of community input session participants noted that Kalamazoo County's available legal services and aid is a strength of the existing system. Just more than a third (34.1 percent) of all survey respondents reported having any type of legal need. About a quarter (26.2 percent) indicated needing estate or will planning services, while 20.3 percent indicated a need for legal assistance or counsel (Exhibit 81).

EXHIBIT 81. Percentage Reporting Legal Needs



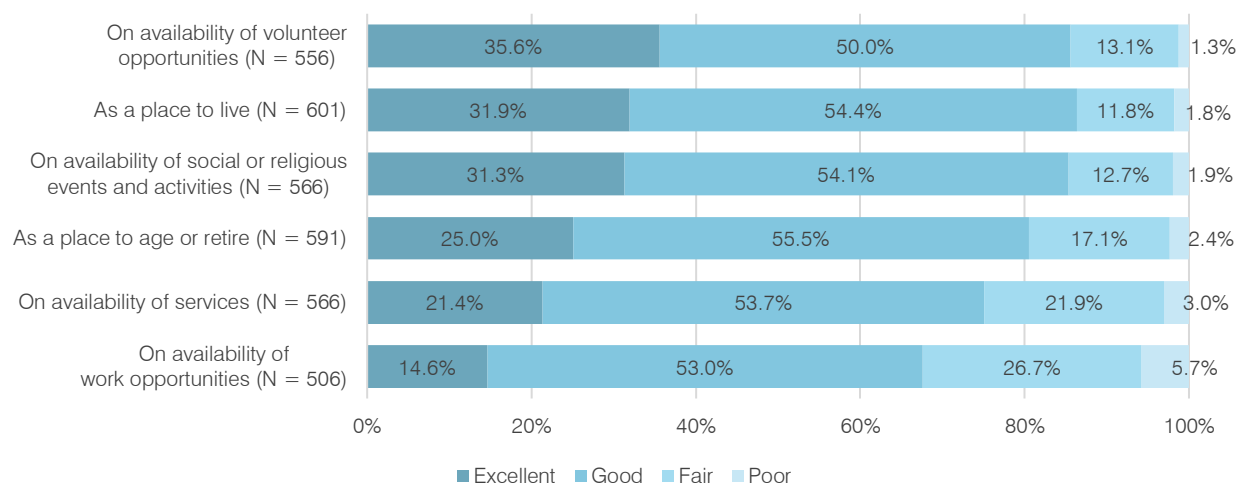
Note: The number of responses varied by question.

Kalamazoo County Experience

Survey respondents answered questions about their experience living in Kalamazoo County more generally, and also shared their level of loneliness and need for social programs.

About 85 percent of respondents rated Kalamazoo County as a good or excellent place to live. The availability of volunteer opportunities, social events, or religious activities was also rated good or excellent by approximately 85 percent of respondents. About a quarter of participants, however, rated the availability of services as fair or poor, and nearly a third rated the availability of work opportunities as fair or poor (Exhibit 82).

EXHIBIT 82. Kalamazoo County Experience Rating

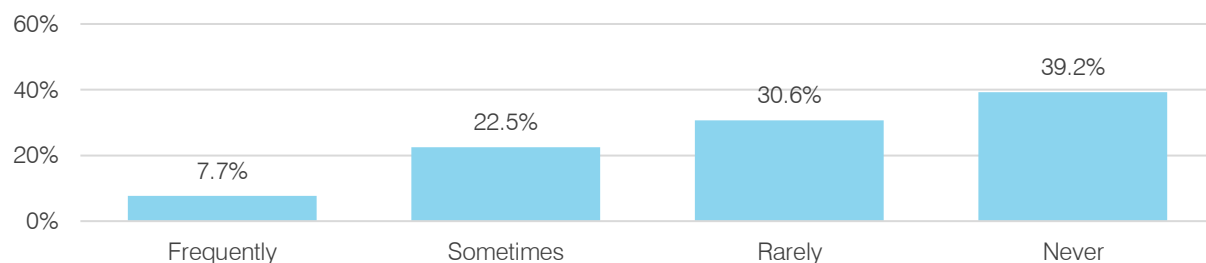


Note: The number of responses varied by question.

Isolation and Loneliness

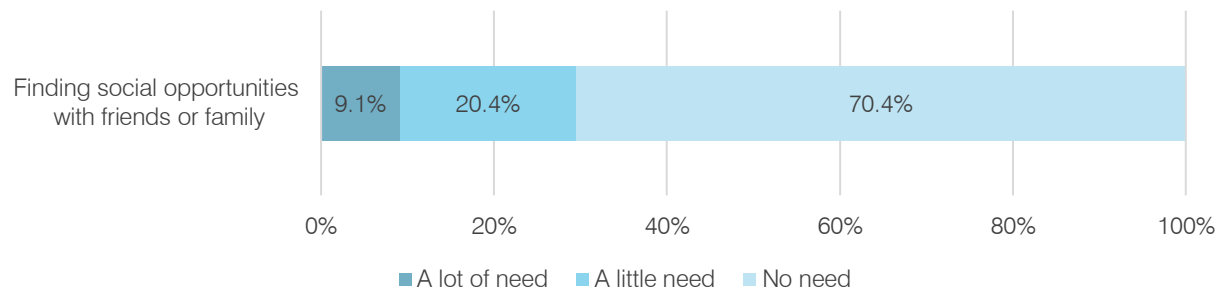
About 30 percent of respondents reported experiencing frequent or occasional feelings of loneliness or isolation and needing assistance in finding social opportunities (Exhibits 83 and 84).

EXHIBIT 83. Frequency of Feeling Isolated or Lonely



Note: N = 533.

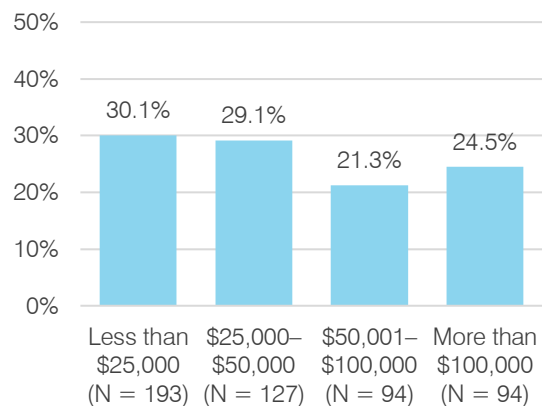
EXHIBIT 84. Level of Need in Finding Social Opportunities



Note: $N = 602$.

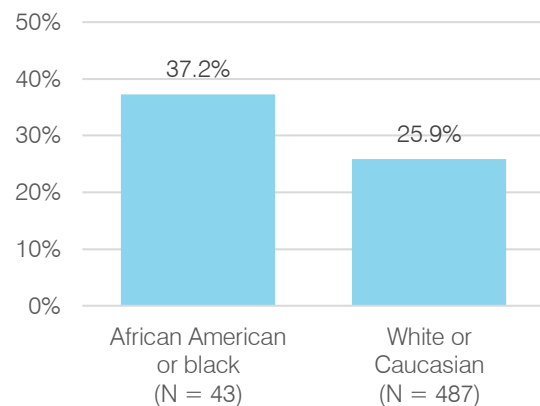
Respondents with incomes below \$50,000 reported a slightly higher need for help finding social opportunities compared to those with incomes above \$50,000. African-American respondents indicated a higher need for help than white respondents (Exhibit 85 and 86).

EXHIBIT 85. Level of Need in Finding Social Opportunities, By Income



Note: The number of respondents varied by income category.

EXHIBIT 86. Level of Need in Finding Social Opportunities, by Race

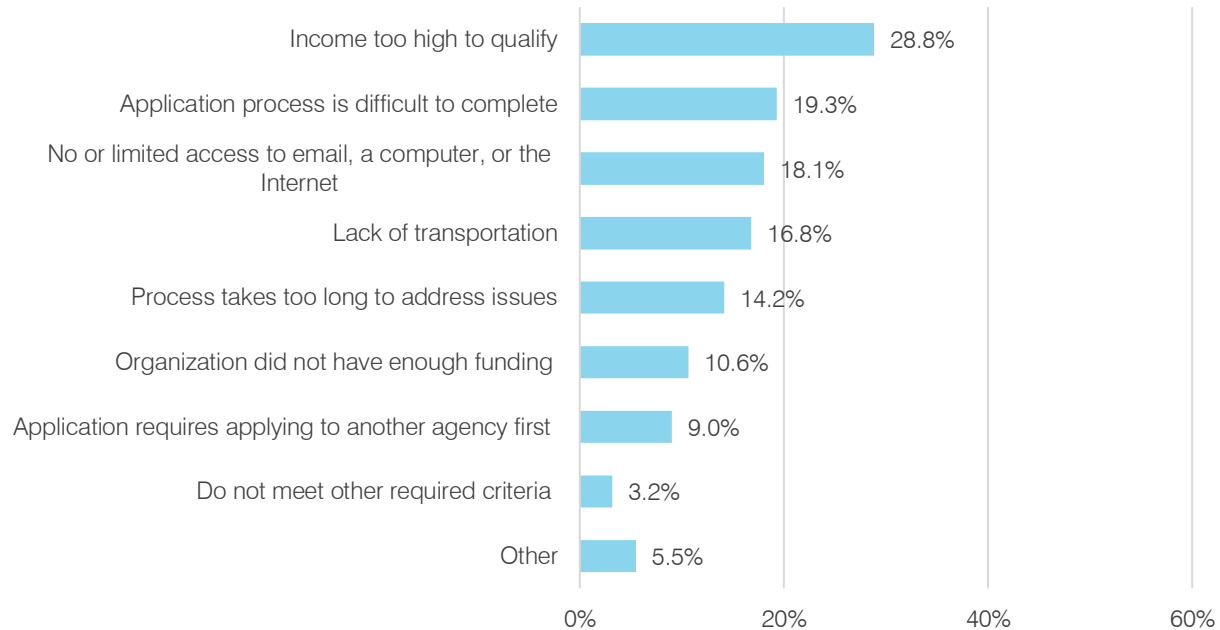


Note: The number of respondents varied by race category.

Barriers to Accessing Community Services

Just over half of respondents (52.2 percent) identified at least one frustration when applying for community services. Nearly 30 percent reported being frustrated that their income was too high to qualify for such services, and nearly 20 percent noted that the application process is too difficult or confusing to complete (Exhibit 87).

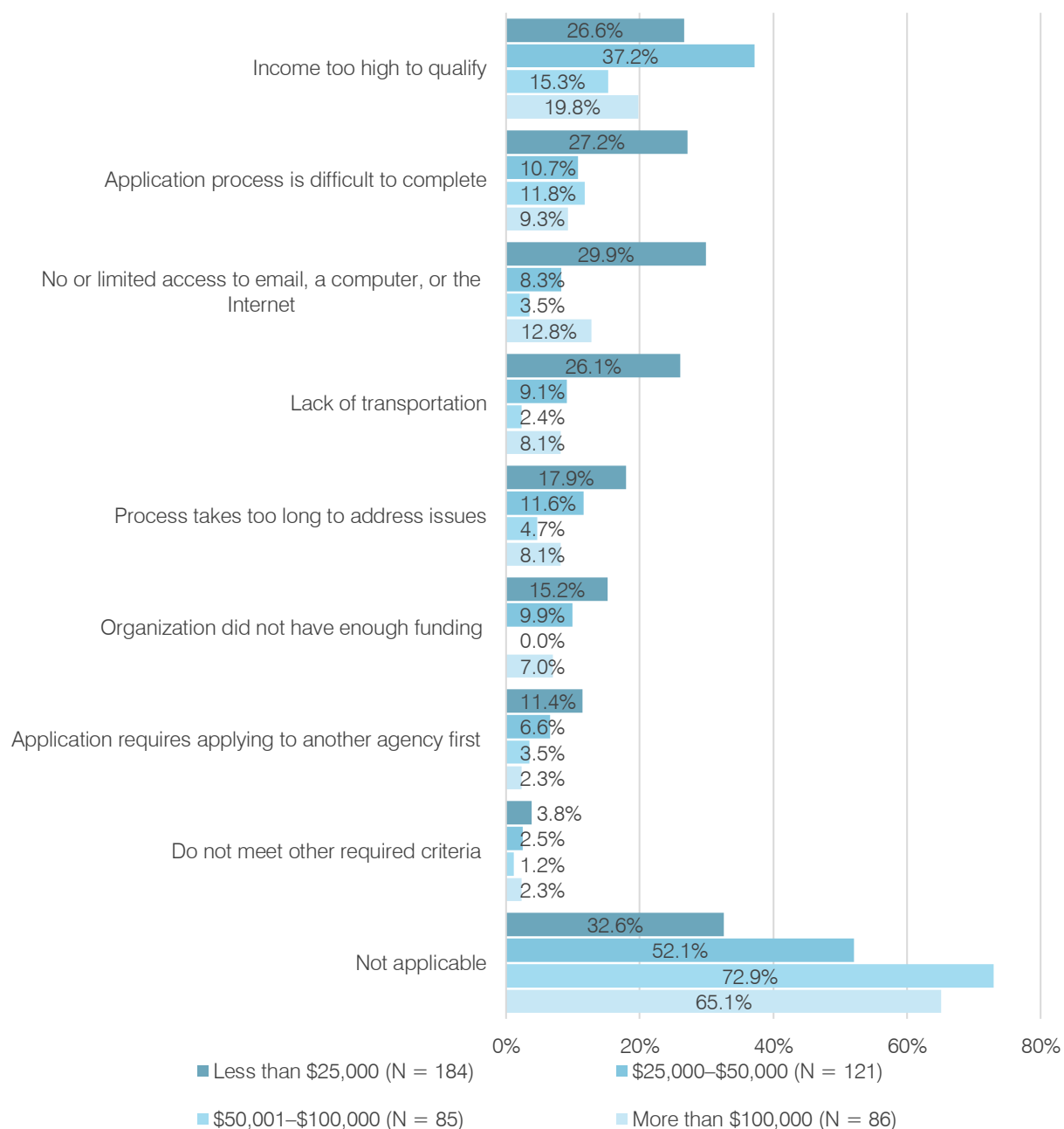
EXHIBIT 87. Barriers to Accessing Community Services



Note: *N* = 565. Respondents could choose multiple responses, so percentages may total to more than 100.

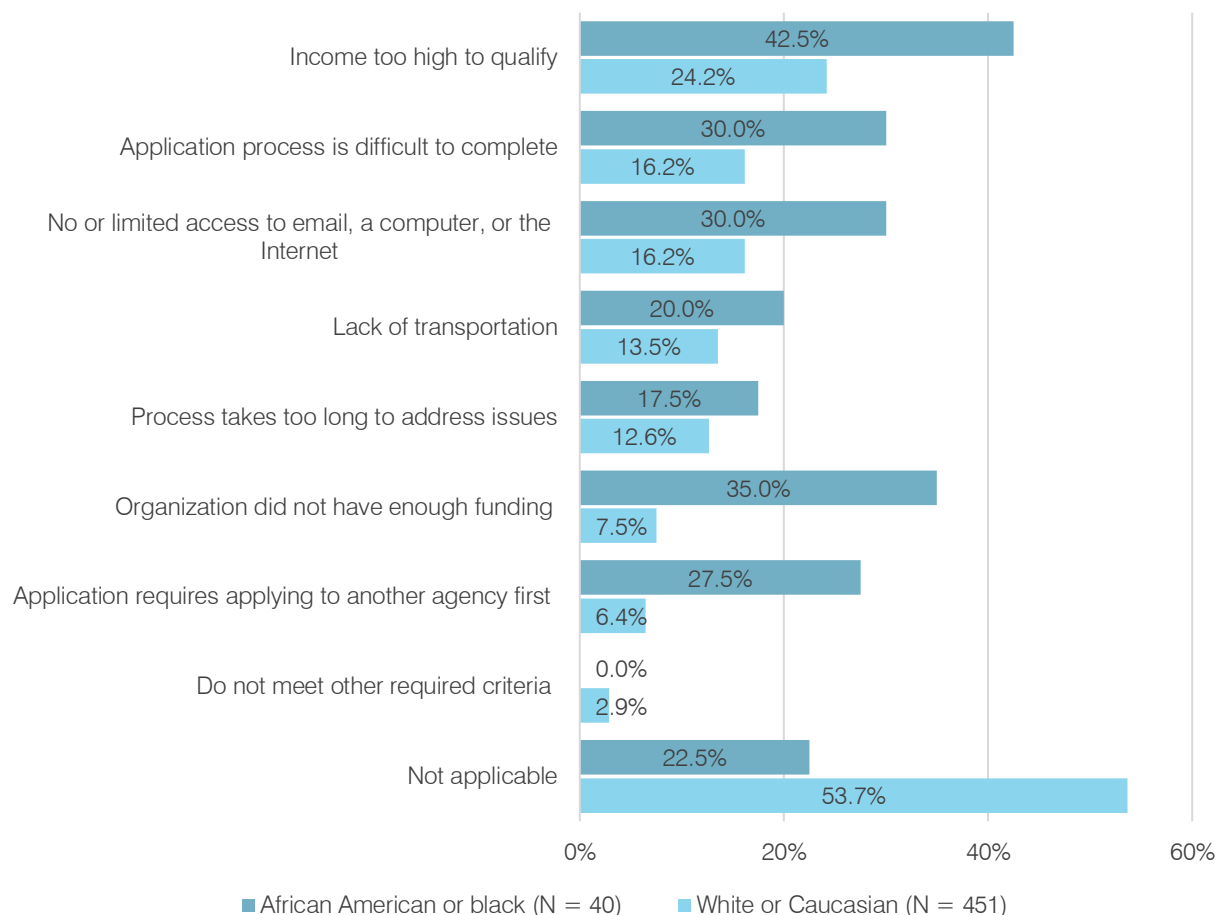
A much larger percentage of those with incomes below \$25,000 reported frustrations with accessing community services due to complicated application processes, transportation challenges, or no or limited access to email, a computer, or the Internet when compared to all other income level groups. A slightly larger percentage of those with incomes between \$25,000 and \$50,000 reported frustration with their income being too high to qualify for services more than all income levels (Exhibit 88).

EXHIBIT 88. Barriers to Accessing Community Services, by Income



Note: The number of respondents varied by income category. Respondents could choose multiple responses, so percentages may total more than 100.

A higher percentage of African-American respondents reported barriers to accessing community services than white respondents (Exhibit 89). This was especially true across multiple levels experience, including organizations lacking adequate funding, multiagency application processes, and limited income requirements.

EXHIBIT 89. Barriers to Accessing Community Services, by Race

Note: The number of respondents varied by income category. Respondents could choose multiple responses, so percentages may total more than 100.

Recommendations

Older adults reported a variety of needs across many service areas. However, few reported needing services that are not already available in Kalamazoo County. The primary issue is that older adults experience significant access barriers resulting from complicated application requirements, financial constraints, and lack of information and communication. Across all populations, as the AAA IIIA analyzes its programming and investments, a focus on the prioritizing communication efforts will allow older adults to gain important information on existing programs in the community.

Appendix A: Community Needs Assessment Survey Instruments

Kalamazoo County Older Adults Community Needs Assessment

Introduction

The Kalamazoo County Area Agency on Aging is conducting a needs assessment for older adults in Kalamazoo County in order to:

- Identify unmet needs of older adults (60+) and their caregivers in Kalamazoo County
- Review the current availability, usage, and quality of older-adult services in Kalamazoo County
- Make recommendations for future local, state, and federal funding for programs and services to Kalamazoo County to prioritize Senior Millage spending to meet your needs

Kalamazoo County residents are invited to share feedback regarding services for older adults. Older adults and individuals providing services for older adults as a caregiver or a professional are encouraged to complete this survey. Caregivers and professionals should complete the survey on behalf of the older adult.

Your participation in the survey is voluntary, and your survey answers are confidential. No identifying information, such as your name or contact information, is required to complete the survey. Results from this survey will directly impact programming and services for older adults in Kalamazoo County.

Thank you for your participation!

Instructions

Please respond to each question to the best of your ability by filling in the letter bubble next to your response. Note that some questions require one answer, while others allow for multiple responses.

The survey will take about 15 minutes to complete. If you prefer to complete the survey online, you may do so by entering the following link into your web browser—**tinyurl.com/KalamazooCNA**—or scanning the QR code below.



Please return your completed survey by **February 28** to Kalamazoo County AAA at the Kalamazoo County Health and Community Services Building, 311 E. Alcott St, Kalamazoo, Michigan, 49001.

Demographic Information

1. How would you identify yourself?

- ☐ (A) I am an older adult (aged 60 or older)
- ☐ (B) I am a personal caregiver to an older adult (aged 60 or older)
- ☐ (C) I am a professional working in the older-adult services field
- ☐ (D) Other, please describe: _____

2. What is your gender identity?

- ☐ (A) Male
- ☐ (B) Female
- ☐ (C) Transgender male
- ☐ (D) Transgender female
- ☐ (E) Prefer to self-describe: _____

3. In what year were you born? _____

4. Have you ever served in the armed forces?

- ☐ (A) Yes
- ☐ (B) No

5. What is your marital status?

- ☐ (A) Married
- ☐ (B) Never married
- ☐ (C) Divorced
- ☐ (D) Separated
- ☐ (E) Widowed
- ☐ (F) Other, please describe: _____

6. Which of the following best represents your race and ethnicity?

Select all that apply.

- ☐ (A) African American or Black
- ☐ (B) American Indian or Alaskan Native
- ☐ (C) Asian
- ☐ (D) Hispanic, Latino, or Spanish origin
- ☐ (E) Native Hawaiian or other Pacific Islander
- ☐ (F) White/Caucasian
- ☐ (G) Multiracial/biracial
- ☐ (H) Other, please describe: _____

7. What is the highest level of school you completed?

- ☐ (A) No high-school diploma
- ☐ (B) High-school diploma or GED
- ☐ (C) Some college
- ☐ (D) Associate's degree or technical certification
- ☐ (E) Bachelor's degree
- ☐ (F) Graduate degree

8. Which municipality listed below do you live in? (Choose the location where you are registered to vote.)

- | | |
|--|---|
| <input type="checkbox"/> (A) Alamo Township | <input type="checkbox"/> (M) Parchment City |
| <input type="checkbox"/> (B) Augusta Village | <input type="checkbox"/> (N) Pavilion Township |
| <input type="checkbox"/> (C) Brady Township | <input type="checkbox"/> (O) Portage City |
| <input type="checkbox"/> (D) Charleston Township | <input type="checkbox"/> (P) Prairie Ronde Township |
| <input type="checkbox"/> (E) Climax Township | <input type="checkbox"/> (Q) Richland Township |
| <input type="checkbox"/> (F) Climax Village | <input type="checkbox"/> (R) Richland Village |
| <input type="checkbox"/> (G) Comstock Township | <input type="checkbox"/> (S) Ross Township |
| <input type="checkbox"/> (H) Cooper Township | <input type="checkbox"/> (T) Schoolcraft Township |
| <input type="checkbox"/> (I) Galesburg City | <input type="checkbox"/> (U) Schoolcraft Village |
| <input type="checkbox"/> (J) Kalamazoo City | <input type="checkbox"/> (V) Texas Township |
| <input type="checkbox"/> (K) Kalamazoo Township | <input type="checkbox"/> (W) Vicksburg Village |
| <input type="checkbox"/> (L) Oshtemo Township | <input type="checkbox"/> (X) Wakeshma Township |

9. Would you consider where you live to be:

- Ⓐ Urban (in the city)
- Ⓑ Rural (in the country)
- Ⓒ Suburban (between the city and country)

Household Information

10. Which of the following best describes your housing?

- Ⓐ Apartment, condominium, or townhouse
- Ⓑ Single-family home
- Ⓒ Independent senior living community
- Ⓓ Assisted living community
- Ⓔ Skilled nursing home
- Ⓕ Homeless
- Ⓖ Other, please describe: _____

11. Which of the following best describes your living arrangements?
Select all that apply.

- Ⓐ Alone
- Ⓑ With spouse or partner
- Ⓒ With your adult children
- Ⓓ With children under the age of 18
- Ⓔ With adult nonrelatives
- Ⓕ With adult relatives (nonspousal)
- Ⓖ With a paid professional caregiver
- Ⓗ Other, please describe: _____

12. What is your or your household's gross (pretax) monthly income?

- | | |
|-------------------|----------------------|
| Ⓐ \$0–\$832 | Ⓕ \$4,167–\$6,250 |
| Ⓑ \$833–\$1,250 | Ⓖ \$6,251–\$8,333 |
| Ⓒ \$1,251–\$2,083 | Ⓗ \$8,334–\$12,500 |
| Ⓓ \$2,084–\$2,916 | Ⓘ \$12,501 or higher |
| Ⓔ \$2,917–\$4,166 | |

Employment

13. Which of the following best describes your current employment status?

Select all that apply.

- ☐ (A) Employed, enter number of hours per week _____
- ☐ (B) Unemployed
- ☐ (C) Disabled or unable to work
- ☐ (D) Retired
- ☐ (E) Other, please describe: _____

14. How many hours per month do you volunteer in the community?

- ☐ (A) Average number of hours per month: _____
- ☐ (B) None

Access to Services

15. Which of the following community services have you used, are you currently using, or do you anticipate needing?	Used previously	Currently using	Expect to need in the next 12 months
Phone line assistance to learn about community programs, such as transportation, housing, basic needs, home-delivered meals, and community meal sites	<input type="checkbox"/> (A)	<input type="checkbox"/> (B)	<input type="checkbox"/> (C)
Older-adult ongoing education programs provided through Western Michigan University (e.g., Osher Lifelong Learning Institute [OLLI]) and Kalamazoo County Community College	<input type="checkbox"/> (A)	<input type="checkbox"/> (B)	<input type="checkbox"/> (C)
Matter of Balance (fall prevention classes)	<input type="checkbox"/> (A)	<input type="checkbox"/> (B)	<input type="checkbox"/> (C)
Personal Action Towards Health (PATH) (coping with chronic diseases classes)	<input type="checkbox"/> (A)	<input type="checkbox"/> (B)	<input type="checkbox"/> (C)
Caregiver support (groups, educational classes, or counseling)	<input type="checkbox"/> (A)	<input type="checkbox"/> (B)	<input type="checkbox"/> (C)
Respite adult day services (for chronic health conditions) at a facility	<input type="checkbox"/> (A)	<input type="checkbox"/> (B)	<input type="checkbox"/> (C)
Adult day services for dementia care (at a facility)	<input type="checkbox"/> (A)	<input type="checkbox"/> (B)	<input type="checkbox"/> (C)

15. Which of the following community services have you used, are you currently using, or do you anticipate needing?	Used previously	Currently using	Expect to need in the next 12 months
Creating Confident Caregivers (caregiver dementia education)	Ⓐ	Ⓑ	Ⓒ
Advocacy and Outreach on Long-term Care Ombudsman Program	Ⓐ	Ⓑ	Ⓒ
Advocacy and Outreach on Elder Abuse Prevention	Ⓐ	Ⓑ	Ⓒ
Home-delivered meals	Ⓐ	Ⓑ	Ⓒ
Congregate meals sites in the community	Ⓐ	Ⓑ	Ⓒ
Personal Emergency Response Button (e.g., Life Alert)	Ⓐ	Ⓑ	Ⓒ
Senior center programs	Ⓐ	Ⓑ	Ⓒ
Transportation	Ⓐ	Ⓑ	Ⓒ
Legal assistance	Ⓐ	Ⓑ	Ⓒ
Guardianship services for incapacitated seniors or dependents	Ⓐ	Ⓑ	Ⓒ
Care coordination or care management	Ⓐ	Ⓑ	Ⓒ
In-home support: Fall prevention assistance (e.g., installing grab bars, ramps, and home modifications)	Ⓐ	Ⓑ	Ⓒ
In-home support: Counseling	Ⓐ	Ⓑ	Ⓒ
In-home support: Homemaking or home care services (e.g., housekeeping, chores, cleaning, laundry)	Ⓐ	Ⓑ	Ⓒ
In-home support: Personal care support (e.g., bathing, dressing, grooming)	Ⓐ	Ⓑ	Ⓒ
In-home support: Respite care in the home	Ⓐ	Ⓑ	Ⓒ
In-home support: Medication management	Ⓐ	Ⓑ	Ⓒ
Other, please describe: _____	Ⓐ	Ⓑ	Ⓒ
<p align="center">If you need help finding resources, call the AAA Information and Assistance Line: 269-373-5173</p>			

Provider Access

16. Which of the following healthcare providers do you have?	Yes	No	Not applicable	I need help finding this resource
Primary care physician(s)	<input type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input type="radio"/> D
Dentist	<input type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input type="radio"/> D
Counselor, psychiatrist, or other mental health provider	<input type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input type="radio"/> D
Audiologist or hearing specialist	<input type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input type="radio"/> D
Optometrist, ophthalmologist, or vision specialist	<input type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input type="radio"/> D

Healthcare

17. How would you rate your level of need in the following areas?	A lot of need	A little need	No need	I need help finding this resource
Help with health insurance options	<input type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input type="radio"/> D
Help with health insurance enrollment	<input type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input type="radio"/> D
Understanding Medicare benefits and coverage	<input type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input type="radio"/> D
Applying for Medicaid	<input type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input type="radio"/> D
Applying for health insurance	<input type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input type="radio"/> D
Paying for health insurance or medical services	<input type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input type="radio"/> D
Paying for prescription medications	<input type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input type="radio"/> D
Paying for dental care	<input type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input type="radio"/> D
Paying for mental health services	<input type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input type="radio"/> D
Paying for hearing services or equipment (e.g., hearing exam, hearing aid)	<input type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input type="radio"/> D
Paying for vision services or equipment (e.g., glasses)	<input type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input type="radio"/> D
Paying for medical alert equipment (e.g., Life Alert)	<input type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input type="radio"/> D

17. How would you rate your level of need in the following areas?	A lot of need	A little need	No need	I need help finding this resource
Completing advance directive or a durable power of attorney for medical care	(A)	(B)	(C)	(D)

Personal and Homebased Services and Supports

18. How would you rate your level of need in the following areas?	A lot of need	A little need	No need	I need help finding this resource
Home indoor maintenance tasks	(A)	(B)	(C)	(D)
Home structural safety maintenance (e.g., roof, foundation)	(A)	(B)	(C)	(D)
Clutter removal from the home	(A)	(B)	(C)	(D)
Yard maintenance	(A)	(B)	(C)	(D)
Ramp access to home	(A)	(B)	(C)	(D)
Money and financial management (e.g., retirement savings, tax preparation)	(A)	(B)	(C)	(D)
Caregiver support	(A)	(B)	(C)	(D)
Home care services	(A)	(B)	(C)	(D)

Community and Social Services and Supports

19. How would you rate your level of need for the following?	A lot of need	A little need	No need	I need help finding this resource
Attending a fall prevention program	(A)	(B)	(C)	(D)
Attending adult daycare or respite services	(A)	(B)	(C)	(D)
Receiving education on financial fraud, scams, and exploitation	(A)	(B)	(C)	(D)
Attending elder abuse prevention program(s)	(A)	(B)	(C)	(D)
Finding social opportunities with friends or family	(A)	(B)	(C)	(D)

20. What frustrated you when applying for community services?

Select all that apply.

- ☐ (A) Income too high to qualify
- ☐ (B) Lack of transportation
- ☐ (C) Application process is difficult to complete (e.g., don't have the right documents, the application is confusing)
- ☐ (D) Organization did not have enough funding
- ☐ (E) Process takes too long to address issues
- ☐ (F) Application requires applying to another agency first
- ☐ (G) No or limited access to email, a computer, or Internet
- ☐ (H) Do not meet other required criteria (e.g., citizenship status), please describe:

- ☐ (I) Other, please describe: _____
- ☐ (J) Not applicable

21. Where would you say you get most of your information about available services and opportunities?

- ☐ (A) Friends or family members
- ☐ (B) Kalamazoo County Area Agency on Aging
- ☐ (C) Local senior center(s)
- ☐ (D) Doctor's office staff
- ☐ (E) Newspaper(s) (e.g., *Kalamazoo Gazette*)
- ☐ (F) Community newspapers or newsletters (e.g., *Spark*, *South County News*)
- ☐ (G) Television or radio ads
- ☐ (H) Online or through social media (e.g., Facebook)
- ☐ (I) Caregiver or other service provider
- ☐ (J) Other, please describe: _____

Basic Food Needs

22. In the last 12 months, how concerned have you been about getting your food?

- Ⓐ Not at all concerned about getting food
- Ⓑ Somewhat concerned about getting food
- Ⓒ Very concerned about getting food

23. Which of the following are or have been true for you at any time in the last 12 months.

Select all that apply

- Ⓐ I (or someone in my household) went without a meal because of cost
- Ⓑ My food assistance ran out before the next monthly allotment
- Ⓒ I used a home-delivery service like Meals on Wheels
- Ⓓ I used transportation assistance to go to a grocery store or farmers market
- Ⓔ I cannot find healthy foods to eat
- Ⓕ I cannot afford healthy food
- Ⓖ None of these

Basic Housing Needs

24. Which of the following housing needs do you have?

Select all that apply.

- Ⓐ The place where I live needs maintenance or repairs (e.g., new roof, windows, plumbing)
- Ⓑ The place where I live needs modifications to be safe and accessible (e.g., zero-entry threshold, grab bars in bathroom, ramps)
- Ⓒ I live alone and have trouble taking care of myself
- Ⓓ One or more of the people I live with makes me feel unsafe
- Ⓔ Other, please describe: _____
- Ⓕ None of these

25. Which of the following, if any, makes it difficult for you to find suitable housing?

Select all that apply.

- ☐ (A) Unable to afford available housing
- ☐ (B) Not enough housing available
- ☐ (C) Unable to afford utility costs
- ☐ (D) Housing unsuitable to needs (e.g., stairs/steps, multilevel home, not wheelchair accessible)
- ☐ (E) Difficulties with the housing application process (e.g., don't meet requirements, can't afford the application fee, etc.)
- ☐ (F) Ability to live independently
- ☐ (G) Problems with landlords
- ☐ (H) Housing discrimination
- ☐ (I) Other, please describe: _____
- ☐ (J) None of these

26. Which of the following barriers affect your ability to live independently?

Select all that apply.

- ☐ (A) Personal safety
- ☐ (B) Need help with household duties
- ☐ (C) Need help with daily living skills or selfcare
- ☐ (D) Medical condition
- ☐ (E) Physical ability (i.e., mobility concerns)
- ☐ (F) Loneliness
- ☐ (G) Alzheimer's-/Dementia-related symptoms
- ☐ (H) Other, please describe: _____
- ☐ (I) None of these

Basic Transportation Needs

27. In the last 12 months, how well have you been able to meet your or your household's transportation needs?

- Ⓐ Very well
- Ⓑ Fairly well
- Ⓒ Not very well
- Ⓓ Not at all

28. How would you rate your level of need in the following areas?	A lot of need	A little need	No need	I need help finding this resource
Transportation for medical needs	Ⓐ	Ⓑ	Ⓒ	Ⓓ
Transportation for shopping, recreation, or worship	Ⓐ	Ⓑ	Ⓒ	Ⓓ
Other transportation need, please describe: _____	Ⓐ	Ⓑ	Ⓒ	Ⓓ

29. How often, if at all, do you have transportation problems?

- Ⓐ Every day to a few times a week
- Ⓑ Once a week to a few times a month
- Ⓒ Once a month to a few times a year
- Ⓓ Once a year or less
- Ⓔ I do not have transportation problems

30. Which forms of transportation do you use?

Select all that apply.

- ☐ (A) Your own vehicle
- ☐ (B) Borrowed vehicle
- ☐ (C) Rides from friends or family
- ☐ (D) Walking
- ☐ (E) Bicycle
- ☐ (F) Public transportation
- ☐ (G) Transportation provided through a senior living center or nursing home
- ☐ (H) Paid support service provider (e.g., home health aide or paid caregiver)
- ☐ (I) Ride-sharing app (e.g., Uber or Lyft)
- ☐ (J) Volunteer transportation service (e.g., Shepherd's Center, Veterans Administration [VA], American Cancer Society)
- ☐ (K) Other, please describe: _____

Health and Healthcare

31. How would you rate your overall health?

- ☐ (A) Excellent
- ☐ (B) Very good
- ☐ (C) Good
- ☐ (D) Fair
- ☐ (E) Poor

32. During the past 30 days, for about how many days did poor physical or mental health keep you from doing usual activities, such as self-care, work, worship, or recreation? Enter a number between zero and 30:

33. What is the primary source of your healthcare coverage?

- Ⓐ Medicaid/Healthy Michigan Plan
- Ⓑ Medicare
- Ⓒ Private policy
- Ⓓ Employer sponsored
- Ⓔ Uninsured
- Ⓕ Other, please describe: _____

34. Have you fallen in the last 12 months?

- Ⓐ Yes
- Ⓑ No

35. For which of the following reasons did you have to go to the emergency department (ED) in the last 12 months.

Select all that apply.

- Ⓐ A serious fall that caused harm (e.g., fracture or head injury)
- Ⓑ Uncontrolled pain
- Ⓒ Infection (e.g., pneumonia or influenza)
- Ⓓ Chronic disease (e.g., diabetes, asthma, COPD)
- Ⓔ Unexpected serious health issue (e.g., heart attack, stroke)
- Ⓕ Mental health crisis (severe depression, anxiety, thoughts of self-harm)
- Ⓖ Medication reaction
- Ⓗ Car accident
- Ⓘ Other, please describe: _____
- Ⓙ I have not had to go to the ED in the last 12 months

36. Which of the following the statements have been true for you at any time in the last 12 months.

Select all that apply.

- Ⓐ Used at least one prescription medication
- Ⓑ Used a home-delivery service for medications
- Ⓒ Misused a medication (e.g., forgot to take a dose, took a smaller or larger dose than prescribed)
- Ⓓ Did not refill a prescription due to cost
- Ⓔ Shared a medication with a friend or family member
- Ⓕ Wrongly disposed of medications (e.g., thrown away, flushed down the toilet)
- Ⓖ Other, please describe: _____
- Ⓗ None of these

37. What barriers, if any, prevent you from accessing healthcare services?

Select all that apply.

- Ⓐ Cost of services is too high
- Ⓑ Don't have transportation to get to and from appointments
- Ⓒ Fear of long-term facility placement
- Ⓓ Lack of available services in the area
- Ⓔ Could not get an appointment when needed or waiting list was too long
- Ⓕ Too busy with work or other duties
- Ⓖ Do not have insurance or are underinsured
- Ⓗ Other, please describe: _____
- Ⓘ Not applicable

Caregiving and Caregivers

Questions for Older Adults Who Have a Caregiver

38. Do you have a caregiver (i.e., someone who assists you with personal care activities)?

- Ⓐ Yes
- Ⓑ Yes, but I need more support
- Ⓒ No, I don't need one [Skip to Q41]
- Ⓓ No, I can't afford one [Skip to Q41]
- Ⓔ No, none are available [Skip to Q41]
- Ⓕ No, for another reason, please describe: _____ [Skip to Q41]

39. How many hours a week do you have a caregiver?

- Ⓐ 20 or more hours
- Ⓑ 11 to 19 hours
- Ⓒ Six to ten hours
- Ⓓ One to five hours
- Ⓔ Zero hours [Skip to Q41]

40. Who is your caregiver? (If you have more than one, answer for the one you see most often.)

- Ⓐ A family member
- Ⓑ A friend
- Ⓒ Hired help through the state
- Ⓓ Hired help through the AAA
- Ⓔ Hired privately
- Ⓕ Other, please describe: _____

41. How frequently do you feel isolated or lonely?

- Ⓐ Frequently
- Ⓑ Sometimes
- Ⓒ Rarely
- Ⓓ Never

Questions for Those Who Provide Care to an Older Adult

42. How many hours a week do you provide care for one or more adults, regardless of whether or not they live with you?

- ☐ (A) 20 or more hours
- ☐ (B) 11 to 19 hours
- ☐ (C) Six to ten hours
- ☐ (D) One to five hours
- ☐ (E) Zero hours [Skip to Q47]

43. Are you the primary caregiver or guardian for a child under the age of 18?

- ☐ (A) Yes
- ☐ (B) No

44. As a caregiver, are you confident of the following?

Select all that apply.

- ☐ (A) I am equipped to provide the care needed
- ☐ (B) I have a caregiver plan in place
- ☐ (C) I have the education you need to provide the care expected or needed
- ☐ (D) I have the resources to deliver the care needed
- ☐ (E) I can access respite care if needed

45. Have you ever used respite care?

- ☐ (A) Yes [Skip to Q47]
- ☐ (B) No

46. Why have you not used respite care?

Select all that apply.

- ☐ (A) Cost is too high
- ☐ (B) Unsure of where to go
- ☐ (C) Not available near me
- ☐ (D) Unable to get there
- ☐ (E) I have not needed respite care
- ☐ (F) Other, please describe: _____

Legal Needs and Services

47. Over the last 12 months, have you:	Yes	No	Unsure
Been the victim of a crime?	(A)	(B)	(C)
Been the victim of financial fraud or scam?	(A)	(B)	(C)
Been physically, sexually, or emotionally abused?	(A)	(B)	(C)
Been taken advantage of by a family member or friend?	(A)	(B)	(C)
If you think you may have been the victim of a crime, contact adult protective services: 1-855-444-3911			

48. What is your level of need for the following?	A lot of need	A little need	No need	I need help finding this resource
Legal assistance/council	(A)	(B)	(C)	(D)
Guardianship	(A)	(B)	(C)	(D)
Conservatorship	(A)	(B)	(C)	(D)
Medical conservatorship	(A)	(B)	(C)	(D)
Estate/will planning	(A)	(B)	(C)	(D)

Kalamazoo County Experience

49. For older adults, how would you rate Kalamazoo County in the following areas?	Excellent	Good	Fair	Poor
As a place to live	(A)	(B)	(C)	(D)
As a place to age or retire	(A)	(B)	(C)	(D)
On availability of services	(A)	(B)	(C)	(D)
On availability of social or religious events and activities	(A)	(B)	(C)	(D)
On availability of volunteer opportunities	(A)	(B)	(C)	(D)
On availability of work opportunities	(A)	(B)	(C)	(D)

50. What is your biggest need as an older adult in Kalamazoo County?

Thank you for completing the survey!

Please return your completed survey by **February 28** to Kalamazoo County AAA at the Kalamazoo County Health and Community Services Building, 311 E. Alcott St, Kalamazoo, Michigan, 49001

Evaluación de necesidades para la comunidad de adultos mayores en el condado de Kalamazoo

Introducción

La Agencia de Área de Envejecimiento del Condado de Kalamazoo está conduciendo una evaluación de las necesidades para adultos mayores del Condado de Kalamazoo con el fin de que:

- Identificar necesidades no satisfechas para adultos mayores de (60+) y para sus cuidadores en el condado de Kalamazoo
- Revisar la disponibilidad actual, uso, y calidad de servicios para adultos mayores en el condado de Kalamazoo
- Hacer recomendaciones para fondos de programas y servicios locales, estatales, y federales para priorizar el gasto del millaje para personas mayores.

Los residentes del condado de Kalamazoo están invitados a dar sus comentarios acerca de los servicios para adultos. Individuos que den servicio como profesionales o como cuidadores a adultos mayores también se le pide que completen un cuestionario.

Su participación en este cuestionario es voluntaria, y sus respuestas serán confidenciales. No habrá ninguna información en este formulario que requiera ser identificado, como su nombre o información de contacto. El resultado de esta evaluación impactará directamente la programación y servicios para adultos mayores en el condado de Kalamazoo.

¡Gracias por su participación!

Instrucciones

Por favor de responder cada una de las preguntas lo mejor que pueda llenando las burbujas con la letra a lado de su respuesta. Note que algunas preguntas requieren una respuesta, mientras otras pueden escoger múltiples.

La evaluación tomara alrededor de 15 minutos para completar. Si usted prefiere completar la encuesta por línea, lo puede hacer siguiendo este navegador web – **tinyurl.com/KalamazooCNA-Spanish** – o escaneando el código QR de abajo.



Por favor de devolver su encuesta completada antes de **Febrero 28** al Condado de Kalamazoo AAA en el edificio de Servicios Comunitarias y del Condado de Kalamazoo, 311 E. Alcott St. Kalamazoo, Michigan, 49001.

Información Demográfica

1. ¿Cómo se identifica usted?

- ☐ A Soy un adulto mayor (60 años o mayor)
- ☐ B Soy un cuidador personal para una persona mayor (60 años o más)
- ☐ C Soy un profesional trabajando en el campo de servicios para adultos mayores
- ☐ D Otro, favor de describir: _____

2. ¿Cuál es su identidad de género?

- ☐ A Masculino
- ☐ B Femenino
- ☐ C Hombre transgénero
- ☐ D Mujer transgénero
- ☐ E Prefiero autodescribirme: _____

3. ¿En qué año usted nació? _____

4. ¿Alguna vez usted sirvió a las fuerzas armadas?

- ☐ A Si
- ☐ B No

5. ¿Cuál es su estatus marital?

- ☐ A Casado/a
- ☐ B Nunca casado/a
- ☐ C Divorciado/a
- ☐ D Separado/a
- ☐ E Viudo/a
- ☐ F Otro, favor de describir: _____

6. ¿Cuál de las siguientes opciones representa mejor su raza y etnicidad?

Seleccione todas las que aplique.

- ☐ (A) Africano Americano
- ☐ (B) Americano Indio o Nativo de Alaska
- ☐ (C) Asiático
- ☐ (D) Hispano, Latino, u originario español
- ☐ (E) Nativo Hawaiano u otro Isleños del Pacifico
- ☐ (F) Blanco/ Caucásica
- ☐ (G) Multirracial/ bi-rracial
- ☐ (H) Otro, favor de describir: _____

7. ¿Cuál es el nivel educativo más alto que ha completado?

- ☐ (A) No diploma de preparatoria
- ☐ (B) Diploma de preparatoria
- ☐ (C) Algo de colegio
- ☐ (D) Grado asociado o certificado técnico
- ☐ (E) Licenciatura
- ☐ (F) Diploma de graduación

8. ¿Cuál de las siguientes municipalidades vive? (escoja la locación donde está registrado para votar.)

- | | |
|--|---|
| <input type="checkbox"/> (A) Alamo Township | <input type="checkbox"/> (M) Parchment City |
| <input type="checkbox"/> (B) Augusta Village | <input type="checkbox"/> (N) Pavilion Township |
| <input type="checkbox"/> (C) Brady Township | <input type="checkbox"/> (O) Portage City |
| <input type="checkbox"/> (D) Charleston Township | <input type="checkbox"/> (P) Prairie Ronde Township |
| <input type="checkbox"/> (E) Climax Township | <input type="checkbox"/> (Q) Richland Township |
| <input type="checkbox"/> (F) Climax Village | <input type="checkbox"/> (R) Richland Village |
| <input type="checkbox"/> (G) Comstock Township | <input type="checkbox"/> (S) Ross Township |
| <input type="checkbox"/> (H) Cooper Township | <input type="checkbox"/> (T) Schoolcraft Township |
| <input type="checkbox"/> (I) Galesburg City | <input type="checkbox"/> (U) Schoolcraft Village |
| <input type="checkbox"/> (J) Kalamazoo City | <input type="checkbox"/> (V) Texas Township |
| <input type="checkbox"/> (K) Kalamazoo Township | <input type="checkbox"/> (W) Vicksburg Village |
| <input type="checkbox"/> (L) Oshtemo Township | <input type="checkbox"/> (X) Wakeshma Township |

9. Usted considera que vive en:

- Ⓐ Urbano (dentro de la ciudad)
- Ⓑ Rural (fuera de la ciudad)
- Ⓒ Suburbano (entre la ciudad y fuera de la ciudad)

Información de Casa

10. ¿Cuál de la siguientes describe mejor su vivienda?

- Ⓐ Apartamento, Condominio, o casa adosada
- Ⓑ Casa para una sola familia
- Ⓒ Comunidad independiente para personas mayores
- Ⓓ Comunidad de vida asistida
- Ⓔ Hogar de ancianos calificado
- Ⓕ Vagabundo
- Ⓖ Otro, favor de describir: _____

11. ¿Cuál de las siguientes opciones describe mejor su arreglo de vida?

Seleccione todas las que apliquen.

- Ⓐ Solo
- Ⓑ Con cónyuge o pareja
- Ⓒ Con hijos adultos
- Ⓓ Con hijos menores de 18 años de edad
- Ⓔ Con adultos no relacionados
- Ⓕ Con adultos relacionados (no de cónyuge)
- Ⓖ Con un cuidador profesional pagado
- Ⓗ Otro, favor de describir: _____

12. ¿Cuál es su ingreso mensual en bruto (antes de los impuestos)?

- | | |
|-------------------|--------------------|
| Ⓐ \$0–\$832 | Ⓕ \$4,167–\$6,250 |
| Ⓑ \$833–\$1,250 | Ⓖ \$6,251–\$8,333 |
| Ⓒ \$1,251–\$2,083 | Ⓗ \$8,334–\$12,500 |
| Ⓓ \$2,084–\$2,916 | Ⓘ \$12,501 o mas |
| Ⓔ \$2,917–\$4,166 | |

Empleo

13. ¿Cuál de los siguientes describe mejor su estado actual de empleo?

Seleccione todas las que aplique.

- ☐ (A) Empleado, cuantas horas por semana _____
- ☐ (B) Desempleado
- ☐ (C) Discapacitado o no poder trabajar
- ☐ (D) Retirado
- ☐ (E) Otro, favor de describir: _____

14. ¿Cada cuando usted es voluntario en la comunidad?

- ☐ (A) Promedio de horas por mes: _____
- ☐ (B) Ninguno

Acceso a servicios

15. ¿Cuál de los siguientes servicios comunitarios ha utilizado, está utilizando actualmente o anticipa necesitar?	Usado previamente	Uso actual	Espera necesitar en los siguientes 12 meses
Línea por teléfono para aprender acerca de programas de comunidad, como transportación, casa, necesidades básicas, comida a domicilio, sitio de comida comunitaria	(A)	(B)	(C)
Educación para adultos mayores proveídos por la universidad de Western (Instituto Osher lifelongLearning) y Colegio comunitario de Kalamazoo	(A)	(B)	(C)
Cuestión de equilibrio (clases para prevención de caída)	(A)	(B)	(C)
Acción personal hacia la salud (PATH) (clases de afrontar enfermedades crónicas)	(A)	(B)	(C)
Apoyo del cuidador (grupos, clases educativas o consejería)	(A)	(B)	(C)
Servicios de descanso (para condiciones de salud crónicas) en una instalación	(A)	(B)	(C)
Servicios para adultos para el cuidado de personas con demencia (en una instalación)	(A)	(B)	(C)
Creando cuidadores seguros (educación para cuidadores con personas con demencia)	(A)	(B)	(C)

15. ¿Cuál de los siguientes servicios comunitarios ha utilizado, está utilizando actualmente o anticipa necesitar?	Usado previamente	Uso actual	Espera necesitar en los siguientes 12 meses
Abogar y alcance en el programa de defensoría del pueblo a largo plazo	Ⓐ	Ⓑ	Ⓒ
Abogar y alcance en prevención para abuso a personas mayores	Ⓐ	Ⓑ	Ⓒ
Comida a domicilio	Ⓐ	Ⓑ	Ⓒ
Congregar sitios de comidas en la comunidad	Ⓐ	Ⓑ	Ⓒ
Botón de respuesta de emergencia personal (Alerta de vida)	Ⓐ	Ⓑ	Ⓒ
Programas del centro de adultos mayores	Ⓐ	Ⓑ	Ⓒ
Transportación	Ⓐ	Ⓑ	Ⓒ
Asistencia Legal	Ⓐ	Ⓑ	Ⓒ
Servicios de tutela para personas mayores incapacitados o dependientes	Ⓐ	Ⓑ	Ⓒ
Coordinación de atención	Ⓐ	Ⓑ	Ⓒ
Apoyo en casa: Asistencia de prevención de caídas (instalaciones barras para sostenerse, rampas, y modificaciones en la casa)	Ⓐ	Ⓑ	Ⓒ
Apoyo en casa: Consejería	Ⓐ	Ⓑ	Ⓒ
Apoyo en el hogar: Ama de casa o servicios de cuidados en el hogar (limpieza doméstica, quehaceres, limpieza, lavandería)	Ⓐ	Ⓑ	Ⓒ
Apoyo en casa: Cuidado personal (bañarse, cambiarse, aseo)	Ⓐ	Ⓑ	Ⓒ
Apoyo en casa: Cuidado temporal	Ⓐ	Ⓑ	Ⓒ
Apoyo en casa: Manejo de medicamento	Ⓐ	Ⓑ	Ⓒ
Otro, favor de describir: _____	Ⓐ	Ⓑ	Ⓒ
<p align="center">Si necesita ayuda para encontrar recursos: Llame a la línea de Información & Asistencia de AAA 269-373-517</p>			

Acceso a proveedor

16. ¿Cuál de los siguientes proveedores de atención médica tiene?	Si	No	No aplicable	Necesito ayuda para encontrar este recurso
Medico(s) de atención primaria	(A)	(B)	(C)	(D)
Dentista	(A)	(B)	(C)	(D)
Consejería, siquiatria, u otro proveedor de salud mental	(A)	(B)	(C)	(D)
Audiologo o especialista de audición	(A)	(B)	(C)	(D)
Optometrista, oftalmólogo, o especialista de visión	(A)	(B)	(C)	(D)

Cuidado de salud

17. ¿Cómo calificaría su nivel de necesidades en las siguientes áreas?	Necesito mucha ayuda	Necesito poca ayuda	No necesito	Necesito ayuda para encontrar este recurso
Ayuda con opciones de seguro de salud	(A)	(B)	(C)	(D)
Ayuda con inscripción de seguro de salud	(A)	(B)	(C)	(D)
Entender beneficios de Medicare y cobertura	(A)	(B)	(C)	(D)
Aplicar para Medicaid	(A)	(B)	(C)	(D)
Aplicar para seguro de salud	(A)	(B)	(C)	(D)
Pagar para seguro de salud o servicios médicos	(A)	(B)	(C)	(D)
Pagar prescripciones de medicamentos	(A)	(B)	(C)	(D)
Pagar cuidado dental	(A)	(B)	(C)	(D)
Pagar para servicios de salud mental	(A)	(B)	(C)	(D)
Pagar por servicios de audición o equipo (examen de audición, audífono)	(A)	(B)	(C)	(D)
Pagar para servicios de visión o equipo (lentes)	(A)	(B)	(C)	(D)

17. ¿Cómo calificaría su nivel de necesidades en las siguientes áreas?	Necesito mucha ayuda	Necesito poca ayuda	No necesito	Necesito ayuda para encontrar este recurso
Pagar por el equipo de alerta médica (alerta de vida)	(A)	(B)	(C)	(D)
Completar instrucciones anticipadas o un poder notarial duradero para atención medica	(A)	(B)	(C)	(D)

Servicios y apoyos personales a domicilio

18. ¿Cómo calificaría su nivel de necesidades en las siguientes áreas?	Necesito mucha ayuda	Necesito poca ayuda	No necesito	Necesito ayuda para encontrar este recurso
Tareas domésticas de mantenimiento en interiores	(A)	(B)	(C)	(D)
Mantenimiento de seguridad estructural en el hogar	(A)	(B)	(C)	(D)
Limpiar el desorden de la casa	(A)	(B)	(C)	(D)
Mantenimiento de la yarda	(A)	(B)	(C)	(D)
Acceso de rampa en el hogar	(A)	(B)	(C)	(D)
Manejo de dinero y financiero (ahorro para retiro, preparación de impuestos)	(A)	(B)	(C)	(D)
Apoyo para el cuidador	(A)	(B)	(C)	(D)
Servicios de atención domiciliaria	(A)	(B)	(C)	(D)

Servicios y apoyos comunitarios y sociales

19. ¿Cómo calificaría su nivel de necesidades en las siguientes áreas?	Necesito mucha ayuda	Necesito poca ayuda	No necesito	Necesito ayuda para encontrar este recurso
Asistir a un programa de prevención de caídas	(A)	(B)	(C)	(D)
Asistir a una guardería para adultos o servicios de cuidado temporal	(A)	(B)	(C)	(D)
Recibir educación de fraude financiero, estafas, y explotación	(A)	(B)	(C)	(D)
Asistir a un programa de prevención de abuso para los mayores	(A)	(B)	(C)	(D)
Buscar oportunidades sociales con un amigo o familia	(A)	(B)	(C)	(D)

20. ¿Qué le frustra cuando está aplicando para servicios comunitarios?

Seleccione todas las que aplique.

- (A) Ingreso muy alto para calificar
- (B) Falta de transportación
- (C) Proceso de aplicación es muy difícil de completar (no tener los documentos requeridos, la aplicación es muy difícil)
- (D) La Organización de tenia suficientes fondos
- (E) El proceso para resolver problemas toma mucho tiempo
- (F) La aplicación requiero que apliques a otra agencia primero
- (G) No tengo, o el acceso a correo electrónico es limitado, computadora o internet
- (H) No califica por otro criterio requerido (status de ciudadanía), favor de describir: _____
- (I) Otro, favor de describir: _____
- (J) No aplicable

21. ¿Dónde usted diría que obtiene la información acerca de servicios disponibles y oportunidades?

- Ⓐ Amigos o miembros de familia
- Ⓑ Agencia de Área de Envejecimiento del condado de Kalamazoo
- Ⓒ Centro locales para personas mayores
- Ⓓ Personal de la oficina de su doctor
- Ⓔ Periódico (*Kalamazoo Gazette*)
- Ⓕ Periódico comunitario o revista (*Spark, South County News*)
- Ⓖ Anuncios de televisión o radio
- Ⓗ En línea o redes sociales (Facebook)
- Ⓘ Cuidador u otros servicios de proveedor
- ⓵ Otro, favor de describir: _____

Necesidades básicas de alimentos

22. En los últimos 12 meses, ¿Qué tan preocupado a estado por obtener su comida?

- Ⓐ Nada preocupado por conseguir comida
- Ⓑ Algo preocupado por conseguir comida
- Ⓒ Muy preocupado por conseguir comida

23. ¿Cuáles de los siguientes son o han sido ciertos para usted en algún momento en los últimos 12 meses?

Seleccione todas las que aplique.

- Ⓐ Yo (o alguien de mi hogar) no obtuvo comida por el costo
- Ⓑ Mi asistencia de comida se acaba antes de que obtenga la siguiente asignación
- Ⓒ Yo uso la comida a domicilio como Meals on Wheels
- Ⓓ Uso asistencia de transportación para ir al supermercado
- Ⓔ No puedo encontrar comida saludable para comer
- Ⓕ No puedo pagar para comida saludable
- Ⓖ Ninguna de las opciones

Necesidades básicas de vivienda

24. ¿Cuál de las siguientes necesidades de vivienda tiene?

Seleccione todas las que aplique.

- Ⓐ El lugar donde vivo necesita mantenimiento o reparación (nuevo techo, ventanas, plomería)
- Ⓑ El lugar donde vivo necesita modificaciones para estar seguro y accesible (umbral de entrada cero, barras de agarre en el baño, rampas)
- Ⓒ Vivo solo y no tengo problema para cuidarme solo
- Ⓓ Una o más gente con la que vivo me hacer sentir inseguro
- Ⓔ Otro, favor de describir: _____
- Ⓕ Ninguna de las opciones

25. Cuáles de las siguientes, si alguna, ¿hace difícil encontrar alojamiento adecuado?

Seleccione todas las que aplique.

- Ⓐ No poder pagar viviendas disponibles
- Ⓑ No hay suficientes viviendas disponibles
- Ⓒ No poder pagar facturas de servicios públicos
- Ⓓ Viviendo inadecuada para las necesidades (escaleras, casa con múltiples pisos, no tener accesibilidad a silla de ruedas)
- Ⓔ Dificultad con la aplicación para viviendas (no obtengo los requerimientos, no pode pagar el costo de la aplicación)
- Ⓕ Habilidad para vivir independientemente
- Ⓖ Problemas con los propietarios
- Ⓗ Discriminación de viviendas
- Ⓘ Otro, favor de describir: _____
- Ⓙ Ninguna de las opciones

26. ¿Cuál de las siguientes barreras afecta su capacidad de vivir independientemente?

Seleccione todas las que aplique.

- ☐ (A) Seguridad personal
- ☐ (B) Necesita ayuda con deberes del hogar
- ☐ (C) Necesito ayuda con habilidades de la vida diaria o autocuidado
- ☐ (D) Condición medica
- ☐ (E) Habilidad física (preocupación de movilidad)
- ☐ (F) Soledad
- ☐ (G) Síntomas de Alzheimer/ demencia
- ☐ (H) Otro, favor de describir: _____
- ☐ (I) Ninguna de las opciones

Necesidades básicas de transportación

27. En los últimos 12 meses, ¿Que tan bien ha podido satisfacer las necesidades de transporte de su hogar?

- ☐ (A) Muy bien
- ☐ (B) Bastante bien
- ☐ (C) No muy bien
- ☐ (D) No en absoluto

28. ¿Cómo calificaría su nivel de necesidad en las siguientes áreas?	Necesito mucha ayuda	Necesito poca ayuda	No necesito	Necesito ayuda para encontrar este recurso
Transportación para necesidad medica	(A)	(B)	(C)	(D)
Transportación para comprar, recreación o adoración	(A)	(B)	(C)	(D)
Otra necesidad de transportación, favor de describir: _____	(A)	(B)	(C)	(D)

29. Cada cuando, como mucho, ¿Tiene problemas de transportación?

- ☐ (A) Todos los días por algunas veces a la semana
- ☐ (B) Una vez a la semana por varias veces al mes
- ☐ (C) Una vez al mes por varias veces al año
- ☐ (D) Una vez al año o menos
- ☐ (E) No tengo problemas de transportación

30. ¿Cuáles de las siguientes formas de transportación usted usa?

Seleccione todas las que aplique.

- ☐ (A) Su propio vehículo
- ☐ (B) Vehículo prestado
- ☐ (C) Paseos con amigos o familia
- ☐ (D) Camina
- ☐ (E) Bicicleta
- ☐ (F) Transportación publica
- ☐ (G) Transportación proveída por el centro asilos de anciano
- ☐ (H) Proveedor pagado por servicio (cuidador pagado)
- ☐ (I) Aplicación de viaje compartido (Uber o Lyft)
- ☐ (J) Servicio de transportación voluntario (Centro shepher's, Administración de veteranos (VA), Amercian Cancer Society)
- ☐ (K) Otro, favor de describir: _____

Salud y cuidado de salud

31. ¿En general cómo calificaría su salud?

- ☐ (A) Excelente
- ☐ (B) Muy bien
- ☐ (C) Bueno
- ☐ (D) Justa
- ☐ (E) Pobre

32. En los últimos 30 días, ¿Aproximadamente cuantos días su salud física o mental le ha impedido realizar las actividades habituales, como en el trabajo, cuidado personal o recreacional? Entre un numero de Zero a 30:

33. ¿Cuál es su recurso primario de cubrimiento de salud?

- ☐ (A) Medicaid/Healthy Michigan Plan
- ☐ (B) Medicare
- ☐ (C) Póliza privada
- ☐ (D) Empleador patrocinado
- ☐ (E) Sin seguro
- ☐ (F) Otro, favor de describir: _____

34. ¿Se ha caído en los últimos 12 meses?

- ☐ (A) Si
- ☐ (B) No

35. Aplique todas las razones por las cuales tuvo que ir al departamento de emergencia en los últimos 12 meses.

Seleccione todas las que aplique.

- ☐ (A) Una seria caída le causó daño (fractura o lesión en la cabeza)
- ☐ (B) Dolor incontrolable
- ☐ (C) Infección (neomenia o influenza)
- ☐ (D) Enfermedad Crónica (diabetes, asma, COPD)
- ☐ (E) Problemas inesperados de salud serios (ataque al corazón, derrame)
- ☐ (F) Crisis mentales (depresión, ansiedad, pensamientos de autolesiones)
- ☐ (G) Reacción a medicamento
- ☐ (H) Accidente de carro
- ☐ (I) Otro, favor de describir: _____
- ☐ (J) No he tenido que ir a emergencia en los últimos 12 meses

36. Aplique todas las declaraciones que han sido ciertas para usted en cualquier momento en los últimos 12 meses.

Seleccione todas las que aplique.

- Ⓐ Uso por lo menos prescripción medica
- Ⓑ Uso servicio a domicilio para medicamentos
- Ⓒ Uso un medicamento mal (olvido tomar una dosis, tomo una pequeña o grande dosis de lo recetado)
- Ⓓ No relleno una receta debido al costo
- Ⓔ Compartió un medicamento con un amigo o miembro de familia
- Ⓕ Desecho incorrectamente de los medicamentos (lo tiro, lo tiro por el baño)
- Ⓖ Otro, favor de describir: _____
- Ⓗ Ninguna de las opciones

37. Que barreras, si alguna, ¿Previene de tener acceso a los servicios de salud?

Seleccione todas las que aplique.

- Ⓐ Costo de servicio es muy alto
- Ⓑ No tengo transportación para ir a y de las citas
- Ⓒ Temor de que me coloquen en una facilidad a largo plazo
- Ⓓ Falta de servicios en el área
- Ⓔ No poder tener una cita cuando la necesitaba o la lista de espera es muy larga
- Ⓕ Demasiado ocupada por el trabajo u otros deberes
- Ⓖ No tengo seguro o con seguro insuficiente
- Ⓗ Otro, favor de describir: _____
- Ⓘ No aplicable

Cuidado y cuidadores

Las siguientes preguntas son para adultos mayores que tienen un cuidador que los está cuidando

38. ¿Tiene un cuidador (alguien que lo asiste con su cuidado personal y actividades)?

- ☐ A Si
- ☐ B Sí, pero necesito más apoyo
- ☐ C No, no necesito uno [saltar a pregunta 41]
- ☐ D No, no puedo cubrir el costo de uno [saltar a pregunta 41]
- ☐ E No, no tengo a nadie disponible [saltar a pregunta 41]
- ☐ F No, por alguna otra razón, favor de describir: _____ [saltar a pregunta 41]

39. ¿Cuántas horas a la semana tiene a su cuidador?

- ☐ A 20 o más horas
- ☐ B 11 a 19 horas
- ☐ C 6 a 10 horas
- ☐ D 1 a 5 horas
- ☐ E Zero horas [saltar a pregunta 41]

40. ¿Quién es su cuidador? (si tiene más que uno responda al que ve por más tiempo)

- ☐ A Un miembro de familia
- ☐ B Un amigo
- ☐ C Ayuda contratada a través del estado
- ☐ D Ayuda contratada a través de la AAA
- ☐ E Contratado privadamente
- ☐ F Otro, favor de describir: _____

41. ¿Cada cuánto se siente aislado o solo?

- ☐ A Frecuentemente
- ☐ B Algunas veces
- ☐ C Raramente
- ☐ D Nunca

Las siguientes preguntas son para quienes proveen cuidado a un adulto mayor

42. ¿Cuántas horas por semana usted provee cuidado por uno o más adultos que viva o no con usted?

- ☐ (A) 20 o más horas
- ☐ (B) 11 a 19 horas
- ☐ (C) 6 a 10 horas
- ☐ (D) 1 a 5 horas
- ☐ (E) Zero horas [saltar a pregunta 47]

43. ¿Es usted el cuidador primario o guardián por un niño menor de 18 años?

- ☐ (A) Si
- ☐ (B) No

44. Como cuidador, ¿Confía en lo siguiente?

Seleccione todas las que aplique.

- ☐ (A) Estoy equipado para proveer el cuidado necesario
- ☐ (B) Tengo un plan de cuidador
- ☐ (C) Tengo la educación necesaria para proveer el cuidado que se espera o necesita
- ☐ (D) Tengo los recursos para dar el cuidado necesario
- ☐ (E) Puedo obtener cuidado temporal si lo necesito

45. ¿Alguna vez ha usado el servicio de cuidado temporal?

- ☐ (A) Si [saltar a pregunta 47]
- ☐ (B) No

46. ¿Por qué no ha usado el servicio de cuidado temporal?

Seleccione todas las que aplique.

- ☐ (A) Cuesta mucho
- ☐ (B) No sé dónde ir
- ☐ (C) No está disponible cerca de mi
- ☐ (D) Incapaz de llegar
- ☐ (E) No he necesitado servicio de cuidado temporal
- ☐ (F) Otro, favor de describir: _____

Necesidades legales y servicios

47. Durante los últimos 12 meses, usted a:	Si	No	Inseguro
¿Ha sido víctima de un crimen?	(A)	(B)	(C)
¿Ha sido víctima de robo financiero o estafa?	(A)	(B)	(C)
¿Ha sido abusado físicamente, sexualmente, o emocionalmente?	(A)	(B)	(C)
¿Se han aprovechado de usted por un miembro de familia o amigo?	(A)	(B)	(C)
Si piensa que ha sido víctima de un crimen, contacte al servicio de protección para adultos al 1-855-444-3911			

48. ¿Cuál es su nivel de necesidad por lo siguiente?	Necesito mucha ayuda	Necesito poca ayuda	No necesito	Necesito ayuda para encontrar este recurso
Asistencia legal/Consejería	(A)	(B)	(C)	(D)
Tutela	(A)	(B)	(C)	(D)
Curatela	(A)	(B)	(C)	(D)
Curatela medical	(A)	(B)	(C)	(D)
Muebleria/Plan de testamento	(A)	(B)	(C)	(D)

Experiencia en el condado de Kalamazoo

49. Para adultos mayores, ¿Cómo calificaría el condado de Kalamazoo?	Excelente	Bueno	Justo	Malo
Como lugar para vivir	(A)	(B)	(C)	(D)
Como lugar para envejecer o retirarse	(A)	(B)	(C)	(D)
En servicios disponibles	(A)	(B)	(C)	(D)
En actividades sociales o religiosos disponibles	(A)	(B)	(C)	(D)
En oportunidades disponibles para ser voluntario	(A)	(B)	(C)	(D)
En oportunidades disponibles para trabajar	(A)	(B)	(C)	(D)

50. ¿Cuál es su necesidad mas grande como adulto mayor en el condado de Kalamazoo?

¡Gracias por completar esta encuesta!

Por favor de devolver su encuesta completada antes de **Febrero 28** al Condado de Kalamazoo AAA en el edificio de Servicios Comunitarias y del Condado de Kalamazoo, 311 E. Alcott St. Kalamazoo, Michigan, 49001.

Appendix B: Community Input Session Questions

1. When you think of the services and supports available to older adults in Kalamazoo County today, what is going well? What do you think are the biggest contributors to these successes?
2. What are the most pressing needs of older adults in this community?
3. What services are unavailable or insufficient to meet these needs? Why is this?
4. In the area of elder abuse prevention, what is working well? What could be improved?
5. In the area of transportation, what is working well? What needs to be improved?
6. In the area of home repair and maintenance, what is working well? What needs to be improved?
7. In the area of caregiving, what is working well? What are some of the challenges? [Probe: What caregiver respite services are available?] What needs to be improved?
8. In the area of older adult health, what is working well? [Probe for physical health services, dental care, mental health, medication/prescriptions.] What needs to be improved? How?
9. In the area of [pull from question two responses] what is working well? What needs to be improved?
10. What opportunities exist to better address all of these needs? [Probe: What role can Kalamazoo County AAA take to support these opportunities?] What resources are needed to better address these needs?
11. Where are older adults getting information about services, opportunities, and activities that may be of interest to them? How could communication about opportunities be improved?
12. Is there anything else you wanted to share about older adult services and supports that you have not had an opportunity to say yet?

Appendix C: Kalamazoo County Older Adult Community Needs Assessment Community Survey Frequency Report

Kalamazoo County Older Adults Community Needs Assessment Community Survey Frequency Report

March 16, 2020

Background

The Kalamazoo County's Area Agency on Aging (AAA IIIA), which is a part of Kalamazoo County government, has been serving older adults in the county for more than 25 years. The AAA IIIA is part of a national network of nonprofit agencies created by the federal government under the Older Americans Act (OAA) in 1965 to provide services, education, outreach, and advocacy support to older adults and their caregivers.

The AAA IIIA is committed to the National Association of Area Agencies on Aging's vision to "build a society that values and supports people as they age." It carries this vision out through delivery of its primary services and by contracting with local providers to offer additional services and supports. As of January 2020, the AAA IIIA provided the following services:

- An information and assistance line
- A healthy living campaign
- Care management planning
- A long-term care ombudsman program
- A yearly senior and caregiver exposition (Senior Expo)
- Medicare and Medicaid assistance programs
- Home-delivered meals
- Home repairs
- Transportation
- Adult daycare
- Legal assistance and guardianship
- Senior center and volunteer support

The AAA IIIA receives federal, state, and local funding, as well as funding through program revenue and local donations. In 2018, Kalamazoo County voters overwhelmingly passed a six-year senior millage to increase investment in county services, which allowed the AAA IIIA to reduce—and in some cases eliminate—program waitlists and to expand access to critical services, such as home-delivered meals and the long-term care ombudsman program. Millage funds are available to community providers through Kalamazoo County's formal request for proposal process. In fiscal year 2018–2019, 14 organizations received more than \$900,000.

The needs of older adults are unique and expanding, especially for those who have low incomes, are disabled, or live in rural areas with limited access to services. In order to continue providing high-quality,

impactful, and relevant services to older adults and meet state Aging and Adult Services Agency requirements in Kalamazoo County, the AAA IIIA conducted a countywide needs assessment of older adults and relevant service providers. The assessment measured the accessibility and effectiveness of current services and partnerships and identified gaps in services and supports. The assessment will include a review of existing services and gaps in access and quality, as reported by Kalamazoo County seniors. The AAA IIIA will use data collected from the older adults community needs assessment to inform its grantmaking process and to ensure that the AAA IIIA's updated multiyear area plan includes the voices and opinions of older adults, service providers, caregivers, and other stakeholders in Kalamazoo County.

To gather unbiased, candid feedback, the AAA IIIA contracted with Public Sector Consultants (PSC), a Lansing-based nonpartisan policy research firm, to develop and field a needs assessment survey and to facilitate a series of community meetings. The following report includes frequencies of response for the older adult needs assessment survey.

Community Needs Assessment Survey Methodology

The AAA IIIA needs assessment was a comprehensive survey offered online and on paper in both English and Spanish. The AAA IIIA and PSC collaborated to develop the survey, ensuring questions were relevant to older adults in the county and to the AAA IIIA's organizational goals.

The AAA IIIA leveraged its connection with older adults and partner organizations to promote completion of the online survey and to coordinate the distribution and collection of the paper survey. Paper surveys were available at the AAA IIIA, as well as at community-based organizations that serve older adults in the region, including Senior Services of Southwest Michigan, the Ecumenical Senior Center, South County Community Services, and the Portage Senior Center. To increase accessibility to and participation from hard-to-reach senior populations, paper surveys were made available to county Meals On Wheels participants and through some home visiting services. Additionally, caregivers were encouraged to assist seniors with completing the survey, if needed.

In total, 711 older adults and caregivers in Kalamazoo County completed the survey, with 361 online respondents and 350 paper survey respondents. The results have a margin of error of 3.6 percent to 4.8 percent, depending on the question, within a 95 percent confidence level.

Community Survey Respondent Demographic Profile

Respondents provided demographic information about themselves and about the older adults they provide services to. The following tables display the frequency and percentage of responses for each question.

Role

The majority of respondents are older adults (78.4 percent), with fewer respondents identifying as personal caregivers and professionals. Some caregivers and professionals are also older adults and may have selected more than one response category (Exhibit 1).

EXHIBIT 1. How would you identify yourself?

Response	Percentage	Frequency
I am an older adult (aged 60 or older)	78.4%	545
I am a personal caregiver to an older adult (aged 60 or older)	5.5%	38
I am a professional working in the older-adult services field	11.9%	83
Other	4.2%	29
Total	100.0%	695

N = 695.

Gender Identity

The majority of respondents (79.9 percent) are female, with 19.8 percent identifying as male (Exhibit 2).

EXHIBIT 2. What is your gender identity?

Response	Percentage	Frequency
Male	19.8%	140
Female	79.9%	564
Transgender male	0.0%	0
Transgender female	0.1%	1
Prefer to self-describe	0.1%	1
Total	100.0%	706

N = 706. Note: Totals may not equal 100 percent due to rounding.

Age

Nearly two-thirds of respondents (66.9 percent) are between 60 and 80 years old. All of those who responded and had a birthday after 1960 are personal caregivers or professionals who work with older adults (Exhibit 3).

EXHIBIT 3. In what year were you born?

Response	Age in Years	Percentage	Frequency
Born in 1929 or before	91 years or older	4.0%	27
Born between 1930 and 1939	81–90 years	14.2%	97
Born between 1940 and 1949	71–80 years	31.7%	216
Born between 1950 and 1960	60–70 years	35.2%	240
Born after 1960	Less than 60 years	14.8%	101
Total		100.0%	681

N = 681. Note: Totals may not equal 100 percent due to rounding.

Armed Forces Service Participation

The vast majority of respondents (93.3 percent) have not served in the armed forces (Exhibit 4).

EXHIBIT 4. Have you ever served in the armed forces?

Response	Percentage	Frequency
Yes	6.7%	47
No	93.3%	658
Total	100.0%	705

N = 705.

Marital Status

More than a third of respondents are married (38.5 percent), about a quarter are divorced (26.3 percent) and almost a quarter are widowed (23.8 percent) (Exhibit 5).

EXHIBIT 5. What is your marital status?

Response	Percentage	Frequency
Married	38.5%	271
Never married	8.5%	60
Divorced	26.3%	185
Separated	1.4%	10
Widowed	23.8%	167
Other	1.4%	10
Total	100.0%	703

N = 703. Note: Totals may not equal 100 percent due to rounding.

Racial and Ethnicity Identity

The majority of respondents identify as white or Caucasian (89.3 percent), 7.9 percent identify as African American or Black, and very few (0.1 percent) identify as Hispanic or Latino (Exhibit 6).

EXHIBIT 6. Which of the following best represents your race and ethnicity?

Response	Percentage	Frequency
African American or Black	7.9%	55
American Indian or Alaskan Native	1.3%	9
Asian	0.7%	5
Hispanic, Latino, or Spanish origin	0.6%	4
Native Hawaiian or other Pacific Islander	0.1%	1
White or Caucasian	89.3%	624
Multiracial/biracial	1.4%	10
Other	0.6%	4

N = 699. Note: Respondents could choose multiple responses, so percentages may total to more than 100.

Educational Attainment

Very few respondents have no high-school diploma (4.4 percent), and more than half (58.2 percent) have a postsecondary degree or higher (Exhibit 7).

EXHIBIT 7. What is the highest level of school you completed?

Response	Percentage	Frequency
No high-school diploma	4.4%	31
High-school diploma or GED	17.4%	122
Some college	20.1%	141
Associate degree or technical certification	14.5%	102
Bachelor's degree	20.5%	144
Graduate degree	23.2%	163
Total	100.0%	703

N = 703.

Location

The majority of respondents are from the City of Kalamazoo or the City of Portage (29.7 percent and 21.5 percent, respectively). Fewer respondents are from Kalamazoo Township (12.1 percent), Oshtemo Township (11.5 percent), or Comstock Township (5.6 percent). Those remaining are from one of Kalamazoo County's other townships and villages, each with less than 5 percent of total responses. Augusta Village, Richland Township, and Wakeshma Township had no participants (Exhibit 8).

EXHIBIT 8. Which municipality listed below do you live in?

Response	Percentage	Frequency	Response	Percentage	Frequency
Alamo Township	1.2%	8	Kalamazoo Township	12.1%	82
Augusta Village	0.0%	0	Oshtemo Township	11.5%	78
Brady Township	1.2%	8	Pavilion Township	1.9%	13
Charleston Township	0.4%	3	Prairie Ronde Township	0.9%	6
City of Galesburg	0.9%	6	Richland Township	0.9%	6
City of Kalamazoo	29.7%	202	Richland Village	0.0%	0
City of Parchment	0.6%	4	Ross Township	0.3%	2
City of Portage	21.5%	146	Schoolcraft Township	1.8%	12
Climax Township	0.1%	1	Schoolcraft Village	2.1%	14
Climax Village	0.1%	1	Texas Township	4.1%	28
Comstock Township	5.6%	38	Vicksburg Village	0.9%	6
Cooper Township	2.2%	15	Wakeshma Township	0.0%	0

N = 679.

The majority of respondents (87 percent) reported living in an urban or suburban setting, with nearly 13 percent in a rural setting (Exhibit 9).

EXHIBIT 9. Would you consider where you live to be:

Response	Percentage	Frequency
Urban (in the city)	45.0%	313
Rural (in the country)	12.9%	90
Suburban (between the city and country)	42.0%	292
Total	100.0%	695

N = 695. Note: Totals may not equal 100 percent due to rounding.

Housing and Living Arrangements

More than half of respondents (55.5 percent) live in a single-family home, with 29.4 percent living in an apartment, condominium, or townhouse. Very few (0.7 percent) live in an assisted living community or skilled nursing home (Exhibit 10).

EXHIBIT 10. Which of the following best describes your housing?

Response	Percentage	Frequency
Apartment, condominium, or townhouse	29.4%	206
Single-family home	55.5%	389
Independent senior living community	12.3%	86
Assisted living community	0.3%	2
Skilled nursing home	0.4%	3
Homeless	0.0%	0
Other	2.1%	15
Total	100.0%	701

N = 701.

Just under half of respondents (49.4 percent) reported living alone, while 40 percent live with a spouse or partner (Exhibit 11).

EXHIBIT 11. Which of the following best describes your living arrangements?

Response	Percentage	Frequency
Alone	49.4%	345
With spouse or partner	40.1%	280
With your adult children	6.2%	43
With children under the age of 18	5.4%	38
With adult nonrelatives	1.7%	12
With adult relatives (nonspousal)	3.0%	21
With a paid professional caregiver	0.3%	2
Other	1.4%	10

N = 699. Note: Respondents could choose multiple responses, so percentages may total to more than 100.

Income

Of respondents, 34.9 percent have household annual incomes of under \$25,000. More than a quarter (26.5 percent) have a gross annual income of \$75,000 or more (Exhibit 12).

EXHIBIT 12. What is your or your household's gross (pretax) monthly income?

Response	Annual Income	Percentage	Frequency
\$0–\$832	\$0–\$9,999	5.7%	37
\$833–\$1,250	\$10,000–\$14,999	14.7%	95
\$1,251–\$2,083	\$15,000–\$24,999	14.5%	94
\$2,084–\$2,916	\$25,000–\$34,999	12.3%	80
\$2,917–\$4,166	\$35,000–\$49,999	13.4%	87
\$4,167–\$6,250	\$50,000–\$74,999	12.8%	83
\$6,251–\$8,333	\$75,000–\$99,999	6.9%	45
\$8,334–\$12,500	\$100,000–\$149,999	6.0%	39
\$12,501 or higher	\$150,000 or more	13.6%	88
Total		100.0%	648

N = 648. Note: Totals may not equal 100 percent due to rounding.

Employment and Volunteer Activities

Nearly two-thirds of respondents (62.9 percent) are retired, just over a quarter (25.8 percent) are currently employed, and very few (3.9 percent) are unemployed (Exhibit 13). Of those employed, 50.5 percent reported working 31 or more hours per week (Exhibit 14).

EXHIBIT 13. Which of the following best describes your current employment status?

Response	Percentage	Frequency
Employed	25.8%	181
Unemployed	3.9%	27
Disabled or unable to work	10.6%	74
Retired	62.9%	441
Other	3.1%	22

N = 701. Note: Respondents could choose multiple responses, so percentages may total to more than 100.

EXHIBIT 14. How many hours do you work per week?

Response	Percentage	Frequency
1–5 hours	2.3%	2
6–10 hours	8.0%	7
11–15 hours	8.0%	7
16–20 hours	13.8%	12
21–30 hours	17.2%	15
31–40 hours	42.5%	37
More than 40 hours	8.0%	7
Total	100.0%	87

N = 87. Note: Respondents answered an open-ended question regarding number of hours worked. When a range of hours was given, PSC calculated the average of those figures. Totals may not equal 100 percent due to rounding.

About half of the respondents (49.1 percent) reported volunteering in their community (Exhibit 15). Of those who volunteer, more than 40 percent indicated doing so for ten or fewer hours per month. About 10 percent reported volunteering more than 50 hours per week (Exhibit 16).

EXHIBIT 15. Do you volunteer in your community?

Response	Percentage	Frequency
Yes	49.1%	324
No	50.9%	336
Total	100.0%	660

N = 660.

EXHIBIT 16. How many hours per month do you volunteer in the community?

Response	Percentage	Frequency
1–5 hours	20.3%	57
6–10 hours	22.8%	64
11–15 hours	13.9%	39
16–20 hours	11.7%	33
21–30 hours	11.7%	33
31–40 hours	5.7%	16
41–50 hours	3.2%	9
51–75 hours	4.6%	13
76–100 hours	3.6%	10
More than 100 hours	2.5%	7
Total	100.0%	281

Note: Respondents answered an open-ended question regarding number of volunteer hours per month. When a range of hours was given, PSC calculated the average of those figures.

Older Adult Service and Support Needs

Use of Services

Respondents were asked about their previous, current, and expected use of services provided directly by AAA IIIA or through programs funded by the agency.

More than half of respondents participate in congregate meals (56.1 percent) and in senior center programming (51.3 percent), but only a quarter expect to need these services in the next 12 months (Exhibit 17). More than two-fifths are currently using a personal emergency response button (47.1 percent) or in-home fall prevention assistance (43.5 percent), and almost a third expect to need in the next 12 months.

Many services with low participation have high levels of expected participation in the next 12 months. This is the case for those participating in diabetes self-management programming, Creating Confident Caregivers®, legal assistance, in-home respite care, and respite adult day services.

EXHIBIT 17. In the last 12 months, which of the following community services have you used, are you currently using, or do you anticipate needing?

Response	Currently Using		Expect to Need in the Next 12 months		Used Previously	
	Percentage	Frequency	Percentage	Frequency	Percentage	Frequency
Congregate meals sites in the community (N= 123)	56.1%	69	24.4%	30	19.5%	24
Senior center programs (N= 265)	51.3%	136	26.4%	70	22.3%	59
Personal emergency response button (e.g., Life Alert®) (N= 174)	47.1%	82	32.2%	56	20.7%	36
In-home support: Fall prevention assistance (e.g., installing grab bars, ramps, and home modifications) (N= 168)	43.5%	73	32.1%	54	24.4%	41
Transportation (N= 195)	39.5%	77	35.9%	70	24.6%	48
Care coordination or care management (N= 115)	39.1%	45	30.4%	35	30.4%	35
In-home support: Homemaking or home care services (e.g., housekeeping, chores, cleaning, laundry) (N= 173)	38.2%	66	38.7%	67	23.1%	40

Response	Currently Using		Expect to Need in the Next 12 months		Used Previously	
	Percentage	Frequency	Percentage	Frequency	Percentage	Frequency
In-home support: Medication management (<i>N</i> = 89)	38.2%	34	40.4%	36	21.3%	19
Home-delivered meals (<i>N</i> = 144)	34.0%	49	34.0%	49	31.9%	46
Phone line assistance to learn about community programs, such as transportation, housing, basic needs, home-delivered meals, and community meal sites (<i>N</i> = 260)	31.9%	83	27.7%	72	40.4%	105
In-home support: Personal care support (e.g., bathing, dressing, grooming) (<i>N</i> = 104)	30.8%	32	38.5%	40	30.8%	32
In-home support: Counseling (<i>N</i> = 84)	29.8%	25	41.7%	35	28.6%	24
Caregiver support (e.g., groups, educational classes, or counseling) (<i>N</i> = 156)	26.3%	41	42.3%	66	31.4%	49
Adult day services for dementia care (at a facility) (<i>N</i> = 65)	26.2%	17	43.1%	28	30.8%	20
Advocacy and outreach on elder abuse prevention (<i>N</i> = 75)	24.0%	18	36.0%	27	40.0%	30
In-home support: Respite care in the home (<i>N</i> = 71)	23.9%	17	50.7%	36	25.4%	18
Guardianship services for incapacitated seniors or dependents (<i>N</i> = 70)	22.9%	16	45.7%	32	31.4%	22
Respite adult day services (for chronic health conditions) at a facility (<i>N</i> = 77)	20.8%	16	51.9%	40	27.3%	21
Older-adult ongoing education programs provided through Western Michigan University (e.g., Osher Lifelong Learning Institutes) and Kalamazoo Valley Community College (<i>N</i> = 227)	20.7%	47	41.0%	93	38.3%	87

Response	Currently Using		Expect to Need in the Next 12 months		Used Previously	
	Percentage	Frequency	Percentage	Frequency	Percentage	Frequency
Advocacy and outreach on Long-term Care Ombudsman Program (N= 77)	19.5%	15	45.5%	35	35.1%	27
A Matter of Balance (fall prevention classes) (N= 219)	15.5%	34	38.8%	85	45.7%	100
Creating Confident Caregivers® (caregiver dementia education) (N= 81)	13.6%	11	49.4%	40	37.0%	30
Legal assistance (N= 118)	11.9%	14	43.2%	51	44.9%	53
Personal Action Toward Health, or PATH (coping with chronic diseases classes) (N= 131)	10.7%	14	49.6%	65	39.7%	52
Other (N= 29)	34.5%	10	34.5%	10	31.0%	9

Note: The number of responses varied by question.

Provider Access

The majority of respondents (97.2 percent) reported having a primary care physician as well as dental and vision care providers. Less than a third have an audiologist or hearing specialist, and just below a quarter have a mental health provider (Exhibit 18). Only a handful of respondents indicated needing assistance finding or accessing any healthcare provider (Exhibit 19).

EXHIBIT 18. Which of the following healthcare providers do you have?

Response	Yes		No		Not Applicable	
	Percentage	Frequency	Percentage	Frequency	Percentage	Frequency
Primary care physician(s) (<i>N</i> = 668)	97.2%	649	2.2%	15	0.6%	4
Optometrist, ophthalmologist, or vision specialist (<i>N</i> = 603)	86.9%	524	9.6%	58	3.5%	21
Dentist (<i>N</i> = 624)	83.3%	520	13.8%	86	2.9%	18
Audiologist or hearing specialist (<i>N</i> = 496)	29.6%	147	36.1%	179	34.3%	170
Counselor, psychiatrist, or other mental health provider (<i>N</i> = 470)	24.0%	113	38.7%	182	37.2%	175

Note: The number of responses varied by question.

EXHIBIT 19. I need help finding this resource.

Response	Frequency
Audiologist or hearing specialist	25
Optometrist, ophthalmologist, or vision specialist	24
Dentist	23
Counselor, psychiatrist, or other mental health provider	16
Primary care physician(s)	9

Healthcare

More than half of respondents (54 percent) reported needing a little or a lot of assistance in at least one area. The areas where the largest percentage of respondents indicated needing any level of help are with understanding Medicare benefits and coverage (37.8 percent), paying for dental care (30.3 percent) and paying for vision services or equipment (29 percent) (Exhibit 20). Only a handful of respondents specified needing help finding healthcare-related resources (Exhibit 21).

EXHIBIT 20. How would you rate your level of need in the following areas?

Response	A Lot of Need		A Little Need		No Need	
	Percentage	Frequency	Percentage	Frequency	Percentage	Frequency
Paying for dental care (<i>N</i> = 575)	17.6%	101	12.7%	73	69.7%	401
Understanding Medicare benefits and coverage (<i>N</i> = 582)	14.6%	85	23.2%	135	62.2%	362
Paying for vision services or equipment (e.g., glasses) (<i>N</i> = 571)	13.8%	79	15.2%	87	70.9%	405
Paying for health insurance or medical services (<i>N</i> = 570)	12.6%	72	11.6%	66	75.8%	432
Paying for hearing services or equipment (e.g., hearing exam, hearing aid) (<i>N</i> = 553)	11.0%	61	9.2%	51	79.8%	443
Completing advance directive or a durable power of attorney for medical care (<i>N</i> = 575)	10.6%	61	15.7%	90	73.7%	424
Receiving help with health insurance options (<i>N</i> = 587)	10.2%	60	16.4%	96	73.4%	431
Paying for prescription medications (<i>N</i> = 574)	10.1%	58	12.0%	69	77.9%	447
Paying for medical alert equipment (e.g., Life Alert®) (<i>N</i> = 553)	9.8%	55	9.1%	51	81.2%	457
Applying for health insurance (<i>N</i> = 553)	9.2%	51	7.4%	41	83.4%	461
Applying for Medicaid (<i>N</i> = 542)	8.9%	48	6.8%	37	84.3%	457
Receiving help with health insurance enrollment (<i>N</i> = 563)	8.5%	48	10.5%	59	81.0%	456
Paying for mental health services (<i>N</i> = 547)	4.8%	26	5.3%	29	89.9%	492

Note: The number of responses varied by question.

EXHIBIT 21. I need help finding this resource.

Response	Frequency
Completing advance directive or a durable power of attorney for medical care	34
Paying for medical alert equipment (e.g., Life Alert®)	21
Paying for dental care	20
Paying for vision services or equipment (e.g., glasses)	18
Understanding Medicare benefits and coverage	17
Receiving help with health insurance options	16
Paying for hearing services or equipment (e.g., hearing exam, hearing aid)	15
Receiving help with health insurance enrollment	13
Paying for prescription medications	12
Paying for health insurance or medical services	12
Applying for Medicaid	9
Applying for health insurance	8
Paying for mental health services	8

Personal and Home-based Services and Supports

More than a third of respondents reported needing help with home maintenance tasks (34.7 percent), and a just above a quarter (25.5 percent) reported needing help with yard maintenance (Exhibit 22). Very few specified needing ramp access (5.4 percent) as well as help finding any of these resources (Exhibit 23).

EXHIBIT 22. How would you rate your level of need in the following areas?

Response	A Lot of Need		A Little Need		No Need	
	Percentage	Frequency	Percentage	Frequency	Percentage	Frequency
Home indoor maintenance tasks (<i>N</i> = 606)	9.6%	58	25.1%	152	65.3%	396
Yard maintenance (<i>N</i> = 591)	11.5%	68	14.0%	83	74.5%	440
Clutter removal from the home (<i>N</i> = 580)	8.4%	49	13.4%	78	78.1%	453
Home structural safety maintenance (e.g., roof, foundation) (<i>N</i> = 585)	8.2%	48	13.2%	77	78.6%	460

Response	A Lot of Need		A Little Need		No Need	
	Percentage	Frequency	Percentage	Frequency	Percentage	Frequency
Money and financial management (e.g., retirement savings, tax preparation) (<i>N</i> = 580)	6.6%	38	14.5%	84	79.0%	458
Home care services (<i>N</i> = 587)	9.0%	53	11.4%	67	79.6%	467
Caregiver support (<i>N</i> = 582)	7.2%	42	10.7%	62	82.1%	478
Ramp access to home (<i>N</i> = 576)	3.1%	18	2.3%	13	94.6%	545

Note: The number of responses varied by question.

EXHIBIT 23. I need help finding this resource.

Response	Frequency
Home indoor maintenance tasks	21
Yard maintenance	19
Money and financial management (e.g., retirement savings, tax preparation)	16
Home structural safety maintenance (e.g., roof, foundation)	16
Clutter removal from the home	16
Home care services	15
Caregiver support	14
Ramp access to home	9

Community and Social Services and Supports

Of respondents, 29.5 percent reported needing assistance finding social opportunities with friends and family, 27.9 percent reported needing to attend a fall prevention program, and 5.3 percent indicated needing to receive education on financial fraud and exploitation (Exhibit 24). Very few individuals identified needing help finding any of these resources (Exhibit 25).

EXHIBIT 24. How would you rate your level of need for the following?

Response	A Lot of Need		A Little Need		No Need	
	Percentage	Frequency	Percentage	Frequency	Percentage	Frequency
Finding social opportunities with friends or family (<i>N</i> = 602)	9.1%	55	20.4%	123	70.4%	424
Attending a fall prevention program (<i>N</i> = 593)	6.7%	40	21.2%	126	72.0%	427
Receiving education on financial fraud, scams, and exploitation (<i>N</i> = 589)	5.6%	33	19.7%	116	74.7%	440
Attending elder abuse prevention program(s) (<i>N</i> = 589)	3.1%	18	8.7%	51	88.3%	520
Attending adult daycare or respite services (<i>N</i> = 587)	3.1%	18	3.9%	23	93.0%	546

Note: The number of responses varied by question.

EXHIBIT 25. I need help finding this resource.

Response	Frequency
Finding social opportunities with friends or family	29
Attending a fall prevention program	17
Attending elder abuse prevention program(s)	12
Attending adult daycare or respite services	11
Receiving education on financial fraud, scams, and exploitation	10

Nearly 30 percent reported being frustrated that their income was too high to qualify for a community-based service they needed, and nearly 20 percent noted that the application process is too difficult or confusing to complete (Exhibit 26).

EXHIBIT 26. What frustrated you when applying for community services?

Response	Percentage	Frequency
Income too high to qualify	28.8%	163
Application process is difficult to complete (e.g., did not have the right documents, the application is confusing)	19.3%	109
No or limited access to email, a computer, or Internet	18.1%	102
Lack of transportation	16.8%	95
Process takes too long to address issues	14.2%	80
Organization did not have enough funding	10.6%	60
Application requires applying to another agency first	9.0%	51
Other	5.5%	31
Do not meet other required criteria (e.g., citizenship status)	3.2%	18
Not applicable	48.3%	273

N = 565. Note: Respondents could choose multiple responses, so percentages may total to more than 100.

More than a quarter of respondents (27.3 percent) selected friends and family for where they get most information about available services, followed by online and through social media (13.2 percent) and local senior centers (11.9 percent). For the remaining communication channels, less than 10 percent selected these options (Exhibit 27).

EXHIBIT 27. Where would you say you get most of your information about available services and opportunities?

Response	Percentage	Frequency
Friends or family members	27.3%	128
Online or through social media (e.g., Facebook)	13.2%	62
Local senior center(s)	11.9%	56
Kalamazoo County Area Agency on Aging	9.4%	44
Community newspapers or newsletters (e.g., <i>Spark</i> , <i>South County News</i>)	6.6%	31
Television or radio ads	3.6%	17
Doctor's office staff	3.2%	15
Newspaper(s) (e.g., <i>Kalamazoo Gazette</i>)	3.2%	15
Caregiver or other service provider	2.8%	13
Other	18.8%	88
Total	100.0%	469

N = 469.

Food Needs

About 20 percent of respondents reported being somewhat or very concerned about getting food (Exhibit 28), and more than 10 percent indicated being unable to afford healthy food (Exhibit 29). Only a handful (8.2 percent) noted that their food assistance ran out before their next allotment or that they or someone in their household went without a meal due to cost or (5.9 percent).

EXHIBIT 28. In the last 12 months, how concerned have you been about getting your food?

Response	Percentage	Frequency
Not at all concerned about getting food	79.6%	514
Somewhat concerned about getting food	16.6%	107
Very concerned about getting food	3.9%	25
Total	100.0%	646

N = 646.

EXHIBIT 29. Which of the following are or have been true for you at any time in the last 12 months?

Response	Percentage	Frequency
I cannot afford healthy food	13.1%	82
I used transportation assistance to go to a grocery store or farmers market	10.4%	65
I used a home-delivery service like Meals on Wheels	8.5%	53
My food assistance ran out before the next monthly allotment	8.2%	51
I (or someone in my household) went without a meal because of cost	5.9%	37
I cannot find healthy foods to eat	1.4%	9
None of these	70.9%	443

N = 625. Note: Respondents could choose multiple responses, so percentages may total to more than 100.

Housing Needs

More than a quarter of respondents (26.9 percent) reported having a housing maintenance or safety concern. About 17 percent said their home requires maintenance or repairs, and almost 10 percent noted they need home modifications for accessibility and safety (Exhibit 30).

EXHIBIT 30. Which of the following housing needs do you have?

Response	Percentage	Frequency
The place where I live needs maintenance or repairs (e.g., new roof, windows, plumbing)	17.2%	103
The place where I live needs modifications to be safe and accessible (e.g., zero-entry threshold, grab bars in bathroom, ramps)	9.7%	58
I live alone and have trouble taking care of myself	4.7%	28
One or more of the people I live with makes me feel unsafe	0.8%	5
Other	5.4%	32
None of these	72.9%	436

N = 598. Note: Respondents could choose multiple responses, so percentage totals more than 100.

Just under 10 percent of respondents indicated there is not enough housing and that they are unable to afford what is available (Exhibit 31).

EXHIBIT 31. Which of the following, if any, makes it difficult for you to find suitable housing?

Response	Percentage	Frequency
Not enough housing available	9.8%	58
Unable to afford available housing	9.3%	55
Housing unsuitable to needs (e.g., stairs/steps, multilevel home, not wheelchair accessible)	6.6%	39
Unable to afford utility costs	5.2%	31
Difficulties with the housing application process (e.g., don't meet requirements, can't afford the application fee, etc.)	4.0%	24
Ability to live independently	3.5%	21
Other	3.0%	18
Housing discrimination	2.0%	12
Problems with landlords	1.7%	10
None of these	79.8%	474

N = 594. Respondents could choose multiple responses, so percentages may total to more than 100.

Respondents most frequently identified limited assistance with household duties (15.8 percent) and concerns with mobility (15 percent) as barriers that affect their ability to live independently (Exhibit 32).

EXHIBIT 32. Which of the following barriers affect your ability to live independently?

Response	Percentage	Frequency
Need help with household duties	15.8%	95
Physical ability (i.e., mobility concerns)	15.0%	90
Medical condition	10.1%	61
Loneliness	10.1%	61
Need help with daily living skills or self-care	7.8%	47
Personal safety	7.1%	43
Alzheimer's or dementia-related symptoms	3.8%	23
Other	3.7%	22
None of these	69.4%	418

N = 602. Note: Respondents could choose multiple responses, so percentages may total to more than 100.

Transportation Needs

Only 10 percent of respondents reported being unable to meet their transportation needs very or fairly well (Exhibit 33).

EXHIBIT 33. In the last 12 months, how well have you been able to meet your or your household's transportation needs?

Response	Percentage	Frequency
Very well	66.2%	415
Fairly well	23.8%	149
Not very well	6.5%	41
Not at all	3.5%	22
Total	100.0%	627

N = 627.

About one-quarter indicated needing some level of assistance with transportation for medical needs and for shopping, recreation, or worship (Exhibit 34). Only a handful of respondents identified needing help finding transportation resources (Exhibit 35).

EXHIBIT 34. How would you rate your level of need in the following areas?

Response	A Lot of Need		A Little Need		No Need	
	Percentage	Frequency	Percentage	Frequency	Percentage	Frequency
Transportation for medical needs (<i>N</i> = 581)	11.2%	65	16.0%	93	72.8%	423
Transportation for shopping, recreation, or worship (<i>N</i> = 573)	12.2%	70	13.4%	77	74.3%	426
Other transportation need (<i>N</i> = 346)	4.9%	17	3.2%	11	91.9%	318

Note: The number of responses varied by question.

EXHIBIT 35. I need help finding this resource.

Response	Frequency
Transportation for medical needs	17
Transportation for shopping, recreation, or worship	15
Other transportation need	9

More than two-thirds of respondents reported no transportation problems, and only 5 percent indicated having such issues every day or a few times a week (Exhibit 36). Nearly three-quarters use their own vehicle, and more than 30 percent receive rides from friends or family. Very few use a volunteer transportation service or a paid support provider for transportation (Exhibit 37).

EXHIBIT 36. How often, if at all, do you have transportation problems?

Response	Percentage	Frequency
Every day to a few times a week	5.0%	31
Once a week to a few times a month	10.9%	68
Once a month to a few times a year	11.4%	71
Once a year or less	4.8%	30
I do not have transportation problems	67.8%	422
Total	100.0%	622

N = 622.

EXHIBIT 37. Which forms of transportation do you use?

Response	Percentage	Frequency
Own vehicle	73.0%	462
Rides from friends or family	31.0%	196
Walking	17.1%	108
Public transportation	14.2%	90
Transportation provided through a senior living center or nursing home	7.0%	44
Ridesharing app (e.g., Uber or Lyft)	4.6%	29
Bicycle	4.3%	27
Volunteer transportation service (e.g., Shepherd's Center, Veterans Administration [VA], American Cancer Society)	4.3%	27
Paid support service providers (e.g., home health aide or paid caregiver)	3.2%	20
Borrowed vehicle	1.7%	11
Other	3.9%	25

N = 633. Note: Respondents could choose multiple responses, so percentages may total to more than 100.

Health and Healthcare

Respondents answered questions related to their overall health, healthcare coverage status, emergency department (ED) use, and prescription medication use.

General Health

The majority of respondents (80.4 percent) reported their overall health good or better (Exhibit 38). More than three-fourths (77.8 percent) reported five or fewer days, over the last 30, in which their poor physical or mental health prevented them from completing their usual activities (Exhibit 39).

EXHIBIT 38. How would you rate your overall health?

Response	Percentage	Frequency
Excellent	12.7%	81
Very good	32.2%	206
Good	35.5%	227
Fair	16.4%	105
Poor	3.3%	21
Total	100.0%	640

N = 640. Note: Totals may not equal 100 percent due to rounding.

EXHIBIT 39. During the past 30 days, for about how many days did poor physical or mental health keep you from doing usual activities, such as self-care, work, worship, or recreation?

Response	Percentage	Frequency
0 days	57.8%	335
1–2 days	8.1%	47
3–5 days	11.9%	69
6–10 days	7.8%	45
11–20 days	10.3%	60
21–30 days	4.1%	24
Total	100.0%	580

N = 580. Note: Respondents answered an open-ended question regarding the number of days poor health prevented them from doing usual activities. When a range of hours was given, PSC calculated the average of those figures.

Healthcare Coverage and Access

The majority of respondents (57 percent) have Medicare as their primary source of coverage, with another 21.3 percent having employee-sponsored coverage (Exhibit 40). Most (66.6 percent) did not note any barrier preventing them from accessing healthcare services (Exhibit 41).

EXHIBIT 40. What is the primary source of your healthcare coverage?

Response	Percentage	Frequency
Medicare	57.0%	299
Employer sponsored	21.3%	112
Medicaid/Healthy Michigan Plan	8.4%	44
Private policy	5.7%	30
Uninsured	1.1%	6
Other	6.5%	34
Total	100.0%	525

N = 525.

EXHIBIT 41. What barriers, if any, prevent you from accessing healthcare services?

Response	Percentage	Frequency
Cost of services is too high	14.9%	87
Do not have transportation to get to and from appointments	7.2%	42
Fear of long-term facility placement	3.6%	21
Lack of available services in the area	2.9%	17
Could not get an appointment when needed or waiting list was too long	8.9%	52
Too busy with work or other duties	4.3%	25
Do not have insurance or are underinsured	4.8%	28
Other	4.8%	28
Not applicable	66.6%	388

N = 583. Note: Respondents could choose multiple responses, so percentages may total to more than 100.

Falls and ED Use

Less than a third of respondents (30.5 percent) reported falling in the last 12 months (Exhibit 42). Approximately 10 percent (8.8 percent) visited the ED due to a serious fall, while the majority (65.3 percent) did not go to the ED in the last 12 months (Exhibit 43).

EXHIBIT 42. Have you fallen in the last 12 months?

Response	Percentage	Frequency
Yes	30.5%	193
No	69.5%	440
Total	100.0%	633

N = 633.

EXHIBIT 43. For which of the following reasons did you have to go to the ED in the last 12 months?

Response	Percentage	Frequency
A serious fall that caused harm (e.g., fracture or head injury)	8.8%	54
Uncontrolled pain	6.7%	41
Unexpected serious health issue (e.g., heart attack, stroke)	6.4%	39
Infection (e.g., pneumonia or influenza)	6.2%	38
Chronic disease (e.g., diabetes, asthma, COPD)	5.6%	34
Mental health crisis (severe depression, anxiety, thoughts of self-harm)	1.8%	11
Medication reaction	1.5%	9
Car accident	0.5%	3
Other	11.0%	67
I have not had to go to the ED in the last 12 months	65.3%	399

N = 611. Note: Respondents could choose multiple responses, so percentages may total to more than 100.

Prescription Medication Use

In the last 12 months, 83.1 percent of respondents reported using at least one prescription medication, 21.9 percent indicated using a home-delivery service for their prescriptions, and 12.1 percent reported medication misuse (Exhibit 44).

EXHIBIT 44. Which of the following statements have been true for you at any time in the last 12 months?

Response	Percentage	Frequency
Used at least one prescription medication	83.1%	515
Used a home-delivery service for medications	21.9%	136
Misused a medication (e.g., forgot to take a dose, took a smaller or larger dose than prescribed)	12.1%	75
Did not refill a prescription due to cost	6.6%	41
Wrongly disposed of medications (e.g., thrown away, flushed down the toilet)	2.6%	16
Shared a medication with a friend or family member	1.9%	12
Other	2.7%	17
None of these	13.4%	83

N = 620. Note: Respondents could choose multiple responses, so percentages may total to more than 100.

Caregiving and Caregivers

Respondents answered various questions about being a caregiver and receiving care from caregivers.

Questions for Older Adults Who Have a Caregiver

The majority of respondents (68.1 percent) indicated not needing a caregiver, and less than 20 percent reported having one (Exhibit 45). For those with a caregiver, 62.2 percent have one for ten or fewer hours per week (Exhibit 46). More than 40 percent of those with caregivers have a family member who serves in this role, while 22.4 percent hired one through the state (Exhibit 47).

EXHIBIT 45. Do you have a caregiver (i.e., someone who assists you with personal care activities)?

Response	Percentage	Frequency
Yes	15.7%	74
Yes, but I need more support	3.0%	14
No, I don't need one	68.1%	320
No, I can't afford one	2.8%	13
No, none are available	1.7%	8
No, for another reason	8.7%	41
Total	100.0%	470

N = 470. Note: Totals may not equal 100 percent due to rounding.

EXHIBIT 46. How many hours a week do you have a caregiver?

Response	Percentage	Frequency
20 or more hours	28.4%	21
11–19 hours	9.5%	7
6–10 hours	23.0%	17
1–5 hours	39.2%	29
Total	100.0%	74

N = 74. Note: Totals may not equal 100 percent due to rounding.

EXHIBIT 47. Who is your caregiver? (If you have more than one, answer for the one you see most often.)

Response	Percentage	Frequency
A family member	43.4%	33
Hired help through the state	22.4%	17
Hired privately	11.8%	9
A friend	6.6%	5
Hired help through the AAA IIIA	6.6%	5
Other	9.2%	7
Total	100.0%	76

N = 76.

Questions for Those Who Provide Care to an Older Adult

Of caregiver respondents, 31 percent provide care for 20 or more hours each week (Exhibit 48), and 18.5 percent are the primary caregiver or guardian for a minor (Exhibit 49). The majority (71.7 percent) feel equipped to provide care, but far fewer have a caregiver plan (26.7 percent) or have access to respite care if needed (26.7 percent) (Exhibit 50).

EXHIBIT 48. How many hours a week do you provide care for one or more adults, regardless of whether or not they live with you?

Response	Percentage	Frequency
20 or more hours	31.0%	45
11–19 hours	10.3%	15
6–10 hours	17.9%	26
1–5 hours	40.7%	59
Total	100.0%	145

N = 145. Note: Totals may not equal 100 percent due to rounding.

EXHIBIT 49. Are you the primary caregiver or guardian for a child under the age of 18?

Response	Percentage	Frequency
Yes	18.5%	27
No	81.5%	119
Total	100.0%	146

N = 146.

EXHIBIT 50. As a caregiver, are you confident of the following?

Response	Percentage	Frequency
I am equipped to provide the care needed	71.7%	86
I have the resources to deliver the care needed	49.2%	59
I have the education needed to provide the care expected or needed	43.3%	52
I have a caregiver plan in place	26.7%	32
I can access respite care if needed	26.7%	32
Total	100.0%	261

N = 120. Respondents could choose multiple responses, so percentages may total to more than 100.

Less than 10 percent of caregivers (8.6 percent) reported having ever used respite care (Exhibit 51). While most (72.9 percent) indicated not needing respite care, 12 percent said they are unsure where to go to get this care, and 9 percent said the cost for it is too high (Exhibit 52).

EXHIBIT 51. Have you ever used respite care?

Response	Percentage	Frequency
Yes	8.6%	12
No	91.4%	128
Total	100.0%	140

N = 140.

EXHIBIT 52. Why have you not used respite care?

Response	Percentage	Frequency
Unsure of where to go	11.9%	14
Cost is too high	9.3%	11
Not available near me	1.7%	2
Unable to get there	0.0%	0
Other	9.3%	11
I have not needed respite care	72.9%	86

N = 118. Respondents could choose multiple responses, so percentages may total to more than 100.

Elder Abuse and Legal Needs

The majority of respondents did not indicate being a victim of any type of elder abuse in the last 12 months (Exhibit 53).

EXHIBIT 53. Over the last 12 months, have you:

Response	Yes		No		Unsure	
	Percentage	Frequency	Percentage	Frequency	Percentage	Frequency
Been the victim of financial fraud or scam? (<i>N</i> = 590)	8.1%	48	90.2%	532	1.7%	10
Been taken advantage of by a family member or friend (<i>N</i> = 583)	5.7%	33	93.3%	544	1.0%	6
Been the victim of a crime? (<i>N</i> = 590)	4.7%	28	94.1%	555	1.2%	7
Been physically, sexually, or emotionally abused? (<i>N</i> = 580)	3.1%	18	96.4%	559	0.5%	3

Note: The number of respondents varied by question.

About a quarter of respondents (26.2 percent) reported needing estate or will planning services, while 20.3 percent indicated a need for legal assistance or council (Exhibit 54). Few respondents reported needing help finding these resources. (Exhibit 55).

EXHIBIT 54. What is your level of need for the following?

Response	A Lot of Need		A Little Need		No Need	
	Percentage	Frequency	Percentage	Frequency	Percentage	Frequency
Estate/will planning (<i>N</i> = 557)	7.5%	42	18.7%	104	73.8%	411
Legal assistance/counsel (<i>N</i> = 561)	3.7%	21	16.6%	93	79.7%	447
Guardianship (<i>N</i> = 539)	1.7%	9	2.4%	13	95.9%	517
Medical conservatorship (<i>N</i> = 531)	1.1%	6	3.8%	20	95.1%	505
Conservatorship (<i>N</i> = 527)	0.6%	3	2.1%	11	97.3%	513

Note: The number of responses varied by question.

EXHIBIT 55. I need help finding this resource.

Response	Frequency
Medical conservatorship	6
Estate/will planning	23
Legal assistance/counsel	17
Conservatorship	2
Guardianship	3

Note: The number of responses varied by question.

Kalamazoo County Experience

Respondents answered questions about their experience living in Kalamazoo County more generally. They also shared their level of loneliness and described their biggest need.

About 85 percent of respondents rated Kalamazoo's availability of volunteer opportunities, social, or religious activities, and as a place to live as good or excellent. About a one-fourth of participants, however, rated the availability of services as fair or poor, and nearly a third rated the availability of work opportunities as fair or poor (Exhibit 56).

EXHIBIT 56. For older adults, how would you rate Kalamazoo County in the following areas?

Response	Excellent		Good		Fair		Poor	
	Percentage	Frequency	Percentage	Frequency	Percentage	Frequency	Percentage	Frequency
On availability of volunteer opportunities	35.6%	198	50.0%	278	13.1%	73	1.3%	7
As a place to live	31.9%	192	54.4%	327	11.8%	71	1.8%	11
On availability of social or religious events and activities	31.3%	177	54.1%	306	12.7%	72	1.9%	11
As a place to age or retire	25.0%	148	55.5%	328	17.1%	101	2.4%	14

Response	Excellent		Good		Fair		Poor	
	Percentage	Frequency	Percentage	Frequency	Percentage	Frequency	Percentage	Frequency
On availability of services	21.4%	121	53.7%	304	21.9%	124	3.0%	17
On availability of work opportunities	14.6%	74	53.0%	268	26.7%	135	5.7%	29

Note: The number of responses varied by question.

Isolation and Loneliness

About 30 percent of respondents reported frequent or occasional feelings of loneliness or isolation (Exhibit 57).

EXHIBIT 57. How frequently do you feel isolated or lonely?

Response	Percentage	Frequency
Frequently	7.7%	41
Sometimes	22.5%	120
Rarely	30.6%	163
Never	39.2%	209
Total	100.0%	533

N = 533.

Biggest Need

At the end of the survey, respondents were asked to identify their biggest need as an older adult in Kalamazoo County. Nearly 20 percent of the 376 respondents to this question said that transportation or affordable transportation was their biggest need, which was followed by healthcare and nutrition needs and the need for affordable housing. Additionally, many said that they needed help finding and understanding the resources and services available to them as older adults, with several highlighting social opportunities, financial support, and help with home repairs, yardwork, household chores. Around 14 percent said that they have everything they need.

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