

# KALAMAZOO COUNTY

## SENIOR GROWTH NEEDS ASSESSMENT

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October 2011



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# EXECUTIVE SUMMARY

## Background and Methods

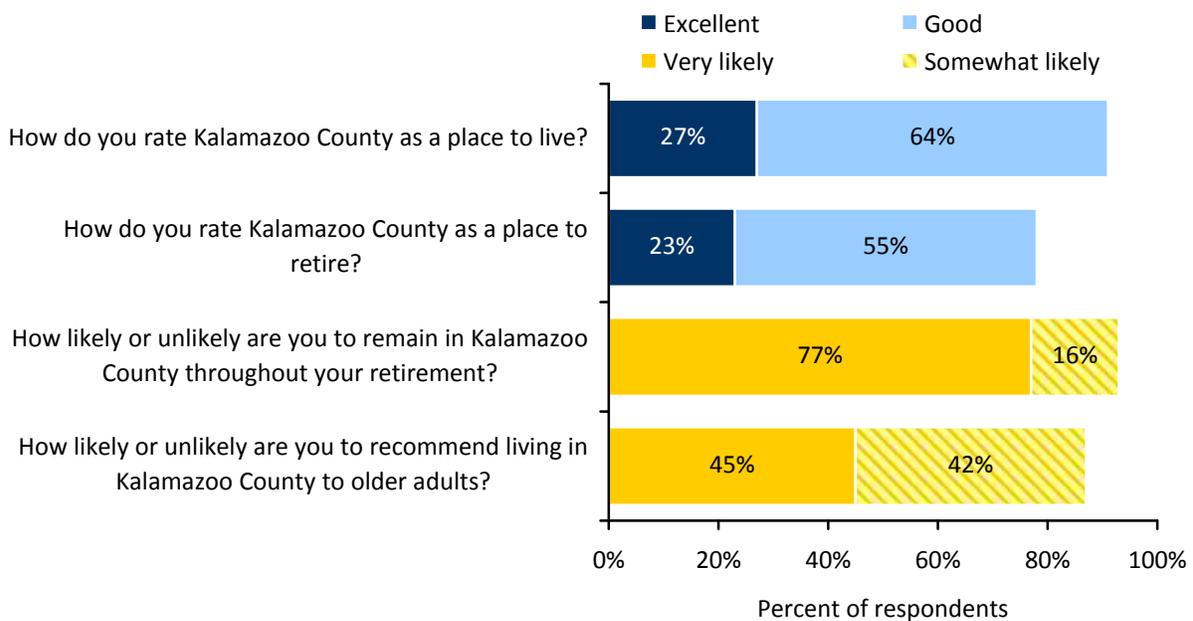
Like other communities across the nation, Kalamazoo County’s fastest growth in the decade after 2010 will be among residents older than 60. Although the region’s population is projected to increase little between 2010 and 2030, the number of adults aged 60 and older in the region is predicted to increase by 45% from approximately 43,500 to more than 63,000. The largest area of growth is expected in the 75 to 84 year old group and among seniors in the ethnic minorities. The growth in the older adult population will bring both opportunities and challenges to this region.

To better plan for the upcoming needs of the senior population in Kalamazoo County a study was commissioned to provide an in-depth understanding of current unmet and future needs of Kalamazoo County’s older adults. This study is based on a number of primary and secondary data sources including: a survey of 350+ older residents, a survey of 68 senior providers, a demographic analysis and a half-day summit held with older adult service providers.

## Kalamazoo County as a Place for Older Adults

Kalamazoo County is, by and large, a good place for older residents. Older residents were generally positive about their communities as a place to live and retire. About 87% would recommend Kalamazoo County to older residents as a place to live and about 93% plan on staying in the county throughout their retirements. These ratings were significantly higher than ratings given to communities across the nation by older residents.

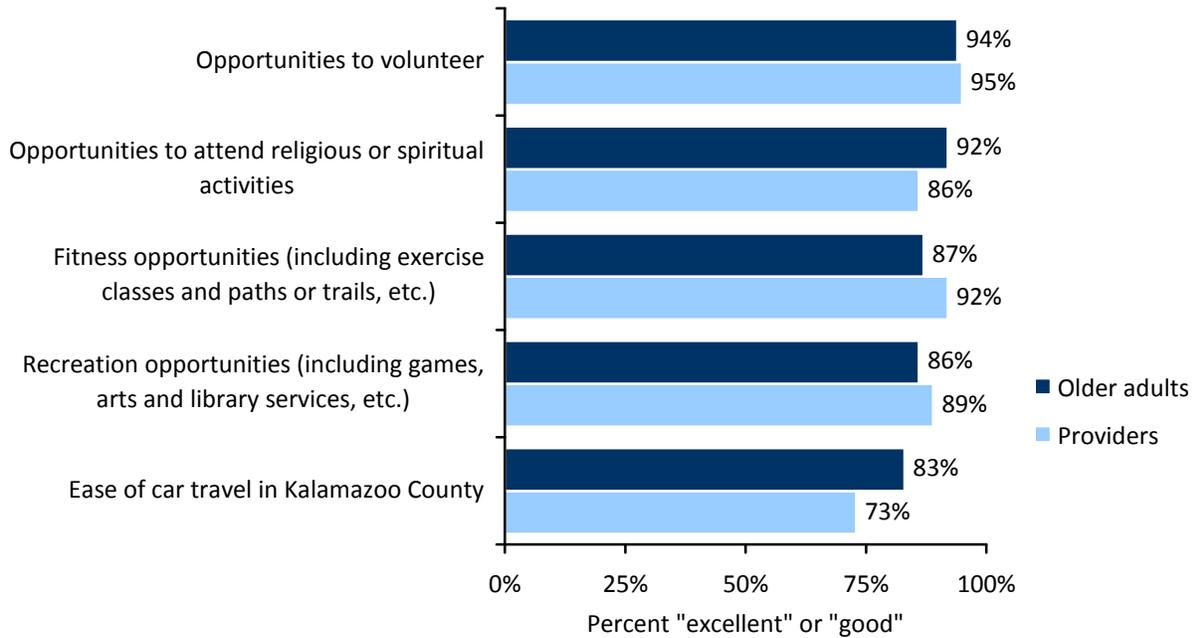
**Figure 1: Kalamazoo County as a Place for Older Residents**



## Community Livability

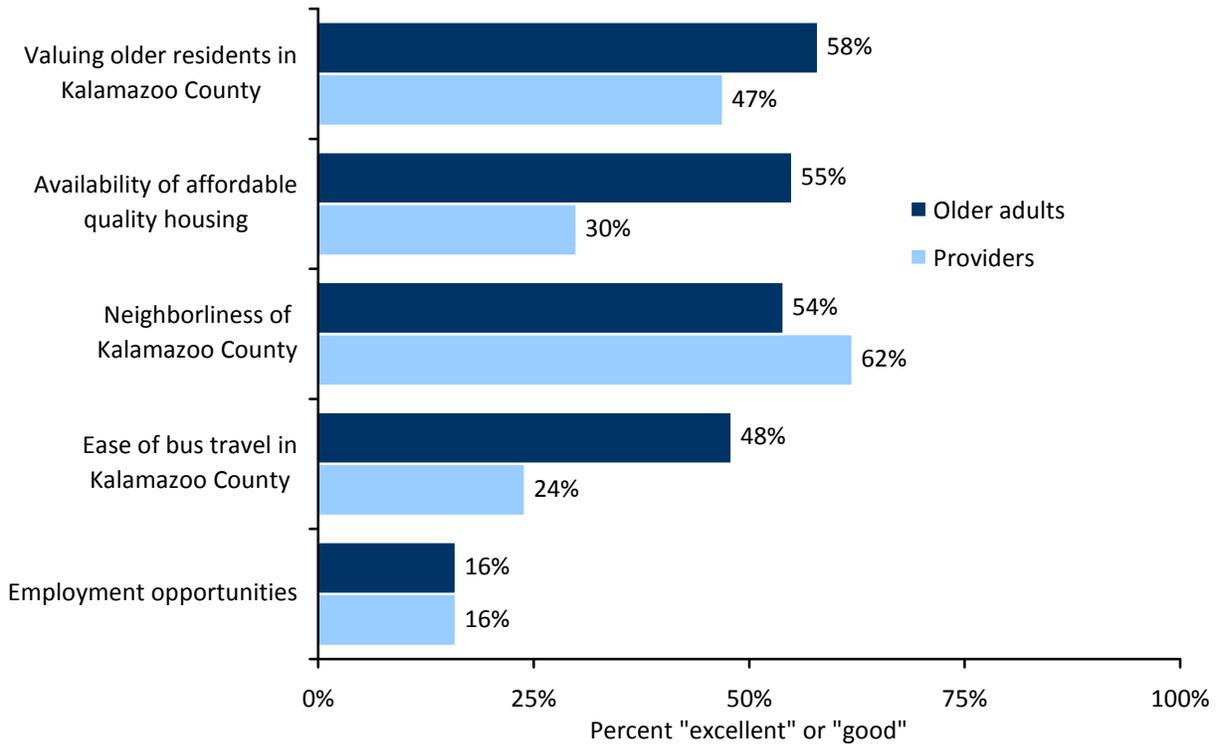
Even with its colder climate and economic struggles, many features of Kalamazoo County are supportive of aging-friendly living. According to older residents living in the region, communities abound with many opportunities for volunteerism, fitness, recreation and religious/spiritual activities. Seniors also rated the ease of car travel in the county favorably.

**Figure 2: Top Rated Community Characteristics – Older Adults vs. Providers**



Residents and providers also mostly agreed on the lowest rated community amenities. Employment opportunities and bus travel received the lowest ratings by both older residents and service providers. Neighborliness, availability of affordable housing and valuing older residents tended to be rated less favorably by a significant number of older residents in the county.

**Figure 3: Lowest Rated Community Characteristics – Older Adults vs. Providers**



When compared to national benchmarks, older residents rated their community significantly higher on 18 of the 24 community amenities. Only three community characteristics were rated lower in Kalamazoo – employment opportunities, feeling of community safety and neighborliness.

## Older Resident Needs in Kalamazoo County

When asked about a series of 40+ problems commonly experienced by older residents, issues affecting the largest number of older residents were poor physical health, difficulty performing heavy housework and yard work, lack of information about available services for older adults, staying physically fit and feeling heard in the community. Problems with physical health, fitness and doing heavy or intense housework were rated similarly by older adults in Kalamazoo to older adults across the U.S. Fewer Kalamazoo older adults experienced problems with knowing about services and feeling like their voices were heard than did older adults in other communities.

**Figure 4: Most Prevalent Older Adult Needs**

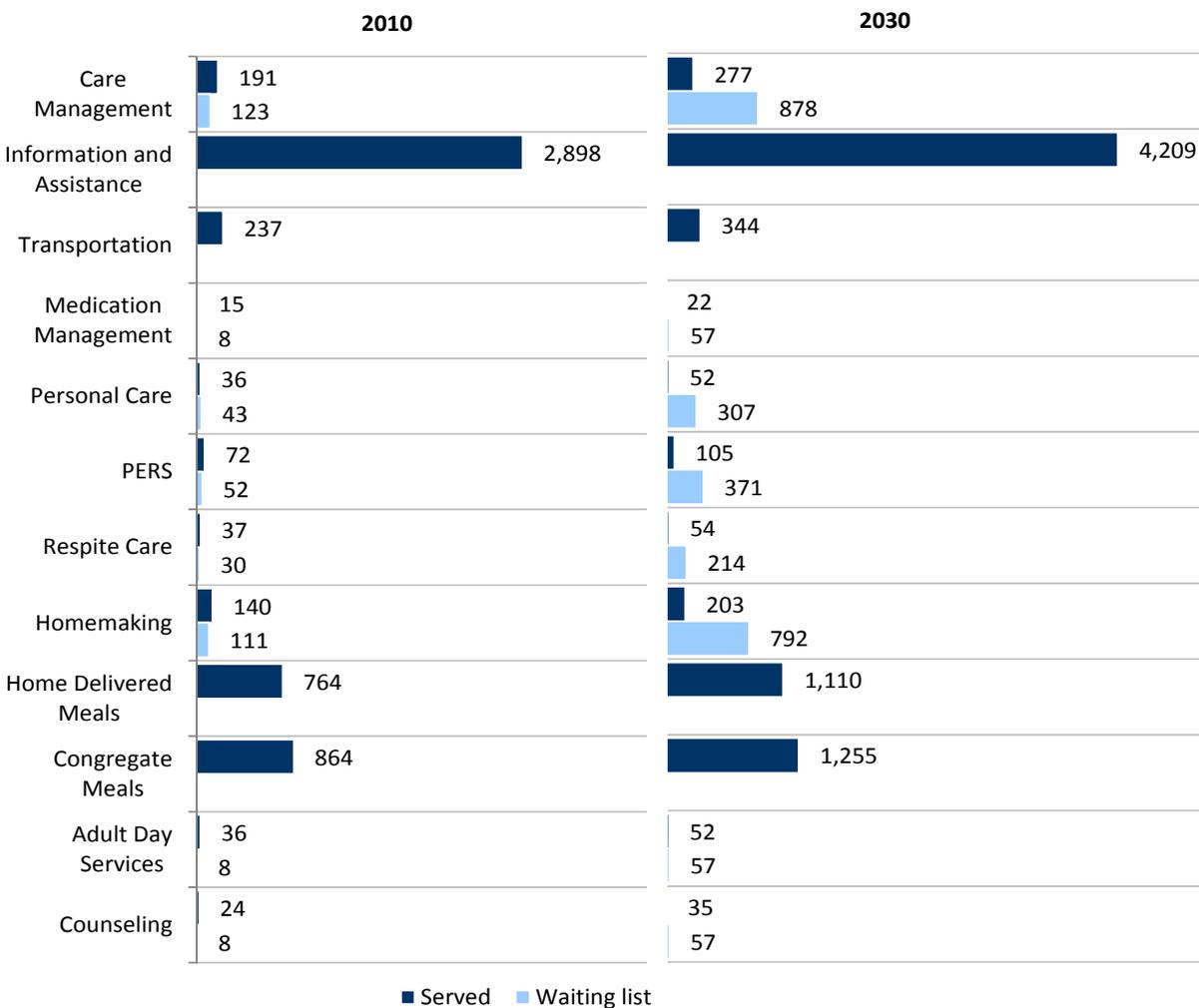
Thinking back over the past 12 months, how much of a problem, if at all, has each of the following been for you?	Percent at least a "minor" problem	Number affected in 2010 (N=43,504)	Number affected in 2030 (N=63,183)	Comparison to benchmark
Your physical health	61%	26,416	38,365	Similar
Doing heavy or intense housework	58%	25,104	36,459	Similar
Staying physically fit	56%	24,478	35,550	Similar
Not knowing what services are available to older adults in your community	53%	23,082	33,523	Lower
Feeling like your voice is heard in the community	48%	20,813	30,228	Much lower

## Providing Services to Older Residents in Kalamazoo County

Federal and state funds to provide services to older adults never have been ample and continue to be a struggle in every community. These struggles will increase dramatically over the next decades.

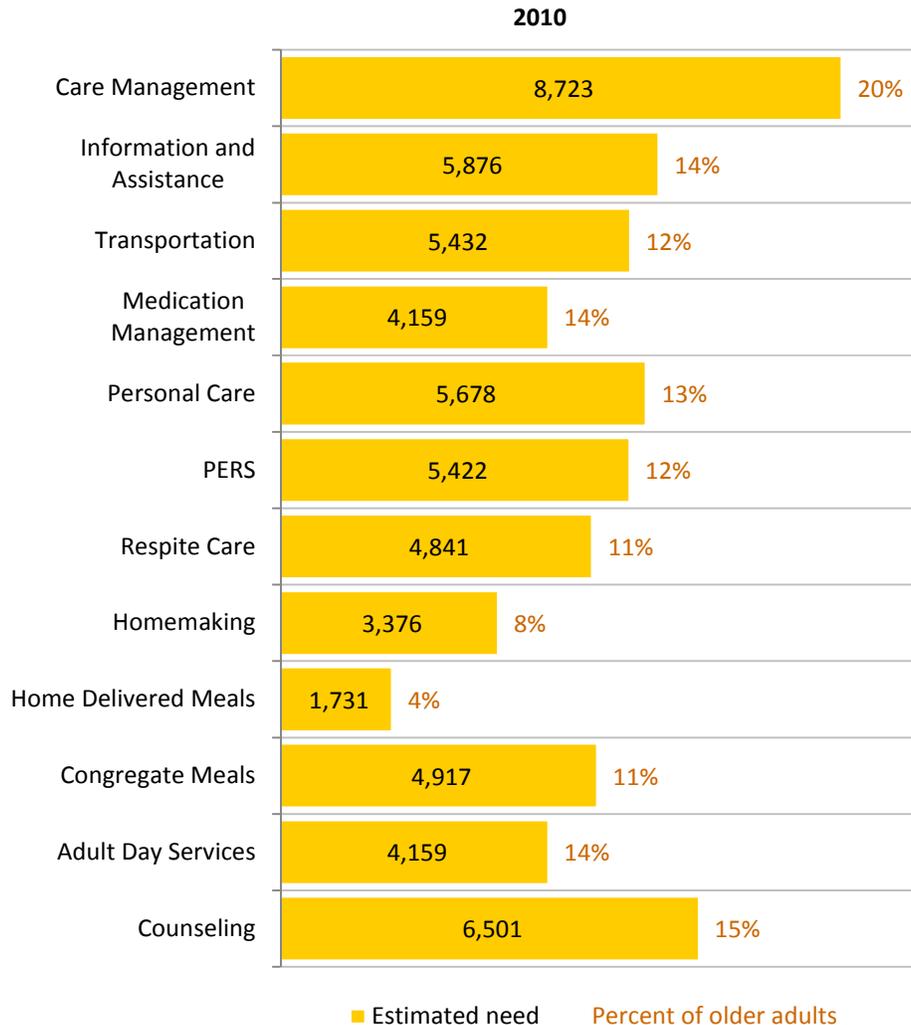
As part of this study, current service use and costs were analyzed and projected into the future. Services currently most used or most in need include: information and assistance, congregate meals, care management/case coordination and support, home delivered meals and homemaking services. The waiting list for these services is expected to increase by about one per week for the next 20 years. By 2030, the waiting lists for many services could exceed the number served.

**Figure 5: Current and Future Older Adults Served and Waitlisted in Kalamazoo County**



The services provided by Kalamazoo County reach a fraction of the estimated seniors in need. According to survey results, potentially 20% of Kalamazoo seniors may be in need of Care Management service; a gateway service for Personal Care, Homemaking, Respite Care, Medication Management and PERS services. About 1 in 10 seniors may be in need of each of these services.

**Figure 6: Survey-identified Need of Kalamazoo Services**



In addition, providers at the Senior Growth Needs Workshop reported that many of these same services were needed across the county at present. The workshop participants determined that the biggest service needs in the county were home-based services, care coordination/outreach, transportation, health and well being, caregiving and employment/jobs.

- Home-based services (20 votes)
- Care coordination/outreach (12)
- Transportation (10)
- Health and well being (8)
- Caregiving (5)
- Employment/job training (5)

- Lack of information/access to information (4)
- Volunteer opportunities (2)
- Neighborliness (3)
- Not enough money (1)
- Long waiting lists (4)
- Housing opportunities (1)

### The Major Gaps Preventing Older Residents from Aging in Community

When the community livability trends and older adult personal need trends were aligned and all data sources synthesized, several key gap areas prevailed: Health and Well Being, Home-Based Services, Income and Employment, Information, Outreach and Care Coordination, Transportation and Community Building. Specific gaps within each area are listed in Figure 7.

**Figure 7: Senior Growth Needs Identified in Study**

Area	Senior Growth Needs
Health and Well Being	<ul style="list-style-type: none"> <li>• Difficulties maintaining physical health</li> <li>• Difficulties staying physically fit</li> <li>• Difficulties with confusion and forgetfulness</li> <li>• Lack of knowledge about health benefits</li> <li>• Difficulties finding affordable health insurance and affording medications</li> </ul>
Home-Based Services	<ul style="list-style-type: none"> <li>• Need for home and yard maintenance assistance</li> <li>• Need for assistance with heavy or intense housework</li> <li>• Need for home health care</li> </ul>
Income and Employment	<ul style="list-style-type: none"> <li>• Employment and economic downturn</li> <li>• Lack of affordable housing</li> <li>• Difficulties having enough money to meet daily expenses, dealing with financial issues, having enough money to pay taxes, paying for health care</li> </ul>
Information, Outreach and Care Coordination	<ul style="list-style-type: none"> <li>• Lack of knowledge of services available for older residents</li> <li>• Lack of information about public insurance programs/options</li> <li>• Lack of information related to legal and financial issues</li> <li>• Difficulties navigating care system</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>• Lack of bus travel</li> <li>• Lack of transportation options for home-bound seniors</li> </ul>
Community Building	<ul style="list-style-type: none"> <li>• Lower community ratings of safety</li> <li>• Lower community ratings of neighborliness</li> <li>• Lower community ratings of openness and acceptance of diverse residents</li> <li>• Need for social and civic engagement</li> <li>• Volunteerism rates lower</li> </ul>

### Recommendations

Communities across America have been granted money through Area Agencies on Aging (AAAs) to assess the needs of older adults and then to mitigate those needs. Senior service providers know that not all needs can be accommodated, not all problems can be solved by the aging services network and so providers are increasingly anxious about the future demands. No single agency can now nor will later be able to deal successfully with all of the needs of older adults in Kalamazoo County. Not only must needs be met, but strengths must be cultivated if communities are to benefit from the resource that the large number of older adults represents.

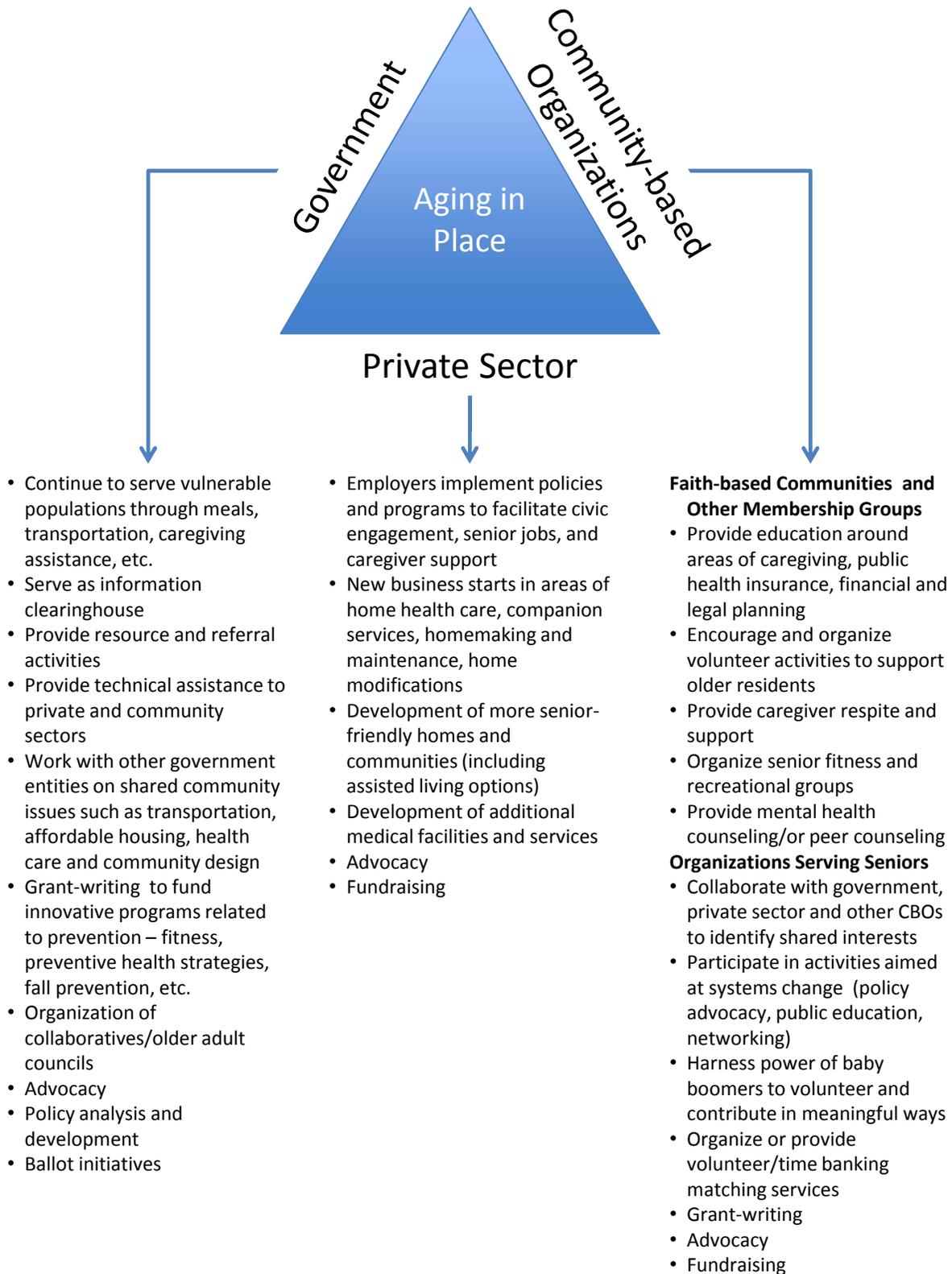
To manage the needs and promote the strengths of this titanic generation, communities and the nation can greatly benefit by adopting a number principles of community empowerment.

The metaphor of village cooperation has been used to describe the community-wide partnerships required to create the right environment to raise a healthy child. The same village metaphor obtains for supporting the healthy aging of community elders. Therefore, much of the planning for this demographic swell must be led not just by Congress and national organizations, but by city councilors, Area Agency on Aging advisory boards, county commissioners, faith communities, service club members, college presidents, hospital administrators, business owners and community members.

A series of recommendations have been provided as part of this report aimed at government, community-based organizations and the private sector. An overview of these opportunities is provided below and more detail is included in the full report.

American communities can choose a future that both protects vulnerable older adults and challenges those who thrive. A well-conceived and updated community will provide care to older adults that need it at the same time empowering older adults with far greater opportunities than exist now to age successfully and contribute. But not every community faces the same future nor do all older residents seek the same services. Older adults in Kalamazoo County face many of the same issues as seniors across the nation – housing, transportation and health. However, issues with the economy and out-migration pose additional challenges to these Michigan communities. Included in the report is a list of priority needs for Kalamazoo County.

Figure 8: Service Opportunities by Community Sector



## BACKGROUND AND INTRODUCTION

### Study Background

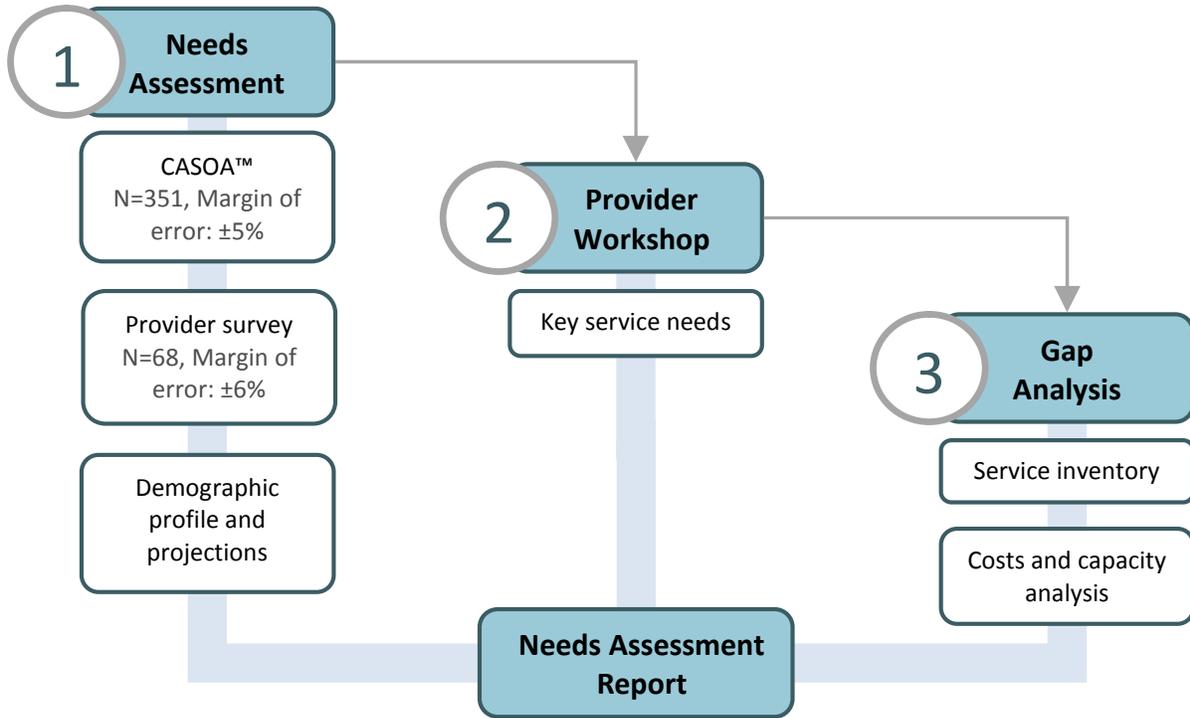
In May, 2010, Kalamazoo County issued a Request for Proposal (RFP) for a study on the current and anticipated needs of residents ages 60 and older. Through the competitive bidding process, the project was awarded to National Research Center, Inc. (NRC). NRC has significant experience with assessments of need and changes over time. The County requested that the projected data on older adult needs, the population profile and service delivery extend out to 2030. The study components were as follows:

- Phase I included a scientific mailed survey of Kalamazoo County older adults, a Web survey of service providers and an analysis and graphical representation of patterns in demography projected through 2030. Results were compared by geography and select demographic variables. Comparisons also were made between the older adult and the service provider findings for any sufficiently matched survey questions and a summary of needs, described for different sociodemographic groups and by time proximity (more immediate needs versus longer term needs).
- Phase I led into Phases II and III, which included a collaborative workshop session (Phase II) to discuss with providers and local experts the findings from Phase I in order to illuminate and refine the conclusions regarding critical needs, an analysis of current and projected service delivery (Phase III), including numbers of older adults served (or waitlisted) within State-defined service areas and service unit costs over time.
- A final report blends all of the data sources and conclusions from the three study phases.

The findings of the study will be used by Kalamazoo County in its planning efforts in order to direct resources and communicate with providers and the community about its plans.

The following graphic shows the organization of the study components and notes the basics of the study methodology. For more information on the study methods, see *Appendix A. Detailed Study Methodology*.

Figure 9: Project Components



## THE AGING OF KALAMAZOO COUNTY

### The Aging of America

The number of people in the United States over the age of 60 is projected to almost double from 57 million in 2010, to 91 million in 2030.<sup>1</sup> Additionally, a dramatic increase in the average age of the older population is expected. While 6.1 million persons were age 85 and older in 2010, further declines in mortality could lead to a five-fold increase in the number by 2040.<sup>2</sup>

This bubble in the demographic charts is largely the Baby Boom generation, the cohort of 75 million Americans born between 1946 and 1964. The “demographic revolution” that began in 1946 is expected to result in a broad array of challenges and opportunities in the near future and will create a great shift in national priorities.<sup>3</sup>

How the increase in older Americans fully will affect society largely remains speculation. However, what is clear is that the current demographic trends are likely to change fundamentally the way older adult life is lived.

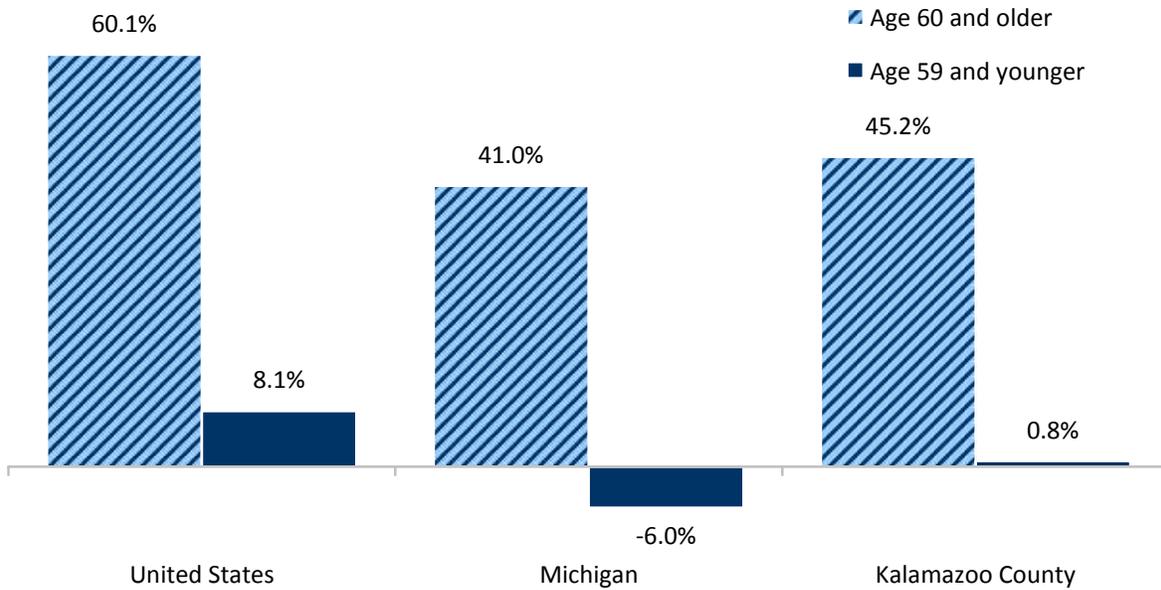
### Older Adults in Kalamazoo County

Although the younger population (0-59 years) in Kalamazoo County is expected to increase by less than 1% by 2030, growth in the 60+ population group is expected to increase by 45% over the same period. The number of older adults in Kalamazoo County is anticipated to increase from 43,504 to 63,183 between 2010 and 2030, with those under 60 increasing from 206,827 to 208,507 for the same period (Figure 11). These trends suggest younger residents are leaving Kalamazoo County and those who remain are getting increasingly older. This trend is not unexpected, as Michigan is one of three states experiencing population loss in recent years.<sup>4</sup>

#### Data Sources and Methods

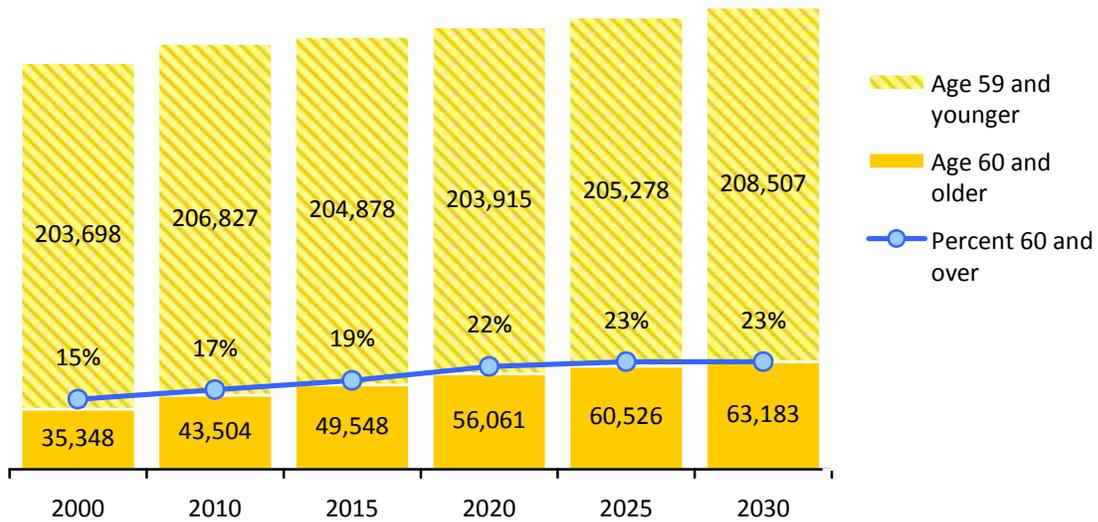
The demographic profile and projection data are from multiple sources, primarily the U.S. Census and Woods & Poole Economics, Inc. These projections took into account the 2008-2009 recession using employment data from the Bureau of Labor Statistics and employment projections based on U.S. Department of Commerce, Bureau of Economic Analysis, Economic Areas (contiguous counties theorized to represent cohesive, economic regions). Projections of age, gender and race were generated based on net migration rates as projected by employment opportunities, as well as mortality and fertility rates and international migration rates. See Appendix A. Detailed Study Methodology for more information.

**Figure 10: Population Growth by Age Group for the United States, Michigan and Kalamazoo County During the Period of 2010 to 2030**



Source: U.S. Census Bureau and Woods & Poole Economics, Inc.

**Figure 11: Older Adult Portion of Kalamazoo County, 2000-2030**



Source: U.S. Census Bureau and Woods & Poole Economics, Inc.

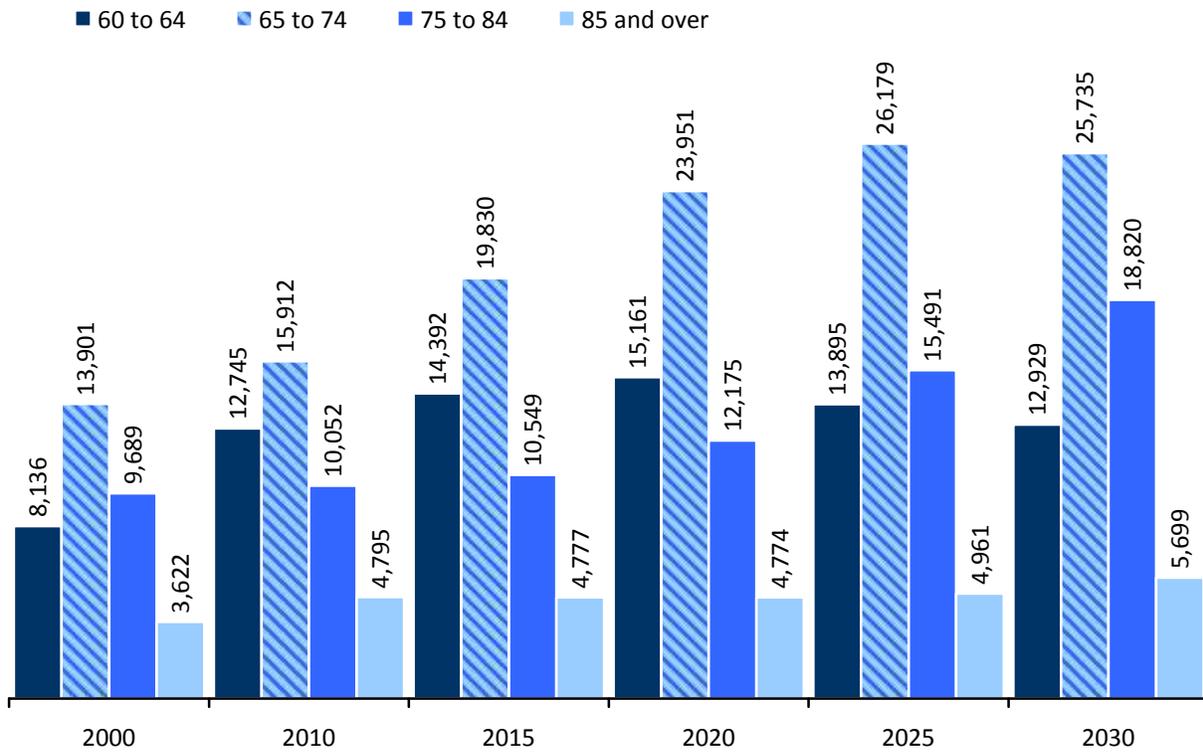
Kalamazoo County can expect to see the greatest growth in older adults between the ages of 74 and 84. These older adults are anticipated to increase by 87% between 2010 and 2030 from 10,050 to 18,820. While adults age 60 to 64 will increase by about 13% from 2010 to 2015, their rate of growth will drop significantly between 2025 and 2030 to -7%.

**Figure 12: Projected Growth of Older Adults by Age**

	2010-2015	2015-2020	2020-2025	2025-2030	2010-2030
60 to 64	12.9%	5.3%	-8.4%	-7.0%	1.4%
65 to 74	24.6%	20.8%	9.3%	-1.7%	61.7%
74 to 84	4.9%	15.4%	27.2%	21.5%	87.2%
85+	-0.4%	-0.1%	3.9%	14.9%	18.9%

Source: U.S. Census Bureau and Woods & Poole Economics, Inc.

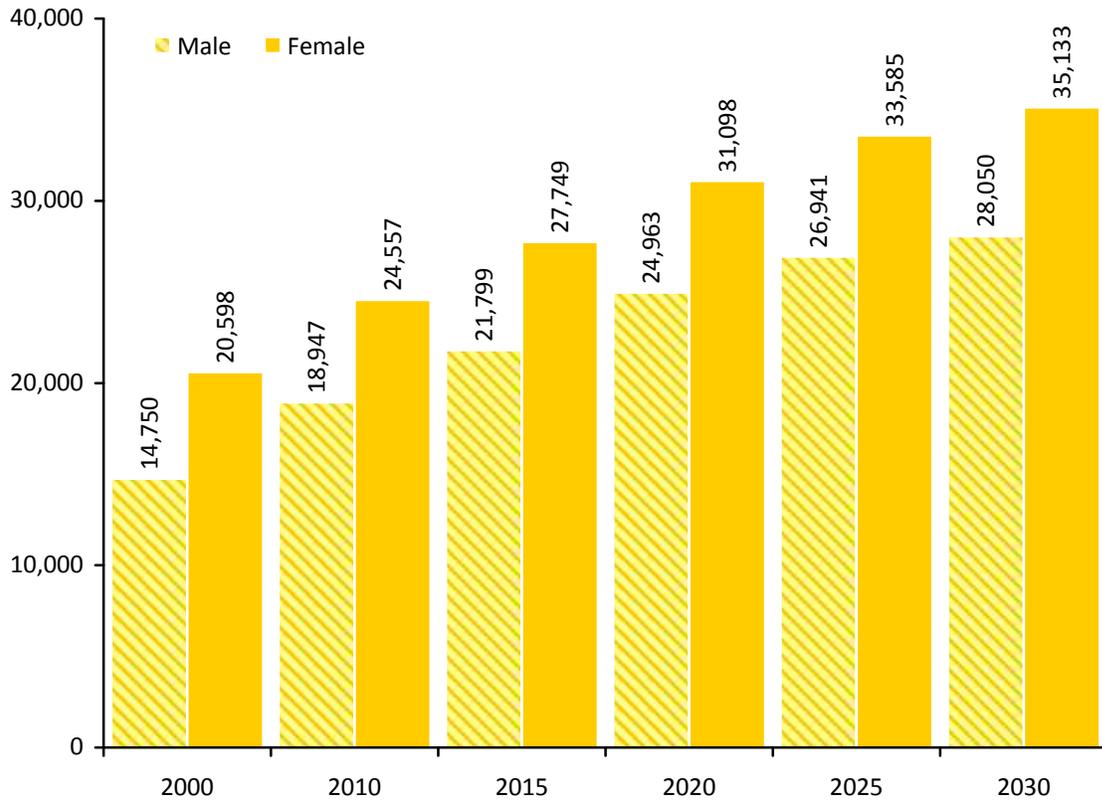
**Figure 13: Older Adults by Age, 2000-2030**



Source: U.S. Census Bureau and Woods & Poole Economics, Inc.

As the number of older adults increases in the county, women will make up just over half of the older adults. When compared within age groups, women will compose over 60% of older adults age 75 and over.

**Figure 14: Male and Female Portions of the Older Adult Population of Kalamazoo County, 2000-2030**



Source: U.S. Census Bureau and Woods & Poole Economics, Inc.

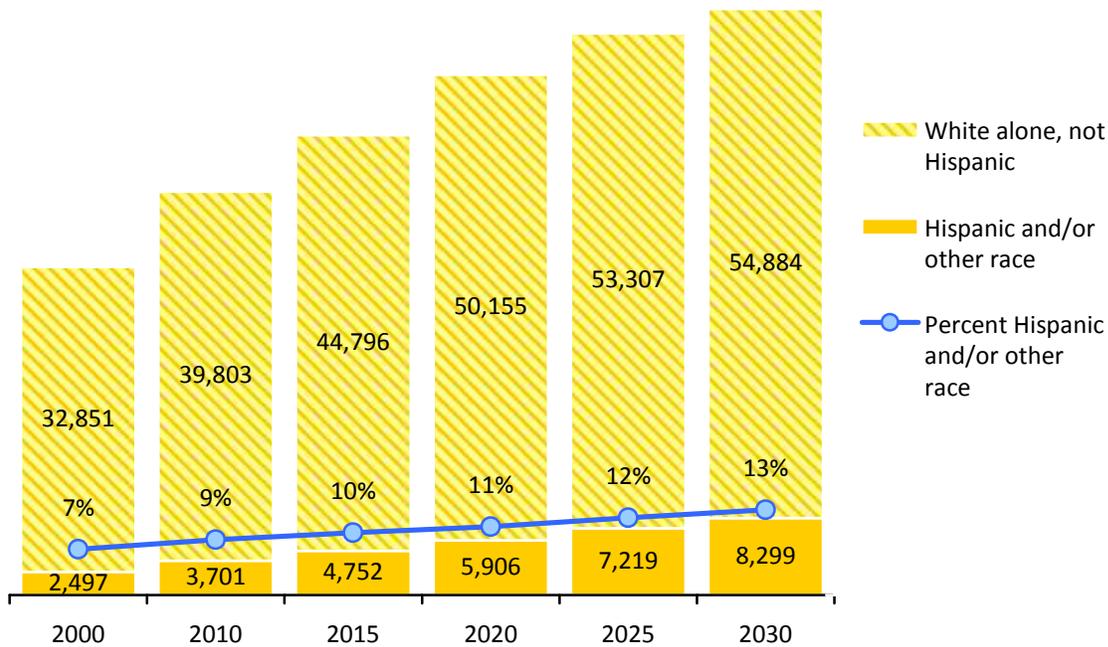
Between 2010 and 2015, the growth rate of older adult Kalamazoo County residents that are White will be about one-third of those residents who are not White (this includes residents identified as Black/African American, Native American, Asian American/Pacific Islander or Hispanic of any race; see Figure 15). Between 2010 and 2030, the number of not White older adults in Kalamazoo County will more than double from 3,701 to 8,299, increasing from 9% to 13% of older adults (see Figure 16).

**Figure 15: Projected Growth of Older Adults by Race and Ethnicity**

	2010-2015	2015-2020	2020-2025	2025-2030	Overall 2010-2030
White alone, not Hispanic	13%	12%	6%	3%	38%
Hispanic and/or other race	28%	24%	22%	15%	124%

Source: U.S. Census Bureau and Woods & Poole Economics, Inc.

**Figure 16: Race and Ethnicity of the Older Adult Population of Kalamazoo County, Current and Projected**



Source: U.S. Census Bureau and Woods & Poole Economics, Inc.

According to the U.S. Census, the 2009 median income of adults age 65 and older in Kalamazoo County trails behind the income levels of other older adults in the state of Michigan and the U.S.; income levels grew about 10% between 1999 and 2009 in Kalamazoo County compared to 21% in Michigan and 25% in the country as a whole. Perhaps most striking is the lack of income growth for the population under age 64 in Michigan and Kalamazoo County. While this age group experienced an 18% increase across the U.S., incomes decreased by 1% in the state as a whole and increased by only 2% in Kalamazoo County.

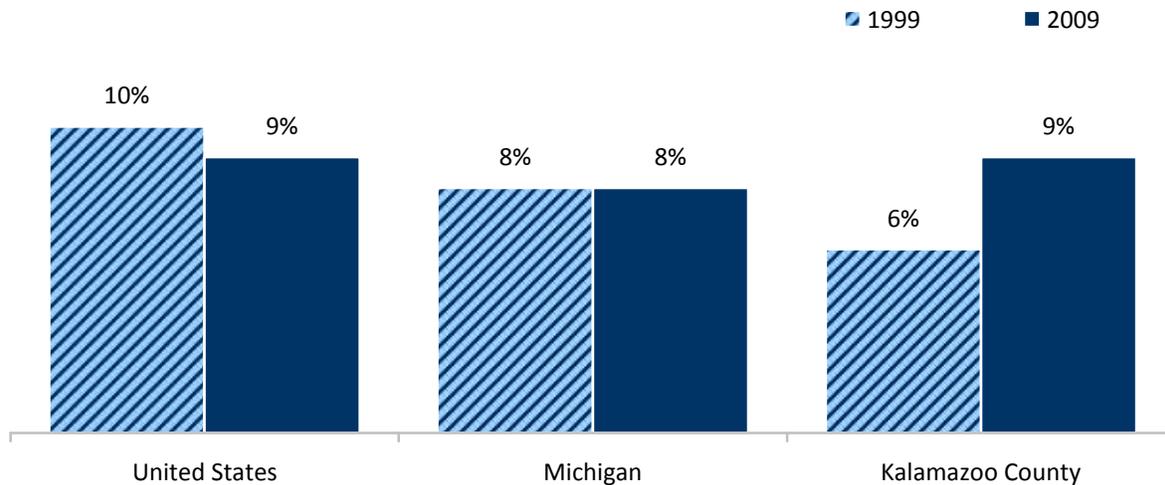
**Figure 17: Median Income<sup>1</sup> in the United States, Michigan and Kalamazoo County, 1999 to 2009**

	United States		Michigan		Kalamazoo County	
	64 and younger	65 and over	64 and younger	65 and over	64 and younger	65 and over
1999	\$47,706	\$27,010	\$51,345	\$27,029	\$47,577	\$27,573
2009	\$56,166	\$33,712	\$50,645	\$32,668	\$48,487	\$30,291
Change 1999-2009	18%	25%	-1%	21%	2%	10%

Source: U.S. Census Bureau, 2000 Census and 2009 American Community Survey

When comparing the portion of older adults with incomes below poverty, Kalamazoo County had fewer older adults below poverty than Michigan and the U.S. in 2000. Recent economic woes have forced an increasing number of Kalamazoo’s older residents into poverty, resulting in poverty levels similar to Michigan and the U.S.

**Figure 18: Percent of Adults Age 65+ Below Poverty in the United States, Michigan and Kalamazoo County, 1999 to 2009**



Source: U.S. Census Bureau, 2000 Census and 2009 American Community Survey

<sup>1</sup> Median incomes presented are estimations based weighted data from the Census. Specifically, the Census reports median incomes by several age cohorts. Median incomes were weighted to reflect each cohort’s representation in the 64 and younger and 65 and older groups. Figures have not been adjusted for inflation.

The Elder Economic Security Standard™ Index (Elder Index<sup>5</sup>) measures the economic security of adults age 65 and older. The Elder Index provides an indication of older residents' ability to age in place in the communities of their choosing by examining the cost of basic expenses relative to their income sources (e.g., Social Security, pensions and retirement savings). For the entire state of Michigan, a single older adult with no mortgage needs \$16,718 annually to cover basic expenses. In Kalamazoo County, this same older adult needs \$15,803 annually. For a couple with a mortgage in Kalamazoo County, the Elder Index doubles to \$32,991 annually. With average Social Security payments of \$14,029 for a single older adult to \$22,819 for a couple in Kalamazoo County, this represents income gaps range between 11% and 41%, depending on household size and housing situation.

**Figure 19 : Elder Index and Social Security Income Gap of Kalamazoo County Older Adults**

		Single older adult (65 or over)			Older adult couple (one or both 65 or over)		
		Owner without mortgage	Renter (one bedroom)	Owner with mortgage	Owner without mortgage	Renter (one bedroom)	Owner with mortgage
Kalamazoo County	Elder index	\$15,803	\$18,235	\$23,615	\$25,179	\$27,611	\$32,991
	Average Social Security payment	\$14,029	\$14,029	\$14,029	\$22,819	\$22,819	\$22,819
	Income gap	-\$1,774 (11%)	-\$4,206 (23%)	-\$9,586 (41%)	-\$2,360 (9%)	-\$4,792 (17%)	-\$10,172 (31%)
Michigan	Elder index	\$16,718	\$19,058	\$24,704	\$26,236	\$28,577	\$34,222
	Average Social Security payment	\$13,976	\$13,976	\$13,976	\$22,734	\$22,734	\$22,734
	Income gap	-\$2,742 (16%)	-\$5,082 (27%)	-\$10,728 (43%)	-\$3,502 (13%)	-\$5,843 (20%)	-\$11,488 (34%)

Source: Elder Economic Security Initiative™: The Elder Economic Security Standard™ Index for Michigan<sup>5</sup>

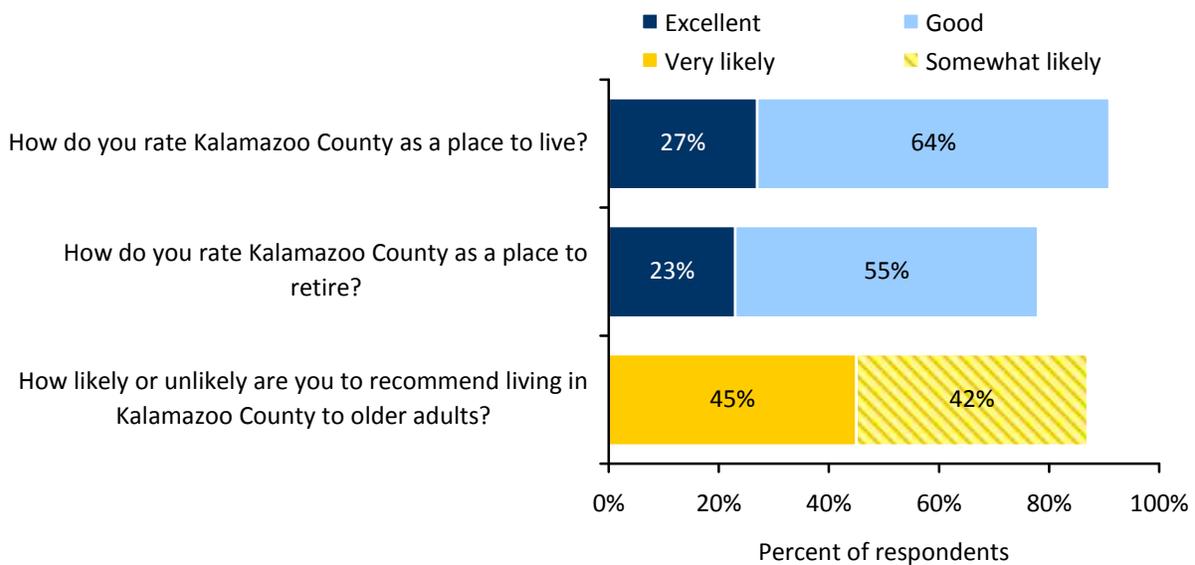
## AGING IN COMMUNITY: KALAMAZOO COUNTY AS A PLACE FOR OLDER ADULTS

### Quality of Communities

Older residents in Kalamazoo County gave the community high marks as a place to live and retire, and this satisfaction was consistent across demographic groups (see Figure 21). Once a community has evolved programs and policies that successfully offer an attractive environment to older adults, one of the most telling signs of success is the willingness of residents to recommend that jurisdiction to other older adults. Generally, residents will not recommend a community to friends unless that community is seen to be offering the right services with optimal effectiveness. In Kalamazoo County, about 87% said they would likely recommend their community to other older adults.

Results were compared by geographic area of residence within the county; respondents from the City of Kalamazoo, City of Portage and the county’s rural areas generally gave similar ratings for these questions. Comparisons by sociodemographic subgroups (respondent age, sex, race, ethnicity, housing unit type, housing tenure, income and living alone versus with others) showed several differences. Residents who identified their race as another category than White gave lower ratings to the county as a place to live, and ratings for the same question improved across the income spectrum. Older adults living in attached housing units were more likely to recommend Kalamazoo to other older adults. Overall, however, opinions across groups in the county were similar. The full crosstabulations appear in *Appendix C. Older Adult Survey: Results Compared by Geographic Subareas and Demographic Subgroups*.

**Figure 20: Kalamazoo County as a Place for Older Residents**



**Figure 21: Kalamazoo County as a Place to Live by Respondent Sociodemographic Characteristics**

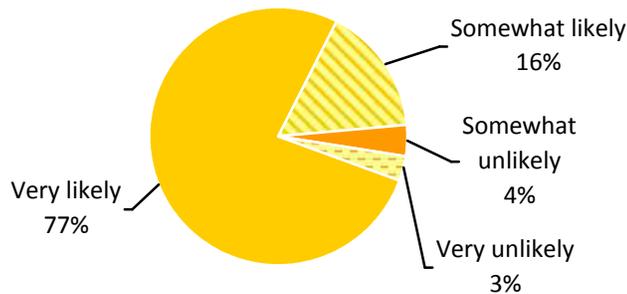
How do you rate Kalamazoo County as a place to live?		Percent of respondents reporting "good" or "excellent"
Overall		92%
Age	60 to 74 years	91%
	75 to 84 years	94%
	85 or over	91%
Sex	Female	93%
	Male	91%
Race	White	93%
	Not white	80%
Hispanic	Hispanic	100%
	Not Hispanic	92%
Housing unit type	Detached	91%
	Attached	92%
Tenure	Rent	88%
	Own	93%
Income	Less than \$25,000	87%
	\$25,000 to \$74,999	93%
	\$75,000 or more	100%
Household composition	Lives alone	91%
	Lives with others	93%

### Likelihood of Remaining in Region

According to a survey by the American Association of Retire Persons (AARP), more than 8 in 10 adults over age 45 want to live roughly where they live now "as long as possible."<sup>6</sup> To "age in place" implies both personal strength and provision of community assistance as needed. About 9 in 10 older residents in Kalamazoo County reported being very or somewhat likely to remain in the county throughout retirement.

**Figure 22: Likelihood of Remaining in Community**

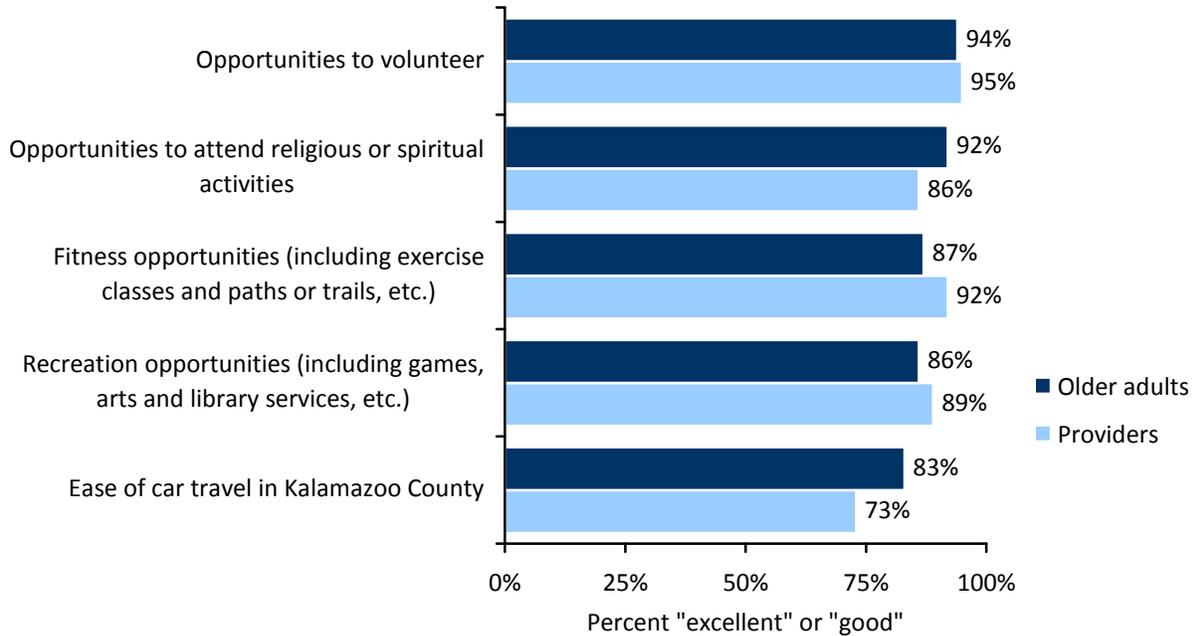
How likely or unlikely are you to remain in Kalamazoo County throughout your retirement?



## Community Livability of Kalamazoo County

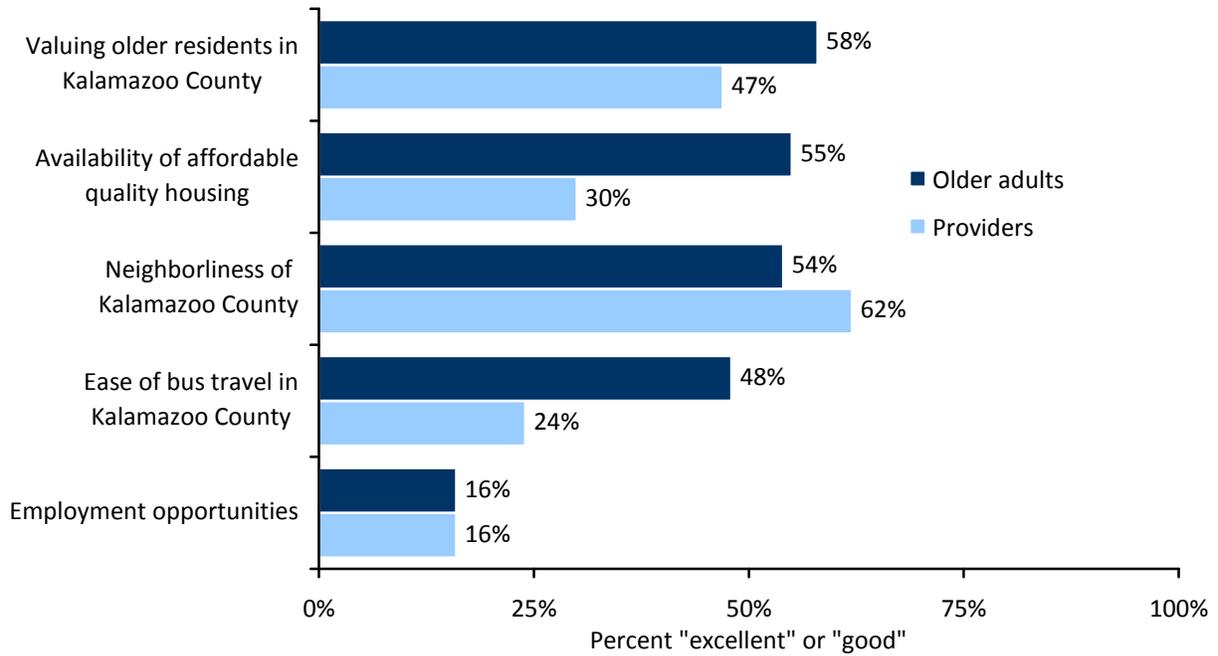
To foster aging in place, communities must offer a variety of community amenities and supports. In this gap analysis, both older residents and providers were asked to rate a series of 24 features as they relate to older adults in their communities (See *Appendix G. Comparison of Responses from Providers and Older Adults*). Residents and providers were in agreement about the best features of the region: opportunities to volunteer, opportunities for religious/spiritual activity, fitness and recreation.

**Figure 23: Top Rated Community Characteristics – Older Adults vs. Providers**



Residents and providers also mostly agreed on lowest rated community amenities. Employment opportunities and bus travel received low ratings by both groups.

**Figure 24: Lowest Rated Community Characteristics – Older Adults vs. Providers**



When looking at the community ratings overall (Figure 25), opinions were relatively similar for about 10 of the items, though large assessment gaps appeared for the remaining items. Older adults gave higher ratings than providers for 13 characteristics and lower ratings for just one characteristic: the availability of information about resources for older adults. Both surveyed groups agreed on volunteer opportunities as the greatest strength among the characteristics and on employment opportunities as the lowest rated characteristic.

**Figure 25: Ratings of Community Characteristics – Older Adults vs. Providers**

Please rate each of the following characteristics as they related to Kalamazoo County adults age 60 or older (percent rating as “excellent” or “good”):	Older adults	Providers
Opportunities to volunteer	94%	95%
Opportunities to attend religious or spiritual activities	92%	86%
Fitness opportunities (including exercise classes and paths or trails, etc.)	87%	92%
Recreation opportunities (including games, arts and library services, etc.)	86%	89%
Ease of car travel in Kalamazoo County	83%	73%
Ease of getting to the places you usually have to visit	82%	43%
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	81%	69%
Availability of affordable quality food	80%	59%
Opportunities to attend social events or activities	80%	86%
Opportunities to attend or participate in meetings about local government or community matters	77%	71%
Opportunities to enroll in skill-building or personal enrichment classes	75%	71%
Sense of community	70%	-

Please rate each of the following characteristics as they related to Kalamazoo County adults age 60 or older (percent rating as “excellent” or “good”):	Older adults	Providers
Variety of housing options	65%	38%
Availability of affordable quality physical health care	65%	39%
Overall feeling of safety in Kalamazoo County	64%	69%
Availability of information about resources for older adults	64%	80%
Ease of walking in Kalamazoo County	62%	41%
Openness and acceptance of the community towards older residents of diverse backgrounds	62%	49%
Availability of financial and legal planning services	60%	48%
Availability of affordable quality mental health care	59%	18%
Valuing older residents in Kalamazoo County	58%	47%
Availability of affordable quality housing	55%	30%
Neighborliness of Kalamazoo County	54%	62%
Ease of bus travel in Kalamazoo County	48%	24%
Employment opportunities	16%	16%
Library services (including homebound services)	NA	74%

The ratings given by Kalamazoo seniors to their communities can be compared to older adults across the nation. Older residents in Kalamazoo County gave higher ratings to their communities on 18 of the 24 amenities. Only three community characteristics were rated lower in Kalamazoo – employment opportunities, feeling of community safety and neighborliness.

**Figure 26: Community Characteristics Benchmark Comparisons**

Please rate each of the following characteristics as they relate to adults age 60 or over:	Kalamazoo County percent	Rank	Number of Jurisdictions for Comparison	Kalamazoo County Percentile	Comparison to benchmark
Excellent or good opportunities to volunteer	94%	3	126	98	Much higher
Excellent or good opportunities to attend religious or spiritual activities	92%	9	110	93	Much higher
Excellent or good fitness opportunities (including exercise classes and paths or trails, etc.)	87%	3	22	90	Much higher
Excellent or good recreation opportunities (including games, arts and library services, etc.)	86%	12	226	95	Much higher
Excellent or good ease of car travel in Kalamazoo County	83%	7	209	97	Much higher
Excellent or good ease of getting to the places you usually have to visit	82%	1	17	100	Much higher
Excellent or good availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	81%	1	22	100	Much higher

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Please rate each of the following characteristics as they relate to adults age 60 or over:	Kalamazoo County percent	Rank	Number of Jurisdictions for Comparison	Kalamazoo County Percentile	Comparison to benchmark
Excellent or good opportunities to attend social events or activities	80%	16	126	88	Much higher
Excellent or good availability of affordable quality food	80%	14	137	90	Much higher
Excellent or good opportunities to attend or participate in meetings about local government or community matters	77%	6	22	76	Much higher
Excellent or good opportunities to enroll in skill-building or personal enrichment classes	75%	4	22	86	Much higher
Excellent or good sense of community	69%	103	229	55	Similar
Excellent or good variety of housing options	65%	49	124	61	Much higher
Excellent or good availability of affordable quality physical health care	65%	54	189	72	Much higher
Excellent or good availability of information about resources for older adults	64%	4	22	86	Much higher
Excellent or good overall feeling of safety in Kalamazoo County	64%	13	17	25	Much lower
Excellent or good openness and acceptance of the community towards older residents of diverse backgrounds	62%	125	208	40	Similar
Excellent or good ease of walking in Kalamazoo County	62%	110	212	48	Similar
Excellent or good availability of financial and legal planning services	60%	1	17	100	Much higher
Excellent or good availability of affordable quality mental health care	59%	2	22	95	Much higher
Excellent or good valuing of older residents in Kalamazoo County	58%	10	17	44	Similar
Excellent or good availability of affordable quality housing	55%	46	219	79	Much higher
Excellent or good neighborliness in Kalamazoo County	54%	14	17	19	Lower
Excellent or good ease of bus travel in Kalamazoo County	48%	60	162	63	Higher

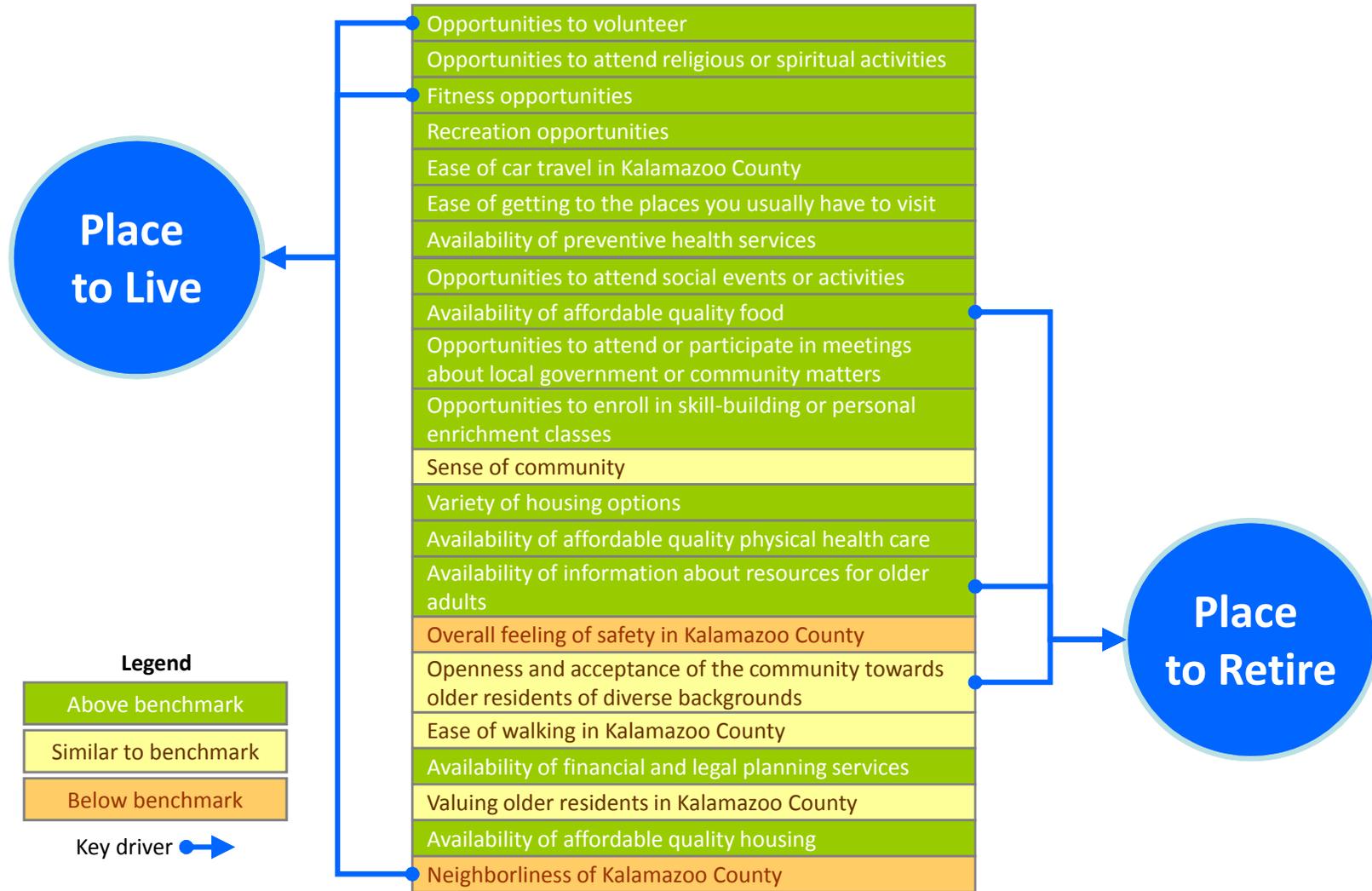
Please rate each of the following characteristics as they relate to adults age 60 or over:	Kalamazoo County percent	Rank	Number of Jurisdictions for Comparison	Kalamazoo County Percentile	Comparison to benchmark
Excellent or good employment opportunities	16%	166	217	24	Much lower

### Older Resident Key Drivers of Community Quality

Because not all of these community features contribute equally to the quality of life of older residents, an analysis was done to look at the community features most highly associated with resident satisfaction with Kalamazoo County as a place to live and a place to retire. These key drivers are presented along with the quality ratings of each of the community amenities to demonstrate community areas that may warrant more attention (Figure 27). Key drivers for the community as a place to live included: opportunities to volunteer, fitness opportunities and neighborliness of the county. Key drivers of community ratings as a place to retire included: availability of affordable quality food, availability of information about resources for older adults and the openness and acceptance of the community toward older residents of diverse backgrounds.

Many of the features considered important to older residents (key drivers) were rated positively or neutrally in Kalamazoo County. Two features were identified as being important to older residents and were rated less favorably: the openness and acceptance of the community toward older residents of diverse backgrounds and neighborliness of the county.

Figure 27: Kalamazoo County Key Driver Community Livability Chart



Note: Three survey items were excluded from the KDA because more than 25% of respondents answered “don’t know” to them: employment opportunities, availability of affordable quality mental health care and ease of bus travel in Kalamazoo County. Items are displayed ranked from highest rated to lowest rated characteristic.

## OLDER ADULT NEEDS IN KALAMAZOO COUNTY

This needs assessment focused on the unmet needs of older residents in Kalamazoo County. Although a multitude of information sources exists to assess unmet need, the best source is the voices of the older residents themselves. Older adults, more than others, face difficulties with aspects of everyday life. For many older adults these difficulties vastly exceed the minor physical pains or small losses of function that characterize almost everyone's circumstances after a certain age.

When individual problems are added together, a group picture emerges that provides a useful description of the entire community of Kalamazoo County. Nationally, areas where older adults face the largest share of life's challenges include caregiving, health and mental health, in-home support, nutrition and food security and transportation. This study explored specific problems or stressors encountered by older adults in Kalamazoo County, such as physical and emotional difficulties and injuries that have compromised their independence. Presented are the current individual areas of need and from those, the magnitude of broader categories of need.

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

Nonetheless, clear patterns of needs and strengths emerged from this assessment. About 6 in 10 older adults in Kalamazoo County reported problems with physical health, doing heavy or intense housework and staying physically fit. Other more prevalent needs were a lack of knowledge of available services, feeling like one's voice is heard in the community and yard maintenance. More than 40% of older adults reported struggling with these issues in the year prior to the survey. Less than 10% of older adults reported experiencing problems with having enough food to eat and being physically or emotionally abused. However, even the least frequently encountered issues affected thousands of residents.

Many older adult subgroups experienced problems differently. The only difference observed in the three geographic subareas was that city of Kalamazoo residents had more issues finding housing suited to their needs. Not surprisingly, a number of problems related to physical health and mental acuity increased with age, though other problems improved with age, including finding affordable health insurance, getting health care, paying for property taxes and maintaining a healthy diet. Heavy or intense housework was more challenging for women, while more men reported confusion or forgetfulness and finding productive activities as problems, and more men than women described being a victim of fraud or a scam as a problem.

Non-white older adults had more concerns with finding suitable housing. Non-White seniors also reported higher rates of confusion or forgetfulness, problems with getting oral health care, mouth and tooth problems and more problems with daily expenses and financial planning.

Differences in problems experienced for those living in attached versus detached units and renters versus owners generally were those that would be expected; among other differences, home and yard maintenance and property taxes were less burdensome for those in attached units and home and yard maintenance also were less of a problem for renters.

Higher income often corresponded to lower rates of problems. Older adults who lived alone experienced a greater rate of some problems, including performing regular activities, falling, affording medications, loneliness and loss. Providers reported significantly more need in the older population for each problem area.

See *Appendix C. Older Adult Survey: Results Compared by Geographic Subareas and Demographic Subgroups* for comparisons by respondent sociodemographic characteristics and *Appendix G. Comparison of Responses from Providers and Older Adults* for comparison of residents and provider ratings of senior needs.

**Figure 28: Older Adult Needs in Kalamazoo County, Current and Projected**

Thinking back over the past 12 months, how much of a problem, if at all, has each of the following been for you?	Percent at least a "minor" problem	Number affected in 2010 (N=43,504)	Number affected in 2015 (N=49,548)	Number affected in 2020 (N=56,061)	Number affected in 2025 (N=60,526)	Number affected in 2030 (N=63,183)
Your physical health	61%	26,416	30,086	34,041	36,752	38,365
Doing heavy or intense housework	58%	25,104	28,591	32,349	34,926	36,459
Staying physically fit	56%	24,478	27,878	31,543	34,055	35,550
Not knowing what services are available to older adults in your community	53%	23,082	26,289	29,745	32,114	33,523
Feeling like your voice is heard in the community	48%	20,813	23,705	26,821	28,957	30,228
Maintaining your yard	40%	17,362	19,774	22,374	24,155	25,216
Maintaining your home	36%	15,850	18,052	20,424	22,051	23,019
Feeling bored	36%	15,651	17,825	20,168	21,774	22,730
Maintaining a healthy diet	36%	15,477	17,627	19,944	21,532	22,477
Experiencing confusion or forgetfulness	35%	15,363	17,498	19,798	21,375	22,313
Finding affordable health insurance	35%	15,230	17,346	19,626	21,190	22,120
Having adequate information or dealing with public programs such as Social Security, Medicare and Medicaid	34%	14,790	16,844	19,058	20,576	21,480
Dealing with the loss of a close family member or friend	33%	14,511	16,528	18,700	20,189	21,076
Performing regular activities, including walking, eating and preparing meals	33%	14,391	16,390	18,544	20,021	20,900
Having tooth or mouth problems	33%	14,385	16,384	18,537	20,014	20,892
Feeling depressed	33%	14,195	16,168	18,293	19,750	20,617
Having enough money to meet daily expenses	31%	13,672	15,571	17,618	19,021	19,856
Having interesting social events or activities to attend	31%	13,577	15,463	17,496	18,889	19,718
Finding work in retirement	31%	13,386	15,246	17,250	18,624	19,442
Having interesting recreational or cultural activities to attend	30%	13,145	14,971	16,939	18,288	19,091
Finding productive or meaningful activities to do	29%	12,730	14,498	16,404	17,710	18,488
Affording the medications you need	29%	12,581	14,329	16,212	17,504	18,272
Feeling lonely or isolated	29%	12,476	14,209	16,077	17,357	18,119
Dealing with financial planning issues	28%	12,323	14,035	15,880	17,145	17,898
Providing care for another person	28%	12,248	13,949	15,783	17,040	17,788

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Thinking back over the past 12 months, how much of a problem, if at all, has each of the following been for you?	Percent at least a "minor" problem	Number affected in 2010 (N=43,504)	Number affected in 2015 (N=49,548)	Number affected in 2020 (N=56,061)	Number affected in 2025 (N=60,526)	Number affected in 2030 (N=63,183)
Getting the oral health care you need	28%	12,145	13,832	15,650	16,897	17,638
Dealing with legal issues	28%	12,136	13,822	15,639	16,885	17,626
Building skills for paid or unpaid work	26%	11,234	12,795	14,477	15,630	16,316
Having enough money to pay your property taxes	25%	10,823	12,327	13,947	15,058	15,719
Getting the health care you need	23%	9,943	11,324	12,813	13,833	14,441
Falling or injuring yourself in your home	22%	9,417	10,725	12,134	13,101	13,676
Having friends or family you can rely on	21%	9,293	10,584	11,975	12,929	13,496
Finding meaningful volunteer work	21%	9,189	10,465	11,841	12,784	13,345
Having safe and affordable transportation available	21%	9,153	10,424	11,795	12,734	13,293
No longer being able to drive	14%	6,089	6,935	7,846	8,471	8,843
Being a victim of fraud or a scam	12%	5,214	5,938	6,719	7,254	7,572
Being a victim of crime	11%	4,578	5,215	5,900	6,370	6,650
Having housing to suit your needs	10%	4,335	4,937	5,586	6,031	6,296
Having enough food to eat	7%	3,208	3,654	4,134	4,464	4,660
Being physically or emotionally abused	5%	2,191	2,496	2,824	3,049	3,183

Population sources: U.S. Census Bureau and Woods & Poole Economics, Inc.

When the needs of Kalamazoo seniors were compared to needs reported by older residents across the nation, a number of interesting trends were found. Kalamazoo seniors were much less likely to report the following than older adults across the nation:

- having problems feeling like their voice is heard in the community
- having adequate information or dealing with public programs such as Social Security, Medicare and Medicaid
- having tooth or mouth problems
- having interesting social events or activities to attend
- finding work in retirement
- having interesting recreational or cultural activities to attend
- getting the oral health care they need
- dealing with financial planning issues
- building skills for paid or unpaid work
- getting the health care they need
- having housing to suit their needs

Kalamazoo seniors experienced similar levels of problems with their physical health, doing heavy or intense housework, staying physically fit, maintaining a healthy diet and feeling bored as other older adults in the U.S. No problems in Kalamazoo County were prevalent at higher levels when compared to other communities across the nation.

**Figure 29: Ratings of Problems Benchmark Comparisons**

The following questions list a number of problems that older adults may or may not face. Thinking back over the last 12 months, how much of a problem, if at all, has each of the following been for you?	Kalamazoo County percent	Rank	Number of Jurisdictions for Comparison	Kalamazoo County Percentile	Comparison to benchmark
Problems with your physical health	61%	7	22	71	Similar
Problems with doing heavy or intense housework	58%	10	22	57	Similar
Problems with staying physically fit	56%	12	22	48	Similar
Problems with not knowing what services are available to older adults in your community	53%	16	22	29	Lower
Problems with feeling like your voice is heard in the community	48%	19	22	14	Much lower
Problems with maintaining your yard	40%	16	22	29	Lower
Problems with maintaining your home	36%	14	22	38	Lower
Problems with maintaining a healthy diet	36%	15	22	33	Similar
Problems with feeling bored	36%	16	22	29	Similar
Problems with experiencing confusion or forgetfulness	35%	13	22	43	Similar
Problems with finding affordable health insurance	35%	18	22	19	Similar
Problems with having adequate information or dealing with public programs such as Social Security, Medicare and Medicaid	34%	20	22	10	Much lower

The following questions list a number of problems that older adults may or may not face. Thinking back over the last 12 months, how much of a problem, if at all, has each of the following been for you?	Kalamazoo County percent	Rank	Number of Jurisdictions for Comparison	Kalamazoo County Percentile	Comparison to benchmark
Problems with performing regular activities, including walking, eating and preparing meals	33%	7	22	71	Similar
Problems with feeling depressed	33%	17	22	24	Lower
Problems with having tooth or mouth problems	33%	16	17	6	Much lower
Problems with dealing with the loss of a close family member or friend	33%	15	22	33	Similar
Problems with having enough money to meet daily expenses	31%	18	22	19	Lower
Problems with having interesting social events or activities to attend	31%	20	22	10	Much lower
Problems with finding work in retirement	31%	21	22	5	Much lower
Problems with having interesting recreational or cultural activities to attend	30%	20	22	10	Much lower
Problems with finding productive or meaningful activities to do	29%	13	22	43	Similar
Problems with affording the medications you need	29%	15	22	33	Lower
Problems with feeling lonely or isolated	29%	13	22	43	Similar
Problems with getting the oral health care you need	28%	17	17	0	Much lower
Problems with providing care for another person	28%	8	22	67	Similar
Problems with dealing with legal issues	28%	18	22	19	Lower
Problems with dealing with financial planning issues	28%	21	22	5	Much lower
Problems with building skills for paid or unpaid work	26%	21	22	5	Much lower
Problems with having enough money to pay your property taxes	25%	20	22	10	Lower
Problems with getting the health care you need	23%	19	22	14	Much lower
Problems with falling or injuring yourself in your home	22%	16	22	29	Similar
Problems with having safe and affordable transportation available	21%	19	22	14	Lower
Problems with having friends or family you can rely on	21%	16	22	29	Similar
Problems with finding meaningful volunteer work	21%	18	22	19	Lower
Problems with no longer being able to drive	14%	10	22	57	Similar
Problems with being a victim of fraud or a scam	12%	18	22	19	Lower

The following questions list a number of problems that older adults may or may not face. Thinking back over the last 12 months, how much of a problem, if at all, has each of the following been for you?	Kalamazoo County percent	Rank	Number of Jurisdictions for Comparison	Kalamazoo County Percentile	Comparison to benchmark
Problems with being a victim of crime	11%	13	22	43	Similar
Problems with having housing to suit your needs	10%	22	22	0	Much lower
Problems with having enough food to eat	7%	16	22	29	Lower
Problems with being physically or emotionally abused	5%	16	22	29	Similar

The 40 potential needs of older adults assessed in CASOA™ were aggregated into larger categories and merged with information regarding older resident daily activities to provide a broad picture of older residents’ needs in Kalamazoo County. (See *Appendix A. Detailed Study Methodology* for more information on the computation of these summary scores.) These older adult needs categories are provided below along with the proportion and number of residents who reported the need and the population projections for the needs in 2010, 2015, 2020, 2025 and 2030.

Core life needs were greatest in the areas of physical health and information and planning with about 4 in 10 older adults exhibiting these needs. The County may wish to explore how to connect better older adults to various social and engagement opportunities, as about 7 in 10 older adults indicated needs in the area of civic engagement and about one-quarter had needs in the area of social engagement.

It should be understood that the percent of the population that experiences a problem is not a measure of how difficult a problem is to endure for the people who share it. Some needs, though rare as a percent of residents, have particularly devastating impacts on residents’ quality of life – for example, needing help transferring from bed to wheelchair or having a problem with personal safety – so it is important to consider both the prevalence of the need and its centrality to a resident’s sustained independence.

**Figure 30: Older Adult Core Life Needs in Kalamazoo County, Current and Projected**

	Percent with need	Number affected in 2010 (N=43,504)	Number affected in 2015 (N=49,548)	Number affected in 2020 (N=56,061)	Number affected in 2025 (N=60,526)	Number affected in 2030 (N=63,183)
Physical health	47%	20,648	23,516	26,608	28,727	29,988
Information and planning	42%	18,380	20,934	23,685	25,572	26,694
Mental health	32%	13,820	15,739	17,808	19,227	20,071
Home maintenance	28%	12,374	14,094	15,946	17,216	17,972
Health care	26%	11,409	12,994	14,702	15,873	16,570
Housing	26%	11,186	12,740	14,415	15,563	16,246
Financial	23%	9,924	11,302	12,788	13,807	14,413
Employment and education	18%	7,834	8,922	10,095	10,899	11,378
Institutionalization risk	13%	5,678	6,467	7,317	7,900	8,247
Mobility	12%	5,432	6,187	7,000	7,557	7,889
Caregiver burden	10%	4,310	4,909	5,555	5,997	6,260
Safety	9%	3,960	4,510	5,103	5,510	5,751

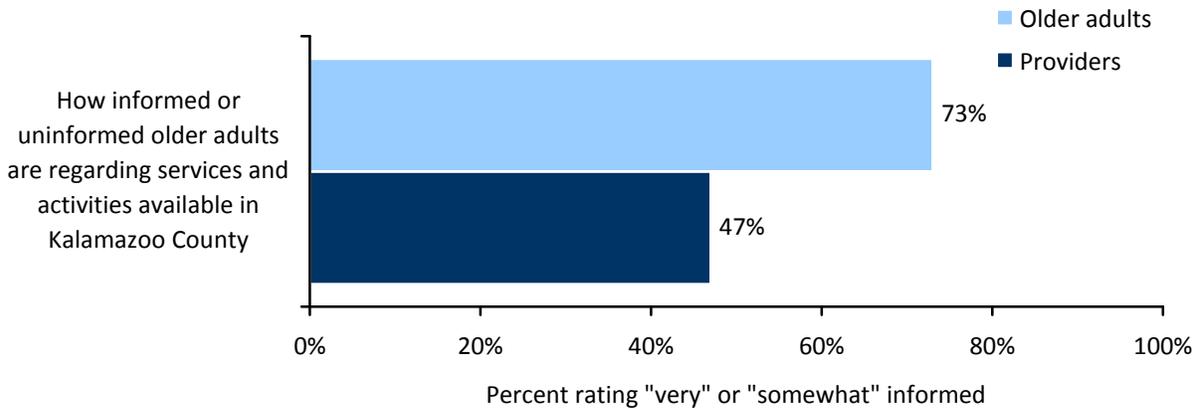
**Figure 31: Older Adult Social and Engagement Opportunities in Kalamazoo County, Current and Projected**

	Percent with need	Number affected in 2010 (N=43,504)	Number affected in 2015 (N=49,548)	Number affected in 2020 (N=56,061)	Number affected in 2025 (N=60,526)	Number affected in 2030 (N=63,183)
Civic engagement	69%	30,134	34,321	38,832	41,925	43,765
Social engagement	25%	11,041	12,575	14,228	15,361	16,035
Recreation, arts and culture	18%	7,648	8,710	9,855	10,640	11,107
Social support	5%	1,959	2,231	2,524	2,725	2,845

Another area of potential need for seniors is information. Providers felt that older adults were less informed about services and activities than did seniors themselves (47% of providers described older adults as “very” or “somewhat” informed, while 73% of older adults rated themselves in one of those two categories). Among older adults, 27% described themselves as “very” or “somewhat” uninformed; the projection of uninformed older adults in the future is shown below.

In the comparisons by geography and sociodemographic subgroups (see *Appendix C. Older Adult Survey: Results Compared by Geographic Subareas and Demographic Subgroups*), only one difference was found; women were more likely to feel informed about services and activities than were men.

**Figure 32: Level of Informedness of Kalamazoo County Older Adults**



**Figure 33: Uninformed about Older Adult Services, Current and Projected**

	Percent with need	Number affected in 2010 (N=43,504)	Number affected in 2015 (N=49,548)	Number affected in 2020 (N=56,061)	Number affected in 2025 (N=60,526)	Number affected in 2030 (N=63,183)
“Uninformed” about services and activities available to older adults in Kalamazoo County	27%	11,620	13,234	14,974	16,167	16,876

## Balancing the Needs of the Young Old and the Old Old

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The Older Americans Act (OAA) is not structured to meet the needs of all older residents, but more to target vulnerable populations: those with the greatest economic or social needs. Amendments to the Act target members of minority or ethnic groups, rural residents, older adults at risk for institutionalization and those with limited English proficiency. That means that OAA funds serve a small number of older residents (more than 10% for basic services and more than 20% for occasional assistance).<sup>7</sup>

Nonetheless, a greater awareness of preventive services is starting to shape Federal Government policy. Over the years, the OAA has undergone amendments allowing more flexibility in spending and also funding programs aimed at the widespread senior population. With the reauthorization of the OAA in 2011, additional flexibility with funding may allow for Title III funds to focus on prevention and sustaining the health and wellness of younger seniors.

## Older Adult Participation in Community Life in Kalamazoo County

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Current participation in various activities in the county was assessed on the older adult survey and is forecasted to 2030 in Figure 34. Almost all older adults in Kalamazoo County reported communicating/visiting with friends and/or family and about 9 in 10 reported having provided help to friends or relatives at least once in the 12 months prior to the survey. About three-quarters had visited a neighborhood park and about two-thirds had visited a public library. Older adults in Kalamazoo were least likely to have used a senior center in the county (about one-quarter reported having used a senior center) or used public transit or participated in a civic group (about one-tenth of older adults participated in each of these two activities).

The crosstabulations appendix (*Appendix C. Older Adult Survey: Results Compared by Geographic Subareas and Demographic Subgroups*) shows detailed comparisons by subgroup. Generally, rural older adults were less frequent library users and city of Kalamazoo residents used transit more often. With age, senior center use increased and library and park use decreased. Caring for a minor was less common with increasing age and having regular care was more common. Women were more likely to be senior center users and participate more in clubs and religious or spiritual activities. Older adults who were not White reported more transit use. Renters and those in attached units reported more frequent senior center use. Renters also were more likely to be transit users. Lower income seniors reported more library and transit use and were more likely to receive regular assistance from someone. Those living alone were more likely to use a senior center and less likely to attend public meetings, use parks or be a caregiver for another adult.

**Figure 34: Community Participation, Current and Projected**

	Percent of respondents who have ever participated in activity	Number engaged in 2010 (N=43,504)	Number engaged in 2015 (N=49,548)	Number engaged in 2020 (N=56,061)	Number engaged in 2025 (N=60,526)	Number engaged in 2030 (N=63,183)
Communicating/visiting with friends and/or family	98%	42,690	48,621	55,012	59,394	62,001
Providing help to friends or relatives	90%	39,136	44,573	50,432	54,449	56,839
Visited a neighborhood park	73%	31,659	36,058	40,797	44,047	45,980
Used a public library in Kalamazoo County	68%	29,796	33,936	38,397	41,455	43,275
Participating in religious or spiritual activities with others	64%	27,722	31,573	35,724	38,569	40,262
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	51%	22,089	25,158	28,465	30,732	32,081
Participating in a recreation program or group activity	46%	20,087	22,878	25,885	27,946	29,173
Participating in a club (including book, dance, game and other social)	36%	15,580	17,744	20,077	21,676	22,627
Volunteering your time to some group/activity in Kalamazoo County	35%	15,129	17,231	19,496	21,049	21,973
Attended a meeting of local elected officials or other local public meeting in Kalamazoo County	30%	13,240	15,079	17,061	18,420	19,229
Used a senior center in Kalamazoo County	23%	9,990	11,378	12,874	13,900	14,510
Used public transit (Metro County Connect) within Kalamazoo County	10%	4,457	5,076	5,743	6,201	6,473
Participating in a civic group (including Elks, Kiwanis, Masons, etc.)	10%	4,408	5,020	5,680	6,132	6,402

*Note: This table combines the results of questions 11 and 12, which have different response categories. Complete response frequencies for these questions can be found in Appendix D. Complete Set of Responses for Older Adult Survey.*

When compared to participation rates across the nation, Kalamazoo County seniors were more likely to have provided help to friends or relatives, used a public library or participated in a recreation program or group activity than their counterparts in the rest of the country. They also were less likely to have visited a neighborhood park, volunteered, attended a meeting of local officials, used a senior center, used public transit or participated in a civic group.

**Figure 35: Participation in Activities Benchmark Comparisons**

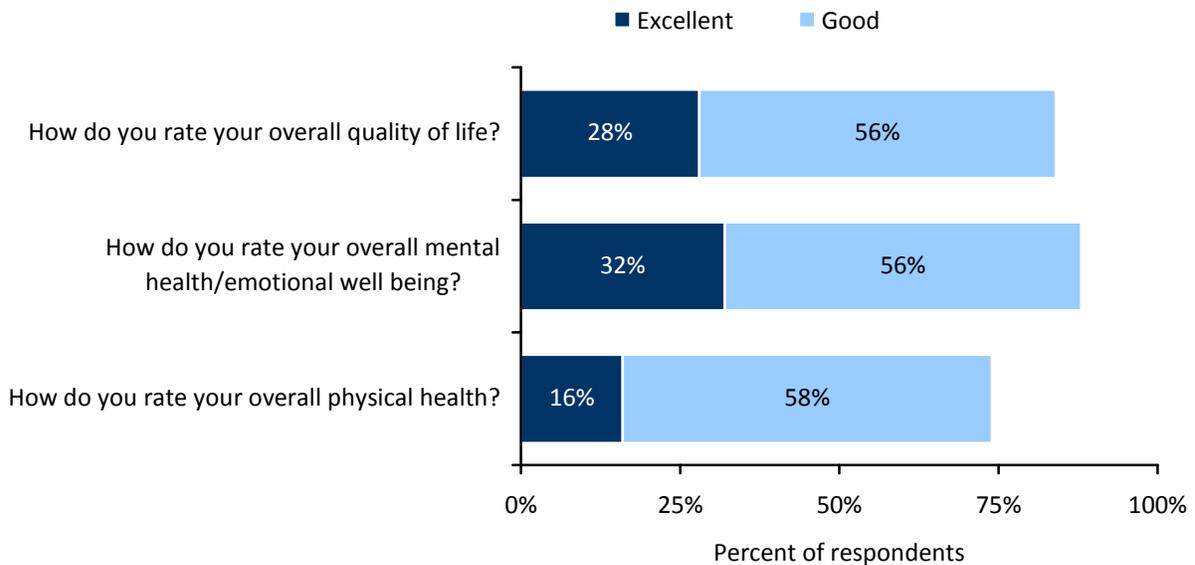
Percent of respondents who have ever participated in activity	Kalamazoo County percent	Rank	Number of Jurisdictions for Comparison	Kalamazoo County Percentile	Comparison to benchmark
Communicating/ visiting with friends and/or family for one hour or more per week	98%	2	22	95	Similar
Providing help to friends or relatives for one hour or more per week	90%	1	22	1	Higher
Visited a neighborhood park at least once in past 12 months	73%	161	227	29	Lower
Used a public library in Kalamazoo County at least once in past 12 months	68%	6	22	76	Higher
Participating in religious or spiritual activities with others for one hour or more per week	64%	9	22	62	Similar
Watched a local or other public meeting on cable television, the Internet or other media at least once in past 12 months	51%	92	183	50	Similar
Participating in a recreation program or group activity for one hour or more per week	46%	7	22	71	Higher
Participating in a club (including book, dance, game and other social) for one hour or more per week	36%	10	22	57	Similar
Volunteering your time to some group/activity in Kalamazoo County for one hour or more per week	35%	16	22	29	Lower
Attended a meeting of local elected officials or other local public meeting in Kalamazoo County	30%	137	226	40	Lower
Used a senior center in Kalamazoo County at least once in past 12 months	23%	16	22	29	Lower
Used public transit (Metro County Connect) within Kalamazoo County at least once	10%	14	21	35	Much lower
Participating in a civic group (including Elks, Kiwanis, Masons, etc.) for one hour or more per week	10%	21	22	5	Lower

## FACILITATING OLDER ADULTS AGING IN NON-INSTITUTIONAL SETTINGS

### The Health of Older Adults in Kalamazoo County

Across the U.S., the vast majority of older adults have said clearly that they prefer to remain in their own home – not a group setting – as they age. The good news is that older adults in Kalamazoo County rated their quality of life, the mental health and their physical health positively, overall, and only about 1% of those residing in the community spent time in a nursing home in 2010.

**Figure 36: Health and Quality of Life of Older Residents in Kalamazoo County**



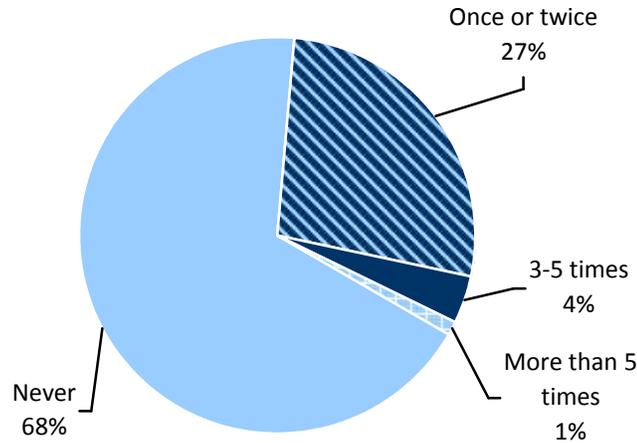
**Figure 37: Days Spent in Facilities**

Thinking back over the past 12 months, how many days did you spend in...	No days (zero)	One to two days	Three to five days	Six or more days	Total
As a patient in a hospital	74%	10%	10%	7%	100%
In a nursing home or other long term care facility	99%	0%	0%	1%	100%

However, frailties that threaten independence accrue as people age. About one-quarter of older residents in the region reported being hospitalized in 2010. About one in four respondents also reported falling or injuring themselves in 2010.

**Figure 38: Falls of Older Residents in Kalamazoo County in Prior 12 Months**

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



Further, almost 18% of older residents living in the region reported receiving assistance almost every day from someone and one in three (representing more than 14,000 older residents) reported having at least some problem performing activities of daily living in 2010. It is estimated that approximately 13% or about 5,600 of the older adult population currently is at risk for institutionalization due to poor health, difficulties performing daily activities and/or need for daily assistance. This number will increase to more than 8,000 by 2030.

**Figure 39: Assistance Needed in Kalamazoo County: 2010 and Beyond**

	Percent with need	Number affected in 2010 (N=43,504)	Number affected in 2015 (N=49,548)	Number affected in 2020 (N=56,061)	Number affected in 2025 (N=60,526)	Number affected in 2030 (N=63,183)
Performing regular activities, including walking, eating and preparing meals*	33%	14,391	16,390	18,544	20,021	20,900
Whether or not they live with you, does someone provide assistance to you almost every day? **	18%	7,619	8,678	9,818	10,600	11,066
At risk for institutionalization***	13%	5,678	6,467	7,317	7,900	8,247

\* Percent at least a "minor" problem

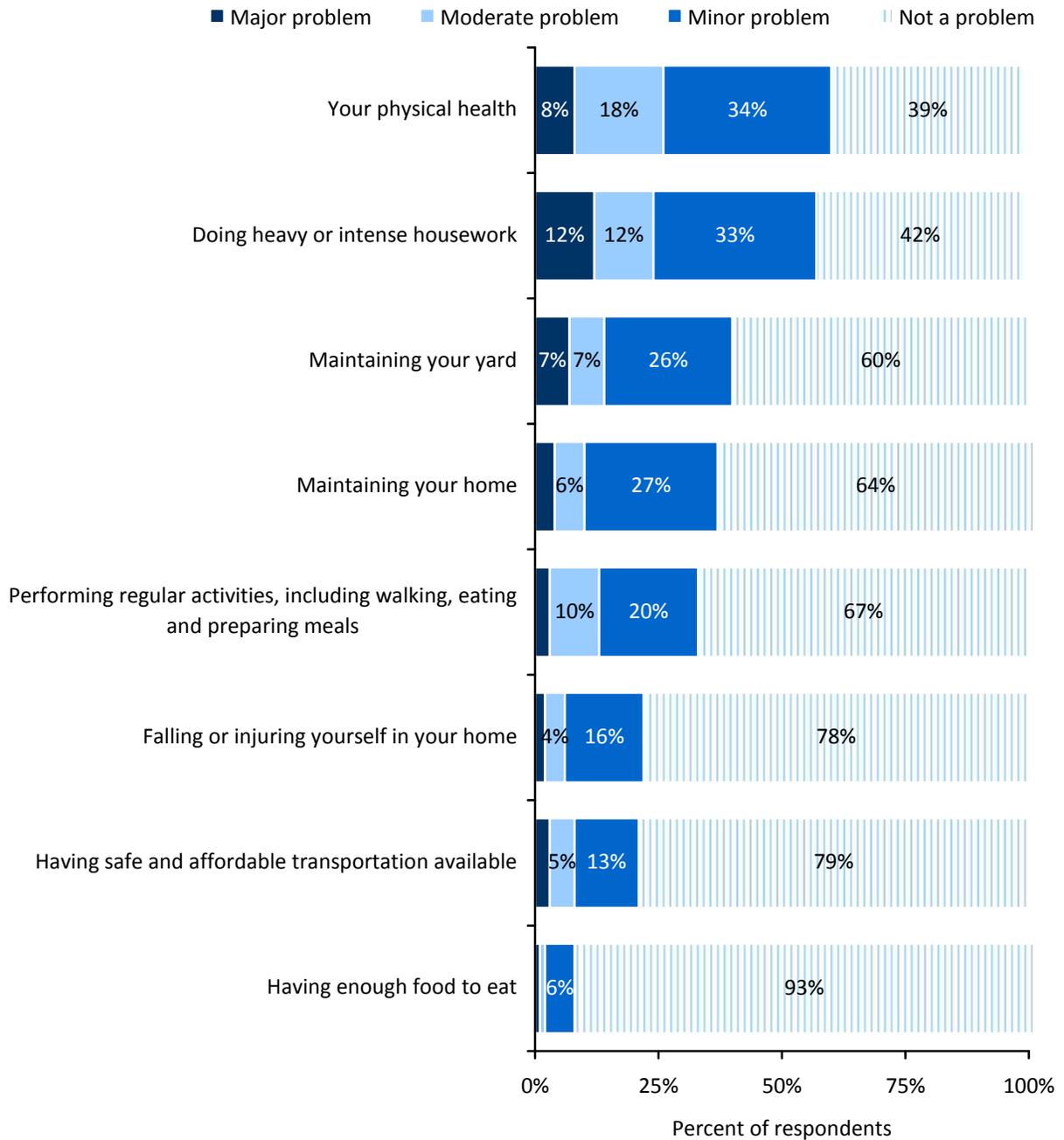
\*\* Percent "yes"

\*\*\*Has at least a minor problem with performing regular activities, or receives assistance almost every day, or physical health is poor, or mental health is poor, or spent at least 1 day in a nursing home or rehabilitation facility

## In-Home Service Needs

As was presented earlier in this report, many of the issues most commonly facing older residents in the region beyond health, related to housekeeping and home maintenance. Reliable transportation also was an issue for one in four older residents.

**Figure 40: In-Home Service Needs of Older Residents in Kalamazoo County**



## Caregiving in Kalamazoo County

More than 10 million people nationwide have disabling conditions that affect their ability to live independently<sup>8</sup> and almost 80% of these residents are seniors. While care is most often provided by family members and is unpaid, its value has been estimated at \$350 billion annually.<sup>9</sup>

With a significant number of older residents needing help in the county, caregiving is not only prevalent, but necessary. Over 60% of older adults in the county report providing care for someone else. One in four older residents reported providing a significant amount of care (more than 15 hours per week). This care includes grandchildren, older adults and other family and friends. About half of senior caregivers provided care to other older adults.

**Figure 41: Caregiving of Older Residents in Kalamazoo County**

During a typical week, how many hours do you spend providing care for one or more individuals with whom you have a significant personal relationship (such as spouse, other relative, partner, friend, neighbor or child), whether or not they live with you?	Percent of respondents
Not a caregiver	37%
Low-burden caregiver	38%
High-burden caregiver	25%
Total	100%
Total hours of care provided	3,712 hours

*Total hours calculated from the mid-point of the ranges of those who provide care. Caregiving is considered low burden if less than 15 hours per week; high burden caregiving is more than 15 hours per week*

Caregivers tended to be male and of younger age, although there was a high prevalence of caregiving across all demographic groups. Many of the caregivers also were employed full-time or retired.

**Figure 42: Caregiving Contributions of Older Residents in Kalamazoo County**

During a typical week, how many hours do you spend providing care for one or more individuals with whom you have a significant relationship (such as spouse, other relative, partner, friend, neighbor or child), whether or not they live with you?	Never (no hours)	1 to 3 hours	4 to 5 hours	6 to 10 hours	11 to 20 hours	20 or more hours	Total
One or more individuals age 60 or older	50%	19%	5%	7%	3%	15%	100%
One or more individuals age 18 to 54	69%	14%	5%	4%	3%	5%	100%
One or more individuals under age 18	66%	10%	8%	6%	4%	5%	100%

**Figure 43: Caregiver Demographics**

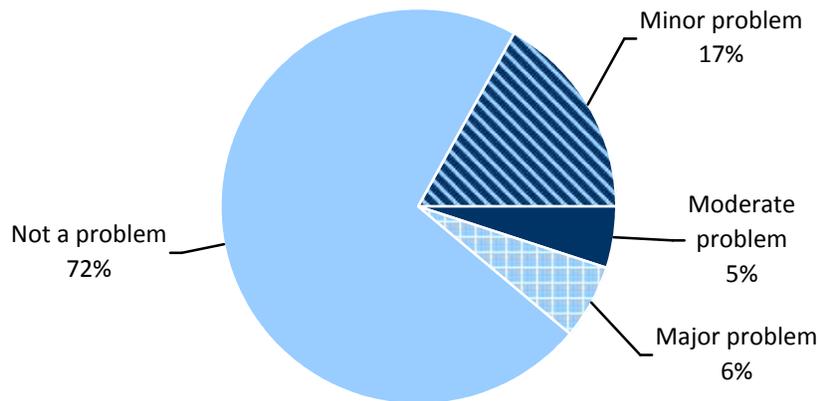
	Age			Sex		Employment Status		
	60-74	75-84	85+	Female	Male	Fully retired	Working full or part time for pay	Unemployed, looking for paid work
Caregiver	66%	58%	48%	60%	65%	63%	65%	57%

### Caregiver Support and Respite Services

Given the important roles caregivers are providing in Kalamazoo County, the needs of caregivers are of major importance. About 28% of older residents in the county reported that their caregiving responsibilities were problematic (Figure 44) and caregivers reported higher levels of problems than their non-caregiving counterparts across the board (Figure 45).

**Figure 44: Caregiver Burden**

Thinking back over the last 12 months, how much of a problem, if at all, is providing care for another person been for you?



**Figure 45: Older Adult Needs by Caregiver Status**

The following questions list a number of problems that older adults may or may not face. Thinking back over the last 12 months, how much of a problem, if at all, has each of the following been for you?	Not a caregiver	Low-burden caregiver	High-burden caregiver	Overall
Your physical health	53%	67%	63%	61%
Doing heavy or intense housework	46%	60%	71%	58%
Staying physically fit	47%	62%	64%	57%
Not knowing what services are available to older adults in your community	46%	54%	62%	53%
Feeling like your voice is heard in the community	44%	54%	45%	48%
Maintaining your yard	33%	40%	49%	40%
Maintaining your home	35%	33%	45%	37%
Maintaining a healthy diet	31%	33%	45%	36%
Feeling bored	39%	33%	38%	36%
Experiencing confusion or forgetfulness	30%	34%	45%	35%
Finding affordable health insurance	27%	38%	44%	35%
Having adequate information or dealing with public programs such as Social Security, Medicare and Medicaid	27%	37%	40%	34%

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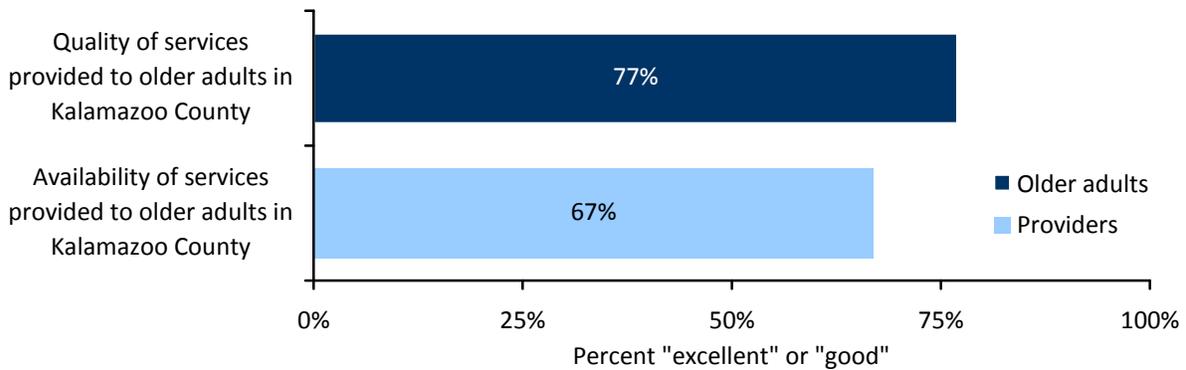
The following questions list a number of problems that older adults may or may not face. Thinking back over the last 12 months, how much of a problem, if at all, has each of the following been for you?	Not a caregiver	Low-burden caregiver	High-burden caregiver	Overall
Performing regular activities, including walking, eating and preparing meals	28%	34%	40%	33%
Having tooth or mouth problems	27%	38%	33%	33%
Dealing with the loss of a close family member or friend	30%	31%	40%	33%
Feeling depressed	29%	33%	36%	32%
Having interesting social events or activities to attend	32%	28%	36%	32%
Having enough money to meet daily expenses	20%	31%	49%	31%
Finding productive or meaningful activities to do	26%	28%	37%	30%
Having interesting recreational or cultural activities to attend	31%	25%	38%	30%
Finding work in retirement	24%	32%	37%	30%
Affording the medications you need	20%	32%	39%	29%
Getting the oral health care you need	22%	33%	30%	28%
Providing care for another person	15%	27%	46%	28%
Dealing with legal issues	21%	30%	35%	28%
Feeling lonely or isolated	29%	26%	32%	28%
Dealing with financial planning issues	20%	34%	33%	28%
Building skills for paid or unpaid work	21%	26%	31%	25%
Having enough money to pay your property taxes	18%	24%	36%	24%
Getting the health care you need	21%	22%	27%	23%
Falling or injuring yourself in your home	17%	24%	24%	22%
Having safe and affordable transportation available	15%	22%	27%	21%
Having friends or family you can rely on	22%	17%	26%	21%
Finding meaningful volunteer work	17%	25%	21%	21%
No longer being able to drive	14%	15%	11%	14%
Being a victim of fraud or a scam	7%	14%	16%	12%
Having housing to suit your needs	8%	7%	16%	10%
Being a victim of crime	6%	15%	9%	10%
Having enough food to eat	7%	8%	7%	7%
Being physically or emotionally abused	0%	9%	6%	5%

*Percent reporting at least a minor problem*

## CURRENT SERVICES OFFERED TO OLDER ADULTS IN KALAMAZOO COUNTY

With the increase of the older adult population in Kalamazoo County, an increased need for senior services follows. Figure 46 shows that most older adults gave a strong rating to the overall quality of services at the same time that two-thirds of service providers indicated that the availability of older adult services was at least “good.” Given that many residents and providers rated the current service level to older adults good, the increased demand for services may create more challenges to local governments and community-based service providers.

**Figure 46: Ratings of Overall Services – Older Adults vs. Providers**



### Kalamazoo County Service Analysis

On the Web survey of providers, a list of 41 services was presented. Providers were asked if the service was currently available in Kalamazoo County and with enough capacity, versus available and in need of more capacity or simply not available.

Nearly all services (80 out of 83) were described by half or more of respondents as needing more capacity. Although two-thirds of providers rated service availability as good or excellent, generally more providers felt that a capacity increase was needed which may reflect providers’ own prognosis for the future as much as a statement of current demand. The services rated as needing more capacity by the largest number of providers (90% or more) were utilities assistance, benefits counseling, case management, respite care, affordable housing, caregiver mental health services and transportation. A significant number of providers (80-89%) also listed prescription assistance, dental services, memory care/dementia support services, home safety modifications, affordable personal care, health insurance counseling, geriatric assessment services, financial counseling, affordable homemaking/in-home help (non-medical), mental health counseling, vocational training, caregiver support groups as needing additional capacity.

**Figure 47: Provider Assessment of Service Availability and Capacity**

The following is a list of services that might be offered to older adults in a community to allow them to “age in place.” Please indicate if these services are presently available to seniors in Kalamazoo County. If you are uncertain, please check “don’t know.”	Available (enough capacity)		Available (need more capacity)		Not Available		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Utilities assistance	2	4%	55	96%	0	0%	57	100%
Caregiver mental health counseling	4	7%	52	93%	0	0%	56	100%
Care/case management (one-on-one help accessing resources in the community)	4	6%	58	92%	1	2%	63	100%
Respite care	5	8%	54	92%	0	0%	59	100%
Benefits/programs counseling	5	9%	53	91%	0	0%	58	100%
Transportation	5	8%	58	91%	1	2%	64	100%
Affordable housing programs	4	7%	53	91%	1	2%	58	100%
Prescription assistance	5	9%	51	89%	1	2%	57	100%
Dental services	4	7%	49	88%	3	5%	56	100%
Memory care/dementia support services	6	11%	49	88%	1	2%	56	100%
Home safety modifications (such as grab bars and wheelchair ramps)	6	10%	52	88%	1	2%	59	100%
Affordable personal care (for those who may not be able to dress or bathe themselves, etc.)	4	7%	53	87%	4	7%	61	100%
Medicare, Medicaid and other health insurance counseling	9	14%	55	86%	0	0%	64	100%
Geriatric Assessment Services	6	10%	50	86%	2	3%	58	100%
Financial counseling	5	9%	46	85%	3	6%	54	100%
Affordable homemaker/in-home help (non-medical)	6	10%	52	85%	3	5%	61	100%
Mental health counseling	10	17%	49	83%	0	0%	59	100%
Vocational training/older worker career job placement services	5	11%	38	83%	3	7%	46	100%
Caregiver support groups	11	19%	46	81%	0	0%	57	100%
Legal services	11	19%	46	79%	1	2%	58	100%
Hearing screening/services	12	21%	46	79%	0	0%	58	100%
Vision screening/eye care	10	19%	41	79%	1	2%	52	100%
In-home medical care	13	22%	46	77%	1	2%	60	100%
Property tax assistance	6	14%	33	77%	4	9%	43	100%
Caregiver information and referral	14	24%	45	76%	0	0%	59	100%
Nutrition education	12	26%	35	74%	0	0%	47	100%
Nutrition counseling (one-on-one)	10	20%	36	73%	3	6%	49	100%
Design guidelines to encourage “visitability” of senior households	2	4%	34	71%	12	25%	48	100%
Day care for adults	18	30%	42	70%	0	0%	60	100%
Design guidelines to encourage senior friendly housing (universal design)	5	10%	36	69%	11	21%	52	100%
Health screenings	20	33%	41	67%	0	0%	61	100%
Information and referral	23	35%	42	65%	0	0%	65	100%

The following is a list of services that might be offered to older adults in a community to allow them to “age in place.” Please indicate if these services are presently available to seniors in Kalamazoo County. If you are uncertain, please check “don’t know.”	Available (enough capacity)		Available (need more capacity)		Not Available		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Intergenerational programming, including volunteer opportunities	17	31%	36	65%	2	4%	55	100%
Home delivered meals	24	38%	38	60%	1	2%	63	100%
Health classes	23	40%	33	58%	1	2%	57	100%
Personal Emergency Response Systems (for falls in the home, etc.)	23	42%	32	58%	0	0%	55	100%
Fitness programs	25	43%	33	57%	0	0%	58	100%
Education, socialization, and recreational activities	27	46%	31	53%	1	2%	59	100%
Group meals (congregate dining sites)	33	54%	27	44%	1	2%	61	100%
Immunizations	36	58%	26	42%	0	0%	62	100%
Volunteer opportunities	38	64%	20	34%	1	2%	59	100%

At the Senior Growth Needs Workshop, the service providers reviewed the data collected as part of the needs assessment and discussed the pressing gaps of service provision in Kalamazoo County now and into the future. The group determined the following services or issues to be most needed in county at present:

- Home-based services (i.e., homemaking, personal care, respite care ; 20 votes)
- Care coordination/outreach (12)
- Transportation (10)
- Health and well being (8)
- Caregiving (5)
- Employment/job training (5)
- Lack of information/access to information (4)
- Volunteer opportunities (2)
- Neighborliness (3)
- Not enough money (1)
- Long waiting lists (4)
- Housing opportunities (1)
- Participation opportunities (advocacy) (0)

The groups brainstormed about possible ways to improve capacity in the top five areas (home-based services, care coordination, transportation, health and well being and caregiving). For a full copy of the discussion and recommendations, see the *Kalamazoo County Senior Growth Needs Assessment Stakeholder Workshop Summary Report*, provided under separate cover.

## SERVICE FORECAST

As part of this study, current service use and costs were analyzed and projected to 2030 for selected services provided by the Region IIIA Area Agency on Aging and its contracted service providers. The services included in this forecast were Care Management/Case Coordination and Support (CCS), Information and Assistance, Transportation, Medication Management, Personal Care, Personal Emergency Response System (PERS), Respite Care, Homemaking, Home Delivered Meals, Congregate Meals, Adult Day Services and Counseling,

The service forecast details the number of individuals served and/or waitlisted for these services, the costs for providing these services and the forecast estimates of the number of individuals in the county that may need these services. This forecast also estimates the portion of individuals who may not have the resources to pay for needed services, thus providing an indication of the financial burden public and non-profit entities may face to meet the needs of these older adults.

This forecast provides estimates in five-year increments from 2010 to 2030, and is based on the portion of adults currently served and the anticipated increase in the senior population of the county. Costs to provide these services have been estimated using high, medium and low inflation scenarios. Further, the older adults in Kalamazoo County who may be in need of the services were identified based on response patterns to questions on the CASOA survey that were closely linked to that service. For example, a survey respondent may be in need of congregate meals if he indicated he had problems with having enough food to eat or maintaining a healthy diet. *Appendix A. Detailed Study Methodology* includes the complete survey-item-to-service-area mapping used to estimate the survey-identified need. Some service areas had several survey questions assigned, while others only had one. For some services (i.e., Medication Management and Adult Day Services) no survey items corresponded to these services. Instead, the level of need was based on the estimated incidence of Alzheimer's Disease in the county. Overall, this estimate of need is assumed to include those already receiving or wait-listed for services.

To estimate the portion of financially insecure older adults who would be unable to purchase services, income (as provided on the survey) and monthly expenses (as indicated by the Elder Index<sup>5</sup>) were compared to arrive at an individual's expendable income. For those who were identified as having needs in the service areas provided by Kalamazoo County, the total costs of these services were subtracted from their expendable income. When this calculation resulted in a negative value, these individuals were identified as not having sufficient funds to finance their needs.<sup>†</sup> For those services for which no survey items corresponded (i.e., Medication Management and Adult Day Services), an estimate of the financially insecure could not be calculated. Thus, the overall incidence of financial insecurity as identified from the CASOA survey for all Kalamazoo County older adults (19%) was used as an estimate of the financial burden for these services.

<sup>†</sup> On one side of this estimate the calculations are conservative, with the assumption that all of an elderly residents' expendable income would be available for purchasing one of the services needed rather than being used for any other purpose. On the other side, the calculation does not take into account the magnitude of the deficiency; that is, if an older adult lacked even \$1 to cover services, that older adult would be considered financially insecure.

The following pages summarize the current and future number of individuals served, waitlisted and in-need of the 12 core services provided by Kalamazoo County and displays estimates of the costs to provide these services in 2010 and 2030 for the financially insecure.

## Overview

Services currently most used or most in need include: Information and Assistance, Congregate Meals, Care Management/CCS, Home Delivered Meals and Homemaking services. The waiting list for services is expected to increase by about one senior per week for the next 20 years. By 2030 the number of individuals on waiting lists for many services could exceed the number of individuals receiving services (see Figure 48).

The services provided by Kalamazoo County reach a fraction of the estimated seniors in need. According to survey results (Figure 49), potentially 20% of Kalamazoo seniors may be in need of Care Management/CCS, a gateway service for Personal Care, Homemaking, Respite Care, Medication Management and Personal Emergency Response System (PERS) services. About 1 in 10 seniors may be in need of each of these services as well. At a cost of about \$1,800 per case, approximately \$15.6 million would provide Care Management/CCS services to the estimated 8,700 seniors in need during 2010. It should be understood that these costs do not necessarily reflect the financial responsibility of the public or non-profit sectors to provide these services to needy seniors. Generally, many older adults have enough income to pay for most services they need and many will find these services through market providers. For other seniors, the need experienced may not reach a personal threshold that would motivate them to seek mitigating services.

Figure 50 shows the actual expenditures of the Region IIIA Area Agency on Aging and its contracted service providers to provide services in 2010 (about \$1.6 million), the estimated costs to serve those currently on waiting lists (about \$420,000), and estimates the costs to provide services to all those in need based on CASOA survey results (about \$48.6 million). The \$48.6 million is an estimate of the overall financial burden that could be sustained were all those in need served – irrespective of the source of payment – whether from individuals and families, the public, non-profit or private sectors. Figure 51 projects these costs into 2030, taking into account increases in the population and inflation.

Approximately 61% of those identified as needing Care Management/CCS services did not have the funds available to cover these costs. Thus, 61% (\$9.7 million) of total cost for Care Management/CCS (\$15.9 million) would need to be covered by various public and non-profit contributions. Other service areas that many older adults would not be able to afford included: Transportation (36% cannot afford), Respite Care (36%) and Homemaking services (33%). Overall, of the estimated \$48.6 million required to service all the needy older adults in Kalamazoo County in 2010, an estimated \$18.7 million would have needed to come from the public or non-profit sectors (see Figure 52) with the rest assumed to come from private payment by the service recipients, themselves. This \$18.7 million in public or donated funding as of 2010 rises to about \$38.2 million in 2030.

Figure 48: Current and Future Older Adults Served and Waitlisted by Kalamazoo

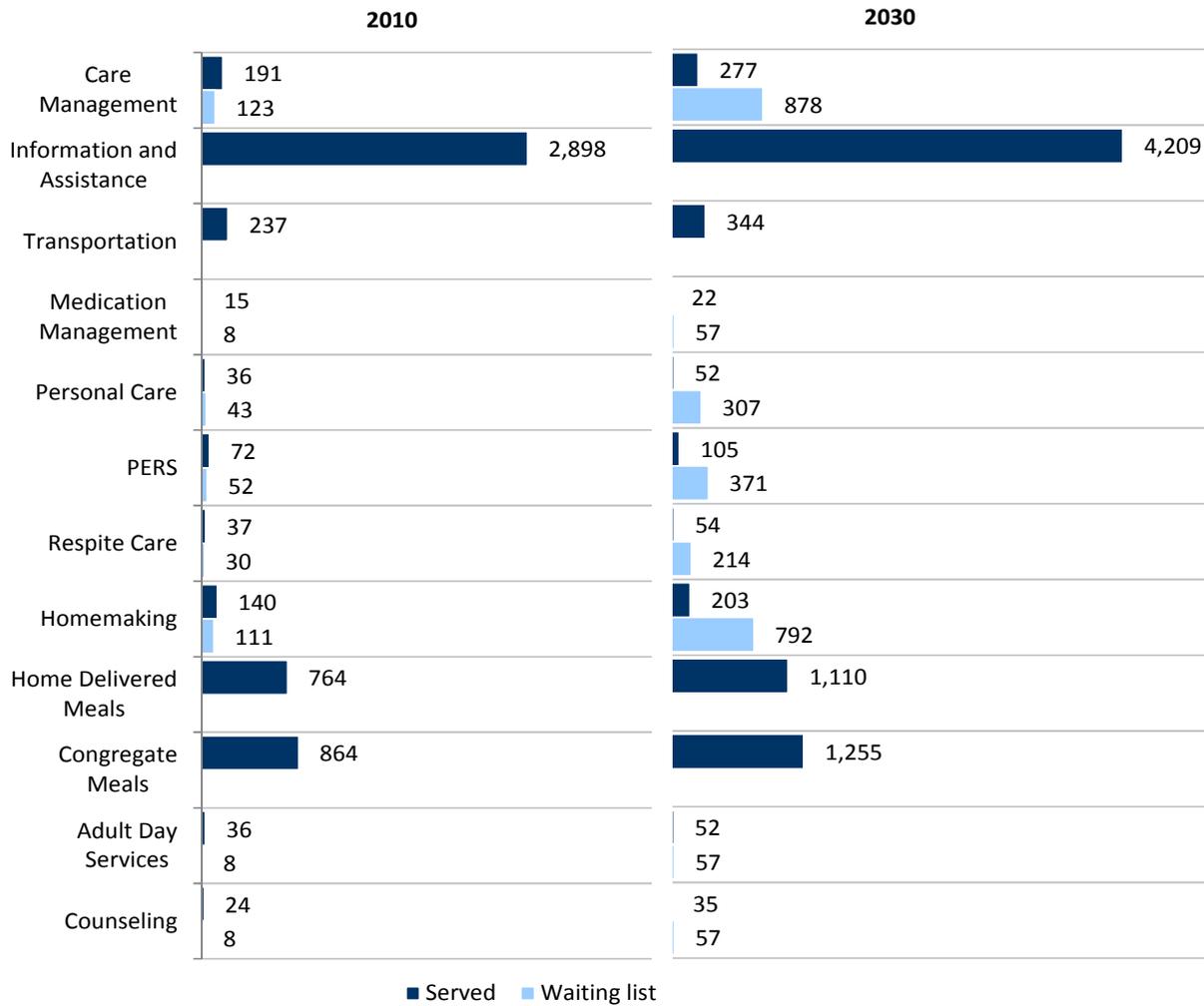
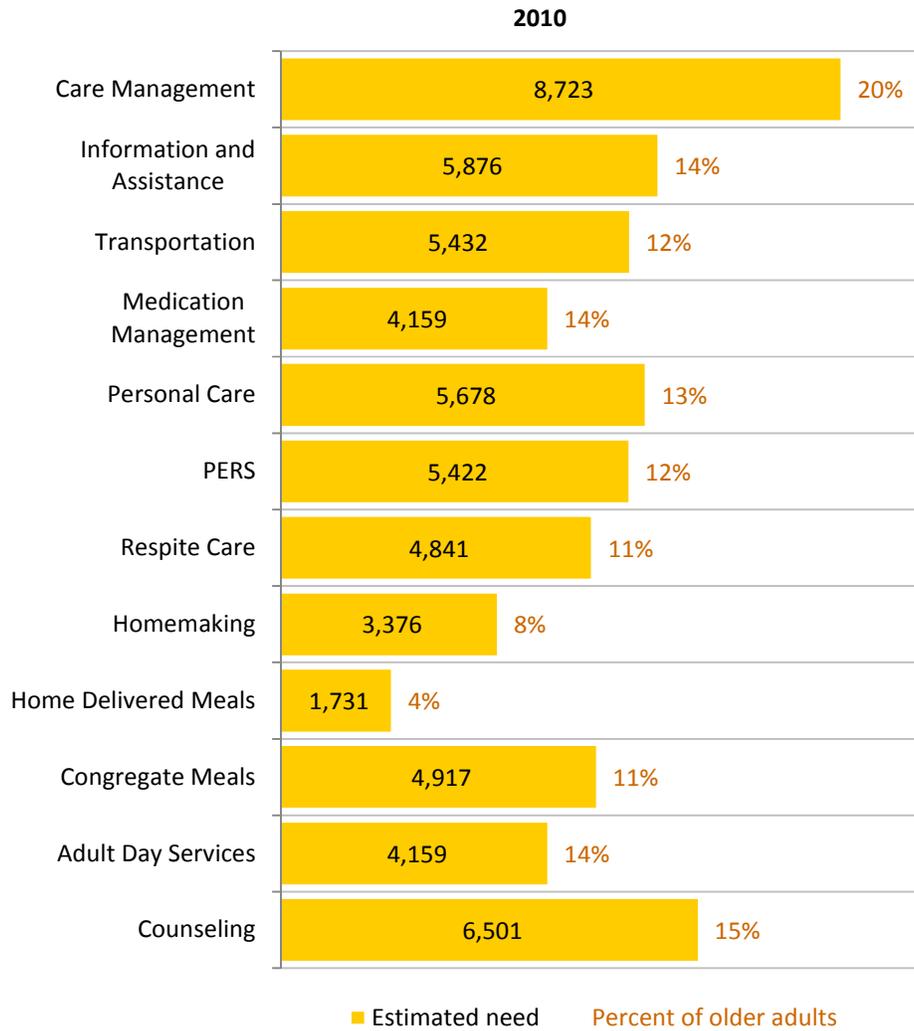


Figure 49: Survey-identified Need of Kalamazoo Services



**Figure 50: Current Costs to Meet Needs in the Community**

Service	2010		
	Actual	Waiting list	Survey-identified need
Care Management/CCS	\$348,600	\$224,491	\$15,921,228
Information and Assistance	\$58,497		\$118,609
Transportation	\$52,801		\$1,210,200
Medication Management	\$6,205	\$3,309	\$1,720,386
Personal Care	\$40,675	\$48,583	\$6,415,621
PERS	\$9,927	\$7,170	\$747,529
Respite Care	\$32,101	\$26,028	\$4,200,204
Homemaking	\$115,704	\$91,737	\$2,790,353
Home Delivered Meals	\$598,305		\$1,355,622
Congregate Meals	\$269,764		\$1,535,098
Adult Day Services	\$83,294	\$18,510	\$9,622,463
Counseling	\$11,060	\$3,687	\$2,996,048
<b>TOTAL</b>	<b>\$1,626,933</b>	<b>\$423,514</b>	<b>\$48,633,360</b>

**Figure 51: Projected Costs to Meet Needs in the Community**

Service	2030*		
	Estimated budget	Waiting list	Survey-identified need
Care Management/CCS	\$727,429	\$2,302,306	\$33,223,058
Information and Assistance	\$122,067		\$247,503
Transportation	\$114,531		\$2,625,049
Medication Management	\$12,948	\$33,939	\$2,836,727
Personal Care	\$84,876	\$498,255	\$13,387,569
PERS	\$20,715	\$73,528	\$1,559,880
Respite Care	\$66,986	\$266,933	\$8,764,626
Homemaking	\$241,441	\$940,821	\$5,822,670
Home Delivered Meals	\$1,237,251		\$2,803,326
Congregate Meals	\$557,852		\$3,174,470
Adult Day Services	\$173,811	\$189,830	\$15,866,386
Counseling	\$23,079	\$37,809	\$6,251,897
<b>TOTAL</b>	<b>\$3,382,985</b>	<b>\$4,343,421</b>	<b>\$96,563,162</b>

\* Straight-line estimates of those served and those in need assuming medium inflation rates.

**Figure 52: Current and Projected Costs to Provide Services to the Financially Insecure**

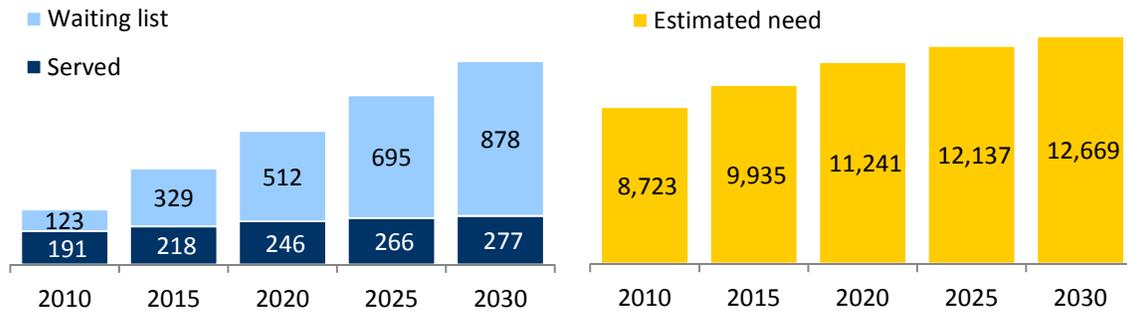
Service	Does not have sufficient income to cover costs of needs	2010 survey-identified need	2010 public/non-profit burden	2030 survey-identified need	2030 public/non-profit burden
Care Management/CCS	61%	\$15,921,228	\$9,748,337	\$33,223,058	\$20,341,997
Information and Assistance	26%	\$118,609	\$30,277	\$247,503	\$63,180
Transportation	36%	\$1,210,200	\$433,355	\$2,625,049	\$939,992
Medication Management	19%	\$1,720,386	\$328,971	\$2,836,727	\$542,437
Personal Care	32%	\$6,415,621	\$2,035,052	\$13,387,569	\$4,246,572
PERS	8%	\$747,529	\$59,902	\$1,559,880	\$124,999
Respite Care	36%	\$4,200,204	\$1,523,768	\$8,764,626	\$3,179,669
Homemaking	33%	\$2,790,353	\$930,670	\$5,822,670	\$1,942,042
Home Delivered Meals	16%	\$1,355,622	\$219,404	\$2,803,326	\$453,712
Congregate Meals	24%	\$1,535,098	\$373,382	\$3,174,470	\$772,127
Adult Day Services	19%	\$9,622,463	\$1,839,999	\$15,866,386	\$3,033,957
Counseling	41%	\$2,996,048	\$1,224,872	\$6,251,897	\$2,555,958
<b>TOTAL</b>		<b>\$48,633,360</b>	<b>\$18,747,990</b>	<b>\$96,563,162</b>	<b>\$38,196,642</b>

\* Based on the overall incidence of financial insecurity (19%) as estimated from the CASOA survey.

## Care Management/Case Coordination and Support (CCS)

*The provision of a comprehensive assessment, care plan development, periodic reassessment, and ongoing coordination and management of in-home and other supportive services to individuals aged 60 and over who are in need of a nursing facility level of care due to the presence of functional limitations. Services are brokered or directly purchased, according to an agreed-upon care plan, to assist the client in maintaining independence. Care management functions include eligibility determination, assessment, care plan development, supports, coordination, reassessment and on-going monitoring.*

**Figure 53: Current and Projected Individuals Served, Waitlisted and In Need of Care Management/CCS**



**Figure 54: Fiscal Year 2010 Care Management/CCS as Provided by Kalamazoo County**

	2010 Actual
Individuals served	191
Percent of older adults served	0.3%
Average cost per individual served	\$1,825.13
Total cost	\$348,600
Waiting list	123
Survey-identified need*	20%

\* Survey respondents identified as having need in at least one of the following service areas: Personal Care, Homemaking, Respite Care, Medication Management or PERS.

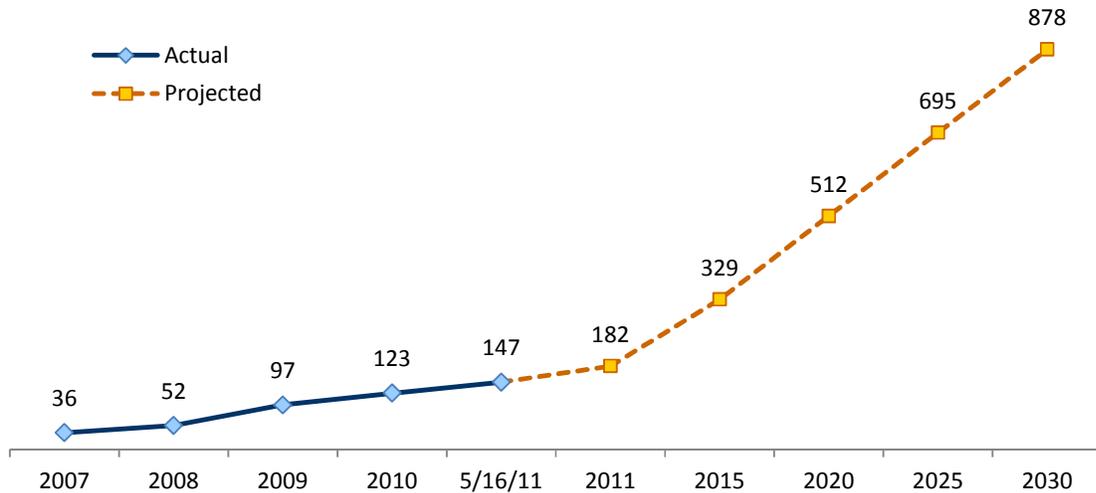
**Figure 55: Projected Care Management/CCS Units and Costs 2010-2030**

	2010	2015	2020	2025	2030
Individuals served	191	218	246	266	277
Average cost per individual					
High inflation	\$1,825.13	\$2,115.83	\$2,452.82	\$2,843.50	\$3,296.39
Medium inflation	\$1,825.13	\$1,963.85	\$2,177.65	\$2,379.06	\$2,622.32
Low inflation	\$1,825.13	\$1,641.88	\$1,732.36	\$1,881.08	\$2,052.57
Total cost					
High inflation	\$348,600	\$460,268	\$603,714	\$755,612	\$914,414
Medium inflation	\$348,600	\$427,207	\$535,985	\$632,196	\$727,429
Low inflation	\$348,600	\$357,167	\$426,387	\$499,865	\$569,381
Waiting list					
Individuals**	123	329	512	695	878
Funds needs to serve waiting list					
High inflation	\$224,491	\$695,805	\$1,255,583	\$1,976,026	\$2,894,113
Medium inflation	\$224,491	\$645,826	\$1,114,722	\$1,653,277	\$2,302,306
Low inflation	\$224,491	\$539,944	\$886,783	\$1,307,214	\$1,802,087

\* Assumes number served will hold steady at 1% of older adult population

\*\* Between January 1 and May 16, 2011, Kalamazoo County added 24 individual to its waiting list, an average of 1.1 people per week. Assuming that trend continues for the duration of 2011, the waiting list for 2011 would total 187 people. The waiting list for 2015 and beyond assumes an average .70 persons added per week (the average number of people added to the list per week between 2008 and 2011; see Figure 56).

**Figure 56: Actual and Projected Waiting List for Care Management/CCS Services**



\*Assumes 1.1 people added per week for 2011 and .70 people added per week 2015 to 2030.

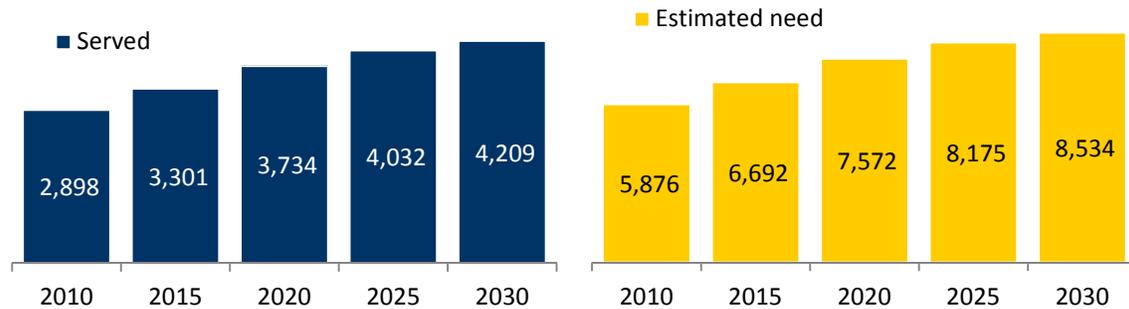
**Figure 57: Survey-identified Need in Care Management/CCS 2010-2030**

	2010	2015	2020	2025	2030
Individuals in need	8,723	9,935	11,241	12,137	12,669
Total cost					
High inflation	\$15,921,228	\$21,021,303	\$27,572,774	\$34,510,219	\$41,763,040
Medium inflation	\$15,921,228	\$19,511,376	\$24,479,441	\$28,873,582	\$33,223,058
Low inflation	\$15,921,228	\$16,312,508	\$19,473,883	\$22,829,775	\$26,004,727
Public/non-profit burden					
Percent financially insecure	61%	61%	61%	61%	61%
High inflation	\$9,748,337	\$12,871,039	\$16,882,410	\$21,130,107	\$25,570,904
Medium inflation	\$9,748,337	\$11,946,532	\$14,988,407	\$17,678,876	\$20,341,997
Low inflation	\$9,748,337	\$9,987,912	\$11,923,576	\$13,978,340	\$15,922,317

## Information and Assistance

*Assistance to individuals in finding and working with appropriate human service providers that can meet their needs which may include; information-giving (e.g., listing the providers of a particular service category so an individual may make their own contact directly); group presentations; referral (making contact with a particular provider on behalf of an individual); advocacy intervention (negotiating with a service provider on behalf of a client); and, follow-up contacts with clients to ensure services have been provided and have met the respective service need.*

**Figure 58: Current and Projected Individuals Served and In Need of Information and Assistance Services**



**Figure 59: Fiscal Year 2010 Information and Assistance Services as Provided by Kalamazoo County**

	2010 Actual
Client contacts	2,898
Hours provided	1,453
Percent of older adults served	7%
Average cost per hours	\$20.19
Total cost	\$58,497
Hours per individual	0.50
Survey-identified need**	14%

*\* Survey respondents identified as being "very uninformed" about available services and activities and reported a moderate or major problem with not knowing what services are available to older adults or having adequate information or dealing with public programs such as Social Security, Medicare and Medicaid.*

**Figure 60: Projected Information and Assistance Units and Costs 2010-2030**

	2010	2015	2020	2025	2030
Client contacts	2,898	3,301	3,734	4,032	4,209
Number of hours provided	1,453	1,655	1,872	2,022	2,110
Average cost per hour					
High inflation	\$40.26	\$46.67	\$54.11	\$62.72	\$72.71
Medium inflation	\$40.26	\$43.32	\$48.04	\$52.48	\$57.84
Low inflation	\$40.26	\$36.22	\$38.21	\$41.49	\$45.28
Total cost					
High inflation	\$58,497	\$77,235	\$101,307	\$126,796	\$153,444
Medium inflation	\$58,497	\$71,688	\$89,941	\$106,086	\$122,067
Low inflation	\$58,497	\$59,935	\$71,550	\$83,880	\$95,545

\* Assumes number served will hold steady at 7% of older adult population and 0.50 hours per contact

**Figure 61: Survey-identified Need in Information and Assistance 2010-2030**

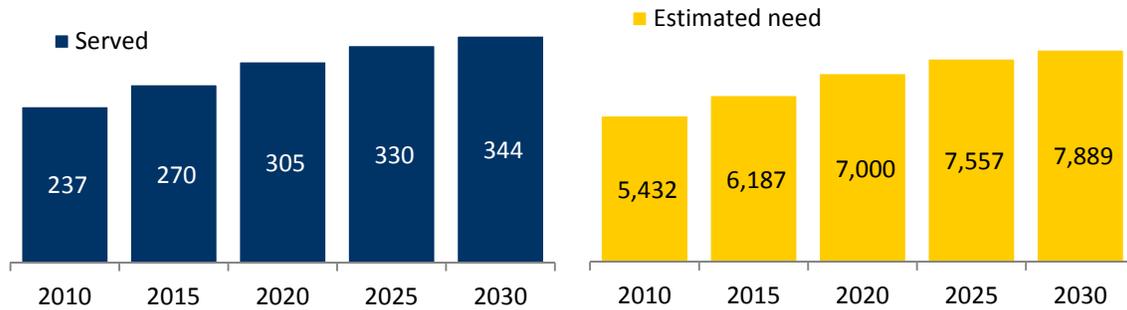
	2010	2015	2020	2025	2030
Anticipated client contacts	5,876	6,692	7,572	8,175	8,534
Number of hours needed	2,946	3,355	3,796	4,099	4,279
Total cost					
High inflation	\$118,609	\$156,603	\$205,410	\$257,092	\$311,123
Medium inflation	\$118,609	\$145,354	\$182,365	\$215,100	\$247,503
Low inflation	\$118,609	\$121,524	\$145,075	\$170,075	\$193,728
Public/non-profit burden					
Percent financially insecure	26%	26%	26%	26%	26%
High inflation	\$30,277	\$39,976	\$52,435	\$65,628	\$79,421
Medium inflation	\$30,277	\$37,105	\$46,553	\$54,909	\$63,180
Low inflation	\$30,277	\$31,021	\$37,033	\$43,415	\$49,453

\* Assumes number in need will hold steady at 14% of older adult population and 0.50 hours per individual

## Transportation Services

*Centrally organized services for transportation of older persons to and from community facilities in order to receive support services, reduce isolation, and otherwise promote independent living.*

**Figure 62: Current and Projected Individuals Served and In Need of Transportation Services**



**Figure 63: Fiscal Year 2010 Transportation Services as Provided by Kalamazoo County**

	2010 Actual
Individuals served	237
Percent of older adults served	1%
Number of one-way trips	7,033
Average cost per trip	\$7.51
Total cost	\$52,801
Trips per individual	30
Survey-identified need*	12%

\* Survey respondents who reported a moderate or major problem with having safe and affordable transportation available or no longer being able to drive.

**Figure 64: Projected Transportation Services Trips and Costs 2010-2030**

	2010	2015	2020	2025	2030
Individuals served	237	270	305	330	344
Number of one-way trips	7,033	8,010	9,063	9,785	10,214
Average cost per trip					
High inflation	\$7.51	\$8.70	\$10.09	\$11.70	\$13.56
Medium inflation	\$7.51	\$8.47	\$9.34	\$10.20	\$11.21
Low inflation	\$7.51	\$7.54	\$8.03	\$8.74	\$9.54
Total cost					
High inflation	\$52,801	\$69,715	\$91,442	\$114,450	\$138,503
Medium inflation	\$52,801	\$67,835	\$84,612	\$99,801	\$114,531
Low inflation	\$52,801	\$60,414	\$72,802	\$85,515	\$97,445

\* Assumes number served will hold steady at 1% of older adult population and 30 trips per individual

**Figure 65: Survey-identified Need in Transportation Services 2010-2030**

	2010	2015	2020	2025	2030
Individuals in need*	5,432	6,187	7,000	7,557	7,889
Number of one-way trips needed	161,196	183,591	207,723	224,268	234,113
Total cost					
High inflation	\$1,210,200	\$1,597,866	\$2,095,855	\$2,623,182	\$3,174,482
Medium inflation	\$1,210,200	\$1,554,772	\$1,939,302	\$2,287,428	\$2,625,049
Low inflation	\$1,210,200	\$1,384,683	\$1,668,627	\$1,960,003	\$2,233,440
Public/non-profit burden					
Percent financially insecure	36%	36%	36%	36%	36%
High inflation	\$433,355	\$572,173	\$750,495	\$939,323	\$1,136,736
Medium inflation	\$433,355	\$556,741	\$694,436	\$819,095	\$939,992
Low inflation	\$433,355	\$495,835	\$597,511	\$701,849	\$799,762

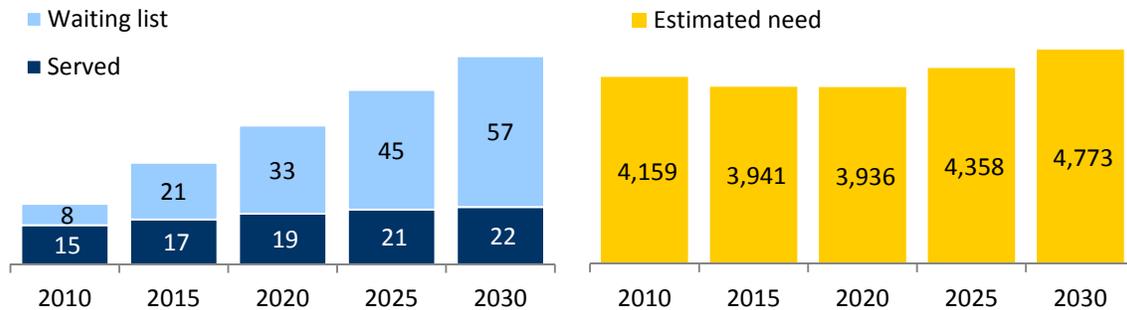
\* Assumes number in need will hold steady at 12% of older adult population and 30 trips per individual

## Medication Management

*Direct assistance in managing the use of both prescription and over the counter (OTC) medication. Allowable program components include:*

- *face-to-face review of client's prescription and OTC medication regimen*
- *regular set-up of medication regimen (Rx pills, Rx injectables, and OTC medications)*
- *monitoring compliance with medication regimen*
- *cueing via home visit or telephone call*
- *communicating with referral sources (physicians, family members, primary care givers, etc.) regarding compliance with medication regimen*
- *and family, caregiver and client education and training.*

**Figure 66: Current and Projected Individuals Served, Waitlisted and In Need of Medication Management Services**



**Figure 67: Fiscal Year 2010 Medication Management Services as Provided by Kalamazoo County**

	2010 Actual
Individuals served	15
Percent of older adults served	0.03%
Number of 15-minutes units provided	684
Cost per 15-minutes unit	\$9.07
Total cost	\$6,205
15-minutes units per individual	46
Waiting list	8
Identified need*	14%

\* Need based on the estimated incidence of Alzheimer's disease in Kalamazoo County derived from the 2011 Alzheimer's Disease Facts and Figures for the state of Michigan for adults age 65 and over. The estimated incidence of Alzheimer's for 2010 was 14%, declining steadily to about 9% in 2030.

**Figure 68: Projected Medication Management Units and Costs 2010-2030**

	2010	2015	2020	2025	2030
Individuals served*	15	17	19	21	22
Number of 15-minute units	684	779	881	952	993
Average cost per 15-minute unit					
High inflation	\$9.07	\$10.52	\$12.19	\$14.13	\$16.38
Medium inflation	\$9.07	\$9.76	\$10.82	\$11.82	\$13.03
Low inflation	\$9.07	\$8.16	\$8.61	\$9.35	\$10.20
Total cost					
High inflation	\$6,205	\$8,193	\$10,746	\$13,450	\$16,276
Medium inflation	\$6,205	\$7,604	\$9,540	\$11,253	\$12,948
Low inflation	\$6,205	\$6,357	\$7,590	\$8,897	\$10,135
Waiting list					
Individuals on list**	8	21	33	45	57
Funds needed to serve waiting list					
High inflation	\$3,309	\$10,257	\$18,509	\$29,130	\$42,664
Medium inflation	\$3,309	\$9,520	\$16,433	\$24,372	\$33,939
Low inflation	\$3,309	\$7,960	\$13,073	\$19,270	\$26,565

\* Assumes number served will hold steady at 0.03% of older adult population

\*\* Assumes the 7% of the total waiting list will require medication management services

**Figure 69: Identified Need in Medication Management Services 2010-2030**

	2010	2015	2020	2025	2030
Individuals in need*	4,159	3,941	3,936	4,358	4,773
Number of units needed	189,644	179,690	179,464	198,720	217,641
Total cost					
High inflation	\$1,720,386	\$1,889,710	\$2,187,938	\$2,808,566	\$3,565,908
Medium inflation	\$1,720,386	\$1,753,975	\$1,942,478	\$2,349,836	\$2,836,727
Low inflation	\$1,720,386	\$1,466,413	\$1,545,280	\$1,857,969	\$2,220,395
Public/non-profit burden					
Percent financially insecure**	19%	19%	19%	19%	19%
High inflation	\$328,971	\$361,349	\$418,376	\$537,052	\$681,870
Medium inflation	\$328,971	\$335,394	\$371,439	\$449,334	\$542,437
Low inflation	\$328,971	\$280,406	\$295,487	\$355,279	\$424,582

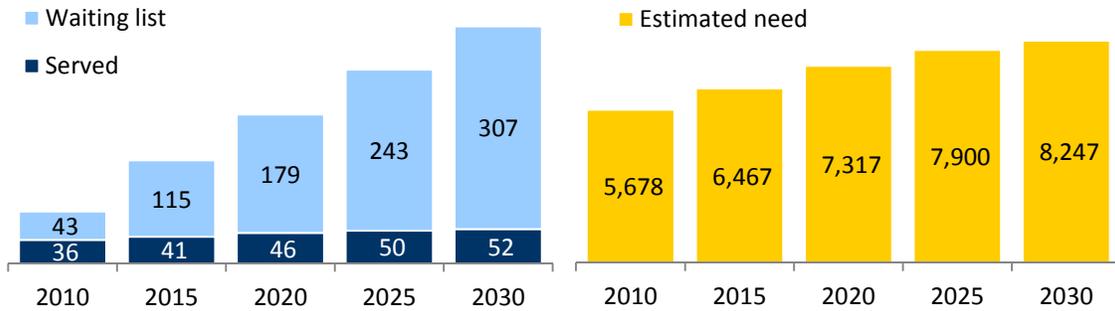
\* Based on the estimated incidence of Alzheimer's, which was 14% in 2010 and declines steadily to about 9% in 2030.

\*\* Based on the overall incidence of financial insecurity (19%) as estimated from the CASOA survey.

## Personal Care

*Provision of in-home assistance with activities of daily living (ADL) for an individual including assistance with bathing, dressing, grooming, toileting, transferring, eating, and ambulation. Personal care does not include health oriented services as specified for Home Health Aide Services.*

**Figure 70: Current and Projected Individuals Served, Waitlisted and In Need of Personal Care Services**



**Figure 71: Fiscal Year 2010 Personal Care Services as Provided by Kalamazoo County**

	2010 Actual
Individuals served	36
Percent of older adults served	0.1%
Number of hours provided	2,433.5
Average cost per hour	\$16.71
Total cost	\$40, 675
Hours per individual	68
Waiting list	43
Survey-identified need*	13%

\* Survey respondents who reported a moderate or major problem with performing regular activities, including walking, eating and preparing meals.

**Figure 72: Projected Personal Care Hours and Costs 2010-2030**

	2010	2015	2020	2025	2030
Individuals served*	36	41	46	50	52
Hours provided	2,434	2,772	3,136	3,386	3,534
Average cost per hour					
High inflation	\$16.71	\$19.38	\$22.46	\$26.04	\$30.19
Medium inflation	\$16.71	\$17.98	\$19.94	\$21.79	\$24.02
Low inflation	\$16.71	\$15.04	\$15.86	\$17.23	\$18.80
Total cost					
High inflation	\$40,675	\$53,704	\$70,441	\$88,164	\$106,693
Medium inflation	\$40,675	\$49,846	\$62,538	\$73,764	\$84,876
Low inflation	\$40,675	\$41,674	\$49,751	\$58,324	\$66,435
Waiting list					
Individuals on list**	43	115	179	243	307
Funds needed to serve waiting list					
High inflation	\$48,583	\$150,583	\$271,728	\$427,643	\$626,332
Medium inflation	\$48,583	\$139,767	\$241,243	\$357,795	\$498,255
Low inflation	\$48,583	\$116,852	\$191,914	\$282,902	\$390,000

\* Assumes number served will hold steady at 0.1% of older adult population

\*\* Assumes the 35% of the total waiting list will require personal care services

**Figure 73: Survey-identified Need in Personal Care 2010-2030**

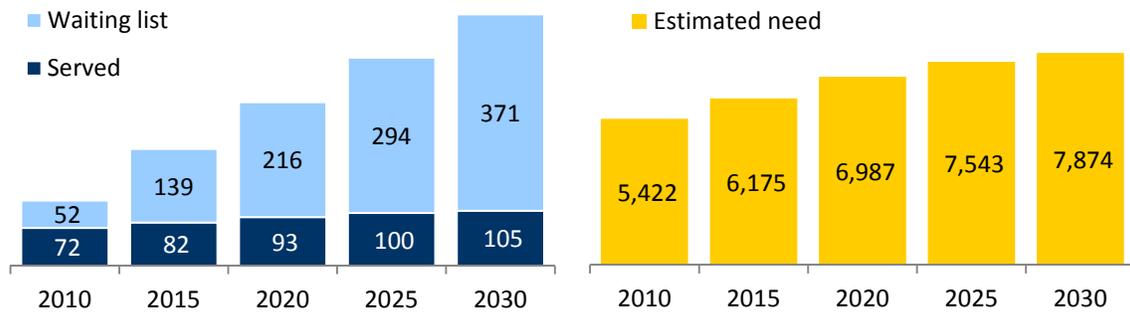
	2010	2015	2020	2025	2030
Individuals in need*	5,678	6,467	7,317	7,900	8,247
Number of hours needed	383,838	437,164	494,629	534,024	557,467
Total cost					
High inflation	\$6,415,621	\$8,470,748	\$11,110,730	\$13,906,244	\$16,828,842
Medium inflation	\$6,415,621	\$7,862,307	\$9,864,240	\$11,634,904	\$13,387,569
Low inflation	\$6,415,621	\$6,573,291	\$7,847,199	\$9,199,490	\$10,478,869
Public/non-profit burden					
Percent financially insecure	32%	32%	32%	32%	32%
High inflation	\$2,035,052	\$2,686,944	\$3,524,353	\$4,411,097	\$5,338,153
Medium inflation	\$2,035,052	\$2,493,945	\$3,128,963	\$3,690,622	\$4,246,572
Low inflation	\$2,035,052	\$2,085,065	\$2,489,152	\$2,918,103	\$3,323,925

\* Assumes number in need will hold steady at 13% of older adult population

## Personal Emergency Response System (PERS)

*A service system utilizing electronic devices designed to monitor client safety and provide access to emergency crisis intervention for medical or environmental emergencies through the provision of a communication connection system.*

**Figure 74: Current and Projected Individuals Served, Waitlisted and In Need of PERS Services**



**Figure 75: Fiscal Year 2010 PERS Services as Provided by Kalamazoo County**

	2010 Actual
Individuals served	72
Percent of older adults served	0.2%
Number of months of provided	457
Cost per month	\$21.73
Total cost	\$9,927
Months per individual	6
Waiting list	52
Survey-identified need*	12%

\* Survey respondents who lived alone and reported a moderate or major problem with falls/injuries in the home or had fallen and injured themselves at least once in the past 12 months.

**Figure 76: Projected PERS Units and Costs 2010-2030**

	2010	2015	2020	2025	2030
Individuals served*	72	82	93	100	105
Number of months	457	520	589	636	664
Average cost per individual					
High inflation	\$21.73	\$25.19	\$29.20	\$33.85	\$39.24
Medium inflation	\$21.73	\$23.38	\$25.92	\$28.32	\$31.21
Low inflation	\$21.73	\$19.54	\$20.62	\$22.39	\$10.20
Total cost					
High inflation	\$9,927	\$13,107	\$17,192	\$21,517	\$26,040
Medium inflation	\$9,927	\$12,165	\$15,263	\$18,003	\$20,715
Low inflation	\$9,927	\$10,171	\$12,142	\$14,235	\$6,770
Waiting list					
Individuals on list**	52	139	216	294	371
Funds needed to serve waiting list					
High inflation	\$7,170	\$22,222	\$40,099	\$63,108	\$92,428
Medium inflation	\$7,170	\$20,626	\$35,601	\$52,800	\$73,528
Low inflation	\$7,170	\$17,244	\$28,321	\$41,748	\$24,032

\* Assumes number served will hold steady at 0.2% of older adult population

\*\* Assumes the 42% of the total waiting list will require PERS services

**Figure 77: Survey-identified Need in PERS 2010-2030**

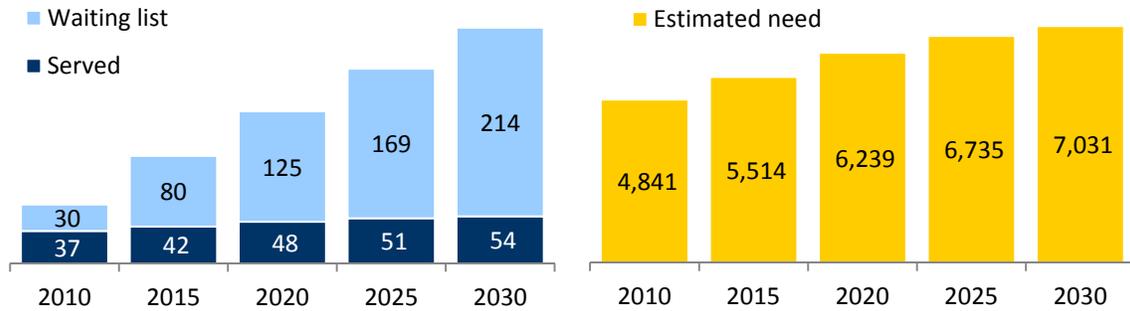
	2010	2015	2020	2025	2030
Individuals in need*	5,422	6,175	6,987	7,543	7,874
Number of months needed	34,408	39,188	44,340	47,871	49,973
Total cost					
High inflation	\$747,529	\$986,986	\$1,294,589	\$1,620,314	\$1,960,847
Medium inflation	\$747,529	\$916,093	\$1,149,352	\$1,355,664	\$1,559,880
Low inflation	\$747,529	\$765,900	\$914,332	\$1,071,897	\$509,826
Public/non-profit burden					
Percent financially insecure	8%	8%	8%	8%	8%
High inflation	\$59,902	\$79,091	\$103,740	\$129,842	\$157,130
Medium inflation	\$59,902	\$73,410	\$92,102	\$108,635	\$124,999
Low inflation	\$59,902	\$61,375	\$73,269	\$85,895	\$40,854

\* Assumes number in need will hold steady at 12% of older adult population and 6 months per individual.

## Respite Care

*Provision of companionship, supervision and/or assistance with activities of daily living for persons with mental or physical disabilities and frail elder persons in the absence of the primary care giver(s). Respite care may be provided at locations other than the client's residence.*

**Figure 78: Current and Projected Individuals Served, Waitlisted and In Need of Respite Care Services**



**Figure 79: Fiscal Year 2010 Respite Care Services as Provided by Kalamazoo County**

	2010 Actual
Individuals served	37
Percent of older adults served	0.1%
Number of hours provided	2,091.5
Average cost per hour	\$15.35
Total cost	\$32,101
Hours per individual	57
Waiting list	30
Survey-identified need*	11%

\* Survey respondents who reported a moderate or major problem with providing care for another person.

**Figure 80: Projected Respite Care Hours and Costs 2010-2030**

	2010	2015	2020	2025	2030
Individuals served*	37	42	48	51	54
Hours provided	2,092	2,382	2,695	2,910	3,038
Average cost per hour					
High inflation	\$15.35	\$17.79	\$20.63	\$23.91	\$27.72
Medium inflation	\$15.35	\$16.51	\$18.31	\$20.01	\$22.05
Low inflation	\$15.35	\$13.81	\$14.57	\$15.82	\$17.26
Total cost					
High inflation	\$32,101	\$42,384	\$55,593	\$69,581	\$84,204
Medium inflation	\$32,101	\$39,340	\$49,356	\$58,216	\$66,986
Low inflation	\$32,101	\$32,890	\$39,264	\$46,030	\$52,432
Waiting list					
Individuals**	30	80	125	169	214
Funds needed to serve waiting list					
High inflation	\$26,028	\$80,673	\$145,574	\$229,103	\$335,548
Medium inflation	\$26,028	\$74,878	\$129,242	\$191,683	\$266,933
Low inflation	\$26,028	\$62,602	\$102,815	\$151,560	\$208,937

\* Assumes number served will hold steady at 0.1% of older adult population

\*\* Assumes the 24% of the total waiting list will require respite care services

**Figure 81: Survey-identified Need in Respite Care 2010-2030**

	2010	2015	2020	2025	2030
Individuals in need	4,841	5,514	6,239	6,735	7,031
Number of hours needed	273,659	311,678	352,648	380,735	397,448
Total cost					
High inflation	\$4,200,204	\$5,545,662	\$7,274,016	\$9,104,194	\$11,017,572
Medium inflation	\$4,200,204	\$5,147,326	\$6,457,959	\$7,617,184	\$8,764,626
Low inflation	\$4,200,204	\$4,303,428	\$5,137,435	\$6,022,758	\$6,860,347
Public/non-profit burden					
Percent financially insecure	36%	36%	36%	36%	36%
High inflation	\$1,523,768	\$2,011,879	\$2,638,899	\$3,302,859	\$3,997,003
Medium inflation	\$1,523,768	\$1,867,369	\$2,342,846	\$2,763,395	\$3,179,669
Low inflation	\$1,523,768	\$1,561,216	\$1,863,781	\$2,184,962	\$2,488,826

\* Assumes number in need will hold steady at 13% of older adult population and 57 hours per individual

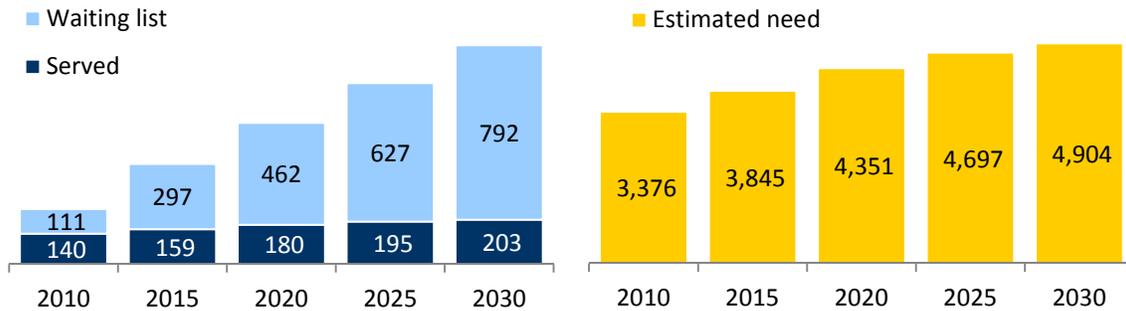
## Homemaking

*"Performance of routine household tasks to maintain an adequate living environment for older individuals with functional limitations. Homemaking does not include provision of chore or personal care tasks. Allowable homemaking tasks are limited to one or more of the following:*

- laundry
- ironing
- meal preparation
- shopping for necessities (including groceries) and errand running
- light housekeeping tasks (dusting, vacuuming, mopping floors, cleaning bathroom and kitchen, making beds, maintaining safe environment)
- observing, reporting, and recording any change in client's condition and home environment

*Note: Social/emotional support of client may be offered in conjunction with other allowable tasks."*

**Figure 82: Current and Projected Individuals Served, Waitlisted and In Need of Homemaking Services**



**Figure 83: Fiscal Year 2010 Homemaking Services as Provided by Kalamazoo County**

	2010 Actual
Individuals served	140
Percent of older adults served	0.3%
Number of hours provided	7,650.5
Average cost per hour	\$15.12
Total cost	\$115,704
Hours per individual	55
Waiting list	111
Survey-identified need*	8%

\* Survey respondents who reported a moderate or major problem with doing heavy or intense housework and maintaining their home; may also have reported a moderate or major problem with feeling bored, lonely, isolated or depressed in addition to having a moderate or major problem with doing heavy or intense housework and maintaining their home.

**Figure 84: Projected Homemaking Services Hours and Costs 2010-2030**

	2010	2015	2020	2025	2030
Individuals served	140	159	180	195	203
Hours provided	7,651	8,713	9,859	10,644	11,111
Cost per hour					
High inflation	\$15.12	\$17.53	\$20.33	\$23.56	\$27.32
Medium inflation	\$15.12	\$16.27	\$18.04	\$19.71	\$21.73
Low inflation	\$15.12	\$13.61	\$14.35	\$15.59	\$17.01
Total cost					
High inflation	\$115,704	\$152,768	\$200,379	\$250,795	\$303,504
Medium inflation	\$115,704	\$141,795	\$177,899	\$209,832	\$241,441
Low inflation	\$115,704	\$118,548	\$141,522	\$165,910	\$188,984
Waiting list					
Individuals**	111	297	462	627	792
Funds needed to serve waiting list					
High inflation	\$91,737	\$284,336	\$513,085	\$807,489	\$1,182,659
Medium inflation	\$91,737	\$263,912	\$455,523	\$675,600	\$940,821
Low inflation	\$91,737	\$220,644	\$362,378	\$534,184	\$736,410

\* Assumes number served will hold steady at 0.3% of older adult population

\*\* Assumes the 90% of the total waiting list will require respite care services

**Figure 85: Survey-identified Need in Homemaking Services 2010-2030**

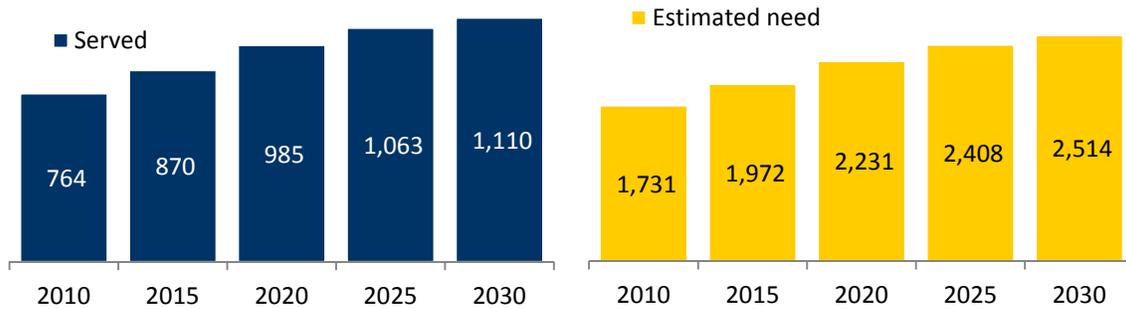
	2010	2015	2020	2025	2030
Individuals in need*	3,376	3,845	4,351	4,697	4,904
Number of hours needed	184,502	210,135	237,756	256,693	267,961
Total cost					
High inflation	\$2,790,353	\$3,684,191	\$4,832,402	\$6,048,258	\$7,319,386
Medium inflation	\$2,790,353	\$3,419,562	\$4,290,264	\$5,060,381	\$5,822,670
Low inflation	\$2,790,353	\$2,858,929	\$3,412,991	\$4,001,144	\$4,557,586
Public/non-profit burden					
Percent financially insecure	33%	33%	33%	33%	33%
High inflation	\$930,670	\$1,228,793	\$1,611,757	\$2,017,283	\$2,441,244
Medium inflation	\$930,670	\$1,140,531	\$1,430,937	\$1,687,795	\$1,942,042
Low inflation	\$930,670	\$953,542	\$1,138,339	\$1,334,506	\$1,520,097

\* Assumes number in need will hold steady at 8% of older adult population and 55 hours per individual

## Home Delivered Meals (HDM)

*The provision of nutritious meals to homebound older persons.*

**Figure 86: Current and Projected Individuals Served and In Need of HDM**



**Figure 87: Fiscal Year 2010 HDM as Provided by Kalamazoo County**

	2010 Actual
Individuals served	764
Percent of older adults served	2%
Number of meals	131,031
Cost per meal	\$4.57
Total cost	\$598,305
Meals per individual	172
Survey-identified need*	4%

\* Survey respondents who reported a moderate or major problem with having safe and affordable transportation or no longer being able to drive and had a moderate or major problem maintaining a healthy diet or having enough food to eat.

**Figure 88: Projected HDM Units and Costs 2010-2030**

	2010	2015	2020	2025	2030
Individuals served	764	870	985	1,063	1,110
Number of meals	131,031	149,235	168,852	182,300	190,303
Cost per meal					
High inflation	\$4.57	\$5.94	\$7.72	\$10.04	\$13.05
Medium inflation	\$4.57	\$4.95	\$5.45	\$5.93	\$6.50
Low inflation	\$4.57	\$4.34	\$4.65	\$5.04	\$5.49
Total cost					
High inflation	\$598,305	\$885,965	\$1,303,312	\$1,829,475	\$2,483,029
Medium inflation	\$598,305	\$738,078	\$919,973	\$1,081,944	\$1,237,251
Low inflation	\$598,305	\$647,043	\$785,054	\$919,334	\$1,043,883

\* Assumes number served will hold steady at 2% of older adult population and average 172 meals per individual

**Figure 89: Survey-identified Need in HDM 2010-2030**

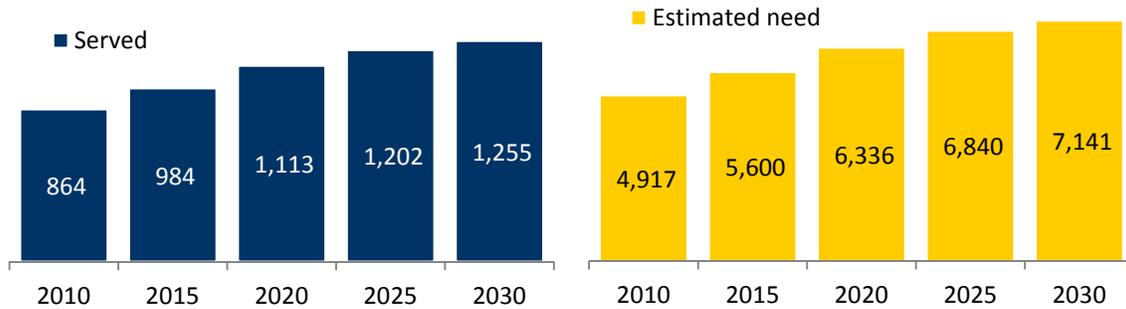
	2010	2015	2020	2025	2030
Individuals in need*	1,731	1,972	2,231	2,408	2,514
Number of meals needed	296,886	338,132	382,579	413,050	431,182
Total cost					
High inflation	\$1,355,622	\$2,007,393	\$2,953,005	\$4,145,170	\$5,625,973
Medium inflation	\$1,355,622	\$1,672,314	\$2,084,448	\$2,451,436	\$2,803,326
Low inflation	\$1,355,622	\$1,466,050	\$1,778,751	\$2,083,000	\$2,365,198
Public/non-profit burden					
Percent financially insecure	16%	16%	16%	16%	16%
High inflation	\$219,404	\$324,892	\$477,937	\$670,887	\$910,551
Medium inflation	\$219,404	\$270,660	\$337,363	\$396,760	\$453,712
Low inflation	\$219,404	\$237,277	\$287,887	\$337,129	\$382,802

\* Assumes number served will hold steady at 4% of older adult population and average 172 meals per individual

## Congregate Meal Services

*The provision of nutritious meals to older individuals in congregate settings.*

**Figure 90: Current and Projected Individuals Served, Waitlisted and In Need of Congregate Meal Services**



**Figure 91: Fiscal Year 2010 Congregate Meal Services as Provided by Kalamazoo County**

	2010 Actual
Individuals served	864
Percent of older adults served	2%
Number of meals	43,440
Cost per meal	\$6.2
Total cost	\$269,764
Meals per individual	50
Survey-identified need*	11%

\* Survey respondents who reported a moderate or major problem with maintaining a healthy diet or having enough food to eat.

**Figure 92: Projected Congregate Meal Services Units and Costs 2010-2030**

	2010	2015	2020	2025	2030
Individuals served	864	984	1,113	1,202	1,255
Number of meals	43,440	49,475	55,979	60,437	63,090
Cost per meal					
High inflation	\$6.21	\$7.20	\$8.35	\$9.68	\$11.22
Medium inflation	\$6.21	\$6.73	\$7.41	\$8.07	\$8.84
Low inflation	\$6.21	\$5.90	\$6.32	\$6.86	\$7.46
Total cost					
High inflation	\$269,764	\$356,178	\$467,184	\$584,730	\$707,619
Medium inflation	\$269,764	\$332,785	\$414,798	\$487,827	\$557,852
Low inflation	\$269,764	\$291,739	\$353,965	\$414,510	\$470,666

\* Assumes number served will hold steady at 2% of older adult population and average 50 meals per individual

**Figure 93: Survey-identified Need in Congregate Meal Services 2010-2030**

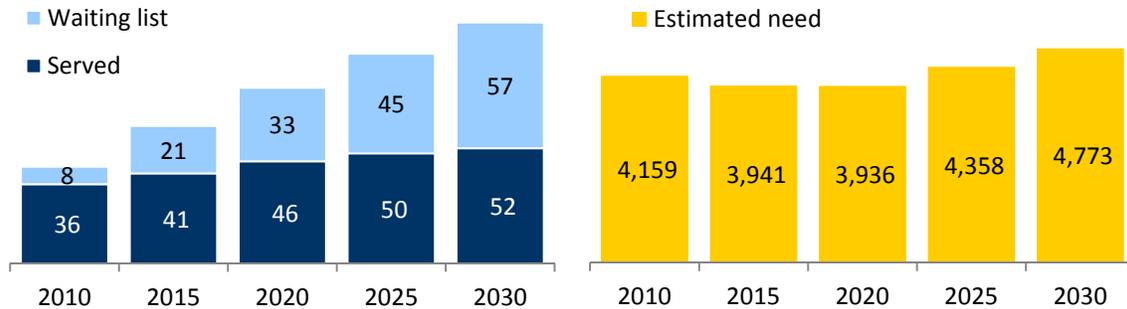
	2010	2015	2020	2025	2030
Individuals in need	4,917	5,600	6,336	6,840	7,141
Number of meals needed	247,196	281,539	318,547	343,918	359,015
Total cost					
High inflation	\$1,535,098	\$2,026,839	\$2,658,521	\$3,327,417	\$4,026,722
Medium inflation	\$1,535,098	\$1,893,719	\$2,360,417	\$2,775,992	\$3,174,470
Low inflation	\$1,535,098	\$1,660,147	\$2,014,248	\$2,358,777	\$2,678,337
Public/non-profit burden					
Percent financially insecure	24%	24%	24%	24%	24%
High inflation	\$373,382	\$492,989	\$646,633	\$809,329	\$979,421
Medium inflation	\$373,382	\$460,610	\$574,125	\$675,205	\$772,127
Low inflation	\$373,382	\$403,798	\$489,926	\$573,726	\$651,453

\* Assumes number in need will hold steady at 11% of older adult population and average 50 meals per individual.

## Adult Day Services (Dementia)

*Daytime care of any part of the day, but less than 24 hours care, for older persons with dementia provided through a structured program of social and rehabilitative and/or maintenance services in a supportive or group setting other than the client's home. These standards are in addition to OSA Adult Day Services Standards.*

**Figure 94: Current and Projected Individuals Served, Waitlisted and In Need of Adults Day Services**



**Figure 95: Fiscal Year 2010 Adults Day Services as Provided by Kalamazoo County**

	2010 Actual
Individuals served	36
Percent of older adults served	0.1%
Number of hours of provided	8,589.5
Average cost per hour	\$9.70
Total cost	\$83,294
Hours per individual	239
Waiting list	8
Estimated need*	14%

\* Need based on the estimated incidence of Alzheimer's disease in Kalamazoo County derived from the 2011 Alzheimer's Disease Facts and Figures for the state of Michigan for adults age 65 and over. The estimated incidence of Alzheimer's for 2010 was 14%, declining steadily to about 9% in 2030.

**Figure 96: Projected Adult Day Services Units and Costs 2010-2030**

	2010	2015	2020	2025	2030
Individuals served*	36	41	46	50	52
Hours provided	8,590	9,783	11,069	11,950	12,475
Average cost per hour					
High inflation	\$9.70	\$11.24	\$13.03	\$15.11	\$17.51
Medium inflation	\$9.70	\$10.43	\$11.57	\$12.64	\$13.93
Low inflation	\$9.70	\$8.72	\$9.20	\$9.99	\$10.91
Total cost					
High inflation	\$83,294	\$109,976	\$144,251	\$180,545	\$218,489
Medium inflation	\$83,294	\$102,076	\$128,067	\$151,056	\$173,811
Low inflation	\$83,294	\$85,341	\$101,880	\$119,437	\$136,047
Waiting list					
Individuals**	8	21	33	45	57
Funds needed to serve waiting list					
High inflation	\$18,510	\$57,371	\$103,525	\$162,927	\$238,626
Medium inflation	\$18,510	\$53,250	\$91,911	\$136,316	\$189,830
Low inflation	\$18,510	\$44,520	\$73,117	\$107,783	\$148,586

\* Assumes number served will hold steady at 0.1% of older adult population

\*\* Assumes the 7% of the total waiting list will require adult day services

**Figure 97: Survey-identified Need in Adult Day Services 2010-2030**

	2010	2015	2020	2025	2030
Individuals in need*	4,159	3,941	3,936	4,358	4,773
Number of hours needed**	992,295	940,208	939,026	1,039,779	1,138,782
Total cost					
High inflation	\$9,622,463	\$10,569,526	\$12,237,576	\$15,708,874	\$19,944,838
Medium inflation	\$9,622,463	\$9,810,333	\$10,864,668	\$13,143,106	\$15,866,386
Low inflation	\$9,622,463	\$8,201,941	\$8,643,059	\$10,391,996	\$12,419,116
Public/non-profit burden					
Percent financially insecure†	19%	19%	19%	19%	19%
High inflation	\$1,839,999	\$2,021,096	\$2,340,059	\$3,003,838	\$3,813,835
Medium inflation	\$1,839,999	\$1,875,924	\$2,077,533	\$2,513,214	\$3,033,957
Low inflation	\$1,839,999	\$1,568,368	\$1,652,719	\$1,987,149	\$2,374,773

\* Based on the estimated incidence of Alzheimer's, which was 14% in 2010 and declines steadily to about 9% in 2030.

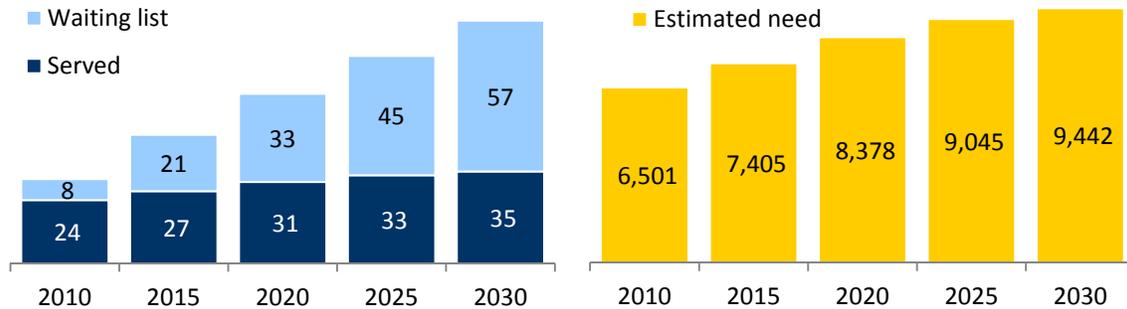
\*\* Assumes 239 hours per individual

† Based on the overall incidence of financial insecurity (19%) as estimated from the CASOA survey.

## Counseling

*Professional counseling services, provided to older adults, and National Family Caregiver Support Program (NFCSP) eligible caregivers, in order to prevent or treat problems that may be related to psychological and/or physiological dysfunction. The program may also establish peer-counseling programs that utilize older adults as volunteer counselors.*

**Figure 98: Current and Projected Individuals Served, Waitlisted and In Need of Homemaking Services**



**Figure 99: Fiscal Year 2010 Counseling Services as Provided by Kalamazoo County**

	2010 Actual
Individuals served	24
Percent of older adults served	0.1%
Number of hours provided	120.5
Cost per hour	\$91.78
Total cost	\$11,060
Hours per individual	5
Waiting list	8
Survey-identified need*	15%

\* Survey respondents who reported poor overall mental health/emotional wellbeing or poor overall physical health or a moderate or major problem with feeling depressed or experiencing confusion or forgetfulness.

**Figure 100: Projected Counseling Services Hours and Costs 2010-2030**

	2010	2015	2020	2025	2030
Individuals served*	24	27	31	33	35
Hours provided	121	137	155	168	175
Cost per hour					
High inflation	\$91.78	\$106.40	\$123.35	\$143.00	\$165.77
Medium inflation	\$91.78	\$98.76	\$109.51	\$119.64	\$131.87
Low inflation	\$91.78	\$82.57	\$87.12	\$94.60	\$103.22
Total cost					
High inflation	\$11,060	\$14,603	\$19,154	\$23,973	\$29,012
Medium inflation	\$11,060	\$13,554	\$17,005	\$20,058	\$23,079
Low inflation	\$11,060	\$11,332	\$13,528	\$15,859	\$18,065
Waiting list					
Individuals**	8	21	33	45	57
Funds needed to serve waiting list					
High inflation	\$3,687	\$11,427	\$20,620	\$32,451	\$47,528
Medium inflation	\$3,687	\$10,606	\$18,306	\$27,151	\$37,809
Low inflation	\$3,687	\$8,867	\$14,563	\$21,467	\$29,594

\* Assumes number served will hold steady at 0.1% of older adult population

\*\* Assumes the 7% of the total waiting list will require counseling services

**Figure 101: Survey-identified Need in Counseling Services 2010-2030**

	2010	2015	2020	2025	2030
Individuals in need*	6,501	7,405	8,378	9,045	9,442
Number of hours needed*	32,642	37,177	42,064	45,414	47,408
Total cost					
High inflation	\$2,996,048	\$3,955,777	\$5,188,630	\$6,494,114	\$7,858,946
Medium inflation	\$2,996,048	\$3,671,640	\$4,606,528	\$5,433,415	\$6,251,897
Low inflation	\$2,996,048	\$3,069,679	\$3,664,585	\$4,296,095	\$4,893,555
Public/non-profit burden					
Percent financially insecure	41%	41%	41%	41%	41%
High inflation	\$1,224,872	\$1,617,237	\$2,121,263	\$2,654,983	\$3,212,966
Medium inflation	\$1,224,872	\$1,501,073	\$1,883,283	\$2,221,338	\$2,555,958
Low inflation	\$1,224,872	\$1,254,974	\$1,498,189	\$1,756,369	\$2,000,628

\* Assumes number in need will hold steady at 15% of older adult population and 5 hours per individual

## CONCLUSIONS AND RECOMMENDATIONS

Like other communities across the nation, Kalamazoo County’s fastest growth in the decade after 2010 will be among residents older than 60. The growth in the older adult population will bring both opportunities and challenges to this region.

To facilitate older adults aging in place, communities must provide the requisite opportunities for recreation, transportation, education, employment, social connection, health care and healthy lifestyles. It is not a package mix, so each community must identify what its older adults seek, what the community provides and what shortcomings must be faced. The goal of this analysis was to determine the largest growth needs in community services that foster older adult aging in Kalamazoo County.

### Senior Growth Needs in Kalamazoo County

Most seniors are flourishing in Kalamazoo County. By and large, they are mobile, healthy and engaged in a variety of productive activities. Older residents experience a good quality of life in Kalamazoo County and most plan to stay in the community. Opportunities for volunteerism, fitness, recreation and religious/spiritual activities abound.

Nonetheless, there are needs evident in the Kalamazoo older adult population that are likely to increase dramatically as the aging population increases over the next decades. The largest senior growth needs identified in this assessment include: 1) Health and Well Being, 2) Home-based Services (including support for caregivers), 3) Information, Outreach and Care Coordination, 4) Income and Employment, 5) Transportation and 6) Community Building . A number of these issues affect residents of all ages in the region, such as Income and Employment and Transportation and some are unique to the senior segments of the county.

**Figure 102: Senior Growth Needs Identified in Study**

Area	Senior Growth Needs
Health and Well Being	<ul style="list-style-type: none"> <li>• Difficulties maintaining physical health</li> <li>• Difficulties staying physically fit</li> <li>• Difficulties with confusion and forgetfulness</li> <li>• Lack of knowledge about health benefits</li> <li>• Difficulties finding affordable health insurance and affording medications</li> </ul>
Home-Based Services	<ul style="list-style-type: none"> <li>• Need for home and yard maintenance assistance</li> <li>• Need for assistance with heavy or intense housework</li> <li>• Need for home health care</li> </ul>
Income and Employment	<ul style="list-style-type: none"> <li>• Employment and economic downturn</li> <li>• Lack of affordable housing</li> <li>• Difficulties having enough money to meet daily expenses, dealing with financial issues, having enough money to pay taxes, paying for health care</li> </ul>
Information, Outreach and Care Coordination	<ul style="list-style-type: none"> <li>• Lack of knowledge of services available for older residents</li> <li>• Lack of information about public insurance programs/options</li> <li>• Lack of information related to legal and financial issues</li> <li>• Difficulties navigating care system</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>• Lack of bus travel</li> <li>• Lack of transportation options for home-bound seniors</li> </ul>

Area	Senior Growth Needs
Community Building	<ul style="list-style-type: none"> <li>• Lower community ratings of safety</li> <li>• Lower community ratings of neighborliness</li> <li>• Lower community ratings of openness and acceptance of diverse residents</li> <li>• Need for social and civic engagement</li> <li>• Volunteerism rates lower</li> </ul>

### Health and Well Being

A repeated theme in this analysis was the difficulties of maintaining good physical, emotional and cognitive health through the aging process. The cost of health insurance and lack of knowledge around Medicaid and Medicare also was identified as regional gaps.

### Home-Based Services

An important need in the current senior population in Kalamazoo and one that is expected to dramatically increase is the need for home-based services. A sizable number of older residents reported problems with housework, maintaining their homes or maintaining their yards. A demand for services aimed at more frail older residents such as homemaking, companion care and home health also were found in this study.

Related to home-based services is the need for caregiver support. Family and other non-paid caregivers are providing a substantial amount of care to older residents in the region, not only helping to offset the lack of affordable home health and assisted living facilities in the county but allowing seniors to age in their own homes. However, these caregivers often are stressed, struggle with issues of balancing employment with caregiving and are at risk for more adverse life events. Although a number of services exist to assist caregivers throughout the county, a significant unmet need for respite care and additional caregiver support services was identified.

### Income and Employment

Although many view the ages over 60 as “retirement” years, older adults are more often continuing to stay in the workforce. Factors such as increased longevity, declining pensions and an interest in ongoing productive activity has contributed to an ever-growing older adult workforce.

This analysis found that the employment opportunities for older residents was significantly lacking in the region, as were the opportunities for adult education, job training and acquisition of new skills. Further, a substantial number of older adults reported difficulty meeting daily expense, paying their taxes, affording medications and finding affordable housing. Given the economic stress in the region and influx of Baby Boomers into retirement age, employment will become an increasing issue with older adults desiring to age in their communities.

### Information, Outreach and Care Coordination

A number of the agencies in Kalamazoo County have made a strong effort to provide information on services available to seniors. However, there is still a lack of resident knowledge about community services, events and amenities. A majority of older residents are not well informed and many desire more information. In addition to information on the availability of local services, a significant number of older residents expressed interest in learning more about and receiving more assistance in the areas of public benefit plans (e.g., Medicaid, Medicare), financial planning and legal assistance. Providing community residents with information about available programs and resources must be an ongoing commitment that endures over time.

Further, community services are often disconnected and difficult to coordinate. Kalamazoo providers felt a much bigger role needed to be placed on care management and case coordination for the older and more frail seniors and that these roles would become even more important in future years.

## Transportation

As in most senior needs assessments, transportation was found to be a problem in this study. Mobility is a key to independence and those without safe, reliable transportation are at extreme risk for institutionalization. Although a number of agencies provide transportation services for older residents, this continues to be an issue in Kalamazoo County and it will increase significantly as the population increases.

## Building Community

When compared to national benchmark ratings, Kalamazoo County amenities were rated fairly positively by most seniors except in the areas of safety, neighborliness and openness. This finding was particularly interesting given that these are often the strengths of more rural communities. These issues are worth further exploration and pursuit.

## Opportunities in Kalamazoo County

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Myriad opportunities exist to improve community livability for older adults in Kalamazoo County. The results of this needs assessment are paired with national literature on successful aging to describe key strategies to accommodate the major population changes that are occurring in the Kalamazoo region. The recommendations are organized into the larger categories of community empowerment, shifting paradigms to see older adults as resources, adopting system level approaches to solving community problems, promotion of healthy lifestyles, using the built environment to foster successful aging and promoting in-home service provision. More specific recommendations are provided within each section. These recommendations are not ordered in any priority, but more of a menu system to provide Kalamazoo County a variety of options to increase the probability that their older residents will age successfully in community.

### 1) Community Empowerment

Area Agencies on Aging (AAA) have been granted federal and local funds to assess the needs of older adults and then to mitigate those needs. Senior service providers know that not all needs can be accommodated, not all problems can be solved by the aging services network and so providers are increasingly anxious about the future demands. No single agency can now nor will later be able to deal successfully with all of the needs of older adults in Kalamazoo County. Not only must an attempt be made to meet these needs, but strengths must be cultivated if communities are to benefit from the resource that the large number of older adults represents. To manage the needs and promote the strengths of this group, communities and the nation can greatly benefit by adopting a number principles of community empowerment.

The metaphor of village cooperation has been used to describe the community-wide partnerships required to create the right environment to raise a healthy child. The same village metaphor obtains for supporting the healthy aging of community elders. Not only will community organizations need to collaborate to increase the civic engagement and quality of life of older adults but governments at all levels (municipal, county, state and federal) and the private sector will need to plan together to keep older adults among the active participants and leaders in community decision-making.

Government's role in the next decades may focus more on collaboration between the public and private sectors to plan, educate, advocate and leverage resources. A systems level approach to service delivery will be vital. Convening various entities among the non-profit, for-profit and government communities should become an essential role for government in coming years. The partnerships created will provide a stronger foundation for building community in Kalamazoo County than could be created by any of the sectors working in isolation.

## 2) A Major Paradigm Shift: Older Adults as Resources

Traditionally, older adults have been viewed as service recipients, populations that absorb care and community resources like dry towels that soak up water. Older adults who are healthier and with resources that permit them more time now are challenging this idea by proving that communities can leverage the power of older folks by engaging them in community service and caregiving. Many seniors are now opting to stay in the workforce or reenter the workforce in encore or "second" careers. By offering older adults the opportunities to provide valued community services, a self-sustaining system can be created whereby a population with time and energy is activated through the support it provides to a community that develops increasing needs for assistance. The community likewise benefits from the help and the symbiotic system flourishes.

### Promoting Volunteerism

In many communities across the nation, older adults contribute significantly to the community through volunteerism and civic groups. Kalamazoo County, however, levels of volunteerism and civic participation were lower in comparison to other communities in the U.S. Additional strategies and programs should be pursued to tap deeper into this community-based resource.

Barriers, both real and perceived, to older adult volunteering include the difficulty of linking supply (volunteers) with demand (volunteer opportunities), insufficient public awareness about volunteer opportunities, workplace policies too inflexible to encourage employees to volunteer, insufficient transportation and ageism.<sup>10</sup> One basic and potentially powerful step to get older adults involved is simply to ask them.<sup>11</sup> A study found that older adults were five times more likely to volunteer if only they were invited.<sup>12</sup> The Corporation for National and Community Service Web site<sup>13</sup> lists effective practices on recruiting senior volunteers.

The oncoming wave of Baby Boomers has the potential to lift civic activity. The Center for Social Development suggests an "institutional capacity" perspective to leverage older adult engagement:

- **Access:** Opportunities must be available that address barriers such as transportation, physical health, need for continued employment, lack of knowledge of a specific issue and lack of technological skills.
- **Expectation:** Community expectations can shape volunteerism. "Norming" can convey civic engagement as a societal obligation.
- **Information:** Public education about needs and contributions of older volunteers can be beneficial and help shape the expectations of younger adults for their retirement years.
- **Incentive:** Older adults are most interested in volunteer work that gives them "a chance to give back," utilizes skills and shows impact.
- **Facilitation:** A range of activities can help recruit and sustain older volunteers including orientation, readings, computer training and other education. Sometimes financial incentives are used to facilitate volunteerism through minimal stipends or tax credits.<sup>14</sup>

To increase older adult volunteerism, communities in Kalamazoo County might pursue a number of the following promising practices:

- ✓ Offer incentive programs to increase volunteerism.

Governments can incent volunteerism through a number of incentive programs including travel reimbursements<sup>15</sup> and tax credits/abatement.<sup>16</sup>

- ✓ Develop an online clearinghouse of volunteer opportunities.<sup>17</sup>

- ✓ Support programs and services that facilitate the exchange of non-cash incentives<sup>18</sup> and “time banking” opportunities.<sup>19</sup>

An increasingly popular model to encourage community engagement and resource sharing is “time-banking” whereby residents “pay it forward” by assisting folks in need while they are able in return for services provided them at a later date.

- ✓ Support innovative programs including the Volunteer Generation Fund,<sup>20</sup> Encore fellowships,<sup>21</sup> Experience Corps<sup>21</sup> and Silver Scholarships.<sup>21</sup>

For more information on senior volunteerism, the New York State Commission on National and Community Service has created a summary of recent literature on the best practices in older adult volunteerism in the white paper, *NGA Policy Academy on Civic Engagement Older Adults, Baby Boomers, and Volunteerism Annotated Bibliography*.<sup>16</sup>

It does take some dedicated resources to have a quality volunteer program, often with a volunteer coordinator and record-keeping functions. These costs should not be underestimated. It is likely that funding opportunities will be increasingly available in the area of volunteerism and organizations and governments must be ready to apply for those funds. Current funding for volunteer programs may not be adequate to cover all program activities, so partners should consider collaboratively sharing resources for community-wide volunteer efforts.

Recommendations on volunteer related opportunities derived from the Provider workshop include:

- Working with faith-based communities to encourage them to have a ministry of providing care, such as respite, to their members.
- Working with the schools to provide help with heavy chores, seasonal work, etc. (although need to consider the liability issues of going into private homes).

### Supporting Caregivers

Older adults form the backbone of caregiving for Kalamazoo County and caregiving needs are expected to explode as the Baby Boomers enter later stages of retirement when compromised health will make them less self-sufficient. The sheer volume of older adults coupled with declines in family size and prevalence of divorce/mixed-families will result in more care given and received by older Americans.

Caregivers in this study struggled with many issues, but the most apparent was a need for respite. The lack of affordable in-home respite services is an issue nationally and is more significant in rural areas and areas with a high cost of living. A number of strategies may help ease the gap:

- ✓ Support adult day care services.

Adult day care is a very cost-effective way to provide care for older residents while keeping them in their own homes.

- ✓ Develop and institute a volunteer-base of homemakers and companions.

Using online volunteer matching; collaborations with faith communities and large employers; and time banks – more community support could be leveraged.

- ✓ Work with community-based organizations and the private sector to develop new businesses in in-home service provision.

In-home service provision not only aids caregivers but senior residents themselves. Focusing on the recruitment of older adults looking for part-time employment and seasonal employees looking to increase their income might create a successful temporary workforce.

- ✓ Collaborate with employers to make “caregiver-friendly” workplaces.

Because a majority of caregivers are often employed, collaboration with employers could prove an important approach to caregiver support. Educating employers on ways to create a more “caregiving” friendly workplace could lead to changes in employment policies (e.g., allowing flextime schedules, promoting teleworking, less stringent rules for use of sick and vacation time) and employee benefits (e.g., caregiver support groups and volunteerism organized through workplace).

### Supporting Older Adult Employment

The options for older adult employment in Kalamazoo County are poor. With the high costs of living, a relatively healthy senior population and the emergence of the Baby Boomers – senior employment will be increasingly popular and even a necessity for many.

- ✓ Work with employers to provide “elder-friendly” workplaces.

Employers can create new policies to allow part-time and flextime schedules, alter policies regarding retirement benefits to help employees phase out rather than quit cold turkey, offer retraining for job opportunities after “retirement” and review all policies to assure they are purged of unintended ageist stereotypes.

- ✓ Support adult education and enrichment programs.

Technology will be key, both as content and as a medium, to deliver new knowledge to older residents. Work with community colleges, recreation centers and libraries to create 21<sup>st</sup> century work skills that can be delivered through online learning. Distance learning will be especially important in rural areas.

- ✓ Support development of workforce readiness skills.

Retired residents who have not had to look for a job recently will benefit greatly from learning how to find and apply for full or part-time work. Lessons should be offered in where to find job listings, how to interview and how write resumes. Apprenticeships and

career counseling will strengthen older adults' abilities to keep active, interested and contributing.

- ✓ Collaborate with job placement organizations in the region.

As jobs are an issue for the region and there already exist job placement services – work with these folks to find or create jobs for older residents or to fund attractive/suitable jobs for older residents.

- ✓ Develop micro-businesses that use older adult workers.

In this analysis, a large demand for adequate services in the areas of housekeeping, home maintenance, companion care and home health care was uncovered. Many of these jobs rely on skills that older adults themselves have accumulated over the years. Match up those who have need with those who can do.

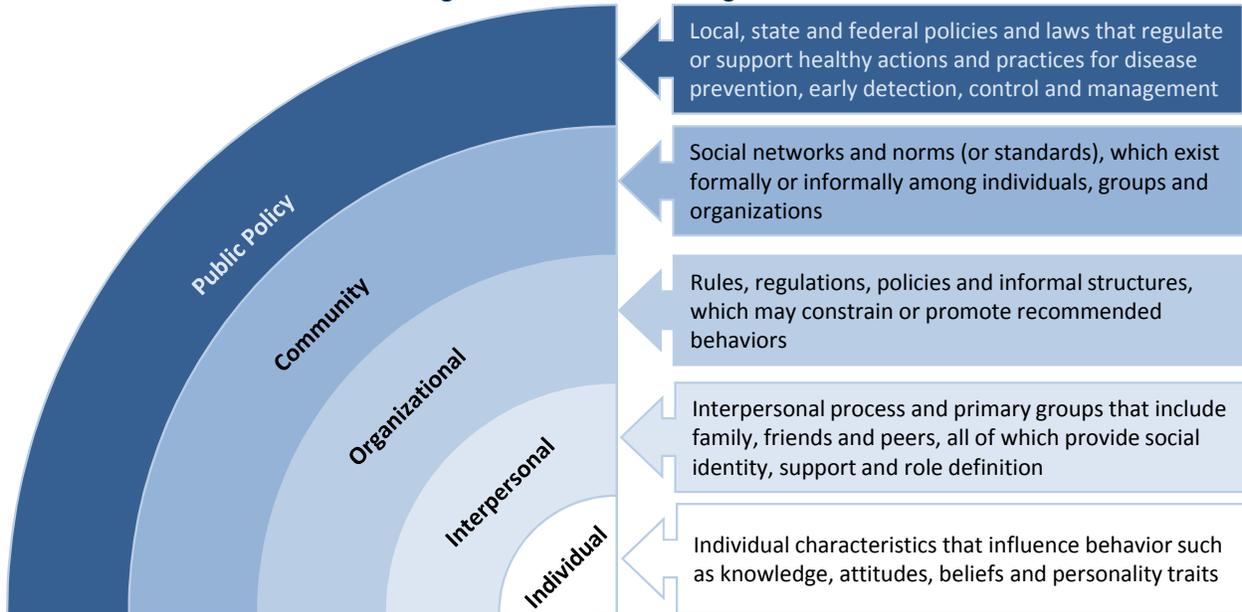
### 3) Adoption of System Level Approaches to Community Problem Solving

The traditional service model for seniors was similar to medicine's reliance on triage in past decades – treat those with the greatest illness. Public health models of prevention are now as abundant as models for treatment of older adults. Strategies to prevent rather than “fix” senior problems are vastly preferred. Examples of the emphasis on preventing problems among the older adult population include: caregiver respites, senior fitness, financial planning, home modification, volunteer coordination, active community design, fraud prevention and continuing education. Together these programs intend to avoid traditional problems of aging such as poor health, dependency, low income, social isolation, victimization, boredom and depression.

One model of intervention that has gained popularity in the public health world is the socio-ecologic model (SEM; see Figure 103). This model describes five targets of community intervention that wrap together like an onion. The outermost layer of the model represents policy approaches to community health. Here local, state and national legislation aim at preventing illness or improving conditions of older adults. Policies may aim at changes to zoning ordinances to allow mixed-used development, sales tax earmarking to fund alternate modes of transportation or property tax rebates for older adults. The next layer toward the center aims at the community with local organizations collaborating on strategies that will assist older adults. Examples of community programs include the formation of a senior coalition to use needs assessment data or teaming of the home builders association with a senior non-profit housing group. Next closest to the center of the model are the organizations themselves, which must consider new ways to address the growing number of older community adults. Programs from the organization ring could be employer sponsored volunteer days or retirement planning seminars offered through churches. Interpersonal connections – among family and friends – become the vehicles for change in the next layer of the model and could include caregiver respite programs, walking clubs and chronic disease support groups. And finally, at the center of the onion is the older adult whose health and well being the entire model is intended to support. Programs for individuals are varied and popular and include in-home services, special transit and home health care. Although this model's popularity extends beyond its relevance to older adults, strong elements of it are present in many of the papers and recommendations produced by health experts, the Federal Government and specifically the CDC. Programs aimed at community design, community collaboration and policy change all are essentials of the SEM.

The Older Americans Act is aimed at serving the most vulnerable older adults. Some of the resources devoted to the Act focus on leveraging other funding sources to serve older people. The infrastructure of the Act facilitates spread of resources to the larger older adult population through its mandates to states and area agencies around planning, coordinating and advocacy.<sup>7</sup> Many of the system level changes called for by the SEM align well with these roles.

Figure 103: The Socio-Ecologic Model



#### 4) Use of the Built Environment in Fostering Successful Aging

As the socio-ecologic model demonstrates, the health and well being of older adults cannot rest only on the shoulders of older adults themselves. The SEM places the older adult at the center of several collaborative opportunities to improve the environment for seniors. Many authors identify community land use design as a central mechanism by which the quality of life of older adults can be sustained and improved. In the absence of thoughtful strategies and intentional plans, American communities tend to be built in sprawling pieces like shattered mirrors that reflect little attention to efficiency of movement, diversity of housing choice or interconnectedness of neighbors. Most suburbs have been developed by the draw of inexpensive land and for the competencies of automobiles. Better community designs create what authors call “livable” communities, which offer smaller street widths to encourage healthy outdoor activities such as walking and bicycling, more abundant and more affordable housing options to maximize diversity and better connection with neighbors to foster safety and build social capital.

New Urbanists and smart growth advocates argue the importance of community planning and land use to provide opportunities for civic life and activity. For more information on urban design guidelines that promote community building, see the Urban Design Advisory Service’s *Seniors Living Policy: Urban Design Guidelines for Infill Development*,<sup>22</sup> *Livable Communities for Older People*,<sup>23</sup> and the *Beyond 50.50 Survey*<sup>23</sup> and “How Age Friendly is Your Community?”<sup>24</sup>

#### Housing

Availability and costs of appropriate housing can be a significant barrier to older adults trying to age in place. Although many communities in the nation are starting to focus on some guidelines

and policies around senior housing, affordable housing will continue to be a struggle for this region for many years to come. Although housing costs are largely determined by supply and demand, Kalamazoo County might want to consider the following practices to decrease senior housing burden.

- ✓ Consider zoning regulations that encourage affordable housing options.

Zoning regulation and development fees often can discourage the production of affordable housing. Modifying these policies to incent mixed-use, high-density and/or infill developments can help create housing stock with lower cost burden to seniors. The Urban Land Institute has produced a 2005 guide, “Best Practices in the Production of Affordable Housing,” which discusses issues with predevelopment, financing and sustainability and growth<sup>25</sup> and a 2002 report from the Commission on Affordable Housing and Health Facilities, *Needs for Seniors in the 21st Century*, provides a list of best practices in affordable senior housing.<sup>26</sup>

- ✓ Develop programs that reduce housing costs.

Popular senior housing programs that reduce the cost of housing include real estate tax relief or deferral, home energy assistance, senior homeowner exemption and rent increase exemption.

- ✓ Partner with developers and builders to provide affordable senior housing projects.

Local governments have partnered with developers to provide fee waivers and other development cost reductions for new housing projects that are more affordable for older adults. Standard requirements for street widths, schools, water mains and maximum densities have been modified to account for the different footprint that older adults leave on a community. Revised development policies can enhance new development opportunities to accommodate older adults.

- ✓ Provide education and technical assistance around home financing (including reverse mortgages) and financial planning.

- ✓ Support home modification and repair services.

Most of Kalamazoo County’s existing affordable housing stock was built before “universal design” was considered desirable or profitable. (In universal housing design, builders consider the needs of residents as they age when they build. This results in no-step entries, wider corridors and interior doorways and lever handles for easy door opening.) Thus, services that retrofit senior homes with safety features such as grab-bars, handrails and ramps will become increasingly important as seniors age in the region. These types of programs can be funded by government, foundations or approached as organized volunteer activities to help remodel housing stock that is less “senior-friendly.” There also is room for micro-business development within the field. “Handy worker” programs to provide routine maintenance to homes is popular among communities. The University of Southern California provides a *National Resource Center on Supportive Housing and Home Modification*, which lists resources and programs by state.<sup>27</sup> Additionally, the National Center for Supportive Housing and Home Modification sponsors a Web site which provides online education to builders, planners, non-profit staff and policymakers on universal design, home modification assessment tools, adaptive technology, funding sources for home modification and more.<sup>28</sup>

- ✓ Promote senior home safety assessments.

Identifying the safety and fall hazards of older residents' homes not only educates the homeowners but helps target high-risk individuals for interventions. A number of assessment tools are provided at the National Center for Supportive Housing and Home Modification Web site: [www.Homemods.org](http://www.Homemods.org). Within the state, Central Michigan University offers a fall and balance clinic.

## Mobility

Transportation and mobility issues afflict most areas where adults are growing old. Many studies have been undertaken and many recommendations made regarding the need for more public transportation and increased mobility options, and yet public transportation remains particularly expensive.

Older adults too often ignore physical impairments that should sideline them from their role as driver, so as the population ages, roads will become more dangerous without attractive alternatives to the car. Solutions to these complex problems can include, as examples, programs that mitigate the need for older adults to travel – such as delivery services, online shopping and virtual in-home health care; programs that offer inexpensive on-call or frequent shuttle service and more. Promising practices that Kalamazoo County may want to consider include:

- ✓ Working with elected officials and community planners to consider community designs that obviate the need for a car.

New Urbanist and Smart Growth community design principles that promote community walkability, affordable housing and multi-use development provide settings where older residents are not automobile reliant. For more information on urban design guidelines that promote community building, see the Urban Design Advisory Service's *Seniors Living Policy: Urban Design Guidelines for Infill Development*,<sup>22</sup> *Livable Communities for Older People*,<sup>23</sup> and the *Beyond 50.50 Survey*.<sup>23</sup>

- ✓ Developing “time bank” or other volunteer programs to support senior transportation.

One of the most cost-efficient ways to provide rides is through the use of other residents (family, friends, neighbor and volunteers). Programs encouraging ride sharing and matching can provide to seniors lacking adequate transportation options.

Recommendations on transportation related opportunities derived from the provider workshop include:

- Changing policy so that government requires each HUD senior complex to provide assisted transportation for medical and grocery shopping reasons
- Encouraging senior volunteers to provide rides or help seniors use bus system
- Using underutilized community vehicles (e.g., bus from assisted living facility to be used on weekend)
- Changing policy so that government reimburses senior centers to manage transportation services for Medicaid

## 5) Promotion of Healthy Lifestyles

Good health rarely comes without effort. The public health literature clearly shows the benefits that come from physical activity, nutrition, cognitive exercise and preventive healthcare but the

lifestyles that support these choices must be encouraged and nurtured. Opportunities to promote healthy lifestyles can come from anywhere on the socio-ecologic model – from public policies that require walk-friendly streetscapes to programs that bring to grocery stores fresh local fruits and vegetables to diabetes prevention trainings.

Nationally, significant efforts have been made to promote wellness through healthier living (e.g., Healthy People 2020) and older adults face many of the same lifestyle challenges that are faced by other community members. Still, the geriatric literature offers scores of reports about senior health promotion practices.

Although Kalamazoo County sustains many healthy seniors due to the recreation amenities in the area (both natural and built), additional opportunities to aid older adults live healthy lifestyles should be pursued to facilitate healthy lifestyles. Strategies to help seniors stay healthy in the region include:

- ✓ Actively promote good health practices.

Awareness of and support for the implementation of four strategies that have proven effective in promoting the health of older adults may continue to help keep older adults in Kalamazoo County healthy: 1) Healthy lifestyle promotion (physical activity, eating a healthy diet, not using tobacco, etc.); 2) Early detection of disease (health screenings, regular checkups, immunizations); 3) Injury prevention (e.g., housing modifications); and 4) Promotion of self-management techniques (e.g., arthritis self-help course).<sup>29</sup> Although many communities in the county offer some form of preventive health services, more emphasis should be placed on these activities in the upcoming decades.

- ✓ Consider community design features to promote active-living communities.

Much is published about the importance of the built environment and its role in promoting physical activity. A recent review of literature on environmental factors that affect physical activity has found many significant associations between health and the accessibility of facilities, opportunities for physical activity, pedestrian-friendly street plans<sup>30</sup> and safety.<sup>31</sup> Focusing on community planning and design features that emphasize concepts of New Urbanism and Smart Growth may have strong impacts not only on older adult physical activity but also on traffic, environmental quality, community safety and opportunities for building social capital.<sup>32-35</sup> For more information on planning communities that promote active aging, see the Partnerships for Prevention's guide: *Creating Communities for Active Aging*,<sup>36</sup> the Active Living Leadership's *Primer on Active Living for Government Officials*<sup>37</sup> and Robert Wood Johnson Foundation's *Leadership for Healthy Communities*.<sup>38</sup>

- ✓ Coordinate medical services across counties and AAAs.<sup>39</sup>

Greater collaboration between government agencies via discussions, task forces, MOUs, etc., could assist in aiding the areas where less service is provided. Access to health care varies across the region. Resource sharing and regional coordination can aid in providing service to areas where the population density and geography preclude adequate access.

Recommendations on health and well being related opportunities derived from the provider workshop include:

- Increasing accessibility in Kalamazoo, especially transportation

- Create a “one-stop-shopping” or creating a “wellness center” where seniors can get meals, information, access to social workers, etc. all at same time
- Expand the health opportunities in existing “senior hubs” and increase the proximity of these centers to health and wellness opportunities

## 6) Promotion of In-home Service Provision

A category of services is specifically aimed to facilitate seniors aging in their own homes. These services help older, more frail residents maintain their independence and delay or avoid institutional settings and they are much more cost-efficient than nursing home care (see Figure 104).

In Kalamazoo County, a significant need was reported for many in-home services including – homemaking, home maintenance, yard maintenance, home health care and companion services. Although in-home services are offered by the private sector and some government organizations, those services generally are offered only to residents with the financial wherewithal to afford them or to those with serious health problems and often are limited to specific rooms in the home (e.g., just the kitchen or bedroom) and for specific activities (e.g., sheet changing, cleaning of bathrooms used by frail seniors). When an older resident becomes too frail even to vacuum or cook a meal, others need to provide the service to permit the senior to remain in the home. The lack of affordable home health care is a particularly problematic when focusing on the goal of delaying or displacing the use of institutionalized settings for care.

- ✓ Support the development of in-home service delivery.

Work with community-based organizations (CBOs) and the private sector to develop micro-businesses to support the in-home needs of older residents. Offer workshops to CBOs potential entrepreneurs or existing small businesses to share these gap analysis results and to consider the facilitative role that local government, foundations and CBOs can bring to bear on solving the Kalamazoo County in-home service needs. Training may be needed on how to start a business, accounting, management, customer service and service delivery standards.

- ✓ Support in-home services with volunteerism.

The volunteerism of non-senior residents also is crucial in caring for more dependent older adults. The success of the “Adopt-a-highway” programs has spurred the adoption of all types of public goods (e.g., rainforests, schools, beaches, libraries) as well as population groups or public areas in need (high-risk youth, soldiers, low-income families, minefields). Organizations can be enlisted to support “adopt-a-senior” projects to help keep older residents independent. Local governments can encourage the community and particularly community organizations such as employers, faith-based groups and youth to provide needed services such as yard work, painting and snow shoveling.

- ✓ Support programs and services that facilitate the exchange of non-cash incentives<sup>18</sup> and “time banking” opportunities.<sup>19</sup>

An increasingly popular model to encourage community engagement and resource sharing is “time-banking” whereby residents “pay it forward” by assisting folks in need while they are able in return for services provided them at a later date.

Recommendations on in-home services opportunities derived from the provider workshop include:

- A senior millage
- Explore/encourage the use of “Village” models
- Explore/encourage the use timebanking/co-op services
- Increasing volunteerism

### Understanding the Interconnectedness Issues

Like the dispersal of development in traditional suburbs, the problems of older adults too often are seen as distinct conditions spread across a landscape of dwindling life. Each problem is thought to merit a unique and separate solution that takes little account of the answers to other challenges in the lives of aging adults. Many of the problems residents face as they age are interconnected. For example, sustaining physical health requires well-designed communities, opportunities for productive activity, health screenings, organizational supports for social connectedness and strong community health care. Current federal and state policies may not synchronize and, in fact, can conflict, promoting one solution at the expense of another. For example, some subsidized housing rules require premature institutionalization of older adults because programs for in-home caregiving are absent or prohibited. A number of papers call for changes in current policies and programming to allow for more holistic strategies (e.g., housing and community-based services, mobility and community design) to support older adults.

Further, many of the gaps in community livability for older adults affect residents of all ages – affordable housing, employment opportunities, transportation and access to health care. Many policies and practices that improve older adult wellness and independence also foster healthier, higher quality lifestyles for all community inhabitants. When issues become larger than just a senior problem, there is greater community support for solutions. Identifying and collaborating with partners in other sectors will bring economies of scale to the senior community livability movement and broader political support.

### The Gains of Aging outside the Institutional Setting

All of the recommendations in this report support older adults aging in place – although some strategies are more preventive and others more curative. Often dependence comes as residents age and too frequently this dependence leads older adults to long-term care situations. By implementing some of the recommendations noted in this report, Kalamazoo County can create and enhance a climate of “interdependence” rather than “dependent isolation” for its oldest residents in the coming years. The U.S. Department of Health and Human Services estimates that about 70 percent of individuals over age 65 will require at least some type of long-term care services during their lifetime and that care is likely to endure, on average, for three years.<sup>40</sup>

A primary goal of the Older Americans Act is to avoid the institutionalization of older residents, seeking to support older residents as they age in their communities. The 2010 cost comparison of older adult options demonstrates the great cost savings in preventing premature nursing home placement (see Figure 104). (Note: These comparisons are for full-time care – older residents needing only partial care would accrue much more savings.)

**Figure 104: Cost of Care Comparisons: 2010**

	Median Annual Rate for Care*					
	Nursing Home Private Room	Nursing Home Semi-Private Room	Home Health Aide	Homemaker Services	Assisted Living Facility	Adult Day Health Care
National	\$75,190	\$67,525	\$43,472	\$41,184	\$38,220	\$15,600

\* Assisted Living Facility annual rates are based on monthly rate multiplied by 12 months. Nursing Home annual rates are based on daily rates, multiplied by 365 days. Homemaker Services and Home Health Aides annual rates are based on 44 hours/week multiplied by 52 weeks.

Kalamazoo County is challenged to provide care to its most frail, older residents. By embracing many of the recommendations in this report, the County should be able to minimize future out-of-home placements for older adults, even as they become ill and lose independence.

### The Future of Older Adults in Kalamazoo County

The Older Americans Act currently supports a national aging services network that provides home and community-based services to over 8 million older adults. Services provided by the network include home-delivered meals, nutrition education, transportation, adult day care, health promotion and the support of caregivers.<sup>41</sup> Riding to the rescue of those among the 76 million aging Baby Boomers who will press unprecedented demands on this country’s “already strained social services, appropriate housing and transportation problems” will require a new way of thinking about services for older Americans. More present work must be done and done by more actors. The model of service to needy older adults, built primarily on the policies and funding of the federal government, is unsustainable. Figure 105 presents many of the actions that might be taken by the various community sectors in Kalamazoo County.

Therefore, much of the planning for this demographic swell must be led not just by Congress and national organizations, but by city councilors, Area Agency on Aging advisory boards, county commissioners, faith communities, service club members, college presidents, hospital administrators, business owners and community members. An aging world need not be a place where human resources diminish and productivity flags. With proper planning, communities filled with older adults can become centers of high quality human scale living, anchored by the contributions of civically engaged older residents. Imagine communities filled with older adults who have the wherewithal to purchase consumer goods and services, participate in local politics, learn new skills, live at home, harm no one, share their accumulated wisdom, help their neighbors, broker their talents – in short, imagine a healthy group of civically engaged adults who take little or only what they truly need and give a lot.

American communities can choose a future that both protects vulnerable older adults and challenges those who thrive. A well-conceived and updated community will provide care to older adults that need it at the same time empowering older adults with far greater opportunities than exist now to age successfully and contribute. But not every community faces the same future nor do all older residents seek the same services. Older adults in the Kalamazoo community face many of the same issues as seniors across the nation – housing, transportation and health care. However, issues with rural populations, climate and economic downturns provide additional challenges to the area.

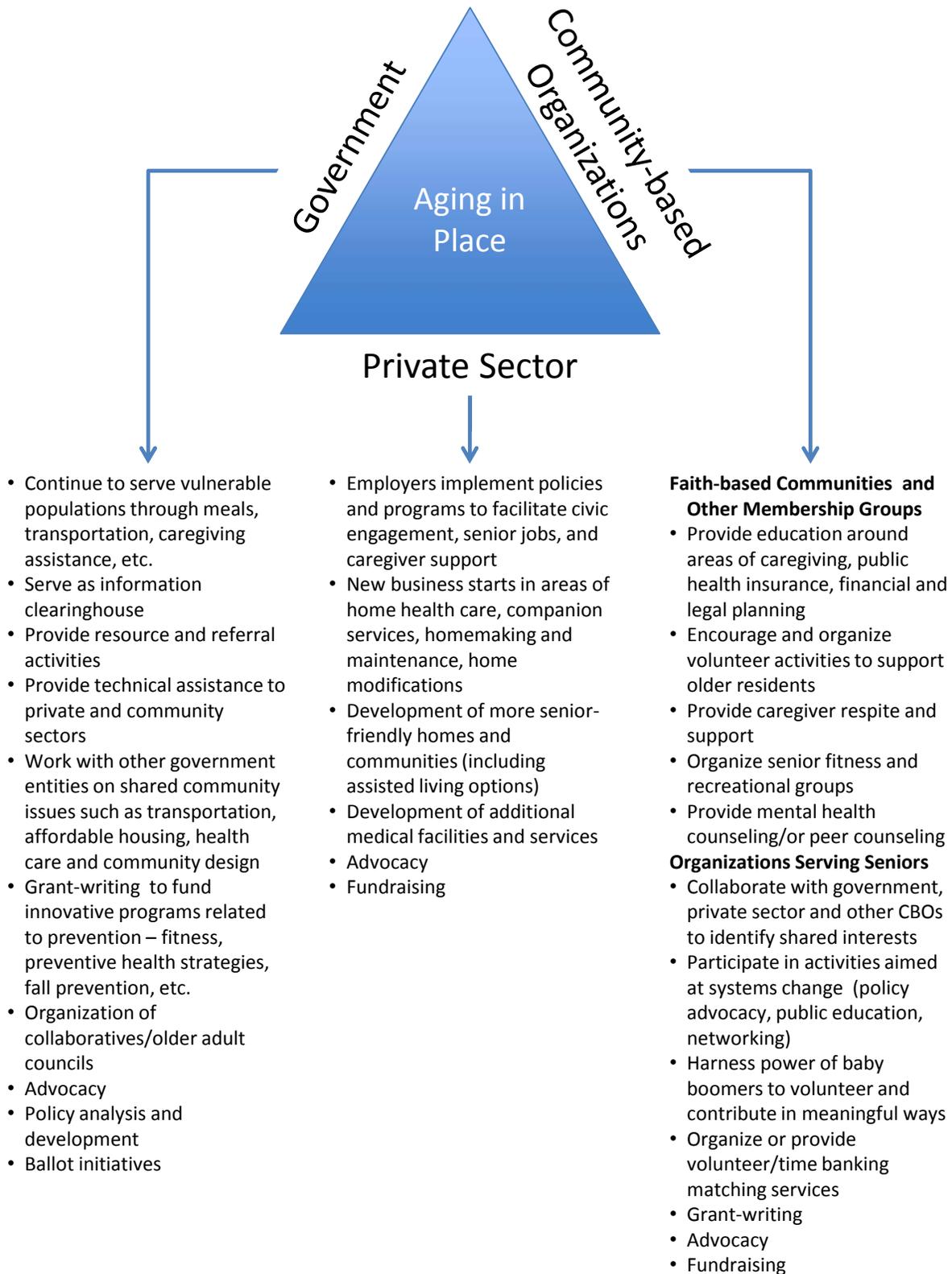
Whatever the unique needs in each community, one common circumstance will prevail. Resources will have to be reallocated. As populations age, there will be changes in taste that will

affect local news, arts, politics and even groceries, but needs that require more planning will emerge. Anticipation of those needs, rather than surprise confrontation, will lead to communities that prosper because they are comfortable for and attractive to older adults. As with the rest of the nation, Kalamazoo County will need to plan strategically for the aging of its residents. This report provides the foundation for beginning this ongoing strategic planning.

Demographic projections, policy papers, futuristic books and scientific studies about the status and consequences of an aging population have been abundantly produced to prepare elected officials, other decision-makers and neighbors for the new challenges to be brought by people over age 60. It is difficult to predict how American communities will handle the onslaught of Baby Boomers entering their golden years, but one thing is agreed upon – there will be dramatic changes. The Baby Boomers have changed the face of social and political life in each stage of their lives; older adults from this post war cohort will be no different.

They say that how a person enters and leaves this world defines his or her life. It may be fair to say that how a society treats those who newly come and finally leave defines the society. The dignity and health that governments, non-profits and private enterprises can foster in older adults will require a network of organizational interconnectivity, which not only improves the lives of the oldest residents but will define as champions the community leaders that make it happen. Active strategies are needed to value and sustain older residents, especially as physical capabilities of older adults wane. But strategies and good intentions are not enough. As the Baby Boomers are just beginning to reach beyond age 65, their communities are struggling with the best next steps to prepare for that generation when it hits 70, then 80 and older. This is the right time for developing solid strategies that become the platforms on which to build societal change because soon, planning will have to be joined with action. How America treats its older adults will define our nation. This is our challenge as we reach toward the twenty-second Century.

Figure 105: Service Opportunities by Community Sector



## APPENDIX A. DETAILED STUDY METHODOLOGY

### Older Adult Survey: Community Assessment Survey for Older Adults™ (CASOA™)

#### Data Collection Methods Used in the CASOA™

The CASOA™ instrument and its administration are standardized to assure high quality survey methods and comparable results across CASOA™ communities. The CASOA™ was customized for Kalamazoo County to reflect the correct local age definition of older adults and so that the mailing materials used official Kalamazoo County graphics, contact information and signatures.

#### Survey Development

The CASOA™ questionnaire contains many questions related to the life of older residents in the community. The instrument includes questions related to overall quality of life, characteristics of the community, perceptions of safety in the community and of 40 different needs common to older adults.

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

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

#### Survey Sampling

“Sampling” refers to the method by which survey recipients are chosen. The “sample” refers to all those who were given a chance to participate in the survey. A sample of residents in the area 60 years of age and older was used. Although the purchased list of known senior households contained names of the residents 60 years and older, no name was printed on the survey envelope; instead, the survey was addressed to “Resident.” The list of households was compiled from a variety of public sources.

In order to select a random individual 60 years of age and older within the household, the cover letter requested that the questionnaire be given to the person 60 years of age and older who most recently celebrated their birthday (regardless of year of birth) to complete. This “birthday method” is a respondent selection method which helps to randomly select an individual within a household. It is similar to other more complex methodologies (e.g., “Kisch” or “Trodahl”), but easier to implement.

## Survey Administration

Each sampled household received three mailings beginning in October 2010. Completed surveys were collected over the following six weeks. The first mailing was a prenotification postcard announcing the upcoming survey. A week after the prenotification postcard mailed the first wave of the survey was sent. The second wave mailed one week after the first. The survey mailings contained a letter from the director of Kalamazoo County Health and Community Services Department inviting the household to participate in the CASOA™, a questionnaire and postage-paid envelope in which to return the questionnaire.

## Survey Response Rate and Confidence Intervals

Overall, 22 of the 1,000 postcards sent to Kalamazoo County older residents were returned as undeliverable because they either had addresses that were undeliverable as addressed or were received by vacant housing units. Of the 978 households receiving the survey mailings, 351 completed the survey, providing a response rate of 36%. This is a good response rate; older adults participate in surveys at a higher rate than younger adults.

The 1,000 surveys sent to older adults in Kalamazoo County included 333 in Kalamazoo, 212 in Portage and 455 in rural areas of the County. A total of 111 completed surveys was obtained for Kalamazoo for a response rate of 34%, 75 completed surveys from residents in Portage for a response rate of 36% and 165 from those living in rural areas for a response rate of 37%.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for Kalamazoo County is plus or minus 5% around any given percent and three points around any given average rating for the entire sample.

A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then a 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of error is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders.

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite best efforts to boost participation and ensure potential inclusion of all older adults, some selected households will decline participation in the survey (potentially introducing non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error).

### Survey Processing (Data Entry)

Completed surveys received were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick one response, but the respondent checked two; the cleaning process would involve randomly selecting one of the two selected responses to be recorded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. “Range checks” (examination of the data for invalid values) as well as other forms of quality control also were performed.

### Survey Data Weighting

The demographic characteristics of those completing the survey were compared to those found in projected population data compiled by Woods & Poole Economics, Inc.<sup>42</sup> and to the most current American Community Survey (ACS) estimates from the U.S. Census Bureau. Sample results were weighted using the population norms to reflect the appropriate percent of those residents. Other discrepancies between the whole population and the sample also were aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were sex, age, race, ethnicity and housing tenure (rent/own). This decision was based on the disparity between the survey respondent characteristics, the population norms for these variables and the saliency of these variables in detecting differences of opinion among subgroups.

The primary objective of weighting survey data is to make the survey sample reflective of the larger older adult population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting.

A special software program using mathematical algorithms is used to calculate the appropriate weights. Data weighting can adjust multiple demographic variables. Several different weighting “schemes” may be tested to ensure the best fit for the data.

The results of the weighting scheme for Kalamazoo County overall are presented in the following table.

Figure 106: Weighting Scheme for the 2010 Kalamazoo County CASOA™

	Population Norm	Unweighted data	Weighted data
<b>Sex and Age<sup>1</sup></b>			
60-74	66%	63%	64%
75-84	24%	26%	26%
85+	11%	11%	10%
Female	57%	63%	57%
Male	43%	37%	43%
Female 60-74	35%	41%	35%
Female 75-84	14%	16%	15%
Female 85+	7%	6%	8%
Male 60-74	31%	23%	29%
Male 75-84	10%	10%	11%
Male 85+	3%	4%	3%
<b>Race and Ethnicity<sup>1</sup></b>			
White	93%	93%	93%
Non-white	7%	7%	7%
Hispanic	1%	1%	1%
Not Hispanic	99%	99%	99%
<b>Housing<sup>2</sup></b>			
Rent	18%	13%	19%
Own	82%	87%	81%

<sup>1</sup>Woods & Poole Economics, Inc., projected population data, 2010-2040

<sup>2</sup>Source: 2009 American Community Survey, U.S. Census Bureau

### Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions and mean ratings are presented in the body of the report. A complete set of frequencies for each survey question is presented in *Appendix D. Complete Set of Responses for Older Adult Survey*.

### Needs Summary Scores

The needs summary scores (indices) are based on the response patterns of older adults in the community. The following table contains each question included in the index and the required response to that question. So, for example, if a respondent indicated that her overall physical health (q5a) was “fair,” she would be counted as having a physical health issue along with other respondents who may have noted that they had a moderate or major problem with falling or maintaining a healthy diet, etc. Respondents with many physical health problems are counted only once in this category so that the total percent shown in the report graph represents the percent of older adults with at least one physical problem.

Index	Individual Variables Used in Index	Required Rating
Physical health	Must have at least one of the following:	
	q5a. How do you rate your overall physical health?	Fair or poor
	q7b. In a nursing home or long term care facility	At least 1 day
	q6(a)b. Your physical health	Moderate or major problem
	q6(a)c. Performing regular activities, including walking, eating and preparing meals	Moderate or major problem
	q6(a)n. Falling or injuring yourself in your home	Moderate or major problem
	q6(b)v. Staying physically fit	Moderate or major problem
	q6(b)w. Maintaining a healthy diet	Moderate or major problem
	q6(a)s. Having tooth or mouth problems	Moderate or major problem
Mental health	Must have at least one of the following:	
	q5b. How do you rate your overall mental health/emotional well being?	Fair or poor
	q5c. How do you rate your overall quality of life?	Fair or poor
	q6(a)h. Feeling depressed	Moderate or major problem
	q6(a)i. Experiencing confusion or forgetfulness	Moderate or major problem
Independence/ Institutionalization risk	Must have:	
	q6(a)c. Performing regular activities, including walking, eating and preparing meals	Moderate or major problem
Safety	Must have at least one of the following:	
	q6(b)kk. Being a victim of crime	Moderate or major problem
	q6(b)ll. Being a victim of fraud or a scam	Moderate or major problem
Mobility	q6(b)mm. Being physically or emotionally abused	Moderate or major problem
	Must have at least one of the following:	
	q6(a)f. Having safe and affordable transportation available	Moderate or major problem
Housing	q6(a)g. No longer being able to drive	Moderate or major problem
	Must have at least one of the following:	

Index	Individual Variables Used in Index	Required Rating
	d4. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?/ d9. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Housing cost >30% of income
	q6(a)a. Having housing to suit your needs	Moderate or major problem
Home maintenance	Must have at least one of the following:	
	q6(a)e. Doing heavy or intense housework	Moderate or major problem
	q6(a)j. Maintaining your home	Moderate or major problem
	q6(a)k. Maintaining your yard	Moderate or major problem
Social engagement	Must have:	
	q12c. Communicating/ visiting with friends and/or family	Less than 4 hours
	Or	
	q6(b)y. Having interesting social events or activities to attend	Moderate or major problem
	Or all of the following:	
	q12a. Participating in a club (including book, dance, game and other social)	Never
	q12b. Participating in a civic group (including Elks, Kiwanis, Masons, etc.)	Never
	q12d. Participating in religious or spiritual activities with others	Never
q12e. Participating in a recreation program or group activity	Never	
Social support	Must have:	
	d5. Household size	1 (live alone)
	And at least one of the following:	
	q6(a)m. Having friends or family you can rely on q6(b)ii. Feeling lonely or isolated	Moderate or major problem Moderate or major problem
Civic engagement	Must have d14 and d15:	
	d14. Are you registered to vote in your jurisdiction?	No
	d15. Many people don't have time to vote in elections. Did you vote in the last general election?	No
	Or q12b and q12g q12b. Participating in a civic group (including Elks, Kiwanis, Masons, etc.)	Never (no hours)

Index	Individual Variables Used in Index	Required Rating
	q12g. Volunteering your time to some group/activity in your community	Never (no hours)
	Or q11d and q11e	
	q11d. Attended a meeting of local elected officials or other local public meeting in your community	Never
	q11e. Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	Never
Recreation, arts and culture	Must have at least one of the following:	
	q6(b)x. Having interesting recreational or cultural activities to attend	Moderate or major problem
	q6(b)z. Feeling bored	Moderate or major problem
Employment and education	Must have at least one of the following:	
	d7. What is your employment status?	Unemployed, looking for paid work
	q6(b)ff. Finding work in retirement	Moderate or major problem
	q6(b)gg. Building skills for paid or unpaid work	Moderate or major problem
Financial	Must have at least one of the following:	
	d9. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)/ d5. How many people, including yourself, live in your household?	Less than 30% median income
	q6(a)t. Having enough money to meet daily expenses	Moderate or major problem
	q6(a)u. Having enough money to pay your property taxes	Moderate or major problem
Caregiver burden	Must have:	
	q6(b)cc. Providing care for another person	Moderate or major problem
Information and planning	Must have at least one of the following:	
	q4. In general, how informed or uninformed do you feel about services and activities available to older adults in your community?	Somewhat or very uninformed
	q6(b)dd. Dealing with legal issues	Moderate or major problem
	q6(b)ee. Having adequate information or dealing with public programs such as Social Security, Medicare and Medicaid	Moderate or major problem
	q6(b)hh. Not knowing what services are available to older adults in your community	Moderate or major problem
	q6(b)nn. Dealing with financial planning issues	Moderate or major problem
Health care	Must have at least one of the following:	
	q6(a)o. Finding affordable health insurance	Moderate or major problem

Index	Individual Variables Used in Index	Required Rating
	q6(a)p. Getting the health care you need	Moderate or major problem
	q6(a)q. Affording the medications you need	Moderate or major problem
	q6(a)r. Getting the oral health care you need	Moderate or major problem

## Web Survey of Providers

NRC conducted a Web survey of key providers in older adult needs and services. The County and NRC collaborated on a survey instrument that had significant content overlap with the survey of older adults. Kalamazoo County provided a list of emails for 136 providers. An initial email invitation and two reminders were sent out one week apart in November, 2010, and data were collected through mid-December. Sixty-eight providers participated in the survey for a response rate of 50%. Treating the invitees as representative of a small population means that the margin of error around results for any given question is approximately plus or minus six percentage points.

## Demographic Profile and Projections

The demographic profile and projection data are from multiple sources, primarily the U.S. Census and Woods & Poole Economics, Inc. Woods & Poole generate their county projections simultaneously so that changes in one county affect growth or decline in another; counties are linked to capture regional flows and results are constrained to a previously determined U.S. total. These projections took into account the 2008-2009 recession using employment data from the Bureau of Labor Statistics and employment projections based on U.S. Department of Commerce, Bureau of Economic Analysis, Economic Areas (contiguous counties theorized to represent cohesive, economic regions). Projections of age, gender and race are generated based on net migration rates as projected by employment opportunities, as well as mortality and fertility rates and international migration rates.

In essence, all projections are estimates of the future based on theories that explain historical data. Limitations of projections include the fact that one can never know the future with any certainty and the model used to generate the projections may not accurately reflect future events. Unforeseen economic, social or cultural events may occur, or anticipated events may differ in intensity or duration from what was originally predicted. Additionally, historical data on which the projections were derived may be revised. While such occurrences affect the accuracy of projections, the projections provide useful information for planning, but should be revisited periodically as economic indicators and demographics evolve and shift.

Income and poverty data about Kalamazoo County, the state of Michigan and the United States was pulled from the U.S. Census Bureau (e.g., the 2000 Census, the 2010 Census and 2009 American Community Survey). Median income estimations were based on weighted data from the 2000 Census. Specifically, the Census reports median incomes by several age cohorts. Median incomes were weighted to reflect each cohort's representation in the 64 and younger and 65 and older groups. Dollar figures have not been adjusted for inflation.

## Methodology for Projecting Unit Costs

Kalamazoo County has provided 2010 unit costs for the following services: Care Management/CCS, Information and Assistance, Transportation, Medication Management, Personal Care, Personal Emergency Response System, Respite Care, Homemaking, Home Delivered Meals, Congregate Meals, Adult Day Services (Dementia) and Counseling.

The first step in the projection process began with an estimate of the mix of inputs to the provision of each service based on service definitions. For the current projections, the input mix for each service is shown in the following table.

Service	Primary Inputs	Input Mix
Care Management/CCS	Labor	Service Sector Labor, 100%
Information and Assistance	Labor	Service Sector Labor 100%
Transportation	Labor, gasoline	Service Sector labor 70%, Gasoline 30%
Medication Management	Labor	Service Sector Labor 100%
Personal Care	Labor	Service Sector Labor 100%
Personal Emergency Response System	Labor	Service Sector Labor 100%
Respite Care	Labor	Service Sector Labor 100%
Homemaking	Labor	Service Sector Labor 100%
Home Delivered Meals	Labor, food	Service Sector Labor 70%, Food 30%
Congregate Meals	Labor, food	Service Sector Labor 70%, Food 30%
Adult Day Services (Dementia)	Labor	Service Sector Labor 100%
Counseling	Labor	Service Sector Labor 100%

To estimate the growth of 2010 unit costs, index numbers were applied to each input component. These indexes are described below.

*Service sector labor:* The Employment Cost Index (ECI) produced by the US Bureau of Labor Statistics is used. This is an index much like the Consumer Price Index (CPI), only it is relevant to labor costs rather than consumer purchases. The specific component of the index is: “Total Compensation - Private Industry, Service-Providing Industries, (Index, Dec-2005=100) for the United States.” This index is not widely reported. A detailed description of the index is at <http://www.bls.gov/opub/hom/pdf/homch8.pdf>

*Gasoline:* The index used is the CPI for gasoline. The specific description is “CPI: Urban Consumer - Gasoline (All Types), (Index, 1982-84=100) for the United States, US Bureau of Labor Statistics.”

*Food:* The index used is the CPI for food. The specific description is: “CPI: Urban Consumer - Food, (Index, 1982-84=100) for the United States, US Bureau of Labor Statistics.”

The source of projections for each index is Moody’s Analytics *Economy.com*. The projections were done based on the March 2011 forecast.

The 2010 unit cost is then inflated by the index or mix of indexes described above.

The “high inflation” scenario assumes 3% annual inflation as forecast by the Philadelphia Federal Reserve Bank.<sup>‡</sup> The “low inflation” scenario uses *Economy.com*’s “Protracted Slump” Scenario which forecasts a near-term jump in gas prices but “slumps” out the 2030. The medium inflation scenario presents a scenario that is more aggressive than the low inflation scenario but more conservative than the high inflation scenario. Annual inflators for each scenario are presented in the following table.

<sup>‡</sup> <http://www.philadelphiafed.org/research-and-data/real-time-center/survey-of-professional-forecasters/2011/survq211.cfm>

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Annual Inflatos Used in Unit Cost Projections (in Percent)																				
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030
<b>Low Inflation Scenario</b>																				
Labor	1.2	-0.2	-3.2	-4.6	-3.5	-1.3	0.4	1.6	2.3	2.4	1.9	1.6	1.6	1.6	1.7	1.7	1.7	1.7	1.8	1.8
Food	0.7	-0.7	1.4	2.6	3.0	3.0	2.7	1.9	1.6	1.6	1.6	1.6	1.6	1.6	1.6	1.6	1.6	1.6	1.5	1.5
Gasoline	36.7	11.6	-8.1	-11.1	0.2	1.6	1.7	1.7	1.7	1.7	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8
<b>Medium Inflation Scenario</b>																				
Labor	1.2	0.8	1.1	1.8	2.4	2.5	2.3	2.0	1.9	1.8	1.7	1.7	1.8	1.8	1.9	1.9	1.9	2.0	2.0	2.0
Food	2.5	1.8	1.9	1.7	1.7	1.7	1.7	1.6	1.6	1.6	1.6	1.6	1.6	1.6	1.6	1.6	1.6	1.6	1.5	1.5
Gasoline	26.8	-0.5	-1.7	-1.1	0.7	1.6	1.7	1.7	1.7	1.7	1.7	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8
<b>High Inflation Scenario</b>																				
Labor	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0
Food	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0
Gasoline	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0

### Mapping of Survey Questions to Categories of Provided Services

To identify the older adults in Kalamazoo County who may be in need of the services provided by the AAA, survey questions were mapped to each service. The table below shows the each question and its required response in order for a respondent to be identified as being in need of a particular service. Some services area had several questions assigned, while others only had one. For some services (e.g., PERS and Medication Management) no survey items mapped.

Service	Service Definition <sup>4</sup>	Survey Items	Required rating
Care Management/CCS	The provision of a comprehensive assessment, care plan development, periodic reassessment, and ongoing coordination and management of in-home and other supportive services to individuals aged 60 and over who are in need of a nursing facility level of care due to the presence of functional limitations. Services are brokered or directly purchased, according to an agreed-upon care plan, to assist the client in maintaining independence. Care management functions include eligibility determination, assessment, care plan development, supports, coordination, reassessment and on-going monitoring. Activities shall be conducted in accordance with established performance criteria.	Identified as having need in at least one of the following services: Personal Care, Homemaking, Respite Care, Medication Management or Personal Emergency Response System	As defined for each service below
Information and Assistance	Assistance to individuals in finding and working with appropriate human service providers that can meet their needs which may include; information-giving (e.g., listing the providers of a particular service category so an individual may make their own contact directly); group presentations; referral (making contact with a particular provider on behalf of an individual); advocacy intervention (negotiating with a service provider on behalf of a client); and, follow-up contacts with clients to ensure services have been provided and have met the respective service need.	q4. In general, how informed or uninformed do you feel about services and activities available to older adults in your community?	Very uninformed
		AND	
		q6(b)hh. Not knowing what services are available to older adults in your community	Minor, moderate or major problem
		OR	
		q6(b)ee. Having adequate information or dealing with public programs such as Social Security, Medicare and Medicaid	Minor, moderate or major problem

<sup>4</sup> Michigan Office of Services to the Aging (2008). *Operating Standards for Service Programs*. [http://www.michigan.gov/documents/miseniors/OperatingStandardsServicePrograms\\_222072\\_7.pdf](http://www.michigan.gov/documents/miseniors/OperatingStandardsServicePrograms_222072_7.pdf)

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Service	Service Definition <sup>4</sup>	Survey Items	Required rating
Transportation	Centrally organized services for transportation of older persons to and from community facilities in order to receive support services, reduce isolation, and otherwise promote independent living.	q6(a)f. Having safe and affordable transportation available	Minor, moderate or major problem
		OR q6(a)g. No longer being able to drive	Minor, moderate or major problem
Medication Management	Direct assistance in managing the use of both prescription and over the counter (OTC) medication. Allowable program components include: --Face-to-face review of client's prescription and OTC medication regimen. --Regular set-up of medication regimen (Rx pills, Rx injectables, and OTC medications). --Monitoring compliance with medication regimen. --Cueing via home visit or telephone call. --Communicating with referral sources (physicians, family members, primary care givers, etc.) regarding compliance with medication regimen. -- Family, caregiver and client education and training.	None	
Personal Care	Provision of in-home assistance with activities of daily living (ADL) for an individual including assistance with bathing, dressing, grooming, toileting, transferring, eating, and ambulation. Personal care does not include health oriented services as specified for Home Health Aide Services.	q6(a)c. Performing regular activities, including walking, eating and preparing meals	Minor, moderate or major problem
Personal Emergency Response System	A service system utilizing electronic devices designed to monitor client safety and provide access to emergency crisis intervention for medical or environmental emergencies through the provision of a communication connection system.	None	
Respite Care	Provision of companionship, supervision and/or assistance with activities of daily living for persons with mental or physical disabilities and frail elder persons in the absence of the primary care giver(s). Respite care may be provided at locations other than the client's residence.	q6(b)cc. Providing care for another person	Minor, moderate or major problem

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Service	Service Definition <sup>4</sup>	Survey Items	Required rating
Homemaking	Performance of routine household tasks to maintain an adequate living environment for older individuals with functional limitations. Homemaking does not include provision of chore or personal care tasks. Allowable homemaking tasks are limited to one or more of the following: --laundry --ironing --meal preparation --shopping for necessities (including groceries) and errand running --light housekeeping tasks (dusting, vacuuming, mopping floors, cleaning bathroom and kitchen, making beds, maintaining safe environment) --observing, reporting, and recording any change in client's condition and home environment Note: Social/emotional support of client may be offered in conjunction with other allowable tasks.	q6(a)e. Doing heavy or intense housework	Minor, moderate or major problem
		AND	
		q6(a)j. Maintaining your home	Minor, moderate or major problem
		OR ABOVE + AT LEAST ONE BELOW	
		q6(b)z. Feeling bored	Minor, moderate or major problem
		q6(b)ii. Feeling lonely or isolated	Minor, moderate or major problem
Home Delivered Meals	The provision of nutritious meals to homebound older persons.	q6(a)f. Having safe and affordable transportation available	Minor, moderate or major problem
		OR	
		q6(a)g. No longer being able to drive	Minor, moderate or major problem
		AND AT LEAST ONE OF:	
		q6(b)w. Maintaining a healthy diet	Minor, moderate or major problem
Congregate Meals	The provision of nutritious meals to older individuals in congregate settings.	q6(a)d. Having enough food to each	Minor, moderate or major problem
		AT LEAST ONE OF:	
		q6(b)w. Maintaining a healthy diet	Minor, moderate or major problem
		q6(a)d. Having enough food to each	Minor, moderate or major problem

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Service	Service Definition <sup>4</sup>	Survey Items	Required rating
Adult Day Services (Dementia)	Daytime care of any part of the day, but less than 24 hours care, for older persons with dementia provided through a structured program of social and rehabilitative and/or maintenance services in a supportive or group setting other than the client's home. These standards are in addition to OSA Adult Day Services Standards.	None	
Counseling	Professional counseling services, provided to older adults, and National Family Caregiver Support Program (NFCSP) eligible caregivers, in order to prevent or treat problems that may be related to psychological and/or physiological dysfunction. The program may also establish peer-counseling programs that utilize older adults as volunteer counselors.	AT LEAST ONE OF:	
		q5b. How do you rate your overall mental health/emotional wellbeing?	Poor
		q5a. How do you rate your overall physical health?	Poor
		q6(a)h. Feeling depressed	Moderate or major problem
		q6(a)i. Experiencing confusion or forgetfulness	Moderate or major problem

## APPENDIX B. DETAILED AGE AND GENDER POPULATION PROJECTIONS FOR KALAMAZOO COUNTY

Following are the detailed population projections for Kalamazoo County by age and gender.

**Figure 107: Population by Age and Gender**

Gender and Age	2010		2015		2020		2025		2030	
	N	PCT								
<b>TOTAL</b>	<b>250,331</b>	<b>100%</b>	<b>254,426</b>	<b>100%</b>	<b>259,976</b>	<b>100%</b>	<b>265,804</b>	<b>100%</b>	<b>271,690</b>	<b>100%</b>
0-19	66,709	27%	66,095	26%	67,874	26%	69,243	26%	70,866	26%
20-34	60,948	24%	67,850	27%	64,169	25%	59,325	22%	58,582	22%
35-54	63,280	25%	54,611	21%	56,913	22%	62,860	24%	66,500	24%
55-59	15,890	6%	16,322	6%	14,959	6%	13,850	5%	12,559	5%
60-64	12,745	5%	14,392	6%	15,161	6%	13,895	5%	12,929	5%
65-69	9,105	4%	11,670	5%	13,347	5%	14,054	5%	12,914	5%
70-74	6,806	3%	8,160	3%	10,604	4%	12,125	5%	12,821	5%
75-79	5,512	2%	5,966	2%	7,269	3%	9,487	4%	10,889	4%
80-84	4,540	2%	4,583	2%	4,906	2%	6,004	2%	7,931	3%
85+	4,795	2%	4,777	2%	4,774	2%	4,961	2%	5,699	2%
<b>Female</b>	<b>127,762</b>	<b>51%</b>	<b>130,753</b>	<b>51%</b>	<b>133,688</b>	<b>51%</b>	<b>136,753</b>	<b>51%</b>	<b>139,972</b>	<b>52%</b>
0-19	32,750	13%	32,606	13%	33,356	13%	34,075	13%	34,831	13%
20-34	29,917	12%	34,489	14%	32,640	13%	29,865	11%	29,538	11%
35-54	32,314	13%	27,616	11%	28,895	11%	32,201	12%	34,011	13%
55-59	8,224	3%	8,293	3%	7,699	3%	7,027	3%	6,459	2%
60-64	6,736	3%	7,486	3%	7,773	3%	7,219	3%	6,620	2%
65-69	4,803	2%	6,332	2%	7,116	3%	7,382	3%	6,869	3%
70-74	3,749	1%	4,446	2%	5,922	2%	6,647	3%	6,924	3%
75-79	3,162	1%	3,385	1%	4,071	2%	5,431	2%	6,120	2%
80-84	2,790	1%	2,767	1%	2,931	1%	3,532	1%	4,760	2%
85+	3,317	1%	3,333	1%	3,285	1%	3,374	1%	3,840	1%
<b>Male</b>	<b>122,569</b>	<b>49%</b>	<b>123,673</b>	<b>49%</b>	<b>126,288</b>	<b>49%</b>	<b>129,051</b>	<b>49%</b>	<b>131,718</b>	<b>48%</b>
0-19	33,959	14%	33,489	13%	34,518	13%	35,168	13%	36,035	13%
20-34	31,031	12%	33,361	13%	31,529	12%	29,460	11%	29,044	11%
35-54	30,965	12%	26,995	11%	28,018	11%	30,659	12%	32,489	12%
55-59	7,667	3%	8,029	3%	7,260	3%	6,823	3%	6,100	2%
60-64	6,010	2%	6,906	3%	7,388	3%	6,676	3%	6,309	2%
65-69	4,303	2%	5,338	2%	6,231	2%	6,672	3%	6,045	2%
70-74	3,056	1%	3,714	1%	4,682	2%	5,478	2%	5,897	2%
75-79	2,349	1%	2,581	1%	3,198	1%	4,056	2%	4,769	2%
80-84	1,751	1%	1,816	1%	1,975	1%	2,472	1%	3,171	1%
85+	1,478	1%	1,444	1%	1,489	1%	1,587	1%	1,859	1%

Source: U.S. Census Bureau Woods & Poole Economics, Inc.

Figure 108: Population by Race +

Race and Age	2010		2015		2020		2025		2030	
	N	Pct								
<b>Total</b>	<b>250,331</b>	<b>100%</b>	<b>254,426</b>	<b>100%</b>	<b>259,976</b>	<b>100%</b>	<b>265,804</b>	<b>100%</b>	<b>271,690</b>	<b>100%</b>
0-19	66,709	27%	66,095	26%	67,874	26%	69,243	26%	70,866	26%
20-34	60,948	24%	67,850	27%	64,169	25%	59,325	22%	58,582	22%
35-59	79,170	32%	70,933	28%	71,872	28%	76,710	29%	79,059	29%
60-74	28,657	11%	34,222	13%	39,112	15%	40,074	15%	38,664	14%
75-84	10,052	4%	10,549	4%	12,175	5%	15,491	6%	18,820	7%
85+	4,795	2%	4,777	2%	4,774	2%	4,961	2%	5,699	2%
<b>White/ Caucasian*</b>	<b>206,917</b>	<b>83%</b>	<b>206,456</b>	<b>81%</b>	<b>207,269</b>	<b>80%</b>	<b>207,895</b>	<b>78%</b>	<b>208,144</b>	<b>77%</b>
0-19	50,270	20%	48,723	19%	48,960	19%	48,826	18%	48,764	18%
20-34	48,748	19%	53,208	21%	49,920	19%	45,646	17%	44,282	16%
35-59	68,096	27%	59,729	23%	58,234	22%	60,116	23%	60,214	22%
60-74	25,893	10%	30,591	12%	34,669	13%	34,842	13%	32,978	12%
75-84	9,337	4%	9,675	4%	10,995	4%	13,837	5%	16,618	6%
85+	4,573	2%	4,530	2%	4,491	2%	4,628	2%	5,288	2%
<b>Black/African American*</b>	<b>26,516</b>	<b>11%</b>	<b>28,180</b>	<b>11%</b>	<b>29,960</b>	<b>12%</b>	<b>31,857</b>	<b>12%</b>	<b>33,964</b>	<b>13%</b>
0-19	10,627	4%	10,813	4%	11,326	4%	11,798	4%	12,402	5%
20-34	6,452	3%	7,681	3%	7,884	3%	8,023	3%	8,181	3%
35-59	6,952	3%	6,647	3%	7,131	3%	7,692	3%	8,583	3%
60-74	1,819	1%	2,301	1%	2,675	1%	3,126	1%	3,241	1%
75-84	499	0%	556	0%	736	0%	976	0%	1,260	0%
85+	168	0%	182	0%	208	0%	242	0%	297	0%
<b>Native American*</b>	<b>1,432</b>	<b>1%</b>	<b>1,541</b>	<b>1%</b>	<b>1,612</b>	<b>1%</b>	<b>1,667</b>	<b>1%</b>	<b>1,705</b>	<b>1%</b>
0-19	399	0%	401	0%	419	0%	416	0%	395	0%
20-34	408	0%	419	0%	341	0%	301	0%	295	0%
35-59	479	0%	489	0%	569	0%	609	0%	618	0%
60-74	113	0%	189	0%	232	0%	256	0%	254	0%
75-84	28	0%	38	0%	45	0%	77	0%	132	0%
85+	4	0%	5	0%	6	0%	8	0%	11	0%
<b>Asian and Pacific Islander*</b>	<b>6,242</b>	<b>2%</b>	<b>7,209</b>	<b>3%</b>	<b>8,218</b>	<b>3%</b>	<b>9,487</b>	<b>4%</b>	<b>10,873</b>	<b>4%</b>
0-19	1,499	1%	1,674	1%	2,008	1%	2,357	1%	2,731	1%
20-34	2,658	1%	3,026	1%	2,327	1%	1,772	1%	1,938	1%
35-59	1,513	1%	1,721	1%	2,882	1%	4,152	2%	4,762	2%
60-74	432	0%	595	0%	743	0%	852	0%	963	0%
75-84	120	0%	170	0%	234	0%	326	0%	445	0%
85+	21	0%	23	0%	24	0%	28	0%	34	0%
<b>Hispanic or Latino</b>	<b>9,223</b>	<b>4%</b>	<b>11,040</b>	<b>4%</b>	<b>12,917</b>	<b>5%</b>	<b>14,898</b>	<b>6%</b>	<b>17,004</b>	<b>6%</b>
0-19	3,915	2%	4,484	2%	5,161	2%	5,846	2%	6,574	2%
20-34	2,682	1%	3,516	1%	3,697	1%	3,583	1%	3,886	1%
35-59	2,130	1%	2,347	1%	3,056	1%	4,141	2%	4,882	2%
60-74	400	0%	546	0%	793	0%	998	0%	1,228	0%
75-84	68	0%	110	0%	165	0%	275	0%	365	0%
85+	28	0%	37	0%	45	0%	55	0%	69	0%

+ Adapted from Woods & Poole Economics, Inc.

\* Alone, not Hispanic or Latino

## APPENDIX C. OLDER ADULT SURVEY: RESULTS COMPARED BY GEOGRAPHIC SUBAREAS AND DEMOGRAPHIC SUBGROUPS

### Understanding the Tables

For most of the questions, only one number is shown for each question; for example, the percent of respondents who rated the quality of life as “excellent” or “good” or the percent of respondents who participated in an activity at least once. Each set of tables contains the crosstabulations of survey questions 1 through 14 by selected respondent characteristics.

It should be noted that when a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

### Precision of Estimates

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The margin of error for Kalamazoo County overall was plus or minus 5% around any given percent for the entire sample. Where estimates are given for subgroups, they are less precise. Generally the 95% confidence interval is plus or minus 10 percentage points for samples of 100, and for smaller sample sizes (i.e., 50), the margin of error rises to plus or minus 14%. The significance testing for the following comparisons is more precise than the general rule of thumb.

ANOVA and chi-square tests of significance were applied to these comparisons of survey questions by geographic subgroups. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they are marked in grey.

### Geographic Subgroup Comparisons

Number of Completes by Area		
Area	Percent of respondents	Number of completes
Kalamazoo	32%	111
Portage	21%	75
Rural	47%	165
Total	100%	351

Question 1: Quality of Community				
Percent of respondents who rated the following as "excellent" or "good":	Area			
	Kalamazoo	Portage	Rural	Overall
How do you rate Kalamazoo County as a place to live?	88%	95%	92%	91%
How do you rate Kalamazoo County as a place to retire?	73%	85%	78%	78%

Question 2: Community Characteristics				
Percent of respondents who rated the following as "excellent" or "good":	Area			
	Kalamazoo	Portage	Rural	Overall
Opportunities to volunteer	94%	97%	93%	94%
Employment opportunities	14%	17%	17%	16%
Opportunities to enroll in skill-building or personal enrichment classes	68%	80%	78%	75%
Recreation opportunities (including games, arts and library services, etc.)	85%	92%	85%	86%
Fitness opportunities (including exercise classes and paths or trails, etc.)	84%	92%	87%	87%
Opportunities to attend social events or activities	76%	85%	80%	80%
Opportunities to attend religious or spiritual activities	90%	94%	93%	92%
Opportunities to attend or participate in meetings about local government or community matters	75%	78%	77%	77%
Availability of affordable quality housing	52%	62%	54%	55%
Variety of housing options	65%	74%	61%	65%
Availability of information about resources for older adults	58%	73%	63%	64%
Availability of financial and legal planning services	57%	72%	56%	60%
Availability of affordable quality physical health care	61%	78%	62%	65%
Availability of affordable quality mental health care	60%	66%	54%	59%
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	80%	83%	81%	81%
Availability of affordable quality food	79%	82%	81%	80%
Sense of community	70%	79%	64%	69%
Openness and acceptance of the community towards older residents of diverse backgrounds	64%	68%	57%	62%
Ease of bus travel in Kalamazoo County	60%	48%	36%	48%
Ease of car travel in Kalamazoo County	82%	78%	85%	83%
Ease of walking in Kalamazoo County	68%	70%	54%	62%

Question 3: Overall Services to Older Adults				
	Area			
	Kalamazoo	Portage	Rural	Overall
Percent of respondents who rated the overall quality of services to older adults as "excellent" or "good"	68%	87%	78%	77%

Question 4: Level of Informedness about Services and Activities for Older Adults				
	Area			
	Kalamazoo	Portage	Rural	Overall
Percent of respondents who felt "somewhat" or "very" informed about the services and activities for older adults	74%	79%	70%	73%

Question 5: Quality of Life and Health				
Percent of respondents who rated the following as "excellent" or "good":	Area			
	Kalamazoo	Portage	Rural	Overall
How do you rate your overall physical health?	67%	81%	76%	74%
How do you rate your overall mental health/emotional well being?	90%	94%	85%	88%
How do you rate your overall quality of life?	86%	90%	81%	84%

Question 6: Problems Faced by Older Adults				
Percent of respondents who reported at least a "minor" problem with the following:	Area			
	Kalamazoo	Portage	Rural	Overall
Having housing to suit your needs	16%	6%	7%	10%
Your physical health	68%	53%	59%	61%
Performing regular activities, including walking, eating and preparing meals	36%	36%	30%	33%
Having enough food to eat	10%	8%	5%	7%
Doing heavy or intense housework	64%	56%	54%	58%
Having safe and affordable transportation available	27%	19%	18%	21%
No longer being able to drive	19%	13%	10%	14%
Feeling depressed	32%	28%	35%	33%
Experiencing confusion or forgetfulness	36%	28%	38%	35%
Maintaining your home	43%	30%	35%	36%
Maintaining your yard	48%	37%	36%	40%
Finding productive or meaningful activities to do	36%	22%	28%	29%
Having friends or family you can rely on	20%	15%	25%	21%
Falling or injuring yourself in your home	26%	19%	20%	22%
Finding affordable health insurance	34%	29%	39%	35%
Getting the health care you need	27%	16%	23%	23%
Affording the medications you need	32%	21%	30%	29%
Getting the oral health care you need	33%	23%	27%	28%
Having tooth or mouth problems	36%	25%	35%	33%
Having enough money to meet daily expenses	39%	23%	30%	31%
Having enough money to pay your property taxes	32%	20%	22%	25%
Staying physically fit	62%	45%	57%	56%
Maintaining a healthy diet	37%	31%	36%	36%
Having interesting recreational or cultural activities to attend	33%	25%	31%	30%

Question 6: Problems Faced by Older Adults				
Percent of respondents who reported at least a "minor" problem with the following:	Area			
	Kalamazoo	Portage	Rural	Overall
Having interesting social events or activities to attend	33%	32%	30%	31%
Feeling bored	42%	29%	35%	36%
Feeling like your voice is heard in the community	48%	51%	46%	48%
Finding meaningful volunteer work	25%	21%	19%	21%
Providing care for another person	35%	27%	24%	28%
Dealing with legal issues	30%	22%	29%	28%
Having adequate information or dealing with public programs such as Social Security, Medicare and Medicaid	31%	33%	36%	34%
Finding work in retirement	31%	25%	34%	31%
Building skills for paid or unpaid work	29%	23%	25%	26%
Not knowing what services are available to older adults in your community	61%	42%	53%	53%
Feeling lonely or isolated	29%	20%	32%	29%
Dealing with the loss of a close family member or friend	30%	29%	38%	33%
Being a victim of crime	11%	9%	11%	11%
Being a victim of fraud or a scam	12%	8%	14%	12%
Being physically or emotionally abused	3%	6%	6%	5%
Dealing with financial planning issues	35%	22%	26%	28%

Question 7: Days Spent in Facilities				
Percent of respondents who spent at least 1 day...	Area			
	Kalamazoo	Portage	Rural	Overall
As a patient in a hospital	30%	30%	22%	26%
In a nursing home or long term care facility	2%	2%	1%	1%

Question 8: Falls in Last 12 Months				
Percent of respondents who had at least 1 fall.	Area			
	Kalamazoo	Portage	Rural	Overall
Thinking back over the past 12 months, how many times have you fallen and injured yourself? Was it?	35%	27%	32%	32%

Question 9: Five or More Days Spent in or Visiting a Facility				
Please indicate whether any of the following are true for you in the last 12 months. (Please check all that apply.)	Area			
	Kalamazoo	Portage	Rural	Overall
Spent five or more days in a nursing home or other long term care facility	3%	5%	1%	3%
Visited someone five or more times in a nursing home or other long term care facility	26%	21%	31%	27%
None of these	73%	76%	69%	72%

Total may exceed 100% as respondents could select more than one option.

Question 10: Ratings of Long Term Care Facilities				
Please rate each of the following aspects of the long term care facilities referenced above	Area			
	Kalamazoo	Portage	Rural	Overall
Overall cleanliness	88%	90%	76%	82%
Quality of food	73%	68%	65%	67%
Quantity of activities	78%	78%	67%	73%
Quality of activities	72%	66%	69%	69%
Quantity of staff	70%	89%	54%	64%
Quality of staff	79%	89%	61%	70%

This question was asked only of those who reported spending time in or visiting someone else in a nursing home or other long term care facility at least five or more times in the last 12 months.

Question 11: Recommend Living in Community				
	Area			
	Kalamazoo	Portage	Rural	Overall
Percent of respondents "somewhat" or "very" likely to recommend living in Kalamazoo County	89%	90%	85%	87%

Question 12: Likelihood of Remaining in Community Throughout Retirement				
	Area			
	Kalamazoo	Portage	Rural	Overall
Percent of respondents "somewhat" or "very" likely to remain in Kalamazoo County throughout their retirement	93%	96%	91%	93%

Question 13: Participation in Activities				
Percent of respondents who participated in or did the following at least once:	Area			
	Kalamazoo	Portage	Rural	Overall
Used a senior center in Kalamazoo County	20%	31%	21%	23%
Used a public library in Kalamazoo County	78%	72%	60%	68%
Attended a meeting of local elected officials or other local public meeting in Kalamazoo County	29%	29%	32%	30%
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	52%	58%	47%	51%
Used public transit (e.g., bus, subway, light rail, etc.) within Kalamazoo County	21%	7%	4%	10%
Visited a neighborhood park	77%	78%	67%	73%

Question 14: Hours Spent Doing Activities				
Percent of respondents who spent at least 1 hour doing the following:	Area			
	Kalamazoo	Portage	Rural	Overall
Participating in a club (including book, dance, game and other social)	38%	37%	34%	36%
Participating in a civic group (including Elks, Kiwanis, Masons, etc.)	11%	10%	10%	10%
Communicating/ visiting with friends and/or family	97%	100%	98%	98%
Participating in religious or spiritual activities with others	68%	58%	63%	64%
Participating in a recreation program or group activity	48%	47%	45%	46%
Providing help to friends or relatives	88%	92%	90%	90%
Volunteering your time to some group/activity in Kalamazoo County	35%	30%	37%	35%

Question 15: Hours Spent Providing Care				
Percent of respondents who provided at least 1 hour of care to...	Area			
	Kalamazoo	Portage	Rural	Overall
One or more individuals age 60 or older	33%	42%	42%	39%
One or more individuals age 18 to 59	18%	34%	25%	24%
One or more individuals under age 18	26%	29%	28%	27%

Question 16: Receives Care				
	Area			
	Kalamazoo	Portage	Rural	Overall
Percent who received assistance from someone almost every day	22%	9%	18%	18%

## Demographic Subgroup Comparisons

### Comparisons for Age, Sex, Race and Ethnicity

Question 1: Quality of Community													
Percent of respondents who rated the following as "excellent" or "good":	Age				Sex			Race			Hispanic		
	60 to 74 years	75 to 84 years	85 or over	Overall	Female	Male	Overall	White	Not white	Overall	Hispanic	Not Hispanic	Overall
How do you rate Kalamazoo County as a place to live?	91%	94%	91%	92%	93%	91%	92%	93%	80%	92%	100%	92%	92%
How do you rate Kalamazoo County as a place to retire?	77%	83%	78%	79%	82%	74%	79%	80%	68%	79%	100%	79%	79%

Question 2: Community Characteristics													
Percent of respondents who rated the following as "excellent" or "good":	Age				Sex			Race			Hispanic		
	60 to 74 years	75 to 84 years	85 or over	Overall	Female	Male	Overall	White	Not white	Overall	Hispanic	Not Hispanic	Overall
Opportunities to volunteer	95%	94%	86%	94%	94%	95%	94%	96%	84%	95%	100%	94%	94%
Employment opportunities	14%	23%	15%	16%	16%	17%	16%	17%	10%	16%	100%	15%	15%
Opportunities to enroll in skill-building or personal enrichment classes	77%	75%	65%	75%	76%	75%	75%	75%	78%	76%	100%	75%	75%
Recreation opportunities (including games, arts and library services, etc.)	86%	89%	92%	87%	86%	88%	87%	89%	60%	87%	100%	87%	87%
Fitness opportunities (including exercise classes and paths or trails, etc.)	88%	85%	90%	88%	88%	87%	88%	88%	82%	88%	100%	88%	88%

Question 2: Community Characteristics													
Percent of respondents who rated the following as "excellent" or "good":	Age				Sex			Race			Hispanic		
	60 to 74 years	75 to 84 years	85 or over	Overall	Female	Male	Overall	White	Not white	Overall	Hispanic	Not Hispanic	Overall
Opportunities to attend social events or activities	80%	81%	76%	80%	82%	79%	81%	81%	73%	80%	100%	80%	80%
Opportunities to attend religious or spiritual activities	94%	89%	96%	93%	93%	93%	93%	93%	91%	93%	100%	93%	93%
Opportunities to attend or participate in meetings about local government or community matters	76%	79%	81%	77%	81%	73%	78%	78%	80%	78%	100%	78%	78%
Availability of affordable quality housing	54%	54%	69%	56%	51%	63%	56%	56%	55%	56%	100%	55%	56%
Variety of housing options	64%	68%	80%	66%	63%	70%	66%	67%	54%	66%	100%	66%	66%
Availability of information about resources for older adults	62%	67%	74%	65%	66%	63%	65%	65%	57%	65%	100%	64%	65%
Availability of financial and legal planning services	60%	59%	65%	60%	58%	63%	60%	63%	40%	61%	100%	60%	61%
Availability of affordable quality physical health care	59%	77%	82%	66%	66%	65%	66%	68%	45%	66%	100%	65%	65%
Availability of affordable quality mental health care	56%	62%	77%	59%	54%	65%	59%	60%	48%	60%	100%	59%	59%
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	78%	90%	92%	83%	81%	84%	82%	84%	65%	83%	100%	82%	82%
Availability of affordable quality food	79%	89%	73%	81%	79%	84%	81%	83%	57%	81%	100%	81%	81%
Sense of community	70%	66%	82%	70%	68%	73%	70%	69%	80%	70%	100%	69%	69%

Question 2: Community Characteristics													
Percent of respondents who rated the following as "excellent" or "good":	Age				Sex			Race			Hispanic		
	60 to 74 years	75 to 84 years	85 or over	Overall	Female	Male	Overall	White	Not white	Overall	Hispanic	Not Hispanic	Overall
Openness and acceptance of the community towards older residents of diverse backgrounds	61%	66%	63%	62%	65%	60%	62%	63%	53%	63%	72%	62%	62%
Ease of bus travel in Kalamazoo County	50%	49%	38%	48%	47%	51%	48%	48%	54%	49%	70%	47%	48%
Ease of car travel in Kalamazoo County	82%	89%	80%	83%	84%	82%	83%	85%	74%	84%	76%	83%	83%
Ease of walking in Kalamazoo County	59%	72%	67%	63%	64%	61%	63%	63%	50%	62%	72%	62%	62%

Question 3: Overall Services to Older Adults													
	Age				Sex			Race			Hispanic		
	60 to 74 years	75 to 84 years	85 or over	Overall	Female	Male	Overall	White	Not white	Overall	Hispanic	Not Hispanic	Overall
Percent of respondents who rated the overall quality of services to older adults as "excellent" or "good"	77%	79%	80%	78%	77%	79%	78%	79%	65%	78%	100%	78%	78%

Question 4: Level of Informedness about Services and Activities for Older Adults													
	Age				Sex			Race			Hispanic		
	60 to 74 years	75 to 84 years	85 or over	Overall	Female	Male	Overall	White	Not white	Overall	Hispanic	Not Hispanic	Overall
Percent of respondents who felt "somewhat" or "very" informed about the services and activities for older adults	71%	77%	88%	74%	78%	68%	74%	75%	69%	74%	76%	74%	74%

Question 5: Quality of Life and Health													
Percent of respondents who rated the following as "excellent" or "good":	Age				Sex			Race			Hispanic		
	60 to 74 years	75 to 84 years	85 or over	Overall	Female	Male	Overall	White	Not white	Overall	Hispanic	Not Hispanic	Overall
How do you rate your overall physical health?	74%	78%	53%	73%	73%	76%	74%	76%	61%	75%	48%	75%	74%
How do you rate your overall mental health/emotional well being?	86%	94%	89%	88%	88%	89%	88%	89%	91%	89%	100%	89%	89%
How do you rate your overall quality of life?	83%	94%	75%	85%	86%	85%	85%	86%	86%	86%	100%	85%	85%

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Question 6: Problems Faced by Older Adults													
Percent of respondents who reported at least a "minor" problem with the following:	Age				Sex			Race			Hispanic		
	60 to 74 years	75 to 84 years	85 or over	Overall	Female	Male	Overall	White	Not white	Overall	Hispanic	Not Hispanic	Overall
Having housing to suit your needs	10%	7%	11%	9%	10%	8%	9%	7%	27%	8%	52%	8%	9%
Your physical health	57%	70%	76%	62%	59%	64%	61%	60%	70%	61%	72%	60%	61%
Performing regular activities, including walking, eating and preparing meals	29%	35%	59%	34%	36%	29%	33%	33%	29%	33%	52%	32%	32%
Having enough food to eat	9%	5%	2%	7%	6%	7%	7%	6%	13%	7%	28%	7%	7%
Doing heavy or intense housework	50%	69%	79%	58%	63%	50%	58%	59%	47%	58%	37%	58%	58%
Having safe and affordable transportation available	21%	17%	29%	21%	18%	24%	20%	20%	29%	21%	52%	21%	21%
No longer being able to drive	9%	16%	45%	14%	16%	9%	13%	14%	11%	14%	28%	14%	14%
Feeling depressed	34%	33%	28%	33%	34%	31%	32%	31%	47%	32%	28%	32%	32%
Experiencing confusion or forgetfulness	30%	45%	42%	35%	29%	42%	35%	33%	57%	35%	28%	35%	35%
Maintaining your home	36%	33%	41%	36%	37%	34%	36%	36%	39%	36%	28%	36%	36%
Maintaining your yard	41%	39%	38%	40%	41%	38%	40%	39%	48%	40%	37%	40%	40%
Finding productive or meaningful activities to do	31%	27%	23%	29%	24%	36%	29%	29%	32%	29%	28%	29%	29%
Having friends or family you can rely on	22%	18%	23%	21%	22%	20%	21%	21%	21%	21%	28%	21%	21%
Falling or injuring yourself in your home	19%	21%	42%	22%	21%	21%	21%	21%	24%	21%	28%	20%	21%
Finding affordable health insurance	41%	27%	14%	35%	30%	39%	34%	34%	38%	34%	52%	35%	35%

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Question 6: Problems Faced by Older Adults													
Percent of respondents who reported at least a "minor" problem with the following:	Age				Sex			Race			Hispanic		
	60 to 74 years	75 to 84 years	85 or over	Overall	Female	Male	Overall	White	Not white	Overall	Hispanic	Not Hispanic	Overall
Getting the health care you need	29%	12%	8%	23%	19%	26%	22%	21%	30%	22%	52%	22%	22%
Affording the medications you need	35%	19%	18%	29%	27%	30%	28%	27%	30%	28%	52%	28%	28%
Getting the oral health care you need	35%	15%	7%	27%	27%	27%	27%	25%	51%	27%	52%	27%	27%
Having tooth or mouth problems	37%	27%	23%	33%	33%	33%	33%	29%	76%	32%	52%	32%	32%
Having enough money to meet daily expenses	32%	32%	26%	31%	33%	28%	31%	28%	61%	30%	52%	31%	31%
Having enough money to pay your property taxes	24%	31%	7%	24%	25%	22%	24%	23%	45%	25%	37%	24%	24%
Staying physically fit	55%	59%	65%	57%	57%	57%	57%	57%	57%	57%	28%	57%	57%
Maintaining a healthy diet	42%	23%	30%	36%	32%	40%	35%	35%	47%	36%	28%	36%	35%
Having interesting recreational or cultural activities to attend	31%	28%	35%	30%	29%	32%	30%	30%	11%	29%	52%	30%	30%
Having interesting social events or activities to attend	33%	28%	32%	31%	28%	34%	31%	31%	19%	31%	52%	31%	31%
Feeling bored	36%	37%	28%	36%	34%	38%	36%	35%	44%	35%	28%	36%	36%
Feeling like your voice is heard in the community	50%	43%	31%	47%	44%	50%	47%	47%	37%	47%	0%	47%	47%
Finding meaningful volunteer work	23%	17%	23%	21%	19%	25%	21%	20%	18%	20%	33%	21%	21%
Providing care for another person	30%	23%	29%	28%	26%	30%	28%	27%	38%	28%	37%	28%	28%
Dealing with legal issues	30%	19%	26%	27%	29%	25%	27%	26%	45%	27%	52%	26%	27%

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Question 6: Problems Faced by Older Adults													
Percent of respondents who reported at least a "minor" problem with the following:	Age				Sex			Race			Hispanic		
	60 to 74 years	75 to 84 years	85 or over	Overall	Female	Male	Overall	White	Not white	Overall	Hispanic	Not Hispanic	Overall
Having adequate information or dealing with public programs such as Social Security, Medicare and Medicaid	37%	24%	38%	33%	34%	33%	33%	33%	37%	33%	52%	34%	34%
Finding work in retirement	34%	19%	25%	30%	28%	31%	30%	28%	50%	30%	54%	30%	30%
Building skills for paid or unpaid work	26%	23%	34%	26%	25%	26%	26%	25%	32%	25%	28%	25%	26%
Not knowing what services are available to older adults in your community	52%	52%	61%	53%	52%	54%	53%	51%	60%	52%	33%	52%	52%
Feeling lonely or isolated	30%	26%	25%	28%	28%	29%	29%	27%	41%	28%	28%	28%	28%
Dealing with the loss of a close family member or friend	33%	30%	39%	33%	36%	30%	33%	32%	40%	33%	28%	34%	34%
Being a victim of crime	12%	8%	6%	11%	9%	12%	10%	10%	10%	10%	28%	10%	10%
Being a victim of fraud or a scam	14%	10%	6%	12%	8%	15%	11%	11%	21%	12%	28%	12%	12%
Being physically or emotionally abused	6%	3%	6%	5%	6%	4%	5%	4%	6%	4%	0%	4%	4%
Dealing with financial planning issues	31%	23%	21%	28%	26%	30%	28%	25%	54%	27%	52%	26%	27%

Question 7: Days Spent in Facilities													
Percent of respondents who spent at least 1 day...	Age				Sex			Race			Hispanic		
	60 to 74 years	75 to 84 years	85 or over	Overall	Female	Male	Overall	White	Not white	Overall	Hispanic	Not Hispanic	Overall
As a patient in a hospital	24%	31%	34%	26%	21%	34%	27%	27%	23%	27%	28%	27%	27%
In a nursing home or long term care facility	0%	4%	4%	1%	1%	2%	1%	1%	0%	1%	0%	1%	1%

Question 8: Falls in Last 12 Months													
Percent of respondents who had at least 1 fall.	Age				Sex			Race			Hispanic		
	60 to 74 years	75 to 84 years	85 or over	Overall	Female	Male	Overall	White	Not white	Overall	Hispanic	Not Hispanic	Overall
Thinking back over the past 12 months, how many times have you fallen and injured yourself? Was it?	29%	37%	33%	31%	31%	31%	31%	33%	20%	32%	28%	32%	32%

Question 9: Five or More Days Spent in or Visiting a Facility													
Please indicate whether any of the following are true for you in the last 12 months. (Please check all that apply.)	Age				Sex			Race			Hispanic		
	60 to 74 years	75 to 84 years	85 or over	Overall	Female	Male	Overall	White	Not white	Overall	Hispanic	Not Hispanic	Overall
Spent five or more days in a nursing home or other long term care facility	2%	4%	8%	3%	3%	3%	3%	3%	0%	3%	0%	3%	3%
Visited someone five or more times in a nursing home or other long term care facility	22%	36%	37%	27%	25%	30%	27%	27%	32%	27%	20%	28%	27%
None of these	77%	61%	63%	72%	75%	69%	72%	72%	74%	72%	80%	71%	71%

Total may exceed 100% as respondents could select more than one option.

Question 10: Ratings of Long Term Care Facilities													
Please rate each of the following aspects of the long term care facilities referenced above	Age				Sex			Race			Hispanic		
	60 to 74 years	75 to 84 years	85 or over	Overall	Female	Male	Overall	White	Not white	Overall	Hispanic	Not Hispanic	Overall
Overall cleanliness	78%	90%	94%	84%	90%	76%	83%	85%	37%	82%	100%	83%	83%
Quality of food	65%	73%	81%	69%	65%	72%	68%	71%	0%	69%	0%	70%	69%
Quantity of activities	73%	74%	85%	75%	75%	72%	74%	75%	0%	73%	0%	74%	73%
Quality of activities	71%	66%	92%	71%	75%	66%	70%	72%	0%	70%	0%	71%	70%
Quantity of staff	63%	59%	87%	65%	65%	62%	64%	65%	0%	64%	0%	64%	64%
Quality of staff	62%	77%	93%	71%	71%	69%	70%	72%	0%	71%	0%	71%	70%

This question was asked only of those who reported spending time in or visiting someone else in a nursing home or other long term care facility at least five or more times in the last 12 months.

Question 11: Recommend Living in Community													
	Age				Sex			Race			Hispanic		
	60 to 74 years	75 to 84 years	85 or over	Overall	Female	Male	Overall	White	Not white	Overall	Hispanic	Not Hispanic	Overall
Percent of respondents "somewhat" or "very" likely to recommend living in Kalamazoo County	87%	90%	92%	88%	90%	86%	88%	89%	81%	88%	100%	88%	88%

Question 12: Likelihood of Remaining in Community Throughout Retirement													
	Age				Sex			Race			Hispanic		
	60 to 74 years	75 to 84 years	85 or over	Overall	Female	Male	Overall	White	Not white	Overall	Hispanic	Not Hispanic	Overall
Percent of respondents "somewhat" or "very" likely to remain in Kalamazoo County throughout their retirement	91%	96%	98%	93%	95%	91%	93%	93%	93%	93%	100%	93%	93%

Question 13: Participation in Activities													
Percent of respondents who participated in or did the following at least once:	Age				Sex			Race			Hispanic		
	60 to 74 years	75 to 84 years	85 or over	Overall	Female	Male	Overall	White	Not white	Overall	Hispanic	Not Hispanic	Overall
Used a senior center in Kalamazoo County	21%	23%	41%	23%	30%	14%	23%	23%	15%	23%	20%	23%	23%
Used a public library in Kalamazoo County	73%	65%	44%	68%	66%	72%	69%	69%	70%	69%	48%	70%	70%
Attended a meeting of local elected officials or other local public meeting in Kalamazoo County	32%	28%	20%	30%	27%	34%	30%	31%	33%	31%	0%	31%	30%
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	49%	53%	48%	50%	50%	50%	50%	50%	65%	51%	48%	51%	51%
Used public transit (e.g., bus, subway, light rail, etc.) within Kalamazoo County	12%	7%	10%	11%	10%	9%	10%	9%	24%	10%	52%	9%	10%
Visited a neighborhood park	80%	64%	43%	73%	68%	78%	72%	73%	68%	73%	100%	72%	73%

Question 14: Hours Spent Doing Activities													
Percent of respondents who spent at least 1 hour doing the following:	Age				Sex			Race			Hispanic		
	60 to 74 years	75 to 84 years	85 or over	Overall	Female	Male	Overall	White	Not white	Overall	Hispanic	Not Hispanic	Overall
Participating in a club (including book, dance, game and other social)	38%	34%	28%	36%	45%	24%	36%	37%	32%	36%	20%	36%	36%
Participating in a civic group (including Elks, Kiwanis, Masons, etc.)	10%	11%	8%	10%	7%	15%	10%	11%	4%	10%	0%	11%	11%
Communicating/ visiting with friends and/or family	98%	99%	97%	98%	99%	98%	98%	99%	95%	98%	100%	98%	98%
Participating in religious or spiritual activities with others	60%	72%	60%	63%	70%	56%	64%	63%	69%	63%	72%	64%	64%
Participating in a recreation program or group activity	49%	41%	39%	46%	50%	42%	46%	47%	45%	47%	48%	47%	47%
Providing help to friends or relatives	92%	85%	83%	90%	91%	89%	90%	90%	91%	90%	76%	90%	90%
Volunteering your time to some group/activity in Kalamazoo County	36%	34%	26%	34%	39%	29%	35%	35%	31%	35%	48%	36%	36%

Question 15: Hours Spent Providing Care													
Percent of respondents who provided at least 1 hour of care to...	Age				Sex			Race			Hispanic		
	60 to 74 years	75 to 84 years	85 or over	Overall	Female	Male	Overall	White	Not white	Overall	Hispanic	Not Hispanic	Overall
One or more individuals age 60 or older	43%	32%	29%	39%	38%	38%	38%	38%	43%	39%	0%	38%	38%
One or more individuals age 18 to 59	28%	23%	9%	25%	22%	27%	24%	24%	29%	24%	37%	25%	25%
One or more individuals under age 18	31%	26%	6%	27%	25%	30%	27%	26%	46%	27%	52%	27%	27%

Question 16: Receives Care													
	Age				Sex			Race			Hispanic		
	60 to 74 years	75 to 84 years	85 or over	Overall	Female	Male	Overall	White	Not white	Overall	Hispanic	Not Hispanic	Overall
Percent who received assistance from someone almost every day	13%	22%	34%	18%	18%	16%	18%	17%	25%	18%	0%	18%	18%

Comparisons for Housing Unit Type, Housing Tenure, Income and Household Composition

Question 1: Quality of Community													
Percent of respondents who rated the following as "excellent" or "good":	Housing unit type			Tenure			Income				Household composition		
	Detached	Attached	Overall	Rent	Own	Overall	Less than \$25,000	\$25,000 to \$74,999	\$75,000 or more	Overall	Lives alone	Lives with others	Overall
How do you rate Kalamazoo County as a place to live?	91%	92%	91%	88%	93%	92%	87%	93%	100%	92%	91%	93%	92%
How do you rate Kalamazoo County as a place to retire?	77%	82%	79%	79%	79%	79%	75%	81%	84%	80%	83%	77%	79%

Question 2: Community Characteristics													
Percent of respondents who rated the following as "excellent" or "good":	Housing unit type			Tenure			Income				Household composition		
	Detached	Attached	Overall	Rent	Own	Overall	Less than \$25,000	\$25,000 to \$74,999	\$75,000 or more	Overall	Lives alone	Lives with others	Overall
Opportunities to volunteer	96%	90%	94%	87%	96%	95%	85%	98%	100%	94%	91%	96%	94%
Employment opportunities	15%	20%	16%	19%	16%	17%	16%	12%	35%	17%	13%	18%	16%
Opportunities to enroll in skill-building or personal enrichment classes	74%	81%	75%	71%	77%	76%	68%	75%	93%	76%	78%	75%	76%
Recreation opportunities (including games, arts and library services, etc.)	86%	88%	87%	83%	88%	87%	80%	89%	96%	87%	89%	86%	87%

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Question 2: Community Characteristics													
Percent of respondents who rated the following as "excellent" or "good":	Housing unit type			Tenure			Income				Household composition		
	Detached	Attached	Overall	Rent	Own	Overall	Less than \$25,000	\$25,000 to \$74,999	\$75,000 or more	Overall	Lives alone	Lives with others	Overall
Fitness opportunities (including exercise classes and paths or trails, etc.)	87%	88%	87%	82%	89%	88%	77%	91%	100%	88%	85%	89%	88%
Opportunities to attend social events or activities	79%	82%	80%	74%	81%	80%	76%	81%	92%	81%	79%	80%	80%
Opportunities to attend religious or spiritual activities	93%	91%	93%	91%	94%	94%	89%	93%	100%	93%	93%	93%	93%
Opportunities to attend or participate in meetings about local government or community matters	74%	87%	77%	83%	76%	77%	76%	75%	85%	77%	82%	75%	77%
Availability of affordable quality housing	51%	67%	55%	67%	54%	57%	50%	56%	71%	56%	58%	53%	55%
Variety of housing options	62%	73%	65%	67%	67%	67%	55%	67%	86%	66%	68%	64%	66%
Availability of information about resources for older adults	59%	78%	64%	72%	63%	65%	60%	68%	68%	65%	68%	62%	64%
Availability of financial and legal planning services	59%	62%	60%	60%	62%	61%	43%	71%	75%	63%	55%	64%	61%

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Question 2: Community Characteristics													
Percent of respondents who rated the following as "excellent" or "good":	Housing unit type			Tenure			Income				Household composition		
	Detached	Attached	Overall	Rent	Own	Overall	Less than \$25,000	\$25,000 to \$74,999	\$75,000 or more	Overall	Lives alone	Lives with others	Overall
Availability of affordable quality physical health care	61%	77%	65%	67%	66%	66%	59%	66%	88%	67%	64%	66%	65%
Availability of affordable quality mental health care	53%	75%	59%	69%	58%	60%	56%	57%	84%	61%	63%	58%	60%
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	82%	83%	82%	80%	84%	83%	73%	85%	98%	83%	81%	83%	83%
Availability of affordable quality food	78%	87%	81%	85%	81%	82%	69%	84%	96%	81%	79%	83%	81%
Sense of community	66%	79%	69%	76%	69%	70%	65%	72%	87%	73%	65%	71%	69%
Openness and acceptance of the community towards older residents of diverse backgrounds	59%	69%	62%	66%	62%	63%	61%	62%	73%	64%	65%	61%	62%
Ease of bus travel in Kalamazoo County	47%	53%	48%	58%	47%	49%	51%	48%	47%	49%	52%	47%	49%
Ease of car travel in Kalamazoo County	83%	84%	83%	79%	84%	83%	77%	86%	92%	84%	88%	82%	84%
Ease of walking in Kalamazoo County	61%	65%	62%	68%	61%	62%	69%	61%	59%	63%	73%	56%	62%

Question 3: Overall Services to Older Adults													
	Housing unit type			Tenure			Income				Household composition		
	Detached	Attached	Overall	Rent	Own	Overall	Less than \$25,000	\$25,000 to \$74,999	\$75,000 or more	Overall	Lives alone	Lives with others	Overall
Percent of respondents who rated the overall quality of services to older adults as "excellent" or "good"	76%	79%	77%	80%	77%	78%	69%	81%	91%	78%	79%	79%	79%

Question 4: Level of Informedness about Services and Activities for Older Adults													
	Housing unit type			Tenure			Income				Household composition		
	Detached	Attached	Overall	Rent	Own	Overall	Less than \$25,000	\$25,000 to \$74,999	\$75,000 or more	Overall	Lives alone	Lives with others	Overall
Percent of respondents who felt "somewhat" or "very" informed about the services and activities for older adults	71%	81%	74%	80%	73%	74%	71%	79%	66%	74%	76%	73%	74%

Question 5: Quality of Life and Health													
Percent of respondents who rated the following as "excellent" or "good":	Housing unit type			Tenure			Income				Household composition		
	Detached	Attached	Overall	Rent	Own	Overall	Less than \$25,000	\$25,000 to \$74,999	\$75,000 or more	Overall	Lives alone	Lives with others	Overall
How do you rate your overall physical health?	77%	64%	74%	61%	78%	75%	59%	80%	84%	74%	75%	75%	75%
How do you rate your overall mental health/emotional well being?	89%	87%	88%	89%	90%	89%	83%	91%	92%	88%	87%	90%	89%
How do you rate your overall quality of life?	85%	83%	85%	87%	85%	85%	73%	89%	98%	85%	82%	87%	85%

Question 6: Problems Faced by Older Adults													
Percent of respondents who reported at least a "minor" problem with the following:	Housing unit type			Tenure			Income				Household composition		
	Detached	Attached	Overall	Rent	Own	Overall	Less than \$25,000	\$25,000 to \$74,999	\$75,000 or more	Overall	Lives alone	Lives with others	Overall
Having housing to suit your needs	9%	11%	10%	15%	8%	9%	17%	7%	3%	9%	10%	8%	9%
Your physical health	59%	66%	61%	64%	59%	60%	70%	59%	53%	61%	57%	62%	60%
Performing regular activities, including walking, eating and preparing meals	30%	42%	33%	47%	29%	32%	47%	29%	16%	33%	41%	27%	32%
Having enough food to eat	7%	10%	7%	9%	6%	7%	14%	4%	0%	7%	10%	5%	7%

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Question 6: Problems Faced by Older Adults													
Percent of respondents who reported at least a "minor" problem with the following:	Housing unit type			Tenure			Income				Household composition		
	Detached	Attached	Overall	Rent	Own	Overall	Less than \$25,000	\$25,000 to \$74,999	\$75,000 or more	Overall	Lives alone	Lives with others	Overall
Doing heavy or intense housework	58%	57%	58%	55%	58%	57%	72%	54%	42%	58%	58%	57%	58%
Having safe and affordable transportation available	18%	31%	21%	36%	16%	20%	33%	14%	12%	20%	19%	21%	20%
No longer being able to drive	12%	20%	14%	25%	11%	13%	23%	12%	6%	15%	19%	11%	14%
Feeling depressed	33%	33%	33%	29%	32%	31%	41%	34%	20%	34%	37%	28%	32%
Experiencing confusion or forgetfulness	35%	37%	35%	38%	34%	34%	37%	37%	29%	36%	38%	34%	35%
Maintaining your home	41%	22%	36%	19%	39%	35%	43%	37%	25%	37%	40%	35%	36%
Maintaining your yard	47%	14%	40%	12%	44%	39%	48%	35%	32%	39%	40%	40%	40%
Finding productive or meaningful activities to do	30%	28%	29%	29%	29%	29%	36%	26%	27%	29%	31%	28%	29%
Having friends or family you can rely on	22%	21%	21%	26%	19%	21%	28%	21%	13%	22%	26%	17%	20%
Falling or injuring yourself in your home	22%	21%	22%	24%	21%	22%	19%	24%	16%	21%	27%	18%	21%
Finding affordable health insurance	35%	33%	35%	30%	36%	34%	42%	35%	12%	34%	31%	37%	34%

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Question 6: Problems Faced by Older Adults													
Percent of respondents who reported at least a "minor" problem with the following:	Housing unit type			Tenure			Income				Household composition		
	Detached	Attached	Overall	Rent	Own	Overall	Less than \$25,000	\$25,000 to \$74,999	\$75,000 or more	Overall	Lives alone	Lives with others	Overall
Getting the health care you need	23%	21%	23%	26%	21%	22%	32%	22%	3%	22%	22%	21%	22%
Affording the medications you need	29%	28%	29%	26%	29%	28%	37%	27%	9%	28%	21%	32%	28%
Getting the oral health care you need	30%	22%	28%	29%	27%	27%	41%	26%	9%	28%	22%	29%	27%
Having tooth or mouth problems	34%	30%	33%	40%	31%	33%	41%	32%	24%	34%	29%	34%	32%
Having enough money to meet daily expenses	31%	32%	31%	44%	28%	31%	51%	27%	3%	31%	26%	32%	30%
Having enough money to pay your property taxes	27%	12%	24%	13%	25%	24%	44%	21%	3%	25%	24%	25%	24%
Staying physically fit	58%	53%	57%	54%	57%	56%	65%	57%	50%	58%	56%	57%	56%
Maintaining a healthy diet	37%	34%	36%	28%	37%	35%	37%	38%	26%	36%	40%	33%	35%
Having interesting recreational or cultural activities to attend	30%	31%	30%	32%	29%	29%	36%	29%	21%	30%	33%	27%	29%
Having interesting social events or activities to attend	34%	23%	31%	25%	31%	30%	38%	31%	21%	32%	33%	29%	30%
Feeling bored	38%	27%	35%	32%	36%	35%	42%	35%	22%	36%	40%	33%	35%

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Question 6: Problems Faced by Older Adults													
Percent of respondents who reported at least a "minor" problem with the following:	Housing unit type			Tenure			Income				Household composition		
	Detached	Attached	Overall	Rent	Own	Overall	Less than \$25,000	\$25,000 to \$74,999	\$75,000 or more	Overall	Lives alone	Lives with others	Overall
Feeling like your voice is heard in the community	51%	35%	47%	30%	50%	46%	34%	58%	39%	47%	44%	48%	47%
Finding meaningful volunteer work	20%	25%	21%	27%	19%	21%	31%	16%	20%	21%	23%	20%	21%
Providing care for another person	28%	29%	28%	32%	27%	28%	38%	27%	23%	30%	25%	30%	29%
Dealing with legal issues	28%	26%	27%	28%	26%	26%	30%	31%	13%	28%	29%	25%	27%
Having adequate information or dealing with public programs such as Social Security, Medicare and Medicaid	35%	32%	34%	30%	35%	34%	36%	35%	24%	34%	32%	34%	33%
Finding work in retirement	32%	25%	31%	28%	31%	30%	39%	26%	18%	29%	29%	31%	30%
Building skills for paid or unpaid work	25%	30%	26%	37%	22%	25%	36%	20%	19%	25%	24%	26%	25%
Not knowing what services are available to older adults in your community	53%	53%	53%	57%	51%	52%	64%	50%	41%	53%	55%	49%	51%
Feeling lonely or isolated	30%	25%	29%	16%	30%	28%	36%	28%	22%	30%	36%	23%	28%

Question 6: Problems Faced by Older Adults													
Percent of respondents who reported at least a "minor" problem with the following:	Housing unit type			Tenure			Income				Household composition		
	Detached	Attached	Overall	Rent	Own	Overall	Less than \$25,000	\$25,000 to \$74,999	\$75,000 or more	Overall	Lives alone	Lives with others	Overall
Dealing with the loss of a close family member or friend	35%	30%	34%	24%	35%	33%	41%	30%	20%	32%	42%	28%	33%
Being a victim of crime	12%	7%	11%	9%	10%	10%	11%	12%	6%	11%	9%	10%	10%
Being a victim of fraud or a scam	13%	9%	12%	10%	12%	12%	10%	13%	13%	12%	9%	14%	12%
Being physically or emotionally abused	5%	6%	5%	7%	5%	5%	4%	4%	4%	4%	5%	4%	5%
Dealing with financial planning issues	29%	24%	28%	21%	28%	27%	32%	30%	27%	30%	24%	29%	27%

Question 7: Days Spent in Facilities													
Percent of respondents who spent at least 1 day...	Housing unit type			Tenure			Income				Household composition		
	Detached	Attached	Overall	Rent	Own	Overall	Less than \$25,000	\$25,000 to \$74,999	\$75,000 or more	Overall	Lives alone	Lives with others	Overall
As a patient in a hospital	21%	44%	26%	43%	23%	26%	28%	28%	20%	27%	26%	27%	27%
In a nursing home or long term care facility	0%	4%	1%	0%	0%	0%	2%	0%	2%	1%	1%	1%	1%

Question 8: Falls in Last 12 Months													
Percent of respondents who had at least 1 fall.	Housing unit type			Tenure			Income				Household composition		
	Detached	Attached	Overall	Rent	Own	Overall	Less than \$25,000	\$25,000 to \$74,999	\$75,000 or more	Overall	Lives alone	Lives with others	Overall
Thinking back over the past 12 months, how many times have you fallen and injured yourself? Was it?	28%	42%	32%	40%	30%	32%	28%	35%	25%	31%	36%	29%	31%

Question 9: Five or More Days Spent in or Visiting a Facility													
Please indicate whether any of the following are true for you in the last 12 months. (Please check all that apply.)	Housing unit type			Tenure			Income				Lives alone		
	Detached	Attached	Overall	Rent	Own	Overall	Less than \$25,000	\$25,000 to \$74,999	\$75,000 or more	Overall	Lives alone	Lives with others	Overall
Spent five or more days in a nursing home or other long term care facility	2%	6%	3%	3%	2%	2%	5%	1%	3%	3%	4%	2%	2%
Visited someone five or more times in a nursing home or other long term care facility	24%	38%	27%	36%	25%	27%	32%	20%	33%	26%	25%	28%	27%
None of these	76%	59%	72%	64%	75%	73%	67%	80%	64%	73%	74%	71%	72%

Total may exceed 100% as respondents could select more than one option.

Question 10: Ratings of Long Term Care Facilities													
Please rate each of the following aspects of the long term care facilities referenced above	Housing unit type			Tenure			Income				Household composition		
	Detached	Attached	Overall	Rent	Own	Overall	Less than \$25,000	\$25,000 to \$74,999	\$75,000 or more	Overall	Lives alone	Lives with others	Overall
Overall cleanliness	78%	90%	82%	94%	80%	83%	81%	87%	84%	84%	86%	82%	84%
Quality of food	60%	80%	67%	87%	63%	69%	66%	75%	58%	68%	84%	64%	70%
Quantity of activities	73%	72%	73%	82%	70%	73%	75%	81%	57%	73%	80%	71%	74%
Quality of activities	67%	73%	69%	76%	67%	70%	69%	77%	58%	70%	77%	68%	71%
Quantity of staff	62%	69%	64%	66%	62%	64%	62%	72%	62%	66%	73%	62%	65%
Quality of staff	62%	83%	70%	81%	64%	68%	76%	76%	58%	72%	87%	63%	71%

*This question was asked only of those who reported spending time in or visiting someone else in a nursing home or other long term care facility at least five or more times in the last 12 months.*

Question 11: Recommend Living in Community													
	Housing unit type			Tenure			Income				Household composition		
	Detached	Attached	Overall	Rent	Own	Overall	Less than \$25,000	\$25,000 to \$74,999	\$75,000 or more	Overall	Lives alone	Lives with others	Overall
Percent of respondents "somewhat" or "very" likely to recommend living in Kalamazoo County	85%	94%	88%	91%	87%	88%	86%	88%	90%	88%	91%	86%	88%

Question 12: Likelihood of Remaining in Community Throughout Retirement													
	Housing unit type			Tenure			Income				Household composition		
	Detached	Attached	Overall	Rent	Own	Overall	Less than \$25,000	\$25,000 to \$74,999	\$75,000 or more	Overall	Lives alone	Lives with others	Overall
Percent of respondents "somewhat" or "very" likely to remain in Kalamazoo County throughout their retirement	92%	96%	93%	97%	92%	93%	93%	97%	89%	94%	94%	92%	93%

Question 13: Participation in Activities													
Percent of respondents who participated in or did the following at least once:	Housing unit type			Tenure			Income				Household composition		
	Detached	Attached	Overall	Rent	Own	Overall	Less than \$25,000	\$25,000 to \$74,999	\$75,000 or more	Overall	Lives alone	Lives with others	Overall
Used a senior center in Kalamazoo County	18%	37%	23%	34%	21%	23%	26%	24%	12%	23%	31%	18%	23%
Used a public library in Kalamazoo County	68%	71%	69%	67%	69%	69%	54%	75%	79%	69%	64%	72%	69%
Attended a meeting of local elected officials or other local public meeting in Kalamazoo County	32%	26%	30%	23%	33%	31%	26%	29%	43%	30%	22%	35%	30%
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	51%	50%	50%	41%	53%	51%	47%	51%	50%	49%	48%	52%	50%
Used public transit (e.g., bus, subway, light rail, etc.) within Kalamazoo County	10%	12%	10%	18%	8%	10%	17%	8%	7%	11%	11%	9%	10%
Visited a neighborhood park	75%	64%	72%	68%	75%	74%	67%	75%	83%	73%	66%	77%	73%

Question 14: Hours Spent Doing Activities													
Percent of respondents who spent at least 1 hour doing the following:	Housing unit type			Tenure			Income				Household composition		
	Detached	Attached	Overall	Rent	Own	Overall	Less than \$25,000	\$25,000 to \$74,999	\$75,000 or more	Overall	Lives alone	Lives with others	Overall
Participating in a club (including book, dance, game and other social)	34%	40%	36%	35%	37%	36%	36%	37%	31%	36%	42%	33%	36%
Participating in a civic group (including Elks, Kiwanis, Masons, etc.)	10%	11%	10%	11%	10%	11%	6%	10%	17%	10%	9%	12%	11%
Communicating/visiting with friends and/or family	98%	99%	98%	100%	98%	98%	96%	99%	97%	98%	97%	98%	98%
Participating in religious or spiritual activities with others	62%	68%	64%	68%	63%	64%	65%	64%	47%	62%	59%	66%	63%
Participating in a recreation program or group activity	44%	54%	46%	54%	46%	47%	45%	51%	35%	46%	49%	45%	47%
Providing help to friends or relatives	91%	87%	90%	91%	91%	91%	86%	90%	95%	90%	86%	93%	91%
Volunteering your time to some group/activity in Kalamazoo County	33%	39%	35%	29%	37%	36%	33%	37%	40%	36%	29%	39%	35%

Question 15: Hours Spent Providing Care													
Percent of respondents who provided at least 1 hour of care to...	Housing unit type			Tenure			Income				Household composition		
	Detached	Attached	Overall	Rent	Own	Overall	Less than \$25,000	\$25,000 to \$74,999	\$75,000 or more	Overall	Lives alone	Lives with others	Overall
One or more individuals age 60 or older	40%	35%	38%	38%	40%	39%	34%	38%	37%	37%	30%	45%	39%
One or more individuals age 18 to 59	24%	26%	25%	29%	25%	25%	24%	27%	26%	26%	18%	29%	25%
One or more individuals under age 18	28%	27%	28%	30%	28%	28%	20%	30%	35%	27%	22%	32%	28%

Question 16: Receives Care													
	Housing unit type			Tenure			Income				Household composition		
	Detached	Attached	Overall	Rent	Own	Overall	Less than \$25,000	\$25,000 to \$74,999	\$75,000 or more	Overall	Lives alone	Lives with others	Overall
Percent who received assistance from someone almost every day	18%	18%	18%	21%	16%	17%	27%	15%	10%	18%	15%	18%	17%

## APPENDIX D. COMPLETE SET OF RESPONSES FOR OLDER ADULT SURVEY

### Frequencies Excluding Don't Know Responses

This appendix displays all response categories for all questions. The first set of frequencies excludes the “don't know” option and the second set includes “don't know” responses.

Question 1: Quality of Community					
Please circle the number that comes closest to your opinion for each of the following questions.	Excellent	Good	Fair	Poor	Total
How do you rate Kalamazoo County as a place to live?	27%	64%	8%	1%	100%
How do you rate Kalamazoo County as a place to retire?	23%	55%	19%	4%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to Kalamazoo County adults age 60 or over:	Excellent	Good	Fair	Poor	Total
Opportunities to volunteer	47%	47%	5%	1%	100%
Employment opportunities	1%	15%	45%	39%	100%
Opportunities to enroll in skill-building or personal enrichment classes	23%	52%	23%	2%	100%
Recreation opportunities (including games, arts and library services, etc.)	31%	55%	13%	1%	100%
Fitness opportunities (including exercise classes and paths or trails, etc.)	37%	50%	12%	1%	100%
Opportunities to attend social events or activities	27%	53%	17%	3%	100%
Opportunities to attend religious or spiritual activities	47%	45%	7%	1%	100%
Opportunities to attend or participate in meetings about local government or community matters	20%	56%	19%	4%	100%
Availability of affordable quality housing	10%	45%	36%	9%	100%
Variety of housing options	14%	51%	27%	8%	100%
Availability of information about resources for older adults	12%	51%	30%	7%	100%
Availability of financial and legal planning services	16%	44%	33%	7%	100%
Availability of affordable quality physical health care	19%	46%	27%	8%	100%
Availability of affordable quality mental health care	12%	46%	30%	11%	100%
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	27%	55%	16%	3%	100%
Availability of affordable quality food	23%	57%	16%	3%	100%
Sense of community	14%	56%	26%	4%	100%
Openness and acceptance of the community towards older residents of diverse backgrounds	10%	51%	34%	4%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to Kalamazoo County adults age 60 or over:	Excellent	Good	Fair	Poor	Total
Ease of bus travel in Kalamazoo County	8%	40%	36%	16%	100%
Ease of car travel in Kalamazoo County	18%	65%	16%	2%	100%
Ease of walking in Kalamazoo County	16%	46%	30%	8%	100%

Question 3: Overall Services to Older Adults	
How would you rate the overall services provided to older adults in Kalamazoo County?	Percent of respondents
Excellent	11%
Good	66%
Fair	21%
Poor	2%
Total	100%

Question 4: Level of Informedness about Services and Activities for Older Adults	
In general, how informed or uninformed do you feel about services and activities available to older adults in Kalamazoo County?	Percent of respondents
Very informed	16%
Somewhat informed	57%
Somewhat uninformed	17%
Very uninformed	10%
Total	100%

Question 5: Quality of Life and Health					
Please circle the number that comes closest to your opinion for each of the following questions.	Excellent	Good	Fair	Poor	Total
How do you rate your overall physical health?	16%	58%	22%	4%	100%
How do you rate your overall mental health/emotional well being?	32%	56%	10%	1%	100%
How do you rate your overall quality of life?	28%	56%	13%	3%	100%

Question 6: Problems Faced by Older Adults					
The following questions list a number of problems that older adults may or may not face. Thinking back over the last 12 months, how much of a problem, if at all, has each of the following been for you?	Not a problem	Minor problem	Moderate problem	Major problem	Total
Having housing to suit your needs	90%	6%	3%	2%	100%
Your physical health	39%	34%	18%	8%	100%
Performing regular activities, including walking, eating and preparing meals	67%	20%	10%	3%	100%
Having enough food to eat	93%	6%	1%	1%	100%

Question 6: Problems Faced by Older Adults					
The following questions list a number of problems that older adults may or may not face. Thinking back over the last 12 months, how much of a problem, if at all, has each of the following been for you?	Not a problem	Minor problem	Moderate problem	Major problem	Total
Doing heavy or intense housework	42%	33%	12%	12%	100%
Having safe and affordable transportation available	79%	13%	5%	3%	100%
No longer being able to drive	86%	5%	4%	5%	100%
Feeling depressed	67%	22%	8%	2%	100%
Experiencing confusion or forgetfulness	65%	30%	4%	1%	100%
Maintaining your home	64%	27%	6%	4%	100%
Maintaining your yard	60%	26%	7%	7%	100%
Finding productive or meaningful activities to do	71%	21%	6%	2%	100%
Having friends or family you can rely on	79%	16%	4%	2%	100%
Falling or injuring yourself in your home	78%	16%	4%	2%	100%
Finding affordable health insurance	65%	17%	10%	9%	100%
Getting the health care you need	77%	14%	6%	3%	100%
Affording the medications you need	71%	16%	7%	6%	100%
Getting the oral health care you need	72%	14%	7%	7%	100%
Having tooth or mouth problems	67%	20%	9%	4%	100%
Having enough money to meet daily expenses	69%	19%	10%	3%	100%
Having enough money to pay your property taxes	75%	15%	6%	4%	100%
Staying physically fit	44%	36%	15%	6%	100%
Maintaining a healthy diet	64%	24%	10%	2%	100%
Having interesting recreational or cultural activities to attend	70%	18%	8%	4%	100%
Having interesting social events or activities to attend	69%	20%	7%	4%	100%
Feeling bored	64%	23%	9%	4%	100%
Feeling like your voice is heard in the community	52%	25%	16%	7%	100%
Finding meaningful volunteer work	79%	13%	5%	3%	100%
Providing care for another person	72%	17%	5%	6%	100%
Dealing with legal issues	72%	16%	6%	5%	100%
Having adequate information or dealing with public programs such as Social Security, Medicare and Medicaid	66%	22%	7%	5%	100%
Finding work in retirement	69%	11%	10%	10%	100%
Building skills for paid or unpaid work	74%	15%	7%	4%	100%
Not knowing what services are available to older adults in your community	47%	29%	18%	6%	100%
Feeling lonely or isolated	71%	19%	6%	4%	100%

Question 6: Problems Faced by Older Adults					
The following questions list a number of problems that older adults may or may not face. Thinking back over the last 12 months, how much of a problem, if at all, has each of the following been for you?	Not a problem	Minor problem	Moderate problem	Major problem	Total
Dealing with the loss of a close family member or friend	67%	17%	8%	8%	100%
Being a victim of crime	89%	4%	4%	2%	100%
Being a victim of fraud or a scam	88%	6%	4%	2%	100%
Being physically or emotionally abused	95%	3%	2%	1%	100%
Dealing with financial planning issues	72%	19%	6%	3%	100%

Question 7: Days Spent in Facilities					
Thinking back over the past 12 months, how many days did you spend in...	No days (zero)	One to two days	Three to five days	Six or more days	Total
As a patient in a hospital	74%	10%	10%	7%	100%
In a nursing home or long term facility	99%	0%	0%	1%	100%

Question 8: Falls in Last 12 Months	
Thinking back over the past 12 months, how many times have you fallen and injured yourself? Was it...	Percent of respondents
Never	68%
Once or twice	27%
3-5 times	4%
More than 5 times	1%
Total	100%

Question 9: Five or More Days Spent in or Visiting a Facility	
Please indicate whether any of the following are true for you in the last 12 months.	Percent of respondents
Spent five or more days in a nursing home or other long term care facility	3%
Visited someone five or more times in a nursing home or other long term care facility	27%
None of these	72%
Total may exceed 100% as respondents could select more than one option.	

Question 10: Ratings of Long Term Care Facilities					
Please rate each of the following aspects of the long term care facilities referenced above	Excellent	Good	Fair	Poor	Total
Overall cleanliness	27%	55%	16%	2%	100%
Quality of food	20%	48%	22%	10%	100%
Quantity of activities	20%	53%	20%	7%	100%
Quality of activities	16%	54%	20%	10%	100%

Question 10: Ratings of Long Term Care Facilities					
Please rate each of the following aspects of the long term care facilities referenced above	Excellent	Good	Fair	Poor	Total
Quantity of staff	19%	46%	24%	12%	100%
Quality of staff	22%	49%	22%	7%	100%

This question was asked only of those who reported spending time in or visiting someone else in a nursing home or other long term care facility at least five or more times in the last 12 months.

Question 11: Recommend Living in Community	
How likely or unlikely are you to recommend living in Kalamazoo County to older adults?	Percent of respondents
Very likely	45%
Somewhat likely	42%
Somewhat unlikely	10%
Very unlikely	2%
Total	100%

Question 12: Likelihood of Remaining in Community Throughout Retirement	
How likely or unlikely are you to remain in Kalamazoo County throughout your retirement?	Percent of respondents
Very likely	77%
Somewhat likely	16%
Somewhat unlikely	4%
Very unlikely	3%
Total	100%

Question 13: Participation in Activities					
In the last 12 month, about how many times, if ever, have you participated in or done each of the following?	Never	Once or twice	3 to 12 times	13 to 26 times	Total
Used a senior center in Kalamazoo County	78%	13%	6%	2%	100%
Used a public library in Kalamazoo County	35%	22%	30%	12%	100%
Attended a meeting of local elected officials or other local public meeting in Kalamazoo County	70%	24%	6%	1%	100%
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	50%	31%	16%	3%	100%
Used public transit (Metro County Connect) within Kalamazoo County	92%	5%	2%	1%	100%
Visited a neighborhood park	29%	34%	29%	9%	100%

Question 14: Hours Spent Doing Activities						
During a typical week, how many hours, if any, do you spend doing the following?	Never (no hours)	1 to 3 hours	4 to 5 hours	6 to 10 hours	11 or more hours	Total
Participating in a club (including book, dance, game and other social)	64%	23%	8%	2%	2%	100%
Participating in a civic group (including Elks, Kiwanis, Masons, etc.)	90%	8%	1%	0%	1%	100%
Communicating/ visiting with friends and/or family	2%	24%	23%	21%	30%	100%
Participating in religious or spiritual activities with others	36%	33%	13%	7%	11%	100%
Participating in a recreation program or group activity	54%	23%	12%	6%	6%	100%
Providing help to friends or relatives	10%	45%	22%	11%	12%	100%
Volunteering your time to some group/activity in Kalamazoo County	65%	17%	10%	3%	5%	100%

Question 15: Hours Spent Providing Care							
During a typical week, how many hours do you spend providing care for one or more individuals with whom you have a significant relationship (such as spouse, other relative, partner, friend, neighbor or child), whether or not they live with you?	Never (no hours)	1 to 3 hours	4 to 5 hours	6 to 10 hours	11 to 20 hours	20 or more hours	Total
One or more individuals age 55 or older	50%	19%	5%	7%	3%	15%	100%
One or more individuals age 18 to 54	69%	14%	5%	4%	3%	5%	100%
One or more individuals under age 18	66%	10%	8%	6%	4%	5%	100%

Question 16: Receives Care	
Whether or not they live with you, does someone provide assistance to you almost every day?	Percent of respondents
Yes	18%
No	82%
Total	100%

Question D1: Length of Residency	
How many years have you lived in Kalamazoo County?	Percent of respondents
Less than 1 year	1%
1-5 years	5%
6-10 years	3%
11-20 years	4%
More than 20 years	87%
Total	100%

Question D2: Housing Unit Type	
Which best describes the building you live in?	Percent of respondents
Single family home	72%
Townhouse, condominium, duplex or apartment	22%
Mobile home	2%
Assisted living residence	2%
Nursing home	0%
Other	2%
Total	100%

Question D3: Tenure (Rent or Own)	
Do you currently rent or own your home?	Percent of respondents
Rent	19%
Own (with a mortgage payment)	28%
Own (free and clear; no mortgage)	53%
Total	100%

Question D4: Monthly Housing Costs	
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent of respondents
Less than \$300 per month	16%
\$300 to \$599 per month	35%
\$600 to \$999 per month	27%
\$1,000 to \$1,499 per month	9%
\$1,500 to \$2,499 per month	8%
\$2,500 or more per month	4%
Total	100%

Question D5: Total Number of Household Members	
How many people, including yourself, live in your household?	Percent of respondents
1 person (live alone)	37%
2 people	50%
3 people	9%
4 or more people	5%
Total	100%

Question D6: Number of Older Adult Household Members	
How many of these people, including yourself, are 55 or older?	Percent of respondents
1 person	50%
2 people	50%
3 people	0%
4 or more people	0%
Total	100%

Question D7: Retirement Status	
What is your employment status?	Percent of respondents
Fully retired	73%
Working full time for pay	10%
Working part time for pay	14%
Unemployed, looking for paid work	3%
Total	100%

Question D8: Expected Age of Retirement	
[If not yet fully retired] At what age do you expect to retire completely and not work for pay at all?	Percent of respondents
60 to 64	49%
65 to 69	29%
70 to 74	22%
75 or older	0%
Never	0%
Total	100%

Question D9: Household Income	
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents
Less than \$15,000	12%
\$15,000 to \$24,999	22%
\$25,000 to \$49,999	35%
\$50,000 to \$74,999	15%
\$75,000 to \$99,999	7%
\$100,000 or more	8%
Total	100%

Question D10: Respondent Ethnicity/Origin	
Are you Spanish/Hispanic/Latino?	Percent of respondents
Yes	1%
No	99%
Total	100%

Question D11: Respondent Race	
What is your race?	Percent of respondents
American Indian or Alaskan native	2%
Asian or Pacific Islander	0%
Black, African American	4%
White/Caucasian	94%
Other	2%
Total may exceed 100% as respondents could select more than one option.	

Question D12: Respondent Age	
In which category is your age?	Percent of respondents
60-64 years	25%
65-69 years	20%
70-74 years	19%
75-79 years	13%
80-84 years	13%
85-89 years	8%
90-94 years	2%
95 years or older	1%
Total	100%

<b>Question D13: Respondent Gender</b>	
<b>What is your sex?</b>	<b>Percent of respondents</b>
Female	57%
Male	43%
Total	100%

<b>Question D14: Voter Registration Status</b>	
<b>Are you registered to vote in your jurisdiction?</b>	<b>Percent of respondents</b>
Yes	95%
No	5%
Ineligible to vote	0%
Total	100%

<b>Question D15: Voted in Last General Election</b>	
<b>Many people don't have time to vote in elections. Did you vote in the last general election?</b>	<b>Percent of respondents</b>
Yes	90%
No	10%
Ineligible to vote	0%
Total	100%

## Frequencies Including Don't Know Responses

These tables contain the percentage of respondents for each response category as well as the N or total number of respondents for each category, next to the percentage. When the total N for a question does not equal the total number of all respondents, it is due to some respondents skipping the question.

Question 1: Quality of Community												
Please circle the number that comes closest to your opinion for each of the following questions.	Excellent		Good		Fair		Poor		Don't know		Total	
	How do you rate Kalamazoo County as a place to live?	27%	91	64%	212	8%	26	1%	3	0%	1	100%
How do you rate Kalamazoo County as a place to retire?	23%	74	53%	174	18%	59	4%	12	3%	8	100%	328

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Kalamazoo County adults age 60 or over:	Excellent		Good		Fair		Poor		Don't know		Total	
	Opportunities to volunteer	40%	137	41%	138	4%	14	1%	3	14%	49	100%
Employment opportunities	1%	3	11%	36	33%	113	29%	97	26%	88	100%	337
Opportunities to enroll in skill-building or personal enrichment classes	19%	62	41%	138	18%	60	2%	6	21%	69	100%	334
Recreation opportunities (including games, arts and library services, etc.)	29%	97	51%	174	12%	40	1%	3	7%	24	100%	337
Fitness opportunities (including exercise classes and paths or trails, etc.)	34%	116	46%	156	11%	36	1%	4	8%	28	100%	341
Opportunities to attend social events or activities	24%	80	47%	159	15%	50	3%	10	12%	40	100%	339
Opportunities to attend religious or spiritual activities	43%	148	42%	142	6%	22	1%	2	8%	27	100%	341
Opportunities to attend or participate in meetings about local government or community matters	17%	57	47%	159	16%	55	3%	11	17%	56	100%	339
Availability of affordable quality housing	8%	27	36%	123	29%	97	7%	25	19%	66	100%	338
Variety of housing options	11%	38	42%	141	22%	75	7%	23	18%	59	100%	336
Availability of information about resources for older adults	11%	36	44%	149	26%	86	6%	19	14%	46	100%	338
Availability of financial and legal planning services	12%	40	33%	112	25%	84	5%	18	24%	81	100%	336
Availability of affordable quality physical health care	17%	58	41%	142	24%	83	7%	26	10%	35	100%	344
Availability of affordable quality mental health care	8%	27	30%	102	20%	67	7%	25	35%	117	100%	337
Availability of preventive health services (e.g., health screenings, flu	25%	87	52%	177	15%	51	3%	9	5%	17	100%	342

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Kalamazoo County adults age 60 or over:	Excellent		Good		Fair		Poor		Don't know		Total	
	shots, educational workshops)											
Availability of affordable quality food	22%	75	55%	185	16%	53	3%	11	4%	13	100%	336
Sense of community	12%	39	49%	161	23%	76	4%	13	12%	41	100%	330
Openness and acceptance of the community towards older residents of diverse backgrounds	8%	27	40%	133	26%	89	3%	10	23%	77	100%	336
Ease of bus travel in Kalamazoo County	5%	17	26%	86	23%	77	10%	34	36%	120	100%	334
Ease of car travel in Kalamazoo County	18%	60	63%	213	15%	51	2%	6	3%	11	100%	341
Ease of walking in Kalamazoo County	14%	48	42%	144	27%	94	7%	24	10%	33	100%	342

Question 3: Overall Services to Older Adults		
How would you rate the overall services provided to older adults in Kalamazoo County?	Percent of respondents	Count
Excellent	9%	30
Good	53%	180
Fair	17%	59
Poor	2%	5
Don't know	19%	66
Total	100%	340

Question 4: Level of Informedness about Services and Activities for Older Adults		
In general, how informed or uninformed do you feel about services and activities available to older adults in Kalamazoo County?	Percent of respondents	Count
Very informed	16%	55
Somewhat informed	57%	195
Somewhat uninformed	17%	58
Very uninformed	10%	33
Total	100%	341

Question 5: Quality of Life and Health												
Please circle the number that comes closest to your opinion for each of the following questions.	Excellent		Good		Fair		Poor		Don't know		Total	
	How do you rate your overall physical health?	16%	54	58%	199	22%	77	4%	12	1%	2	100%
How do you rate your overall mental health/emotional well being?	32%	110	56%	193	10%	35	1%	5	1%	2	100%	344
How do you rate your overall quality of life?	28%	96	56%	193	13%	45	3%	9	1%	2	100%	344

Question 6: Problems Faced by Older Adults												
The following questions list a number of problems that older adults may or may not face. Thinking back over the last 12 months, how much of a problem, if at all, has each of the following been for you?	Not a problem		Minor problem		Moderate problem		Major problem		Don't know		Total	
	Having housing to suit your needs	89%	303	5%	19	3%	10	2%	5	2%	5	100%
Your physical health	39%	133	34%	116	18%	62	8%	27	1%	3	100%	341
Performing regular activities, including walking, eating and preparing meals	67%	228	20%	68	10%	36	3%	9	0%	1	100%	342
Having enough food to eat	92%	312	6%	19	1%	2	1%	4	0%	1	100%	338
Doing heavy or intense housework	42%	142	33%	113	12%	42	12%	40	1%	3	100%	339
Having safe and affordable transportation available	75%	255	13%	43	5%	16	3%	9	5%	17	100%	341
No longer being able to drive	78%	251	4%	14	4%	11	5%	15	9%	28	100%	320
Feeling depressed	66%	225	22%	74	8%	28	2%	7	2%	5	100%	339
Experiencing confusion or forgetfulness	64%	218	29%	100	4%	15	1%	4	2%	5	100%	342
Maintaining your home	63%	217	27%	91	6%	20	4%	13	0%	1	100%	342
Maintaining your yard	59%	197	25%	84	7%	24	7%	22	1%	5	100%	333
Finding productive or meaningful activities to do	70%	240	21%	71	6%	22	2%	7	1%	3	100%	343
Having friends or family you can rely on	78%	270	16%	54	4%	13	2%	6	0%	1	100%	344
Falling or injuring yourself in your home	77%	261	15%	52	4%	12	2%	8	2%	6	100%	339
Finding affordable health insurance	65%	220	16%	56	10%	32	9%	30	1%	2	100%	341
Getting the health care you need	76%	262	14%	47	6%	21	3%	10	1%	3	100%	342
Affording the medications you need	71%	245	16%	57	7%	23	6%	20	0%	0	100%	344
Getting the oral health care you need	71%	240	14%	48	7%	23	7%	23	1%	3	100%	336

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Question 6: Problems Faced by Older Adults												
The following questions list a number of problems that older adults may or may not face. Thinking back over the last 12 months, how much of a problem, if at all, has each of the following been for you?	Not a problem		Minor problem		Moderate problem		Major problem		Don't know		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Having tooth or mouth problems	66%	225	20%	66	9%	30	4%	15	1%	2	100%	338
Having enough money to meet daily expenses	68%	233	19%	64	10%	32	3%	11	0%	1	100%	341
Having enough money to pay your property taxes	71%	231	14%	45	6%	20	4%	12	6%	18	100%	327
Staying physically fit	43%	147	35%	120	15%	50	6%	20	1%	4	100%	340
Maintaining a healthy diet	64%	217	24%	81	10%	32	2%	6	0%	0	100%	337
Having interesting recreational or cultural activities to attend	66%	221	17%	57	8%	26	4%	13	5%	16	100%	333
Having interesting social events or activities to attend	66%	224	19%	65	7%	23	4%	14	4%	12	100%	338
Feeling bored	63%	211	23%	77	9%	30	4%	12	2%	5	100%	335
Feeling like your voice is heard in the community	40%	131	19%	62	13%	41	5%	17	23%	76	100%	327
Finding meaningful volunteer work	63%	203	10%	32	4%	13	3%	8	20%	64	100%	321
Providing care for another person	59%	188	14%	45	4%	13	5%	16	18%	57	100%	319
Dealing with legal issues	63%	205	14%	47	5%	18	5%	15	12%	40	100%	325
Having adequate information or dealing with public programs such as Social Security, Medicare and Medicaid	64%	218	21%	72	7%	23	5%	17	4%	13	100%	343
Finding work in retirement	50%	163	8%	25	7%	25	7%	23	28%	91	100%	327
Building skills for paid or unpaid work	53%	173	11%	35	5%	17	3%	9	28%	90	100%	323
Not knowing what services are available to older adults in your community	41%	137	25%	84	16%	54	5%	17	13%	44	100%	336
Feeling lonely or isolated	70%	232	19%	63	5%	18	4%	12	2%	7	100%	333
Dealing with the loss of a close family member or friend	63%	209	16%	54	8%	25	8%	25	5%	18	100%	331
Being a victim of crime	82%	274	4%	12	4%	13	2%	7	8%	28	100%	334
Being a victim of fraud or a scam	81%	272	5%	18	4%	12	2%	7	8%	26	100%	335
Being physically or emotionally abused	89%	296	2%	8	2%	6	1%	2	7%	23	100%	334
Dealing with financial planning issues	69%	231	18%	61	6%	20	3%	10	4%	14	100%	337

Question 7: Days Spent in Facilities												
Thinking back over the past 12 months, how many days did you spend in...	No days (zero)		One to two days		Three to five days		Six or more days		Don't know		Total	
As a patient in a hospital	74%	239	10%	32	10%	31	7%	22	0%	0	100%	325
In a nursing home or long term care facility	99%	309	0%	0	0%	1	1%	3	0%	0	100%	313

Question 8: Falls in Last 12 Months		
Thinking back over the past 12 months, how many times have you fallen and injured yourself? Was it...	Percent of respondents	Count
Never	68%	229
Once or twice	27%	92
3-5 times	4%	13
More than 5 times	1%	4
Don't know	0%	0
Total	100%	338

Question 9: Five or More Days Spent in or Visiting a Facility		
Please indicate whether any of the following are true for you in the last 12 months.	Percent of respondents	Count
Spent five or more days in a nursing home or other long term care facility	3%	8
Visited someone five or more times in a nursing home or other long term care facility	27%	87
None of these	72%	230
Total may exceed 100% as respondents could select more than one option.		

Question 10: Ratings of Long Term Care Facilities												
Please rate each of the following aspects of the long term care facilities referenced above	Excellent		Good		Fair		Poor		Don't know		Total	
	Overall cleanliness	23%	24	48%	49	14%	14	2%	2	13%	14	100%
Quality of food	15%	15	35%	35	17%	16	7%	7	26%	25	100%	98
Quantity of activities	15%	15	41%	41	15%	15	5%	5	24%	24	100%	101
Quality of activities	12%	12	40%	40	15%	15	8%	8	26%	26	100%	100
Quantity of staff	14%	14	35%	33	18%	18	9%	9	24%	23	100%	96
Quality of staff	18%	18	39%	39	18%	18	5%	5	19%	19	100%	98

This question was asked only of those who reported spending time in or visiting someone else in a nursing home or other long term care facility at least five or more times in the last 12 months.

Question 11: Recommend Living in Community		
How likely or unlikely are you to recommend living in Kalamazoo County to older adults?	Percent of respondents	Count
Very likely	39%	133
Somewhat likely	37%	125
Somewhat unlikely	9%	30
Very unlikely	2%	7
Don't know	14%	46
Total	100%	341

Question 12: Likelihood of Remaining in Community Throughout Retirement		
How likely or unlikely are you to remain in Kalamazoo County throughout your retirement?	Percent of respondents	Count
Very likely	74%	251
Somewhat likely	15%	52
Somewhat unlikely	4%	13
Very unlikely	3%	11
Don't know	4%	13
Total	100%	340

Question 13: Participation in Activities												
In the last 12 month, about how many times, if ever, have you participated in or done each of the following?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
Used a senior center in Kalamazoo County	77%	266	13%	46	6%	21	2%	7	2%	6	100%	345
Used a public library in Kalamazoo County	32%	106	20%	67	27%	91	11%	36	11%	37	100%	338
Attended a meeting of local elected officials or other local public meeting in Kalamazoo County	70%	240	24%	82	6%	20	1%	3	0%	0	100%	345
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	49%	169	31%	106	15%	53	3%	11	1%	4	100%	342
Used public transit (Metro County Connect) within Kalamazoo County	90%	305	5%	17	2%	7	1%	2	2%	8	100%	340
Visited a neighborhood park	27%	93	32%	110	28%	95	8%	29	5%	16	100%	342

Question 14: Hours Spent Doing Activities														
During a typical week, how many hours, if any, do you spend doing the following?	Never (no hours)		1 to 3 hours		4 to 5 hours		6 to 10 hours		11 or more hours		Don't know		Total	
	Participating in a club (including book, dance, game and other social)	64%	217	23%	79	8%	28	2%	6	2%	8	1%	3	100%
Participating in a civic group (including Elks, Kiwanis, Masons, etc.)	89%	301	8%	26	1%	5	0%	1	1%	2	1%	2	100%	337
Communicating/ visiting with friends and/or family	2%	6	24%	80	22%	75	20%	68	29%	100	3%	11	100%	341
Participating in religious or spiritual activities with others	36%	122	32%	110	13%	43	7%	22	11%	38	2%	5	100%	340
Participating in a recreation program or group activity	53%	176	23%	75	12%	38	6%	19	6%	18	1%	2	100%	329
Providing help to friends or relatives	10%	32	43%	142	21%	69	10%	35	11%	37	5%	15	100%	330
Volunteering your time to some group/activity in Kalamazoo County	65%	222	16%	56	10%	33	3%	11	5%	18	1%	3	100%	343

Question 15: Hours Spent Providing Care																
During a typical week, how many hours do you spend providing care for one or more individuals with whom you have a significant relationship (such as spouse, other relative, partner, friend, neighbor or child), whether or not they live with you?	Never (no hours)		1 to 3 hours		4 to 5 hours		6 to 10 hours		11 to 20 hours		20 or more hours		Don't know		Total	
	One or more individuals age 55 or older	48%	157	19%	61	5%	17	7%	21	3%	9	15%	48	3%	11	100%
One or more individuals age 18 to 54	66%	199	13%	39	5%	15	3%	10	3%	10	5%	15	5%	15	100%	304
One or more individuals under age 18	64%	193	10%	31	8%	25	6%	18	4%	13	4%	13	3%	10	100%	301

Question 16: Receives Care		
Whether or not they live with you, does someone provide assistance to you almost every day?	Percent of respondents	Count
Yes	18%	57
No	82%	269
Total	100%	326

Question D1: Length of Residency		
How many years have you lived in Kalamazoo County?	Percent of respondents	Count
Less than 1 year	1%	2
1-5 years	5%	19
6-10 years	3%	11
11-20 years	4%	14
More than 20 years	87%	299
Total	100%	345

Question D2: Housing Unit Type		
Which best describes the building you live in?	Percent of respondents	Count
Single family home	72%	249
Townhouse, condominium, duplex or apartment	22%	75
Mobile home	2%	7
Assisted living residence	2%	6
Nursing home	0%	1
Other	2%	8
Total	100%	346

Question D3: Tenure (Rent or Own)		
Do you currently rent or own your home?	Percent of respondents	Count
Rent	19%	63
Own (with a mortgage payment)	28%	94
Own (free and clear; no mortgage)	53%	178
Total	100%	335

Question D4: Monthly Housing Costs		
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent of respondents	Count
Less than \$300 per month	16%	52
\$300 to \$599 per month	35%	111
\$600 to \$999 per month	27%	84
\$1,000 to \$1,499 per month	9%	29
\$1,500 to \$2,499 per month	8%	26
\$2,500 or more per month	4%	13
Total	100%	315

Question D5: Total Number of Household Members		
How many people, including yourself, live in your household?	Percent of respondents	Count
1 person (live alone)	37%	123
2 people	50%	166
3 people	9%	29
4 or more people	5%	17
Don't know	0%	0
Total	100%	335

Question D6: Number of Older Adult Household Members		
How many of these people, including yourself, are 55 or older?	Percent of respondents	Count
1 person	50%	162
2 people	50%	162
3 people	0%	0
4 or more people	0%	1
Don't know	0%	0
Total	100%	325

Question D7: Retirement Status		
What is your employment status?	Percent of respondents	Count
Fully retired	73%	237
Working full time for pay	10%	33
Working part time for pay	14%	46
Unemployed, looking for paid work	3%	10
Total	100%	325

Question D8: Expected Age of Retirement		
[If not yet fully retired] At what age do you expect to retire completely and not work for pay at all?	Percent of respondents	Count
60 to 64	49%	27
65 to 69	29%	16
70 to 74	22%	12
Total	100%	56

Question D9: Household Income		
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents	Count
Less than \$15,000	12%	38
\$15,000 to \$24,999	22%	69
\$25,000 to \$49,999	35%	107
\$50,000 to \$74,999	15%	46
\$75,000 to \$99,999	7%	22
\$100,000 or more	8%	25
Total	100%	307

Question D10: Respondent Ethnicity/Origin		
Are you Spanish/Hispanic/Latino?	Percent of respondents	Count
Yes	1%	4
No	99%	332
Total	100%	336

Question D11: Respondent Race		
What is your race?	Percent of respondents	Count
American Indian or Alaskan native	2%	6
Asian or Pacific Islander	0%	1
Black, African American	4%	13
White/Caucasian	94%	317
Other	2%	7
Total may exceed 100% as respondents could select more than one option.		

Question D12: Respondent Age		
In which category is your age?	Percent of respondents	Count
60-64 years	25%	85
65-69 years	20%	68
70-74 years	19%	63
75-79 years	13%	44
80-84 years	13%	46
85-89 years	8%	26
90-94 years	2%	6
95 years or older	1%	2
Total	100%	340

Question D13: Respondent Gender		
What is your sex?	Percent of respondents	Count
Female	57%	195
Male	43%	146
Total	100%	341

Question D14: Voter Registration Status		
Are you registered to vote in your jurisdiction?	Percent of respondents	Count
Yes	94%	325
No	5%	17
Ineligible to vote	0%	1
Don't know	1%	3
Total	100%	346

Question D15: Voted in Last General Election		
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents	Count
Yes	90%	312
No	9%	33
Ineligible to vote	0%	0
Don't know	0%	1
Total	100%	346

## APPENDIX E. COMPLETE SET OF RESPONSES FOR WEB SURVEY OF PROVIDERS

Question 1												
Please rate each of the following characteristics of Kalamazoo County as they relate to adults age 60 or older:	Excellent		Good		Fair		Poor		Don't know		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Opportunities to volunteer	38	56%	24	35%	3	4%	0	0%	3	4%	68	100%
Employment opportunities	1	1%	8	12%	32	47%	16	24%	11	16%	68	100%
Opportunities to enroll in skill-building or personal enrichment classes	8	12%	37	54%	17	25%	1	1%	5	7%	68	100%
Recreation/cultural opportunities	19	28%	38	56%	7	10%	0	0%	4	6%	68	100%
Fitness opportunities (including exercise classes and paths or trails, etc.)	21	31%	37	55%	5	7%	0	0%	4	6%	67	100%
Library services (including homebound services)	19	28%	25	37%	15	22%	1	1%	8	12%	68	100%
Opportunities to attend social events or activities	13	19%	41	60%	9	13%	0	0%	5	7%	68	100%
Opportunities to attend religious or spiritual activities	29	43%	25	37%	8	12%	1	1%	4	6%	67	100%
Opportunities to attend or participate in meetings about local government or community matters	13	19%	33	49%	16	24%	3	4%	3	4%	68	100%
Availability of affordable quality housing	4	6%	15	22%	28	41%	16	24%	5	7%	68	100%
Variety of housing options	3	4%	21	31%	27	40%	13	19%	4	6%	68	100%
Availability of information about resources for older adults	19	28%	34	50%	12	18%	1	1%	2	3%	68	100%
Availability of financial or legal planning services	5	7%	24	35%	24	35%	8	12%	7	10%	68	100%
Availability of affordable quality physical health care	4	6%	20	30%	32	48%	6	9%	5	7%	67	100%
Availability of affordable quality mental health care	3	4%	8	12%	29	43%	21	31%	7	10%	68	100%
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	8	12%	35	51%	17	25%	2	3%	6	9%	68	100%
Availability of affordable quality food	4	6%	34	50%	18	26%	8	12%	4	6%	68	100%

Question 1												
Please rate each of the following characteristics of Kalamazoo County as they relate to adults age 60 or older:	Excellent		Good		Fair		Poor		Don't know		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Openness and acceptance of the community towards older residents of diverse backgrounds	3	4%	29	43%	30	44%	3	4%	3	4%	68	100%
Ease of bus travel in your community	1	1%	13	19%	27	40%	18	27%	8	12%	67	100%
Ease of car travel in your community	4	6%	45	66%	15	22%	3	4%	1	1%	68	100%
Ease of walking in your community	1	1%	27	40%	30	44%	10	15%	0	0%	68	100%
Ease of getting to the places older adults usually have to visit	0	0%	26	39%	25	37%	10	15%	6	9%	67	100%
Overall feeling of safety in your community	2	3%	43	63%	18	26%	2	3%	3	4%	68	100%
Valuing older residents in your community	3	4%	28	41%	30	44%	5	7%	2	3%	68	100%
Neighborliness of your community	5	7%	35	51%	24	35%	1	1%	3	4%	68	100%
Availability of home health care /personal care services	13	19%	33	49%	11	16%	6	9%	4	6%	67	100%
Availability of homemaker services	8	12%	25	37%	18	26%	7	10%	10	15%	68	100%
Availability of adult day care options	8	12%	23	34%	23	34%	8	12%	6	9%	68	100%
Availability of quality nursing homes	3	4%	22	32%	24	35%	11	16%	8	12%	68	100%
Availability of affordable assisted living	4	6%	7	10%	17	25%	30	44%	10	15%	68	100%

Question 3		
How would you rate the overall availability of services provided to older adults in Kalamazoo County?	Number	Percent
Excellent	5	7%
Good	39	57%
Fair	22	32%
Poor	0	0%
Don't know	2	3%
Total	68	100%

Question 4		
In general, how informed or uninformed do you think older residents are about services and activities available to them in Kalamazoo County?	Number	Percent
Very informed	2	3%
Somewhat informed	29	43%
Somewhat uninformed	31	46%
Very uninformed	4	6%
Don't know	1	1%
Total	67	100%

Question 5												
How much of a problem, if at all, do you think the following issues are for older adults in Kalamazoo County?	Not a problem		Minor problem		Moderate problem		Major problem		Don't know		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Having suitable housing	1	1%	9	13%	40	59%	13	19%	5	7%	68	100%
Maintaining their physical health	1	1%	10	15%	37	54%	16	24%	4	6%	68	100%
Performing regular activities, including walking, eating and preparing meals	2	3%	16	24%	38	56%	4	6%	8	12%	68	100%
Having enough food to eat	1	1%	16	24%	35	51%	10	15%	6	9%	68	100%

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Question 5												
How much of a problem, if at all, do you think the following issues are for older adults in Kalamazoo County?	Not a problem		Minor problem		Moderate problem		Major problem		Don't know		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Doing heavy or intense housework	0	0%	9	13%	30	45%	23	34%	5	7%	67	100%
Having safe and affordable transportation available	0	0%	13	19%	24	35%	29	43%	2	3%	68	100%
No longer being able to drive	0	0%	4	6%	23	34%	37	54%	4	6%	68	100%
Depression	0	0%	7	10%	31	46%	23	34%	7	10%	68	100%
Confusion/forgetfulness	0	0%	10	15%	35	51%	16	24%	7	10%	68	100%
Home maintenance	0	0%	4	6%	30	44%	30	44%	4	6%	68	100%
Yard maintenance	0	0%	5	7%	27	40%	31	46%	4	6%	67	100%
A lack of productive or meaningful activities	3	4%	19	28%	29	43%	13	19%	4	6%	68	100%
Having friends or family to rely on	1	1%	17	25%	30	44%	16	24%	4	6%	68	100%
Falls/injuries	2	3%	4	6%	32	48%	24	36%	5	7%	67	100%
Finding affordable health insurance	1	1%	5	7%	18	27%	37	55%	6	9%	67	100%
Getting good health care	0	0%	11	16%	36	54%	14	21%	6	9%	67	100%
Affording their medications	1	1%	3	4%	18	26%	41	60%	5	7%	68	100%
Dealing with substance abuse problems	1	1%	22	33%	24	36%	7	10%	13	19%	67	100%
Getting oral health care	1	1%	4	6%	24	35%	31	46%	8	12%	68	100%
Tooth or mouth problems	1	1%	6	9%	25	37%	27	40%	9	13%	68	100%
Having enough money to meet daily expenses	2	3%	3	4%	37	54%	19	28%	7	10%	68	100%
Having enough money to pay property taxes	1	1%	5	7%	28	42%	18	27%	15	22%	67	100%
Staying physically fit	0	0%	10	15%	39	58%	13	19%	5	7%	67	100%
Maintaining a healthy diet	2	3%	10	15%	33	49%	18	27%	4	6%	67	100%
Having interesting recreational or cultural activities to attend	9	13%	29	43%	24	35%	3	4%	3	4%	68	100%
Having interesting social events or activities to attend	10	15%	29	43%	22	32%	5	7%	2	3%	68	100%
Feeling bored	4	6%	12	18%	28	42%	19	28%	4	6%	67	100%
Feeling like their voices are heard in the community	1	1%	16	24%	26	38%	15	22%	10	15%	68	100%
Finding meaningful volunteer work	14	21%	26	38%	22	32%	1	1%	5	7%	68	100%
Providing care for another person	1	1%	9	13%	35	52%	19	28%	3	4%	67	100%

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Question 5												
How much of a problem, if at all, do you think the following issues are for older adults in Kalamazoo County?	Not a problem		Minor problem		Moderate problem		Major problem		Don't know		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Dealing with legal issues	0	0%	18	26%	33	49%	9	13%	8	12%	68	100%
Having adequate information about or dealing with public programs such as Social Security, Medicare and Medicaid	0	0%	13	19%	22	32%	26	38%	7	10%	68	100%
Finding work in retirement	0	0%	4	6%	28	41%	26	38%	10	15%	68	100%
Building skills for paid or unpaid work	1	1%	14	21%	29	43%	11	16%	13	19%	68	100%
Not knowing what services are available to older adults in their community	1	1%	15	22%	30	45%	15	22%	6	9%	67	100%
Feeling lonely or isolated	1	1%	9	13%	27	40%	26	38%	5	7%	68	100%
Dealing with the loss of a close family member or friend	1	1%	8	12%	30	45%	22	33%	6	9%	67	100%
Being a victim of crime	2	3%	22	32%	27	40%	5	7%	12	18%	68	100%
Being a victim of fraud or a scam	1	1%	11	16%	32	47%	17	25%	7	10%	68	100%
Being physically or emotionally abused	0	0%	20	29%	30	44%	5	7%	13	19%	68	100%
Dealing with financial planning issues	0	0%	10	15%	29	44%	17	26%	10	15%	66	100%

Question 7										
The following is a list of services that might be offered to older adults in a community to allow them to “age in place.” Please indicate if these services are presently available to seniors in Kalamazoo County. If you are uncertain, please check “don’t know.”	Available (enough capacity)		Available (need more capacity)		Not Available		Don't know		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Care/case management (one-on-one help accessing resources in the community)	4	6%	58	85%	1	1%	5	7%	68	100%
Information and referral	23	34%	42	62%	0	0%	3	4%	68	100%
Medicare, Medicaid and other health insurance counseling	9	13%	55	81%	0	0%	4	6%	68	100%
Financial counseling	5	7%	46	69%	3	4%	13	19%	67	100%
Legal services	11	16%	46	68%	1	1%	10	15%	68	100%
Benefits/programs counseling	5	7%	53	78%	0	0%	10	15%	68	100%
Geriatric Assessment Services	6	9%	50	74%	2	3%	10	15%	68	100%
Health screenings	20	29%	41	60%	0	0%	7	10%	68	100%
Health classes	23	35%	33	50%	1	2%	9	14%	66	100%
Hearing screening/services	12	18%	46	70%	0	0%	8	12%	66	100%
Immunizations	36	54%	26	39%	0	0%	5	7%	67	100%
Fitness programs	25	37%	33	49%	0	0%	9	13%	67	100%
Vision screening/eye care	10	15%	41	62%	1	2%	14	21%	66	100%
Dental services	4	6%	49	74%	3	5%	10	15%	66	100%
Prescription assistance	5	7%	51	76%	1	1%	10	15%	67	100%
Mental health counseling	10	15%	49	73%	0	0%	8	12%	67	100%
Memory care/dementia support services	6	9%	49	75%	1	2%	9	14%	65	100%
Personal Emergency Response Systems (for falls in the home, etc.)	23	35%	32	48%	0	0%	11	17%	66	100%
Home safety modifications (such as grab bars and wheelchair ramps)	6	9%	52	80%	1	2%	6	9%	65	100%
Affordable homemaker/in-home help (non-medical)	6	9%	52	79%	3	5%	5	8%	66	100%

Question 7										
The following is a list of services that might be offered to older adults in a community to allow them to “age in place.” Please indicate if these services are presently available to seniors in Kalamazoo County. If you are uncertain, please check “don’t know.”	Available (enough capacity)		Available (need more capacity)		Not Available		Don't know		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Affordable personal care (for those who may not be able to dress or bathe themselves, etc.)	4	6%	53	79%	4	6%	6	9%	67	100%
In-home medical care	13	19%	46	69%	1	1%	7	10%	67	100%
Transportation	5	8%	58	88%	1	2%	2	3%	66	100%
Group meals (congregate dining sites)	33	49%	27	40%	1	1%	6	9%	67	100%
Home delivered meals	24	36%	38	58%	1	2%	3	5%	66	100%
Nutrition counseling (one-on-one)	10	15%	36	55%	3	5%	17	26%	66	100%
Nutrition education	12	18%	35	54%	0	0%	18	28%	65	100%
Caregiver mental health counseling	4	6%	52	79%	0	0%	10	15%	66	100%
Caregiver support groups	11	16%	46	69%	0	0%	10	15%	67	100%
Caregiver information and referral	14	21%	45	68%	0	0%	7	11%	66	100%
Respite care	5	7%	54	81%	0	0%	8	12%	67	100%
Day care for adults	18	27%	42	63%	0	0%	7	10%	67	100%
Affordable housing programs	4	6%	53	79%	1	1%	9	13%	67	100%
Property tax assistance	6	9%	33	49%	4	6%	24	36%	67	100%
Utilities assistance	2	3%	55	83%	0	0%	9	14%	66	100%
Design guidelines to encourage senior friendly housing (universal design)	5	7%	36	54%	11	16%	15	22%	67	100%
Design guidelines to encourage “visitability” of senior households	2	3%	34	51%	12	18%	19	28%	67	100%
Education, socialization, and recreational activities	27	42%	31	48%	1	2%	6	9%	65	100%
Volunteer opportunities	38	58%	20	30%	1	2%	7	11%	66	100%
Intergenerational programming, including volunteer opportunities	17	25%	36	54%	2	3%	12	18%	67	100%
Vocational training/older worker career job placement services	5	8%	38	58%	3	5%	20	30%	66	100%

Question 8		
Your primary role:	Number	Percent
Advocate (seniors and/or disabled)	16	24%
Service provider (non-profit, government)	36	54%
Service provider (for-profit)	12	18%
Other	3	4%
Total	67	100%

## APPENDIX F. WEB SURVEY VERBATIM RESPONSES TO OPEN-ENDED QUESTIONS

Following are verbatim responses to the open-ended question on the Web survey. Because these responses were typed by provider respondents, they are presented here in verbatim form, including any typographical, grammatical or other mistakes. The responses are in alphabetical order.

Summarized, the most common themes in response to question 2 had to do with affordable housing, assisted living, transportation and general affordability issues. Question 6 themes were similar, focusing on transportation as well as in-home and housing related needs.

Question 2: If there was one change you could make within Kalamazoo County to help older adults “age in place,” what would it be?

- additional subsidized housing opportunities and assisted living options
- Affordable assisted living options
- affordable home health and respite for caregivers
- Affordable home maintenance (snow removal, yard work, etc)
- Affordable housing.
- Affordable in home care
- Affordable In-home services / Affordable QUALITY Assisted Living for those who can't afford the higher end AL facilities.
- affordable medical transportation
- Affordable services in all areas
- affordability
- Allow senior to stay in current housing regardless of financial resources
- availability of affordable door-to-door transportation
- better publicity about transportation options
- Cottage living options.
- creative solutions for flexible transportation, simple to use and access, escort transportation and door to door service
- dependable no transfer bus service
- embrace the livable communities concept
- Emergency Assistance and Transportation
- Enhanced mass transit--wider range
- Expanded home supports for medical and personal supports
- Focus more on the provision of direct services to enhance in-home living and reduce overhead and administrative costs of service delivery.
- government sponsored (paid for) home health care so elders can stay in their homes . Without a sponsor, it is expensive for middle income elders to pay for home health and most elders desire to stay in their homes.
- I would like to see what was promise to the elderly actually happen MI CHOICE really is not a choice with no funds clients have little choices of staying home more funding for the elderly instead of nursing homes.
- If more services were subsidized to all the elderly or disabled to remain in their homes.

- Impliment a way for these lonely cognitively intact seniors to get out and either talk to each other or volunteer their time with FREE transportation.
- Increase direct services to older adults and decrease overhead and administrative costs. There are too many levels in the system and waste results.
- Increase in Medicaid Waiver Program size
- Increase the wage and benefits of caregivers
- Increase transportation resources for our elders to be able to get to all appointments.
- Kalamazoo County attempts to assist the elderly - I feel the problem is the state and federals that need adjustments - starting with the fact that we start paying into the system at age 16 and never stop paying even when our income is at its lowest!
- keeping them in their homes
- make it affordable to stay at home and not have their bennies decide how much care they need and deserve!
- More affordable assisted living and/or adult foster care homes as well as increased financial support for those in need
- More affordable assisted living options
- more dedicated health care workers
- more funds available to help with home health aides to keep poeplein their homes - SAFELY!
- More funds for programs that provide home help services to seniors living independently, such as the AAIIIA Choices for Independence Programs
- More funds to help with aging in place services (respite, counseling, personal care, homemaking) including social workers to help people navigate the system and understand their choices.
- More home and community based care and nursing homes/assisted living facilities that are more homelike with trained caring staff.
- More low income assisted living
- More options for transportation (e.g.flexible schedules, WC access, smaller vans instead of big busses, etc.)
- More services to keep in home with medical / mental health needs
- more state money for homemaking & Personal care support
- more transportation optionsand services for frail and/or those with low incomes
- More walkable communities
- Much more affordable housing.
- Pass a county wide dedicated senior millage
- Provide services that allow them to stay in their homes as long as possible.
- Services being offered in their coomunity instead of the older adults having to come to Nazereth. We have Community Centers and we should use them so clients don't have to come up here all of the time.
- Shift funding to end waiting lists for persons in need of in-home assistance. Health often declines as folks wait and services get fractured and incomplete.
- Shrink the waiting list
- subsidized home services (household & yard maintenance, personal care services, errand/shopping services, low cost barrier free transportation to all parts of the county
- To be honest I hate the tag line "age in place." We need to increase affordable housing that is well maintained and in good living areas
- transportation availability
- Transportation to medical appointments and shopping.

Question 6: Thinking about the current services and programs offered to older adults in Kalamazoo County, what services or amenities are most needed?

- Affordable and reliable transportation. Adult day care options. Affordable legal and financial counseling
- Affordable housing and maintenance
- affordable medical transportation
- affordable or free assistance to manage basic household needs: repairs, upkeep
- Affordable services in every and all areas
- affordable short term respite for caregivers so that they can go on vacations and have weekend respite
- Affordable Transportation for those who do not or cannot drive. Affordable and accessible transportation to medical appointments and social activities would make it easier to maintain their health and well-being.
- Affordable transportation services
- Aging in place services to keep them in the community
- Assistance with food, housing, utilities.
- Community Based Personal Care and Companionship
- companionship, spiritual
- door to door transportation, shopping support for those who cannot shop alone. Abuse & neglect support, especially financial exploitation & options counseling on services & supports.
- Easily obtained & convenient transportation, home and yard care services, proper plans in place for bill-paying, and keeping up-to-date with paperwork & mail
- Financial Assistance and transportation
- financial planning/management
- Free assistance and education regarding medicare and medicaid. Also education on Hospice and their services and benefits. I personally know few people know much about hospice.
- Help with home and yard maintenance
- Help with regular daily routine home help, personal care, medication monitoring
- Home care (house & yard), transportation, social activities
- home health aides to assist with ADLs / affordable care in home or in assisted living or SNFs
- home health providers
- Home Healthcare/ visiting Nurses, Emergency needs services, weatherization and dental services
- Homemaking, transportation, social support
- I am not familiar enough with them to say.
- If you had asked what MY experience is, I could have suggested something. But, you are asking about Kalamazoo County and I have no idea.
- information events, caregiver spouses, care management, regular transportation
- Just a comment on the previous questions. The choices and attitudes of a senior plays a major part in their well being. I call it self responsibility. Basic help with homemaking , shopping and often Rx set up without the requirement that 3/4 ADL b
- Less expensive assisted living--more transportation options (currently a patchwork of pd. & volunteers, etc.)
- long term supports to prevent decline in phys and mental abilities
- Making ends meet, proper food and home care.

- Medical and housing assistance
- More affordable housing choices, assisted living available for low-income
- More convenient transportation and some type of program that identifies those who are isolated, alone and provides social interaction and counseling
- More financing to the great local agencies so more seniors can be served
- More-funding cuts are critical
- Palatable meals on wheels
- personal care and homemaking support in home
- personal care, homemaking, respite, adult day care, counseling, medication management, home delivered meals, home repair, transportation, evidence based health programs, case management
- Senior companion program as well as more care management program.
- State Assistance applications are difficult. Help is not available in home. Phone services through MI-CAFE have been fractured and difficult. Services get delayed or denied. Help in peoples homes to help gather documents and apply is needed.
- Transportation , getting AAA information out to the public, Affordable in home care.
- transportation to stay involved and knowing whats out there available to them currentluy and in their future
- transportation, affordable minor home maintenance, low cost personal and homemaking services
- Transportation, Medical Services, Legal Services

Question 8: Your primary role: (“other” responses)

- Funder, Planner
- I am 62 years old
- instructor for caregivers

## APPENDIX G. COMPARISON OF RESPONSES FROM PROVIDERS AND OLDER ADULTS

The following tables contain comparisons between the Web survey of providers and the CASOA of Kalamazoo County older adults.

Characteristics	Respondent type	
Please rate each of the following characteristics as they related to Kalamazoo County adults age 60 or older:	Providers	Older adults
Opportunities to volunteer	95%	94%
Employment opportunities	16%	16%
Opportunities to enroll in skill-building or personal enrichment classes	71%	75%
Recreation opportunities (including games, arts and library services, etc.)	89%	86%
Fitness opportunities (including exercise classes and paths or trails, etc.)	92%	87%
Opportunities to attend social events or activities	86%	80%
Opportunities to attend religious or spiritual activities	86%	92%
Opportunities to attend or participate in meetings about local government or community matters	71%	77%
Availability of affordable quality housing	30%	55%
Variety of housing options	38%	65%
Availability of information about resources for older adults	80%	64%
Availability of financial and legal planning services	48%	60%
Availability of affordable quality physical health care	39%	65%
Availability of affordable quality mental health care	18%	59%
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	69%	81%
Availability of affordable quality food	59%	80%
Openness and acceptance of the community towards older residents of diverse backgrounds	49%	62%
Ease of bus travel in Kalamazoo County	24%	48%
Ease of car travel in Kalamazoo County	73%	83%
Ease of walking in Kalamazoo County	41%	62%
Ease of getting to the places you usually have to visit	43%	82%
Overall feeling of safety in Kalamazoo County	69%	64%
Valuing older residents in Kalamazoo County	47%	58%
Neighborliness of Kalamazoo County	62%	54%
Percent reporting "good" or "excellent"		

Overall Services		
	Respondent type	
	Providers	Older adults
How would you rate the overall services provided to older adults in Kalamazoo County?	67%	77%
Percent reporting "good" or "excellent"		

Informedness		
	Respondent type	
	Providers	Older adults
In general, how informed or uninformed do you feel about services and activities available to older adults in Kalamazoo County?	47%	73%
Percent reporting "somewhat" or "very" informed		

Problems		
The following questions list a number of problems that older adults may or may not face. Thinking back over the last 12 months, how much of a problem, if at all, has each of the following been for you?	Respondent type	
	Providers	Older adults
Having housing to suit your needs	98%	10%
Your physical health	98%	61%
Performing regular activities, including walking, eating and preparing meals	97%	33%
Having enough food to eat	98%	7%
Doing heavy or intense housework	100%	58%
Having safe and affordable transportation available	100%	21%
No longer being able to drive	100%	14%
Feeling depressed	100%	33%
Experiencing confusion or forgetfulness	100%	35%
Maintaining your home	100%	36%
Maintaining your yard	100%	40%
Finding productive or meaningful activities to do	95%	29%
Having friends or family you can rely on	98%	21%
Falling or injuring yourself in your home	97%	22%
Finding affordable health insurance	98%	35%
Getting the health care you need	100%	23%
Affording the medications you need	98%	29%
Getting the oral health care you need	98%	28%
Having tooth or mouth problems	98%	33%
Having enough money to meet daily expenses	97%	31%
Having enough money to pay your property taxes	98%	25%
Staying physically fit	100%	56%
Maintaining a healthy diet	97%	36%
Having interesting recreational or cultural activities to attend	86%	30%
Having interesting social events or activities to attend	85%	31%

Problems		
The following questions list a number of problems that older adults may or may not face. Thinking back over the last 12 months, how much of a problem, if at all, has each of the following been for you?	Respondent type	
	Providers	Older adults
Feeling bored	94%	36%
Feeling like your voice is heard in the community	98%	48%
Finding meaningful volunteer work	78%	21%
Providing care for another person	98%	28%
Dealing with legal issues	100%	28%
Having adequate information or dealing with public programs such as Social Security, Medicare and Medicaid	100%	34%
Finding work in retirement	100%	31%
Building skills for paid or unpaid work	98%	26%
Not knowing what services are available to older adults in your community	98%	53%
Feeling lonely or isolated	98%	29%
Dealing with the loss of a close family member or friend	98%	33%
Being a victim of crime	96%	11%
Being a victim of fraud or a scam	98%	12%
Being physically or emotionally abused	100%	5%
Dealing with financial planning issues	100%	28%
Percent reporting at least a "minor" problem		

## APPENDIX H. REFERENCES

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