



Broome Age-Friendly Project

Community Needs Assessment

Preliminary Data

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Community Needs Assessment Data

- Age-Friendly Community Survey
(Today's presentation: Preliminary Data)
- Survey Of Broome County Professionals who work with older adults
- Focus Groups

Survey Questions

- Demographic
- Housing
- Transportation
- Health
- Caregiving
- Financial
- Social

**Age Friendly Community
Needs Survey**
© Rectangular Ship

Let your voice be heard

**Attention:
Broome
County
Residents
55+**
*Your opinion
matters!*

Please take 10 minutes to provide information that will help Broome County become an Age Friendly Community for people of all ages.

Complete the survey for a chance to win a gift card.



Office
for
Aging
Broome County

Survey Distribution

- ▶ Started in February 2019 (ongoing)
Survey available on paper & online
BU students volunteered to contact older adults in rural areas over the phone
- ▶ Survey distributed at over 100 community locations such as the following:

| | | | |
|--------------------|---|-------------------------|--|
| Senior Centers | Senior Clubs | Community organizations | Local churches |
| Senior Housing | Town/Village Halls or Clerk Offices/DMV sites | AARP Tax Locations | Community meal sites/soup kitchens; local diners |
| Primary Care Sites | Libraries | American Legions | Podiatry Offices |

Profile of Survey Respondents

- ▶ **Total Respondents: 2,157**
 - ▶ Paper: 1,221
 - ▶ Online: 817
 - ▶ Phone: 119
- ▶ **Urban: 28.55%; Suburban: 40.42%; Rural: 31.03%**
- ▶ **Average Age of Respondents: 70 years old**

Profile of Survey Respondents: Age & Racial Breakdown

| | 55-59 | 60-65 | 66-74 | 75-84 | 85+ |
|---|--------------|--------------|--------------|--------------|------------|
| Number of respondents | 184 | 430 | 677 | 541 | 205 |
| % of total survey respondents (2083) | 9% | 21% | 33% | 26% | 10% |

| | African American | Asian | Native American | White | Mixed Race | I prefer not to answer | Other |
|---|-------------------------|--------------|------------------------|--------------|-------------------|-------------------------------|--------------|
| Number of respondents | 33 | 11 | 21 | 1824 | 189 | 44 | 26 |
| % of total survey respondents (1978) | 1.67% | 0.56% | 1.06% | 92.21% | 0.96% | 2.22% | 1.31% |

Profile of Survey Respondents: Income Groups

| | Under \$19,999 | \$20,000- \$39,999 | \$40,000- \$59,999 | \$60,000+ |
|---|---------------------------|-------------------------------|-------------------------------|------------------|
| Number of respondents | 473 | 431 | 303 | 518 |
| % of total survey respondents (1725) | 27% | 25% | 18% | 30% |

Housing Questions

- ▶ How would you rate your community as a place for people to live as they age?

| Answer Choices | % of total responses (n=2082) |
|-----------------------|--------------------------------------|
| Excellent | 9.70% |
| Very Good | 26.56% |
| Good | 38.71% |
| Fair | 21.13% |
| Poor | 3.89% |

- ▶ How confident are you that you will be able to continue living in your current residence for as long as you like?

| Answer Choices | % of total responses (n=2105) |
|-----------------------|--------------------------------------|
| Very confident | 36.10% |
| Somewhat confident | 44.28% |
| Not too confident | 15.53% |
| Not confident at all | 4.09% |

Housing

- ▶ What are some of the reasons you might consider moving from your current home?

| Answer Choices | % of total responses (n=2057) |
|---|----------------------------------|
| I don't plan on moving | 37.92% |
| No longer able to maintain my home | 36.17% |
| Reduce living costs | 22.36% |
| Better climate | 17.94% |
| My home has too many stairs and/or no bathroom on the first floor | 14.92% |
| To be closer to family | 14.88% |
| Other (please explain) | 13.32% |
| Better access to transportation services | 12.64% |
| Better access to community and social activities | 10.65% |
| Better access to hospitals/health services | 7.15% |
| Lower crime/more safety | 7.00% |

Housing

- ▶ Does your home need any major repairs such as a new roof, heating system or a septic system that could cost \$1,000 or more to fix?
- ▶ Does your home need any small repairs such as installing a railing or replacing a faucet that you are unable to take care of yourself?
- ▶ Top reasons for not getting repairs done: high costs; difficulty finding good contractors; inability to physically do it myself

| Answer Choices | % of total responses (n=2029) |
|----------------|-------------------------------|
| Yes | 27.40% |
| No | 59.83% |
| I don't know | 12.76% |

| Answer Choices | % of Total Responses (n=1990) |
|----------------|-------------------------------|
| Yes | 27.99% |
| No | 66.63% |
| I don't know | 5.38% |

Transportation

- ▶ Have you had trouble with any of the following due to lack of transportation options?

| Answer Choices | % of Total Responses (n=1907) |
|--|-------------------------------|
| I do not have any trouble | 86.63% |
| Getting to a medical appointment within the county | 6.50% |
| Other (please explain) | 5.61% |
| Attending an event/social function | 5.30% |
| Difficulty obtaining food | 3.46% |
| Getting to a medical appointment outside of the county | 2.15% |

Age Comparison

Accessing medical care within the county was the most commonly experienced issue across all age groups.

Income Comparison

Compared to higher income groups, those with income below \$19,999/year reported the most difficulty with accessing medical care; attending social events and obtaining food due to a lack of transportation options.

Transportation

- ▶ What kind of difficulties do you have in getting the transportation that you need?

| Answer Choices | % of Total Responses (n=1861) |
|---|-------------------------------|
| I do not have difficulties | 75.71% |
| I do not drive | 9.30% |
| Do not want to ask for help or inconvenience others | 8.76% |
| Public transportation is unavailable | 6.23% |
| Public transportation is inconvenient | 6.13% |
| Other (please explain) | 6.13% |
| Physical or other impairments | 5.10% |
| Cannot get to a bus stop | 4.30% |
| No one I can depend on/help unavailable | 3.92% |
| Costs too much | 3.39% |
| Fear of crime | 1.18% |

Age Comparison

Those in the 85+ group were less likely to drive and to ask others for help with transportation needs.

Income Comparison

Most difficulties with accessing transportation were reported by those with income under \$19,999/year. They were less likely to drive, ask other for help, had physical or other impairments and reported that public transportation was inconvenient.

Health

► How would you rate your overall physical health?

| Answer Choices | % of Total Responses (n=2081) |
|----------------|----------------------------------|
| Excellent | 11.63% |
| Very good | 33.69% |
| Good | 36.38% |
| Fair | 15.67% |
| Poor | 2.64% |

Income comparison: Those with lower income were more likely to report fair to poor physical health than those with higher income:

Under \$19,999/year: Fair (28.87%) Poor (4.88%)

\$20,000-\$39,999/year: Fair (20.51%) Poor (2.80%)

\$40,000-\$59,999/year: Fair (9.57%) Poor (0.99%)

\$60,000+/year: Fair (6.38%) Poor (0.77%)

Health

- ▶ Do you see a primary care provider on a regular basis?

Income comparison: Those with lower income were less likely to see their primary care provider on a regular basis.

Under \$19,999/year 10% (No)
\$60,000+/year 3.88% (No)

- ▶ If no, what prevents you from getting the care you need?

Other reasons:

- lack of medical providers;
- not pleased with the medical care in this area;
- do not have a need to see a doctor at this time;
- it takes too long to get an appointment

| Answer Choices | % of Total Responses |
|----------------|----------------------|
| Yes | 93.16% |
| No | 6.84% |

| Answer Choices | % of Total Responses (n=2052) |
|--|-------------------------------|
| Other (please explain) | 51.43% |
| Cost of medical care (copays, deductible, etc.) | 30.48% |
| Fear/distrust of health care system | 19.05% |
| The wait for an appointment was too long | 8.57% |
| Lack of transportation to a health care facility | 7.62% |
| Too much paperwork | 4.76% |
| Cannot leave my pets/find appropriate pet care | 1.90% |
| Doctor/medical staff do not speak my language | 0.95% |

Health

- ▶ Have you fallen in the past 12 months?

Age Comparison: A higher % of older respondents experienced falls compared to younger seniors.
55-59: 19.55% versus 85+: 28.34%

- ▶ If yes, have you discussed your fall with your primary care provider?

Age Comparison: Younger respondents didn't report falls to their primary care provider as much as older seniors.
55-59: 57.58% versus 85+ 65.22%

| % of Total Responses | |
|-------------------------|--------|
| Answer Choices (n=2068) | |
| Yes | 22.87% |
| No | 77.13% |

| % of Total Responses | |
|-------------------------|--------|
| Answer Choices (n=1728) | |
| Yes | 63.87% |
| No | 36.13% |

Health

- ▶ Do you feel that you get enough exercise or physical activity?

Income Comparison: Those with lower income reported less exercise or physical activity.

Age Comparison: The 60-65 age group reported less exercise or physical activity than other age groups.

Yes (54%) No (46%)

| Answer Choices | % of Total Responses (n=2024) |
|----------------|-------------------------------|
| Yes | 58.35% |
| No | 41.65% |

Health

- ▶ How would you rate your overall mental or emotional health?

Income comparison: Those with higher income were more likely to report excellent & very good mental health. Those with income under \$19,999 reported fair & poor mental health more than those with higher income.

Under \$19,999: Fair (13%)

\$60,000+: Fair (5.49%)

- ▶ Do you feel there are barriers to getting mental health services in the community?

Income comparison: Barriers to mental health services were reported more by respondents with higher income versus those in lower income groups.

Less than \$19,999 Yes (22%) No (78%)

\$60,000+ Yes (40%) No (60%)

| % of Total | |
|----------------|--------------------|
| Answer Choices | Responses (n=2044) |
| Excellent | 21.28% |
| Very good | 37.82% |
| Good | 30.72% |
| Fair | 9.10% |
| Poor | 1.08% |

| % of Responses | |
|----------------|----------|
| Answer Choices | (n=1766) |
| Yes | 28.94% |
| No | 71.06% |

Health

- ▶ **Most commonly listed barriers to getting mental health services from 500 comments collected through the survey:**
 - Lack of mental health professionals - long wait lists (6+ months on average)
 - Cost of services including lack of insurance coverage and many providers not accepting insurance payments
 - Difficulty navigating available mental health services and finding a starting point for a referral
 - Hours of operation for existing mental health services
 - Stigma associated with mental health issues

Caregiving

- ▶ Do you consider yourself a current or former caregiver?

| % of Total Responses | |
|--------------------------------|--------|
| Answer Choices (n=1977) | |
| Yes | 51.54% |
| No | 48.46% |

| As a current or former caregiver, which of these types of supports would be helpful? (check all that apply) | % of Total Responses (n=791) |
|--|-------------------------------------|
| Information about available resources for caregivers in your community | 51.33% |
| Assistance with providing transportation | 45.26% |
| Short breaks/respites from your caregiving tasks | 44.75% |
| Finding paid help | 39.57% |
| Assistance in completing forms and applications | 36.03% |
| Assistance with finding accurate medical information (including understanding medical bills) | 32.62% |
| Connecting with other caregivers | 25.41% |

Financial

- ▶ Were there at any times in the last twelve months when you did not have enough money to:

Top 3 financial issues by age groups:

55-59: paying for rent/mortgage/taxes; utility bills; dental care

60-65: paying for dental care; eye glasses; buying food

66-74: paying for dental care; eye glasses; rent/mortgage/taxes

75+: paying for dental care; hearing aides; eye glasses

| Answer Choices | % of Total Responses (n=1883) |
|--|-------------------------------|
| I have enough money to pay my bills | 76.69% |
| Obtain dental care | 12.90% |
| Obtain eyeglasses | 10.46% |
| Buy food | 6.96% |
| Pay rent, mortgage, or real estate taxes | 6.37% |
| Pay utility bills | 5.84% |
| Other | 5.63% |
| Obtain a hearing aid | 5.58% |
| Fill a prescription for medicine | 4.89% |
| Pay for health insurance premiums | 3.03% |
| Obtain needed medical care | 2.71% |

Social

► Sometimes, do you feel you are socially isolated?

| % of Total Responses | |
|----------------------|----------|
| Answer Choices | (n=1979) |
| Yes | 27.84% |
| No | 72.16% |

► If yes, what prevents you from doing more social activities you would enjoy?

Income and age comparison:

Highest % of social isolation reported in the under \$19,999 group and in the 55-65 age group

| Answer Choices | % of Total Responses (n=1631) |
|--|-------------------------------|
| I cannot physically do activities I would enjoy | 38.21% |
| I have a hard time finding activities that interest me | 32.51% |
| I do not have enough money | 31.18% |
| Other (please explain) | 29.47% |
| I am not aware of activities that are available | 28.33% |
| I do not have transportation | 19.01% |
| I do not feel welcomed | 13.12% |
| I fear for my safety | 7.22% |

Is there anything else you would like to share?

621 comments were collected. Most frequently mentioned issues/needs:

▶ Housing & Repairs:

- housing for middle income seniors with clubhouse/pool;
- one level housing options & town houses;
- senior housing communities with access to transportation; social meeting place, walking paths
- home repairs (roofs, modifications etc);
- lack of reliable and affordable contractors (especially in rural areas)
- Aging in Place organizations in our communities - cooperative groups to help each other as we get older
- Housing options that can be purchased versus rented

▶ Transportation:

- improved transportation options including rural areas;
- park and ride to help access downtown area;
- more information on transportation options
- bus stops & shelters need to be protected from elements

Is there anything else you would like to share?

▶ Financial:

- Help paying for hearing aids, glasses and dental expenses, prescriptions

▶ Caregivers:

- A place in Town of Chenango for caregivers' to drop off their loved ones when in need of break
- More Grief Support Groups
- Need more paid caregivers to help us age in place
- Work on reducing caregivers' guilt about seeking help to care for their loved ones

Is there anything else you would like to share?

▶ **Community Improvements:**

- Walkable community with accessible public green spaces with easy access to outdoor cafes, shopping, sitting areas
- Bike trails

▶ **Social Activities:**

- more activities for youngers seniors: yoga classes, low impact exercise options at senior centers, walking clubs, dance/dinner
- Meet & Great Activities for younger active seniors
- need more multi-generational programs - kids at senior centers; seniors in schools
- tandem/wheelchair bikes on the Rail Trail
- classes on how to use iPhones

Survey Of Broome County Professionals serving older adults

- ▶ Survey monkey online link shared widely with professionals in Broome County
- ▶ 74 respondents - 53% had at least 11 years in their respective profession
- ▶ Area of human services:

*Case management (39.19%)

*Mental health (22.97%),

*Other (22.97%) - Arts, Meals on Wheels, Education, For Profit Sector, Social Daycare, Emergency Services, Volunteer, Advocacy,

*Information & Assistance (22.97%),

*Healthcare (21.62%),

*Housing (20.27%),

*Home Health Care (18.92%)

*Transportation (16.22%)

| Top Categories of Need | Need specifics |
|--------------------------|--|
| Transportation (64.38%) | rural isolation due to lack of adequate transportation options; door to door transportation; affordable and convenient transportation |
| Financial (57.53%) | Inability to pay for services when over the income threshold to qualify for assistance; lack of resources to remain in their homes when over the limit for Medicaid; lack of planning to prepare for financial expenses related to aging |
| Housing (52.05%) | access to safe, affordable and clean housing; long wait lists for subsidized senior housing; most affordable housing located in areas with high crime rates |
| Mental health (45.21%) | lack of mental health providers; long waitlists for mental health services; limited respite options for caregivers & grandparents raising grandchildren; increased social isolation issues |
| Physical health (34.25%) | lack of available home care options and aides to help seniors age in the community limited geriatric health care options for both primary and acute care needs |
| Caregiving (24.66%) | Lack of relatives/friends to help limited respite options to those who care for someone including lack of home care aides and affordable home care services |

Focus Groups Data

- ▶ 9 focus groups: Broome West, First Ward & Northern Broome Senior Centers; Broome County Library; George F Johnson Library; Binghamton University Lyceum; UHS Stay Healthy Center
- ▶ Top unmet needs discussed in Focus Groups:
 1. **Transportation:** lack of rural to urban and rural to rural transportation; door to door transportation; bus schedule difficult to follow; lack of inter-county transportation; limited parking downtown Binghamton; limited bus shelters for those wanting utilize public transportation
 2. **Housing/Home Repairs:** housing geared toward students versus older adults; current housing doesn't support aging in place (stairs; no bathroom on first floor); landlord absenteeism issues; hard to find clean & affordable housing; difficulty finding reliable contractors; shortage of one story homes; limited middle income housing options for seniors; lack of grants to help repair homes;

Focus Groups Data

1. **Services/Communication & Information:** better communication about services and events in the community; issues with rural internet & cell service; limited primary care options in rural areas; limited or nonexistent EMS services in rural areas;
2. **Caregiving:** lack of home care aides and respite options especially in rural areas; overnight and weekend care; finding reliable help; caregivers' emotional and physical health due to caregiver strain

Thank you
for your participation and support.