

Assessing the Needs of Elder Floridians: PSA 10

Introduction

A needs assessment was conducted by the Florida Department of Elder Affairs to determine the needs of elders residing in the community. Elders were sampled regardless of whether or not they had ever contacted or received services by the Department. Survey results are summarized at the Planning and Service Area (PSA) level and include special tabulations for “hard-to-measure” rural, low-income, and minority populations of elders.

The Department contracted with the Bureau of Business and Economic Research at the University of Florida to conduct a statewide survey to measure elder Floridians’ needs. The two-part survey of people age 60 and older was conducted in July and September of 2010.

The final survey instrument retained many elements from the previous needs assessment instrument conducted in 2003. Based on findings from the previous needs assessment and feedback from staff, changes were made to this survey, which included expanding self-care limitations questions and offering a greater variety in response options, including multiple responses. The final survey was comprised of 82 questions distributed among the following sixteen categories (number of questions for each section shown in parentheses):

1. Demographic Profile (3);
2. Living Situation (1);
3. Self Care Limitations (5);
4. Caregiving (9);
5. Health and Health Promotion (12);
6. Information and Assistance (4);
7. Nutrition (7);
8. Senior Centers (3);
9. Transportation (7);
10. Advocacy and Perspective on Aging (3);
11. Housing (9);
12. Volunteerism (4);
13. Employment (6);
14. Abuse, Neglect and Exploitation (3);
15. Legal Assistance (4); and
16. Disaster Preparedness (2).

Methodology

The needs assessment survey was administered to a random sample of 100 elders (age 60 and over) from each Planning and Service Area (PSA). The survey also included oversampling 750 additional elders from “hard-to-measure” populations across the state – 250 elders each from minority, rural, and/or low-income status groups. Responses from these subpopulations were evaluated separately.

To sample 100 respondents from the PSA, survey participants were selected by geographically coding screened addresses for potential respondents age 60 and older from a consumer database compiled by InfoUSA. Approximately 200 potential participants were randomly selected from PSA 10 with the intention of completing 100 surveys. When 100 surveys were completed, oversamples for rural, poverty, and minority populations (N=250 for each sub-population, respectively) were selected randomly and analyzed at the state level.

Current research indicates that in the past decade, the use of landline-telephone surveys has resulted in the lower inclusion of low-income and minority populations because of their lower likelihood to own higher cost landline telephones.¹ As a result, more low-income, rural, and minority populations² have turned to pre-paid or low-cost cellular service plans whose numbers would not be included in a consumer database derived from publicly-listed telephone directories.³ It is prohibitive for many research organizations to conduct telephone surveys using cellular phone numbers because of the high costs associated with acquiring these databases. The InfoUSA database that was used to derive this study sample only included landline telephones, which may have resulted in an inherent bias toward higher socioeconomic status. As a result, there is a potential for underestimating existing needs of low-income elders when interpreting survey results. Separate measurements of oversampled minority, low-income, and rural subpopulations are included to address this bias.

Frequencies of responses were tabulated for elders surveyed in the PSA, and presented with any discrepancies found in the minority, low-income, and rural groups. For questions that included multiple response variables, variables were restructured for each question using SPSS. This information is presented in the Appendix. The reader will find it helpful to reference questions and responses contained in the Appendix alongside the text when reviewing the information contained in this report.

¹ Call, K. T., Davern, M., Boudreaux, M., Johnson, P. J., & Nelson, J. (2011). Bias in telephone surveys that do not sample cell phones: Uses and limits of poststratification adjustments. *Medical Care, 49*(4), 355-364.

² Shebl, F., Poppell, C.F., Zhan, M., Dwyer, D. M., Hopkins, A. B., Groves, C., and Steinberger, E. K. (2009). Measuring health behaviors and landline telephones: Potential coverage bias in a low-income, rural population. *Public Health Reports, 124*, 495-502.

³ Keeter, S., Kennedy, C., Clark, A., Tompson, T., & Mokrzycki, M. (2007). What's missing from national landline RDD surveys? The impact of the growing cell-only population. *Public Opinion Quarterly, 71*(5), 772-792.

Planning and Service Area 10

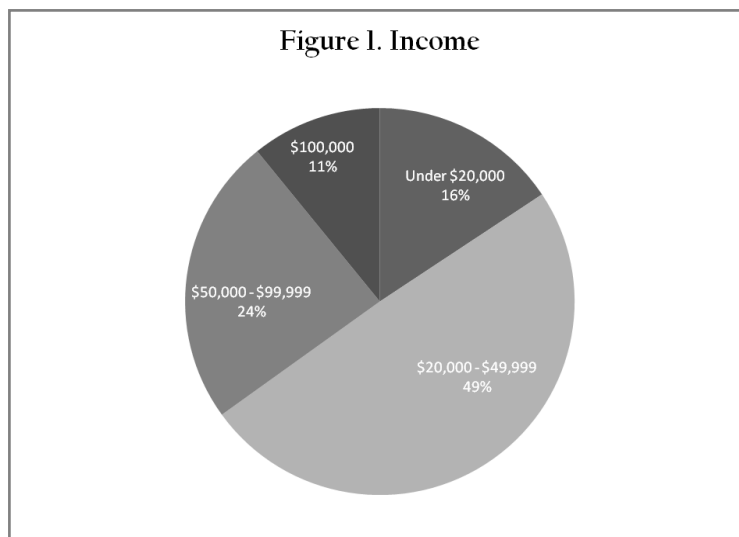
This report analyzes the findings of the needs assessment survey for Planning and Service Area 10. PSA 10 includes Broward County, accounting for 7% of the elders surveyed statewide.

Throughout this report, comparisons are made between the responses of the 100 elders in the PSA and those of the oversampled or “hard-to-reach” sub-populations of minority, low-income and rural elders. Comparisons with these often-disadvantaged sub-populations are important, for their needs may be different or more intense than those of the general population.

Using data from the 2009 American Community Survey 5-Year Estimate (U.S. Census Bureau), this Planning and Service Area is composed of 375,597 residents age 60 and over. The average rate of residents living below the poverty line in PSA 10 is 11% and approximately one in four residents in the PSA is a minority (23%). Less than 1% of Broward County is rural.

Demographic Profile

The demographic profile of the survey respondents includes self-disclosed information about race and ethnicity, gender, household income, and area urbanicity.⁴ The typical respondent who participated in the needs assessment survey in PSA 10 was a white male in his early 70s, living in an urban area, with an annual income between \$30,000 and \$39,999.



More male than female respondents participated in the survey (51%). There was no gender ratio difference in respondents between the general population and the rural sub-population; however, the percentage of minority males (33%) was considerably lower compared to minority female respondents, and the number of low-income males (43%) was somewhat lower than low-income females. The overrepresentation of female to male

minorities in the survey may be related to current demographic trends of higher rates of attrition and institutionalization for elder minority males compared to their white counterparts.⁵

Elders included in the PSA 10 survey were predominantly of white or Caucasian ethnicity (83%). The composition of non-white respondents were black or African-American (11%), Latino (5%), and Native American (1%) (see Appendix, Question 82). Approximately 16% of elders in PSA 10 reported an annual income of less than \$20,000 a year, as did 49% of minorities (see Figure 1). Rural elders reported the highest incomes with 14% reporting \$100,000 or more per year, which contrasts with those in PSA 10 (10%) and minority elders (1%) reporting such high incomes (see Appendix, Question 83). This may be due to the high proportion of respondents still living with their spouse in rural areas, and the inclusion of more dual incomes resulting in higher average household incomes (see Appendix, Question 1 and the discussion in the following section).

Living Situation

An important component of successfully aging in place for elders is their living situation, specifically whether or not they live with their spouse, with others, or alone. Elders who live

⁴ Population groups other than Whites are considered racial/ethnic minorities for the purpose of this report. Those earning less than \$20,000 a year (before taxes) are classified as “low-income”.

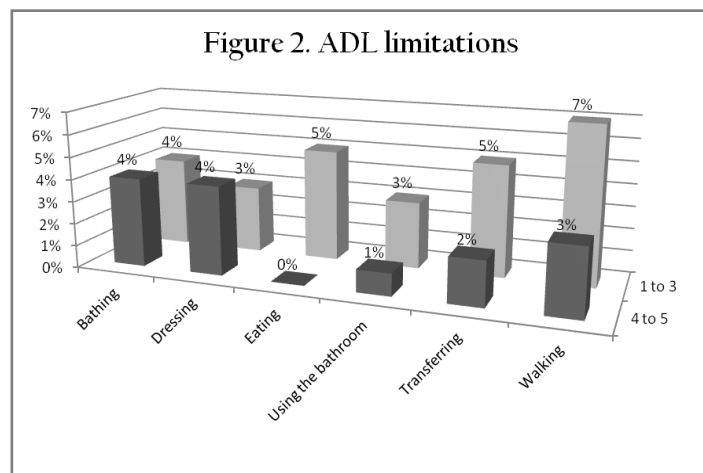
⁵ Sharma, A. (2011). Multinomial analysis of assistance migration. Proceedings from Elderly Populations: 42nd Annual Meeting of The Southern Demographic Association, Tallahassee, Florida.

with a spouse have higher chances of remaining in the community for several reasons. Spouses contribute to better mental health, greater material quality of life, and a higher likelihood of receiving care should it become necessary as a result of illness or disability.⁶ Nearly half of elders surveyed in PSA 10 live with their spouse (44%), while 40% live alone. Of all groups, rural elders were the most likely to live with a spouse (55%). In contrast, minority and low-income elders reported a greater chance of living alone and a lower incidence of living with a spouse compared to all elders surveyed in PSA 10: only 38% of minority elders and 41% of low-income elders currently live with a spouse (see Appendix, Question 1).

Self Care Limitations

As seniors age, the ability to perform some types of tasks can be diminished due to a variety of health and cognitive limitations. Elders' capacity to care for themselves is commonly measured in terms of ADLs (Activities of Daily Living) and IADLs (Instrumental Activities of Daily Living). Activities of Daily Living refer to daily self-care activities, such as eating, bathing, dressing, grooming, and walking, among others. Identifying limitations in elders' ability to care for their basic needs can be used as one indicator of the potential demand for assistance in an area. For respondents who reported needing help with personal care tasks, Figures 2 and 3 show on a scale from 1 to 5 (1-3 = moderate need; 3-5=serious need) how much assistance was needed for each type of personal care task (see also Appendix, Questions 2 through 5).

In PSA 10, 14% of elders reported needing some level of assistance with one or more ADL and of these, most requiring a moderate level of assistance. Specifically, 3% of respondents reported moderate need for assistance or supervision with dressing and using the bathroom, while 4% needed a higher level of assistance with bathing (see Figure 2). Minority and low-income elders reported the most need for assistance with such tasks (see Appendix, Question 2). Of those respondents in PSA 10 who reported a need for ADL assistance, over one-third (38%) did not receive the assistance they required. While 31% of the respondents surveyed PSA-wide reported always receiving the assistance they needed, between 13 and 17% of the oversampled populations reported always receiving such help (see Appendix, Question 3).



⁶ Hays, Judith C., R.N., Ph.D (2002). Living Arrangements and Health Status in Later Life: A Review of Recent Literature. *Public Health Nursing*, Volume 19, Issue 2 (p. 136-151).

IADLs are tasks that enable an individual to live independently, such as money management, taking medication, performing chores, and use of technology, such as the telephone, or transportation. The need for help with IADLs was more pronounced for respondents than for ADLs. In PSA 10, 55% of elders reported needing at least a moderate level of assistance with an instrumental activity of daily living. Of these, rural elders generally reported needing less assistance, but low-income and minority elders generally reported needing greater levels of assistance with IADLs than those in the PSA (see Appendix, Question 4).

Proactive help seeking behaviors and sources are critical factors in elders getting the assistance they need to remain independent. Almost half of the respondents (43%) who needed assistance said

they have tried to get help from family members, while only 9% have sought assistance from a government agency (see Appendix, Question 6). Of those elders who reported needing assistance with one or more IADL, 45% said they did not receive the assistance they required, while only 13% reported they always received such assistance (see Appendix, Question 5).

Caregiving

Caregivers play a vital role in the long term care of elders and their ability to stay in their community. In PSA 10, 26% of respondents currently provide direct or indirect care to others, with lower rates across minority (20%), low-income (19%), and rural populations (18%). The majority of caregiving elders care for another elder (96%) (see Appendix, Questions 7 and 9).

Elders in PSA 10 who provide care to another person do so frequently. As shown in Figure 4, 23% provide care at least once a day up to all day long and one in four (26%) do so once a week or more (Appendix, Question 8).

Figure 4. Frequency of care

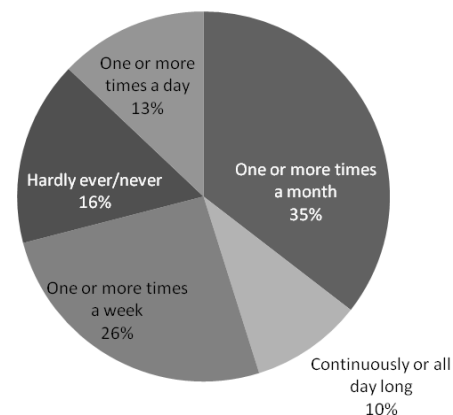
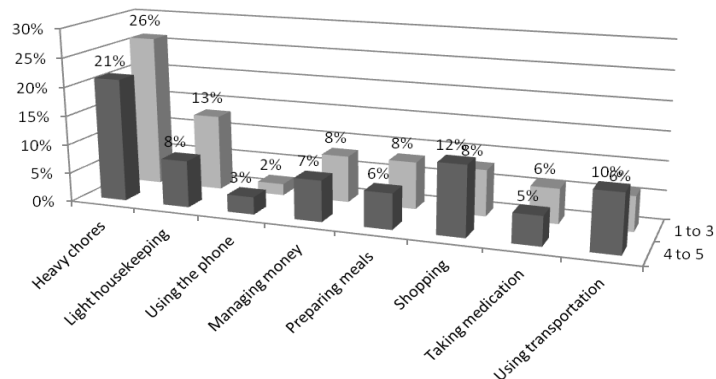


Figure 3. IADL limitations

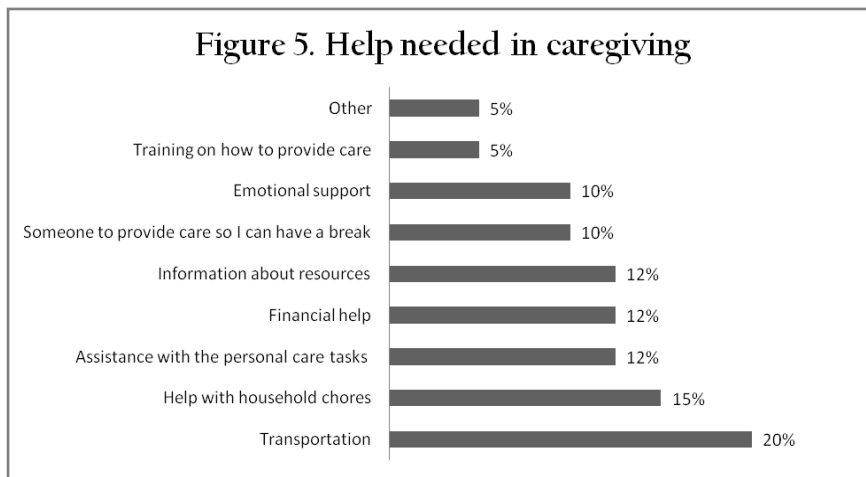


Almost half of caregivers (48%) in PSA 10 do not receive help with their caregiving responsibilities; while 35% reported needing help with such responsibilities (see Appendix, Questions 10 and 11). The types of needed help identified by respondents are consistent with the current research on caregiver needs; these include transportation, help with household chores, assistance with personal care tasks, financial help, information about resources, and respite (see Figure 5).⁷

Of those who have sought help with their caregiving responsibilities, a majority have turned to family members (27%) and local agencies (18%), while others have sought help from federal agencies (14%), community groups (9%), religious organizations (9%), state agencies (9%), and friends and neighbors (5%). In general, minority, low-income, and rural elders were most likely to turn to family and state agencies (42%, 38%, and 33% respectively) (see Appendix, Question 13).

The primary reason the caregiver did not receive help with these responsibilities is that the care does not require a lot of time or energy (23%). Other reasons cited include: an inability to afford the expense (18%), the caregiver does not like asking for help (14%), the caregiver does not want strangers in their house (9%), lack of available services (9%), lack of time to check of available options (9%), the care recipient will not allow someone new to provide help (9%), and the

caregiver does not believe they would be satisfied with the available help (5%) (see Appendix, Question 14). In the PSA, 10% of caregiving elders are interested in receiving caregiver training, with minority respondents reporting a greater interest in receiving such training (24%) (Appendix, Question 15).



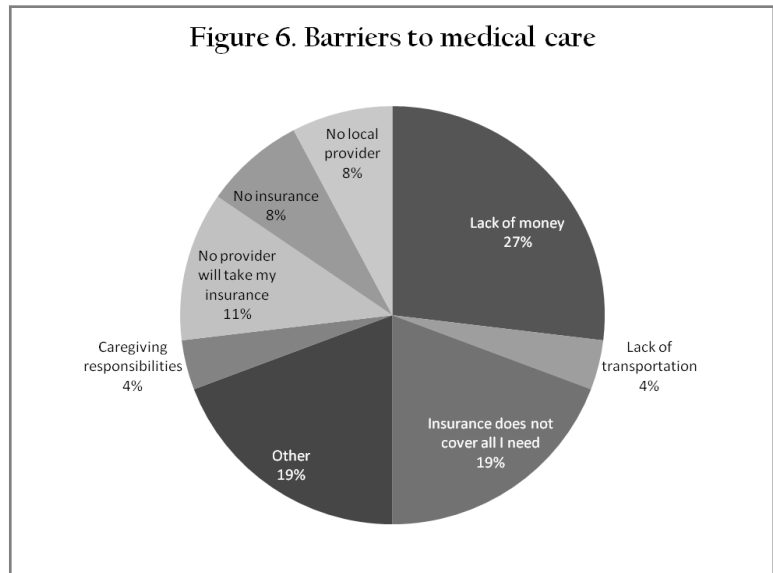
Health and Health Promotion

Ensuring access to health care, disease prevention information, and activities for fitness and wellness are important factors in maintaining the vitality and independence of the elder population. Nearly half of elders (42%) are at least somewhat interested in training or classes to

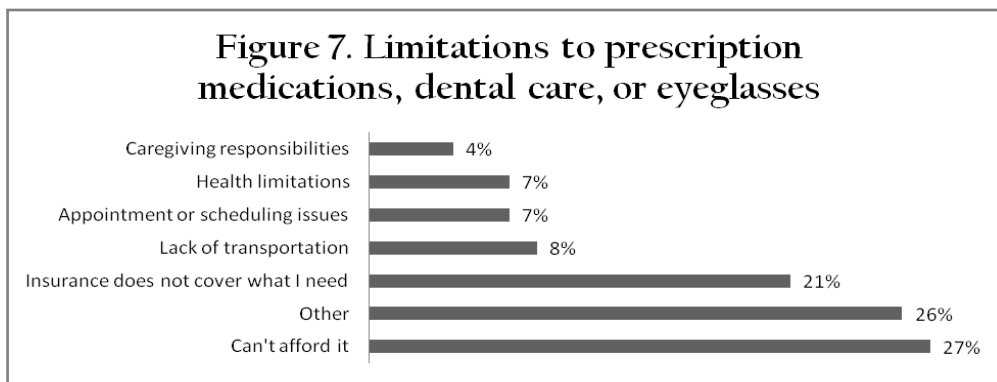
⁷ Robison, J., Fortinsky, R., Kleppinger, A., Shugrue, N., & Porter, M. (2009). A broader view of family caregiving: effects of caregiving and caregiver conditions on depressive symptoms, health, work, and social isolation. *Journal of Gerontology: Social Sciences*, 64B(6), 788–798, doi:10.1093/geronb/gbp015. Advance Access publication on March 24, 2009.

keep themselves healthy, with an even greater interest among minority (61%) and low-income respondents (52%). However, most elders surveyed (88%) have not attended an event offering free health information (Appendix, Questions 16 and 17).

In PSA 10, 20% of elders are not always able to receive medical care when they need it, with lower percentages for rural elders (18%), and higher percentages reported for minority (36%), and low-income elders (26%). Of these elders, 27% reported that a lack of money serves as the largest barrier (while the state average is 19%). The remainder of respondents cited insufficient insurance (19%), that no provider will take the elder's insurance (12%), no insurance (8%), no local provider (8%), lack of transportation (4%), caregiving responsibilities (4%), or other reasons (19%) prevented their access to medical care (see Appendix Question 20 and Figure 6).



Elders surveyed reported a high frequency of delaying dental care (36%), eye care (32%) and mental health treatment (10%). Delays in dental and eye care are reported by almost half of minorities and over a third of low-income elders, while delays in mental health treatment are comparable and range across subpopulations from 9-10% (Appendix, Question 26).



For dental care, 49% of minorities reported delays, as did 38% of low-income elders. For eye care, 47% of minorities, and 36% of low-income elders, reported delays. Delays are most likely six months or more. For instance, about one-third of minority participants (34%) delayed receiving dental care longer than six months, while only 3% delayed dental care for 1-2 months (see Appendix, Question 24-26).

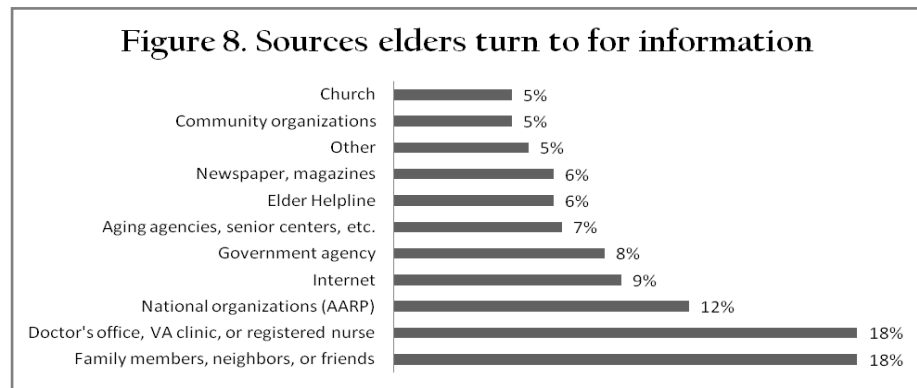
In filling their prescription medications, 8% of PSA 10 elders, and 9% of rural elders, reported a delay, with higher percentages among minority (25%) and low-income populations (17%) (see Appendix, Question 21). However, over half of elders surveyed (57%) were unaware of prescription assistance programs, with even higher rates among minority elders (60%) (see Appendix, Question 22). Overall, financial impediments to receiving needed care of various types affected nearly half of respondents: 27% of respondents said they are unable to afford prescriptions, dental and vision care, and an additional 21% reported that their insurance coverage was insufficient (see Figure 7 and Question 25).

Since the needs assessment survey targeted elders age 60 and older, not all elders were old enough to be eligible for Medicare. In addition, some elders age 65 and older may not be eligible because they did not work the requisite 10 years in Medicare-covered employment, or are not a legal resident of the United States. In PSA 10, 62% of elders surveyed over the age of 65 participate in Medicare. Over one-third (37%) of elders surveyed have private health insurance, with lower rates for minority (21%), low-income (26%), and rural elders (32%) (for more information, see Appendix, Question 27).

Information and Assistance

When asked who they would contact if they needed information about services for elders, respondents in PSA 10 reported that they were likely to turn to a medical professional or institution for information (18%), or to consult a doctor’s office, VA clinic, or registered nurse (18%). Other sources, such as news media and organizations helping the elderly (such as AARP) were cited by 12% or less (see Figure 8).

When asked how they receive information about activities in their communities, 19% of elders reported receiving information from television and 19% from the newspaper. Fewer respondents



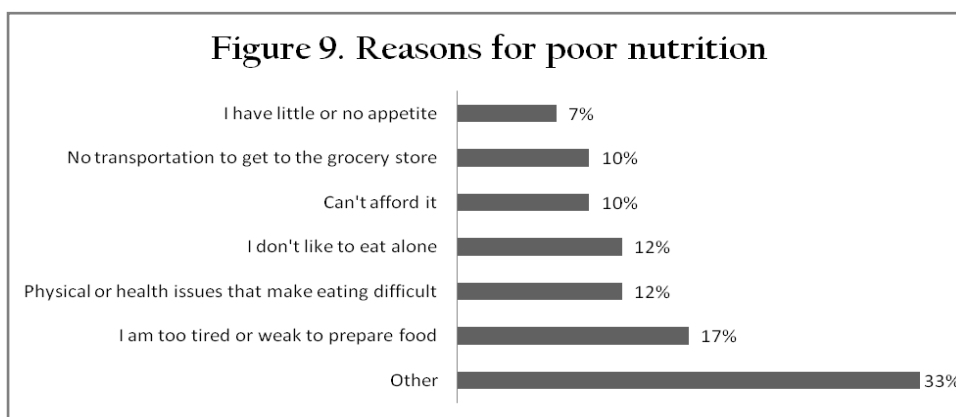
reported receiving information from family members, neighbors, or friends (15%), and 12% read newsletters, flyers, or bulletins (see Appendix, Questions 29).

Of PSA 10 elders, 71% reported that they have Internet access, and 37% of elders in PSA 10 said they are interested in receiving training on computer and Internet use. Low-income and minority elders, who were the least likely to have Internet access (57% and 44%), showed the greatest interest in computer and Internet training (42% and 53%). Rural elders have the highest rate of Internet access (78%), with over one-third (37%) interested in computer and Internet training (see Appendix, Questions 30 and 31).

Nutrition

Good nutrition is imperative for preventing health disorders and allowing elders to remain in their communities longer. However, only 64% of elders surveyed in PSA 10 reported always eating all the food they need, while 75% of rural elders, 70% of low-income elders, and 65% of minority elders said they are meeting dietary requirements (see Appendix, Question 32).

Elders who reported not eating all of the food they need identified the following reasons: being too tired or weak to prepare food (17%), physical or health issues that make eating difficult (12%), not liking to eat alone (12%), not being able to afford food (10%), lack of transportation to get to the grocery store (10%), having little appetite and forgetting to eat (7%), and other reasons (33%) (Figure 9 and Question 33).



Although only 10% of the overall PSA reported affordability as their main barrier to adequate nutrition, the rates of minority, low-income, and rural elders unable to afford food are much higher, ranging from 20 to 22%. The reduced ability to purchase food by minority and low-income elders is reflected in their greater use of food debit cards: 21% of minority and 14% of low-income elders reported using a food debit card compared to 1% PSA-wide. In PSA 10, 22% of elders surveyed said they are interested in receiving more information about the program, and 44% of minority respondents reported interest in receiving such information (see Appendix, Question 37). Enrollment in the food debit program is a nationwide challenge, as only one-third of the elderly individuals who are eligible for food stamps actually participate in the program.⁸ In addition, 15% of rural elders and elders surveyed in PSA 10 were interested in receiving information about where meals for seniors are offered. Greater percentages of minority (36%) and low-income respondents (25%) are interested in where meals are offered (see Appendix, Questions 35-38).

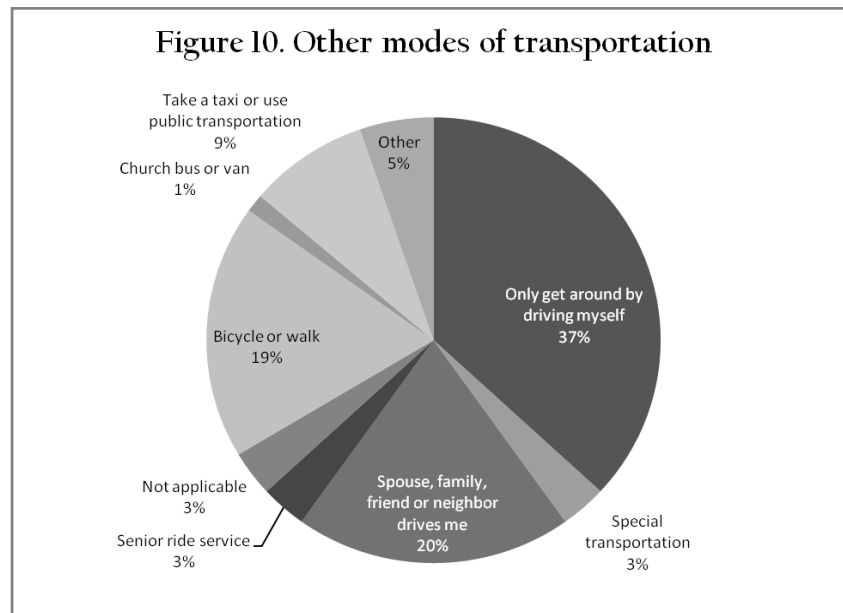
⁸ <http://www.ers.usda.gov/publications/efan04009/efan04009a.pdf>

Senior Centers

Senior centers are community facilities that provide a multitude of services and activities suited to the diverse needs and interests of independent older persons.⁹ Florida has approximately 240 senior centers that are visited by an estimated 380,000 seniors each year,¹⁰ yet only 11% of elders in PSA 10 reported that they visit a senior center with any regularity. More minority elders attend senior center events and activities (16%) compared to 9% of low-income elders and 7% of rural elders. Of those who do not visit the senior center, 24% of respondents stated that they do not visit because they stay busy through other activities and groups. Smaller proportions reported not believing they are old enough to go there (13%) or not having time (12%) (see Appendix, Questions 39 and 40). When asked what kinds of services or activities they would like to see offered at senior centers, 19% cited physical activities and 17% cited computer and Internet use (see Appendix, Question 41).

Transportation

The availability of transportation to elders is central to their independence and well-being, and losing the ability to drive is often a major concern to elders. In PSA 10, 4% of elders surveyed reported not being able to get where they need or want to go. Of respondents, 37% stated that they only get around by driving themselves. When asked about other ways in which they can get around, 20% of elders said a spouse, family member, friend, or neighbor drives, and 18% of elders said they use a bicycle or walk, while 9% of elders reported using a taxi or public means



and another 6% use special transportation or a senior ride service (Figure 10). Compared with other respondents in the Planning and Service Area, minority elders (12%) were three times more likely to have problems getting where they needed to go, and low-income elders (7%) were almost twice as likely to report this challenge to transportation (see Appendix, Question 42).

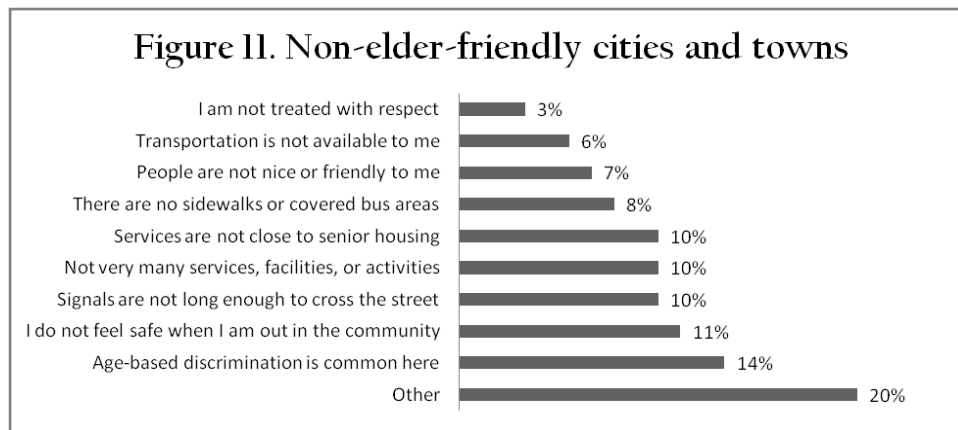
⁹ 2011 Summary of Programs and Services, Florida Department of Elder Affairs

¹⁰ Ibid

Of those respondents who reported problems with transportation, exactly half cited a lack of public transportation as the reason why, which is considerably higher than the state average of 14% (see Appendix, Question 43). Additionally, 25% of PSA 10 respondents cited health issues. Only 8% of respondents reported using public transportation ‘sometimes’ or ‘often’, with higher rates among low-income (9%) and minority elders (18%). Compared with only 4% in PSA 10, 24% of rural elders had no public transportation available (Appendix, Question 46).

Elder Advocacy and Attitudes on Aging in the Community

Elders play a vital role in Florida’s communities and it is important for these communities to make elders feel safe, respected and valued. In PSA 10, 12% of respondents feel that their city or town is not elder friendly, a sentiment that was more frequently reported by minority (24%), low-income (19%), and rural elders (15%) (see Appendix, Question 49).



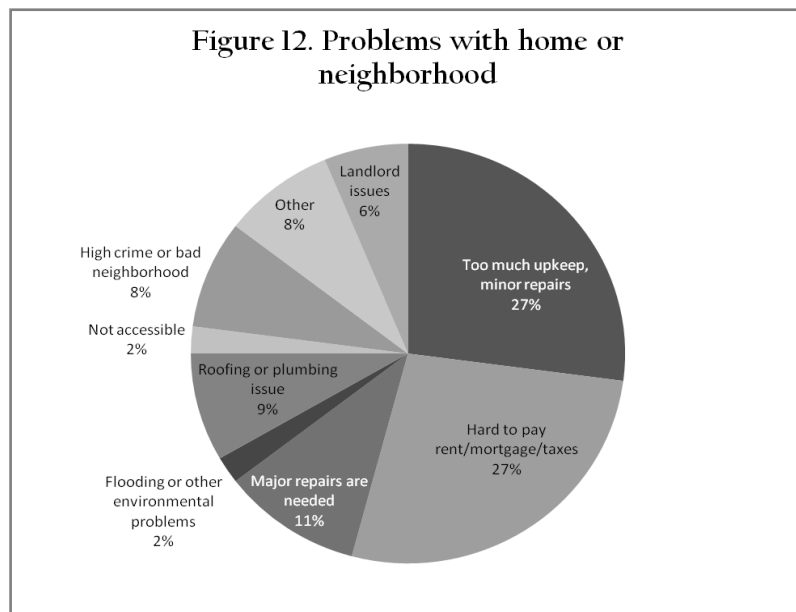
When asked what makes a city or town seem unfriendly to elders, the primary reasons cited were: age-based discrimination (14%); not feeling safe when out in the community (11%); signals are too short when crossing the street (10%); lack of services, facilities, or activities (10%); or lack of services near senior housing (10%). For more information, see Figure 11.

Housing

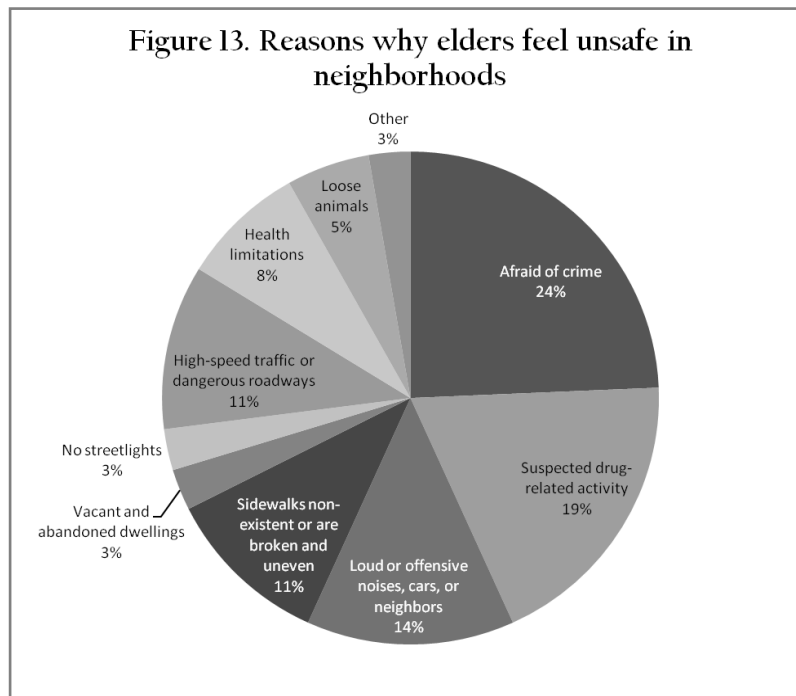
Living in a safe, affordable, and comfortable home is an important aspect of remaining in the community for all people. However, the availability of suitable homes remains a major concern of planners and advocates for the disabled and elderly, in particular. Currently, 54% of residents in U.S. Department of Housing and Urban Development (HUD) assisted households are elderly or disabled, and in many communities around the country the supply of affordable, suitable housing units for elders is grossly inadequate to meet demand.¹¹ Many of these elders reported an inability to find housing they felt safe in, could afford, could physically maintain, and had hopes to remain in as they aged.

¹¹ U.S. Department of Housing and Urban Development “Fiscal Year 2012 Program and Budget Initiatives: The Population HUD Serves”. <http://portal.hud.gov/hudportal/documents/huddoc?id=FctShtHUDClients2.pdf>

In PSA 10, 26% of elders surveyed reported similar problems with their home or neighborhood. Of these elders, most reported difficulty with upkeep and minor repairs (27%), home finances (27%), or major repairs (10%) (see Figure 12). The greatest concern for minority (31%) and low-income elders (21%) pertained to making housing payments, which reflects the national trends identified in the HUD report (see Appendix, Question 52).



Over one-third (35%) indicated a need or desire to move from their current residence. The largest group (31%) would prefer to live in a retirement community and 22% would prefer residing in a more rural setting (see Appendix, Question 53). Elders who said they cannot move cited the following reasons for their inability to do so: devalued property (26%), not enough money or help with moving (18%), emotional attachment to current residence (13%), and packing and moving is too overwhelming (13%) (see Appendix, Question 55).



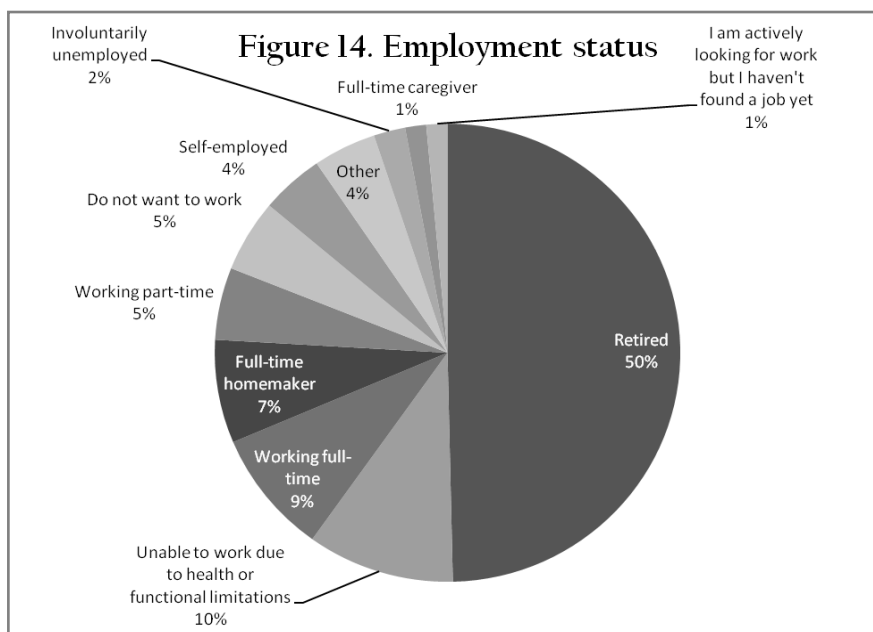
While only 2% of elders reported not always feeling safe in their homes, 10% of elders said they do not always feel safe in their neighborhoods. The primary reasons cited for feeling unsafe in neighborhoods include the following: fear of crime (24%), suspected drug-related activity (19%), loud or offensive noises, cars, or neighbors (14%), broken or non-existent sidewalks (11%), and high-speed traffic or dangerous roadways (11%) (see Figure 13). Rural respondents (5%) were half as likely to sometimes feel unsafe in their neighborhood as PSA 10; however, minority (23%) and low-income respondents (14%) expressed greater concern over safety in their neighborhood (see Appendix, Question 59).

Volunteerism

Many elders remain active and derive a sense of worth by contributing to their communities through volunteer work. Elders volunteer more than their younger counterparts, with rates of volunteering not declining until elders are in their mid-70s.¹² Approximately one-third of respondents (31%) in PSA 10 currently volunteer, primarily for religious or community organizations, and 25% are interested in receiving information regarding opportunities for volunteering. The main cited impediment to volunteering is a lack of interest (20%) (see Appendix, Questions 61-64).

Employment

Florida's elders are an important part of the state's overall economy and a critical component of the state's skilled workforce. Even though many elders desire full-time work and are employable, there are barriers preventing their full participation in the workforce. While the majority of respondents in PSA 10 said they are willingly retired or do not want to work (55%), 12% said that they are unable to work because of health or functional limitations (or are otherwise involuntarily unemployed) and another 8% were needed for homemaker or caregiver duties (see Figure 14).



The percentages of minority (16%), low-income (15%), and rural elders (10%) who are prevented from working because of health or functional limitations or are involuntarily unemployed were higher than those of the total elder respondents in PSA 10 (Appendix, Question 65).

For the respondents interested in switching to or securing part- or full-time work, 6% are interested in working part-time and 6% in working full-time. Though only 5% have already tried a job matching service, 10% of PSA 10 elders are interested in receiving such help, with higher percentages of minorities (31%) and low-income elders (20%) reporting the same.

¹² S Linda K. George, Still Happy After All These Years: Research Frontiers on Subjective Well-being in Later Life. *The Journals of Gerontology, Series B Volume 65B (4): 461-469, March 2010.*

In addition, 5% of PSA 10 elder respondents would like to receive job training. Compared with PSA 10, minority (27%), low-income (17%), and rural elders (9%) were more likely to report an interest in job training (see Appendix, Questions 66-68).

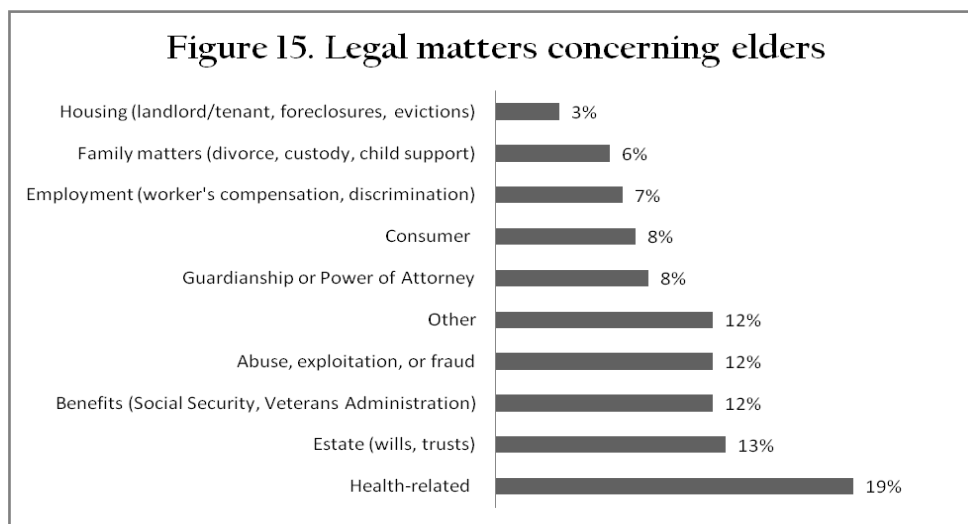
Of those who were interested in finding employment but were unable to do so, most stated that either health limitations or the lack of available jobs were the main reason they were unable to find work (25% respectively). Minority and low-income respondents (29% and 27%, respectively) cited the limited availability of jobs at even higher rates than those in the PSA. Of elders surveyed, 1% (and 7% of each of the oversampled populations) said they were wrongfully terminated, passed over for promotion, denied a position, or mistreated in the workforce because of their age (Appendix, Questions 70 and 71).

Exploitation and Legal Issues

The National Center on Elder Abuse estimates five million cases of elder financial exploitation occur annually. Many of these cases go unreported as seniors may be too embarrassed to report fraud or are unaware they are being victimized.¹³ In PSA 10, a large majority of respondents (91%) were concerned about becoming a victim of consumer fraud or swindle, however only 11% of elder respondents stated they have been a victim of consumer fraud or swindle in recent years (Appendix, Questions 72 and 73). Approximately 52% of the survey participants were unaware of programs that assist elders in keeping themselves protected from abuse, neglect, and financial exploitation. The majority of minority (58%), low-income (57%), and rural respondents (52%) were similarly unaware of such programs (Appendix, Question 78).

¹³ <http://elderaffairs.state.fl.us/english/pubs/pubs/MasterPlan/10ElderRights.pdf>

In 2005, the Department of Elder Affairs created the Elder Rights Unit, which oversees Title VII programs including Elder Abuse Prevention, Legal Services Development, and the State Health Insurance Assistance Program, known as SHINE. In addition, the Department offers a Senior Legal Helpline providing free legal advice and brief services by telephone to eligible Florida residents age 60 and older, for civil (not criminal) legal problems. Nearly one-third of elders across PSA 10 (31%) were aware of the legal services provided by the Florida Department of Elder Affairs. To a lesser degree, elders were familiar with the following organizations: local legal aid office (21%), local Area Agency on Aging (19%), Florida Bar Lawyer Referral Service (15%), and Florida Senior Legal Helpline (14%) (see Appendix, Question 74).



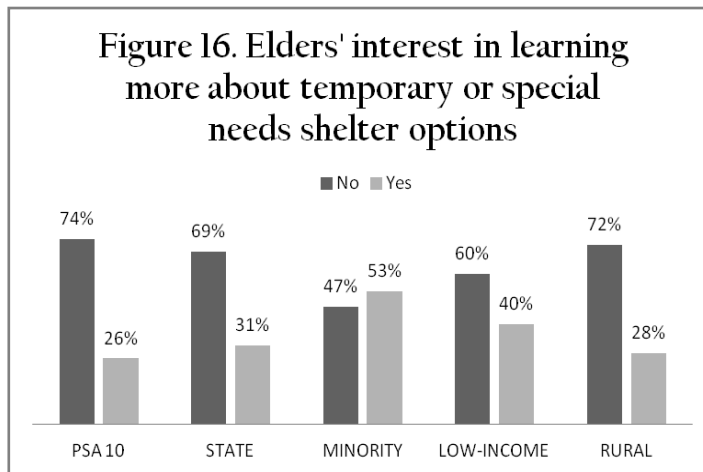
As shown in Figure 15, the primary types of legal problems that concern elders in PSA 10 are those related to health issues (for example, improper billing with Medicare and Medicaid) and estates (for example, wills, trusts, etc.).

One-fifth of elders (20%) reported that they have needed legal advice in the past three years but not seen a lawyer. Higher percentages of minority (24%) and rural respondents (22%) reported the same. For PSA 10 and all three subgroups, financial reasons were cited by 41-52% of respondents as the primary reason for not seeing a lawyer (see Appendix, Question 76).

Disaster Preparedness

Unique combinations of challenges affect elders, such as limited transportation options, activity limitations and health concerns; so many elders in Florida need extra assistance in preparing for disasters, especially hurricanes. For this reason, the Department has emphasized hurricane evacuation assistance and worked in cooperation with the Executive Office of the Governor to urge seniors to discuss their storm safety plans with loved ones.

A variety of options to assist with coping with and prepare for disasters are provided by the Department, including a Disaster Preparedness Guide for Elders, a Family Disaster Plan, and Disaster Supply Kits, including one for pets.¹⁴ This is important, for as shown in Figure 16, more than one in four elders surveyed (26%) are interested in learning about temporary or special needs shelter options during an evacuation-related event; minority (53%) and low-income elders (40%) reported a much higher interest.



Fortunately, there is a high degree of awareness that this is an important issue in our state, and surveyed elders expressed a high degree of interest in becoming better prepared. Specifically, 37% of elders reported an interest in more elder-specific training classes for disaster preparedness. Even larger percentages of minority (62%), low-income (52%), and rural elders (45%) were interested in receiving such training (see Appendix, Questions 79 and 80).

¹⁴ <http://elderaffairs.state.fl.us/english/hr.php>

Appendix: Survey Questions

Living Situation

Question 1: What is your current living situation?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Live with spouse	44%	49%	38%	41%	55%
Live alone	40%	31%	31%	35%	25%
Other	7%	6%	7%	4%	3%
Live with child	4%	8%	13%	10%	9%
Live with grandchild or other relative	4%	4%	10%	8%	6%
Live with friend	2%	2%	1%	2%	3%
Total Responses	100%	100%	100%	100%	100%

Self Care Limitations

Question 2: On a scale from zero to five, how much assistance do you need for the following personal care tasks (ADLs)?

		PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Bathing	0	92%	90%	77%	84%	93%
	1 to 3	4%	5%	11%	8%	4%
	4 to 5	4%	5%	12%	8%	4%
Dressing	0	93%	92%	79%	85%	93%
	1 to 3	3%	5%	12%	10%	6%
	4 to 5	4%	4%	9%	5%	2%
Eating	0	95%	93%	83%	88%	95%
	1 to 3	5%	4%	11%	8%	3%
	4 to 5	0%	3%	6%	4%	2%
Using the bathroom	0	96%	94%	87%	92%	96%
	1 to 3	3%	4%	7%	5%	3%
	4 to 5	1%	2%	5%	3%	1%
Transferring	0	93%	92%	82%	86%	91%
	1 to 3	5%	6%	13%	11%	8%
	4 to 5	2%	2%	6%	4%	2%
Walking	0	90%	89%	75%	84%	91%
	1 to 3	7%	8%	14%	9%	7%
	4 to 5	3%	4%	11%	7%	3%

Self Care Limitations

Question 3: How often do you receive the help you need with personal care tasks (ADLs)?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Always	31%	12%	17%	14%	13%
Most of the time	0%	14%	9%	14%	20%
Sometimes	31%	27%	23%	22%	20%
Hardly ever/never	38%	47%	51%	50%	48%
Respondents	100%	100%	100%	100%	100%

Self Care Limitations

Question 4: On a scale from zero to five, how much assistance do you need for the following other activities (IADLs)?						
		PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Heavy chores	0	53%	56%	45%	46%	58%
	1 to 3	26%	24%	29%	29%	27%
	4 to 5	21%	19%	26%	24%	16%
Light housekeeping	0	79%	76%	61%	67%	79%
	1 to 3	13%	16%	27%	22%	14%
	4 to 5	8%	8%	12%	12%	7%
Using the phone	0	95%	94%	86%	90%	96%
	1 to 3	2%	3%	6%	6%	2%
	4 to 5	3%	3%	8%	4%	2%
Managing money	0	85%	88%	80%	82%	91%
	1 to 3	8%	7%	9%	10%	6%
	4 to 5	7%	4%	11%	8%	3%
Preparing meals	0	86%	84%	74%	76%	86%
	1 to 3	8%	9%	14%	13%	9%
	4 to 5	6%	7%	11%	11%	5%
Shopping	0	80%	82%	68%	73%	84%
	1 to 3	8%	8%	17%	14%	10%
	4 to 5	12%	10%	14%	13%	7%
Taking medication	0	89%	91%	83%	85%	91%
	1 to 3	6%	5%	11%	8%	5%
	4 to 5	5%	4%	7%	6%	4%
Using transportation	0	84%	85%	71%	77%	88%
	1 to 3	6%	6%	11%	9%	6%
	4 to 5	10%	9%	18%	14%	6%

Self Care Limitations

Question 5: How often do you receive the help you need with general activities (IADLs)?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Hardly ever/never	45%	48%	50%	53%	47%
Sometimes	30%	22%	23%	18%	21%
Most of the time	11%	16%	11%	15%	15%
Always	13%	14%	16%	14%	17%
Total Responses	100%	100%	100%	100%	100%
*Question was not pertinent to all respondents.					

Question 6: From whom have you tried to get help with personal care tasks and general activities?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Family	43%	36%	48%	44%	49%
Friends and/or Neighbors	19%	18%	18%	25%	22%
Not Applicable	12%	17%	0%	0%	0%
Other	11%	10%	13%	13%	11%
Federal Agency	5%	4%	4%	2%	4%
Religious Organization	4%	6%	3%	4%	5%
Community Group	3%	3%	2%	3%	1%
State Agency	3%	3%	7%	4%	3%
Local Agency	1%	4%	4%	5%	5%
Total Responses	100%	100%	100%	100%	100%
*Question was not pertinent to all respondents.					

Caregiving

Question 7: Do you ever provide care, either directly or indirectly over the telephone, for someone who is not able to take care of him or herself?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
No	69%	72%	70%	71%	73%
Yes	26%	20%	20%	19%	18%
Maybe	5%	8%	10%	10%	9%
Total Responses	100%	100%	100%	100%	100%

Caregiving

Question 8: How often do you provide care?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Hardly ever/never	16%	17%	13%	17%	12%
One or more times a year	0%	6%	12%	5%	16%
One or more times a month	35%	29%	18%	23%	16%
One or more times a week	26%	29%	32%	35%	41%
One or more times a day	13%	10%	10%	8%	7%
Continuously or all day long	10%	9%	15%	11%	7%
Total Responses	100%	100%	100%	100%	100%

Question 9: How many persons for whom you provide care are in each of the following categories?

		PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
0-18 years old	1+	24%	16%	24%	18%	21%
19-59 years old	1+	21%	25%	28%	23%	17%
60+ years old	1+	96%	86%	88%	88%	94%

Question 10: Do you have help with your caregiving responsibilities?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Yes	52%	44%	39%	46%	47%
No	48%	56%	61%	54%	53%
Total Responses	100%	100%	100%	100%	100%

Question 11: Do you need help (or more help) with your caregiving responsibilities?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
No	65%	79%	79%	80%	77%
Yes	35%	21%	21%	20%	23%
Total Responses	100%	100%	100%	100%	100%

Caregiving

Question 12: What type of help do you need?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Transportation	20%	12%	8%	6%	7%
Help with household chores such as laundry and housekeeping	15%	13%	15%	13%	14%
Assistance with the personal care tasks for the care recipient	12%	12%	8%	9%	13%
Financial help	12%	12%	17%	15%	15%
Information about resources	12%	14%	17%	19%	15%
Someone to provide care so I can have a break	10%	11%	12%	16%	15%
Emotional support	10%	14%	10%	12%	11%
Training on how to provide care	5%	7%	12%	7%	8%
Other	5%	6%	2%	3%	1%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Question 13: From whom have you tried to get help with your caregiving responsibilities?

	PSA10	STATE	MINORITY	LOW-INCOME	RURAL
Family	27%	25%	21%	28%	21%
Local agency	18%	12%	14%	17%	17%
Federal agency	14%	10%	14%	7%	7%
Community group	9%	10%	11%	10%	12%
Religious organization	9%	11%	4%	7%	2%
State agency	9%	11%	21%	10%	12%
Not applicable	9%	2%	4%	7%	10%
Friends/neighbors	5%	14%	7%	3%	12%
Other	0%	5%	4%	10%	7%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Caregiving

Question 14: Are any of the following reasons why you do not receive or did not try to get help with your caregiving responsibilities?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
The care does not require a lot of time or energy	23%	12%	17%	15%	17%
I can't afford the expense	18%	20%	17%	17%	15%
I don't like asking for help	14%	10%	12%	12%	15%
I don't want strangers in my house	9%	8%	10%	8%	8%
Services are not available	9%	14%	14%	12%	15%
I don't have time to check out options	9%	13%	5%	15%	8%
The care recipient won't allow someone new to provide help	9%	13%	5%	8%	13%
I don't think I would be satisfied with the available help	5%	6%	10%	8%	5%
Other	5%	4%	12%	6%	3%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Question 15: Would you be interested in receiving caregiver training?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
No	90%	90%	76%	87%	91%
Yes	10%	10%	24%	13%	9%
Total Responses	100%	100%	100%	100%	100%

Health and Health Promotion

Question 16: During the past year have you attended an event offering free health information?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
No	88%	84%	82%	85%	87%
Yes	12%	16%	18%	15%	13%
Total Responses	100%	100%	100%	100%	100%

Health and Health Promotion

Question 17: If training or classes were available to help you learn about keeping yourself healthy, how interested would be in attending?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Not interested	58%	53%	39%	48%	53%
Somewhat interested	24%	32%	34%	38%	38%
Very interested	18%	16%	27%	14%	9%
Total Responses	100%	100%	100%	100%	100%

Question 18: Are you regularly doing a physical activity three or more times a week?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Yes	73%	76%	66%	74%	78%
No	27%	24%	34%	26%	22%
Total Responses	100%	100%	100%	100%	100%

Question 19: If you need medical care, are you able to get it?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Yes, always	80%	81%	64%	74%	82%
Yes, most of the time	14%	13%	21%	16%	14%
Yes, sometimes	4%	4%	9%	7%	3%
No, never or hardly ever	2%	2%	6%	3%	1%
Total Responses	100%	100%	100%	100%	100%

Question 20: What keeps you from getting medical care?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Lack of money	27%	19%	24%	23%	24%
Insurance does not cover all I need	19%	21%	17%	20%	18%
Other	19%	14%	9%	7%	11%
No provider will take my insurance	12%	8%	8%	5%	6%
No insurance	8%	10%	17%	17%	18%
No local provider	8%	9%	4%	8%	9%
Lack of transportation	4%	10%	8%	8%	6%
Caregiving responsibilities	4%	6%	7%	6%	6%
Language barrier	0%	4%	7%	6%	2%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Health and Health Promotion

Question 21: In the last 12 months, how long have you delayed filling your prescription medications?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
No prescription medications needed	10%	8%	12%	10%	14%
No delay	82%	82%	63%	73%	77%
Less than 1 month	4%	5%	8%	8%	5%
1-2 months	3%	3%	10%	6%	2%
3-6 months	0%	1%	4%	2%	1%
Longer than 6 months	1%	1%	3%	2%	1%
Total Responses	100%	100%	100%	100%	100%

Question 22: Are you aware of any prescription assistance programs?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
No	57%	52%	60%	54%	54%
Yes	43%	48%	40%	46%	46%
Total Responses	100%	100%	100%	100%	100%

Question 23: In the last 12 months, how long have you delayed getting dental care?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
No dental care needed	19%	20%	26%	27%	21%
No delay	45%	51%	25%	36%	51%
Less than 1 month	1%	2%	3%	3%	2%
1-2 months	5%	3%	3%	2%	2%
3-6 months	10%	7%	9%	7%	4%
Longer than 6 months	20%	18%	34%	26%	19%
Total Responses	100%	100%	100%	100%	100%

Question 24: In the last 12 months, how long have you delayed getting new eyeglasses or other eye care?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
No eyeglasses or eye care needed	14%	13%	12%	11%	13%
No delay	54%	63%	40%	53%	60%
Less than 1 month	1%	2%	6%	5%	4%
1-2 months	2%	3%	2%	2%	1%
3-6 months	8%	5%	7%	7%	7%
Longer than 6 months	21%	14%	32%	22%	16%
Total Responses	100%	100%	100%	100%	100%

Health and Health Promotion

Question 25: What has limited your ability to get prescription medications, dental care, or eyeglasses?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Can't afford it	27%	27%	29%	29%	31%
Other	26%	22%	23%	22%	23%
Insurance does not cover what I need	21%	24%	23%	26%	29%
Lack of transportation	8%	6%	5%	3%	2%
Appointment or scheduling issues	7%	7%	6%	7%	5%
Health limitations	7%	5%	6%	5%	3%
Caregiving responsibilities	4%	5%	4%	3%	3%
The services or supplies are not available in my community	0%	3%	5%	5%	4%
Total Responses	100%	100%	100%	100%	100%
*Question was not pertinent to all respondents.					

Question 26: In the past year, have you had to delay or do without help for an emotional or mental health problem?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
No	90%	89%	90%	90%	91%
Yes	10%	11%	10%	10%	9%
Total Responses	100%	100%	100%	100%	100%

Question 27: What kind(s) of health care insurance do you have?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Medicare*	62%	85%	47%	47%	50%
Private insurance	37%	34%	21%	26%	32%
Other	15%	10%	11%	10%	8%
Veteran's health benefits	4%	8%	4%	7%	9%
Medicaid	3%	5%	18%	11%	4%
None	1%	1%	3%	2%	2%
Total Responses	100%	100%	100%	100%	100%
*Medicare beneficiaries age 65 and older					

Information and Assistance

Question 28: Who would you contact if you needed information about services that help older adults?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Family members, neighbors, or friends	18%	18%	23%	23%	21%
Doctor's office, VA clinic, or registered nurse	18%	19%	19%	21%	22%
National organizations (AARP)	12%	11%	11%	9%	11%
Internet	9%	9%	3%	6%	9%
Government agency	8%	8%	7%	6%	6%
Aging agencies, senior centers, or retirement communities	7%	7%	6%	7%	6%
Elder Helpline	6%	6%	6%	6%	5%
Newspaper, magazines	6%	6%	5%	4%	4%
Other	5%	4%	7%	6%	5%
Community organizations	5%	5%	5%	4%	3%
Church	5%	7%	7%	7%	6%
Total Responses	100%	100%	100%	100%	100%

Question 29: How do you find out what is going in your community?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Newspaper	19%	20%	18%	21%	22%
Television	19%	20%	28%	24%	21%
Family, neighbors, or friends	15%	16%	14%	16%	15%
Newsletters, flyers, or bulletins	12%	10%	10%	10%	9%
Internet	11%	11%	7%	8%	11%
Radio	10%	9%	11%	8%	8%
Community center or other community group/organization	7%	6%	5%	5%	6%
Faith-based organization	4%	5%	5%	5%	5%
Other	2%	2%	3%	3%	3%
Total Responses	100%	100%	100%	100%	100%

Question 30: Do you have access to the internet?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Yes	71%	72%	44%	57%	78%
No	29%	28%	56%	43%	22%
Total Responses	100%	100%	100%	100%	100%

Information and Assistance

Question 31: If training on using computers or the internet were available, would you be interested in attending?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
No	63%	63%	47%	58%	63%
Yes	37%	37%	53%	42%	37%
Total Responses	100%	100%	100%	100%	100%

Nutrition

Question 32: How often do you eat all the food you need?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Always	64%	74%	65%	70%	75%
Most of the time	29%	21%	20%	21%	19%
Sometimes	6%	4%	11%	6%	4%
Hardly ever/never	1%	1%	3%	2%	2%
Total Responses	100%	100%	100%	100%	100%

Question 33: Why is that you do not eat all the food you need?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Other	33%	21%	15%	16%	17%
I am too tired or weak to prepare food	17%	13%	10%	14%	10%
I have physical or health issues that make eating difficult	12%	11%	11%	11%	9%
I don't like to eat alone	12%	13%	10%	11%	16%
Can't afford it	10%	16%	20%	22%	20%
No transportation to get to the grocery store	10%	6%	10%	8%	5%
I have little or no appetite and forget to eat sometimes	7%	17%	17%	15%	19%
No or poorly working stove or refrigerator	0%	3%	6%	3%	3%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Nutrition

Question 34: Do you eat a healthy variety of foods in your diet?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Yes	88%	92%	91%	91%	95%
No	12%	8%	9%	9%	5%
Total Responses	100%	100%	100%	100%	100%

Question 35: Do you have a food debit card (also known as food stamps)?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
No	99%	95%	79%	86%	97%
Yes	1%	5%	21%	14%	3%
Total Responses	100%	100%	100%	100%	100%

Question 36: What are the reasons you do not have a food debit card?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Not needed	60%	64%	40%	55%	65%
I have been determined not eligible	19%	15%	27%	17%	14%
Other	11%	12%	15%	14%	10%
I don't like asking for help	7%	5%	10%	8%	6%
I won't get enough assistance to be worth the effort	2%	2%	4%	3%	2%
Don't know	1%	1%	2%	1%	1%
Refused	0%	0%	2%	1%	1%
I don't want to provide personal information	0%	0%	1%	1%	0%
Total Responses	100%	100%	100%	100%	100%

Question 37: Would you like more information about the card?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
No	78%	78%	56%	69%	81%
Yes	22%	22%	44%	31%	19%
Total Responses	100%	100%	100%	100%	100%

Question 38: Are you interested in learning about where meals for seniors may be offered in your community?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
No	85%	83%	64%	75%	85%
Yes	15%	17%	36%	25%	15%
Total Responses	100%	100%	100%	100%	100%

Senior Centers

Question 39: How often do you go to the senior center?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Never/hardly ever	89%	90%	84%	91%	94%
Sometimes	8%	6%	10%	6%	4%
Often	3%	4%	6%	3%	3%
Total Responses	100%	100%	100%	100%	100%

Question 40: Why is it that you hardly ever or never go to the Senior Center?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
I stay busy through other activities and groups	24%	26%	15%	20%	24%
I don't think I am old enough to go there	13%	8%	9%	9%	9%
I don't have time	12%	12%	12%	12%	12%
Other	12%	12%	11%	13%	13%
I am not aware of the services that are offered	9%	12%	10%	11%	11%
I would prefer a location that also includes other age groups	8%	8%	11%	9%	8%
I don't like the activities offered	8%	4%	5%	4%	4%
Transportation is not available	7%	4%	8%	6%	4%
There is not a senior center nearby	6%	6%	7%	7%	8%
Physically unable to attend	3%	3%	6%	5%	4%
Caregiving responsibilities	1%	3%	5%	4%	3%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Question 41: What kinds of services or activities do you think should be offered at senior centers that you would be more likely to use?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Physical activities	19%	17%	17%	17%	16%
Using the computer and/or Internet	17%	15%	14%	13%	15%
Travel/tours	15%	14%	15%	13%	14%
Nature-related activities	13%	13%	14%	14%	13%
Arts and crafts/hobby classes	11%	13%	14%	14%	13%
Genealogy classes	10%	10%	9%	10%	9%
Card games	10%	12%	10%	11%	13%
Other	6%	6%	7%	7%	7%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Transportation

Question 42: Are you usually able to get where you need or want to go?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Yes	96%	96%	88%	93%	98%
No	4%	4%	12%	7%	2%
Total Responses	100%	100%	100%	100%	100%

Question 43: What is the main thing that limits your ability to get where you want to go?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
There is no public transportation	50%	14%	3%	0%	14%
Health issues	25%	33%	49%	50%	43%
Don't know	25%	36%	28%	24%	29%
I don't know anyone I can ask	0%	8%	0%	17%	14%
Financial reasons	0%	8%	20%	8%	0%
Total Responses	100%	100%	100%	100%	100%

Question 44: If you are limited in how often you drive, what limits you?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
I can/do not drive	26%	23%	30%	25%	18%
Other	23%	17%	18%	21%	19%
Illness or physical problem	14%	16%	10%	11%	15%
Car problems (no car or repairs needed)	9%	6%	5%	4%	1%
Spouse or other person usually drives	9%	12%	11%	13%	19%
Amount of traffic	7%	4%	3%	4%	6%
Financial reasons	5%	8%	11%	8%	11%
Visual impairment	5%	11%	10%	13%	9%
Car in use by someone else	2%	3%	1%	1%	3%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Transportation

Question 45: What other ways do you use to get around?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Only get around by driving myself, or I am homebound	37%	43%	39%	43%	52%
A spouse, family member, friend or neighbor drives me	20%	22%	23%	21%	19%
I bicycle or walk	18%	16%	7%	10%	11%
I take a taxi or use public transportation	9%	4%	9%	6%	2%
Other	5%	4%	7%	5%	4%
Special transportation (golf cart, wheelchair, or scooter)	3%	5%	3%	6%	8%
Senior ride service	3%	2%	4%	3%	1%
Not applicable	3%	3%	3%	4%	2%
Church bus or van	1%	1%	4%	3%	1%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Question 46: How often do you use public transportation?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
I don't use public transportation	77%	75%	64%	69%	69%
Hardly ever	11%	9%	10%	9%	5%
No public transportation is available in this area	4%	10%	8%	12%	24%
Often	4%	2%	6%	3%	0%
Sometimes	4%	4%	12%	6%	1%
Total Responses	100%	100%	100%	100%	100%

Question 47: Please rate your level of satisfaction with the public transportation services:

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Very satisfied	0%	49%	37%	37%	50%
Somewhat satisfied	43%	37%	43%	49%	50%
Somewhat dissatisfied	29%	8%	13%	7%	0%
Very dissatisfied	29%	7%	7%	7%	0%
Total Responses	100%	100%	100%	100%	100%

Transportation

Question 48: Please select your reasons for being less than satisfied with or are not using public transportation:

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Other	31%	28%	33%	24%	11%
It doesn't go where I need to go	25%	13%	14%	12%	22%
It is inconvenient (rides too long or too many stops)	19%	18%	12%	12%	11%
Safety issues	13%	7%	7%	9%	11%
My town has very limited public transportation	6%	13%	14%	12%	33%
I have health, age, or financial issues	6%	4%	7%	9%	0%
Don't need it	0%	10%	12%	18%	11%
Not accessible with wheelchair	0%	0%	0%	0%	0%
It is not clean	0%	0%	0%	0%	0%
My friends don't use it	0%	2%	0%	0%	0%
Lack of knowledge about the service	0%	6%	2%	3%	0%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Elder Advocacy and Attitudes on Aging in the Community

Question 49: Do you feel your city/town values older people or is elder friendly?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Yes, very much so	39%	37%	40%	36%	35%
Yes, somewhat	38%	42%	31%	40%	43%
Don't know	10%	7%	5%	5%	7%
No, not very much	9%	10%	17%	12%	8%
No not at all	3%	5%	7%	7%	7%
Total Responses	100%	100%	100%	100%	100%

Elder Advocacy and Attitudes on Aging in the Community

Question 50: What makes your city/town elder-friendly to you?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
People are friendly and courteous to me	12%	12%	12%	12%	11%
I am treated with respect	11%	11%	13%	12%	11%
Transportation is available to seniors	11%	9%	11%	10%	9%
There are programs, services, activities, and events for me	11%	10%	10%	10%	10%
There are many other seniors in my community	11%	11%	10%	11%	11%
Street signs are easy for me to read	10%	11%	11%	10%	11%
I feel safe when I am out in the community	10%	11%	10%	10%	11%
I feel I have something to contribute and that it would be appreciated	9%	10%	10%	9%	10%
Businesses offer me senior discounts	9%	9%	8%	9%	9%
There are a variety of affordable housing options available	5%	6%	6%	6%	6%
Other	1%	1%	2%	1%	2%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Question 51: What makes your city/town not seem elder-friendly to you?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Other	20%	13%	7%	10%	11%
I think age-based discrimination is common here	14%	10%	12%	10%	8%
I do not feel safe when I am out in the community	11%	9%	10%	8%	7%
Signals are not long enough for me to cross the street	10%	10%	10%	8%	6%
There are not very many services, facilities, or activities for seniors	10%	14%	13%	17%	16%
Services are not close to senior housing	10%	9%	10%	10%	11%
There are no sidewalks or covered bus areas	8%	11%	11%	12%	15%
People are not nice or friendly to me	7%	5%	9%	7%	6%
Transportation is not available to me	6%	12%	9%	10%	14%
I am not treated with respect	3%	7%	9%	7%	6%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Housing

Question 52: Do you have any of the following problems with your home or neighborhood?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Too much upkeep, minor repairs (i.e., painting)	27%	23%	12%	15%	19%
Hard to pay rent/mortgage/taxes (i.e., homeowner association dues)	27%	21%	31%	21%	21%
Major repairs are needed (other than roofing or plumbing)	10%	12%	13%	13%	8%
Roofing or plumbing issue	8%	12%	13%	15%	13%
High crime or bad neighborhood	8%	8%	6%	10%	7%
Other	8%	11%	17%	14%	24%
Landlord issues	6%	3%	1%	1%	0%
Flooding or other similar environmental problems	2%	4%	4%	6%	4%
Not accessible (i.e., stairs, no grab bars in bathtub, cabinets are hard to reach)	2%	5%	3%	6%	2%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Question 53: If you want or need to move, what type of location would you prefer?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
To live in a retirement community (seniors only)	31%	19%	14%	19%	18%
To live in a more secluded, more rural (country) setting	22%	15%	14%	15%	19%
Centrally located to be able to walk to services	20%	21%	22%	18%	14%
To live in a family neighborhood (all ages)	11%	11%	14%	13%	10%
Other	9%	17%	16%	15%	18%
Assisted living	4%	11%	10%	8%	7%
To live in a more urban (city) setting	2%	8%	10%	12%	16%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Question 54: If you want or need to move, what type of structure would you prefer?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Single family home	39%	46%	49%	49%	56%
Apartment-type housing	29%	22%	19%	21%	12%
Other	29%	20%	16%	20%	24%
Duplex, triplex, or quad	3%	12%	16%	10%	9%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Housing

Question 55: If you want or need to move, what prevents you from moving?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
My home was devalued, I won't get enough money out of it	26%	22%	26%	28%	40%
Not enough money or help with moving	18%	15%	26%	15%	8%
Attached to my current residence (memories)	13%	12%	4%	7%	4%
The idea of packing and moving is too overwhelming	13%	13%	5%	10%	13%
Other	13%	16%	11%	14%	20%
Preferred/affordable housing option not available	10%	6%	10%	8%	1%
I don't know what options are available	5%	10%	14%	15%	10%
Health issues	3%	4%	4%	3%	4%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Question 56: Would you be interested in sharing your home with any of the following:

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
None	36%	35%	48%	49%	40%
Family member	24%	31%	27%	26%	31%
Friend	11%	10%	5%	6%	10%
Individual who could assist around the house	6%	5%	3%	4%	3%
Open to all options	6%	6%	5%	5%	6%
Other	6%	4%	6%	4%	4%
Another older person	5%	5%	4%	4%	3%
A college student	5%	3%	2%	2%	2%
A single mother and children	0%	2%	2%	0%	2%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Question 57: How often do you feel safe at home?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Most or all of the time	98%	97%	94%	96%	97%
Some of the time	2%	2%	6%	4%	2%
Rarely ever/never	0%	0%	0%	0%	1%
Total Responses	100%	100%	100%	100%	100%

Housing

Question 58: What makes you feel unsafe in your home or on your property?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Afraid of crime	50%	28%	30%	36%	29%
Other	50%	17%	57%	45%	57%
Unsafe building, flooring, stairways, or walkways	0%	7%	0%	0%	0%
Bathroom or kitchen is not senior friendly	0%	7%	4%	0%	0%
Afraid of falling or other mobility concerns	0%	16%	4%	9%	7%
Health limitations	0%	11%	0%	0%	0%
Fences and gates at property line need repair	0%	7%	0%	0%	0%
Inadequate lighting	0%	8%	4%	9%	7%
Total Responses	100%	100%	100%	100%	100%
*Question was not pertinent to all respondents.					

Question 59: How often do you feel safe out in your neighborhood?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Most or all of the time	90%	91%	77%	86%	95%
Some of the time	9%	8%	17%	10%	3%
Rarely ever/never	1%	1%	6%	4%	2%
Total Responses	100%	100%	100%	100%	100%

Question 60: What makes you feel unsafe while out in your neighborhood?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Afraid of crime	24%	23%	23%	21%	20%
Suspected drug-related activity	19%	16%	13%	14%	14%
Loud or offensive noises, cars, or neighbors	14%	7%	5%	7%	7%
Sidewalks non-existent or are broken and uneven	11%	10%	10%	9%	13%
High-speed traffic or dangerous roadways	11%	10%	11%	10%	8%
Health limitations	8%	7%	8%	10%	11%
Loose animals	5%	8%	7%	8%	9%
Vacant and abandoned dwellings	3%	7%	7%	7%	7%
No streetlights	3%	8%	10%	9%	9%
Other	3%	3%	6%	6%	4%
Total Responses	100%	100%	100%	100%	100%
*Question was not pertinent to all respondents.					

Volunteerism

Question 61: Do you currently volunteer?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
No	69%	64%	76%	69%	62%
Yes	31%	36%	24%	31%	38%
Total Responses	100%	100%	100%	100%	100%

Question 62: What type of organization do you volunteer for?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Faith or religious-based	21%	24%	25%	29%	28%
Community (i.e., arts organizations, museums, politics, etc.)	17%	15%	11%	11%	15%
School-related (parent organization, primary school, or university, etc.)	15%	9%	9%	8%	6%
Professional organization	14%	7%	5%	3%	5%
Civic (city or county boards)	11%	9%	9%	8%	12%
Other	11%	13%	11%	14%	13%
Health-related (i.e., hospital, nursing home, Red Cross, politics, etc.)	5%	7%	11%	10%	7%
Animal, wildlife, or nature-related organization	3%	6%	3%	5%	7%
Senior center	3%	5%	9%	6%	3%
Child welfare	2%	3%	5%	4%	3%
None of the above	0%	1%	3%	1%	1%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Volunteerism

Question 63: What keeps you from volunteering?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Don't want to or not interested in volunteering	20%	15%	13%	17%	18%
Health issues	16%	16%	24%	20%	17%
Limited energy or functional ability	13%	11%	9%	12%	8%
Not enough time	11%	15%	13%	12%	15%
Other	11%	9%	8%	8%	11%
Work prevents it	10%	9%	7%	7%	9%
Haven't been asked	8%	8%	7%	8%	5%
Haven't found the right organization	5%	7%	5%	5%	7%
Lack of transportation	4%	4%	5%	3%	3%
Caregiving responsibilities	2%	5%	6%	6%	5%
None of the above	0%	1%	2%	1%	2%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Question 64: Would you be interested in receiving information on volunteer opportunities in your area?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
No	75%	75%	61%	72%	74%
Yes	25%	25%	39%	28%	26%
Total Responses	100%	100%	100%	100%	100%

Employment

Question 65: What is your employment status?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Retired	50%	52%	43%	49%	56%
Unable to work due to health or functional limitations	10%	9%	14%	12%	8%
Working full-time	9%	7%	5%	4%	7%
Full-time homemaker	7%	7%	10%	8%	5%
Working part-time	5%	7%	5%	5%	5%
Do not want to work	5%	5%	4%	6%	6%
Self-employed	4%	4%	3%	3%	4%
Other	4%	3%	5%	4%	3%
Involuntarily unemployed	2%	2%	2%	3%	2%
Full-time caregiver	1%	2%	3%	3%	3%
I am actively looking for work but I haven't found a job yet	1%	2%	5%	4%	2%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Question 66: Are you interested in switching to or securing part- or full-time work?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Not currently looking	74%	66%	54%	61%	69%
Other	12%	15%	14%	17%	14%
Part-time work	6%	13%	21%	16%	12%
Full-time work	6%	4%	6%	3%	2%
Caregiving responsibilities interfere with ability to look for work	1%	3%	5%	4%	3%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Question 67: Are you interested in receiving help from a job-matching service?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
No	86%	79%	56%	74%	81%
Yes	10%	17%	31%	20%	15%
Already tried a job-matching service	5%	4%	13%	7%	5%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Employment

Question 68: Do you want job training?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
No	95%	81%	63%	74%	83%
Yes	5%	12%	27%	17%	9%
Already received training	0%	6%	10%	8%	7%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Question 70: If you are interested in finding employment but have been unable to do so, what has interfered with your ability to find a job?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Other	38%	30%	15%	20%	15%
Health limitations	25%	16%	19%	22%	20%
Limited jobs available	25%	24%	29%	27%	27%
Lack of transportation/too far away	6%	4%	4%	5%	7%
I am overqualified	6%	12%	11%	9%	18%
I am underqualified	0%	1%	4%	5%	4%
Caregiving responsibilities	0%	11%	4%	4%	5%
Language barriers	0%	3%	12%	7%	4%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Question 71: In recent years, do you feel you have been wrongfully terminated, passed over for promotion, denied a position or mistreated in the workforce because of your age?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
No	99%	94%	93%	93%	93%
Yes	1%	6%	7%	7%	7%
Total Responses	100%	100%	100%	100%	100%

Exploitation and Legal Issues

Question 72: In thinking about your experiences as a consumer, in recent years have you felt that you were the victim of consumer fraud or a swindle?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
No	89%	88%	84%	86%	84%
Yes	11%	12%	16%	14%	16%
Total Responses	100%	100%	100%	100%	100%

Question 73: How concerned are you about becoming the victim of consumer fraud or a swindle, such as identity theft, home repair fraud, or otherwise being pressured to make a financial commitment you might not agree with?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Extremely concerned	45%	26%	28%	23%	15%
Very concerned	27%	29%	37%	39%	38%
Somewhat concerned	18%	32%	14%	16%	23%
Not very concerned	9%	4%	16%	9%	19%
Not at all concerned	0%	9%	5%	13%	6%
Total Responses	100%	100%	100%	100%	100%

Question 74: Florida has several organizations in place that assist elderly and low-income residents with legal needs. Are you aware of any of the following organizations?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Florida Department of Elder Affairs	31%	30%	26%	28%	28%
Local Legal Aid Office	21%	21%	22%	20%	20%
Local Area Agency on Aging	19%	19%	19%	19%	20%
Florida Bar Lawyer Referral Service	15%	16%	16%	16%	17%
Florida Senior Legal Helpline	14%	14%	18%	17%	15%
Total Responses	100%	100%	100%	100%	100%

Question 75: Thinking about your experiences in the past three years, have you ever thought that you needed advice from a lawyer but did not go see a lawyer?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
No	80%	80%	76%	81%	78%
Yes	20%	20%	24%	19%	22%
Total Responses	100%	100%	100%	100%	100%

Exploitation and Legal Issues

Question 76: Why didn't you see a lawyer?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Lawyers are too expensive	52%	43%	41%	41%	43%
I felt I could solve the problem myself	16%	14%	13%	12%	19%
Other	16%	21%	15%	20%	14%
I wasn't sure the problem was legal	12%	9%	13%	8%	10%
I didn't know where to get a lawyer	4%	7%	15%	13%	9%
I was embarrassed	0%	4%	4%	6%	4%
Total Responses	100%	100%	100%	100%	100%
*Question was not pertinent to all respondents.					

Question 77: What legal issues concern you the most?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Health-related (Medicaid or Medicare, improper billing)	19%	19%	22%	20%	21%
Estate (wills, trusts)	13%	16%	8%	13%	16%
Benefits (Social Security, Veterans Administration)	12%	10%	8%	10%	8%
Abuse, exploitation, or fraud	12%	7%	10%	8%	8%
Other	12%	11%	11%	12%	13%
Guardianship or Power of Attorney	8%	10%	7%	7%	9%
Consumer (home improvement, shoddy goods or services)	8%	9%	6%	9%	8%
Employment (worker's compensation, discrimination)	7%	5%	11%	7%	3%
Family matters (divorce, custody, child support)	6%	10%	9%	9%	11%
Housing (landlord/tenant, foreclosures, evictions)	3%	4%	9%	5%	3%
Total Responses	100%	100%	100%	100%	100%
*Question was not pertinent to all respondents.					

Question 78: Are you aware of programs to assist elders in keeping themselves protected from abuse, neglect and financial exploitation (that is, being taken advantage of)?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
No	52%	54%	58%	57%	52%
Yes	48%	46%	42%	43%	48%
Total Responses	100%	100%	100%	100%	100%

Disaster Preparedness

Question 79: Would you be interested in learning more about temporary or special needs shelter options that might be available to you in the event of an emergency requiring evacuation?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
No	74%	69%	47%	60%	72%
Yes	26%	31%	53%	40%	28%
Total Responses	100%	100%	100%	100%	100%

Question 80: If elder-specific training or classes were available on how to best ensure your needs are met before, during and after a hurricane or other major hazardous event, how interested would you be in attending?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Not interested	63%	50%	38%	48%	55%
Somewhat interested	27%	33%	32%	33%	33%
Very interested	10%	16%	30%	19%	12%
Total Responses	100%	100%	100%	100%	100%

Demographic Information

Question 81: Are you male or female?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Male	51%	47%	33%	43%	54%
Female	49%	53%	67%	57%	46%
Total Responses	100%	100%	100%	100%	100%

Question 82: What race or ethnicity do you best identify with?

	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
White or Caucasian	83%	84%	20%	84%	90%
Black or African-American	11%	7%	29%	6%	2%
Latino	5%	7%	20%	4%	2%
Native American	1%	2%	25%	4%	4%
Asian or Pacific Islander	0%	1%	5%	1%	1%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Demographic Information

Question 83: Which of these categories best describes your total household income in 2009 before taxes?					
	PSA 10	STATE	MINORITY	LOW-INCOME	RURAL
Under \$20,000	16%	18%	49%	100%	19%
\$20,000-\$29,999	29%	20%	24%	0%	17%
\$30,000-\$39,999	12%	16%	10%	0%	15%
\$40,000-\$49,999	8%	12%	5%	0%	10%
\$50,000-\$59,999	10%	9%	7%	0%	11%
\$60,000-\$69,999	7%	6%	1%	0%	4%
\$70,000-\$79,999	4%	4%	0%	0%	4%
\$80,000-\$89,999	2%	3%	1%	0%	5%
\$90,000-\$99,999	1%	3%	0%	0%	3%
\$100,000-\$109,999	2%	2%	0%	0%	4%
\$110,000-\$119,999	2%	1%	1%	0%	3%
\$120,000 or more	6%	6%	0%	0%	7%
Total Responses	100%	100%	100%	100%	100%