

Assessing the Needs of Elder Floridians: PSA II

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 II 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 II

This report analyzes the findings of the needs assessment survey, 2011 survey for Planning and Service Area II. PSA II includes Miami-Dade and Monroe counties, accounting for 13% 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 562,129 residents age 60 and over. The average rate of residents living below the poverty line in PSA II is 15%, with the poverty rate in Miami-Dade doubling that of Monroe. Approximately one in five residents in the PSA is a minority (20%), with a slightly higher rate in Miami-Dade (24%). There are very few rural residents in PSA II, with an average of 4%.

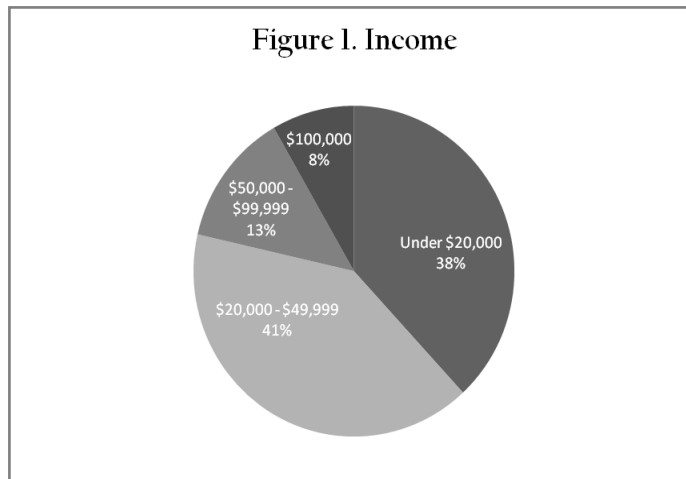
Selected Population Characteristics for 2009, PSA II

Geography	60+ Population	Minority	Low-income	Rural
Miami-Dade County	542,473	24%	20%	1%
Monroe County	19,656	16%	10%	7%
PSA II TOTAL/AVERAGES	562,129	20%	15%	4%

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

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 II was a white woman in her early 70s, living in an urban area, with an annual income between \$20,000 and \$29,999.



More female than male respondents participated in the survey (57%). There was no gender ratio difference in respondents between the general population and the rural sub-population; however, the percentage of minority females (67%) was considerably higher compared to minority male respondents, and the ratio of rural respondents reversed to more males (54%) than females (46%). The higher proportion of male rural elders may be due to sampling

issues (see the discussion in the following section); and 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

The largest group of elder respondents in PSA II were of white or Caucasian ethnicity (47%). The composition of non-white respondents were Latino (33%), black or African-American (17%), Native American (2%), and Asian or Pacific Islander (1%) (see Appendix, Question 82). Almost one-half of elders in PSA II (41%) reported an annual income between \$20,000 and \$49,999 a year and 38% have an annual income of less than \$20,000 (see Figure 1). Rural elders reported the highest incomes with 14% reporting \$100,000 or more per year, which contrasts with PSA II elders (8%) and elders surveyed statewide (9%) 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 Figure 1 and Appendix, Question 1 and the discussion in the following section).

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”.

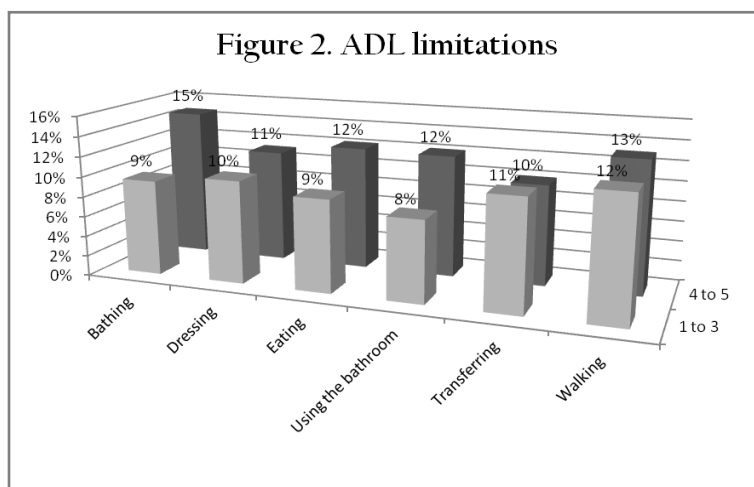
⁵ Sharma, A. (2011). Multinomial analysis of assistance migration. Proceedings from Elderly Populations: 42nd Annual Meeting of The Southern Demographic Association, Tallahassee, Florida.

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 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 More than one-third of elders surveyed in PSA II live with their spouse (37%), while 34% live alone. Of all groups, rural elders were the most likely to live with a spouse (55%). Minority and low-income elders also reported a greater chance of living with a spouse than those in the PSA: 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).

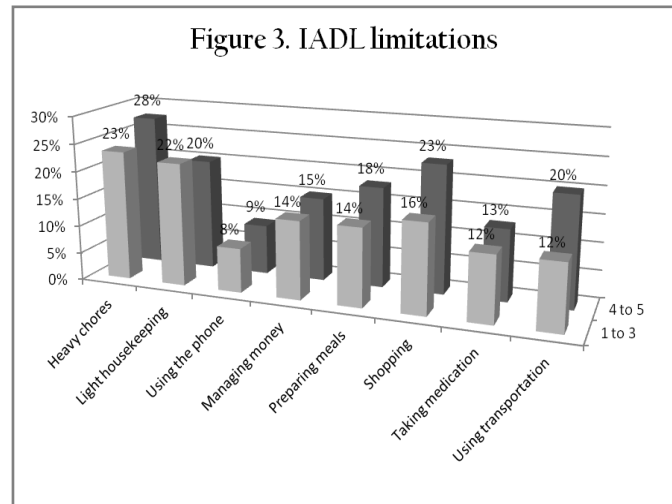


In PSA II, 32% of elders reported needing some level of assistance with one or more ADL and of these, which is significantly higher than the statewide average of 17%. As shown in Figure 2, elders reported a moderate level of need for assistance or supervision with walking (12%) and needed the highest level of assistance with bathing (15%). Rural elders had far fewer needs than other groups or the PSA over all. However, low income elders generally resembled the PSA in level and type of needs, and although minority elders reported the most need for moderate levels

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).

of assistance, they reported less intense needs than other groups (see Appendix, Question 2). Of those respondents in PSA II who reported a need for ADL assistance, over half (53%) did not receive the assistance they required. While only 6% 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).

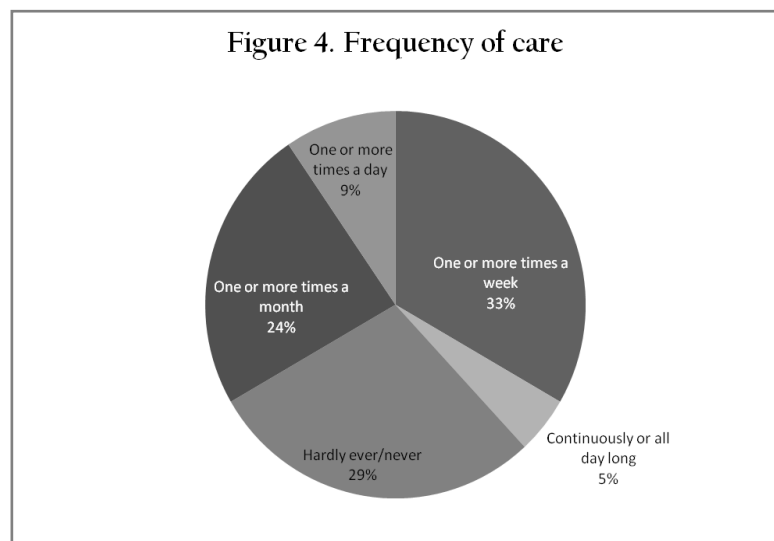
IADLs are tasks that enable an individual to live independently, such as money management, taking medication, performing chores, and use of the telephone, or transportation. The need for help with IADLs was more pronounced for respondents than for ADLs. In PSA II, 64% of elders reported needing at least a moderate level of assistance with an instrumental activity of daily living (in steep contrast with the statewide average of 51%). Of these, rates among rural, minority, and low-income elders were generally lower (see Appendix, Question 4).



Proactive help seeking behaviors and sources are a critical factor in elders getting the assistance they need to remain independent. Almost one-third of the respondents (30%) who needed assistance said they have tried to get help from family members, while 19% have sought assistance from a government agency (see Appendix, Question 6). Of those elders who reported needing assistance with one or more IADL, 43% said they did not receive the assistance they required, while only 13% reported they always received assistance (see Appendix, Question 5).

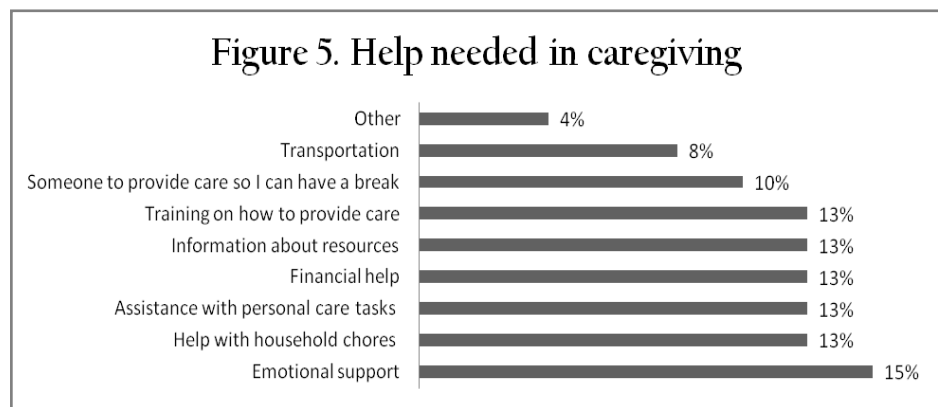
Caregiving

Caregivers play a vital role in the long term care of elders and their ability to stay in their community. In PSA II, 19% of respondents currently provide direct or indirect care to others (with comparable percentages across minority, low income and rural populations) (see Appendix, Question 7). Elders in PSA II who provide care to another person do so frequently. As shown in Figure 4, 15% provide care at least once a day up to all day long and one-third (33%) do so at least once a week.



The majority of caregiving elders (85%) care for another person over the age of 60, such as a spouse, sibling, or parent (see Appendix, Question 9). Almost two-thirds of caregivers (61%) in PSA II do not receive help with their caregiving responsibilities; while 41% reported needing help with such responsibilities, which is considerably higher than the statewide average of 21% (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 emotional support, help with household chores, information about resources, assistance with personal care tasks, training on how to provide care, and financial help (see Appendix, Question 12 and Figure 5).⁷

Of those who have sought help with their caregiving responsibilities, a majority have turned to family members (24%), community groups (14%), local agencies (14%), or friends (14%), while others have sought help from religious organizations (10%), state agencies (10%), and federal agencies (10%). Low income and rural elders were similar to the PSA, however elder minorities were twice as likely (21%) as the PSA respondents (10%) to seek help from the state, and half as likely (7%) to seek help from friends and neighbors relative to the PSA (14%) (see Appendix, Question 13).



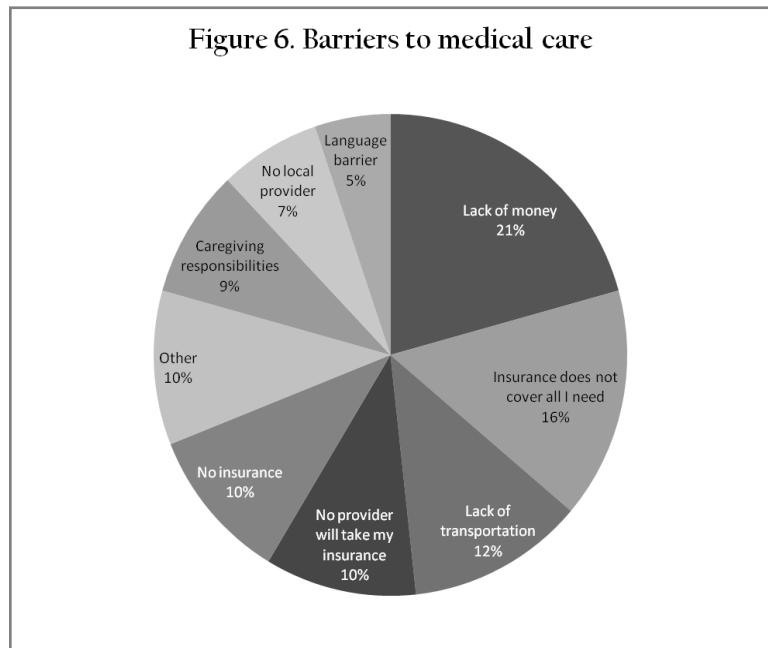
The largest impediments to those who are not able to receive help with caregiving are an inability to afford the expense, a lack of available services, and that the care recipient will not allow someone new to provide help (20% respectively). Other reasons cited include: the care does not require a lot of time or energy (15%), the caregiver lacks the time to check out options (10%), the caregiver does not want strangers in their house (5%), and the caregiver does not like asking for help (5%) (see Appendix, Question 14). In the PSA, 16% of caregiving elders are interested in receiving caregiver training, with minority respondents reporting a greater interest in receiving such training (24%) than PSA (16%) low income (13%) or rural (9%) elders (Appendix, Question 15).

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.

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. Approximately two-thirds of elders (62%) are at least somewhat interested in training or classes to keep themselves healthy, with the majority of low-income (52%) and minority elders (61%) also interested in receiving such training. However, most elders surveyed (82%) have not attended an event offering free health information (Appendix, Question 17).

In PSA II, 30% of elders are not always able to receive medical care when they need it- which is quite a bit higher than the statewide average of 19%, and the rural lower percentages for rural (18%) and low-income elders (26%), and higher percentages reported for minority elders (36%). Of these elders, 21% reported that a lack of money serves as the largest barrier. The remainder of respondents cited provider issues (17%), insufficient insurance (16%), lack of transportation (12%), no insurance (10%), caregiving responsibilities (9%) and language barriers (5%) (see Appendix, Question 20 and Figure 6).



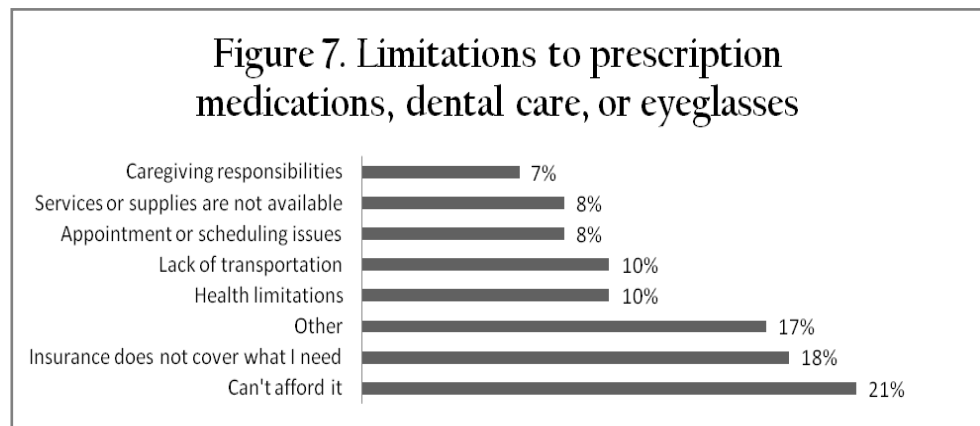
Elders surveyed reported a high frequency of delaying dental care (29%), eye care (42%) and mental health treatment (16%). Delays in dental and eye care are reported by almost half of minorities and over a third of low-income elders, while delays in mental health treatment are lower and range across the sub-populations 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 less than one month (see Appendix, Question 24-26).

In filling their prescription medications, 9% of rural elders reported a delay, with higher percentages among PSA II (13%), minority (25%), and low-income populations (17%) (see Appendix, Question 21). However, over one-half of elders surveyed (56%) 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: 21% of respondents said they are unable to afford prescriptions, dental and vision care, and an additional 18% reported that their insurance coverage was insufficient (for more information, see the Appendix, Question 25, and Figure 7).

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

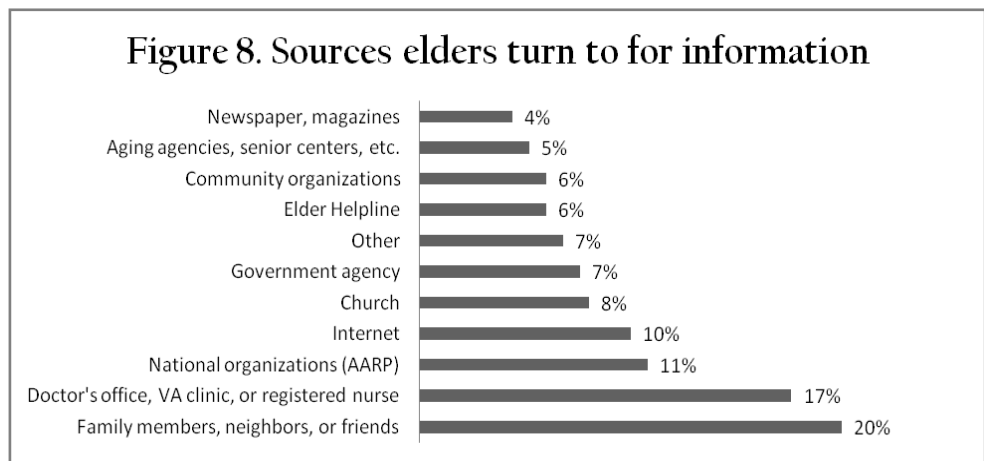
may not be eligible because they did not work the requisite 10 years in Medicare-covered employment, or are not a legal resident of the United States. In PSA II, 64% of elders surveyed over the age of 65 participate in Medicare. Approximately one-fifth (23%) of elders surveyed have private health insurance (compared with the statewide average of 34%), with higher rates for rural elders (32%) and comparable percentages for minority (21%) and low-income elders (26%) (for more information, see Appendix, Question 27).



Information and Assistance

Elders were asked who they would contact if they needed information about services for elders. Respondents in PSA II reported that they were likely to turn to family members, neighbors or friends (20%), or to consult a medical professional or institution for information (17%).

Other sources, such as news media and organizations helping the elderly were cited by 4 to 11% of respondents (see Figure 8). When



asked how they receive information about activities in their communities, 26% of elders reported receiving information from television and 17% from the newspaper, and fewer respondents reported receiving information from family members, neighbors, or friends (15%), and others like the radio or Internet (see Appendix, Questions 29).

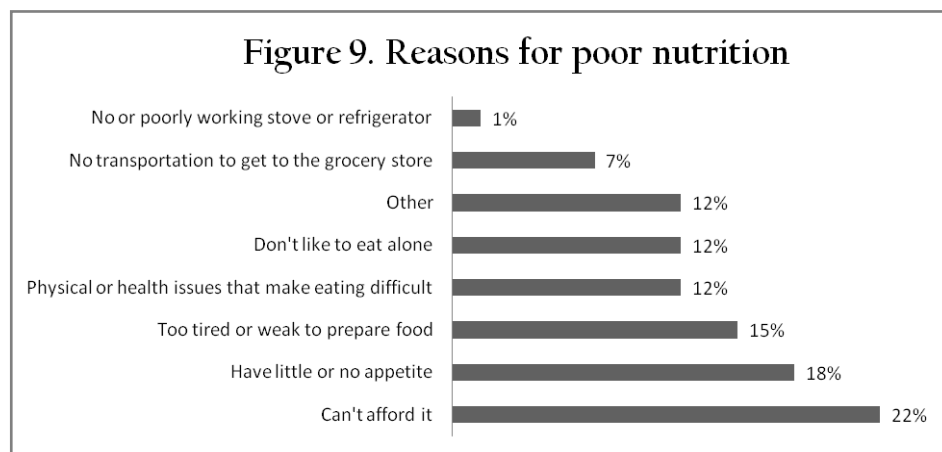
Of PSA II elders, 56% reported that they have Internet access, which is low compared with the statewide average of 72% of elders surveyed reported having access to the Internet. Over half (52%) of elders in PSA II said they are interested in receiving training on computer and Internet use, slightly higher than the 37% state average. Minority elders, who were the least likely to have Internet access (44%), showed the greatest interest in computer and Internet training (53%). Rural and low-income elders had the highest rates of Internet access (78% and 57% respectively), with 37% of rural elders and 42% of low-income elders less interested in training than PSA or State (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 63% of elders surveyed in PSA II reported eating all the food they need (which is lower than the state average of 74%), while 70% of low-income elders, 65% of minority elders, and 75% of rural 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: not being able to afford food (22%), having little or no appetite (18%), too tired or weak to prepare food (15%), having physical or health issues that make eating difficult (12%), not liking to eat alone (12%), no transportation to get to the grocery store (7%), lack of or poorly working stove or refrigerator (1%) (see Appendix, Question 33 and Figure 9).

Similar percentages were reported for PSA (22%), minority (20%), low-income (22%), and rural respondents (20%) with regard to an inability to afford food, as well as with regard to participation in food assistance programs, with the exception of rural respondents. Approximately one in six elders in PSA II (16%) have a food debit card, as do 21% of minorities, 14% of low-income respondents, while only 3% of rural elders participate in food assistance programs.



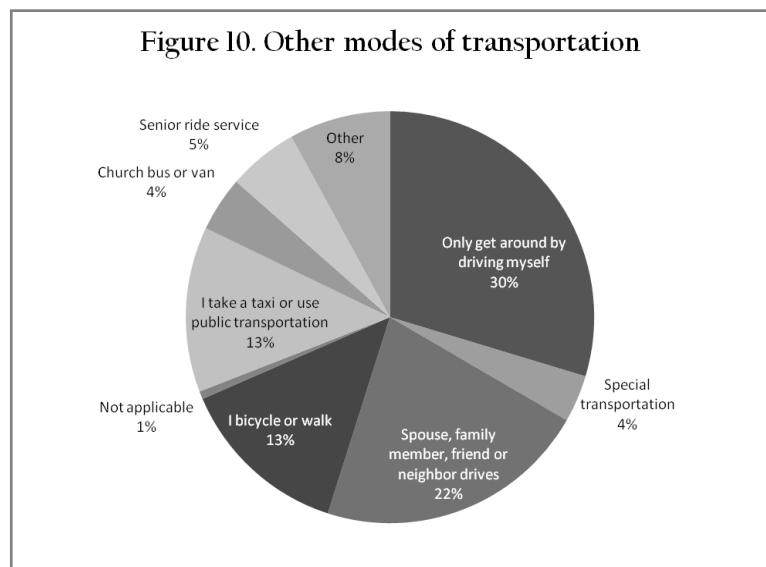
Enrollment in the food debit program is a nationwide challenge, as only one-third of the elderly individuals who are eligible for food stamps participate in the program.⁸ Approximately 43% of PSA II respondents are interested in receiving more information about the program, with similar rates of minorities (44%) and lower rates of interest in low income (31%) and rural (19%) elders (see Appendix, Question 37). In addition, 42% of elders surveyed in PSA II are interested in receiving information about where meals for seniors are offered. Minority (36%), low-income (25%), and rural respondents (15%) reported slightly lower rates of interest in information about where meals for seniors are offered (see Appendix, Question 38).

Senior Centers

“Senior centers are community facilities that provide a broad spectrum of services 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 15% of elders in PSA II reported that they visit a senior center with any regularity. Of those who do not visit the senior center, 17% of respondents stated that they do not visit because they stay busy through other activities and groups. Smaller proportions reported not being aware of the services offered (15%) or that they do not have time (9%). In general, the top three responses from minority, low-income and rural elders more closely resembled those from the State than the PSA (see Appendix, Questions 39 and 40).

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. The majority of the PSA (88%) reported they were usually able to get where they wanted to go. Of these, 30% only get around by driving themselves. When asked about other ways in which they can get around, 22% of elders said a spouse, family member, friend or neighbor drives, and 14% of elders said they use a bicycle or walk, while 13% of elders reported using a taxi or public means and another 10% use special transportation or a senior ride service (Figure 10).



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

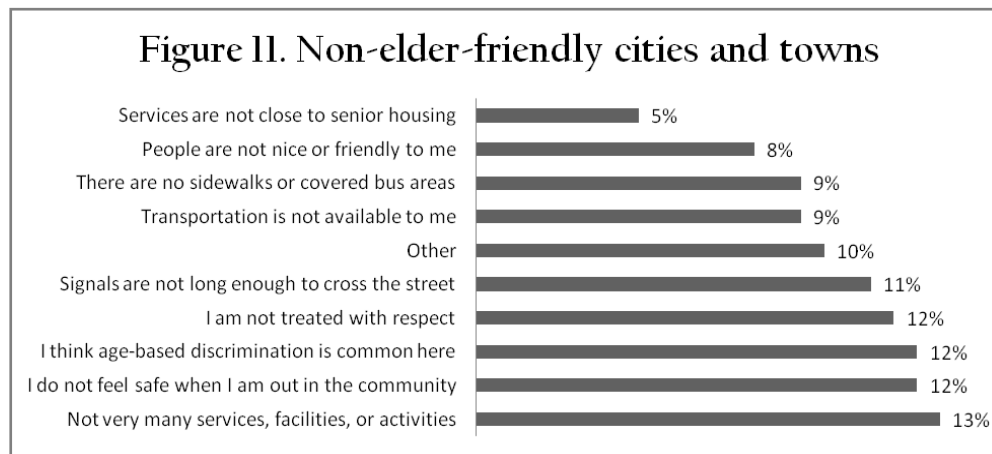
⁹ 2011 Summary of Programs and Services, Florida Department of Elder Affairs

¹⁰ 2011 Summary of Programs and Services, Florida Department of Elder Affairs

In the PSA, 12% of elders surveyed reported not being able to get where they need or want to go, which is three times the state average of 4%. Comparable percentages of minority respondents were likely to have problems getting where they needed to go (12%), while low-income (7%) and rural respondents (2%) reported a greater likelihood of being able to get around (see Appendix, Question 42). Of those respondents who reported problems with transportation, 45% cited health issues as the reason why, which is, again, noticeably higher than the state average of 33% (see Appendix, Question 43). Additionally, only 21% of respondents reported even sometimes using public transportation (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 II, 8% of respondents feel that their city or town is not elder friendly, a sentiment that was similar across subgroups, (see Appendix, Question 49). When asked what makes a city or town seem unfriendly to elders, the primary reasons cited were: limited services, facilities, or activities (13%); not feeling safe when out in the community (12%); age-based discrimination (12%); and not being treated with respect (12%),



among other reasons shown in Figure II.

Housing

Living in a safe, affordable, and comfortable home is an important aspect of remaining in a chosen community for all people, and elders in particular. However, the availability of suitable homes remains a major concern of planners and advocates for the disabled and elderly.

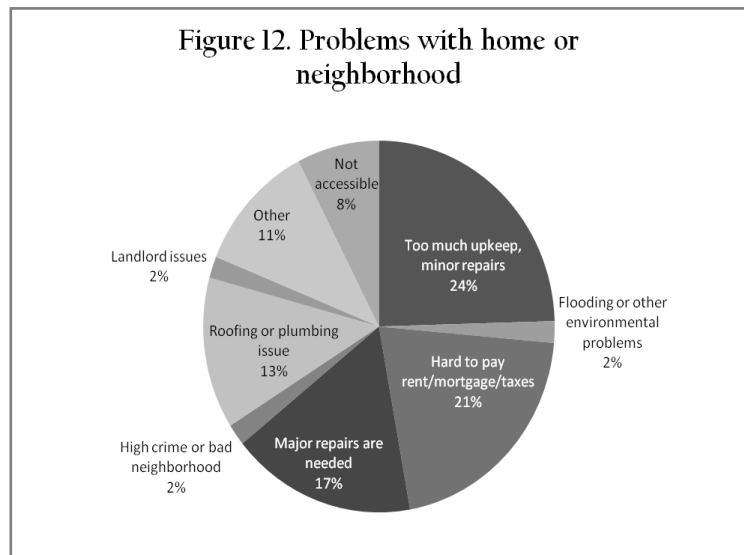
Currently, 54% of residents in U.S. Department of Housing and Urban Development (HUD) assisted households are elderly or disabled, and in many communities around the country the supply of affordable, suitable housing units for elders is grossly inadequate to meet demand.¹¹

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>

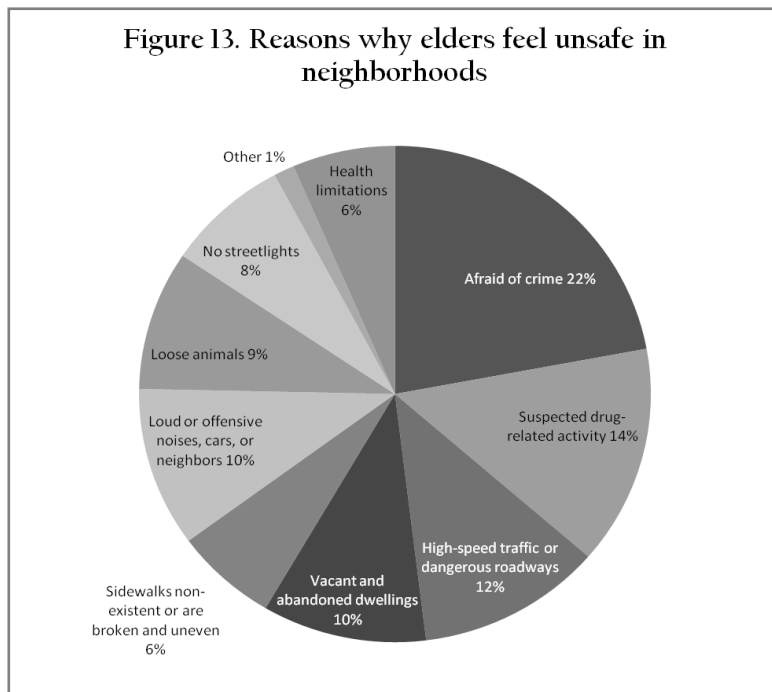
Many of these elders reported an inability to find housing they felt safe in, could afford, could physically maintain, and had hopes to remain in as they aged.

A quarter of elders in PSA II reported problems with their home or neighborhood.

Of these elders, many reported issues with upkeep and minor repairs (25%), difficulty with home finances (21%), major repairs (17%), roofing or plumbing issues (13%), lack of accessibility (8%), high crime (2%), landlord issues (2%), and flooding or other similar environmental problems (2%). The greatest concern reported by minority elders was that it was hard to pay their rent or mortgage payments (see Appendix, Question 52).



Approximately one-third of elders indicated a need or desire to move from their current residence. The largest group would prefer to live in a centrally located area (27%) and 17% would prefer residing in an assisted living facility (see Appendix, Question 53). Elders who said they cannot move cited the following



reasons for their inability to do so: devalued property (22%), lack of information about available options (18%), lack of money or help with moving (13%), emotional attachment to current residence (9%), lack of preferred/affordable housing (9%), packing and moving is too overwhelming (9%), health issues (4%), and other reasons (16%) (see Appendix, Question 55). In addition, 20% of elders in PSA II reported not always feeling safe in their neighborhood; which is double the state average of 9%. Reasons cited include the following: fear of crime (22%), suspected drug-related activity

(14%), high-speed traffic or dangerous roadways (12%), vacant or abandoned dwellings (10%), loud or offensive noises (10%), loose animals (7%), lack of streetlights (8%), broken or non-

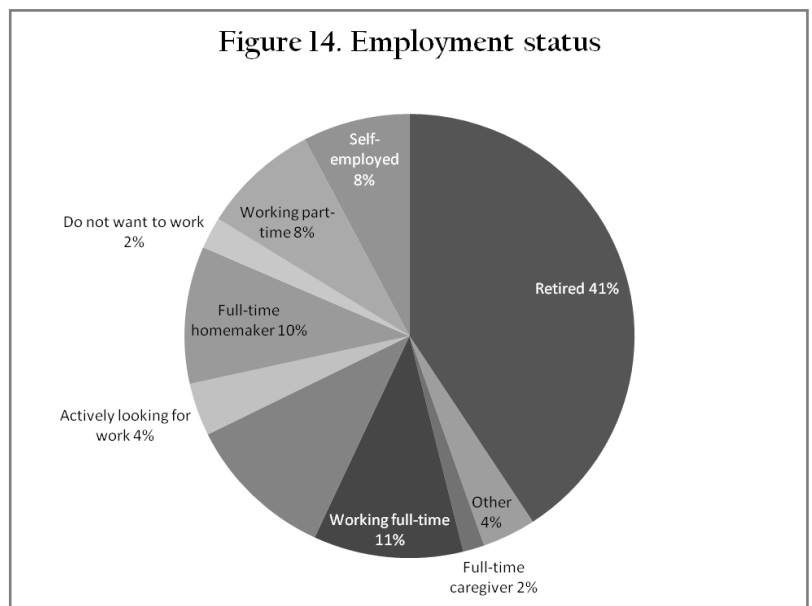
existent sidewalks (6%), and health limitations (6%) (see Figure 13). Rural respondents (5%) were significantly less likely to feel unsafe in their neighborhood, while minority (23%) and low-income respondents (14%) reported relatively comparable percentages to those in the PSA (see Appendix, Question 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 Over a quarter of respondents in PSA II (28%) currently volunteer, primarily for religious or civic organizations. Of many reasons cited for not volunteering, only 11% of PSA II elders reported actually not wanting to and 32% are interested in receiving some information regarding volunteer opportunities. The main impediments cited for not volunteering were poor health (15%), not being asked (14%), not enough time (12%), and limited functional ability (11%). (For more detail, 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 nearly half of respondents in PSA II (43%) said they are willingly retired or do not want to work, 12% were needed for homemaker or caregiver duties, and another 11% said that they are unable to work because of health or functional limitations (see Figure 14). The rural elders (8%) were comparable to state average for elders who are prevented from working because of health or functional limitations (9%) and the rates of impaired minority (14%) and low-income (12%) elders more closely resembled those of the total elder respondents in PSA II (Appendix, Question 65). Of those interested in switching to or securing part- or full-time work, 20% are



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.*

interested in working part-time and 4% in working full-time. Though only 2% have already tried a job matching service, 21% of PSA II elders are interested in receiving such help, with higher percentages of minorities (31%) reporting the same. In addition, 17% of PSA II and low-income elder respondents would like to receive job training. Compared with PSA II, rural elders were less interested (9%), while minority elders (27%) 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 the limited availability of jobs was the main reason they were unable to find work (31%). Minority and low-income respondents (29% and 27%, respectively) also cited a lack of job availability as their main obstacle to employment. Of elders surveyed, 8% said they were wrongfully terminated, passed over for promotion, denied a position, or mistreated in the workforce because of their age, 7% of each sub group reported the same discrimination in employment (Appendix, Questions 70 and 71).

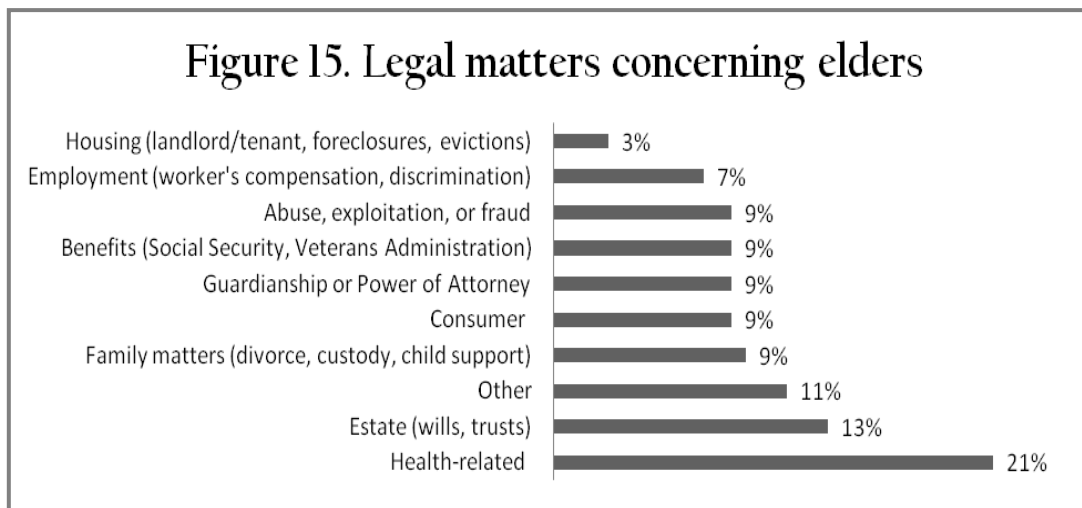
Exploitation and Legal Issues

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 II, a large majority of respondents (80%) were concerned about becoming a victim of consumer fraud or swindle, however only 17% of elder respondents stated they have been a victim of consumer fraud or swindle in recent years (Appendix, Questions 72 and 73). Approximately 67% of the survey participants were unaware of programs that assist elders in keeping themselves protected from abuse, neglect, and financial exploitation, while the state average is 54%. The majority of minority (58%), low-income (57%), and rural respondents (52%) were also unaware of such programs (Appendix, Question 78).

In 2005, the Department of Elder Affairs created the Elder Rights Unit, which oversees Title VII programs including Elder Abuse Prevention, Legal Services Development, Long-Term Care Ombudsman Program 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 II (28%) 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 (18%), and Florida Senior Legal Helpline (14%) (see Appendix, Question 74).

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

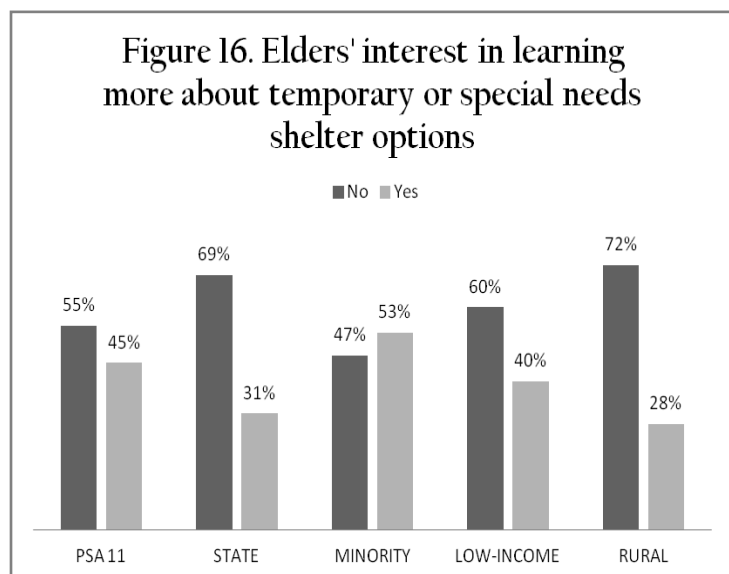
As shown in Figure 15, the primary types of legal problems that concern elders in PSA II are those related to health issues and estates (for example, wills, trusts, etc.).



Approximately one in four elders (26%) reported that they have needed legal advice in the past three years but not seen a lawyer. Lower percentages of minority (24%), low-income (19%), and rural respondents (22%) reported the same. For PSA II and all three subgroups, financial reasons were cited by 41-50% of respondents as the primary reason for not seeing a lawyer (see Appendix, Question 76).

Disaster Preparedness

Because of unique combinations of the challenges affecting elders, such as limited transportation options, activity limitations and health concerns, 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 nearly half of elders surveyed (45%) are interested



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

in learning about temporary or special needs shelter options during an evacuation-related event; and minority elders (53%) showed the highest degree of interest (see Figure 16). Fortunately, many elders expressed awareness that this is an important issue in our state, and surveyed elders expressed a high level of interest in becoming better prepared. Specifically, 62% of elders reported an interest in more elder-specific training classes for disaster preparedness. Comparable levels of minority (62%) and low-income elders (52%) are interested in receiving elder-specific disaster training (see Appendix, Questions 79 and 80).

LIVING SITUATION

Question 1: What is your current living situation?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Live with spouse	37%	49%	38%	41%	55%
Live alone	34%	31%	31%	35%	25%
Live with child	15%	8%	13%	10%	9%
Other	7%	6%	7%	4%	3%
Live with grandchild or other relative	5%	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)?

		PSA11	STATE	MINORITY	LOW INCOME	RURAL
Bathing	0	76%	90%	77%	84%	93%
	1 to 3	9%	5%	11%	8%	4%
	4 to 5	15%	5%	12%	8%	4%
Dressing	0	79%	92%	79%	85%	93%
	1 to 3	10%	5%	12%	10%	6%
	4 to 5	11%	4%	9%	5%	2%
Eating	0	79%	93%	83%	88%	95%
	1 to 3	9%	4%	11%	8%	3%
	4 to 5	12%	3%	6%	4%	2%
Using the bathroom	0	80%	94%	87%	92%	96%
	1 to 3	8%	4%	7%	5%	3%
	4 to 5	12%	2%	5%	3%	1%
Transferring	0	79%	92%	82%	86%	91%
	1 to 3	11%	6%	13%	11%	8%
	4 to 5	10%	2%	6%	4%	2%
Walking	0	75%	89%	75%	84%	91%
	1 to 3	12%	8%	14%	9%	7%
	4 to 5	13%	4%	11%	7%	3%

SELF CARE LIMITATIONS

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Hardly ever/never	53%	47%	51%	50%	48%
Sometimes	31%	27%	23%	22%	20%
Most of the time	9%	14%	9%	14%	20%
Always	6%	12%	17%	14%	13%
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)?

		PSA11	STATE	MINORITY	LOW INCOME	RURAL
Heavy chores	0	49%	56%	45%	46%	58%
	1 to 3	23%	24%	29%	29%	27%
	4 to 5	28%	19%	26%	24%	16%
Light housekeeping	0	58%	76%	61%	67%	79%
	1 to 3	22%	16%	27%	22%	14%
	4 to 5	20%	8%	12%	12%	7%
Using the phone	0	83%	94%	86%	90%	96%
	1 to 3	8%	3%	6%	6%	2%
	4 to 5	9%	3%	8%	4%	2%
Managing money	0	71%	88%	80%	82%	91%
	1 to 3	14%	7%	9%	10%	6%
	4 to 5	15%	4%	11%	8%	3%
Preparing meals	0	68%	84%	74%	76%	86%
	1 to 3	14%	9%	14%	13%	9%
	4 to 5	18%	7%	11%	11%	5%
Shopping	0	61%	82%	68%	73%	84%
	1 to 3	16%	8%	17%	14%	10%
	4 to 5	23%	10%	14%	13%	7%
Taking medication	0	75%	91%	83%	85%	91%
	1 to 3	12%	5%	11%	8%	5%
	4 to 5	13%	4%	7%	6%	4%
Using transportation	0	68%	85%	71%	77%	88%
	1 to 3	12%	6%	11%	9%	6%
	4 to 5	20%	9%	18%	14%	6%

SELF CARE LIMITATIONS

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Hardly ever/never	43%	48%	50%	53%	47%
Sometimes	33%	22%	23%	18%	21%
Always	13%	14%	16%	14%	17%
Most of the time	11%	16%	11%	15%	15%
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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Family	30%	36%	48%	44%	49%
Friends and/or Neighbors	19%	18%	18%	25%	22%
Not Applicable	18%	17%	0%	0%	0%
Local Agency	7%	4%	4%	5%	5%
Other	7%	10%	13%	13%	11%
State Agency	6%	3%	7%	4%	3%
Federal Agency	6%	4%	4%	2%	4%
Community Group	4%	3%	2%	3%	1%
Religious Organization	3%	6%	3%	4%	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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
No	76%	72%	70%	71%	73%
Yes	19%	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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
One or more times a week	33%	29%	32%	35%	41%
Hardly ever/never	29%	17%	13%	17%	12%
One or more times a month	24%	29%	18%	23%	16%
One or more times a day	10%	10%	10%	8%	7%
Continuously or all day long	5%	9%	15%	11%	7%
One or more times a year	0%	6%	12%	5%	16%
Total Responses	100%	100%	100%	100%	100%

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

		PSA11	STATE	MINORITY	LOW INCOME	RURAL
0-18 years old	1+	20%	16%	24%	18%	21%
19-59 years old	1+	29%	25%	28%	23%	17%
60+ years old	1+	85%	86%	88%	88%	94%

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
No	61%	56%	61%	54%	53%
Yes	39%	44%	39%	46%	47%
Total Responses	100%	100%	100%	100%	100%

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
No	59%	79%	79%	80%	77%
Yes	41%	21%	21%	20%	23%
Total Responses	100%	100%	100%	100%	100%

CAREGIVING

Question 12: What type of help do you need?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Emotional support	15%	14%	10%	12%	11%
Help with household chores such as laundry and housekeeping	13%	13%	15%	13%	14%
Assistance with the personal care tasks for the care recipient	13%	12%	8%	9%	13%
Financial help	13%	12%	17%	15%	15%
Information about resources	13%	14%	17%	19%	15%
Training on how to provide care	13%	7%	12%	7%	8%
Someone to provide care so I can have a break	10%	11%	12%	16%	15%
Transportation	8%	12%	8%	6%	7%
Other	4%	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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Family	24%	25%	21%	28%	21%
Community group	14%	10%	11%	10%	12%
Local agency	14%	12%	14%	17%	17%
Friends/neighbors	14%	14%	7%	3%	12%
Religious organization	10%	11%	4%	7%	2%
State agency	10%	11%	21%	10%	12%
Federal agency	10%	10%	14%	7%	7%
Not applicable	5%	2%	4%	7%	10%
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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
I can't afford the expense	20%	20%	17%	17%	15%
Services are not available	20%	14%	14%	12%	15%
The care recipient won't allow someone new to provide help	20%	13%	5%	8%	13%
The care does not require a lot of time or energy	15%	12%	17%	15%	17%
I don't have time to check out options	10%	13%	5%	15%	8%
I don't want strangers in my house	5%	8%	10%	8%	8%
I don't like asking for help	5%	10%	12%	12%	15%
Other	5%	4%	12%	6%	3%
I don't think I would be satisfied with the available help	0%	6%	10%	8%	5%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
No	84%	90%	76%	87%	91%
Yes	16%	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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
No	82%	84%	82%	85%	87%
Yes	18%	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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Not interested	37%	53%	39%	48%	53%
Very interested	35%	16%	27%	14%	9%
Somewhat interested	27%	32%	34%	38%	38%
Total Responses	100%	100%	100%	100%	100%

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Yes	70%	76%	66%	74%	78%
No	30%	24%	34%	26%	22%
Total Responses	100%	100%	100%	100%	100%

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Yes, always	70%	81%	64%	74%	82%
Yes, most of the time	18%	13%	21%	16%	14%
Yes, sometimes	7%	4%	9%	7%	3%
No, never or hardly ever	5%	2%	6%	3%	1%
Total Responses	100%	100%	100%	100%	100%

Question 20: What keeps you from getting medical care?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Lack of money	21%	19%	24%	23%	24%
Insurance does not cover all I need	16%	21%	17%	20%	18%
Lack of transportation	12%	10%	8%	8%	6%
No provider will take my insurance	10%	8%	8%	5%	6%
No insurance	10%	10%	17%	17%	18%
Other	10%	14%	9%	7%	11%
Caregiving responsibilities	9%	6%	7%	6%	6%
No local provider	7%	9%	4%	8%	9%
Language barrier	5%	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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
No delay	78%	82%	63%	73%	77%
No prescription medications needed	8%	8%	12%	10%	14%
Less than 1 month	5%	5%	8%	8%	5%
3-6 months	3%	1%	4%	2%	1%
Longer than 6 months	3%	1%	3%	2%	1%
1-2 months	2%	3%	10%	6%	2%
Total Responses	100%	100%	100%	100%	100%

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
No	56%	52%	60%	54%	54%
Yes	44%	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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
No delay	41%	51%	25%	36%	51%
No dental care needed	29%	20%	26%	27%	21%
Longer than 6 months	19%	18%	34%	26%	19%
3-6 months	6%	7%	9%	7%	4%
1-2 months	4%	3%	3%	2%	2%
Less than 1 month	0%	2%	3%	3%	2%
Total Responses	100%	100%	100%	100%	100%

HEALTH AND HEALTH PROMOTION

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
No delay	46%	63%	40%	53%	60%
Longer than 6 months	25%	14%	32%	22%	16%
No eyeglasses or eye care needed	11%	13%	12%	11%	13%
3-6 months	10%	5%	7%	7%	7%
Less than 1 month	4%	2%	6%	5%	4%
1-2 months	3%	3%	2%	2%	1%
Total Responses	100%	100%	100%	100%	100%

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Can't afford it	21%	27%	29%	29%	31%
Insurance does not cover what I need	18%	24%	23%	26%	29%
Other	17%	22%	23%	22%	23%
Health limitations	10%	5%	6%	5%	3%
Lack of transportation	10%	6%	5%	3%	2%
Appointment or scheduling issues	8%	7%	6%	7%	5%
The services or supplies are not available in my community	8%	3%	5%	5%	4%
Caregiving responsibilities	7%	5%	4%	3%	3%
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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
No	84%	89%	90%	90%	91%
Yes	16%	11%	10%	10%	9%
Total Responses	100%	100%	100%	100%	100%

HEALTH AND HEALTH PROMOTION

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Medicare*	64%	96%	93%	95%	96%
Private insurance	23%	34%	21%	26%	32%
Other	12%	10%	11%	10%	8%
Medicaid	11%	5%	18%	11%	4%
Veteran's health benefits	7%	8%	4%	7%	9%
None	3%	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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Family members, neighbors, or friends	20%	18%	23%	23%	21%
Doctor's office, VA clinic, or registered nurse	17%	19%	19%	21%	22%
National organizations (AARP)	11%	11%	11%	9%	11%
Internet	10%	9%	3%	6%	9%
Church	8%	7%	7%	7%	6%
Government agency	7%	8%	7%	6%	6%
Other	7%	4%	7%	6%	5%
Elder Helpline	6%	6%	6%	6%	5%
Community organizations	6%	5%	5%	4%	3%
Ageing agencies, senior centers, or retirement communities	5%	7%	6%	7%	6%
Newspaper, magazines	4%	6%	5%	4%	4%
Total Responses	100%	100%	100%	100%	100%

INFORMATION AND ASSISTANCE

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Television	26%	20%	28%	24%	21%
Newspaper	17%	20%	18%	21%	22%
Family, neighbors, or friends	15%	16%	14%	16%	15%
Radio	13%	9%	11%	8%	8%
Internet	9%	11%	7%	8%	11%
Newsletters, flyers, or bulletins	8%	10%	10%	10%	9%
Faith-based organization	6%	5%	5%	5%	5%
Community center or other community group/organization	5%	6%	5%	5%	6%
Other	2%	2%	3%	3%	3%
Total Responses	100%	100%	100%	100%	100%

Question 30: Do you have access to the internet?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Yes	56%	72%	44%	57%	78%
No	44%	28%	56%	43%	22%
Total Responses	100%	100%	100%	100%	100%

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Yes	52%	37%	53%	42%	37%
No	48%	63%	47%	58%	63%
Total Responses	100%	100%	100%	100%	100%

NUTRITION

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Always	63%	74%	65%	70%	75%
Most of the time	20%	21%	20%	21%	19%
Sometimes	14%	4%	11%	6%	4%
Hardly ever/never	3%	1%	3%	2%	2%
Total Responses	100%	100%	100%	100%	100%

NUTRITION

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Can't afford it	22%	16%	20%	22%	20%
I have little or no appetite and forget to eat sometimes	18%	17%	17%	15%	19%
I am too tired or weak to prepare food	15%	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%
Other	12%	21%	15%	16%	17%
No transportation to get to the grocery store	7%	6%	10%	8%	5%
No or poorly working stove or refrigerator	1%	3%	6%	3%	3%
Total Responses	100%	100%	100%	100%	100%
*Question was not pertinent to all respondents.					

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Yes	83%	92%	91%	91%	95%
No	17%	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)?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
No	84%	95%	79%	86%	97%
Yes	16%	5%	21%	14%	3%
Total Responses	100%	100%	100%	100%	100%

NUTRITION

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Not needed	46%	64%	40%	55%	65%
Other	21%	12%	15%	14%	10%
I have been determined not eligible	20%	15%	27%	17%	14%
I don't like asking for help	7%	5%	10%	8%	6%
Don't know	2%	1%	2%	1%	1%
Refused	1%	0%	2%	1%	1%
I won't get enough assistance to be worth the effort	1%	2%	4%	3%	2%
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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
No	57%	78%	56%	69%	81%
Yes	43%	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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
No	58%	83%	64%	75%	85%
Yes	42%	17%	36%	25%	15%
Total Responses	100%	100%	100%	100%	100%

SENIOR CENTERS

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Never/hardly ever	85%	90%	84%	91%	94%
Sometimes	10%	6%	10%	6%	4%
Often	5%	4%	6%	3%	3%
Total Responses	100%	100%	100%	100%	100%

SENIOR CENTERS

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

	PSA 11	STAT E	MINORIT Y	LOW INCO ME	RURA L
I stay busy through other activities and groups	17%	26%	15%	20%	24%
I am not aware of the services that are offered	15%	12%	10%	11%	11%
Other	13%	12%	11%	13%	13%
I don't have time	9%	12%	12%	12%	12%
There is not a senior center nearby	9%	6%	7%	7%	8%
I don't think I am old enough to go there	9%	8%	9%	9%	9%
I would prefer a location that also includes other age groups	9%	8%	11%	9%	8%
Transportation is not available	7%	4%	8%	6%	4%
Caregiving responsibilities	5%	3%	5%	4%	3%
I don't like the activities offered	4%	4%	5%	4%	4%
Physically unable to attend	4%	3%	6%	5%	4%
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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Physical activities	18%	17%	17%	17%	16%
Using the computer and/or Internet	16%	15%	14%	13%	15%
Nature-related activities	16%	13%	14%	14%	13%
Arts and crafts/hobby classes	13%	13%	14%	14%	13%
Travel/tours	13%	14%	15%	13%	14%
Genealogy classes	11%	10%	9%	10%	9%
Card games	9%	12%	10%	11%	13%
Other	4%	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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Yes	88%	96%	88%	93%	98%
No	12%	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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Health issues	45%	33%	49%	50%	43%
Don't know	36%	36%	28%	24%	29%
Financial reasons	18%	8%	20%	8%	0%
There is no public transportation	0%	14%	3%	0%	14%
I don't know anyone I can ask	0%	8%	0%	17%	14%
Total Responses	100%	100%	100%	100%	100%

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
I can/do not drive	25%	23%	30%	25%	18%
Visual impairment	16%	11%	10%	13%	9%
Financial reasons	12%	8%	11%	8%	11%
Illness or physical problem	10%	16%	10%	11%	15%
Car problems (no car or repairs needed)	10%	6%	5%	4%	1%
Other	9%	17%	18%	21%	19%
Amount of traffic	7%	4%	3%	4%	6%
Spouse or other person usually drives	6%	12%	11%	13%	19%
Car in use by someone else	4%	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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Only get around by driving myself, or I am homebound	30%	43%	39%	43%	52%
A spouse, family member, friend or neighbor drives me	22%	22%	23%	21%	19%
I bicycle or walk	14%	16%	7%	10%	11%
I take a taxi or use public transportation	13%	4%	9%	6%	2%
Other	8%	4%	7%	5%	4%
Senior ride service	6%	2%	4%	3%	1%
Church bus or van	4%	1%	4%	3%	1%
Special transportation (golf cart, wheelchair, or scooter)	4%	5%	3%	6%	8%
Not applicable	1%	3%	3%	4%	2%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Question 46: How often do you use public transportation?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
I don't use public transportation	54%	75%	64%	69%	69%
Hardly ever	24%	9%	10%	9%	5%
Sometimes	13%	4%	12%	6%	1%
Often	8%	2%	6%	3%	0%
No public transportation is available in this area	1%	10%	8%	12%	24%
Total Responses	100%	100%	100%	100%	100%

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Very satisfied	50%	49%	37%	37%	50%
Somewhat satisfied	41%	37%	43%	49%	50%
Very dissatisfied	9%	7%	7%	7%	0%
Somewhat dissatisfied	0%	8%	13%	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:

	PSA1 1	STAT E	MINORI TY	LOW INCOM E	RURA L
Other	54%	28%	33%	24%	11%
Safety issues	15%	7%	7%	9%	11%
Don't need it	8%	10%	12%	18%	11%
My town has very limited public transportation	8%	13%	14%	12%	33%
It is inconvenient (rides too long or too many stops)	8%	18%	12%	12%	11%
It doesn't go where I need to go	8%	13%	14%	12%	22%
I have health, age, or financial issues	0%	4%	7%	9%	0%
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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Yes, very much so	36%	37%	40%	36%	35%
Yes, somewhat	33%	42%	31%	40%	43%
No, not very much	13%	10%	17%	12%	8%
Don't know	10%	7%	5%	5%	7%
No not at all	8%	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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
I am treated with respect	14%	11%	13%	12%	11%
People are friendly and courteous to me	13%	12%	12%	12%	11%
Street signs are easy for me to read	12%	11%	11%	10%	11%
There are many other seniors in my community	11%	11%	10%	11%	11%
I feel I have something to contribute and that it would be appreciated	10%	10%	10%	9%	10%
I feel safe when I am out in the community	10%	11%	10%	10%	11%
Transportation is available to seniors	9%	9%	11%	10%	9%
There are programs, services, activities, and events for me	9%	10%	10%	10%	10%
Businesses offer me senior discounts	8%	9%	8%	9%	9%
There are a variety of affordable housing options available	4%	6%	6%	6%	6%
Other	0%	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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
There are not very many services, facilities, or activities for seniors	13%	14%	13%	17%	16%
I do not feel safe when I am out in the community	12%	9%	10%	8%	7%
I think age-based discrimination is common here	12%	10%	12%	10%	8%
I am not treated with respect	12%	7%	9%	7%	6%
Signals are not long enough for me to cross the street	11%	10%	10%	8%	6%
Other	10%	13%	7%	10%	11%
Transportation is not available to me	9%	12%	9%	10%	14%
There are no sidewalks or covered bus areas	9%	11%	11%	12%	15%
People are not nice or friendly to me	8%	5%	9%	7%	6%
Services are not close to senior housing	5%	9%	10%	10%	11%
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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Too much upkeep, minor repairs (i.e., painting)	25%	23%	12%	15%	19%
Hard to pay rent/mortgage/taxes (i.e., homeowner association dues)	21%	21%	31%	21%	21%
Major repairs are needed (other than roofing or plumbing)	17%	12%	13%	13%	8%
Roofing or plumbing issue	13%	12%	13%	15%	13%
Other	11%	11%	17%	14%	24%
Not accessible (i.e., stairs, no grab bars in bathtub, cabinets are hard to reach)	8%	5%	3%	6%	2%
High crime or bad neighborhood	2%	8%	6%	10%	7%
Landlord issues	2%	3%	1%	1%	0%
Flooding or other similar environmental problems	2%	4%	4%	6%	4%
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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Centrally located to be able to walk to services	27%	21%	22%	18%	14%
Assisted living	17%	11%	10%	8%	7%
To live in a more secluded, more rural (country) setting	15%	15%	14%	15%	19%
To live in a family neighborhood (all ages)	15%	11%	14%	13%	10%
To live in a retirement community (seniors only)	13%	19%	14%	19%	18%
To live in a more urban (city) setting	8%	8%	10%	12%	16%
Other	5%	17%	16%	15%	18%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

HOUSING

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Single family home	39%	46%	49%	49%	56%
Apartment-type housing	36%	22%	19%	21%	12%
Duplex, triplex, or quad	18%	12%	16%	10%	9%
Other	6%	20%	16%	20%	24%
Total Responses	100%	100%	100%	100%	100%
*Question was not pertinent to all respondents.					

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
My home was devalued, I won't get enough money out of it	22%	22%	26%	28%	40%
I don't know what options are available	18%	10%	14%	15%	10%
Other	16%	16%	11%	14%	20%
Not enough money or help with moving	13%	15%	26%	15%	8%
Attached to my current residence (memories)	9%	12%	4%	7%	4%
Preferred/affordable housing option not available	9%	6%	10%	8%	1%
The idea of packing and moving is too overwhelming	9%	13%	5%	10%	13%
Health issues	4%	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:

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
None	34%	35%	48%	49%	40%
Family member	31%	31%	27%	26%	31%
Open to all options	9%	6%	5%	5%	6%
Friend	6%	10%	5%	6%	10%
A college student	5%	3%	2%	2%	2%
Another older person	5%	5%	4%	4%	3%
Individual who could assist around the house	5%	5%	3%	4%	3%
Other	5%	4%	6%	4%	4%
A single mother and children	2%	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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Most or all of the time	92%	97%	94%	96%	97%
Some of the time	4%	2%	6%	4%	2%
Rarely ever/never	4%	0%	0%	0%	1%
Total Responses	100%	100%	100%	100%	100%

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Afraid of crime	25%	28%	30%	36%	29%
Afraid of falling or other mobility concerns	20%	16%	4%	9%	7%
Health limitations	20%	11%	0%	0%	0%
Other	15%	17%	57%	45%	57%
Unsafe building, flooring, stairways, or walkways	5%	7%	0%	0%	0%
Bathroom or kitchen is not senior friendly	5%	7%	4%	0%	0%
Fences and gates at property line need repair	5%	7%	0%	0%	0%
Inadequate lighting	5%	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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Most or all of the time	80%	91%	77%	86%	95%
Some of the time	19%	8%	17%	10%	3%
Rarely ever/never	1%	1%	6%	4%	2%
Total Responses	100%	100%	100%	100%	100%

HOUSING

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Afraid of crime	22%	23%	23%	21%	20%
Suspected drug-related activity	14%	16%	13%	14%	14%
High-speed traffic or dangerous roadways	12%	10%	11%	10%	8%
Vacant and abandoned dwellings	10%	7%	7%	7%	7%
Loud or offensive noises, cars, or neighbors	10%	7%	5%	7%	7%
Loose animals	9%	8%	7%	8%	9%
No streetlights	8%	8%	10%	9%	9%
Sidewalks non-existent or are broken and uneven	6%	10%	10%	9%	13%
Health limitations	6%	7%	8%	10%	11%
Other	1%	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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
No	72%	64%	76%	69%	62%
Yes	28%	36%	24%	31%	38%
Total Responses	100%	100%	100%	100%	100%

VOLUNTEERISM

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Faith or religious-based	24%	24%	25%	29%	28%
Civic (city or county boards)	16%	9%	9%	8%	12%
Health-related (i.e., hospital, nursing home, Red Cross, politics, etc.)	10%	7%	11%	10%	7%
Other	10%	13%	11%	14%	13%
School-related (parent organization, primary school, or university, etc.)	8%	9%	9%	8%	6%
Animal, wildlife, or nature-related organization	8%	6%	3%	5%	7%
Professional organization	6%	7%	5%	3%	5%
Community (i.e., arts organizations, museums, politics, etc.)	6%	15%	11%	11%	15%
Senior center	6%	5%	9%	6%	3%
Child welfare	5%	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.

Question 63: What keeps you from volunteering?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Health issues	15%	16%	24%	20%	17%
Haven't been asked	14%	8%	7%	8%	5%
Not enough time	12%	15%	13%	12%	15%
Limited energy or functional ability	11%	11%	9%	12%	8%
Don't want to or not interested in volunteering	11%	15%	13%	17%	18%
Other	10%	9%	8%	8%	11%
Haven't found the right organization	8%	7%	5%	5%	7%
Work prevents it	7%	9%	7%	7%	9%
Lack of transportation	7%	4%	5%	3%	3%
Caregiving responsibilities	6%	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.

VOLUNTEERISM

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
No	68%	75%	61%	72%	74%
Yes	32%	25%	39%	28%	26%
Total Responses	100%	100%	100%	100%	100%

EMPLOYMENT

Question 65: What is your employment status?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Retired	41%	52%	43%	49%	56%
Working full-time	11%	7%	5%	4%	7%
Unable to work due to health or functional limitations	11%	9%	14%	12%	8%
Full-time homemaker	10%	7%	10%	8%	5%
Working part-time	8%	7%	5%	5%	5%
Self-employed	8%	4%	3%	3%	4%
I am actively looking for work but I haven't found a job yet	4%	2%	5%	4%	2%
Other	4%	3%	5%	4%	3%
Do not want to work	2%	5%	4%	6%	6%
Full-time caregiver	2%	2%	3%	3%	3%
Involuntarily unemployed	0%	2%	2%	3%	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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Not currently looking	52%	66%	54%	61%	69%
Other	21%	15%	14%	17%	14%
Part-time work	20%	13%	21%	16%	12%
Full-time work	4%	4%	6%	3%	2%
Caregiving responsibilities interfere with ability to look for work	4%	3%	5%	4%	3%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

EMPLOYMENT

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
No	76%	79%	56%	74%	81%
Yes	21%	17%	31%	20%	15%
Already tried a job-matching service	2%	4%	13%	7%	5%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Question 68: Do you want job training?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
No	69%	81%	63%	74%	83%
Yes	17%	12%	27%	17%	9%
Already received training	14%	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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Limited jobs available	31%	24%	29%	27%	27%
Other	31%	30%	15%	20%	15%
Health limitations	12%	16%	19%	22%	20%
Language barriers	12%	3%	12%	7%	4%
Lack of transportation/too far away	8%	4%	4%	5%	7%
I am overqualified	4%	12%	11%	9%	18%
Caregiving responsibilities	4%	11%	4%	4%	5%
I am underqualified	0%	1%	4%	5%	4%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

EMPLOYMENT

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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
No	92%	94%	93%	93%	93%
Yes	8%	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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
No	83%	88%	84%	86%	84%
Yes	17%	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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Very concerned	33%	29%	37%	39%	38%
Extremely concerned	27%	26%	28%	23%	15%
Somewhat concerned	20%	32%	14%	16%	23%
Not very concerned	13%	4%	16%	9%	19%
Not at all concerned	7%	9%	5%	13%	6%
Total Responses	100%	100%	100%	100%	100%

EXPLOITATION AND LEGAL ISSUES

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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Florida Department of Elder Affairs	28%	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	18%	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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
No	74%	80%	76%	81%	78%
Yes	26%	20%	24%	19%	22%
Total Responses	100%	100%	100%	100%	100%

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Lawyers are too expensive	50%	43%	41%	41%	43%
Other	13%	21%	15%	20%	14%
I was embarrassed	11%	4%	4%	6%	4%
I wasn't sure the problem was legal	11%	9%	13%	8%	10%
I felt I could solve the problem myself	8%	14%	13%	12%	19%
I didn't know where to get a lawyer	8%	7%	15%	13%	9%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

EXPLOITATION AND LEGAL ISSUES

Question 77: What legal issues concern you the most?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Health-related (Medicaid or Medicare, improper billing)	21%	19%	22%	20%	21%
Estate (wills, trusts)	13%	16%	8%	13%	16%
Other	11%	11%	11%	12%	13%
Family matters (divorce, custody, child support)	9%	10%	9%	9%	11%
Consumer (home improvement, shoddy goods or services)	9%	9%	6%	9%	8%
Guardianship or Power of Attorney	9%	10%	7%	7%	9%
Benefits (Social Security, Veterans Administration)	9%	10%	8%	10%	8%
Abuse, exploitation, or fraud	9%	7%	10%	8%	8%
Employment (worker's compensation, discrimination)	7%	5%	11%	7%	3%
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)?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
No	67%	54%	58%	57%	52%
Yes	33%	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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
No	55%	69%	47%	60%	72%
Yes	45%	31%	53%	40%	28%
Total Responses	100%	100%	100%	100%	100%

DISASTER PREPAREDNESS

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?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Very interested	38%	16%	30%	19%	12%
Not interested	37%	50%	38%	48%	55%
Somewhat interested	24%	33%	32%	33%	33%
Total Responses	100%	100%	100%	100%	100%

DEMOGRAPHIC INFORMATION

Question 81: Are you male or female?

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
Female	57%	53%	67%	57%	46%
Male	43%	47%	33%	43%	54%
Total Responses	100%	100%	100%	100%	100%

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

	PSA11	STATE	MINORITY	LOW INCOME	RURAL
White or Caucasian	47%	84%	20%	84%	90%
Latino	33%	7%	20%	4%	2%
Black or African-American	17%	7%	29%	6%	2%
Native American	2%	2%	25%	4%	4%
Asian or Pacific Islander	1%	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?

	PSA11	STAT E	MINORIT Y	LOW INCOM E	RURA L
Under \$20,000	38%	18%	49%	100%	19%
\$20,000-\$29,999	19%	20%	24%	0%	17%
\$30,000-\$39,999	11%	16%	10%	0%	15%
\$40,000-\$49,999	11%	12%	5%	0%	10%
\$50,000-\$59,999	5%	9%	7%	0%	11%
\$60,000-\$69,999	4%	6%	1%	0%	4%
\$70,000-\$79,999	1%	4%	0%	0%	4%
\$80,000-\$89,999	1%	3%	1%	0%	5%
\$90,000-\$99,999	2%	3%	0%	0%	3%
\$100,000-\$109,999	1%	2%	0%	0%	4%
\$110,000-\$119,999	0%	1%	1%	0%	3%
\$120,000 or more	7%	6%	0%	0%	7%
Total Responses	100%	100%	100%	100%	100%