

Assessing the Needs of Elder Floridians: PSA 4

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 4 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 4

This report analyzes the findings of the needs assessment survey for Planning and Service Area 4. PSA 4 includes Baker, Nassau, Duval, Clay, St. Johns, Flagler, and Volusia counties, located in the northeast corner of the state, accounting for 9% 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 431,672 residents age 60 and over. The average rate of residents living below the poverty line in PSA 4 is 8%, with Duval County exhibiting the highest rate (9%) and St. Johns the lowest (6%). Approximately 18% of residents in the PSA are minorities, with Duval County exhibiting the highest proportion of non-white residents (32%). While the counties in the PSA are predominantly urban (30% overall), the majority of Baker County is rural (64%).

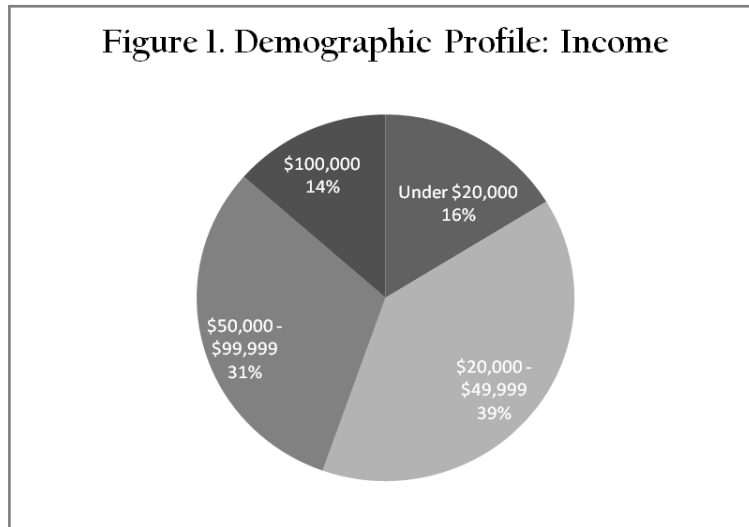
Selected Population Characteristics for 2009, PSA 4

County	60+ Population	Minority	Low-Income	Rural
Baker County	4,452	17%	9%	64%
Clay County	32,886	17%	7%	25%
Duval County	147,181	32%	9%	4%
Flagler County	32,809	16%	6%	33%
Nassau County	17,409	16%	9%	51%
St. Johns County	42,883	14%	6%	23%
Volusia County	154,053	13%	8%	10%
PSA 4 TOTAL/AVERAGES	431,672	18%	8%	30%

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 4 was a white woman in her early 70s, living in an urban area, with an annual income between \$40,000 and \$49,999.



More female (56%) than male respondents participated in the survey (see Appendix, Question 81). In the rural subpopulation, there were more male respondents than female (42%); however the percentage of minority females (67%) was far higher than minority male respondents, and the number of low-income females (57%) was somewhat lower than low-income males. 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 4 survey were predominantly of white or Caucasian ethnicity (85%). The composition of non-white respondents were black or African-American (8%), Latino (3%), Native American (2%), and Asian or Pacific Islander (1%) (see Appendix, Question 82). Approximately 16% of elders in PSA 4 reported an annual income of less than \$20,000 a year, as did 49% of minorities. Similar percentages of PSA 4 and rural elders (13% and 14% respectively) reported incomes of \$100,000 or more per year- this is in contrast with only 1% of minorities and 9% of elders statewide reporting such high incomes. This may be due to the high proportion of PSA and rural respondents still living with their spouse, 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 Non-Hispanic 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”.

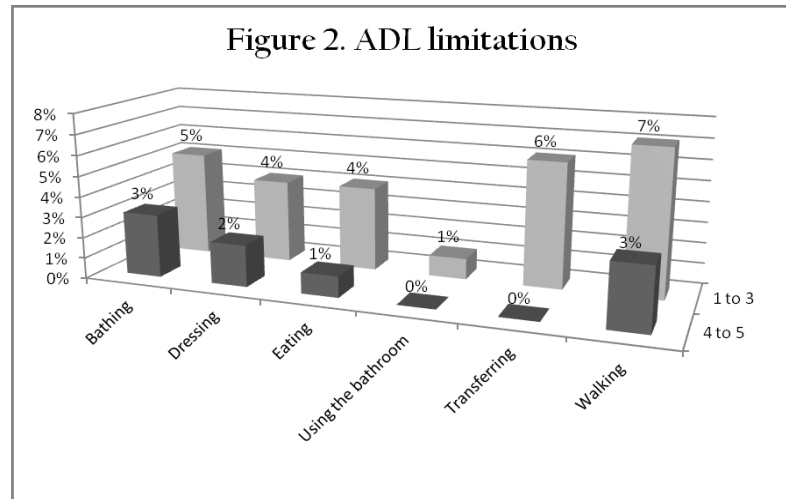
⁵ Sharma, A. (2011). Multinomial analysis of assistance migration. Proceedings from Elderly Populations: 42nd Annual Meeting of The Southern Demographic Association, Tallahassee, FL.

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 a host of 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 The majority of elders surveyed in PSA 4 live with their spouse (57%), while 27% live alone. While rural elders report similar rates of living with a spouse (55%), minority and low-income elders reported a greater chance of living alone and lower incidence of living with a spouse: 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).

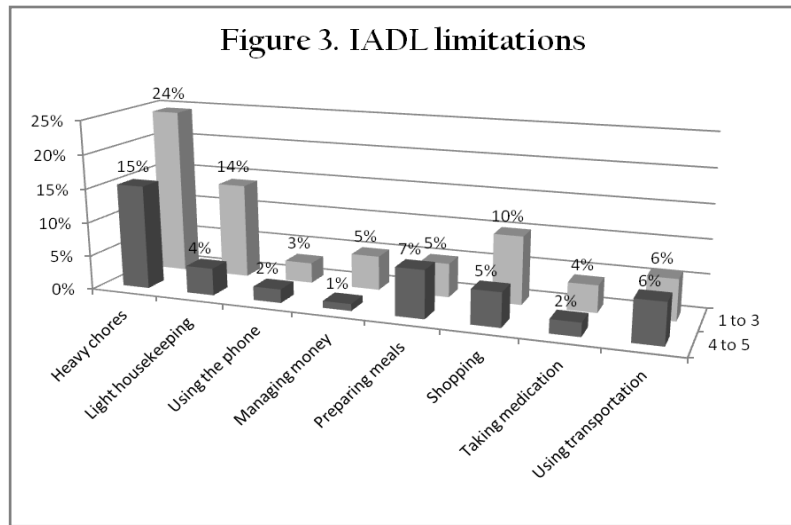


In PSA 4, 16% of elders reported needing some level of assistance with one or more ADL and of these, most required a moderate level of assistance. Specifically, 4% of respondents reported moderate need for assistance or supervision with both dressing and eating, while 3% needed a greater level of assistance with walking and 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 4 who reported a need for ADL assistance, one-half (50%) did not

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).

receive the assistance they required, and only 19% of the respondents reported always receiving the assistance they needed (see Appendix, Question 3).

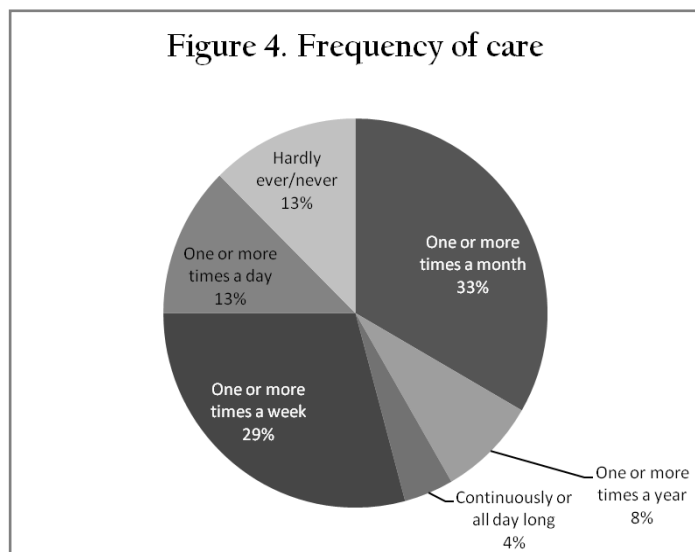
IADLs are tasks that enable an individual to live independently, such as money management, taking medication, performing chores and use of technology such as the telephone or transportation. The need for help with IADLs was more pronounced for respondents than for ADLs. In PSA 4, 47% of elders reported needing at least a moderate level of assistance with an instrumental activity of daily living. Of these, rural elders were generally comparable, but low-income elders generally reported needing greater levels of assistance with IADLs, and minorities were twice or three times more likely to report needing assistance than the wider PSA population (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 who needed assistance said they have tried to get help from family members (32%), while only 13% have sought assistance from a government agency. Of those elders who reported needing assistance with one or more IADL, 54% said they did not receive the assistance they required, while 22% reported they always received such assistance (see Appendix, Questions 5 and 6).

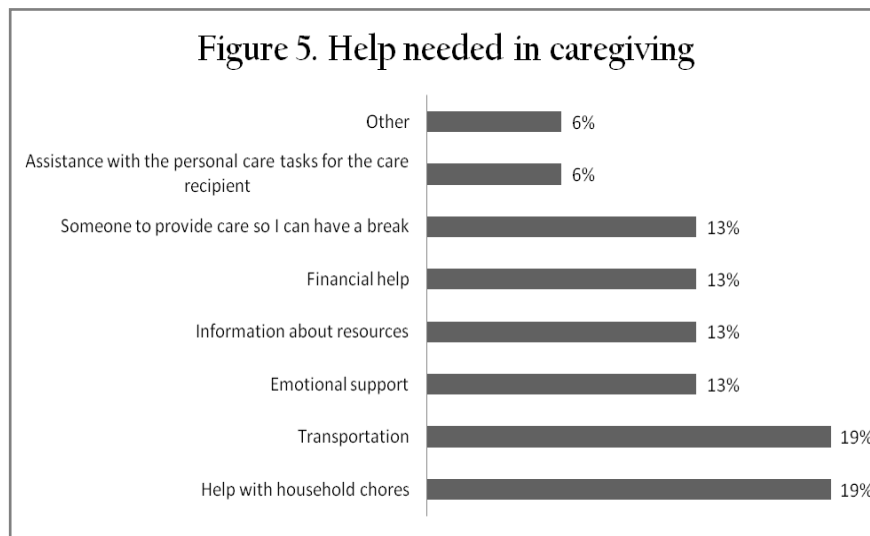
Caregiving

Caregivers play a vital role in the long term care of elders and their ability to stay in their community. In PSA 4, 17% currently provide direct or indirect care to others (with comparable percentages across minority, low income and rural populations) (Appendix, Question 7). The majority of caregiving elders (89%) care for another elder (see Appendix, Questions 7 and 9).



Elders in PSA 4 who provide care to another person do so frequently. As shown in Figure 4, 17% provide care at least once a day up to all day long and nearly one-third (29%) do so once a week or more.

Almost one-half of caregivers (43%) in PSA 4 did not receive help with their caregiving responsibilities; while 21% reported needing help with such responsibilities (see Appendix, Questions 10 and 11). The types of help identified by respondents are consistent with the current research on caregiver needs; these include help with household chores, transportation, emotional support, information about resources, financial help, and respite (see Figure 5).⁷



Of those who have sought help with their caregiving responsibilities, a majority have turned to either family members (29%) or community groups (14%), while others have sought help from state agencies (14%), and religious organizations (7%). In general, minority, low-income, and rural elders were more likely to seek help from government agencies (36-49%) and family (21-28%) (see Appendix, Question 13).

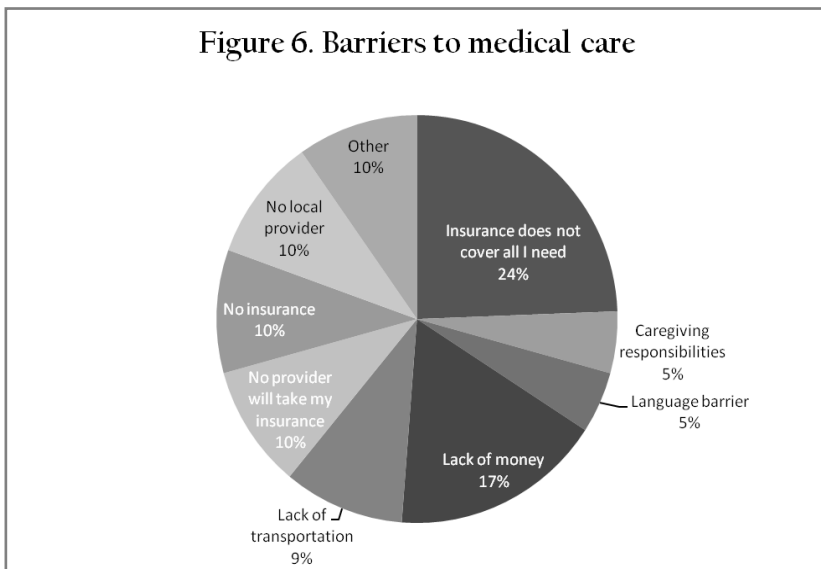
The largest impediment to those who are not able to receive help with caregiving is financial constraints (24%). Other reasons cited include: a lack of available services (18%), not wanting strangers in their house (12%), the caregiver does not like to ask for help (12%), the caregiver lacks the time to check out options (12%), and the caregiver does not believe they would be satisfied with the available help (6%) (see Appendix, Question 14). In the PSA, 10% of caregiving elders are interested in receiving caregiver training, with minorities reporting a greater interest in receiving such training (24%) (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. Almost half of rural and PSA 4 elders (47%) are at least somewhat interested in training or classes to keep themselves healthy, with an even greater interest among minority (61%) and low-income populations (52%). However, most elders surveyed (79%) have not attended an event or class offering free health information (Appendix, Questions 16 and 17).

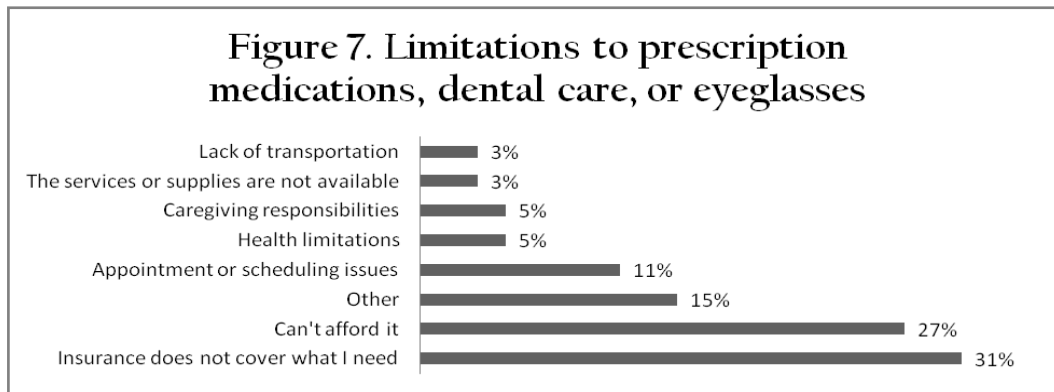
In PSA 4, 17% of elders are not always able to receive medical care when they need it, with comparable percentages for rural elders (18%), and higher percentages reported for low-income (26%) and minority elders (36%). Of these elders, 24% reported that insufficient insurance coverage served as the largest barrier. The remainder of respondents cited financial constraints (17%), lack of transportation (10%), that no provider will take the elder's insurance (10%), no insurance (10%), no local provider (10%), caregiving responsibilities (5%), or a language barrier (5%) prevented their access to medical care (Figure 6).



Elders reported a high frequency of delaying dental care (30%), eye care (19%) and mental health treatment (9%). 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 groups from 9-11%. 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. When delays in such care occur, the delay is most likely to be six months or more. For instance, over one-third of minorities delayed receiving dental care longer than six months, while only 3% delayed such care for 1-2 months (see Appendix, Questions 24-26).

In filling their prescription medications, 9% of both PSA 4 and rural elders statewide reported a delay, with higher percentages among the minority (25%) and low-income (17%) populations. However, over one-half of elders surveyed in the PSA (53%) were unaware of prescription assistance programs, with even higher rates among minority (60%), low-income (54%), and rural elders (54%) (see Appendix, Question 22). Over all, financial impediments to receiving needed care of various types affected more than half of respondents: 27% reported that they are

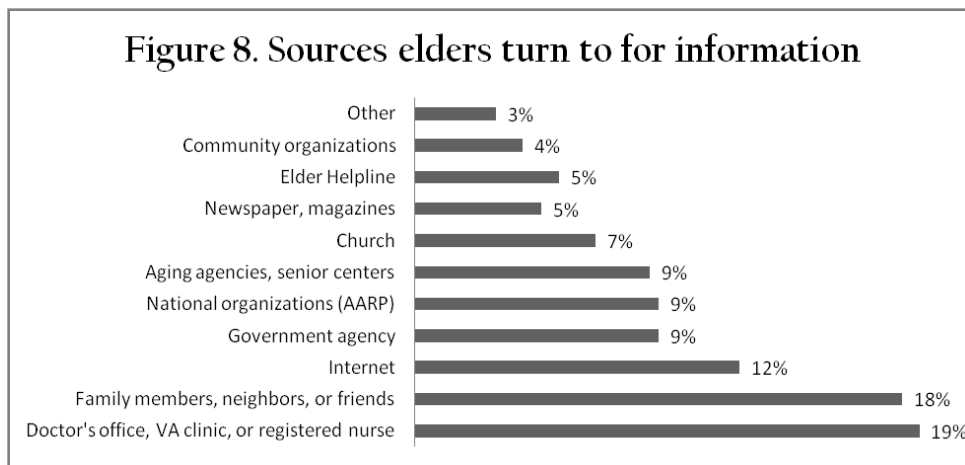
unable to afford prescriptions, dental and vision care, and an additional 31% reported that their insurance coverage was insufficient (see Figure 7 and Question 25).



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 4, 65% of elders surveyed over the age of 65 participate in Medicare. Over one-third of elders surveyed (36%) have private health insurance, with lower rates for rural elders (32%), minority (21%), and low-income elders (26%). 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 4 reported that they were more likely to turn to a medical professional or institution for information (19%), or to consult family members, neighbors or friends (18%). Other sources, such as organizations helping the elderly (such as AARP) and the Internet were cited by 3-12% of respondents (see Figure 8).



When asked how they receive information about activities in their communities, 20% of elders reported receiving information from the newspaper and 18% from television. Fewer respondents reported receiving information from family members, neighbors, or friends (16%) and other sources prefer the Internet or newsletters (see Appendix, Question 29).

Of PSA 4 elders, 78% reported that they have Internet access, and 41% of elders in PSA 4 said they are interested in receiving training on computer and Internet use. Minority and low-income elders, who were less likely to have Internet access (44% and 57%, respectively), were more interested in computer and Internet training (53% and 42%, respectively). Rural elders reported comparable rates of Internet access (78%) and interest in computer and Internet training (37%) as those in the PSA (see Appendix, Questions 30 and 31).

Nutrition

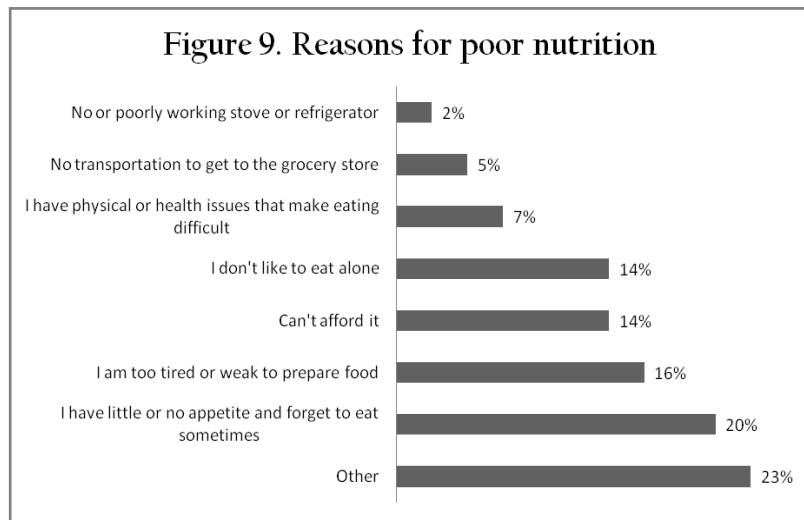
Good nutrition is imperative for preventing health disorders and allowing elders to remain in their communities longer. However, only 76% of elders surveyed in PSA 4 reported always eating all the food they need, while 75% of rural, 70% of low-income, and 65% of minority elders said they are meeting dietary requirements (see Appendix, Question 32).

Elders who reported not eating all of the food they need identified the following reasons: having little or no appetite (20%), too tired or weak to prepare food (16%), not being able to afford food (14%), not liking to eat alone (14%), having physical or health issues that make eating difficult (7%), not having transportation to get to the grocery store (5%), or having no or poorly working stove or refrigerator (2%).

Other reasons were cited by 23% of respondents (see Figure 9 and Question 33).

Although only 14% 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 3% PSA-wide. In PSA 4, 21% of elders surveyed said they are interested in receiving more information about the program; 44% of minorities and 31% of low-income 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 13% elders surveyed in PSA 4 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).

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 9% of elders in PSA 4 reported that they visit a senior center with any regularity. More minority elders (16%) attend senior center events and activities compared to 9% of low-income elders and 7% of rural elders. Of those who do not visit the senior center, 31% of respondents stated that they do not because they stay busy through other activities and groups. Smaller proportions reported not being aware of the services offered (12%) and not having time (11%) (see Appendix, Questions 39 and 40). When asked what kinds of services or activities they would like to see offered at senior centers, 18% cited travel and tours and 16% cited physical activities (see Appendix, Question 41).

Transportation

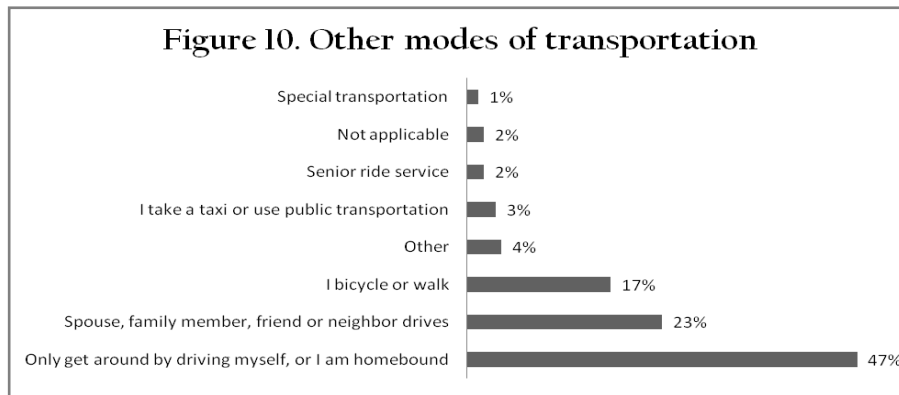
The availability of transportation to elders is central to their independence and well-being and losing the ability to drive is often a major concern to elders. In PSA 4, 2% of elders surveyed reported not being able to get where they need or want to go. Of respondents, 47% stated that they only get around by driving themselves or are otherwise homebound. When asked about other ways in which they can get around, 23% of elders said a spouse, family member, friend or neighbor drives, and 17% of elders said they use a bicycle or walk, while 3% of elders reported using a taxi or public means and another 3% use special transportation or a senior ride service (see Figure 10 and Questions 42-45).

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

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

¹⁰ Ibid

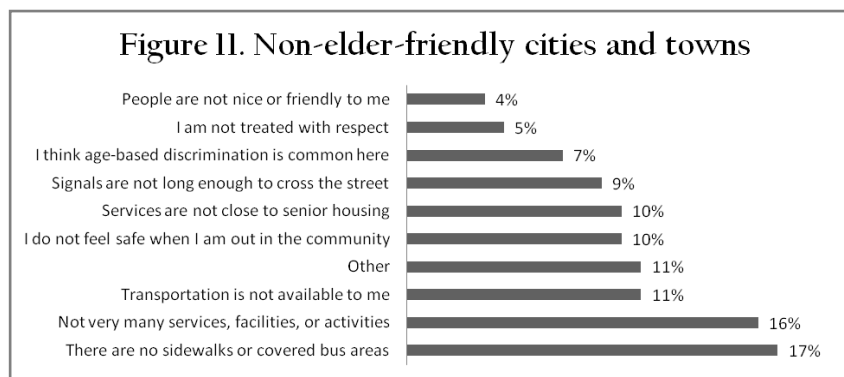
Compared with other respondents in the Planning and Service Area, minority elders (12%) were six times more likely to have problems getting where they needed to go, and low-income elders (7%) were almost four as likely to have problems getting where they needed to go. Of those elders who reported problems with transportation, all respondents cited health issues as the reason why, which is considerably higher than the state average of 33%. Only 13% of respondents reported ever using public transportation, with higher rates among minority respondents (18%) (Appendix, Questions 43 and 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 4, 17% of respondents feel that their city or town is not elder friendly, a sentiment that was more frequently reported by minority (24%) and low-income elders (19%) (see Appendix, Question 49).

When asked what makes a city or town seem unfriendly to elders, the reasons cited were: lack of sidewalks or covered bus areas (17%); few services, facilities, or activities for seniors (16%); lack of transportation (11%); concern over safety when out in the community (10%); services are not close to senior housing (10%); signals are too short when crossing the street (9%); age-based discrimination (7%); elders not treated with respect (5%); and people are not nice/friendly (4%) (see Figure 11).

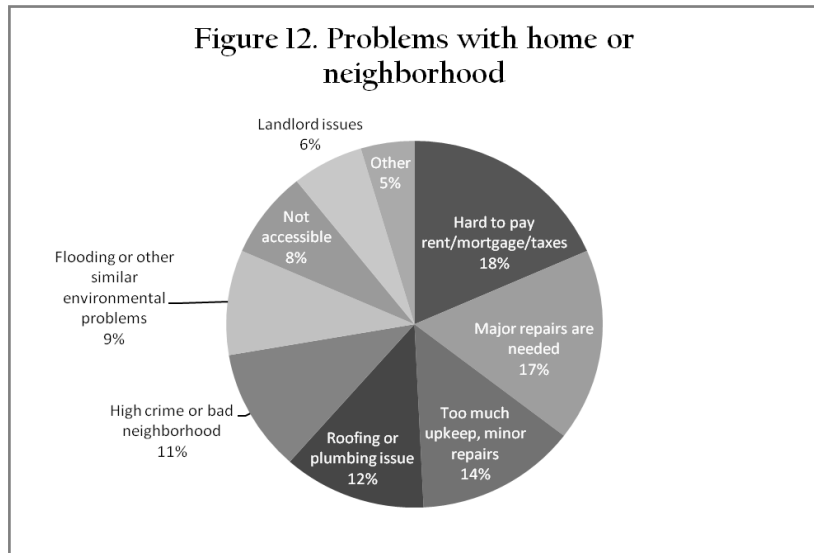


Housing

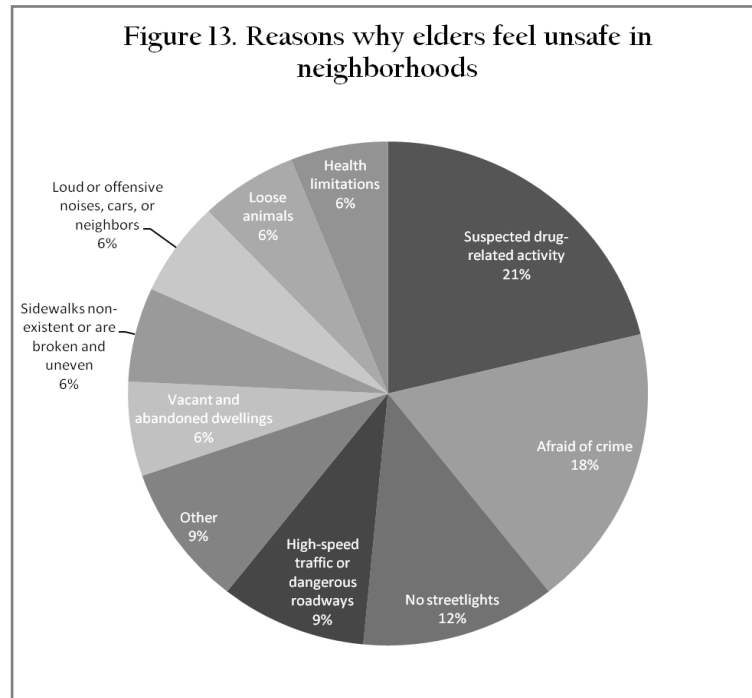
Living in a safe, affordable, and comfortable home is an important aspect of remaining in the community for all people. However, the availability of suitable homes remains a major concern of planners and advocates for the disabled and elderly, in particular.

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.



In PSA 4, 29% of elders surveyed reported problems with their home or neighborhood. Of these elders, most reported difficulty with home finances (18%), major repairs (17%), too much upkeep (14%), and roofing or plumbing issues (12%) (Figure 12). The greatest concern for minority (31%) and low-income elders (21%) pertained to making housing payments, which corresponds with the national trend reflected in the HUD report (see Appendix, Question 52). One-third of elders indicated a need or desire to move from their current residence.



The largest group (19%) would prefer living in a centrally located area, and 17% would prefer residing

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 a retirement community (Appendix, Question 53). Elders who said they cannot move cited the following diverse reasons for their inability to do so: devalued property (33%), emotional attachment to current home (17%), not enough money or help with moving (13%), not knowing what options are available (13%), packing and moving is too overwhelming (8%), limited availability of preferred housing option (4%), and health issues (4%) (Appendix, Question 55).

Of elders surveyed, 10% said they do not always feel safe in their neighborhood. Reasons cited include the following: suspected drug-related activity (21%), fear of crime (18%), no streetlights (12%), high-speed/dangerous traffic (9%), vacant or abandoned dwellings (6%), broken or non-existent sidewalks (6%), loud or offensive noises (6%), loose animals (6%), and health limitations (Figure 13). Rural respondents (5%) were half as likely to feel unsafe in their neighborhood as PSA 4; however, minority (23%) and low-income respondents (14%) expressed greater concern over safety issues in their neighborhoods (specifically crime and drugs) (Appendix, Question 59).

Volunteerism

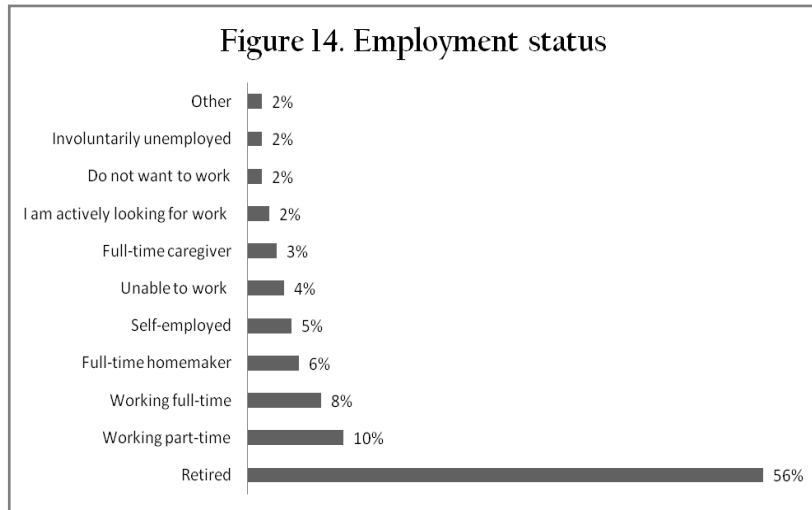
Many elders remain active and derive a sense of worth by contributing to their communities through volunteer work. Elders volunteer more than their younger counterparts, with rates of volunteering not declining until elders are in their mid-70s.¹² Nearly half of respondents in PSA 4 (41%) currently volunteer, primarily for religious or school-related organizations. Only 12% of elders reported not being interested in volunteering and 25% are interested in receiving information regarding opportunities for volunteering. The main cited impediment to volunteering is health issues (18%) (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 4 (58%) said they are willingly retired or do not want to work, 9% were needed for homemaker or caregiving duties, and 6% said that they are unable to work because of health or functional limitations or are otherwise involuntarily unemployed (see Figure 14). The percentages of minority (16%), low-income (15%), and rural (10%) elders who were prevented from working because of health or functional limitations or are involuntarily unemployed were higher than those of the total elder respondents in PSA 4 (Appendix, Question 65).

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.*

Of those interested in switching to or securing part- or full-time work, 22% are interested in working part-time and 4% in working full-time. Though only 6% have already tried a job matching service, 21% of PSA 4 elders are interested in receiving such help, with higher percentages of minorities reporting the same (31%). In addition, 17% of PSA 4 elders respondents would like



to receive job training. Compared with PSA 4, rural elders were half as interested in job training (9%), low-income elders reported the same degree of interest (17%), and minority elders were nearly twice as likely to report an interest in job training (27%) (see Appendix, Questions 66-68).

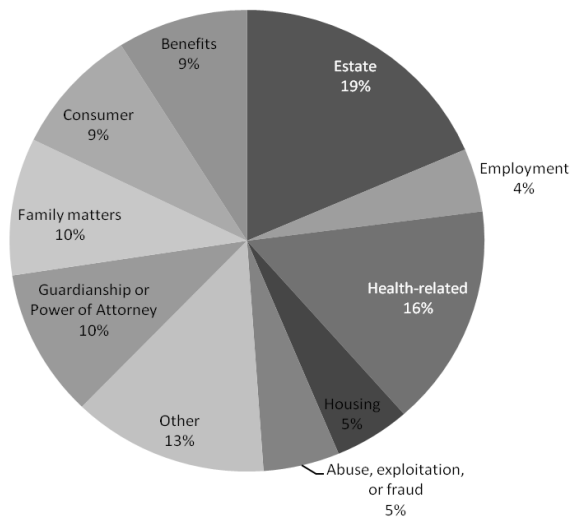
Of those who were interested in finding employment but were unable to do so, most stated that the limited availability of jobs was the main reason they were unable to find work (27%), with similar rates among minority and low-income respondents (29% and 27%, respectively). Approximately 8% of elders (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 4, a large majority of respondents (76%) were concerned about becoming a victim of consumer fraud or swindle, however only 13% of elder respondents stated they had actually been a victim in recent years (Appendix, Questions 72 and 73). More than half of the survey participants (52%) were unaware of programs that assist elders in keeping themselves protected from abuse, neglect, and financial exploitation. 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>

Figure 15. Legal matters concerning elders



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. One in four elders across PSA 4 (25%) 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, in order of response: local Area Agency on Aging (22%), local legal aid office (22%), Florida Bar Lawyer Referral Service (20%), and Florida Senior Legal Helpline (11%) (see Appendix, Question 74).

As shown in Figure 15, the primary types of legal problems that concern elders in PSA 4 are those related to health (for example, Medicare and Medicaid) and estates (for example, wills, trusts, etc.).

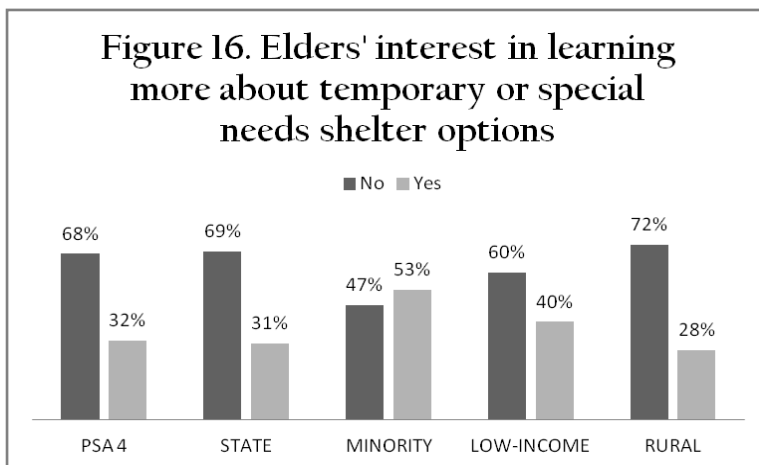
Of those surveyed, 27% reported that they have needed legal advice in the past three years but not seen a lawyer. Lower percentages of minority (24%), low-income (19%), and rural respondents (22%) reported the same. For PSA 4 and all three subgroups, financial reasons were cited by 34-43% of respondents 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. Also, a variety of options to assist with coping with and preparing 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 almost one-third of elders surveyed (32%) were 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 (as shown in Figure 16).



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, 61% of elders reported an interest in more elder-specific training classes for disaster preparedness. The majority of minority (62%) and low-income elders (52%) were interested in receiving such training as well (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 4	STATE	MINORITY	LOW-INCOME	RURAL
Live with spouse	57%	49%	38%	41%	55%
Live alone	27%	31%	31%	35%	25%
Live with child	5%	8%	13%	10%	9%
Other	5%	6%	7%	4%	3%
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 4	STATE	MINORITY	LOW-INCOME	RURAL
Bathing	0	92%	90%	77%	84%	93%
	1 to 3	5%	5%	11%	8%	4%
	4 to 5	3%	5%	12%	8%	4%
Dressing	0	94%	92%	79%	85%	93%
	1 to 3	4%	5%	12%	10%	6%
	4 to 5	2%	4%	9%	5%	2%
Eating	0	95%	93%	83%	88%	95%
	1 to 3	4%	4%	11%	8%	3%
	4 to 5	1%	3%	6%	4%	2%
Using the bathroom	0	99%	94%	87%	92%	96%
	1 to 3	1%	4%	7%	5%	3%
	4 to 5	0%	2%	5%	3%	1%
Transferring	0	94%	92%	82%	86%	91%
	1 to 3	6%	6%	13%	11%	8%
	4 to 5	0%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
Hardly ever/never	50%	47%	51%	50%	48%
Sometimes	25%	27%	23%	22%	20%
Always	19%	12%	17%	14%	13%
Most of the time	6%	14%	9%	14%	20%
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 4	STATE	MINORITY	LOW-INCOME	RURAL
Heavy chores	0	60%	56%	45%	46%	58%
	1 to 3	24%	24%	29%	29%	27%
	4 to 5	15%	19%	26%	24%	16%
Light housekeeping	0	82%	76%	61%	67%	79%
	1 to 3	14%	16%	27%	22%	14%
	4 to 5	4%	8%	12%	12%	7%
Using the phone	0	95%	94%	86%	90%	96%
	1 to 3	3%	3%	6%	6%	2%
	4 to 5	2%	3%	8%	4%	2%
Managing money	0	94%	88%	80%	82%	91%
	1 to 3	5%	7%	9%	10%	6%
	4 to 5	1%	4%	11%	8%	3%
Preparing meals	0	88%	84%	74%	76%	86%
	1 to 3	5%	9%	14%	13%	9%
	4 to 5	7%	7%	11%	11%	5%
Shopping	0	85%	82%	68%	73%	84%
	1 to 3	10%	8%	17%	14%	10%
	4 to 5	5%	10%	14%	13%	7%
Taking medication	0	94%	91%	83%	85%	91%
	1 to 3	4%	5%	11%	8%	5%
	4 to 5	2%	4%	7%	6%	4%
Using transportation	0	88%	85%	71%	77%	88%
	1 to 3	6%	6%	11%	9%	6%
	4 to 5	6%	9%	18%	14%	6%

Self Care Limitations

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

	PSA 4	STATE	MINORITY	LOW-INCOME	RURAL
Hardly ever/never	54%	48%	50%	53%	47%
Always	22%	14%	16%	14%	17%
Sometimes	15%	22%	23%	18%	21%
Most of the time	9%	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?

	PSA 4	STATE	MINORITY	LOW-INCOME	RURAL
Family	32%	36%	48%	44%	49%
Not Applicable	19%	17%	0%	0%	0%
Friends and/or Neighbors	17%	18%	18%	25%	22%
Other	11%	10%	13%	13%	11%
Religious Organization	6%	6%	3%	4%	5%
State Agency	5%	3%	7%	4%	3%
Local Agency	5%	4%	4%	5%	5%
Federal Agency	3%	4%	4%	2%	4%
Community Group	2%	3%	2%	3%	1%
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 4	STATE	MINORITY	LOW-INCOME	RURAL
No	73%	72%	70%	71%	73%
Yes	17%	20%	20%	19%	18%
Maybe	10%	8%	10%	10%	9%
Total Responses	100%	100%	100%	100%	100%

Caregiving

Question 8: How often do you provide care?

	PSA 4	STATE	MINORITY	LOW-INCOME	RURAL
Hardly ever/never	13%	17%	13%	17%	12%
One or more times a year	8%	6%	12%	5%	16%
One or more times a month	33%	29%	18%	23%	16%
One or more times a week	29%	29%	32%	35%	41%
One or more times a day	13%	10%	10%	8%	7%
Continuously or all day long	4%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
0-18 years old	1+	24%	16%	24%	18%	21%
19-59 years old	1+	20%	25%	28%	23%	17%
60+ years old	1+	89%	86%	88%	88%	94%

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

	PSA 4	STATE	MINORITY	LOW-INCOME	RURAL
Yes	57%	44%	39%	46%	47%
No	43%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
No	79%	79%	79%	80%	77%
Yes	21%	21%	21%	20%	23%
Total Responses	100%	100%	100%	100%	100%

Caregiving

Question 12: What type of help do you need?

	PSA 4	STATE	MINORITY	LOW-INCOME	RURAL
Help with household chores such as laundry and housekeeping	19%	13%	15%	13%	14%
Transportation	19%	12%	8%	6%	7%
Emotional support	13%	14%	10%	12%	11%
Information about resources	13%	14%	17%	19%	15%
Financial help	13%	12%	17%	15%	15%
Someone to provide care so I can have a break	13%	11%	12%	16%	15%
Assistance with the personal care tasks for the care recipient	6%	12%	8%	9%	13%
Other	6%	6%	2%	3%	1%
Training on how to provide care	0%	7%	12%	7%	8%
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?

	PSA 4	STATE	MINORITY	LOW-INCOME	RURAL
Family	29%	25%	21%	28%	21%
Community group	14%	10%	11%	10%	12%
State agency	14%	11%	21%	10%	12%
Other	14%	5%	4%	10%	7%
Religious organization	7%	11%	4%	7%	2%
Local agency	7%	12%	14%	17%	17%
Federal agency	7%	10%	14%	7%	7%
Friends/neighbors	7%	14%	7%	3%	12%
Not applicable	0%	2%	4%	7%	10%
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 4	STATE	MINORITY	LOW-INCOME	RURAL
I can't afford the expense	24%	20%	17%	17%	15%
Services are not available	18%	14%	14%	12%	15%
I don't want strangers in my house	12%	8%	10%	8%	8%
I don't like asking for help	12%	10%	12%	12%	15%
I don't have time to check out options	12%	13%	5%	15%	8%
The care recipient won't allow someone new to provide help	12%	13%	5%	8%	13%
I don't think I would be satisfied with the available help	6%	6%	10%	8%	5%
Other	6%	4%	12%	6%	3%
The care does not require a lot of time or energy	0%	12%	17%	15%	17%
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 4	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 4	STATE	MINORITY	LOW-INCOME	RURAL
No	79%	84%	82%	85%	87%
Yes	21%	16%	18%	15%	13%
Total Responses	100%	100%	100%	100%	100%

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

	PSA4	STATE	MINORITY	LOW-INCOME	RURAL
Not interested	53%	53%	39%	48%	53%
Somewhat interested	29%	32%	34%	38%	38%
Very interested	18%	16%	27%	14%	9%
Total Responses	100%	100%	100%	100%	100%

Health and Health Promotion

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

	PSA 4	STATE	MINORITY	LOW-INCOME	RURAL
Yes	78%	76%	66%	74%	78%
No	22%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
Yes, always	82%	81%	64%	74%	82%
Yes, most of the time	16%	13%	21%	16%	14%
Yes, sometimes	1%	4%	9%	7%	3%
No, never or hardly ever	0%	2%	6%	3%	1%
Total Responses	100%	100%	100%	100%	100%

Question 20: What keeps you from getting medical care?

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

	PSA 4	STATE	MINORITY	LOW-INCOME	RURAL
No prescription medications needed	5%	8%	12%	10%	14%
No delay	86%	82%	63%	73%	77%
Less than one month	6%	5%	8%	8%	5%
1-2 months	2%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
No	53%	52%	60%	54%	54%
Yes	47%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
No dental care needed	18%	20%	26%	27%	21%
No delay	52%	51%	25%	36%	51%
Less than 1 month	2%	2%	3%	3%	2%
1-2 months	3%	3%	3%	2%	2%
3-6 months	9%	7%	9%	7%	4%
Longer than 6 months	16%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
No eyeglasses or eye care needed	17%	13%	12%	11%	13%
No delay	64%	63%	40%	53%	60%
Less than 1 month	1%	2%	6%	5%	4%
1-2 months	2%	3%	2%	2%	1%
3-6 months	4%	5%	7%	7%	7%
Longer than 6 months	11%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
Insurance does not cover what I need	31%	24%	23%	26%	29%
Can't afford it	27%	27%	29%	29%	31%
Other	15%	22%	23%	22%	23%
Appointment or scheduling issues	11%	7%	6%	7%	5%
Health limitations	5%	5%	6%	5%	3%
Caregiving responsibilities	5%	5%	4%	3%	3%
The services or supplies are not available in my community	3%	3%	5%	5%	4%
Lack of transportation	3%	6%	5%	3%	2%
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 4	STATE	MINORITY	LOW-INCOME	RURAL
No	91%	89%	90%	90%	91%
Yes	9%	11%	10%	10%	9%
Total Responses	100%	100%	100%	100%	100%

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

	PSA 4	STATE	MINORITY	LOW-INCOME	RURAL
Medicare*	65%	85%	47%	47%	50%
Private insurance	36%	34%	21%	26%	32%
Other	13%	10%	11%	10%	8%
Veteran's health benefits	6%	8%	4%	7%	9%
Medicaid	5%	5%	18%	11%	4%
None	0%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
Doctor's office, VA clinic, or registered nurse	19%	19%	19%	21%	22%
Family members, neighbors, or friends	18%	18%	23%	23%	21%
Internet	12%	9%	3%	6%	9%
Government agency	9%	8%	7%	6%	6%
National organizations (AARP)	9%	11%	11%	9%	11%
Aging agencies, senior centers, or retirement communities	9%	7%	6%	7%	6%
Church	7%	7%	7%	7%	6%
Newspaper, magazines	5%	6%	5%	4%	4%
Elder Helpline	5%	6%	6%	6%	5%
Community organizations	4%	5%	5%	4%	3%
Other	3%	4%	7%	6%	5%
Total Responses	100%	100%	100%	100%	100%

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

	PSA 4	STATE	MINORITY	LOW-INCOME	RURAL
Newspaper	20%	20%	18%	21%	22%
Television	18%	20%	28%	24%	21%
Family, neighbors, or friends	16%	16%	14%	16%	15%
Internet	13%	11%	7%	8%	11%
Newsletters, flyers, or bulletins	11%	10%	10%	10%	9%
Radio	8%	9%	11%	8%	8%
Faith-based organization	6%	5%	5%	5%	5%
Community center or other community group/organization	4%	6%	5%	5%	6%
Other	3%	2%	3%	3%	3%
Total Responses	100%	100%	100%	100%	100%

Question 30: Do you have access to the internet?

	PSA 4	STATE	MINORITY	LOW-INCOME	RURAL
Yes	78%	72%	44%	57%	78%
No	22%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
No	59%	63%	47%	58%	63%
Yes	41%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
Always	76%	74%	65%	70%	75%
Most of the time	19%	21%	20%	21%	19%
Sometimes	4%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
Other	23%	21%	15%	16%	17%
I have little or no appetite and forget to eat sometimes	20%	17%	17%	15%	19%
I am too tired or weak to prepare food	16%	13%	10%	14%	10%
Can't afford it	14%	16%	20%	22%	20%
I don't like to eat alone	14%	13%	10%	11%	16%
I have physical or health issues that make eating difficult	7%	11%	11%	11%	9%
No transportation to get to the grocery store	5%	6%	10%	8%	5%
No or poorly working stove or refrigerator	2%	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?

	PSA 4	STATE	MINORITY	LOW-INCOME	RURAL
Yes	92%	92%	91%	91%	95%
No	8%	8%	9%	9%	5%
Total Responses	100%	100%	100%	100%	100%

Nutrition

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

	PSA 4	STATE	MINORITY	LOW-INCOME	RURAL
No	97%	95%	79%	86%	97%
Yes	3%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
Not needed	69%	64%	40%	55%	65%
I have been determined not eligible	16%	15%	27%	17%	14%
Other	10%	12%	15%	14%	10%
I don't want to provide personal information	2%	0%	1%	1%	0%
Refused	1%	0%	2%	1%	1%
Don't know	1%	1%	2%	1%	1%
I won't get enough assistance to be worth the effort	0%	2%	4%	3%	2%
I don't like asking for help	0%	5%	10%	8%	6%
Total Responses	100%	100%	100%	100%	100%

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

	PSA 4	STATE	MINORITY	LOW-INCOME	RURAL
No	79%	78%	56%	69%	81%
Yes	21%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
No	87%	83%	64%	75%	85%
Yes	13%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
Never/hardly ever	91%	90%	84%	91%	94%
Often	5%	4%	6%	3%	3%
Sometimes	4%	6%	10%	6%	4%
Total Responses	100%	100%	100%	100%	100%

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

	PSA 4	STATE	MINORITY	LOW-INCOME	RURAL
I stay busy through other activities and groups	31%	26%	15%	20%	24%
I am not aware of the services that are offered	12%	12%	10%	11%	11%
I don't have time	11%	12%	12%	12%	12%
Other	11%	12%	11%	13%	13%
I would prefer a location that also includes other age groups	8%	8%	11%	9%	8%
I don't think I am old enough to go there	7%	8%	9%	9%	9%
There is not a senior center nearby	6%	6%	7%	7%	8%
I don't like the activities offered	6%	4%	5%	4%	4%
Transportation is not available	3%	4%	8%	6%	4%
Physically unable to attend	3%	3%	6%	5%	4%
Caregiving responsibilities	2%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
Travel/tours	18%	14%	15%	13%	14%
Physical activities	16%	17%	17%	17%	16%
Using the computer and/or Internet	15%	15%	14%	13%	15%
Nature-related activities	15%	13%	14%	14%	13%
Card games	11%	12%	10%	11%	13%
Arts and crafts/hobby classes	11%	13%	14%	14%	13%
Genealogy classes	10%	10%	9%	10%	9%
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?

	PSA 4	STATE	MINORITY	LOW-INCOME	RURAL
Yes	98%	96%	88%	93%	98%
No	2%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
Health issues	100%	33%	49%	50%	43%
Don't know	0%	36%	28%	24%	29%
There is no public transportation	0%	14%	3%	0%	14%
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 4	STATE	MINORITY	LOW-INCOME	RURAL
I can/do not drive	20%	23%	30%	25%	18%
Illness or physical problem	17%	16%	10%	11%	15%
Other	17%	17%	18%	21%	19%
Visual impairment	11%	11%	10%	13%	9%
Spouse or other person usually drives	11%	12%	11%	13%	19%
Financial reasons	9%	8%	11%	8%	11%
Amount of traffic	6%	4%	3%	4%	6%
Car problems (no car or repairs needed)	6%	6%	5%	4%	1%
Car in use by someone else	3%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
Only get around by driving myself, or I am homebound	47%	43%	39%	43%	52%
A spouse, family member, friend or neighbor drives me	23%	22%	23%	21%	19%
I bicycle or walk	17%	16%	7%	10%	11%
Other	4%	4%	7%	5%	4%
I take a taxi or use public transportation	3%	4%	9%	6%	2%
Senior ride service	2%	2%	4%	3%	1%
Not applicable	2%	3%	3%	4%	2%
Special transportation (golf cart, wheelchair, or scooter)	1%	5%	3%	6%	8%
Church bus or van	0%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
No public transportation is available in this area	16%	10%	8%	12%	24%
I don't use public transportation	71%	75%	64%	69%	69%
Hardly ever	8%	9%	10%	9%	5%
Sometimes	4%	4%	12%	6%	1%
Often	1%	2%	6%	3%	0%
Total Responses	100%	100%	100%	100%	100%

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

	PSA 4	STATE	MINORITY	LOW-INCOME	RURAL
Very satisfied	60%	49%	37%	37%	50%
Somewhat satisfied	20%	37%	43%	49%	50%
Somewhat dissatisfied	20%	8%	13%	7%	0%
Very dissatisfied	0%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
It is inconvenient (rides too long or too many stops)	50%	18%	12%	12%	11%
I have health, age, or financial issues	50%	4%	7%	9%	0%
Safety issues	0%	7%	7%	9%	11%
It doesn't go where I need to go	0%	13%	14%	12%	22%
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%
Other	0%	28%	33%	24%	11%
Don't need it	0%	10%	12%	18%	11%
My town has very limited public transportation	0%	13%	14%	12%	33%
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 4	STATE	MINORITY	LOW-INCOME	RURAL
Yes, very much so	29%	37%	40%	36%	35%
Yes, somewhat	45%	42%	31%	40%	43%
No, not very much	11%	10%	17%	12%	8%
Don't know	8%	7%	5%	5%	7%
No not at all	6%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
People are friendly and courteous to me	12%	12%	12%	12%	11%
There are many other seniors in my community	12%	11%	10%	11%	11%
I am treated with respect	11%	11%	13%	12%	11%
There are programs, services, activities, and events for me	11%	10%	10%	10%	10%
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%
Transportation is available to seniors	8%	9%	11%	10%	9%
There are a variety of affordable housing options available	6%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
There are no sidewalks or covered bus areas	17%	11%	11%	12%	15%
There are not very many services, facilities, or activities for seniors	16%	14%	13%	17%	16%
Transportation is not available to me	11%	12%	9%	10%	14%
Other	11%	13%	7%	10%	11%
I do not feel safe when I am out in the community	10%	9%	10%	8%	7%
Services are not close to senior housing	10%	9%	10%	10%	11%
Signals are not long enough for me to cross the street	9%	10%	10%	8%	6%
I think age-based discrimination is common here	7%	10%	12%	10%	8%
I am not treated with respect	5%	7%	9%	7%	6%
People are not nice or friendly to me	4%	5%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
Hard to pay rent/mortgage/taxes (i.e., homeowner association dues)	18%	21%	31%	21%	21%
Major repairs are needed (other than roofing or plumbing)	17%	12%	13%	13%	8%
Too much upkeep, minor repairs (i.e., painting)	14%	23%	12%	15%	19%
Roofing or plumbing issue	12%	12%	13%	15%	13%
High crime or bad neighborhood	11%	8%	6%	10%	7%
Flooding or other similar environmental problems	9%	4%	4%	6%	4%
Not accessible (i.e., stairs, no grab bars in bathtub, cabinets are hard to reach)	8%	5%	3%	6%	2%
Landlord issues	6%	3%	1%	1%	0%
Other	5%	11%	17%	14%	24%
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?

	PSA4	STATE	MINORITY	LOW-INCOME	RURAL
Centrally located to be able to walk to services	19%	21%	22%	18%	14%
Other	19%	17%	16%	15%	18%
To live in a retirement community (seniors only)	17%	19%	14%	19%	18%
To live in a more secluded, more rural (country) setting	13%	15%	14%	15%	19%
To live in a more urban (city) setting	13%	8%	10%	12%	16%
Assisted living	13%	11%	10%	8%	7%
To live in a family neighborhood (all ages)	8%	11%	14%	13%	10%
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 4	STATE	MINORITY	LOW-INCOME	RURAL
Single family home	48%	46%	49%	49%	56%
Apartment-type housing	22%	22%	19%	21%	12%
Duplex, triplex, or quad	19%	12%	16%	10%	9%
Other	11%	20%	16%	20%	24%
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 4	STATE	MINORITY	LOW-INCOME	RURAL
My home was devalued, I won't get enough money out of it	33%	22%	26%	28%	40%
Attached to my current residence (memories)	17%	12%	4%	7%	4%
Not enough money or help with moving	13%	15%	26%	15%	8%
I don't know what options are available	13%	10%	14%	15%	10%
The idea of packing and moving is too overwhelming	8%	13%	5%	10%	13%
Other	8%	16%	11%	14%	20%
Preferred/affordable housing option not available	4%	6%	10%	8%	1%
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:

	PSA 4	STATE	MINORITY	LOW-INCOME	RURAL
None	35%	35%	48%	49%	40%
Family member	31%	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%
Another older person	5%	5%	4%	4%	3%
Other	4%	4%	6%	4%	4%
A college student	1%	3%	2%	2%	2%
A single mother and children	1%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
Most or all of the time	97%	97%	94%	96%	97%
Some of the time	3%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
Afraid of crime	23%	28%	30%	36%	29%
Inadequate lighting	23%	8%	4%	9%	7%
Other	15%	17%	57%	45%	57%
Unsafe building, flooring, stairways, or walkways	8%	7%	0%	0%	0%
Bathroom or kitchen is not senior friendly	8%	7%	4%	0%	0%
Afraid of falling or other mobility concerns	8%	16%	4%	9%	7%
Health limitations	8%	11%	0%	0%	0%
Fences and gates at property line need repair	8%	7%	0%	0%	0%
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 4	STATE	MINORITY	LOW-INCOME	RURAL
Most or all of the time	90%	91%	77%	86%	95%
Some of the time	8%	8%	17%	10%	3%
Rarely ever/never	2%	1%	6%	4%	2%
Total Responses	100%	100%	100%	100%	100%

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

	PSA 4	STATE	MINORITY	LOW-INCOME	RURAL
Suspected drug-related activity	21%	16%	13%	14%	14%
Afraid of crime	18%	23%	23%	21%	20%
No streetlights	12%	8%	10%	9%	9%
High-speed traffic or dangerous roadways	9%	10%	11%	10%	8%
Other	9%	3%	6%	6%	4%
Vacant and abandoned dwellings	6%	7%	7%	7%	7%
Sidewalks non-existent or are broken and uneven	6%	10%	10%	9%	13%
Loud or offensive noises, cars, or neighbors	6%	7%	5%	7%	7%
Loose animals	6%	8%	7%	8%	9%
Health limitations	6%	7%	8%	10%	11%
Total Responses	100%	100%	100%	100%	100%
*Question was not pertinent to all respondents.					

Volunteerism

Question 61: Do you currently volunteer?

	PSA 4	STATE	MINORITY	LOW-INCOME	RURAL
No	59%	64%	76%	69%	62%
Yes	41%	36%	24%	31%	38%
Total Responses	100%	100%	100%	100%	100%

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

	PSA 4	STATE	MINORITY	LOW-INCOME	RURAL
Faith or religious-based	24%	24%	25%	29%	28%
Other	13%	13%	11%	14%	13%
School-related (parent organization, primary school, or university, etc.)	12%	9%	9%	8%	6%
Community (i.e., arts organizations, museums, politics, etc.)	12%	15%	11%	11%	15%
Animal, wildlife, or nature-related organization	10%	6%	3%	5%	7%
Professional organization	8%	7%	5%	3%	5%
Senior center	6%	5%	9%	6%	3%
Civic (city or county boards)	5%	9%	9%	8%	12%
Health-related (i.e., hospital, nursing home, Red Cross, politics, etc.)	4%	7%	11%	10%	7%
Child welfare	4%	3%	5%	4%	3%
None of the above	3%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
Health issues	18%	16%	24%	20%	17%
Not enough time	16%	15%	13%	12%	15%
Don't want to or not interested in volunteering	12%	15%	13%	17%	18%
Work prevents it	10%	9%	7%	7%	9%
Caregiving responsibilities	10%	5%	6%	6%	5%
Limited energy or functional ability	9%	11%	9%	12%	8%
Haven't been asked	9%	8%	7%	8%	5%
Other	9%	9%	8%	8%	11%
Haven't found the right organization	4%	7%	5%	5%	7%
Lack of transportation	3%	4%	5%	3%	3%
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 4	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 4	STATE	MINORITY	LOW-INCOME	RURAL
Retired	56%	52%	43%	49%	56%
Working part-time	10%	7%	5%	5%	5%
Working full-time	8%	7%	5%	4%	7%
Full-time homemaker	6%	7%	10%	8%	5%
Self-employed	5%	4%	3%	3%	4%
Unable to work due to health or functional limitations	4%	9%	14%	12%	8%
Full-time caregiver	3%	2%	3%	3%	3%
I am actively looking for work but I haven't found a job yet	2%	2%	5%	4%	2%
Do not want to work	2%	5%	4%	6%	6%
Involuntarily unemployed	2%	2%	2%	3%	2%
Other	2%	3%	5%	4%	3%
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 4	STATE	MINORITY	LOW-INCOME	RURAL
Not currently looking	62%	66%	54%	61%	69%
Part-time work	22%	13%	21%	16%	12%
Other	10%	15%	14%	17%	14%
Full-time work	4%	4%	6%	3%	2%
Caregiving responsibilities interfere with ability to look for work	2%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
No	74%	79%	56%	74%	81%
Yes	21%	17%	31%	20%	15%
Already tried a job-matching service	6%	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 4	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?

	PSA 4	STATE	MINORITY	LOW-INCOME	RURAL
Limited jobs available	27%	24%	29%	27%	27%
Other	27%	30%	15%	20%	15%
Caregiving responsibilities	18%	11%	4%	4%	5%
Health limitations	14%	16%	19%	22%	20%
I am overqualified	9%	12%	11%	9%	18%
Language barriers	5%	3%	12%	7%	4%
Lack of transportation/too far away	0%	4%	4%	5%	7%
I am underqualified	0%	1%	4%	5%	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 4	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?

	PSA 4	STATE	MINORITY	LOW-INCOME	RURAL
No	87%	88%	84%	86%	84%
Yes	13%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
Extremely concerned	23%	26%	28%	23%	15%
Very concerned	38%	29%	37%	39%	38%
Somewhat concerned	15%	32%	14%	16%	23%
Not very concerned	15%	4%	16%	9%	19%
Not at all concerned	8%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
Florida Department of Elder Affairs	25%	30%	26%	28%	28%
Local Area Agency on Aging	22%	19%	19%	19%	20%
Local Legal Aid Office	22%	21%	22%	20%	20%
Florida Bar Lawyer Referral Service	20%	16%	16%	16%	17%
Florida Senior Legal Helpline	11%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
No	73%	80%	76%	81%	78%
Yes	27%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
Lawyers are too expensive	34%	43%	41%	41%	43%
Other	18%	21%	15%	20%	14%
I felt I could solve the problem myself	16%	14%	13%	12%	19%
I wasn't sure the problem was legal	13%	9%	13%	8%	10%
I didn't know where to get a lawyer	11%	7%	15%	13%	9%
I was embarrassed	8%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
Estate (wills, trusts)	19%	16%	8%	13%	16%
Health-related (Medicaid or Medicare, improper billing)	16%	19%	22%	20%	21%
Other	13%	11%	11%	12%	13%
Guardianship or Power of Attorney	10%	10%	7%	7%	9%
Family matters (divorce, custody, child support)	10%	10%	9%	9%	11%
Consumer (home improvement, shoddy goods or services)	9%	9%	6%	9%	8%
Benefits (Social Security, Veterans Administration)	9%	10%	8%	10%	8%
Housing (landlord/tenant, foreclosures, evictions)	5%	4%	9%	5%	3%
Abuse, exploitation, or fraud	5%	7%	10%	8%	8%
Employment (worker's compensation, discrimination)	4%	5%	11%	7%	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 4	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 4	STATE	MINORITY	LOW-INCOME	RURAL
No	68%	69%	47%	60%	72%
Yes	32%	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 4	STATE	MINORITY	LOW-INCOME	RURAL
Somewhat interested	44%	33%	32%	33%	33%
Not interested	38%	50%	38%	48%	55%
Very interested	17%	16%	30%	19%	12%
Total Responses	100%	100%	100%	100%	100%

Demographic Information

Question 81: Are you male or female?

	PSA 4	STATE	MINORITY	LOW-INCOME	RURAL
Female	56%	53%	67%	57%	46%
Male	44%	47%	33%	43%	54%
Total Responses	100%	100%	100%	100%	100%

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

	PSA 4	STATE	MINORITY	LOW-INCOME	RURAL
White or Caucasian	85%	84%	20%	84%	90%
Black or African-American	8%	7%	29%	6%	2%
Latino	3%	7%	20%	4%	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?					
	PSA 4	STATE	MINORITY	LOW-INCOME	RURAL
Under \$20,000	16%	18%	49%	100%	19%
\$20,000-\$29,999	12%	20%	24%	0%	17%
\$30,000-\$39,999	16%	16%	10%	0%	15%
\$40,000-\$49,999	11%	12%	5%	0%	10%
\$50,000-\$59,999	12%	9%	7%	0%	11%
\$60,000-\$69,999	12%	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	4%	3%	0%	0%	3%
\$100,000-\$109,999	3%	2%	0%	0%	4%
\$110,000-\$119,999	1%	1%	1%	0%	3%
\$120,000 or more	9%	6%	0%	0%	7%
Total Responses	100%	100%	100%	100%	100%