

Assessing the Needs of Elder Floridians: PSA 7

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 7 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., ... 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 7

This report analyzes the findings of the needs assessment survey for Planning and Service Area 7. PSA 7 includes Seminole, Orange, Osceola, and Brevard counties, accounting for 8% of 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 450,637 residents age 60 and over. The average rate of residents living below the poverty line in PSA 7 is 8%, with Osceola County exhibiting the highest rate (10%) and Brevard the lowest (7%). Approximately 21% of residents in the PSA are minorities, with Orange County exhibiting the highest proportion of non-white residents (29%). Although PSA 7 is predominantly urban (91%), Osceola County is the most rural of those in the PSA, with 24% rural residents.

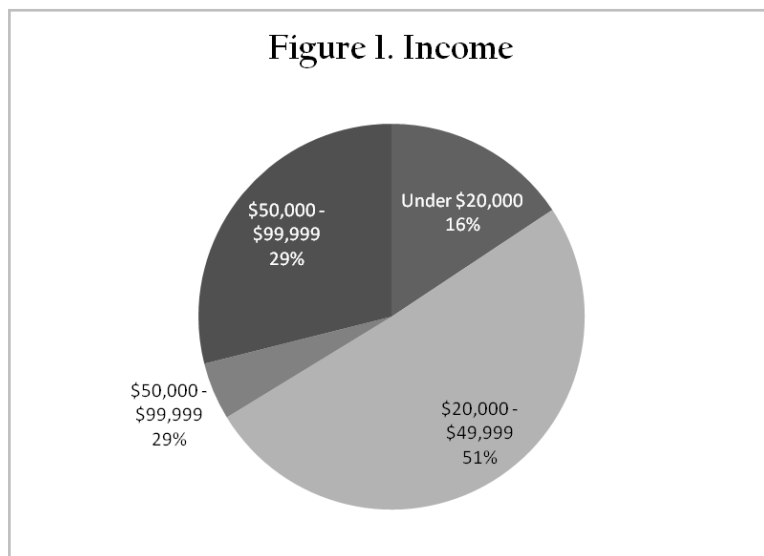
Selected Population Characteristics for 2009, PSA 7

County	60+ Population	Minority	Low-Income	Rural
Brevard County	164,010	14%	7%	5%
Orange County	164,243	29%	9%	3%
Osceola County	47,546	22%	10%	24%
Seminole County	74,839	21%	8%	4%
PSA 7 TOTAL/AVERAGES	450,637	21%	8%	9%

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 7 was a white woman in her early 70s, living in an urban area, with an annual income between \$30,000 and \$39,999.



More female than male respondents participated in the survey (58%). 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 higher 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 7 survey were predominantly of white or Caucasian ethnicity (84%). The composition of non-white respondents were Latino (7%), black or African-American (4%), Asian or Pacific Islander (3%), and Native American (1%) (see Appendix, Question 82). Approximately 16% of elders surveyed in PSA 7 had an annual income of less than \$20,000, as did 49% of minorities. Rural elders reported the highest incomes, with 14% reporting over \$100,000 per year- this is in contrast with only 5% of elders in PSA 7 and 9% statewide reporting such high incomes. 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 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, Florida.

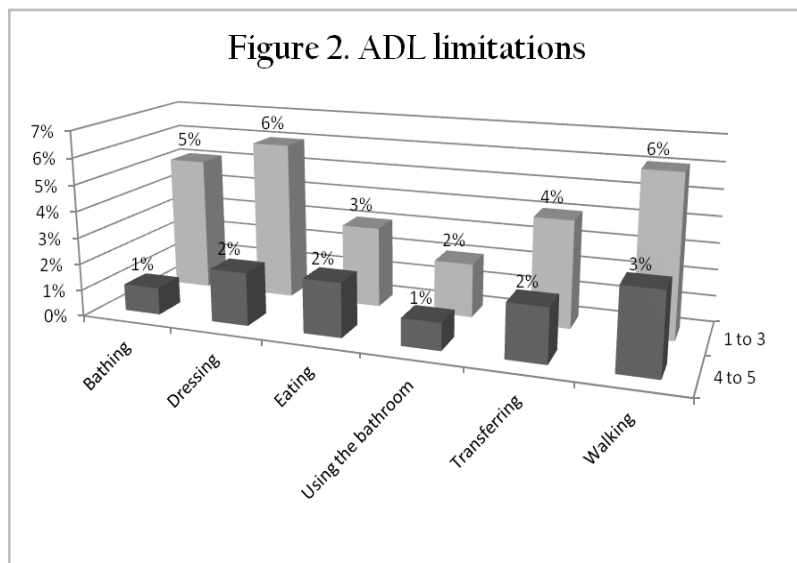
Living Situation

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 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 7 live with their spouse (54%), while 25% live alone. Of all groups, rural elders were the most likely to live with a spouse (55%). In contrast, minority and low-income elders reported a greater chance of living alone and lower incidence of living with a spouse compared to all elders surveyed in PSA 7: 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).

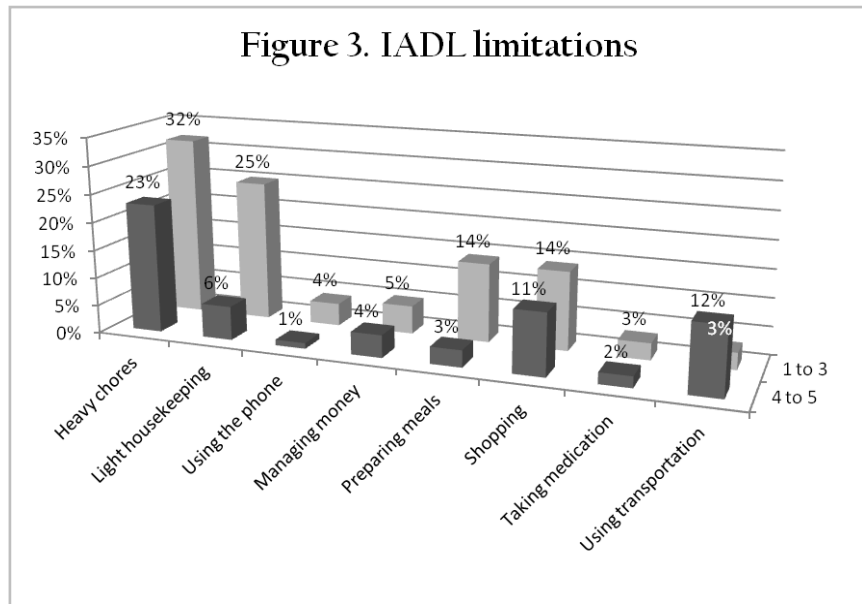
In PSA 7, 16% of elders reported needing some level of assistance with one or more ADL and of these, most required a moderate level of assistance. Specifically, 6% of respondents reported moderate need for assistance or supervision with both dressing and walking, while 2% needed a higher level of assistance with eating, dressing, and transferring (see Figure 2). Minority and low-income elders reported the most need for assistance with



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).

such tasks (see Appendix, Question 2). Of those respondents in PSA 7 who reported a need for ADL assistance, nearly half (47%) did not receive the assistance they required, and only 6% of 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 7, 64% of elders reported needing at least a moderate level of assistance with an instrumental activity of daily living. Of these, rural elders were generally lower, but low-income and minority elders reported needing greater levels of assistance with IADLs than the wider PSA population (see Appendix, Question 4).

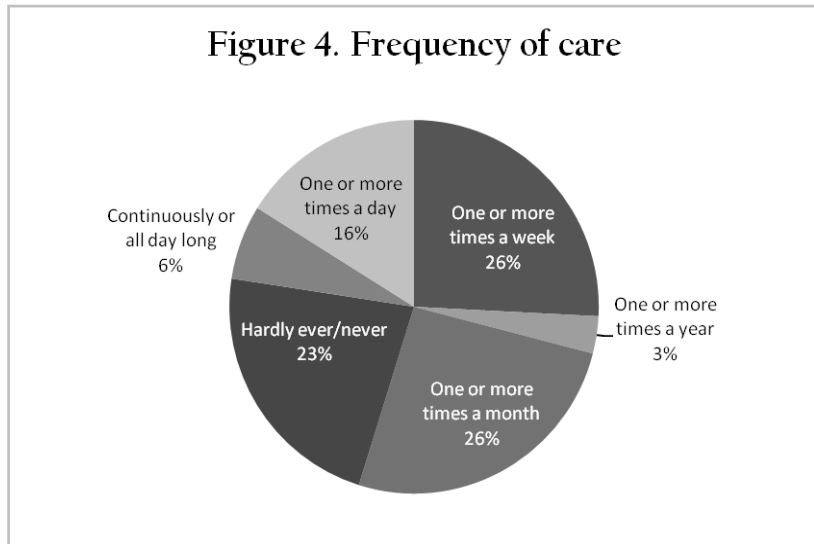


Proactive help seeking behaviors and sources are a critical factor in elders getting the assistance they need to remain independent. Almost half of the respondents (43%) who needed assistance said they have tried to get help from family members, while only 10% have sought assistance from a government agency. Of those elders who reported needing assistance with one or more IADL, 41% said they did not receive the assistance they required, while only 11% reported they always received such assistance (see Appendix, Questions 5 and 6).

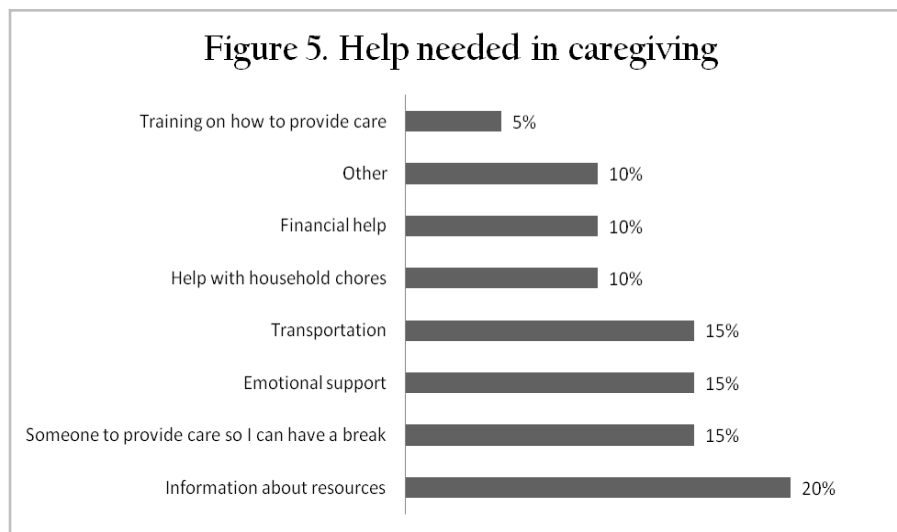
Caregiving

Caregivers play a vital role in the long term care of elders and their ability to stay in their community. In PSA 7, 15% of respondents currently provide direct or indirect care to others, with slightly higher percentages across minority (20%), low-income (19%), and rural populations (18%). The majority of caregiving elders (86%) care for another elder (see Appendix, Questions 7 and 9).

Elders in PSA 7 who provide care to another person do so frequently. As shown in Figure 4, 22% provide care at least once a day up to all day long and approximately one in four (26%) do so once a week or more (see Appendix, Question 8).



Approximately two-thirds of caregivers (64%) in PSA 7 do 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 information about resources, respite, emotional support, and transportation (see Figure 5).⁷



Of those who have sought help with their caregiving responsibilities, a majority have turned to either family members (33%), religious organizations (20%), or friends and neighbors (20%), while others have sought help from community groups (7%) and government agencies (7% respectively). In general, minority, low income, and rural elders were most likely to seek help from family and state agencies (see Appendix, Question 13).

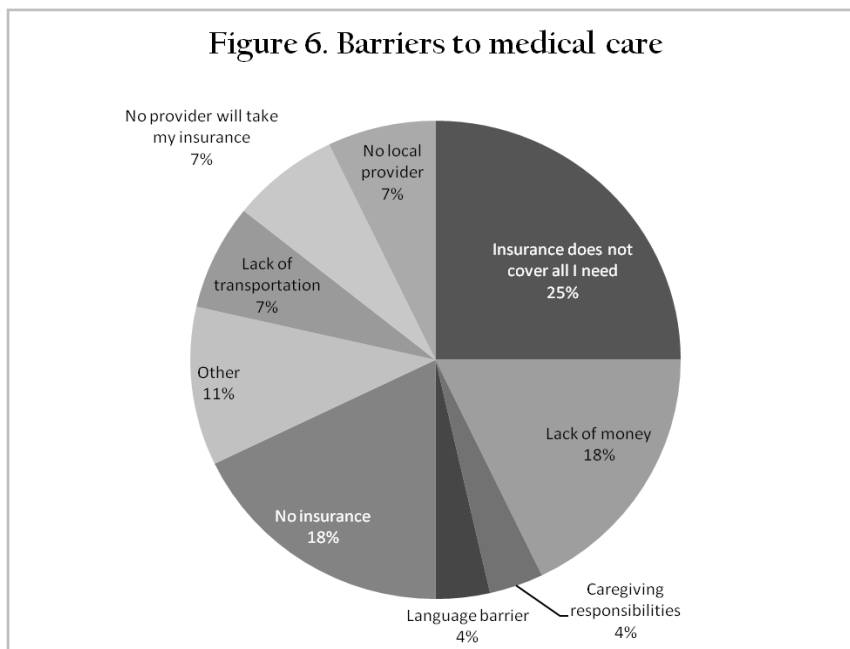
⁷ Robison, J., Fortinsky, R., Kleppinger, A., Shugrue, N., & Porter, M. (2009). A broader view of family caregiving: effects of caregiving and caregiver conditions on depressive symptoms, health, work, and social isolation. *Journal of Gerontology: Social Sciences*, 64B(6), 788–798, doi:10.1093/geronb/gbp015.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

The largest impediments to those who did not receive help with caregiving are financial constraints and the care recipient will not allow someone new to provide help (17% each). Other reasons cited include: the caregiver does not want strangers in their house (11%), the caregiver does not like asking for help (11%), lack of available services (11%), the caregiver lacks time to check out options (11%), and the caregiver does not believe they would be satisfied with the available help (11%). Less than one-fifth of these elders (17%) reported that the care does not require a lot of time or effort (see Appendix, Question 14). In the PSA, 11% of caregiving elders are interested in receiving caregiver training, with minorities reporting a greater interest in receiving such training (24%) (Appendix, Question 15).

Health and Health Promotion

Ensuring access to health care, disease prevention information, and activities for fitness and wellness are important factors in maintaining the vitality and independence of the elder population. The majority of elders (57%) are interested in training or classes to keep themselves healthy, with an even greater interest among minority respondents (61%). However, most elders surveyed (82%) have not attended an event offering free health information (Appendix, Questions 16 and 17).

In PSA 7, 17% of elders are not always able to receive medical care when they need it, with comparable percentages for rural (18%), and higher percentages reported for minority (36%) and low-income elders (26%). Of these elders, 25% reported that insufficient insurance serves as the largest barrier. The remainder of respondents cited a lack of money (18%), no insurance (18%), lack of transportation (7%), that no provider will take their insurance (7%), no local provider (7%), caregiving responsibilities (4%), or a language barrier (4%) prevented their access to medical care (see Figure 6).

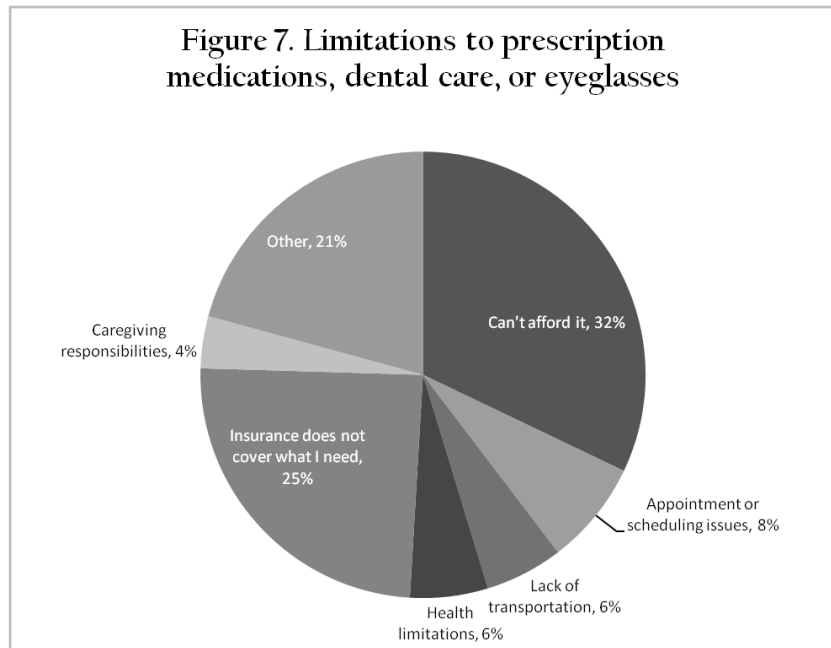


Elders reported a high frequency of delaying dental care (28%), eye care (23%), and mental health treatment (6%). Delays in dental and eye care are reported by almost half of minorities and over a third of low-income elders, while delays in mental health treatment are comparable and range across groups from 6-11%. 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. For mental health treatment, 10% of minorities and low-income elders, and 9% of rural 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 care for 1-2 months (see Appendix, Question 26).

In filling their prescription medications, 12% of elders reported a delay, with higher percentages among the minority (25%) and low-income populations (17%). Rural elders had lower rates of delay than those in the PSA in general (9%).

However, more than 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, Questions 21 and 22). Over all, more than half of respondents had financial

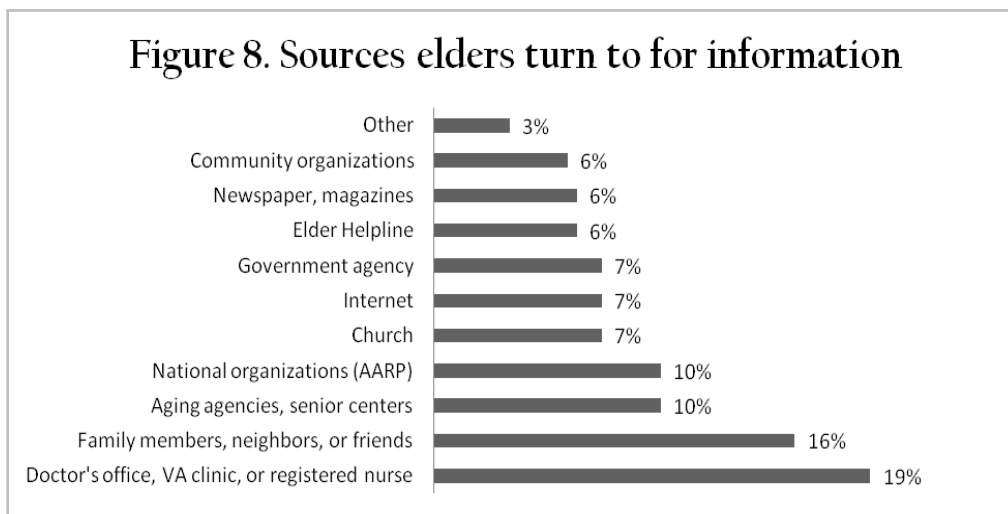


impediments to receiving needed care of various types: 32% reported that they are unable to afford prescriptions, dental and vision care, and an additional 25% reported that their insurance coverage was insufficient (see Figure 7 and Question 25).

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 7, 67% of elders surveyed over the age of 65 participate in Medicare. Over one-third of elders surveyed have private health insurance (38%), with lower rates for rural (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 7 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 (16%). Other sources, such as news media and organizations helping the elderly (such as AARP) were cited by 10% or less (see Figure 8).



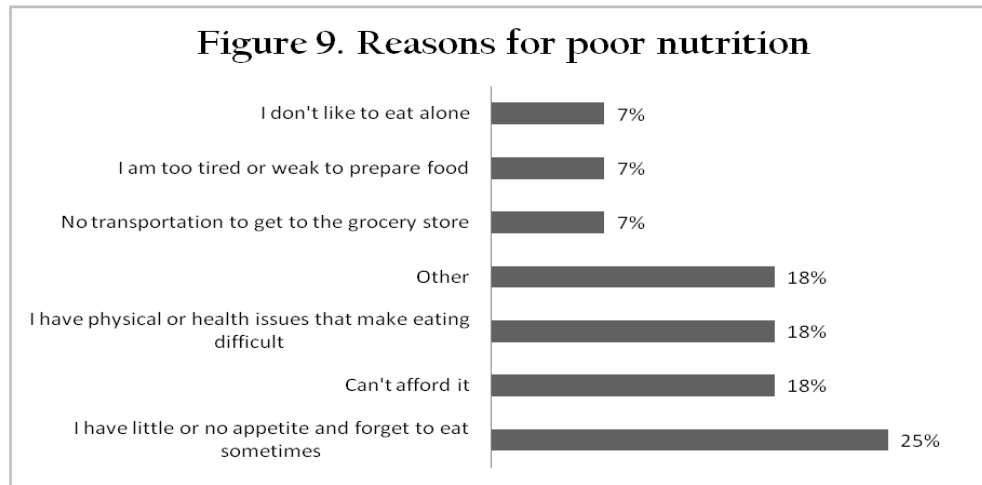
When asked how they receive information about activities in their communities, elders reported receiving information from television (21%) and from the newspaper (20%). Fewer respondents reported receiving information from family members, neighbors or friends (16%) and other sources like the Internet or radio (see Appendix, Question 29).

Of PSA 7 elders, 74% reported that they have Internet access, and 37% of elders in PSA 7 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 have the highest rate of Internet access (78%), with over one-third of rural elders (37%) interested in computer and Internet training (see Appendix, Questions 30 and 31).

Nutrition

Good nutrition is imperative for preventing health disorders and allowing elders to remain in their communities longer. However, only 81% of elders surveyed in PSA 7 reported always eating all the food they need, while 75% of rural elders, 70% of low-income elders, and 65% of minority elders said they are meeting dietary requirements (see Appendix, Question 32).

Elders who reported not eating all of the food they need identified the following reasons: having little or no appetite (25%), not being able to afford food (18%), having physical or health issues that make eating difficult (18%), having no transportation to get to the grocery store (7%), being too tired or weak to prepare food (7%), and not liking to eat alone (7%) (see Figure 9 and Question 33).



Though relatively similar rates of PSA 7 (18%), minority (20%), low-income (22%), and rural elders (22%) reported being unable to afford food, much higher rates of the minorities (21%) and low-income elders (14%) participate in food assistance programs compared with the overall PSA. Only 4% of elders in PSA 7 have a food debit card, but 25% of PSA 7 respondents are interested in receiving more information about the program, and 44% of minorities, and 31% of low-income elders, are interested 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 18% elders surveyed in PSA 7 were interested in receiving information about where meals for seniors are offered. Greater percentages of minority (36%) and low-income respondents (25%) are interested in where meals are offered (see Appendix, Questions 35-38).

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

Senior Centers

Senior centers are community facilities that provide a multitude of services and activities suited to the diverse needs and interests of independent older persons.⁹ Florida has approximately 240 senior centers that are visited by an estimated 380,000 seniors each year,¹⁰ yet only 15% of elders in PSA 7 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, 24% of respondents stated that they do not because they stay busy through other activities and groups. Smaller proportions reported not having time (15%) or preferring a location that includes other age groups (10%) (see Appendix, Questions 39 and 40). When asked what kinds of services or activities they felt should be offered at senior centers, 19% cited Internet and computer usage and others cited physical activities and travel (14% each) (see Appendix, Question 41).

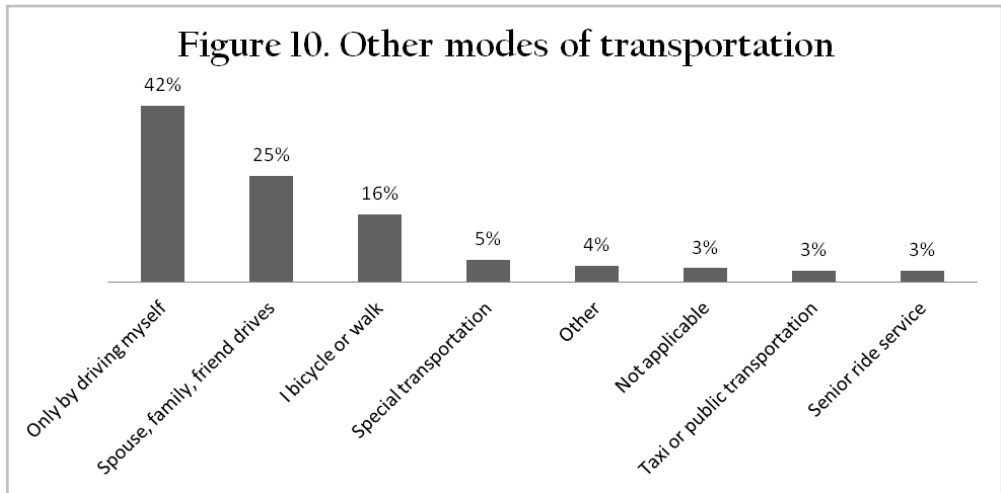
Transportation

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 7, 1% of elders surveyed reported not being able to get where they need or want to go. Of respondents, 42% stated that they only get around by driving themselves or are otherwise homebound. When asked about other ways in which they can get around, 25% of elders said a spouse, family member, friend or neighbor drives, and 16% of elders said they use a bicycle or walk, while 8% use special transportation or a senior ride service and another 3% of elders reported using a taxi or public means (see Figure 10 and Appendix, Questions 42-45).

Compared with other respondents in the Planning and Service Area, minority (12%) and low-income elders (7%) were significantly more likely to have problems getting where they needed to go. Only 4% of respondents in PSA 7 reported using public transportation 'sometimes' or 'often', with higher usage rates among low-income (9%) and minority elders (18%) (see Appendix, Question 46). Compared to only 7% for PSA 7, 24% of rural elders had no public transportation available.

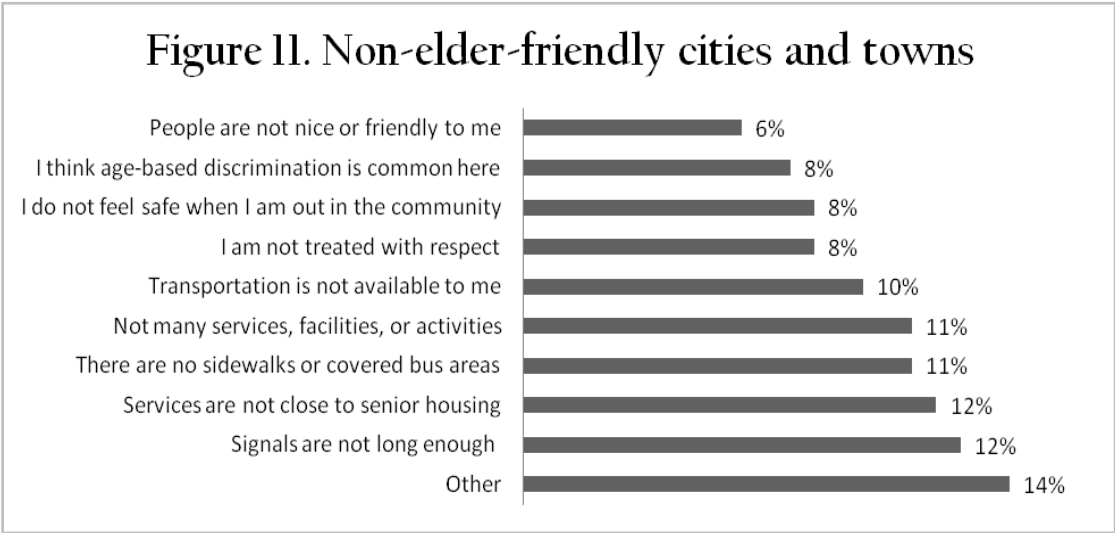
⁹ 2011 Summary of Programs and Services, Florida Department of Elder Affairs

¹⁰ Ibid.



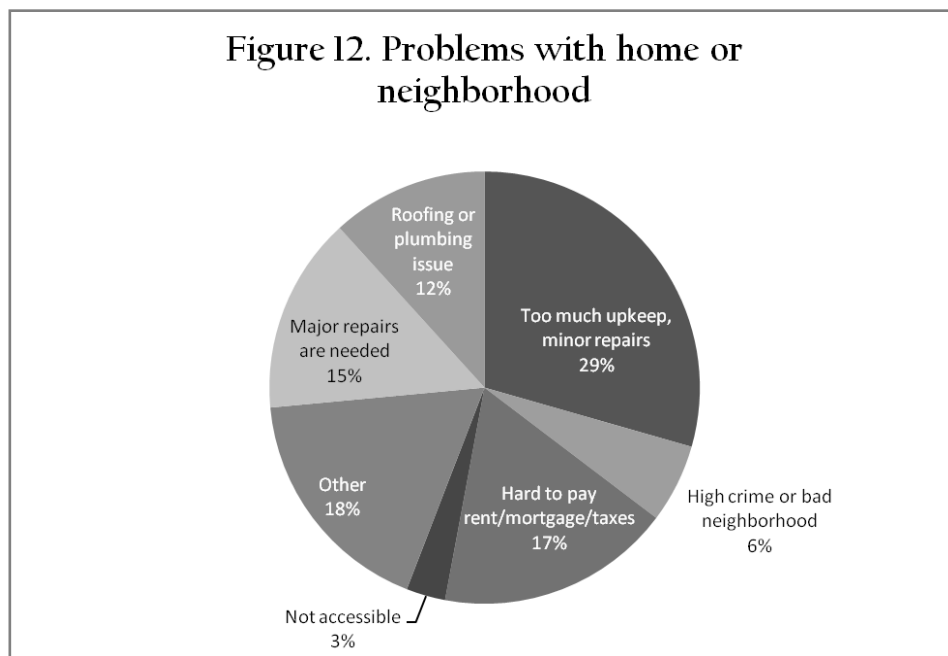
Elder Advocacy and Attitudes on Aging in the Community

Elders play a vital role in Florida’s communities and it is important for these communities to make elders feel safe, respected and valued. Of those surveyed, 19% of low-income and PSA 7 respondents feel that their city or town is not elder friendly, a sentiment that was more frequently reported by minority elders (24%) (see Appendix, Question 49). When asked what makes a city or town seem unfriendly to elders, the reasons were: short signals when crossing the street (12%); services are not close to senior housing (12%); lack of sidewalks and covered bus areas (11%), and few services, facilities, or activities for seniors (11%); lack of transportation (10%); elders are not treated with respect (8%); concern over safety when out in the community (8%); age-based discrimination (8%); people are not nice or friendly (6%); and other reasons (14%) (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 planner 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.



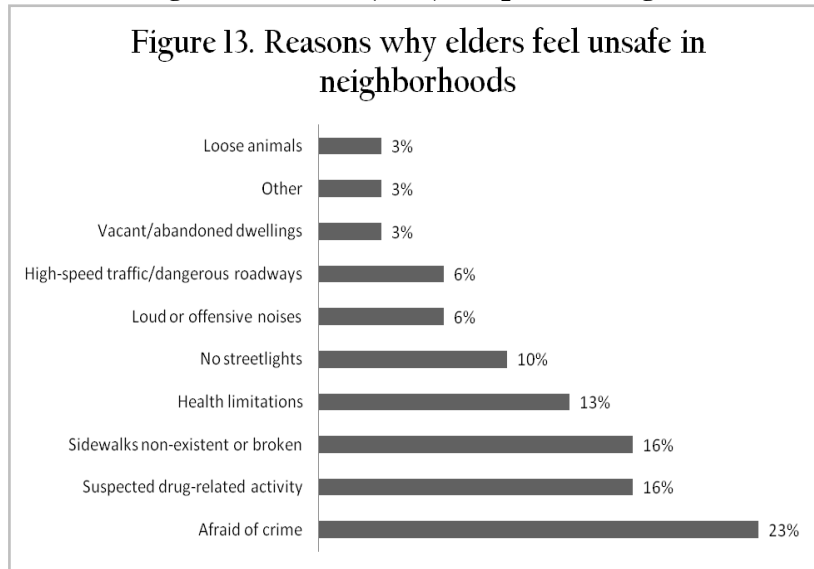
In PSA 7, 20% of elders surveyed reported problems with their home or neighborhood. Of these elders, most reported too much upkeep (29%), difficulty with home finances (18%), and repairs (15%) (see Figure 12). The greatest concern for minority (31%) and low-income elders (21%) pertained to making housing payments, which reflects the national trends addressed in the HUD report (see Appendix, Question 52). Over one-third of elders (36%) indicated a need or desire to move from their current residence.

The largest group (21%) would prefer living in a retirement community, and 17% would prefer residing in a more rural setting (see Appendix, Question 53). Elders who said they cannot move

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>

cited the following diverse reasons for their inability to do so: not enough money or help with moving (22%), packing and moving is too overwhelming (16%), a lack of knowledge about available options (16%), devaluation of property (13%), attachment to current residence (7%), preferred/affordable housing option not available (7%), and health issues (4%) (see Appendix, Question 55).

All elders surveyed reported feeling safe at home most or all of the time, however 3% of elders surveyed in PSA7 said they rarely or never feel safe in their neighborhood. Reasons cited include the following: fear of crime (23%), suspected drug-related activity (16%), broken or non-



existent sidewalks (16%), health limitations (13%), and no streetlights (10%) (see Figure 13). Rural respondents (5%) were half as likely to sometimes feel unsafe in their neighborhood as PSA 7; 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

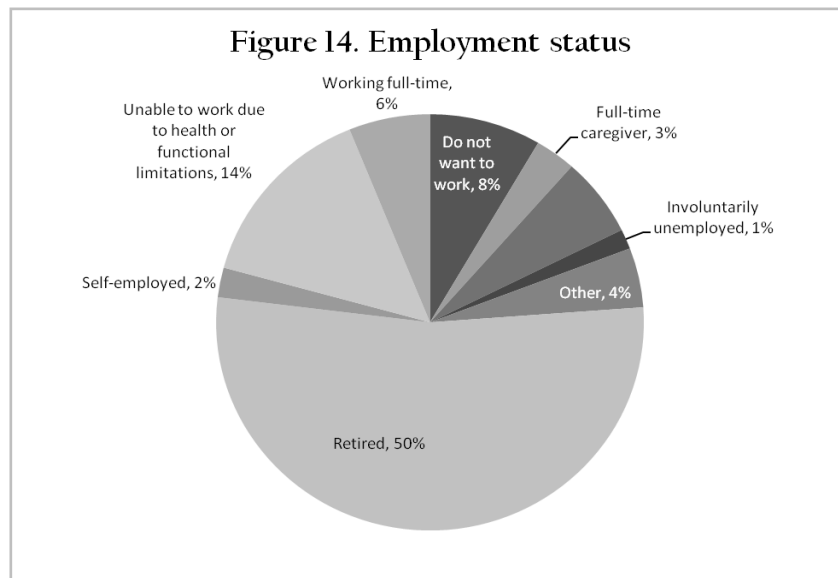
Many elders remain active and derive a sense of worth by contributing to their communities through volunteer work. Elders volunteer more than their younger counterparts, with rates of volunteering not declining until elders are in their mid-70s.¹² Over one-third of respondents in PSA 7 (36%) currently volunteer, primarily for religious or civic organizations. Only 10% of elders reported not being interested in volunteering, and 29% are interested in receiving information regarding opportunities for volunteering. The main cited impediment to volunteering is health issues (21%) (see Appendix, Questions 61-64).

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.*

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 (58%) in PSA 7 said they are willingly retired or do not want to work, 9% were needed for homemaker or caregiver duties, and 15% 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 elders (10%) 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 7 (Appendix, Question 65).



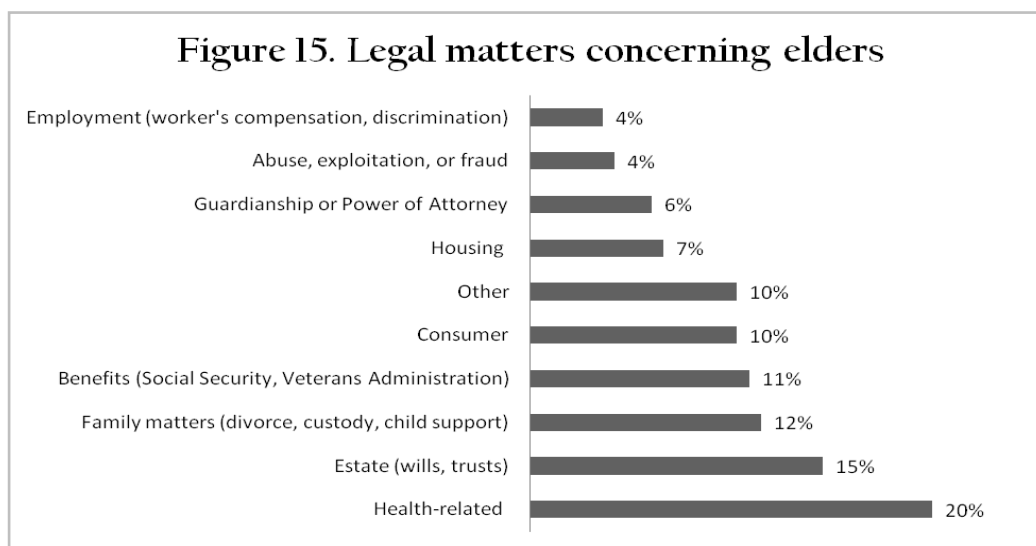
Of those interested in switching to or securing part- or full-time work, 13% are interested in working part-time and 4% in working full-time. Though only 4% have already tried a job matching service, 15% of PSA 7 elders are interested in receiving such help, with higher percentages of minorities (31%) and low-income elders (20%) reporting the same. In addition, 12% of PSA 7 elder respondents would like to receive job training. Compared with PSA 7, rural elders were less interested in job training (9%), while low-income elders reported more interest (17%), and minority elders were more than twice as likely to report an interest in job training (27%) (see Appendix, Questions 66-68).

Of those who are interested in finding employment, but had been unable to do so, most respondents (in PSA 7 and sub-population groups) stated that the limited availability of jobs was the main reason they were unable to find work (25%-29%). Approximately 7% of elders said they were wrongfully terminated, passed over for promotion, denied a position, or mistreated in the workforce because of their age, this was the same for minority, low-income, and rural elders (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 7, a large majority of respondents (73%) were concerned about becoming a victim of consumer fraud or swindle, however only 11% of elder respondents stated they have been a victim in recent years (see Appendix, Questions 72 and 73). Less than half of the survey participants (40%) were aware of programs that assist elders in keeping themselves protected from abuse, neglect, and financial exploitation. Minority (42%), low-income (43%), and rural (48%) respondents were similarly unaware of such programs (see 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 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 7 (30%) were aware of the legal services that the Florida Department of Elder Affairs provides. To a lesser degree, elders were familiar with the following organizations: local legal aid office (24%), Florida Bar Lawyer Referral Service (17%), local Area on Aging (15%), and Florida Senior Legal Helpline (14%) (see Appendix, Question 74). As shown in Figure 15, the primary types of legal problems that concern elders in PSA 7 are those related to health issues (for example, improper billing with Medicare or Medicaid) and estates (for example, wills, trusts, etc.).

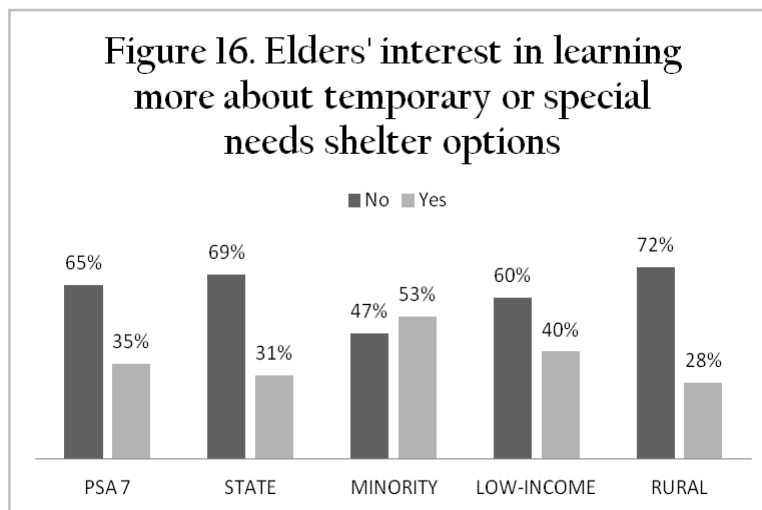


¹³ <http://elderaffairs.state.fl.us/english/pubs/pubs/MasterPlan/10ElderRights.pdf>

Of those surveyed, 19% of low-income and PSA 7 respondents reported that they have needed legal advice in the past three years but not seen a lawyer. Higher percentages of minority (24%) and rural respondents (22%) reported the same. For PSA 7 and all three subgroups, financial reasons were cited by 39-43% 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 over one-third of elders surveyed (35%) were interested in learning about temporary or special needs shelter options during an evacuation-related event; and minority (53%) and low-income (40%) elders reported an even greater 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, 51% of elders also reported an interest in 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 7	STATE	MINORITY	LOW-INCOME	RURAL
Live with spouse	54%	49%	38%	41%	55%
Live alone	25%	31%	31%	35%	25%
Live with child	10%	8%	13%	10%	9%
Other	6%	6%	7%	4%	3%
Live with grandchild or other relative	5%	4%	10%	8%	6%
Live with friend	0%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
Bathing	0	94%	90%	77%	84%	93%
	1 to 3	5%	5%	11%	8%	4%
	4 to 5	1%	5%	12%	8%	4%
Dressing	0	92%	92%	79%	85%	93%
	1 to 3	6%	5%	12%	10%	6%
	4 to 5	2%	4%	9%	5%	2%
Eating	0	95%	93%	83%	88%	95%
	1 to 3	3%	4%	11%	8%	3%
	4 to 5	2%	3%	6%	4%	2%
Using the bathroom	0	97%	94%	87%	92%	96%
	1 to 3	2%	4%	7%	5%	3%
	4 to 5	1%	2%	5%	3%	1%
Transferring	0	94%	92%	82%	86%	91%
	1 to 3	4%	6%	13%	11%	8%
	4 to 5	2%	2%	6%	4%	2%
Walking	0	91%	89%	75%	84%	91%
	1 to 3	6%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
Hardly ever/never	47%	47%	51%	50%	48%
Sometimes	35%	27%	23%	22%	20%
Most of the time	12%	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)?

		PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
Heavy chores	0	45%	56%	45%	46%	58%
	1 to 3	32%	24%	29%	29%	27%
	4 to 5	23%	19%	26%	24%	16%
Light housekeeping	0	69%	76%	61%	67%	79%
	1 to 3	25%	16%	27%	22%	14%
	4 to 5	6%	8%	12%	12%	7%
Using the phone	0	95%	94%	86%	90%	96%
	1 to 3	4%	3%	6%	6%	2%
	4 to 5	1%	3%	8%	4%	2%
Managing money	0	91%	88%	80%	82%	91%
	1 to 3	5%	7%	9%	10%	6%
	4 to 5	4%	4%	11%	8%	3%
Preparing meals	0	83%	84%	74%	76%	86%
	1 to 3	14%	9%	14%	13%	9%
	4 to 5	3%	7%	11%	11%	5%
Shopping	0	75%	82%	68%	73%	84%
	1 to 3	14%	8%	17%	14%	10%
	4 to 5	11%	10%	14%	13%	7%
Taking medication	0	95%	91%	83%	85%	91%
	1 to 3	3%	5%	11%	8%	5%
	4 to 5	2%	4%	7%	6%	4%
Using transportation	0	85%	85%	71%	77%	88%
	1 to 3	3%	6%	11%	9%	6%
	4 to 5	12%	9%	18%	14%	6%

Self Care Limitations

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

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
Hardly ever/never	41%	48%	50%	53%	47%
Sometimes	27%	22%	23%	18%	21%
Most of the time	22%	16%	11%	15%	15%
Always	11%	14%	16%	14%	17%
Total Responses	100%	100%	100%	100%	100%
*Question was not pertinent to all respondents.					

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

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
Family	43%	36%	48%	44%	49%
Not Applicable	18%	17%	0%	0%	0%
Friends and/or Neighbors	15%	18%	18%	25%	22%
Other	7%	10%	13%	13%	11%
Community Group	4%	3%	2%	3%	1%
Religious Organization	4%	6%	3%	4%	5%
Local Agency	4%	4%	4%	5%	5%
Federal Agency	4%	4%	4%	2%	4%
State Agency	2%	3%	7%	4%	3%
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 7	STATE	MINORITY	LOW-INCOME	RURAL
No	68%	72%	70%	71%	73%
Maybe	17%	8%	10%	10%	9%
Yes	15%	20%	20%	19%	18%
Total Responses	100%	100%	100%	100%	100%

Caregiving

Question 8: How often do you provide care?

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
Hardly ever/never	23%	17%	13%	17%	12%
One or more times a year	3%	6%	12%	5%	16%
One or more times a month	26%	29%	18%	23%	16%
One or more times a week	26%	29%	32%	35%	41%
One or more times a day	16%	10%	10%	8%	7%
Continuously or all day long	6%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
0-18 years old	1+	9%	16%	24%	18%	21%
19-59 years old	1+	22%	25%	28%	23%	17%
60+ years old	1+	86%	86%	88%	88%	94%

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

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
No	64%	56%	61%	54%	53%
Yes	36%	44%	39%	46%	47%
Total Responses	100%	100%	100%	100%	100%

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

	PSA 7	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 7	STATE	MINORITY	LOW-INCOME	RURAL
Information about resources	20%	14%	17%	19%	15%
Someone to provide care so I can have a break	15%	11%	12%	16%	15%
Emotional support	15%	14%	10%	12%	11%
Transportation	15%	12%	8%	6%	7%
Help with household chores such as laundry and housekeeping	10%	13%	15%	13%	14%
Financial help	10%	12%	17%	15%	15%
Other	10%	6%	2%	3%	1%
Training on how to provide care	5%	7%	12%	7%	8%
Assistance with the personal care tasks for the care recipient	0%	12%	8%	9%	13%
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 7	STATE	MINORITY	LOW-INCOME	RURAL
Family	33%	25%	21%	28%	21%
Religious organization	20%	11%	4%	7%	2%
Friends/neighbors	20%	14%	7%	3%	12%
Community group	7%	10%	11%	10%	12%
State agency	7%	11%	21%	10%	12%
Local agency	7%	12%	14%	17%	17%
Federal agency	7%	10%	14%	7%	7%
Other	0%	5%	4%	10%	7%
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 7	STATE	MINORITY	LOW-INCOME	RURAL
I can't afford the expense	17%	20%	17%	17%	15%
The care does not require a lot of time or energy	17%	12%	17%	15%	17%
The care recipient won't allow someone new to provide help	17%	13%	5%	8%	13%
I don't want strangers in my house	11%	8%	10%	8%	8%
I don't like asking for help	11%	10%	12%	12%	15%
Services are not available	11%	14%	14%	12%	15%
I don't have time to check out options	11%	13%	5%	15%	8%
I don't think I would be satisfied with the available help	6%	6%	10%	8%	5%
Other	0%	4%	12%	6%	3%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

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

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
No	89%	90%	76%	87%	91%
Yes	11%	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 7	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?

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
Not interested	43%	53%	39%	48%	53%
Somewhat interested	41%	32%	34%	38%	38%
Very interested	16%	16%	27%	14%	9%
Total Responses	100%	100%	100%	100%	100%

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

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
Yes	79%	76%	66%	74%	78%
No	21%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
Yes, always	83%	81%	64%	74%	82%
Yes, most of the time	9%	13%	21%	16%	14%
No, never or hardly ever	6%	2%	6%	3%	1%
Yes, sometimes	2%	4%	9%	7%	3%
Total Responses	100%	100%	100%	100%	100%

Question 20: What keeps you from getting medical care?

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
Insurance does not cover all I need	25%	21%	17%	20%	18%
Lack of money	18%	19%	24%	23%	24%
No insurance	18%	10%	17%	17%	18%
Other	11%	14%	9%	7%	11%
Lack of transportation	7%	10%	8%	8%	6%
No provider will take my insurance	7%	8%	8%	5%	6%
No local provider	7%	9%	4%	8%	9%
Caregiving responsibilities	4%	6%	7%	6%	6%
Language barrier	4%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
No prescription medications needed	8%	8%	12%	10%	14%
No delay	80%	82%	63%	73%	77%
Less than 1 month	5%	5%	8%	8%	5%
1-2 months	5%	3%	10%	6%	2%
3-6 months	1%	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 7	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 7	STATE	MINORITY	LOW-INCOME	RURAL
No dental care needed	23%	20%	26%	27%	21%
No delay	49%	51%	25%	36%	51%
Less than 1 month	1%	2%	3%	3%	2%
1-2 months	4%	3%	3%	2%	2%
3-6 months	6%	7%	9%	7%	4%
Longer than 6 months	17%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
No eyeglasses or eye care needed	15%	13%	12%	11%	13%
No delay	62%	63%	40%	53%	60%
Less than 1 month	0%	2%	6%	5%	4%
1-2 months	7%	3%	2%	2%	1%
3-6 months	6%	5%	7%	7%	7%
Longer than 6 months	17%	18%	34%	26%	19%
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 7	STATE	MINORITY	LOW-INCOME	RURAL
Can't afford it	32%	27%	29%	29%	31%
Insurance does not cover what I need	25%	24%	23%	26%	29%
Other	21%	22%	23%	22%	23%
Appointment or scheduling issues	8%	7%	6%	7%	5%
Health limitations	6%	5%	6%	5%	3%
Lack of transportation	6%	6%	5%	3%	2%
Caregiving responsibilities	4%	5%	4%	3%	3%
The services or supplies are not available in my community	0%	3%	5%	5%	4%
Total Responses	100%	100%	100%	100%	100%
*Question was not pertinent to all respondents.					

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

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
No	94%	89%	90%	90%	91%
Yes	6%	11%	10%	10%	9%
Total Responses	100%	100%	100%	100%	100%

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

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
Medicare*	67%	85%	47%	47%	50%
Private insurance	38%	34%	21%	26%	32%
Veteran's health benefits	5%	8%	4%	7%	9%
Other	5%	10%	11%	10%	8%
Medicaid	5%	5%	18%	11%	4%
None	2%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
Doctor's office, VA clinic, or registered nurse	19%	19%	19%	21%	22%
Family members, neighbors, or friends	16%	18%	23%	23%	21%
Aging agencies, senior centers, or retirement communities	10%	7%	6%	7%	6%
National organizations (AARP)	10%	11%	11%	9%	11%
Church	7%	7%	7%	7%	6%
Internet	7%	9%	3%	6%	9%
Government agency	7%	8%	7%	6%	6%
Elder Helpline	6%	6%	6%	6%	5%
Newspaper, magazines	6%	6%	5%	4%	4%
Community organizations	6%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
Television	21%	20%	28%	24%	21%
Newspaper	20%	20%	18%	21%	22%
Family, neighbors, or friends	16%	16%	14%	16%	15%
Internet	11%	11%	7%	8%	11%
Radio	9%	9%	11%	8%	8%
Newsletters, flyers, or bulletins	8%	10%	10%	10%	9%
Community center or other community group/organization	7%	6%	5%	5%	6%
Faith-based organization	5%	5%	5%	5%	5%
Other	3%	2%	3%	3%	3%
Total Responses	100%	100%	100%	100%	100%

Question 30: Do you have access to the internet?

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
Yes	74%	72%	44%	57%	78%
No	26%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
No	63%	63%	47%	58%	63%
Yes	37%	37%	53%	42%	37%
Total Responses	100%	100%	100%	100%	100%

Nutrition

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

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
Always	81%	74%	65%	70%	75%
Most of the time	17%	21%	20%	21%	19%
Sometimes	1%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
I have little or no appetite and forget to eat sometimes	25%	17%	17%	15%	19%
Can't afford it	18%	16%	20%	22%	20%
I have physical or health issues that make eating difficult	18%	11%	11%	11%	9%
Other	18%	21%	15%	16%	17%
No transportation to get to the grocery store	7%	6%	10%	8%	5%
I am too tired or weak to prepare food	7%	13%	10%	14%	10%
I don't like to eat alone	7%	13%	10%	11%	16%
No or poorly working stove or refrigerator	0%	3%	6%	3%	3%
Total Responses	100%	100%	100%	100%	100%
*Question was not pertinent to all respondents.					

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

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
Yes	93%	92%	91%	91%	95%
No	7%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
No	96%	95%	79%	86%	97%
Yes	4%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
Not needed	60%	64%	40%	55%	65%
Other	20%	12%	15%	14%	10%
I have been determined not eligible	15%	15%	27%	17%	14%
I don't like asking for help	4%	5%	10%	8%	6%
Don't know	1%	1%	2%	1%	1%
Refused	0%	0%	2%	1%	1%
I won't get enough assistance to be worth the effort	0%	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?

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
No	75%	78%	56%	69%	81%
Yes	25%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
No	82%	83%	64%	75%	85%
Yes	18%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
Never/hardly ever	85%	90%	84%	91%	94%
Sometimes	8%	6%	10%	6%	4%
Often	7%	4%	6%	3%	3%
Total Responses	100%	100%	100%	100%	100%

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

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

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
Using the computer and/or Internet	19%	15%	14%	13%	15%
Physical activities	14%	17%	17%	17%	16%
Travel/tours	14%	14%	15%	13%	14%
Nature-related activities	13%	13%	14%	14%	13%
Arts and crafts/hobby classes	13%	13%	14%	14%	13%
Card games	12%	12%	10%	11%	13%
Genealogy classes	9%	10%	9%	10%	9%
Other	7%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
Yes	99%	96%	88%	93%	98%
No	1%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
Health issues	0%	33%	49%	50%	43%
Don't know	0%	36%	28%	24%	29%
There is no public transportation	0%	14%	3%	0%	14%
Financial reasons	0%	8%	20%	8%	0%
I don't know anyone I can ask	0%	8%	0%	17%	14%
Total Responses	0%	100%	100%	100%	100%

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

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
Illness or physical problem	28%	16%	10%	11%	15%
I can/do not drive	20%	23%	30%	25%	18%
Visual impairment	16%	11%	10%	13%	9%
Other	16%	17%	18%	21%	19%
Spouse or other person usually drives	12%	12%	11%	13%	19%
Financial reasons	8%	8%	11%	8%	11%
Car in use by someone else	0%	3%	1%	1%	3%
Amount of traffic	0%	4%	3%	4%	6%
Car problems (no car or repairs needed)	0%	6%	5%	4%	1%
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 7	STATE	MINORITY	LOW-INCOME	RURAL
Only get around by driving myself, or I am homebound	42%	43%	39%	43%	52%
A spouse, family member, friend or neighbor drives me	25%	22%	23%	21%	19%
I bicycle or walk	16%	16%	7%	10%	11%
Special transportation (golf cart, wheelchair, or scooter)	5%	5%	3%	6%	8%
Other	4%	4%	7%	5%	4%
I take a taxi or use public transportation	3%	4%	9%	6%	2%
Senior ride service	3%	2%	4%	3%	1%
Not applicable	3%	3%	3%	4%	2%
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 7	STATE	MINORITY	LOW-INCOME	RURAL
No public transportation is available in this area	7%	10%	8%	12%	24%
I don't use public transportation	86%	75%	64%	69%	69%
Hardly ever	3%	9%	10%	9%	5%
Sometimes	3%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
Very satisfied	25%	49%	37%	37%	50%
Somewhat satisfied	75%	37%	43%	49%	50%
Somewhat dissatisfied	0%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
My town has very limited public transportation	33%	13%	14%	12%	33%
It doesn't go where I need to go	33%	13%	14%	12%	22%
Other	33%	28%	33%	24%	11%
Don't need it	0%	10%	12%	18%	11%
It is inconvenient (rides too long or too many stops)	0%	18%	12%	12%	11%
I have health, age, or financial issues	0%	4%	7%	9%	0%
Safety issues	0%	7%	7%	9%	11%
Not accessible with wheelchair	0%	0%	0%	0%	0%
It is not clean	0%	0%	0%	0%	0%
My friends don't use it	0%	2%	0%	0%	0%
Lack of knowledge about the service	0%	6%	2%	3%	0%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Elder Advocacy and Attitudes on Aging in the Community

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

	PSA 7	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	12%	10%	17%	12%	8%
Don't know	7%	7%	5%	5%	7%
No not at all	7%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
I am treated with respect	12%	11%	13%	12%	11%
I feel safe when I am out in the community	12%	11%	10%	10%	11%
People are friendly and courteous to me	12%	12%	12%	12%	11%
Street signs are easy for me to read	11%	11%	11%	10%	11%
I feel I have something to contribute and that it would be appreciated	11%	10%	10%	9%	10%
There are programs, services, activities, and events for me	11%	10%	10%	10%	10%
There are many other seniors in my community	11%	11%	10%	11%	11%
Businesses offer me senior discounts	9%	9%	8%	9%	9%
Transportation is available to seniors	7%	9%	11%	10%	9%
There are a variety of affordable housing options available	4%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
Other	14%	13%	7%	10%	11%
Signals are not long enough for me to cross the street	12%	10%	10%	8%	6%
Services are not close to senior housing	12%	9%	10%	10%	11%
There are no sidewalks or covered bus areas	11%	11%	11%	12%	15%
There are not very many services, facilities, or activities for seniors	11%	14%	13%	17%	16%
Transportation is not available to me	10%	12%	9%	10%	14%
I am not treated with respect	8%	7%	9%	7%	6%
I do not feel safe when I am out in the community	8%	9%	10%	8%	7%
I think age-based discrimination is common here	8%	10%	12%	10%	8%
People are not nice or friendly to me	6%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
Too much upkeep, minor repairs (i.e., painting)	29%	23%	12%	15%	19%
Hard to pay rent/mortgage/taxes (i.e., homeowner association dues)	18%	21%	31%	21%	21%
Other	18%	11%	17%	14%	24%
Major repairs are needed (other than roofing or plumbing)	15%	12%	13%	13%	8%
Roofing or plumbing issue	12%	12%	13%	15%	13%
High crime or bad neighborhood	6%	8%	6%	10%	7%
Not accessible (i.e., stairs, no grab bars in bathtub, cabinets are hard to reach)	3%	5%	3%	6%	2%
Landlord issues	0%	3%	1%	1%	0%
Flooding or other similar environmental problems	0%	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?

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
To live in a retirement community (seniors only)	21%	19%	14%	19%	18%
To live in a more secluded, more rural (country) setting	17%	15%	14%	15%	19%
Other	17%	17%	16%	15%	18%
Centrally located to be able to walk to services	16%	21%	22%	18%	14%
To live in a more urban (city) setting	10%	8%	10%	12%	16%
To live in a family neighborhood (all ages)	10%	11%	14%	13%	10%
Assisted living	9%	11%	10%	8%	7%
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 7	STATE	MINORITY	LOW-INCOME	RURAL
Single family home	36%	46%	49%	49%	56%
Duplex, triplex, or quad	27%	12%	16%	10%	9%
Other	27%	20%	16%	20%	24%
Apartment-type housing	9%	22%	19%	21%	12%
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 7	STATE	MINORITY	LOW-INCOME	RURAL
Not enough money or help with moving	22%	15%	26%	15%	8%
The idea of packing and moving is too overwhelming	16%	13%	5%	10%	13%
I don't know what options are available	16%	10%	14%	15%	10%
Other	15%	16%	11%	14%	20%
My home was devalued, I won't get enough money out of it	13%	22%	26%	28%	40%
Attached to my current residence (memories)	7%	12%	4%	7%	4%
Preferred/affordable housing option not available	7%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
Family member	36%	31%	27%	26%	31%
None	33%	35%	48%	49%	40%
Friend	10%	10%	5%	6%	10%
Individual who could assist around the house	6%	5%	3%	4%	3%
Open to all options	5%	6%	5%	5%	6%
Another older person	4%	5%	4%	4%	3%
A single mother and children	2%	2%	2%	0%	2%
Other	2%	4%	6%	4%	4%
A college student	2%	3%	2%	2%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
Most or all of the time	96%	97%	94%	96%	97%
Some of the time	4%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
Afraid of falling or other mobility concerns	29%	16%	4%	9%	7%
Afraid of crime	29%	28%	30%	36%	29%
Unsafe building, flooring, stairways, or walkways	14%	7%	0%	0%	0%
Bathroom or kitchen is not senior friendly	14%	7%	4%	0%	0%
Other	14%	17%	57%	45%	57%
Health limitations	0%	11%	0%	0%	0%
Fences and gates at property line need repair	0%	7%	0%	0%	0%
Inadequate lighting	0%	8%	4%	9%	7%
Total Responses	100%	100%	100%	100%	100%
*Question was not pertinent to all respondents.					

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

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
Most or all of the time	91%	91%	77%	86%	95%
Some of the time	6%	8%	17%	10%	3%
Rarely ever/never	3%	1%	6%	4%	2%
Total Responses	100%	100%	100%	100%	100%

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

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

Volunteerism

Question 61: Do you currently volunteer?

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
No	64%	64%	76%	69%	62%
Yes	36%	36%	24%	31%	38%
Total Responses	100%	100%	100%	100%	100%

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

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
Other	22%	13%	11%	14%	13%
Faith or religious-based	19%	24%	25%	29%	28%
Civic (city or county boards)	10%	9%	9%	8%	12%
Community (i.e., arts organizations, museums, politics, etc.)	10%	15%	11%	11%	15%
Senior center	10%	5%	9%	6%	3%
School-related (parent organization, primary school, or university, etc.)	7%	9%	9%	8%	6%
Animal, wildlife, or nature-related organization	7%	6%	3%	5%	7%
Professional organization	6%	7%	5%	3%	5%
Health-related (i.e., hospital, nursing home, Red Cross, politics, etc.)	6%	7%	11%	10%	7%
Child welfare	3%	3%	5%	4%	3%
None of the above	0%	1%	3%	1%	1%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Volunteerism

Question 63: What keeps you from volunteering?

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
Health issues	21%	16%	24%	20%	17%
Limited energy or functional ability	14%	11%	9%	12%	8%
Not enough time	12%	15%	13%	12%	15%
Don't want to or not interested in volunteering	10%	15%	13%	17%	18%
Haven't been asked	10%	8%	7%	8%	5%
Work prevents it	8%	9%	7%	7%	9%
Other	7%	9%	8%	8%	11%
Haven't found the right organization	6%	7%	5%	5%	7%
Caregiving responsibilities	5%	5%	6%	6%	5%
Lack of transportation	4%	4%	5%	3%	3%
None of the above	3%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
No	71%	75%	61%	72%	74%
Yes	29%	25%	39%	28%	26%
Total Responses	100%	100%	100%	100%	100%

Employment

Question 65: What is your employment status?

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
Retired	50%	52%	43%	49%	56%
Unable to work due to health or functional limitations	14%	9%	14%	12%	8%
Do not want to work	8%	5%	4%	6%	6%
Working part-time	6%	7%	5%	5%	5%
Working full-time	6%	7%	5%	4%	7%
Full-time homemaker	6%	7%	10%	8%	5%
Other	4%	3%	5%	4%	3%
Full-time caregiver	3%	2%	3%	3%	3%
Self-employed	2%	4%	3%	3%	4%
Involuntarily unemployed	1%	2%	2%	3%	2%
I am actively looking for work but I haven't found a job yet	0%	2%	5%	4%	2%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

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

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
Not currently looking	61%	66%	54%	61%	69%
Other	18%	15%	14%	17%	14%
Part-time work	13%	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.

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

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
No	81%	79%	56%	74%	81%
Yes	15%	17%	31%	20%	15%
Already tried a job-matching service	4%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
No	85%	81%	63%	74%	83%
Yes	12%	12%	27%	17%	9%
Already received training	4%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
Other	31%	30%	15%	20%	15%
Limited jobs available	25%	24%	29%	27%	27%
Caregiving responsibilities	19%	11%	4%	4%	5%
Health limitations	13%	16%	19%	22%	20%
I am overqualified	13%	12%	11%	9%	18%
Lack of transportation/too far away	0%	4%	4%	5%	7%
I am underqualified	0%	1%	4%	5%	4%
Language barriers	0%	3%	12%	7%	4%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

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

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
No	93%	94%	93%	93%	93%
Yes	7%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
No	89%	88%	84%	86%	84%
Yes	11%	12%	16%	14%	16%
Total Responses	100%	100%	100%	100%	100%

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

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
Extremely concerned	27%	26%	28%	23%	15%
Very concerned	9%	29%	37%	39%	38%
Somewhat concerned	36%	32%	14%	16%	23%
Not very concerned	27%	4%	16%	9%	19%
Not at all concerned	0%	9%	5%	13%	6%
Total Responses	100%	100%	100%	100%	100%

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

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
Florida Department of Elder Affairs	30%	30%	26%	28%	28%
Local Legal Aid Office	24%	21%	22%	20%	20%
Florida Bar Lawyer Referral Service	17%	16%	16%	16%	17%
Local Area Agency on Aging	15%	19%	19%	19%	20%
Florida Senior Legal Helpline	14%	14%	18%	17%	15%
Total Responses	100%	100%	100%	100%	100%

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

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
No	81%	80%	76%	81%	78%
Yes	19%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
Lawyers are too expensive	39%	43%	41%	41%	43%
I felt I could solve the problem myself	17%	14%	13%	12%	19%
I didn't know where to get a lawyer	14%	7%	15%	13%	9%
I wasn't sure the problem was legal	14%	9%	13%	8%	10%
Other	14%	21%	15%	20%	14%
I was embarrassed	3%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
Health-related (Medicaid or Medicare, improper billing)	20%	19%	22%	20%	21%
Estate (wills, trusts)	15%	16%	8%	13%	16%
Family matters (divorce, custody, child support)	12%	10%	9%	9%	11%
Benefits (Social Security, Veterans Administration)	11%	10%	8%	10%	8%
Consumer (home improvement, shoddy goods or services)	10%	9%	6%	9%	8%
Other	10%	11%	11%	12%	13%
Housing (landlord/tenant, foreclosures, evictions)	7%	4%	9%	5%	3%
Guardianship or Power of Attorney	6%	10%	7%	7%	9%
Abuse, exploitation, or fraud	4%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
No	60%	54%	58%	57%	52%
Yes	40%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
No	65%	69%	47%	60%	72%
Yes	35%	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 7	STATE	MINORITY	LOW-INCOME	RURAL
Not interested	49%	50%	38%	48%	55%
Somewhat interested	32%	33%	32%	33%	33%
Very interested	18%	16%	30%	19%	12%
Total Responses	100%	100%	100%	100%	100%

Demographic Information

Question 81: Are you male or female?

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
Female	58%	53%	67%	57%	46%
Male	42%	47%	33%	43%	54%
Total Responses	100%	100%	100%	100%	100%

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

	PSA 7	STATE	MINORITY	LOW-INCOME	RURAL
White or Caucasian	84%	84%	20%	84%	90%
Latino	7%	7%	20%	4%	2%
Black or African-American	4%	7%	29%	6%	2%
Asian or Pacific Islander	3%	1%	5%	1%	1%
Native American	1%	2%	25%	4%	4%
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 7	STATE	MINORITY	LOW-INCOME	RURAL
Under \$20,000	16%	18%	49%	100%	19%
\$20,000-\$29,999	18%	20%	24%	0%	17%
\$30,000-\$39,999	20%	16%	10%	0%	15%
\$40,000-\$49,999	12%	12%	5%	0%	10%
\$50,000-\$59,999	11%	9%	7%	0%	11%
\$60,000-\$69,999	4%	6%	1%	0%	4%
\$70,000-\$79,999	6%	4%	0%	0%	4%
\$80,000-\$89,999	5%	3%	1%	0%	5%
\$90,000-\$99,999	4%	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	4%	6%	0%	0%	7%
Total Responses	100%	100%	100%	100%	100%