

Assessing the Needs of Elder Floridians: PSA 8

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 8 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 8

This report analyzes the findings of the needs assessment survey for Planning and Service Area 8. PSA 8 includes Sarasota, DeSoto, Charlotte, Glades, Lee, Hendry, and Collier counties, accounting for 9% 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 568,724 residents age 60 and over. The average rate of residents living below the poverty line in PSA 8 is 8%, with Hendry County exhibiting the highest rate (12%), and Charlotte and Collier the lowest (6%). Approximately 12% of PSA 8 residents are minorities, with Hendry County exhibiting the highest rate (22%). Although PSA 8 is predominantly urban (71%), Glades and DeSoto counties are primarily rural (73% and 54% respectively).

Selected Population Characteristics for 2009, PSA 8

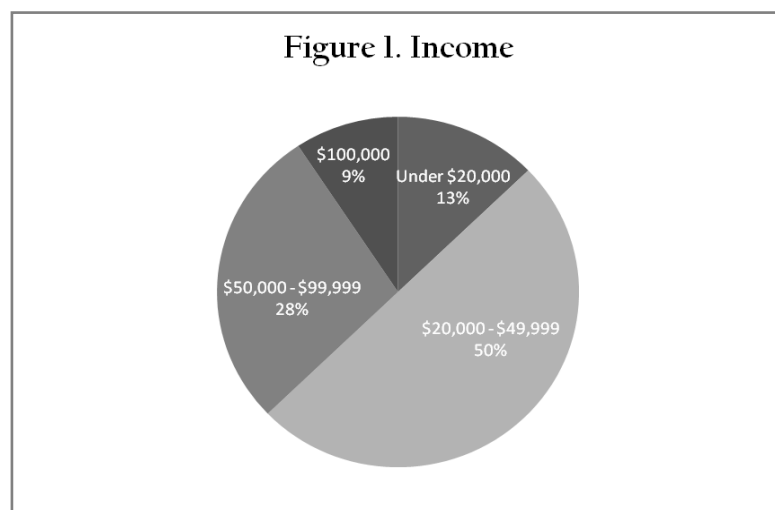
County	60+ Population	Minority	Low-Income	Rural
Charlotte County	76,299	9%	6%	10%
Collier County	118,261	8%	6%	10%
DeSoto County	9,182	13%	11%	54%
Glades County	3,566	11%	10%	73%
Hendry County	6,825	22%	12%	37%
Lee County	195,583	10%	7%	12%
Sarasota County	159,009	8%	7%	5%
PSA 8 TOTAL/AVERAGES	568,724	12%	8%	29%

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

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 considerably higher compared to 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 8 survey were predominantly of white or Caucasian ethnicity (94%). The composition of non-white respondents were black or African-American (4%) and

Latino (2%) (see Appendix, Question 82). Approximately 13% elders in PSA 8 reported an annual income less than \$20,000, as did 49% of minorities (see Figure 1). Rural elders reported the highest incomes with 14% reporting \$100,000 or more per year, which contrasts with PSA 8 elders and elders surveyed statewide (9% respectively) reporting such high incomes (see Appendix, Question 83). This may be due to the high proportion of respondents still living with their spouse in rural areas and the inclusion of more dual incomes resulting in higher average household incomes (see Appendix, Question 1 and the discussion in the following section).

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

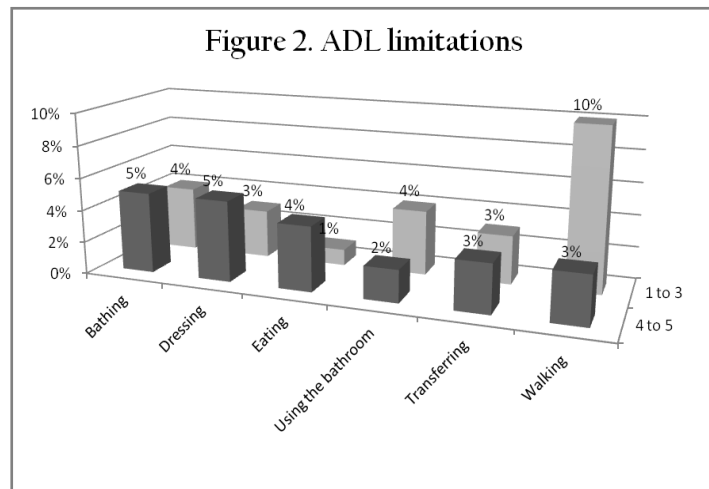
⁵ Sharma, A. (2011). Multinomial analysis of assistance migration. Proceedings from Elderly Populations: 42nd Annual Meeting of The Southern Demographic Association, Tallahassee, Florida.

Living Situation

An important component of successfully aging in place for elders is their living situation, specifically whether or not they live with their spouse, with others, or alone. Elders who live with a spouse have higher chances of remaining in the community for several reasons. Spouses contribute to better mental health, greater material quality of life, and a higher likelihood of receiving care should it become necessary as a result of illness or disability.⁶ The majority of elders surveyed in PSA 8 live with their spouse (51%), while 29% live alone. Of all groups, rural elders were the most likely to live with a spouse (55%). In contrast, minority and low-income elders reported a greater chance of living alone and a lower incidence of living with a spouse compared to all elders surveyed in PSA 8: 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).



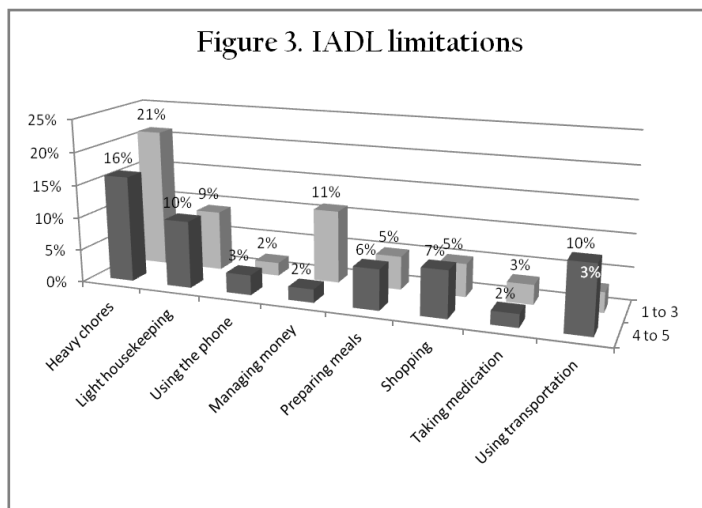
In PSA 8, 17% of elders reported needing some level of assistance with one or more ADL and of these, most requiring a moderate level of assistance. Specifically, 4% of respondents reported moderate need for assistance or supervision with bathing and using the bathroom, while 5% needed a higher level of assistance with dressing (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 8 who reported a need for ADL assistance, nearly half (41%) did not receive the assistance they required. While only 12% of the respondents surveyed PSA-wide reported

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).

always receiving the assistance they needed, between 13 and 17% of the oversampled populations reported always receiving such help (see Appendix, Question 3).

IADLs are tasks that enable an individual to live independently, such as money management, taking medication, performing chores, and use of technology, such as the telephone, or transportation. The need for help with IADLs was more pronounced for respondents than for ADLs. In PSA 8, 46% 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 and minority elders generally reported needing greater levels of assistance with IADLs (see Appendix, Question 4).

Proactive help seeking behaviors and sources are critical factors in elders getting the assistance they need to remain independent. One-



third of the respondents who needed assistance said they have tried to get help from family members, while only 8% have sought assistance from a government agency (see Appendix, Question 6). Of those elders who reported needing assistance with one or more IADL, 47% said they did not receive the assistance they required, while only 17% reported they always received such assistance (see Appendix, Question 5).

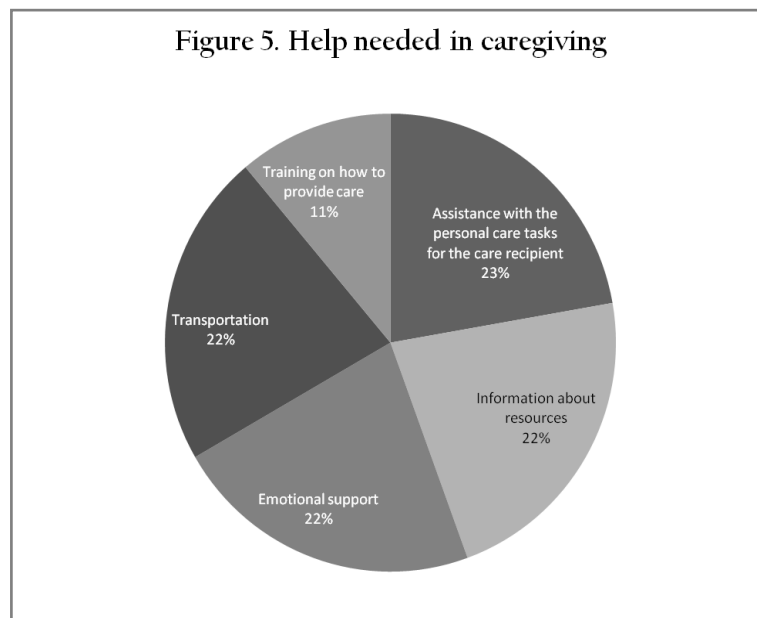
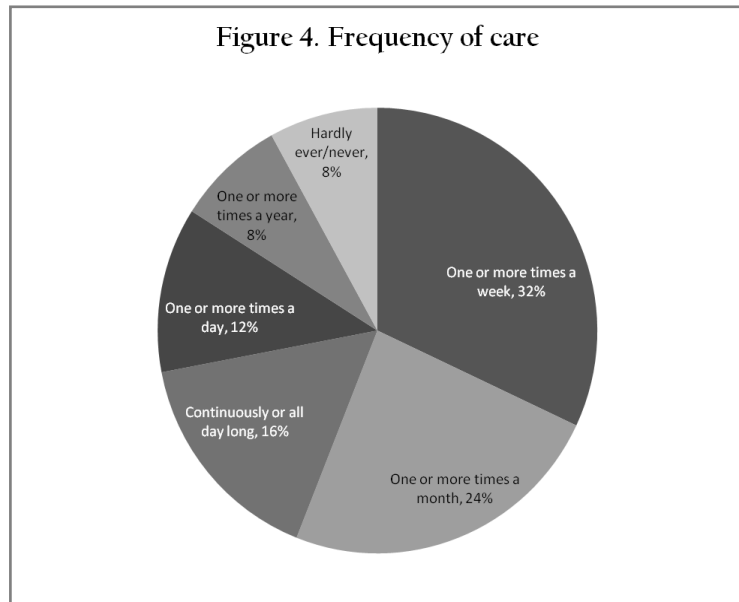
Caregiving

Caregivers play a vital role in the long term care of elders and their ability to stay in their community. In PSA 8, 23% of respondents currently provide direct or indirect care to others (with comparable percentages across minority, low income and rural populations). The majority of caregiving elders care for another elder (95%) (see Appendix, Questions 7 and 9).

Elders in PSA 8 who provide care to another person do so frequently. As shown in Figure 4, 28% provide care at least once a day up to all day long and one-third (32%) do so once a week or more (see Appendix, Question 8).

Over half of caregivers (52%) in PSA 8 do not receive help with their caregiving responsibilities; while 9% reported needing help with such responsibilities (see Appendix, Questions 10 and 11). The types of needed help identified by

respondents are consistent with the current research on caregiver needs; these include assistance with personal care tasks, information about resources, emotional support, and transportation (see Figure 5).⁷ Of those who have sought help with their caregiving responsibilities, a majority have turned to family members, friends, or state and federal agencies (25% each). In general, minority, low-income, and rural elders were more likely to turn to family and state agencies (42%, 38%, and 33% respectively) (see Appendix, Question 13).



The largest impediments to those who did not receive help with caregiving were that the caregiver does not want strangers in their house and that they do not like asking for help (50% respectively) (see Appendix, Question 14). In the PSA, 6% of caregiving elders are interested in receiving caregiver training, with minority and low-income respondents reporting a greater interest in receiving such training (24% and 13% respectively) (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.

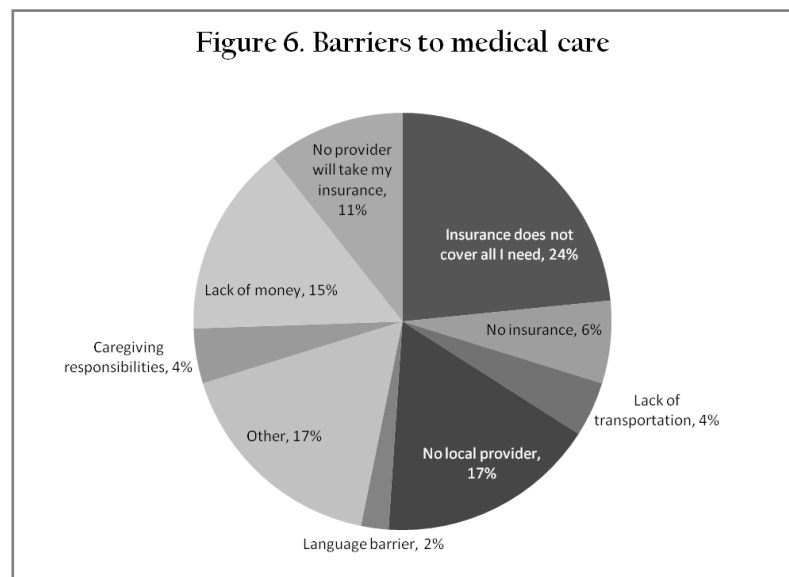
Health and Health Promotion

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. Nearly half of elders (43%), and 52% of low-income elders, are at least somewhat interested in training or classes to keep themselves healthy, with an even greater interest among minority respondents (61%). However, most elders surveyed (84%) have not attended an event offering free health information (Appendix, Questions 16 and 17).

In PSA 8, 19% 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 minority (36%) and low-income elders (26%). Of these elders, 23% reported that insufficient insurance serves as the largest barrier. The remainder of respondents cited not having a local provider (17%), a lack of money (15%), that no provider will take their insurance (11%), no insurance (6%), lack of transportation (4%), caregiving responsibilities (4%), language barrier (2%), and other reasons (17%) prevented their access to medical care (see Figure 6).

Elders surveyed reported a high frequency of delaying dental care (30%), eye care (23%), and mental health treatment (19%). 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 were lower across the subpopulations (9-10%) (Appendix, Question 26). For dental care, 49% of minorities reported delays, as did 38% of low-income elders. For eye care, 47% of minorities, and 36% of low-income elders, reported delays. Delays are most likely six months or more. For instance, about one-third of minority participants (34%) delayed receiving dental care longer than six months, while only 3% delayed dental care for 1-2 months (see Appendix, Question 24-26).

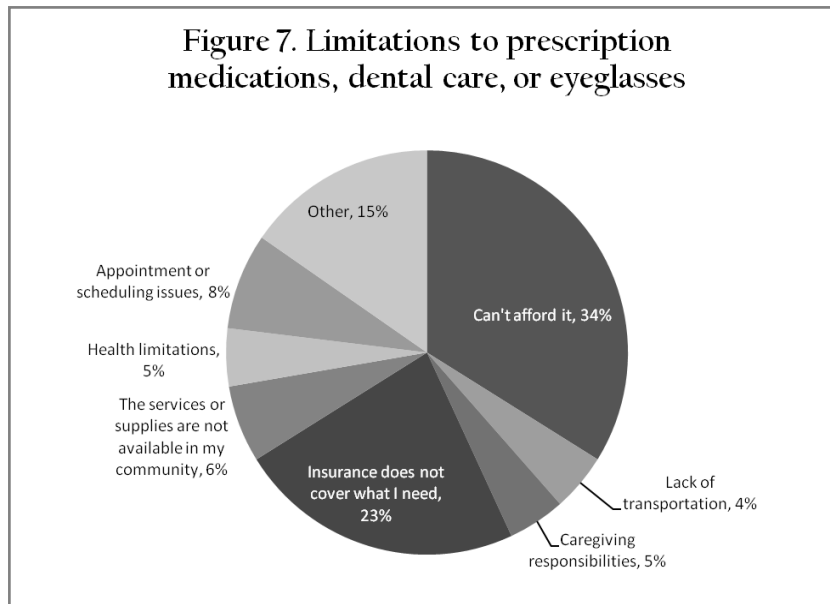
In filling their prescription medications, 9% of rural elders reported a delay, with higher percentages among PSA 8 (12%), minority (25%), and low-income populations (17%) (see Appendix, Question 21). However, over half of elders surveyed (52%) were unaware of prescription assistance programs, with even higher rates among minority (60%), low-income (54%), and rural elders (54%) (see Appendix, Question 22).



Overall, financial impediments to receiving needed care of various types affected more than half of respondents: 34% of respondents said they are unable to afford prescriptions, dental and vision care, and an additional 23% 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 8, 84% of elders surveyed over the age of 65 participate in Medicare. Approximately one-third (35%) of elders surveyed have private health insurance, with similar rates for rural elders (32%) and lower percentages for minority (21%) and low-income elders (26%) (see Appendix, Question 27).

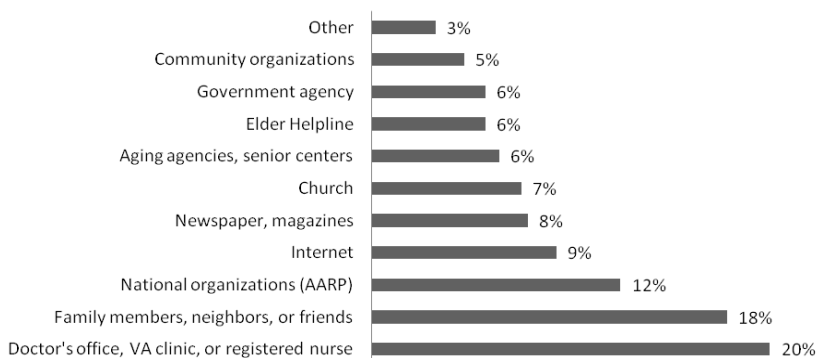


Information and Assistance

When asked who they would contact if they needed information about services for elders, respondents in PSA 8 reported that they were likely to turn to a medical professional or institution for information (20%), or to consult family members, neighbors or friends (18%). Other sources, such as news media and organizations helping the elderly (such as AARP) were cited by 12% or less (see Figure 8).

When asked how they receive information about activities in their communities, 21% of elders reported receiving information from the newspaper and 19% from television. Fewer respondents reported receiving information from family members, neighbors, or friends (16%), and 12% read newsletters, flyers, or bulletins (see Appendix, Questions 29).

Figure 8. Sources elders turn to for information



Of PSA 8 elders, 71% reported that they have Internet access, and 31% of elders in PSA 8 said they are interested in receiving training on computer and Internet use. Low-income and minority elders, who were the least likely to have Internet access

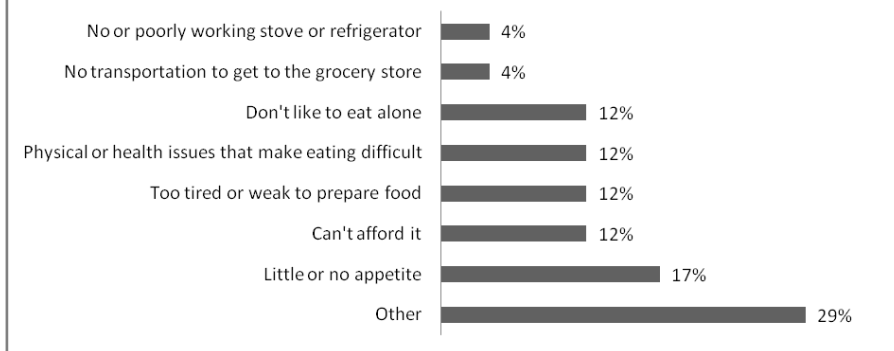
(57% and 44% respectively), showed the greatest interest in computer and Internet training (42% and 53% respectively). Rural elders have the highest rate of Internet access (78%), with over one-third (37%) interested in computer and Internet training (see Appendix, Questions 30 and 31).

Nutrition

Good nutrition is imperative for preventing health disorders and allowing elders to remain in their communities longer. However, only 69% of elders surveyed in PSA 8 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 (17%), not being able to afford food (12%), too tired or weak to prepare food (12%), having physical or health issues that make eating difficult (12%), not liking to eat alone (12%), no transportation to get to the grocery store (4%), lack of or poorly working stove or refrigerator (4%), and other reasons (29%) (see Figure 9 and Question 33).

Figure 9. Reasons for poor nutrition



Although only 12% 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: 25% of minority and 14% of low-income elders reported using a food debit card compared to 4% PSA-wide. In PSA 8, 19% of elders surveyed said they are interested in receiving more information about the program; 44% of minority, 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, 7% of elders surveyed in PSA 8 are interested in receiving information about where meals for seniors are offered. Greater percentages of minority (36%), low-income (25%), and rural respondents (15%) 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 8 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, 30% of respondents stated that they do not visit because they stay busy through other activities and groups. Smaller proportions reported not having time (14%) or that they are not aware of the services offered (10%) (see Appendix, Questions 39 and 40). When asked what kinds of services or activities they would like to see offered at senior centers, 16% cited physical activities and another 16% cited using the computer and/or Internet (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 8, 3% 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.

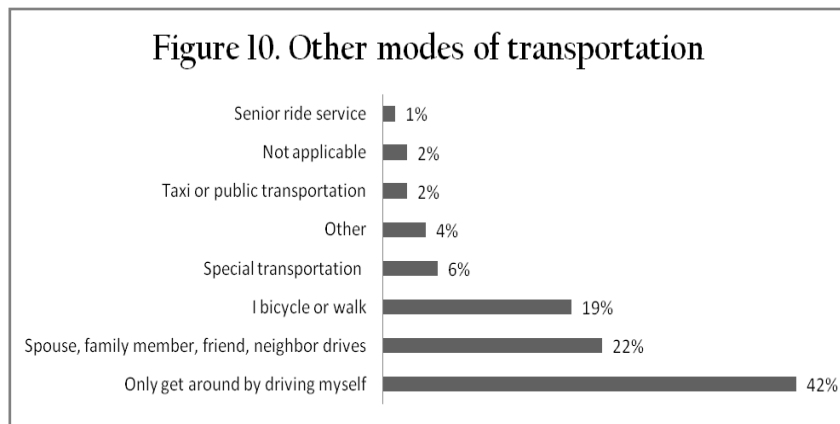
⁸ <http://www.ers.usda.gov/publications/efan04009/efan04009a.pdf>

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

¹⁰ Ibid

When asked about other ways in which they can get around, 22% of elders said a spouse, family member, friend or neighbor drives, and 19% of elders said they use a bicycle or walk, while 7% use special transportation or a senior ride service and another 2% of elders reported using a taxi or public means (Figure 10).

Compared with other respondents in the Planning and Service Area, minority elders (12%) were four times more likely to have problems getting where they needed to go, and low-income elders (7%) were more than twice



as likely to report this challenge to transportation (see Appendix, Question 42). Of those respondents who reported problems with transportation, one-third cited health issues as the reason why, while another third said they do not know anyone they can ask (see Appendix, Question 43). Additionally, only 9% of respondents reported ever using public transportation, with higher rates among minority (28%) and low-income elders (18%). Twice as many rural elders (24%) reported that there is no public transportation available, compared to those in the PSA (12%) (Appendix, Question 46).

Elder Advocacy and Attitudes on Aging in the Community

Elders play a vital role in Florida’s communities and it is important for these communities to make elders feel safe, respected and valued. In PSA 8, 14% of respondents feel that their city or town is not elder friendly, a sentiment that was more frequently reported by minority (24%), low-income (19%), and rural elders (15%) (see Appendix, Question 49).

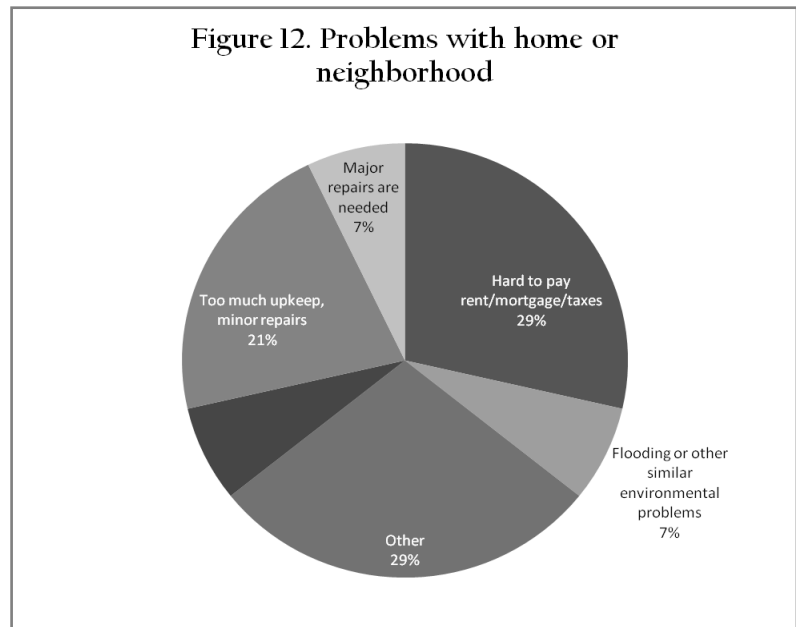


As shown in Figure 11, when asked what makes a city or town seem unfriendly to elders, the primary reasons cited were: lack of available transportation (16%), no sidewalks or covered bus areas (16%), and services are not close to senior housing (11%).

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 8, 10% of elders surveyed reported problems with their home or neighborhood. Of these elders, most reported difficulty with home finances (29%), challenges with upkeep and minor repairs (21%), roofing or plumbing issues (7%), major repairs (7%), flooding or other environmental problems (7%), and other reasons (29%) (see Figure 12). The greatest concern for minority (31%) and low-income elders (21%) pertained to making housing payments, which reflects the national trends identified in the HUD report (see Appendix,



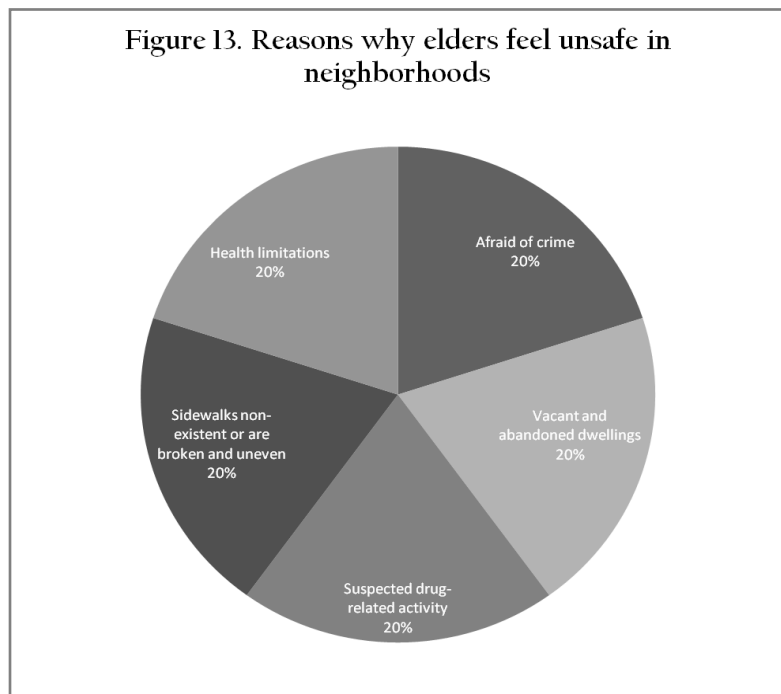
Question 52). Approximately one in four elders (27%) indicated a need or desire to move from their current residence. The largest group (24%) would prefer to live in a centrally located area and 16% would prefer residing in a retirement community (see Appendix, Question 53). Elders who said they cannot move cited the following reasons for their inability to do so: emotional attachment to current residence (21%), devaluation of property (21%), packing and moving is too overwhelming (17%), not enough money or help with moving (13%), health issues (8%), lack of knowledge about available options (8%), or preferred housing options are not available (4%) (see Appendix, Question 55).

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 addition, 2% of elders reported that they do not always feel safe at home, and another 2% said they do not always feel safe in their neighborhood. Reasons cited for feeling unsafe in neighborhoods include the following: fear of crime, vacant or abandoned dwellings, suspected drug-related activity, broken or non-existent sidewalks, and health limitations (20% each) (see Figure 13). Rural respondents (5%) were more than twice as likely to sometimes feel unsafe in their neighborhood as PSA 8, and minority (23%) and low-income respondents (14%) expressed even greater concern over safety issues in their neighborhood (specifically crime and drugs) (see Appendix, Question 59).

Volunteerism

Many elders remain active and derive a sense of worth by contributing to their communities through volunteer work. Elders volunteer more than their younger counterparts, with rates of volunteering not declining until elders are in their mid-70s.¹² Over one-third of respondents (38%) in PSA 8 currently volunteer, primarily for religious or community organizations. Only 14% of elders reported not being interested in volunteering, and 16% are interested in receiving information regarding opportunities for volunteering. The main cited impediment to volunteering is a lack of time (21%) (see Appendix, Questions 61-64).

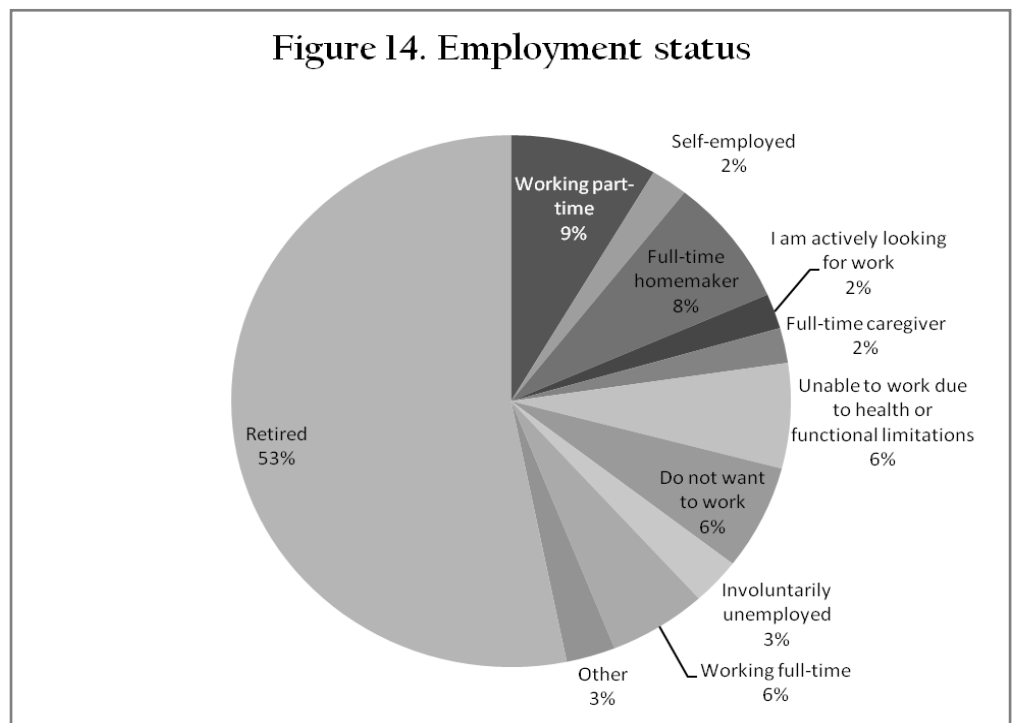


¹² S Linda K. George, Still Happy After All These Years: Research Frontiers on Subjective Well-being in Later Life. *The Journals of Gerontology, Series B Volume 65B (4): 461-469, March 2010.*

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 in PSA 8 said they are willingly retired or do not want to work (59%), 10% were needed for homemaker or caregiver duties, and another 9% said that they are unable to work because of health or functional limitations or were otherwise involuntarily unemployed (see Figure 14). The percentages of minority (16%), low-income (15%), and rural elders (10%) who are prevented from working because of health or functional limitations or are involuntarily unemployed were higher than those in PSA 8 (Appendix, Question 65).

Of those interested in switching to or securing part- or full-time work, 7% are interested in working part-time and 1% in working full-time. Though only 5% have already tried a job matching service, 5% of PSA 8 elders are interested in receiving such help, with higher percentages of minorities (31%), low-income (20%), and rural elders (15%) reporting the same (see Appendix, Questions 66 and 67).



Of those who were interested in finding employment but were unable to do so, most stated that either health limitations or the limited availability of jobs were the main reason they were unable to find work (30% respectively). Minority (29%), low-income (27%), and rural respondents (27%) also cited the limited availability of jobs as their greatest impediment in finding employment. Of elders surveyed, 8% (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 8, a large majority of respondents (93%) were concerned about becoming a victim of consumer fraud or swindle, however only 14% of elder respondents stated they have been a victim of consumer fraud or swindle in recent years (Appendix, Questions 72 and 73). Approximately 62% of the survey participants 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).

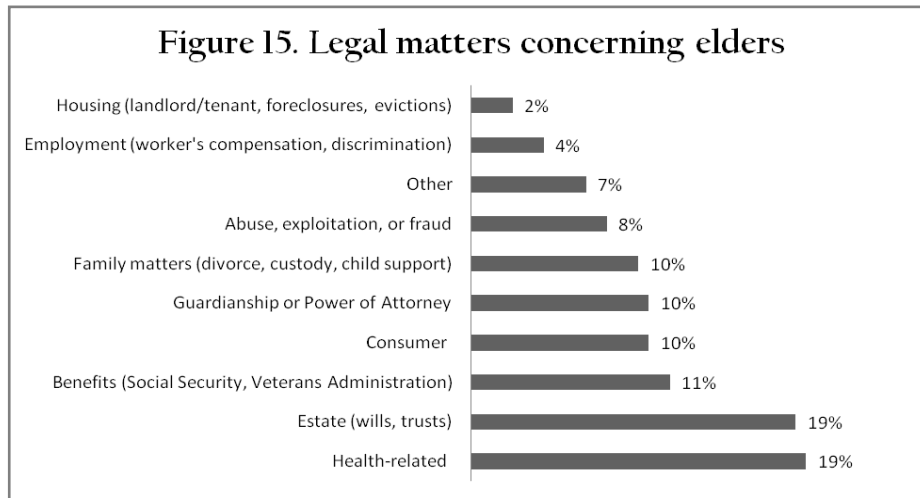
In 2005, the Department of Elder Affairs created the Elder Rights Unit, which oversees Title VII programs including Elder Abuse Prevention, Legal Services Development, and the State Health Insurance Assistance Program, known as SHINE. In addition, the Department offers a Senior Legal Helpline providing free legal advice and brief services by telephone to eligible Florida residents age 60 and older, for civil (not criminal) legal problems.

Approximately one-third of elders across PSA 8 (32%) were aware of the legal services provided by the Florida Department of Elder Affairs. To a lesser degree, elders were familiar with the following organizations: local legal aid office (21%), local Area Agency on Aging (20%), Florida Bar Lawyer Referral Service (16%), and Florida Senior Legal Helpline (11%) (see Appendix, Question 74). Nearly one in four elders (24%) reported that they have needed legal advice in the past three years but not seen a lawyer. Comparable percentages of minority (24%), low-income (19%), and rural respondents (22%) reported the same.

For PSA 8 in general, and for all three subgroups, financial reasons were cited by 41-46% of respondents as the primary reason for not seeing a lawyer (see Appendix, Question 76).

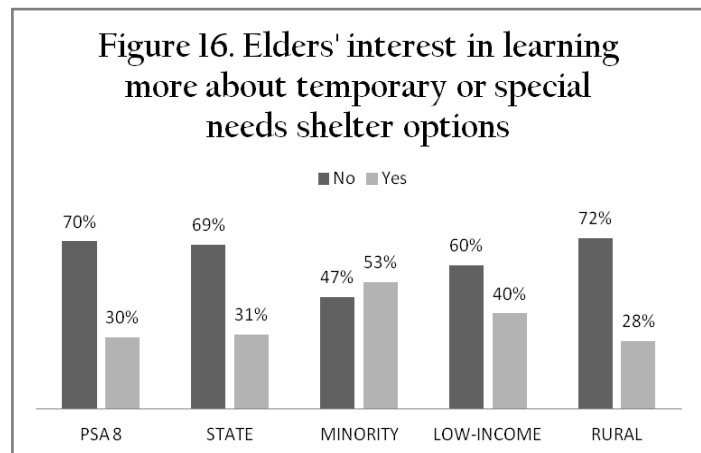
¹³ <http://elderaffairs.state.fl.us/english/pubs/pubs/MasterPlan/10ElderRights.pdf>

As shown in Figure 15, the primary types of legal problems that concern elders in PSA 8 are those related to health issues (for example, improper billing with Medicare and Medicaid) and estates (for example, wills, trusts, etc.) (Appendix, Question 77).



Disaster Preparedness

Unique combinations of challenges affect elders, such as limited transportation options, activity limitations and health concerns; so many elders in Florida need extra assistance in preparing for disasters, especially hurricanes. For this reason, the Department has emphasized hurricane evacuation assistance and worked in cooperation with the Executive Office of the Governor to urge seniors to discuss their storm safety plans with loved ones. A variety of options to assist with coping with and prepare for disasters are provided by the Department, including a Disaster Preparedness Guide for Elders, a Family Disaster Plan, and Disaster Supply Kits, including one for pets.¹⁴ This is important, for nearly one-third of elders surveyed (30%) are interested in learning about temporary or special needs shelter options during an evacuation-related event; and minority (53%) and low-income elders (40%) reported a much higher interest (see Figure 16).



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

Fortunately, there is a high degree of awareness that this is an important issue in our state, and surveyed elders expressed an interest in becoming better prepared. Specifically, 50% of elders reported an interest in more elder-specific training classes for disaster preparedness. Even more minority (62%) and low-income elders (52%) were interested in receiving such training (see Appendix, Questions 79 and 80).

Appendix: Survey Questions

Living Situation

Question 1: What is your current living situation?

	PSA 8	STATE	MINORITY	LOW-INCOME	RURAL
Live with spouse	51%	49%	38%	41%	55%
Live alone	29%	31%	31%	35%	25%
Live with child	12%	8%	13%	10%	9%
Live with grandchild or other relative	4%	4%	10%	8%	6%
Live with friend	4%	2%	1%	2%	3%
Other	1%	6%	7%	4%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
Bathing	0	91%	90%	77%	84%	93%
	1 to 3	4%	5%	11%	8%	4%
	4 to 5	5%	5%	12%	8%	4%
Dressing	0	92%	92%	79%	85%	93%
	1 to 3	3%	5%	12%	10%	6%
	4 to 5	5%	4%	9%	5%	2%
Eating	0	95%	93%	83%	88%	95%
	1 to 3	1%	4%	11%	8%	3%
	4 to 5	4%	3%	6%	4%	2%
Using the bathroom	0	94%	94%	87%	92%	96%
	1 to 3	4%	4%	7%	5%	3%
	4 to 5	2%	2%	5%	3%	1%
Transferring	0	94%	92%	82%	86%	91%
	1 to 3	3%	6%	13%	11%	8%
	4 to 5	3%	2%	6%	4%	2%
Walking	0	87%	89%	75%	84%	91%
	1 to 3	10%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
Hardly ever/never	41%	47%	51%	50%	48%
Most of the time	35%	14%	9%	14%	20%
Always	12%	12%	17%	14%	13%
Sometimes	12%	27%	23%	22%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
Heavy chores	0	63%	56%	45%	46%	58%
	1 to 3	21%	24%	29%	29%	27%
	4 to 5	16%	19%	26%	24%	16%
Light housekeeping	0	81%	76%	61%	67%	79%
	1 to 3	9%	16%	27%	22%	14%
	4 to 5	10%	8%	12%	12%	7%
Using the phone	0	95%	94%	86%	90%	96%
	1 to 3	2%	3%	6%	6%	2%
	4 to 5	3%	3%	8%	4%	2%
Managing money	0	87%	88%	80%	82%	91%
	1 to 3	11%	7%	9%	10%	6%
	4 to 5	2%	4%	11%	8%	3%
Preparing meals	0	89%	84%	74%	76%	86%
	1 to 3	5%	9%	14%	13%	9%
	4 to 5	6%	7%	11%	11%	5%
Shopping	0	88%	82%	68%	73%	84%
	1 to 3	5%	8%	17%	14%	10%
	4 to 5	7%	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	87%	85%	71%	77%	88%
	1 to 3	3%	6%	11%	9%	6%
	4 to 5	10%	9%	18%	14%	6%

Self Care Limitations

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

	PSA 8	STATE	MINORITY	LOW-INCOME	RURAL
Hardly ever/never	47%	48%	50%	53%	47%
Most of the time	23%	16%	11%	15%	15%
Always	17%	14%	16%	14%	17%
Sometimes	13%	22%	23%	18%	21%
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 8	STATE	MINORITY	LOW-INCOME	RURAL
Family	33%	36%	48%	44%	49%
Not Applicable	22%	17%	0%	0%	0%
Friends and/or Neighbors	17%	18%	18%	25%	22%
Other	11%	10%	13%	13%	11%
Religious Organization	7%	6%	3%	4%	5%
Local Agency	4%	4%	4%	5%	5%
Federal Agency	4%	4%	4%	2%	4%
Community Group	2%	3%	2%	3%	1%
State Agency	0%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
No	74%	72%	70%	71%	73%
Yes	23%	20%	20%	19%	18%
Maybe	3%	8%	10%	10%	9%
Total Responses	100%	100%	100%	100%	100%

Caregiving

Question 8: How often do you provide care?

	PSA 8	STATE	MINORITY	LOW-INCOME	RURAL
Hardly ever/never	8%	17%	13%	17%	12%
One or more times a year	8%	6%	12%	5%	16%
One or more times a month	24%	29%	18%	23%	16%
One or more times a week	32%	29%	32%	35%	41%
One or more times a day	12%	10%	10%	8%	7%
Continuously or all day long	16%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
0-18 years old	1+	17%	16%	24%	18%	21%
19-59 years old	1+	18%	25%	28%	23%	17%
60+ years old	1+	95%	86%	88%	88%	94%

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

	PSA 8	STATE	MINORITY	LOW-INCOME	RURAL
No	52%	56%	61%	54%	53%
Yes	48%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
No	91%	79%	79%	80%	77%
Yes	9%	21%	21%	20%	23%
Total Responses	100%	100%	100%	100%	100%

Caregiving

Question 12: What type of help do you need?

	PSA 8	STATE	MINORITY	LOW-INCOME	RURAL
Assistance with the personal care tasks for the care recipient	22%	12%	8%	9%	13%
Information about resources	22%	14%	17%	19%	15%
Emotional support	22%	14%	10%	12%	11%
Transportation	22%	12%	8%	6%	7%
Training on how to provide care	11%	7%	12%	7%	8%
Help with household chores such as laundry and housekeeping	0%	13%	15%	13%	14%
Someone to provide care so I can have a break	0%	11%	12%	16%	15%
Financial help	0%	12%	17%	15%	15%
Other	0%	6%	2%	3%	1%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

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

	PSA 8	STATE	MINORITY	LOW-INCOME	RURAL
Family	25%	25%	21%	28%	21%
State agency	25%	11%	21%	10%	12%
Federal agency	25%	10%	14%	7%	7%
Friends/neighbors	25%	14%	7%	3%	12%
Community group	0%	10%	11%	10%	12%
Religious organization	0%	11%	4%	7%	2%
Local agency	0%	12%	14%	17%	17%
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 8	STATE	MINORITY	LOW-INCOME	RURAL
I don't want strangers in my house	50%	8%	10%	8%	8%
I don't like asking for help	50%	10%	12%	12%	15%
I can't afford the expense	0%	20%	17%	17%	15%
The care does not require a lot of time or energy	0%	12%	17%	15%	17%
Services are not available	0%	14%	14%	12%	15%
I don't have time to check out options	0%	13%	5%	15%	8%
I don't think I would be satisfied with the available help	0%	6%	10%	8%	5%
The care recipient won't allow someone new to provide help	0%	13%	5%	8%	13%
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 8	STATE	MINORITY	LOW-INCOME	RURAL
No	94%	90%	76%	87%	91%
Yes	6%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
No	84%	84%	82%	85%	87%
Yes	16%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
Not interested	57%	53%	39%	48%	53%
Somewhat interested	33%	32%	34%	38%	38%
Very interested	10%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
Yes	77%	76%	66%	74%	78%
No	23%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
Yes, always	81%	81%	64%	74%	82%
Yes, most of the time	12%	13%	21%	16%	14%
Yes, sometimes	6%	4%	9%	7%	3%
No, never or hardly ever	1%	2%	6%	3%	1%
Total Responses	100%	100%	100%	100%	100%

Question 20: What keeps you from getting medical care?

	PSA 8	STATE	MINORITY	LOW-INCOME	RURAL
Insurance does not cover all I need	23%	21%	17%	20%	18%
No local provider	17%	9%	4%	8%	9%
Other	17%	14%	9%	7%	11%
Lack of money	15%	19%	24%	23%	24%
No provider will take my insurance	11%	8%	8%	5%	6%
No insurance	6%	10%	17%	17%	18%
Lack of transportation	4%	10%	8%	8%	6%
Caregiving responsibilities	4%	6%	7%	6%	6%
Language barrier	2%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
No prescription medications needed	9%	8%	12%	10%	14%
No delay	78%	82%	63%	73%	77%
Less than 1 month	6%	5%	8%	8%	5%
1-2 months	5%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
No	52%	52%	60%	54%	54%
Yes	48%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
No dental care needed	19%	20%	26%	27%	21%
No delay	51%	51%	25%	36%	51%
Less than 1 month	3%	2%	3%	3%	2%
1-2 months	2%	3%	3%	2%	2%
3-6 months	7%	7%	9%	7%	4%
Longer than 6 months	18%	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 8	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	4%	2%	6%	5%	4%
1-2 months	1%	3%	2%	2%	1%
3-6 months	3%	5%	7%	7%	7%
Longer than 6 months	15%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
Can't afford it	34%	27%	29%	29%	31%
Insurance does not cover what I need	23%	24%	23%	26%	29%
Other	15%	22%	23%	22%	23%
Appointment or scheduling issues	8%	7%	6%	7%	5%
The services or supplies are not available in my community	6%	3%	5%	5%	4%
Health limitations	5%	5%	6%	5%	3%
Lack of transportation	5%	6%	5%	3%	2%
Caregiving responsibilities	5%	5%	4%	3%	3%
Total Responses	100%	100%	100%	100%	100%
*Question was not pertinent to all respondents.					

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

	PSA 8	STATE	MINORITY	LOW-INCOME	RURAL
No	81%	89%	90%	90%	91%
Yes	19%	11%	10%	10%	9%
Total Responses	100%	100%	100%	100%	100%

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

	PSA 8	STATE	MINORITY	LOW-INCOME	RURAL
Medicare*	84%	85%	47%	47%	50%
Private insurance	35%	34%	21%	26%	32%
Veteran's health benefits	7%	8%	4%	7%	9%
Other	7%	10%	11%	10%	8%
Medicaid	3%	5%	18%	11%	4%
None	1%	1%	3%	2%	2%
Total Responses	100%	100%	100%	100%	100%
*Medicare beneficiaries age 65 and older					

Information and Assistance

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

	PSA 8	STATE	MINORITY	LOW-INCOME	RURAL
Doctor's office, VA clinic, or registered nurse	20%	19%	19%	21%	22%
Family members, neighbors, or friends	18%	18%	23%	23%	21%
National organizations (AARP)	12%	11%	11%	9%	11%
Internet	9%	9%	3%	6%	9%
Newspaper, magazines	8%	6%	5%	4%	4%
Church	7%	7%	7%	7%	6%
Aging agencies, senior centers, or retirement communities	6%	7%	6%	7%	6%
Elder Helpline	6%	6%	6%	6%	5%
Government agency	6%	8%	7%	6%	6%
Community organizations	5%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
Newspaper	21%	20%	18%	21%	22%
Television	19%	20%	28%	24%	21%
Family, neighbors, or friends	16%	16%	14%	16%	15%
Newsletters, flyers, or bulletins	12%	10%	10%	10%	9%
Internet	11%	11%	7%	8%	11%
Radio	9%	9%	11%	8%	8%
Faith-based organization	6%	5%	5%	5%	5%
Community center or other community group/organization	6%	6%	5%	5%	6%
Other	2%	2%	3%	3%	3%
Total Responses	100%	100%	100%	100%	100%

Question 30: Do you have access to the internet?

	PSA 8	STATE	MINORITY	LOW-INCOME	RURAL
Yes	71%	72%	44%	57%	78%
No	29%	28%	56%	43%	22%
Total Responses	100%	100%	100%	100%	100%

Information and Assistance

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

	PSA 8	STATE	MINORITY	LOW-INCOME	RURAL
No	69%	63%	47%	58%	63%
Yes	31%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
Always	69%	74%	65%	70%	75%
Most of the time	26%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
Other	29%	21%	15%	16%	17%
I have little or no appetite and forget to eat sometimes	17%	17%	17%	15%	19%
Can't afford it	12%	16%	20%	22%	20%
I am too tired or weak to prepare food	12%	13%	10%	14%	10%
I have physical or health issues that make eating difficult	12%	11%	11%	11%	9%
I don't like to eat alone	12%	13%	10%	11%	16%
No transportation to get to the grocery store	4%	6%	10%	8%	5%
No or poorly working stove or refrigerator	4%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
Yes	91%	92%	91%	91%	95%
No	9%	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 8	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 8	STATE	MINORITY	LOW-INCOME	RURAL
Not needed	68%	64%	40%	55%	65%
I have been determined not eligible	10%	15%	27%	17%	14%
I don't like asking for help	10%	5%	10%	8%	6%
Other	8%	12%	15%	14%	10%
Don't know	2%	1%	2%	1%	1%
I won't get enough assistance to be worth the effort	1%	2%	4%	3%	2%
Refused	0%	0%	2%	1%	1%
I don't want to provide personal information	0%	0%	1%	1%	0%
Total Responses	100%	100%	100%	100%	100%

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

	PSA 8	STATE	MINORITY	LOW-INCOME	RURAL
No	81%	78%	56%	69%	81%
Yes	19%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
No	93%	83%	64%	75%	85%
Yes	7%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
Never/hardly ever	91%	90%	84%	91%	94%
Sometimes	7%	6%	10%	6%	4%
Often	2%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
I stay busy through other activities and groups	30%	26%	15%	20%	24%
I don't have time	14%	12%	12%	12%	12%
Other	11%	12%	11%	13%	13%
I am not aware of the services that are offered	10%	12%	10%	11%	11%
I would prefer a location that also includes other age groups	9%	8%	11%	9%	8%
I don't think I am old enough to go there	9%	8%	9%	9%	9%
Physically unable to attend	5%	3%	6%	5%	4%
I don't like the activities offered	4%	4%	5%	4%	4%
There is not a senior center nearby	4%	6%	7%	7%	8%
Caregiving responsibilities	3%	3%	5%	4%	3%
Transportation is not available	2%	4%	8%	6%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
Physical activities	16%	17%	17%	17%	16%
Using the computer and/or Internet	16%	15%	14%	13%	15%
Nature-related activities	14%	13%	14%	14%	13%
Arts and crafts/hobby classes	14%	13%	14%	14%	13%
Travel/tours	13%	14%	15%	13%	14%
Card games	11%	12%	10%	11%	13%
Genealogy classes	10%	10%	9%	10%	9%
Other	6%	6%	7%	7%	7%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Transportation

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

	PSA 8	STATE	MINORITY	LOW-INCOME	RURAL
Yes	97%	96%	88%	93%	98%
No	3%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
I don't know anyone I can ask	33%	8%	0%	17%	14%
Health issues	33%	33%	49%	50%	43%
Don't know	33%	36%	28%	24%	29%
There is no public transportation	0%	14%	3%	0%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
I can/do not drive	32%	23%	30%	25%	18%
Illness or physical problem	27%	16%	10%	11%	15%
Spouse or other person usually drives	23%	12%	11%	13%	19%
Other	9%	17%	18%	21%	19%
Financial reasons	5%	8%	11%	8%	11%
Visual impairment	5%	11%	10%	13%	9%
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 8	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	22%	22%	23%	21%	19%
I bicycle or walk	19%	16%	7%	10%	11%
Special transportation (golf cart, wheelchair, or scooter)	6%	5%	3%	6%	8%
Other	4%	4%	7%	5%	4%
I take a taxi or use public transportation	2%	4%	9%	6%	2%
Not applicable	2%	3%	3%	4%	2%
Senior ride service	1%	2%	4%	3%	1%
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 8	STATE	MINORITY	LOW-INCOME	RURAL
No public transportation is available in this area	12%	10%	8%	12%	24%
I don't use public transportation	79%	75%	64%	69%	69%
Hardly ever	9%	9%	10%	9%	5%
Sometimes	0%	4%	12%	6%	1%
Often	0%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
Very satisfied	0%	49%	37%	37%	50%
Somewhat satisfied	0%	37%	43%	49%	50%
Somewhat dissatisfied	0%	8%	13%	7%	0%
Very dissatisfied	0%	7%	7%	7%	0%
Total Responses	0%	100%	100%	100%	100%

Transportation

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

	PSA 8	STATE	MINORITY	LOW-INCOME	RURAL
Don't need it	0%	10%	12%	18%	11%
My town has very limited public transportation	0%	13%	14%	12%	33%
It is inconvenient (rides too long or too many stops)	0%	18%	12%	12%	11%
It doesn't go where I need to go	0%	13%	14%	12%	22%
Lack of knowledge about the service	0%	6%	2%	3%	0%
Other	0%	28%	33%	24%	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%
Total Responses	0%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
Yes, very much so	48%	37%	40%	36%	35%
Yes, somewhat	35%	42%	31%	40%	43%
No, not very much	11%	10%	17%	12%	8%
No not at all	3%	5%	7%	7%	7%
Don't know	2%	7%	5%	5%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
I am treated with respect	12%	11%	13%	12%	11%
People are friendly and courteous to me	11%	12%	12%	12%	11%
I feel safe when I am out in the community	11%	11%	10%	10%	11%
There are many other seniors in my community	11%	11%	10%	11%	11%
I feel I have something to contribute and that it would be appreciated	10%	10%	10%	9%	10%
Street signs are easy for me to read	10%	11%	11%	10%	11%
There are programs, services, activities, and events for me	10%	10%	10%	10%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
Transportation is not available to me	16%	12%	9%	10%	14%
There are no sidewalks or covered bus areas	16%	11%	11%	12%	15%
Other	14%	13%	7%	10%	11%
Services are not close to senior housing	11%	9%	10%	10%	11%
Signals are not long enough for me to cross the street	10%	10%	10%	8%	6%
I think age-based discrimination is common here	10%	10%	12%	10%	8%
There are not very many services, facilities, or activities for seniors	9%	14%	13%	17%	16%
I do not feel safe when I am out in the community	6%	9%	10%	8%	7%
I am not treated with respect	4%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
Hard to pay rent/mortgage/taxes (i.e., homeowner association dues)	29%	21%	31%	21%	21%
Other	29%	11%	17%	14%	24%
Too much upkeep, minor repairs (i.e., painting)	21%	23%	12%	15%	19%
Roofing or plumbing issue	7%	12%	13%	15%	13%
Major repairs are needed (other than roofing or plumbing)	7%	12%	13%	13%	8%
Flooding or other similar environmental problems	7%	4%	4%	6%	4%
High crime or bad neighborhood	0%	8%	6%	10%	7%
Landlord issues	0%	3%	1%	1%	0%
Not accessible (i.e., stairs, no grab bars in bathtub, cabinets are hard to reach)	0%	5%	3%	6%	2%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

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

	PSA 8	STATE	MINORITY	LOW-INCOME	RURAL
Other	29%	17%	16%	15%	18%
Centrally located to be able to walk to services	24%	21%	22%	18%	14%
To live in a retirement community (seniors only)	16%	18%	14%	19%	19%
Assisted living	13%	11%	10%	8%	7%
To live in a more secluded, more rural (country) setting	8%	13%	14%	15%	19%
To live in a more urban (city) setting	5%	8%	10%	12%	16%
To live in a family neighborhood (all ages)	5%	11%	14%	13%	10%
Total Responses	100%	100%	100%	100%	101%

*Question was not pertinent to all respondents.

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

	PSA 8	STATE	MINORITY	LOW-INCOME	RURAL
Single family home	36%	46%	49%	49%	56%
Apartment-type housing	27%	22%	19%	21%	12%
Other	27%	20%	16%	20%	24%
Duplex, triplex, or quad	9%	12%	16%	10%	9%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Housing

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

	PSA 8	STATE	MINORITY	LOW-INCOME	RURAL
Attached to my current residence (memories)	21%	12%	4%	7%	4%
My home was devalued, I won't get enough money out of it	21%	22%	26%	28%	40%
The idea of packing and moving is too overwhelming	17%	13%	5%	10%	13%
Not enough money or help with moving	13%	15%	26%	15%	8%
Health issues	8%	4%	4%	3%	4%
I don't know what options are available	8%	10%	14%	15%	10%
Other	8%	16%	11%	14%	20%
Preferred/affordable housing option not available	4%	6%	10%	8%	1%
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 8	STATE	MINORITY	LOW-INCOME	RURAL
None	41%	35%	48%	49%	40%
Family member	36%	31%	27%	26%	31%
Friend	8%	10%	5%	6%	10%
Individual who could assist around the house	5%	5%	3%	4%	3%
Another older person	3%	5%	4%	4%	3%
A single mother and children	3%	2%	2%	0%	2%
Open to all options	3%	6%	5%	5%	6%
Other	2%	4%	6%	4%	4%
A college student	0%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
Most or all of the time	98%	97%	94%	96%	97%
Some of the time	2%	2%	6%	4%	2%
Rarely ever/never	0%	0%	0%	0%	1%
Total Responses	100%	100%	100%	100%	100%

Housing

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

	PSA 8	STATE	MINORITY	LOW-INCOME	RURAL
Unsafe building, flooring, stairways, or walkways	14%	7%	0%	0%	0%
Bathroom or kitchen is not senior friendly	14%	7%	4%	0%	0%
Afraid of falling or other mobility concerns	14%	16%	4%	9%	7%
Afraid of crime	14%	28%	30%	36%	29%
Fences and gates at property line need repair	14%	7%	0%	0%	0%
Inadequate lighting	14%	8%	4%	9%	7%
Other	14%	17%	57%	45%	57%
Health limitations	0%	11%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
Most or all of the time	98%	91%	77%	86%	95%
Some of the time	2%	8%	17%	10%	3%
Rarely ever/never	0%	1%	6%	4%	2%
Total Responses	100%	100%	100%	100%	100%

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

	PSA 8	STATE	MINORITY	LOW-INCOME	RURAL
Afraid of crime	20%	23%	23%	21%	20%
Vacant and abandoned dwellings	20%	7%	7%	7%	7%
Suspected drug-related activity	20%	16%	13%	14%	14%
Sidewalks non-existent or are broken and uneven	20%	10%	10%	9%	13%
Health limitations	20%	7%	8%	10%	11%
No streetlights	0%	8%	10%	9%	9%
Loud or offensive noises, cars, or neighbors	0%	7%	5%	7%	7%
High-speed traffic or dangerous roadways	0%	10%	11%	10%	8%
Loose animals	0%	8%	7%	8%	9%
Other	0%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
No	62%	64%	76%	69%	62%
Yes	38%	36%	24%	31%	38%
Total Responses	100%	100%	100%	100%	100%

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

	PSA 8	STATE	MINORITY	LOW-INCOME	RURAL
Faith or religious-based	28%	24%	25%	29%	28%
Community (i.e., arts organizations, museums, politics, etc.)	25%	15%	11%	11%	15%
Other	9%	13%	11%	14%	13%
Animal, wildlife, or nature-related organization	8%	6%	3%	5%	7%
Civic (city or county boards)	6%	9%	9%	8%	12%
Health-related (i.e., hospital, nursing home, Red Cross, politics, etc.)	6%	7%	11%	10%	7%
School-related (parent organization, primary school, or university, etc.)	5%	9%	9%	8%	6%
Child welfare	5%	3%	5%	4%	3%
Professional organization	3%	7%	5%	3%	5%
Senior center	3%	5%	9%	6%	3%
None of the above	2%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
Not enough time	21%	15%	13%	12%	15%
Health issues	19%	16%	24%	20%	17%
Limited energy or functional ability	15%	11%	9%	12%	8%
Don't want to or not interested in volunteering	14%	15%	13%	17%	18%
Other	11%	9%	8%	8%	11%
Work prevents it	7%	9%	7%	7%	9%
Haven't found the right organization	5%	7%	5%	5%	7%
Caregiving responsibilities	4%	5%	6%	6%	5%
Haven't been asked	3%	8%	7%	8%	5%
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 8	STATE	MINORITY	LOW-INCOME	RURAL
No	84%	75%	61%	72%	74%
Yes	16%	25%	39%	28%	26%
Total Responses	100%	100%	100%	100%	100%

Employment

Question 65: What is your employment status?

	PSA 8	STATE	MINORITY	LOW-INCOME	RURAL
Retired	53%	52%	43%	49%	56%
Working part-time	9%	7%	5%	5%	5%
Full-time homemaker	8%	7%	10%	8%	5%
Unable to work due to health or functional limitations	6%	9%	14%	12%	8%
Do not want to work	6%	5%	4%	6%	6%
Working full-time	6%	7%	5%	4%	7%
Involuntarily unemployed	3%	2%	2%	3%	2%
Other	3%	3%	5%	4%	3%
Full-time caregiver	2%	2%	3%	3%	3%
Self-employed	2%	4%	3%	3%	4%
I am actively looking for work but I haven't found a job yet	2%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
Not currently looking	76%	66%	54%	61%	69%
Other	13%	15%	14%	17%	14%
Part-time work	7%	13%	21%	16%	12%
Caregiving responsibilities interfere with ability to look for work	2%	3%	5%	4%	3%
Full-time work	1%	4%	6%	3%	2%
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 8	STATE	MINORITY	LOW-INCOME	RURAL
No	90%	79%	56%	74%	81%
Yes	5%	17%	31%	20%	15%
Already tried a job-matching service	5%	4%	13%	7%	5%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Employment

Question 68: Do you want job training?

	PSA 8	STATE	MINORITY	LOW-INCOME	RURAL
No	95%	81%	63%	74%	83%
Already received training	5%	6%	10%	8%	7%
Yes	0%	12%	27%	17%	9%
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 8	STATE	MINORITY	LOW-INCOME	RURAL
Health limitations	30%	16%	19%	22%	20%
Limited jobs available	30%	24%	29%	27%	27%
Lack of transportation/too far away	10%	4%	4%	5%	7%
I am overqualified	10%	12%	11%	9%	18%
Caregiving responsibilities	10%	11%	4%	4%	5%
Other	10%	30%	15%	20%	15%
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 8	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 8	STATE	MINORITY	LOW-INCOME	RURAL
No	86%	88%	84%	86%	84%
Yes	14%	12%	16%	14%	16%
Total Responses	100%	100%	100%	100%	100%

Exploitation and Legal Issues

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 8	STATE	MINORITY	LOW-INCOME	RURAL
Extremely concerned	7%	26%	28%	23%	15%
Very concerned	43%	29%	37%	39%	38%
Somewhat concerned	43%	32%	14%	16%	23%
Not very concerned	0%	4%	16%	9%	19%
Not at all concerned	7%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
Florida Department of Elder Affairs	32%	30%	26%	28%	28%
Local Legal Aid Office	21%	21%	22%	20%	20%
Local Area Agency on Aging	20%	19%	19%	19%	20%
Florida Bar Lawyer Referral Service	16%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
No	76%	80%	76%	81%	78%
Yes	24%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
Lawyers are too expensive	46%	43%	41%	41%	43%
I felt I could solve the problem myself	19%	14%	13%	12%	19%
Other	16%	21%	15%	20%	14%
I wasn't sure the problem was legal	11%	9%	13%	8%	10%
I didn't know where to get a lawyer	5%	7%	15%	13%	9%
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 8	STATE	MINORITY	LOW-INCOME	RURAL
Health-related (Medicaid or Medicare, improper billing)	19%	19%	22%	20%	21%
Estate (wills, trusts)	19%	16%	8%	13%	16%
Benefits (Social Security, Veterans Administration)	11%	10%	8%	10%	8%
Consumer (home improvement, shoddy goods or services)	10%	9%	6%	9%	8%
Guardianship or Power of Attorney	10%	10%	7%	7%	9%
Family matters (divorce, custody, child support)	10%	10%	9%	9%	11%
Abuse, exploitation, or fraud	8%	7%	10%	8%	8%
Other	7%	11%	11%	12%	13%
Employment (worker's compensation, discrimination)	4%	5%	11%	7%	3%
Housing (landlord/tenant, foreclosures, evictions)	2%	4%	9%	5%	3%
Total Responses	100%	100%	100%	100%	100%
*Question was not pertinent to all respondents.					

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

	PSA 8	STATE	MINORITY	LOW-INCOME	RURAL
No	62%	54%	58%	57%	52%
Yes	38%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
No	70%	69%	47%	60%	72%
Yes	30%	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 8	STATE	MINORITY	LOW-INCOME	RURAL
Not interested	49%	50%	38%	48%	55%
Somewhat interested	40%	33%	32%	33%	33%
Very interested	10%	16%	30%	19%	12%
Total Responses	100%	100%	100%	100%	100%

Demographic Information

Question 81: Are you male or female?

	PSA 8	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 8	STATE	MINORITY	LOW-INCOME	RURAL
White or Caucasian	94%	84%	20%	84%	90%
Black or African-American	4%	7%	29%	6%	2%
Latino	2%	7%	20%	4%	2%
Native American	0%	2%	25%	4%	4%
Asian or Pacific Islander	0%	1%	5%	1%	1%
Total Responses	100%	100%	100%	100%	100%

*Question was not pertinent to all respondents.

Demographic Information

Question 83: Which of these categories best describes your total household income in 2009 before taxes?					
	PSA 8	STATE	MINORITY	LOW-INCOME	RURAL
Under \$20,000	13%	18%	49%	100%	19%
\$20,000-\$29,999	19%	20%	24%	0%	17%
\$30,000-\$39,999	17%	16%	10%	0%	15%
\$40,000-\$49,999	14%	12%	5%	0%	10%
\$50,000-\$59,999	8%	9%	7%	0%	11%
\$60,000-\$69,999	8%	6%	1%	0%	4%
\$70,000-\$79,999	3%	4%	0%	0%	4%
\$80,000-\$89,999	5%	3%	1%	0%	5%
\$90,000-\$99,999	3%	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	8%	6%	0%	0%	7%
Total Responses	100%	100%	100%	100%	100%