



2020–2024 Delaware County Office for the Aging Needs Assessment



Survey Analysis for 2019 Needs Assessment

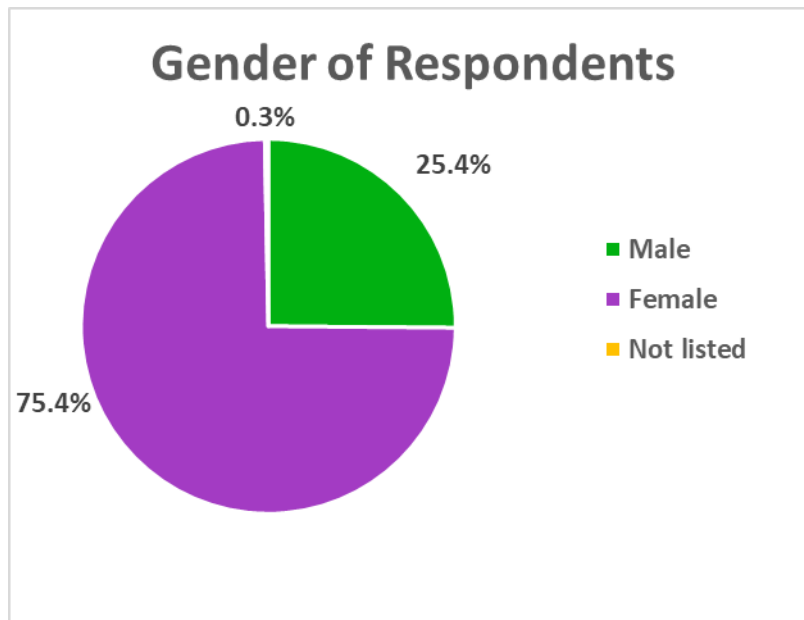
At a minimum of every four (4) years, the Delaware County Office for the Aging assesses the needs for supportive services among county residents 60 years of age or older. This information is used to help plan and coordinate services for our older people and caregivers in Delaware County. Of 600 blank surveys mailed out, 366 were completed and returned – along with 2 other returned blank surveys. While not every respondent answered all questions, percentages were still based on the 366 figure.

1. In what Delaware County villages/townships did the survey participants reside?

People from a variety of Delaware County towns/villages participated in the survey. The most returned surveys came from Delhi, with 13.2% of respondents residing in the town. While Tompkins had the fewest respondents at 1.1%.

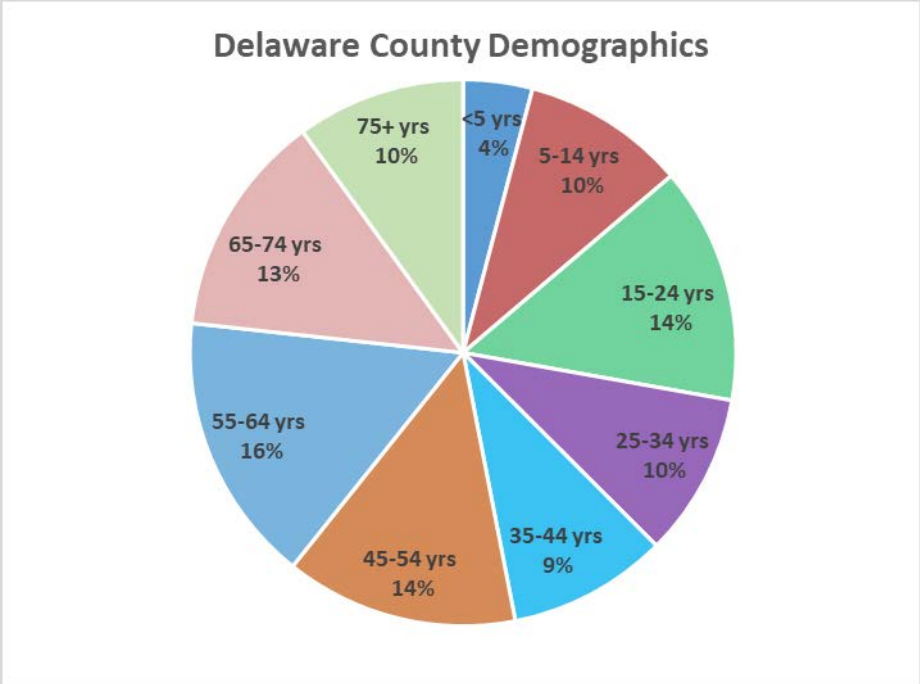
What were the demographics of survey participants?

The male-female split leaned toward the female elder population of Delaware County, with 75.4% respondents identifying themselves as female, while 25.4% of respondents were male. The remaining .3% of respondents did not select a gender on their survey.

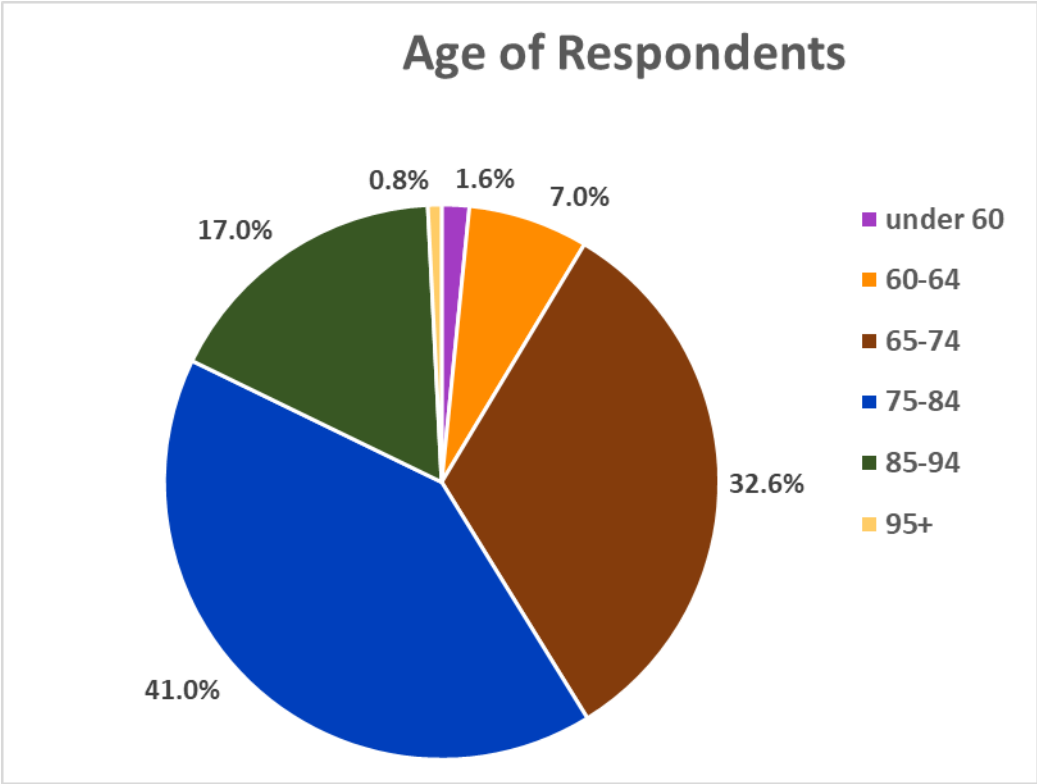


Source: 2019 Needs Assessment Survey Results

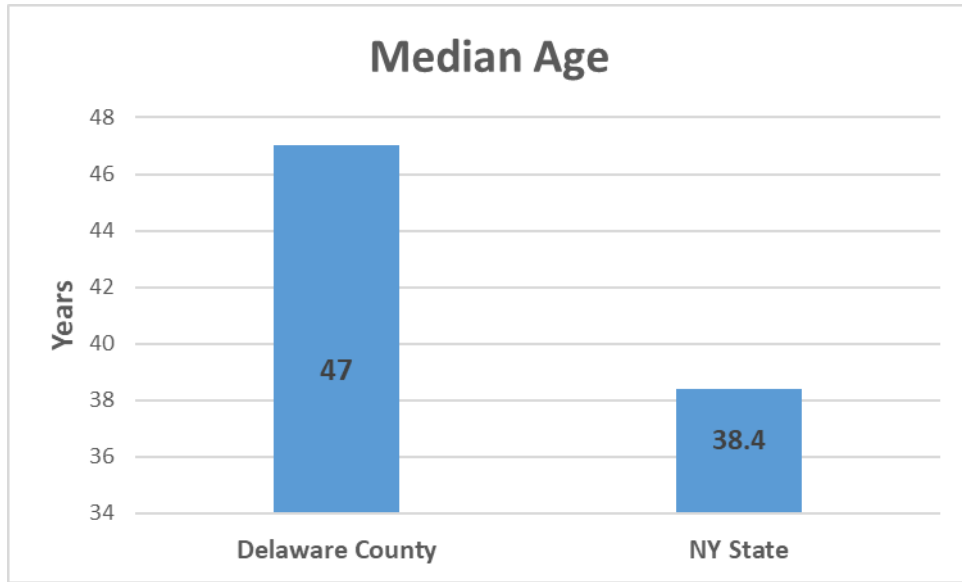
A majority of the participants were in the age range of 75-84, accounting for 41.4% of survey respondents. 17.8% of respondents were 85 or older, while only 8.5% of respondents were 64 or younger.



Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-year Estimates

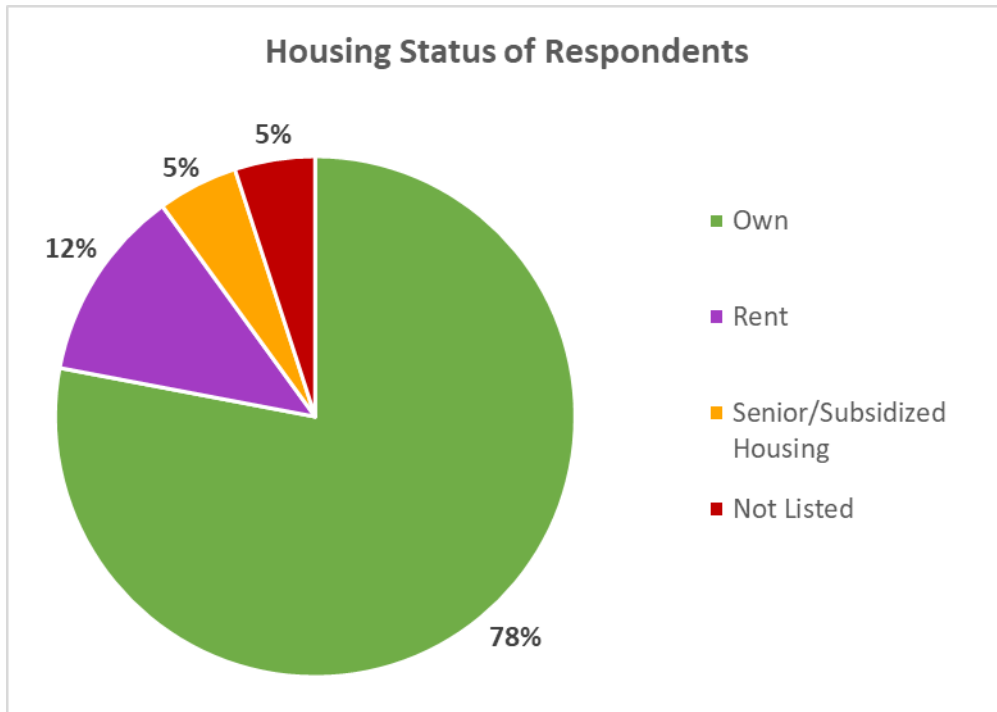


Source: 2019 Needs Assessment Survey Results



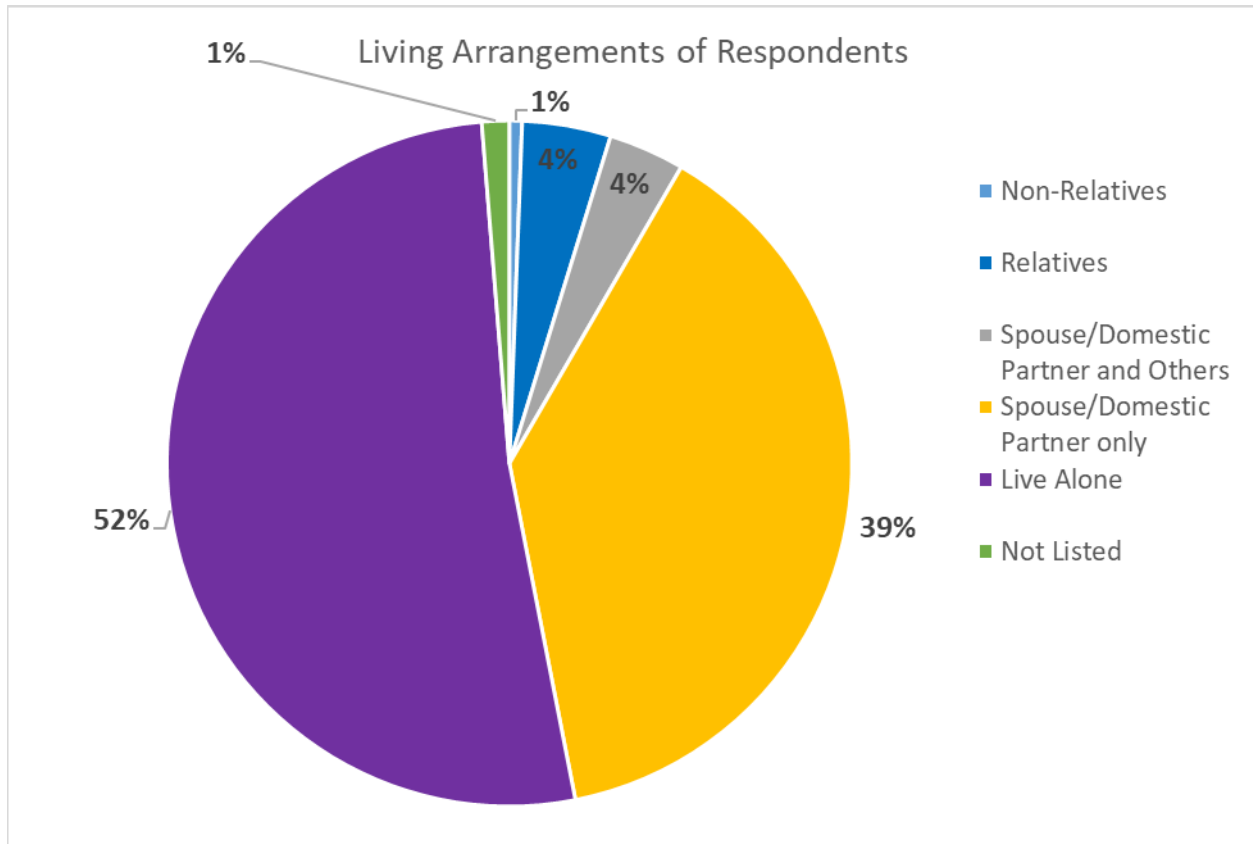
Sources: <https://factfinder.census.gov/>

As for housing, a decisive majority (78%) of survey participants currently own their place of living, while the remaining minority either rents their housing or lives in senior/subsidized housing. This makes sense, as it falls in line with national AARP statistics of the elderly - in which a vast majority of elder persons prefer to stay in their own homes as they age.



Source: 2019 Needs Assessment Survey Results

Most survey participants live alone now (52% of respondents). While most of the remaining participants live only with their spouse/domestic partner, some do live with their spouse and “others” – presumably people they provide care for (mostly children).

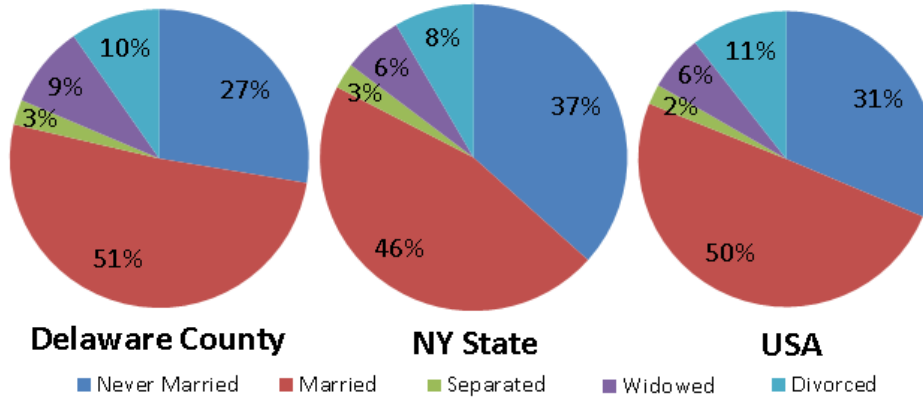


Source: 2019 Needs Assessment Survey Results

As would be expected given the previous statistic, most survey participants live in a 1-person household (49 %). However, 41% of participants live in a 2-person household, which is a significant portion of respondents.

39% of respondents are currently married, while 34% are widowed.

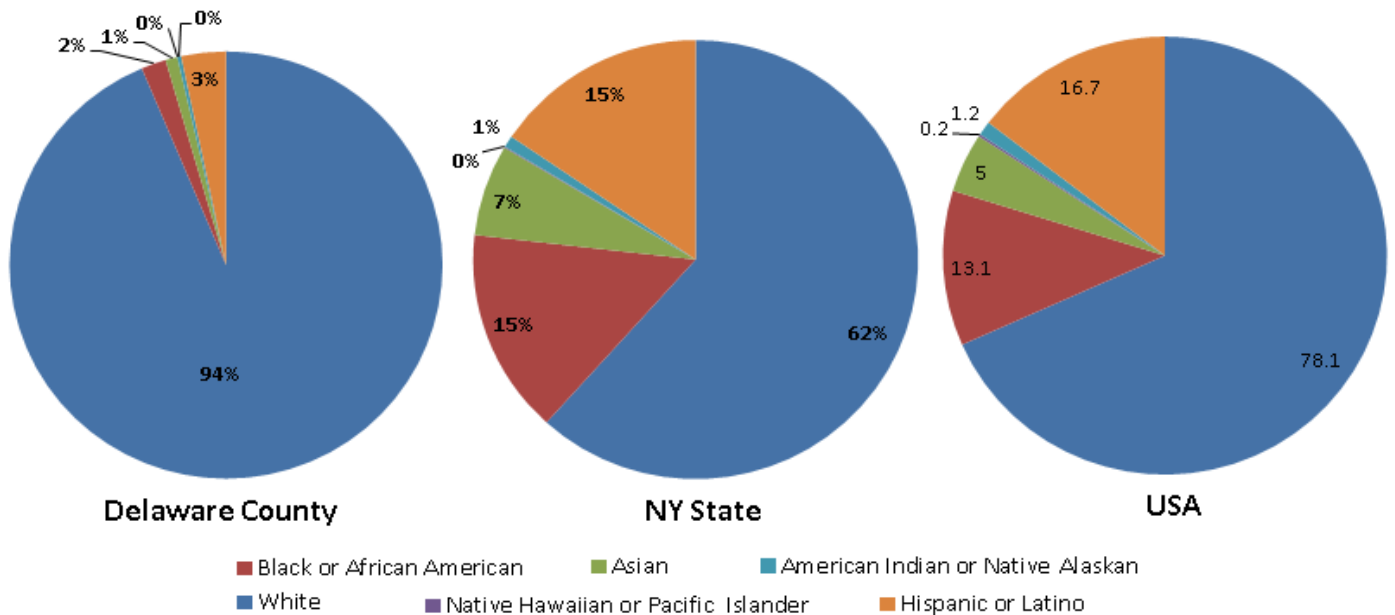
Marital Status for Total Population Age 15+



Source: US Census Bureau, 2009-2011 Social Characteristics

93.4% of respondents listed themselves as white, so other racial representation was almost nonexistent.

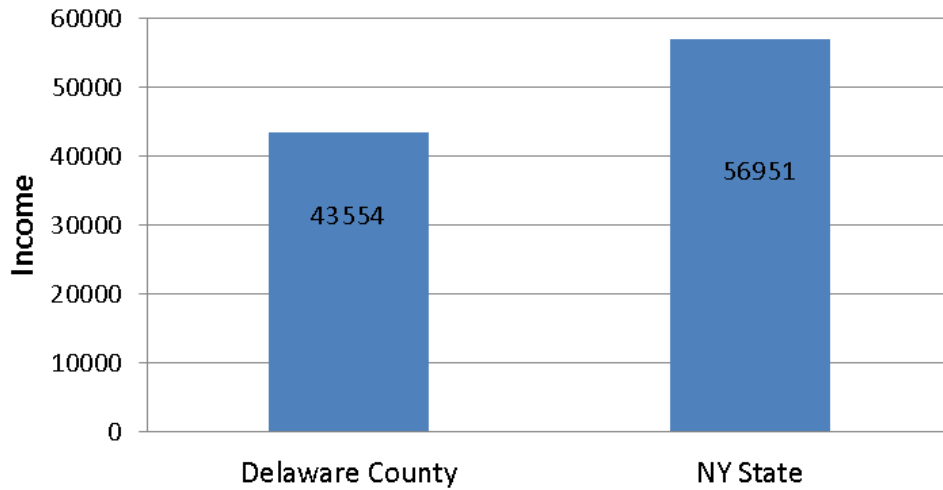
Race & Ethnicity Population Percentages, 2011



Source: <http://quickfacts.census.gov/qfd/states/36/36025.html>

For those living in one-person households, 28% rely on a monthly income of \$1,216 or less – largely made up of Social Security payments. This equates to an income under \$15,000 for the year – which could create financial difficulty for older people living alone.

Median Family Income



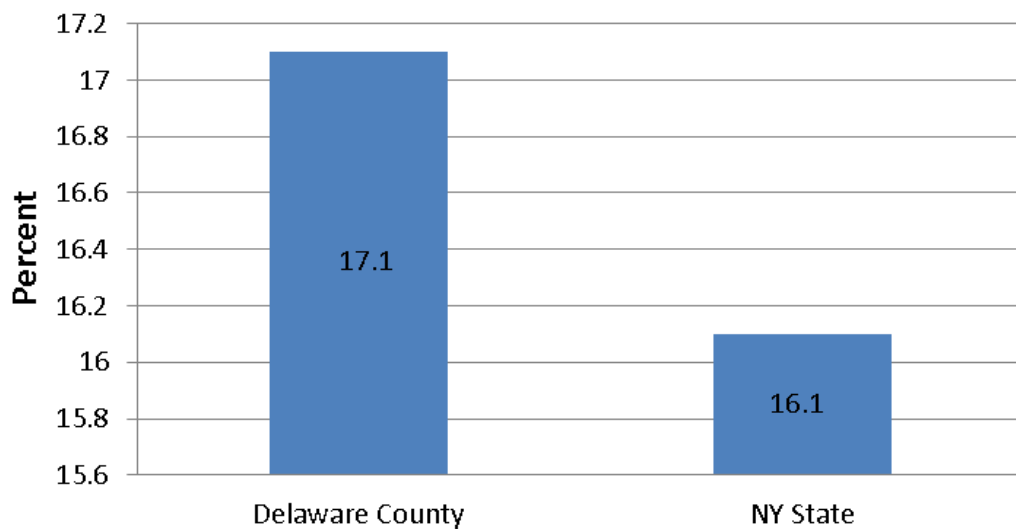
Source: <http://quickfacts.census.gov/qfd/states/36/36025.html>

For those living in two-person households, 59% receive a monthly income of \$2,425 or more. This equates to \$29,100 or more per year.

For the fewer respondents living in three-person households, about 69% of them received a monthly income between \$2,475 and \$3,051 – or more. This equates to between \$29,700 and \$36,312 per year, or more.

Overall, the financial incomes of older people in Delaware County appears to be below the ideal amount.

Percent of Total Population in Poverty



Source: NYC Watershed Study, 2009
US Census Bureau: 2010 and 2011 American Community

2. Housing situation for survey participants

A majority of respondents seemed to be relatively content with their current housing situations. For each housing concern category, between 43% and 60.4% chose the “important but not a concern” option. The two most significant concerns revealed by the respondents were concerned with home maintenance and repair, with 37.6% listing the “Finding reliable help to perform home maintenance/repairs” as an important concern. As well as 33.5% listing the “Ability to financially afford home maintenance/repairs. Due to many older of the older homes within Delaware County, this is a cause for concern among older people – along with the national rise of home improvement costs.

The respondents seemed to be least concerned with their ability to perform personal care, with only 13.9% listing it as an important concern.

A majority of respondents live in a multi-level home (57.3%), and when asked which type of house they would choose if they had to leave their current situation, 50.7% said they would choose a one-level home.

HOUSING	(1) IMPORTANT and a CONCERN	(2) IMPORTANT but NOT a CONCERN	(3)NOT IMPORTANT and NOT a CONCERN
Able to perform household chores (cleaning, etc.)	73 (20.4%)	206 (57.7%)	78 (21.8%)
Able to perform personal care (bathing, dressing, etc.)	50 (13.9%)	209 (58.1%)	101 (28.1%)
Accessibility in the home (ramps, accessible bathrooms, etc.)	53 (15%)	195 (55.2%)	105 (29.7%)
Finding reliable help to perform home maintenance/repairs	132 (37.6%)	151 (43%)	68 (19.4%)
Ability to financially afford home maintenance/repairs	116 (33.5%)	163 (47.1%)	68 (19.7%)
Ability to pay rent or taxes	69 (19.7%)	212 (60.4%)	71 (20.2%)
Able to pay for home heating	94 (26.7%)	191 (54.3%)	67 (19%)
What type of housing do you currently live in?			
<input type="checkbox"/> Apartment – 22 (6.1%)			

- One Level House – 116 (32.1%)
- Multi-Level House – 207 (57.3%)
- Senior/Supported Housing – 20 (5.5%)

If you had to move from your current living situation, would you consider any of the following?

- Apartment – 90 (26.4%)
- One Level House – 173 (50.7%)
- Multi-Level House – 16 (4.7%)
- Senior/Supported Housing – 159 (46.6%)

Source: 2019 Needs Assessment Survey Results

3. Transportation situation for survey participants

Not many respondents seemed to show concern in this section. The highest rated important concern was “transportation to out of county medical appointments,” with 28.4% listing it as such. The next greatest concern was the ability to local medical appointments, with 21.5% listing that as an important concern. In addition, 15.6% listed transportation “Driving my own car” as an important concern.

The respondents seemed to be least concerned with “To the grocery store and other errands”, with only 14.4% of respondents listing it as an important concern. Finally, it appears that most respondents are not concerned with using Delaware County Senior Bus, as only 15.2% respondents claimed it as important and a concern.

It may not have been a worry for the majority of respondents, but based on the demand in this office, and the lack of resources available, it certainly is a concern that we see regularly with older adults in Delaware County

<u>TRANSPORTATION</u>	<u>(1)</u> <u>IMPORTANT</u> <u>and a</u> <u>CONCERN</u>	<u>(2)</u> <u>IMPORTANT</u> <u>but NOT a</u> <u>CONCERN</u>	<u>(3) NOT</u> <u>IMPORTANT</u> <u>and NOT a</u> <u>CONCERN</u>
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To local medical appointments	75 (21.5%)	219 (62.8%)	55 (15.8%)
To out of county medical appointments	99 (28.4%)	195 (55.9%)	55 (15.8%)
To the grocery store and other errands	50 (14.4%)	232 (66.7%)	66 (19%)

Driving my own car	53 (15.6%)	208 (61.2%)	80 (23.5%)
Using Delaware County Senior Bus (our local bus system)	50 (15.2%)	131 (39.9%)	147 (44.8%)

Source: 2019 Needs Assessment Survey Results

4. Insurance/Health situation for survey participants

The respondents seemed to be more concerned in this category, especially with understanding certain aspects of elder health care. The highest rated important concern was “Preventing falls, improving balance, dealing with fear of falling” with 40.5% listing it as such. The next greatest important concern was “Understanding Medicare and various options,” with 40.2% identifying it as so. The “Understanding long term care services and supports” category was listed by 34.6% of respondents as an important concern. So, the top three highest rated important concerns all had to do with reducing and dealing with falls and understanding elder medical/health care. This goes to show that the elderly of Delaware County could use more resources in this area.

The respondents seemed least concerned with accessing services for individuals with Alzheimer’s or dementia and their caregivers, but still 17.7% of respondents listed it as an important concern.

<u>INSURANCE/HEALTH & WELLNESS</u>	<u>(1) IMPORTANT and a CONCERN</u>	<u>(2) IMPORTANT but NOT a CONCERN</u>	<u>(3) NOT IMPORTANT and NOT a CONCERN</u>
Understanding Medicare and various options	140 (40.2%)	174 (50%)	35 (10.1%)
Understanding low-income health insurance subsidies	92 (27.6%)	150 (45%)	92 (27.6%)
Understanding long term care services and supports	117 (34.6%)	164 (48.5%)	58 (17.2%)
Accessing services for individuals with Alzheimer's or dementia and their caregivers	58 (17.7%)	164 (50%)	107 (32.6%)
Managing a chronic health condition(s)	102 (30.3%)	159 (47.2%)	77 (22.8%)
Wellness programs, including exercise classes	110 (32.4%)	159 (46.8%)	71 (20.9%)

Preventing falls, improving balance, dealing with fear of falling	142 (40.5%)	159 (45.3%)	51 (14.5%)
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Source: 2019 Needs Assessment Survey Results

5. Nutrition/Food situation for survey participants

In regards to nutrition and food, the respondents – although not strikingly concerned with the category in general - seemed most concerned with the financial aspect of the category. The highest rated concern was “having enough money for nutritious food,” with 18% listing it as an important concern. The other two concerns in the category – “being able to shop and cook for myself” and “able to follow a special diet recommended by my doctor” – were labeled as an important concern by 14.7% and 11.6% of respondents respectively. Similar to the housing category of concerns, the main concern seemed to be related to possible financial obstacles. This makes a lot of sense, given the higher prices of organic and specialized food products.

<u>NUTRITION/FOOD</u>	<u>(1)</u> <u>IMPORTANT</u> and a <u>CONCERN</u>	<u>(2)</u> <u>IMPORTANT</u> but <u>NOT</u> a <u>CONCERN</u>	<u>(3) NOT</u> <u>IMPORTANT</u> and <u>NOT</u> a <u>CONCERN</u>
Having enough money for nutritious food	64 (18%)	216 (60.8%)	75 (21.1%)
Being able to shop and cook for myself	52 (14.7%)	223 (63%)	79 (22.3%)
Able to follow a special diet recommended by my doctor	40 (11.6%)	189 (54.6%)	117 (33.8%)

Source: 2019 Needs Assessment Survey Results

6. Services/Supports situation for survey participants

This area of the survey did not seem to garner much concern from the respondents either, with the highest rated important concern being accessibility to “transportation options for those unable to drive,” with 31.8% listing this as an important concern. Although the transportation category did not seem to be a major area of concern for respondents earlier in the survey, this particular question here was probably answered with less of a personal aspect in mind and more of the general issue at hand.

The second highest services/supports concern was “in-home personal care services,” with 25.4% of respondents listing it as an important concern. In terms of the previous listed concerns involving home maintenance repairs, long term care services and supports, and the amount of older people of Delaware County living in two-level housing – it makes sense that this would be a concern.

The third highest concern in this category was the availability of “A centralized Senior Center for activities and meals” – listed by 21.6% of respondents as an important concern. Which seniors state throughout the county, that current available venues are insufficient for their needs. “Respite services for caregivers of people with dementia or other functional impairments remains relatively high at 21.4%, but has been overtaken by “Transportation options for those unable to drive”. At 31.8%, it is the category with the highest concern. While participants of the survey showed lower relative concern for their own transportation. This suggests that while many of the survey respondents do not have personal concern in travel for themselves, they recognize that many other individuals do not have transportation solutions and the need for them within the county.

<u>SERVICES/SUPPORTS</u>	<u>(1)</u> <u>IMPORTANT</u> and a <u>CONCERN</u>	<u>(2)</u> <u>IMPORTANT</u> but NOT a <u>CONCERN</u>	<u>(3) NOT</u> <u>IMPORTANT</u> and NOT a <u>CONCERN</u>
Respite services for caregivers of people with dementia or other functional impairments	72 (21.4%)	152 (45.8%)	111 (33.4%)
Transportation options for those unable to drive	107 (31.8%)	153 (45.5%)	77 (22.9%)
In-home personal care services	85 (25.4%)	156 (46.7%)	94 (28.1%)
Ability to participate in Congregate Dining Centers or receive Home Delivered Meals	53 (15.8%)	176 (52.4%)	107 (31.8%)
A centralized Senior Center for activities and meals	72 (21.6%)	169 (50.8%)	93 (27.9%)

Source: 2019 Needs Assessment Survey Results

7. Participants in the role as “caregiver”

In the “Caregivers” category, 83% of respondents identified themselves as non-caregivers in any capacity. The remaining 73%, accounting for a total of 61 respondents, provide care for either a spouse (28), a parent (11), an adult child (8), a child 20 years of age or younger (2), or a non-relative (10).

Of 58 respondents, 33 claim to live with the person for whom they provide care – with the remaining 25 not living with the person.

In their responses, 25 identified the person they care for as suffering from dementia or memory problems. 35 of the responses stated that their individuals do not suffer from memory or dementia issues.

When asked if they felt overwhelmed and/or stressed in providing care, 38 of the caregiving respondents answered “no,” while the remaining 23 answered “yes.”

CAREGIVERS – If you are caring for another individual, please answer the following questions:

For whom do you provide care?

- Nobody – 309 (84.4%)
- Spouse – 28 (7.6%)
- Parent – 11 (3%)
- Adult Child (21+) – 8 (2.1%)
- Child (20 and younger) – 2 (0.5%)
- Non-Relative – 10 (2.7%)

61 of those surveyed provide care for another individual

Does this individual live in your home?

- Yes – 33 (9%) (56.9% of 58)
- No – 25 (6.8%) (43.1% of 58)

Does this individual have memory problems and/or dementia?

- Yes – 25 (6.8%) (41.7% of 60)
- No – 35 (9.6%) (58.3% of 60)

Do you feel overwhelmed and/or stressed in providing care?

- Yes – 23 (6.2%) (37.7% of 61)
 - No – 38 (18.7%) (62.3% of 61)
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Source: 2019 Needs Assessment Survey Results

8. Help and support services for participants

A little over half of survey participants – 53.9% - claimed they have never heard of "NY Connects," the local program that helps consumers with information, assistance and connections to needed long term care services and supports. This suggests that more should be done in spreading the word on NY Connects to the older population of Delaware County.

Also, 88.9% of participants claimed they are satisfied with the amount of contact they have with others, which is a positive sign.

HELP AND SUPPORT – Where you turn for help:

If you, or someone you know, have been in the hospital in the past year, did you/they have the information and supports needed to return home?

- Yes – 128 (41.8%)
- No – 22 (7.2%)
- Not Applicable – 156 (51%)

Have you heard of "NY Connects," the local program that helps consumers with information, assistance and connections to needed long term care services and supports?

- Yes – 146(46.1%)
- No – 171 (53.9%)

Do you feel you have enough contact with others, (seeing friends, social engagements, etc.)?

- Yes – 280 (88.9%)
- No – 36 (11.4%)

Source: 2019 Needs Assessment Survey Results

9. Participant views on the services available at the Office for the Aging

The two most used services at the Office for the Aging, according to survey participants, are the 'senior dining centers' and the 'Farmers Market Coupons' – with 25.4% and 20.5% respectively drawing a "used" response.

The service identified as the most needed by the participants was "Legal Services (Wills, POA, Health Care Proxy)" which 20.5% claimed was a need. Which is in line with the general age shift, as participants get older, they may be thinking more about legal issues surrounding their final years. Closely behind was "Assistance with Understanding Health Insurance" at 19.2%. This follows the trend from previous questions in the survey pertaining to the overall knowledge of health insurance for older Delaware County residents.

The third most needed service – at 16.7% - was the Assistance with General information. Farmers Market coupons drew the overall most “need” and “used” responses by participants in this section of the survey.

Overall, there was a high number of “Don’t Need” responses in this section of the survey – with no single service falling below 65.4% in terms of such responses.

(RESULTS FROM THIS SECTION OF THE SURVEY ARE ON THE FOLLOWING PAGE)

SERVICES AVAILABLE AT THE OFFICE FOR THE AGING

	<u>Have Used</u>	<u>Need</u>	<u>Don't Need</u>
Home Delivered Meals (<i>Meals-on-Wheels</i>)	49 (14%)	11 (3.1%)	291 (83.1%)
Senior Dining Centers	88 (25.4%)	16 (4.6%)	246 (70.9%)
Nutrition Counseling (Information on special diet needs, etc.)	23 (6.8%)	29 (8.6%)	287 (84.7%)
Farmers Market Coupons	70 (20.5%)	56 (16.4%)	223 (65.4%)
Assistance in the home for yourself. - Housekeeping/Chores <i>and/or</i> Personal Care (Bathing, Dressing, etc.)	24 (7%)	34 (9.9%)	285 (83.1%)
Assistance in the home for someone you care <i>for</i> : - Housekeeping/Chores <i>and/or</i> Personal Care (Bathing, Dressing, etc.)	8 (2.4%)	16 (4.9%)	303 (92.7%)
Caregiver/Respite Services	6 (1.8%)	18 (5.4%)	310 (93.1%)
Support Groups (Caregivers or Alzheimer's)	10 (3%)	9(2.7%)	312 (94.3%)
Personal Emergency Response System (Link to Life)	41 (12.3%)	53 (15.9%)	240 (72.1%)
Assistance with Understanding Health Insurance	51 (15.3%)	64 (19.2%)	219 (65.8%)
Legal Services (Wills, POA, Health Care Proxy)	38 (11.5%)	68 (20.5%)	226 (68.3%)
Transportation Services (Rides to medical appointments, shopping, errands, meals, etc.)	28 (8.3%)	47 (14%)	262 (78%)
Assistance with Utility Bills	27 (8%)	32 (9.5%)	281 (83.1%)
Federal and State Tax Return Assistance	46 (13.5%)	45 (13.2%)	254 (74.5%)
Assistance with General Information	54 (16.1%)	56 (16.7%)	225 (67.2%)

Source: 2019 Needs Assessment Survey Results