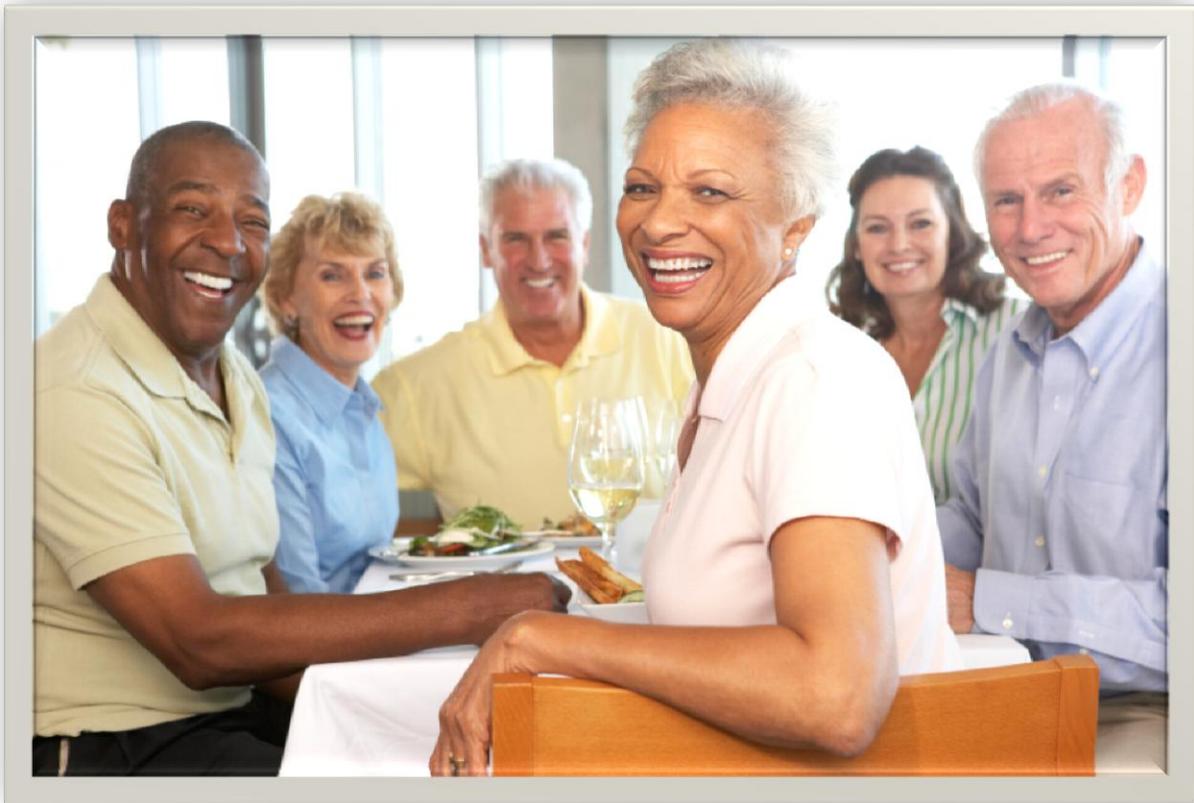




## **2016-2020 Delaware County Office for the Aging Needs Assessment**



## Survey Analysis for 2016 Needs Assessment

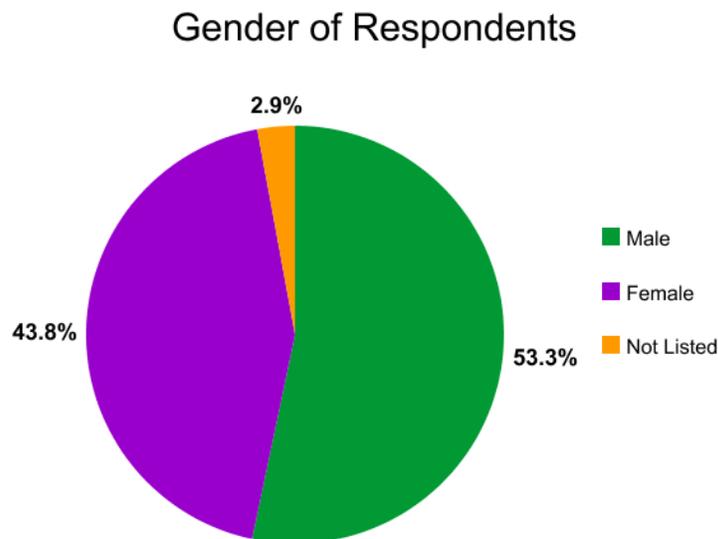
At a minimum of every four (4) years, the Delaware County Office for the Aging assesses the needs for supportive services among county residents 60 years of age or older. This information is used to help plan and coordinate services for our older people and caregivers in Delaware County. Of 400 blank surveys mailed out, 137 were completed and returned – along with 2 other returned blank surveys. While not every respondent answered all questions, percentages were still based on the 137 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 Hamden, with 10.9% of respondents residing in the town. Only two Delaware townships or villages did not have a single representative, namely Andes and Deposit.

### 2. What were the demographics of survey participants?

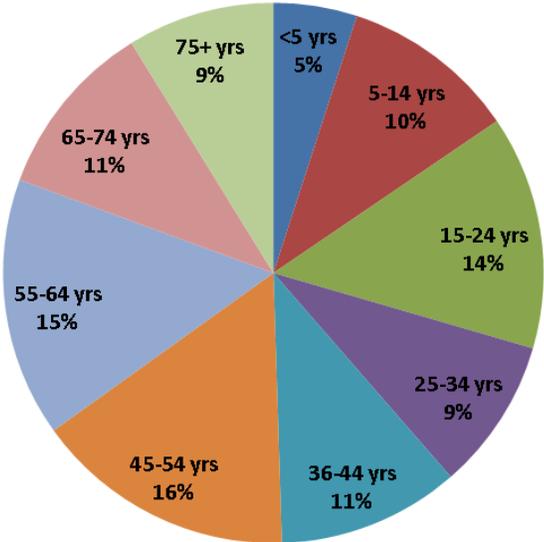
The male-female split leaned slightly toward the male elder population of Delaware County, with 53.3% respondents identifying themselves as male, while 43.8% of respondents were female. The remaining 2.9% of respondents did not select a gender on their survey.



Source: 2016 Needs Assessment Survey Results

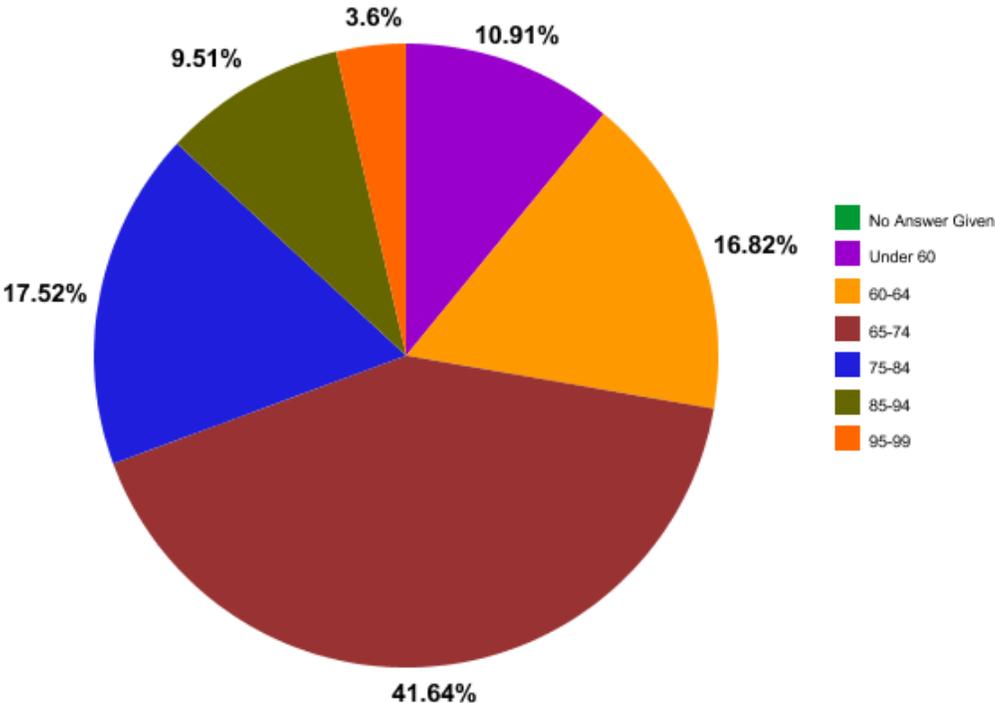
A majority of the participants were in the age range of 65-74, accounting for 41.64% of survey respondents. Only 13.11% of respondents were 85 or older, while 27.73% of respondents were 64 or younger.

### Delaware County Demographics

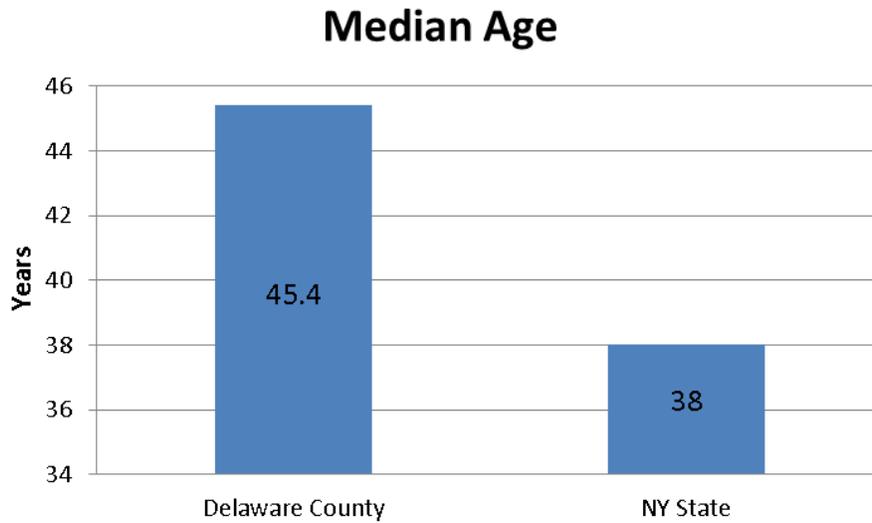


Source: U.S. Census Bureau, American Factfinder 2010

### Age of Respondents

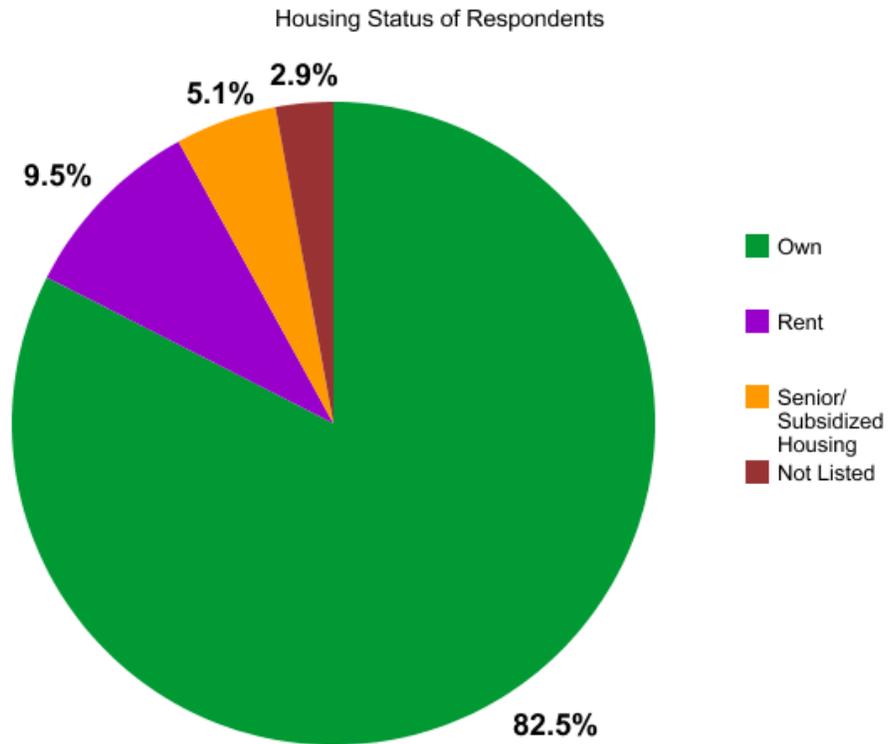


Source: 2016 Needs Assessment Survey Results



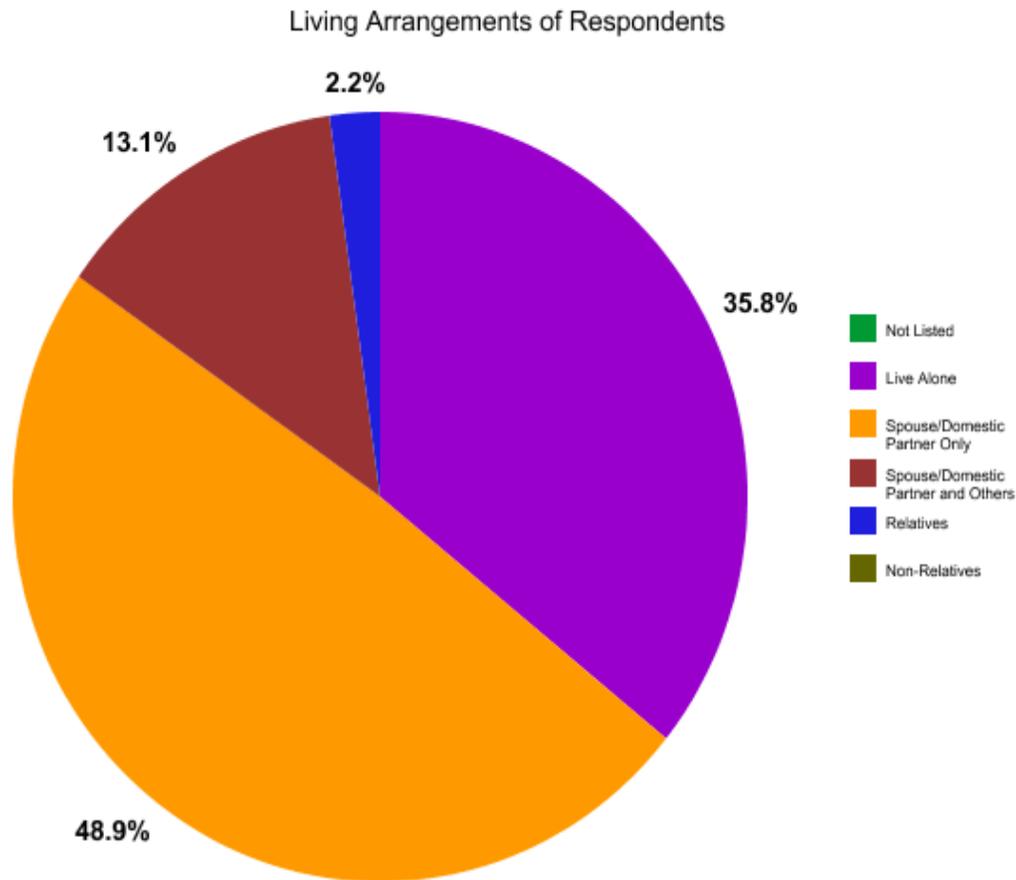
Sources: [http://www.empire.state.ny.us/nysdc/data\\_population.asp](http://www.empire.state.ny.us/nysdc/data_population.asp)  
<http://nysdca.blogspot.com/2008/11/citymeltcom.html>  
<http://www.citymelt.com/county/New-York/Delaware-County-NY.html>

*As for housing, a decisive majority (82.5%) 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: 2016 Needs Assessment Survey Results*

*Most survey participants live with a spouse or domestic partner (62.0% of respondents). While most of these participants live only with their spouse/domestic partner, some do live with their spouse and “others” – presumably people they provide care for (mostly children).*

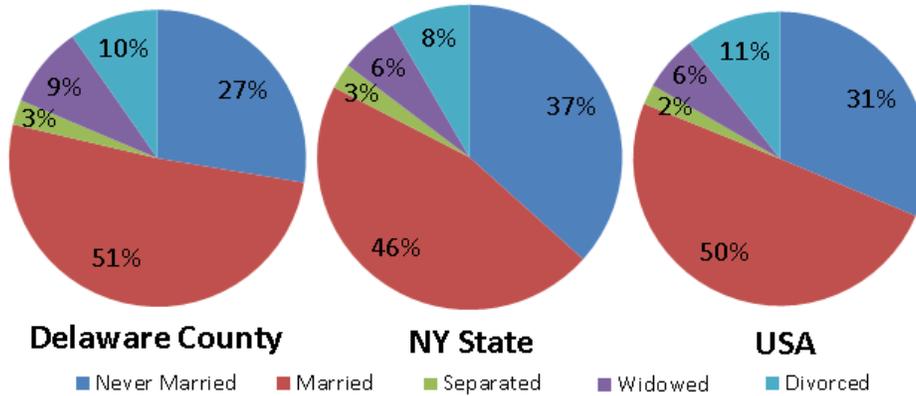


*Source: 2016 Needs Assessment Survey Results*

*As would be expected given the previous statistic, most survey participants live in a 2-person household (48.9%). However, 35.8% of participants do live alone in a 1-person household, which is a significant portion of respondents.*

*53.3% of respondents are currently married, while 22.6% are widowed.*

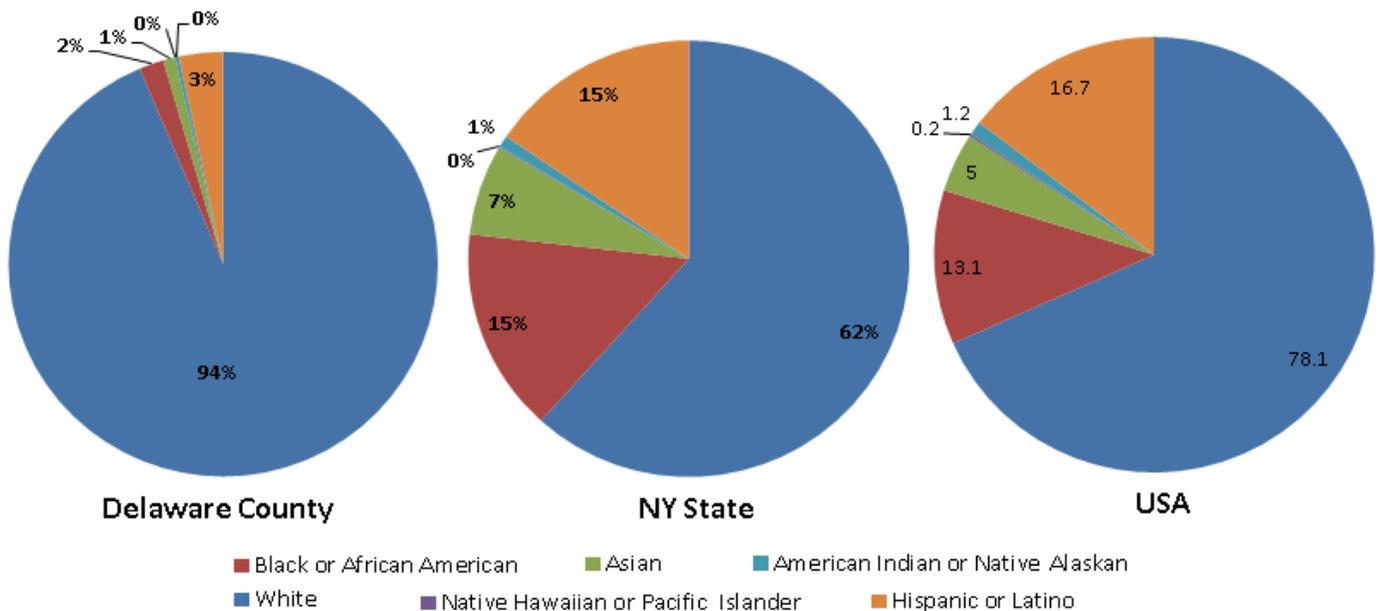
### Marital Status for Total Population Age 15+



Source: US Census Bureau, 2009-2011 Social Characteristics

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

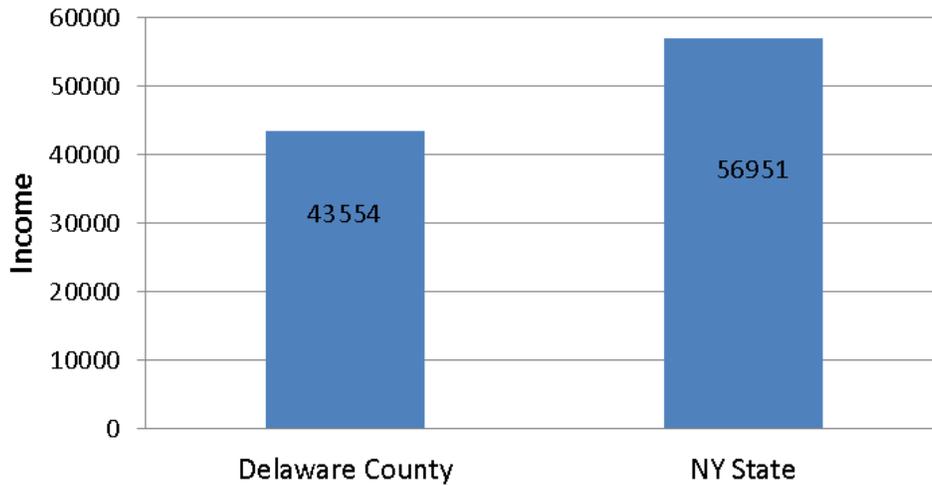
### Race & Ethnicity Population Percentages, 2011



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

*For those living in one-person households, 34.7% 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



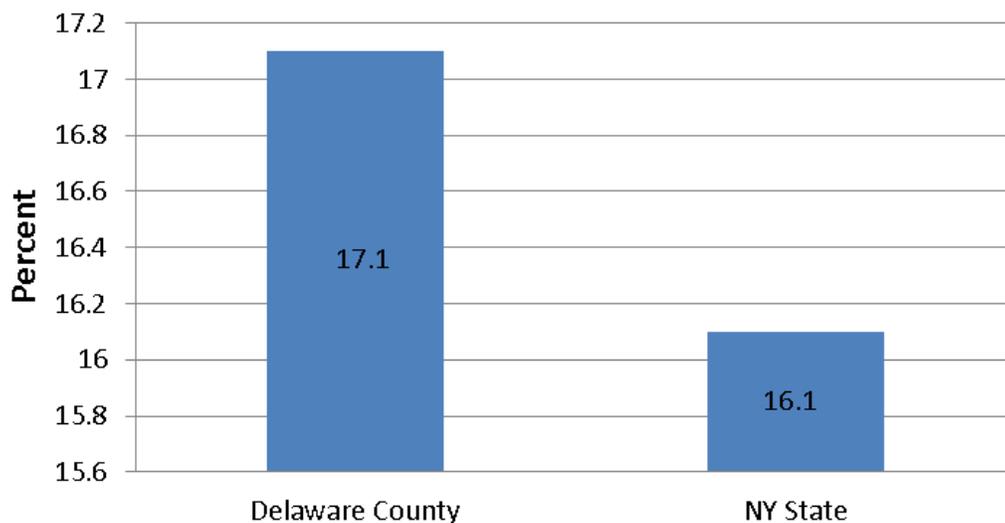
Source: <http://quickfacts.census.gov/qfd/states/36/36025.html>

*For those living in two-person households, 41.8% 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 58% 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

### 3. 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 40.1% and 53.3% chose the “important but not a concern” option. The two most significant concerns revealed by the respondents were financial in nature, with 34.3% listing the “ability to financially afford home maintenance/repairs” as an important concern; as well as 35.8% listing the same for “ability to pay for home heating.” Due to rising heating costs, especially with the climate of upstate New York winters, 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 accessibility in their homes, with only 13.1% listing it as an important concern.

A majority of respondents live in a multi-level home (56.2%), and when asked which type of house they would choose if they had to leave their current situation, 43.8% said they would choose a one-level home.

<b>HOUSING</b>	<b>(1) IMPORTANT and a CONCERN</b>	<b>(2) IMPORTANT but <u>NOT</u> a CONCERN</b>	<b>(3) <u>NOT</u> IMPORTANT and <u>NOT</u> a CONCERN</b>
Able to perform household chores (cleaning, etc.)	35 (25.5%)	70 (51.1%)	28 (20.4%)
Able to perform personal care (bathing, dressing, etc.)	34 (24.8%)	57 (41.6%)	33 (24.1%)
Accessibility in the home (ramps, accessible bathrooms, etc.)	18 (13.1%)	73 (53.3%)	43 (31.4%)
Finding reliable help to perform home maintenance/repairs	43 (31.4%)	59 (43.1%)	32 (23.4%)
Ability to financial afford home maintenance/repairs	47 (34.3%)	60 (43.8%)	27 (19.7%)
Ability to pay rent or taxes	41 (29.9%)	65 (47.4%)	29 (21.2%)
Able to pay for home heating	29 (21.2%)	55 (40.1%)	31 (22.6%)
What type of housing do you currently live in? <input type="checkbox"/> Apartment – 9 (6.6%) <input type="checkbox"/> One Level House – 45 (32.8%) <input type="checkbox"/> Multi-Level House – 77 (56.2%) <input type="checkbox"/> Senior/Supported Housing – 6 (4.4%)			

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

- Apartment – 30 (21.9%)
- One Level House – 60 (43.8%)
- Multi-Level House – 29 (21.2%)
- Senior/Supported Housing – 27 (19.7%)

Source: 2016 Needs Assessment Survey Results

#### 4. 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 21.9% listing it as such. The next greatest concern was the ability to drive one’s own car, with 17.5% listing that as an important concern. Also, 16.8% listed transportation “to the grocery store and other errands” as an important concern.

The respondents seemed to be least concerned with using the Delaware County Senior Bus, with only 10.2% of respondents listing it as an important 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

<b><u>TRANSPORTATION</u></b>	<b><u>(1)</u> <u>IMPORTANT</u> and a <u>CONCERN</u></b>	<b><u>(2)</u> <u>IMPORTANT</u> but <b>NOT</b> a <u>CONCERN</u></b>	<b><u>(3) NOT</u> <u>IMPORTANT</u> and <b>NOT</b> a <u>CONCERN</u></b>
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To local medical appointments	23 (16.8%)	80 (58.4%)	30 (21.9%)
To out of county medical appointments	30 (21.9%)	72 (52.6%)	31 (22.6%)
To the grocery store and other errands	23 (16.8%)	75 (54.7%)	35 (25.5%)
Driving my own car	24 (17.5%)	69 (50.4%)	37 (27.0%)
Using Delaware County Senior Bus (our local bus system)	14 (10.2%)	30 (21.9%)	80 (58.4%)

Source: 2016 Needs Assessment Survey Results

**5. 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 “understanding Medicare and various options,” with 38.7% listing it as such. The next greatest important concern was “understanding low-income health insurance subsidies,” with 32.1% identifying it as so. The “understanding long term health care services and supports” category was listed by 29.1% of respondents as an important concern. So, the top three highest rated important concerns all had to do with understanding elder medical/health care. This goes to show that the elderly of Delaware County could use more informational resources in this area.*

*The respondents seemed least concerned with wellness programs, but still 20.4% of respondents listed it as an important concern.*

<b><u>INSURANCE/HEALTH &amp; WELLNESS</u></b>	<b><u>(1)</u> <u>IMPORTANT</u> and a <u>CONCERN</u></b>	<b><u>(2)</u> <u>IMPORTANT</u> but <b>NOT</b> a <u>CONCERN</u></b>	<b><u>(3) NOT</u> <u>IMPORTANT</u> and <b>NOT</b> a <u>CONCERN</u></b>
Understanding Medicare and various options	53 (38.7%)	62 (45.3%)	19 (13.9%)
Understanding low-income health insurance subsidies	44 (32.1%)	51 (37.2%)	35 (25.5%)
Understanding long term care services and supports	40 (29.1%)	61 (44.5%)	30 (21.9%)
Accessing services for individuals with Alzheimer's or dementia and their caregivers	30 (21.9%)	56 (40.9%)	43 (31.4%)
Managing a chronic health condition(s)	36 (26.3%)	61 (44.5%)	35 (25.5%)
Wellness programs, including exercise classes	28 (20.4%)	65 (47.4%)	38 (27.7%)
Preventing falls, improving balance, dealing with fear of falling	36 (26.2%)	64 (46.7%)	32 (23.4%)

*Source: 2016 Needs Assessment Survey Results*

**6. 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 21.9% 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 each only labeled as an important concern by 13.9% of respondents. 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.*

<b><u>NUTRITION/FOOD</u></b>	<b><u>(1)</u> <u>IMPORTANT</u> and a <u>CONCERN</u></b>	<b><u>(2)</u> <u>IMPORTANT</u> but <b>NOT</b> a <u>CONCERN</u></b>	<b><u>(3) NOT</u> <u>IMPORTANT</u> and <b>NOT</b> a <u>CONCERN</u></b>
Having enough money for nutritious food	30 (21.9%)	69 (50.4%)	69 (50.4%)
Being able to shop and cook for myself	19 (13.9%)	83 (60.6%)	32 (23.4%)
Able to follow a special diet recommended by my doctor	19 (13.9%)	72 (52.6%)	41 (29.9%)

*Source: 2016 Needs Assessment Survey Results*

**7. 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 27.1% 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 23.4% of respondents listing it as an important concern. In terms of the previous listed concerns involving home maintenance repairs, handling medical appointments, 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 “respite services for caregivers of people with dementia or other functional impairments” – listed by 21.2% of respondents as an important concern. In reviewing this survey, there was no prominent evidence to support the idea*

that many of the respondents are in direct contact with dementia, or that any of the respondents serve as caregivers for another individual. However, the amount of concern expressed by the respondents does seem to indicate an awareness of future possibilities for these instances to occur. According to the Alzheimer’s Association, 1 out of every 3 seniors dies with Alzheimer’s or another dementia.

<b><u>SERVICES/SUPPORTS</u></b>	<b><u>(1)</u> <u>IMPORTANT</u> and a <u>CONCERN</u></b>	<b><u>(2)</u> <u>IMPORTANT</u> but <u>NOT</u> a <u>CONCERN</u></b>	<b><u>(3) NOT</u> <u>IMPORTANT</u> and <u>NOT</u> a <u>CONCERN</u></b>
Respite services for caregivers of people with dementia or other functional impairments	29 (21.2%)	58 (42.3%)	42 (30.7%)
Transportation options for those unable to drive	38 (27.7%)	62 (45.3%)	31 (22.6%)
In-home personal care services	32 (23.4%)	60 (43.8%)	39 (28.5%)
Ability to participate in Congregate Dining Centers or receive Home Delivered Meals	20 (14.6%)	60 (43.8%)	50 (36.5%)
A centralized Senior Center for activities and meals	24 (17.5%)	58 (42.3%)	49 (35.8%)

Source: 2016 Needs Assessment Survey Results

### **8. Participants in the role as “caregiver”**

*In the “Caregivers” category, 78.1% of respondents identified themselves as non-caregivers in any capacity. The remaining 21.9%, accounting for a total of 24 respondents, provide care for either a spouse (11), a parent (7), an adult child (3), a child 20 years of age or younger (1), or a non-relative (2).*

*Of these 24 respondents, 16 claim to live with the person for whom they provide care – with the remaining 8 not living with the person.*

*There was an 8 and 8 split between respondents who identified the person they care for as suffering from dementia or memory problems and those who did not.*

*When asked if they felt overwhelmed and/or stressed in providing care, 18 of the caregiving respondents answered “no,” while the remaining 6 answered “yes.”*

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

For whom do you provide care?

- Nobody – 107 (78.1%)
- Spouse – 11 (8.0%)
- Parent – 7 (5.1%)
- Adult Child (21+) – 3 (2.1%)
- Child (20 and younger) – 1 (0.7%)
- Non-Relative – 2 (1.5%)

*24 of those surveyed provide care for another individual*

Does this individual live in your home?

- Yes – 16 (11.7%) (66.7% of 24)
- No – 8 (5.8%) (33.3% of 24)

Does this individual have memory problems and/or dementia?

- Yes – 12 (8.8%) (50.0% of 24)
- No – 12 (8.8%) (50.0% of 24)

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

- Yes – 6 (4.4%) (25.0% of 24)
- No – 18 (13.1%) (75.0% of 24)

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*Source: 2016 Needs Assessment Survey Results*

### ***9. Help and support services for participants***

*A significant majority of survey participants – 73.7% - 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, 79.6% of participants claimed they are satisfied with the amount of contact they have with others, which is a positive sign.*

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### **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 – 58 (42.3%)
- No – 12 (8.8%)
- No Answer – 51 (48.9%)

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 – 22 (16.1%)
- No – 101 (73.7%)

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

- Yes – 109 (79.6%)
- No – 22 (16.1%)

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*Source: 2016 Needs Assessment Survey Results*

### ***10. 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 12.4% each drawing a "used" response.*

*The service identified as the most needed by the participants was "Assistance with understanding health insurance," which 19% claimed was a need. This follows the trend from previous questions in the survey pertaining to the overall knowledge of health insurance for older Delaware County residents.*

*The second most needed service – at 18.2% - was the Farmers Market coupons, which overall drew the 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% 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**

	<b><u>Have Used</u></b>	<b><u>Need</u></b>	<b><u>Don't Need</u></b>
Home Delivered Meals ( <i>Meals-on-Wheels</i> )	<b>9 (6.6%)</b>	<b>0</b>	<b>123 (89.9%)</b>
Senior Dining Centers	<b>17 (12.4%)</b>	<b>3 (2.2%)</b>	<b>115 (83.9%)</b>
Nutrition Counseling (Information on special diet needs, etc.)	<b>3 (2.2%)</b>	<b>7 (5.1%)</b>	<b>120 (87.6%)</b>
Farmers Market Coupons	<b>17 (12.4%)</b>	<b>25 (18.2%)</b>	<b>90 (65.7%)</b>
Assistance in the home for yourself. - Housekeeping/Chores <i>and/or</i> Personal Care (Bathing, Dressing, etc.)	<b>3 (2.2%)</b>	<b>8 (5.9%)</b>	<b>124 (90.1%)</b>
Assistance in the home for someone you care for: - Housekeeping/Chores <i>and/or</i> Personal Care (Bathing, Dressing, etc.)	<b>6 (4.4%)</b>	<b>7 (5.1%)</b>	<b>109 (79.6%)</b>
Caregiver/Respite Services	<b>5 (3.6%)</b>	<b>6 (4.4%)</b>	<b>118 (86.1%)</b>
Support Groups (Caregivers or Alzheimer's)	<b>1 (0.7%)</b>	<b>9 (6.6%)</b>	<b>116 (84.7%)</b>
Personal Emergency Response System (Link to Life)	<b>9 (6.6%)</b>	<b>14 (10.2%)</b>	<b>108 (78.8%)</b>
Assistance with Understanding Health Insurance	<b>6 (4.4%)</b>	<b>26 (19.0%)</b>	<b>97 (70.8%)</b>
Legal Services (Wills, POA, Health Care Proxy)	<b>8 (5.8%)</b>	<b>20 (14.6%)</b>	<b>99 (72.3%)</b>
Transportation Services (Rides to medical appointments, shopping, errands, meals, etc.)	<b>10 (7.3%)</b>	<b>14 (10.2%)</b>	<b>108 (78.8%)</b>
Assistance with Utility Bills	<b>10 (7.3%)</b>	<b>18 (13.1%)</b>	<b>105 (76.6%)</b>
Federal and State Tax Return Assistance	<b>8 (5.8%)</b>	<b>12 (8.8%)</b>	<b>112 (81.8%)</b>
Assistance with General Information	<b>6 (4.4%)</b>	<b>22 (16.1%)</b>	<b>103 (75.2%)</b>

*Source: 2016 Needs Assessment Survey Results*