



Tompkins County Office for the Aging

NEEDS ASSESSMENT, SUMMARY REPORT

*PREPARED FOR: Tompkins County Office for the Aging
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METHODOLOGY

To better understand the needs of the older adult population in Tompkins County, the Tompkins County Office for the Aging (COFA) conducted a needs assessment survey between August 6, 2019 and September 9, 2019. A link to the online survey was distributed widely and paper copies were made available through various programs including FoodNet’s Meals on Wheels program. In addition, respondents were able to call COFA to either request a paper survey or to complete it by telephone.

Participation in the survey was restricted to people aged 60 or over and residing in Tompkins County and caregivers of county residents 60 and over. The survey was anonymous; no personal, identifying information was collected. The survey took approximately 15 minutes to complete. A total of 359 surveys were completed.

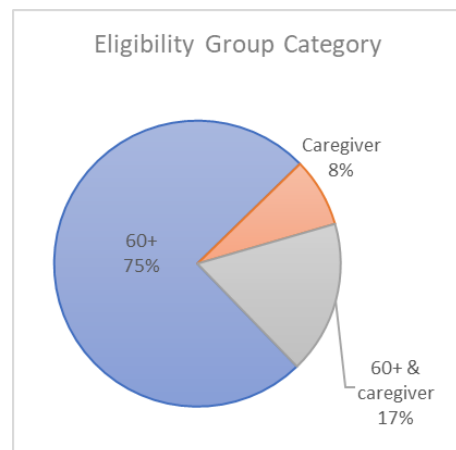
In addition to the 2019 COFA Needs Assessment (2019 COFA) survey data, data from the 2019 Tompkins County Community Health Assessment (2019 CHA) and Census data¹ were examined to provide additional insights into the needs of older adults in the county.

DEMOGRAPHICS

According to Census data, 18,756 people aged 60 and over live in Tompkins County. In general, the demographic make-up of the 2019 COFA survey respondents reflects the demographics of the older population in Tompkins County. Survey respondents were somewhat more likely to be older, single and have lower incomes. Significantly more women than men completed the survey and the City of Ithaca was over-represented as compared to the rest of the county.

Eligibility Group

Three quarters of the 2019 COFA survey respondents were responding on their own behalf as a person 60 or over. About half of the respondents who said they were caregivers were also 60 or over.



¹ Steven Ruggles, Sarah Flood, Ronald Goeken, Josiah Grover, Erin Meyer, Jose Pacas and Matthew Sobek. IPUMS USA: Version 9.0 ACS 2017 5-Year estimates. Minneapolis, MN: IPUMS, 2019. <https://doi.org/10.18128/D010.V9.0>

A quarter of respondents refused to provide age information. Respondents were rather evenly dispersed among age groups which resulted in an over-representation of people aged 75 and over.

Age Range	Census	2019 COFA
60-64	28.7%	16.4%
65-69	25.4%	19.3%
70-74	17.8%	17.0%
75-79	11.2%	17.0%
80-84	7.6%	13.4%
85-89	5.1%	6.6%
90+	4.1%	10.2%

Gender Identity

While women slightly outnumber men in the county overall, substantially more women completed the survey. Research has shown that women are more likely than men to participate in surveys.

Gender Identity	Census	2019 COFA
Female	54.0%	71.0%
Male	46.0%	18.9%
Non-binary	-	0.3%
Prefer not to say		9.7%

Marital Status

Just over half (52.1%) of respondents indicated that they were married or partnered which is slightly below the percent in the county as a whole (60.2%). More participants said they were divorced or never married than the total population.

Marital Status	Census	2019 COFA
Married, spouse present	60.2%	47.3%
Partnered	-	4.8%
Separated	2.3%	2.4%
Divorced	14.0%	17.0%
Widowed	16.9%	17.0%
Never married/single	6.7%	9.1%

Household Size

The bulk of households with older adults are two-family households (59.2%). Most survey respondents also reported two-family households, but substantially more respondents said they live alone than

Household Size	Census	2019 COFA
Single	29.4%	44.2%
Two	59.2%	47.4%
Three	7.2%	5.6%
Four	3.8%	1.8%
Five	.4%	1.2%

County Residence

Older adults are most likely to live in the Town and City of Ithaca, Dryden and Lansing. While all towns in the county were represented by respondents, the City of Ithaca was substantially over-represented.

Town	Census	2019 COFA
Caroline	2.8%	5.4%
Danby	6.3%	5.1%
Dryden	15.8%	11.2%
Enfield	5.0%	7.6%
Groton	7.8%	4.5%
Ithaca City	13.7%	31.4%
Ithaca Town	19.0%	15.7%
Lansing	13.7%	10.0%
Newfield	6.9%	4.2%
Ulysses	9.0%	4.8%

Race/Ethnicity/Cultural Identity

Older adults in Tompkins County represent very little racial and ethnic diversity overall with 93% of the population identifying as white. Survey respondents' reported race and ethnicity parallels the county's with 92% identifying as white.

<i>Race/Ethnicity/Cultural Identity</i>	Census	2019 COFA
<i>One Race</i>		
White	93.1%	91.5%
Black/African American	2.5%	1.6%
American Indian or Alaska Native	.1%	0.1%
Asian	2.6%	2.2%
Other Asian or Pacific Islander	0.2%	0.0%
Other race	.3%	0.0%
Two major races	1.3%	3.8%
Latino/Hispanic	1.5%	3.4%

Household Income

Older adults in Tompkins County generally have high income levels with only 18.3% having incomes below 200% of the poverty level. Survey results were somewhat over-represented by low-income households.

Household Income	Census	2019 COFA
Below 100% of Poverty Level	5.6%	11.8%
100-200% of Poverty Level	12.7%	22.0%
200-400% of Poverty Level	29.2%	25.0%
400-600% of Poverty Level	15.1%	14.5%
Over 600% of Poverty Level	37.4%	26.6%

TOP 10 ISSUES

The issues COFA 2019 survey respondents most frequently selected as important problems in their community centered around housing, transportation and being socially isolated. These issues are mirrored in the personal concerns identified by survey respondents with the addition of concerns around insurance and Medicare.

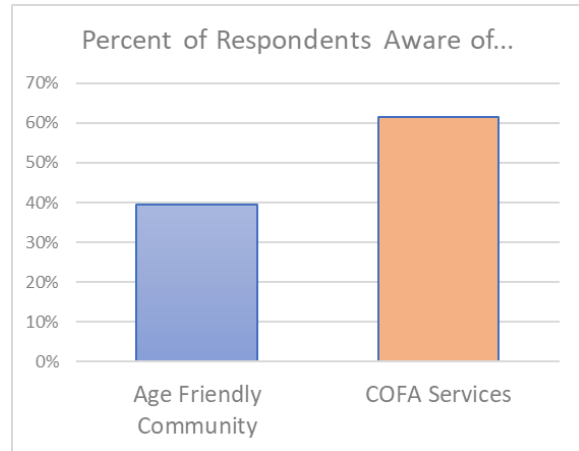
	This is an important problem for older adults in my community
Obtaining affordable housing	76.9%
Being able to pay rent/mortgage and property taxes	73.5%
Being lonely or socially isolated	72.1%
Falling victim to a scam or financial exploitation	71.3%
Having a way to get to out of county/town medical appointments	70.5%
Being able to afford heat and other utilities	69.1%
Maintaining the outside of your home (lawn, snow)	68.8%
Having a way to get to medical appointment	67.1%
Finding reliable help to perform home repairs	66.9%
Being able to make or afford home repairs/weatherization	66.9%

	This is a current or recent concern for me/ the person I care for
Finding reliable help to perform home repairs	32.9%
Maintaining the outside of your home (lawn, snow)	30.4%
Being able to make or afford home repairs/weatherization	26.5%
Understanding Medicare	25.6%
Being able to find parking easily	25.6%
Being able to pay rent/mortgage and property taxes	23.7%
Preventing falls in and out of the home	22.6%
Understanding eligibility for insurance and various subsidies	22.3%
Being able to perform household chores (cleaning, laundry)	20.6%
Being lonely or socially isolated	20.1%
Being able to safely cross the street	20.1%

AWARENESS OF COFA PROGRAMS

Nearly 40% of respondents indicated that they are familiar with Age Friendly and Livable Communities while 61.6% said they are aware of programs and services provided by the Office for the Aging.

There was no significant difference in the average age of those who were familiar with COFA services and those who were not. There was also no significant difference in caregiving status, race and ethnicity, town lived in, gender, marital status, or income based on familiarity with COFA services. So while there is an indication that there is a need for greater outreach and understanding of services, these data are not able to pinpoint the groups that are most likely to be unfamiliar with COFA.

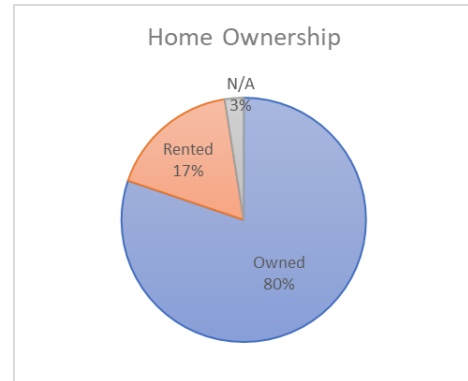


Respondents identified an average of 10 current concerns for either themselves or the person they care. Respondents who were not familiar with the programs provided by COFA reported statistically more current concerns (12.4) than those who were familiar with the programs (9.2). While the survey did not ask whether respondents had received any support or referrals from the Office for the Aging, these data suggest that familiarity with programming may result in fewer concerns.

HOUSING

Housing Status

For the most part, older adults in the county live in their homes over long periods of time. Census data show that 67% of older adults have lived in their home for 10 years or more. In addition, over 80% of older adults in the county own their home.



Housing Tenure	Census
12 months or less	6.9%
12-23 months	1.8%
2-4 years	11.4%
5-9 years	13.1%
10-19 years	23.5%
20-29 years	17.2%
30+ years	26.1%

Housing Issues

In the 2019 CHA, 53.3% of older adults said affordable safe housing was one of the top three factors in creating a healthy community. In the 2019 COFA survey, housing was the most frequently identified community problem for older adults. Affordability of housing was the deemed a problem most frequently, with 76.9% of respondents saying obtaining affordable housing and 73.5% said being able to pay rent/mortgage and property taxes are problems for older adults in the community. Nearly a quarter of survey respondents said being able to pay for their housing is a current concern for them personally.

The most frequently noted personal concerns related to housing were focused on maintaining their homes. About a third of survey respondents said maintaining the outside of their home and finding reliable help to perform home repairs was a current issue. Over a quarter of respondents said being able to make or afford home repairs was a current concern.

	Problem for older adults in community	Problem for me/person I care for
Obtaining affordable housing	76.9%	17.8%
Being able to pay rent/mortgage and property taxes	73.5%	23.7%
Maintaining the outside of your home (lawn, snow)	68.8%	30.4%
Being able to perform household chores (cleaning, laundry)	64.6%	20.6%
Being able to afford heat and other utilities	69.1%	17.8%
Finding reliable help to perform home repairs	66.9%	32.9%
Being able to make or afford home repairs/weatherization	66.9%	26.5%
Having access to information about housing options	57.1%	15.0%

TRANSPORTATION

Transportation Status

According to Census data, 8.2% of older adults in Tompkins County not living in group quarters do not have access to a vehicle. In the 2019 CHA, 7.6% of older adults said transportation was an issue for them.

Transportation Issues

Access to medical appointments both generally and out of town were noted as a problem for older adults in the community by a large majority of respondents in the 2019 COFA survey. Nearly one in five respondents said access to medical appointments was a current concern for them personally. Access to social and recreational activities was also a concern both for the community at large and for respondents personally. Being able to use public transportation was also flagged as a concern.

	Problem for older adults in community	Problem for me/person I care for
Having a way to get to medical appointment	67.1%	18.1%
Having a way to get to out of county/town medical appointments	70.5%	18.1%
Having a way to get to social or recreational activities	62.4%	13.1%
Being able to drive my own car	50.1%	14.2%
Being able to use public transportation	61.6%	17.3%
Having access to information about available transportation options	54.0%	14.5%

In the 2019 CHA, transportation was the most frequently noted barrier to getting health care and maintaining older adults' physical health.

Transportation is a barrier to:	2019 CHA
maintaining their physical health	4.5%
maintaining their dental health	1.2%
maintaining their mental health	2.0%
getting health care	5.7%
getting physical activity	3.1%
accessing healthy food	1.8%

OUTDOOR SPACES & BUILDINGS

Overall, the majority of COFA 2019 respondents rated their community positively. Nearly 80% of respondents said spending time outdoors was good or great. Access to healthy food was also ranked highly by the vast majority of respondents (72.5%) as was enjoying public spaces (68.7%). Respondents ranked their community the worst in using public transportation, safely crossing the street, and riding a bike.

Activity	Poor	Fair	Good	Great
Taking a walk	8.0%	25.5%	42.5%	24.0%
Riding a bike	23.1%	32.9%	33.2%	10.7%
Socialize	8.9%	33.3%	49.2%	8.6%
Living comfortably	4.5%	36.4%	49.5%	9.6%
Working or volunteering	7.8%	23.5%	53.3%	15.4%
Enjoying public spaces	6.1%	25.2%	46.8%	21.9%
Safely crossing the street	17.0%	39.2%	37.9%	5.8%
Spending time outdoors	1.9%	19.0%	50.9%	28.2%
Using public transportation	20.0%	39.0%	33.5%	7.4%
Being entertained	8.5%	31.2%	42.4%	18.0%
Going shopping	9.9%	32.5%	49.0%	8.6%
Buying healthy food	7.8%	19.8%	49.4%	23.1%
Finding services people need	12.6%	37.2%	43.0%	7.2%

The majority of 2019 CHA respondents reported feeling very safe in their neighborhoods. Over two-thirds of respondents rated their neighborhood as good or great as a place for adults to walk and be physically active.

How safe do you feel in the neighborhood or community where you live?	2019 CHA
Very safe	66.5%
Somewhat safe	20.2%
Not very safe	2.2%
Not at all safe	1.0%

How is your neighborhood as a place for adults to walk and be physically active?	2019 CHA
Great	36.7%
Good	32.7%
Fair	13.7%
Poor	6.5%
No answer	0.4%

About half of the 2019 COFA respondents indicated that issues around outdoor spaces and buildings were an issue for older adults in the community with the most prevalent concerns being their ability to safely cross the street and being able to find parking easily. Nearly a quarter of respondents said finding parking was a current concern for them and 20.1% said they had issues being able to cross the street safely.

	Problem for older adults in community	Problem for me/person I care for
Being able to easily access public spaces	47.6%	17.8%
Being able to spend time outdoors	43.5%	15.6%
Being able to safely cross the street	58.5%	20.1%
Being able to find parking easily	56.0%	25.6%
Being able to access social services	51.8%	14.2%

CIVIC PARTICIPATION/EMPLOYMENT/ENGAGEMENT/SOCIALIZATION

Community Engagement Status

According to Census data, only 1.7% of older adults in the county are unemployed. The bulk are not in the labor force and about a third are employed.

Employment Status	Census
Employed	32.6%
Unemployed	1.7%
Not in labor force	65.7%

	Male	Female	Total
Widowed in past year	1.2%	1.7%	1.5%

Community Engagement Issues

Nearly three quarters of 2019 COFA respondents said that being lonely or socially isolated is a problem for older adults in their community. This concern is echoed in the one in five respondents who said it was a current concern personally. Census data indicate that about 1.5% of older adults were widowed in the past year. About 50% more women were widowed than men.

	Problem for older adults in community	Problem for me/person I care for
Finding volunteer opportunities	27.6%	8.4%
Access to senior centers	40.7%	9.2%
Access to voting	40.1%	6.4%
Ability to advocate within community	31.8%	8.6%
Being involved in town and/or county government	27.6%	6.4%
Access to library and lifelong learning opportunities	39.6%	11.1%
Access to recreation opportunities	41.5%	11.7%
Being lonely or socially isolated	72.1%	20.1%

CULTURE OF RESPECT & INCLUSION

Over 70% of COFA 2019 respondents said that falling victim to a scam or financial exploitation is an important problem for older adults in the community. Seventeen percent of respondents said it is a current concern for them personally.

	Problem for older adults in community	Problem for me/person I care for
Feeling safe and secure in your community	52.1%	14.5%
Having opportunities for multigenerational collaborations	46.5%	12.5%
Falling victim to a scam or financial exploitation	71.3%	17.5%
Knowing how to recognize Elder Abuse	51.5%	5.8%
Having access to information about age based anti-discrimination protections	47.9%	9.2%

COMMUNICATION & INFORMATION

Technology does not appear to be a significant problem for the bulk of older adults in the county. Respondents in the 2019 COFA survey most frequently noted that knowing how to use social media and knowing how to use a video or phone were issues in their community or personally. According to the 2019 CHA, 56.1% of older adults get their health information from internet sites.

	Problem for older adults in community	Problem for me/person I care for
Having access to computers and email for information and communication	50.7%	9.7%
Knowing how to use social media for information and communication	55.2%	15.9%
Knowing how to use video/phone for information and communication	50.1%	13.9%
Having a lack of internet or phone network service in your locality	46.8%	8.4%

COMMUNITY SUPPORTS & HEALTH SERVICES

Health Status

Overall, the older adults who responded to the 2019 CHA rated their health as average. Ratings for health got worse as people aged with the exception of mental health. Older adult respondents ranked their mental health better than all other dimensions and better than the CHA total respondent pool.

2019 CHA	55-64	65-74	75+
Overall Health	2.37	2.38	2.42
Physical Health	2.44	2.51	2.60
Dental Health	2.40	2.42	2.46
Mental Health	2.31	2.31	2.21

1 = Excellent

5 = Poor

Disability Status

About a quarter of CHA respondents indicated they have a long-term illness or disability that limits them in some way. Census data suggest that 26.4% of adults aged 65 and over in Tompkins County have a disability.

Disability Type	Census
Has cognitive difficulty	6.1%
Has ambulatory difficulty	13.2%
Has independent living difficulty	10.8%
Has self-care difficulty	6.9%
Has vision difficulty	3.6%
Has hearing difficulty	10.5%

Health Services Issues

The most frequently noted personal concerns related to health services and community supports are understanding Medicare and insurance and preventing falls in and out of the home. 2019 COFA respondents most frequently said understanding Medicare and insurance were community issues, but obtaining help in the home and being prepared for a health or safety emergency were also frequently noted as community problems.

	Problem for older adults in community	Problem for me/person I care for
Ensuring that your hospital discharge is well coordinated and connected with community resources	54.9%	13.9%
Obtaining necessary medications	51.5%	11.7%
Being able to understand and follow information from the doctor	55.2%	11.1%
Having someone to attend medical appointments with you	51.5%	15.3%
Understanding Medicare	59.3%	25.6%
Understanding eligibility for insurance and various subsidies	61.0%	22.3%
Preventing falls in and out of the home	55.4%	22.6%
Obtaining help in the home to manage chronic conditions	57.7%	15.6%
Being able to afford enough nutritious food	54.5%	12.3%
Knowing how to follow a recommended diet	44.6%	5.8%
Having access to nutritious food	49.6%	9.7%
Ability to participate in congregate meal sites	40.4%	4.7%
Completing applications to receive eligible nutrition and health services	49.0%	8.1%
Preparedness in the event of a health or safety emergency	57.7%	17.8%

Older adults responding to the CHA most frequently said the barrier they face in accessing health care is cost.

Barriers to getting health care	2019 CHA
No one to help me	1.6%
I don't have the time	5.1%
The wait list is too long	2.0%
Places are not open at the right times	3.3%
Cost	17.1%
Transportation	5.7%
Limited mobility	3.5%
I don't go to doctors	1.4%
No barriers	57.3%

CAREGIVING

Caregiver Status

Just over 17% of 2019 COFA respondents said they were both over 60 and a caregiver for someone over 60 years of age. 15.1% of CHA respondents said they are a caregiver of some sort with 10.4% of CHA respondents being a caregiver to an elderly family member and 3.9% to a disabled family member.

Census data show that approximately 1.3% of older adults in the county are responsible for grandchildren living in their home. Slightly more than that, 2.2%, of 2019 COFA respondents said that caring for a grandchild in their home was a current concern.

	Census
Grandchildren in house	2.9%
Responsible for grandchildren	1.3%

Issues with Caregiving

Just over 15% of 2019 COFA respondents said that caregiver stress or burnout was a current concern for them personally. In the 2019 CHA report, older adults who were caregivers did not report any significant difference in physical, dental, mental or overall health, but caregivers were much more likely to report low doctor use than non-caregivers² and were significantly more likely to say that "I don't have the time" was a barrier improving their physical health³ and a barrier to getting health care⁴.

² ANOVA F(1)=4.525, p=.034

³ ANOVA F(1)=5.615, p=.018

⁴ ANOVA F(1)=9.104, p=.003

	Problem for older adults in community	Problem for me/person I care for
Caring for a grandchild in own home	28.1%	2.2%
Caring for a friend or family in own home	37.6%	10.0%
Caring for a friend or loved one long distance	39.6%	12.3%
Caring for a friend or loved one in an assisted living or nursing facility	41.8%	10.3%
Having respite for caregiving	55.2%	11.7%
Caregiver stress or burnout	55.4%	15.6%
Having access to information about caregiving for people with dementia and other chronic diseases	52.6%	12.8%

LEGAL & FINANCIAL PLANNING SERVICES

Just over half of 2019 COFA respondents said that access to legal and financial services was a problem in the community. The specific issues ranged between 16% and 17% as a current concern.

	Problem for older adults in community	Problem for me/person I care for
Finding legal services	52.4%	16.2%
Having access to information about legal and financial planning options	55.2%	17.0%
Having access to information about advanced care planning (Health care proxy, power of attorney, living wills etc.)	57.1%	15.9%

ADDITIONAL COMMENTS

Housing
A cancer patient who receives gov't subsidy but just doesn't to be enough to cover expenditures.
Affordable housing in Ithaca is almost non-existent.
affordable senior housing downtown has a five year waiting list, (McGraw House)
Although these items are not all an issue for me personally, I know quite a few older adults for whom they are serious problems.
And we need to be able to park nearby; old people can't walk distances or bicycle
As we get older, it becomes increasingly difficult to do home maintenance, bring heavy stuff (water softener salt) to the basement, etc.
He lives in an affordable senior housing unit. He has his own apartment
Client can not afford house by themselves. Maybe selling the house in the future.
Client feels as being older, they've had to pay high school taxes. Client feels they should not have to pay high taxes, or they'd move to another state if possible.
Client has section 8 housing
Client has week flooring throughout house and fell through the bedroom floor a few years back. Some work has been done, but not all of the flooring has been repaired.
Client is strong and healthy, does work all by himself!
Client rents an apartment currently, but it takes 2/3 of her social security check, no extra for miscellaneous things.
Client says "all is ok."
Client was informed that rent in Ithaca is based on rents of a wealthy New Jersey city with old ties to Cornell. Client feels this needs to change!!
depends o n money many native Ithaca people lack money poor retirement money
Insured handyman services are hard to find. Big box stores will not make recommendations. they have a bulletin board
Handicap accessible housing is in extremely short supply in the county! And to want it affordable seems to be insane, as your choice can be live in a dump that isnt accessible, or bankrupt yourself to pay the exorbitant rent
holding on to our house in the face of gentrification is getting scary, rising assessments mean higher taxes we cannot afford
Housing costs are not an issue for me; I personally don't know what's of most concern for people on low income. finding reliable help affects all aging population
Housing is expensive in Ithaca, all the more so for those on fixed incomes.
Housing with some level of care is so expensive as to be unavailable unless you can afford several thousand dollars a month.
I am able to meet my responsibilities currently, but long term it will be a concern.
I am not currently in any financial strain, as my husband and I continue to work; but when I retire in a few years, our budget will be significantly reduced. Finding reliable-affordable home and car repair will become an issue.
I am not yet concerned about being able to pay property taxes as I am still working but I do worry about it as I think about retirement.
I know there are programs to help with things like heat and repairs, but I am not sure about the others.
I need 2 ramps for better access to my appt. due to my physical condition

I think finding affordable housing in one's familiar community that offers accessibility and a range of support services at an affordable price is of growing concern
I think there are many options on information about housing, but seniors do not know about it or how to access the information.
I was a home owner until age 64. I'm now a renter, so many of the above concerns affected me until I moved. As a renter now, I have fewer home maintenance responsibilities.
I would move out of my large family home if there were condos with some outdoor space available downtown. Many of my friends/acquaintances are discouraged at this lack in the city housing market.
In retrospect, I really don't know
It has been impossible to find a smaller and more easily accessible house in Ithaca.
It is ridiculous that the only housing opportunity for older adults who have worked all their lives in McGraw house where your rent is based on your income. The new building being built in the place of the old library is too costly for most of us who worked, have income but not in the thousands. what about building housing in the city for older adults which can be based on income? So much building going on in the city and nothing except this costly new building where old library is is for older population. Shame on Ithaca.
It seems to me that these are concerns for anyone of any age looking for or maintaining a residence, particularly if they have any kind of mental or physical disability. Age isn't the issue, ability is. There are many people who are far older than 60 for whom these issues are not problems.
Ithaca needs more affordable senior housing!
-know what options are available not thru online or venues needing to travel to.- feeling confident there are housing options that are competent, compassionate, well staffed and provide good care if need rehab, nursing, home PT limited to 12 visits
My husband and I are always amazed at the cost of decent rental housing in Tompkins County. Luckily our mortgage is paid but if we ever have to move into a more accessible living space, we will be in trouble. The rents are so high. And we have money saved - I can't imagine what others do.
my landlord refuses to participate in weatherization program to improve energy related costs, etc. to this rental in a house that is 1970's. Wood purchasing costs should also be included in Heat benefits paid to eligible renters but it is not considered heating costs - ridiculous! As a renter, I am required to buy wood from my landlord each year raising my expenses for heating.
Need my furnace cleaned for year
Not certain about adults (older) concerns in area, just think this is the case...
not enough affordable housing for people on a fixed income
Not getting ripped off for home repairs is really important
Once I sell my home, there seem to be very few choices for me to live. I have too much income for subsidized housing, but not enough to afford Kendal, Longview or a senior apartment costing \$3,000 per month.0
Present problem for safety, there needs to be proper railings for support and balance.
some of the affordable housing has gone from 20% to 30% of income
There are almost no affordable housing options for "middle" income people. People choose to live in houses that are literally falling apart around them because they can't afford to go anywhere else and would rather die at home than in a nursing home.
there are housing options for those with very limited funds and for those who can afford 3k+ a month, but nothing for those in the middle!
There is nothing that is affordable for people for those who can pay something but not for luxury apartments!

There should be more affordable housing options for elderly that need more care than assisted living but not the level of care in a nursing home
They are all issues for older residents, just to varying degrees. The older you get the more of an issue they become.
Urgent
We are financially solvent and manage quite well with the help of our neighbor
We are fortunate enough to be able to afford a small, pleasant moderately priced rental apartment
We need help with gardening, snow shoveling, and some chores around the house. School children used to do such things for neighbors. Now they don't. We can't necessarily afford \$20/hour.

Transportation
Again I think the info is there, but knowing and how to access is the problem
Also urgent
He had medical taxi for appointments that I (Roxanne, his sister) cannot take him to. He cannot drive a car.
Bus transportation is spotty and may not go to our desired destination. Gadabout may solve some of this
Client doesn't get around much because of physical ailments.
Client feels that some do not have easy access to a bus and that walking/wheelchair is an issue. Cabs and Gadabout can put a strain on finances.
Client has trouble with transportation, sister-in-law transports client when the car isn't broke down.
Client just had knee surgery and now waiting to have shoulder surgery.
Client lives in Freeville and is disabled with transportation difficulty.
Client reports that "all is ok".
Client says, T-Cat only runs at long intervals and Gadabout takes prior planning to use.
Client transports on bike.
Client's aides help with transportation but client pays extra for gas.
Client's daughter has a car to help transport.
Clients like this have rare physical limitations that make transportation very difficulty.
Computers are required many times for grocery delivery and other services. A lot of seniors do not have computers nor do they know how to use them
Especially in bed weather or not feeling well
Evaluation and enforcement of results is an issue.
Evenings, weekends gadabout does not run unless one is
Gadabout hasn't been reliable and left me hanging with no way to return home but call a taxi \$\$\$ for groceries. They often were late but if a rider it seems is somewhat at the return home pick up area, one is penalized and left stranded to get back home which is not downtown. Ithaca car share isn't on the west end at all to pick up a car for usage and drive locally. Their fee for membership was just lowered hurrah! However, how is one outside of city downtown to get to a car share car location? No TCAT buses except along direct regular routes are available. Gadabout still is \$6 to get downtown anywhere - my dr. initiated the comment that is too high \$! So even if a 60+ rider can hopefully be not penalized for being a bit late 5-10min w/notice to get back home, a car share doesn't work for multitudes so far. Very frustrating and disappointing that such barriers aren't corrected for senior 60+ ers in TC.
Gadabout is a blessing for my family.

Gadabout is GREAT, but if you live outside of Ithaca, you have to finish your activity/appointment early in the afternoon to be able to get home. Also it would be nice to have service on weekends to get to activities and church
Gadabout is not always the best transportation choice for many reasons. There is a tremendous need for transportation out of the county, especially to Cortland and the Southern Tier. Public transportation is limited to those who are mobile and can understand bus routes. Many older people do not have smart phones or apps.
Gadabout isn't comfortable for folks when it must take a round about trip to pick up people from different areas. A 2 hour ride to get across town is not helpful.
Hard to cross rural highways to get to bus stops. Busses don't build in time to allow locking down wheelchair
I am handling the care of a family friend who was living on Long Island- almost 300 miles away. she has no other family to take care of her. She went into decline at age 87 but thought she was managing well when she wasn't. She wound up w/temporary in-home care following a trip to the hospital but "fired" the team a few months later because she wanted her independence back/ You've heard this story over and over. The period between independent and dependent care is horrific but I don't know how or what to do to suggest change.
I can't afford a taxi to go shopping as I do not have a car. My friends if they aren't busy take us providing we put gas in the car, which is not always available due to lack of in come. (enough money)
I currently own a car and can meet my responsibilities, but I can foresee not being able to continue (2 or 3 years down the line).
I don't drive any more.
I drive, but in the near future plan to explore Gadabout and TCAT as alternatives.
I have a car.
I have neuropathy and not allowed to drive
I think this is especially true for those living in rural areas where a car is needed for nearly everything and living off the major bus routes is a challenge as well
I will need help
If someone could help with Gadabout ADA application that would be very helpful. Many are highly intimidated by public bus. Gadabout billing/ and or credit card payments, even online bill pay would be helpful.
If we, Tompkins County, can afford an airport that stands idle over 90% of the hours per day but fully staffed, I believe that we can afford to run more bus routes to remote clusters and more frequently so people can get to central Ithaca on a work schedule. E.G. routes that run, say, four times at the end of normal first shift schedule.
I'm answering as someone who has had some joint surgeries in the past18 months and been housebound for several weeks after each.
I'm still able to drive and my friends too or have use of the bus or Gadabout or friends. We make do somehow.
It seems to me that these are concerns for anyone of any age, particularly if they have any kind of mental or physical disability. Age isn't the issue, ability is. There are many people who are far older than 60 for whom these issues are not problems.
Lived in Ithaca for 30 years and the public transportation system sucks for non-college, older persons. For example, I can't go to Stewart Park on Sundays because there is no service.
Longview and Kendal have nice bus services.
Mobility is of concern to older adults.

More and better transportation options are needed.
Mother has used Gadabout for more than 5 years. She has had to cancel appointments and she has had to recruit the help of neighbors when Gadabout has refused to serve her--even with plenty of notice and within their [non-posted] hours. While grateful to have it, we find Gadabout service horrifyingly bad.
My "community" is now a 62 years minimum (unless handicapped, then must be at least age 18)
My mother is too frail to use TCAT.
Not sure about some of these. Those with fewer resources and/or disabilities will always have problems here
Parking downtown seems to be an issue
Parking in downtown Ithaca is an impediment to accessing businesses, the library and other resources. The parking is a very big issue.
Parking problems in City of Ithaca for mobility impaired....walking to/from pay machines too far from destination.
public transportation does not run often enough or to enough folks in the rural communities
Public transportation is frequently a problem for rural residents.
Public transportation is great, but spotty if you live in rural areas.
Public transportation is not available where I live.
Regarding b. above. there are doctors and staff who make house calls
Right now I drive, but worry about the future
Something people talk about and talk about and do next to nothing about.
TCAT is great. I wish there were better weekend coverage, such as the 22 and 13 not running on Sundays. I also have CarShare.
The county needs a single phone number to call for information on transportation and to help people who need it.
There is no public transportation on Five Mile Dr., where i reside. Also no sidewalks or trails to walk or ride bikes.
This is an occasional problem - doesn't happen very often.
To date, we have our own moderate size, reliable car which we have owned and kept serviced for a number of years. We both still drive this car.
Transportation during the winter/bad weather; viable alternatives for those without personal transportation
Unity House provides most of these services
We are good now I do the driving
We are lucky in Tompkins County to have Gadabout
We have a great bus system for a rural area but not sufficient for medical appointments or shopping if you live outside of the TC core.
we have a very good transportation service for city
We have an excellent bus system plus Gadabout
When I had transient medical issues transportation became something of a problem. Now I try to avoid driving in the dark in traffic, although I can easily do in my neighborhood. I would love more night time buses (without drunks) so I could eat out, go to plays and movies more easily, and also occasional trips to Glimmerglass, regional theaters, etc.

While Gadabout is great, having signed my parents up for it, they never could navigate it on their own, especially scheduling 48 hours in advance. Fortunately they gave up driving, but then that placed a burden on me of taking time off work to drive them to appointments.
With Gadabout & TCAT, transportation needs are pretty well met
With your own car, you need PARKING. Plenty of options if you don't have or drive a car

Outdoor Spaces and Buildings
A few doctors' offices do not have "push button" entrances causing problems for seniors with walkers or wheel chairs.
A newsletter would help 100% to inform clients of inclement weather, etc. alternate transportation.
Bicyclists are a menace; cars being driven by jerks at intersection even worse
Client believes there ought to be guards in the cross walks in certain places of Ithaca. Cars don't often stop for people crossing the cross walks.
Client expresses that some sidewalks have raised bumps which are a problem for elderly walkers. Crosswalks need to be painted in a brighter color, so drivers don't ignore them and us.
Client feels ok with neighborhood they are living in.
Client feels traffic timer is not long enough on RT 13, at least for the client.
Client hopes to have striped walk-way to bus soon.
Client lives in country/woods no access to public grounds to walk on.
Client lives on a hill and has impaired legs.
due to lack of transportation
Had to start using a walker in March of this year. Most door into places are not self opening motion doors. I struggle to get through these doors!!
Have lived here for only two years, not completely aware of all the issues.
How can we better support our LGBTQ elder adults? There are many barriers and issues, despite our "inclusive" town.
I am limited because of my wife's Alzheimer's condition
I live in a trailer park on the outskirts of Tompkins County. I believe there is a bus service a few times a day.
I live in a valley village, which means up and down hills
I need help right now
I need to go to Mental Health building but have arthritis and they have removed all close parking to the building!
I think having a contact person to regularly call for advice and help would be useful. This category is increasingly difficult for Dad to maneuver with his blindness.
Icy or snowy sidewalks prevent me from walking.
It seems to me that these are concerns for anyone of any age, particularly if they have any kind of mental or physical disability. Age isn't the issue, ability is. There are many people who are far older than 60 for whom these issues are not problems.
Ithaca is consumer/handicap unfriendly vis-a-vis one parking-payment post per block
love outdoors. accessible, flat (not uneven) w/o stairs
Many surfaces are uneven and have gravel, which is very dangerous to older people. Parking downtown is a nightmare for older people who do not have smart phones or even credit cards and have no idea how to use the new system. It doesn't matter how much education you give them, it's a discriminatory system for aging individuals.

My dad moved in within me but I soon realized he could not negotiate the hilly geography of Ithaca. Longview was better because there indoor halls to walk and a couple outdoor paths. But it is still cut off from Downtown or other public spaces.
not all public spaces are accessible
Paperwork is confusing and plentiful
Parking and traffic make Ithaca a challenge and not worth the effort.
Parking downtown is very difficult for anyone.
Senior Parking would make lots of programming accessible. Lots!
Sidewalk conditions, snow plowing issues, and cars parked across sidewalks makes for these difficulties
The parking and excess traffic is a big issue. I do not go downtown anymore due to parking issues.
The sidewalks on Linn St near the elementary school have been in need of repair for several years.
To date we do not experience these activities as problems. In the future due to further aging, we may consider them as problems.
Too many stairs
transportation again is an issue for those that would rather be more independent with their own drivers' license or have TCAT at least vary the route somewhat so one could ride a regular bus at least and drop off back home if not too far from regular route stops. Other states do this for instance in PA.
we have nice parks for older people if they have supervision and transportation to go

Civic Participation/Employment/Engagement/Socialization
Advocacy is available for those who know where to find it. Loneliness and social isolation can be a very important issue
Again, parking is the problem--anyone wishing to use the library is disenfranchised due to parking, the bus and car congestion downtown. The current City Council and Mayor does not seem to care about older adults. For anyone voting downtown, it is a challenge to get there and park long enough to vote.
All of these issues are quite important for everyone.
At 86 employment and volunteering is not an issue, the rest are related to transporting myself up and down hills.
He can no longer work. His sister worries about loneliness/anti-social
Client feels that finding a part time, paying job is nearly impossible unless you know someone. Client believes that everyone wants them to be a volunteer and they have, but seniors need money and deserve pay!
Client feels that with the abortion issue, the elderly will be next with euthanasia, a daily fear!
Client feels they are alert and healthy and would love to be a part-time office worker. Client feels that they are only recognized as a volunteer at Loaves and Fishes or Foodnet to chat with the elderly at dinners.
Client is 70yrs old and not participating in any kind of work.
Client reports that " all is ok".
Client uses internet and phone for socialization.
Depends on where they live
Does not apply
Electronic access to Finger Lakes Library System is very helpful.
Feels isolated. has no friends or family left
Grateful for Tompkins County and all the services they offer for a senior citizen like me.

He does not choose to participate in much. However, we have heard little about senior centers and activities. There is only one adult day program in the county with very limited spots.
How can we better support LGBTQ older people in all of these, so they are SAFE and valued and seen
I have older friends who are looking for work and encountering what I strongly believe is ageism. I think local political groups offer rides to the poll. More info on absentee ballots would be good. the structure of local government- with many meetings, homework and evening sessions is often a good fit with retirees schedule. For those with night driving issues, that could be a barrier for participation. Isolated seniors living alone often call 911 for assistance because there is not a home-based assistance service available to them and for those who are repeat callers, sending an ambulance for help picking up dropped items creates a financial burden the rest of the town residents
I teach Tai Chi and attend classes. I go on senior GIAC trips on occasion.
I thought Love Living at Home was going to be a good organization, but it caters to a Cayuga Heights level of senior not my blue collar level of living.
I would be able to serve in some capacity but cannot leave my wife unattended
I'm more of a loner, homebody
It seems to me that these are concerns for anyone of any age, particularly if they have any kind of mental or physical disability. Age isn't the issue, ability is. There are many people who are far older than 60 for whom these issues are not problems.
Ithaca makes most of these things very easy for most folk
Lifelong learning opportunities and recreational/social opportunities need to be offered in rural areas of TC such as Caroline, Enfield, etc. Longview was good for parents in that regard.
non use of these facilities/programs are more from the individual's desire not that they unavailable
Our town governmental administration lacks inclusiveness; often acts autocratically; discourages dissent.
Questions are not applicable to client.
These are not a problem for us at this time and not sure about others
This community is so set on its views and morals, it is very difficult for aging people to have a voice because it is usually not "politically correct" under today's standards. They would rather be silent than be shut out or discriminated against. The "louder" younger voices determine what's best for them whether it is in government or in county agencies.
This is the root of many other problem...
Those who want to or know how to become active have the opportunities if they have evening transportation, access to the internet and the ability to use a computer to look up times and events. If not, it would be difficult.
transportation inhibits the above greatly
Transportation, transportation, transportation!!!
We have not been residents of this community long enough to comment on how others feel about such activities. We do not feel negatively about any of them at this time.
We live very close to Cortland as opposed to downtown Ithaca. Much easier to go to Cortland, wish we could partake of Government programs there
What about the importance of quiet time?
When client had a car, they were able to be more sociable. Now client has no car or financial means to do much of anything.
With recent Green St parking changes due to busses, accessing the TCPL is TERRIBLE for seniors who drive. We need dropboxes throughout the county where books can be returned. We also need easily accessible book pickup lockers for seniors, perhaps at easy to access places like Wegman's.

Culture of Respect and Inclusion
Anti-discrimination protections don't matter in Tompkins County. There will be discrimination as long as the vocal minority rules, which it does, even in the "aging" agencies.
He fell victim to a scam w/his electric bill. His sister got it straightened out but he paid the price.
Client does not have a computer and is computer illiterate as well.
Client feels that the violence around the Commons/downtown area seem to be getting worse, we walk a lot and want to be safe.
Client feels that their community is not safe all the time.
Client has experienced being forced off the sidewalks because young and old are too busy texting.
Client states that "all is ok".
Client's credit card company was aware of fraud going on with client and rectified it.
Knowledge about actual crime & prevention strategies are needed to contradict fears and misperceptions that may be based on watching tv news from nearby cities. I think more info on implications of reverse mortgages is as important as warnings about scams. I think the emotional abuse of elders needs to be highlighted and the stigma about reporting friends and caregivers who abuse needs work
Lots of ageist attitudes amongst the millennials towards boomers, esp. amongst the liberals. I find the young rural folks are quite decent and kind to me though.
My parents were definitely victims of scams when they lived Downtown, preyed upon by people offering to do chores, paying in advance, and then they didn't show up. I feel like there should be more multi-generational opportunities. There were a few at Longview.
native people in Ithaca have a hard time being included in the community
Obviously when you are old, hairless and wrinkled and toothless, you do not receive the same attention as a youthful person.
Scams are a big problem. Recognizing Elder Abuse and what to do about it is likely a problem, especially since it often involves those we love.
Scams are a really important threat to older seniors. I include gambling under scams.
Some scams seem to be designed specifically to target trusting, perhaps gullible, older people. Shameful!
starting to realize how people dismiss or talk down to older people. Always need more tech education too
TC is a relatively young community. Activities are not pitched to the elderly or necessarily at times that the elderly would feel safe on the streets. There are few multigenerational collaborations available.
The community should have well lit streets and more patrolled police cars in the community.
There is an overwhelming amount of junk mail. There are a lot of phone calls and many ask numerous personal questions. It is hard to know what scams might be behind them.
This falls under the individual's desire and ability to seek. Many seniors are ready to not get involved at their age
We are a majority community that has difficulty recognizing the need for and appropriately planning for culturally-specific programs and services.
We do not yet know how many others feel about these criteria. We have not personally experienced any problems. so far.
We need a more proactive and clear project to extend access to all these for LGBTQ elderly in ways that are safe and recognize them

With the infill on South Hill and the constant noise, trash and partying by students, particularly in the lots where multiple buildings have been built, I am uncomfortable and concerned about the bad behavior and lack of respect the students have for neighbors and property.

Communication and Information

access to large print materials, and figuring out how to locate and access audio services when one can't see the font size in which the information about them is printed...

Affordable internet connections are often a problem

As the population ages, more and more older adults will be comfortable using computers and social media. It is harder for people to keep up with changing technology when they leave the workforce. Internet service and smart phones can be an expensive luxury when living on a fixed income which can lead to further isolation.

Asking/expecting older individuals, who did not grow up with computers or cell phones, to "get up to speed" with technology is a form of abuse, in my opinion. It might be good for younger people to learn ways of helping with alternative forms of communication instead of forcing people to conform to "their" generation's forms of communication.

knowing computer basics. Technology advances rapidly. there is no way seniors can "keep up." Learn where to get help

Client believes that the Library needs more computers because it is always full. Client does not own a cell phone and prefers to use land line phones.

Client does not own a computer and is computer illiterate as well.

Client has to go downtown to use a computer and happy to have that option, but wishes that Lifelong had a senior computer activity room and for training. Client would like to engage in writing a book some day and would like to 2-3 a day to put in the effort and having someone who could help them with computer questions if needed!

Client is computer illiterate

Client is willing to volunteer, computer literate, and bilingual Spanish/English

Client owns a computer

Client states that "all is ok".

Computer training, help to learn, access from home

Cost of phone/internet is too high

Enfield is lagging in access to 21st Century technology. Many areas lack broadband access. For many years, I did not.

Friend saves old Ithaca Journal for me

Have a phone. Don't use the computer or internet

Having cable access would help me financially (I need a land line because cell service doesn't reach my home location) and security cameras would be an option if I could afford them. nd

I avoid social media and believe it to be more often a source of mis- and dis-information than useful information. I suppose for some older adults, social media is an important tool for staying in touch with family and friends who aren't local.

I have a computer and email account. I have a cellphone and landline.

I have computer access, but many do not. How do you have communication with printed material other than a letter to the editor?

i must share internet with owner of property, other tenant and it is very spotty and unreliable often, connecting and disconnecting.

I phone usage is EXPECTED - when older people don't do it. We want to write checks and mail them to pay our bills.
I think many seniors, especially the older generation still require/prefer printed materials and may lose their technical abilities as they age.
I would love to find daytime classes for using smart phones, computers, ipads, fitbits, printers etc.
I'd like easy access to a copy machine.
I'm 65 and can handle technology. My 85 year old neighbor needs help learning how to use her cell phone and getting phone numbers into it. We live in a rural town with very spotty internet/ satellite service which make some phones hard to use and cable tv difficult and expensive to get
It was very hard to resolve the internet and affiliated phone issues at Dad's house over several months. This was a safety concern we did not feel the providers took seriously and a non-resident had difficulty understanding and explaining the specifics and breadth of the problem.
Ithaca offers very little choice in internet service.
It's helpful to have all these computer services, but a lot of seniors are not computer literate.
Many of our seniors age 70+ in the outlying areas have no interest or knowledge of using the internet and other online resources. It is very frustrating for those individuals to be expected to do things online, or deal with non human voices when making or receiving phone calls. All technology is not good for all people.
My sister takes care of all of these
need access to these that are LGBTQ specific and inclusive
need help an lessons and transportation to seek help
Not interested in social media or computers
Out cell signal is unreliable and we must maintain a landline for emergency purposes.
Reasonably priced internet and phone service
Seniors need LOTS of IT support and training, someone to go to with specific questions. Thank goodness for TCPL IT. They deserve a Nobel Prize for reaching out to seniors, taking their programming to senior centers and providing great programs at the TCPL. Bravo, TCPL!!
Some of us do not want to be a slave to a smart phone!
Spectrum should be pressured to keep extend their service
The digital divide is alive and well in Tompkins County, and so is age-ism when it comes to being digitally inclusive. We are too quick to say "it's on the Web," or "there's an app for that," and not recognizing that technologically we are not all "wired" the same.
The Library is an important source for all of this but it is difficult to use given the traffic and parking issues.
The problem is cost and reliability of internet service and land line for phone service at home.
There is no cellphone service in my area. Internet access is very limited through satellite
This age group are not techie's
Too many opportunities are based on computer contact making it difficult for seniors, as well as lower income, to find information. If one tries to obtain info on phone they (lots of time) don't get to speak to a person
We are fine with these I am able to handle things for my husband
We certainly have access to this but since Time Warner was bought by Spectrum my bill has continued to climb. Many older folks are not even getting TV service because of the cost. There should be help for seniors on this.
We have access to and use all these communications media.

When Spectrum turns of my service because of being behind on payments on my TV, internet, and phone are all on one bill and when they turn me off I have no dial tone on my phone in case of fire or any other problems
If by social media you include Facebook, I do not trust social media
yes, use wifi internet on x-husbands internet

Community Supports and Health Services
Access and affordability of nutritious food is a big problem
Awareness of what to have ready to go for a trip to the hospital
He has all medical taken care of by his sister
Client feels that many seniors are isolated even in apartment buildings. What if there is a fire or other scary emergencies? There should be someone to check on seniors.
Client feels that questions are not applicable to them, they have healthcare.
Client is in need of ID bracelet or neck ID.
Client is receiving Meals on Wheels since having surgery.
Client receives Meals on Wheels and is considered very helpful.
Client reports that "all is ok".
Client uses Meals on Wheels, but finding it difficult to pay costs. Family helps to prepare balanced well diet with Aide.
Client visits the doctor's office much, and receives Meals on Wheels, but can no longer afford it. However, client's husband still receives Meals on Wheels.
CMC hospital discharge is a nightmare
Coordination of health services is a problem for everyone.
Doctors and health workers need to treat someone 65 the same as they treat someone 64. Being on Medicare does not make us stupid, old, sick and not worth bothering with.
Elders with dementia and hearing loss miss most info. offered at doctor's visits
elig for various levels of need, attending medical appts. FoodNet is terrific, more cultural based meals would be good
Even with insurance, some medicines are extremely expensive, and the bureaucracy of the health care system is cumbersome (why do I have through my primary care person, pay the copay, just to get a referral to see the ENT doctor I wanted to see in the first place?)
Food Net Meals on Wheels - the food is terrible! My mother refused to eat it.
for instance the area on aging when I called a couple of mos ago, told me at reception that I would receive a call from them when the \$20 coupons for 60+ became available. I did not and I have vmail 24/7. I called recently and found out they do have some left but I have a problem getting downtown currently! Maybe they could be brought to pantry locations by a volunteer driver? That would help!
have... ..thing will help, I'm sure
health appointments take too long to get
HIICAP is a wonderful program. The medical system is broken and prescription costs are outrageous. This is another area where aging individuals feel powerless. They can't afford some medications, doctors' offices don't offer any assistance, so they go without necessary medications. Getting affordable, reliable in-home respite or extended care, is almost impossible for "middle" income individuals. You have to be very poor or very rich in order to afford in-home care. Food costs are also staggering. Ability to get food is also impossible for some people.

how do we make sure LGBTQ people are able to do all these things in places and with others that are safe and supportive? How do we address poverty, hunger, housing insecurity for LGBTQ elderly since they are more likely to have these issues?
I am type II and on a very low carb diet, a lot of fresh greens and veggies which cannot be found at food banks.
I have meals on wheels
I think Dad would be very interested in congregate meal sites; we are only aware of Tuesdays at the Salvation Army.
I worry about my possible incapacity as my wife is incapable of obtaining help
I'm receiving Hospicare services now, since I got out of the hospital last week
Incredibly grateful for the Office and the Aging and the staff that assisted me.
It seems to me that these are concerns for anyone of any age, particularly if they have any kind of mental or physical disability. Age isn't the issue, ability is. There are many people who are far older than 60 for whom these issues are not problems.
Ithaca, especially Lifelong, offers these services
Just received PERS. Needs assistance getting to grocery store, no transport to congregate meal site.
Meals on Wheels are helpful coming through three days a week!
Medical Costs. Insurance willingness. Options needed.
need help understanding medical policies other than Medicare someone in the know
That's why I need a ramp
The doctors have me on drugs and Kinney Drugs will not deliver unless I have money to pay for the meds
There are not enough programs aimed at helping elders understand their health plans and follow through with medications. Understanding Medicare is a trial for anyone of any age.
These issues are not a current concern for me, as I am employed (w/insurance), am mobile, have a car and can access the internet at work. But living in a rural community can make networking and transportation a problem for older folks.
Unity House provides most of these services
We are familiar with these human needs and how to satisfactorily deal with them to date.
We are fine now in these areas

Caregiving
After 2 years of caring for my Mom in our home, there is absolutely no reliable care givers or agencies in Tompkins county. They sleep, eat my food, drink my alcohol and just watch tv.
Again I am lucky my husband has vets benefits and they are great helping me with respite care etc and have provided me with the necessary tools I need for our home
Agencies for caregiving are not set up to receive insurance reimbursement and often have a shortage of workers and cannot cover all necessary hours. Training in one's own home often requires a long transition due to inconsistent previous preparation and turnovers in staffing as well.
Caregivers need lots of support. And, while we are the information generation, I think that health care providers need to spend more time educating their patients and the caregivers.
Client and sister took care of their mother until she was 97yrs old. Then client took care of sister for two years, who had cancer, until she was 70yrs old.
Client feels that as a caregiver, they need support groups. Client has issues or questions as they go through various stages.

Client is currently helping sister with Bells-Palsy and can only see out of one eye and causes her to be unbalanced. Client is only caring for sister for six months, but doesn't consider it easy.
Client is living alone and husband just had hip replacement and is in a nursing facility. Husband also has dementia and sleeps a lot. He requires some mental and physical stimuli to his daily living.
Client says, "so far-so good!"
Client's aides are getting burned out, and Client is afraid of losing aides permanently.
Client's sister and themselves have been each other's caregivers for the last 10yrs with no outside help or knowing where to turn to or call. Client feels that they are well informed now, but find it hard to trust worthy, reliable people to help when it is needed and not just when it's convenient for others to give you an hour or two.
Client's wife cares for client who has lung cancer and prognosis will be getting worse.
Get meal and wheel help a lot
I don't know enough about these issues to comment accurately
I feel very lonely and unconnected
I honestly don't know how often older adults in my community wind up having to care for grandchildren. It's not something I've heard a lot about, though it may indeed be an issue.
I myself was in home health care for many years for a well known political family in another state. Now that I am a senior, I would like to be able to have some home help with cleaning, grocery shopping chores, and light duties in my rented large home 1 or 2x a month at least. Although not fully disabled and immobile, help would greatly improve my way of life but I cannot afford to pay it myself and Medicare/Medicaid does not unless fully incapacitated. My dr referred me to an agency near Wegmans' but they cannot for reason given. Happy medium is needed in my opinion.
I realize there are resources available, but we cannot afford them.
Information about ALL forms of dementia in an unbiased form is almost nonexistent. The only form of dementia discussed is Alzheimer's. Not all people have the time or want to be in support groups. There needs to be some other form of support, like one-on-one. Ann Dolan is wonderful but not all people have the time to go to F&CS. Respite is non-existent unless there are friends or family members to step in, which is usually not the case. There definitely is not enough support for caregivers, no matter if they are direct caregivers or long distance or have loves ones in facilities. They still feel lonely, isolated, depressed, and sometimes desperate.
I've already gone through the passing of three family members.
Mom 91 suffering with dementia
My sisters cared for my mother the last 10 years of her life, at great personal and financial sacrifice. It shouldn't be so hard.
nursing homes are 'for profit'; terrible. Longview is non-profit but expensive. Need revolution in care options, small scale elder homes
Respite is a BIG issue. Everyone acknowledges care givers need a break but depending on the facility you need to fill out 2 to 20 papers to try to get admitted and there isn't much help where to go to get this accomplished. Plus the availability is limited.
serious concerns with local nursing/assisted living options that are affordable. Poor experience with two local facilities; doctors who didn't list to PT or PT's caregiver re: needs, not enough staff to provide regular care assistance that provides respect and dignity for PT. Need SUPPORT for care at home by friend/family not feel from care facility that we can't do it.
Spouse has early dementia dx. We are in the info and prep stage now.
Starting to get caregiver burnout having difficulty finding aides to help out periodically for relief.

The caregiving newsletter is a lifesaver- but I received the information too late to help me care for my parents in their home. My mother died in 2014 and my father in 2016. They needed around the clock care which was emotionally and financially devastating for me.
This would be a section for me. Sometimes I feel overwhelmed
We are aware of such potential problems but have not experienced difficulties to date.
Work in dementia/alzheimers unit 16 month. Sister has alzheimers/(PA)

Legal and Financial Planning
Any and all of the questions to this point are important in the whole community. Somebody in the community needs something. Education and outreach is needed in all areas of issues and locations.
Assistance may be necessary for people whose first language is not English
He's legal docs are all prepared and in place.
Client believes average person has no money for emergencies, or for legal retainers. Client wishes that it be advertised of free/low-cost legal aid.
Client feels that their daughter would suffice being their power of attorney.
Client says, "all is ok".
Concern for all ages and myself
Difficult to find lawyers that know about Elder "needs" while living and upon death -- estate planning and ability to afford
Don't care
Don't need any of the above service
Finding financial advise from someone who is not trying to sell you a financial product
Free tax preparations are nice, but may not cover complicated filing. The office did not have recommendations for lawyers with elder care experience, but we fortunately did find one. This seems like a niche that would be nice to expand for sure
how can we more specifically factor in the different needs of our LGBTQ community members, as their needs are not the same!
I don't know enough about these issues to respond accurately
i have issues needing resolution but cannot afford costs for the best service it seems.
I have stage 4 Lung cancer and need help with these things
I just recently had an issue with Long Term Care Insurance, the NYS Partnership and Medicaid. I spoke with many, many people before I could find an answer to my questions. DSS had never dealt with someone applying for Medicaid Extended Coverage after using up their Long Term Care Insurance with the NYS Partnership program.
I manage quite well
I need help with financial planning. My husband passed away in January and changed finances for this household.
I think most of your questions need to include the word "affordable." THAT is the issue. There's plenty of lawyers in Ithaca. Are there any community legal services or sliding scale legal services or things of that sort available.
LAWNY is a wonderful resource for the Tompkins County community.
Most people cannot afford to go to a lawyer for wills and POA. They often have the health care proxy form and the MOLST form handled by hospital personnel, is they are hospitalized for any length of time. Other than that, they don't do anything about advanced care planning because they can't find anyone to help them (usually in their own homes because they are homebound) and definitely can't

afford the \$500 an hour attorneys. They have found LAWNY to be of NO help whatsoever. The spotty Cornell workshops are limited in numbers and you have to be able to get to them.
This is really important. It needs to be promoted.
Traditional banking services do not exist in our community
We have this handled with our legal service and our family
We have worked with these issues with a concerned, recommended lawyer.
What is needed, how do you know what you need?
Yikes! The elder care attorney treated me like the enemy. All I did was ask "what do I need to know to help my loved one who is now in assisted living?" I got a curt "I am not authorized to speak with you," so I did not pursue the matter. I am POA but have no idea if I am doing everything I'm supposed to do. My "person" is now in a nursing home and paying out-of-pocket because she still has \$ in the bank sale of home and annuity.

SURVEY INSTRUMENT

The mission of the Tompkins County Office for the Aging is to assist older adults and persons with long term care needs to live independently in their homes and communities with quality of life and dignity. We are concerned about the needs of Tompkins County's older residents and are interested in hearing about what is important to you and what you have to say about living in Tompkins County.

We would like your help in determining the programs and services that are important to enable you to live independently in your community. As well as, what type of services are necessary to support our residents as they age.

Our hope is that you will assist us in determining these needs and preferences by taking this survey which should take approximately 15 minutes to complete. At the end of the survey there are some demographic questions that will assist us in planning. Your identity will not be known to us unless you share this information so we can contact you to assist you.

If you need assistance in completing the survey or would prefer a paper copy, please contact our office at 607-274-5482. Thank you in advance for your time completing this survey and helping Tompkins County residents in *Aging better, together*.

If you would like to be contacted by our office to discuss available programs and services for Tompkins County Residents, please fill in your contact information.

Name: _____

Telephone: _____ Email: _____

Or if you prefer to contact the Tompkins County Office for the Aging with any questions about this survey or would like to know about services available please call 607-274-5482. Thank you very much for your time and assistance.

First, let's make sure you're eligible to participate.

Are you age 60 or over and do you live in Tompkins County? Yes No

Are you a caregiver for someone age 60 or over who lives in Tompkins County? Yes No

If your answer is No to both of the above questions, you are not eligible to complete the survey, if you answered Yes to either or both question, please continue onto the next page.

For each of the following issues, we would like to know if you think they are a) an important problem for older adults in your community and whether it is b) a current or recent concern for you/the person you care for personally. *Please check all responses that apply.*

Statement		This is an important problem for older adults in my community	This is a current or recent concern for me/the person I care for
1. Housing			
a. Obtaining affordable housing			
b. Being able to pay rent/mortgage and property taxes			
c. Maintaining the outside of your home (lawn, snow)			
d. Being able to perform household chores (cleaning, laundry)			
e. Being able to afford heat and other utilities			
f. Finding reliable help to perform home repairs			
g. Being able to make or afford home repairs/weatherization			
h. Having access to information about housing options			
Comments:			
2. Transportation			
a. Having a way to get to the grocery store or other errands			
b. Having a way to get to medical appointment			
c. Having a way to get to out of county/town medical appointments			
d. Having a way to get to social or recreational activities			
e. Being able to drive my own car			
f. Being able to use public transportation			
g. Having access to information about available transportation options			
Comments:			
3. Outdoor Spaces and Buildings			
a. Being able to take a walk in your neighborhood			
b. Being able to easily access public spaces			
c. Being able to spend time outdoors			
d. Being able to safely cross the street			
e. Being able to find parking easily			
f. Being able to access social services			
Comments:			
4. Civic Participation/ Employment/Engagement/Socialization			
a. Finding employment			
b. Finding volunteer opportunities			
c. Access to senior centers			

Statement		This is an important problem for older adults in my community	This is a current or recent concern for me/the person I care for
d. Access to voting			
e. Ability to advocate within community			
f. Being involved in town and/or county government			
g. Access to library and lifelong learning opportunities			
h. Access to recreation opportunities			
i. Being lonely or socially isolated			
Comments:			
5. Culture of Respect and Inclusion			
a. Being included in your community			
b. Feeling safe and secure in your community			
c. Having opportunities for multigenerational collaborations			
d. Falling victim to a scam or financial exploitation			
e. Knowing how to recognize Elder Abuse			
f. Having access to information about age based anti-discrimination protections			
Comments:			
6. Communication and Information			
a. Having access to printed materials for information and communication			
b. Having access to computers and email for information and communication			
c. Knowing how to use social media for information and communication			
d. Knowing how to use video/phone for information and communication			
e. Having a lack of internet or phone network service in your locality			
Comments:			
7. Community Supports and Health Services			
a. Obtaining necessary health services (i.e primary care, mental health, therapies etc.)			
b. Ensuring that your hospital discharge is well coordinated and connected with community resources			

Statement		This is an important problem for older adults in my community	This is a current or recent concern for me/the person I care for
c. Obtaining necessary medications			
d. Being able to understand and follow information from the doctor			
e. Having someone to attend medical appointments with you			
f. Understanding Medicare			
g. Understanding eligibility for insurance and various subsidies			
h. Preventing falls in and out of the home			
i. Obtaining help in the home to manage chronic conditions			
j. Being able to afford enough nutritious food			
k. Knowing how to follow a recommended diet			
l. Having access to nutritious food			
m. Ability to participate in congregate meal sites			
n. Completing applications to receive eligible nutrition and health services			
o. Preparedness in the event of a health or safety emergency			
Comments:			
8. Caregiving			
a. Needing support with caregiving			
b. Caring for a grandchild in own home			
c. Caring for a friend or family in own home			
d. Caring for a friend or loved one long distance			
e. Caring for a friend or loved one in an assisted living or nursing facility			
f. Having respite for caregiving			
g. Caregiver stress or burnout			
h. Having access to information about caregiving for people with dementia and other chronic diseases			
Comments:			
9. Legal and financial planning services			
a. Being able to afford legal services			
b. Finding legal services			
c. Having access to information about legal and financial planning options			

Statement		This is an important problem for older adults in my community	This is a current or recent concern for me/the person I care for
d. Having access to information about advanced care planning (Health care proxy, power of attorney, living wills etc.)			
Comments:			

10. How would you rate your community for the following activities? *Please place an X in one response for each activity.*

Activity	Poor	Fair	Good	Great
a. Taking a walk				
b. Riding a bike				
c. Socialize				
d. Living comfortably				
e. Working or volunteering				
f. Enjoying public spaces				
g. Safely crossing the street				
h. Spending time outdoors				
i. Using public transportation				
j. Being entertained				
k. Going shopping				
l. Buying healthy food				
m. Finding services people need				

11. Are you familiar with Age Friendly and Livable Communities?

Yes No

12. Are you familiar with the programs and services of the Office for the Aging?

Yes No

Demographic Information:

13. What is your age/the age of the person you care for_____?

14. What is your gender?

- | | |
|--|---|
| <input type="checkbox"/> Female | <input type="checkbox"/> Prefer to self-describe_____ |
| <input type="checkbox"/> Male | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Non-binary/third gender | |

15. What town or city which town do you live in?

- | | | |
|-----------------------------------|--------------------------------------|-----------------------------------|
| <input type="checkbox"/> Caroline | <input type="checkbox"/> Groton | <input type="checkbox"/> Newfield |
| <input type="checkbox"/> Danby | <input type="checkbox"/> Ithaca City | <input type="checkbox"/> Ulysses |
| <input type="checkbox"/> Dryden | <input type="checkbox"/> Ithaca Town | |
| <input type="checkbox"/> Enfield | <input type="checkbox"/> Lansing | |

16. Are you now married, partnered, widowed, divorced, separated, or never married?

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Married | <input type="checkbox"/> Divorced |
| <input type="checkbox"/> Partnered | <input type="checkbox"/> Separated |
| <input type="checkbox"/> Widowed | <input type="checkbox"/> Never Married |

17. Please select one or more of the following that best describes your race and ethnicity.

- American Indian/Native American/Indigenous
- Black or African American
- Hispanic/Latino
- Asian or Asian American
- Hawaiian Native or Pacific Islander
- White Caucasian
- Other_____

18. How many people are currently living in your household including yourself? _____

19. Under your household size, please select the income range that describes your total household income last year. Remember all of the information you have provided is completely anonymous. Income information is very important for us to be able to plan our work effectively. We appreciate your candid response.

1 person household

- Under \$12,500
- \$12,501-\$25,000
- \$25,001-\$50,000
- \$50,001-\$75,000
- above \$75,001

2 person household

- Under \$16,900
- \$16,901-\$32,000
- \$32,001-\$60,000
- \$60,001-\$85,000
- above \$85,001

3 person household

- Under \$21,330
- \$21,331-\$42,660
- \$42,661-\$85,320
- \$85,321-\$106,650
- above \$106,650

4 person household

- Under \$25,750
- \$25,751-\$51,500
- \$51,501-\$103,000
- \$103,001-\$128,750
- Above \$128,750

5 person household

Total household Income:

\$ _____