

CASOA™

COMMUNITY ASSESSMENT SURVEY
FOR OLDER ADULTS™

San Francisco Department of Disability & Aging Services

Community Assessment Survey for Older Adults

November 2023



1241 John Q. Hammons Dr, Suite #203
Madison, WI 53717
info.polco.us • 608-709-8683

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Section 1: Introduction

About the Community Assessment Survey for Older Adults®








The Community Assessment Survey for Older Adults (CASOA)® provides a statistically valid survey of the strengths and needs of older adults as reported by older adults themselves. This report is intended to enable local governments, community-based organizations, the private sector and other community members to understand more thoroughly and predict more accurately the services and resources required to serve an aging population. With this data, community stakeholders can shape public policy, educate the public and assist communities and organizations in their efforts to sustain a high quality of life for older adults.



The results of this exploration will provide useful information for planning and resource development as well as strengthen advocacy efforts and stakeholder engagement. The ultimate goal of the assessment is to create empowered communities that support vibrant older adult populations.

This report summarizes how older residents view their community and its success in creating a thriving environment for older adults. Aspects of livability are explored within six community dimensions: Community Design, Employment and Finances, Equity and Inclusivity, Health and Wellness, Information and Assistance, and

Productive Activities. Overall community quality also is assessed.

Domain of Community Livability	Description	Community Livability Topics
 <p>Overall Community Quality</p>	<p>Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to residents of all ages.</p>	<ul style="list-style-type: none"> • Place to Live and Retire • Recommend and Remain in Community
 <p>Community Design</p>	<p>A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing mobility options to support residents aging in place.</p>	<ul style="list-style-type: none"> • Housing • Mobility • Land Use
 <p>Employment and Finances</p>	<p>Communities that work to foster sustainable growth, create jobs and workforce training for persons of all ages, and promote equitable economies ensure older adults are able to sustain their financial well-being through retirement and not outlive their life investments.</p>	<ul style="list-style-type: none"> • Employment • Finances
 <p>Equity and Inclusivity</p>	<p>A community is often greater than the sum of its parts. Having a sense of community entails not only a sense of membership and belonging, but also feelings of safety and trust in the other members of the community.</p>	<ul style="list-style-type: none"> • Equity • Community Inclusivity
 <p>Health and Wellness</p>	<p>The amenities available in the communities have a direct impact on the health and wellness of residents, and thus, on their quality of life overall.</p>	<ul style="list-style-type: none"> • Safety • Physical Health • Mental Health • Health Care • Independent Living
 <p>Information and Assistance</p>	<p>Government programs, policies and information assistance can support successful aging initiatives allowing older residents to remain independent contributors to community quality.</p>	<ul style="list-style-type: none"> • Quality of Older Adult Services • Information on Available Older Adult Services
 <p>Productive Activities</p>	<p>Productivity is the touchstone of a thriving old age. Older adults' engagement and contribution to the community can be determined by their time spent in civic meetings and social activities or providing help to others.</p>	<ul style="list-style-type: none"> • Civic Engagement • Social Engagement • Caregiving

Survey Methods

The CASOA survey instrument and its administration are standardized to assure high-quality survey methods and comparable results across communities. Households with an adult member 55 years or older were selected at random. Multiple mailed contacts gave each household more than one prompt to participate. A total of 3,200 older adult households were randomly selected to receive the survey. These

households first received a half-page postcard inviting them to complete the survey online, followed by a mailed hard copy survey packet which included a cover letter, a copy of the questionnaire and a postage-paid return envelope. A total of 314 completed surveys was obtained, providing an overall response rate of 9.96% and a margin of error plus or minus 6% around any given percent and one point around any given average rating for the entire sample (e.g., average number of caregiving hours). Results were statistically weighted to reflect the proper demographic composition of older adults in the entire community.

In addition to the random sample "probability" survey, an open participation survey was conducted, in which all older adults 55 years or older were invited to participate. The open participation survey instrument was identical to the probability sample survey. This survey was conducted entirely online. A total of 70 surveys were completed by open participation survey respondents. The open participation survey results were combined with responses from the probability sample survey, for a total of 384 completed surveys. With the inclusion of the open participation survey participants, it is likely that the precision of the responses would be even greater (and thus the margin of error smaller).

Results were statistically weighted to reflect the proper demographic composition of older adults in the entire community.

Because San Francisco Department of Disability & Aging Services doesn't have any prior measurements, trends aren't available. Trends will be available after this survey has been conducted a second time. Differences in responses between the survey administrations will be tested for statistical significance, and statistically significant differences are noted in the charts. Trend data represent important comparisons and should be examined for improvements or declines.

For additional details on the survey methodology, see the Methods section.

How the Results Are Reported

Don't Know Responses and Rounding

On many of the questions in the survey, respondents could provide an answer of don't know. The proportion of residents giving this reply can be seen in Responses.

However, these responses have been removed from the analyses presented in the

body of the report, unless otherwise indicated. In other words, the majority of the tables and graphs in the body of the report display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of rounding percentages to the nearest whole number.

Benchmark Comparison Data

National Research Center at Polco has developed a database that collates responses to CASOA and related surveys administered in other communities, which allows the results from San Francisco Department of Disability & Aging Services to be compared against a set of national benchmarks. This benchmarking database includes responses from more than 35,000 older adults (age 55 and over) in over 335 communities across the nation.

Ratings are compared when similar questions are included in Polco's database and when there are at least five other communities in which the question was asked. Where comparisons for ratings are available, San Francisco Department of Disability & Aging Services's results are shown as more favorable than the benchmark, less favorable than the benchmark or similar to the benchmark. In instances where ratings are considerably more or less favorable than the benchmark, these ratings have been further demarcated by the attribute of "much" (for example, much more favorable or much less favorable).

Section 2: Key Findings

Background

Most older adults desire to age in place. Communities that assist older adults in remaining or becoming active community participants must provide the requisite opportunities for recreation, transportation, culture, education, communication, social connection, spiritual enrichment and health care.

To better understand the strengths and challenges of California communities aging in place, the State of California Department of Aging partnered with Polco to administer The Community Assessment Survey for Older Adults (CASOA[®]) across all Area Agencies on Aging across the state. Data in this report focus specifically on older residents in San Francisco Department of Disability & Aging Services.

Survey participants rated the overall quality of life in their community. They also evaluated their communities as livable communities for older adults within six domains:

- Community Design
- Employment and Finances
- Equity and Inclusivity
- Health and Wellness
- Information and Assistance
- Productive Activities.

The extent to which older adults experience challenges within these domains is also described.

Overall Community Quality

Measuring community livability for older adults starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all. Exploring how older residents view their community overall and how likely they are to recommend and remain in their communities can provide a high-level overview of the quality and livability of the community.

- About 64% of older residents living in the region rated their overall quality of life as excellent or good. Most of the older adult respondents scored their communities positively as a place to live and would recommend their communities to others. About 69% of residents planned to stay in their community throughout their retirement.

- Positive scores were given to their communities as places to retire by 40% of older residents.

Overall Scores of Community Livability

The Community Assessment Survey of Older Adults (CASOA) is designed to examine the status of older adults and the community around many (17) topics of livability within six domains: Community Design, Employment and Finances, Equity and Inclusivity, Health and Wellness, Information and Assistance, and Productive Activities. Summary scores of community livability were created through the aggregation of a series of resident ratings within each of these different livability aspects and domains. Of the 17 aspects of livability examined, the aspects found to be strongest in the region related to areas of Mobility (average positive score of 69%), Social Engagement (59%), and Land Use (58%). The areas showing the greatest need for improvement related to Housing (8%), Independent Living (15%) and Mental Health (19%). More detailed information about each livability domain follows.

Community Design

Livable communities (which include those with mixed-use neighborhoods, higher-density development, increased connections, shared community spaces and more human-scale design) will become a necessity for communities to age successfully. Communities that have planned and been designed for older adults tend to emphasize access, helping to facilitate movement and participation.

- About 75% of respondents rated the overall quality of the transportation system (auto, bicycle, foot, bus) in their community as excellent or good. In many communities, ease of travel by walking or bicycling is given lower ratings than travel by car. Here, ease of travel by car was considered excellent or good by 60% of respondents, while ease of travel by walking and bicycling was considered excellent or good by 67% and 60% of respondents, respectively.
- When considering aspects of housing (affordability and variety) and community features of new urbanism (where people can live close to places where they can eat, shop, work, and receive services), relatively lower scores were given by older adults compared to many other items on the survey. Only 8% of respondents gave a positive score to the availability of affordable quality housing in their communities, and only about 45% older adults gave excellent or good ratings to the availability of mixed-use neighborhoods.
- About 46% of older residents in the region reported experiencing housing needs and 28% reported mobility needs.

Employment and Finances

The life expectancy for those born between 1940 and 1960 has increased dramatically due to advances in health care and lifestyle changes. While this is a very positive trend overall, it also highlights both the importance of communities providing employment opportunities for older adults and the need for older adults to plan well for their retirement years.

- About 52% of older residents rated the overall economic health of their communities positively, although the cost of living was rated as excellent or good by only 9%.
- Employment opportunities for older adults (quality and variety) received low ratings (12% and 10% positive, respectively), and the opportunity to build work skills also was found to be lacking (10% excellent or good).
- About 31% older adults reported financial challenges and 25% reported employment needs.

Equity and Inclusion

A community is often greater than the sum of its parts. Having a sense of community entails not only a sense of membership and belonging, but also feelings of equity and trust in the other members of the community.

- About 40% of older residents rated the sense of community in their towns as excellent or good, and neighborliness was rated positively by 37% of residents.
- About 44% of the respondents positively rated their community's openness and acceptance toward older residents of diverse backgrounds, and 35% indicated that their community valued older residents.
- Inclusion challenges were reported by about 24% of older residents and equity challenges by 11%.

Health and Wellness

Of all the attributes of aging, health poses the greatest risk and the biggest opportunity for communities to ensure the independence and contributions of their aging populations. Health and wellness, for the purposes of this study, included not only physical and mental health, but issues of safety, independent living and health care.

- About 75% older residents in the region rated their overall physical health as excellent or good and 79% rated their mental health as excellent or good.
- In most places, opportunities for health and wellness receive higher ratings from older adults than do health care ratings. Here, community opportunities for health and wellness were scored positively by 63% residents, while the percent

giving ratings of excellent or good to the availability of physical health care was 32%, to mental health care 19%, and to long term care options 16%.

- Health-related problems were some of the most common challenges listed by older adults in the survey, with 35% reporting physical health challenges and 32% reporting mental health challenges. Health care was also a challenge for about 36% of older residents.

Information and Assistance

Providing useful and well-designed programs, as well as informing residents about other assistance resources, is an important way that government agencies can help residents age in place.

- The overall services provided to older adults in the region were rated as excellent or good by 49% of survey respondents.
- About 48% of survey respondents reported being somewhat informed or very informed about services and activities available to older adults. The availability of information about resources for older adults was rated positively by 28% of older residents and the availability of financial or legal planning services was rated positively by 26% of older residents.
- About 43% of older adults were found to have information access challenges in the region.

Productive Activities

Productive activities outside of work (such as volunteerism and social activity) promote quality of life and contribute to active aging. This domain examines the extent of older adults' participation in social and leisure programs and their time spent attending or viewing civic meetings, volunteering or providing help to others.

- About 59% of older adults surveyed felt they had excellent or good opportunities to volunteer, and 49% participated in some kind of volunteer work.
- The caregiving contribution of older adults was substantial in the region. About 39% of older residents reported providing care to individuals 55 and older, 10% to individuals 18-54 and 15% to individuals under 18.
- Older adults in the region reported challenges with being civically engaged 24%, being socially engaged 24% and caregiving 15%.

The Economic Contribution of Older Adults

The contribution older adults make through employment, volunteerism and caregiving was calculated for all older adults living in the region. It is estimated that older residents contribute \$7,256,407,031 annually to their community through paid and

unpaid work.

Older Resident Needs

Through the survey, more than 40 challenges commonly facing older adults were assessed by respondents. These challenges were grouped into 15 larger categories of needs. In the region, the largest challenges were in the areas of housing, information about older adult services, and health care. At least 46% of older residents reported at least one item in these categories was a major or moderate problem in the 12 months prior to taking the survey.

Comparison to National Benchmarks

Community Characteristics Benchmarks

To better provide context to the survey data, resident responses for the region were compared to Polco's national benchmark database or older adult opinion. Of the 52 assessments of community livability that were compared to the benchmark database, 37 were similar, 3 above, and 12 below the benchmark comparisons.

The areas in which the region ratings were lower than benchmark comparisons were:

- Your community as a place to live
- Your community as a place to retire
- Sense of community in your community
- Overall feeling of safety in your community
- Overall quality of natural environment in your community
- Quality of employment opportunities for older adults
- Cost of living in your community
- Availability of affordable quality housing
- Variety of housing options
- Availability of affordable quality physical health care
- Availability of affordable quality mental health care
- Neighborliness of your community

The areas in which the region rating was higher than benchmark comparisons were:

- Overall quality of the transportation system (auto, bicycle, foot, bus) in your community
- Ease of travel by public transportation in your community
- Availability of mixed-use neighborhoods where people live close to places where they can eat, shop, work, and receive services

Older Adult Challenges Benchmarks

Comparisons to the benchmark database can also be made for the proportion of residents experiencing a variety of challenges. In the region, there was a lower proportion of older adults experiencing challenges for 0 item(s), a greater proportion of older adults experiencing challenges for 5 item(s), and a similar proportion experiencing challenges for 37 item(s).

The challenges for which a **greater** proportion of residents reported a problem compared to benchmarks were:

- Finding work in retirement
- Feeling depressed
- Being a victim of crime
- Being treated unfairly or discriminated against because of your age
- Feeling like you don't fit in or belong

Section 3: Understanding the Report

Throughout this report, iconography is used to denote trends and benchmarks. While some pages will show the legend, others won't for the sake of space. Keep this page handy for reference.

Trends

**Favorably**

At least 7 percentage points more favorable than last measure

**Similar**

No statistically significant difference

**Unfavorably**

At least 7 percentage points less favorable than last measure

Benchmarks

**Much more favorable**

At least 20 points more favorable than benchmark

**More favorable**

10-20 points more favorable than benchmark

**Similar**

No statistically significant difference

**Less favorable**

10-20 points less favorable than benchmark

**Much less favorable**

At least 20 points less favorable than benchmark

Section 4: Community Readiness

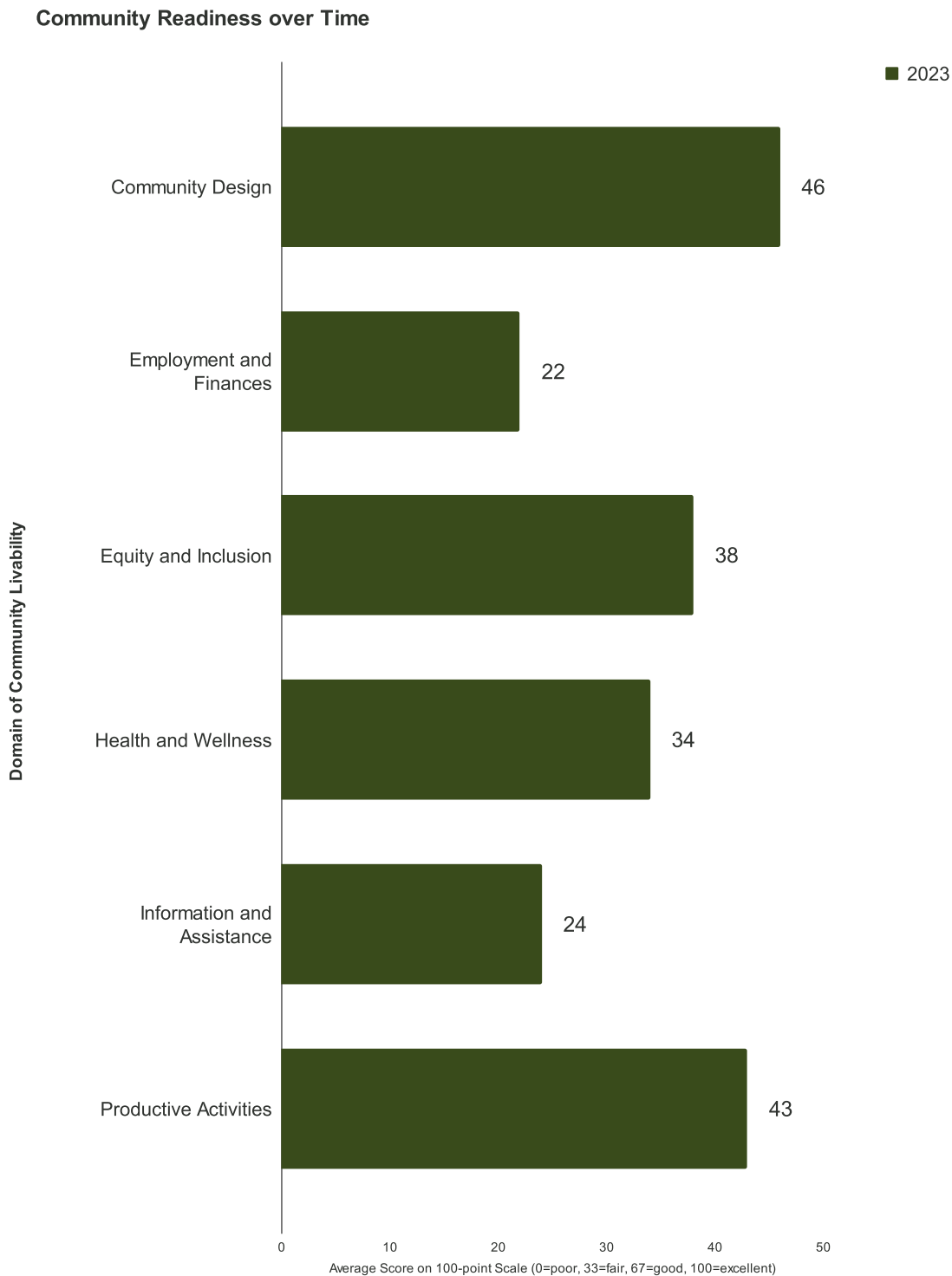
Communities that assist older adults to remain or become active community participants must provide the requisite opportunities for recreation, transportation, culture, education, communication, social connection, spiritual enrichment and health care. Because every community is different, each must identify what its older adults value most and what the community offers its older residents. The judgments of these residents provide the elements used to calculate the overall community quality in San Francisco Department of Disability & Aging Services.

Survey respondents were asked to rate a number of aspects of the community. These ratings were converted to an average scale of 0 (the lowest rating, such as poor) to 100 (the highest rating, such as excellent) and then combined to provide one overall rating (index¹) for each of the six dimensions of Community Readiness, as well as an overall rating of the Quality of the Community. If trend data prior to 2022 are shown, it should be noted that community readiness scores have been updated from previous reports to improve these metrics. Readiness scores for past surveys were recalculated using the new dimensions to make them comparable to the current structure.

Community Readiness Chart

Dimension	Community Livability Topics	Score (out of 100)
Overall Community Quality	<ul style="list-style-type: none"> • Place to Live and Retire • Recommend and Remain in Community 	54
Community Design	<ul style="list-style-type: none"> • Housing • Mobility • Land Use 	46
Employment and Finances	<ul style="list-style-type: none"> • Employment • Finances 	22
Equity and Inclusivity	<ul style="list-style-type: none"> • Equity • Community Inclusivity 	38
Health and Wellness	<ul style="list-style-type: none"> • Safety • Physical Health • Mental Health • Health Care • Independent Living 	34
Information and Assistance	<ul style="list-style-type: none"> • Quality of Older Adult Services • Information on Available Older Adult Services 	24
Productive Activities	<ul style="list-style-type: none"> • Civic Engagement • Social Engagement • Caregiving 	43

Community Readiness over Time



¹These ratings are not to be understood like ratings from school tests, because they are summaries of several questions that range from 0 as poor, 33 as fair, 67 as good and 100 as excellent. For example, a score of 58 should be interpreted as closer to

good than to fair (with the midpoint of the scale, 50, representing equidistance between good and fair).

Section 5: Community Livability Topics

The Community Assessment Survey of Older Adults (CASOA) is designed to examine the status of older adults and the community around many (17) aspects of livability within six domains: Community Design, Employment and Finances, Equity and Inclusivity, Health and Wellness, Information and Assistance, and Productive Activities. Overall community quality also is assessed with two topics. (See **Introduction** section *About the Community Assessment Survey for Older Adults* for an overview of all the community livability topics within these domains.) For each of these 19 community livability topic areas, survey questions evaluated the community's ability to accommodate the needs of older residents, as well as the actual experiences and challenges of older adults.

To summarize the data, an index score was calculated for each aspect of livability by averaging the ratings given to the questions related to the specific community livability topic. (This index includes only the ratings of community amenities, not those items related to the respondents' own status or the challenges faced by the respondent.)

i Livability score trend unavailable.

Because San Francisco Department of Disability & Aging Services doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Overall Community Quality



Place to Live and Retire
61 / 100



Recommend and Remain in Community
62 / 100

Community Design



Housing
8 / 100



Land Use
58 / 100



Mobility
69 / 100

Employment and Finances



Employment
20 / 100



Finances
30 / 100

Equity and Inclusivity



**Community
Inclusivity**
41 / 100



Equity
40 / 100

Health and Wellness



Health Care
43 / 100



**Independent
Living**
15 / 100



**Mental
Health**
19 / 100



**Physical
Health**
53 / 100



Safety
46 / 100

Information and Assistance



**Information
on Available
Older Adult
Services**
27 / 100



**Quality of
Older Adult
Services**
49 / 100

Productive Activities



Caregiving
Scoring not applicable



**Civic
Engagement**
49 / 100



**Social
Engagement**
59 / 100

Section 6A: Place to Live and Retire

Successful aging communities are attractive and welcoming to older adults and provide the support necessary for residents to age in place.



i Livability score trend unavailable.

Because San Francisco Department of Disability & Aging Services doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related survey results

Items on the survey related to this topic are shown below. These tables display the ratings given by respondents, as well as a comparison to the national benchmark (average ratings from communities across the nation) and, if available, comparisons to ratings from the most recently implemented survey.

i Trends unavailable

Because San Francisco Department of Disability & Aging Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Your neighborhood as a place to live	73%	-
Your community as a place to live	66%	▼
The overall quality of life in your community	64%	-
Your community as a place to retire	40%	▼

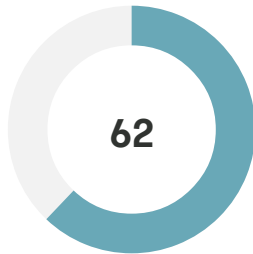
Status Indicators - Personal Quality of Life

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Your overall quality of life	74%	-

Section 6B: Recommend and Remain in Community

A strong testament to the quality of a community is the likelihood of residents recommending and remaining in the community. Generally, residents will not recommend a community to friends unless they believe that community is offering the right amenities and services. Furthermore, communities that do a good job supporting seniors allow their residents to remain throughout their retirement years.



Livability score

Average of community quality items

i Livability score trend unavailable.

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Related survey results



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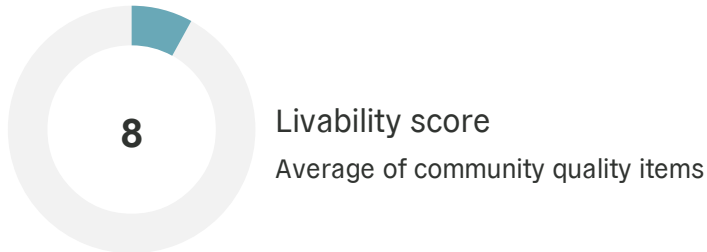
Quality of Community

Percent reporting *very likely* or *somewhat likely*.

Characteristic	% likely	National Benchmark
Remain in your community throughout your retirement	69%	
Recommend living in your community to older adults	56%	

Section 7A: Housing

Most older adults want to age in place; however, many do not have homes that feature universal design allowing access for walkers and wheelchairs and providing safety for those who are frail or experiencing mobility impairments. Ensuring the availability of housing stock that is both affordable and suitable for seniors is necessary as a community's population ages.



i Livability score trend unavailable.

Because San Francisco Department of Disability & Aging Services doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related survey results

Items on the survey related to this topic are shown below. These tables display the ratings given by respondents, as well as a comparison to the national benchmark (average ratings from communities across the nation) and, if available, comparisons to ratings from the most recently implemented survey.

i Trends unavailable

Because San Francisco Department of Disability & Aging Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.




Potential Problems

Percent reporting *minor problem, moderate problem or major problem*.

Characteristic	% problematic	National Benchmark
Doing heavy or intense housework	55%	-
Maintaining your home	52%	-
Maintaining your yard	51%	-
Having housing to suit your needs	39%	-

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Variety of housing options	9%	
Availability of accessible housing (e.g., homes with a no step entry, single-floor living, wide hallways and doorways)	8%	
Availability of affordable quality housing	8%	

Section 7B: Land Use

The movement in America towards designing more livable communities (which include mixed-use neighborhoods, higher-density development, increased connections, shared community spaces and more human-scale design) will become a necessity for communities to age successfully. Communities that have planned and been designed for older adults tend to emphasize access, helping to facilitate movement and participation.



i Livability score trend unavailable.

Because San Francisco Department of Disability & Aging Services doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related survey results

Items on the survey related to this topic are shown below. These tables display the ratings given by respondents, as well as a comparison to the national benchmark (average ratings from communities across the nation) and, if available, comparisons to ratings from the most recently implemented survey.

i Trends unavailable

Because San Francisco Department of Disability & Aging Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Overall quality of the utility infrastructure in your community (water, sewer, storm water, electric/gas, broadband)	69%	–
Overall design or layout of your community's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	63%	–
Public places where people want to spend time	51%	–
Availability of mixed-use neighborhoods where people live close to places where they can eat, shop, work, and receive services	45%	^

Section 7C: Mobility

The ease with which older residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community. Those who reside in livable communities where they can reach their destinations easily and comfortably by auto, on foot or in public transportation are more likely to remain engaged in their communities and to demonstrate signs of successful aging. Residents that must give up driving are more likely to be able to age in place if other modes of transportation are easily accessed in their neighborhood and community.



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Related survey results

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i Trends unavailable

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Potential Problems

Percent reporting *minor problem, moderate problem or major problem*.

Characteristic	% problematic	National Benchmark
Having safe and affordable transportation available	45%	-
No longer being able to drive	26%	-

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Ease of getting to the places you usually have to visit	75%	
Overall quality of the transportation system (auto, bicycle, foot, bus) in your community	75%	
Ease of travel by public transportation in your community	72%	
Ease of walking in your community	67%	
Ease of bicycling in your community	60%	
Ease of travel by car in your community	60%	

Section 8A: Employment

People in the U.S. are working longer and retiring at an older age than they have in the past. Older adults are postponing retirement for a variety of reasons: improved health, the desire to accumulate additional wealth and/or benefit from delayed pension plans, and because the information age-based economy is less physically demanding than jobs from the industrial age. Older workers are an untapped resource for many communities seeking economic stability and growth.



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Related survey results

Items on the survey related to this topic are shown below. These tables display the ratings given by respondents, as well as a comparison to the national benchmark (average ratings from communities across the nation) and, if available, comparisons to ratings from the most recently implemented survey.

i Trends unavailable



Because San Francisco Department of Disability & Aging Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

i Certain benchmarks unavailable

Because this survey includes new characteristics, we can't determine your benchmark performance on the new characteristics until a sufficient number of communities have completed surveying.




Potential Problems

Percent reporting *minor problem, moderate problem or major problem.*

Characteristic	% problematic	National Benchmark
Finding work in retirement	49%	
Building skills for paid or unpaid work	41%	

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Opportunities to build work skills	37%	
Quality of employment opportunities for older adults	12%	
Variety of employment opportunities for older adults	10%	

Section 8B: Finances

With longer life spans, the importance of financial well-being in old age has increased dramatically. Financial independence and the ability to economically contribute to a community have become critical factors in enhancing the quality of life of older adults.



i Livability score trend unavailable.

Because San Francisco Department of Disability & Aging Services doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related survey results



Items on the survey related to this topic are shown below. These tables display the ratings given by respondents, as well as a comparison to the national benchmark (average ratings from communities across the nation) and, if available, comparisons to ratings from the most recently implemented survey.

i Trends unavailable

Because San Francisco Department of Disability & Aging Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.



Potential Problems

Percent reporting *minor problem, moderate problem or major problem*.

Characteristic	% problematic	National Benchmark
Having enough money to meet daily expenses	49%	
Having enough money to pay your property taxes	31%	


Quality of Community

Percent reporting *excellent or good*.

Characteristic	% positive	National Benchmark
Overall economic health of your community	52%	
Cost of living in your community	9%	

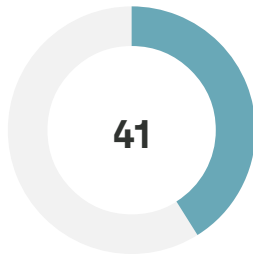
Status Indicators - Household Financial Status

Percent reporting *very positive* or *somewhat positive*.

Characteristic	% positive	National Benchmark
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	14%	

Section 9A: Community Inclusivity

Inclusivity refers to a cultural and environmental feeling of belonging. Creating places in which any individual or group can be and feel welcomed, respected, supported, and valued increases the overall livability of communities.



Livability score
Average of community quality items

i Livability score trend unavailable.

Because San Francisco Department of Disability & Aging Services doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related survey results

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i Trends unavailable

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i Certain benchmarks unavailable

Because this survey includes new characteristics, we can't determine your benchmark performance on the new characteristics until a sufficient number of communities have completed surveying.




Potential Problems

Percent reporting *minor problem, moderate problem or major problem*.

Characteristic	% problematic	National Benchmark
Feeling lonely or isolated	45%	–
Having friends or family you can rely on	42%	–
Feeling like you don't fit in or belong	42%	∨

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Making all residents feel welcome	47%	
Sense of community in your community	40%	
Neighborliness of your community	37%	

Section 9B: Equity

Opportunities for health, income, housing and other life circumstances are often disproportionate. Strong communities work to decrease inequalities so that all residents can successfully age in place.



i Livability score trend unavailable.

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Related survey results


Items on the survey related to this topic are shown below. These tables display the ratings given by respondents, as well as a comparison to the national benchmark (average ratings from communities across the nation) and, if available, comparisons to ratings from the most recently implemented survey.

i Trends unavailable

Because San Francisco Department of Disability & Aging Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.



Potential Problems

Percent reporting *minor problem, moderate problem or major problem*.

Characteristic	% problematic	National Benchmark
Being treated unfairly or discriminated against because of your age	42%	

Quality of Community

Percent reporting *excellent or good*.

Characteristic	% positive	National Benchmark
Openness and acceptance of the community towards older residents of diverse backgrounds	44%	
Valuing older residents in your community	35%	

Section 10A: Health Care

Poor health does not need to be an inevitable consequence of aging. Adoptions of healthy lifestyles and the use of preventive services will reduce the risk of morbidity and increase healthy longevity of older residents.



i Livability score trend unavailable.

Because San Francisco Department of Disability & Aging Services doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related survey results

Items on the survey related to this topic are shown below. These tables display the ratings given by respondents, as well as a comparison to the national benchmark (average ratings from communities across the nation) and, if available, comparisons to ratings from the most recently implemented survey.

i Trends unavailable

Because San Francisco Department of Disability & Aging Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Potential Problems

Percent reporting *minor problem, moderate problem or major problem*.

Characteristic	% problematic	National Benchmark
Finding affordable health insurance	47%	-
Getting the health care you need	36%	-
Getting the oral health care you need	35%	-
Affording the medications you need	34%	-
Getting the vision care you need	32%	-

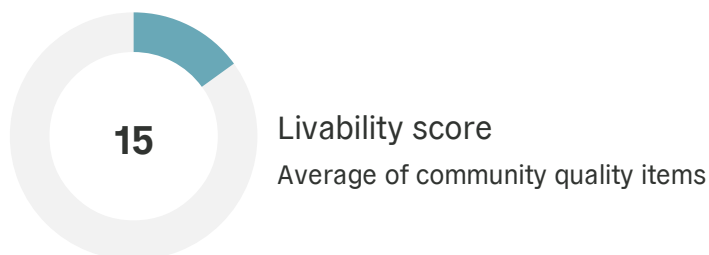
Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	53%	-
Availability of affordable quality physical health care	32%	v

Section 10B: Independent Living

If the community cannot help maintain the independence of residents who experience the decline in health that often accompanies aging, the potential contribution of older residents will be lost to hospitals and nursing homes.



i Livability score trend unavailable.

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Related survey results

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i Trends unavailable

Because San Francisco Department of Disability & Aging Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Average Number of Hours Providing Care

Average number of hours spent per respondent in a typical week

Characteristic	Average # of Hours	National Benchmark
Receiving assistance, paid or unpaid (e.g., with shopping, cooking, etc.)	0.7	–

Potential Problems

Percent reporting *minor problem, moderate problem or major problem*.

Characteristic	% problematic	National Benchmark
Performing regular activities, including walking, eating and preparing meals	23%	–

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Availability of long-term care options	16%	–
Availability of daytime care options for older adults	14%	–

Status Indicators - Activities

Percent reporting *1 to 3 hours*, *4 to 5 hours*, *6 to 10 hours*, *11 to 19 hours* or *20 or more hours*.

Characteristic	% of respondents	National Benchmark
Receiving assistance, paid or unpaid (e.g., with shopping, cooking, etc.)	11%	–

Status Indicators - Long-term Care Admissions

Percent reporting *1-2 days*, *3-5 days* or *6 or more days*.

Characteristic	% of respondents	National Benchmark
In a long-term care facility (including nursing home or in-patient rehabilitation facility)	1%	–

Section 10C: Mental Health

Mental health plays a vital role in the well-being of residents. Depression, isolation, anxiety and memory loss can have a direct and profound effect on older adults' quality of life.



i Livability score trend unavailable.

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Related survey results




Items on the survey related to this topic are shown below. These tables display the ratings given by respondents, as well as a comparison to the national benchmark (average ratings from communities across the nation) and, if available, comparisons to ratings from the most recently implemented survey.

i Trends unavailable

Because San Francisco Department of Disability & Aging Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.


Potential Problems

Percent reporting *minor problem, moderate problem or major problem*.

Characteristic	% problematic	National Benchmark
Feeling depressed	50%	
Dealing with the loss of a close family member or friend	47%	
Experiencing confusion or forgetfulness	32%	


Quality of Community

Percent reporting *excellent or good*.

Characteristic	% positive	National Benchmark
Availability of affordable quality mental health care	19%	

Status Indicators - Personal Health Status

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Your overall mental health/emotional wellbeing	79%	

Section 10D: Physical Health

Of all the attributes of aging, health poses the greatest risk and the biggest opportunity. When good health can be sustained, individuals benefit by living a life of better quality, friends and family benefit from reduced caregiving burdens, and the community benefits by harnessing the power of older adults' contributions.



i Livability score trend unavailable.

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Related survey results

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i Trends unavailable

Because San Francisco Department of Disability & Aging Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.





Potential Problems

Percent reporting *minor problem, moderate problem or major problem.*

Characteristic	% problematic	National Benchmark
Your physical health	56%	-
Staying physically fit	54%	-
Maintaining a healthy diet	43%	-
Falling or injuring yourself in your home	33%	-
Having enough food to eat	19%	-


Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Overall health and wellness opportunities in your community	63%	
Overall quality of natural environment in your community	58%	
Fitness opportunities (including exercise classes and paths or trails, etc.)	53%	
Availability of affordable quality food	39%	


Status Indicators - Falls

Percent reporting *1 to 2 times*, *3 to 5 times* or *more than 5 times*.

Characteristic	% of respondents	National Benchmark
Thinking back over the past 12 months, how many times have you fallen and injured yourself?	37%	

Status Indicators - Hospitalizations

Percent reporting *1-2 days*, *3-5 days* or *6 or more days*.

Characteristic	% of respondents	National Benchmark
As a patient in a hospital	19%	

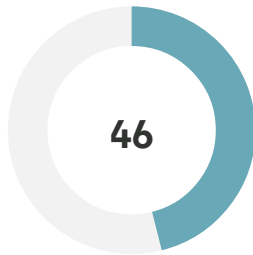
Status Indicators - Personal Health Status

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Your overall physical health	75%	-

Section 10E: Safety

Safety is one of the most essential components of community livability. The extent to which older residents feel safe from crime and other adverse events can strengthen their feelings of comfort and trust and impact their ability to live independently.



Livability score
Average of community quality items

i Livability score trend unavailable.

Because San Francisco Department of Disability & Aging Services doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related survey results

Items on the survey related to this topic are shown below. These tables display the ratings given by respondents, as well as a comparison to the national benchmark (average ratings from communities across the nation) and, if available, comparisons to ratings from the most recently implemented survey.

i Trends unavailable

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Potential Problems

Percent reporting *minor problem, moderate problem or major problem*.

Characteristic	% problematic	National Benchmark
Being a victim of fraud or a scam	31%	–
Being a victim of crime	30%	∨
Being physically or emotionally abused	14%	–

Quality of Community

Percent reporting *excellent or good*.

Characteristic	% positive	National Benchmark
Overall feeling of safety in your community	46%	∨

Section 11A: Information on Available Older Adult Services

Sometimes residents of any age fail to take advantage of services offered by a community solely because they are not aware of the opportunities that exist. Educating a large community of older adults is not simple, but raising awareness about attractive, useful and well-designed programs will lead more residents to benefit from becoming participants.



i Livability score trend unavailable.

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Related survey results

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i Trends unavailable

Because San Francisco Department of Disability & Aging Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Potential Problems

Percent reporting *minor problem, moderate problem or major problem.*

Characteristic	% problematic	National Benchmark
Not knowing what services are available to older adults in your community	77%	-
Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid	56%	-

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Availability of information about resources for older adults	28%	–
Availability of financial or legal planning services	26%	–

Status Indicators - Informed about Services

Percent reporting *very informed* or *somewhat informed*.

Characteristic	% informed	National Benchmark
In general, how informed or uninformed do you feel about services and activities available to older adults in your community?	48%	–

Status Indicators - Use of Technology

Percent reporting *several times a day, once a day or a few times a week.*

Characteristic	% of respondents	National Benchmark
Use or check email	91%	–
Access the internet from your home using a computer, laptop, or tablet computer	90%	–
Access the internet from your cell phone	84%	–
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	56%	–
Shop online	38%	–
Share your opinions online	21%	–

Percent reporting yes.

Characteristic	% yes	National Benchmark
I have high-speed internet/broadband at home	90%	–

Section 11B: Quality of Older Adult Services

Strong local governments play a major role in producing communities that meet the needs of older residents while making the best use of available resources. Providing services that are responsive to the present and future needs of the older community is an important responsibility and a vital component of livable communities.



i Livability score trend unavailable.

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Related survey results

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i Trends unavailable

Because San Francisco Department of Disability & Aging Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
How would you rate the overall services provided to older adults in your community?	49%	-

Section 12A: Caregiving

According to the Centers for Disease Control, about 2 in 5 adults 65 years and older have a disabling condition that affects their ability to live independently¹. Those who provide care to a loved one or friend with such a condition often feel a sense of contribution and personal worth despite the physical, emotional and financial burden such care can produce. While such caregiving is most often provided by family members and is unpaid, AARP researchers estimate the value of the care as \$470 billion annually. A caregiving crunch is predicted in the future, where the average American will spend more years caring for their parents than for their own children².

¹ Prevalence of Disabilities and Health Care Access by Disability Status and Type Among Adults — United States, 2016

² AARP Family Caregiver Contribution study

i Livability scoring is not applicable.

Because data for this topic are informational and not evaluative, no livability score is calculated.

Related survey results

Items on the survey related to this topic are shown below. These tables display the ratings given by respondents, as well as a comparison to the national benchmark (average ratings from communities across the nation) and, if available, comparisons to ratings from the most recently implemented survey.

i Trends unavailable

Because San Francisco Department of Disability & Aging Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Average Number of Hours Providing Care

Average number of hours spent per respondent in a typical week

Characteristic	Average # of Hours	National Benchmark
Providing care to someone age 55+	3	–
Providing care to someone under age 18	1.3	–
Providing care to someone age 18 to 54	0.6	–

Potential Problems

Percent reporting *minor problem, moderate problem or major problem.*

Characteristic	% problematic	National Benchmark
Feeling EMOTIONALLY burdened by providing care for another person	34%	-
Feeling FINANCIALLY burdened by providing care for another person	26%	-
Feeling PHYSICALLY burdened by providing care for another person	26%	-

Status Indicators - Activities

Percent reporting *1 to 3 hours, 4 to 5 hours, 6 to 10 hours, 11 to 19 hours or 20 or more hours.*

Characteristic	% of respondents	National Benchmark
Providing care to someone age 55+	39%	-
Providing care to someone under age 18	15%	-
Providing care to someone age 18 to 54	10%	-

Section 12B: Civic Engagement

In communities where residents care about local politics and social conditions, where they feel engaged and effective, there tends to be greater social, economic and cultural prosperity. Civic activity of any kind, such as volunteering, participating in political groups or being active in community decision-making, benefits both communities and seniors themselves.



i Livability score trend unavailable.

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Related survey results

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Average Number of Hours Providing Care

Average number of hours spent per respondent in a typical week

Characteristic	Average # of Hours	National Benchmark
Volunteering your time	2.6	–

Potential Problems

Percent reporting *minor problem, moderate problem or major problem*.

Characteristic	% problematic	National Benchmark
Feeling like your voice is heard in the community	51%	–
Finding productive or meaningful activities to do	36%	–
Finding meaningful volunteer work	29%	–

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Opportunities to volunteer	59%	–
Opportunities to participate in community matters	49%	–
Residents' connection and engagement with their community	41%	–

Status Indicators - Activities

Percent reporting *1 to 3 hours*, *4 to 5 hours*, *6 to 10 hours*, *11 to 19 hours* or *20 or more hours*.

Characteristic	% of respondents	National Benchmark
Volunteering your time	49%	–

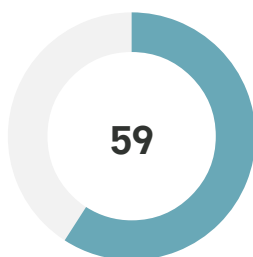
Status Indicators - Participation

Percent reporting yes.

Characteristic	% yes	National Benchmark
Voted in your most recent local election	85%	-
Watched (online or on television) a local public meeting	27%	-
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	18%	-
Participated in a civic group (including Elks, Kiwanis, Masons, etc.)	11%	-

Section 12C: Social Engagement

It is well documented that social support also has many mental and physical health benefits. Extensive opportunities for recreation, the arts and social interaction make a community more attractive, especially to older adults.



Livability score

Average of community quality items

i Livability score trend unavailable.

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Related survey results

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Average Number of Hours Providing Care

Average number of hours spent per respondent in a typical week

Characteristic	Average # of Hours	National Benchmark
Talking or visiting with friends/family	6.2	–
Assisting friends, relatives, or neighbors	4.1	–

Potential Problems

Percent reporting *minor problem, moderate problem or major problem*.

Characteristic	% problematic	National Benchmark
Feeling bored	46%	–
Having interesting social events or activities to attend	44%	–
Having interesting recreational or cultural activities to attend	38%	–

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Overall quality of parks and recreation opportunities	71%	–
Overall opportunities for education, culture, and the arts	67%	–
Opportunities to attend religious or spiritual activities	66%	–
Recreation opportunities (including games, arts, library services, etc.)	55%	–
Opportunities to attend social events or activities	46%	–
Opportunities to enroll in skill-building or personal enrichment classes	41%	–







Status Indicators - Activities

Percent reporting *1 to 3 hours*, *4 to 5 hours*, *6 to 10 hours*, *11 to 19 hours* or *20 or more hours*.

Characteristic	% of respondents	National Benchmark
Talking or visiting with friends/family	97%	–
Assisting friends, relatives, or neighbors	81%	–

Status Indicators - Participation

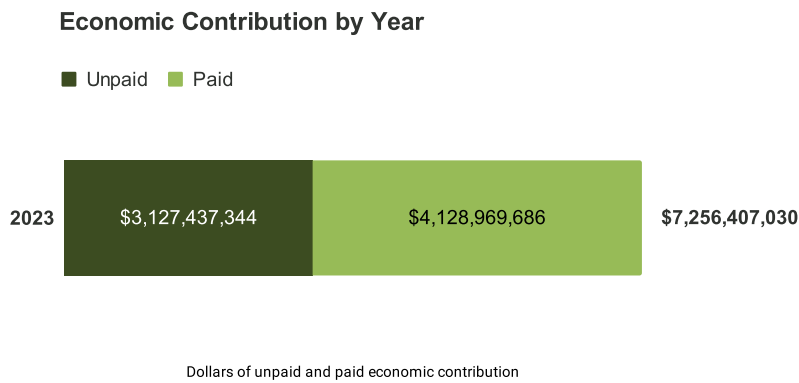
Percent reporting yes.

Characteristic	% yes	National Benchmark
Used a public library in your community	57%	
Participated in a club (including book, dance, game, and other social)	33%	
Participated in religious or spiritual activities with others	32%	
Participated in a recreation program or group activity	30%	
Used a recreation center in your community	26%	
Used a senior center in your community	16%	

Section 13: Economic Contribution

Productive behavior is “any activity, paid or unpaid, that generates goods or services of economic value.”¹ Productive activities include many types of paid and unpaid work, as well as services provided to friends, family or neighbors. Older adults make significant contributions (paid and unpaid) to the communities in which they live. In addition to their paid work, older adults contribute to the economy through volunteering, providing informal help to family and friends, and caregiving.

Economic Contribution of Older Adults in San Francisco Department of Disability & Aging Services



The calculations of the economic contributions of older adults in San Francisco Department of Disability & Aging Services were rough estimates using data from the U.S. Department of Labor Bureau of Labor Statistics (Metropolitan and Nonmetropolitan Area Occupational Employment and Wage Estimates).

Economic Contribution of Older Adults

	% of older adults	# of older adults ⁱ	Average # of hours ⁱⁱ	Average hourly rate ⁱⁱⁱ	Annual total
Providing care to older adult(s)	39%	94,471	8.4	\$16.57	\$684,064,535
Providing care to adult(s)	11%	27,540	5.9	\$16.57	\$140,075,033
Providing care to child(ren)	15%	35,771	9.92	\$18.31	\$337,885,015
Providing help to family and friends	82%	197,377	5.42	\$20.35	\$1,131,137,703
Volunteering	50%	120,077	5.61	\$23.83	\$834,275,059
Subtotal unpaid					\$3,127,437,344
Working part time	16%	38,256	15	\$39.35	\$1,174,191,408
Working full time	19%	45,126	32	\$39.35	\$2,954,778,278
Subtotal paid					\$4,128,969,686
Total contribution					\$7,256,407,031

¹Rowe JW, Kahn RL. Successful Aging. New York: Pantheon Books; 1998.

* Based on U.S. Census Bureau – 2021 American Community Survey; about 239,761 adults age 55 and over in the state.

** Respondents were asked to select a range of hours. The average number of hours was calculated from the mid-point of the response scale. For example, a response of 1 to 3 hours equated to 2 hours and a response of never was assumed to be zero hours. In cases where the respondent chose a response that indicated 11 or more hours or 20 or more hours, the number of hours was calculated as 125% of 11 and 125% of 20 (i.e., 13.75 and 25 respectively). Working full time was assumed to be 32 hours per week and working part time was assumed to be 15 hours per week.

*** The economic value of an hour worked was assumed to be the same as the average hourly wage as calculated by the Bureau of Labor statistics for similar types of work in San Francisco Department of Disability & Aging Services. Providing care for older adults and adults was assumed to be the equivalent of “Personal and Home Care Aides.” Providing care for children was assumed to be the equivalent of “Child Care Workers.” Providing help to family and friends was assumed to be the equivalent of “Personal Care and Service Occupations.” Volunteering was assumed to be the equivalent of “Office Clerks, General.” Working full time and part time was assumed to be the equivalent of “All Occupations.”

Section 14: Community Needs

The individual survey questions about specific problems faced by older community members were summarized into the 17 larger categories to provide a broad picture of older resident needs in San Francisco Department of Disability & Aging Services. The figure below shows the percent of respondents who reported that one or more items within each of these 17 areas was a major or moderate problem. (See Methods for more information on the items included in each area.)

Typically, it is understood that the self-reported needs of older adults represent a minimum level, a conservative estimate attenuated by respondents' strong desire to feel and appear self-reliant and further reduced by the silent voice of some older adults who, no matter how sensitive the attempt, are too frail to participate in any survey enterprise.

Percent and Estimated Number of Older Adults With a Need

	Percent with need	Number affected (N=239,761)*
Housing	46%	110,554
Mobility	28%	66,454
Employment	25%	59,463
Finances	31%	73,499
Equity	11%	27,492
Community Inclusivity	24%	57,070
Safety	22%	52,889
Physical Health	35%	84,891
Mental Health	32%	76,775
Health Care	36%	86,311
Independent Living	9%	20,469
Information on Available Older Adult Services	43%	104,204
Civic Engagement	24%	57,735
Social Engagement	24%	57,465
Caregiving	15%	36,675

Populations at Higher Risk

As people age, many learn to take better care of themselves, to plan for retirement and, generally, to move more deliberately. Aging builds wisdom but can sap resources — physical, emotional and financial. Even those who have planned responsibly in their lives may find themselves in need of physical, emotional, or financial support.

The tables below show the reported needs within each category of livability of San Francisco Department of Disability & Aging Services's older adult population, by demographic subgroup. This information can help identify which groups are at higher risk in the community and account for sociodemographic disparities when addressing these needs.

Percent Needs of Older Population by Sociodemographic Characteristics, (239,761)

The sociodemographic characteristics examined included Gender, Age, Race, Ethnicity, Annual Household Income, Housing Tenure (Rent or Own), and Household Composition (Lives alone or Lives with others)

	Housing	Mobility	Employment	Finances	Equity
Female	50%	33%	21%	34%	14%
Male	41%	22%	29%	27%	9%
55 to 64 years	38%	24%	27%	34%	8%
65 to 74 years	47%	28%	23%	30%	13%
75 or over	59%	34%	23%	26%	14%
White	41%	22%	24%	29%	10%
Not white	49%	31%	23%	31%	13%
Hispanic	45%	30%	41%	53%	14%
Not Hispanic	45%	26%	22%	27%	10%
Less than \$25,000	82%	62%	49%	72%	19%
\$25,000 to \$74,999	50%	25%	35%	42%	10%
\$75,000 or more	59%	34%	23%	26%	14%
Rent	48%	28%	34%	45%	12%
Own	44%	28%	17%	18%	10%
Lives alone	49%	32%	31%	35%	10%
Lives with others	43%	25%	18%	26%	13%
Overall	46%	28%	25%	31%	11%

	Community Inclusion	Safety	Physical Health	Mental Health	Health Care	Independent Living
Female	25%	22%	32%	30%	32%	10%
Male	22%	22%	39%	34%	39%	7%
55 to 64 years	18%	21%	28%	29%	40%	4%
65 to 74 years	27%	25%	38%	32%	30%	11%
75 or over	30%	21%	45%	37%	37%	13%
White	27%	16%	37%	35%	36%	8%
Not white	21%	26%	32%	30%	36%	9%
Hispanic	20%	12%	64%	53%	28%	7%
Not Hispanic	23%	24%	31%	29%	36%	8%
Less than \$25,000	48%	40%	61%	44%	45%	21%
\$25,000 to \$74,999	30%	19%	44%	39%	34%	12%
\$75,000 or more	30%	21%	45%	37%	37%	13%
Rent	30%	24%	47%	44%	41%	12%
Own	18%	20%	25%	21%	32%	5%
Lives alone	33%	23%	42%	43%	38%	9%
Lives with others	16%	22%	29%	22%	34%	8%
Overall	24%	22%	35%	32%	36%	9%

	Information on Available Older Adult Services	Civic Engagement	Social Engagement	Caregiving
Female	44%	23%	28%	22%
Male	43%	25%	19%	9%
55 to 64 years	40%	24%	19%	16%
65 to 74 years	40%	23%	26%	15%
75 or over	54%	27%	30%	14%
White	42%	23%	24%	14%
Not white	43%	24%	24%	14%
Hispanic	69%	21%	23%	19%
Not Hispanic	39%	24%	22%	15%
Less than \$25,000	65%	37%	51%	34%
\$25,000 to \$74,999	50%	27%	27%	10%
\$75,000 or more	54%	27%	30%	14%
Rent	52%	25%	31%	15%
Own	35%	24%	17%	16%
Lives alone	50%	24%	29%	9%
Lives with others	37%	24%	20%	21%
Overall	43%	24%	24%	15%

* Source: U.S. Census Bureau, 2021 American Community Survey 5-Year Estimates

Section 15: Full Results (with No Opinion)

These results include all questions. The results include the percentage that responded for each answer choice and the number of responses. If the choices included a choice with no opinion (like don't know or not applicable), they will be shown in this section. The following section shows the results with no opinion choices.

1. In which category is your age?

Answer Choice	Percent
50-54 years	0% (0)
55-59 years	20% (78)
60-64 years	22% (84)
65-69 years	14% (54)
70-74 years	19% (72)
75-79 years	11% (41)
80-84 years	8% (31)
85-89 years	4% (14)
90-94 years	2% (9)
95 years or older	0% (0)

2. Please rate each of the following aspects of quality of life in your community.

Characteristic	Excellent	Good	Fair	Poor	Don't know
Your community as a place to live	19% (71)	47% (177)	28% (105)	6% (23)	1% (3)
Your neighborhood as a place to live	24% (91)	48% (182)	22% (82)	5% (18)	1% (5)
Your community as a place to retire	11% (40)	28% (107)	35% (132)	24% (89)	3% (10)
Sense of community in your community	12% (44)	26% (99)	38% (142)	20% (74)	5% (18)
The overall quality of life in your community	15% (57)	47% (176)	28% (106)	7% (27)	3% (12)

3. Please rate each of the following characteristics as they relate to your community as a whole.

Characteristic	Excellent	Good	Fair	Poor	Don't know
Overall economic health of your community	10% (37)	39% (149)	33% (127)	12% (47)	5% (20)
Overall quality of the transportation system (auto, bicycle, foot, bus) in your community	27% (102)	48% (183)	20% (76)	5% (20)	0% (1)
Overall design or layout of your community's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	16% (62)	46% (176)	27% (104)	9% (33)	1% (4)
Overall quality of the utility infrastructure in your community (water, sewer, storm water, electric/gas, broadband)	17% (65)	52% (196)	23% (89)	7% (26)	1% (3)
Overall feeling of safety in your community	7% (25)	39% (147)	31% (117)	23% (88)	1% (3)
Overall quality of natural environment in your community	21% (79)	35% (131)	25% (94)	15% (56)	3% (10)
Overall quality of parks and recreation opportunities	32% (122)	37% (139)	18% (66)	10% (39)	3% (11)
Overall health and wellness opportunities in your community	19% (72)	37% (141)	22% (82)	12% (45)	10% (38)
Overall opportunities for education, culture, and the arts	27% (104)	36% (137)	24% (90)	8% (31)	5% (19)
Residents' connection and engagement with their community	8% (31)	29% (110)	34% (128)	20% (76)	9% (33)

4. How would you rate the overall services provided to older adults in your community?

Answer Choice	Percent
Excellent	4% (16)
Good	32% (120)
Fair	23% (88)
Poor	14% (51)
Don't know	28% (105)

5. Please indicate how likely or unlikely you are to do each of the following.

Characteristic	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
Recommend living in your community to older adults	7% (28)	45% (172)	24% (92)	18% (68)	5% (20)
Remain in your community throughout your retirement	30% (112)	35% (131)	13% (50)	16% (59)	7% (26)

6. In general, how informed or uninformed do you feel about services and activities available to older adults in your community?

Answer Choice	Percent
Very informed	12% (47)
Somewhat informed	36% (137)
Somewhat uninformed	33% (124)
Very uninformed	19% (72)

7. Please rate the quality of each of the following.

Characteristic	Excellent	Good	Fair	Poor	Don't know
Your overall physical health	21% (79)	54% (208)	21% (82)	3% (13)	0% (1)
Your overall mental health/emotional wellbeing	28% (108)	50% (192)	18% (68)	3% (13)	1% (2)
Your overall quality of life	22% (82)	53% (200)	23% (87)	3% (10)	0% (0)

8. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

Answer Choice	Percent
Very positive	1% (6)
Somewhat positive	13% (48)
Neutral	50% (192)
Somewhat negative	30% (113)
Very negative	6% (23)

9. Please rate each of the following characteristics as they relate to older adults in your community.

Characteristic	Excellent	Good	Fair	Poor	Don't know
Ease of travel by public transportation in your community	23% (86)	47% (178)	22% (81)	5% (20)	3% (11)
Ease of travel by car in your community	15% (55)	42% (156)	28% (106)	9% (33)	7% (25)
Ease of walking in your community	25% (95)	41% (155)	28% (105)	5% (17)	1% (3)
Ease of bicycling in your community	12% (45)	39% (144)	23% (84)	11% (42)	15% (56)
Ease of getting to the places you usually have to visit	20% (75)	54% (201)	21% (78)	4% (15)	1% (4)
Opportunities to build work skills	4% (14)	18% (66)	20% (76)	16% (61)	42% (158)
Quality of employment opportunities for older adults	2% (7)	5% (17)	19% (70)	28% (106)	46% (173)
Variety of employment opportunities for older adults	2% (7)	4% (14)	18% (67)	31% (115)	45% (167)
Cost of living in your community	1% (2)	8% (31)	34% (124)	55% (203)	2% (9)
Availability of affordable quality food	6% (24)	32% (120)	40% (150)	21% (79)	1% (4)
Availability of affordable quality housing	1% (2)	7% (27)	21% (80)	62% (234)	9% (32)
Variety of housing options	1% (5)	6% (22)	32% (120)	47% (174)	13% (49)
Availability of accessible housing (e.g., homes with a no step entry, single-floor living, wide hallways and doorways)	1% (5)	5% (17)	22% (83)	44% (164)	27% (101)
Availability of mixed-use neighborhoods where people live close to places where they can eat, shop, work, and receive services	9% (35)	32% (119)	36% (134)	15% (55)	8% (31)

Characteristic	Excellent	Good	Fair	Poor	Don't know
Public places where people want to spend time	15% (55)	33% (124)	27% (101)	19% (72)	6% (21)
Availability of information about resources for older adults	4% (16)	15% (54)	22% (81)	27% (102)	32% (120)
Availability of financial or legal planning services	3% (13)	13% (48)	20% (73)	27% (99)	38% (140)
Availability of long-term care options	2% (6)	7% (25)	17% (64)	28% (104)	47% (173)
Availability of daytime care options for older adults	1% (4)	6% (21)	17% (64)	26% (94)	50% (183)
Availability of affordable quality physical health care	4% (15)	20% (75)	29% (106)	23% (87)	24% (88)
Availability of affordable quality mental health care	2% (7)	11% (41)	21% (77)	33% (123)	33% (122)
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	9% (32)	36% (133)	27% (101)	12% (45)	16% (59)
Recreation opportunities (including games, arts, library services, etc.)	15% (55)	34% (126)	27% (98)	13% (49)	11% (39)
Fitness opportunities (including exercise classes and paths or trails, etc.)	12% (44)	34% (123)	27% (97)	14% (51)	14% (50)
Opportunities to participate in community matters	9% (33)	30% (110)	22% (82)	18% (66)	22% (80)
Opportunities to volunteer	12% (44)	36% (133)	20% (76)	12% (46)	20% (73)
Opportunities to enroll in skill-building or personal enrichment classes	7% (28)	20% (73)	22% (80)	18% (66)	34% (125)
Opportunities to attend social events or activities	7% (28)	29% (108)	22% (83)	20% (75)	21% (79)
Opportunities to attend religious or spiritual activities	13% (47)	34% (125)	18% (65)	7% (25)	29% (108)

Characteristic	Excellent	Good	Fair	Poor	Don't know
Openness and acceptance of the community towards older residents of diverse backgrounds	8% (29)	29% (107)	33% (123)	13% (48)	17% (64)
Making all residents feel welcome	8% (29)	34% (127)	34% (127)	13% (48)	11% (42)
Valuing older residents in your community	6% (22)	21% (80)	31% (114)	20% (74)	22% (82)
Neighborliness of your community	9% (35)	25% (95)	40% (151)	18% (66)	7% (26)

10. Older adults may or may not face a number of challenges. Thinking back over the last 12 months, how much of a problem, if at all, have each of the following been for you?

Characteristic	Not a problem	Minor problem	Moderate problem	Major problem	Don't know
Having enough money to meet daily expenses	51% (189)	21% (76)	20% (73)	8% (30)	0% (0)
Having enough money to pay your property taxes	54% (195)	10% (35)	8% (28)	6% (23)	22% (80)
Having housing to suit your needs	61% (224)	15% (57)	15% (55)	8% (31)	1% (4)
Doing heavy or intense housework	45% (165)	24% (88)	22% (80)	9% (35)	1% (2)
Maintaining your home	46% (168)	26% (93)	17% (63)	7% (26)	4% (13)
Maintaining your yard	39% (134)	18% (61)	14% (48)	9% (31)	21% (72)
Having safe and affordable transportation available	55% (201)	24% (86)	14% (51)	7% (26)	1% (3)
No longer being able to drive	63% (233)	8% (31)	7% (26)	7% (24)	15% (54)
Finding work in retirement	30% (108)	8% (29)	7% (24)	14% (50)	42% (150)
Building skills for paid or unpaid work	30% (106)	5% (17)	10% (34)	7% (24)	49% (172)
Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid	38% (139)	24% (88)	12% (45)	13% (46)	13% (46)
Not knowing what services are available to older adults in your community	19% (70)	24% (88)	21% (77)	20% (72)	16% (57)
Your physical health	44% (161)	33% (123)	15% (56)	7% (27)	1% (2)
Falling or injuring yourself in your home	65% (236)	19% (68)	9% (32)	5% (16)	3% (11)

Characteristic	Not a problem	Minor problem	Moderate problem	Major problem	Don't know
Finding affordable health insurance	52% (188)	20% (72)	9% (34)	16% (58)	3% (10)
Getting the health care you need	63% (231)	18% (67)	10% (37)	7% (27)	1% (3)
Getting the oral health care you need	64% (238)	16% (60)	9% (32)	10% (38)	1% (5)
Getting the vision care you need	67% (245)	16% (58)	8% (28)	8% (30)	1% (5)
Affording the medications you need	64% (233)	18% (64)	7% (27)	8% (29)	3% (12)
Staying physically fit	45% (163)	31% (111)	17% (60)	7% (24)	1% (2)
Maintaining a healthy diet	57% (210)	26% (98)	13% (47)	3% (12)	1% (4)
Having enough food to eat	81% (299)	12% (44)	5% (20)	2% (6)	0% (1)
Experiencing confusion or forgetfulness	66% (244)	23% (86)	7% (24)	2% (6)	3% (11)
Feeling depressed	49% (181)	33% (122)	10% (38)	6% (22)	2% (9)
Feeling bored	54% (197)	31% (115)	10% (37)	3% (13)	2% (6)
Having friends or family you can rely on	57% (212)	24% (89)	11% (39)	7% (25)	1% (3)
Feeling lonely or isolated	53% (196)	28% (104)	9% (32)	7% (27)	3% (11)
Dealing with the loss of a close family member or friend	51% (189)	22% (83)	15% (57)	8% (29)	4% (13)
Being a victim of crime	63% (232)	11% (42)	8% (28)	9% (31)	9% (34)
Being a victim of fraud or a scam	64% (237)	15% (55)	7% (27)	6% (22)	7% (26)

Characteristic	Not a problem	Minor problem	Moderate problem	Major problem	Don't know
Being physically or emotionally abused	80% (298)	8% (31)	3% (12)	1% (5)	7% (25)
Being treated unfairly or discriminated against because of your age	54% (199)	27% (100)	6% (22)	6% (21)	8% (29)
Feeling like you don't fit in or belong	54% (197)	27% (98)	9% (33)	4% (15)	6% (23)
Feeling like your voice is heard in the community	39% (143)	24% (89)	11% (40)	6% (20)	20% (74)
Feeling PHYSICALLY burdened by providing care for another person	65% (239)	15% (56)	7% (24)	1% (5)	11% (41)
Feeling EMOTIONALLY burdened by providing care for another person	58% (213)	19% (71)	8% (29)	3% (10)	12% (44)
Feeling FINANCIALLY burdened by providing care for another person	65% (238)	13% (47)	7% (26)	3% (12)	11% (41)
Performing regular activities, including walking, eating and preparing meals	75% (277)	14% (52)	6% (22)	3% (10)	3% (10)
Finding meaningful volunteer work	52% (189)	11% (41)	5% (19)	5% (18)	27% (100)
Finding productive or meaningful activities to do	58% (212)	18% (68)	7% (27)	7% (26)	10% (35)
Having interesting recreational or cultural activities to attend	55% (201)	17% (62)	8% (31)	8% (30)	12% (43)
Having interesting social events or activities to attend	50% (185)	21% (78)	11% (42)	8% (28)	10% (37)

11. Thinking back over the past 12 months, how much time did you spend in each of the following?

Characteristic	0 days	1-2 days	3-5 days	6 or more days
As a patient in a hospital	81% (298)	9% (34)	5% (19)	4% (15)
In a long-term care facility (including nursing home or in-patient rehabilitation facility)	99% (343)	0% (0)	0% (0)	1% (5)

12. Thinking back over the past 12 months, how many times have you fallen and injured yourself?

Answer Choice	Percent
Never	62% (233)
1 to 2 times	31% (115)
3 to 5 times	4% (14)
More than 5 times	2% (7)
Don't know	2% (6)

13. Please indicate whether or not you have done each of the following in the last 12 months.

Characteristic	No	Yes
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	82% (307)	18% (68)
Watched (online or on television) a local public meeting	73% (275)	27% (101)
Voted in your most recent local election	15% (57)	85% (318)
Participated in a civic group (including Elks, Kiwanis, Masons, etc.)	89% (332)	11% (41)
Used a senior center in your community	84% (316)	16% (61)
Used a public library in your community	43% (161)	57% (213)
Used a recreation center in your community	74% (275)	26% (98)
Participated in a recreation program or group activity	70% (260)	30% (114)
Participated in religious or spiritual activities with others	68% (257)	32% (119)
Participated in a club (including book, dance, game, and other social)	67% (251)	33% (123)

14. During a typical week, how many hours do you spend:

Characteristic	Never	1 to 3 hours	4 to 5 hours	6 to 10 hours	11 to 19 hours	20 or more hours	Don't know
Assisting friends, relatives, or neighbors	18% (64)	46% (166)	17% (63)	6% (20)	4% (16)	5% (17)	5% (18)
Volunteering your time	50% (176)	28% (100)	8% (28)	5% (19)	3% (11)	3% (10)	2% (8)
Talking or visiting with friends/family	3% (10)	40% (145)	26% (96)	16% (60)	6% (23)	8% (28)	1% (5)
Providing care to someone age 55+	61% (217)	18% (64)	7% (27)	5% (17)	3% (11)	6% (21)	1% (3)
Providing care to someone age 18 to 54	89% (320)	6% (21)	2% (6)	2% (6)	0% (1)	1% (3)	1% (5)
Providing care to someone under age 18	85% (311)	5% (19)	3% (11)	3% (11)	1% (2)	3% (11)	0% (1)
Receiving assistance, paid or unpaid (e.g., with shopping, cooking, etc.)	87% (324)	6% (22)	3% (9)	1% (4)	1% (3)	1% (4)	2% (6)

15. Please answer the following, as they relate to Internet access at your home:

Characteristic	No	Yes
I have high-speed internet/broadband at home	10% (39)	90% (334)
High speed internet is not available	95% (286)	5% (15)
I can't afford high speed internet	85% (272)	15% (50)
I'm not interested in high speed internet	90% (277)	10% (30)
High speed internet is available, but is not reliable	86% (260)	14% (44)

16. In general, how many times do you:

Characteristic	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer	75% (282)	8% (31)	6% (22)	3% (10)	7% (26)	1% (3)
Access the internet from your cell phone	69% (256)	7% (24)	6% (23)	0% (1)	15% (56)	3% (13)
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	34% (125)	11% (42)	11% (40)	5% (17)	38% (143)	1% (4)
Use or check email	72% (270)	13% (51)	5% (19)	2% (6)	8% (28)	1% (2)
Share your opinions online	8% (29)	3% (11)	8% (31)	15% (55)	58% (215)	8% (29)
Shop online	7% (26)	3% (12)	27% (100)	35% (130)	25% (94)	3% (12)

17. How many years have you lived in your community?

Answer Choice	Percent
Less than 2 years	1% (5)
2-5 years	5% (17)
6-10 years	7% (27)
11-20 years	20% (75)
More than 20 years	67% (255)

18. Which best describes the building you live in?

Answer Choice	Percent
Single-family detached home	34% (126)
Townhouse or duplex (may share walls but no units above or below you)	10% (37)
Condominium or apartment (have units above or below you)	54% (202)
Mobile home	0% (0)
Assisted living residence	1% (2)
Nursing home	0% (0)
Other	3% (10)

19. Do you rent or own your home?

Answer Choice	Percent
Rent	47% (177)
Own (with a mortgage payment)	27% (100)
Own (free and clear; no mortgage)	26% (98)

20. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

Answer Choice	Percent
Less than \$300	3% (9)
\$300 to \$599	10% (36)
\$600 to \$999	16% (57)
\$1,000 to \$1,499	17% (61)
\$1,500 to \$2,499	20% (70)
\$2,500 to \$3,999	16% (58)
\$4,000 to \$6,999	14% (50)
\$7,000 to \$9,999	2% (9)
\$10,000 or more	2% (7)

21. How many people, including yourself, live in your household?

Answer Choice	Percent
1 person (live alone)	45% (167)
2 people	41% (152)
3 people	7% (26)
4 or more people	8% (29)

22. How many of these people, including yourself, are 55 or older?

Answer Choice	Percent
1 person	55% (205)
2 people	43% (161)
3 people	1% (3)
4 or more people	1% (2)

23. What is your employment status?

Answer Choice	Percent
Fully retired	59% (220)
Working full time for pay	19% (70)
Working part time for pay	16% (59)
Unemployed, looking for paid work	6% (21)

24. At what age do you expect to retire completely and not work for pay at all?

Answer Choice	Percent
55-59	0% (0)
60-64	12% (17)
65-67	34% (50)
68-69	9% (14)
70-72	21% (31)
73 or older	24% (36)

25. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

Answer Choice	Percent
Less than \$25,000	15% (55)
\$25,000 to \$49,999	22% (79)
\$50,000 to \$74,999	9% (33)
\$75,000 to \$99,999	12% (42)
\$100,000 to \$149,999	18% (63)
\$150,000 to \$199,999	9% (34)
\$200,000 to \$299,999	7% (25)
\$300,000 or more	8% (28)

26. Are you Spanish, Hispanic, or Latino?

Answer Choice	Percent
No, not of Hispanic, Latino/a/x, or Spanish origin	89% (330)
Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin	11% (39)

27. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

Answer Choice	Percent
American Indian or Alaska Native	4% (16)
Asian	33% (133)
Black or African American	11% (45)
Native Hawaiian or Other Pacific Islander	2% (9)
White	43% (175)
A race not listed	6% (24)

28. What is your gender?

Answer Choice	Percent
Woman	51% (194)
Man	48% (184)
Identify in another way	0% (2)

29. If you identify in another way, how would you describe your gender?

Answer Choice	Percent
Agender/I don't identify with any gender	57% (1)
Genderqueer/gender fluid	3% (0)
Non-binary	4% (0)
Transgender man	0% (0)
Transgender woman	0% (0)
Two-spirit	36% (1)
Identify in another way	0% (0)

30. What is your sexual orientation?

Answer Choice	Percent
Heterosexual	76% (269)
Lesbian	2% (7)
Gay	17% (60)
Bisexual	2% (9)
Identify in another way	3% (10)

31. If you identify in another way, how would you describe your sexual orientation?

Answer Choice	Percent
Asexual	14% (1)
Pansexual	1% (0)
Queer	1% (0)
Questioning	4% (0)
Identify in another way	81% (8)

Section 16: Full Results (excluding No Opinion)

These results include all questions. The results include the percentage that responded for each answer choice and the number of responses. If the choices included a choice with no opinion (like don't know or not applicable), the tables in the prior section show the results with those no opinion choices. This section shows the results without those choices.

1. In which category is your age?

Answer Choice	Percent
50-54 years	0% (0)
55-59 years	20% (78)
60-64 years	22% (84)
65-69 years	14% (54)
70-74 years	19% (72)
75-79 years	11% (41)
80-84 years	8% (31)
85-89 years	4% (14)
90-94 years	2% (9)
95 years or older	0% (0)

2. Please rate each of the following aspects of quality of life in your community.

Characteristic	Excellent	Good	Fair	Poor
Your community as a place to live	19% (71)	47% (177)	28% (105)	6% (23)
Your neighborhood as a place to live	24% (91)	49% (182)	22% (82)	5% (18)
Your community as a place to retire	11% (40)	29% (107)	36% (132)	24% (89)
Sense of community in your community	12% (44)	28% (99)	40% (142)	21% (74)
The overall quality of life in your community	16% (57)	48% (176)	29% (106)	7% (27)

3. Please rate each of the following characteristics as they relate to your community as a whole.

Characteristic	Excellent	Good	Fair	Poor
Overall economic health of your community	10% (37)	42% (149)	35% (127)	13% (47)
Overall quality of the transportation system (auto, bicycle, foot, bus) in your community	27% (102)	48% (183)	20% (76)	5% (20)
Overall design or layout of your community's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	17% (62)	47% (176)	28% (104)	9% (33)
Overall quality of the utility infrastructure in your community (water, sewer, storm water, electric/gas, broadband)	17% (65)	52% (196)	24% (89)	7% (26)
Overall feeling of safety in your community	7% (25)	39% (147)	31% (117)	23% (88)
Overall quality of natural environment in your community	22% (79)	36% (131)	26% (94)	16% (56)
Overall quality of parks and recreation opportunities	33% (122)	38% (139)	18% (66)	11% (39)
Overall health and wellness opportunities in your community	21% (72)	41% (141)	24% (82)	13% (45)
Overall opportunities for education, culture, and the arts	29% (104)	38% (137)	25% (90)	8% (31)
Residents' connection and engagement with their community	9% (31)	32% (110)	37% (128)	22% (76)

4. How would you rate the overall services provided to older adults in your community?

Answer Choice	Percent
Excellent	6% (16)
Good	44% (120)
Fair	32% (88)
Poor	19% (51)

5. Please indicate how likely or unlikely you are to do each of the following.

Characteristic	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely
Recommend living in your community to older adults	8% (28)	48% (172)	25% (92)	19% (68)
Remain in your community throughout your retirement	32% (112)	37% (131)	14% (50)	17% (59)

6. In general, how informed or uninformed do you feel about services and activities available to older adults in your community?

Answer Choice	Percent
Very informed	12% (47)
Somewhat informed	36% (137)
Somewhat uninformed	33% (124)

Answer Choice	Percent
Very uninformed	19% (72)

7. Please rate the quality of each of the following.

Characteristic	Excellent	Good	Fair	Poor
Your overall physical health	21% (79)	55% (208)	21% (82)	3% (13)
Your overall mental health/emotional wellbeing	28% (108)	50% (192)	18% (68)	3% (13)
Your overall quality of life	22% (82)	53% (200)	23% (87)	3% (10)

8. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

Answer Choice	Percent
Very positive	1% (6)
Somewhat positive	13% (48)
Neutral	50% (192)
Somewhat negative	30% (113)
Very negative	6% (23)

9. Please rate each of the following characteristics as they relate to older adults in your community.

Characteristic	Excellent	Good	Fair	Poor
Ease of travel by public transportation in your community	24% (86)	49% (178)	22% (81)	5% (20)
Ease of travel by car in your community	16% (55)	45% (156)	30% (106)	9% (33)
Ease of walking in your community	26% (95)	42% (155)	28% (105)	5% (17)
Ease of bicycling in your community	14% (45)	46% (144)	27% (84)	13% (42)
Ease of getting to the places you usually have to visit	20% (75)	54% (201)	21% (78)	4% (15)
Opportunities to build work skills	7% (14)	30% (66)	35% (76)	28% (61)
Quality of employment opportunities for older adults	4% (7)	9% (17)	35% (70)	53% (106)
Variety of employment opportunities for older adults	3% (7)	7% (14)	33% (67)	57% (115)
Cost of living in your community	1% (2)	9% (31)	34% (124)	56% (203)
Availability of affordable quality food	6% (24)	32% (120)	40% (150)	21% (79)
Availability of affordable quality housing	1% (2)	8% (27)	23% (80)	68% (234)
Variety of housing options	2% (5)	7% (22)	37% (120)	54% (174)
Availability of accessible housing (e.g., homes with a no step entry, single-floor living, wide hallways and doorways)	2% (5)	6% (17)	31% (83)	61% (164)
Availability of mixed-use neighborhoods where people live close to places where they can eat, shop, work, and receive services	10% (35)	35% (119)	39% (134)	16% (55)
Public places where people want to spend time	16% (55)	35% (124)	29% (101)	20% (72)

Characteristic	Excellent	Good	Fair	Poor
Availability of information about resources for older adults	6% (16)	21% (54)	32% (81)	40% (102)
Availability of financial or legal planning services	6% (13)	20% (48)	31% (73)	43% (99)
Availability of long-term care options	3% (6)	13% (25)	32% (64)	52% (104)
Availability of daytime care options for older adults	2% (4)	12% (21)	35% (64)	51% (94)
Availability of affordable quality physical health care	5% (15)	27% (75)	38% (106)	31% (87)
Availability of affordable quality mental health care	3% (7)	17% (41)	31% (77)	50% (123)
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	10% (32)	43% (133)	33% (101)	15% (45)
Recreation opportunities (including games, arts, library services, etc.)	17% (55)	38% (126)	30% (98)	15% (49)
Fitness opportunities (including exercise classes and paths or trails, etc.)	14% (44)	39% (123)	31% (97)	16% (51)
Opportunities to participate in community matters	11% (33)	38% (110)	28% (82)	23% (66)
Opportunities to volunteer	15% (44)	45% (133)	25% (76)	15% (46)
Opportunities to enroll in skill-building or personal enrichment classes	11% (28)	30% (73)	32% (80)	27% (66)
Opportunities to attend social events or activities	9% (28)	37% (108)	28% (83)	25% (75)
Opportunities to attend religious or spiritual activities	18% (47)	48% (125)	25% (65)	10% (25)
Openness and acceptance of the community towards older residents of diverse backgrounds	10% (29)	35% (107)	40% (123)	16% (48)
Making all residents feel welcome	9% (29)	38% (127)	38% (127)	14% (48)

Characteristic	Excellent	Good	Fair	Poor
Valuing older residents in your community	8% (22)	28% (80)	39% (114)	26% (74)
Neighborliness of your community	10% (35)	27% (95)	43% (151)	19% (66)

10. Older adults may or may not face a number of challenges. Thinking back over the last 12 months, how much of a problem, if at all, have each of the following been for you?

Characteristic	Not a problem	Minor problem	Moderate problem	Major problem
Having enough money to meet daily expenses	51% (189)	21% (76)	20% (73)	8% (30)
Having enough money to pay your property taxes	69% (195)	13% (35)	10% (28)	8% (23)
Having housing to suit your needs	61% (224)	15% (57)	15% (55)	8% (31)
Doing heavy or intense housework	45% (165)	24% (88)	22% (80)	10% (35)
Maintaining your home	48% (168)	27% (93)	18% (63)	7% (26)
Maintaining your yard	49% (134)	22% (61)	18% (48)	11% (31)
Having safe and affordable transportation available	55% (201)	24% (86)	14% (51)	7% (26)
No longer being able to drive	74% (233)	10% (31)	8% (26)	8% (24)
Finding work in retirement	51% (108)	14% (29)	11% (24)	24% (50)
Building skills for paid or unpaid work	59% (106)	9% (17)	19% (34)	14% (24)
Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid	44% (139)	28% (88)	14% (45)	14% (46)
Not knowing what services are available to older adults in your community	23% (70)	29% (88)	25% (77)	23% (72)
Your physical health	44% (161)	33% (123)	15% (56)	7% (27)
Falling or injuring yourself in your home	67% (236)	19% (68)	9% (32)	5% (16)

Characteristic	Not a problem	Minor problem	Moderate problem	Major problem
Finding affordable health insurance	53% (188)	20% (72)	10% (34)	17% (58)
Getting the health care you need	64% (231)	18% (67)	10% (37)	8% (27)
Getting the oral health care you need	65% (238)	16% (60)	9% (32)	10% (38)
Getting the vision care you need	68% (245)	16% (58)	8% (28)	8% (30)
Affording the medications you need	66% (233)	18% (64)	8% (27)	8% (29)
Staying physically fit	46% (163)	31% (111)	17% (60)	7% (24)
Maintaining a healthy diet	57% (210)	27% (98)	13% (47)	3% (12)
Having enough food to eat	81% (299)	12% (44)	5% (20)	2% (6)
Experiencing confusion or forgetfulness	68% (244)	24% (86)	7% (24)	2% (6)
Feeling depressed	50% (181)	33% (122)	11% (38)	6% (22)
Feeling bored	54% (197)	32% (115)	10% (37)	4% (13)
Having friends or family you can rely on	58% (212)	24% (89)	11% (39)	7% (25)
Feeling lonely or isolated	55% (196)	29% (104)	9% (32)	7% (27)
Dealing with the loss of a close family member or friend	53% (189)	23% (83)	16% (57)	8% (29)
Being a victim of crime	70% (232)	13% (42)	8% (28)	9% (31)
Being a victim of fraud or a scam	69% (237)	16% (55)	8% (27)	6% (22)

Characteristic	Not a problem	Minor problem	Moderate problem	Major problem
Being physically or emotionally abused	86% (298)	9% (31)	4% (12)	1% (5)
Being treated unfairly or discriminated against because of your age	58% (199)	29% (100)	6% (22)	6% (21)
Feeling like you don't fit in or belong	58% (197)	29% (98)	10% (33)	4% (15)
Feeling like your voice is heard in the community	49% (143)	30% (89)	14% (40)	7% (20)
Feeling PHYSICALLY burdened by providing care for another person	74% (239)	17% (56)	8% (24)	2% (5)
Feeling EMOTIONALLY burdened by providing care for another person	66% (213)	22% (71)	9% (29)	3% (10)
Feeling FINANCIALLY burdened by providing care for another person	74% (238)	15% (47)	8% (26)	4% (12)
Performing regular activities, including walking, eating and preparing meals	77% (277)	15% (52)	6% (22)	3% (10)
Finding meaningful volunteer work	71% (189)	15% (41)	7% (19)	7% (18)
Finding productive or meaningful activities to do	64% (212)	20% (68)	8% (27)	8% (26)
Having interesting recreational or cultural activities to attend	62% (201)	19% (62)	9% (31)	9% (30)
Having interesting social events or activities to attend	56% (185)	23% (78)	12% (42)	8% (28)

11. Thinking back over the past 12 months, how much time did you spend in each of the following?

Characteristic	0 days	1-2 days	3-5 days	6 or more days
As a patient in a hospital	81% (298)	9% (34)	5% (19)	4% (15)
In a long-term care facility (including nursing home or in-patient rehabilitation facility)	99% (343)	0% (0)	0% (0)	1% (5)

12. Thinking back over the past 12 months, how many times have you fallen and injured yourself?

Answer Choice	Percent
Never	63% (233)
1 to 2 times	31% (115)
3 to 5 times	4% (14)
More than 5 times	2% (7)

13. Please indicate whether or not you have done each of the following in the last 12 months.

Characteristic	No	Yes
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	82% (307)	18% (68)
Watched (online or on television) a local public meeting	73% (275)	27% (101)
Voted in your most recent local election	15% (57)	85% (318)
Participated in a civic group (including Elks, Kiwanis, Masons, etc.)	89% (332)	11% (41)
Used a senior center in your community	84% (316)	16% (61)
Used a public library in your community	43% (161)	57% (213)
Used a recreation center in your community	74% (275)	26% (98)
Participated in a recreation program or group activity	70% (260)	30% (114)
Participated in religious or spiritual activities with others	68% (257)	32% (119)
Participated in a club (including book, dance, game, and other social)	67% (251)	33% (123)

14. During a typical week, how many hours do you spend:

Characteristic	Never	1 to 3 hours	4 to 5 hours	6 to 10 hours	11 to 19 hours	20 or more hours
Assisting friends, relatives, or neighbors	19% (64)	48% (166)	18% (63)	6% (20)	5% (16)	5% (17)
Volunteering your time	51% (176)	29% (100)	8% (28)	6% (19)	3% (11)	3% (10)
Talking or visiting with friends/family	3% (10)	40% (145)	27% (96)	17% (60)	6% (23)	8% (28)
Providing care to someone age 55+	61% (217)	18% (64)	8% (27)	5% (17)	3% (11)	6% (21)
Providing care to someone age 18 to 54	90% (320)	6% (21)	2% (6)	2% (6)	0% (1)	1% (3)
Providing care to someone under age 18	85% (311)	5% (19)	3% (11)	3% (11)	1% (2)	3% (11)
Receiving assistance, paid or unpaid (e.g., with shopping, cooking, etc.)	89% (324)	6% (22)	3% (9)	1% (4)	1% (3)	1% (4)

15. Please answer the following, as they relate to Internet access at your home:

Characteristic	No	Yes
I have high-speed internet/broadband at home	10% (39)	90% (334)
High speed internet is not available	95% (286)	5% (15)
I can't afford high speed internet	85% (272)	15% (50)
I'm not interested in high speed internet	90% (277)	10% (30)
High speed internet is available, but is not reliable	86% (260)	14% (44)

16. In general, how many times do you:

Characteristic	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never
Access the internet from your home using a computer, laptop, or tablet computer	76% (282)	8% (31)	6% (22)	3% (10)	7% (26)
Access the internet from your cell phone	71% (256)	7% (24)	6% (23)	0% (1)	15% (56)
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	34% (125)	11% (42)	11% (40)	5% (17)	39% (143)
Use or check email	72% (270)	14% (51)	5% (19)	2% (6)	8% (28)
Share your opinions online	9% (29)	3% (11)	9% (31)	16% (55)	63% (215)
Shop online	7% (26)	3% (12)	28% (100)	36% (130)	26% (94)

17. How many years have you lived in your community?

Answer Choice	Percent
Less than 2 years	1% (5)
2-5 years	5% (17)
6-10 years	7% (27)
11-20 years	20% (75)
More than 20 years	67% (255)

18. Which best describes the building you live in?

Answer Choice	Percent
Single-family detached home	34% (126)
Townhouse or duplex (may share walls but no units above or below you)	10% (37)
Condominium or apartment (have units above or below you)	54% (202)
Mobile home	0% (0)
Assisted living residence	1% (2)
Nursing home	0% (0)
Other	3% (10)

19. Do you rent or own your home?

Answer Choice	Percent
Rent	47% (177)
Own (with a mortgage payment)	27% (100)
Own (free and clear; no mortgage)	26% (98)

20. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

Answer Choice	Percent
Less than \$300	3% (9)
\$300 to \$599	10% (36)
\$600 to \$999	16% (57)
\$1,000 to \$1,499	17% (61)
\$1,500 to \$2,499	20% (70)
\$2,500 to \$3,999	16% (58)
\$4,000 to \$6,999	14% (50)
\$7,000 to \$9,999	2% (9)
\$10,000 or more	2% (7)

21. How many people, including yourself, live in your household?

Answer Choice	Percent
1 person (live alone)	45% (167)
2 people	41% (152)
3 people	7% (26)

Answer Choice	Percent
4 or more people	8% (29)

22. How many of these people, including yourself, are 55 or older?

Answer Choice	Percent
1 person	55% (205)
2 people	43% (161)
3 people	1% (3)
4 or more people	1% (2)

23. What is your employment status?

Answer Choice	Percent
Fully retired	59% (220)
Working full time for pay	19% (70)
Working part time for pay	16% (59)
Unemployed, looking for paid work	6% (21)

24. At what age do you expect to retire completely and not work for pay at all?

Answer Choice	Percent
55-59	0% (0)
60-64	12% (17)
65-67	34% (50)
68-69	9% (14)
70-72	21% (31)
73 or older	24% (36)

25. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

Answer Choice	Percent
Less than \$25,000	15% (55)
\$25,000 to \$49,999	22% (79)
\$50,000 to \$74,999	9% (33)
\$75,000 to \$99,999	12% (42)
\$100,000 to \$149,999	18% (63)
\$150,000 to \$199,999	9% (34)
\$200,000 to \$299,999	7% (25)
\$300,000 or more	8% (28)

26. Are you Spanish, Hispanic, or Latino?

Answer Choice	Percent
No, not of Hispanic, Latino/a/x, or Spanish origin	89% (330)
Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin	11% (39)

27. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

Answer Choice	Percent
American Indian or Alaska Native	4% (16)
Asian	33% (133)
Black or African American	11% (45)
Native Hawaiian or Other Pacific Islander	2% (9)
White	43% (175)
A race not listed	6% (24)

28. What is your gender?

Answer Choice	Percent
Woman	51% (194)
Man	48% (184)
Identify in another way	0% (2)

29. If you identify in another way, how would you describe your gender?

Answer Choice	Percent
Agender/I don't identify with any gender	57% (1)
Genderqueer/gender fluid	3% (0)
Non-binary	4% (0)
Transgender man	0% (0)
Transgender woman	0% (0)
Two-spirit	36% (1)
Identify in another way	0% (0)

30. What is your sexual orientation?

Answer Choice	Percent
Heterosexual	76% (269)
Lesbian	2% (7)
Gay	17% (60)
Bisexual	2% (9)
Identify in another way	3% (10)

31. If you identify in another way, how would you describe your sexual orientation?

Answer Choice	Percent
Asexual	14% (1)
Pansexual	1% (0)
Queer	1% (0)
Questioning	4% (0)
Identify in another way	81% (8)

Section 17: National Benchmark Comparisons

Rated characteristics are eligible for trend and benchmark comparisons. For trends, the characteristic must have been asked in a prior survey, and to be statistically significant the difference between the last measurement and current measurements must be at least 7 percentage points. All characteristics should have benchmarks, and to be statistically significant (more/less favorable), the difference must be at least 10 points. To be much more favorable/unfavorable, the difference must be at least 20 points.






Demographic questions aren't eligible for trend and benchmark comparisons. Though all survey questions are listed in this section, demographic questions are noted as not having trends or benchmarks.

1. In which category is your age?

Percent positive, trends, and benchmarks do not apply to this question











2. Please rate each of the following aspects of quality of life in your community.

Percent positive is the percentage of responses that rated the characteristic as: "Excellent" or "Good"

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Your community as a place to live	66		423	459
Your neighborhood as a place to live	73		415	456
Your community as a place to retire	40		446	459
Sense of community in your community	40		441	459
The overall quality of life in your community	64		373	456


3. Please rate each of the following characteristics as they relate to your community as a whole.

Percent positive is the percentage of responses that rated the characteristic as: "Excellent" or "Good"

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Overall economic health of your community	52		286	456
Overall quality of the transportation system (auto, bicycle, foot, bus) in your community	75		61	456
Overall design or layout of your community's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	63		135	456
Overall quality of the utility infrastructure in your community (water, sewer, storm water, electric/gas, broadband)	69		113	382
Overall feeling of safety in your community	46		448	459
Overall quality of natural environment in your community	58		406	456
Overall quality of parks and recreation opportunities	71		167	382
Overall health and wellness opportunities in your community	63		238	456
Overall opportunities for education, culture, and the arts	67		116	456
Residents' connection and engagement with their community	41		289	382



4. How would you rate the overall services provided to older adults in your community?

Percent positive is the percentage of responses that rated the characteristic as: "Excellent" or "Good"

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
How would you rate the overall services provided to older adults in your community?	49		128	280

5. Please indicate how likely or unlikely you are to do each of the following.

Percent positive is the percentage of responses that rated the characteristic as: "Very likely" or "Somewhat likely"

Characteristic	% likely	National Benchmark	Rank	# of Compared Communities
Recommend living in your community to older adults	56		430	459
Remain in your community throughout your retirement	69		254	280




6. In general, how informed or uninformed do you feel about services and activities available to older adults in your community?

Percent positive is the percentage of responses that rated the characteristic as: "Very informed" or "Somewhat informed"

Characteristic	% informed	National Benchmark	Rank	# of Compared Communities
In general, how informed or uninformed do you feel about services and activities available to older adults in your community?	48		235	280


7. Please rate the quality of each of the following.

Percent positive is the percentage of responses that rated the characteristic as: "Excellent" or "Good"

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Your overall physical health	75		239	458
Your overall mental health/emotional wellbeing	79		197	280
Your overall quality of life	74		207	280











8. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:















Percent positive is the percentage of responses that rated the characteristic as: "Very positive" or "Somewhat positive"

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	14		212	456

9. Please rate each of the following characteristics as they relate to older adults in your community.

Percent positive is the percentage of responses that rated the characteristic as: "Excellent" or "Good"

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Ease of travel by public transportation in your community	72		12	443
Ease of travel by car in your community	60		388	459
Ease of walking in your community	67		133	459
Ease of bicycling in your community	60		82	239
Ease of getting to the places you usually have to visit	75		111	278
Opportunities to build work skills	37		89	277
Quality of employment opportunities for older adults	12		386	459
Variety of employment opportunities for older adults	10		199	277
Cost of living in your community	9		442	459
Availability of affordable quality food	39		351	452
Availability of affordable quality housing	8		419	458
Variety of housing options	9		388	459
Availability of accessible housing (e.g., homes with a no step entry, single-floor living, wide hallways and doorways)	8		233	277

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Availability of mixed-use neighborhoods where people live close to places where they can eat, shop, work, and receive services	45		11	277
Public places where people want to spend time	51		187	455
Availability of information about resources for older adults	28		168	280
Availability of financial or legal planning services	26		180	280
Availability of long-term care options	16		227	278
Availability of daytime care options for older adults	14		177	280
Availability of affordable quality physical health care	32		364	451
Availability of affordable quality mental health care	19		378	450
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	53		295	450
Recreation opportunities (including games, arts, library services, etc.)	55		237	458
Fitness opportunities (including exercise classes and paths or trails, etc.)	53		297	458
Opportunities to participate in community matters	49		295	456
Opportunities to volunteer	59		237	385
Opportunities to enroll in skill-building or personal enrichment classes	41		77	280














Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Opportunities to attend social events or activities	46	–	315	457
Opportunities to attend religious or spiritual activities	66	–	227	280
Openness and acceptance of the community towards older residents of diverse backgrounds	44	–	350	459
Making all residents feel welcome	47	–	244	382
Valuing older residents in your community	35	–	247	280
Neighborliness of your community	37	∨	358	384

10. Older adults may or may not face a number of challenges. Thinking back over the last 12 months, how much of a problem, if at all, have each of the following been for you?

Percent positive is the percentage of responses that rated the characteristic as: "Minor problem", "Moderate problem", or "Major problem"

Characteristic	% problematic	National Benchmark	Rank	# of Compared Communities
Having enough money to meet daily expenses	49		150	280
Having enough money to pay your property taxes	31		60	280
Having housing to suit your needs	39		249	280
Doing heavy or intense housework	55		40	280
Maintaining your home	52		40	280
Maintaining your yard	51		77	280
Having safe and affordable transportation available	45		222	280
No longer being able to drive	26		255	280
Finding work in retirement	49		246	280
Building skills for paid or unpaid work	41		84	280
Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid	56		139	280
Not knowing what services are available to older adults in your community	77		211	280

Characteristic	% problematic	National Benchmark	Rank	# of Compared Communities
Your physical health	56	–	117	280
Falling or injuring yourself in your home	33	–	138	280
Finding affordable health insurance	47	–	222	280
Getting the health care you need	36	–	92	280
Getting the oral health care you need	35	–	79	280
Getting the vision care you need	32	–	90	280
Affording the medications you need	34	–	102	280
Staying physically fit	54	–	88	280
Maintaining a healthy diet	43	–	94	280
Having enough food to eat	19	–	140	280
Experiencing confusion or forgetfulness	32	–	100	280
Feeling depressed	50	∨	263	280
Feeling bored	46	–	201	280
Having friends or family you can rely on	42	–	264	280

Characteristic	% problematic	National Benchmark	Rank	# of Compared Communities
Feeling lonely or isolated	45		254	280
Dealing with the loss of a close family member or friend	47		238	280
Being a victim of crime	30		267	280
Being a victim of fraud or a scam	31		242	280
Being physically or emotionally abused	14		253	278
Being treated unfairly or discriminated against because of your age	42		274	277
Feeling like you don't fit in or belong	42		270	277
Feeling like your voice is heard in the community	51		242	280
Feeling PHYSICALLY burdened by providing care for another person	26		234	280
Feeling EMOTIONALLY burdened by providing care for another person	34		260	280
Feeling FINANCIALLY burdened by providing care for another person	26		248	280
Performing regular activities, including walking, eating and preparing meals	23		65	239
Finding meaningful volunteer work	29		147	239

Characteristic	% problematic	National Benchmark	Rank	# of Compared Communities
Finding productive or meaningful activities to do	36		134	239
Having interesting recreational or cultural activities to attend	38		55	239
Having interesting social events or activities to attend	44		75	239

11. Thinking back over the past 12 months, how much time did you spend in each of the following?

Percent positive is the percentage of responses that rated the characteristic as: "1-2 days", "3-5 days", or "6 or more days"

Characteristic	% of respondents	National Benchmark	Rank	# of Compared Communities
As a patient in a hospital	19		176	280
In a long-term care facility (including nursing home or in-patient rehabilitation facility)	1		202	257

12. Thinking back over the past 12 months, how many times have you fallen and injured yourself?

Percent positive is the percentage of responses that rated the characteristic as: "1 to 2 times", "3 to 5 times", or "More than 5 times"

Characteristic	% of respondents	National Benchmark	Rank	# of Compared Communities
Thinking back over the past 12 months, how many times have you fallen and injured yourself?	37		81	280








13. Please indicate whether or not you have done each of the following in the last 12 months.

Percent positive is the percentage of responses that rated the characteristic as: "Yes"

Characteristic	% yes	National Benchmark	Rank	# of Compared Communities
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	18	–	326	459
Watched (online or on television) a local public meeting	27	–	101	280
Voted in your most recent local election	85	–	209	380
Participated in a civic group (including Elks, Kiwanis, Masons, etc.)	11	–	216	280
Used a senior center in your community	16	–	119	280
Used a public library in your community	57	^	44	280
Used a recreation center in your community	26	–	96	280
Participated in a recreation program or group activity	30	–	93	280
Participated in religious or spiritual activities with others	32	∨	263	280
Participated in a club (including book, dance, game, and other social)	33	–	56	280

14. During a typical week, how many hours do you spend:

Percent positive is the percentage of responses that rated the characteristic as: "1 to 3 hours", "4 to 5 hours", "6 to 10 hours", "11 to 19 hours", or "20 or more hours"

Characteristic	% of respondents	National Benchmark	Rank	# of Compared Communities
Assisting friends, relatives, or neighbors	81		92	280
Volunteering your time	49		136	280
Talking or visiting with friends/family	97		55	280
Providing care to someone age 55+	39		40	280
Providing care to someone age 18 to 54	10		262	280
Providing care to someone under age 18	15		224	280
Receiving assistance, paid or unpaid (e.g., with shopping, cooking, etc.)	11		103	239

15. Please answer the following, as they relate to Internet access at your home:

Percent positive is the percentage of responses that rated the characteristic as: "Yes"

Characteristic	% yes	National Benchmark	Rank	# of Compared Communities
I have high-speed internet/broadband at home	90	–	32	219
High speed internet is not available	5	–	–	–
I can't afford high speed internet	15	–	–	–
I'm not interested in high speed internet	10	–	–	–
High speed internet is available, but is not reliable	14	–	–	–

16. In general, how many times do you:

Percent positive is the percentage of responses that rated the characteristic as: "Several times a day", "Once a day", or "A few times a week"

Characteristic	% of respondents	National Benchmark	Rank	# of Compared Communities
Access the internet from your home using a computer, laptop, or tablet computer	90	–	124	381
Access the internet from your cell phone	84	–	103	381
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	56	–	346	380
Use or check email	91	–	159	381
Share your opinions online	21	–	287	381

Characteristic	% of respondents	National Benchmark	Rank	# of Compared Communities
Shop online	38	–	131	381

17. How many years have you lived in your community?

Percent positive, trends, and benchmarks do not apply to this question

18. Which best describes the building you live in?

Percent positive, trends, and benchmarks do not apply to this question

19. Do you rent or own your home?

Percent positive, trends, and benchmarks do not apply to this question

20. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

Percent positive, trends, and benchmarks do not apply to this question

21. How many people, including yourself, live in your household?

Percent positive, trends, and benchmarks do not apply to this question

22. How many of these people, including yourself, are 55 or older?

Percent positive, trends, and benchmarks do not apply to this question

23. What is your employment status?

Percent positive, trends, and benchmarks do not apply to this question

24. At what age do you expect to retire completely and not work for pay at all?

Percent positive, trends, and benchmarks do not apply to this question

25. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

Percent positive, trends, and benchmarks do not apply to this question

26. Are you Spanish, Hispanic, or Latino?

Percent positive, trends, and benchmarks do not apply to this question

27. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

Percent positive, trends, and benchmarks do not apply to this question

28. What is your gender?

Percent positive, trends, and benchmarks do not apply to this question

29. If you identify in another way, how would you describe your gender?

Percent positive, trends, and benchmarks do not apply to this question

30. What is your sexual orientation?

Percent positive, trends, and benchmarks do not apply to this question

31. If you identify in another way, how would you describe your sexual orientation?

Percent positive, trends, and benchmarks do not apply to this question

Section 18: Methods

About the Community Assessment Survey for Older Adults (CASOA)[®]

The Community Assessment Survey for Older Adults (CASOA)[®] was developed by National Research Center at Polco (NRC) to provide an accurate, affordable and easy way to assess and interpret the experience of older adults in the community. The CASOA[®] survey instrument and its administration are standardized to assure high-quality survey methods and comparable results across CASOA communities. The CASOA was customized for the State of California Department of Aging to reflect the correct local age definition of older adults and to use official State of California Department of Aging graphics, contact information and signatures on survey invitation mailing materials. The State of California Department of Aging sponsored and funded this research. Please contact the State of California Department of Aging at http://aging.ca.gov/Contact_Us/Contact_the_California_Department_of_Aging/ if you have any questions about CDA and/or the survey.

Questionnaire Development

The CASOA questionnaire contains many questions related to the life of older residents in the community. The instrument includes questions related to overall quality of life, characteristics of the community, perceptions of safety, and many different needs common to older adults.

The questionnaire grew from a synthesis of numerous data collection processes, including a national search of needs assessments conducted by communities across the United States, a review of the literature on aging, and numerous surveys and large-scale needs assessments conducted by NRC. A blue-ribbon panel of national experts contributed to the concept and content of CASOA.

The items in the questionnaire were pilot tested on older adult residents using a “think-aloud” method in which older adults were asked to complete the survey and describe their thought processes related to specific questions and question sets. The results of the pilot test were used to alter the questionnaire for better understanding by senior participants. The final questionnaire was tested in a set of diverse U.S. communities and modifications again were made as necessary.

Random (Probability) Sample Survey

Selecting Survey Recipients

One of the first steps taken to ensure survey results are representative of the target population is to use a source from which survey recipients are selected that provides adequate to good coverage of the target population. This source is referred to as the sampling frame.

The target population for this survey was residents age 55 years or older in households within the San Francisco Department of Disability & Aging Services boundaries.

Since it would be cost prohibitive to survey every person age 55 years or older in San Francisco Department of Disability & Aging Services, a random selection of records from the sampling frame was made. This process can be illustrated using an example that may be familiar from a math or statistics class of a jar of marbles of various colors. If the jar has two-thirds red marbles and one-third blue marbles, a random selection of marbles from that jar should result in a similar proportion (although perhaps not identical) of red and blue marbles as in the original jar.

The sampling frame used for this survey was a list of households with a high likelihood of having a resident age 55 years or older within the San Francisco Department of Disability & Aging Services boundaries from Marketing Systems Group. These lists, compiled by sampling and marketing firms based on data from multiple sources (such as warranty information, voting lists, and more), provide fairly complete coverage of all members of the target population.

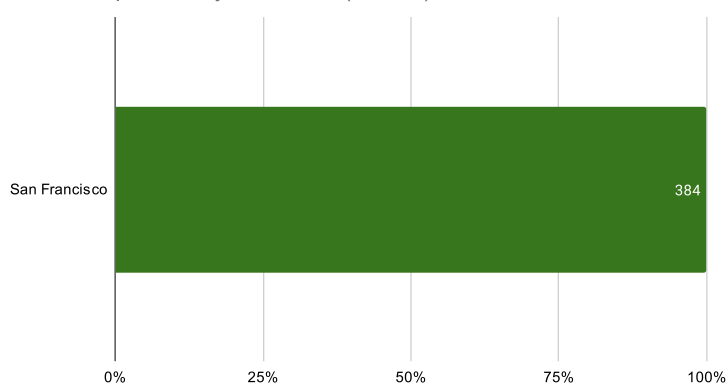
Data Collection

Each randomly selected household received two mailings, about one week apart, beginning on July, 13, 2023. The first mailing was a prenotification postcard announcing the upcoming survey. This half-sheet postcard included a URL so that recipients could immediately go online to complete the survey if they wished. The second mailing contained a letter from the Branch Chief, Older Adults Program Branch inviting the household to participate, a printed questionnaire and a postage-

paid return envelope. The survey was available in English, Spanish, Vietnamese, Korean, Arabic, Traditional Chinese, Simplified Chinese, Hindi and Taglog. Completed surveys were collected over the following 6 weeks.

About 47 (1.5%) of the 3,200 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 3,153 households that received the survey, 314 completed the survey, providing an overall response rate of 9.96%. Of the total surveys received, 205 were completed using the hard copy surveys while 109 were submitted online. Response rates are calculated using AAPOR's response rate #2¹ for mailed surveys of unnamed persons.

Total Responses by Sub Area (N=384)



Open Participation Survey

In addition to the random sample “probability” survey described above, an open participation survey was conducted, in which all older adults age 55 years or older were invited to participate. The open participation survey instrument was identical to the probability sample survey. This survey was conducted entirely online. For the open participation survey a single URL was provided to contacts from the State of California Department of Aging and all PSAs to share with residents through email lists, social media accounts, service settings and community partners. The URL directed community members to the survey. California's Department of Aging conducted all outreach, after receiving guidance on best practices for conducting such outreach from Polco. This guidance suggested the use of social media, press releases, newsletters and e-newsletters, existing resident email lists, printed materials, and invitations publicized at local and virtual meetings. This survey became available to all residents on 8/14/23 and remained open until 9/4/23. A total of 70 surveys were completed by open participation survey respondents.

Analysis and Reporting

The 70 open participation survey responses were combined with the 314 responses from the probability sample survey, for a total of 384 completed surveys. The results in this report are based on the responses from both data collection efforts.

Confidence Intervals

It is customary to describe the precision of estimates made from probability surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.²

The margin of error for the San Francisco Department of Disability & Aging Services survey is no greater than plus or minus 6% percentage points around any given percent reported for all probability survey respondents (314). For subgroups of responses, the margin of error increases because the number of respondents for each subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

With the inclusion of the open participation survey participants, it is likely that the precision of the responses would be even greater (and thus the margin of error smaller).

Survey Processing (Data Entry)

Upon receipt, completed hard copy surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. An example of cleaning would be if a question asked a respondent to pick two items out

of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

The online survey data was collected on Polco, an online civic engagement platform. Use of Polco means all collected data are entered into the dataset immediately when the respondents submit the surveys. Skip patterns are programmed into the system so respondents are automatically directed to the appropriate question (skipping irrelevant questions, when applicable) based on the individual responses given.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include (and are not limited to) reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

Survey Data Weighting

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of San Francisco Department of Disability & Aging Services. This is done by reviewing the demographic profile of respondents and comparing it to the demographic profile of older adults based on the most recent Census data. Those respondent subgroups that were less likely to respond are statistically adjusted to be given more weight, while those subgroups that were more likely to respond are given less weight. The characteristics used for weighting were age, gender, race, Hispanic origin, housing type, rent or own home, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm (see <https://surveyinsights.org/wp-content/uploads/2014/07/Full-anesrake-paper.pdf> for more details). The results of the weighting scheme are presented in the following table.

Weighting Scheme for the 2023 San Francisco Department of Disability & Aging Services CASOA

Demographic Group	Unweighted	Weighted	Population Target
Rent or Own Home			
Rent	33.3 %	47.3 %	47.3 %
Own	66.7 %	52.7 %	52.7 %
Housing Type			
Detached	53 %	44.5 %	44.4 %
Attached	47 %	55.5 %	55.6 %
Race			
White	67.3 %	41.6 %	41.6 %
Not white	32.7 %	58.4 %	58.4 %
Ethnicity			
Hispanic	5.2 %	10.7 %	10.7 %
Not Hispanic	94.8 %	89.3 %	89.3 %
Gender			
Female	58.3 %	51.3 %	51.3 %
Male	41.7 %	48.7 %	48.7 %
Age			
Age 55 to 64	26.9 %	42.5 %	42.5 %
Age 65 to 74	38.6 %	32.8 %	32.8 %
Age 75 and over	34.5 %	24.8 %	24.8 %
Gender and Age			
Female 55 to 64	14.5 %	20.1 %	20.1 %
Female 65 to 74	23.1 %	16.8 %	16.9 %
Female 75 and over	20.7 %	14.4 %	14.4 %
Male 55 to 64	11.8 %	22.4 %	22.4 %
Male 65 to 74	15.3 %	15.9 %	15.9 %
Male 75 and over	14.5 %	10.5 %	10.4 %

Reporting

For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent and good, very safe and somewhat safe, essential and very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating yes or participating in an activity at least once a month.

For many of the questions in the survey respondents may answer don't know. The proportion of respondents giving this reply is shown in the full set of responses included in the Responses tab. However, these responses have been removed from the analyses presented in the main body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Multiple Response Questions

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories.

Rounding

Excluding the Participants tab, percentages shown are rounded to the nearest whole number. This can sometimes mean that the percent of responses across all the possible response categories may sum to something other than exactly 100%. It also means that in some instances, the “percent positive,” “percent problem,” or other summaries of data may not equal the rounded percentages of the two categories. For example, if 30.4% of respondents rated quality of life as excellent, and 20.4% of respondents rated it as good, a display of all the responses will show 30% excellent and 20% good. However, a display of the percent rating quality of life as excellent or good will show 51% (as $30.4\% + 20.4\%$ equals 50.8%, which rounds to 51%).

Making Comparisons to Benchmarks

National Research Center at Polco has developed a database that collates responses to CASOA and related surveys administered in other communities, which allows the results from San Francisco Department of Disability & Aging Services to be compared against a set of national benchmarks. This benchmarking database includes responses from more than 35,000 older adults (age 55 and over) in over 335 communities across the nation.

Ratings are compared when similar questions are included in Polco's database, and there are at least five other communities in which the question was asked. Where comparisons for ratings were available, San Francisco Department of Disability & Aging Services's results are shown as being more favorable than the benchmark, less favorable than the benchmark or similar to the benchmark. In instances where ratings are considerably more or less favorable than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, much more favorable or much less favorable).

Reporting Statistical Significance

For the crosstabs of survey results by selected respondent characteristic, chi-square or ANOVA (Analysis of Variance) tests of significance were applied to these breakdowns of selected survey questions. A p-value of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent "real" differences among those populations. However, it should be noted that while these tests of statistical significance were used to help guide readers and policy makers to differences that are likely not due to chance alone, these types of probabilistic inferences were designed for use when results come from random sampling alone (for more information, see Hirschauer, N., Gruner, S., Mußhoff, O., Becker, C., & Jantsch, A. (2020). Can p-values be meaningfully interpreted without random sampling? *Statistics Surveys*, 14, 71-91).

Community Readiness Scores

The community readiness scores presented in Community Readiness represents the average of the questions included in the index. Although the evaluative or frequency questions were made on 4- or 5- point scales, with 1 representing the best rating, the

scales had different labels (e.g., excellent, very likely). To calculate these average scores, the questions used in the index were converted to a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone answered excellent, then the result would be 100 on the 0-100 scale. If the average rating for quality of life was right in the middle of the scale (halfway between good and fair), then the result would be 50. This scale can be thought of like the thermometer that is often used to illustrate total donations received by charitable organizations—the higher the thermometer reading, the closer to the goal. In this case, 100 (the top of the thermometer) would represent the most positive response possible. The table below shows the individual questions comprising each summary score for the six dimensions of community readiness, as well as the overall rating for the Quality of the Community.

Dimension of Community Readiness	Items Included in Community Readiness Score
Overall Community Quality	<ul style="list-style-type: none"> • Your community as a place to live • Your neighborhood as a place to live • Your community as a place to retire • The overall quality of life in your community • Recommend living in your community to older adults • Remain in your community throughout your retirement
Community Design	<ul style="list-style-type: none"> • Housing • Mobility • Land Use
Employment and Finances	<ul style="list-style-type: none"> • Employment • Finances
Equity and Inclusivity	<ul style="list-style-type: none"> • Equity • Community Inclusivity
Health and Wellness	<ul style="list-style-type: none"> • Overall feeling of safety in your community • Overall quality of natural environment in your community • Overall health and wellness opportunities in your community • Availability of affordable quality food • Availability of long-term care options • Availability of daytime care options for older adults • Availability of affordable quality physical health care • Availability of affordable quality mental health care • Availability of preventive health services (e.g., health screenings, flu shots, educational workshops) • Fitness opportunities (including exercise classes and paths or trails, etc.)
Information and Assistance	<ul style="list-style-type: none"> • How would you rate the overall services

Dimension of Community Readiness	Items Included in Community Readiness Score
	<p>provided to older adults in your community?</p> <ul style="list-style-type: none"> • Availability of information about resources for older adults • Availability of financial or legal planning services
Productive Activities	<ul style="list-style-type: none"> • Overall quality of parks and recreation opportunities • Overall opportunities for education, culture, and the arts • Residents' connection and engagement with their community • Recreation opportunities (including games, arts, library services, etc.) • Opportunities participate in community matters

Needs Summary

Each livability topic covered in the survey includes a summary of needs identified by respondents. For almost all of these needs summaries, a respondent was counted as having a need if they had a major problem or moderate problem with any of the items examined in each score area. The one exception is for the independent living topic; for this needs score, a respondent was counted as having a need if they reported spending any time in a hospital or in a long-term care facility in the last year.

Needs Score	Items Included in the Score
Caregiving	<ul style="list-style-type: none"> • Any of the following were a major or moderate problem: • Feeling PHYSICALLY burdened by providing care for another person • Feeling EMOTIONALLY burdened by providing care for another person • Feeling FINANCIALLY burdened by providing care for another person
Civic Engagement	<ul style="list-style-type: none"> • Any of the following were a major or moderate problem: • Feeling like your voice is heard in the community
Community Inclusivity	<ul style="list-style-type: none"> • Any of the following were a major or moderate problem: • Having friends or family you can rely on • Feeling lonely or isolated • Feeling like you don't fit in or belong
Employment	<ul style="list-style-type: none"> • Any of the following were a major or moderate problem: • Finding work in retirement • Building skills for paid or unpaid work
Equity	<ul style="list-style-type: none"> • Any of the following were a major or moderate problem: • Being treated unfairly or discriminated against because of your age
Finances	<ul style="list-style-type: none"> • Any of the following were a major or moderate problem: • Having enough money to meet daily expenses • Having enough money to pay your property taxes
Health Care	<ul style="list-style-type: none"> • Any of the following were a major or moderate

Needs Score	Items Included in the Score
Housing	<p>problem:</p> <ul style="list-style-type: none"> • Finding affordable health insurance • Getting the health care you need • Getting the oral health care you need • Getting the vision care you need • Affording the medications you need
Independent Living	<p>Any of the following were a major or moderate problem:</p> <ul style="list-style-type: none"> • Having housing to suit your needs • Doing heavy or intense housework • Maintaining your home • Maintaining your yard <ul style="list-style-type: none"> • Spent one or more days: • In a long-term care facility (including nursing home or in-patient rehabilitation facility) • As a patient in a hospital
Information and Assistance	<p>Any of the following were a major or moderate problem:</p> <ul style="list-style-type: none"> • Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid • Not knowing what services are available to older adults in your community
Mental Health	<p>Any of the following were a major or moderate problem:</p> <ul style="list-style-type: none"> • Experiencing confusion or forgetfulness • Feeling depressed • Dealing with the loss of a close family member or friend
Mobility	<p>Any of the following were a major or moderate problem:</p> <ul style="list-style-type: none"> • Having safe and affordable transportation available • No longer being able to drive
Physical Health	<ul style="list-style-type: none"> • Any of the following were a major or moderate

Needs Score	Items Included in the Score
Safety	<p>problem:</p> <ul style="list-style-type: none"> • Your physical health • Falling or injuring yourself in your home • Staying physically fit • Maintaining a healthy diet • Having enough food to eat
Social Engagement	<ul style="list-style-type: none"> • Any of the following were a major or moderate problem: • Being a victim of crime • Being a victim of fraud or a scam • Being physically or emotionally abused <hr/> <ul style="list-style-type: none"> • Any of the following were a major or moderate problem: • Feeling bored

Study Limitations

All public opinion research is subject to unmeasured error. While the methodologies employed for this survey were designed to minimize this error as much as possible, these other sources of potential error should be acknowledged, and can include non-response error, coverage error, recall bias and social desirability bias. Non-response error arises when those who were selected to participate in the survey did not do so, and may have different opinions or experiences that survey responders. For CASOA, where the results are meant to be generalized to the entire older adult population living in households, the lists used to select households with older adults may not contain every household with an older adult, and some households that do not include an older adult member may be included (coverage error). Respondents may not perfectly remember their experiences in the past year (e.g., the number of falls they had, or the number of hospitalizations), and for some survey items they may answer in ways they think cast their responses in a more favorable light (recall bias and social desirability bias).

¹See AAPOR's Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

²A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the "true" population response. This theory is applied in practice to mean that the "true" perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as excellent or good, then a 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on CASOA, on other surveys, differences in question wording, order, translation and data entry (as examples) can lead to somewhat varying results.

*Source: U.S. Census Bureau – 2021 American Community Survey 5-year estimates
Age, rent or own home, and gender estimates are for those age 60+, while type of housing unit, race and ethnicity are for those age 65+.