

Lakewood, CO

2015

Report of Results

CASOATM

**Community Assessment Survey
for Older AdultsTM**



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CASOA™ Full Report | The City of
Lakewood

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providing clear disclosure of our
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practices.

Introduction

The Community Assessment Survey for Older Adults (CASOA™), administered by National Research Center, Inc. (NRC), provides a statistically valid survey of the strengths and needs of older adults as reported by older adults themselves in communities across America. Used in conjunction with the *CASOA Strategies and Resources Handbook* (provided under separate cover), 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 report, Lakewood 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 objectives of the CASOA are to:

- Identify community strengths in serving older adults
- Articulate the specific needs of older adults in the community
- Estimate contributions made by older adults to the community
- Determine the connection of older adults to the community

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.

The CASOA questionnaire contains many questions related to the life of older residents in the community. Survey participants were asked to rate their overall quality of life, as well as aspects of quality of life in Lakewood. They also evaluated characteristics of the community and gave their perceptions of safety in Lakewood. The questionnaire assessed the individual needs of older residents and involvement by respondents in the civic and economic life of Lakewood.

City of Lakewood CASOA Methods

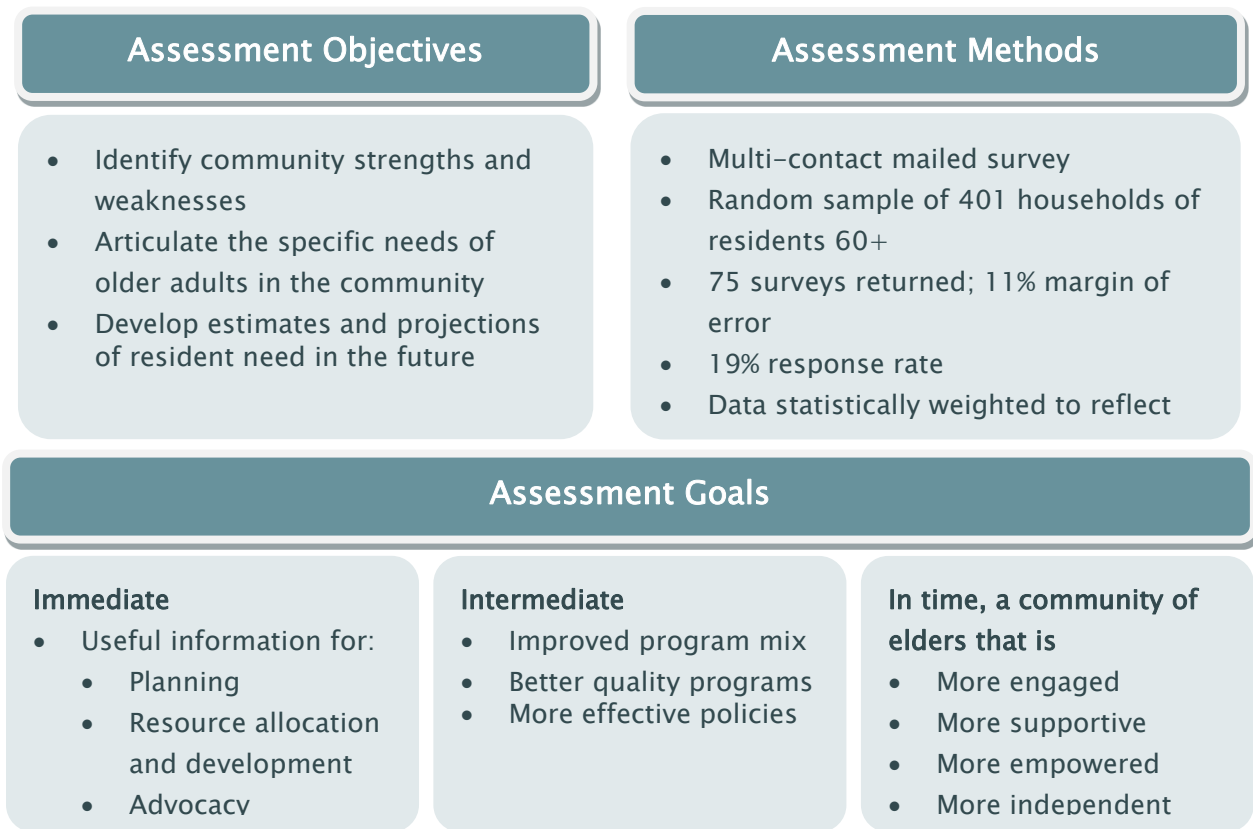
The CASOA survey and its administration are standardized to assure high quality survey methods and comparable results across communities. Participating households with residents 60 years or older were selected at random and the household member who responded was selected without bias. Multiple mailings gave each household more than one prompt to participate with a self-addressed and postage-paid envelope to return the survey. Results were statistically weighted to reflect the proper demographic composition of older adults in the entire community.

Lakewood's Report of Results is part of a larger project for the Denver Regional Council of Governments (DRCOG) Area Agency on Aging and additional reports are available under separate cover. The survey was mailed in February 2015 to a random selection of 401 older adult households in Lakewood. Older adult households were contacted three times about participation in the survey. A total of 75 completed surveys were obtained, providing an overall response rate of 19% and a margin of error of plus or minus 11% around any given percent and 7 points around any given average rating for the entire sample.

Since this was the second CASOA of Lakewood older adults, the 2015 results are presented along with the 2010 ratings, when available. Differences between 2010 and 2015 can be considered "statistically significant" if they are 13 percentage points or greater than any given percent and eight points or greater than any given average rating. Trend data for Lakewood represent important comparisons and should be examined for improvements or declines.

For additional methodological information, refer to *Appendix B: Survey Methodology*.

Figure 1: CASOA Methods and Goals



Structure of CASOA Report

This report is based around six community dimensions (Figure 2):

- Overall Community Quality
- Community and Belonging
- Community Information
- Productive Activities
- Health and Wellness
- Community Design and Land Use

Each section discusses older adult ratings of Lakewood, participation in activities and potential problems faced by older adults as related to each of the six dimensions. The final section of the report, Community Readiness, summarizes these dimensions as index scores and provides an overall picture of Lakewood as a livable community for older adults.

Figure 2: Community Dimensions Assessed through CASOA



“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 respondents giving this reply is shown in the full set of responses included in *Appendix A: Complete Set of Survey Responses* and is discussed in the body of this report if it is 20% or greater. 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

NRC has developed a database that collates responses to CASOA and related surveys administered in other communities, which allows the results from Lakewood 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 175 communities across the nation. The demographics of NRC's database match the demographics in the nation, based on the U.S. Census estimates.

Ratings are compared when similar questions are included in NRC's database, and there are at least five communities in which the question was asked. Where comparisons for ratings were available, Lakewood's results are generally discussed in the report as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much higher" or "much lower"). Detailed benchmark information can be found in *Appendix C: Benchmark Comparisons*.

Key Findings

Not all older adults complain, nor does every community leave older adults raving about the quality of community life or the services available for active living and aging in place. Communities that assist older adults to remain or become active community participants provide the requisite opportunities for recreation, transportation, culture, education, communication, social connection, spiritual enrichment and health care.

Further, older adults, more than others, face difficulties with aspects of everyday life. For many older adults these difficulties vastly exceed the minor physical pains or small losses of function that characterize almost everyone's circumstances after a certain age. When individual problems are added together, a group picture emerges that provides a useful description of the entire community of Lakewood.

The results of this survey describe the City of Lakewood as a livable community for older adults within six community dimensions of Overall Community Quality, Community and Belonging, Community Information, Productive Activities, Health and Wellness and Community Design and Land Use. The extent to which older adults experience difficulties and problems within these dimensions is also described.

Overall Community Quality

Overall Community Quality explores how older residents view the community overall, how connected they feel to the community and how well they can access information and services offered by Lakewood, as well as how likely residents are to recommend and remain in the community.

- Almost all of Lakewood's older residents gave high ratings to the community as a place to live. About 4 in 5 respondents thought Lakewood was an excellent or good place to retire, a rating which was higher than the national benchmark.
- Around 9 in 10 older adults would recommend Lakewood to others, which was also a higher rating than what's reported elsewhere in the nation.
- Over half of respondents had lived in the community for more than 20 years and over 8 in 10 plan to stay in Lakewood throughout their retirement.

Community and Belonging

A "community" is often greater than the sum of its parts, and having a sense of community entails not only a sense of membership and belonging, but also feelings of emotional and physical safety, trust in the other members of the community and a shared history.¹ Older residents of Lakewood rated several aspects of Community and Belonging, including their sense of community and overall feelings of safety, as well as the extent to which they felt accepted and valued by others.

- Almost three-quarters of respondents reported "excellent" or "good" overall feelings of safety and between 9% and 33% had experienced safety problems related to being a victim of crime, abuse or discrimination.
- Almost half of older residents rated the sense of community as "excellent" or "good"; similar ratings were provided for the City's neighborliness and valuing of older residents.
- When compared to other communities in the U.S., older residents in Lakewood provided similar ratings for aspects of Community and Belonging.

Community Information

The education of a large community of older adults is not simple, but when more residents are made aware of attractive, useful and well-designed programs, more residents will benefit from becoming participants.

- A majority of survey respondents reported being “somewhat” or “very” informed about services and activities available to older adults, which was lower than reports from other communities in the U.S.
- About half of older adults felt the city had “excellent” or “good” information about resources for older adults and financial or legal planning services; both of these sources of information received higher ratings in Lakewood than in other communities.
- About two-thirds of respondents had problems with feeling like their voice was heard in the community or with not knowing what services were available in the community.

Productive Activities

Productive activities such as traditional and non-traditional forms of work and maintenance of social ties combine with health and personal characteristics to promote quality of life in later life and contribute to active aging.² Productive Activities examined the extent of older adults’ engagement participation in social and leisure programs and their time spent attending or viewing civic meetings, volunteering or providing help to others.

- Over 8 in 10 felt Lakewood had “excellent” or “good” volunteer opportunities, but only about 45% participated in some kind of volunteer work, a volunteer rate similar to other communities in the U.S.
- Most older adults preferred to spend their time interacting with friends or family; about one-third reported participating in a club and only 27% had used a senior center.
- About 4 in 10 Lakewood seniors said that they had at least “minor” problems having interesting social events or activities to attend.
- The most older residents (84%) rated the recreation opportunities in Lakewood as “excellent” or “good”; this rating was higher than the national benchmark. Participation however in recreational and personal enrichment activities tended to be much lower in Lakewood than in other communities.
- Over half of older residents in Lakewood said they were caregivers; respondents averaged between 9 and 12 hours per week providing care for children, adults and older adults.
- About one-quarter of older adults in Lakewood felt physically, emotionally or financially burdened by their caregiving. These rates of caregiver burden were similar to rates in other communities.
- Around 60% of respondents were fully retired, but one-quarter of respondents experienced at least minor problems with having enough money to meet daily expenses or to pay their property taxes.
- The value of paid (part- and full-time work) and unpaid (volunteering, providing care) contributions by older adults in Lakewood totaled about \$634 million in a 12-month period.

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 independent living and health care.

- Overall, the older adults in Lakewood rated aspects of physical health higher than other communities in the U.S. including ratings of fitness opportunities and physical health care. Ratings for respondents overall physical health were positive (75% excellent or good) and similar to ratings in other communities.
- The portions of older residents reporting problems with their physical health or with maintaining a health diet was higher in Lakewood than elsewhere in the country.
- About 5 in 10 older residents felt there was “excellent” or “good” availability of mental health care in Lakewood, which was a higher rating than what’s reported elsewhere in the nation, while over 8 in 10 rated their overall mental health/emotional wellbeing as “excellent” or “good” a rating which was similar to other communities.
- The most commonly cited mental health issues included feeling bored and dealing with the loss of a close family member or friend. The least common mental health issues were figuring out which medications to take and when and problems with feeling lonely or with having friends or family to rely on.
- Lakewood’s preventive health services were rated much higher than the services provided by its peers.
- About 4 in 10 respondents reported at least minor problems with having adequate information or dealing with public programs such as Social Security, Medicare and Medicaid.
- One-quarter of respondents reported spending time in a hospital, and almost one-third had fallen and injured themselves in the 12 months prior to the survey. Falls and hospitalizations occurred at similar rates in Lakewood compared to other communities.
- At least one-quarter of older adults reported at least minor problems with aspects of independent living, including problems with performing regular activities, including walking, eating and preparing meals and problems with falls or injuries at home.

Community Design and Land Use

The movement in America towards designing more “livable” communities – 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 for older adults tend to emphasize access – a community design that facilitates movement and participation.

- Respondents gave the highest ratings for ease of car travel and ease of getting places usually visited; both of these transportation items received much higher ratings in Lakewood than elsewhere across the country.
- Around 29% of respondents felt the city had “excellent” or “good” availability of affordable quality housing and slightly more (43%) gave positive ratings for the variety of housing options. Both of these aspects of housing received lower ratings than other communities.
- Some older adults experienced problems with having safe and affordable transportation available (28%) while others experienced problems with having housing to suit their needs (16%) or having enough food to eat (10%). Daily living problems tended to be similar in Lakewood when compared to other communities across the nation.
- Over 8 in 10 older residents rated their overall quality of life as “excellent” or “good;” Lakewood’s quality of life was rated similar to other communities in the U.S.

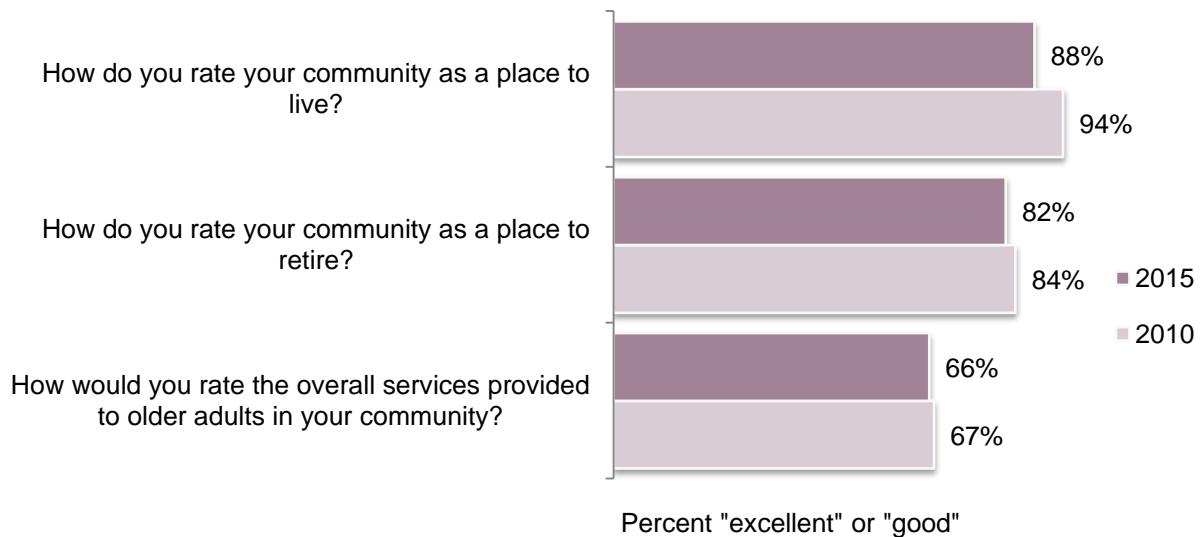
CASOA Survey Results

Overall Community Quality

CASOA contained a number of questions related to the life of older residents in the community. This section of the report explores aspects of the overall quality of the community by examining how older residents view the community overall, how connected they feel to the community and how well they can access information and services offered by Lakewood. Survey participants were asked to rate the City as a place to live and to retire as well as the overall quality of services provided to older adults. Further testament to the quality of a community is the likelihood of residents recommending and remaining in a community; respondents indicated how likely they would be to not only recommend Lakewood to other older adults but also how likely they would be to remain in Lakewood throughout their retirement.

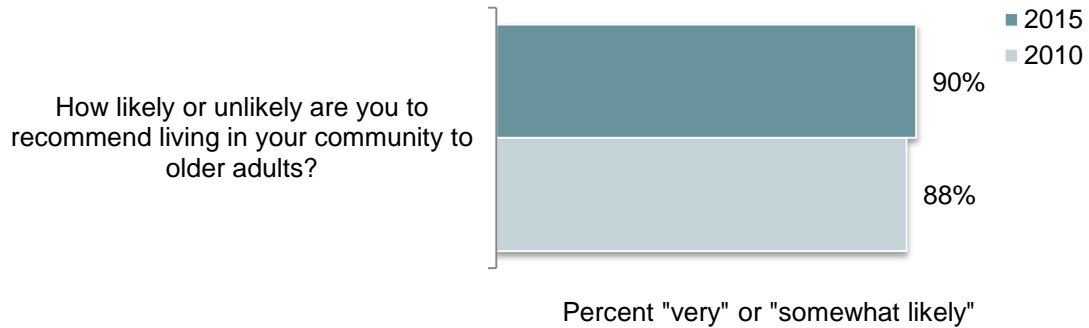
Most of Lakewood's older residents gave high ratings to the community as a place to live and many rated Lakewood as a place to retire as "excellent" or "good." Services offered to older adults were considered "excellent" or "good" by about two-thirds of older residents in Lakewood. Compared to the nation, residents in Lakewood gave higher ratings to the community as a place to retire and similar ratings to it as a place to live and also to the overall services provided to older adults (see *Appendix C: Benchmark Comparisons* for details).

Figure 3: Lakewood as a Place for Older Residents



Generally, residents will not recommend a community to friends unless that community is seen to be offering the right services with optimal effectiveness. Just how successful Lakewood has been in creating an attractive setting for older adults can be sensed by the number of older residents that say they will recommend it to others. Overall, about 9 in 10 older adults said they would recommend Lakewood to others. This portion of older adults that would recommend the community was higher than other communities in the U.S. (see *Appendix C: Benchmark Comparisons* for more information).

Figure 4: Older Residents' Likelihood of Recommending Lakewood to Others



Residential Stability

According to a survey by AARP, more than 8 in 10 adults over age 45 want to live roughly where they live now “as long as possible.”³ In fact, Census Bureau data indicate that fewer than 5% of people 55 and older move in any given year, and the bulk of those do not go very far: 49% of movers stay within the same county and only 25% move to a different state. Of those who do cross state lines, the major lure is not weather, tax relief or a new adventure: people usually move to be closer to family.⁴

In different communities, older adults have different intentions, so it is essential to understand what older adults in Lakewood are anticipating in their retirement. The largest proportion of Lakewood’s older residents had lived in the community for more than 20 years. Further, 86% of seniors planned to remain in Lakewood throughout their retirement. When compared to ratings given by older residents in other communities across the nation, Lakewood residents were equally likely to report that they would remain in the City throughout retirement (see *Appendix C: Benchmark Comparisons* for details).

Figure 5: Length of Residency in Lakewood

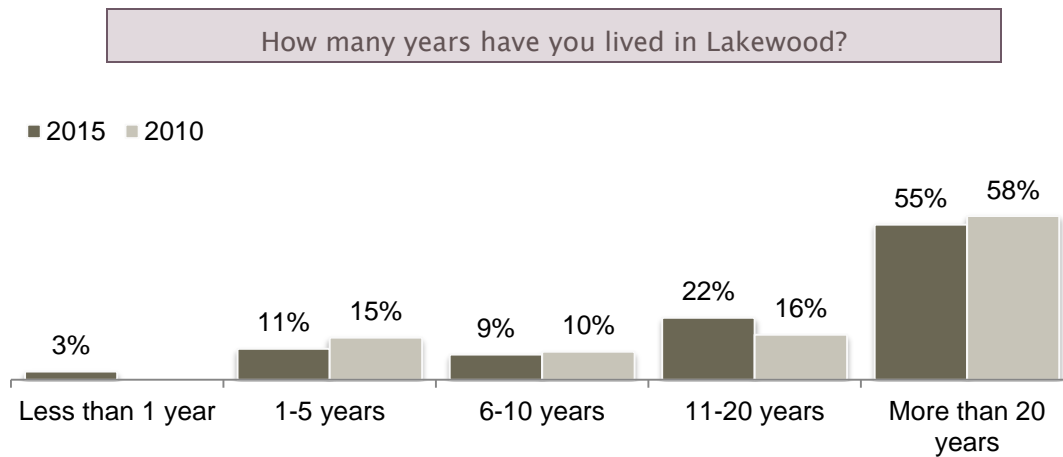
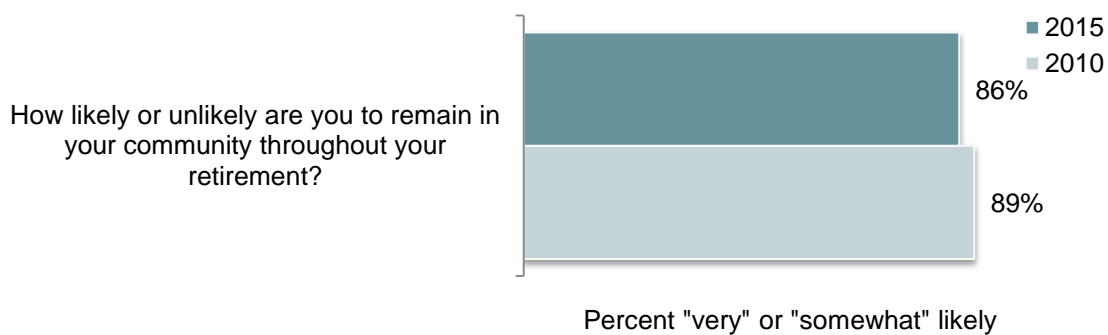


Figure 6: Likelihood of Remaining in Lakewood throughout Retirement

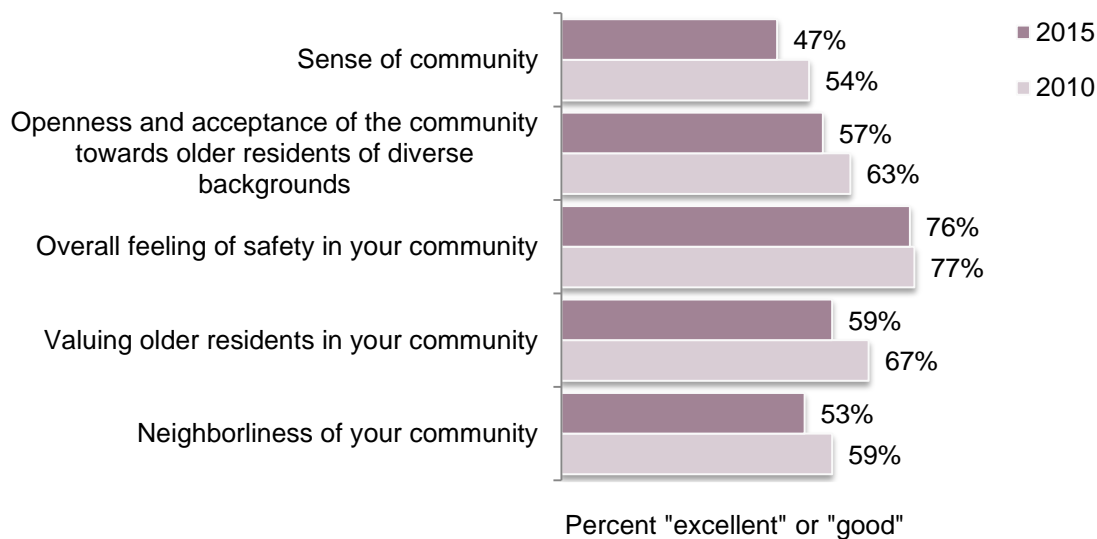


Community and Belonging

A “community” is often greater than the sum of its parts, and having a sense of community entails not only a sense of membership and belonging, but also feelings of emotional and physical safety, trust in the other members of the community and a shared history.¹ Older residents of Lakewood rated several aspects of Community and Belonging, including their sense of community and overall feelings of safety, as well as the extent to which they felt accepted and valued by others.

Overall, older residents rated Community and Belonging in Lakewood somewhat positively as 47% had an “excellent” or “good” sense of community. Feelings of safety in Lakewood were higher, with 76% rating their overall feeling of safety in the community as “excellent” or “good.” About 3 in 5 felt the community valued older residents and a similar number felt Lakewood was open and accepting of diverse older residents. When compared to other communities in the U.S., older residents in Lakewood provided mostly similar ratings for aspects of Community and Belonging (see *Appendix C: Benchmark Comparisons* for details).

Figure 7: Older Adult Ratings of Community and Belonging in Lakewood



The extent to which older residents have been victims of crimes can threaten their feelings of safety and overall sense of community. A small proportion of seniors in Lakewood reported problems with crime or abuse in the 12 months prior to the survey. Reports of crime or abuse were similar to reports from other communities across the country, with the exception of reports of being a victim of fraud or a scam, which was rated higher in Lakewood (see *Appendix C: Benchmark Comparisons* for details).

Figure 8: Safety Problems in Lakewood



Community Information

Sometimes residents of any age fail to take advantage of services offered by a community just because they are not aware of the opportunities. The education of a large community of older adults is not simple, but when more residents are made aware of attractive, useful and well-designed programs, increasing numbers of residents will benefit from becoming participants. In Lakewood, about 56% of survey respondents reported being “somewhat” or “very” informed about services and activities available to older adults, which was lower than reports from other communities in the U.S (see *Appendix C: Benchmark Comparisons* for details). Conversely, while a similar proportion of older adults rated the availability of information about resources for older adults and financial or legal planning services as “excellent” or “good” these ratings were higher than ratings in other communities.

Figure 9: Awareness of Older Adult Services and Activities

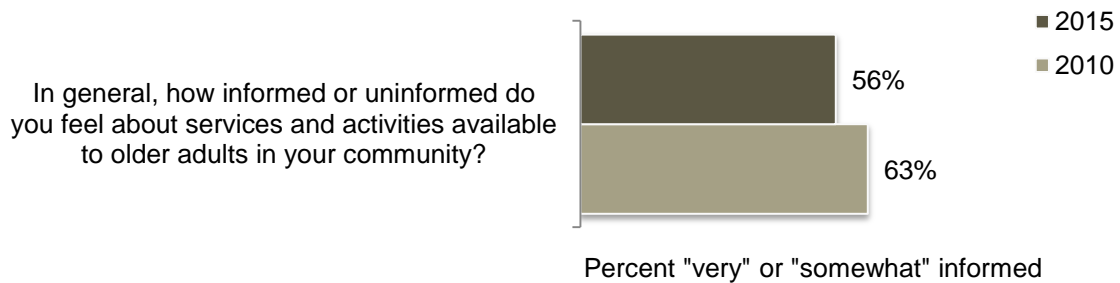
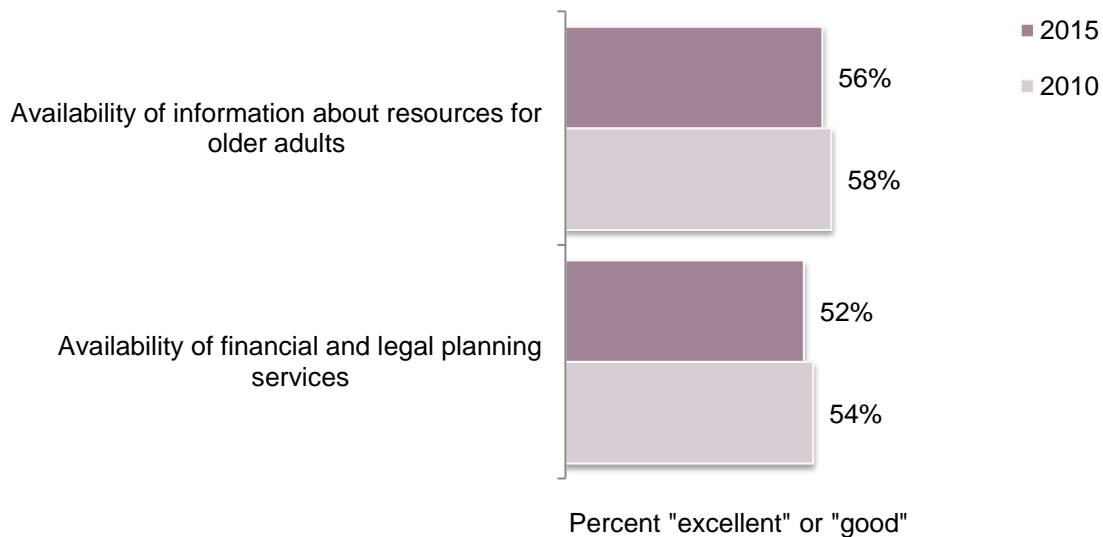
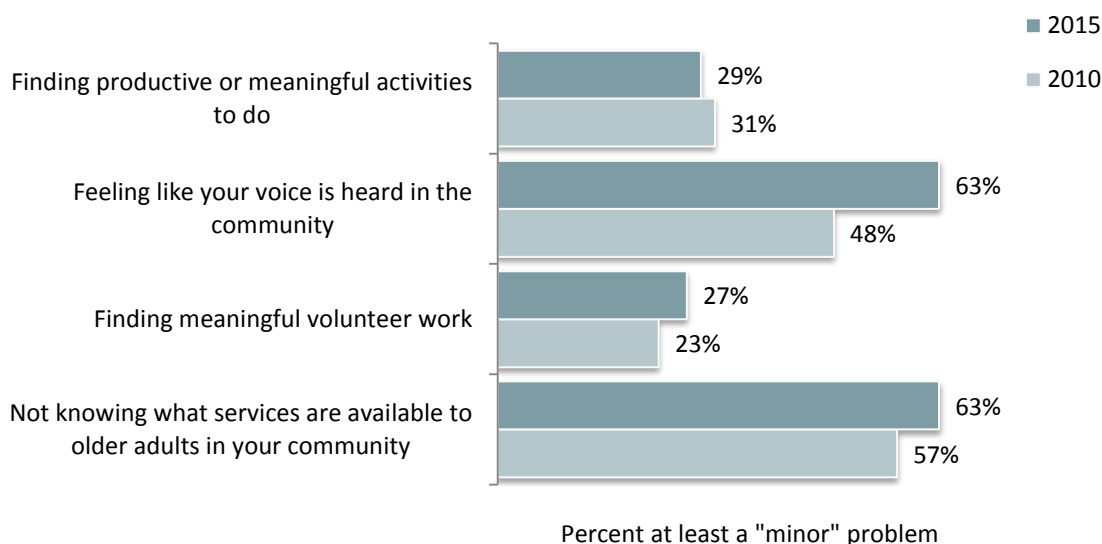


Figure 10: Availability of Information About Older Adult Resources in Lakewood



Older residents who may not know how to access services may have trouble finding ways to contribute to the community. In Lakewood, about two-thirds had problems with not knowing what services were available. Further, a similar number reported having problems with feeling like their voice was heard, while fewer reported having problems with finding meaningful volunteer work. Compared to the previous survey, the number of respondents having problems with feeling like their voice was heard in the community increased. The proportion of older adults in Lakewood who had problems in these areas was generally similar to other communities across the country (see *Appendix C: Benchmark Comparisons* for details).

Figure 11: Meaningful Activities Problems of Older Residents in Lakewood



Productive Activities

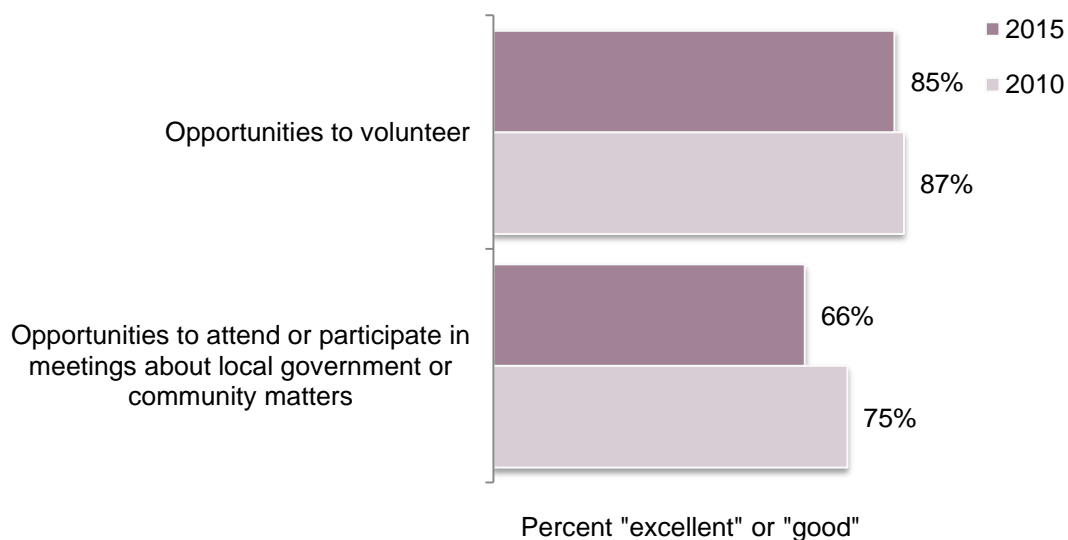
Productivity is the touchstone of a thriving old age. Productive activities such as traditional and non-traditional forms of work and maintenance of social ties combine with health and personal characteristics to promote quality in later life and contribute to active aging.² This section of the report examines the extent of older adults' engagement in the Lakewood community as determined by their participation in social and leisure programs and their time spent attending or viewing civic meetings, volunteering or providing help to others. The economic value of these contributions to the community is explored as well.

Civic Engagement

In communities where residents care about local politics and social conditions, where they feel engaged and effective, there is greater social, economic and cultural prosperity. This results in more trust of local government officials, support for community-wide solutions recommended by elected council members, re-election of those councilors⁵ and collective self-restraint in the face of community need.^{5,6} Researchers even have discovered that American states with the highest levels of resident civic engagement are "more effective and more innovative."⁷ Where there is strong civic engagement, researchers have seen less crime, less poverty, more employment, better and more sustainable policies and more frequent resident cooperation.⁸ Civic activity, whether volunteering, participating in religious or political groups or being active in community decision-making, not only provides benefit to communities but also serves seniors themselves.

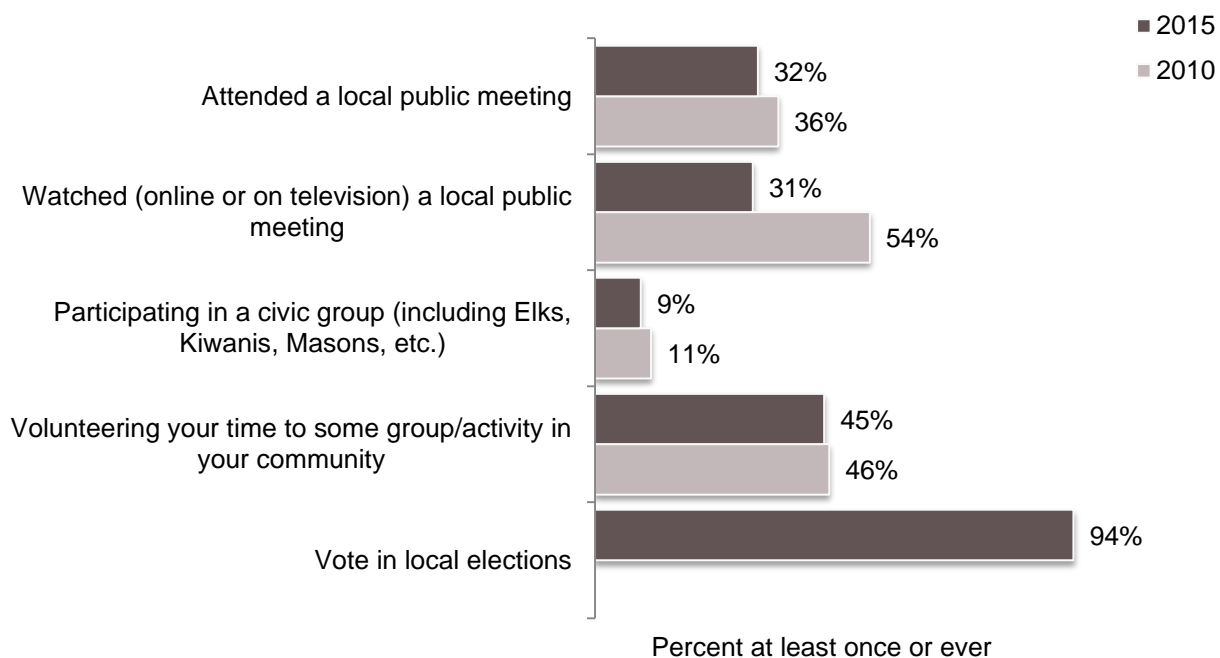
Studies have found that volunteering in later life is associated with better physical and mental health, and civically engaged seniors are less likely to become injured or to die prematurely.⁹ In Lakewood, older residents rated the volunteer opportunities favorably. About 8 in 10 felt Lakewood had "excellent" or "good" volunteer opportunities, a rating that was similar to other communities across the country (see *Appendix C: Benchmark Comparisons* for details).

Figure 12: Civic Engagement Opportunities in Lakewood



In terms of civic engagement, about one-third reported attending a public meeting of local elected officials or other local public meeting in Lakewood and a similar proportion reported watching such a meeting on television, the Internet or other media in the past year. The number of respondents watching local public meetings declined compared to 2010. Additionally, almost half participated in some kind of volunteer work, a volunteer rate similar to other communities in the U.S. Almost all survey respondents indicated that they were registered to vote and had voted in the last general election.

Figure 13: Participation in Civic Activities in Lakewood



Note: This chart combines the results of survey questions 12, 13 and 15, which use different response scales. Complete response frequencies for these questions can be found in Appendix A: Complete Set of Survey Responses

Social Engagement

Communities are the foundation for social life. Sociologist Eric Klinenberg describes communities as “the soil out of which social networks grow and develop or, alternatively, wither and devolve.”^{10,11} Lakewood has a great potential to strengthen the community by fostering increased social engagement of its older residents. About 6 in 10 Lakewood older residents rated the opportunities to attend social activities in Lakewood as “excellent” or “good” and a higher proportion rated opportunities to attend religious or spiritual activities in Lakewood this way. Ratings for social activities and religious activities in Lakewood were similar to the benchmark. See *Appendix C: Benchmark Comparisons* for additional details.

Older residents in Lakewood exhibited varied levels of participation in social and religious activities. Older residents preferred to spend their time engaged with family or friends over clubs or senior center use. Compared to other communities, participation in social activities in Lakewood tended to be similar to the nation (see *Appendix C: Benchmark Comparisons*).

Figure 14: Social Engagement Opportunities in Lakewood

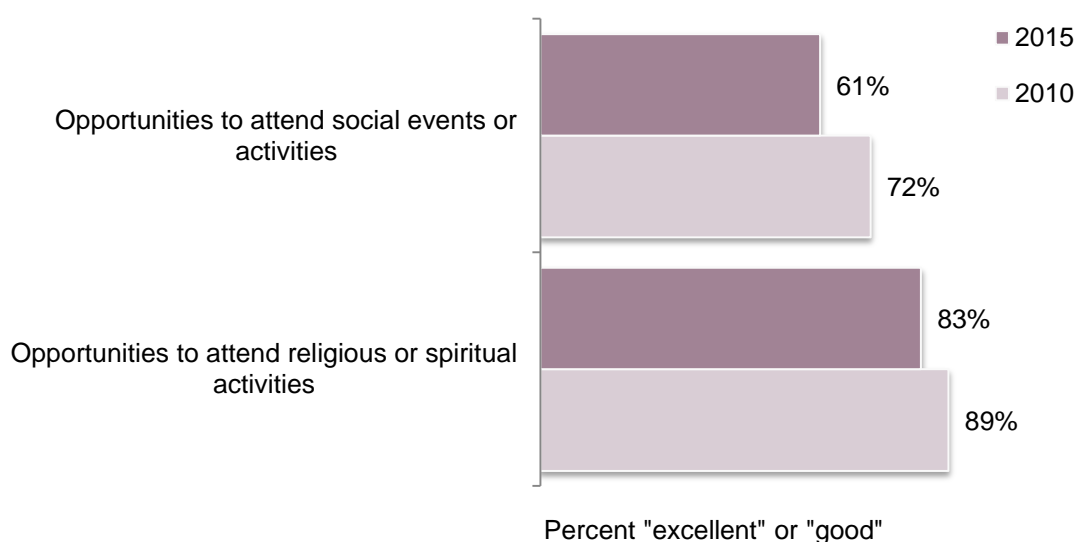
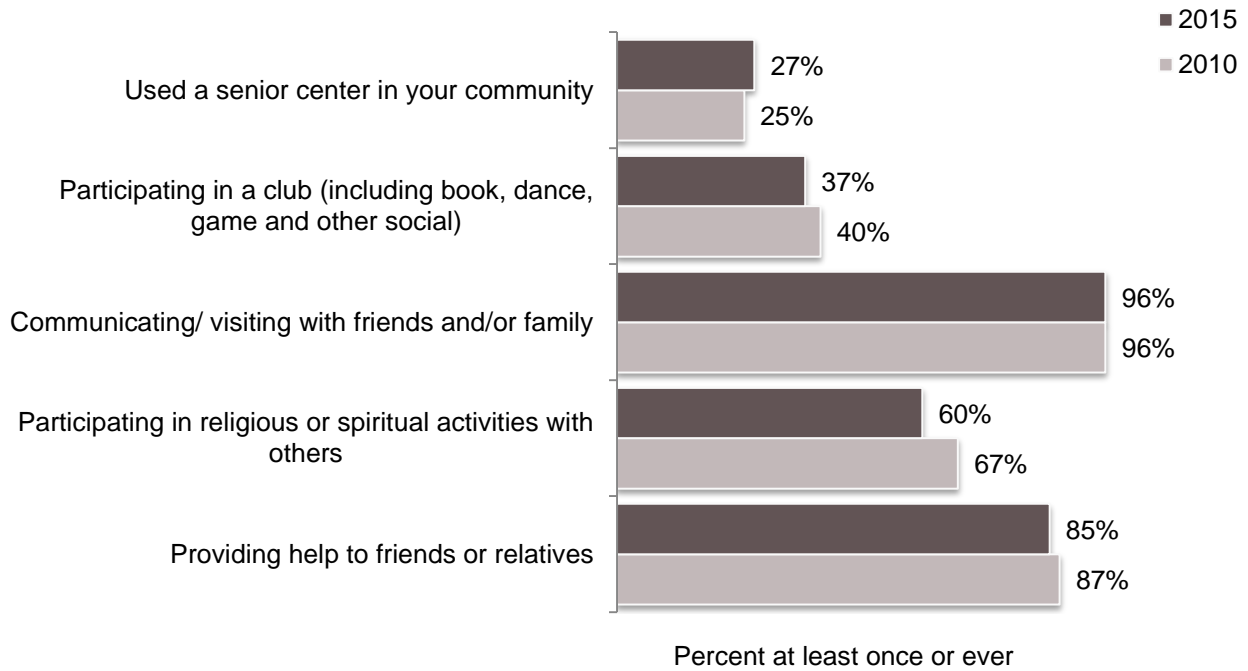


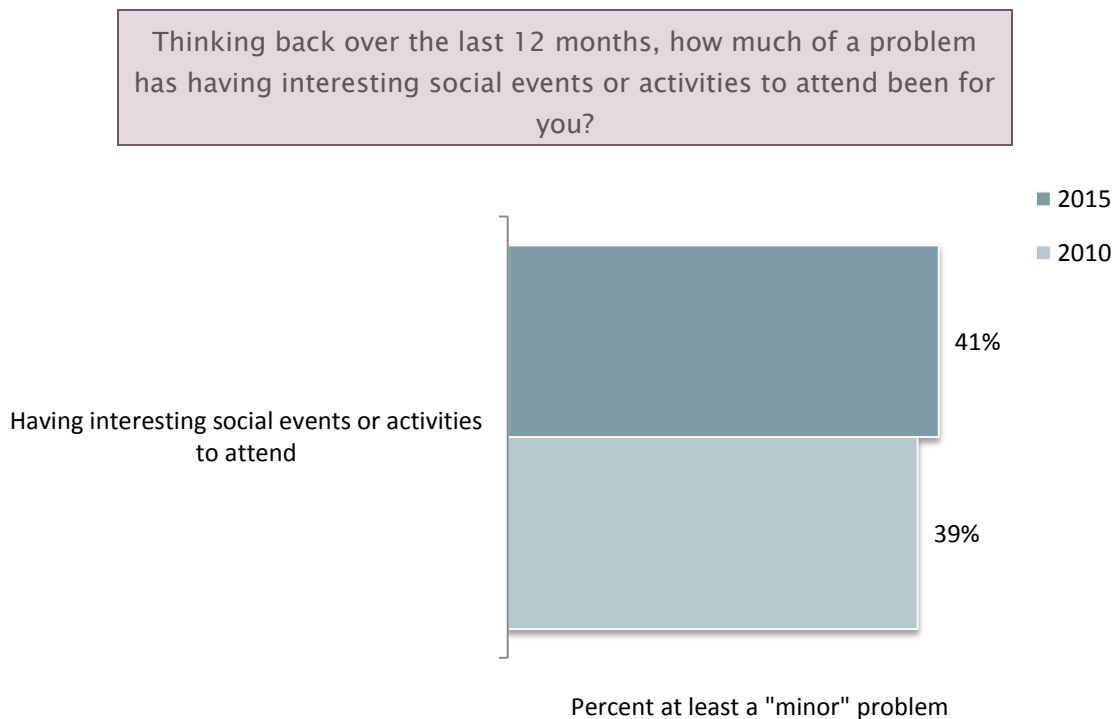
Figure 15: Participation in Social Activities in Lakewood



Note: This chart combines the results of survey questions 11 and 12, which use different response scales. Complete response frequencies for these questions can be found in Appendix A: Complete Set of Survey Responses.

About 4 in 10 of Lakewood seniors said that they had at least “minor” problems having interesting social events or activities to attend. These problems were similar in Lakewood to other communities (see *Appendix C: Benchmark Comparisons*).

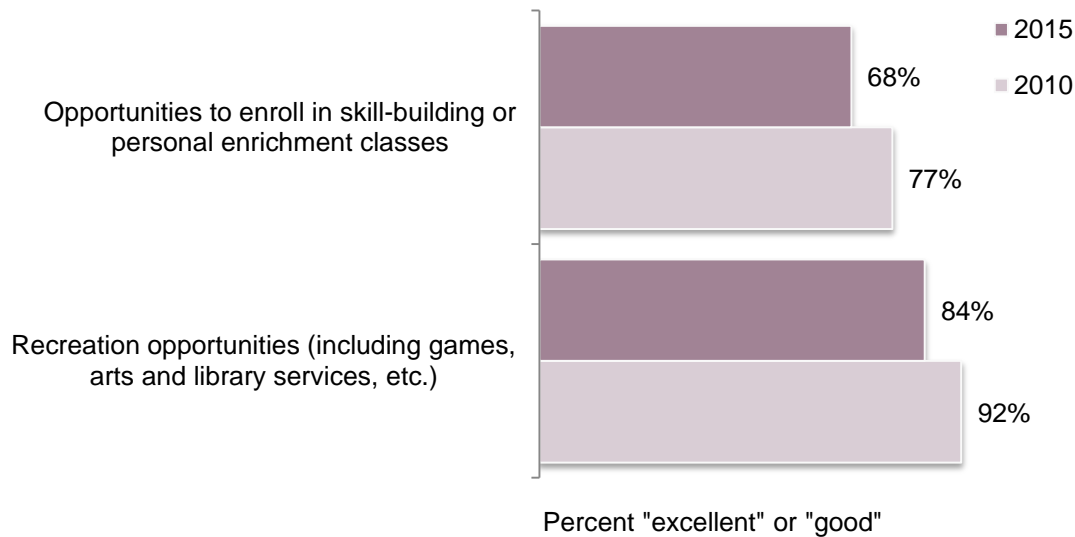
Figure 16: Social Engagement Problems in Lakewood



Recreation

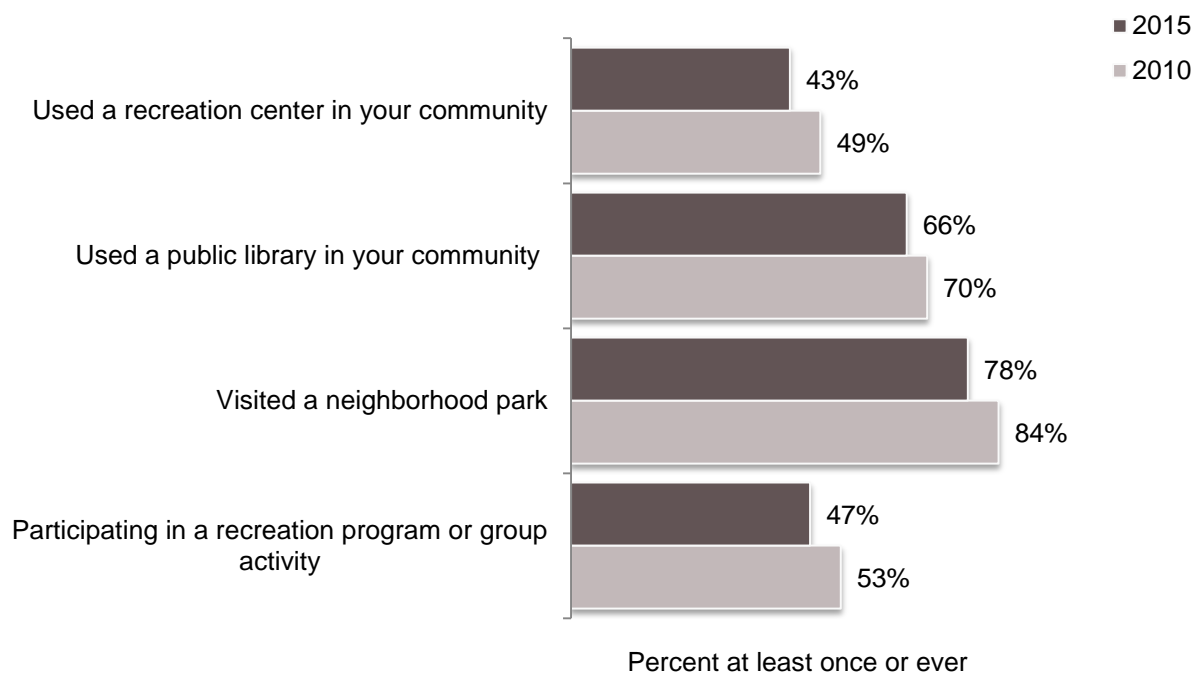
Once work becomes a part-time endeavor or thing of the past, residents have the time for and require the health benefits from regular leisure activities, including the stimulation derived from personal enrichment. Recreation and enrichment often replace work as the primary activity that brings older residents in contact with the outside world, while ample opportunities for these activities make a community more attractive to its residents. Many older residents of Lakewood viewed both recreation opportunities and opportunities to enroll in skill-building or personal enrichment classes favorably. Respondents in Lakewood were more likely to rate these aspects of recreation as higher than other communities across the country (see *Appendix C: Benchmark Comparisons* for details).

Figure 17: Recreational and Personal Enrichment Opportunities in Lakewood



Respondents indicated how much time they spent participating in various recreation- and enrichment-related activities. Generally, older residents in Lakewood were most likely to have visited a neighborhood park and used a public library and least likely to have participated in a recreation program or used a recreation center. Rates of participation and use tended to be much lower in Lakewood when compared to other communities in the country (see *Appendix C: Benchmark Comparisons* for details).

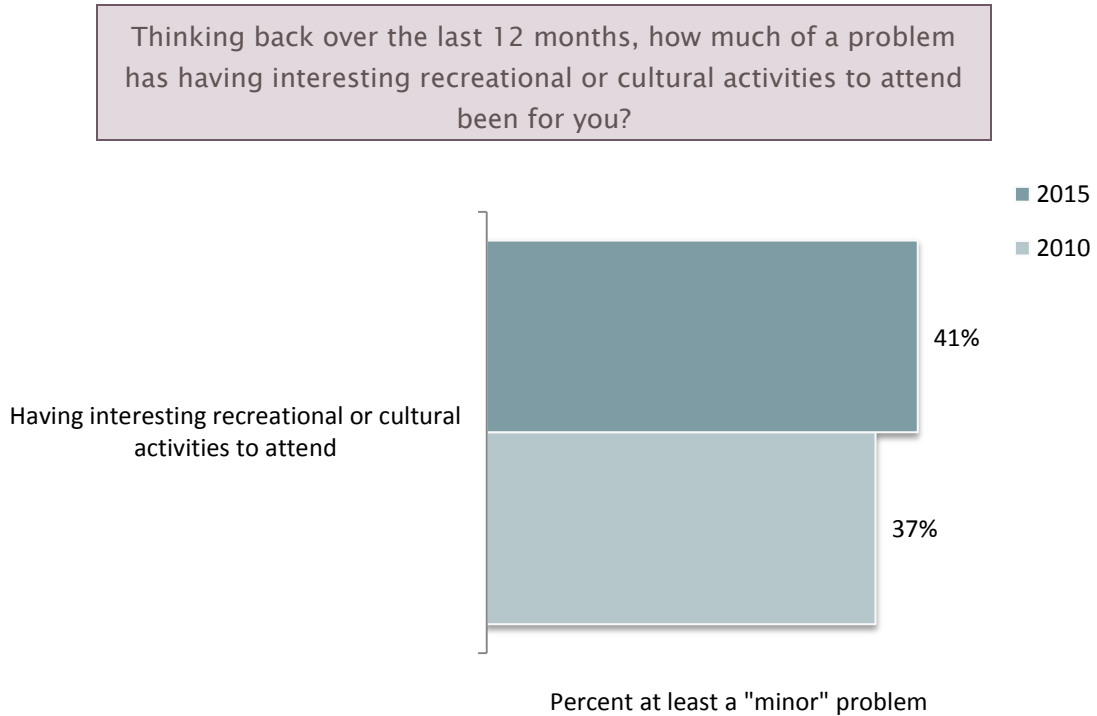
Figure 18: Participation in Recreational and Personal Enrichment Activities in Lakewood



Note: This chart combines the results of survey questions 11 and 13, which use different response scales. Complete response frequencies for these questions can be found in Appendix A: Complete Set of Survey Responses.

Around 4 in 10 Lakewood seniors said that they had at least “minor” problems having interesting recreational or cultural activities to attend. These problems were similar in Lakewood to other communities (see *Appendix C: Benchmark Comparisons*).

Figure 19: Recreational Problems in Lakewood

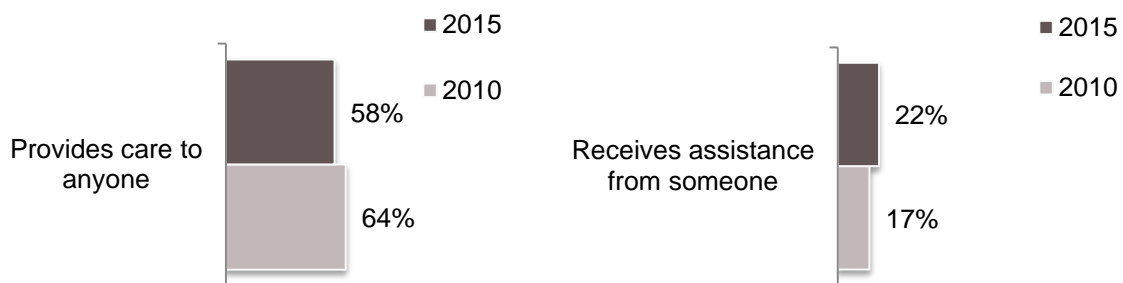


Caregiving

More than 10 million people nationwide have disabling conditions that affect their ability to live independently¹² and almost 80% of these residents are seniors. 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 care is most often provided by family members and is unpaid, its value has been estimated at \$350 billion annually.¹³

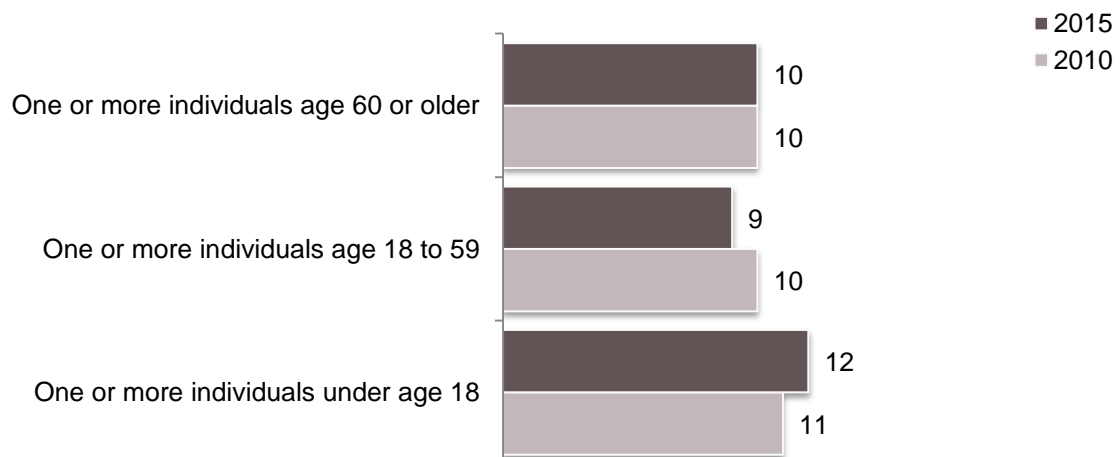
Respondents indicated the number of hours they spent in a typical week providing care to children under 18, adults age 18 to 60 and adults age 60 and older. Overall, 58% older residents in Lakewood said they were providing care for others (most likely for individuals under the age of 18) and 22% were the recipients of care.

Figure 20: Providers and Recipients of Care in Lakewood



Note: Caregivers were identified by examining the number of hours spent providing care to children under 18, adults age 18 to 59 and adults age 60 and older as described in question 14 of the survey.

Figure 21: Caregiving Hours of Older Residents in Lakewood

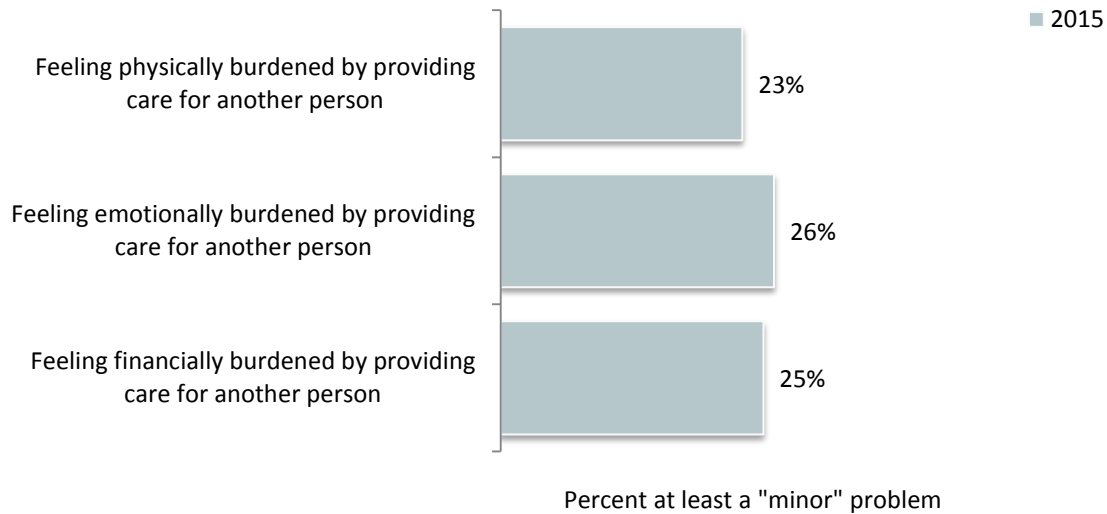


Average number of hours spent providing care*

** Average number of hours calculated from the mid-point of the ranges of those who provide care. See Appendix B: Survey Methodology for more information*

A “caregiving crunch” is predicted, where the average American will spend more years caring for parents than for their own children.¹⁴ Older adults in Lakewood rated the extent to which they experienced physical strain, emotional stress or financial hardship as a result of being a caregiver. Overall, older adults in Lakewood were equally likely to feel physically, emotionally or financially burdened by their caregiving.

Figure 22: Caregiver Burden in Lakewood



Economic Contribution

Recent studies have estimated that 70-80% of those 45 and older plan to continue working in their “retirement” years.¹⁵ Financial stability is not the only reason; one study notes that pure enjoyment of work (35% of those questioned) or just a desire to try something new (5%) also will keep people on the job.¹⁵ Survey results showed that 32% of older residents were still working for pay and about 7% said they would like to find a job. For those respondents who had not retired, the average age of expected retirement was 71 years old.

Figure 23: Employment Status of Older Residents in Lakewood

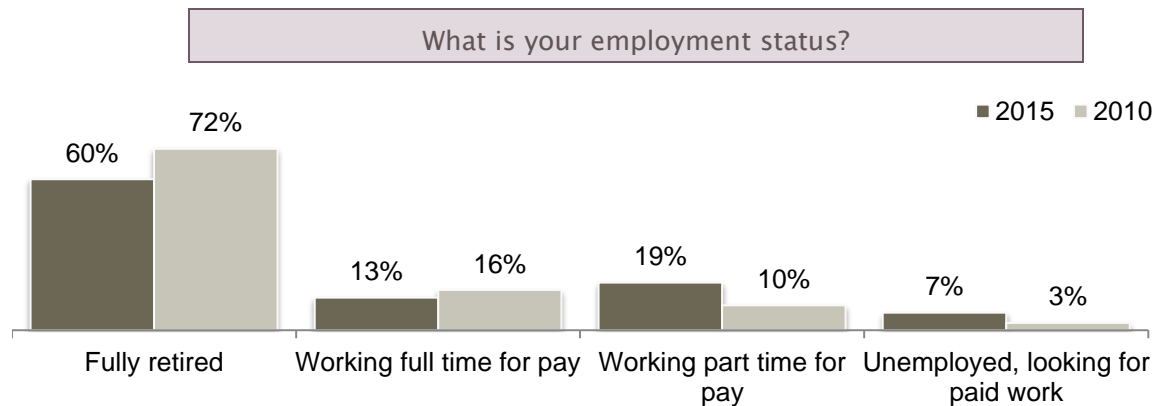
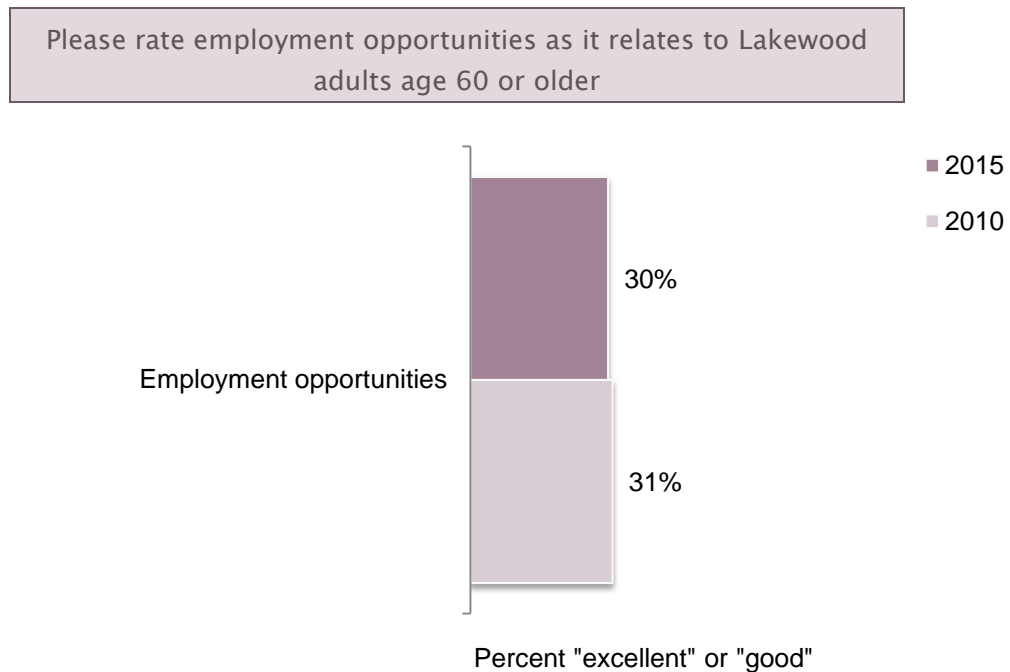


Figure 24: Expected Retirement Age of Older Residents in Lakewood

| [If not yet fully retired] At what age do you expect to retire completely and not work for pay at all? | 2015 | 2010 |
|--|------|------|
| 60 to 64 | 15% | 6% |
| 65 to 69 | 27% | 49% |
| 70 to 74 | 33% | 30% |
| 75 or older | 25% | 15% |
| Total | 100% | 100% |
| Average age of expected retirement (for those not yet fully retired) | 71 | 69 |

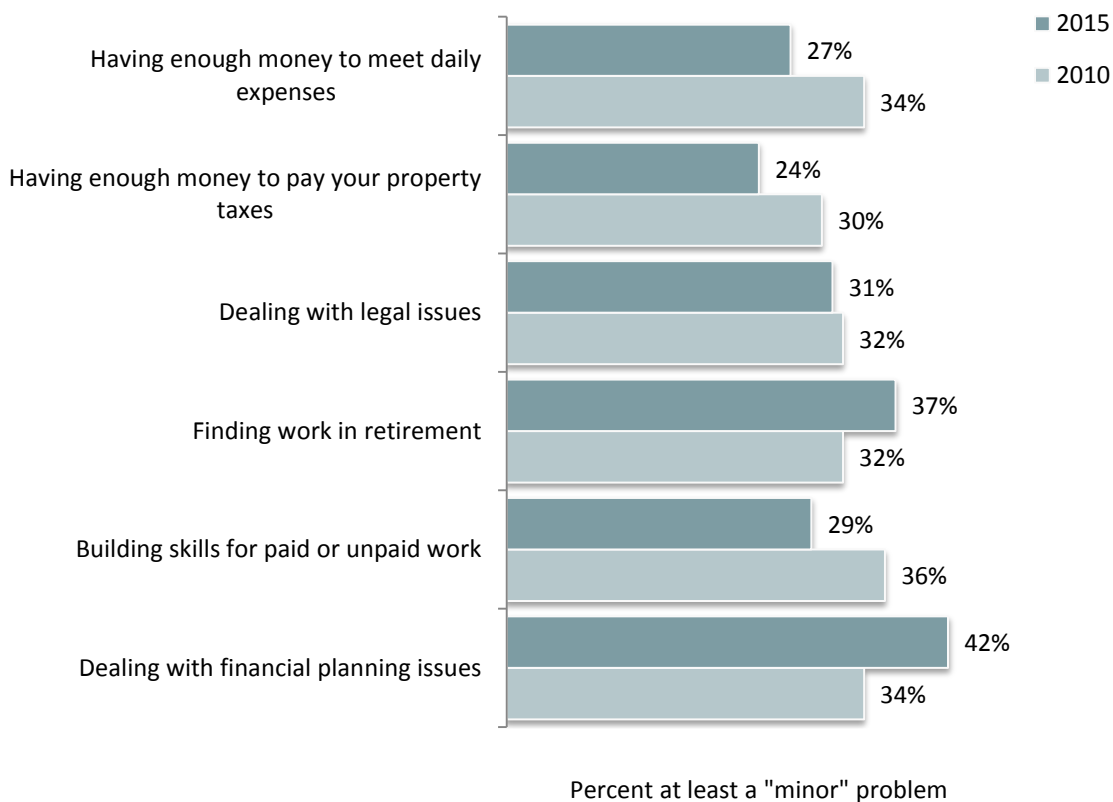
In Lakewood, 30% of respondents rated employment opportunities as “excellent” or “good”; these ratings were similar to other communities across the U.S. (see *Appendix C: Benchmark Comparisons* for details).

Figure 25: Employment Opportunities in Lakewood



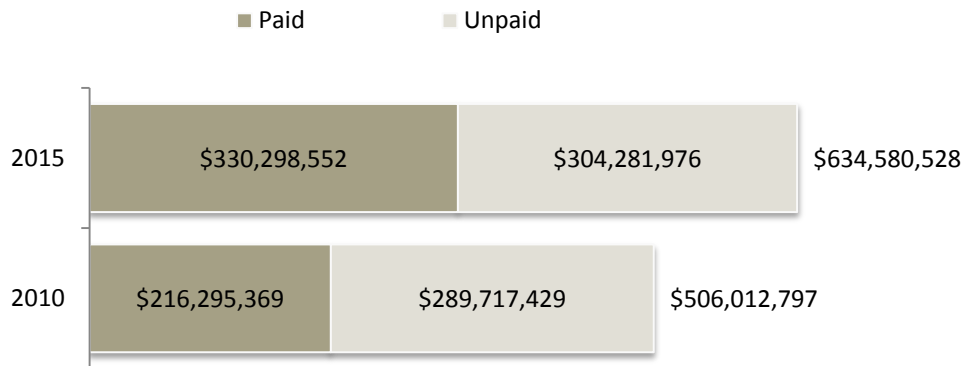
Regardless of residents' work status, one quarter experienced at least "minor" problems with having enough money to meet daily expenses or to pay their property taxes. Further, over 3 in 10 had problems with finding work in retirement and a similar number had problems with building skills for paid or unpaid work. The proportions of older adults that had financial problems or legal problems tended to be similar in Lakewood to other communities (see *Appendix C: Benchmark Comparisons* for details).

Figure 26: Financial and Legal Problems of Older Residents in Lakewood



Productive behavior is “any activity, paid or unpaid, that generates goods or services of economic value.”² Productive activities include both paid and unpaid work of many kinds as well as services to friends, family or neighbors. Older adults provide significant contributions (paid and unpaid) to the communities in which they live. In addition to their paid work, older adults contributed to Lakewood through volunteering, providing informal help to family and friends and caregiving. The value of these paid and unpaid contributions by older adults in Lakewood totaled nearly \$634 million in a 12-month period (see *Appendix B: Survey Methodology* for additional detail).

Figure 27: Economic Contribution of Older Adults in Lakewood



Health and Wellness

The Centers for Disease Control and Prevention have argued, “Poor health is not an inevitable consequence of aging,”¹⁶ yet community supports are needed to help maintain the health and independence of a growing senior population. Of all the attributes of aging, health poses the greatest risk and the biggest opportunity. If the community cannot assist the independence of residents who experience the inevitable decline in health that accompanies aging, the potential economic contribution of older residents will be lost to hospitals and nursing homes. Health and wellness for the purposes of this study included not only physical and mental health, but issues of independent living and health care.

Physical Health

CASOA assessed a variety of physical issues commonly affecting people as they age as well as provided older residents the opportunity to rate health opportunities in Lakewood. About 8 in 10 older residents rated fitness opportunities (including exercise classes and paths or trails, etc.) positively in Lakewood; the availability of quality physical health care was rated positively by 65%. Both of these ratings were higher than the national benchmark. Most older residents rated their overall physical health as “excellent” or “good” (see Figure 29). Older adults in Lakewood rated their overall physical health similar to other communities in the U.S. (see *Appendix C: Benchmark Comparisons* for details).

Figure 28: Physical Health Opportunities in Lakewood

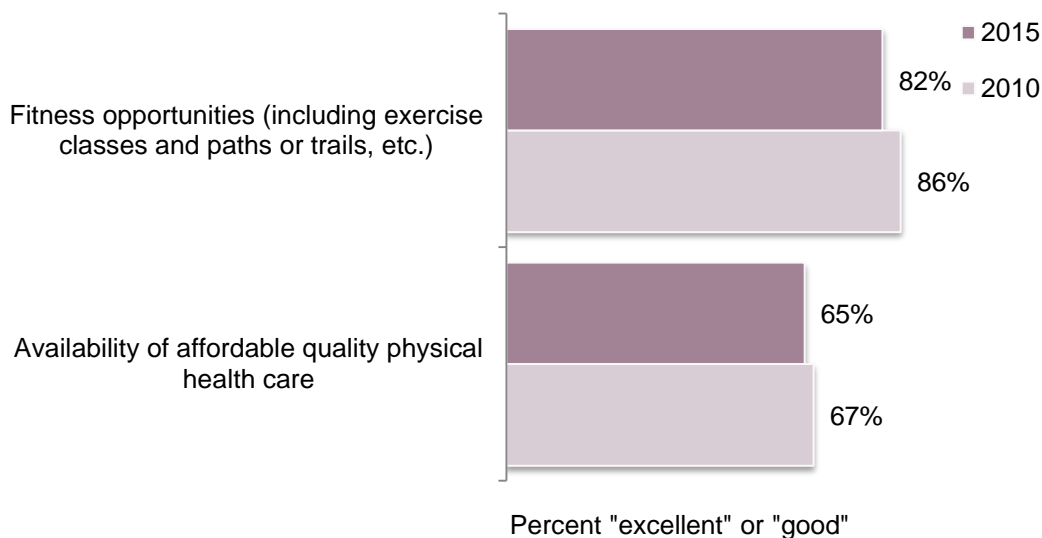
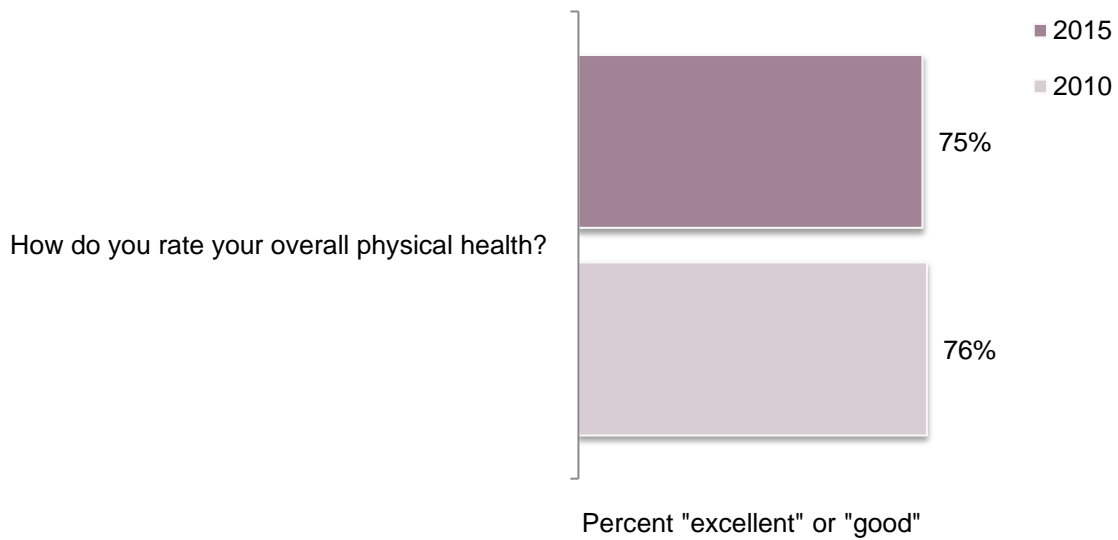
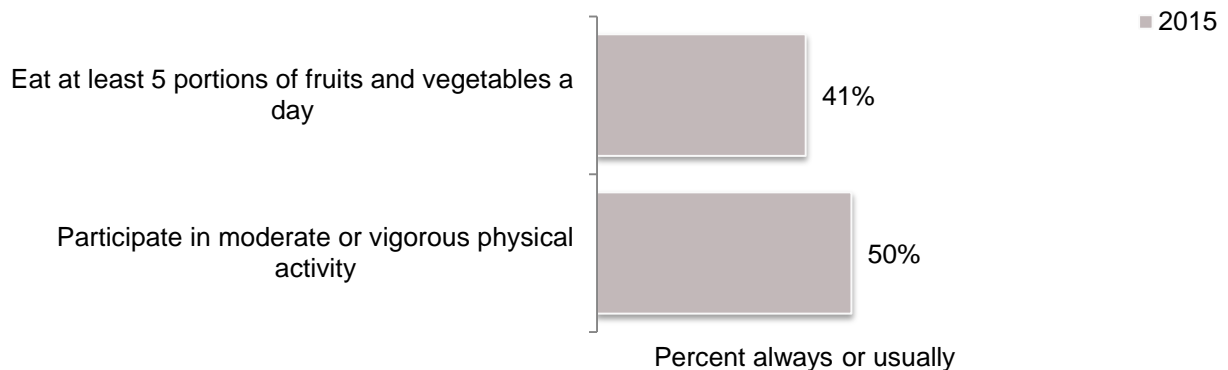


Figure 29: Overall Physical Health of Older Residents in Lakewood



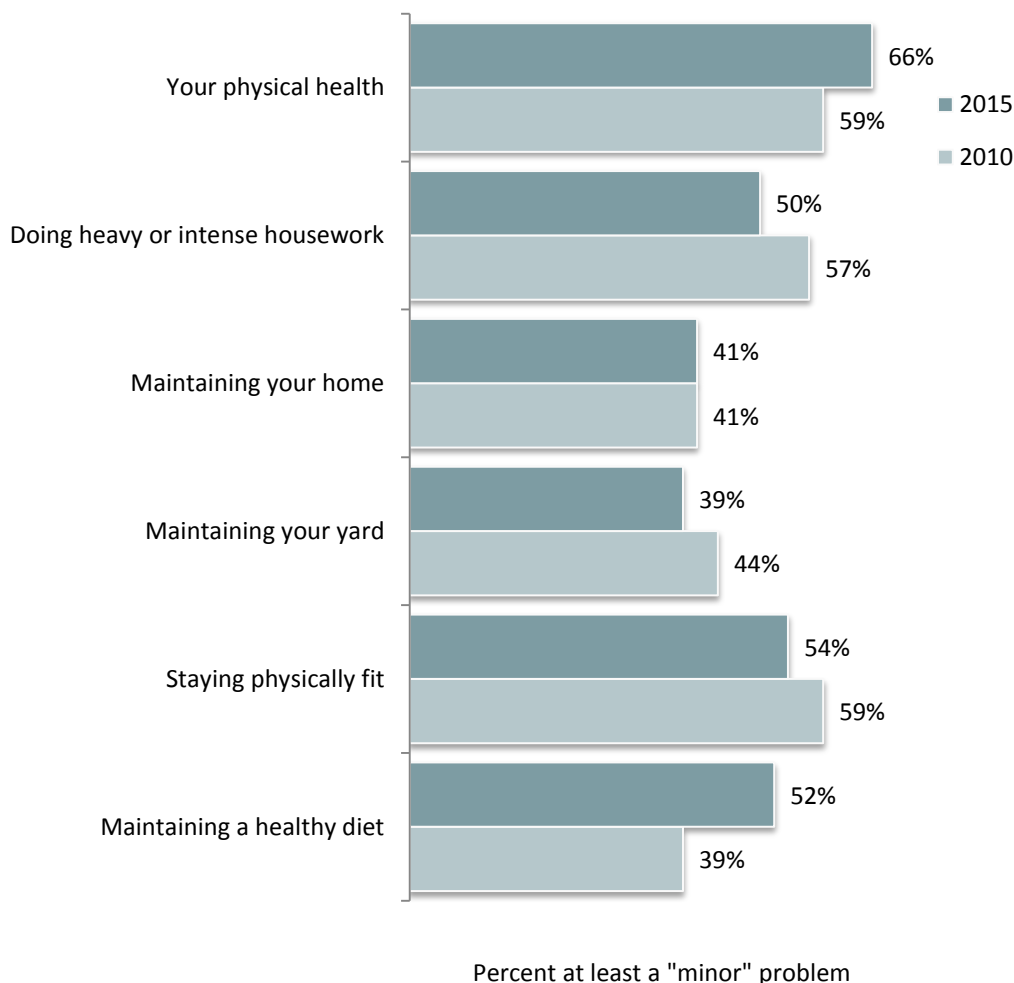
Respondents indicated how much time they spent participating in healthy activities. Generally, around 41% of older residents in Lakewood ate the recommended number of servings of fruits and vegetables, while half were able to exercise regularly. Rates of these healthy behaviors tended to be similar in Lakewood when compared to other communities in the country (see *Appendix C: Benchmark Comparisons* for details).

Figure 30: Participation in Healthy Activities in Lakewood



Respondents reported the extent to which they had experienced problems with various physical health-related issues in the 12 months prior to the survey. Physical health and staying physically fit were reported as the highest health needs in Lakewood while maintaining a home or yard were reported by the fewest respondents. The proportions of older residents reporting problems with their physical health or with maintaining a healthy diet were higher in Lakewood than elsewhere. Additional comparisons are available in *Appendix C: Benchmark Comparisons*.

Figure 31: Physical Health Problems of Older Residents in Lakewood



Mental Health

In addition to rating aspects of physical health, older residents provided insight into aspects of their mental health. About half of older residents felt there was “excellent” or “good” availability of mental health care in Lakewood while 8 in 10 rated their overall mental health/emotional wellbeing as “excellent” or “good”. The rating for the availability of mental health care in Lakewood was higher than other communities across the nation, while ratings of individual mental health were similar to ratings seen elsewhere (see *Appendix C: Benchmark Comparisons* for details).

Figure 32: Availability of Mental Health Care in Lakewood

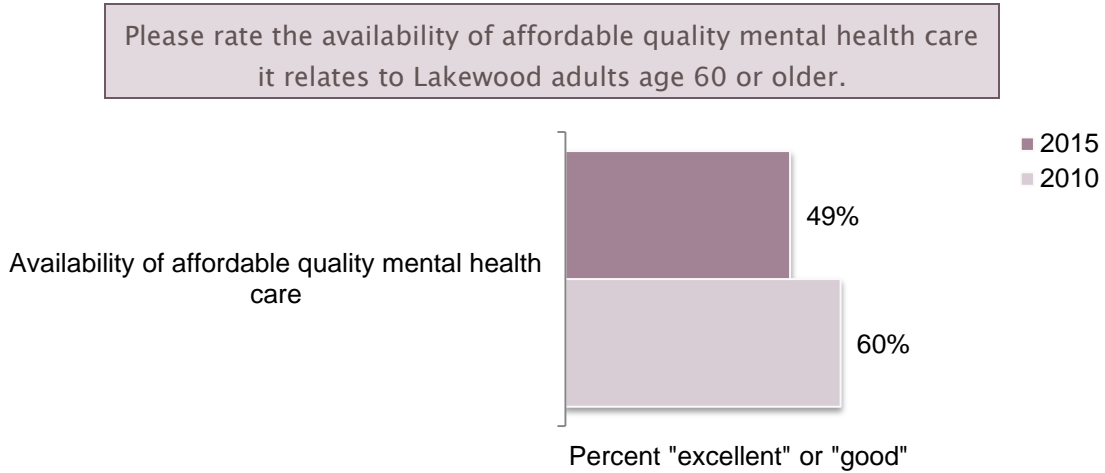
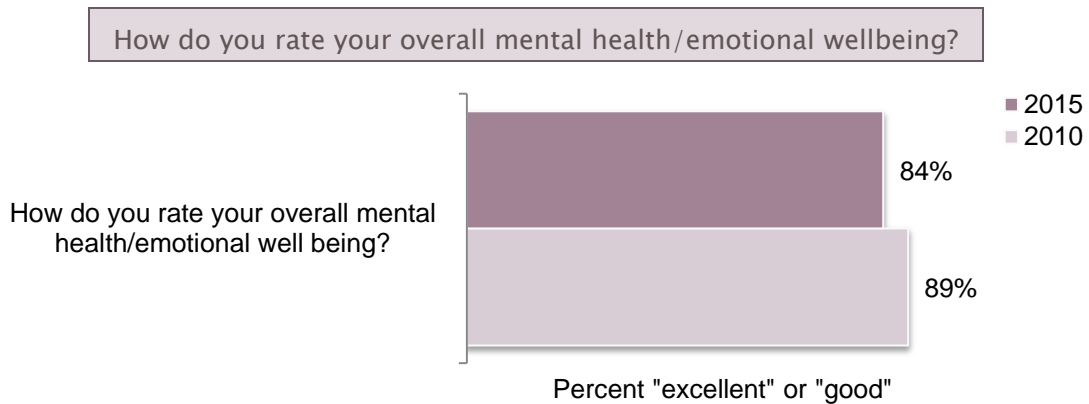
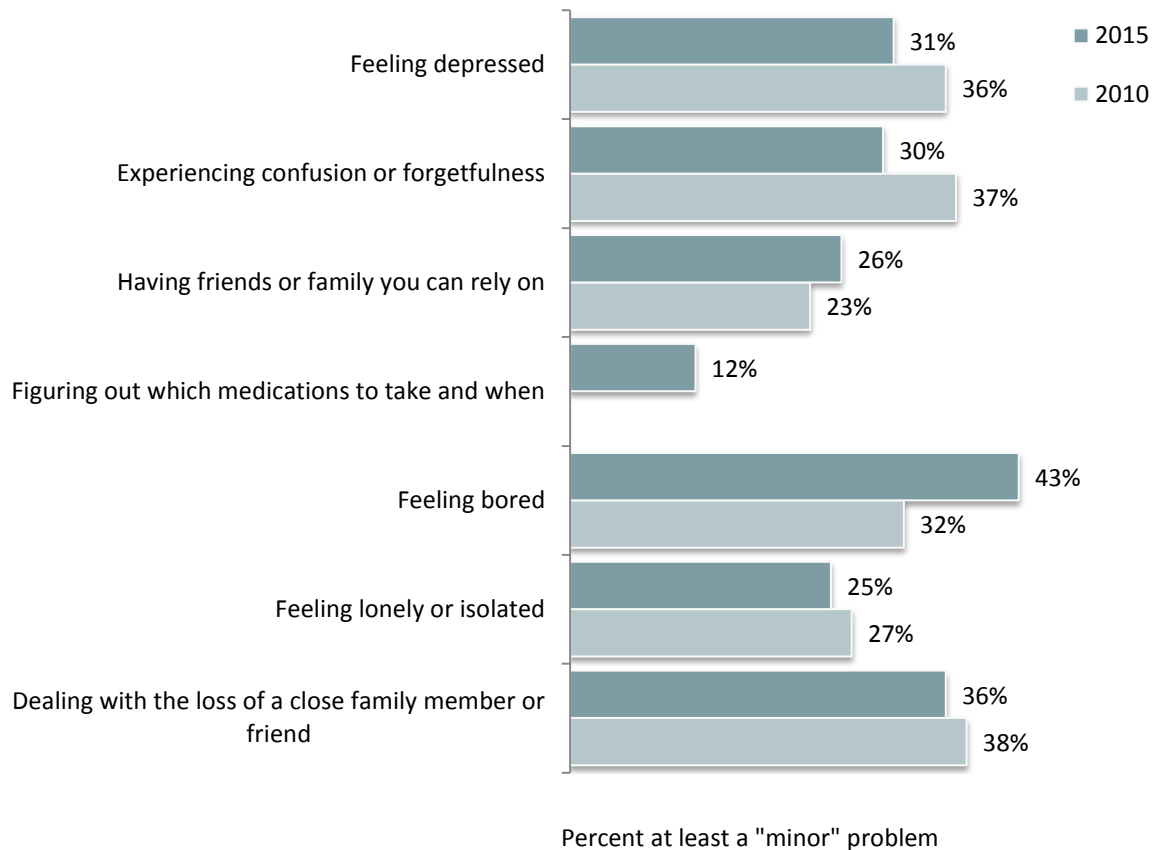


Figure 33: Emotional Wellbeing of Older Residents in Lakewood



While few older adults in Lakewood reported poor emotional wellbeing, they still reported at least “minor” problems with some aspects of their mental health. The most commonly cited mental health issue included feeling bored, while the least cited issue was figuring out which medications to take and when. The mental health problems experienced by Lakewood older adults tended to be similar to the problems experienced by older adults in other communities (see *Appendix C: Benchmark Comparisons* for details).

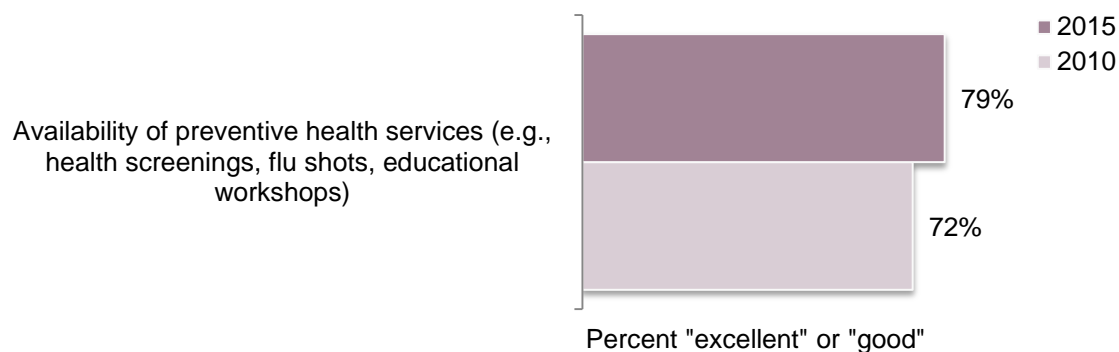
Figure 34: Mental Health Problems of Older Residents in Lakewood



Health Care

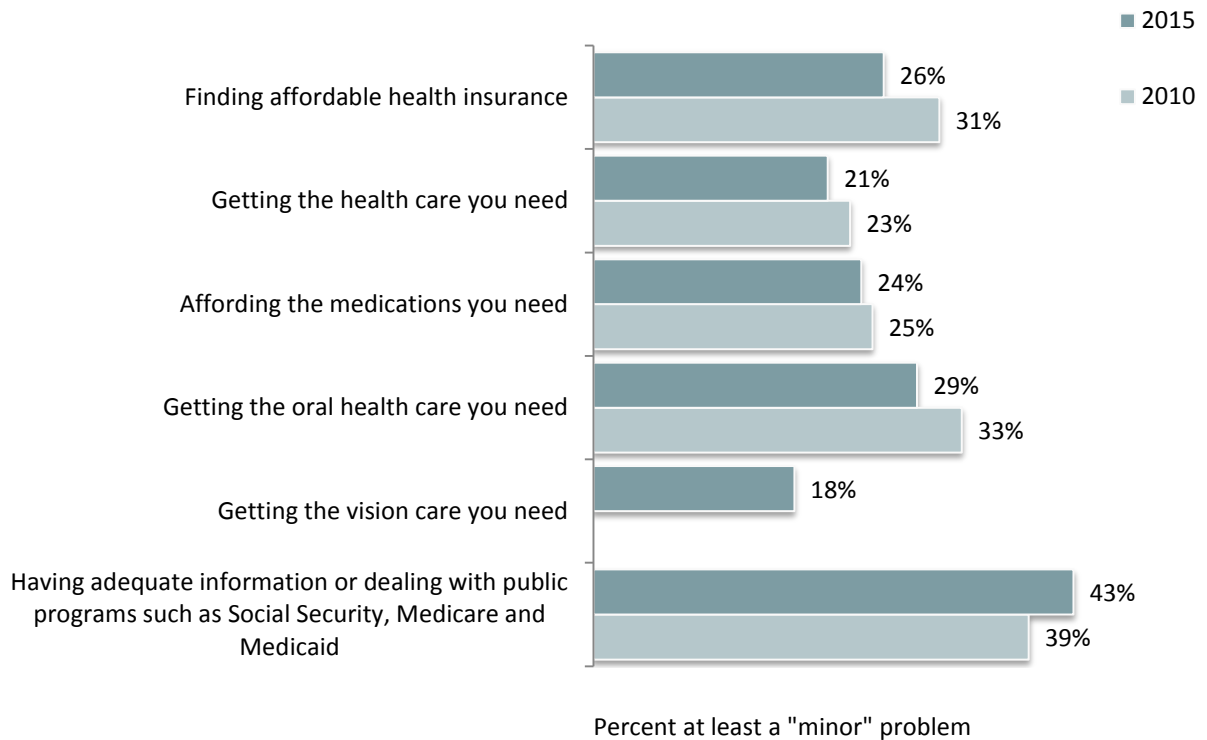
Lakewood's older residents rated the availability of preventive health services favorably as 79% felt the availability of these services were "excellent" or "good." Compared to other communities across the nation, Lakewood's preventive health services were rated much higher than the services provided by its peers (see *Appendix C: Benchmark Comparisons* for details).

Figure 35: Availability of Preventative Health Care in Lakewood



Older residents reported some problems with aspects of health care in Lakewood. The most commonly cited health care issue included having adequate information or dealing with public programs, while the least cited issue was getting vision care. Lakewood's older residents reported these health care problems at lower or similar rates than the older residents of other communities across the U.S. (see *Appendix C: Benchmark Comparisons* for details).

Figure 36: Health Care Problems of Older Residents in Lakewood



Independent Living

For those unable to live independently (either temporarily or permanently), having care options available could mean the difference between remaining in or leaving the community. Lakewood's older residents rated the availability of long-term care options negatively; about 38% felt the availability was "excellent" or "good." The availability of daytime care options for older adults was rated similarly. Care options in Lakewood were similar to the services provided by other communities in the U.S. (see *Appendix C: Benchmark Comparisons* for details). Additionally, around one-quarter of respondents reported spending time in a hospital or nursing home, although 31% had fallen and injured themselves in the 12 months prior to the survey.

Figure 37: Care Options for Older Residents in Lakewood

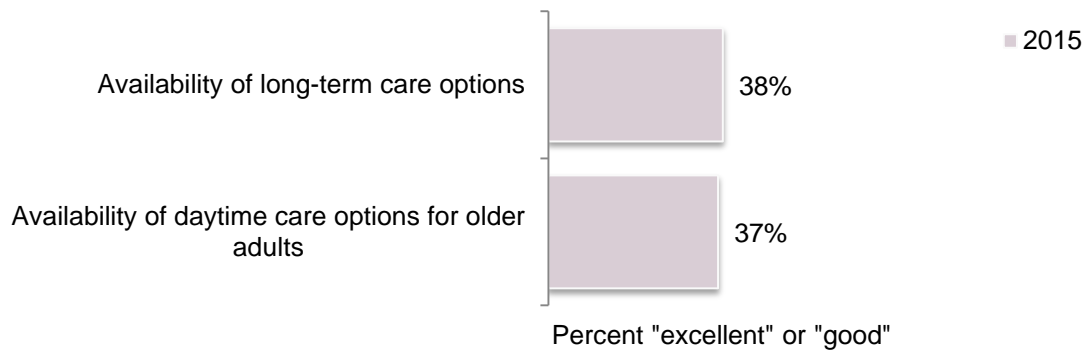
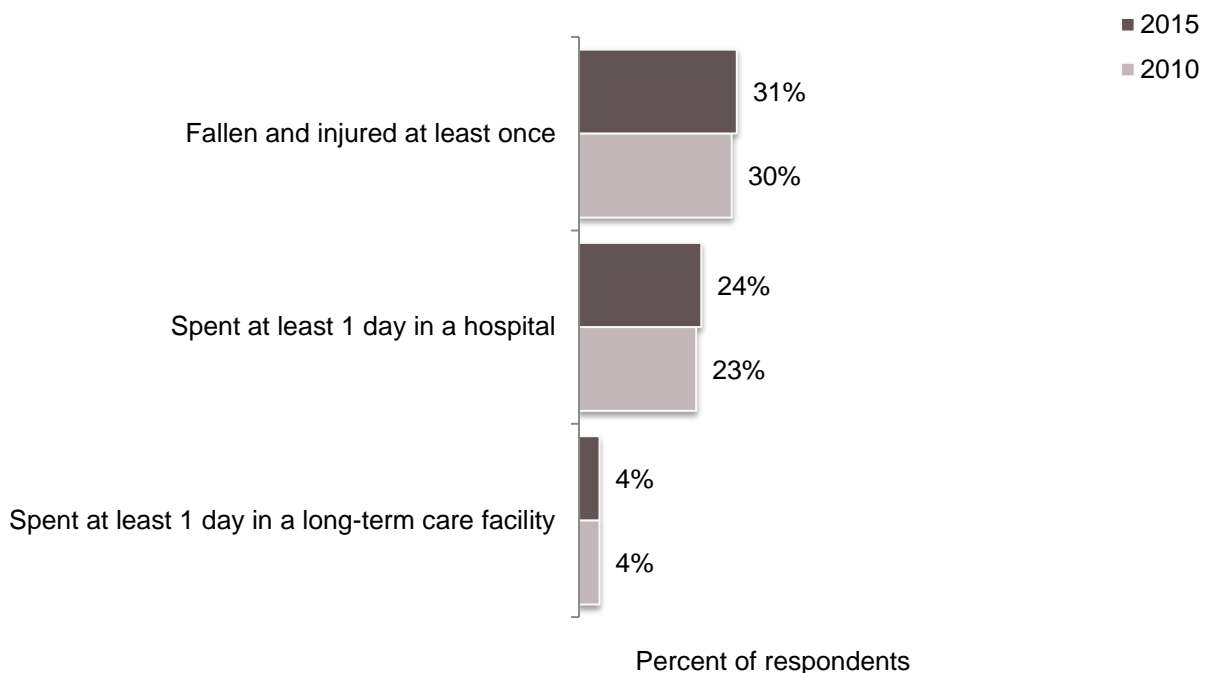
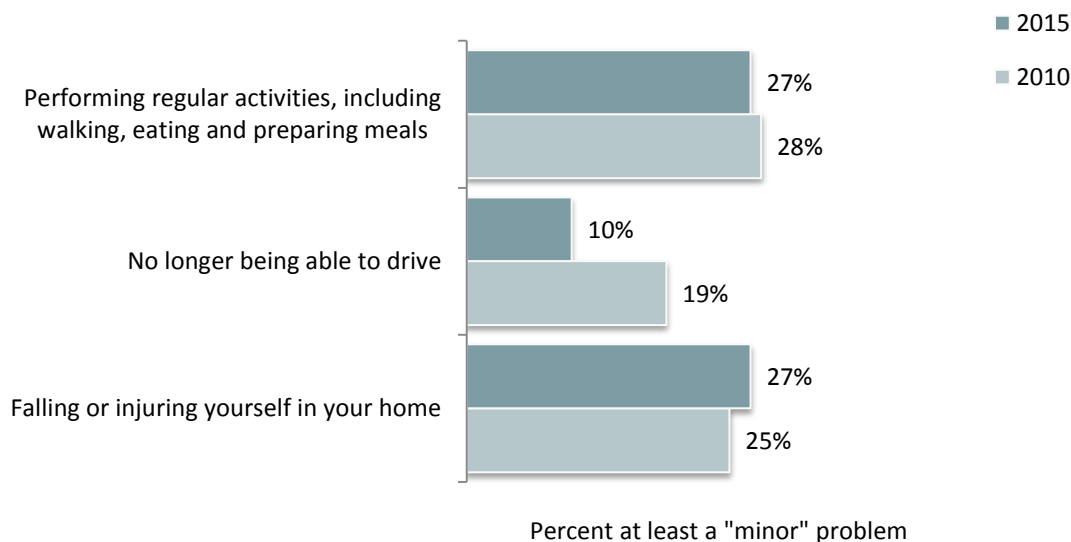


Figure 38: Falls, Hospitalizations and Institutionalizations of Older Residents in Lakewood in Prior 12 Months



Activities of daily living (ADL) usually include bathing, dressing and moving from bed to chair. Other activities of daily living, usually referred to as instrumental activities of daily living (IADL), include doing laundry, preparing meals, managing the household and so on. Inability to do one or more ADL or IADL means less independence. Overall, about one-quarter of older adults reported at least “minor” problems with aspects of independent living. Most notably, 27% reported having problems with performing regular activities, including walking, eating and preparing meals or with falling or injuring themselves in their home. Independent living problems tended to be similar in Lakewood to peer communities (see *Appendix C: Benchmark Comparisons* for details).

Figure 39: Independent Living Problems Faced by Older Residents in Lakewood



Community Design and Land Use

The movement in America towards designing more “livable” communities – 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. “Smart growth” is not only beneficial for the environment, but holds great promise for the mobility, independence and civic life of its older residents. Generally, communities that have planned for older adults tend to emphasize access – a community design that facilitates movement and participation.

Lakewood’s older adults evaluated a number of aspects of design and land use in the community. Respondents rated ease of car travel and ease of getting places usually visited most positively with at least 85% rating each as “excellent” or “good.” The availability of affordable quality housing and cost of living received the lowest ratings. Generally, aspects of transportation (ease of car travel, ease of walking and ease of getting places most often visited) in Lakewood received ratings higher than communities across the U.S., while aspects of housing (affordable quality and variety) were less favorable (see *Appendix C: Benchmark Comparisons* for details). Additionally, few respondents reported having used public transit within Lakewood (Figure 41).

Figure 40: Aspects of Design and Land Use in Lakewood

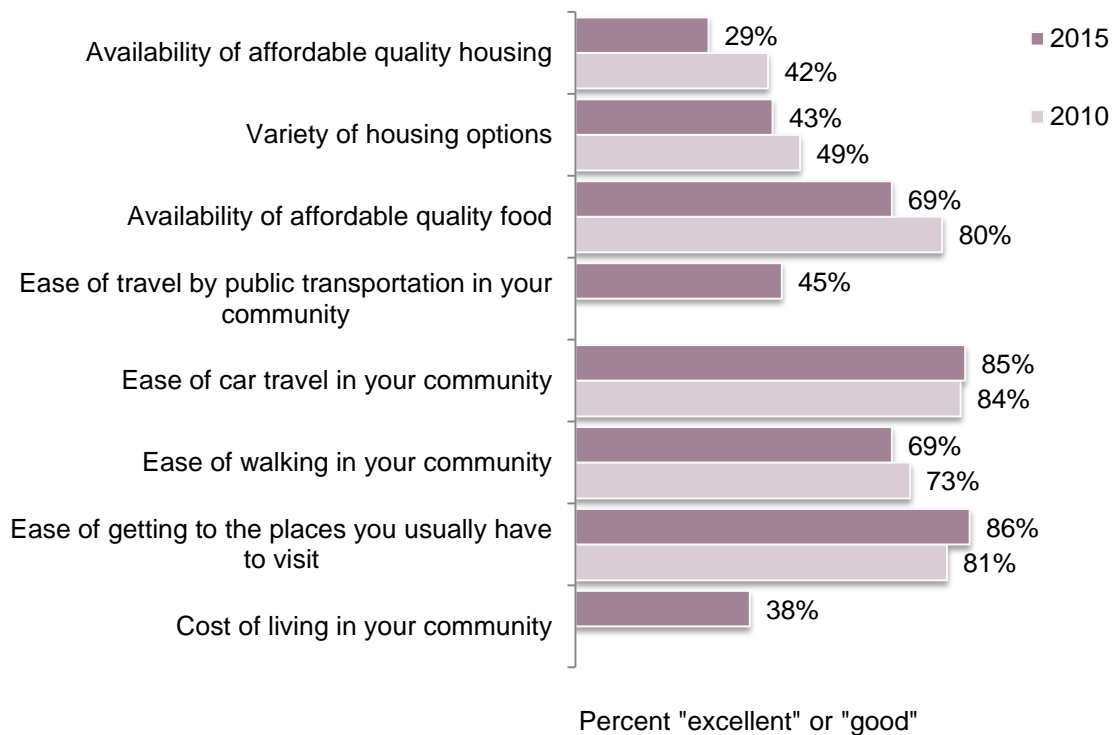
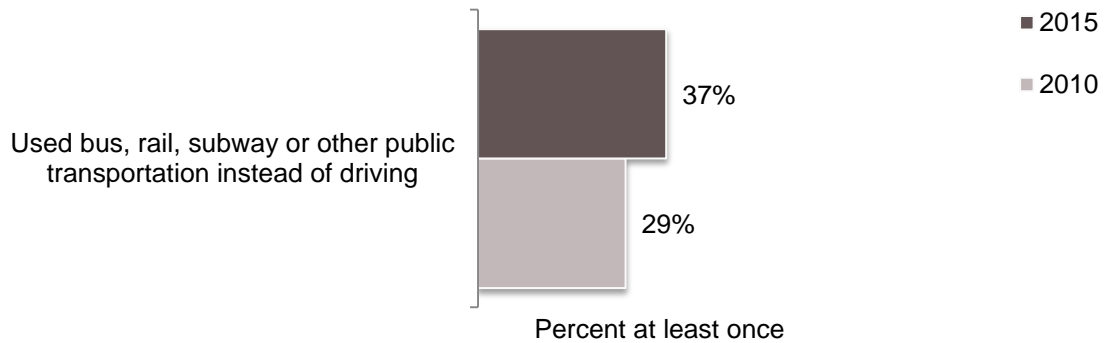
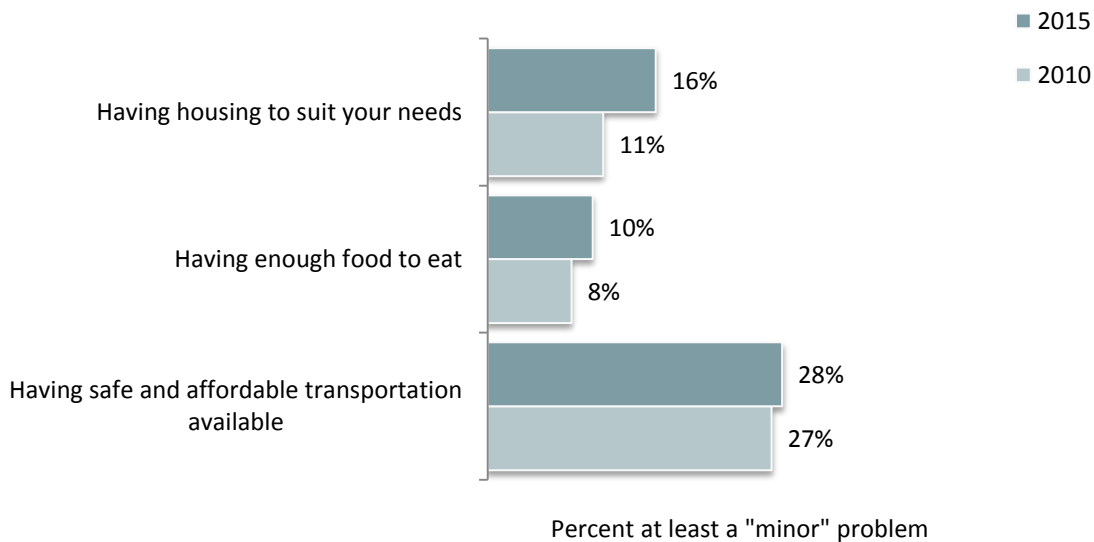


Figure 41: Use of Public Transit by Older Residents in Lakewood



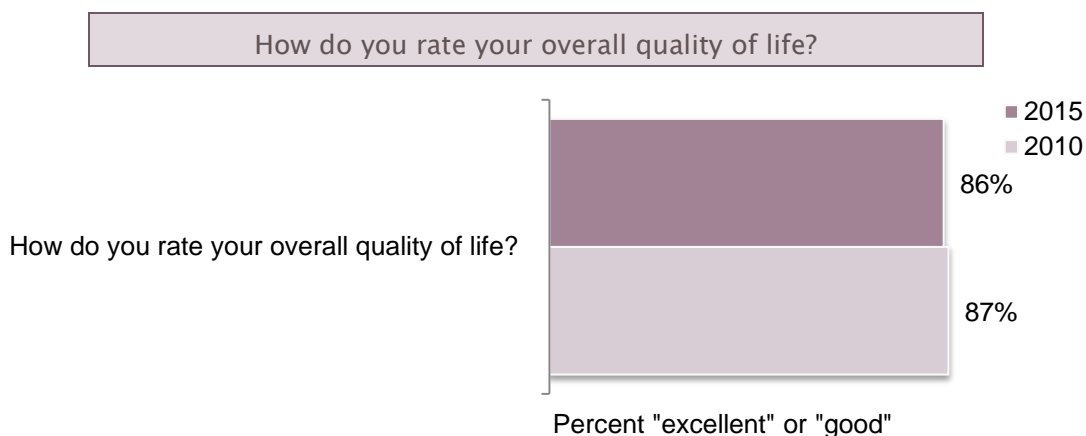
For residents to remain independent contributors to community quality, local government programs or policies can ease their participation in social and civic activities. This ease of participation comes from land use and economic planning that locates services in or close to residences, provides convenient transportation alternatives when services are too far to reach by walking and makes walking routes attractive. Few older adults (28%) experienced problems with having safe and affordable transportation available while around 16% experienced problems with having housing to suit their needs. Daily living problems tended to be similar in Lakewood when compared to other communities across the nation (see *Appendix C: Benchmark Comparisons* for details).

Figure 42: Basic Needs Problems of Older Residents in Lakewood



Ultimately, communities that have planned well by promoting mobility, independence and meaningful engagement of its older residents provide a high quality of life for their residents of all ages. In Lakewood, over 4 in 5 older residents rated their overall quality of life as “excellent” or “good”. Lakewood’s quality of life was rated similar to other communities in the U.S. (see *Appendix C: Benchmark Comparisons* for details).

Figure 43: Overall Quality of Life of Older Residents in Lakewood



Community Readiness

Communities that assist older adults to remain or become active community participants provide the requisite opportunities for recreation, transportation, culture, education, communication, social connection, spiritual enrichment and health care. It is not a package mix, so each community must identify what its older adults seek and what the community provides. The judgments of the residents for whom community planning takes place provide the elements of an equation that describes overall community quality in Lakewood (Figure 44).

The following section of this report summarizes how older residents view Lakewood as a community that creates a thriving environment for its older adults within the six community dimensions of Overall Community Quality, Community and Belonging, Community Information, Productive Activities, Health and Wellness and Community Design and Land Use.

Further, older adults, more than others, face difficulties with aspects of everyday life. For many older adults these difficulties vastly exceed the minor physical pains or small losses of function that characterize almost everyone's circumstances after a certain age. When individual problems are added together, a group picture emerges that provides a useful description of the entire community of Lakewood. Nationally, areas where older adults face the largest share of life's challenges include caregiving, health and mental health, in-home support, nutrition and food security and transportation. This study also explored specific problems or stressors encountered by older adults in Lakewood, such as physical and emotional difficulties and injuries that have compromised their independence. Within the five community dimensions of Community and Belonging, Community Information, Productive Activities, Health and Wellness and Community Design and Land Use, the magnitude of these individual-level needs is presented (Figure 48), culminating in an exploration of high-risk populations (Figure 49).

Lakewood Opportunities and Challenges

Survey respondents were asked to rate a number of aspects of the community which were converted to an average scale of 0 (the lowest rating, e.g., “poor”) to 100 (the highest rating, e.g., “excellent”) and then combined to provide one overall rating (index¹) for each of the six dimensions of Community Readiness. (For more information on how the summary scores were calculated see *Appendix B: Survey Methodology*.)

Summary scores provide a broad picture of the perceived fit between what the Lakewood offered to older adults and what older residents needed:

- Older residents felt the areas of overall community quality and productive activities best met their needs
- The areas of health and wellness and community design and land use received slightly lower, but good average ratings
- Community and belonging and community information were rated less favorably and received the lowest average ratings
- Ratings of each of the dimensions of Community Readiness remained stable between 2015 and 2010 (see Figure 45)

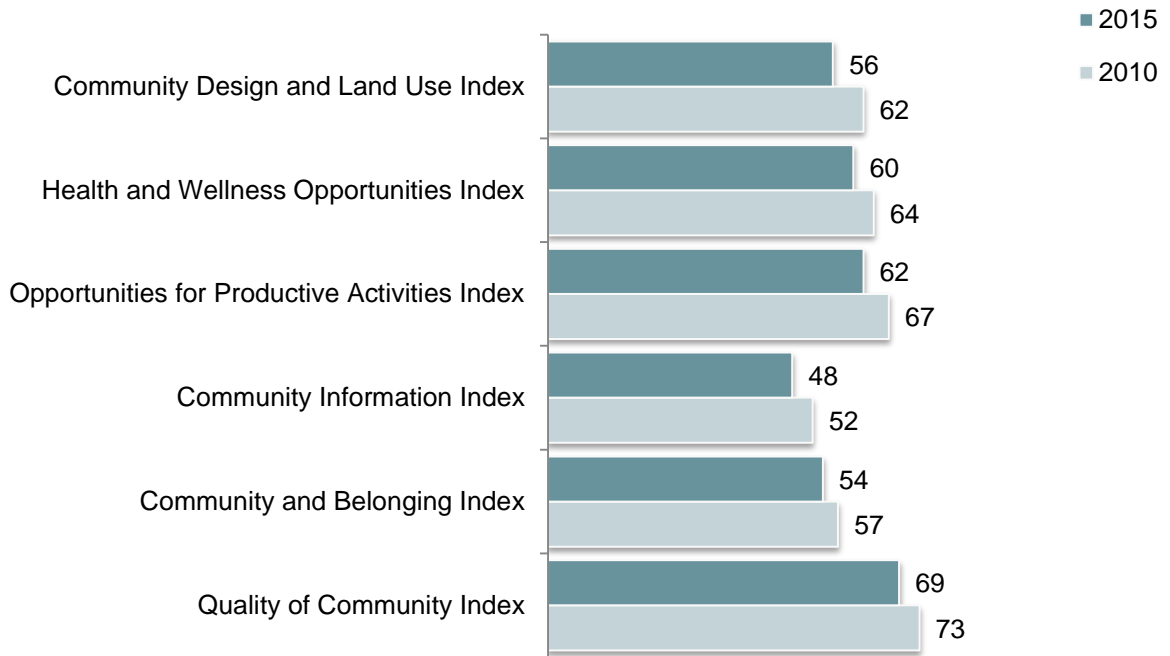
Figure 44: Lakewood Community Readiness Chart



Scale: 0=Lowest/most negative,

¹ These 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,” 66 as “good” and 100 as “excellent”, a score of 58, as one example, should be interpreted as closer to “good” than “fair” (with the midpoint of the scale, 50, representing equidistance between “good” and “fair”).

Figure 45: Lakewood Community Readiness by Year



Scale: 0=Lowest/most negative, 100=Highest/most positive

Older Resident Needs in Lakewood

Over 40 individual survey questions about specific problems faced by older community members, as well as participation levels and community engagement were summarized into 12 larger areas to provide a broad picture of older resident needs in Lakewood. Summary scores are based on the average percent of respondents who experienced problems or had low levels of participation and engagement.

Appendix B: Survey Methodology provides detailed information on the criteria used to identify respondents as having a need in a specific area. These 12 areas have been organized into the five community dimensions of Community and Belonging, Community Information, Productive Activities, Health and Wellness and Community Design and Land Use (no needs areas have been defined for the community dimension of Overall Community Quality).

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. Nonetheless, clear patterns of needs and strengths emerged from this assessment:

- Older residents had the largest needs in the areas of civic engagement and physical health
- A significant portion had needs in the areas of social engagement and meaningful activities
- Few reported needs in the areas of caregiver burden and recreation
- Compared to 2010, the level of need in Lakewood remained stable in 2015 (see *Figure 47: Older Adult Needs in Lakewood by Community Dimension by Year*)

Figure 46: Older Adult Needs in Lakewood by Community Dimension

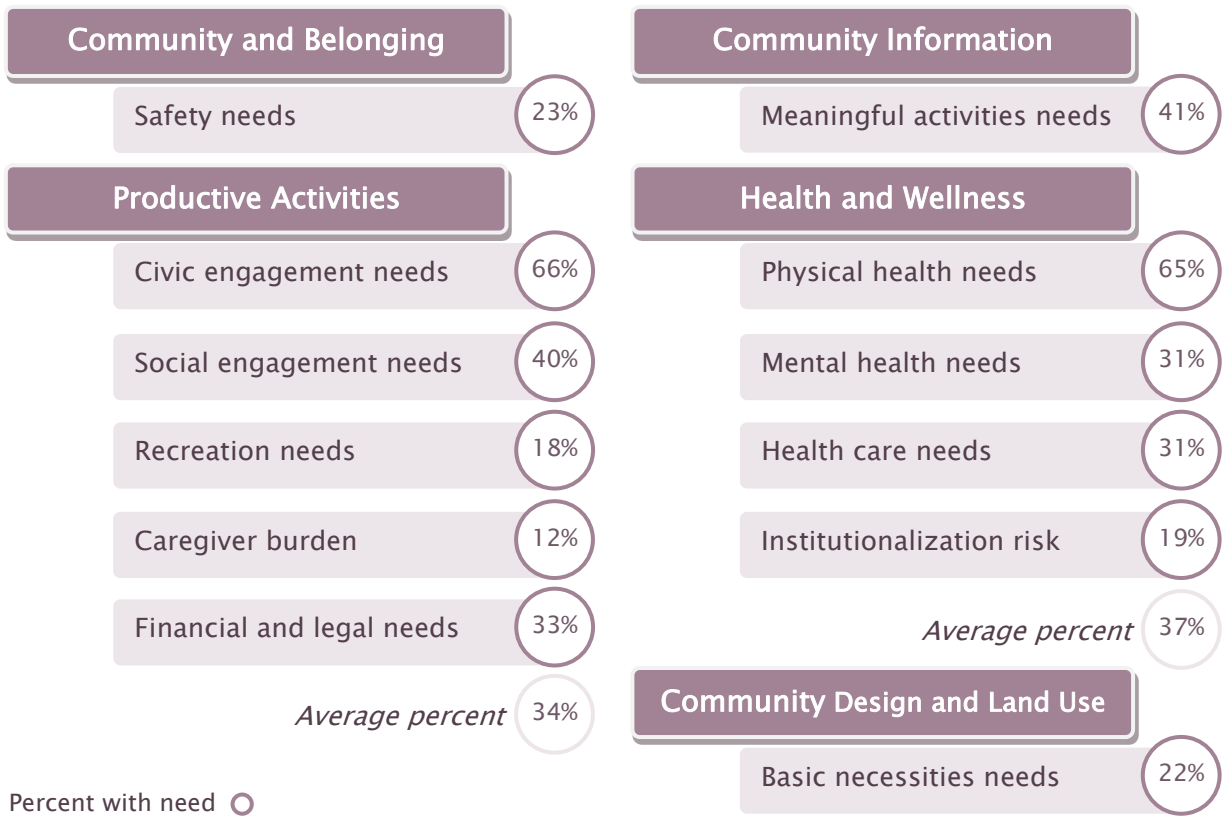
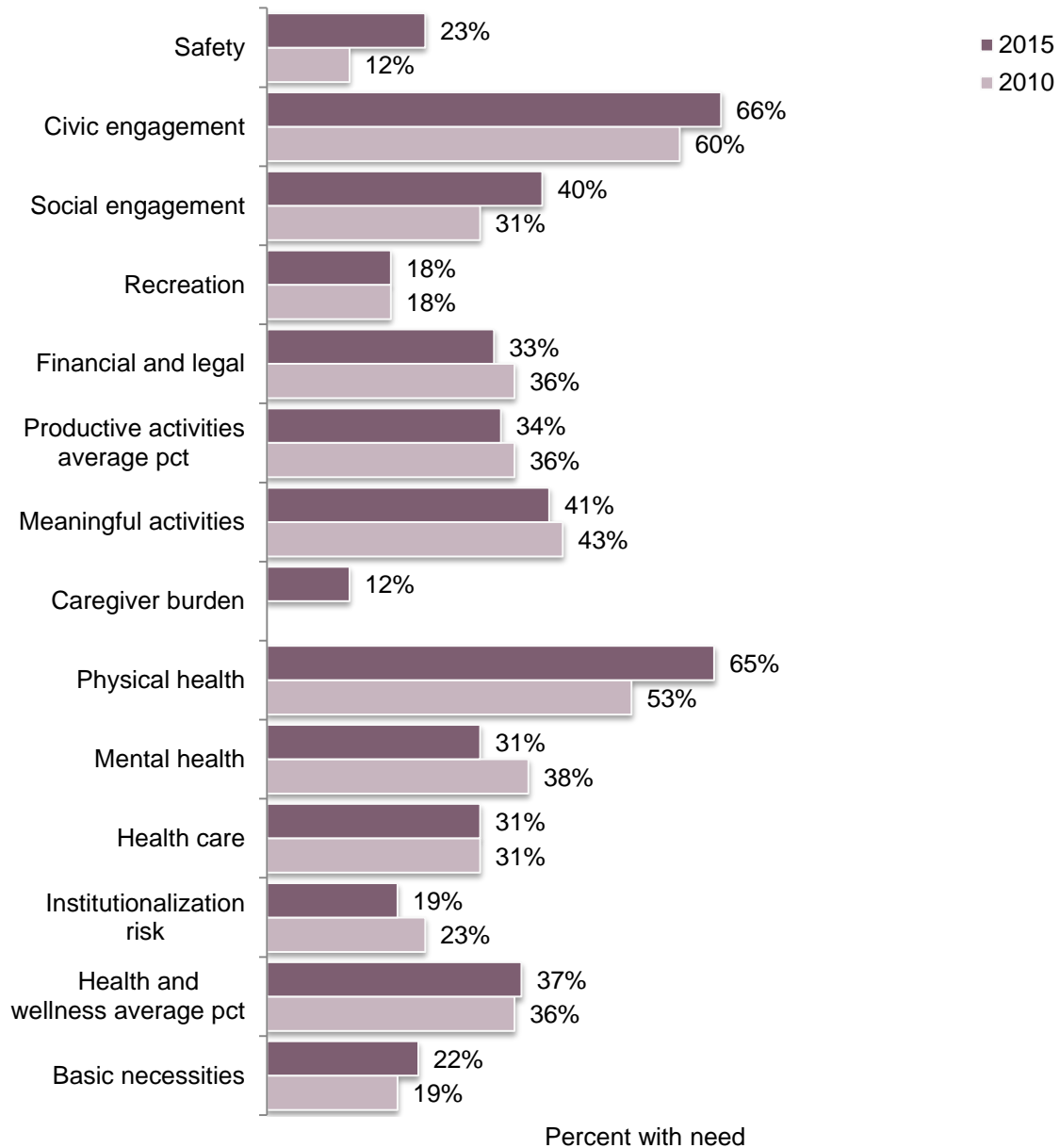


Figure 47: Older Adult Needs in Lakewood by Community Dimension by Year



While older residents reported the lowest prevalence of need in the areas of caregiver burden and recreation, needs can be quite serious for those affected. It should be understood that the percent of the population that experiences a problem is not a measure of how difficult a problem is to endure for the people who share it. Some needs or opportunities, though rare as a percent of residents, have a particularly devastating impact on residents' quality of life – for example, needing help transferring from bed to wheelchair or having a problem with safety, so it is important to consider both the prevalence of the need or opportunity and its centrality to residents' sustained independence.

Figure 48: Older Resident Needs in Lakewood

| Area of need | Percent with need | Number affected in 2015 (N=36,341) |
|---------------------------|-------------------|------------------------------------|
| Safety | 23% | 8,322 |
| Civic engagement | 66% | 24,079 |
| Social engagement | 40% | 14,398 |
| Recreation | 18% | 6,408 |
| Financial and legal | 33% | 12,006 |
| Meaningful activities | 41% | 14,989 |
| Caregiver burden | 12% | 4,529 |
| Physical health | 65% | 23,572 |
| Mental health | 31% | 11,416 |
| Health care | 31% | 11,400 |
| Institutionalization risk | 19% | 6,953 |
| Basic necessities | 22% | 7,924 |

Populations at High 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 blessed by good luck or those prescient enough to plan comprehensively for the best future may find themselves with unanticipated needs or with physical, emotional or financial strengths that could endure only with help. Some people age better than others and aging well requires certain strengths that are inherent and others that can be supported by assistance from the private sector and government. For Lakewood's older adults, although needs were spread across the board, residents reporting the largest percent of unresolved needs in Lakewood were more likely to be Hispanic, report a lower income or rent their homes.

Figure 49: Needs of Older Population by Sociodemographic Characteristics, Percent and Number Affected in 2015 (N=36,341)

| | Community and Belonging | | Community Information | | Health and Wellness | | Productive Activities | | Community Design and Land Use | |
|----------------------|-------------------------|--------------|-----------------------|---------------|---------------------|---------------|-----------------------|---------------|-------------------------------|--------------|
| Female | 17% | 3,578 | 36% | 7,494 | 37% | 7,836 | 33% | 6,930 | 23% | 4,972 |
| Male | 29% | 4,266 | 44% | 6,705 | 37% | 5,618 | 35% | 5,294 | 18% | 2,671 |
| 60 to 64 years | 26% | 9,410 | 54% | 19,644 | 36% | 12,979 | 32% | 11,663 | 8% | 2,852 |
| 65 to 74 years | 29% | 10,427 | 44% | 15,999 | 38% | 13,757 | 35% | 12,683 | 26% | 9,344 |
| 75 or over | 7% | 2,567 | 21% | 7,453 | 35% | 12,585 | 32% | 11,803 | 24% | 8,680 |
| White | 20% | 7,427 | 37% | 13,344 | 36% | 13,133 | 33% | 12,090 | 22% | 8,126 |
| Not white | 18% | 6,459 | 63% | 22,894 | 34% | 12,244 | 31% | 11,230 | 9% | 3,230 |
| Hispanic | 49% | 17,944 | 62% | 22,488 | 44% | 16,142 | 42% | 15,175 | 35% | 12,695 |
| Not Hispanic | 19% | 7,024 | 39% | 14,044 | 37% | 13,312 | 33% | 12,089 | 21% | 7,753 |
| Less than \$25,000 | 27% | 9,864 | 38% | 13,908 | 47% | 17,062 | 47% | 17,181 | 64% | 23,399 |
| \$25,000 to \$74,999 | 27% | 9,672 | 48% | 17,576 | 43% | 15,677 | 36% | 13,021 | 19% | 6,949 |
| \$75,000 or more | 19% | 6,957 | 44% | 15,945 | 21% | 7,611 | 28% | 10,283 | 5% | 1,746 |
| Rent | 33% | 11,868 | 48% | 17,280 | 50% | 18,330 | 49% | 17,932 | 75% | 27,310 |
| Own | 21% | 7,579 | 40% | 14,677 | 34% | 12,485 | 32% | 11,604 | 14% | 5,186 |
| Lives alone | 14% | 5,249 | 32% | 11,734 | 41% | 14,821 | 33% | 12,068 | 25% | 9,004 |
| Lives with others | 28% | 10,305 | 47% | 17,235 | 35% | 12,604 | 35% | 12,676 | 21% | 7,644 |
| Overall | 23% | 8,322 | 41% | 14,989 | 37% | 13,338 | 34% | 12,480 | 22% | 7,924 |

Responses to Lakewood's Custom Questions

In addition to the uniform questions on CASOA, Lakewood included its own unique questions on the survey to aid in planning, resource allocation and policy analysis. "Don't know" responses have been removed from the analysis for the following questions, when applicable.

Table 1: Custom items in Question 2

| Please rate each of the following characteristics as they relate to your community adults age 60 or older: | Excellent | Good | Fair | Poor | Total |
|--|-----------|------|------|------|-------|
| Accessibility of long term care options that are open and accepting toward people of diverse backgrounds | 8% | 41% | 49% | 3% | 100% |
| Accessibility of daytime care options that are open and accepting toward people of diverse backgrounds | 8% | 27% | 51% | 15% | 100% |

Table 2: Custom item in Question 6

| Feeling overwhelmed and/or exhausted when caring for another person | Percent of respondents |
|---|------------------------|
| Not a problem | 62% |
| Minor problem | 13% |
| Moderate problem | 1% |
| Major problem | 11% |
| Don't know | 12% |
| Total | 100% |

Table 3: Custom items in Question 13

| During a typical week, how many hours, if any, do you spend doing the following? | Never (no hours) | 1 to 3 hours | 4 to 5 hours | 6 to 10 hours | 11 or more hours | Total |
|--|------------------|--------------|--------------|---------------|------------------|-------|
| Receiving assistance from someone with whom I have a significant personal relationship | 69% | 21% | 2% | 2% | 5% | 100% |
| Receiving assistance from a personal care provider | 92% | 2% | 1% | 0% | 5% | 100% |

Table 4: Question D6: Number of Children (17 or younger) Household Members

| How many of these people, including yourself, are 17 or younger? | Percent of respondents |
|--|------------------------|
| 1 person | 80% |
| 2 people | 20% |
| 3 people | 0% |
| 4 or more people | 0% |
| Total | 100% |

Table 5: Question D6: Number of Adult (18–59 years old) Household Members

| How many of these people, including yourself, are 18–59 years old? | Percent of respondents |
|--|------------------------|
| 1 person | 60% |
| 2 people | 15% |
| 3 people | 25% |
| 4 or more people | 0% |
| Total | 100% |

Appendix A: Complete Set of Survey Responses

Frequencies Excluding “Don’t Know”

Table 6: Question 1: Quality of Community

| Please circle the number that comes closest to your opinion for each of the following questions. | Excellent | Good | Fair | Poor | Total |
|--|-----------|------|------|------|-------|
| How do you rate your community as a place to live? | 29% | 58% | 11% | 1% | 100% |
| How do you rate your community as a place to retire? | 19% | 63% | 12% | 6% | 100% |

Table 7: Question 2: Community Characteristics

| Please rate each of the following characteristics as they relate to your community adults age 60 or over: | Excellent | Good | Fair | Poor | Total |
|---|-----------|------|------|------|-------|
| Opportunities to volunteer | 29% | 56% | 13% | 1% | 100% |
| Employment opportunities | 5% | 25% | 43% | 26% | 100% |
| Opportunities to enroll in skill-building or personal enrichment classes | 16% | 53% | 28% | 4% | 100% |
| Recreation opportunities (including games, arts and library services, etc.) | 36% | 48% | 12% | 4% | 100% |
| Fitness opportunities (including exercise classes and paths or trails, etc.) | 42% | 40% | 15% | 3% | 100% |
| Opportunities to attend social events or activities | 12% | 49% | 35% | 3% | 100% |
| Opportunities to attend religious or spiritual activities | 38% | 45% | 13% | 4% | 100% |
| Opportunities to attend or participate in meetings about local government or community matters | 12% | 54% | 27% | 7% | 100% |
| Availability of affordable quality housing | 3% | 27% | 51% | 20% | 100% |
| Variety of housing options | 3% | 40% | 45% | 12% | 100% |
| Availability of long-term care options | 8% | 31% | 55% | 7% | 100% |
| Availability of daytime care options for older adults | 4% | 33% | 47% | 16% | 100% |
| Availability of information about resources for older adults | 9% | 47% | 34% | 11% | 100% |
| Availability of financial and legal planning services | 7% | 45% | 40% | 8% | 100% |
| Availability of affordable quality physical health care | 24% | 40% | 29% | 6% | 100% |
| Availability of affordable quality mental health care | 7% | 43% | 30% | 21% | 100% |

| Please rate each of the following characteristics as they relate to your community adults age 60 or over: | Excellent | Good | Fair | Poor | Total |
|---|-----------|------|------|------|-------|
| Availability of preventive health services (e.g., health screenings, flu shots, educational workshops) | 24% | 55% | 18% | 3% | 100% |
| Availability of affordable quality food | 21% | 48% | 27% | 4% | 100% |
| Sense of community | 3% | 43% | 44% | 9% | 100% |
| Openness and acceptance of the community towards older residents of diverse backgrounds | 7% | 50% | 33% | 9% | 100% |
| Ease of travel by public transportation in your community | 13% | 32% | 46% | 9% | 100% |
| Ease of car travel in your community | 30% | 55% | 14% | 2% | 100% |
| Ease of walking in your community | 24% | 46% | 27% | 4% | 100% |
| Ease of getting to the places you usually have to visit | 25% | 61% | 14% | 0% | 100% |
| Overall feeling of safety in your community | 20% | 56% | 20% | 4% | 100% |
| Valuing older residents in your community | 13% | 46% | 35% | 5% | 100% |
| Neighborliness of your community | 10% | 43% | 38% | 9% | 100% |
| Cost of living in your community | 2% | 36% | 46% | 16% | 100% |
| Accessibility of long term care options that are open and accepting toward people of diverse backgrounds | 8% | 41% | 49% | 3% | 100% |
| Accessibility of daytime care options that are open and accepting toward people of diverse backgrounds | 8% | 27% | 51% | 15% | 100% |

Table 8: Question 3: Overall Service to Older Adults

| | Excellent | Good | Fair | Poor | Total |
|---|-----------|------|------|------|-------|
| How would you rate the overall services provided to older adults in your community? | 4% | 62% | 28% | 6% | 100% |

Table 9: Question 4: Level of Informedness about Services and Activities for Older Adults

| In general, how informed or uninformed do you feel about services and activities available to older adults in your community? | Percent of respondents |
|---|------------------------|
| Very informed | 12% |
| Somewhat informed | 43% |
| Somewhat uninformed | 30% |
| Very uninformed | 15% |
| Total | 100% |

Table 10: Question 5: Quality of Life and Health

| Please circle the number that comes closest to your opinion for each of the following questions. | Excellent | Good | Fair | Poor | Total |
|--|-----------|------|------|------|-------|
| How do you rate your overall physical health? | 21% | 54% | 25% | 1% | 100% |
| How do you rate your overall mental health/emotional well being? | 35% | 49% | 13% | 3% | 100% |
| How do you rate your overall quality of life? | 30% | 56% | 11% | 3% | 100% |

Table 11: Question 6: Problems Faced by Older Adults

| The following questions list a number of problems that older adults may or may not face. Thinking back over the last 12 months, how much of a problem, if at all, has each of the following been for you? | Not a problem | Minor problem | Moderate problem | Major problem | Total |
|---|---------------|---------------|------------------|---------------|-------|
| Having housing to suit your needs | 84% | 7% | 2% | 7% | 100% |
| Your physical health | 34% | 35% | 22% | 9% | 100% |
| Performing regular activities, including walking, eating and preparing meals | 73% | 17% | 9% | 2% | 100% |
| Having enough food to eat | 90% | 3% | 4% | 3% | 100% |
| Doing heavy or intense housework | 50% | 21% | 18% | 11% | 100% |
| Having safe and affordable transportation available | 72% | 16% | 6% | 5% | 100% |
| No longer being able to drive | 90% | 3% | 4% | 3% | 100% |
| Feeling depressed | 69% | 20% | 4% | 7% | 100% |
| Experiencing confusion or forgetfulness | 70% | 20% | 9% | 2% | 100% |
| Maintaining your home | 59% | 22% | 11% | 7% | 100% |
| Maintaining your yard | 61% | 21% | 11% | 7% | 100% |
| Finding productive or meaningful activities to do | 71% | 21% | 6% | 2% | 100% |
| Having friends or family you can rely on | 74% | 13% | 9% | 4% | 100% |
| Falling or injuring yourself in your home | 73% | 20% | 3% | 4% | 100% |
| Finding affordable health insurance | 74% | 12% | 9% | 5% | 100% |
| Getting the health care you need | 79% | 13% | 6% | 3% | 100% |

| The following questions list a number of problems that older adults may or may not face. Thinking back over the last 12 months, how much of a problem, if at all, has each of the following been for you? | Not a problem | Minor problem | Moderate problem | Major problem | Total |
|---|---------------|---------------|------------------|---------------|-------|
| Affording the medications you need | 76% | 13% | 4% | 7% | 100% |
| Figuring out which medications to take and when | 88% | 5% | 3% | 4% | 100% |
| Getting the oral health care you need | 71% | 17% | 2% | 10% | 100% |
| Getting the vision care you need | 82% | 10% | 1% | 6% | 100% |
| Having enough money to meet daily expenses | 73% | 13% | 5% | 8% | 100% |
| Having enough money to pay your property taxes | 76% | 14% | 4% | 6% | 100% |
| Feeling overwhelmed and/or exhausted when caring for another person | 70% | 15% | 2% | 13% | 100% |
| Staying physically fit | 46% | 40% | 9% | 4% | 100% |
| Maintaining a healthy diet | 48% | 35% | 11% | 6% | 100% |
| Having interesting recreational or cultural activities to attend | 59% | 28% | 9% | 4% | 100% |
| Having interesting social events or activities to attend | 59% | 23% | 15% | 2% | 100% |
| Feeling bored | 57% | 33% | 7% | 3% | 100% |
| Feeling like your voice is heard in the community | 37% | 27% | 22% | 13% | 100% |
| Finding meaningful volunteer work | 73% | 12% | 10% | 4% | 100% |
| Feeling physically burdened by providing care for another person | 77% | 11% | 3% | 8% | 100% |
| Feeling emotionally burdened by providing care for another person | 74% | 14% | 5% | 8% | 100% |
| Feeling financially burdened by providing care for another person | 75% | 13% | 5% | 7% | 100% |
| Dealing with legal issues | 69% | 19% | 6% | 7% | 100% |
| Having adequate information or dealing with public programs such as Social Security, Medicare and Medicaid | 57% | 27% | 11% | 5% | 100% |
| Finding work in retirement | 63% | 6% | 11% | 19% | 100% |

| The following questions list a number of problems that older adults may or may not face. Thinking back over the last 12 months, how much of a problem, if at all, has each of the following been for you? | Not a problem | Minor problem | Moderate problem | Major problem | Total |
|---|---------------|---------------|------------------|---------------|-------|
| Building skills for paid or unpaid work | 71% | 7% | 9% | 13% | 100% |
| Not knowing what services are available to older adults in your community | 37% | 35% | 20% | 8% | 100% |
| Feeling lonely or isolated | 75% | 13% | 5% | 8% | 100% |
| Dealing with the loss of a close family member or friend | 64% | 23% | 9% | 4% | 100% |
| Being a victim of crime | 89% | 4% | 5% | 1% | 100% |
| Being a victim of fraud or a scam | 76% | 13% | 4% | 7% | 100% |
| Being physically or emotionally abused | 91% | 3% | 1% | 4% | 100% |
| Dealing with financial planning issues | 58% | 28% | 7% | 7% | 100% |
| Being treated unfairly or discriminated against because of your age | 67% | 15% | 9% | 9% | 100% |

Table 12: Question 7: Days Spent in Facilities

| Thinking back over the past 12 months, how many days did you spend in... | No days (zero) | One to two days | Three to five days | Six or more days | Total |
|--|----------------|-----------------|--------------------|------------------|-------|
| A hospital | 76% | 9% | 13% | 2% | 100% |
| A nursing home or in-patient rehabilitation facility | 96% | 2% | 1% | 0% | 100% |

Table 13: Question 8: Falls in Last 12 Months

| Thinking back over the past 12 months, how many times have you fallen and injured yourself? Was it... | Percent of respondents |
|---|------------------------|
| Never | 69% |
| Once or twice | 27% |
| 3-5 times | 4% |
| More than 5 times | 1% |
| Total | 100% |

Table 14: Question 9: Recommend Living in Community

| How likely or unlikely are you to recommend living in your community to older adults? | Percent of respondents |
|---|------------------------|
| Very likely | 42% |
| Somewhat likely | 48% |
| Somewhat unlikely | 5% |
| Very unlikely | 5% |
| Total | 100% |

Table 15: Question 10: Likelihood of Remaining in Community Throughout Retirement

| How likely or unlikely are you to remain in your community throughout your retirement? | Percent of respondents |
|--|------------------------|
| Very likely | 54% |
| Somewhat likely | 32% |
| Somewhat unlikely | 6% |
| Very unlikely | 8% |
| Total | 100% |

Table 16: Question 11: Participation in Activities

| In the last 12 months, about how many times, if ever, have you participated in or done each of the following? | 2 times a week or more | 2-4 times a month | Once a month or less | Not at all | Total |
|---|------------------------|-------------------|----------------------|------------|-------|
| Used a senior center in your community | 2% | 12% | 13% | 73% | 100% |
| Used a recreation center in your community | 14% | 13% | 16% | 57% | 100% |
| Used a public library in your community | 10% | 30% | 26% | 34% | 100% |
| Used bus, rail, subway or other public transportation instead of driving | 5% | 8% | 24% | 63% | 100% |
| Visited a neighborhood park | 31% | 14% | 33% | 22% | 100% |

Table 17: Question 12: Attendance of Public Meetings

| Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting? | 2 times a week or more | 2–4 times a month | Once a month or less | Not at all | Total |
|--|------------------------|-------------------|----------------------|------------|-------|
| Attended a local public meeting | 1% | 8% | 23% | 68% | 100% |
| Watched (online or on television) a local public meeting | 2% | 11% | 18% | 69% | 100% |

Table 18: Question 13: Hours Spent Doing Activities

| During a typical week, how many hours, if any, do you spend doing the following? | Never (no hours) | 1 to 3 hours | 4 to 5 hours | 6 to 10 hours | 11 or more hours | Total |
|--|------------------|--------------|--------------|---------------|------------------|-------|
| Participating in a club (including book, dance, game and other social) | 63% | 23% | 11% | 3% | 0% | 100% |
| Participating in a civic group (including Elks, Kiwanis, Masons, etc.) | 91% | 1% | 6% | 0% | 1% | 100% |
| Communicating/ visiting with friends and/or family | 4% | 35% | 32% | 16% | 13% | 100% |
| Participating in religious or spiritual activities with others | 40% | 29% | 18% | 11% | 2% | 100% |
| Participating in a recreation program or group activity | 53% | 27% | 15% | 2% | 3% | 100% |
| Providing help to friends or relatives | 15% | 59% | 8% | 6% | 12% | 100% |
| Volunteering your time to some group/activity in your community | 55% | 26% | 12% | 3% | 5% | 100% |
| Receiving assistance from someone with whom I have a significant personal relationship | 69% | 21% | 2% | 2% | 5% | 100% |
| Receiving assistance from a personal care provider | 92% | 2% | 1% | 0% | 5% | 100% |

Table 19: Question 14: Hours Spent Providing Care

| During a typical week, how many hours do you spend providing care for one or more individuals with whom you have a significant relationship (such as spouse, other relative, partner, friend, neighbor or child), whether or not they live with you? | Never (no hours) | 1 to 3 hours | 4 to 5 hours | 6 to 10 hours | 11 to 20 hours | 20 or more hours | Total |
|--|------------------|--------------|--------------|---------------|----------------|------------------|-------|
| One or more individuals age 60 or older | 63% | 17% | 7% | 3% | 0% | 10% | 100% |
| One or more individuals age 18 to 59 | 82% | 8% | 4% | 2% | 0% | 3% | 100% |
| One or more individuals under age 18 | 69% | 15% | 1% | 3% | 2% | 10% | 100% |

Table 20: Question 15: Regularity Doing Activities

| How often, if at all, do you do each of the following, considering all of the times you could? | Never | Rarely | Sometimes | Usually | Always | Total |
|--|-------|--------|-----------|---------|--------|-------|
| Eat at least 5 portions of fruits and vegetables a day | 2% | 22% | 35% | 34% | 6% | 100% |
| Participate in moderate or vigorous physical activity | 12% | 8% | 30% | 38% | 12% | 100% |
| Receive assistance from someone almost every day | 78% | 13% | 4% | 3% | 2% | 100% |
| Vote in local elections | 5% | 1% | 0% | 11% | 83% | 100% |

Table 21: Question D1: Length of Residency

| How many years have you lived in your community? | Percent of respondents |
|--|------------------------|
| Less than 1 year | 3% |
| 1–5 years | 11% |
| 6–10 years | 9% |
| 11–20 years | 22% |
| More than 20 years | 55% |
| Total | 100% |

Table 22: Question D2: Housing Unit Type

| Which best describes the building you live in? | Percent of respondents |
|--|------------------------|
| Single family home | 71% |
| Townhouse, condominium, duplex or apartment | 28% |
| Mobile home | 1% |
| Assisted living residence | 0% |
| Nursing home | 0% |
| Other | 0% |
| Total | 100% |

Table 23: Question D3: Tenure (Rent or Own)

| Do you currently rent or own your home? | Percent of respondents |
|---|------------------------|
| Rent | 14% |
| Own (with a mortgage payment) | 37% |
| Own (free and clear; no mortgage) | 49% |
| Total | 100% |

Table 24: Question D4: Monthly Housing Costs

| 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 of respondents |
|---|------------------------|
| Less than \$300 per month | 19% |
| \$300 to \$599 per month | 28% |
| \$600 to \$999 per month | 16% |
| \$1,000 to \$1,499 per month | 27% |
| \$1,500 to \$2,499 per month | 6% |
| \$2,500 or more per month | 5% |
| Total | 100% |

Table 25: Question D5: Total Number of Household Members

| How many people, including yourself, live in your household? | Percent of respondents |
|--|------------------------|
| 1 person (live alone) | 43% |
| 2 people | 40% |
| 3 people | 12% |
| 4 or more people | 5% |
| Total | 100% |

Table 26: Question D6: Number of Older Adult Household Members

| How many of these people, including yourself, are 55 or older? | Percent of respondents |
|--|------------------------|
| 1 person | 55% |
| 2 people | 45% |
| 3 people | 0% |
| 4 or more people | 0% |
| Total | 100% |

Table 27: Question D6: Number of Children (17 or younger) Household Members

| How many of these people, including yourself, are 17 or younger? | Percent of respondents |
|--|------------------------|
| 1 person | 80% |
| 2 people | 20% |
| 3 people | 0% |
| 4 or more people | 0% |
| Total | 100% |

Table 28: Question D6: Number of Adult (18–59 years old) Household Members

| How many of these people, including yourself, are 18–59 years old? | Percent of respondents |
|--|------------------------|
| 1 person | 60% |
| 2 people | 15% |
| 3 people | 25% |
| 4 or more people | 0% |
| Total | 100% |

Table 29: Question D7: Retirement Status

| What is your employment status? | Percent of respondents |
|-----------------------------------|------------------------|
| Fully retired | 60% |
| Working full time for pay | 13% |
| Working part time for pay | 19% |
| Unemployed, looking for paid work | 7% |
| Total | 100% |

Table 30: Question D8: Expected Age of Retirement

| [If not yet fully retired] At what age do you expect to retire completely and not work for pay at all? | Percent of respondents |
|--|------------------------|
| 60 to 64 | 15% |
| 65 to 69 | 27% |
| 70 to 74 | 33% |
| 75 or older | 25% |
| Total | 100% |

Table 31: Question D9: Household Income

| 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 of respondents |
|--|------------------------|
| Less than \$15,000 | 2% |
| \$15,000 to \$24,999 | 19% |
| \$25,000 to \$49,999 | 27% |
| \$50,000 to \$74,999 | 27% |
| \$75,000 to \$99,999 | 12% |
| \$100,000 or more | 13% |
| Total | 100% |

Table 32: Question D10: Respondent Ethnicity/Origin

| Are you Spanish/Hispanic/Latino? | Percent of respondents |
|----------------------------------|------------------------|
| Yes | 10% |
| No | 90% |
| Total | 100% |

Table 33: Question D11: Respondent Race

| What is your race? | Percent of respondents |
|-----------------------------------|------------------------|
| American Indian or Alaskan native | 3% |
| Asian or Pacific Islander | 1% |
| Black, African American | 0% |
| White/Caucasian | 94% |
| Other | 4% |

Total may exceed 100% as respondents could select more than one option.

Table 34: Question D12: Respondent Age

| In which category is your age? | Percent of respondents |
|--------------------------------|------------------------|
| 60–64 years | 29% |
| 65–69 years | 26% |
| 70–74 years | 12% |
| 75–79 years | 12% |
| 80–84 years | 19% |
| 85–89 years | 2% |
| 90–94 years | 0% |
| 95 years or older | 0% |
| Total | 100% |

Table 35: Question D13: Respondent Gender

| What is your sex? | Percent of respondents |
|-------------------|------------------------|
| Female | 58% |
| Male | 42% |
| Total | 100% |

Table 36: Question D14: Respondent Sexual Orientation

| What is your sexual orientation? | Percent of respondents |
|----------------------------------|------------------------|
| Heterosexual | 98% |
| Lesbian | 2% |
| Gay | 0% |
| Bisexual | 0% |
| Total | 100% |

Frequencies Including “Don’t Know”

Table 37: Question 1: Quality of Community

| Please circle the number that comes closest to your opinion for each of the following questions. | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|--|-----------|----|------|----|------|---|------|---|------------|---|-------|----|
| How do you rate your community as a place to live? | 29% | 22 | 58% | 44 | 11% | 8 | 1% | 1 | 0% | 0 | 100% | 75 |
| How do you rate your community as a place to retire? | 19% | 14 | 61% | 44 | 11% | 8 | 6% | 4 | 3% | 2 | 100% | 72 |

Table 38: Question 2: Community Characteristics

| Please rate each of the following characteristics as they relate to your community adults age 60 or over: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|---|-----------|----|------|----|------|----|------|----|------------|----|-------|----|
| Opportunities to volunteer | 26% | 19 | 50% | 37 | 12% | 9 | 1% | 1 | 12% | 9 | 100% | 74 |
| Employment opportunities | 4% | 3 | 17% | 12 | 30% | 21 | 18% | 13 | 32% | 23 | 100% | 72 |
| Opportunities to enroll in skill-building or personal enrichment classes | 14% | 10 | 45% | 34 | 24% | 18 | 3% | 3 | 14% | 10 | 100% | 75 |
| Recreation opportunities (including games, arts and library services, etc.) | 35% | 25 | 47% | 34 | 12% | 9 | 4% | 3 | 2% | 2 | 100% | 73 |
| Fitness opportunities (including exercise classes and paths or trails, etc.) | 42% | 31 | 40% | 30 | 15% | 11 | 3% | 2 | 1% | 1 | 100% | 75 |
| Opportunities to attend social events or activities | 10% | 8 | 43% | 32 | 31% | 23 | 3% | 2 | 13% | 10 | 100% | 74 |
| Opportunities to attend religious or spiritual activities | 35% | 26 | 40% | 30 | 12% | 9 | 4% | 3 | 9% | 7 | 100% | 74 |
| Opportunities to attend or participate in meetings about local government or community matters | 12% | 9 | 52% | 39 | 26% | 20 | 6% | 5 | 3% | 2 | 100% | 75 |
| Availability of affordable quality housing | 2% | 2 | 22% | 17 | 43% | 32 | 17% | 12 | 16% | 12 | 100% | 74 |
| Variety of housing options | 2% | 2 | 36% | 26 | 40% | 29 | 11% | 8 | 12% | 8 | 100% | 72 |
| Availability of long-term care options | 4% | 3 | 18% | 13 | 32% | 24 | 4% | 3 | 41% | 31 | 100% | 74 |

| Please rate each of the following characteristics as they relate to your community adults age 60 or over: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|---|-----------|----|------|----|------|----|------|----|------------|----|-------|----|
| Availability of daytime care options for older adults | 2% | 2 | 17% | 13 | 25% | 19 | 8% | 6 | 46% | 34 | 100% | 74 |
| Availability of information about resources for older adults | 6% | 5 | 32% | 24 | 23% | 17 | 7% | 5 | 30% | 22 | 100% | 74 |
| Availability of financial and legal planning services | 5% | 3 | 29% | 22 | 26% | 19 | 5% | 4 | 35% | 26 | 100% | 74 |
| Availability of affordable quality physical health care | 21% | 15 | 35% | 26 | 25% | 19 | 5% | 4 | 13% | 10 | 100% | 74 |
| Availability of affordable quality mental health care | 5% | 3 | 30% | 21 | 21% | 15 | 14% | 10 | 31% | 22 | 100% | 72 |
| Availability of preventive health services (e.g., health screenings, flu shots, educational workshops) | 22% | 16 | 52% | 38 | 17% | 12 | 3% | 2 | 6% | 5 | 100% | 73 |
| Availability of affordable quality food | 20% | 15 | 47% | 35 | 26% | 20 | 4% | 3 | 2% | 2 | 100% | 74 |
| Sense of community | 3% | 2 | 42% | 31 | 43% | 31 | 8% | 6 | 3% | 2 | 100% | 72 |
| Openness and acceptance of the community towards older residents of diverse backgrounds | 6% | 4 | 44% | 32 | 29% | 21 | 8% | 6 | 13% | 9 | 100% | 73 |
| Ease of travel by public transportation in your community | 12% | 9 | 28% | 21 | 41% | 31 | 8% | 6 | 11% | 8 | 100% | 75 |
| Ease of car travel in your community | 30% | 22 | 55% | 40 | 14% | 10 | 2% | 1 | 0% | 0 | 100% | 74 |
| Ease of walking in your community | 23% | 18 | 45% | 34 | 27% | 20 | 4% | 3 | 1% | 1 | 100% | 75 |
| Ease of getting to the places you usually have to visit | 25% | 18 | 61% | 45 | 14% | 10 | 0% | 0 | 0% | 0 | 100% | 73 |
| Overall feeling of safety in your community | 20% | 14 | 56% | 41 | 20% | 15 | 4% | 3 | 0% | 0 | 100% | 73 |
| Valuing older residents in your community | 11% | 8 | 38% | 29 | 29% | 22 | 5% | 3 | 17% | 13 | 100% | 75 |
| Neighborliness of your community | 10% | 7 | 43% | 32 | 37% | 27 | 9% | 7 | 1% | 1 | 100% | 74 |
| Cost of living in your community | 2% | 2 | 36% | 26 | 46% | 34 | 16% | 12 | 0% | 0 | 100% | 74 |
| Accessibility of long term care options that are open and accepting toward people of diverse backgrounds | 3% | 2 | 18% | 13 | 21% | 16 | 1% | 1 | 56% | 41 | 100% | 73 |
| Accessibility of daytime care options that are open and accepting toward people of diverse backgrounds | 3% | 2 | 12% | 8 | 22% | 16 | 6% | 5 | 56% | 41 | 100% | 73 |

Table 39: Question 3: Overall Service to Older Adults

| How would you rate the overall services provided to older adults in your community? | Percent of respondents | Count |
|---|------------------------|-------|
| Excellent | 3% | 2 |
| Good | 47% | 35 |
| Fair | 21% | 16 |
| Poor | 5% | 3 |
| Don't know | 24% | 18 |
| Total | 100% | 74 |

Table 40: Question 4: Level of Informedness about Services and Activities for Older Adults

| In general, how informed or uninformed do you feel about services and activities available to older adults in your community? | Percent of respondents | Count |
|---|------------------------|-------|
| Very informed | 12% | 9 |
| Somewhat informed | 43% | 32 |
| Somewhat uninformed | 30% | 22 |
| Very uninformed | 15% | 11 |
| Total | 100% | 75 |

Table 41: Question 5: Quality of Life and Health

| Please circle the number that comes closest to your opinion for each of the following questions. | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|--|-----------|----|------|----|------|----|------|---|------------|---|-------|----|
| How do you rate your overall physical health? | 21% | 15 | 54% | 40 | 25% | 18 | 1% | 0 | 0% | 0 | 100% | 74 |
| How do you rate your overall mental health/emotional well being? | 35% | 26 | 49% | 37 | 13% | 10 | 3% | 2 | 0% | 0 | 100% | 75 |
| How do you rate your overall quality of life? | 30% | 23 | 56% | 42 | 11% | 8 | 3% | 2 | 0% | 0 | 100% | 75 |

Table 42: Question 6: Problems Faced by Older Adults

| The following questions list a number of problems that older adults may or may not face. Thinking back over the last 12 months, how much of a problem, if at all, has each of the following been for you? | Not a problem | | Minor problem | | Moderate problem | | Major problem | | Don't know | | Total | |
|---|---------------|----|---------------|----|------------------|----|---------------|---|------------|---|-------|----|
| Having housing to suit your needs | 82% | 61 | 7% | 5 | 2% | 2 | 7% | 5 | 2% | 2 | 100% | 74 |
| Your physical health | 34% | 25 | 35% | 27 | 22% | 16 | 9% | 7 | 0% | 0 | 100% | 75 |
| Performing regular activities, including walking, eating and preparing meals | 73% | 54 | 17% | 12 | 9% | 7 | 2% | 1 | 0% | 0 | 100% | 74 |
| Having enough food to eat | 90% | 67 | 3% | 2 | 4% | 3 | 3% | 2 | 0% | 0 | 100% | 75 |
| Doing heavy or intense housework | 50% | 37 | 21% | 16 | 18% | 13 | 11% | 8 | 0% | 0 | 100% | 74 |
| Having safe and affordable transportation available | 69% | 50 | 16% | 11 | 6% | 4 | 5% | 4 | 5% | 3 | 100% | 73 |
| No longer being able to drive | 86% | 64 | 3% | 2 | 4% | 3 | 3% | 2 | 5% | 4 | 100% | 74 |
| Feeling depressed | 69% | 51 | 20% | 15 | 4% | 3 | 7% | 5 | 0% | 0 | 100% | 74 |
| Experiencing confusion or forgetfulness | 70% | 52 | 20% | 15 | 9% | 6 | 2% | 1 | 0% | 0 | 100% | 74 |
| Maintaining your home | 59% | 44 | 22% | 16 | 11% | 8 | 7% | 5 | 0% | 0 | 100% | 74 |
| Maintaining your yard | 59% | 45 | 20% | 15 | 11% | 8 | 7% | 5 | 2% | 2 | 100% | 75 |
| Finding productive or meaningful activities to do | 71% | 52 | 21% | 16 | 6% | 4 | 2% | 2 | 0% | 0 | 100% | 74 |
| Having friends or family you can rely on | 74% | 56 | 13% | 10 | 9% | 7 | 4% | 3 | 0% | 0 | 100% | 75 |
| Falling or injuring yourself in your home | 73% | 55 | 20% | 15 | 3% | 2 | 4% | 3 | 0% | 0 | 100% | 75 |
| Finding affordable health insurance | 74% | 54 | 12% | 9 | 9% | 7 | 5% | 3 | 0% | 0 | 100% | 73 |
| Getting the health care you need | 79% | 58 | 13% | 9 | 6% | 4 | 3% | 2 | 0% | 0 | 100% | 74 |
| Affording the medications you need | 75% | 56 | 13% | 10 | 3% | 3 | 7% | 5 | 1% | 1 | 100% | 74 |
| Figuring out which medications to take and when | 87% | 64 | 5% | 4 | 3% | 2 | 4% | 3 | 1% | 1 | 100% | 74 |
| Getting the oral health care you need | 70% | 52 | 17% | 13 | 2% | 1 | 10% | 7 | 1% | 1 | 100% | 74 |
| Getting the vision care you need | 82% | 60 | 10% | 8 | 1% | 0 | 6% | 5 | 0% | 0 | 100% | 73 |
| Having enough money to meet daily expenses | 73% | 54 | 13% | 10 | 5% | 4 | 8% | 6 | 0% | 0 | 100% | 74 |

| The following questions list a number of problems that older adults may or may not face. Thinking back over the last 12 months, how much of a problem, if at all, has each of the following been for you? | Not a problem | | Minor problem | | Moderate problem | | Major problem | | Don't know | | Total | |
|---|---------------|----|---------------|----|------------------|----|---------------|----|------------|----|-------|----|
| Having enough money to pay your property taxes | 73% | 54 | 14% | 10 | 4% | 3 | 6% | 4 | 3% | 2 | 100% | 73 |
| Feeling overwhelmed and/or exhausted when caring for another person | 62% | 44 | 13% | 10 | 1% | 1 | 11% | 8 | 12% | 9 | 100% | 72 |
| Staying physically fit | 46% | 35 | 40% | 30 | 9% | 7 | 4% | 3 | 0% | 0 | 100% | 75 |
| Maintaining a healthy diet | 48% | 35 | 35% | 26 | 11% | 8 | 6% | 5 | 0% | 0 | 100% | 74 |
| Having interesting recreational or cultural activities to attend | 57% | 41 | 27% | 19 | 9% | 6 | 4% | 3 | 3% | 2 | 100% | 72 |
| Having interesting social events or activities to attend | 56% | 41 | 22% | 16 | 15% | 11 | 2% | 2 | 5% | 4 | 100% | 74 |
| Feeling bored | 57% | 42 | 33% | 24 | 7% | 5 | 3% | 2 | 0% | 0 | 100% | 74 |
| Feeling like your voice is heard in the community | 32% | 24 | 23% | 17 | 19% | 14 | 11% | 8 | 15% | 11 | 100% | 74 |
| Finding meaningful volunteer work | 59% | 43 | 10% | 7 | 8% | 6 | 3% | 2 | 20% | 14 | 100% | 72 |
| Feeling physically burdened by providing care for another person | 69% | 49 | 10% | 7 | 3% | 2 | 7% | 5 | 11% | 8 | 100% | 72 |
| Feeling emotionally burdened by providing care for another person | 67% | 49 | 12% | 9 | 4% | 3 | 7% | 5 | 10% | 7 | 100% | 73 |
| Feeling financially burdened by providing care for another person | 67% | 49 | 12% | 8 | 4% | 3 | 6% | 4 | 11% | 8 | 100% | 73 |
| Dealing with legal issues | 66% | 49 | 18% | 13 | 6% | 4 | 7% | 5 | 4% | 3 | 100% | 74 |
| Having adequate information or dealing with public programs such as Social Security, Medicare and Medicaid | 55% | 41 | 26% | 19 | 10% | 8 | 5% | 4 | 3% | 2 | 100% | 74 |
| Finding work in retirement | 51% | 36 | 5% | 3 | 9% | 6 | 16% | 11 | 20% | 14 | 100% | 70 |
| Building skills for paid or unpaid work | 53% | 37 | 5% | 4 | 7% | 5 | 10% | 7 | 26% | 18 | 100% | 70 |

| The following questions list a number of problems that older adults may or may not face. Thinking back over the last 12 months, how much of a problem, if at all, has each of the following been for you? | Not a problem | | Minor problem | | Moderate problem | | Major problem | | Don't know | | Total | |
|---|---------------|----|---------------|----|------------------|----|---------------|---|------------|----|-------|----|
| Not knowing what services are available to older adults in your community | 32% | 23 | 30% | 22 | 17% | 13 | 7% | 5 | 14% | 10 | 100% | 74 |
| Feeling lonely or isolated | 74% | 54 | 12% | 9 | 5% | 4 | 8% | 6 | 1% | 1 | 100% | 73 |
| Dealing with the loss of a close family member or friend | 62% | 44 | 22% | 16 | 9% | 6 | 4% | 3 | 4% | 3 | 100% | 72 |
| Being a victim of crime | 87% | 65 | 4% | 3 | 5% | 4 | 1% | 0 | 2% | 2 | 100% | 75 |
| Being a victim of fraud or a scam | 73% | 54 | 13% | 9 | 3% | 3 | 7% | 5 | 4% | 3 | 100% | 74 |
| Being physically or emotionally abused | 89% | 66 | 3% | 2 | 1% | 1 | 4% | 3 | 2% | 2 | 100% | 74 |
| Dealing with financial planning issues | 57% | 41 | 27% | 20 | 7% | 5 | 7% | 5 | 3% | 2 | 100% | 72 |
| Being treated unfairly or discriminated against because of your age | 64% | 47 | 14% | 11 | 9% | 6 | 9% | 6 | 4% | 3 | 100% | 73 |

Table 43: Question 7: Days Spent in Facilities

| Thinking back over the past 12 months, how many days did you spend in... | No days (zero) | | One to two days | | Three to five days | | Six or more days | | Total | |
|--|----------------|----|-----------------|---|--------------------|---|------------------|---|-------|----|
| A hospital | 76% | 53 | 9% | 6 | 13% | 9 | 2% | 1 | 100% | 70 |
| A nursing home or in-patient rehabilitation facility | 96% | 66 | 2% | 2 | 1% | 1 | 0% | 0 | 100% | 69 |

Table 44: Question 8: Falls in Last 12 Months

| Thinking back over the past 12 months, how many times have you fallen and injured yourself? Was it... | Percent of respondents | Count |
|---|------------------------|-------|
| Never | 69% | 51 |
| Once or twice | 27% | 20 |

| Thinking back over the past 12 months, how many times have you fallen and injured yourself? Was it... | Percent of respondents | Count |
|--|------------------------|-------|
| 3–5 times | 4% | 3 |
| More than 5 times | 1% | 0 |
| Don't know | 0% | 0 |
| Total | 100% | 75 |

Table 45: Question 9: Recommend Living in Community

| How likely or unlikely are you to recommend living in your community to older adults? | Percent of respondents | Count |
|---|------------------------|-------|
| Very likely | 36% | 26 |
| Somewhat likely | 41% | 30 |
| Somewhat unlikely | 4% | 3 |
| Very unlikely | 5% | 3 |
| Don't know | 14% | 11 |
| Total | 100% | 73 |

Table 46: Question 10: Likelihood of Remaining in Community Throughout Retirement

| How likely or unlikely are you to remain in your community throughout your retirement? | Percent of respondents | Count |
|--|------------------------|-------|
| Very likely | 50% | 37 |
| Somewhat likely | 30% | 22 |
| Somewhat unlikely | 5% | 4 |
| Very unlikely | 8% | 6 |
| Don't know | 6% | 4 |
| Total | 100% | 74 |

Table 47: Question 11: Participation in Activities

| In the last 12 months, about how many times, if ever, have you participated in or done each of the following? | 2 times a week or more | | 2–4 times a month | | Once a month or less | | Not at all | | Total | |
|---|------------------------|----|-------------------|----|----------------------|----|------------|----|-------|----|
| Used a senior center in your community | 2% | 2 | 12% | 9 | 13% | 10 | 73% | 53 | 100% | 73 |
| Used a recreation center in your community | 14% | 11 | 13% | 9 | 16% | 12 | 57% | 42 | 100% | 73 |
| Used a public library in your community | 10% | 7 | 30% | 23 | 26% | 20 | 34% | 25 | 100% | 75 |
| Used bus, rail, subway or other public transportation instead of driving | 5% | 4 | 8% | 6 | 24% | 18 | 63% | 46 | 100% | 74 |
| Visited a neighborhood park | 31% | 23 | 14% | 10 | 33% | 25 | 22% | 16 | 100% | 75 |

Table 48: Question 12: Attendance of Public Meetings

| Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting? | 2 times a week or more | | 2–4 times a month | | Once a month or less | | Not at all | | Total | |
|--|------------------------|---|-------------------|---|----------------------|----|------------|----|-------|----|
| Attended a local public meeting | 1% | 0 | 8% | 6 | 23% | 17 | 68% | 51 | 100% | 75 |
| Watched (online or on television) a local public meeting | 2% | 2 | 11% | 8 | 18% | 13 | 69% | 50 | 100% | 73 |

Table 49: Question 13: Hours Spent Doing Activities

| During a typical week, how many hours, if any, do you spend doing the following? | Never (no hours) | | 1 to 3 hours | | 4 to 5 hours | | 6 to 10 hours | | 11 or more hours | | Total | |
|--|------------------|----|--------------|----|--------------|---|---------------|---|------------------|---|-------|----|
| Participating in a club (including book, dance, game and other social) | 63% | 44 | 23% | 16 | 11% | 8 | 3% | 2 | 0% | 0 | 100% | 70 |
| Participating in a civic group (including Elks, Kiwanis, Masons, etc.) | 91% | 64 | 1% | 1 | 6% | 4 | 0% | 0 | 1% | 1 | 100% | 70 |

| During a typical week, how many hours, if any, do you spend doing the following? | Never (no hours) | | 1 to 3 hours | | 4 to 5 hours | | 6 to 10 hours | | 11 or more hours | | Total | |
|--|------------------|----|--------------|----|--------------|----|---------------|----|------------------|----|-------|----|
| Communicating/ visiting with friends and/or family | 4% | 3 | 35% | 26 | 32% | 24 | 16% | 11 | 13% | 10 | 100% | 73 |
| Participating in religious or spiritual activities with others | 40% | 28 | 29% | 21 | 18% | 13 | 11% | 8 | 2% | 1 | 100% | 71 |
| Participating in a recreation program or group activity | 53% | 35 | 27% | 18 | 15% | 10 | 2% | 1 | 3% | 2 | 100% | 67 |
| Providing help to friends or relatives | 15% | 10 | 59% | 41 | 8% | 6 | 6% | 4 | 12% | 9 | 100% | 69 |
| Volunteering your time to some group/activity in your community | 55% | 38 | 26% | 18 | 12% | 8 | 3% | 2 | 5% | 3 | 100% | 69 |
| Receiving assistance from someone with whom I have a significant personal relationship | 69% | 51 | 21% | 15 | 2% | 2 | 2% | 1 | 5% | 4 | 100% | 73 |
| Receiving assistance from a personal care provider | 92% | 66 | 2% | 2 | 1% | 1 | 0% | 0 | 5% | 3 | 100% | 72 |

Table 50: Question 14: Hours Spent Providing Care

| During a typical week, how many hours do you spend providing care for one or more individuals with whom you have a significant relationship (such as spouse, other relative, partner, friend, neighbor or child), whether or not they live with you? | Never (no hours) | | 1 to 3 hours | | 4 to 5 hours | | 6 to 10 hours | | 11 to 20 hours | | 20 or more hours | | Total | |
|--|------------------|----|--------------|----|--------------|---|---------------|---|----------------|---|------------------|---|-------|----|
| One or more individuals age 60 or older | 63% | 47 | 17% | 13 | 7% | 5 | 3% | 2 | 0% | 0 | 10% | 7 | 100% | 75 |
| One or more individuals age 18 to 59 | 82% | 57 | 8% | 5 | 4% | 3 | 2% | 1 | 0% | 0 | 3% | 2 | 100% | 69 |
| One or more individuals under age 18 | 69% | 48 | 15% | 11 | 1% | 1 | 3% | 2 | 2% | 1 | 10% | 7 | 100% | 69 |

Table 51: Question 15: Regularity Doing Activities

| How often, if at all, do you do each of the following, considering all of the times you could? | Never | | Rarely | | Sometimes | | Usually | | Always | | Total | |
|--|-------|----|--------|----|-----------|----|---------|----|--------|----|-------|----|
| Eat at least 5 portions of fruits and vegetables a day | 2% | 2 | 22% | 16 | 35% | 26 | 34% | 26 | 6% | 5 | 100% | 75 |
| Participate in moderate or vigorous physical activity | 12% | 9 | 8% | 6 | 30% | 22 | 38% | 28 | 12% | 9 | 100% | 74 |
| Receive assistance from someone almost every day | 78% | 58 | 13% | 10 | 4% | 3 | 3% | 2 | 2% | 2 | 100% | 74 |
| Vote in local elections | 5% | 4 | 1% | 1 | 0% | 0 | 11% | 8 | 83% | 62 | 100% | 75 |

Table 52: Question D1: Length of Residency

| How many years have you lived in your community? | Percent of respondents | Count |
|--|------------------------|-------|
| Less than 1 year | 3% | 2 |
| 1–5 years | 11% | 8 |
| 6–10 years | 9% | 6 |
| 11–20 years | 22% | 16 |
| More than 20 years | 55% | 41 |
| Total | 100% | 74 |

Table 53: Question D2: Housing Unit Type

| Which best describes the building you live in? | Percent of respondents | Count |
|--|------------------------|-------|
| Single family home | 71% | 52 |
| Townhouse, condominium, duplex or apartment | 28% | 21 |
| Mobile home | 1% | 1 |
| Assisted living residence | 0% | 0 |
| Nursing home | 0% | 0 |
| Other | 0% | 0 |

| Which best describes the building you live in? | Percent of respondents | Count |
|--|------------------------|-------|
| Total | 100% | 73 |

Table 54: Question D3: Tenure (Rent or Own)

| Do you currently rent or own your home? | Percent of respondents | Count |
|---|------------------------|-------|
| Rent | 14% | 10 |
| Own (with a mortgage payment) | 37% | 27 |
| Own (free and clear; no mortgage) | 49% | 36 |
| Total | 100% | 72 |

Table 55: Question D4: Monthly Housing Costs

| 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 of respondents | Count |
|---|------------------------|-------|
| Less than \$300 per month | 19% | 13 |
| \$300 to \$599 per month | 28% | 19 |
| \$600 to \$999 per month | 16% | 11 |
| \$1,000 to \$1,499 per month | 27% | 18 |
| \$1,500 to \$2,499 per month | 6% | 4 |
| \$2,500 or more per month | 5% | 3 |
| Total | 100% | 68 |

Table 56: Question D5: Total Number of Household Members

| How many people, including yourself, live in your household? | Percent of respondents | Count |
|--|------------------------|-------|
| 1 person (live alone) | 43% | 31 |
| 2 people | 40% | 29 |
| 3 people | 12% | 9 |

| How many people, including yourself, live in your household? | Percent of respondents | Count |
|--|------------------------|-------|
| 4 or more people | 5% | 4 |
| Don't know | 0% | 0 |
| Total | 100% | 72 |

Table 57: Question D6: Number of Older Adult Household Members

| How many of these people, including yourself, are 55 or older? | Percent of respondents | Count |
|--|------------------------|-------|
| 1 person | 55% | 37 |
| 2 people | 45% | 30 |
| 3 people | 0% | 0 |
| 4 or more people | 0% | 0 |
| Don't know | 0% | 0 |
| Total | 100% | 67 |

Table 58: Question D6: Number of Children (17 or younger) Household Members

| How many of these people, including yourself, are 17 or younger? | Percent of respondents | Count |
|--|------------------------|-------|
| 1 person | 80% | 2 |
| 2 people | 20% | 1 |
| 3 people | 0% | 0 |
| 4 or more people | 0% | 0 |
| Don't know | 0% | 0 |
| Total | 100% | 3 |

Table 59: Question D6: Number of Adult (18–59 years old) Household Members

| How many of these people, including yourself, are 18–59 years old? | Percent of respondents | Count |
|--|------------------------|-------|
| 1 person | 60% | 9 |
| 2 people | 15% | 2 |
| 3 people | 25% | 4 |
| 4 or more people | 0% | 0 |
| Don't know | 0% | 0 |
| Total | 100% | 15 |

Table 60: Question D7: Retirement Status

| What is your employment status? | Percent of respondents | Count |
|-----------------------------------|------------------------|-------|
| Fully retired | 60% | 44 |
| Working full time for pay | 13% | 10 |
| Working part time for pay | 19% | 14 |
| Unemployed, looking for paid work | 7% | 5 |
| Total | 100% | 73 |

Table 61: Question D8: Expected Age of Retirement

| [If not yet fully retired] At what age do you expect to retire completely and not work for pay at all? | Percent of respondents | Count |
|--|------------------------|-------|
| 60 to 64 | 15% | 4 |
| 65 to 69 | 27% | 7 |
| 70 to 74 | 33% | 9 |
| 75 or older | 25% | 7 |
| Total | 100% | 26 |

Table 62: Question D9: Household Income

| 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 of respondents | Count |
|---|------------------------|-------|
| Less than \$15,000 | 2% | 1 |
| \$15,000 to \$24,999 | 19% | 13 |
| \$25,000 to \$49,999 | 27% | 18 |
| \$50,000 to \$74,999 | 27% | 17 |
| \$75,000 to \$99,999 | 12% | 8 |
| \$100,000 or more | 13% | 9 |
| Total | 100% | 65 |

Table 63: Question D10: Respondent Ethnicity/Origin

| Are you Spanish/Hispanic/Latino? | Percent of respondents | Count |
|----------------------------------|------------------------|-------|
| Yes | 10% | 7 |
| No | 90% | 65 |
| Total | 100% | 72 |

Table 64: Question D11: Respondent Race

| What is your race? | Percent of respondents | Count |
|-----------------------------------|------------------------|-------|
| American Indian or Alaskan native | 3% | 2 |
| Asian or Pacific Islander | 1% | 0 |
| Black, African American | 0% | 0 |
| White/Caucasian | 94% | 68 |
| Other | 4% | 3 |

Total may exceed 100% as respondents could select more than one option.

Table 65: Question D12: Respondent Age

| In which category is your age? | Percent of respondents | Count |
|--------------------------------|------------------------|-------|
| 60–64 years | 29% | 21 |
| 65–69 years | 26% | 18 |
| 70–74 years | 12% | 8 |
| 75–79 years | 12% | 9 |
| 80–84 years | 19% | 14 |
| 85–89 years | 2% | 2 |
| 90–94 years | 0% | 0 |
| 95 years or older | 0% | 0 |
| Total | 100% | 72 |

Table 66: Question D13: Respondent Gender

| What is your sex? | Percent of respondents | Count |
|-------------------|------------------------|-------|
| Female | 58% | 43 |
| Male | 42% | 30 |
| Total | 100% | 73 |

Table 67: Question D14: Respondent Sexual Orientation

| What is your sexual orientation? | Percent of respondents | Count |
|----------------------------------|------------------------|-------|
| Heterosexual | 98% | 67 |
| Lesbian | 2% | 1 |
| Gay | 0% | 0 |
| Bisexual | 0% | 0 |
| Total | 100% | 68 |

Appendix B: Survey Methodology

Data Collection Methods Used in the CASOA

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 Lakewood to reflect the correct local age definition of older adults and so that the mailing materials used official Denver Regional Council of Governments (DRCOG) Area Agency on Aging graphics, contact information and signatures. The DRCOG Area Agency on Aging and the City of Lakewood sponsored and funded this research.

Survey 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 in the community and of 40 different needs common to older adults.

The questionnaire grew from a synthesis of a number of 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 the conduct of numerous surveys and large scale needs assessments 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 senior 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.

Survey Sampling

“Sampling” refers to the method by which survey recipients are chosen. The “sample” refers to all those who were given a chance to participate in the survey. A list of households with a high likelihood of having a resident age 60 years or older within the City was purchased. Although the purchased list of known senior households contained names of the residents 60 years and older, no name was printed on the survey envelope; instead, the survey was addressed to “Resident.” The list of households was purchased from Group 3 List Marketing.

A larger list than needed was sampled so that a process referred to as “geocoding” could be used to eliminate addresses from the list that were outside the study boundaries. Geocoding is a computerized process in which addresses are compared to electronically mapped boundaries and coded as inside or outside desired boundaries. All addresses determined to be outside the study boundaries were eliminated from the sample. A stratified, systematic sampling method was used with the remaining addresses to create a mailing list of 14,100 DRCOG Area Agency on Aging older adult households, with 401 addresses being selected for the City of Lakewood. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every Nth one, giving each eligible household a known probability of selection, until the appropriate number of households is selected.

In order to select a random individual 60 years of age and older within the household, the cover letter requested that the questionnaire be given to the person 60 years of age and older who most recently celebrated their birthday (regardless of year of birth) to complete. This “birthday method” is a

respondent selection method which helps to randomly select an individual within a household and is similar to other more complex methodologies (e.g., “Kisch” or “Trodahl”), but easier to implement.

Survey Administration and Response

Each sampled household received three mailings beginning in February, 17, 2015. Completed surveys were collected over the following six weeks. The first mailing was a prenotification postcard announcing the upcoming survey. A week after the prenotification postcard mailed the first wave of the survey was sent. The second wave was mailed one week after the first. The survey mailings contained a letter from the Director of DRCOG’s Area Agency on Aging, Jayla Sanchez-Warren, inviting the household to participate in the CASOA, a questionnaire and postage-paid envelope in which to return the questionnaire. Survey respondents could also opt to take the survey in Spanish by contacting DRCOG via Spanish language instructions featured on the cover letter of the survey. Out of the 14,100 surveys sent throughout DRCOG, 1,000 were identified as being highly likely Hispanic households and were sent dual mailing packets that featured copies of both an English and a Spanish survey.

Overall, a total of 658 out 14,100 postcards were returned as undeliverable because they either had addresses that were undeliverable as addressed or were received by vacant housing units. Of the 13,442 households receiving the survey mailings, 2,493 completed the survey, providing a response rate of 19%. The 14,100 addresses sent mailings in the DRCOG Area Agency on Aging areas, included 401 sent to the City of Lakewood. Of the 401 households receiving the survey mailings in Lakewood, 75 completed the survey, providing a response rate of 19%.

Table 68: Survey Response Rates by City, County and DRCOG Overall

| | Number mailed | Undeliverable postcards | Delivered surveys | Returned surveys | Response rate |
|----------------------|---------------|-------------------------|-------------------|------------------|---------------|
| Lakewood | 401 | 10 | 391 | 75 | 19% |
| Jefferson County | 2,817 | 54 | 2,763 | 579 | 21% |
| DRCOG Overall | 14,100 | 658 | 13,442 | 2,493 | 19% |

Confidence Intervals

The 95% confidence interval (or “margin of error”) quantifies the “sampling error” or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any sample size, and indicates that in 95 of 100 surveys conducted like this one, for a particular item, a result would be found that is within plus or minus four percentage points of the result that would be found if everyone in the population of interest was surveyed. The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (potentially introducing non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error).

The 95 percent confidence interval for the survey is generally no greater than plus or minus 11 percentage points around any given percent reported for the entire sample and plus or minus seven points on the 100-point scale.

Survey Processing (Data Entry)

Completed surveys received were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick one response, but the respondent checked two; the cleaning process would involve randomly selecting one of the two selected responses to be recorded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. “Range checks” (examination of the data for invalid values) as well as other forms of quality control were also performed.

Survey Data Weighting

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the City. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. Several different weighting “schemes” are tested to ensure the best fit for the data. The data were weighted by ethnicity and gender and age. The results of the weighting scheme are presented in the following table.

Table 69: Weighting Scheme for the 2015 City of Lakewood CASOA

| | 2010 Census ¹ | Unweighted | Weighted |
|-----------------------|--------------------------|------------|----------|
| Rent | 22% | 12% | 14% |
| Own | 78% | 88% | 86% |
| Detached ² | 75% | 71% | 72% |
| Attached ² | 25% | 29% | 28% |
| White | 93% | 89% | 92% |
| Not white | 7% | 11% | 8% |
| Hispanic | 9% | 18% | 10% |
| Not Hispanic | 91% | 82% | 90% |
| Female | 56% | 49% | 58% |
| Male | 44% | 51% | 42% |
| Age 60 to 64 | 29% | 22% | 29% |
| Age 65 to 74 | 38% | 47% | 37% |
| Age 75 and over | 33% | 31% | 34% |
| Female 60 to 64 | 15% | 8% | 16% |
| Female 65 to 74 | 21% | 26% | 21% |
| Female 75 and over | 20% | 14% | 21% |
| Male 60 to 64 | 13% | 14% | 13% |
| Male 65 to 74 | 17% | 21% | 17% |
| Male 75 and over | 13% | 17% | 13% |

¹Source: U.S. Census Bureau – Census 2010

²Source: U.S. Census Bureau – ACS 2008–2011 Age 65+

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions and mean ratings are presented in the body of the report. A complete set of frequencies for each survey question is presented in *Appendix B: Complete Set of Survey Frequencies*.

A variety of analyses were presented in the body of the report. The following sections summarize how these analyses were conducted or scores calculated.

Estimates of the Contribution of Older Adults to the Economy

The calculations of the economic contributions of older adults in Lakewood 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).

Table 70: Contribution of Older Adults to the Economy

| | Percent of older adults | Number of older adults ¹ | Average number of hours* | Average hourly rate** | Annual total |
|--------------------------------------|-------------------------|-------------------------------------|--------------------------|-----------------------|----------------------|
| Providing care to older adult(s) | 37% | 13,407 | 10.4 | \$9.90 | \$71,203,975 |
| Providing care to adult(s) | 18% | 6,401 | 8.8 | \$9.90 | \$26,588,215 |
| Providing care to child(ren) | 31% | 11,236 | 12.1 | \$11.77 | \$77,270,915 |
| Providing help to family and friends | 85% | 31,039 | 4.4 | \$11.16 | \$72,988,128 |
| Volunteering | 45% | 16,490 | 4.2 | \$17.13 | \$56,230,744 |
| Subtotal unpaid | | | | | \$304,281,976 |
| Working part time | 19% | 6,932 | 15.0 | \$25.05 | \$132,182,250 |
| Working full time | 13% | 4,870 | 32.0 | \$25.05 | \$198,116,302 |
| Subtotal paid | | | | | \$330,298,552 |
| Total contribution | | | | | \$634,580,528 |

¹Based on U.S. Census Bureau – 2010 Census and Colorado Department of Local Affairs – Age and Gender Projections (2015); about 36,341 adults age 60 and over in Lakewood

* 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 the Denver–Aurora–Broomfield, CO MSA. 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 Workers, All Other." 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."*

The proportion of older adults who work was estimated by examining the responses to question D7 from the survey ("What is your employment status?"). Those working full-time were assumed to work 32 hours per week and those working part-time were assumed to work 15 hours per week. The proportion of survey respondents was multiplied by the number of adults 60 and over in the community to ascertain the number of employed older adults. To determine the average paid wage, information from the Bureau of Labor Statistics for the Denver-Aurora-Broomfield, CO MSA was examined. Working full-time and part-time was assumed to be the equivalent of "All Occupations" (occupation code 00-0000).

The proportion of older adults doing volunteer work and providing help to friends and neighbors was determined by looking at the responses to question 12 ("During a typical week, how many hours, if any, do you spend doing the following?"), items f ("providing help to family and friends") and g ("volunteering your time to some group/activity"). Those responding "1 to 3 hours" were assumed to spend two hours, "4 to 5 hours" were assumed to spend 4.5 hours, those responding "6 to 10 hours" were assumed to spend eight hours, and those responding "11 or more hours" were assumed to spend 13.75 hours (125% of 11). To determine the average hourly wage, "providing help to family and friends" was assumed to be the equivalent of "Personal Care and Service Workers, All Other" (occupation code 39-9099) and volunteering was assumed to be the equivalent of "Office Clerks, General" (occupation code 43-9061).

The proportion of older adults providing care to family and friends was determined by examining the responses to question 12. Those responding "1 to 3 hours" were assumed to spend two hours, "4 to 5 hours" were assumed to spend 4.5 hours, those responding "6 to 10 hours" were assumed to spend eight hours, and those responding "11 to 19 hours" were assumed to spend 15 hours and those responding "20 or more hours" were assumed to spend 25 hours (125% of 20). To determine the average hourly wage, "providing care for older adults and adults" (items a and b) were assumed to be the equivalent of "Personal and Home Care Aides" (occupation code 39-9021) and "providing care for children" (item c) was assumed to be the equivalent of "Child Care Workers" (occupation code 39-9011).

Community Summary Scores

The community score presented in the body of the report 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," "not a problem," "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 reported "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 (half way between "good" and "fair"), then the result would be 50. The new scale can be thought of like the thermometer used to represent total giving to United Way. The higher the thermometer reading, the closer to the goal of 100 – in this case, the most positive response possible. The table below shows the individual questions comprising each summary score.

| Index | Individual Variables Used in Index |
|---|---|
| Quality of Community | q1a. How do you rate Lakewood as a place to live? |
| | q1b. How do you rate Lakewood as a place to retire? |
| | q3. How would you rate the overall services provided to older adults in Lakewood? |
| | q9. Recommend living in Lakewood to older adults |
| | q10. Remain in Lakewood throughout your retirement |
| Community and Belonging | q2s. Sense of community |
| | q2t. Openness and acceptance of the community towards older residents of diverse backgrounds |
| | q2z. Overall feeling of safety in Lakewood |
| | q2aa. Valuing older residents in Lakewood |
| | q2bb. Neighborliness of Lakewood |
| Community Information | q2m. Availability of information about resources for older adults |
| | q2n. Availability of financial and legal planning services |
| | q4. In general, how informed or uninformed do you feel about services and activities available to older adults in Lakewood? |
| Opportunities for Productive Activities | q2a. Opportunities to volunteer |
| | q2b. Employment opportunities |
| | q2c. Opportunities to enroll in skill-building or personal enrichment classes |
| | q2d. Recreation opportunities (including games, arts and library services, etc.) |
| | q2f. Opportunities to attend social events or activities |
| | q2g. Opportunities to attend religious or spiritual activities |
| | q2h. Opportunities to attend or participate in meetings about local government or community matters |
| Health and Wellness Opportunities | q2e. Fitness opportunities (including exercise classes and paths or trails, etc.) |
| | q2k. Availability of long-term care options |
| | q2l. Availability of daytime care options for older adults |
| | q2o. Availability of affordable quality physical health care |
| | q2p. Availability of affordable quality mental health care |
| | q2q. Availability of preventive health services (e.g., health screenings, flu shots, educational workshops) |
| Community Design and Land Use | q2i. Availability of affordable quality housing |
| | q2j. Variety of housing options |
| | q2r. Availability of affordable quality food |
| | q2u. Ease of travel by public transportation in Lakewood |

| Index | Individual Variables Used in Index |
|-------|--|
| | q2v. Ease of car travel in Lakewood |
| | q2w. Ease of walking in Lakewood |
| | q2x. Ease of getting to the places you usually have to visit |
| | q2bb. Cost of living in Lakewood |

Needs Summary Scores

The needs summary scores (indices) are based on the response patterns of older adults in the community. The table below contains each question included in the index and the required response to that question. So, for example, if a respondent indicated that her overall physical health (q5a) was “fair,” she would be counted as having a physical health issue along with other respondents who may have noted that they had a moderate or major problem with falling or maintaining a healthy diet, etc. Respondents with many physical health problems are counted only once in this category so that the total percent shown in the report graph represents the percent of older adults with at least one physical problem.

| Index | Individual Variables Used in Index | Required Rating |
|-------|--|---------------------------|
| | Must have at least one of the following: | |
| | q6(b)r. Being a victim of crime | Moderate or major problem |
| | q6(b)s. Being a victim of fraud or a scam | Moderate or major problem |
| | q6(b)t. Being physically or emotionally abused | Moderate or major problem |
| | q6(b)v. Being treated unfairly or discriminated against because of your age | Moderate or major problem |
| | Must q15d | |
| | q15d. Vote in local elections | Never or rarely |
| | Or q13b and q13g | |
| | q13b. Participating in a civic group (including Elks, Kiwanis, Masons, etc.) | Never (no hours) |
| | q13g. Volunteering your time to some group/activity in Lakewood | Never (no hours) |
| | Or q12a and q12b | |
| | q12a. Attended a local public meeting | Not at all |
| | q12b. Watched (online or on television) a local public meeting | Not at all |
| | Must have: | |
| | q6(b)d. Having interesting social events or activities to attend' | Moderate or major problem |

| Index | Individual Variables Used in Index | Required Rating |
|---------------------|---|--|
| | Or all of the following: | |
| | q11a. Used a senior center in Lakewood | Not at all |
| | q13a. Participating in a club (including book, dance, game and other social) | Never (no hours) |
| | q13d. Participating in religious or spiritual activities with others | Never (no hours) |
| Recreation | Must have q6(b)c: | |
| | q6(b)c. Having interesting recreational or cultural activities to attend | Moderate or major problem |
| | Or all of the following: | |
| | q11b. Used a recreation center in Lakewood | Not at all |
| | q11c. Used a public library in Lakewood | Not at all |
| | q11e. Visited a neighborhood park | Not at all |
| | q13e. Participating in a recreation program or group activity | Never (no hours) |
| Caregiver burden | Must have: | |
| | q6(b)h. Feeling physically burdened by providing care for another person | Moderate or major problem |
| | q6(b)i. Feeling emotionally burdened by providing care for another person | Moderate or major problem |
| | q6(b)j. Feeling financially burdened by providing care for another person | Moderate or major problem |
| Financial and legal | Must have at least one of the following: | |
| | d9. 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.)/ d5. How many people, including yourself, live in your household? | Income was at or below the income limits set by HUD for Section 8 programs |
| | q6(a)u. Having enough money to meet daily expenses | Moderate or major problem |
| | q6(a)v. Having enough money to pay your property taxes | Moderate or major problem |
| | q6(b)k. Dealing with legal issues | Moderate or major problem |
| | q6(b)m. Finding work in retirement | Moderate or major problem |

| Index | Individual Variables Used in Index | Required Rating |
|-----------------------|---|---------------------------|
| | q6(b)n. Building skills for paid or unpaid work | Moderate or major problem |
| | q6(b)u. Dealing with financial planning issues | Moderate or major problem |
| Meaningful activities | Must have at least one of the following: | |
| | q6(a)l. Finding productive or meaningful activities to do | Moderate or major problem |
| | q6(b)f. Feeling like your voice is heard in the community | Moderate or major problem |
| | q6(b)g. Finding meaningful volunteer work | Moderate or major problem |
| | q6(b)o. Not knowing what services are available to older adults in your community | Moderate or major problem |
| Physical health | Must have at least one of the following: | |
| | q5a. How do you rate your overall physical health? | Fair or poor |
| | q6(a)b. Your physical health | Moderate or major problem |
| | q6(a)e. Doing heavy or intense housework | Moderate or major problem |
| | q6(a)j. Maintaining your home | Moderate or major problem |
| | q6(a)k. Maintaining your yard | Moderate or major problem |
| | q6(a)w. Staying physically fit | Moderate or major problem |
| | q6(a)x. Maintaining a healthy diet | Moderate or major problem |
| | q15a. Eat at least 5 portions of fruits and vegetables a day | Never or rarely |
| | q15b. Participate in moderate or vigorous physical activity | Never or rarely |
| Mental health | Must have at least one of the following: | |
| | q5b. How do you rate your overall mental health/emotional wellbeing? | Fair or poor |
| | q6(a)h. Feeling depressed | Moderate or major problem |

| Index | Individual Variables Used in Index | Required Rating |
|---------------------------|--|--|
| | q6(a)i. Experiencing confusion or forgetfulness | Moderate or major problem |
| | q6(a)m. Having friends or family you can rely on | Moderate or major problem |
| | q6(a)r. Figuring out which medications to take and when | Moderate or major problem |
| | q6(b)e. Feeling bored | Moderate or major problem |
| | q6(b)p. Feeling lonely or isolated | Moderate or major problem |
| | q6(b)q. Dealing with the loss of a close family member or friend | Moderate or major problem |
| Health care | Must have at least one of the following: | |
| | q6(a)o. Finding affordable health insurance | Moderate or major problem |
| | q6(a)p. Getting the health care you need | Moderate or major problem |
| | q6(a)q. Affording the medications you need | Moderate or major problem |
| | q6(a)s. Getting the oral health care you need | Moderate or major problem |
| | q6(a)t. Getting the vision care you need | Moderate or major problem |
| Institutionalization risk | q6(b)l. Having adequate information or dealing with public programs such as Social Security, Medicare and Medicaid | Moderate or major problem |
| | Must have at least one of the following: | |
| | q6(a)c. Performing regular activities, including walking, eating and preparing meals | Moderate or major problem |
| | q6(a)g. No longer being able to drive | Moderate or major problem |
| | q6(a)n. Falling or injuring yourself in your home | Moderate or major problem |
| | q7a. A hospital | Spent 3 or more days in past 12 months |
| | q7b. In a long-term care facility (including nursing home or in-patient rehabilitation) | Spent 3 or more days in past 12 months |

| Index | Individual Variables Used in Index | Required Rating |
|-------------------|---|--|
| | q8. Thinking back over the past 12 months, how many times have you fallen and injured yourself? Was it... | Fell 3 or more times in past 12 months |
| | q15c. Receive assistance from someone almost every day | Sometimes, usually or always |
| Basic necessities | Must have at least one of the following: | |
| | q5c. How do you rate your overall quality of life? | Fair or poor |
| | q6(a)a. Having housing to suit your needs | Moderate or major problem |
| | q6(a)d. Having enough food to eat | Moderate or major problem |
| | q6(a)f. Having safe and affordable transportation available | Moderate or major problem |

Appendix C: Benchmark Comparisons

NRC has developed a database that collates responses to CASOA and related surveys administered in other communities, which allows the results from the City of Lakewood 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 175+ communities across the nation. The demographics of NRC's database match the demographics in the nation, based on the U.S. Census 2010 estimates.

Interpreting the Results

Ratings are compared when similar questions are included in NRC's database and there are at least five communities in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first column is Lakewood's proportion of the population responding in a particular way (e.g., percent "likely" to recommend living in Lakewood). The second column is the rank assigned to this rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The fourth column shows the comparison of Lakewood's rating (column one) to the benchmark.

Where comparisons for ratings were available, the City of Lakewood's results were generally noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much higher" or "much lower"). These labels come from a statistical comparison of the City of Lakewood's rating to the benchmark where a rating is considered "similar" if it is within than the margin of error; "higher" or "lower" if the difference between your community's rating and the benchmark is greater the margin of error; and "much higher" or "much lower" if the difference between your community's rating and the benchmark is more than twice the margin of error.

Table 71: Your Community as a Place for Older Residents Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|---|------------------|------|--|-------------------------|
| Your community as an excellent or good place to live | 88% | 120 | 235 | Similar |
| Your community as an excellent or good place to retire | 82% | 36 | 233 | Higher |
| Excellent or good overall services provided to older adults in your community | 66% | 98 | 216 | Similar |

Table 72: Recommendation of your Community to Others Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|--|------------------|------|--|-------------------------|
| Likely to recommend living in your community to older adults | 90% | 2 | 27 | Higher |

Table 73: Remaining in your Community Throughout Retirement Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|--|------------------|------|--|-------------------------|
| Likely to remain in your community throughout retirement | 86% | 17 | 27 | Similar |

Table 74: Older Adult Community and Belonging Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|---|------------------|------|--|-------------------------|
| Excellent or good sense of community | 47% | 221 | 234 | Much lower |
| Excellent or good openness and acceptance of the community towards older residents of diverse backgrounds | 57% | 150 | 213 | Similar |
| Excellent or good overall feeling of safety in your community | 76% | 11 | 22 | Similar |
| Excellent or good valuing of older residents in your community | 59% | 11 | 22 | Similar |
| Excellent or good neighborliness in your community | 53% | 20 | 22 | Similar |

Table 75: Safety Problems Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|--|------------------|------|--|-------------------------|
| Problems with being a victim of crime | 11% | 16 | 27 | Similar |
| Problems with being a victim of fraud or a scam | 24% | 2 | 27 | Higher |
| Problems with being physically or emotionally abused | 9% | 4 | 27 | Similar |
| Problems with being treated unfairly or discriminated against because of age | 33% | 2 | 7 | Similar |

Table 76: Awareness of Older Adult Services and Activities Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|--|------------------|------|--|-------------------------|
| Informed about services and activities available to older adults in your community | 56% | 24 | 27 | Lower |

Table 77: Availability of Information About Older Adult Resource Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|--|------------------|------|--|-------------------------|
| Excellent or good availability of information about resources for older adults | 56% | 8 | 27 | Higher |
| Excellent or good availability of financial and legal planning services | 52% | 6 | 22 | Higher |

Table 78: Meaningful Activities Needs Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|---|------------------|------|--|-------------------------|
| Problems with finding productive or meaningful activities to do | 29% | 17 | 27 | Similar |
| Problems with feeling like your voice is heard in the community | 63% | 6 | 27 | Higher |
| Problems with finding meaningful volunteer work | 27% | 13 | 27 | Similar |
| Problems with not knowing what services are available to older adults in your community | 63% | 8 | 27 | Similar |

Table 79: Civic Engagement Opportunities Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|--|------------------|------|--|-------------------------|
| Excellent or good opportunities to volunteer | 85% | 39 | 131 | Similar |
| Excellent or good opportunities to attend or participate in meetings about local government or community matters | 66% | 14 | 27 | Similar |

Table 80: Participation in Civic Activities Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|---|------------------|------|--|-------------------------|
| Attended a local public meeting in your community at least once in past 12 months | 9% | 225 | 231 | Much lower |
| Watched (online or on television) a least once in past 12 months | 14% | 181 | 188 | Much lower |

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|--|------------------|------|--|-------------------------|
| Participating in a civic group (including Elks, Kiwanis, Masons, etc.) for one hour or more per week | 9% | 25 | 27 | Similar |
| Volunteering your time to some group/activity in your community for one hour or more per week | 45% | 9 | 27 | Similar |
| Voted in the last local election | 94% | 22 | 233 | Higher |

Table 81: Social Engagement Opportunities Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|---|------------------|------|--|-------------------------|
| Excellent or good opportunities to attend social events or activities | 61% | 92 | 131 | Similar |
| Excellent or good opportunities to attend religious or spiritual activities | 83% | 72 | 115 | Similar |

Table 82: Participation in Social Activities Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|--|------------------|------|--|-------------------------|
| Used a senior center in your community at least once in past 12 months | 14% | 21 | 27 | Lower |
| Participating in a club (including book, dance, game and other social) for one hour or more per week | 37% | 12 | 27 | Similar |
| Communicating/ visiting with friends and/or family for one hour or more per week | 96% | 11 | 27 | Similar |

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|--|------------------|------|--|-------------------------|
| Participating in religious or spiritual activities with others for one hour or more per week | 60% | 14 | 27 | Similar |
| Providing help to friends or relatives for one hour or more per week | 85% | 14 | 27 | Similar |

Table 83: Social Engagement Problems Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|--|------------------|------|--|-------------------------|
| Problems with having interesting social events or activities to attend | 41% | 16 | 27 | Similar |

Table 84: Recreational and Personal Enrichment Opportunities Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|---|------------------|------|--|-------------------------|
| Excellent or good opportunities to enroll in skill-building or personal enrichment classes | 68% | 10 | 27 | Higher |
| Excellent or good recreation opportunities (including games, arts and library services, etc.) | 84% | 30 | 231 | Much higher |

Table 85: Participation in Recreational and Personal Enrichment Activities Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|--|------------------|------|--|-------------------------|
| Used a recreation center in your community at least once in past 12 months | 27% | 183 | 194 | Much lower |
| Used a public library in your community at least once in past 12 months | 40% | 21 | 27 | Much lower |

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|---|------------------|------|--|-------------------------|
| Visited a neighborhood park at least once in past 12 months | 45% | 229 | 232 | Much lower |
| Participating in a recreation program or group activity for one hour or more per week | 47% | 8 | 27 | Similar |

Table 86: Recreational Problems Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|--|------------------|------|--|-------------------------|
| Problems with having interesting recreational or cultural activities to attend | 41% | 14 | 27 | Similar |

Table 87: Caregiver Burden in your Community Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|---|------------------|------|--|-------------------------|
| Problems with feeling physically burdened by providing care for another person | 23% | 4 | 7 | Similar |
| Problems with feeling emotionally burdened by providing care for another person | 26% | 6 | 7 | Similar |
| Problems with feeling financially burdened by providing care for another person | 25% | 1 | 7 | Similar |

Table 88: Employment Opportunities Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|--|------------------|------|--|-------------------------|
| Excellent or good employment opportunities | 30% | 108 | 222 | Similar |

Table 89: Financial and Legal Problems of Older Residents Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|--|------------------|------|--|-------------------------|
| Problems with having enough money to meet daily expenses | 27% | 23 | 27 | Lower |
| Problems with having enough money to pay your property taxes | 24% | 20 | 27 | Similar |
| Problems with dealing with legal issues | 31% | 14 | 27 | Similar |
| Problems with finding work in retirement | 37% | 16 | 27 | Similar |
| Problems with building skills for paid or unpaid work | 29% | 18 | 27 | Similar |
| Problems with dealing with financial planning issues | 42% | 4 | 27 | Similar |

Table 90: Physical Health Opportunities Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|--|------------------|------|--|-------------------------|
| Excellent or good fitness opportunities (including exercise classes and paths or trails, etc.) | 82% | 10 | 27 | Higher |

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|---|------------------|------|--|-------------------------|
| Excellent or good availability of affordable quality physical health care | 65% | 58 | 194 | Higher |

Table 91: Overall Physical Health of Older Residents Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|---|------------------|------|--|-------------------------|
| Excellent or good overall physical health | 75% | 14 | 27 | Similar |

Table 92: Participation in Healthy Activities Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|---|------------------|------|--|-------------------------|
| Always or usually eats at least 5 portions of fruits and vegetables a day | 41% | 3 | 7 | Similar |
| Always or usually participates in moderate or vigorous physical activity | 50% | 1 | 7 | Similar |

Table 93: Physical Health Problems of Older Residents Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|--|------------------|------|--|-------------------------|
| Problems with your physical health | 66% | 2 | 27 | Higher |
| Problems with problems with doing heavy or intense housework | 50% | 23 | 27 | Similar |
| Problems with maintaining your home | 41% | 11 | 27 | Similar |
| Problems with maintaining your yard | 39% | 17 | 27 | Similar |
| Problems with staying physically fit | 54% | 18 | 27 | Similar |

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|--|------------------|------|--|-------------------------|
| Problems with maintaining a healthy diet | 52% | 2 | 27 | Higher |

Table 94: Availability of Mental Healthcare Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|---|------------------|------|--|-------------------------|
| Excellent or good availability of affordable quality mental health care | 49% | 5 | 27 | Higher |

Table 95: Emotional Wellbeing of Older Residents Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|--|------------------|------|--|-------------------------|
| Excellent or good overall mental health/emotional well being | 84% | 24 | 27 | Similar |

Table 96: Mental Health Problems of Older Residents Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|---|------------------|------|--|-------------------------|
| Problems with feeling depressed | 31% | 22 | 27 | Similar |
| Problems with experiencing confusion or forgetfulness | 30% | 23 | 27 | Similar |
| Problems with having friends or family you can rely on | 26% | 10 | 27 | Similar |
| Problems with figuring out which medications to take and when | 12% | 1 | 7 | Similar |
| Problems with feeling bored | 43% | 7 | 27 | Similar |

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|--|------------------|------|--|-------------------------|
| Problems with feeling lonely or isolated | 25% | 21 | 27 | Similar |
| Problems with dealing with the loss of a close family member or friend | 36% | 9 | 27 | Similar |

Table 97: Availability of Preventive Health Care Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|--|------------------|------|--|-------------------------|
| Excellent or good availability of preventive health services (e.g., health screenings, flu shots, educational workshops) | 79% | 1 | 27 | Much higher |

Table 98: Health Care Problems of Older Residents Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|--|------------------|------|--|-------------------------|
| Problems with finding affordable health insurance | 26% | 24 | 27 | Lower |
| Problems with getting the health care you need | 21% | 23 | 27 | Lower |
| Problems with affording the medications you need | 24% | 25 | 27 | Lower |
| Problems with getting the oral health care you need | 29% | 15 | 22 | Similar |
| Problems with getting the vision care you need | 18% | 5 | 7 | Similar |
| Problems with having adequate information or dealing with public programs such as Social Security, Medicare and Medicaid | 43% | 8 | 27 | Similar |

Table 99: Care Options for Older Residents Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|---|------------------|------|--|-------------------------|
| Excellent or good availability of long-term care options | 38% | 6 | 7 | Similar |
| Excellent or good availability of daytime care options for older adults | 37% | 3 | 7 | Similar |

Table 100: Falls, Hospitalizations and Institutionalizations of Older Residents Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|--|------------------|------|--|-------------------------|
| Spent at least 1 day in a hospital in past 12 months | 24% | 7 | 26 | Similar |
| Spent at least 1 day in a nursing home or in-patient rehabilitation facility | 4% | 7 | 26 | Similar |
| Had at least 1 fall in the past 12 months | 31% | 11 | 26 | Similar |

Table 101: Independent Living Problems of Older Residents Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|--|------------------|------|--|-------------------------|
| Problems with performing regular activities, including walking, eating and preparing meals | 27% | 20 | 27 | Similar |
| Problems with no longer being able to drive | 10% | 24 | 27 | Similar |
| Problems with falling or injuring yourself in your home | 27% | 7 | 27 | Similar |

Table 102: Aspects of Design and Land Use Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|---|------------------|---------------|--|-------------------------|
| Excellent or good availability of affordable quality housing | 29% | 163 | 224 | Lower |
| Excellent or good variety of housing options | 43% | 102 | 129 | Much lower |
| Excellent or good ease of bus travel in your community | Not available | Not available | Not available | Not available |
| Excellent or good ease of public transit travel in your community | 45% | 29 | 64 | Similar |
| Excellent or good ease of car travel in your community | 85% | 8 | 214 | Much higher |
| Excellent or good ease of walking in your community | 69% | 79 | 217 | Higher |
| Excellent or good ease of getting to the places you usually have to visit | 86% | 1 | 22 | Much higher |
| Excellent or good cost of living | 38% | 3 | 7 | Similar |

Table 103: Public Transportation Use by Older Residents Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|--|------------------|------|--|-------------------------|
| Used bus, rail, subway or other public transportation instead of driving at least once | 13% | 3 | 7 | Similar |

Table 104: Basic Needs Problems of Older Residents Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|---|------------------|------|--|-------------------------|
| Problems with having housing to suit your needs | 16% | 14 | 27 | Similar |
| Problems with having enough food to eat | 10% | 14 | 27 | Similar |
| Problems with having safe and affordable transportation available | 28% | 9 | 27 | Similar |

Table 105: Overall Quality of Life of Older Residents Benchmarks

| | Lakewood percent | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
|---|------------------|------|--|-------------------------|
| Excellent or good overall quality of life | 86% | 10 | 27 | Similar |

Appendix D: References

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Appendix E: Survey Materials

Important Survey on the Way!**¡Encuesta Importante en Camino!**

Dear Resident,

Estimado Residente,

It only takes a few minutes to make a big difference!

¡Solamente toma unos pocos minutos para hacer una gran diferencia!

Your household has been randomly selected to participate in a survey about our community. Your survey will arrive in a few days.

Su hogar ha sido seleccionado al azar para participar en una encuesta sobre nuestra comunidad. Su encuesta llegará dentro de unos días.

Thank you for helping create a better community!

¡Gracias por ayudar a crear una comunidad mejor!

Sincerely,

Atentamente,



Jayla Sanchez-Warren
Director, Area Agency on Aging

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Atentamente,



Jayla Sanchez-Warren
Director, Area Agency on Aging



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February 2015

Dear Resident:

Please help us shape the future of your community! You have been selected at random to participate in the 2015 Denver Regional Council on Governments Area Agency on Aging Community Assessment Survey for Older Adults.

Please take a few minutes to complete the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help the agency to better understand and plan for the needs of older adults in our community.

El Consejo Regional de Denver de la Agencia de Área de Gobiernos Locales sobre el Envejecimiento está llevando a cabo una Encuesta de Valoración Comunitaria de Adultos Mayores en su comunidad para enterarse de sus necesidades actuales y futuras. Su hogar es uno de un número pequeño de hogares en la región que escogimos al azar para participar en esta encuesta. Si usted requiere ayuda para completar esta encuesta, pídale a una amistad o a un pariente que le ayude. Si usted preferiría completar esta encuesta en español, por favor llame a Jayla Sanchez-Warren al 303-480-6733 para solicitar una copia de esa versión.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of older residents, the **adult age 60 years or older** in your household who most recently had a birthday should complete this survey.
- **Please return the survey by mail in the enclosed postage-paid envelope.**

If you have any questions or need assistance with this survey, please call 303-480-6733.

Thank you for your time and participation!

Respectfully,

A handwritten signature in black ink, appearing to read "Jayla Sanchez-Warren". The signature is fluid and cursive, with the first name "Jayla" being more prominent.

Jayla Sanchez-Warren
Director, Area Agency on Aging



March 2015

Dear Resident:

Here's a second chance if you haven't already responded to the 2015 Denver Regional Council on Governments Area Agency on Aging Community Assessment Survey for Older Adults! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of your community! You have been selected at random to participate in the 2015 Denver Regional Council on Governments Area Agency on Aging Community Assessment Survey for Older Adults.

Please take a few minutes to complete the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help the agency to better understand and plan for the needs of older adults in our community.

El Consejo Regional de Denver de la Agencia de Área de Gobiernos Locales sobre el Envejecimiento está llevando a cabo una Encuesta de Valoración Comunitaria de Adultos Mayores en su comunidad para enterarse de sus necesidades actuales y futuras. Su hogar es uno de un número pequeño de hogares en la región que escogimos al azar para participar en esta encuesta. Si usted requiere ayuda para completar esta encuesta, pídale a una amistad o a un pariente que le ayude. Si usted preferiría completar esta encuesta en español, por favor llame a Jayla Sanchez-Warren al 303-480-6733 para solicitar una copia de esa versión.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of older residents, the **adult age 60 years or older** in your household who most recently had a birthday should complete this survey.
- **Please return the survey by mail in the enclosed postage-paid envelope.**

If you have any questions or need assistance with this survey, please call 303-480-6733.

Thank you for your time and participation!

Respectfully,

A handwritten signature in black ink, reading "Jayla Sanchez-Warren". The signature is written in a cursive, flowing style.

Jayla Sanchez-Warren
Director, Area Agency on Aging

Please complete this questionnaire if you are the adult (age 60 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please circle the response that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please circle the number that comes closest to your opinion for each of the following questions:

Excellent Good Fair Poor Don't know

How do you rate your community as a place to live? 1 2 3 4 5

How do you rate your community as a place to retire? 1 2 3 4 5

2. Please rate each of the following characteristics as they relate to your community adults age 60 or older:

Excellent Good Fair Poor Don't know

Opportunities to volunteer 1 2 3 4 5

Employment opportunities 1 2 3 4 5

Opportunities to enroll in skill-building or personal enrichment classes 1 2 3 4 5

Recreation opportunities (including games, arts, and library services, etc.) 1 2 3 4 5

Fitness opportunities (including exercise classes and paths or trails, etc.) 1 2 3 4 5

Opportunities to attend social events or activities 1 2 3 4 5

Opportunities to attend religious or spiritual activities 1 2 3 4 5

Opportunities to attend or participate in meetings about local
government or community matters 1 2 3 4 5

Availability of affordable quality housing 1 2 3 4 5

Variety of housing options 1 2 3 4 5

Availability of long-term care options 1 2 3 4 5

Availability of daytime care options for older adults 1 2 3 4 5

Availability of information about resources for older adults 1 2 3 4 5

Availability of financial or legal planning services 1 2 3 4 5

Availability of affordable quality physical health care 1 2 3 4 5

Availability of affordable quality mental health care 1 2 3 4 5

Availability of preventive health services (e.g., health screenings,
flu shots, educational workshops) 1 2 3 4 5

Availability of affordable quality food 1 2 3 4 5

Sense of community 1 2 3 4 5

Openness and acceptance of the community towards older residents
of diverse backgrounds 1 2 3 4 5

Ease of travel by public transportation in your community 1 2 3 4 5

Ease of travel by car in your community 1 2 3 4 5

Ease of walking in your community 1 2 3 4 5

Ease of getting to the places you usually have to visit 1 2 3 4 5

Overall feeling of safety in your community 1 2 3 4 5

Valuing older residents in your community 1 2 3 4 5

Neighborliness of your community 1 2 3 4 5

Cost of living in your community 1 2 3 4 5

Accessibility of long term care options that are open and accepting toward
people of diverse backgrounds 1 2 3 4 5

Accessibility of daytime care options that are open and accepting toward
people of diverse backgrounds 1 2 3 4 5

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

- ☐ Excellent
☐ Good
☐ Fair
☐ Poor
☐ Don't know

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

- ☐ Very informed
☐ Somewhat informed
☐ Somewhat uninformed
☐ Very uninformed

5. Please circle the number that comes closest to your opinion for each of the following questions:

Excellent Good Fair Poor Don't know

How do you rate your overall physical health? 1 2 3 4 5

How do you rate your overall mental health/emotional well being? 1 2 3 4 5

How do you rate your overall quality of life? 1 2 3 4 5

6a. The following questions list a number of problems that older adults may or may not face. Thinking back over the last 12 months, how much of a problem, if at all, has each of the following been for you?

Not a Minor Moderate Major Don't
 problem problem problem problem know

Having housing to suit your needs..... 1 2 3 4 5

Your physical health 1 2 3 4 5

Performing regular activities, including walking,
 eating and preparing meals..... 1 2 3 4 5

Having enough food to eat..... 1 2 3 4 5

Doing heavy or intense housework..... 1 2 3 4 5

Having safe and affordable transportation available..... 1 2 3 4 5

No longer being able to drive 1 2 3 4 5

Feeling depressed 1 2 3 4 5

Experiencing confusion or forgetfulness 1 2 3 4 5

Maintaining your home 1 2 3 4 5

Maintaining your yard..... 1 2 3 4 5

Finding productive or meaningful activities to do 1 2 3 4 5

Having friends or family you can rely on..... 1 2 3 4 5

Falling or injuring yourself in your home 1 2 3 4 5

Finding affordable health insurance 1 2 3 4 5

Getting the health care you need 1 2 3 4 5

Affording the medications you need 1 2 3 4 5

Figuring out which medications to take and when..... 1 2 3 4 5

Getting the oral health care you need..... 1 2 3 4 5

Getting the vision care you need 1 2 3 4 5

Having enough money to meet daily expenses 1 2 3 4 5

Having enough money to pay your property taxes 1 2 3 4 5

Feeling overwhelmed and/or exhausted when caring for another person..... 1 2 3 4 5

6b. The following questions list a number of other problems that older adults may or may not face. Thinking back over the last 12 months, how much of a problem, if at all, has each of the following been for you?

| | <i>Not a problem</i> | <i>Minor problem</i> | <i>Moderate problem</i> | <i>Major problem</i> | <i>Don't know</i> |
|---|--------------------------|--------------------------|-----------------------------|--------------------------|-----------------------|
| Staying physically fit | 1 | 2 | 3 | 4 | 5 |
| Maintaining a healthy diet..... | 1 | 2 | 3 | 4 | 5 |
| Having interesting recreational or cultural activities to attend | 1 | 2 | 3 | 4 | 5 |
| Having interesting social events or activities to attend..... | 1 | 2 | 3 | 4 | 5 |
| Feeling bored | 1 | 2 | 3 | 4 | 5 |
| Feeling like your voice is heard in the community..... | 1 | 2 | 3 | 4 | 5 |
| Finding meaningful volunteer work..... | 1 | 2 | 3 | 4 | 5 |
| Feeling <u>physically</u> burdened by providing care for another person | 1 | 2 | 3 | 4 | 5 |
| Feeling <u>emotionally</u> burdened by providing care for another person | 1 | 2 | 3 | 4 | 5 |
| Feeling <u>financially</u> burdened by providing care for another person | 1 | 2 | 3 | 4 | 5 |
| Dealing with legal issues | 1 | 2 | 3 | 4 | 5 |
| Having adequate information or dealing with public programs such as Social Security, Medicare and Medicaid | 1 | 2 | 3 | 4 | 5 |
| Finding work in retirement..... | 1 | 2 | 3 | 4 | 5 |
| Building skills for paid or unpaid work | 1 | 2 | 3 | 4 | 5 |
| Not knowing what services are available to older adults in your community | 1 | 2 | 3 | 4 | 5 |
| Feeling lonely or isolated | 1 | 2 | 3 | 4 | 5 |
| Dealing with the loss of a close family member or friend | 1 | 2 | 3 | 4 | 5 |
| Being a victim of crime..... | 1 | 2 | 3 | 4 | 5 |
| Being a victim of fraud or a scam | 1 | 2 | 3 | 4 | 5 |
| Being physically or emotionally abused..... | 1 | 2 | 3 | 4 | 5 |
| Dealing with financial planning issues..... | 1 | 2 | 3 | 4 | 5 |
| Being treated unfairly or discriminated against because of your age | 1 | 2 | 3 | 4 | 5 |

7. Thinking back over the past 12 months, how many days did you spend...

As a patient in a hospital? number of days

In a long-term care facility (including nursing home or in-patient rehabilitation)? number of days

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

- ☐ Never
☐ Once or twice
☐ 3-5 times
☐ More than 5 times
☐ Don't know

9. How likely or unlikely are you to recommend living in your community to older adults?

- ☐ Very likely
☐ Somewhat likely
☐ Somewhat unlikely
☐ Very unlikely
☐ Don't know

10. How likely or unlikely are you to remain in your community throughout your retirement?

- ☐ Very likely
☐ Somewhat likely
☐ Somewhat unlikely
☐ Very unlikely
☐ Don't know

11. In the last 12 months, about how many times, if ever, have you participated in or done each of the following?

| | <i>2 times a week or more</i> | <i>2-4 times a month</i> | <i>Once a month or less</i> | <i>Not at all</i> |
|--|-----------------------------------|------------------------------|---------------------------------|-----------------------|
| Used a senior center in your community..... | 1 | 2 | 3 | 4 |
| Used a recreation center in your community..... | 1 | 2 | 3 | 4 |
| Used a public library in your community | 1 | 2 | 3 | 4 |
| Used bus, rail, subway or other public transportation instead of driving | 1 | 2 | 3 | 4 |
| Visited a neighborhood park..... | 1 | 2 | 3 | 4 |

12. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?

| | <i>2 times a week or more</i> | <i>2-4 times a month</i> | <i>Once a month or less</i> | <i>Not at all</i> |
|--|-----------------------------------|------------------------------|---------------------------------|-----------------------|
| Attended a local public meeting | 1 | 2 | 3 | 4 |
| Watched (online or on television) a local public meeting | 1 | 2 | 3 | 4 |

13. During a typical week, how many hours, if any, do you spend doing the following?

| | <i>Never (no hours)</i> | <i>1 to 3 hours</i> | <i>4 to 5 hours</i> | <i>6 to 10 hours</i> | <i>11 or more hours</i> | <i>Don't know</i> |
|--|-----------------------------|-------------------------|-------------------------|--------------------------|-----------------------------|-----------------------|
| Participating in a club (including book, dance, game and other social) | 1 | 2 | 3 | 4 | 5 | 6 |
| Participating in a civic group (including Elks, Kiwanis, Masons, etc.) | 1 | 2 | 3 | 4 | 5 | 6 |
| Communicating/visiting with friends and/or family..... | 1 | 2 | 3 | 4 | 5 | 6 |
| Participating in religious or spiritual activities with others | 1 | 2 | 3 | 4 | 5 | 6 |
| Participating in a recreation program or group activity | 1 | 2 | 3 | 4 | 5 | 6 |
| Providing help to friends or relatives | 1 | 2 | 3 | 4 | 5 | 6 |
| Volunteering your time to some group/activity in your community..... | 1 | 2 | 3 | 4 | 5 | 6 |
| Receiving assistance from someone with whom I have a significant personal relationship | 1 | 2 | 3 | 4 | 5 | 6 |
| Receiving assistance from a personal care provider..... | 1 | 2 | 3 | 4 | 5 | 6 |

14. During a typical week, how many hours do you spend providing care for one or more individuals with whom you have a significant personal relationship (such as a spouse, other relative, partner, friend, neighbor or child), whether or not they live with you?

| | <i>Never (no hours)</i> | <i>1 to 3 hours</i> | <i>4 to 5 hours</i> | <i>6 to 10 hours</i> | <i>11 to 19 hours</i> | <i>20 or more hours</i> | <i>Don't know</i> |
|--|-----------------------------|-------------------------|-------------------------|--------------------------|---------------------------|-----------------------------|-----------------------|
| One or more individuals age 60 or older..... | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| One or more individuals age 18 to 59 | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| One or more individuals under age 18 | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

15. How often, if at all, do you do each of the following, considering all of the times you could?

| | <i>Never</i> | <i>Rarely</i> | <i>Sometimes</i> | <i>Usually</i> | <i>Always</i> |
|---|--------------|---------------|------------------|----------------|---------------|
| Eat at least 5 portions of fruits and vegetables a day..... | 1 | 2 | 3 | 4 | 5 |
| Participate in moderate or vigorous physical activity..... | 1 | 2 | 3 | 4 | 5 |
| Receive assistance from someone almost every day | 1 | 2 | 3 | 4 | 5 |
| Vote in local elections..... | 1 | 2 | 3 | 4 | 5 |

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How many years have you lived in your community?

- ☐ Less than 1 year
- ☐ 1-5 years
- ☐ 6-10 years
- ☐ 11-20 years
- ☐ More than 20 years

D2. Which best describes the building you live in?

- ☐ Single family home
- ☐ Townhouse, condominium, duplex or apartment
- ☐ Mobile home
- ☐ Assisted living residence
- ☐ Nursing home
- ☐ Other

D3. Do you currently rent or own your home?

- ☐ Rent
- ☐ Own (with a mortgage payment)
- ☐ Own (free and clear; no mortgage)

D4. 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)?

- ☐ Less than \$300 per month
- ☐ \$300 to \$599 per month
- ☐ \$600 to \$999 per month
- ☐ \$1,000 to \$1,499 per month
- ☐ \$1,500 to \$2,499 per month
- ☐ \$2,500 or more per month

D5. How many people, including yourself, live in your household?

..... members

D6. How many of these people, including yourself, are...

60 or older members

17 or younger members

18-59 years old members

D7. What is your employment status?

- ☐ Fully retired → Go to Question D9
- ☐ Working full time for pay
- ☐ Working part time for pay
- ☐ Unemployed, looking for paid work

D8. [IF NOT YET FULLY RETIRED]

At what age do you expect to retire completely and not work for pay at all? _____ **years old**

D9. 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.)

- ☐ Less than \$15,000
- ☐ \$15,000 to \$24,999
- ☐ \$25,000 to \$49,999
- ☐ \$50,000 to \$74,999
- ☐ \$75,000 to \$99,999
- ☐ \$100,000 or more

Please respond to both questions D10 and D11.

D10. Are you Spanish/Hispanic/Latino?

- ☐ Yes
- ☐ No

D11. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- ☐ American Indian or Alaskan native
- ☐ Asian or Pacific Islander
- ☐ Black, African American
- ☐ White/Caucasian
- ☐ Other

D12. In which category is your age?

- ☐ 60-64 years
- ☐ 65-69 years
- ☐ 70-74 years
- ☐ 75-79 years
- ☐ 80-84 years
- ☐ 85-89 years
- ☐ 90-94 years
- ☐ 95 years or older

D13. What is your sex?

- ☐ Female
- ☐ Male

D14. What is your sexual orientation?

- ☐ Heterosexual
- ☐ Lesbian
- ☐ Gay
- ☐ Bi-sexual

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to:

**National Research Center, Inc. Data Entry
P.O. Box 549, Belle Mead NJ 08502-9922**



Febrero 2015

Estimado Residente:

¡Por favor ayúdenos a moldear el futuro de su comunidad! Usted ha sido seleccionado al azar para participar en la Encuesta de Evaluación de la Comunidad de 2015 para Adultos Mayores.

Por favor tome unos minutos para completar la encuesta adjunta. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de sólo un número pequeño de hogares que se están encuestando. Sus observaciones le ayudarán a El Consejo Regional de Denver de la Agencia de Área de Gobiernos Locales sobre el Envejecimiento a entender y planear mejor las necesidades de adultos mayores en nuestra comunidad.

Algunas cosas para recordar:

- **Sus respuestas son completamente anónimas.**
- A fin de escuchar de un grupo diverso de residentes mayores, el **adulto de 60 años de edad de comienzo o mayor** en su hogar que haya cumplido años más recientemente debe completar esta encuesta.
- **Por favor devuelva la encuesta por correo en el sobre pre-pagado adjunto.**
- **Si usted requiere asistencia para completar esta encuesta, por favor pídale a una amistad o a un pariente que le ayude.**

Si tiene alguna pregunta o necesita asistencia con esta encuesta, por favor llame al 303-480-6733.

¡Gracias por su tiempo y participación!

Respetuosamente,

Jayla Sanchez-Warren
Directora, La Agencia de Área sobre el Envejecimiento



Marzo 2015

Estimado Residente:

¡Aquí tiene una segunda oportunidad si usted aún no ha respondido a la Encuesta de Evaluación de la Comunidad 2015 para Adultos Mayores! **(Si usted la completó y devolvió, le agradecemos su tiempo y le pedimos que recicle esta encuesta. Por favor no responda dos veces.)**

¡Por favor ayúdenos a moldear el futuro de su comunidad! Usted ha sido seleccionado al azar para participar en la Encuesta de Evaluación de la Comunidad de 2015 para Adultos Mayores.

Por favor tome unos minutos para completar la encuesta adjunta. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de sólo un número pequeño de hogares que se están encuestando. Sus observaciones le ayudarán a la Agencia de Área de Gobiernos Locales sobre el Envejecimiento a entender y planear mejor las necesidades de adultos mayores en nuestra comunidad.

Algunas cosas para recordar:

- **Sus respuestas son completamente anónimas.**
- A fin de escuchar de un grupo diverso de residentes mayores, el **adulto de 60 años de edad de comienzo o mayor** en su hogar que haya cumplido años más recientemente debe completar esta encuesta.
- **Por favor devuelva la encuesta por correo en el sobre pre-pagado adjunto.**
- **Si usted requiere asistencia para completar esta encuesta, por favor pídale a una amistad o a un pariente que le ayude.**

Si tiene alguna pregunta o necesita asistencia con esta encuesta, por favor llame al 303-480-6733.

¡Gracias por su tiempo y participación!

Respetuosamente,

Jayla Sanchez-Warren
Directora, La Agencia de Área sobre el Envejecimiento

Por favor complete este cuestionario si usted es el adulto (con edad de 60 años o mayor) en el hogar que más recientemente cumplió años. El año de nacimiento del adulto no importa. Por favor hágale círculo a la respuesta que represente más cercanamente su opinión para cada pregunta. Sus respuestas son anónimas y serán reportadas únicamente en forma de grupo.

1. Por favor hágale círculo al número que más se acerca a su opinión para cada una de las siguientes preguntas:

Excelente Bueno Regular Deficiente No sé

¿Cómo clasifica la Comunidad comunidad como un lugar donde vivir? 1 2 3 4 5

¿Cómo clasifica la Comunidad comunidad como un lugar para retirarse?..... 1 2 3 4 5

2. Por favor clasifique cada una de las siguientes características por cómo se relacionan con adultos de edad 60 años o más en la Comunidad:

Excelente Bueno Regular Deficiente No sé

Oportunidades para trabajo voluntario 1 2 3 4 5

Oportunidades de empleo 1 2 3 4 5

Oportunidades de matricularse en clases para forjar habilidades o de enriquecimiento personal..... 1 2 3 4 5

Oportunidades de recreación (incluyendo juegos, artes, y servicios de biblioteca, etc.)..... 1 2 3 4 5

Oportunidades de buena forma física (incluyendo clases de ejercicios y caminos o senderos, etc.)..... 1 2 3 4 5

Oportunidades para asistir a eventos o actividades sociales..... 1 2 3 4 5

Oportunidades para asistir a actividades religiosas o espirituales 1 2 3 4 5

Oportunidades para asistir a o participar en reuniones sobre el gobierno local o asuntos comunitarios 1 2 3 4 5

Disponibilidad de viviendas de calidad a precios módicos 1 2 3 4 5

Variedad de opciones para viviendas 1 2 3 4 5

Disponibilidad de opciones para cuidado a largo plazo 1 2 3 4 5

Disponibilidad de opciones para cuidado diurno para adultos mayores..... 1 2 3 4 5

Disponibilidad de información sobre recursos para adultos mayores 1 2 3 4 5

Disponibilidad de servicios de planificación financieros y legales..... 1 2 3 4 5

Disponibilidad de cuidados de salud física de calidad a precios módicos 1 2 3 4 5

Disponibilidad de cuidados de salud mental de calidad a precios módicos 1 2 3 4 5

Disponibilidad de servicios de salud preventiva (p.ej., chequeos de salud, inyecciones para gripe, talleres educativos) 1 2 3 4 5

Disponibilidad de comida de calidad a precios módicos..... 1 2 3 4 5

Sentido de comunidad 1 2 3 4 5

Franqueza y aceptación de la comunidad hacia residentes mayores con antecedentes diversos 1 2 3 4 5

Facilidad de viajar por transporte público en la Comunidad 1 2 3 4 5

Facilidad de viajar por carro en la Comunidad..... 1 2 3 4 5

Facilidad de caminar en la Comunidad..... 1 2 3 4 5

Facilidad de llegar a los lugares que usted normalmente tiene que visitar..... 1 2 3 4 5

Sentimiento general de seguridad en comunidad..... 1 2 3 4 5

Valoración de residentes mayores en comunidad 1 2 3 4 5

Buena vecindad en comunidad 1 2 3 4 5

Costo de vivir en comunidad 1 2 3 4 5

Accesibilidad a opciones para cuidados a largo plazo que son abiertas y con aceptación hacia personas de antecedentes diversos..... 1 2 3 4 5

Accesibilidad a opciones de cuidados diurnos que son abiertas y con aceptación hacia personas de antecedentes diversos..... 1 2 3 4 5

3. ¿Cómo clasificaría los servicios generales proporcionados a adultos mayores en la Comunidad?

- ☐ Excelentes
☐ Buenos
☐ Regulares
☐ Deficientes
☐ No sé

4. En general, ¿qué tan informado o desinformado se siente usted sobre servicios y actividades disponibles para adultos mayores en la Comunidad?

- ☐ Muy informado
☐ Algo informado
☐ Algo desinformado
☐ Muy desinformado

5. Por favor hágale círculo al número que más se acerca a su opinión para cada una de las siguientes preguntas:

Excelente Bueno Regular Deficiente No sé

¿Cómo clasifica su salud física en general? 1 2 3 4 5
 ¿Cómo clasifica su salud mental/bienestar emocional en general? 1 2 3 4 5
 ¿Cómo clasifica su calidad de vida en general? 1 2 3 4 5

6a. Las siguientes preguntas ponen en lista varios problemas que los adultos mayores pueden enfrentar o no. Recordando los últimos 12 meses, ¿qué tan problemático ha sido para usted cada uno de los siguientes, si lo han sido?

No fue Problema Problema Problema No
problema menor moderado mayor sé

Tener vivienda para satisfacer sus necesidades 1 2 3 4 5
 Su salud física 1 2 3 4 5
 Efectuar actividades normales, incluyendo caminar,
 comer y preparar comidas 1 2 3 4 5
 Tener suficiente comida para comer 1 2 3 4 5
 Realizar quehaceres domésticos pesados o intensos 1 2 3 4 5
 Tener disponible transporte seguro y a precio módico 1 2 3 4 5
 Ya no poder conducir 1 2 3 4 5
 Sentirse deprimido 1 2 3 4 5
 Sufrir de confusión u olvido 1 2 3 4 5
 Mantener su hogar 1 2 3 4 5
 Mantener su patio 1 2 3 4 5
 Encontrar actividades productivas o significativas que hacer 1 2 3 4 5
 Tener amistades o familia con quien pueda contar 1 2 3 4 5
 Caerse o herirse en su hogar 1 2 3 4 5
 Encontrar seguro de salud a precio módico 1 2 3 4 5
 Obtener el cuidado de salud que necesita 1 2 3 4 5
 Poder comprar los medicamentos que necesita 1 2 3 4 5
 Averiguar cuáles medicamentos tomar y cuándo tomarlos 1 2 3 4 5
 Obtener el cuidado de salud oral que necesita 1 2 3 4 5
 Obtener el cuidado de vista que necesita 1 2 3 4 5
 Tener suficiente dinero para cubrir gastos diarios 1 2 3 4 5
 Tener suficiente dinero para pagar sus impuestos de propiedad 1 2 3 4 5
 Sintiendo agobiado y/o exhausto al estar cuidando a otra persona 1 2 3 4 5

6b. Las siguientes preguntas ponen en lista varios otros problemas que los adultos mayores pueden enfrentar o no. Recordando los últimos 12 meses, ¿qué tan problemático ha sido para usted cada uno de los siguientes, si lo han sido?

| | No fue problema | Problema menor | Problema moderado | Problema mayor | No sé |
|--|--------------------|-------------------|----------------------|-------------------|----------|
| Mantenerse en buena forma físicamente | 1 | 2 | 3 | 4 | 5 |
| Mantener una dieta saludable | 1 | 2 | 3 | 4 | 5 |
| Tener actividades recreativas o culturales interesantes para asistir | 1 | 2 | 3 | 4 | 5 |
| Tener eventos o actividades sociales interesantes para asistir | 1 | 2 | 3 | 4 | 5 |
| Sentirse aburrido | 1 | 2 | 3 | 4 | 5 |
| Sentir que su voz sí es escuchada en la comunidad | 1 | 2 | 3 | 4 | 5 |
| Encontrar trabajo voluntario significativo | 1 | 2 | 3 | 4 | 5 |
| Sentirse cargado <u>físicamente</u> al proporcionar cuidado para otra persona | 1 | 2 | 3 | 4 | 5 |
| Sentirse cargado <u>emocionalmente</u> al proporcionar cuidado para otra persona | 1 | 2 | 3 | 4 | 5 |
| Sentirse cargado <u>económicamente</u> al proporcionar cuidado para otra persona | 1 | 2 | 3 | 4 | 5 |
| Tratar con asuntos legales | 1 | 2 | 3 | 4 | 5 |
| Tener información adecuada o tratar con programas públicos tales como Seguro Social, Medicare y Medicaid | 1 | 2 | 3 | 4 | 5 |
| Encontrar trabajo ahora que está en retiro | 1 | 2 | 3 | 4 | 5 |
| Forjar habilidades para trabajo pagado o no pagado | 1 | 2 | 3 | 4 | 5 |
| No saber cuáles servicios están disponibles para los adultos mayores en su comunidad | 1 | 2 | 3 | 4 | 5 |
| Sentirse solo o aislado | 1 | 2 | 3 | 4 | 5 |
| Tratar con la pérdida de un miembro de familia o amigo cercano | 1 | 2 | 3 | 4 | 5 |
| Ser una víctima de crimen | 1 | 2 | 3 | 4 | 5 |
| Ser una víctima de fraude o un timo | 1 | 2 | 3 | 4 | 5 |
| Ser abusado físicamente o emocionalmente | 1 | 2 | 3 | 4 | 5 |
| Tratar con asuntos de planificación financiera | 1 | 2 | 3 | 4 | 5 |
| Ser tratado injustamente o con discriminación por su edad | 1 | 2 | 3 | 4 | 5 |

7. Recordando los últimos 12 meses, ¿cuántos días pasó...

Como paciente en un hospital?... _____ número de días

En una propiedad de cuidado a largo plazo (incluyendo residencia de ancianos o propiedad de rehabilitación para pacientes internados)?..... _____ número de días

8. Recordando los últimos 12 meses, ¿cuántas veces se ha caído y herido? Fue ...

- ☐ Nunca
- ☐ Una o dos
- ☐ De 3 a 5 veces
- ☐ Más de 5 veces
- ☐ No sé

9. ¿Qué tan probable o improbable es usted de recomendarles a adultos mayores vivir en la Comunidad?

- ☐ Muy probable
- ☐ Algo probable
- ☐ Algo improbable
- ☐ Muy improbable
- ☐ No sé

10. ¿Qué tan probable o improbable es usted de permanecer en la Comunidad durante todo su retiro?

- ☐ Muy probable
- ☐ Algo probable
- ☐ Algo improbable
- ☐ Muy improbable
- ☐ No sé

11. Durante los últimos 12 meses, ¿como cuántas veces, si lo hizo, ha participado en o realizado usted cada una de las siguientes?

| | 2 veces por semana o más | De 2 a 4 veces por mes | Una vez por mes o menos | En absoluto |
|---|-----------------------------|---------------------------|----------------------------|----------------|
| Utilizado un centro para personas de tercera edad en comunidad | 1 | 2 | 3 | 4 |
| Utilizado un centro de recreación en comunidad | 1 | 2 | 3 | 4 |
| Utilizado una biblioteca pública en comunidad | 1 | 2 | 3 | 4 |
| Utilizado autobús, carril, metro u otro transporte público en lugar de conducir | 1 | 2 | 3 | 4 |
| Visitado un parque del vecindario | 1 | 2 | 3 | 4 |

12. Recordando las reuniones públicas locales (de oficiales locales electos como Consejo Ciudadano o Comisarios del Condado, consejos asesores, ayuntamientos, HOA (Asociación de Propietarios de Hogar), vigilancia de vecindario, etc.), durante los últimos 12 meses, ¿como cuántas veces, si alguna, han asistido a o mirado usted u otros miembros del hogar una reunión pública local?

| | 2 veces por semana o más | De 2 a 4 veces por mes | Una vez por mes o menos | En absoluto |
|---|-----------------------------|---------------------------|----------------------------|----------------|
| Asistido a una reunión pública local | 1 | 2 | 3 | 4 |
| Mirado (en línea o por televisión) una reunión pública local..... | 1 | 2 | 3 | 4 |

13. Durante una semana típica, ¿cuántas horas, si alguna, pasa usted haciendo lo siguiente?

| | Nunca (cero horas) | 1 a 3 horas | 4 a 5 horas | 6 a 10 horas | 11 horas o más | No sé |
|--|-----------------------|----------------|----------------|-----------------|-------------------|----------|
| Participando en un club (incluyendo de libro, baile, juego y otros sociales) | 1 | 2 | 3 | 4 | 5 | 6 |
| Participando en un grupo cívico (incluyendo Elks, Kiwanis, Masons, etc.) | 1 | 2 | 3 | 4 | 5 | 6 |
| Comunicándose con/visitando amistades y/o familia | 1 | 2 | 3 | 4 | 5 | 6 |
| Participando en actividades religiosas o espirituales con otros | 1 | 2 | 3 | 4 | 5 | 6 |
| Participando en un programa de recreación o una actividad de grupo..... | 1 | 2 | 3 | 4 | 5 | 6 |
| Proporcionando ayuda a amistades o parientes | 1 | 2 | 3 | 4 | 5 | 6 |
| Ofreciendo su tiempo voluntariamente a un grupo/una actividad en comunidad | 1 | 2 | 3 | 4 | 5 | 6 |
| Recibiendo la asistencia de alguien con quien tengo una relación personal significativa..... | 1 | 2 | 3 | 4 | 5 | 6 |
| Recibiendo la asistencia de un proveedor de cuidados personales | 1 | 2 | 3 | 4 | 5 | 6 |

14. Durante una semana típica, ¿cuántas horas pasa usted proporcionando cuidado para uno o más individuos con quienes tiene una relación personal significativa [tal como un(a) esposo(a), otro(a) pariente, compañero(a), amigo(a), vecino(a) o niño(a)], ya sea que vivan con usted o no?

| | Nunca (cero horas) | 1 a 3 horas | 4 a 5 horas | 6 a 10 horas | 11 a 19 horas | 20 horas o más | No sé |
|---|-----------------------|----------------|----------------|-----------------|------------------|-------------------|----------|
| Uno o más individuos de edad 60 años o más | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Uno o más individuos de edad 18 a 59 años | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Uno o más individuos con edad menor de 18 años..... | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

15. ¿Qué tan a menudo, si lo hace, realiza usted cada uno de los siguientes, considerando todas las veces que podía hacerlo?

| | Nunca | Rara vez | A veces | Usualmente | Siempre |
|---|-------|----------|---------|------------|---------|
| Comer al menos 5 porciones de frutas y vegetales al día | 1 | 2 | 3 | 4 | 5 |
| Participar en actividad física moderada o vigorosa | 1 | 2 | 3 | 4 | 5 |
| Recibir asistencia de alguien casi todos los días..... | 1 | 2 | 3 | 4 | 5 |
| Votar en las elecciones locales | 1 | 2 | 3 | 4 | 5 |

Nuestras últimas preguntas se tratan de usted y su hogar. De nuevo, todas sus respuestas a esta encuesta son completamente anónimas y serán reportadas únicamente en forma de grupo.

D1. ¿Cuántos años ha vivido en comunidad?

- ☐ Menos de 1 año
☐ 1-5 años
☐ 6-10 años
☐ 11-20 años
☐ Más de 20 años

D2. ¿Cuál describe mejor el edificio en que vive?

- ☐ Hogar individual de familia
☐ Townhome, condominio, dúplex o apartamento
☐ Hogar móvil
☐ Residencia de vivienda asistida
☐ Hogar de ancianos
☐ Otro

D3. ¿Actualmente alquila o es dueño de su hogar?

- ☐ Alquilo
☐ Soy dueño (con un pago de hipoteca)
☐ Soy dueño (libre y claro; ninguna hipoteca)

D4. ¿Como cuánto es su costo mensual de vivienda para el lugar donde [incluyendo alquiler, pago de hipoteca, impuesto de propiedad, seguro de propiedad y tarifas de la Asociación de Propietarios de Hogar (HOA)]?

- ☐ Menos de \$300 por mes
☐ De \$300 a \$599 por mes
☐ De \$600 a \$999 por mes
☐ De \$1,000 a \$1,499 por mes
☐ Se \$1,500 a \$2,499 por mes
☐ De \$2,500 o más por mes

D5. ¿Cuántas personas, incluyéndose a usted mismo, viven en su hogar? miembros

D6. ¿Cuántas de éstas son, incluyéndose a usted mismo, de...

Edad 60 años o mayor miembros

17 años o menos miembros

18-59 años miembros

D7. ¿Cuál es su estado de empleo?

- ☐ Totalmente retirado → *Vaya a Pregunta D9*
☐ Trabajando a tiempo completo para pago
☐ Trabajando a medio tiempo para pago
☐ Sin empleo, buscando trabajo pagado

**D8. [SI AÚN NO ESTÁ TOTALMENTE RETIRADO]
 ¿A qué edad espera retirarse completamente y no trabajar del todo para pago? años de edad**

D9. ¿Cuánto espera que será el ingreso total de su hogar antes de los impuestos para el año actual? (Por favor incluya en su ingreso total las fuentes para todas las personas que viven en su hogar.)

- ☐ Menos de \$15,000
☐ De \$15,000 a \$24,999
☐ De \$25,000 a \$49,999
☐ De \$50,000 a \$74,999
☐ De \$75,000 a \$99,999
☐ De \$100,000 o más

Por favor responda ambas preguntas D10 y D11.

D10. ¿Es usted Español/Hispano/Latino?

- ☐ Sí ☐ No

D11. ¿Cuál es su raza? (Marque una o más razas para indicar de cuál raza se considera usted.)

- ☐ Indio Americana o Nativa de Alaska
☐ Asiática o Isleña del Pacífico
☐ Negra, Afroamericana
☐ Blanca/Caucásica
☐ Otra

D12. ¿Dentro de cuál categoría está su edad?

- ☐ 60-64 años ☐ 80-84 años
☐ 65-69 años ☐ 85-89 años
☐ 70-74 años ☐ 90-94 años
☐ 75-79 años ☐ 95 años o más

D13. ¿Cuál es su género?

- ☐ Femenino ☐ Masculino

D14. ¿Cuál es su orientación sexual?

- ☐ Heterosexual ☐ Homosexual
☐ Lesbiana ☐ Bi-sexual

**Gracias por completar esta encuesta. Por favor devuelva la encuesta completada en el sobre pre-pagado al:
 National Research Center, Inc. Data Entry
 P.O. Box 549, Belle Mead NJ 08502-9922**



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