

Appendix

2003 United Way Needs Assessment Tables and Assessment Tools (SPSS tables are available upon request)

Appendix A Surveys

Appendix B Demographic Tables

Appendix C Narrative Tables

Appendix D Bibliographic Listings



Appendix A

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February 22, 2007

Dear Colleague:

The Center for Aging Research at the University of North Florida is currently completing a needs assessment funded by United Way of Northeast Florida. The assessment is designed to provide a better understanding of the gaps and overlaps (duplication) in the health and social services and in the delivery networks that provide these services for adults 65 and older in our community.

You have been identified as one of a number of individuals who hold key roles in provision of services for the senior population in northeast Florida. We are very interested in your opinions regarding the availability and coordination of health and community social services for seniors in this area.

We have been making calls to complete the survey via phone or in person, but have not been able to reach everyone. So, we thought SAGES may provide another avenue for us to get needed valuable feedback. A copy of the survey questions is enclosed. If you could possibly assist us by completing the survey and returning it to me via e-mail attachment or "snail" mail, we would be most appreciative since we really need your comments. Just so you will know, we also sent written surveys to 5,000 Northeast Florida Seniors, and do plan to invite local seniors to participate in a number of focus group sessions on this topic over the next month.

For the purposes of this study, health services refer to acute care services provided by hospitals and long-term care service providers. Social services refer to community programs and services intended to support healthy, independent living for adults 65 and older (seniors). Examples of community social services include, but are not limited to, meals on wheels, homemaker services, and transportation services.

If you elect to participate, your name and other identifying information will not be connected to this survey or any of its results. We anticipated that the survey will take a minimum of 15 minutes to complete. Survey results and a report should be available by February 1, 2004. If you have any questions about the survey, please contact JoAnn Nolin at (904) 620-1715 or Sharon Wilburn at (904) 620-1434.

Thank you again your consideration of this request.

Sincerely,

Sharon

JoAnn Nolin, JD, RN

Sharon T. Wilburn, Ph.D.

Enclosed: Survey

**Life Act 2: Needs Assessment
Key Informant Survey**

Demographics

1. What is your current professional job title?
2. What is your highest level of education?
 - A. Some high school
 - B. High school diploma
 - C. GED or equivalent
 - D. Associate degree
 - E. Bachelor's degree
 - F. Graduate degree
 - G. Professional degree
 - H. Other
3. How do you describe yourself?
 - A. White (Not of Hispanic origin)
 - B. Black (Not of Hispanic origin)
 - C. Hispanic
 - D. American Indian OR Alaskan Native
 - E. Asian or Pacific Islander
 - F. Multi-Racial
4. What is your gender (sex)?
 - A. Female
 - B. Male
5. How many years have you worked with seniors in our community?
 - A. Under
 - B. 1-5
 - C. 6-10
 - D. 11-15
 - E. 16-20
 - F. 21-25
 - G. Over 25

You will be asked to respond to strongly agree, agree, unsure, disagree or strongly disagree to the following statements.

Service Coordination
6. The social services needed by seniors on discharge from a hospital or nursing home are readily available in our community Strongly Agree <input type="radio"/> Agree <input type="radio"/> Unsure <input type="radio"/> Disagree <input type="radio"/> Strongly Disagree <input type="radio"/>
7. There are gaps in the coordination of hospital and community social services for seniors in our community. Strongly Agree <input type="radio"/> Agree <input type="radio"/> Unsure <input type="radio"/> Disagree <input type="radio"/> Strongly Disagree <input type="radio"/>
If the answer to question 7 is strongly agree or agree, you will be asked to respond to question 8

<p>8. Describe at least two coordination gaps between hospital and community social services. A. B.</p>
<p>9. There are gaps in the coordination of nursing home and community social services. Strongly Agree <input type="radio"/> Agree <input type="radio"/> Unsure <input type="radio"/> Disagree <input type="radio"/> Strongly Disagree <input type="radio"/></p> <p>If the answer to question 9 is strongly agree or agree, you will be asked to respond to question 10</p>
<p>10. Describe at least two coordination gaps between nursing home and community social services. A. B.</p>
<p>Service Overlaps (Duplications)</p>
<p>11. There are overlaps between hospital and community social services for seniors in our community. Strongly Agree <input type="radio"/> Agree <input type="radio"/> Unsure <input type="radio"/> Disagree <input type="radio"/> Strongly Disagree <input type="radio"/></p> <p>If the answer to question 11 is strongly agree or agree, you will be asked to respond to question 12</p>
<p>12. Describe at least two service overlaps in hospital and community social services. A. B.</p>
<p>13. There are overlaps between nursing home and community social services for seniors in our community. Strongly Agree <input type="radio"/> Agree <input type="radio"/> Unsure <input type="radio"/> Disagree <input type="radio"/> Strongly Disagree <input type="radio"/></p> <p>If the answer to question 13 is strongly agree or agree, you will be asked to respond to question 14</p>
<p>14. Describe at least two service overlaps in nursing home and community social services. A. B.</p>
<p>15. There are overlaps in the coordination of hospital and community social services for seniors. Strongly Agree <input type="radio"/> Agree <input type="radio"/> Unsure <input type="radio"/> Disagree <input type="radio"/> Strongly Disagree <input type="radio"/></p> <p>If the answer to question 15 is strongly agree or agree, you will be asked to respond to question 16</p>
<p>16. Describe at least two service overlaps in coordinating hospital and community social services. A. B.</p>

<p>17. There are overlaps in the coordination of nursing home and community social services for seniors. Strongly Agree <input type="radio"/> Agree <input type="radio"/> Unsure <input type="radio"/> Disagree <input type="radio"/> Strongly Disagree <input type="radio"/></p> <p>If the answer to question 17 is strongly agree or agree, you will be asked to respond to question 18</p>
<p>18. Describe at least two service overlaps in coordinating nursing home and community social services. A. B.</p>
<p>19. Health and social services need to be linked when seniors are discharged from a medical procedure performed in a private practitioner's office. Strongly Agree <input type="radio"/> Agree <input type="radio"/> Unsure <input type="radio"/> Disagree <input type="radio"/> Strongly Disagree <input type="radio"/></p>
<p>20. Health and social services need to be linked when seniors are discharged from a hospital. Strongly Agree <input type="radio"/> Agree <input type="radio"/> Unsure <input type="radio"/> Disagree <input type="radio"/> Strongly Disagree <input type="radio"/></p>
<p>21. Health and social services need to be linked when seniors are discharged from an inpatient stay at a rehabilitation center. Strongly Agree <input type="radio"/> Agree <input type="radio"/> Unsure <input type="radio"/> Disagree <input type="radio"/> Strongly Disagree <input type="radio"/></p>
<p>22. Health and social services need to be linked when seniors are discharged from an inpatient stay at a nursing home. Strongly Agree <input type="radio"/> Agree <input type="radio"/> Unsure <input type="radio"/> Disagree <input type="radio"/> Strongly Disagree <input type="radio"/></p>
<p>23. Needed health services are clearly available for seniors in our community. Strongly Agree <input type="radio"/> Agree <input type="radio"/> Unsure <input type="radio"/> Disagree <input type="radio"/> Strongly Disagree <input type="radio"/></p>
<p>24. Needed social services are clearly available for seniors in our community. Strongly Agree <input type="radio"/> Agree <input type="radio"/> Unsure <input type="radio"/> Disagree <input type="radio"/> Strongly Disagree <input type="radio"/></p>
<p>25. Needed health services are easily accessible for seniors in our community. Strongly Agree <input type="radio"/> Agree <input type="radio"/> Unsure <input type="radio"/> Disagree <input type="radio"/> Strongly Disagree <input type="radio"/></p>
<p>26. Needed social services are easily accessible for seniors in our community. Strongly Agree <input type="radio"/> Agree <input type="radio"/> Unsure <input type="radio"/> Disagree <input type="radio"/> Strongly Disagree <input type="radio"/></p>
<p>27. Seniors in our community know how to access information about their needed health and social services. Strongly Agree <input type="radio"/> Agree <input type="radio"/> Unsure <input type="radio"/> Disagree <input type="radio"/> Strongly Disagree <input type="radio"/></p>
<p>28. Seniors are aware of the health and social services that exist in our community. Strongly Agree <input type="radio"/> Agree <input type="radio"/> Unsure <input type="radio"/> Disagree <input type="radio"/> Strongly Disagree <input type="radio"/></p>
<p>Resource Needs</p>

<p>29. A large number of resource needs are in social services. Strongly Agree <input type="radio"/> Agree <input type="radio"/> Unsure <input type="radio"/> Disagree <input type="radio"/> Strongly Disagree <input type="radio"/></p> <p>If the answer to question 29 is strongly agree or agree, you will be asked to respond to question 30</p>
<p>30. Describe at least one social service resource need with which you are aware.</p>
<p>31. There are sufficient health services for seniors in our community. Strongly Agree <input type="radio"/> Agree <input type="radio"/> Unsure <input type="radio"/> Disagree <input type="radio"/> Strongly Disagree <input type="radio"/></p> <p>If the answer to question 31 is strongly agree or agree, you will be asked to respond to question 32</p>
<p>32. Describe at least one health service with which you are aware.</p>
<p>Critical Questions Seniors Need to be Asked</p>
<p>33. What are the best types of questions to ask seniors about their health and social service needs?</p>
<p>34. What are the best types of questions to ask service providers regarding health and social service needs for seniors?</p>
<p>Where do we go from here?</p>
<p>35. What services do you think are needed to help seniors maintain healthy, independent lives?</p>
<p>36. What other ideas or suggestions do you have about programs that need to be available to meet the needs of seniors in our community?</p>
<p>37. Where do you think health and social services for seniors are going to be in the next 5 years?</p>
<p>38. What do you think can be done to accomplish the positive aspect of service delivery for seniors in the next 5 years?</p>
<p>Thank you for your contribution to our Needs Assessment Project 😊</p>

Life Act 2: Needs Assessment

Script for Phone Interviews

Hi, my name is _____. I am working with the Center on Aging Research at the University of North Florida. We are currently conducting a needs assessment project, funded by United Way of Northeast Florida. The purpose of this project is twofold. The first component is to determine gaps and overlays or duplications in the health and social services delivery networks for adult ages 65 and older in our community. The second task is to identify and prioritize a minimum of three major areas of need in our community.

We are interviewing individuals who either directly or indirectly have an impact on services for the older adult. The survey consists of questions where you will be asked to respond with one of the following statements: strongly agree, agree, unsure, disagree or strongly disagree. There are also open-ended questions on the survey where you will be asked to respond with your perception on certain topics. It is anticipated that the survey will take a minimum of 15 minutes to complete. Are you willing to participate in this needs assessment?

If No, thank the person and bring closure.

If Yes, proceed with the survey by going over the directions again and begin asking the questions.

Life Act 2: Needs Assessment

Focus Group Questions for Participants in Senior Centers

This project is funded in part by the United Way of Northeast Florida. Representatives of United Way are interested in better understanding the needs in health (i.e., hospital and long term care) and community social services (e.g., meals on wheels, homemaker services, transportation) needs provided to adults 65 and older who reside in our community.

The purpose of this focus group is to assist us in determining the gaps and overlays/duplications in health and community social services, and in the delivery networks that provide these services for adults 65 and older in our community. Your name and other identifying information will not be connected to this focus group or any of its results. You may skip any questions with which you are not comfortable in answering. If at any time you decide that you do not want to participate in the focus group, you just inform the surveyor and the process will stop and your information will not be used.

We appreciate your willingness to make a contribution to determining the health and community social service needs of our 65 and older population. Results and a report should be available by January 1, 2004. If you are interested in these results, please contact United Way of Northeast Florida after the first of the year.

Service Gaps and Duplications

Describe at least two gaps in health and community social services for adults 65 and older in our community.

Describe at least two gaps in health and community social service coordination for adults 65 and older in our community.

Describe at least two overlaps (duplications) health and/or community social services for adults 65 and older in our community with which you are familiar.

Resource Needs

Describe at least one community social service resource need with which you are aware.

Describe at least one resource need in health services with which you are aware.

Where do we go from here?

What services do you think are needed to help seniors maintain healthy independent living?

What other ideas or suggestions do you have about programs that need to be available to meet the needs of seniors in our community?

Do you have any other comments?

Continue Here

**Life Act 2: Needs Assessment Survey
Adults 65 and Older
(Continued)**

Page 2

Your Participation in this survey will help us to better use our community health resources. All of your responses are **CONFIDENTIAL** and **ANONYMOUS**.

<p><u>Service Overlaps (Duplications)</u></p> <p>15. There are unnecessary overlaps between hospital and community social services for seniors in our community.</p> <p><input type="radio"/> A. Strongly Agree <input type="radio"/> D. Disagree <input type="radio"/> B. Agree <input type="radio"/> E. Strongly Disagree <input type="radio"/> C. Unsure</p> <hr/> <p>16. There are unnecessary overlaps in the coordination of nursing homes and community social services for seniors in our community.</p> <p><input type="radio"/> A. Strongly Agree <input type="radio"/> D. Disagree <input type="radio"/> B. Agree <input type="radio"/> E. Strongly Disagree <input type="radio"/> C. Unsure</p>	<p>22. Needed community social services are <u>clearly available</u> for seniors in our community.</p> <p><input type="radio"/> A. Strongly Agree <input type="radio"/> D. Disagree <input type="radio"/> B. Agree <input type="radio"/> E. Strongly Disagree <input type="radio"/> C. Unsure</p> <hr/> <p>23. Needed health services are <u>easily accessible</u> for seniors in our community.</p> <p><input type="radio"/> A. Strongly Agree <input type="radio"/> D. Disagree <input type="radio"/> B. Agree <input type="radio"/> E. Strongly Disagree <input type="radio"/> C. Unsure</p> <hr/> <p>24. Needed community social services are <u>easily accessible</u> for seniors in our community.</p> <p><input type="radio"/> A. Strongly Agree <input type="radio"/> D. Disagree <input type="radio"/> B. Agree <input type="radio"/> E. Strongly Disagree <input type="radio"/> C. Unsure</p> <hr/> <p>25. Seniors in our community know how to access information about their needed health and community social services.</p> <p><input type="radio"/> A. Strongly Agree <input type="radio"/> D. Disagree <input type="radio"/> B. Agree <input type="radio"/> E. Strongly Disagree <input type="radio"/> C. Unsure</p> <hr/> <p>26. Seniors are aware of the health and community social services that exist in our community.</p> <p><input type="radio"/> A. Strongly Agree <input type="radio"/> D. Disagree <input type="radio"/> B. Agree <input type="radio"/> E. Strongly Disagree <input type="radio"/> C. Unsure</p>
<p><u>Linkages</u></p> <p>17. Health and community social services need to be linked when seniors are discharged from a medical procedure performed in a private practitioner's office.</p> <p><input type="radio"/> A. Strongly Agree <input type="radio"/> D. Disagree <input type="radio"/> B. Agree <input type="radio"/> E. Strongly Disagree <input type="radio"/> C. Unsure</p> <hr/> <p>18. Health and community social services need to be linked when seniors are discharged from a hospital.</p> <p><input type="radio"/> A. Strongly Agree <input type="radio"/> D. Disagree <input type="radio"/> B. Agree <input type="radio"/> E. Strongly Disagree <input type="radio"/> C. Unsure</p> <hr/> <p>19. Health and community social services need to be linked when seniors are discharged from an inpatient stay at a rehabilitation center.</p> <p><input type="radio"/> A. Strongly Agree <input type="radio"/> D. Disagree <input type="radio"/> B. Agree <input type="radio"/> E. Strongly Disagree <input type="radio"/> C. Unsure</p> <hr/> <p>20. Health and community social services need to be linked when seniors are discharged from an inpatient stay at a nursing home.</p> <p><input type="radio"/> A. Strongly Agree <input type="radio"/> D. Disagree <input type="radio"/> B. Agree <input type="radio"/> E. Strongly Disagree <input type="radio"/> C. Unsure</p> <hr/> <p>21. Needed health services are <u>clearly available</u> for seniors in our community.</p> <p><input type="radio"/> A. Strongly Agree <input type="radio"/> D. Disagree <input type="radio"/> B. Agree <input type="radio"/> E. Strongly Disagree <input type="radio"/> C. Unsure</p>	<p><u>Resources Needed</u></p> <p>27. There are sufficient health services for seniors in our community.</p> <p><input type="radio"/> A. Strongly Agree <input type="radio"/> D. Disagree <input type="radio"/> B. Agree <input type="radio"/> E. Strongly Disagree <input type="radio"/> C. Unsure</p> <hr/> <p>28. There are sufficient community social services for seniors in our community.</p> <p><input type="radio"/> A. Strongly Agree <input type="radio"/> D. Disagree <input type="radio"/> B. Agree <input type="radio"/> E. Strongly Disagree <input type="radio"/> C. Unsure</p> <hr/> <p><u>Where do we go from here?</u></p> <p>29. What services do you think are needed to help seniors maintain healthy independent living?</p>

Appendix B

Demographics

Table 1. Age

Age Range	Percent Response
<i>Under 65</i>	5.0
<i>65 – 69</i>	24.9
<i>70 – 74</i>	26.8
<i>75 – 79</i>	21.0
<i>80 – 84</i>	13.5
<i>85 – 89</i>	7.2
<i>90 – 94</i>	1.4
<i>95 - 99</i>	0.3
N=362	

Table 2. Highest Level of Education

Education	Percent Response
<i>Some High School</i>	10.1
<i>High School Diploma</i>	29.0
<i>GED or Equivalent</i>	4.8
<i>AA</i>	7.7
<i>Bachelor's Degree</i>	19.7
<i>Graduate Degree</i>	14.9
<i>Professional Degree</i>	5.6
<i>Other</i>	8.2
N=376	

Table 3. Race

Race	Percent Response
<i>White</i>	94.9
<i>Black</i>	3.2
<i>Hispanic</i>	1.3
<i>Asian or Pacific Islander</i>	0.3
<i>Multi-Racial</i>	0.3
N=376	

Table 4. Gender

Gender	Percent Response
<i>Male</i>	50.9
<i>Female</i>	49.1
N=377	

Table 5. Residence

Region/City	Percent Response
<i>Southeast Georgia</i>	0.3
<i>Nassau County</i>	6.6
<i>Fernandina Beach</i>	10.4

<i>Baker County</i>	15.6
<i>Jacksonville</i>	22.5
<i>Jacksonville Beaches</i>	10.4
<i>Clay County</i>	8.4
<i>Orange Park</i>	8.4
<i>Green Cove Springs</i>	5.5
<i>St. Johns County</i>	4.9
<i>St. Augustine</i>	7.2
N=347	

Table 6. Annual Household Income

Income	Percent Response
<i>Less than \$20,000</i>	27.6
<i>\$20,000 - \$29,999</i>	15.4
<i>\$30,000 - \$39,999</i>	10.8
<i>\$40,000 - \$49,999</i>	8.9
<i>\$50,000 - \$59,999</i>	7.6
<i>\$60,000 - \$69,999</i>	4.6
<i>\$70,000 - \$79,999</i>	2.4
<i>\$80,000 - \$89,999</i>	1.9
<i>Over \$89,999</i>	5.9
<i>I prefer not to answer</i>	14.9
N=370	

Table 7. Hours Worked Per Week

Hours	Percent Response
<i>None</i>	80.8
<i>1 – 10 Hours</i>	5.1
<i>11 – 20 Hours</i>	4.6
<i>21 – 30 Hours</i>	2.4
<i>31 – 40 Hours</i>	4.9
<i>Over 40 Hours</i>	2.2
N=370	

Table 8. Marital Status

Marital Status	Percent Response
<i>Married</i>	52.2
<i>Never Married</i>	1.3
<i>Single</i>	2.6
<i>Divorced</i>	9.8
<i>Widowed</i>	34.0
N=379	

Table 9. Hospitalized in Last 10 Years

Hospitalization Status	Percent Response
<i>Hospitalized in Last 10 Years</i>	72.0

Not Hospitalized in Last 10 Years 28.0
N=381

Service Coordination

Table 10. Service Coordination: Survey Items 10-14

Survey Item	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree
<i>q10. The social services needed by seniors on discharge from a hospital or nursing home are readily available in our community.</i>	7.8	30.1	50.8	8.9	2.4
<i>q11. There are gaps in the coordination of hospital and community social services for seniors in our community.</i>	8.1	25.3	56.9	8.6	1.1
<i>q12. There are gaps in the coordination of nursing home and community social services for seniors in our community.</i>	6.5	21.3	62.8	8.9	0.5

N=371

Service Overlaps

Table 11. Service Duplications: Survey Items 13-16

Survey Item	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree
<i>q13. There are unnecessary overlaps between hospitals and community social services for seniors in our community.</i>	2.2	8.4	68.1	18.6	2.7
<i>q14. There are unnecessary overlaps between nursing homes and community social services for seniors in our community.</i>	2.4	8.1	69.2	18.1	2.2
<i>q15. There are unnecessary overlaps in the coordination of hospital and community social services for seniors in our community.</i>	3.0	13.0	63.5	18.4	2.2
<i>q16. There are unnecessary overlaps in the coordination of nursing homes and community social services for seniors in our community.</i>	2.7	9.2	68.5	17.5	2.2

N=371

Linkages

Table 12. Linkages: Survey Items 17-26

Survey Item	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree
<i>q17. Health and community social services need to be linked when seniors are discharged from a medical procedure performed in a private practitioner's office.</i>	19.0	46.6	26.5	7.2	0.5
<i>q18. Health and community social services need to be linked when seniors are discharged from a hospital.</i>	30.6	50.4	15.3	3.5	0.3
<i>q19. Health and community social services need to be linked when seniors are discharged from an inpatient stay at a rehabilitation center.</i>	27.2	49.9	19.9	2.4	0.5
<i>q20. Health and community social services need to be linked when seniors are discharged from an inpatient stay at a nursing home.</i>	26.1	50.4	21.3	1.6	0.5
<i>q21. Needed health services are clearly available for seniors in our community.</i>	7.8	27.8	42.2	17.3	4.9
<i>q22. Needed community social services are clearly available for seniors in our community.</i>	3.8	25.5	49.1	17.2	4.6
<i>q23. Needed health services are easily accessible for seniors in our community.</i>	4.8	23.4	47.0	20.4	4.3
<i>q24. Needed community social services are easily accessible for seniors in our community.</i>	3.5	20.0	53.5	18.6	4.3
<i>q25. Seniors in our community know how to access information about their needed health and community social services.</i>	1.6	11.0	42.2	33.2	12.0
<i>q26. Seniors are aware of the health and community social services that exist in our community.</i>	0.8	10.8	41.1	36.0	11.3
N=372					

Resources Needed

Table 13. Resources Needed: Survey Items 27-28

Survey Item	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree
<i>q27. There are sufficient health services for seniors in our community.</i>	3.2	21.1	46.5	20.9	8.3
<i>Q28 There are sufficient community social services for seniors in our community.</i>	0.3	15.7	55.9	19.5	8.6
N=372					

Appendix B Cross Tabulation Tables

Gender and Marital Status

Table 1. Gender by Marital Status

Gender	Marital Status					Total
	Married	Never Married	Single	Divorced	Widowed	
Male	77.0	0.0	0.5	7.9	14.7	100.0
Female	25.9	2.7	4.9	11.9	54.6	100.0

N=376

Table 2. Marital Status by Gender

Marital Status	Gender		Total
	Male	Female	
Married	75.4	24.6	100.0
Never Married	0.0	100.0	100.0
Single	10.0	90.0	100.0
Divorced	40.5	59.5	100.0
Widowed	21.7	78.3	100.0

N=

Gender

Table 1. Participant Responses to q21 Categorized by Gender

q21. Needed health services are clearly available for seniors in our community.

Gender	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	Total
Male	10.1	29.8	45.2	14.4	0.5	100.0
Female	5.6	26.4	38.8	20.8	8.4	100.0

Table 2. Participant Responses to q21 Categorized by Response Type

q21. Needed health services are clearly available for seniors in our community.

Gender	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree
Male	65.5	54.4	55.2	42.2	6.3
Female	34.5	45.6	44.8	57.8	93.8
Total	100.0	100.0	100.0	100.0	100.0

Table 3. Participant Responses to q22 Categorized by Gender

q22. Needed community social services are clearly available for seniors in our

Gender	<i>community.</i>					Total
	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	
Male	3.1	26.7	56.5	12.6	1.0	100.0
Female	4.5	24.7	41.0	22.5	7.3	100.0

Table 4. Participant Responses to q22 Categorized by Response Type
q22. Needed community social services are clearly available for seniors in our community.

Gender	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree
Male	42.9	53.7	59.7	37.5	13.3
Female	57.1	46.3	40.3	62.5	86.7
Total	100.0	100.0	100.0	100.0	100.0

Table 5. Participant Responses to q23 Categorized by Gender
q23. Needed health services are easily accessible for seniors in our community.

Gender	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	Total
Male	5.8	24.1	52.4	16.8	1.0	100.0
Female	4.0	23.2	40.7	24.3	7.9	100.0

Table 6. Participant Responses to q23 Categorized by Response Type
q23. Needed health services are easily accessible for seniors in our community.

Gender	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree
Male	61.1	52.9	58.1	42.7	12.5
Female	38.9	47.1	41.9	57.3	87.5
Total	100.0	100.0	100.0	100.0	100.0

Table 7. Participant Responses to q24 Categorized by Gender
q24. Needed community social services are easily accessible for seniors in our community.

Gender	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	Total
Male	3.7	19.9	60.7	14.7	1.0	100.0

<i>Female</i>	3.4	20.0	45.7	22.9	8.0	100.0
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Table 8. Participant Responses to q24 Categorized by Response Type

q24. Needed community social services are easily accessible for seniors in our community.

Gender	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree
<i>Male</i>	53.8	52.1	59.2	41.2	12.5
<i>Female</i>	46.2	47.9	40.8	58.8	87.5
<i>Total</i>	100.0	100.0	100.0	100.0	100.0

Cross Tabulation Summary Tables

Table 1. Participant Responses to q21 Categorized by Age Range

q21. Needed health services are clearly available for seniors in our community.

Age range	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	Total
<i>Under 65</i>	5.6	16.7	44.4	33.3	0.0	100.0
<i>65 – 69</i>	8.0	25.3	44.8	16.1	5.7	100.0
<i>70 – 74</i>	8.3	21.9	46.9	16.7	6.3	100.0
<i>75 – 79</i>	9.6	28.8	37.0	21.9	2.7	100.0
<i>80 – 84</i>	6.1	36.7	40.8	10.2	6.1	100.0
<i>85 – 89</i>	8.7	39.1	26.1	26.1	0.0	100.0
<i>90 – 94</i>	0.0	40.0	40.0	0.0	20.0	100.0
<i>95 - 99</i>	100.0	0.0	0.0	0.0	0.0	100.0

Table 3. Participant Responses to q22 Categorized by Age Range

q22. Needed community social services are clearly available for seniors in our community.

Age range	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	Total
<i>Under 65</i>	0.0	16.7	38.9	44.4	0.0	100.0
<i>65 – 69</i>	1.1	27.3	48.9	17.0	5.7	100.0
<i>70 – 74</i>	4.2	18.8	53.1	16.7	7.3	100.0
<i>75 – 79</i>	2.7	28.4	47.3	17.6	4.1	100.0
<i>80 – 84</i>	8.2	28.6	53.1	10.2	0.0	100.0
<i>85 – 89</i>	8.3	20.8	45.8	25.0	0.0	100.0
<i>90 – 94</i>	0.0	60.0	20.0	0.0	20.0	100.0
<i>95 - 99</i>	0.0	100.0	0.0	0.0	0.0	100.0

Table 5. Participant Responses to q23 Categorized by Age Range

q23. Needed health services are easily accessible for seniors in our community.

Age range	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	Total
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	Agee			Disagree		
<i>Under 65</i>	0.0	11.11	44.4	33.3	11.1	100.0
<i>65 – 69</i>	5.7	22.7	47.7	19.3	4.5	100.0
<i>70 – 74</i>	5.2	17.7	49.0	22.9	5.2	100.0
<i>75 – 79</i>	1.4	28.4	43.2	24.3	2.7	100.0
<i>80 – 84</i>	10.4	25.0	47.9	14.6	2.1	100.0
<i>85 – 89</i>	4.2	29.2	45.8	16.7	4.2	100.0
<i>90 – 94</i>	0.0	40.0	40.0	0.0	20.0	100.0
<i>95 - 99</i>	0.0	100.0	0.0	0.0	0.0	100.0

Table 7. Participant Responses to q24 Categorized by Age Range

q24. Needed community social services are easily accessible for seniors in our community.

Age range	Strongly Agee	Agree	Unsure	Disagree	Strongly Disagree	Total
<i>Under 65</i>	0.0	16.7	33.3	38.9	11.1	100.0
<i>65 – 69</i>	3.4	20.5	56.8	15.9	3.4	100.0
<i>70 – 74</i>	4.2	13.5	60.4	16.7	5.2	100.0
<i>75 – 79</i>	1.4	26.0	47.9	21.9	2.7	100.0
<i>80 – 84</i>	4.3	23.4	51.1	17.0	4.3	100.0
<i>85 – 89</i>	8.3	16.7	45.8	25.0	4.2	100.0
<i>90 – 94</i>	0.0	40.0	40.0	0.0	20.0	100.0
<i>95 - 99</i>	0.0	0.0	100.0	0.0	0.0	100.0

Table 1. Participant Responses to q21 Categorized by Hospitalization Status

q21. Needed health services are clearly available for seniors in our community.

Hospitalization Status	Strongly Agee	Agree	Unsure	Disagree	Strongly Disagree	Total
<i>Hospitalized in last 10 Years</i>	8.7	30.4	38.4	17.5	4.9	100.0
<i>Not Hospitalized in last 10 Years</i>	5.9	21.8	52.5	15.8	4.0	100.0

Table 3. Participant Responses to q22 Categorized by Hospitalization Status

q22. Needed community social services are clearly available for seniors in our community.

Hospitalization Status	Strongly Agee	Agree	Unsure	Disagree	Strongly Disagree	Total
<i>Hospitalized in last 10 Years</i>	4.9	27.5	45.7	16.6	5.3	100.0
<i>Not Hospitalized in last 10 Years</i>	1.0	21.6	55.9	19.6	2.0	100.0

Table 5. Participant Responses to q23 Categorized by Hospitalization Status*q23. Needed health services are easily accessible for seniors in our community.*

Hospitalization Status	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	Total
<i>Hospitalized in last 10 Years</i>	6.0	26.3	42.9	20.3	4.5	100.0
<i>Not Hospitalized in last 10 Years</i>	2.0	17.0	56.0	21.0	4.0	100.0

Table 7. Participant Responses to q24 Categorized by Hospitalization Status*q24. Needed community social services are easily accessible for seniors in our community.*

Hospitalization Status	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	Total
<i>Hospitalized in last 10 Years</i>	4.5	21.1	51.3	17.7	5.3	100.0
<i>Not Hospitalized in last 10 Years</i>	1.0	17.2	58.6	21.2	2.0	100.0

Table 1. Participant Responses to q21 Categorized by Gender*q21. Needed health services are clearly available for seniors in our community.*

Gender	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	Total
<i>Male</i>	10.1	29.8	45.2	14.4	0.5	100.0
<i>Female</i>	5.6	26.4	38.8	20.8	8.4	100.0

Table 3. Participant Responses to q22 Categorized by Gender*q22. Needed community social services are clearly available for seniors in our community.*

Gender	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	Total
<i>Male</i>	3.1	26.7	56.5	12.6	1.0	100.0
<i>Female</i>	4.5	24.7	41.0	22.5	7.3	100.0

Table 5. Participant Responses to q23 Categorized by Gender*q23. Needed health services are easily accessible for seniors in our community.*

Gender	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	Total
<i>Male</i>	5.8	24.1	52.4	16.8	1.0	100.0
<i>Female</i>	4.0	23.2	40.7	24.3	7.9	100.0

Table 7. Participant Responses to q24 Categorized by Gender

q24. Needed community social services are easily accessible for seniors in our community.

Gender	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	Total
Male	3.7	19.9	60.7	14.7	1.0	100.0
Female	3.4	20.0	45.7	22.9	8.0	100.0

Table 1. Participant Responses to q21 Categorized by Income Level

q21. Needed health services are clearly available for seniors in our community.

Income Level	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	Total
Less than 20,000	9.1	23.3	40.4	19.2	8.1	100.0
\$20,000-\$29,999	7.1	23.2	46.4	16.1	7.1	100.0
\$30,000-\$39,999	10.5	36.8	34.2	15.8	2.6	100.0
\$40,000-\$49,999	3.3	23.3	50.0	20.0	3.3	100.0
\$50,000-\$59,999	7.1	28.6	35.7	28.6	0.0	100.0
\$60,000-\$69,999	5.9	58.8	17.6	17.6	0.0	100.0
\$70,000-\$79,999	11.1	0.0	44.4	33.3	11.1	100.0
\$80,000-\$89,999	14.3	42.9	28.6	14.3	0.0	100.0
Over \$89,999	4.5	31.8	54.5	9.1	0.0	100.0
I prefer not to answer	9.3	27.8	48.1	11.1	3.7	100.0

Table 3. Participant Responses to q22 Categorized by Income Level

q22. Needed community social services are clearly available for seniors in our community.

Income Level	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	Total
Less than 20,000	7.1	24.2	46.5	12.1	10.1	100.0
\$20,000-\$29,999	3.5	19.3	54.4	21.1	1.8	100.0
\$30,000-\$39,999	5.1	25.6	53.8	12.8	2.6	100.0
\$40,000-\$49,999	0.0	28.1	43.8	25.0	3.1	100.0
\$50,000-\$59,999	3.7	33.3	33.3	29.6	0.0	100.0
\$60,000-\$69,999	0.0	58.8	23.5	17.6	0.0	100.0
\$70,000-\$79,999	0.0	11.1	44.4	33.3	11.1	100.0
\$80,000-\$89,999	0.0	57.1	14.3	28.6	0.0	100.0
Over \$89,999	0.0	18.2	72.7	9.1	0.0	100.0
I prefer not to answer	3.7	20.4	59.3	13.0	3.7	100.0

Table 5. Participant Responses to q23 Categorized by Income Level

q23. Needed health services are easily accessible for seniors in our community.

Income Level	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	Total
<i>Less than 20,000</i>	6.1	17.3	49.0	19.4	8.2	100.0
<i>\$20,000-\$29,999</i>	3.6	19.6	50.0	21.4	5.4	100.0
<i>\$30,000-\$39,999</i>	5.1	35.9	43.6	12.8	2.6	100.0
<i>\$40,000-\$49,999</i>	0.0	9.4	56.3	34.4	0.0	100.0
<i>\$50,000-\$59,999</i>	7.1	32.1	39.3	21.4	0.0	100.0
<i>\$60,000-\$69,999</i>	11.8	41.2	29.4	11.8	5.9	100.0
<i>\$70,000-\$79,999</i>	11.1	22.2	22.2	33.3	11.1	100.0
<i>\$80,000-\$89,999</i>	0.0	42.9	28.6	28.6	0.0	100.0
<i>Over \$89,999</i>	0.0	13.6	63.6	22.7	0.0	100.0
<i>I prefer not to answer</i>	5.6	25.9	50.0	14.8	3.7	100.0

Table 7. Participant Responses to q24 Categorized by Income Level

q24. Needed community social services are easily accessible for seniors in our community.

Income Level	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	Total
<i>Less than 20,000</i>	6.3	17.7	52.1	15.6	8.3	100.0
<i>\$20,000-\$29,999</i>	1.8	23.2	51.8	17.9	5.4	100.0
<i>\$30,000-\$39,999</i>	2.6	20.5	53.8	17.9	5.1	100.0
<i>\$40,000-\$49,999</i>	0.0	9.4	53.1	34.4	3.1	100.0
<i>\$50,000-\$59,999</i>	3.6	10.7	64.3	21.4	0.0	100.0
<i>\$60,000-\$69,999</i>	5.9	47.1	29.4	17.6	0.0	100.0
<i>\$70,000-\$79,999</i>	0.0	11.1	44.4	33.3	11.1	100.0
<i>\$80,000-\$89,999</i>	0.0	42.9	28.6	28.6	0.0	100.0
<i>Over \$89,999</i>	0.0	18.2	68.2	13.6	0.0	100.0
<i>I prefer not to answer</i>	3.7	22.2	57.4	14.8	1.9	100.0

Table 1. Participant Responses to q21 Categorized by Residence

q21. Needed health services are clearly available for seniors in our community.

Residence	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	Total
<i>Baker County</i>	26.9	26.9	34.6	15.4	13.5	100.0

<i>Clay County</i>	0.0	44.8	37.9	17.2	0.0	100.0
<i>Fernandina Beach</i>	8.6	28.6	45.7	11.4	5.7	100.0
<i>Green Cove Springs</i>	10.5	47.4	36.8	0.0	5.3	100.0
<i>Jacksonville</i>	10.8	21.6	37.8	25.7	4.1	100.0
<i>Jacksonville Beaches</i>	5.6	25.0	55.6	11.1	2.8	100.0
<i>Nassau County</i>	0.0	27.3	40.9	31.8	0.0	100.0
<i>Orange Park</i>	10.7	17.9	35.7	32.1	3.6	100.0
<i>St. Augustine</i>	8.0	40.0	40.0	12.0	0.0	100.0
<i>St. Johns</i>	12.5	18.8	56.3	12.5	0.0	100.0
<i>SE Georgia</i>	0.0	0.0	100.0	0.0	0.0	100.0

Table 3. Participant Responses to q22 Categorized by Residence

q22. Needed community social services are clearly available for seniors in our community.

Residence	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	Total
<i>Baker County</i>	9.4	26.4	43.4	13.2	7.5	100.0
<i>Clay County</i>	0.0	37.9	44.8	13.8	3.4	100.0
<i>Fernandina Beach</i>	0.0	37.1	40.0	17.1	5.7	100.0
<i>Green Cove Springs</i>	0.0	42.1	52.6	5.3	0.0	100.0
<i>Jacksonville</i>	4.0	18.7	50.7	22.7	4.0	100.0
<i>Jacksonville Beaches</i>	0.0	22.2	63.9	11.1	2.8	100.0
<i>Nassau County</i>	0.0	18.2	50.0	27.3	4.5	100.0
<i>Orange Park</i>	3.6	17.9	39.3	28.6	10.7	100.0
<i>St. Augustine</i>	8.0	36.0	40.0	16.0	0.0	100.0
<i>St. Johns</i>	0.0	11.8	76.5	11.8	0.0	100.0
<i>SE Georgia</i>	0.0	0.0	100.0	0.0	0.0	100.0

Table 5. Participant Responses to q23 Categorized by Residence

q23. Needed health services are easily accessible for seniors in our community.

Residence	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	Total
<i>Baker County</i>	5.7	22.6	41.5	18.9	11.3	100.0
<i>Clay County</i>	0.0	27.6	51.7	20.7	0.0	100.0
<i>Fernandina Beach</i>	2.9	38.2	35.3	17.6	5.9	100.0
<i>Green Cove Springs</i>	5.3	21.1	57.9	15.8	0.0	100.0
<i>Jacksonville</i>	6.6	19.7	47.4	19.7	6.6	100.0
<i>Jacksonville Beaches</i>	2.8	16.7	63.9	13.9	2.8	100.0
<i>Nassau County</i>	0.0	18.2	45.5	36.4	0.0	100.0
<i>Orange Park</i>	7.1	17.9	35.7	35.7	3.6	100.0
<i>St. Augustine</i>	8.0	32.0	44.0	16.0	0.0	100.0
<i>St. Johns</i>	5.9	23.5	52.9	17.6	0.0	100.0
<i>SE Georgia</i>	0.0	0.0	100.0	0.0	0.0	100.0

Table 7. Participant Responses to q24 Categorized by Residence

q24. Needed community social services are easily accessible for seniors in our community.

Residence	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	Total
<i>Baker County</i>	3.8	25.0	42.3	13.5	15.4	100.0
<i>Clay County</i>	0.0	34.5	51.7	13.8	0.0	100.0
<i>Fernandina Beach</i>	0.0	32.4	50.0	11.8	5.9	100.0
<i>Green Cove Springs</i>	0.0	26.3	63.2	10.5	0.0	100.0
<i>Jacksonville</i>	5.3	14.5	55.3	19.7	5.3	100.0
<i>Jacksonville Beaches</i>	0.0	13.9	66.7	19.4	0.0	100.0
<i>Nassau County</i>	0.0	18.2	54.5	27.3	0.0	100.0
<i>Orange Park</i>	7.1	14.3	35.7	39.3	3.6	100.0
<i>St. Augustine</i>	12.0	28.0	48.0	12.0	0.0	100.0
<i>St. Johns</i>	0.0	6.3	75.0	18.8	0.0	100.0
<i>SE Georgia</i>	0.0	0.0	100.0	0.0	0.0	100.0

Highest Level of Education

Table 1. Participants' Level of Education by Age Range

Level of Education	Age								Total
	Under 65	65-69	70-74	75-79	80-84	85-89	90-94	95-99	
<i>Some High School</i>	0.0	18.9	24.3	18.9	13.5	21.6	2.7	0.0	100.0
<i>High School Diploma</i>	4.8	24.0	26.9	20.2	13.5	8.7	1.9	0.0	100.0
<i>GED or Equivalent</i>	0.0	38.9	22.2	33.3	0.0	0.0	5.6	0.0	100.0
<i>AA</i>	15.4	19.2	30.8	15.4	15.4	3.8	0.0	0.0	100.0
<i>Bachelor's Degree</i>	5.6	26.8	31.0	15.5	14.1	5.6	0.0	1.4	100.0
<i>Graduate Degree</i>	5.5	27.3	23.6	23.6	18.2	1.8	0.0	0.0	100.0
<i>Professional Degree</i>	0.0	31.6	10.5	42.1	15.8	0.0	0.0	0.0	100.0
<i>Other</i>	7.1	21.4	35.7	14.3	10.7	7.1	3.6	0.0	100.0

Table 2. Participants' Level of Education by Race

Level of Education	Race					Total
	White	Black	Hispanic	Asian or Pacific Islander	Multi-racial	
<i>Some High School</i>	92.1	7.9	0.0	0.0	0.0	100.0

<i>High School Diploma</i>	94.4	3.7	1.9	0.0	0.0	100.0
<i>GED or Equivalent</i>	100.0	0.0	0.0	0.0	0.0	100.0
<i>AA</i>	96.6	3.4	0.0	0.0	0.0	100.0
<i>Bachelor's Degree</i>	94.6	2.7	1.4	1.4	0.0	100.0
<i>Graduate Degree</i>	98.2	0.0	1.8	0.0	0.0	100.0
<i>Professional Degree</i>	90.5	0.0	4.8	0.0	4.8	100.0
<i>Other</i>	93.5	6.5	0.0	0.0	0.0	100.0

Table 3. Level of Education by Gender

Level of Education	Gender		Total
	Male	Female	
<i>Some High School</i>	39.5	60.5	100.0
<i>High School Diploma</i>	45.4	54.6	100.0
<i>GED or Equivalent</i>	50.0	50.0	100.0
<i>AA</i>	41.4	58.6	100.0
<i>Bachelor's Degree</i>	64.4	35.6	100.0
<i>Graduate Degree</i>	60.7	39.3	100.0
<i>Professional Degree</i>	52.4	47.6	100.0
<i>Other</i>	41.9	58.1	100.0

Table 4. Level of Education by Residence

Level of Education	Residence											Total
	Baker	Clay	Fern Bch	Green Cove	Jax	Jax Bch	Nassau	O P	St. A.	St. Johns	SE GA	
<i>Some High School</i>	30.6	2.8	11.1	5.6	13.9	0.0	13.9	5.6	11.1	5.6	0.0	100.0
<i>High School Diploma</i>	20.4	15.3	10.2	6.1	20.4	3.1	5.1	10.2	3.1	6.1	0.0	100.0

<i>GED or Equivalent</i>	35.3	11.8	5.9	0.0	11.8	0.0	11.8	5.9	11.8	5.9	0.0	100.0
<i>AA</i>	14.8	3.7	0.0	3.7	29.6	18.5	7.4	11.1	7.4	0.0	3.7	100.0
<i>Bachelor's Degree</i>	2.9	4.4	16.2	5.9	27.9	17.6	7.4	7.4	7.4	2.9	0.0	100.0
<i>Graduate Degree</i>	3.8	9.6	7.7	9.6	19.2	26.9	1.9	9.6	9.6	1.9	0.0	100.0
<i>Professional Degree</i>	5.3	0.0	15.8	0.0	26.3	10.5	5.3	15.8	10.5	10.5	0.0	100.0
<i>Other</i>	29.6	7.4	7.4	3.7	25.9	0.0	7.4	0.0	7.4	11.1	0.0	100.0

Table 5. Level of Education by Annual Household Income

Level of Education	Income										Total
	less than 20K	20-29.9	30-39.9	40-49.9	50-59.9	60-69.9	70-79.9	80-89.9	Over 89.9K	No Answer	
<i>Some High School</i>	72.2	8.3	2.8	0.0	0.0	2.8	0.0	0.0	0.0	13.9	100.0
<i>High School Diploma</i>	30.8	23.1	13.5	8.7	4.8	1.9	1.9	0.0	1.0	14.4	100.0
<i>GED or Equivalent</i>	52.9	11.8	5.9	11.8	0.0	0.0	0.0	0.0	0.0	17.6	100.0
<i>AA</i>	20.7	17.2	17.2	3.4	17.2	0.0	0.0	6.9	6.9	10.3	100.0
<i>Bachelor's Degree</i>	12.5	9.7	11.1	18.1	12.5	4.2	4.2	2.8	12.5	12.5	100.0
<i>Graduate Degree</i>	7.1	12.5	5.4	5.4	14.3	14.3	7.1	1.8	12.5	19.6	100.0
<i>Professional Degree</i>	14.3	9.5	14.3	9.5	4.8	4.8	0.0	9.5	14.3	19.0	100.0
<i>Other</i>	35.5	19.4	12.9	9.7	0.0	6.5	0.0	0.0	0.0	16.1	100.0

Table 6. Level of Education by Marital Status

Level of Education	Marital Status					Total
	Married	Never Married	Single	Divorced	Widowed	
<i>Some High School</i>	34.2	0.0	2.6	7.9	55.3	100.0
<i>High School Diploma</i>	43.1	1.8	1.8	8.3	45.0	100.0

<i>GED or Equivalent</i>	66.7	0.0	0.0	0.0	33.3	100.0
<i>AA</i>	58.6	3.4	0.0	6.9	31.0	100.0
<i>Bachelor's Degree</i>	64.9	0.0	4.1	9.5	21.6	100.0
<i>Graduate Degree</i>	64.3	3.6	3.6	10.7	17.9	100.0
<i>Professional Degree</i>	47.6	0.0	4.8	19.0	28.6	100.0
<i>Other</i>	40.0	0.0	3.3	16.7	40.0	100.0

Table 7. Level of Education by Hospitalization Status

Level of Education	Hospitalization Status		Total
	Hospitalized in Last 10 Years	Not Hospitalized in Last 10 Years	
<i>Some High School</i>	73.0	27.0	100.0
<i>High School Diploma</i>	74.1	25.9	100.0
<i>GED or Equivalent</i>	77.8	22.2	100.0
<i>AA</i>	82.1	17.9	100.0
<i>Bachelor's Degree</i>	72.2	27.8	100.0
<i>Graduate Degree</i>	64.3	35.7	100.0
<i>Professional Degree</i>	61.9	38.1	100.0
<i>Other</i>	74.2	25.8	100.0

Highest Level of Education**Table 1. Participant Responses to q21 Categorized by Education level***q21. Needed health services are clearly available for seniors in our community.*

Level of Education	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	Total
<i>Some High School</i>	5.6	33.3	36.1	11.1	13.9	100.0

<i>High School Diploma</i>	5.6	25.2	46.7	17.8	4.7	100.0
<i>GED or Equivalent</i>	11.1	0.0	66.7	22.2	0.0	100.0
<i>AA</i>	17.9	10.7	39.3	32.1	0.0	100.0
<i>Bachelor's Degree</i>	8.5	31.0	36.6	23.9	0.0	100.0
<i>Graduate Degree</i>	8.9	37.5	42.9	7.1	3.6	100.0
<i>Professional Degree</i>	0.0	55.0	20.0	25.0	0.0	100.0
<i>Other</i>	6.9	24.1	48.3	3.4	17.2	100.0

Table 2. Participant Responses to q21 Categorized by Response Type*q21. Needed health services are clearly available for seniors in our community.*

Level of Education	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree
<i>Some High School</i>	7.1	11.7	8.4	6.3	29.4
<i>High School Diploma</i>	21.4	26.2	32.5	30.2	29.4
<i>GED or Equivalent</i>	7.1	0.0	7.8	6.3	0.0
<i>AA</i>	17.9	2.9	7.1	14.3	0.0
<i>Bachelor's Degree</i>	21.4	21.4	16.9	27.0	0.0
<i>Graduate Degree</i>	17.9	20.4	15.6	6.3	11.8
<i>Professional Degree</i>	0.0	10.7	2.6	7.9	0.0
<i>Other</i>	7.1	6.8	9.1	1.6	29.4
<i>Total</i>	100.0	100.0	100.0	100.0	100.0

Table 3. Participant Responses to q22 Categorized by Education Level*q22. Needed community social services are clearly available for seniors in our community.*

Level of Education	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	Total
<i>Some High School</i>	8.3	27.8	33.3	19.4	11.1	100.0
<i>High School</i>	3.7	25.0	50.9	15.7	4.6	100.0

<i>Diploma</i>						
<i>GED or Equivalent</i>	11.1	5.6	61.1	22.2	0.0	100.0
<i>AA</i>	3.7	14.8	44.4	33.3	3.7	100.0
<i>Bachelor's Degree</i>						
<i>Graduate Degree</i>	1.4	27.4	50.7	20.5	0.0	100.0
<i>Professional Degree</i>	1.8	37.5	50.0	7.1	3.6	100.0
<i>Other</i>	5.0	25.0	40.0	30.0	0.0	100.0
	0.0	23.3	56.7	6.7	13.3	100.0

Table 4. Participant Responses to q22 Categorized by Response Type

q22. Needed community social services are clearly available for seniors in our community.

Level of Education	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree
<i>Some High School</i>	23.1	10.5	6.7	10.9	25.0
<i>High School Diploma</i>	30.8	28.4	30.6	26.6	31.3
<i>GED or Equivalent</i>	15.4	1.1	6.1	6.3	0.0
<i>AA</i>	7.7	4.2	6.7	14.1	6.3
<i>Bachelor's Degree</i>	7.7	21.1	20.6	23.4	0.0
<i>Graduate Degree</i>	7.7	22.1	15.6	6.3	12.5
<i>Professional Degree</i>	7.7	5.3	4.4	9.4	0.0
<i>Other</i>	0.0	7.4	9.4	3.1	25.0
<i>Total</i>	100.0	100.0	100.0	100.0	100.0

Table 5. Participant Responses to q23 Categorized by Education Level

q23. Needed health services are easily accessible for seniors in our community.

Level of Education	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	Total
<i>Some High School</i>	5.7	22.9	37.1	22.9	11.4	100.0
<i>High School Diploma</i>	2.8	24.3	49.5	19.6	3.7	100.0

<i>GED or Equivalent</i>	0.0	11.1	50.0	38.9	0.0	100.0
<i>AA</i>	10.7	10.7	53.6	21.4	3.6	100.0
<i>Bachelor's Degree</i>	2.7	27.4	47.9	19.2	2.7	100.0
<i>Graduate Degree</i>	7.1	32.1	41.1	17.9	1.8	100.0
<i>Professional Degree</i>	5.0	25.0	40.0	30.0	0.0	100.0
<i>Other</i>	6.7	16.7	53.3	10.0	13.3	100.0

Table 6. Participant Responses to q23 Categorized by Response Type*q23. Needed health services are easily accessible for seniors in our community.*

Level of Education	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree
<i>Some High School</i>	11.8	9.2	7.6	10.7	25.0
<i>High School Diploma</i>	17.6	29.9	30.8	28.0	25.0
<i>GED or Equivalent</i>	0.0	2.3	5.2	9.3	0.0
<i>AA</i>	17.6	3.4	8.7	8.0	6.3
<i>Bachelor's Degree</i>	11.8	23.0	20.3	18.7	12.5
<i>Graduate Degree</i>	23.5	20.7	13.4	13.3	6.3
<i>Professional Degree</i>	5.9	5.7	4.7	8.0	0.0
<i>Other</i>	11.8	5.7	9.3	4.0	25.0
<i>Total</i>	100.0	100.0	100.0	100.0	100.0

Table 7. Participant Responses to q24 Categorized by Education Level*q24. Needed community social services are easily accessible for seniors in our community.*

Level of Education	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	Total
<i>Some High School</i>	11.8	23.5	47.1	5.9	11.8	100.0
<i>High School</i>	2.8	23.4	46.7	22.4	4.7	100.0

<i>Diploma</i>						
<i>GED or Equivalent</i>	0.0	11.1	72.2	16.7	0.0	100.0
<i>AA</i>	3.6	7.1	46.4	39.3	3.6	100.0
<i>Bachelor's Degree</i>						
<i>Graduate Degree</i>	0.0	19.2	64.4	15.1	1.4	100.0
<i>Professional Degree</i>	3.6	26.8	51.8	16.1	1.8	100.0
<i>Other</i>	5.3	21.1	42.1	31.6	0.0	100.0
	3.3	13.3	63.3	6.7	13.3	100.0

Table 8. Participant Responses to q24 Categorized by Response Type

q24. Needed community social services are easily accessible for seniors in our community.

Level of Education	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree
<i>Some High School</i>	33.3	10.8	8.2	2.9	25.0
<i>High School Diploma</i>	25.0	33.8	25.6	35.3	31.3
<i>GED or Equivalent</i>	0.0	2.7	6.7	4.4	0.0
<i>AA</i>	8.3	2.7	6.7	16.2	6.3
<i>Bachelor's Degree</i>	0.0	18.9	24.1	16.2	6.3
<i>Graduate Degree</i>	16.7	20.3	14.9	13.2	6.3
<i>Professional Degree</i>	8.3	5.4	4.1	8.8	0.0
<i>Other</i>	8.3	5.4	9.7	2.9	25.0
<i>Total</i>	100.0	100.0	100.0	100.0	100.0

Appendix C

Open ended 1: What services do you think are needed to help seniors maintain healthy independent living?

First and Third Reviewer

Category	Comment	Frequency

Accessibility and Availability	easier access to doctors	18
	improve access to available services	6
	Nassau county needs more service, I go to Jax for services	1
	make all service already available to seniors	1
	Easier access to services that are available in community, there is always a waiting list	1
Advocacy	Liaison between seniors and the services so they can be easily found and accessed	1
	Someone to visit once a month to check on change in seniors' situations	1
	More services assisting seniors with medical issues	1
	Need aggressive and articulate ombudsman to look out for seniors interests	1
	Local people to communicate claims	1
	people who care enough to see seniors needs	1
	Use personal doctors as source of information regarding care	1
Client Monitoring	a volunteer phone call to see if incapacitated seniors are okay	1
	check up calls from council on aging when seniors do not show up for lunch	1
	people who care enough to see seniors needs	1
	periodic in home visits and needs assessment	1
	mail every senior a list of services in the mail with phone numbers	2
Communication	Better communication	6
	Communication and contact that does not exist in most communities	1
	communication of what services exist	1
	communications from providers to seniors	1
	more communicating between seniors and city	1

Community Based Programs	day care for the elderly	1
	church affiliated social services	1
	community social services	1
Coordination	better coordination	1
	coordination between different agencies	1
	coordination of services needed badly	1
Education – Promotion	a doctor understands senior problems	1
	education on health programs	1
	diabetes home training	1
	more education on services available	1
	more TV and radio PSA's to inform seniors	4
	dietetic information training	1
	more publicity for service available	8
	better knowledge of services available	9
	more education in the homes	1
	public advertised manned telephone contacts with information and assistance for elderly	1
	seniors need to be mailed info about what services are available and how they can access the services	1
	seniors need to know where to call	1
	preventative measures	1
	programs to keep seniors active	1
Financial Issues 14	financial assistance for housing	1
	financial support	2
	make things more affordable	1
	financial, benefit form assistance especially regarding errors	1
	continue funding these much needed services	1
	medicine and food are too expensive	1
	Medicare changes	1

	with 692.00 monthly they think I am rich and cannot qualify for help so I do without what I need	1
	SS and pensions not always enough	1
	stop the money game	1
	Seniors typically say they cannot afford special services	1
	services are available but are being overused by some milking the system	1
	reasonable health prices	1
	I live on \$740 and am told that is too much to live on plus doctors	1
	financial assistance for people keeping disabled parents at home	1
	reduce nonsense rules to help Keep health care costs down	1
	200.00 to have toenails cut	1
Food Services- Meals	daily meals	1
	Meals on wheels	4
	food services	1
	good food	1
	more fresh food for the elderly	1
Health Care Service	affordable clinic type care	2
	assessment team to evaluate needs of seniors on a proactive basis	1
	health and community services	1
	health services	1
	easy access to home health care	1
	Home health care	10
	elderly clinic	1
	More health services	1
	more help with other medical needs	1
	in home nursing	1

	help with medical	1
	follow up care	1
	Better operating medical facility	1
	home health care	1
	home health nurses	1
	visiting nurses	1
Information Services	A way to make services known	1
	a catalog of services	1
	aggressive communication and info service	1
	available information	36
	a phone number for information as to what help we can get	3
	availability and qualifications list should be sent to all seniors	1
	better info on how to access services	1
	Clear information on what they can expect if needed	1
	clear understanding of info	1
	Information needs to easier to find and use	1
	more info on social services	1
	One stop source of Information	1
	manual of available health and community services	1
	centralized place for information	1
	detailed info thru mail	1
	easy source of info	1
	information forums	1

	instructions on accessing services	1
	mail outs with info where to access services	1
	people who have knowledge of available assistance	1
	public info	1
	so many do not know how to seek help	1
	more publicity for programs that help seniors	1
	Services available need more publicity	1
	addresses and phone numbers in large bold letters	1
	Large, bold writing on pamphlet	1
	Older seniors sometimes cant understand written info	1
	Public info	1
Institutional Care	better nursing homes or retirement places	1
	adequate long term care for elderly	1
	More affordable assisted living facility	5
	More hospices	2
Prescription Drugs	control drug costs	7
	good prescription plan	2
	help getting medicine	1
	help with correctly managing prescription drugs (use, acquisition, etc)	1
	Help with drugs	1
	help with medicine	1
	prescription drugs thru Medicare and not HMOs which have failed seniors	1
	drug discounts	1
	prescription help	1
	better drug prices, like Canada	1
	help with prescriptions	1
	Prescription drug plan	1

Senior – Community Center	community center for elderly	7
	better senior centers	1
	help senior centers they are a good source of info for elderly	1
	non religious meeting places with cultural events	1
Social Services and Programs	more access and info	3
	community social service programs	5
	county and private social services	1
	more health counselors	1
	county wide service	1
	doctors should decide what social services are needed	1
Supportive Home Based Care	affordable home care	2
	affordable house cleaning	6
	food shopping and delivery by home	2
	help filling out forms	1
	Help shopping	2
	help seniors take care of themselves	13
	allowing seniors to live a independent life	1
	longer than 1 month follow-up by case managers	1
	IN HOME CARE and living assistance	11
	someone to visit and give info	2
	periodic in home visits and needs assessment	2
	more equipment available	1
	more homemaker services	1
	affordable help	1
	affordable housekeeping	1
	help with cleaning house	1
	help with daily activities	1
	home care	1
	home care that is affordable	1
	home cleaning	1
	homemaker services	1
	household help	1
	housekeeping	1

	help in and out of car and to and from store	1
	on waiting list for house cleaning services for 3 months	1
	volunteer help	1
Transportation	better transportation	22
	bus for seniors	1
	Low cost transportation for handicapped	1
	help getting to church	1
	affordable transportation	1
	transportation to doctor	1
	Easily securable transportation	1
	flexible transportation	1
	more adequate transportation	1
	public transportation	1
	transportation to community centers	1
Other	all services	2
	being treated with respect like individuals and not indigent	1
	government intervention	1
	seniors should self discipline themselves pay their way and not depend on society to care for them	1
	self determination	1
	too many did not pay into SS when they could	1
	varies on individual	1
	ways to keep seniors happy	1
	more coordination between agencies	1
	No services available at CPN clinics anymore	1
	seniors in this area don't reach out as they have been self dependent all their lives and feel they are asking for charity by doing so and is demeaning	1

	enough already exists	1
	Good hospice program, not much else	1
	against medical and prescription benefits	1
	Baptist Hospital is terrible	1
	call 904-772-1201 for more info	1
	Sr center does provide lunch and good friendships	1
	age does not equal disability	1
No Service needed		8
Unsure/Not familiar	not familiar with services	3
	not informed enough	1
	not sure	15
	don't use services so don't know what is offered	1
	Total	381

Second Reviewer

Access	
easier access to services that are available in community, there is always a waiting list	1
Advocate	
someone to visit once a month to check on change in seniors' situations	1
more services assisting seniors with medical issues	1
need aggressive and articulate ombudsman to look out for seniors interests	1

local people to communicate claims	1
Community based programs	
day care for the elderly	1
church affiliated social services	1
community social services	1
Education	
education on health programs	1
diabetes home training	1
more education on services available	1
Food/Meals	
good food	1
more fresh food for the elderly	1
Financial Issues	
with 692.00 monthly they think I'm rich and cannot qualify for help so I do without what I need	1
SS and pensions not always enough	1
stop the money game	1
Seniors typically say they cannot afford special services	1
services are available but are being overused by some milking the system	1
reasonable health prices	1
I live on \$740 and am told that is too much to live on plus doctors	1
financial assistance for people keeping disabled parents at home	1
reduce nonsense rules to help Keep health care costs down	1
200.00 to have toenails cut	1
Home-based supportive services	
more equipment available	1
more homemaker services	1
affordable help	1
affordable housekeeping	1
help with cleaning house	1
help with daily activities	1
home care	1
home care that is affordable	1
home cleaning	1
homemaker services	1
household help	1
housekeeping	1
help in and out of car and to and from store	1
on waiting list for house cleaning services for 3 months	1
volunteer help	1
Health Services	
elderly clinic	1
More health services	1
more help with other medical needs	1
in home nursing	1
help with medical	1
follow up care	1
Better operating medical facility	1
home health care	1
home health nurses	1

visiting nurses	1
Information	
manual of available health and community services	1
centralized place for information	1
detailed info thru mail	1
easy source of info	1
information forums	1
instructions on accessing services	1
mail outs with info where to access services	1
people who have knowledge of available assistance	1
public info	1
so many do not know how to seek help	1
more publicity for programs that help seniors	1
Services available need more publicity	1
addresses and phone numbers in large bold letters	1
large, bold writing on pamphlet	1
older seniors sometimes cant understand written info	1
public info	1
Institutional Care	
better nursing homes or retirement places	1
adequate long term care for elderly	1
Prescription Drug coverage	
drug discounts	1
prescription help	1
better drug prices, like Canada	1
help with prescriptions	1
Prescription drug plan	1
Senior Centers	
better senior centers	1
help senior centers they are a good source of info for elderly	1
non religious meeting places with cultural events	1
Transportation	
help getting to church	1
affordable transportation	1
transportation to doctor	1
Easily securable transportation	1
flexible transportation	1
more adequate transportation	1
public transportation	1
transportation	1
transportation	1
transportation to community centers	1
Other	
more coordination between agencies	1
No services available at CPN clinics anymore	1
seniors in this area don't reach out as they have been self dependent all their lives and feel they are asking for charity by doing so and is demeaning	1
don't use services so don't know what is offered	1
enough already exists	1
Good hospice program, not much else	1

against medical and prescription benefits	1
Baptist Hospital is terrible	1
call 904-772-1201 for more info	1
Sr center does provide lunch and good friendships	1
age does not equal disability	1