



COMMUNITY NEEDS ASSESSMENT STUDY

Prepared for AgeGuide Northeastern Illinois
Produced by Northern Illinois University,
Center for Governmental Studies



NORTHERN ILLINOIS UNIVERSITY
**Center for
Governmental Studies**
Outreach, Engagement, and Information Technologies

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Executive Summary

AgeGuide Northeastern Illinois, designated as one of the 622 Area Agencies on Aging across the United States and one of 13 in Illinois, plays a pivotal role in implementing the Older Americans Act. The Act aims to facilitate a wide range of services for individuals aged 60 and older, supporting their ability to maintain dignity and independence within their homes and communities. Established by Congress, Area Agencies on Aging, including AgeGuide, are entrusted with coordinating diverse services, with the primary criterion being that recipients are aged 60 or above and in need of assistance.

AgeGuide serves as the Area Agency on Aging for DuPage, Grundy, Kane, Kankakee, Kendall, Lake, McHenry, and Will counties, collectively catering to the needs of over 735,000 older adults.

Driven by a dedication to enhancing the aging experience, AgeGuide emphasizes its mission to be a valuable resource and advocate, offering thoughtful guidance, supportive services, and meaningful connections to older adults. In line with this commitment, the findings presented in this needs assessment report hold particular significance, as they will serve as the foundation for planning Older Americans Act services over the next three years. Through a comprehensive understanding of the identified needs and challenges within the service area, AgeGuide aims to continue its mission of ensuring that all older adults can age well with the support and services they require.

The Center for Governmental Studies (CGS) at Northern Illinois University (NIU) is a public policy research and service organization. The mission of CGS is to provide policy research and assistance, planning support, evaluation resources, and data and training services to national, state, and local government entities, private enterprises, public-private partnerships, and institutions of higher education. CGS has been a leading academic and applied research organization for Illinois and the entire country since 1969.

CGS has conducted Community Needs Assessment projects for non-profit organizations, mental health boards and commissions, health departments, hospitals, and local governments. CGS has experience collecting information from diverse socioeconomic groups, bilingual individuals, children, adolescents, adults, as well as professionals, such as service providers and community leaders.

The most relevant CGS Community Needs Assessment experience includes:

- a *Community Needs Assessment* for the DuPage County Department of Community Services which included Surveys of service users, service providers, and members of the community, focus groups of community members, and analysis of secondary data.
- a *Community Needs Assessment* for the DeKalb County Community Foundation on a variety of topics including healthcare, education/youth development, human services, poverty, housing, employment, and transportation.
- a *Community Needs Assessment* for Lisle Township, Northfield Township, and Antioch Township.

- a *Community Needs Assessment* for the Elgin Township Mental Health Board, Dundee Township Mental Health Board, Vernon Township Mental Health Board, Hanover Township Mental Health Board, and Lyons Township Mental Health Commission.

Other relevant projects conducted by CGS include:

- McHenry County Health Department Community Health Assessment Survey.
- DuPage County Health Department: Community Health Assessment Survey.
- Kane County Health Department: focus groups and a community survey for the five (5) Kane County hospitals, the Fox Valley United Way, and the United Way of Elgin.

CGS conducted a community needs assessment study for AgeGuide to determine the challenges and needs of adults 60 years of age and over in DuPage, Grundy, Kane, Kankakee, Kendall, Lake, McHenry, and Will counties. This study collected data through a survey of stakeholders; a survey of older adults, caregivers, and community members (referred to as the 'older adult survey' throughout the report); and listening sessions with stakeholders, caregivers, older adults, and community members.

Importance of Needs

- Stakeholders, older adults, and caregivers ranked healthcare, income, food, and housing as the most important needs.

Healthcare

- Most (97.5%) older adults indicated they have health insurance, 59.3% report they have dental insurance, and 56.5% say they have vision insurance.
- More than one-third (34.6%) of older adults have experienced a challenge in paying for dental or vision care.
 - One-half (50.1%) of older adults with no dental insurance compared to 20.4% of older adults with dental insurance have experienced a challenge in paying for dental care.
 - More than two-fifths (44.4%) of older adults with no vision insurance compared to 23.8% of older adults with vision insurance have experienced a challenge in paying for vision care.
- Stakeholders think one of the biggest challenges related to healthcare for older adults is not being able to pay for medications (66.2%). 16.4% of older adults have gone without some medication in the last 12 months (8.9%, less than once a month; 4.5% once a month; 1.3% once a week; 1.7% more than once a week).
- Stakeholder and older listening session participants mentioned there is a need for assistance with navigating Medicare. Older adults commented that the cost of healthcare is a challenge and that Medicare costs keep going up. Stakeholder listening session participants stated there is a need for dental and vision coverage for older adults.

Income

- Almost all (97.2%) stakeholders think one of the biggest challenges related to income for older adults is not having enough money saved for retirement. 46.0% of older adults disagreed with the statement 'I have enough money saved for retirement.' Almost one-third of older adults disagreed with the statements 'I have access to retirement planning services' (31.8%) and 'I have access to a retirement account (32.8%).'
- The majority (61.1%) of stakeholders think one of the biggest challenges related to income for older adults is not being able to pay debt. 23.5% of older adults have experienced a challenge of not being able to pay debt.

Food

- 68.5% of stakeholders believe one of the biggest challenges related to food for older adults is the cost. 42.3% of older adults have experienced a challenge with the cost of food.
 - More than one-half (54.5%) of older adults have used at least one food assistance program in the last 12 months. More than one-fifth have used SNAP (24.5%), food pantry/food delivery box (22.6%), and a meal program (20.3%).
 - 10.8% of older adults have gone without food in the last 12 months (5.5%, less than once a month; 2.9%, once a month; 1.3% once a week; 1.1% more than once a week).
 - One-half (49.6%) of older adults usually eat less than three meals a day.
- Older adult listening session participants said that the rising cost of food has been a challenge. Stakeholder listening session participants stated with SNAP fund cut and the prices in grocery stores "skyrocketing" some older adults are not getting enough food.

Housing

- Most stakeholders think the cost of housing, such as rent, mortgage, and property taxes (93.2%) is one of the biggest challenges related to housing for older adults. 45.3% of older adults indicated they have experienced a challenge with the cost of housing.
- Older adult listening session participants stated increasing property taxes have been a challenge. Older adult and stakeholder listening session participants indicated there is a need for more subsidized housing. They said there are long wait lists, and it sometimes takes several years to get subsidized housing.
- The majority (88.3%) of older adults agreed with the statement 'I prefer to live in my home for as long as I can.'
- Older adult and stakeholder focus group participants comment that there is a need for assistance to make older adults' homes accessible.

Caregiver Support

- 21.7% of respondents to the Older Adult Survey provide unpaid assistance or care to a family member, friend, or someone who has a health condition or disability. The majority (71.7%) provide less than 20 hours per week of unpaid care or assistance.
- 26.1% respondents to the Older Adult Survey receive assistance or care because of a health condition or disability. 40.7% receive care from a relative and 27.1% receive care from a professional caregiver. 68.0% receive care less than 20 hours per week.
- More than one-half of stakeholders identified financial challenges (57.3%), lack of affordable home care (54.7%), and caregiver stress (50.7%) as the biggest challenges related to caregiver support for older adults and caregivers.
- Stakeholder listening session participants stated that caregivers are not aware that support is available.

Accessibility

- Overall, the older adult listening session participants were satisfied with the organization providing aging assistance services.
- The majority (89.6%) of older adults and caregivers agreed (61.3%, strongly agree; 28.3% somewhat agree) they are treated fairly and equitably by the organization providing aging assistance services.
- Stakeholder listening session participants stated that agencies need “more diverse staff that look like the clients, speak the language of the clients, and understand the clients’ culture.”

Information

- More than one-half (52.7%) of older adults get information about services and events from family, friends, and neighbors. 38.9% of older adults get information from a senior service agency and 36.8% get information from a senior center.
- Stakeholders think one of the biggest challenges related to information for older adults is that information is only available online (56.2%).
- Older adult listening session participants believe that increasing awareness of the available community services and resources is an extremely important need. They suggested information about services should be distributed in print format. Stakeholder listening session participants also commented that increasing awareness of services is a need.

Social Connectedness

- Stakeholders believe one of the biggest challenges related to social connectedness for older adults is physical limitation (homebound) (83.8%). 46.8% of those older adults with a physical/mobility impairment have experienced physical limitation as a challenge to social connectedness.
- Stakeholder listening session participants mentioned some older adults are not socially connected. They are “scared to go out” and do not have technology.

Transportation

- More than one-half (52.0%) of older adults and caregivers and 41.1% of stakeholders identified car expenses, such as gas and insurance as a challenge.
- Stakeholder and older adult listening session participants mentioned that transportation is a need, especially in rural areas. They stated that the currently available transportation for older adults is not adequate; it is not available in all areas, it is not reliable, and there are not enough drivers and vehicles.

Introduction

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CGS conducted a community needs assessment study for AgeGuide to determine the challenges and needs of adults 60 years of age and over in DuPage, Grundy, Kane, Kankakee, Kendall, Lake, McHenry, and Will counties. This study collected data through:

- a survey of stakeholders,
- a survey of older adults, caregivers, and community members (referred to as the ‘older adult survey’ throughout the report), and
- listening sessions with stakeholders, caregivers, older adults, and community members.

Glossary of Terms

For the purpose of this needs assessment the following definitions apply:

Stakeholders are those who have a stake in older adult well-being. This can include anyone who identifies as an advocate, professional in the field of aging, civil servant, legislator, or concerned citizen.

An **older adult** is anyone over 60.

A **caregiver** is someone who provides unpaid care to an older adult age 60+. This could include relatives, friends, or neighbors who help arrange medical appointments, provide transportation, manage finances, or coordinate care.

A **listening session** is an event or meeting designed to provide an opportunity for individuals to express their thoughts, concerns, and ideas on a specific topic. The focus is on creating a safe and inclusive environment where participants feel comfortable sharing their viewpoints.

Other county is a county not served by AgeGuide. Individuals who indicated they live in an “other county” are caregivers who care for an individual who lives in a county served by AgeGuide or individuals receiving services in a county served by AgeGuide. These individuals were included in the analysis.

Other races/ethnicities include Native American or Alaska Native, multiracial, and self-described races/ethnicities.

Stakeholder Survey

Methodology

Questionnaire

Staff from CGS and AgeGuide designed a 17-question survey to be conducted online. The full questionnaire is available in Appendix A. Survey topics included:

- Descriptions of stakeholder organization, service area, and population,
- Needs of residents 60 years of age and over and caregivers,
- Challenges faced by residents 60 years of age and over and caregivers, and
- Potential need for additional services and programs.

Data Collection

A link to the survey was sent by AgeGuide staff to their stakeholders on September 18, 2023. The survey closed on December 15, 2023.

A total of 76 completed surveys were received. A list of participating organizations and a list of the titles of the individuals who completed the survey can be found in Appendix A.

Findings

Organization Characteristics

All respondents answered a series of questions about their organization, including what type of organization it is, the primary population(s) the organization serves, and the counties the organization serves (Table 1).

Table 1: Stakeholder Organization Characteristics	
Which of the following best describes the organization?	
Human/social service	58.1%
Local government	17.6%
Behavioral health	4.1%
Medical	2.7%
Housing	1.4%
Faith-based	1.4%
Other	14.9%
What are the primary populations the organization serves? <i>(Stakeholders could check as many responses as applied)</i>	
Residents 60 years of age or over	69.4%
Low-income residents	48.6%
All residents	37.5%
Hispanic/Latinos	33.3%
Caregivers	31.9%
Black or African Americans	31.9%
Asians	31.9%
Immigrants	20.8%
Other Populations	9.7%
Which counties does the organization serve? <i>(Stakeholders could check as many responses as applied)</i>	
DuPage	39.7%
Kane	35.6%
Will	34.2%
McHenry	30.1%
Kendall	23.3%
Lake	21.9%
Kankakee	16.4%
Grundy	13.7%
Other	16.4%

The other responses can be found in Appendix A.

Importance of Needs

Respondents were asked to review a list of 9 needs for residents 60 years of age and over and caregivers in the communities they serve. They were asked to rank these needs according to importance, with a ranking of '1' indicating the need is most important, and a ranking of '9' indicating the need is least important. Table 2 shows the mean respondent rankings; because lower numeric values represent greater comparative importance, the smallest means indicate that more respondents rated them among the most important needs, and the higher means indicate more respondents rated them among lesser important needs.

The needs respondents ranked as the top needs of older adults and caregivers were:

- Housing (3.96)
- Food (4.51)
- Income (4.50)
- Healthcare (4.57)

Table 2: Considering the needs of residents 60 years and over and caregivers in the community you serve, please rank the following needs in order of importance.	
<i>Rank each item from 1 (most important) to 9 (least important)</i>	
Type of Need	Mean Ranking
Housing	3.96
Food	4.51
Income	4.50
Healthcare	4.57
Accessibility	4.84
Transportation	5.00
Caregiver Support	5.40
Information	6.06
Social Connectedness	7.00

Respondents were also able to write in other needs; relatively few (12 respondents) chose to do so. These responses varied, but the most common theme was cognitive enhancement and memory care (See Appendix A for verbatim comments).

Challenges Faced by Older Adults and Caregivers

Respondents were then asked a series of questions about challenges faced by older adults and caregivers, related to the following topics:

- Transportation,
- Food,
- Information,
- Income,
- Health care,
- Social connectedness,
- Housing, and
- Caregiver support

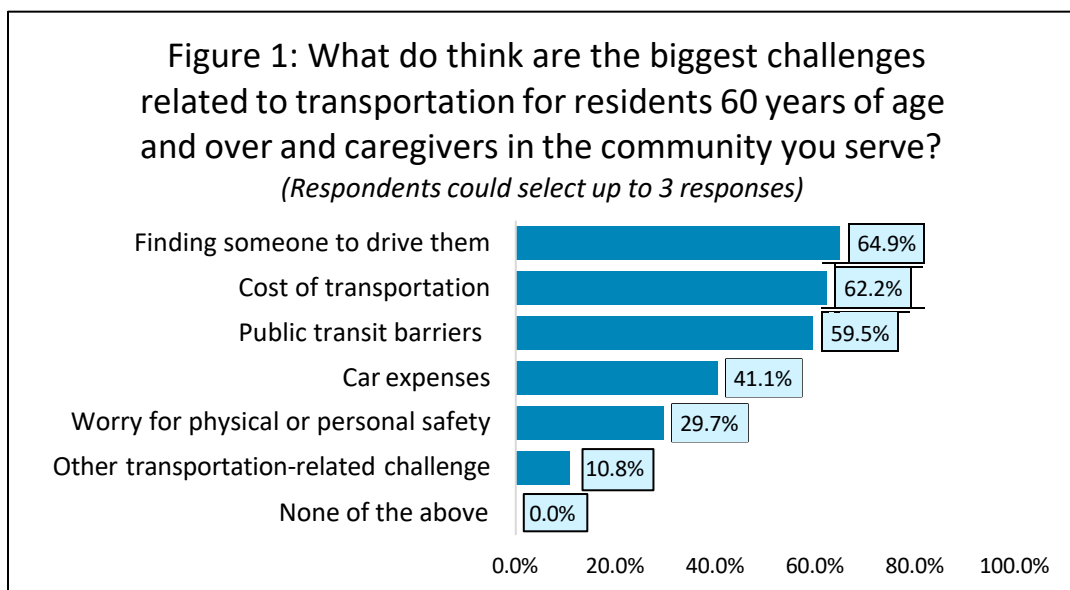
For each of these topics, they were presented with a list of potential challenges and asked to select the biggest challenges. They were able to select up to 3 challenges per topic.

Transportation-Related Challenges

Respondents were asked to select up to 3 transportation challenges from 5 given challenges; respondents could also select 'Other' and could write in another challenge.

The top 3 challenges identified were:

- Finding a driver (64.9%),
- Transportation costs (62.2%), and
- Public transit barriers (59.5%) (Figure 1).



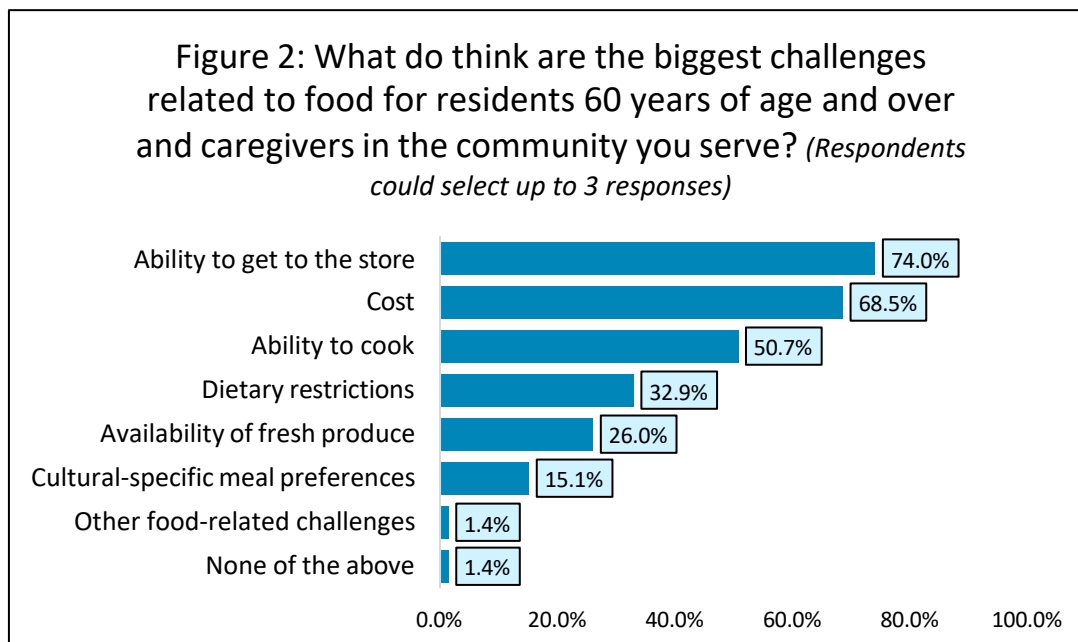
In addition to the 5 challenges listed in the questionnaire, respondents could choose 'other' and write in a response; 10.8% did so. Among these 'other' responses, the most common response was wheelchair accessibility (See Appendix A for verbatim comments).

Food-Related Challenges

Respondents were asked to select up to 3 food challenges from 6 given challenges; respondents could also select 'Other' and could write in another challenge.

The top 3 challenges identified were:

- Getting to the store (74.0%),
- Food costs (68.5%), and
- Ability to cook (50.7%) (Figure 2).



1.4% of respondents selected 'other,' however only 1 person wrote in a response (See Appendix A for verbatim comments).

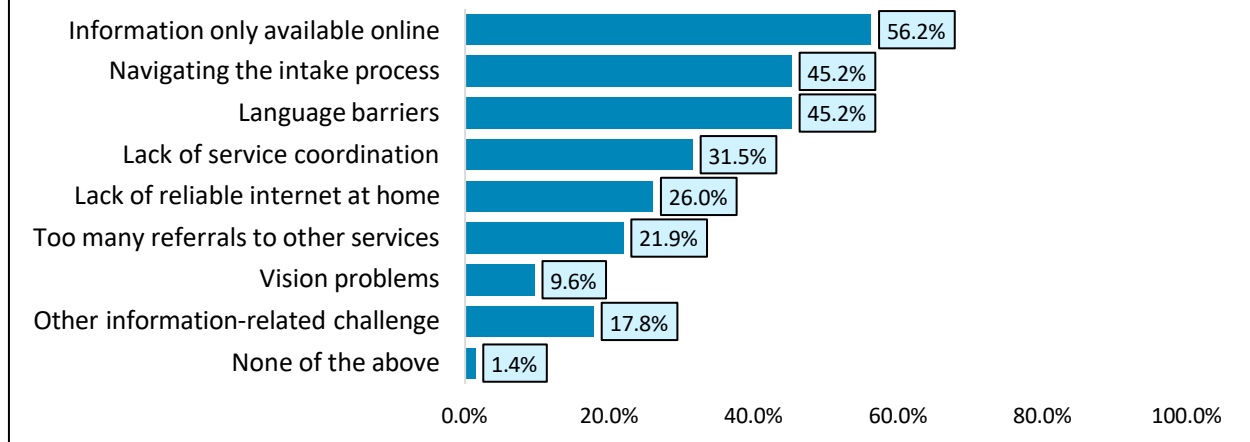
Information-Related Challenges

Respondents were asked to select up to 3 information challenges from 7 given challenges; respondents could also select 'Other' and could write in another challenge.

The top 3 challenges identified were:

- Information is only available online (56.2%),
- Figuring out how to navigate the intake process (45.2%), and
- Language barriers (45.2%) (Figure 3).

Figure 3: What do think are the biggest challenges related to information for residents 60 years of age and over and caregivers in the community you serve? (Respondents could select up to 3 responses)



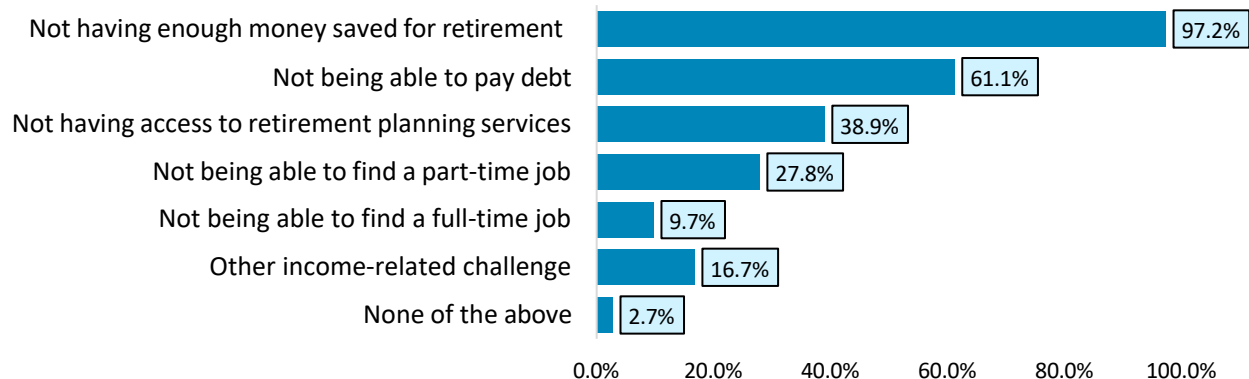
In addition to the 7 challenges listed in the questionnaire, respondents could choose ‘other’ and write in a response; 17.8% did so. Among these ‘other’ responses, the most common response was that some seniors lack technological knowledge (See Appendix A for verbatim comments).

Income-Related Challenges

Respondents were asked to select up to 3 income challenges from 5 given challenges; respondents could also select ‘Other’ and could write in another challenge.

The top challenges identified were lack of retirement savings (97.2%), which is 36 percentage point higher than the next greatest challenge, and not being able to pay debt (61.1%). Additionally, 2 of the top 3 challenges were related to retirement income (Figure 4).

Figure 4: What do think are the biggest challenges related to income for residents 60 years of age and over and caregivers in the community you serve? (Respondent could select up to 3 responses)



In addition to the 5 challenges listed in the questionnaire, respondents could choose ‘other’ and write in a response; 16.7% did so. Among these ‘other’ responses, the most common responses included the cost of living, as well as assistance programs/pensions not keeping up with costs (See Appendix A for verbatim responses).

Health Care-Related Challenges

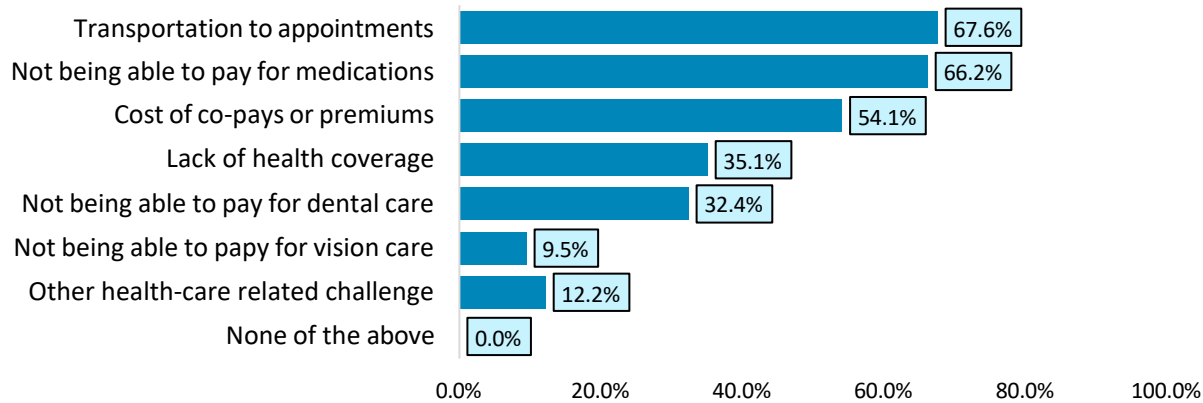
Respondents were asked to select up to 3 health care challenges from 6 given challenges; respondents could also select ‘Other’ and could write in another challenge.

The top 3 challenges related to health care were:

- Transportation to appointments (67.6%),
- Not being able to pay for medications (66.2%), and
- Cost of co-payment of premiums (54.1%) (Figure 5).

Figure 5: What are the biggest challenges related to health care for residents 60 years of age and over and caregivers in the community you serve?

(Respondents could select up to 3 responses)



In addition to the 6 challenges listed in the questionnaire, respondents could choose 'other' and write in a response; 12.2% did so. The respondents provided a variety of responses, including the cost of health care and difficulty getting an appointment. (See Appendix A for verbatim responses).

Social Connectedness-Related Challenges

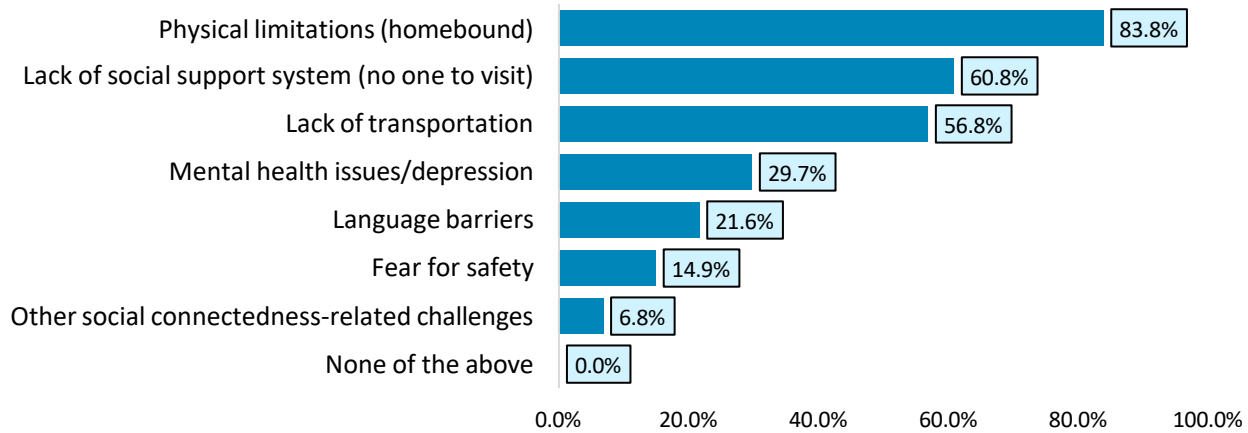
Respondents were asked to select up to 3 social connectedness challenges from 6 given challenges; respondents could also select 'Other' and could write in another challenge.

The top 3 challenges were:

- Physical limitations (homebound) (83.8%),
- Lack of social support system (60.8%), and
- Lack of transportation (56.8%) (Figure 6).

Figure 6: What do think are the biggest challenges related to social connectedness for residents 60 years of age or over and caregivers in the community you serve?

(Respondents could select up to 3 responses)

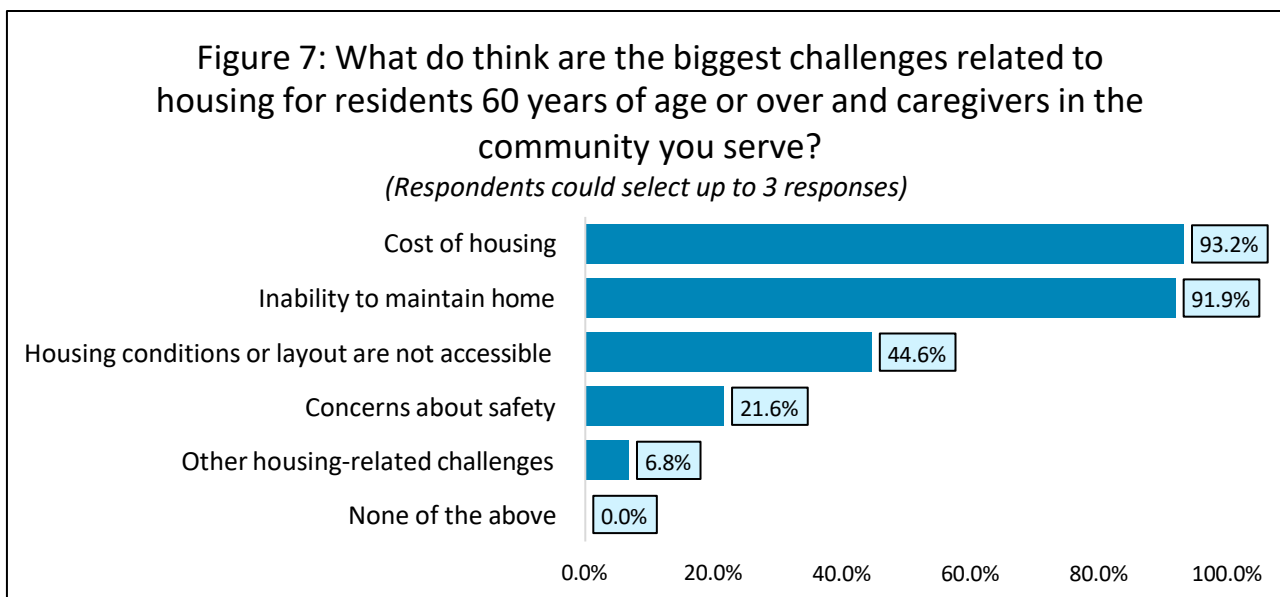


In addition to the 7 challenges listed in the questionnaire, respondents could choose ‘other’ and write in a response; 6.8% did so. The respondents provided a variety of responses, including lack of activities/programs and living alone/family members not visiting regularly (Appendix A for verbatim responses).

Housing-Related Challenges

Respondents were asked to select up to 3 housing challenges from 4 given challenges; respondents could also select ‘Other’ and could write in another challenge.

The top challenges were cost of housing, including rent or mortgage and property taxes (93.2%) and inability to maintain home through repairs or housekeeping (91.9%) (Figure 7).



In addition to the 4 challenges listed in the questionnaire, respondents could choose ‘other’ and write in a response; 6.8% did so. The respondents provided a variety of responses, including lack of affordable housing (See Appendix A for verbatim responses).

Caregiver Support-Related Challenges

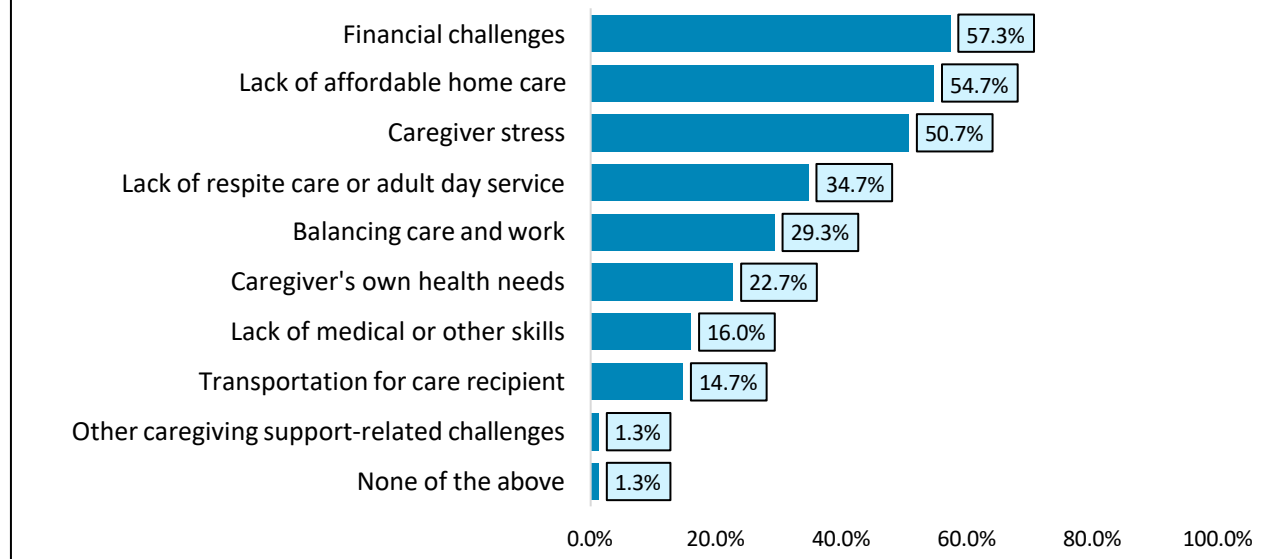
Respondents were asked to select up to 3 caregiving support challenges from 8 given challenges; respondents could also select ‘Other’ and could write in another challenge.

The top 3 challenges were:

- Financial challenges (57.3%),
- Lack of affordable home care (54.7%), and
- Caregiver stress (50.7%) (Figure 8).

Figure 8: What do think are the biggest challenges related to caregiving support for residents 60 years of age or over and caregivers in the community you serve?

(Respondents could select up to 3)



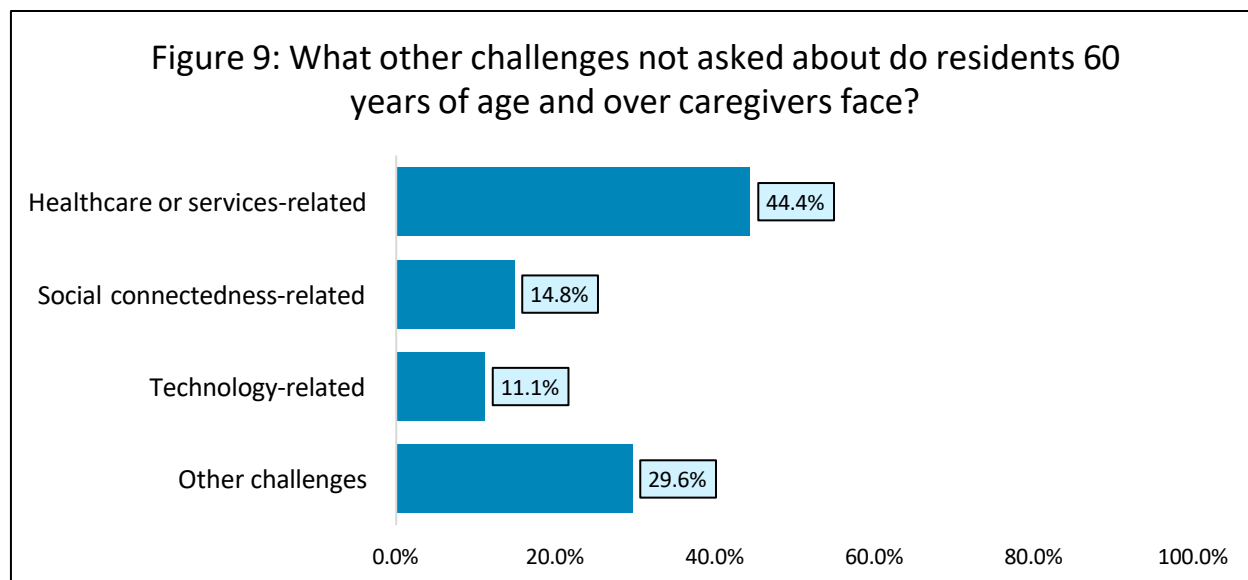
1.3% of respondents provided another challenge. The challenges mentioned were lack of information and access to services (See Appendix A for verbatim comments).

Other Challenges

Respondents were then asked to name other challenges faced by residents 60 years of age and over or caregivers. This was an open-ended question. CGS staff categorized the responses into broad themes. The verbatim responses can be found in Appendix A.

The top themes were:

- Healthcare or social services (44.4%), including:
 - Access/barriers to access to services
 - Cost
 - Need for mental health services
- Social connectedness (14.8%)
 - Opportunities for social interaction
- Technology (11.1%)
 - Learning about and using technology (Figure 9).

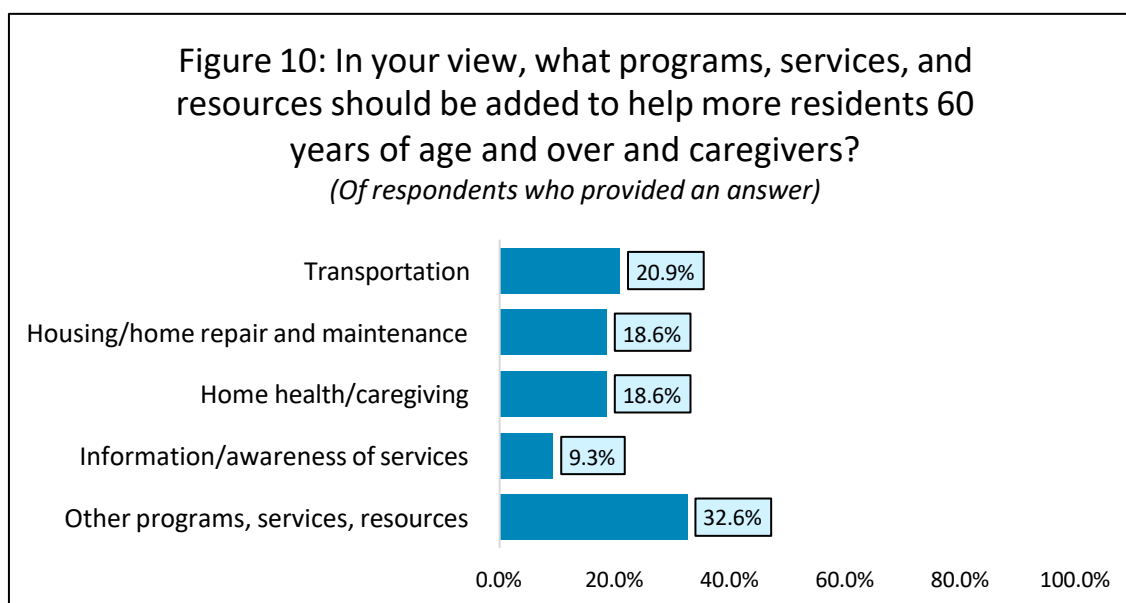


Additional Programs, Services, and Resources Needed

Finally, stakeholders could list programs, services, and resources which should be added to help more residents and caregivers. This was an open-ended question. CGS staff categorized the responses into broad themes. The verbatim responses can be found in Appendix A.

Common themes included:

- Transportation (20.9%),
- Housing or home repair/maintenance (18.6%), and
- Home health or caregiving (18.6%) (Figure 10).



Older Adult Survey

Methodology

AgeGuide took into consideration older adults with low incomes, and those with greatest economic and social need with particular attention to older adults who are low-income, minority and limited English proficient in both survey design and distribution. To apply this inclusive lens, AgeGuide utilized a template from an award-winning needs assessment model as well as input and guidance from the AgeGuide Diversity Equity Inclusion and Access (DEIA) Steering Committee. The goal was to develop a survey questionnaire to best capture the input of communities of color, non-English speakers, and LGBTQ+ community.

The survey questions were designed to gain insight on the impact of accessibility of services, healthcare access, income, and the impact of Older Americans Act services.

Questionnaire

CGS and AgeGuide staff designed a 41-question survey to be conducted online. This survey was intended for adults 60 years of age or over; caregivers, and community members. Survey topics included:

- Overall needs of adults 60 years of age and over and their caregivers
- Transportation
- Food
- Income
- Health care
- Information
- Social connectedness
- Housing
- Caregiving support
- Perception of organization providing aging assistance services
- Personal and household characteristics

The questionnaire can be found in Appendix B. The questionnaire was translated into Chinese, Gujarati, Hindi, Korean, Polish, Russian, and Spanish, the most common languages in the area.

Data Collection

The survey link, as well as paper copies of the survey, were provided to funded partners.

Additionally, CGS purchased a list of adults 60 and over residing within the AgeGuide service area, and emails with a survey link were sent to these adults.

The survey opened on September 22, 2023 and closed on December 15, 2023. A total of 1,131 completed surveys were received. 601 hard copy surveys and 530 online surveys were received. 151 of the surveys received were translated into languages other than English.

Because a majority of survey respondents are receiving services from a funded partner, results of the older adult survey are not generalizable to the entire population of older adults and caregivers in the AgeGuide service area.

Data Analysis

Survey questions were analyzed by the following demographic variables:

- Respondent's gender
- Respondent's age
- Respondent's income
- Respondent's race/ethnicity
- Whether the respondent is an immigrant/refugee
- Primary language spoken at home
- How well the respondent speaks English
- Whether the respondent identifies as having a health condition or disability
- Whether the respondent receives assistance or care because of a health condition or disability
- Whether the respondent provides unpaid assistance or care
- County where the respondent lives
- Whether the respondent lives alone (respondents 60 and older only)

When these comparisons are presented, they are meaningful and statistically significant at the $p \leq 0.05$ level. Comparisons which were not meaningful or statistically significant are not presented in this report.

Findings

Respondent Demographic Characteristics

Respondents answered questions about themselves, including their age, gender, military service, race/ethnicity, sexuality, income, county of residence, whether they live alone, whether they identify as an immigrant or refugee, the primary language spoken in their home, and how well they speak English (Table 3).

Table 3: Respondent Characteristics		
Age		
	18-49 Years	2.8%
	50-59 Years	3.5%
	60-74 Years	44.8%
	75-85 Years	40.5%
	Over 85 Years	8.3%
Gender		
	Female	77.9%
	Male	21.9%
	Transgender Female	0.1%
	Prefer to self-describe	0.1%
Do you serve in the military/are you a veteran?		
	Yes	5.6%
	No	94.4%
What is your race/ethnicity? (Respondents could check as many responses as applied)		
	White	71.1%
	Asian	12.0%
	Black or African American	9.7%
	Hispanic or Latino	7.4%
	Native American or Alaska Native	1.1%
	Prefer to self-describe	0.1%
	Native Hawaiian or Pacific Islander	0.0%
Which category best describes you?		
	An adult 60 years of age or greater	88.2%
	A caregiver or family member of an adult 60 years of age or greater	6.8%
	A community member	5.0%

Table 3: Respondent Characteristics		
Sexual Orientation <i>(Respondents could check as many responses as applied)</i>		
	Straight/Heterosexual	95.6%
	Asexual	2.5%
	Bisexual	1.1%
	Prefer to self-describe	0.5%
	Lesbian	0.5%
	Gay	0.1%
2022 Annual income		
	Less than \$15,000	23.0%
	\$15,001-\$20,000	12.9%
	\$20,001-\$25,000	9.1%
	\$25,001-\$30,000	6.2%
	\$30,001-\$35,000	5.5%
	\$35,001-\$40,000	4.8%
	\$40,001-\$45,000	4.9%
	\$45,001-\$50,000	4.8%
	More than \$50,000	28.8%
County of Residence		
	DuPage	34.9%
	Will	15.1%
	Lake	14.0%
	Kane	13.2%
	McHenry	5.9%
	Kendall	4.7%
	Grundy	3.8%
	Kankakee	2.7%
	Other	5.8%
Do you live alone? (Respondents 60+ Only)		
	Yes	55.2%
	No	44.8%
Do you identify as an immigrant or refugee?		
	Yes	13.1%
	No	86.9%
Primary Language Spoken at Home		
	English	79.5%
	Spanish	4.1%
	Russian	2.7%

Table 3: Respondent Characteristics		
	Chinese	2.7%
	Hindi	2.3%
	Korean	2.0%
	Polish	1.2%
	Other	5.4%
How well do you speak English?		
	Very well	80.2%
	Somewhat well	7.4%
	Not very well	7.5%
	Not at all	5.0%

Importance of Needs

Respondents were asked to review a list of 9 needs and asked to rank them in order of most to least importance, with a ranking of '1' representing the greatest need and a ranking of '9' representing the lowest need. Table 4 shows the mean respondent rankings; because lower numeric values represent greater comparative importance, the smallest means indicate that more respondents rated them among the most important needs, and the higher means indicate more respondents rated them among lesser important needs.

The needs respondents ranked as the top needs were:

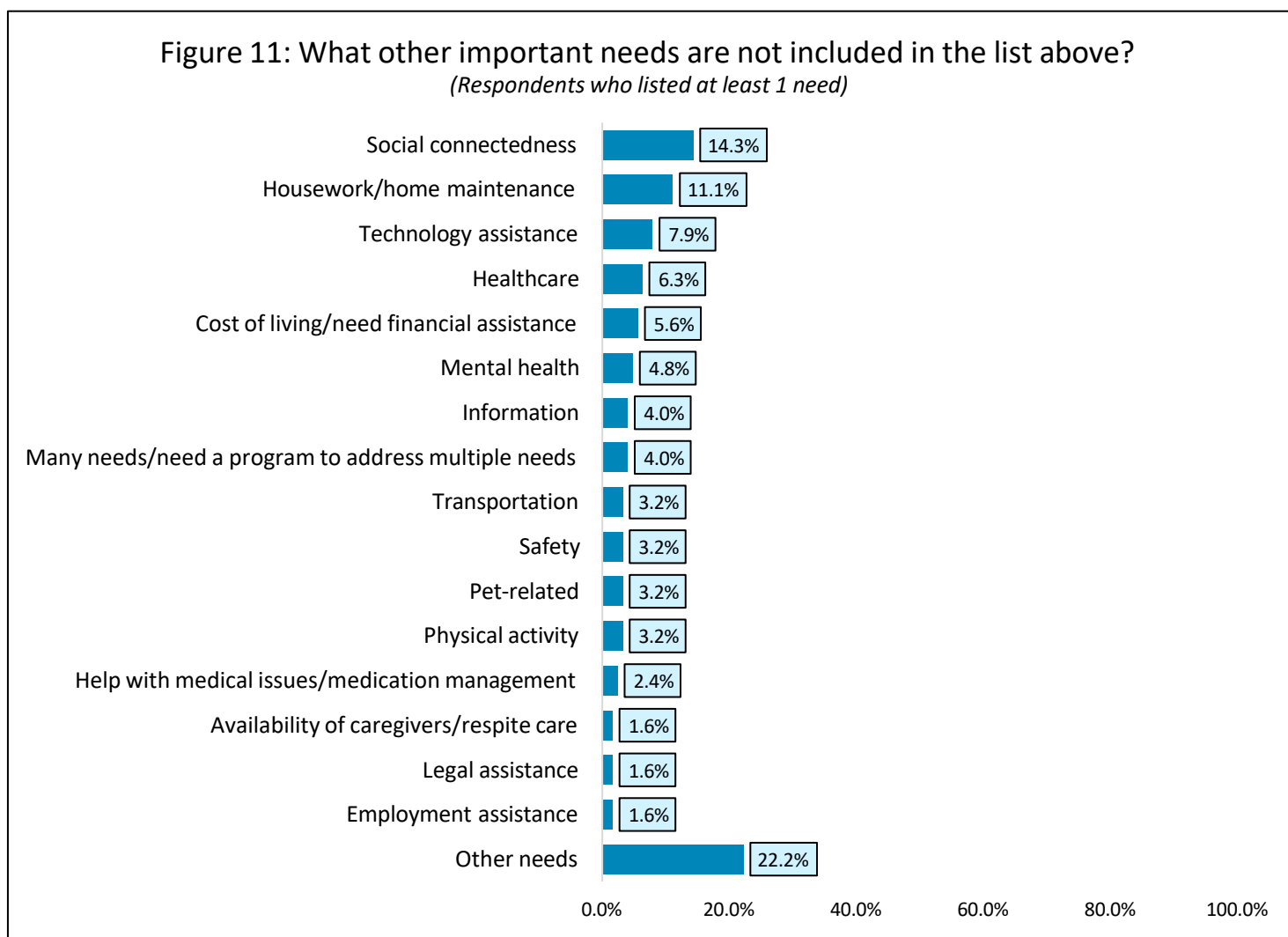
- Healthcare (3.30)
- Income (4.25)
- Food (4.43)
- Housing (4.50)

Table 4: Please look over each of the needs below and put them in order of importance to you. <i>Rank each item from 1 (most important) to 9 (least important)</i>	
Type of Need	Mean Ranking
Healthcare	3.30
Income	4.25
Food	4.43
Housing	4.50
Caregiver Support	5.01
Accessibility	5.15
Information	6.01
Social Connectedness	6.10
Transportation	6.27

Respondents were then asked to name other important needs. This was an open-ended question. CGS staff categorized the responses into broad themes. Respondents listed a variety of needs, including responses which fell into or elaborated on the 9 previously listed needs. The full text of these can be found in Appendix B.

The most commonly named needs were related to:

- Social connectedness (14.3%)
 - Social events
 - Ways to connect with others
- Housework/home maintenance (11.1%)
 - Repairs/handyman services
 - Yardwork
- Technology assistance (7.9%)
 - Help using technology or devices (Figure 11).



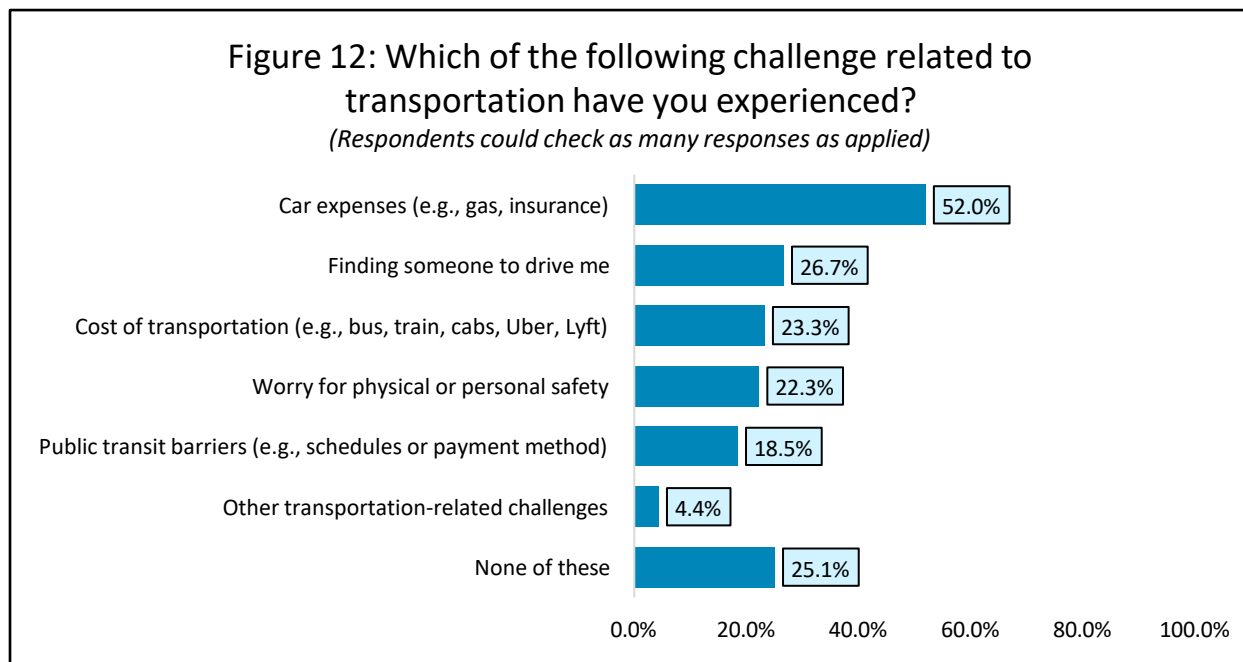
Challenges Faced by Older Adults and Caregivers

Transportation-Related Challenges

Respondents were asked to select as many challenges related to transportation as they had experienced from a list of 5; they could also choose 'other' and specify other challenges or choose 'none of these.'

Three-fourths (74.9%) of respondents experienced 1 or more transportation-related challenges.

The most commonly selected challenge was car expenses (e.g., gas, insurance (52.0%) (Figure 12).

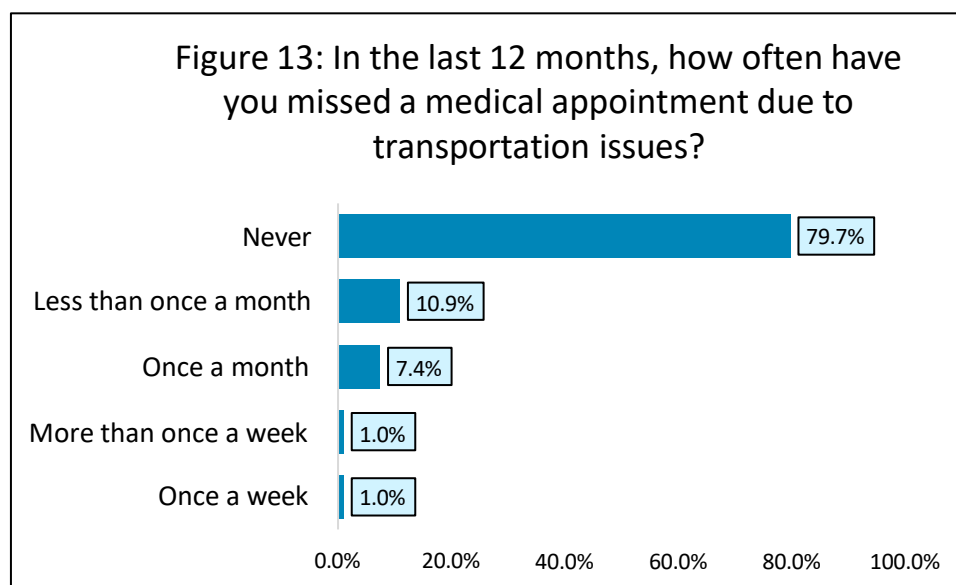


Demographic Differences

- Respondents with annual incomes of \$20,000 or less (55.5%) and respondents with annual incomes of \$20,000-\$50,000 (58.5%) were more likely than respondents with annual incomes of more than \$50,000 (45.4%) to have experienced **car expenses** as a challenge.
- Respondents who live alone (30.1%) were more likely than respondents who do not live alone (20.5%) to have experienced **finding someone to drive them** as a challenge.
- Asian respondents (36.9%) and respondents of other races/ethnicities (31.3%) were more likely than Hispanic respondents (26.1%), White respondents (25.1%), and Black respondents (22.3%) to have experienced **finding someone to drive them** as a challenge.
- The percentage of respondents who have experienced **finding someone to drive them** as a challenge decreases as annual income increases (38.5%, \$20,000 or less; 29.6%, \$20,001-\$50,000; 11.6%, more than \$50,000).
- Respondents with annual incomes of \$20,000 or less (33.2%) and respondents with annual incomes of \$20,000-\$50,000 (27.7%) were more likely than respondents with annual incomes of more than \$50,000 (13.8%) to have experienced the **cost of transportation** as a challenge.

- Respondents with a health condition/disability (29.9%) were more likely than respondents who do not have a health condition/disability (15.4%) to have experienced the **cost of transportation** as a challenge.
- Respondents with a health condition/disability (29.4%) were more likely than respondents who do not have a health condition/disability (14.4%) to have **worried for physical or personal safety** as related to transportation.

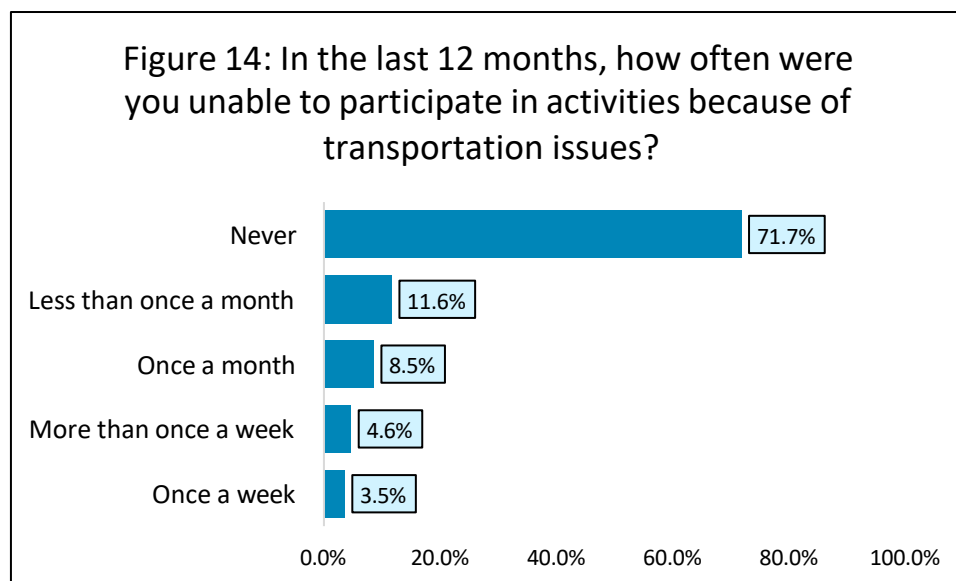
Despite the overwhelming prevalence of experiencing a transportation-related challenge, only one-fifth (20.3%) of respondents indicated that a transportation-related challenge caused them to miss a medical appointment. (Figure 13).



Demographic Differences

- Respondents with annual incomes of \$20,000 or less (32.4%) and respondents with annual incomes of \$20,000-\$50,000 (27.2%) were more likely than respondents with annual incomes of more than \$50,000 (6.9%) to have indicated that a transportation-related challenge caused them to miss a medical appointment.
- Respondents of other races/ethnicities (37.5%) and Hispanic respondents (35.8%) were more likely than Black respondents (25.2%), Asian respondents (21.2%), and White respondents (17.6%) to have indicated that a transportation-related challenge caused them to miss a medical appointment.
- Respondents with a health condition/disability (28.4%) were more likely than respondents who do not have a health condition/disability (9.8%) to have indicated that a transportation-related challenge caused them to miss a medical appointment.

However, respondents were slightly more likely to indicate that transportation-related issues had prevented them from participating in activities; 28.2% of respondents said they had been unable to participate in activities because of transportation issues in the past year (Figure 14).



Demographic Differences

- Respondents with annual incomes of \$20,000 or less (39.3%) and respondents with annual incomes of \$20,000-\$50,000 (35.3%) were more likely than respondents with annual incomes of more than \$50,000 (14.7%) to have indicated they had been unable to participate in activities because of a transportation issue.
- Hispanic respondents (52.9%) and respondents of other races/ethnicities (43.8%) were more likely than Asian respondents (29.8%), Black respondents (25.5%), and White respondents (25.1%) to have indicated they had been unable to participate in activities because of a transportation issue.
- Respondents with a health condition/disability (37.3%) were more likely than respondents who do not have a health condition/disability (15.2%) to have indicated they had been unable to participate in activities because of a transportation issue.

Food, Medication, and Household-Related Challenges

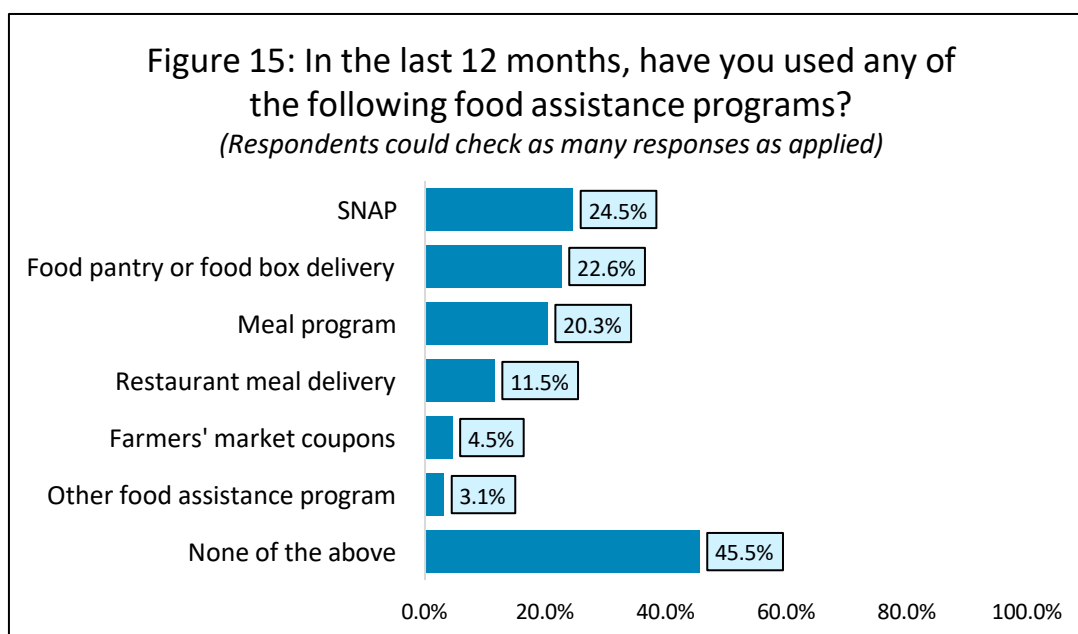
Respondents were asked about their use of food assistance programs, needs and challenges related to food, and having enough meals, medications, and household items.

Use of Food-Assistance Programs

More than one-half (54.5%) of respondents indicated they had used at least one food assistance program.

The three most commonly used programs were:

- SNAP (24.5%),
- Food pantry or food box delivery (22.6%), and
- Meal program (20.3%) (Figure 15).



Demographic Differences

- Black respondents (51.6%) were most likely to have used **SNAP**, followed by Hispanic respondents (47.1%), Asian respondents (35.7%), and respondents of other races/ethnicities (31.2%). White respondents (16.9%) were least likely to have used SNAP.
- Respondents who identify as an immigrant or refugee (50.4%) were more likely than respondents who do not identify as an immigrant or refugee (20.0%) to have used **SNAP**.
- Respondents of other races/ethnicities (60.0%) were most likely to have used a **food pantry or food box delivery**. About one-third of Hispanic respondents (35.3%) and Black respondents (31.6%) have used a food pantry or food box delivery. 21.0% of White respondents have used a food pantry or food box delivery. Asian respondents (12.5%) were least likely to have used a food pantry or food box delivery.
- Respondents who live alone (29.2%) were more likely than respondents who do not live alone (13.5%) to have used a **food pantry or food box delivery**.

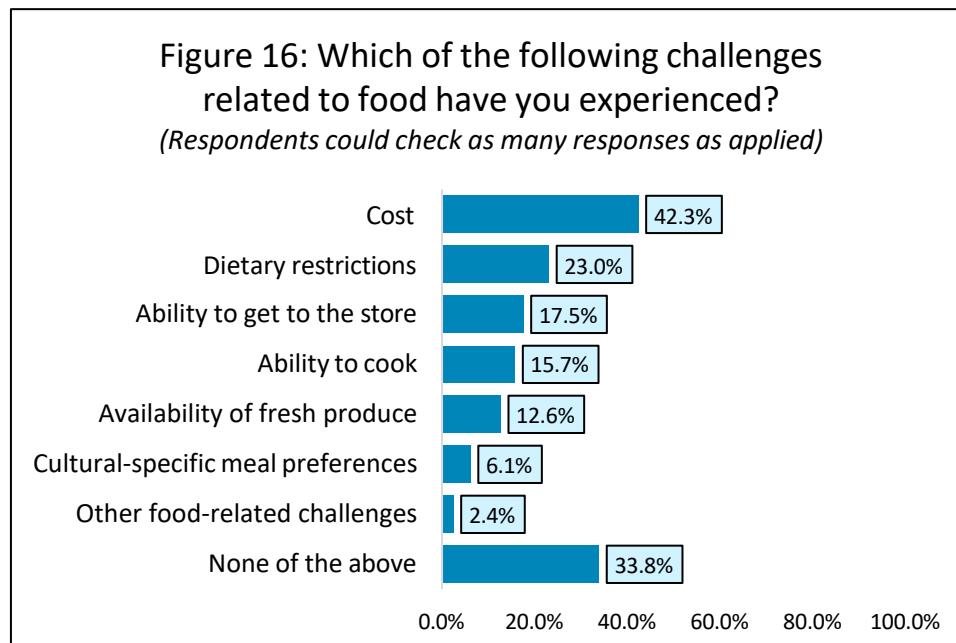
- Respondents with a health condition/disability (28.6%) were more likely than respondents who do not have a health condition/disability (13.8%) to have used a **food pantry or food box delivery**.
- Respondents 60-74 years of age (39.1%) were more likely than respondents 75-85 years of age (29.5%) and respondents over 85 years of age (24.1%) to have used a **meal program**.
- Hispanic respondents were most likely to use a **meal program**, followed by respondents of other races/ethnicities (26.7%) and Asian respondents (25.9%). White respondents (17.4%) and Black respondents (16.8%) were least likely to use a meal program.
- Respondents who identify as an immigrant or refugee (32.3%) were more likely than respondents who do not identify as an immigrant or refugee (18.5%) to use a **meal program**.
- Respondents with a health condition/disability (25.0%) were more likely than respondents who do not have a health condition/disability (11.2%) to have used a **meal program**.

Food-Related Challenges

Respondents were asked to select as many challenges related to food as they experienced from a list of 6 issues; they could also choose 'other' and specify other challenges or choose 'none of these.'

Overall, 66.2% of respondents selected at least one challenge in response to this question.

The greatest proportion of respondents (42.3%) indicated they experienced challenges related to cost of food (Figure 16).



Demographic Differences

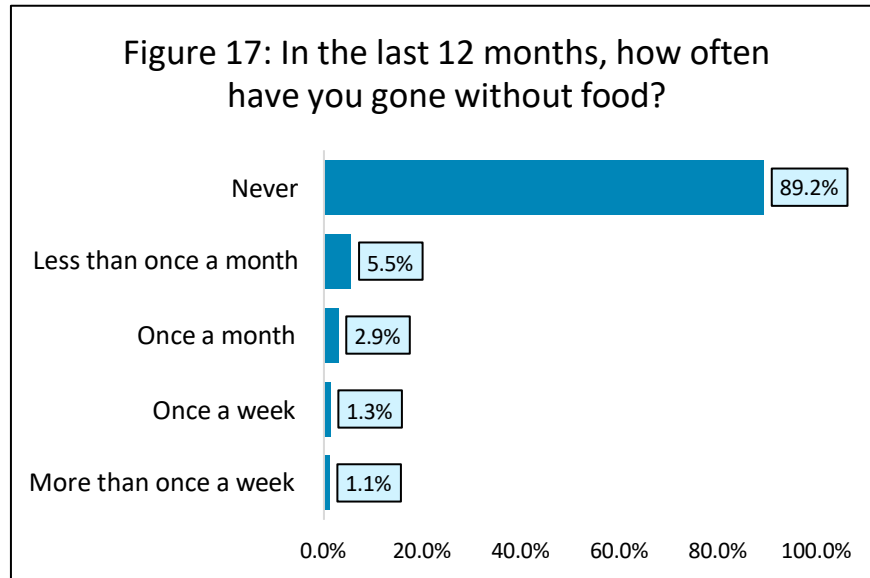
- Hispanic respondents (65.2%) and respondents of other races/ethnicities (62.5%) were most likely to have experienced **cost of food** as a challenge. 48.9% of Black respondents and 42.9% of White respondents have experienced cost as a challenge. Asian respondents (18.1%) were least likely to have experienced cost as a challenge.
- Respondents with annual incomes of \$20,000 or less (54.7%) and respondents with annual incomes of \$20,000-\$50,000 (51.2%) were more likely than respondents with annual incomes of more than \$50,000 (29.0%) to have experienced **cost of food** as a challenge.
- The percentage of respondents who have experienced **cost of food** as a challenge varies by county.
 - Kankakee (58.6%)
 - Other county (58.1%)
 - Kendall (53.2%)
 - Grundy (52.5%)
 - Kane (50.0%)
 - Will (45.2%)
 - DuPage (39.3%)
 - McHenry (32.8%)
 - Lake (31.5%)
- Respondents over 85 years of age (25.3%) were more likely than respondents 75-85 years of age (16.8%) and respondents 60-74 years of age (14.4%) to have experienced **ability to get to the store** as a challenge.
- Respondents with a health condition/disability (24.0%) were more likely than respondents who do not have a health condition/disability (7.4%) to have experienced **ability to get to the store** as a challenge.
- Respondents with annual incomes of less than \$20,000 (22.6%) and respondents with annual incomes of \$20,000-\$50,000 (25.0%) were more likely than respondents with annual incomes of more than \$50,000 (5.1%) to have experienced **ability to get to the store** as a challenge.
- Asian respondents (21.6%) and respondents of other races/ethnicities (18.8%) were more likely than Hispanic respondents (8.7%), Black respondents (7.4%), and White respondents (2.9%) to have experienced **cultural-specific meal preferences** as a challenge.
- Respondents who identify as an immigrant or refugee (21.6%) were more likely than respondents who do not identify as an immigrant or refugee (3.5%) to have **experienced cultural-specific meal preferences** as a challenge.

Eat Less Than 3 Meals a Day

About one-half (49.6%) of respondents indicated they usually eat fewer than 3 meals a day, while 50.4% of respondents indicated they eat at least 3 meals a day.

Gone Without Food in Past 12 Months

Despite a majority of respondents (66.2%) indicating they had experienced food challenges and nearly one-half stating that they usually eat fewer than 3 meals a day, a relatively small proportion (10.8%) of respondents indicated they had gone without food in the past year (Figure 17).

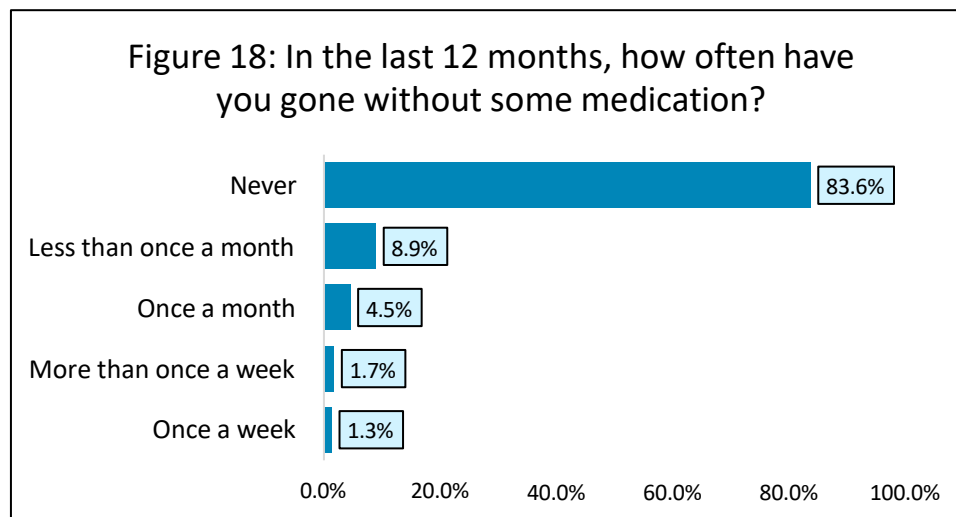


Demographic Differences

- Respondents of other races/ethnicities (31.3%) and Hispanic respondents (25.0%) were most likely to have gone without food in the last 12 months. 17.7% of Black respondents and 12.6% of Asian respondents have gone without food in the last 12 months. White respondents (7.7%) were least likely to have gone without food in the last 12 months.
- Respondents who identify as an immigrant or refugee (21.6%) were more likely than respondents who did not identify as a refugee (9.5%) to have gone without food in the last 12 months.
- The percentage of respondents who have gone without food in the last 12 months decreases as annual income increases (22.5%, \$20,000 or less; 11.9%, \$20,001-\$50,000; 1.4%, more than \$50,000).

Gone Without Some Medication in Past 12 Months

16.4% indicated they had gone without medication in the past year (Figure 18).



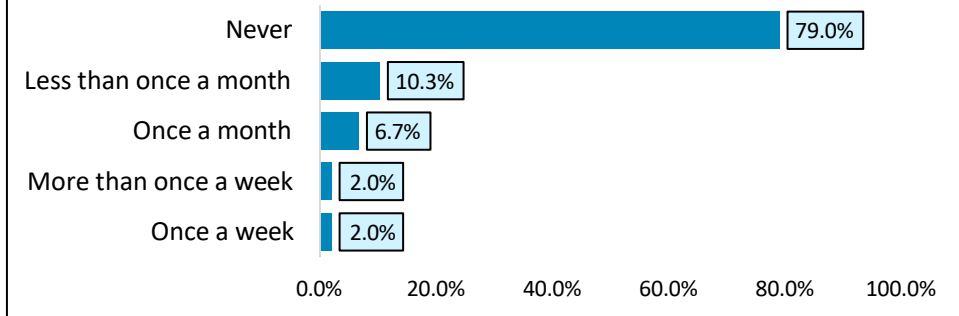
Demographic Differences

- Respondents of other races/ethnicities (35.7%) and Hispanic respondents (27.1%) were more likely than Asian respondents (17.8%), Black respondents (16.7%) and White respondents (14.6%) to have gone without some medication in the last 12 months.
- Respondents who do not have health insurance (36.0%) were more likely than respondents who have health insurance (16.2%) to have gone without some medication in the last 12 months.
- Respondents with a health condition/disability (22.2%) were more likely than respondents who do not have a health condition/disability (7.9%) to have gone without some medication in the last 12 months.
- Respondents with annual incomes of \$20,000 or less (25.8%) and respondents with annual incomes of \$20,001-\$50,000 (22.4%) were more likely than respondents with annual incomes of more than \$50,000 (7.4%) to have gone without some medication in the last 12 months.

Gone Without Essential Household Items in the Past 12 Months

One-fifth (21.0%) of respondents indicated they had gone without household essentials in the past year (Figure 19).

Figure 19: In the last 12 months, how often have you gone without essential household items (cleaning supplies, toiletries, pet food, clothing)?



Demographic Differences

- Respondents of other races/ethnicities (43.8%) were most likely to have gone without essential household items in the last 12 months followed by Hispanic respondents (34.8%) and Black respondents (33.0%). White respondents (18.6%) and Asian respondents (15.0%) were least likely to have gone without essential household items in the last 12 months.
- The percentage of respondents who have gone without essential household items in the last 12 months decreases as annual income increases (39.2%, \$20,000 or less; 28.0%, \$20,001-\$50,000; 5.0%, more than \$50,000).

Income-Related Needs

To provide some perspective about the residents' income of each of the eight counties served by AgeGuide below is the median household income and the percentage of residents above the Federal Poverty Level (FPL) for each county. The data source is the 2022 American Community Survey 5-Year Estimates.

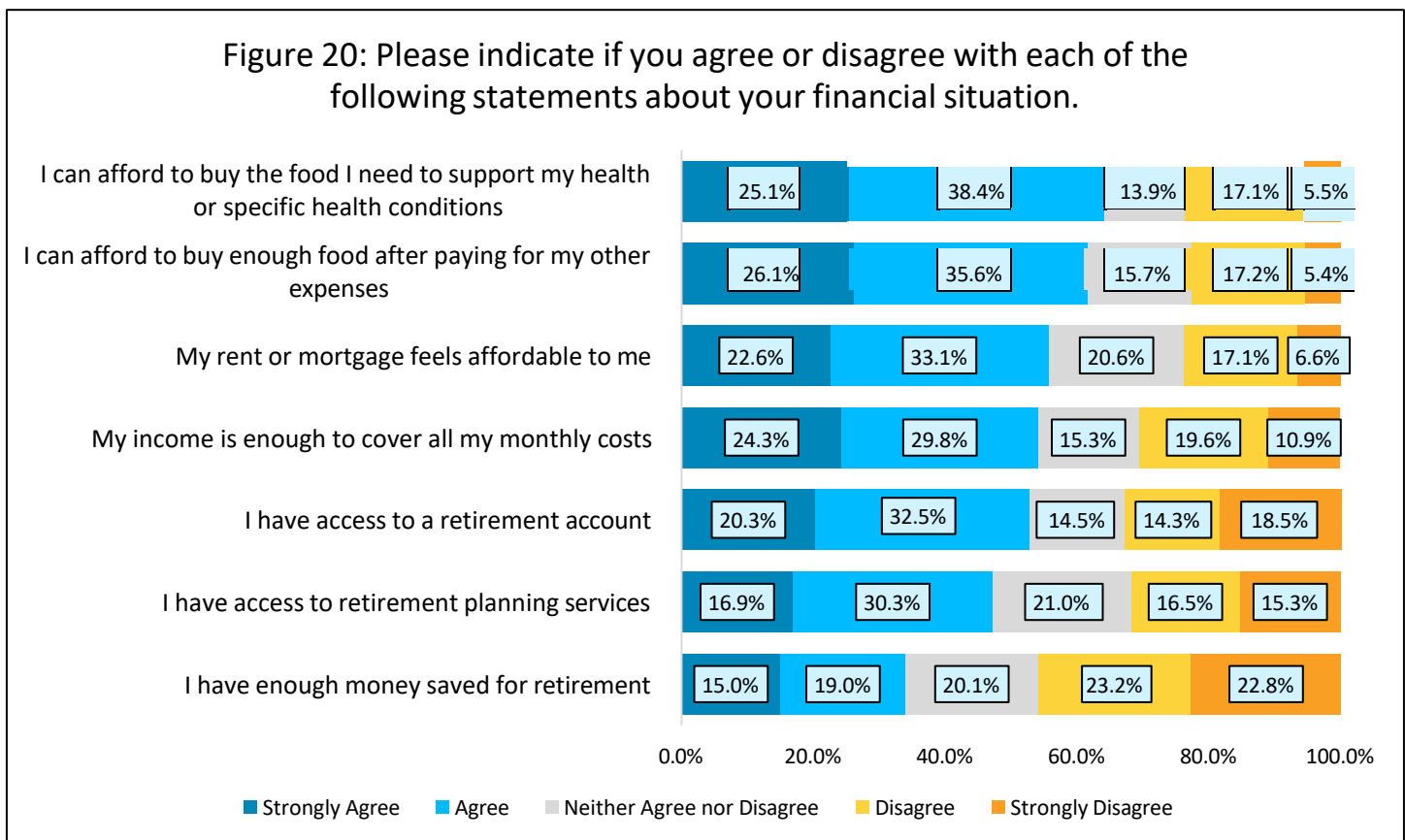
	Median Household Income	Percentage of Residents Above the FPL
DuPage County	107,036	93.7
Kendall County	106,358	95.3
Lake County	104,553	92.2
Will County	103,678	93.3
McHenry County	100,101	94.0
Kane County	96,400	91.7
Grundy County	89,993	94.0
Kendall County	65,489	86.0

Financial Situation

Respondents were asked to rate their level of agreement with 7 statements related to their financial situation.

Overall, more than one-half of respondents agreed that they can afford basic expenses, such as food, rent or mortgage, and other monthly costs, although a substantial number (between 22.6% and 30.5%) either disagreed or strongly disagreed that these basic expenses were affordable for them.

However, they were less likely to agree and more likely to disagree with statements about retirement, such as whether they have access to a retirement account, have access to retirement planning services, or have enough money saved for retirement (Figure 20).



Demographic Differences

- Hispanic respondents (30.3%) and respondents of other races/ethnicities (33.3%) were least likely to agree with the statement ***'I can afford to buy the food I need to support my health or specific health conditions'***. More than one-half of Asian respondents (53.3%) agreed with the statement. Black respondents (60.6%) and White respondents (69.1%) were most likely to agree with the statement.

- Respondents who identify as an immigrant or refugee (47.2%) were less likely than respondents who did not identify as a refugee (65.5%) to agree with the statement ***'I can afford to buy the food I need to support my health or specific health conditions'***.
- Respondents with a health condition/disability (56.6%) were less likely than respondents who do not have a health condition/disability (77.5%) to agree with the statement ***'I can afford to buy the food I need to support my health or specific health conditions'***.
- The percentage of respondents who agree with the statement ***'I can afford to buy the food I need to support my health or specific health conditions'*** increases as annual income increases (39.8%, \$20,000 or less; 61.8%, \$20,001-\$50,000; 81.2%, more than \$50,000).
- Respondents of other races/ethnicities (26.7%) and Hispanic respondents (30.8%) were least likely to agree with the statement ***'I can afford to buy enough food after paying for my other expenses'***. More than one-half of Asian respondents (51.9%) and Black respondents (58.5%) agreed with the statement. White respondents (66.6%) were most likely to agree with the statement.
- Respondents who identify as an immigrant or refugee (42.1%) were less likely than respondents who did not identify as a refugee (64.3%) to agree with the statement ***'I can afford to buy enough food after paying for my other expenses'***.
- Respondents with a health condition/disability (54.3%) were less likely than respondents who do not have a health condition/disability (76.1%) to agree with the statement ***'I can afford to buy enough food after paying for my other expenses'***.
- The percentage of respondents who agree with the statement ***'I can afford to buy enough food after paying for my other expenses'*** increases as annual income increases (35.4%, \$20,000 or less; 60.7%, \$20,001-\$50,000; 89.8%, more than \$50,000).
- Respondents of other races/ethnicities (33.3%) were least likely to agree with the statement ***'My rent or mortgage feels affordable to me.'*** More than two-fifths of Asian respondents (41.5%) and Hispanic respondents (43.9%) agreed with the statement. White respondents (58.8%) and Black respondents (60.6%) were most likely to agree with the statement.
- Respondents who identify as an immigrant or refugee (38.0%) were less likely than respondents who did not identify as a refugee (57.6%) to agree with the statement ***'My rent or mortgage feels affordable to me.'***
- The percentage of respondents who agree with the statement ***'My rent or mortgage feels affordable to me'*** increases as annual income increases (45.5%, \$20,000 or less; 50.4%, \$20,001-\$50,000; 75.8%, more than \$50,000).
- Respondents of other races/ethnicities (18.9%) were least likely to agree with the statement ***'My income is enough to cover all my monthly costs'*** followed by Hispanic respondents (38.8%). More than two-fifths of Asian respondents (42.6%) and Black respondents (46.8%) agreed with the statement. White respondents (59.8%) were most likely to agree with the statement.
- Respondents who identify as an immigrant or refugee (30.9%) were less likely than respondents who did not identify as a refugee (57.5%) to agree with the statement ***'My income is enough to cover all my monthly costs'***.

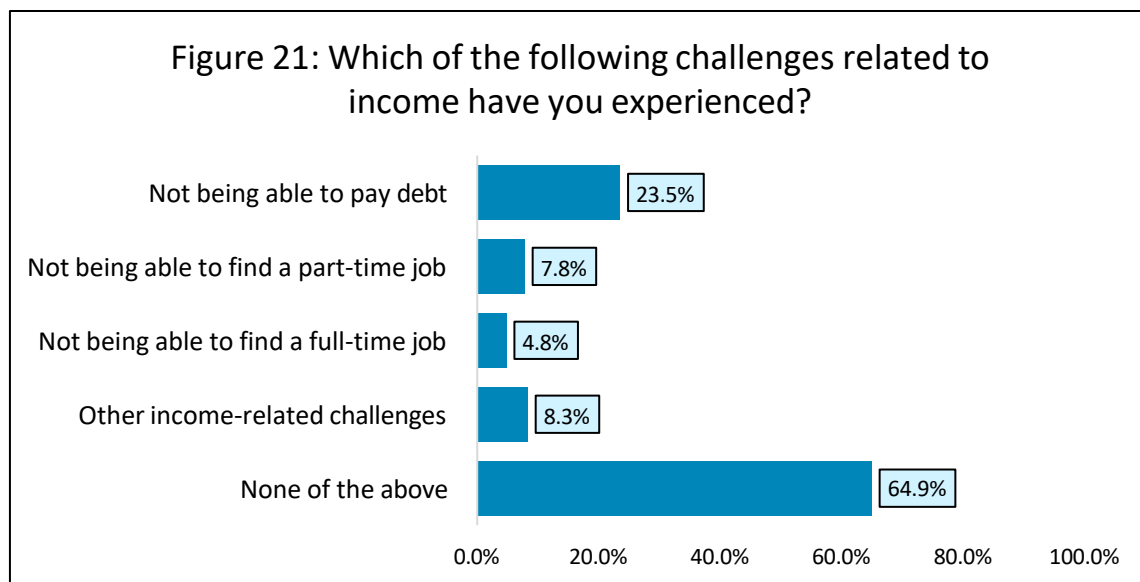
- Respondents with a health condition/disability (48.2%) were less likely than respondents who do not have a health condition/disability (66.8%) to agree with the statement ***‘My income is enough to cover all my monthly costs’***.
- The percentage of respondents who agree with the statement ***‘My income is enough to cover all my monthly costs’*** increases as annual income increases (29.7%, less than \$20,000; 49.9%, \$20,001-\$50,000; 85.1%, more than \$50,000).
- Black respondents (24.4%) were least likely to agree with the statement ***‘I have access to a retirement account’*** followed by Asian respondents (31.3%). More than two-fifths of respondents of other races/ethnicities (43.8%) and Hispanic respondents (45.6%) agreed with the statement. White respondents (60.9%) were most likely to agree with the statement.
- Respondents who identify as an immigrant or refugee (37.5%) were less likely than respondents who did not identify as a refugee (54.6%) to agree with the statement ***‘I have access to a retirement account’***.
- Black respondents (29.2%), respondents of other races/ethnicities (33.3%), Asian (33.4%), and Hispanic respondents (34.4%) were less likely than White respondents (52.8%) to agree with the statement ***‘I have access to retirement planning services’***.
- Respondents who identify as an immigrant or refugee (32.8%) were less likely than respondents who did not identify as a refugee (49.6%) to agree with the statement ***‘I have access to retirement planning services’***.

Income-Related Challenges

Respondents were asked to select as many challenges related to income as they had experienced from a field of 4. They could also choose ‘other’ and specify other challenges or choose ‘none of these.’

Overall, 35.1% of respondents selected at least 1 income-related challenge.

Almost one-fourth (23.5%) of respondents reported they experienced the challenge of not being able to pay debt (Figure 21).



Demographic Differences

- Respondents with no health insurance (66.6%) were more likely than respondents with health insurance (34.3%) to indicate they have experienced ***not being able to pay debt*** as a challenge.
- Hispanic respondents (68.3%) and respondents of other races/ethnicities (66.6%) were most likely to indicate they have experienced ***not being able to pay debt*** as a challenge. Almost one-half of Black respondents (48.9%) indicated they have experienced not being able to pay debt as a challenge. White respondents (30.3%) and Asian respondents (28.1%) were least likely to indicate they have experienced not being able to pay debt as a challenge.
- Respondents who identify as an immigrant or refugee (49.2%) were more likely than respondents who did not identify as a refugee (33.2%) to indicate they have experienced ***not being able to pay debt*** as a challenge.
- Respondents with a health condition/disability (34.7%) were more likely than respondents who do not have a health condition/disability (19.8%) to indicate they have experienced ***not being able to pay debt*** as a challenge.
- The percentage of respondents who have experienced ***not being able to pay debt*** as a challenge decreases as annual income increases (58.1%, \$20,000 or less; 43.9%, \$20,001-\$50,000; 15.8%, more than \$50,000).

Information-Related Needs

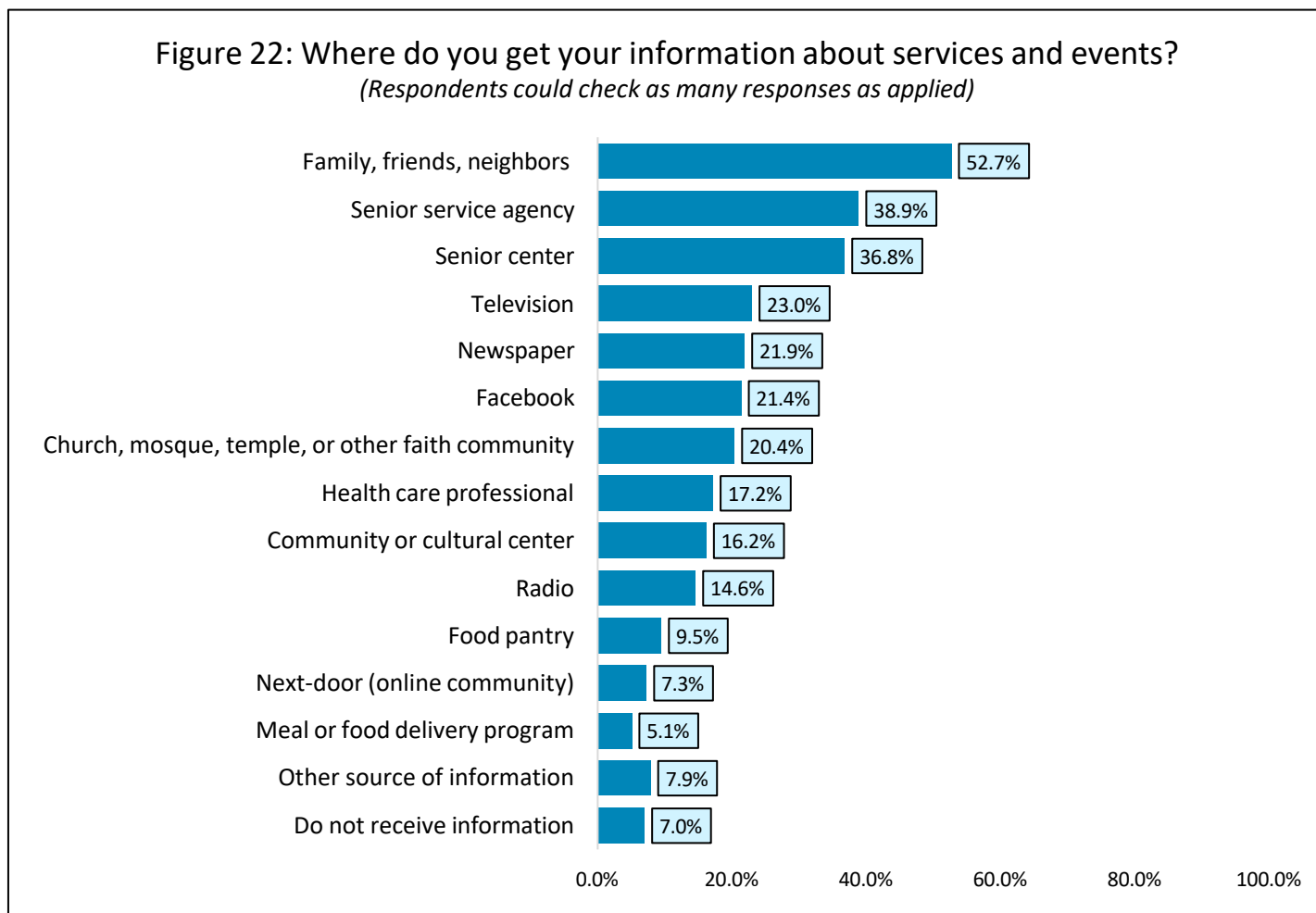
Sources of Information About Services and Events

Respondents were asked to select from a list of 13 possible information sources all the sources from which they get information about services and events; they were also able to select 'do not receive information about services and events.'

93.0% selected at least one information source; only 7.0% indicated that they do not receive information.

The most frequently selected information sources were:

- Family, friends, and neighbors (52.7%),
- Senior service agency (38.9%), and
- Senior center (36.8%) (Figure 22).



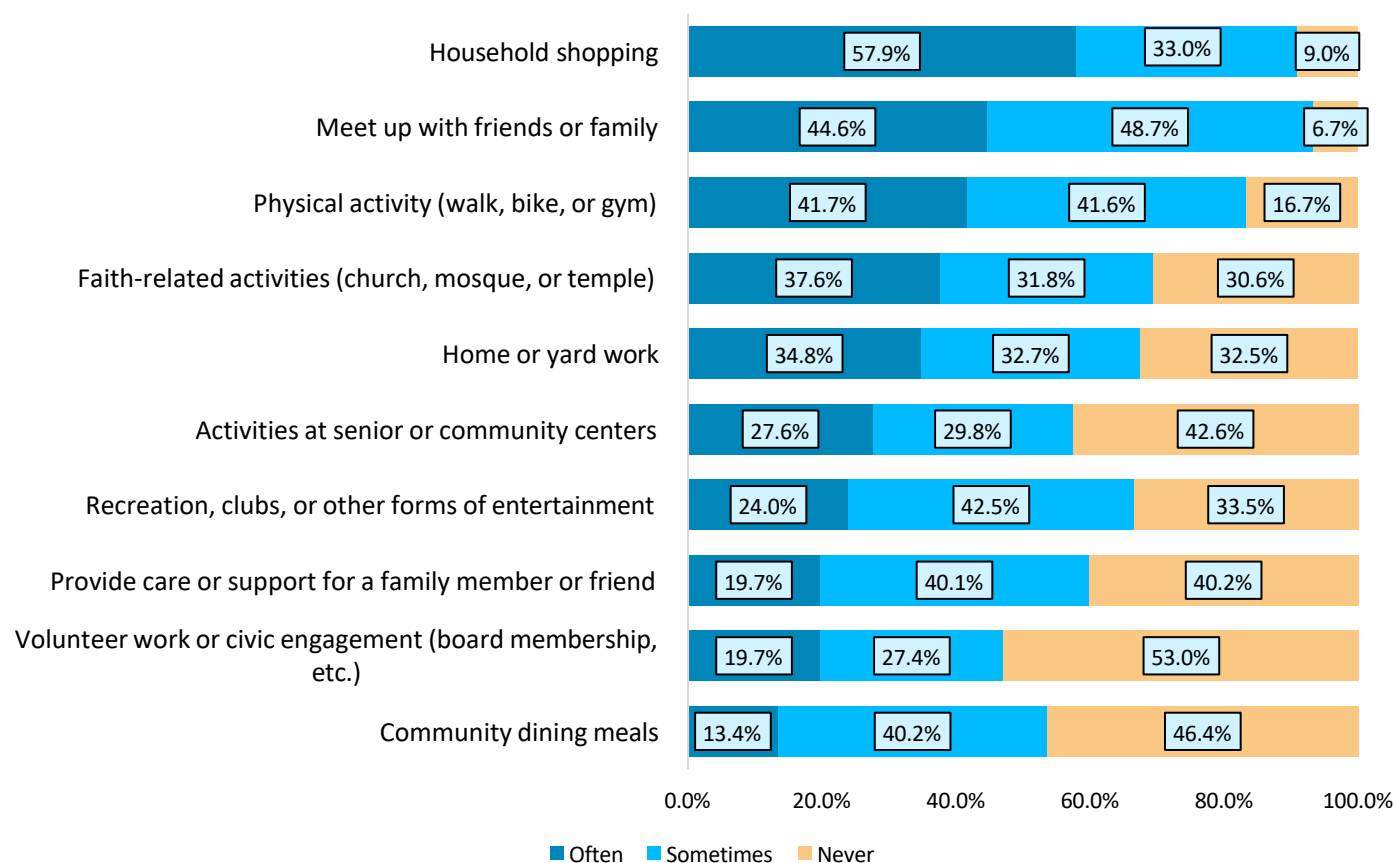
Social Connectedness-Related Needs

Reasons for Leaving Home

Respondents were given a list of 10 activities, and asked to indicate how often they left their home to do each of them.

The majority of respondents leave their home often or sometimes to do each of the activities asked about in the survey. Most commonly, respondents said they left their homes often or sometimes to meet with friends or family (93.3%), for household shopping (91.0%), and for physical activity (83.3%) (Figure 23).

Figure 23: How often do you leave your home to do the following?



Demographic Differences

- Respondents 60-74 years of age (93.1%) and respondents 75-85 years of age (92.5%) were more likely than respondents over 85 years of age (74.3%) to indicate they left their home often or sometimes to do **household shopping**.
- Respondents 75-85 years of age (66.6%) and respondents over 85 years of age (60.8%) were more likely than respondents 60-74 years of age (52.5%) to indicate they left their home often or sometimes to do activities at **senior center or community centers**.
- The percentage of respondents who leave their home often or sometimes to **provide care or support for a family member or friend** decreases as age increases (62.6%, 60-74 years of age; 58.2%, 75-85; 44.4%, over 85 years of age).

Respondents were also asked to name other reasons they may leave their homes. Frequently mentioned responses were 'medical appointments/care' (34.2%) and 'work' (9.8%). See Appendix B for verbatim comments.

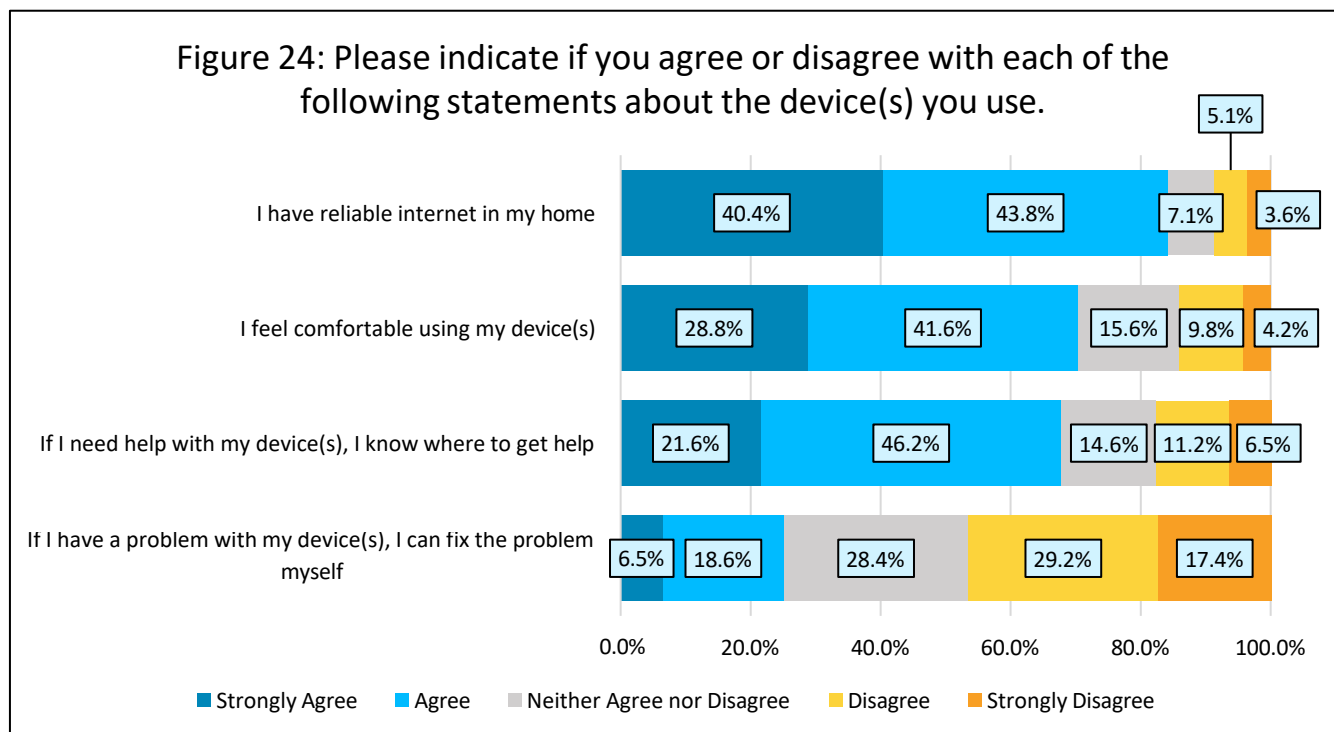
Internet and Device Access

Respondents were asked about their internet access and comfort with using internet-enabled devices.

Respondents were most likely to agree that:

- They have a reliable internet connection at home (84.2%)
- They feel comfortable using their devices (70.4%)
- They know how to get help if they experience a problem (67.8%)

They were less likely to agree that, if they have a problem with their device(s), they can fix the problem themselves—only one-fourth (25.1%) strongly agreed or agreed with this statement (Figure 24).



Demographic Differences

- Hispanic respondents (78.2%) and respondents of other races/ethnicities (77.5%) were less likely than Black respondents (90.1%), White respondents (91.7%), and Asian respondents (95.5%) to agree with the statement '**I have reliable internet in my home.**'
- Respondents with annual incomes of \$20,000 or less (86.2%) and respondents with annual incomes of \$20,001-\$50,000 (89.1%) were less likely than respondents with annual incomes of more than \$50,000 (98.1%) to agree with the statement '**I have reliable internet in my home.**'
- The percentage of the respondents that agree with the statement '**I feel comfortable using my device**' decreases as age increases (90.2%, 60-74 years of age; 84.5%, 75-85 years of age; 77.9%, over 85 years of age).

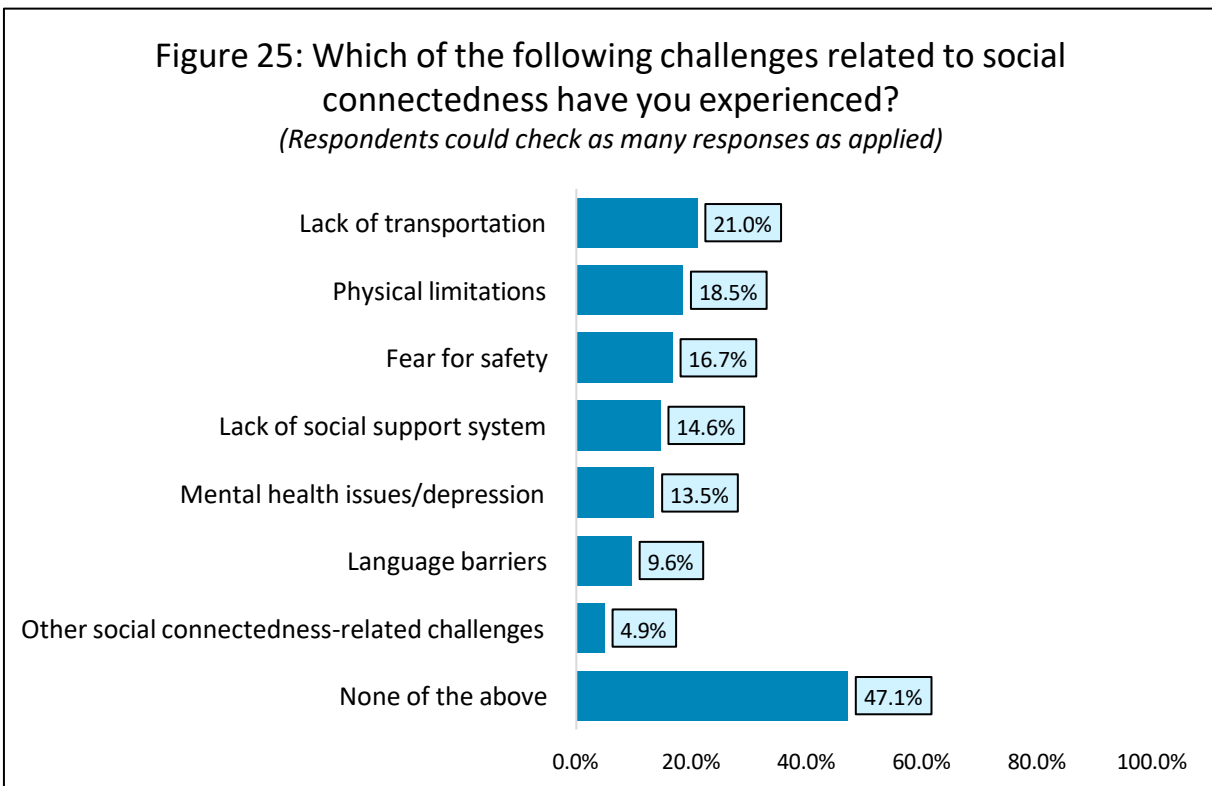
Social Connectedness-Related Challenges

Respondents were asked to select as many options as applied from a list of 6 social-connectedness challenges. They could also select 'Other' or 'None of these.'

Over half (52.9%) of respondents selected at least one challenge related to social connectedness.

The top three responses were:

- Lack of transportation (21.0%),
- Physical limitations (18.5%), and
- Fear for safety (16.7%) (Figure 25).



46.8% of respondents who identify with a physical/mobility impairment have experienced physical limitations as a challenge related to social connectedness.

Demographic Differences

- Asian respondents (39.7%), Hispanic respondents (34.8%) and respondents of other races/ethnicities (33.3%) were more likely than Black respondents (20.0%) and White respondents (16.4%) to experienced ***lack of transportation*** as a challenge related to social connectedness.
- Respondents who identify as an immigrant or refugee (42.5%) were more likely than respondents who do not identify as an immigrant or refugee (17.4%) to experienced ***lack of transportation*** as a challenge related to social connectedness.
- The percentage of respondents who experienced ***lack of transportation*** as a challenge decreases as annual income increases (35.7%, \$20,000 or less; 23.5%, \$20,001-\$50,000; 4.7%, more than \$50,000).
- Asian respondents (37.1%) and Hispanic respondents (25.8%) were more likely than respondents of other races/ethnicities (6.7%), White respondents (5.1%), and Black respondents (2.4%) to experienced ***language barriers*** as a challenge related to social connectedness.
- Respondents whose primary language spoken at home is a language other than English and who do not speak English well (50.8%) were most likely to indicate they experienced ***language barriers*** as a challenge followed by respondents whose primary language spoken at home is a language other than English and who do speak English well (26.6%). Respondents whose primary language spoken at home is English (1.8%) were least likely to indicate they experienced language barriers as a challenge related to social connectedness.

Housing-Related Needs

Housing Situation and Preferences

Respondents were asked to indicate their agreement with 5 statements about their housing situation and preferences.

A wide majority of respondents:

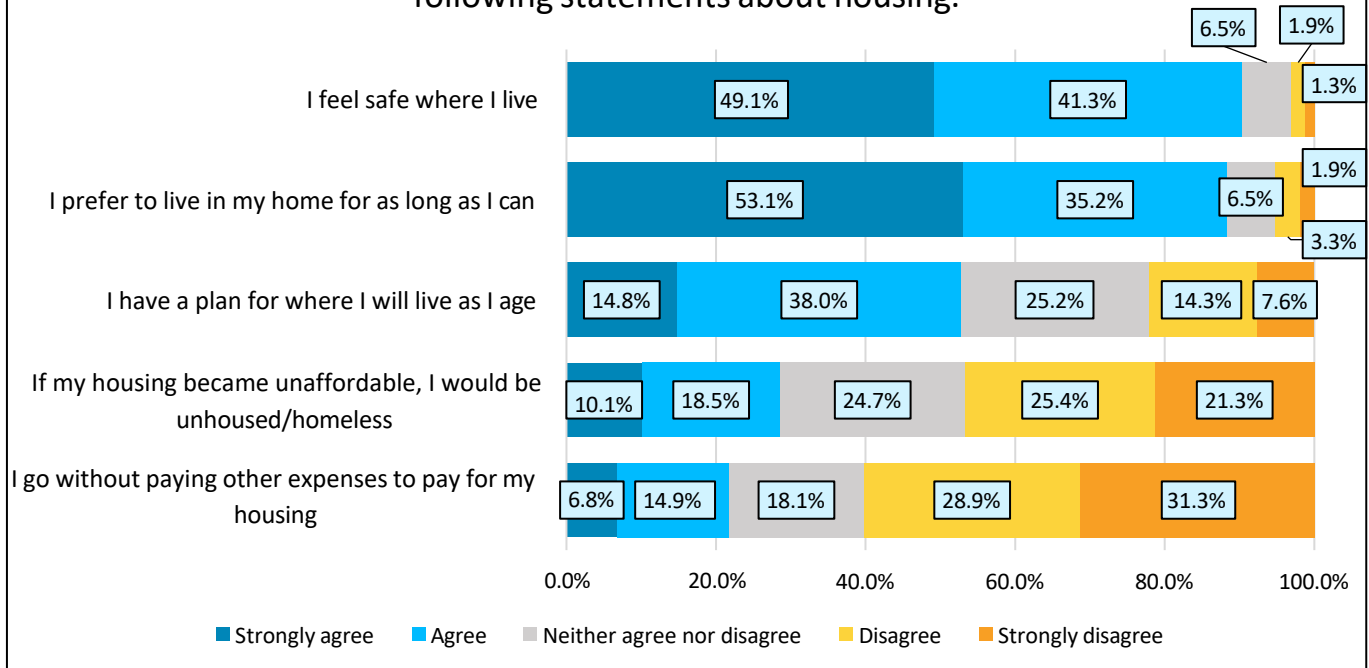
- Feel safe where they live (90.4% strongly agree or agree)
- Prefer to live in their home for as long as they can (88.3% strongly agree or agree)

More than one-half (52.8%) strongly agree or agree that they have a plan for where they will live as they age.

Fewer respondents agree that they go without paying other expenses to pay for their housing, or that they would be unhoused/homeless if their housing became unaffordable.

- 28.6% strongly agree or agree that, if their housing became unaffordable, they would be unhoused/homeless.
- 21.7% strongly agree or agree that they go without paying other expenses to pay for their housing Figure 26).

Figure 26: Please indicate if you agree or disagree with each of the following statements about housing.



Demographic Differences

- The percentage of respondents who agree with the statement ***'I feel safe where I live'*** increases as annual income increases (82.7%, \$20,000 or less; 90.5%, \$20,001-\$50,000; 95.9%, more than \$50,000).
- The percentage of respondents who agree with the statement ***'I prefer to live in my own home for as long as I can'*** increases as annual income increases (79.0%, \$20,000 or less; 91.6%, \$20,001-\$50,000; 93.1%, more than \$50,000).
- The percentage of respondents who agree with the statement ***'I have a plan for where I will live as I age'*** increases as age increases (50.0%, 60-74 years of age; 57.5%, 75-85 years of age; 62.2%, over 85 years of age).
- The percentage of respondents who agree with the statement ***'If my housing became unaffordable, I would be unhoused/homeless'*** decreases as annual income increases (50.2%, \$20,000 or less; 33.1%, \$20,001-\$50,000; 7.0%, more than \$50,000).
- The percentage of respondents who agree with the statement ***'If my housing became unaffordable, I would be unhoused/homeless'*** varies by county.
 - Kane (36.7%)
 - DuPage (35.1%)
 - Other county (31.1%)
 - Lake (25.7%)
 - Kankakee (24.1%)
 - Will (21.4%)
 - McHenry (17.5%)
 - Grundy (15.0%)

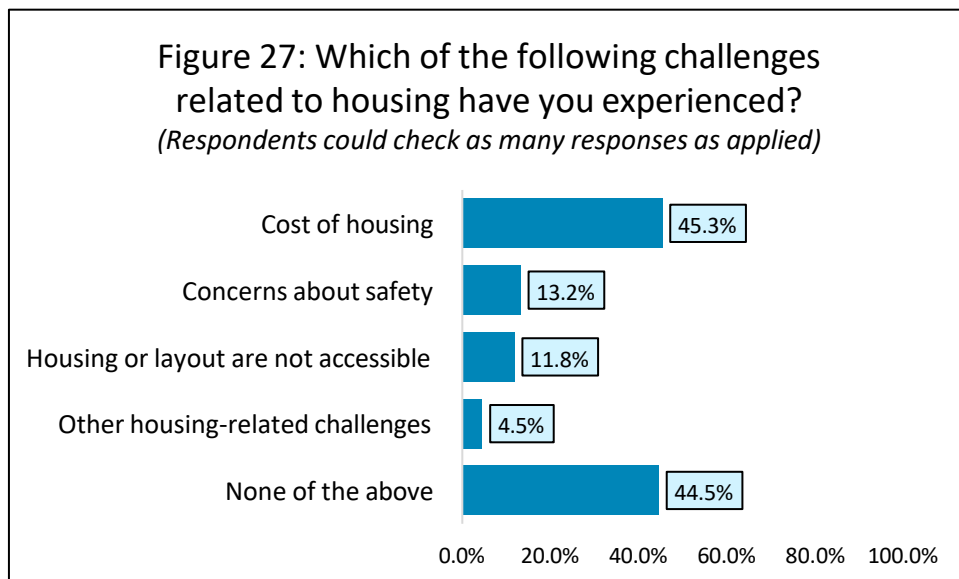
- Kendall (14.3%)
- The percentage of respondents who agree with the statement ***'I go without paying other expenses to pay for my housing'*** decreases as annual income increases (41.8%, \$20,000 or less; 24.0%, \$20,001-\$50,000; 6.6%, more than \$50,000).
- The percentage of respondents who agree with the statement ***'I go without paying other expenses to pay for my housing'*** varies by county.
 - Other county (27.1%)
 - Kane (26.9%)
 - DuPage (26.0%)
 - Lake (20.9%)
 - Grundy (17.5%)
 - Will (14.7%)
 - Kankakee (13.8%)
 - McHenry (11.9%)

Housing-Related Challenges

Respondents were asked to indicate as many options as applied from a list of 3 housing-related challenges; they could also select and specify 'Other' challenges or select 'None.'

Over half (55.2%) of respondents selected at least 1 housing-related challenge.

45.3% of respondents had experienced challenges related to the cost of housing, by far the most common of the housing-related challenges (Figure 27).



Demographic Differences

- Respondents of other races/ethnicities (75.0%) and Hispanic (65.2%) were most likely to have experienced the **cost of housing** as a challenge. One-half (49.5%) of Black respondents and 45.1% of White respondents have experienced the cost of housing as a challenge. Asian respondents (36.8%) were least likely to have experienced the cost of housing as a challenge.
- Respondents with annual incomes of \$20,000 or less (56.4%) and respondents with annual household incomes of \$20,001-\$50,000 (57.0%) were more likely than respondents with annual household incomes of more than \$50,000 (31.8%) to have experienced the **cost of housing** as a challenge.

Health Care-Related Challenges

Respondents were asked whether they have a health condition(s), whether they have various types of insurance for healthcare needs and whether they have experienced any challenges paying for health, dental, and vision care.

Respondent Health Conditions

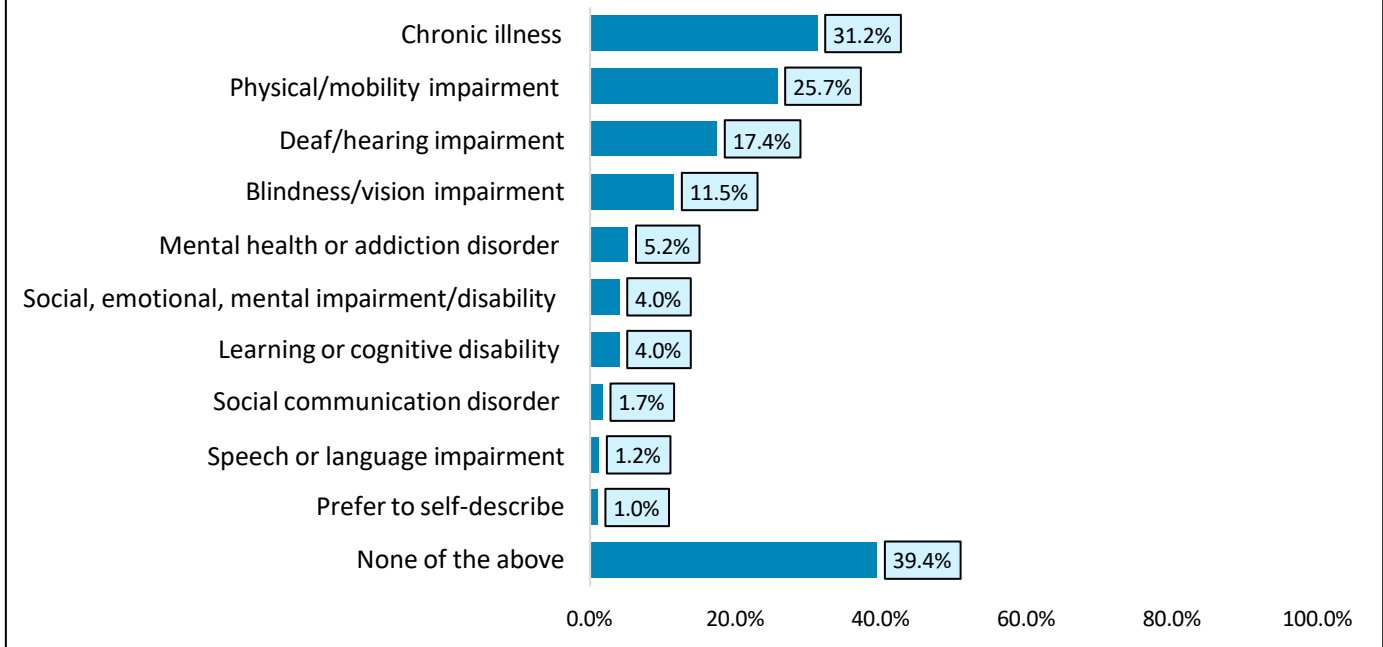
Respondents were asked to select from a list of 9 which health conditions or disabilities they have.

60.6% selected at least one of the health conditions or disabilities.

Most commonly, respondents selected the following conditions or disabilities:

- Chronic illness (31.2% of respondents)
- Physical or mobility impairments (25.7%)
- Deaf or hearing impairment (17.4%)
- Blindness or vision impairment (11.5%) (Figure 28).

Figure 28: Do you identify as having any of the following?



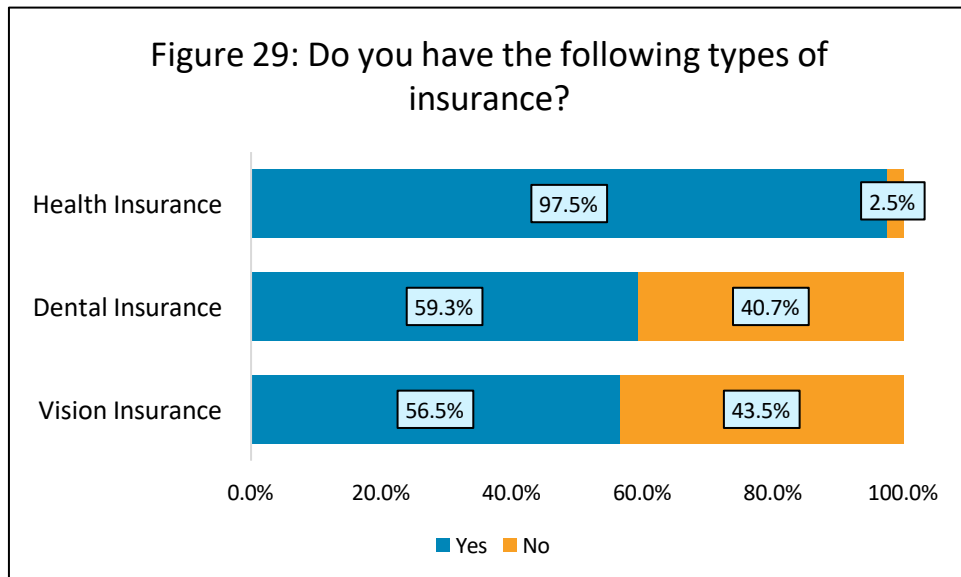
Access to Insurance

Respondents were asked whether they have health, vision, and dental insurance.

Most respondents have health insurance, with 97.5% of respondents reporting they did.

Fewer respondents have dental (59.3%) or vision insurance (56.5%) (Figure 29).

Figure 29: Do you have the following types of insurance?



Demographic Differences

- The percentage of respondents with **dental insurance** decreases as age increases (63.3%, 60-74 years of age; 53.1%, 75-85 years of age; 46.2%, over 85 years of age).
- Black respondents (80.2%) were most likely to have **dental insurance**. About two-thirds of Hispanic respondents (68.3%) and respondents of other races/ethnicities (66.6%) have dental insurance. White respondents (56.5%) and Asian respondents (49.5%) were least likely to have dental insurance.
- Respondents with annual incomes of more than \$50,000 (66.6%) and respondents with annual incomes of \$20,000 or less (61.2%) were more likely than respondents with annual incomes of \$20,001-\$50,000 (53.0%) to have **dental insurance**.
- The percentage of respondents with **vision insurance** decreases as age increases (60.9%, 60-74 years of age; 50.1%, 75-85 years of age; 43.3%, over 85 years of age).
- Black respondents (78.5%), Hispanic respondents (70.5%), and respondents of other races/ethnicities (68.7%) were more likely than Asian respondents (55.8%) and White respondents (52.2%) to have **vision insurance**.
- Respondents with annual incomes of \$20,000 or less (67.1%) were more likely than respondents with annual incomes of \$20,001-\$50,000 (53.8%) and respondents with annual incomes of more than \$50,000 (56.3%) to have **vision insurance**.

Experienced Challenges Paying for Dental or Vision Care in The Past 12 Months

More than one-third (34.6%) of respondents have experienced a challenge in paying for dental or vision care in the past 12 months. 45.8% of respondents with annual incomes of \$20,000 or less and 41.4% of respondents with annual incomes of \$20,001-\$50,000 compared with 14.6% of respondents with annual incomes of more than \$50,000 have experienced a challenging paying for dental or vision care.

One-half (50.1%) of respondents with no dental insurance compared to 20.4% of respondents with dental insurance have experienced a challenge in paying for dental care.

More than two-fifths (44.4%) of respondents with no vision insurance compared to 23.8% of respondents with vision insurance have experienced a challenge in paying for vision care.

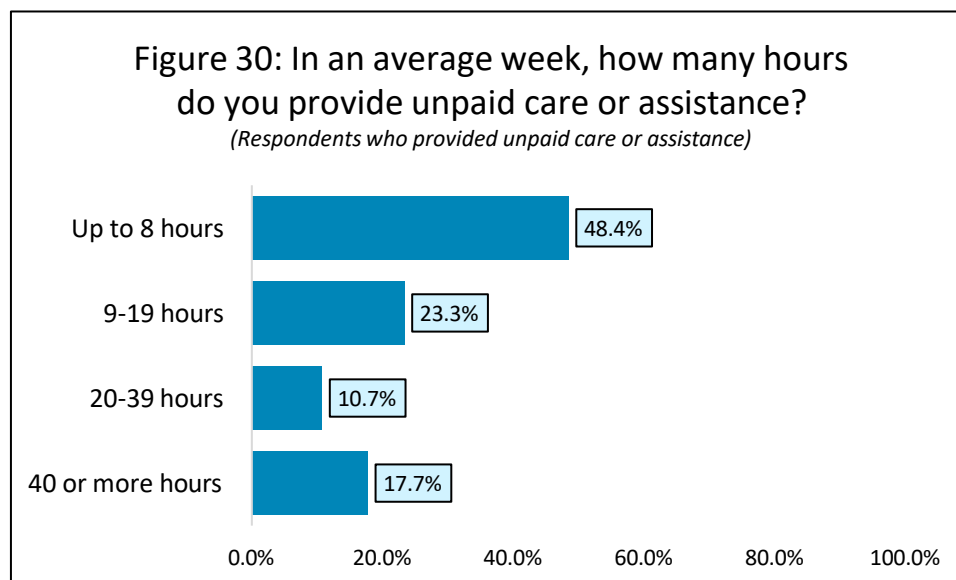
Caregiving Support-Related Needs

Respondents were asked about caregiving; whether they provide unpaid assistance or care to someone, and whether they receive assistance or care because of a health condition or disability.

Provide Caregiving Support

Respondents were asked whether they *provide* unpaid assistance or care to a family member, friend, or someone who has a health condition or disability. More than one-fifth (21.7%) of respondents provide such caregiver support.

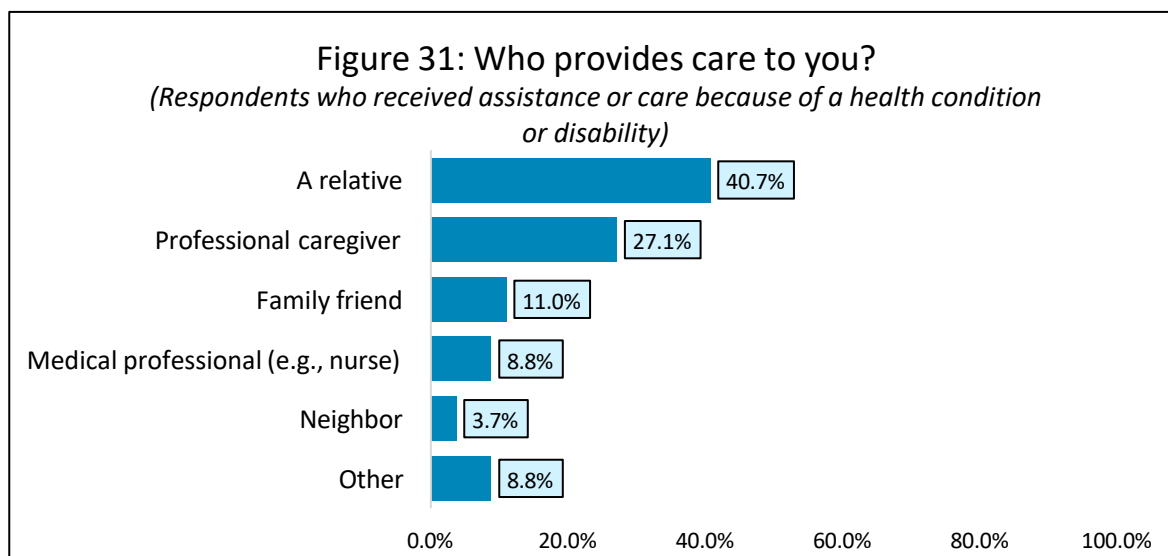
These caregiving respondents were asked how many hours in an average week they provided unpaid care and assistance. The majority (71.7%) provide less than 20 hours a week of unpaid assistance or care (Figure 30).



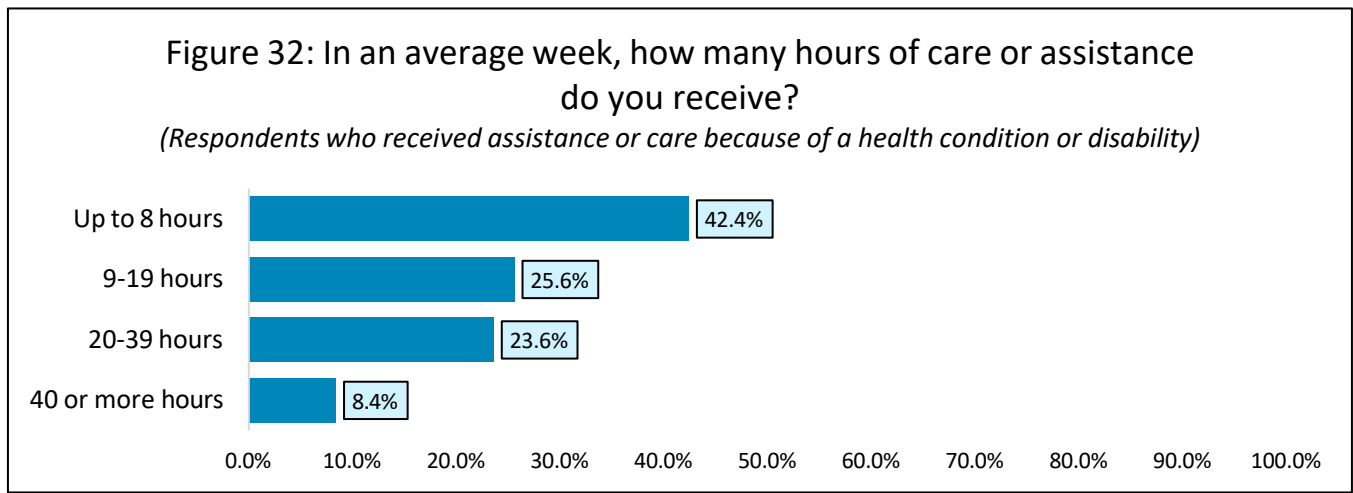
Receive Caregiving Support

Respondents were also asked if they *receive* assistance or care because of a health condition or disability. More than one-fourth (26.7%) of respondents receive such care. The percentage of respondents receiving care or assistance is highest among respondents over 85 years of age (22.5%, 60-74 years of age; 28.6%, 75-85 years of age; 38.8%, over 85 years of age).

Those who receive such care were asked who provided this care. Most commonly, care was provided by a relative (40.7%) or a professional caregiver (27.1%) (Figure 31).



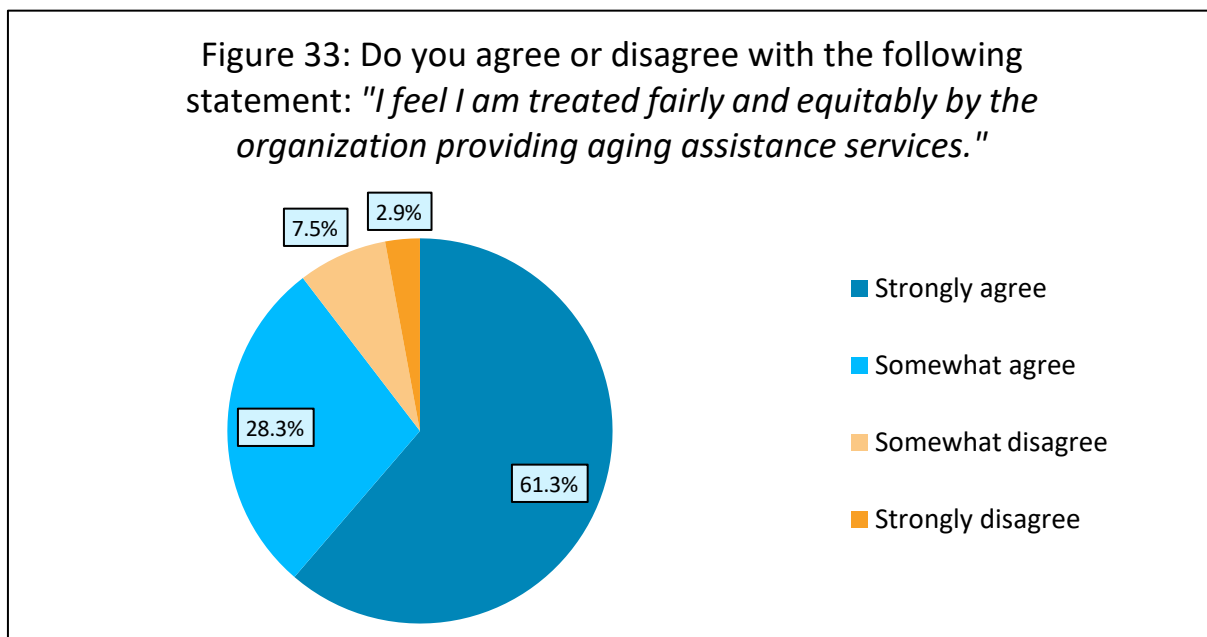
Respondents receiving care or assistance were asked how many hours of such care they received in an average week; the majority (68.0%) receive less than 20 hours per week (Figure 32).



Perception of Organization Providing Aging Assistance Services

Finally, respondents were asked to indicate how much they agreed with the following statement: "I am treated fairly and equitably by the organization providing aging assistance services."

The majority (89.6%) of respondents 'strongly agree' (61.3%) or 'somewhat agree' (28.3%) that the organization providing aging assistance services treats them fairly and equitably. (Figure 33)



Listening Sessions

In coordinating listening sessions and designing the discussion questions, AgeGuide took into consideration older adults with low incomes, and those with greatest economic and social need with particular attention to older adults who are low-income, minority and limited English proficient.

Many of the listening sessions were hosted by AgeGuide's funded and community partners. With their support, AgeGuide facilitated sessions in churches, township senior centers, restaurants, and other community sites to reach a representative and diverse group of participants including Limited English-Speakers and people from specific racial and ethnic groups. In total, over 600 people participated in listening sessions.

Methodology

AgeGuide staff moderated listening sessions with stakeholders about older adults and caregivers' challenges, barriers getting assistance, improvements to existing resources and services, and additional assistance needed by older adults. The discussion guide was developed by CGS staff and can be found in Appendix C. These stakeholder listening sessions were held in two locations, Wheaton and Minooka.

AgeGuide staff moderated 16 listening sessions with older adults 60 and over and caregivers about their challenges and needs. The discussion guide was developed by CGS staff and can be found in Appendix C.

These listening sessions were held at 16 locations:

- Senior Services Associates, McHenry
- Senior Services Associates, Elgin
- Universal Metro Asian Services, Naperville*
- Senior Services Associates, Aurora
- AgeGuide, Lombard (Polish speaking sessions) *
- Hanul Family Alliance, Lincolnshire*
- American Association of Retired Asians, Naperville*
- Aurora Township, Aurora*
- 2nd Baptist Church, Joliet
- Geneva Township, Geneva
- Pembroke Township, Pembroke*
- Metropolitan Family Services, Downers Grove
- Community Nutrition Network & Senior Services Associates, Minooka
- Senior Services Associates, Yorkville

- Catholic Charities Archdiocese of Chicago, Round Lake
- AgeGuide, Lombard (Filipino speaking sessions) *

* Targeted population listening session. Listening sessions specifically for communities representing AgeGuide's target populations which include Limited-English speakers, those with low-incomes, and those in historically underserved communities.

Listening sessions are a type of qualitative research in which individuals with similar experiences come together to discuss a specific topic or group of topics. An advantage of listening sessions is the in-depth probing of issues which they foster, as well as the rich information they generate. However, because of the small total number of participants, there is no statistical reliability to generalize across an entire population. Therefore, caution should be exercised in interpreting the results because they may not be representative of the entire population.

Findings

Challenges and Needs

- Older adults mentioned healthcare, food, housing, and transportation are the biggest challenges and needs they have faced in the past 12 months. Stakeholders also mentioned healthcare, food, housing, and transportation as the biggest issues faced by older adults.

Healthcare

- Stakeholders and older adults commented there is a need for assistance with navigating Medicare. Older adults mentioned that the cost of healthcare is a challenge and that Medicare costs keep going up. Stakeholders stated there is a need for dental and vision coverage for older adults.

Food

- Older adults said that the rising cost of food has been a challenge. Stakeholders stated with SNAP fund cut and the prices in grocery stores "skyrocketing," some older adults are not getting enough food. Many of the older adults mentioned they rely on the meals provided by senior assistance organizations.

Housing

- Older adults and stakeholders mentioned that there is a need for assistance to make older adults' homes accessible.
- Older adults and stakeholders believe there is a need for subsidized housing. They commented there are long wait lists and sometimes the wait is several years.
- Some older adults complained about the quality of the available subsidized housing.

Transportation

- Stakeholders and older adults mentioned that transportation is a need, especially in rural areas. They state that the currently available transportation for older adults is not adequate; it is not available in all areas, it is not reliable, and there are not enough drivers and vehicles. Many of the older adults reported they rely on family members for transportation. Stakeholders and older adults commented that wheelchair accessible transportation is needed.
 - Older adults in the targeted population listening sessions were more likely than older adults in the other listening sessions to have mentioned that transportation is a need and that they rely on family members for transportation.

Caregiver Support

- Older adults believe there needs to be caregiver relief services.
- Stakeholders stated that caregivers are not aware that support is available.
- Older adults in the targeted population listening sessions stated, “caregivers are important because culturally we do not place our parents and loved ones in facilities.”

Accessibility

- Overall, the older adults were satisfied with the organization providing aging assistance services. They say they “love SSA.”
- Older adults in the targeted population listening sessions indicated they would like more agencies that understand their culture and have staff who speak their language. Similarly, stakeholders stated that agencies need “more diverse staff that look like the clients, speak the language of the clients, and understand the clients’ culture.”
- Older adults in the targeted population listening sessions commented that “it is hard for people who don’t speak English to get help.”

Information

- Older adults believe that increasing awareness of the available community services and resources is an extremely important need. They suggested information about services should be distributed in print format since “not everyone is tech savvy.” Stakeholders also commented that increasing awareness of services is a need.

Social Connectedness

- Older adults would like more social activities and events.
- Stakeholders said some older adults are not socially connected. They are “scared to go out” and do not have technology.

Income

- Older adults mentioned the cost of living is high, especially for groceries and housing. They stated that they are having difficulty affording rents, property taxes and utility bills.
- Stakeholders think older adults need financial assistance.

Other Challenges

- Stakeholders and older adults commented that older adults or caregivers face the following other challenges:
 - Lack of knowledge on how to use technology
 - Mental health awareness/acceptance
 - Not being able to fill out forms on their own or having someone else to assist them with forms needed to apply for assistance.
 - One older adult commented that “the process [of applying for assistance] is so long and you have to answer so many questions you get frustrated and give up.”

Additional Programs, Services, and Resources

- Stakeholders suggested the following programs, services, and resources should be added to help more older adults and caregivers:
 - Programs to help with the maintenance of older adults’ homes, such as home repair, lawn care, and shoveling
 - Caregiver support groups
 - Small Community Integrated Living Facilities/group homes for older adults, like group homes for intellectual/developmental disability population.
 - More home-based services
 - Programs that are set up to meet the needs of cultural customs and religions
 - Mental health services
 - Case management services
 - Affordable home health caregivers
 - Assistance finding a caregiver
- Older adults suggested the following programs, services, and resources should be added:
 - Laundry, cooking, and house cleaning
 - Exercise classes/physical fitness programs
 - Assistance with identifying scams
 - Legal services

Insights

- Transportation is an underlying need that affects social connectedness and healthcare.
- Health issues impact all aspect of older adults' lives.
- Older adults 60-74 years of age have different needs.
- Older adults with annual incomes of \$20,001-\$50,000 face similar challenges to older adults with annual incomes of \$20,000 or less.
- Hispanics and other races/ethnicities are more likely than Whites, Blacks, and Asians to face challenges.
- Challenges, for the most part, are similar across counties.

Conclusions

The information contained within this report is intended to advise AgeGuide on older adults and caregiver needs. The findings suggest healthcare, income, food, and housing are areas that are most in need of attention.

Health Care

- Assistance obtaining dental and vision insurance and/or with paying for vision and dental care is needed.
 - Stakeholder listening session participants state there is a need for dental and vision coverage for older adults.
 - More than one-third (34.6%) of older adults have experienced a challenge in paying for dental or vision care.
 - Those in greatest need of assistance are older adults without dental and vision insurance and older adults with annual incomes of \$50,000 or less.
- Assistance with paying for medications is needed.
 - Stakeholders think one of the biggest challenges related to healthcare for older adults is not being able to pay for medications (66.2%).
 - 16.4% of older adults have gone without some medication in the last 12 months (8.9%, less than once a month; 4.5% once a month; 1.3% once a week; 1.7% more than once a week).
 - Those in greatest need of assistance are older adults who are Hispanic or other races/ethnicities, older adults without health insurance, and older adults with annual incomes of \$50,000 or less.

Income

- Assistance with paying debt is needed.
 - The majority (61.1%) of stakeholders think one of the biggest challenges related to income for older adults is not being able to pay debt.
 - 23.5% of older adults have experienced not being able to pay debt as a challenge.
 - Those greatest in need of assistance are older adults who are Hispanic or other races/ethnicities older adults who are immigrants or refugees, older adults with a health condition or disability, and older adults with annual incomes of \$50,000 or less.
- Assistance with saving for retirement is needed.
 - Almost all (97.2%) stakeholders think one of the biggest challenges related to income for older adults is not having enough money saved for retirement.
 - 46.0% of older adults disagree with the statement 'I have enough money saved for retirement.'
 - Almost one-third of older adults disagree with the statements 'I have access to retirement planning services' (31.8%) and 'I have access to a retirement account (32.8%).'
 - Those in greatest need of assistance are older adults who are Black and older adults who are immigrants or refugees.

Food

- Assistance with the cost of food is needed.
 - 68.5% of stakeholders believe one of the biggest challenges related to food for older adults is the cost.
 - 42.3% of older adults have experienced a challenge with the cost of food.
 - More than one-half (54.5%) of older adults have used at least one food assistance program in the last 12 months. More than one-fifth have used SNAP (24.5%), food pantry/food delivery box (22.6%), and a meal program (20.3%).
 - 10.8% of older adults have gone without food in the last 12 months (5.5%, less than once a month; 2.9%, once a month; 1.3% once a week; 1.1% more than once a week).
 - One-half (49.6%) of older adults usually eat less than three meals a day.
 - Older adult focus group participants say that the rising cost of food has been a challenge. Stakeholder listening session participants state with SNAP fund cut and the prices in grocery stores “skyrocketing” some older adults are not getting enough food.
 - Those in greatest need of assistance are older adults who are Hispanic or other races/ethnicities, older adults who are immigrants or refugees, older adults with a health condition/disability, and older adults with incomes \$20,000 or less.

Housing

- Assistance with the cost of housing is needed.
 - Most stakeholders think the cost of housing, such as rent, mortgage, and property taxes (93.2%) is one of the biggest challenges related to housing for older adults.
 - 45.3% of older adults indicate they have experienced a challenge with the cost of housing.
 - Older adult listening session participants state increasing property taxes have been a challenge.
 - Older adult and stakeholder focus group participants indicate there is a need for more subsidized housing. They say there are long wait lists, and it sometimes takes several years to get subsidized housing.
 - Those in greatest need of assistance are older adults who are Hispanic and other races/ethnicities and older adults with annual incomes of \$50,000 or less.
- Assistance for older adults to stay in their homes is needed.
 - The majority (88.3%) of older adults agree with the statement ‘I prefer to live in my home for as long as I can.’
 - Older adult and stakeholder listening session participants comment that there is a need for assistance to make older adults’ homes accessible.
 - Those in greatest need of assistance are all older adults.

Appendix A: AgeGuide Stakeholder Survey Materials

Stakeholder Survey Questionnaire



AgeGuide Stakeholder Survey

I. DESCRIPTION OF ORGANIZATION

1. What is the name of your organization? _____
2. What is your position in the organization? _____
3. Which of the following **best** describes the organization?

☐ Human/social service	☐ Local government	☐ Faith-based
☐ Medical	☐ Law enforcement	☐ Other (PLEASE SPECIFY) _____
☐ Behavioral health	☐ Judicial	
☐ Education	☐ Housing	
4. Which county(ies) does the organization serve? (CHECK ALL THAT APPLY)

☐ DuPage	☐ Kendall	☐ Other (PLEASE SPECIFY) _____
☐ Grundy	☐ Lake	
☐ Kane	☐ McHenry	
☐ Kankakee	☐ Will	
5. What is the **primary** population(s) the organization serves? (CHECK ALL THAT APPLY)

☐ All residents	☐ Low-income residents	☐ Immigrants
☐ Residents 60 years of age or over	☐ Hispanic/Latinos	☐ Other (PLEASE SPECIFY) _____
☐ Caregivers	☐ Black or African Americans	
	☐ Asians	

II. RANKING OF IMPORTANCE OF NEEDS

6. Please look over each of the needs below and put them in order of highest to lowest importance for residents 60 years of age or over and caregivers in the community you serve. Please place a "1" next to the need of highest importance, a "2" next to the need of second highest importance, etc. The need you give a "9" is of lowest importance. Give each need a number in the boxes to the right. Do not use a number more than once.

Need	Order of Importance
a. Accessibility - Services and programs that recognize and respect race, language preference, personal identity, ability, and culture as an inseparable part of life, experience, and wellbeing	_____
b. Caregiving Support - Services and support for people providing care for spouses, family members or friends with health needs	_____
c. Food - Enough food to eat that supports specific dietary needs and cultural preferences. and that are culturally appropriate	_____
d. Healthcare - Medical coverage or health care services to meet mental, addiction, medicine, or physical health care needs	_____
e. Income - Enough income or savings to pay for basic needs and feel financially secure	_____
f. Information - Finding information about needed community services and resources or the advice of an attorney.	_____
g. Housing - Housing that is affordable, in good repair, and in a preferable location	_____
h. Social Connectedness - Maintaining personal connections and participating in community activities for fun, learning, and enjoyment	_____
i. Transportation - Transportation that is low-cost and accessible	_____

7. What other important needs are not included in the list above? _____

III. CHALLENGES FACED BY OLDER PEOPLE AND CAREGIVERS

8. What do you think are the biggest challenges related to **transportation** for residents 60 years of age or over and caregivers in the community you serve? (SELECT UP TO 3)

- | | |
|--|--|
| ☐ Car expenses (e.g., gas, insurance) | ☐ Public transit barriers (e.g., schedules or payment method) |
| ☐ Cost of transportation (e.g., bus, train, cabs, Uber, Lyft) | ☐ Finding someone to drive them |
| ☐ Worry for physical or personal safety | ☐ Other (Please Specify) _____ |
| | ☐ None of the above |

9. What do you think are the biggest challenges related to **food** for residents 60 years of age or over and caregivers in the community you serve? (SELECT UP TO 3)

- | | |
|---|---|
| ☐ Dietary restrictions | ☐ Ability to cook |
| ☐ Cultural-specific meal preferences | ☐ Ability to get to the store |
| ☐ Cost | ☐ Other (Please Specify) _____ |
| ☐ Availability of fresh produce | ☐ None of the above |

10. What do you think are the biggest challenges related to **information** for residents 60 years of age or over and caregivers in the community you serve? (SELECT UP TO 3)

- | | |
|--|---|
| ☐ Language barriers | ☐ Too many referrals to other services |
| ☐ Lack of reliable internet at home | ☐ Navigating the intake process |
| ☐ Information only available online | ☐ Other (Please Specify) _____ |
| ☐ Vision problems | ☐ None of the above |
| ☐ Lack of service coordination | |

11. What do you think are the biggest challenges related to **income** for residents 60 years of age or over and caregivers in the community you serve? (SELECT UP TO 3)

- | | |
|---|--|
| ☐ Not being able to find a part-time job | ☐ Not having enough money saved for retirement |
| ☐ Not being able to find a full-time job | ☐ Not having access to retirement planning services |
| ☐ Not being able to pay debt (e.g., credit cards, loans) | ☐ Other (Please Specify) _____ |
| | ☐ None of the above |

12. What do you think are the biggest challenges related to **health care** for residents 60 years of age or over and caregivers in the community you serve? (SELECT UP TO 3)

- | | |
|--|--|
| ☐ Lack of health coverage | ☐ Not being able to pay for medications |
| ☐ Cost of co-pays or premiums | ☐ Transportation to appointments |
| ☐ Not being able to pay for dental care | ☐ Other (Please Specify) _____ |
| ☐ Not being able to pay for vision care | ☐ None of the above |

13. What do you think are the biggest challenges related to **social connectedness** for residents 60 years of age or over and caregivers in the community you serve? (SELECT UP TO 3)

- | | |
|--|--|
| ☐ Physical limitations (homebound) | ☐ Mental health issues/depression |
| ☐ Fear for safety | ☐ Language barriers |
| ☐ Lack of social support system (no one to visit) | ☐ Other (Please Specify) _____ |
| ☐ Lack of transportation | ☐ None of the above |

14. What do you think are the biggest challenges related to **housing** for residents 60 years of age or over and caregivers in the community you serve? (SELECT UP TO 3)

- | | |
|---|---|
| ☐ Cost of housing (rent, property taxes, mortgage) | ☐ Inability to maintain home (repairs, housekeeping, snow removal, etc.) |
| ☐ Housing conditions or layout are not accessible | ☐ Other (Please Specify) _____ |
| ☐ Concerns about safety | ☐ None of the above |

15. What do you think are the biggest challenges related to **caregiving support** for residents 60 years of age or over and caregivers in the community you serve? (SELECT UP TO 3)

- | | |
|--|--|
| ☐ Lack of respite care or adult day service | ☐ Lack of affordable home care |
| ☐ Financial challenges | ☐ Balancing care and work |
| ☐ Caregiver stress | ☐ Transportation for care recipient |
| ☐ Lack of medical or other skills | ☐ Other (Please Specify) _____ |
| ☐ Caregiver's own health needs | ☐ None of the above |

16. What other challenges not asked about do residents 60 years of age or over and caregivers face?

17. In your view, what programs, services, and resources should be added to help more residents 60 and over and caregivers?

Thank you for your participation.

Stakeholder Survey Verbatim Comments

Note: Numbers in parentheses indicate the number of respondents who gave the response.

Description of Organization

What is the name of your organization?

- Advisory Council
- AgeGuide (4)
- AgeOptions
- AID
- Antioch Area Healthcare Accessibility Alliance
- Association for Individual Development (3)
- Aunt Martha's Health and Wellness
- Bensenville Community Public Library District
- Catholic Charities (3)
- Catholic Charities Diocese of Joliet (7)
- Center for Senior Citizens
- Downers Grove Township (4)
- DuPage County Community Services
- DuPage/Kane Senior Council
- ElderCARE Lake County
- Fox River Valley Public Library District
- Glen Ellyn Public Library
- Hanul Family Alliance
- Highland Park Senior Center
- House of Representatives
- INC Mental Health Alliance
- Independence Health & Therapy
- Kane County Health Dept
- North West Housing Partnership
- Open Door Health Center of Illinois
- Oswegoland Senior and Community Center
- Prairie State Legal Services
- SamaraCare Counseling
- Senior Care Volunteer Network
- Senior Service Association
- Senior Service Will County
- Senior Services
- Senior Services Associates (2)
- Senior Services Associates, Inc. (2)

- Senior Services of Will County (10)
- St. Vincent de Paul, Holy Angels conference
- U.S. House of Representatives, Office of Krishnamoorthi
- UMAS
- Universal industries (2)
- Universal Industry
- Universal Metro Asian Services
- Village of Hanover Park
- Village of Winfield
- Waukegan Township Patricia A. Jones Center
- Wheaton Public Library
- Wood Dale Public Library

What is your position in the organization?

- Activity Coordinator
- Administrative Assistant
- ADRN Supervisor
- Adult Protective Services Director
- Adult Protective Services Supervisor
- Assistant to the Village Manager
- Bilingual Coordinator
- Billing Specialist
- Board Chairman
- Board Member
- Care Coordinator
- Care Coordinator/Hospital Screener
- Caregiver Support Specialist (2)
- Case Coordinator
- Case Manager
- CCP Supervisor
- CCP Supervisor (Home Care)
- Clinical Director
- Community Engagement Department Head
- Community Health Promoter-IL Welcoming Ctr. Program
- Community Practitioner
- Coordinator of the Friendly Visiting Program
- Coordinator-Friendly Visiting Program
- Coordinator, Telephone Reassurance Program
- Day Program RN
- Deputy District Director

- Director (2)
- Director of General Assistance
- Director of Healthy Aging
- Director of Programs
- Director of Volunteer Services
- ED
- Executive Director (4)
- Executive Director/CEO
- Founding Member and Vice President and Home Visitor
- Grants Specialist
- Hospital Specialist
- HR Manager
- Intake Specialist
- Kitchen Assistant Nutrition Program
- Lead Supervisor
- Library Director
- Manager
- Manager Staff Training
- Manager, Aging & Disability Resource Network Services
- Member (2)
- Nutrition Care Coordinator
- Nutrition Coordinator
- Nutrition Program Admin. Assistant
- Nutrition Program Manager
- Nutrition Specialist
- Outreach
- Outreach Librarian
- Police Social Worker
- Program Director
- Program Manager (2)
- Programs
- Public Services Manager
- Senior Services Consultant
- Senior Services Coordinator
- Senior Services Manager
- Site Coordinator
- Social Services Specialist
- Supervisor
- Supportive Living Case Manager
- Transportation

- Vice President

Which of the following best describes the organization: Other type of organization

- Area agency on aging
- Atty for AG, but separate from volunteer on advisory council
- Federal government
- Healthcare access
- Home care and adult day care
- Home care and ADS
- Legal services
- Meals on Wheels
- Memory care/adult day program
- Public library
- Public library (Human/social service and education)

Which counties does the organization serve: Other counties

- Cook (5)
- Cook County
- Crystal Lake
- DeKalb
- Iroquois
- Suburban Cook
- There are other St. Vincent de Paul societies in all counties.
- We only hold nutrition funding for Kankakee Co., not Will or Grundy

What are the primary populations the organization serve: Other populations

- Adults with mental health diagnosis and intellectual and developmental disabilities
- Disabled under 65
- Elders 65 plus
- Individuals with disabilities
- Must be battling either anxiety or depression. Diagnosis not required.
- People with disabilities age 18-59
- Some clients age 21 years to 104 years

Importance of Needs

What other important needs are not included in the list above?

- Affordable medications
- Affordable personal and memory care
- Cognitive enhancing activities and socialization/behavioral health services
- Dementia in the aging population of Individuals with disabilities and their families

- Farmers market for fresh produce. More ways to entice volunteers to volunteer. Complaints from seniors that Meals on Wheels tastes bad.
- Help elders with simple daily chores and small home repairs
- Language Assistance for LEP populations
- Lifelong learning opportunities
- Mental health services
- More services for those who are not able to go out to either church or events due to lack of transportation or extended family or friends.
- N/A (3)
- None
- Nothing I can think of.
- Opportunities for intellectual stimulation, learning, cognitive activity, etc.
- There is an increasing concern for older adults who are becoming homeless—it definitely connects to housing. However, homelessness becomes a major concern when it becomes severe.
- These are prioritized as according to the services that the average senior is likely to seek at a public library.

Challenges Faced by Older Adults and Caregivers

What do think are the biggest challenges related to transportation for residents 60 years of age and over and caregivers in the community you serve: Other transportation-related challenge

- Accessibility
- Language barrier (seniors may not have the language proficiency necessary for being screened/registering for transportation services)
- Them not knowing when they should not be driving and potentially causing harm to others—driver education
- There is one public transportation option.
- Transportation services now are limited by county lines, township boundaries, zip codes, etc. Older adults cannot get rides outside of a designated area and sometimes they need that.
- Wheelchair accessible
- Wheelchair accessibility

What do think are the biggest challenges related to food for residents 60 years of age and over and caregivers in the community you serve: Other food-related challenge

- Taste/quality of home delivered meals

What do think are the biggest challenges related to information for residents 60 years of age and over and caregivers in the community you serve: Other information-related challenge

- Access and knowledge of where to get information. Computer knowledge.
- Bilingual, bicultural staff shortage

- Cognitive abilities, language barriers, lack of reliable internet at home, information only available online
- Frustration with technology
- Knowing that services exist to even ask for them
- Knowing where to get information
- Lack of tech knowledge
- Literacy
- No computers or willingness to use computers
- Not having someone show how to maneuver their phones and use the Internet
- They want the info from a trusted source and need help on how to distinguish which sources are reliable.
- Too many barriers once referred to obtain services needed
- Unsure of where to look for the information that is needed

What do think are the biggest challenges related to income for residents 60 years of age and over and caregivers in the community you serve: Other income-related challenge

- Bus transportation to the job
- Choosing between meds and food
- Cost of food
- Knowing where to apply for benefits or that they exist
- Meeting basic needs with available income
- No information about retirement planning offered in Korean language
- Not being physically able to work or bring in additional income
- Not having money left over after paying monthly bills
- Or long-term care or memory
- Social Security does not cover basic needs.
- The asset limit hasn't changed for CCP in over 10+ years.
- The cost of living is skyrocketing, and the limited income (such as retirement pension) offered to older adults is not keeping up with that.

What do think are the biggest challenges related to health care for residents 60 years of age or over and caregivers in the community you serve: Other health care-related challenges

- All options
- Cost of co-pays or premiums, not being able to pay for dental care, not being able to pay for vision care, not being able to pay for medications
- Mental health services (free)
- Not enough Korean-speaking primary care doctors
- Not understanding the importance of seeking services, stubborn, set in their ways
- Reverse mortgages
- Simply trying to get an appointment to see a doctor is difficult.
- Tech knowledge with virtual

- Waiting list for mental health services

What do think are the biggest challenges related to social connectedness for residents 60 years of age and over and caregivers in the community you serve: Other social connectedness-related challenge

- Activities that feel relevant
- Family members not visiting regularly.
- Lack of organized events for the demographic
- No availability of programs and services for Korean community due to lack of funding and staffing outside of faith communities
- They live alone.

What do think are the biggest challenges related to housing for residents 60 years of age and over and caregivers in the community you serve: Other housing-related challenges

- Accessibility. Demand is higher than supply.
- Lack of affordable housing available
- Lack of coordinated assistance and information about senior housing or nursing home admission in Korean language
- Low-income housing have 3-4 year waiting lists
- There is no homeless shelter in Kendall County. Rent rates exceed voucher limits.

What do think are the biggest challenges related to caregiving support for residents 60 years of age and over and caregivers in the community you serve: Other caregiving support-related challenges

- Lack of information, access to services

What other challenges not asked about residents 60 years of age and over and caregivers face? Healthcare or social services-related

- Access to services
- Culturally and linguistically relevant support and resources
- Distance (i.e., adult child in another state attempting to get services for parent)
- Expensive health insurance/Medicare costs, lack of affordable housing, lack of affordable in-home care services
- Free mental health options (reduced barrier to entry)
- Grief counseling
- Having limited options to low-cost or no-cost services when income limits exceed the eligibility requirements, putting the burden on caregivers and community.
- Immigrants not having access to Medicare or health insurance.
- Not being able to fill out forms on their own or having someone else to assist them with forms needed to apply for assistance.
- Not knowing about available services and where to find them.

- Service/information barriers are top, and the gateway to everything
- Waiting lists for long-term, assisted, memory inpatient care

Social connectedness-related

- I see many older adults living alone with no family or friends to rely on for support. They are isolated, cut off from technology, financially vulnerable, unable to navigate the system, and reluctant to ask for help for fear of being removed from their homes. Their situations are so complex and their needs are so great, that it is difficult, if not impossible, for one caregiver or caseworker to adequately address all their problems, so they fall through the cracks.
- Lack of low-cost or free organized social events.
- Social challenges
- Social interactions, having someone they trust to help when needed.

Technology-related

- Lack of tech knowledge. Allows easier access at times, and also required for certain programs or benefits. Also lack of mental health awareness/acceptance, which leads to no help. Lack of social supports.
- Learning to work their phones. Medical alert (necklace) not always talked about.
- There is a need for learning and using technology. Most resources are online, and I think many seniors can feel discouraged or intimidated when it comes to navigating the internet.

Other challenges

- Affordable groceries
- Homelessness
- How to balance between demands of your own children and needs of your parents.
- Lack of employment for those who do not wish to retire.
- Lack of help (no children or family is far away) to navigate life transitions related to aging.
- Mental health day for themselves
- The biggest one is having transportation to the medical appointments. Can't express this enough.
- When hospitalized, older patients are not gotten up to walk, from fear of them falling, so they start to lose mobility, which puts them at risk of not being able to live on own. For every day a person is bedridden, they can lose up to 5% of their muscles according to USPharmacist.com.

None/N/A

- N/A (6)
- None that I can think of.

In your view, what programs, services, and resources should be added to help more residents 60 and over and caregivers?

Transportation

- Bus service that actually has a schedule that meets the needs of Aurora citizens. Extending the hours so that people can work weekends and nights.
- Lower cost public transportation. Low cost or free organized social events.
- Transportation (3)
- Transportation is huge. We have many, many residents who used to rely on subsidized transportation no longer offered by the municipality who are unable to visit the library because they can't get here.
- Transportation, especially for wheelchair-bound
- Transportation, housing access, traveling medical care
- Transportation/APS trainings/money management

Housing/home repair and maintenance

- Affordable basic home care needs, grab bars, ramps, stair chairs, step in tubs/showers, lawn mowing, snow removal
- Affordable senior housing and food sources
- Handyman services
- Home repair/maintenance/handyman
- Homeless shelter in Kankakee County
- More support for housing issues
- Political advocacy around housing affordability and accessibility in local communities. Activities that are relevant and compelling for older adults, so they are motivated to engage with the community.
- Programs to help with the upkeep of seniors' homes or help with lawn care, shoveling, etc.
- There should be more money allocated to seniors struggling to maintain their own homes. Staying home is the only affordable option for many, but maintenance can be expensive especially when accommodations are needed in the home to adapt to changing physical limitations. More grants should be available to help them in these situations preventing displacement or costly moves to facilities they cannot afford.

Home health/caregiving

- Affordable caregiving services that are not family
- Affordable home health care options and home repair to keep seniors in their home as long as possible
- Affordable home health caregivers, accessible low-cost transportation providers, and better accessibility to programs available
- Affordable in-home care services. Lower costs of Medicare premiums and medications for middle/low-income seniors.

- Caregiver support is the best kept secret. We want more people to know what we have to offer.
- Financial support for caregivers to bring affordable help into the home.
- I would like to see more home-based services provided. More case workers to share the work that is required to manage these difficult cases. More support and funding to help the caregivers that are willing to step in and help.
- More home care providers are needed or agencies offering home visits to assist elders with paperwork requirements.

Information/awareness of services

- I believe there are services/resources out here; however, more outreach to get the information is needed.
- Information on how to access these programs and services.
- Information on the availability of programs and resources.
- Single point access to all services and information (without a cutesy name). Like the system for unhoused vets. Single-stream access.

Other programs, services, and resources

- Affordable Medicare/Medicaid supplemental insurances
- Financial programs for those who live in the eastern Lake County area
- Financial support
- Funding available CB agencies who identify with language and culture
- I believe that many of the necessary programs and resources exist, but the limitations and/or barriers to entry can interfere with residents' motivation to pursue them.
- Mental health services
- More care coordination is needed.
- More funding and resources to address chronic staff shortage that impacts programs, services, and resources.
- More social interaction programs with the "younger generation" who can help them navigate safe online, text, and email. Biggest gripe: Meals on Wheels food taste—say it is bad.
- Offering them discounts
- Programs that are income-based increase the barrier, especially when income is increased, such as SSA.
- Programs that are set up to meet the needs of cultural customs/disabilities/religions, etc. For instance, there are many services that are not suited to meet the needs of individuals with disabilities due to lack of training/knowledge.
- Small Community Integrated Living Facilities/group homes for Seniors, similar to group homes for IDD population. They have more support in homes than large skilled care facilities. They are not left in rooms and would have more opportunity for community interactions. Some states have foster homes. Illinois has group homes run by DHS. More of them and less of the IPHD large homes. These can use Medicare and Medicaid funding, as well as SS, private pay.
- Support groups, information.

None/N/A

- N/A (3)

Appendix B: Older Adult Survey Materials

Older Adults Questionnaire



Greetings from AgeGuide,

The past three years have brought significant changes in the lives of our community. From a growing aging population to a global pandemic, the over 700,000 older adults living in the eight-county region served by AgeGuide have had to adjust to new and ongoing challenges.

To better meet the evolving needs of older adults and their caregivers, please give us your opinions about our services by completing the attached survey or if you prefer you may complete the survey online at:

<https://www.research.net/r/OlderAdultCommunitySurvey>

It is important that all opinions are represented. We're interested in knowing if your needs are being met by these services. The findings of this survey will help AgeGuide design and tailor services for older adults to meet the challenges of the next three years and beyond.

About AgeGuide

At AgeGuide, we understand that most older adults define “aging well” as remaining in their own home or community. AgeGuide’s services, funded through the Federal Older Americans Act and the State of Illinois, are intended to not only support older adults’ basic daily needs, but also to foster their ability to thrive, pursue their passions and engage with their chosen lifestyle. AgeGuide promotes aging at home and in the community with maximum health, inclusion, and well-being.

Confidentiality

Results of the survey will be used in summary form only to protect confidentiality. No identifying information will be shared.

Questions

For questions or concerns about this survey or the AgeGuide needs assessment, please contact Gretchen Knowlton at 630.293.5990 or gknowlton@ageguide.org.

Results

After we analyze the results of the needs assessment, they will be available on our website. Thank you for your time and participation in this important survey.

Sincerely,

Marla Fronczak, MSNM Chief
Executive Officer



910 S. Highland Ave, Suite 100, Lombard, IL 60148 PHONE: 630/293-5990 FAX: 630/293-7488
TOLL FREE: 800/528-2000 E-Mail: info@ageguide.org WEBSITE:
www.ageguide.org Counties Served: DuPage, Grundy, Kane, Kankakee,
Kendall, Lake, McHenry and Will



OLDER ADULT COMMUNITY SURVEY

I. RANKING OF IMPORTANCE OF NEEDS

1. Please look over each of the needs below and put them in order of highest to lowest importance to you. Please place a “1” next to the need of highest importance, a “2” next to the need of second highest importance, etc. The need you give a “9” is of lowest importance to you. Give each need a number in the boxes to the right. Do not use a number more than once.

Need	Order of Importance
a. Accessibility - Services and programs that recognize and respect race, language preference, personal identity, ability, and culture as an inseparable part of life, experience, and wellbeing	_____
b. Caregiving Support - Services and support for people providing care for spouses, family members or friends with health needs.	_____
c. Food - Enough food to eat that supports specific dietary needs and cultural preferences.	_____
d. Healthcare - Medical coverage or health care services to meet physical, vision, dental, or mental health care needs.	_____
e. Housing - Housing that is affordable, in good repair, and in a preferable location	_____
f. Income - Enough income or savings to pay for basic needs and feel financially secure.	_____
g. Information - Finding information about needed community services and resources.	_____
h. Social Connectedness - Maintaining personal connections and participating in community activities for fun, learning, and enjoyment.	_____
i. Transportation - Transportation that is low-cost, accessible, and safe.	_____

2. What other important needs are not included in the list above? _____

II. TRANSPORTATION

3. Which of the following challenges related to transportation have you experienced? (CHECK ALL THAT APPLY)

- | | |
|--|--|
| ☐ Car expenses (e.g., gas, insurance) | ☐ Public transit barriers (e.g., schedules or payment method) |
| ☐ Cost of transportation (e.g., bus, train, cabs, Uber, Lyft) | ☐ Finding someone to drive me |
| ☐ Worry for physical or personal safety | ☐ Other (Please Specify) _____ |
| | ☐ None of the above |

4. In the last 12 months, how often have you missed a medical appointment due to transportation issues?

- | | |
|---|--|
| ☐ Never | ☐ Once a week |
| ☐ Less than once a month | ☐ More than once a week |
| ☐ Once a month | |

5. In the last 12 months, how often were you unable to participate in activities because of transportation issues?

- | | |
|---|--|
| ☐ Never | ☐ Once a week |
| ☐ Less than once a month | ☐ More than once a week |
| ☐ Once a month | |

III. FOOD

6. In the last 12 months, have you used any of the following food assistance programs? **(CHECK ALL THAT APPLY)**

- | | |
|---|--|
| ☐ SNAP-Supplemental Nutrition Assistance Program | ☐ Restaurant meal delivery (Door Dash, Uber Eats, etc.) Shopping assistance program (e.g., Store to Door) |
| ☐ Food pantry or food box delivery | ☐ Other (Please Specify) _____ |
| ☐ Farmers market coupons | ☐ None of the above |
| ☐ Meal program (e.g., Meal on Wheels or community dining at senior center or restaurant program) | |

7. Which of the following challenges related to food have you experienced? **(CHECK ALL THAT APPLY)**

- | | |
|---|---|
| ☐ Dietary restrictions | ☐ Ability to cook |
| ☐ Cultural-specific meal preferences | ☐ Ability to get to the store |
| ☐ Cost | ☐ Other (Please Specify) _____ |
| ☐ Availability of fresh produce | ☐ None of the above |

8. In the last 12 months, how often have you gone without food?

- | | |
|---|--|
| ☐ Never | ☐ Once a week |
| ☐ Less than once a month | ☐ More than once a week |
| ☐ Once a month | |

9. Do you usually eat less than 3 meals a day?

- | | |
|------------------------------|-----------------------------|
| ☐ Yes | ☐ No |
|------------------------------|-----------------------------|

10. In the last 12 months, how often have you gone without some medication?

- | | | |
|---|---------------------------------------|--|
| ☐ Never | ☐ Once a month | ☐ More than once a week |
| ☐ Less than once a month | ☐ Once a week | |

11. In the last 12 months, how often have you gone without essential household items (cleaning supplies, toiletries, pet food, clothing)?

- | | | |
|---|---------------------------------------|--|
| ☐ Never | ☐ Once a month | ☐ More than once a week |
| ☐ Less than once a month | ☐ Once a week | |

IV. INCOME

12. Please indicate if you agree or disagree with each of the following statements about your financial situation.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
a. My income is enough to cover all my monthly costs	☐	☐	☐	☐	☐
b. My rent or mortgage feels affordable to me	☐	☐	☐	☐	☐
c. I can afford to buy enough food after paying for my other expenses	☐	☐	☐	☐	☐
d. I can afford to buy the food I need to support my health or specific health conditions	☐	☐	☐	☐	☐
e. I have enough money saved for retirement	☐	☐	☐	☐	☐
f. I have access to retirement planning services	☐	☐	☐	☐	☐
g. I have access to a retirement account	☐	☐	☐	☐	☐

13. Which of the following challenges related to income have you experienced? **(CHECK ALL THAT APPLY)**

- | | |
|---|---|
| ☐ Not being able to find a part-time job | ☐ Other (Please Specify) _____ |
| ☐ Not being able to find a full-time job | ☐ None of the above |
| ☐ Not being able to pay debt (e.g., credit cards, loans) | |

V. HEALTH CARE

14. Do you have the following types of insurance?

	Yes	No	I Do Not Know
a. Health Insurance	☐	☐	☐
b. Dental Insurance	☐	☐	☐
c. Vision Insurance	☐	☐	☐

15. In the past 12 months have you experienced a challenge in paying for dental or vision care?

- ☐ Yes
☐ No

VI. INFORMATION

16. Where do you get your information about services and events? (CHECK ALL THAT APPLY)

- | | |
|--|---|
| ☐ Senior service agency | ☐ Nextdoor (online community) |
| ☐ Community or Cultural Center | ☐ Facebook |
| ☐ Senior Center | ☐ Radio |
| ☐ Church, Mosque, Temple, other faith community | ☐ Television |
| ☐ Food pantry | ☐ Newspaper |
| ☐ Family, friends, neighbors | ☐ Other (Please Specify) _____ |
| ☐ Health care professional | ☐ I do not receive information about services and events |
| ☐ Meal or food delivery program | |

VII. SOCIAL CONNECTEDNESS

17. How often do you leave your home to do the following?

	Often	Sometimes	Never
a. Physical activity (walk, bike, gym)	☐	☐	☐
b. Home or yard work	☐	☐	☐
c. Household shopping	☐	☐	☐
d. Community Dining meals	☐	☐	☐
e. Recreation, clubs, or other forms of entertainment	☐	☐	☐
f. Meet up with friends or family	☐	☐	☐
g. Faith-related activities (church, mosque, temple)	☐	☐	☐
h. Volunteer work or civic engagement (board membership, etc)	☐	☐	☐
i. Activities at Senior or Community Centers	☐	☐	☐
j. Provide care or support for a family member or friend	☐	☐	☐

18. For what other reasons do you leave your home? _____

19. Please indicate if you agree or disagree with each of the following statements about the device(s) (e.g., computer, tablet, Smartphone, basic cell phone) you use.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable
a. I have reliable internet in my home	☐	☐	☐	☐	☐	☐
b. I feel comfortable using my device(s)	☐	☐	☐	☐	☐	☐
c. If I have a problem with my device(s), I can fix the problem myself	☐	☐	☐	☐	☐	☐
d. If I need help with my device(s), I know where to get help	☐	☐	☐	☐	☐	☐

20. Which of the following challenges related to **social connectedness** have you experienced? (CHECK ALL THAT APPLY)

- | | |
|--|--|
| ☐ Physical limitations (homebound) | ☐ Mental health issues/depression |
| ☐ Fear for safety | ☐ Language barriers |
| ☐ Lack of social support system (no one to visit) | ☐ Other (Please Specify) _____ |
| ☐ Lack of transportation | ☐ None of the above |

VIII. HOUSING

21. Please indicate if you agree or disagree with each of the following statements about housing.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
a. I have a plan for where I will live as I age	☐	☐	☐	☐	☐
b. I prefer to live in my home for as long as I can	☐	☐	☐	☐	☐
c. I feel safe where I live	☐	☐	☐	☐	☐
d. If my housing became unaffordable, I would be unhoused/homeless	☐	☐	☐	☐	☐
e. I go without paying other expenses to pay for my housing	☐	☐	☐	☐	☐

22. Which of the following challenges related to **housing** have you experienced? (CHECK ALL THAT APPLY)

- | | |
|---|---|
| ☐ Cost of housing (rent, property taxes, mortgage) | ☐ Other (Please Specify) _____ |
| ☐ Housing conditions or layout are not accessible | ☐ None of the above |
| ☐ Concerns about safety | |

IX. CAREGIVING SUPPORT

23. Do you provide unpaid assistance or care to a family member, friend, or someone who has a health condition or disability?

- | | |
|--|---|
| ☐ Yes (GO TO QUESTION 24) | ☐ No (GO TO QUESTION 25) |
|--|---|

24. In an average week, how many hours do you provide unpaid care or assistance?

- | | |
|---|--|
| ☐ Up to 8 hours per week | ☐ 20 to 39 hours per week |
| ☐ 9 to 19 hours per week | ☐ 40 or more hours per week |

25. Do you receive assistance or care because of a health condition or disability?
☐ Yes (**GO TO QUESTION 26**) ☐ No (**GO TO QUESTION 28**)

26. Who provides care to you?
☐ A relative ☐ Family friend
☐ Medical professional (e.g., nurse) ☐ Neighbor
☐ Professional caregiver ☐ Other (Please Specify) _____

27. In an average week, how many hours of care or assistance do you receive?
☐ Up to 8 hours per week ☐ 20 to 39 hours per week
☐ 9 to 19 hours per week ☐ 40 or more hours per week

X. PERCEPTION OF ORGANIZATION PROVIDING AGING ASSISTANCE SERVICES

28. Do you agree or disagree with the following statement?

I feel I am treated fairly and equitably by the organization providing aging assistance services.

☐ Strongly agree ☐ Somewhat disagree ☐ Unsure
☐ Somewhat agree ☐ Strongly disagree

XI. PERSONAL AND HOUSEHOLD CHARACTERISTICS

29. In which county do you live?

☐ DuPage ☐ Kankakee ☐ McHenry
☐ Grundy ☐ Kendall ☐ Will
☐ Kane ☐ Lake ☐ Other

30. Which category best describes you?

☐ An adult 60 years of age or greater ☐ A caregiver or family member of an adult 60 years of age or greater ☐ A community member

31. To which gender identity do you most identify?

☐ Female ☐ Transgender male
☐ Male ☐ Gender variant/non-conforming
☐ Transgender female ☐ Prefer to self-describe _____
☐ Prefer not to answer

32. What is your sexual orientation? (**CHECK ALL THAT APPLY**)

☐ Asexual ☐ Lesbian ☐ Prefer to self-describe
☐ Bisexual ☐ Straight or heterosexual
☐ Gay ☐ Prefer not to answer _____

33. What is your age?

☐ 18-49 ☐ 60-74 ☐ Over 85
☐ 50-59 ☐ 75-85 ☐ Prefer not to answer

34. If you are 60 years of age or greater, do you live alone?

☐ Yes ☐ No

35. Do you serve in the military or are you a veteran?

☐ Yes ☐ No

36. Do you identify as having any of the following? (CHECK ALL THAT APPLY)

- | | | |
|---|--|--|
| ☐ Blindness/vision impairment | ☐ Physical/mobility impairment | ☐ None of the above |
| ☐ Chronic illness | ☐ Social communication disorder | ☐ Prefer to self-describe |
| ☐ Deaf/hearing impairment | ☐ Social, emotional, mental impairment/disability | ☐ _____ |
| ☐ Learning or cognitive disability | ☐ Speech or language impairment | ☐ Prefer not to answer |
| | ☐ Mental health or addiction disorder | |

37. What is your race/ethnicity? (CHECK ALL THAT APPLY)

- | | | |
|--|--|--|
| ☐ Asian | ☐ Native American or Alaska Native | ☐ White |
| ☐ Black or African American | ☐ Native Hawaiian or Pacific Islander | ☐ Prefer to self-describe |
| ☐ Hispanic or Latino | | ☐ _____ |
| | | ☐ Prefer not to answer |

38. Do you identify as an immigrant or refugee?

- | | |
|------------------------------|-----------------------------|
| ☐ Yes | ☐ No |
|------------------------------|-----------------------------|

39. What is your primary language spoken at home?

- | | |
|----------------------------------|---|
| ☐ English | ☐ Chinese |
| ☐ Spanish | ☐ Hindi |
| ☐ Russian | ☐ A language not listed (PLEASE SPECIFY) |
| ☐ Korean | _____ |
| ☐ Polish | |

40. How well do you speak English?

- | | |
|--|--|
| ☐ Very well | ☐ Not very well |
| ☐ Somewhat well | ☐ Not at all |

41. What was your individual 2022 annual income? Please consider all sources of income, before taxes, for everyone living with you in 2022.

- | | | |
|---|--|---|
| ☐ Less than \$15,000 | ☐ \$30,001-\$35,000 | ☐ More than \$50,000 |
| ☐ \$15,001-\$20,000 | ☐ \$35,001-\$40,000 | ☐ Don't know |
| ☐ \$20,001-\$25,000 | ☐ \$40,001-\$45,000 | ☐ Prefer not to answer |
| ☐ \$25,001-\$30,000 | ☐ \$45,001-\$50,000 | |

Thank you for your participation.

Older Adults Survey Verbatim Comments

Note: Numbers in parentheses indicate the number of respondents who gave the response.

Importance of Needs

What other important needs are not included in the list above?

Social connectedness

- Church that visits sick and shut ins.
- Companionship for the homebound
- Connecting with others who are new to this area.
- Connection to services for utility services and talk to humans and not machines.
- Could you add the app Zoom for participating in resources or activities?
- Cross generational interactions
- Cultural events. Variety of ethnicity.
- Having relatives and family not more than 1 hour away. As we get older, we need to have them nearby.
- I would hope a ministry would be started where deacons or ministers could be available to pay home visits or to nursing homes and senior residential sites.
- In my area, the seniors lunch program stopped in 2020 due to COVID. In other counties, agencies have started these programs where luncheons are a great way to socialize for 3-4 hours. But in DuPage, DuPage Senior Citizens Council has absolute monopoly, and they are not holding any such programs, except meal pick up from their office. I emailed to the York Township president, but he did not even give any reply. Socializing is very important for seniors and disabled persons because most of the due they are homebound, and due to loneliness, psychiatric issues resulting in Alzheimer's, dementia, etc., make their condition very deplorable.
- Need community center.
- Senior dances during the day
- Seniors Social Network: Develop culturally appropriate spaces or activities that bring together people with the same cultural interests and also shared with other communities as a cultural exchange. Cultural fairs, world celebrations festivals.
- Social events that include a meal and perhaps entertainment, such as a weekly or monthly luncheon
- Sociality—loved the Expo!
- Someone to talk to when family is too busy.
- Special needs social activity
- The loneliness and isolation are the hardest and asking for help without feeling like you are putting someone out or having a way to reciprocate is hard. Often with limited mobility need someone who would fix a light and do basic repairs, like re-caulking a sink or tub.

Housework/home maintenance

- Cleaning and laundry
- Free help with home needs, i.e., hanging curtains, blinds, shades; assembling items used in daily living, i.e. rollators, ability aids; tech assistance with computers, phones, remotes.
- Handyman..
- Help around my home.
- Help to maintain house that is vetted for seniors.
- Help with home maintenance.
- Help with home maintenance and repair. At 73 it would be nice to have help with snow removal from the driveway and cleaning the gutters at an affordable price.
- Home maintenance
- Home maintenance assistance
- Home maintenance, e.g. gutter cleaning
- Maintaining outside home, yardwork
- Need affordable housekeeping and handyman repair.
- Repairs at affordable prices
- Support for home repairs, services to help seniors or those with disabilities repair and maintain their homes.

Technology assistance

- Affordable home internet access and technical assistance
- Communication accessibility (internet, tv, radio, phone, etc.)
- Help with computers. Most doctors send health information over the internet, and we can't afford a laptop or classes to help understand how they work!
- Help with electronic devices on how to pay bills, complete income tax, online services. Tech help.
- Help with technology. TV, phones, iPads
- Information about technology assistance. This survey was very difficult to read and complete on my tablet.
- Learning computer
- Support with understanding technology.
- Tablet for Android
- Technology support

Healthcare

- Access to dental and vision
- Access to needed medications when needed, not when insurance says you can refill them. Medications always run out before the refill date.
- Legal advice, Medicare/Medicaid
- Medications for seniors, especially if they need controlled medication due to the abuse of these medications.

- Medicine costs
- OTC medications that Medicare D will not cover but are necessary for my quality of life.
- Some people don't know or won't admit they need help. Need to have health care system make visits/referrals.
- Universal health care/premiums are outrages.

Cost of living/need financial assistance

- Access to some financial support for people with only social security income without a pension and without having to be below the so-called poverty line
- Discount of property tax for schools
- Financial information
- Help from county, financial help
- License plate discount
- Lower senior property taxes for those who don't qualify for SNAP, LIHEAP, free cell phone, etc.
- Taxes
- Utilities help, like LIHEAP. Government grants for the elderly. Help with paying for telephone. Help with paying for internet.

Mental health

- Counseling
- Grief assistance
- Immediate non-emergency services and facilities for mental health that are not a lockup and are available for immediate stay/placement.
- Mental health
- Mental wellbeing
- Spiritual well-being and healthy mental engagement

Information

- Education on aging illness prevention
- Information resource for Spanish speaking seniors
- Information sessions on Medicare and supplemental insurance options, volunteer opportunities and legal services for wills, POA and others. Also, having an AgeGuide Walk to raise awareness and funds for aging needs. Thank You! "RC"
- More information mailed.
- Resources that give aging "what if" scenarios and options. For example, what are the options if you have long term care insurance policy, but it's an affordable policy that is only for 3 years coverage. What happens after the 3 years? Also, what are the options or resources if I need home health care before being eligible for long term care?

Many needs/need a program to address all needs

- 2-7 is the most important for this household at this moment. Would change as household changes.
- Although some are more urgent like food, housing etc., each are vital to our growing population and rating is difficult.
- Assistance to work through all the instructions for obtaining any of the above
- My first 4—income, housing, food, and healthcare—are basic needs. If they cannot be addressed, everything else is moot.
- What is needed is a complete program that addresses all of the above topics. Each individual has different needs. Income may be high on one list but not on another. All are important to different people in different circumstances.

Transportation

- Medical transportation
- There needs to be a better car program that you don't have to jump through hoops to get a car if you need one.
- Transportation issue for wheelchair users. Scheduling a pickup works fine but scheduling the return can be a problem—how long will doctor's office visit last?
- Transportation when my auto needs repair that takes more than a half day. Help at gas stations when weather conditions are very cold or stormy.

Safety

- Domestic violence
- Safety (2)
- Safety and respect and jobs

Pet-related

- Access to affordable pet care
- Animal (pets for)
- Care for my dog.
- Support for people with pets. Affordable vet care. Transportation and assistance getting pets to services.

Physical activity

- Exercise
- Exercise programs.
- Free exercise opportunities
- Physical fitness programs for seniors. Focus on balance, gentle yoga for arthritis, etc.

Help with medical issues/medication management

- A nurse and social worker navigator program for post-stroke survivors and their caregivers to navigate life at home post-stroke, adult day programs for stroke survivors.
- Help with disability, home modifications, medical devices, counseling.
- Help with medicines.

Availability of caregivers/respite care

- An adult day program for high functioning older adults with stroke, caregiver support for those who are under 40 and caring for a parent post stroke, nurse and social worker navigators to help stroke survivors and family members better adjust to life after stroke at home.
- Caregiver support for adult children who are forty or younger and caring for a parent.
- Day programs and adult day care for early onset Alzheimer's, FTD, and other dementia patients under age 65. These younger patient groups are growing dramatically as a percentage of dementia patients nationally and locally, but they resist going to adult day care with dementia patients in their 80s and 90s. Our spouses are otherwise healthy and strong and would like to exercise and be with people their age. Meanwhile, we spouses MUST work to support our families, but we need somewhere for these younger dementia spouses to be safe during the day. In home care is far too expensive for most of us.

Legal assistance

- Especially for those who are alone—widows/widowers and people without children or trusted family members—who to appoint as healthcare and durable powers of attorney.
- Legal advice
- Legal information

Employment assistance

- Job assistance
- Job readiness

Other needs

- A catch-all number
- A Republican governor and president
- Affordable long-term care facilities
- Based on what we hear from our constituents
- Care for children.
- Clothing
- Cremation service specific to particular religious groups
- For me, it would be beneficial if the caregiver support group met more than once a month. So far, I've been unable to participate due to other obligations. Then, it's a whole other month before the opportunity comes again.
- Grants for 60+ continuing education.

- Law enforcement staffing
- Maybe those that speak a different language. Are they offered?
- Places to volunteer
- Protect Social Security
- Provider to assist individuals with assistance applying for SSI
- Respect relative to age and disability
- Road driving tests close to home
- Senior housing apt. Is there a cap amount that we pay for rent?
- Services for guardianship
- Small group gathering of persons suffering with same gastrointestinal/organ failure issues.
- Spanish speaking services available.
- Stability of government programs
- Support for continuing Social Security
- Take care of American citizens first! My heart breaks when I see a 95 yr. old Korean war veteran kicked out of a nursing home for migrants. Shame!
- Treating each other with respect and not being lied to about important information
- Utilities, repair services, storage space
- Ways to pay for in-home care.
- Welcoming immigrant seniors

Other response (unrelated to needs)

- Is 'connectedness' a real word?
- Somewhat unclear about whether these rankings are to be based on my own needs or general senior community needs.

None/no needs

- At this time, I have very little need for any of these services.
- I think the listing of needs is very complete.
- Most are covered for me
- N/A (3)
- No
- None (7)
- Nothing important

Don't know/not sure

- I don't understand the above.

Transportation

Which of the following challenge related to transportation have you experienced: Other transportation-related challenges

- Accessibility (2)
- Assistance after procedures
- Assistance in finding a reliable car maintenance support
- Car repairs and having transportation while car is being repaired
- Car replacement
- Difficulty transporting my husband till we finally got a wheelchair accessible van. Not all can afford one.
- Doctors' appointments
- Help in snow removal on car
- Hospital bus service for procedures
- Information/availability
- Learning sessions on Medicare and legal and health care/wellness topics for seniors. Also, volunteer opportunities!
- My mother is not ambulatory and so the ins and outs with walkers and wheelchairs is always a challenge.
- Need help, not too mobile
- Need to advocate to help with transportation.
- Needed transportation for cancer procedures i.e., chemo, etc.
- No EVs
- Roller w/c assessable vehicles
- Someone to accompany me because of health issues.
- Sometimes the medical facility requires another person to drive.
- The "last mile" is a problem.
- Wheelchair in and out of the house

Food

In the last 12 months, have you used any of the following food assistance programs: Other food assistance program

- 1st a month
- Can't afford
- Cannot shop, no help
- Church
- Don't remember name
- DSSC; very little pet food
- Family delivers food.
- Family shares meals on their own

- Family sharing
- Health choices
- Home health care BCBS community
- I haven't used, but run the local food pantry and helped many in need.
- Instacart
- Local businesses bring leftover bread and pastries to the building I live in
- Meal plan deliveries: Tovala, Hungryroot
- More options for resources for food is very important for retired seniors.
- Neighbor
- Not enough money from SNAP. The price of food has increased so you get less for your money!
- Order online to deliver groceries
- Pick up from restaurant or eating out
- Relative supplied
- Restaurant specials and coupons
- Seniors should be able to get water sent to their home.
- Stop giving food to people that have never worked but could have
- Store coupons (2)
- Taken to local grocery to shop
- There is a problem with meal program and SNAP
- Tovala meals
- Where could I get farmers market coupons

Which of the following challenges related to food have you experienced: Other food-related challenges

- Cooking for one
- Dietary education for health conditions such as diabetes, high blood pressure, gallbladder removal, etc.
- Don't always like the food prepared at my assisted living residence
- Help at home from the store
- I don't know where to find assistance and how to apply.
- I need help to lose weight.
- Less process meals
- Order online
- Poorly chosen menu by facility
- To chew
- Unable to go to the store when I had COVID.

Income

Which of the following challenges related to income have you experienced: Other income-related challenges

Paying for Basics

- Difficulty paying for basics (food, medication, utilities, etc.)
- Barely able to afford bills, food, supply
- Cost of inflation is very high
- Food and cleaning supplies
- Food, gas
- Have cut back significantly on food, recreation, etc.
- Having enough to pay for all my expenses
- Having to supplement monthly income with retirement savings for some monthly needs and definitely for unexpected expenses
- Keeping up with inflation
- Not enough for complete dental care
- Not enough money to buy food
- Not enough to pay for gas bill or lights
- Not having enough savings to pay for increasing costs for medical care and utilities.
- OTC Medications very expensive
- Phone, electric and cable bills paid by daughter.
- Utilities (2)
- Utility bills (2)
- With the increase in the cost of food fuel and rent it's very hard to pay your bills

Unable to work/find a job

- Caregiving for spouse, so can't work
- Haven't been able to work for some time due to disability.
- I am too old to do any job.
- I can't work due to advanced medical issues, so I no longer buy extras like clothes, shoes, and various types of food.
- I can't work.
- I'm disabled and my wife is my full-time and she doesn't work because I need her help--caregiver
- Inability to work
- Not able to work
- Not being able to find daycare so I can find a job
- Not being able to work
- Not being able to work a paid job due to caregiving responsibilities
- Older and health issues restrict me from part-time work.
- Physical condition limits ability to work

- Title V senior job not in county anymore?
- Too old for part-time employment
- Unable to work due to being a full-time caregiver and unable to participate in caregiver pain program due to being a spouse
- Would work but SSD, SNAP take back money.

Retired

- Retired (5)
- Retirement

Cost of housing/taxes

- Affordable housing
- Not always enough money to pay home maintenance.
- Property taxes are harder to pay each year.
- Rising taxes, cost of food, inflation
- Taxes
- Unable to pay for needed home repairs.

Difficulty paying for transportation

- Afford auto insurance
- Old, old car
- Purchase car

Other income-related challenge

- Age
- Applied disability
- Being able to manage expenses. Need budget tools, especially in retirement!
- Dietary food not at food pantry
- Disability
- Disabled
- Extras entertainment
- Finding repair people
- Have exhausted resources with assisted living and now must be on Medicaid.
- Have more fun
- Haven't tried
- Health issue
- Healthcare
- I am 74 and disabled.
- Money
- No extra spending
- No other income

- Not being able to save money
- On fixed income
- Saving

Other comment

- Plenty of jobs, everyone should work

None/no challenge

- It might be difficult but manage to do what is needed.

Information

Where do you get your information about services and events: Other source of information

Specific organization, person, or group

- AARP Emails
- Also signed up for information through City of Naperville
- APT newsletter
- Building management
- Cheri Aschenbrenner
- Chicago INDO-US Lions/AUCI help in Illinois
- DHA
- Emails from Catholic Charities
- FGP
- Google Search, Microsoft News Portal
- Grandparents Raising Grandchildren group
- Green Castle of Elmhurst
- Gretta
- Information programs at my apartment complex
- Martin Avenue Apartments staff
- Mayslake Retirement Village
- Milton Township Newsletter
- NAMI website
- Newsletters for guilds
- Online sites — both state and federal
- Senior newsletter
- SOAR
- Social worker
- Township website
- Triad

Internet/online/Google search (no specific site named)

- Computer (2)
- Google (3)
- Internet (9)
- Internet media--YouTube, Substack, podcasts
- Mostly online
- Online (5)
- Online queries
- Personal laptop computer
- Various online info

Mailing/email/newsletter (no specific source named)

- Catalogs/mail/newsletter
- Email (5)
- Email and texts from organizations I'm affiliated with, basic Google searches for events and services.
- Email announcements or other notifications
- Email notices
- I receive some from emails and some from word of mouth.
- Mailings, online advertisements
- Mailings

Library

- Geneva Public Library
- Library (6)
- Public library (2)

Other information source

- All other occasions
- Bulletin board
- Col. Park
- Community booklets
- Employer
- Home
- Homemaker (2)
- Information on senior services is not communicated very well.
- Legislator's office
- Many contact their elected officials.
- Multiple venues

- We need more access to available services for seniors through advertised community meetings at local churches, senior center and publicized senior walks and activities. We need AgeGuide centers!
- Work

Social Connectedness

For what other reasons do you leave your home?

Medical appointments/healthcare

- Doctor (2)
- Doctor and dentist and physical therapy appointments
- Doctor and dentist appointments
- Doctor and dentist, travel
- Doctor and PT appointments
- Doctor appointment (6)
- Doctor appointment and bookstore
- Doctor appointment and groceries
- Doctor appointment, entertainment, visiting family
- Doctor appointment, PT
- Doctor appointment, stroll around community
- Doctor appointments (27)
- Doctor appointments and shopping
- Doctor appointments and specific health-testing at hospital, hair care, library, infrequent non-food shopping. Due to new Medicare 2024 regulations, I can no longer go to my foot doctor for nail trimming because I don't qualify (I do not need medication for pre-diabetes).
- Doctor appointments, hardly ever meet up with friends and family
- Doctor appointments, pharmacy
- Doctor appointments, pharmacy pick-ups
- Doctor appointments, shopping, senior information
- Doctor appointments, travel
- Doctor appointments. Choir practice weekly except during the summer.
- Doctor appts, get meds, shopping
- Doctor or tests
- Doctor visit, other medical care
- Doctor visits (4)
- Doctor visits and physical therapy
- Doctor visits, dental checkups, chiropractic appointments
- Doctor visits, dialysis
- Doctor, dentist, toenail appointments
- Doctor's appointments (2)

- Doctors (2)
- Doctors appointment (2)
- Doctors appointment, stores
- Doctors appointment
- Doctors, food
- Doctors, groceries
- Doctors, special events
- Doctors, stores for medications
- Go to doctor's appointment
- Going to the doctor and seeing family
- Health appointments
- Health care appointments
- Health care, personal care
- MD appointments (2)
- MD visits
- Medical
- Medical and dental appointments
- Medical appointment
- Medical appointments (12)
- Medical appointments if I can get there!
- Medical appointments, family visits, time away at the family lake house, family celebrations
- Medical appointments, physical therapy, dental, vision appointments.
- Medical attention
- Medical care
- Medical follow-up visits
- Medical needs
- Medical/dental
- Medical/dental appointments
- Physician appointments
- See a doctor
- To go to hospital
- Wound care and doctor appointments

Recreation, clubs, or other forms of entertainment

- Because I want to see something, do something or just a change of scenery.
- Bills and gatherings
- Conversations, social interaction with others
- Dancing at favorite pubs, movies, family gatherings
- Enjoy people
- Entertainment

- For a drive, for coffee, etc.
- Fun things
- Gardening site
- Go camping
- Leisure travel
- Library presentations, park district events, anything educational, plays/orchestras
- Movies, dinner with friends
- Out of town travel
- Socialize/activities
- Socializing with people understanding my language and culture with food and music play
- Special events
- Summer and other concerts
- To go out and have some fun and meet with other people
- Travel (7)
- Travel occasionally
- Travel plans, visiting relatives in other cities, stay active by joining gyms near my home
- Travel/vacation, library, restaurants
- Travel/vacations
- Vacation (5)
- Vacation road trips
- Vacation, attend concerts; I used to provide care or support for a family or friend but now they have passed on.
- Vacation, go to seminars to learn a new skill.
- Vacation, grandkids' sport events
- Vacations (3)

Work

- Full-time employment
- Full-time job. I am still working at age 76.
- Go to work every day
- Go to work, shopping, dining out
- I do have a part time job that I work at.
- I still work outside the home.
- Part-time job (2)
- Part-time work, medical appointments, car maintenance appointments, banking, post office
- Part-time work, travel
- To go to work
- Work (13)
- Work 3 days per week
- Work and groceries and church
- Work and other volunteer activities

- Work events. I am still employed part-time. Visit friends, rarely go to movie theatre, assist others with errands.
- Work part-time
- Work, and grocery shopping.
- Work, appointments
- Work, sports

Errands/household shopping

- Auto, home, and wellness care, mostly
- Buy food
- Drive to pharmacy for medications.
- Errands and medical appointments and getting together with friends
- Errands, restaurants with friends. I'm mobile and drive my car.
- Errands
- Get gas, restaurants, movies
- Go to post office
- Go with caregiver to grocery store sometimes
- Groceries, haircuts, and doctor appointments
- Grocery shop, doctor visit, son, infrequent family events
- Grocery shopping
- Grocery shopping, walking, library
- Library, bus stop, Jewel, and CVS
- Pharmacy, hardware store, doctor appointments
- Pharmacy, to pick up prescriptions
- Shop for food, cleaning supplies
- Shop for groceries, doctor visits, family gatherings, and holidays
- Shop, doctor visits
- Shopping
- Shopping, music groups
- Spring water retrieval (for drinking), medical/dental/vision appointments, public transportation board meetings (appointed position), town and county council meetings (as an interested resident).
- Supplies, limited events, medical
- To get gas in the car
- To purchase prescription drugs and car repairs/gas, etc.
- To run errands: cleaners, bank, stores, library

Meet up with friends or family

- Family outings and sport events
- I have friends in nursing homes. I visit, bring snacks, and pray together.
- Just for visiting family members

- Just to get away, visit grandchildren
- My family members pick me up to go out.
- See family
- Time with my children and grandkids
- To accompany my son for miscellaneous work
- To visit family
- To visit my dad, 85, home alone, and my sister, 63, long term disability 3 years. Now at rehab center. When released, she will be staying with me.
- Visit family, civic activities
- Visit friends that are in nursing home. Family events
- Visit husband in nursing home, medical appointments
- Visit my sister at a nursing home
- Visiting family and civic engagements

Faith-related activities

- Bible study and pet shelter
- Church
- Church on Sunday and Bible study during the week
- Church programs
- Church services
- Church, doctor appointment, grocery shopping
- Church, food pantry, doctor appointment, and therapy
- Church, senior act
- Church, visit my kids, go swimming, doctor appointments, or sometimes go in a car ride to run errands with my daughter.
- Church, walking, shopping
- Church, work, and family outing
- Go to church
- Going to church

Physical activity

- Exercise and shopping
- Exercise programs
- Go out for walks
- Go to the gym
- I walk my dog 5-6 times a day.
- Outside walks
- Pickleball
- To walk, to shop for the household
- Walk
- Walk

- Walks
- Zumba and walking in the park

Provide care or support for a family member or friend

- Babysit
- Babysitting (2)
- I took care of mother-in-law 8 years ago, as well as sister-in-law, walk dog, and food shopping.
- Pet sitting
- Take care of great-grandchildren
- Take spouse to appointments.
- Taking grandson to school events
- To help my 96-year-old friend that is restricted to a wheelchair

Activities at senior or community centers

- Activities at senior services
- Bingo and entertainment at senior center, which is a great place to go, lots of friends, too
- Bingo, go to senior center 3 times a week, Elgin Senior Center is a great place for activities.
- Community events
- Go to adult day care
- Go to senior center

Visit the library

- Attend programs at local library
- Library (3)
- To visit the library
- Visit the library

To get out of the house

- Get out the house to get fresh air
- Just to get out
- Just to get out, even alone. Different scenery helps mentally.
- To be out
- To get out
- To get out, vary my routine

Volunteer work or civic engagement

- Volunteer
- Volunteer work, library, and to meet friends for a meal
- Volunteering, American Legion 2 times a week, and meet family and friends

Home or yard work

- Laundry
- Laundry/walking workouts

Other reasons

- AA meetings
- Appointments
- Appointments (various)
- Appointments, groceries, errands
- Appointments, shopping
- Beauty shop and pedicure
- College of DuPage class
- Eat out!
- Essentials
- Every day
- Everything
- FGP
- For a change
- For the beauty of the area
- Get my mail, empty garbage, water plants, go for walks, to visit family/friends
- I am not mobile.
- Is it really your business?
- Just to go someplace
- Meetings
- Need wheelchair transportation
- Not many Spanish speaking senior services.
- Only to be driven to appointments
- Participant drives a car and motorcycle
- Pet care
- Rehab
- Spouse passed a few months ago.
- The senior things are too expensive and the telephone service with some of these places are not good, too long to hold on the phone and not very informed. Also to doctor appointments, food, and rare visits.
- To be in nature
- Whatever I want!

N/A/None/Do not leave home

- Can't get out of the house because of health issues
- I am unable to go out by myself. I usually just order stuff for delivery.
- I stay to myself, and will probably pass away alone.

- I'm disabled and can't do those things.
- Mom can't leave home. She is bedridden.
- N/A (2)
- None (4)
- Recent car accident, preventing social activities
- Scared to go out alone

Which of the following challenges related to social connectedness have you experienced: Other social connectedness-related challenges

Health/mobility concern

- Accessibility for wheelchair. Also, not knowing about social events.
- Afraid of situations that would embarrass.
- Aphasia. Friends and church members assume because I had a stroke that I am no longer able to be useful anymore.
- Briefly, health related
- Fear of falling, will not be able to get up by self.
- History of seizures
- I need someone to accompany because of my lungs and O2.
- Illness
- Illness
- Incontinence
- Night driving. Headlight glare from super bright headlights keeps me from attending evening events.
- Not a physically mobile as I was. Use a walker but I can still drive.
- Not homebound but limited ability to walk any distance, use stairs
- Pain
- Physical limitations, not homebound
- Vision
- Walk with cane. Dealt with breast and lung cancer past year. Hard to get life back on track.

Cost

- Gas costs too much
- Gas is expensive, thanks to Biden's booming economy
- How about the cost of internet services for senior citizens on fixed incomes? Their costs rise faster than my income.

Caregiving responsibilities

- Focus is on family challenges in my house-son lives with me and I have to care for him as well. I am just tired and don't care about expending the energy to connect with too many people anymore. Plus the numerous devious, ignorant, narrow-minded people make engaging in conversation difficult.
- Need to care for spouse
- When my husband is home, I can't go much because I am the only one that takes care of him.

Other social connectedness-related challenge

- Common interest
- COVID
- COVID taught us a lesson to be cautious of mixed activities
- Don't really have the social skills to make friends
- Fear of the unknown
- For my own needs, I can get help right away.
- Had trouble finding senior activities
- HOH
- I don't have a cell phone.
- I go to a behavioral therapist.
- I visit several people via Zoom.
- Isolation
- Lack of motivation/interest in programming offered
- Lack of time
- Living location
- Need more affordable senior apartments.
- Scheduling difficulties
- Travel required
- Weather

Housing

Which of the following challenges related to housing have you experienced: Other housing-related challenges

Repairs/home maintenance

- Can't find reliable repair people.
- Difficulty finding reliable people to hire for repairs and maintenance.
- Home repair, plumbing problems, snow removal, electrical problems, gutters need cleaning. Having to move stuff around in the basement because it floods due to breaks in water mains. 4 times in the past 10 years.
- Housing maintenance

- Housing repairs
- Keeping up with home maintenance
- Maintenance
- Need new windows
- Repairs (4)
- Repairs to house
- Repairs to house. Unable to find reputable repairspeople
- Snow removal, yardwork
- Upkeep

Other housing-related challenges

- Electric, gas, etc.
- Future accessibility issues
- Housing being available and it being difference compared to other counties
- I do not have a house.
- Live with my family in a small house
- Living in a senior community with no resources
- Lost our house in the 2008 bubble mess--had to start over
- Others wanting me to leave (family)
- Paying for car repairs
- Senior housing is horrible. Wait lists too long.
- Utilities expense

Caregiving Support

Who provides care to you: Another person

- Agency
- Assisted living
- Cleaning lady
- For mom, a relative and professional caregiver
- Friends, family, and home care when they show up
- Medical professional and professional caregiver
- Medical professional, family friend, and cleaning lady.
- My boyfriend
- Professional caregiver and family friend
- Relative, medical professional, and professional caregiver
- Senior citizen
- Veterans' ADM

Personal and Household Characteristics

To which gender identity do you most identify: Another gender identity

- Female and male; completed by married couple.

What is your sexual orientation?

- Normal
- Pansexual. Bisexual means that there are only 2 sexes, which there aren't.
- Virgin

Do you identify as having any of the following: Health condition/disability

- Cancer
- Cancer survivor and recent hip replacement
- Chronic pain
- Dizzy
- I have a multitude of illnesses.
- I'm slowing down. I suspect my medications are messing with me mentally (brain fog, I'm "off" somehow.)
- Old age
- Self-centered
- Starting to experience physical and hearing impairment, but not a major problem yet
- Wear glasses

What is your race/ethnicity: Prefer to self-describe

- Mixed

What is your primary language spoken at home: Another language

- Arabic (2)
- Assyrian (16)
- Bosnian
- English, ASL
- English, Spanish, Italian
- Filipino (3)
- German
- Gujarati (28)
- Romanian
- Tamil (2)
- Telugu
- Ukraine
- Urdu

Appendix C: AgeGuide Listening Sessions Materials

Stakeholders

AgeGuide Listening Session Guide-Stakeholders

Introduction (10 minutes)

Purpose of Focus Group

Welcome. Thank you for joining us. My name is XXX. I am a XXX from AgeGuide. AgeGuide is conducting listening sessions with stakeholders. You have been invited here today to provide your thoughts on the challenges older adults and caregivers face and their current needs.

Facilitator's Job

1. to make sure all the topics are covered,
2. to keep the discussion on track, and
3. to give everyone a chance to voice his or her opinion.

Instructions for Listening Session

1. The discussion is being recorded. The only reason we record the discussion is so we can listen to the tape, if needed, when the report of the findings is being drafted. The recording will be deleted once the report is completed.
2. All information you provide is confidential. Please do not share anything you hear today with other individuals.
3. You do not need to address all your comments to me. You may respond directly to someone else's comment.
4. There are no wrong answers, just differing opinions and perspectives, and we want to hear all of them.

Introduction of Participants (5 minutes)

Please tell us your name, the organization you represent, and a little about the organization, such as the communities served (which county, towns?), the services provided, and the population served (all residents, specific groups of residents, such as low-income residents).

Icebreaker Question

What do you think are the strengths of the area served by your organization for older adults and caregivers?

Challenges and Needs (50 minutes)

1. What are the biggest challenges older adults and caregivers in your organization's service area face?
 - a. IF NOT MENTIONED ASK ABOUT: transportation, income, housing, healthcare, food, social connectiveness, caregiver support, information
2. What barriers, if any, did you think older adults and caregivers in your organization's service area experience getting assistance?
 - a. IF NOT MENTIONED ASK ABOUT: qualifying for services, transportation, language barriers, days and hours services were offered
3. What improvement can be made to existing resources/services?
4. What type of assistance for older adults or caregivers is not currently available in your organization's service area, but is needed?

Additional Comments and Closing (5 minutes)

1. Do you have any additional thoughts or comments about the topics we covered in the group?
2. Provide explanation about how listening session findings will be used.
3. Thank you for your participation. You provided us with very helpful information.

Older Adults, Caregivers, and Community Members

AgeGuide Listening Session Guide-Older Adults and Caregivers

Introduction (6 minutes)

Purpose of Focus Group

Welcome. Thank you for joining us. My name is XXX. I am a XXX from AgeGuide. AgeGuide is conducting listening sessions with older adults and caregivers. You have been invited here today to provide your thoughts on the challenges you face and your current needs.

Facilitator's Job

1. to make sure all the topics are covered,
2. to keep the discussion on track, and
3. to give everyone a chance to voice his or her opinion.

Instructions for Listening Session

1. The discussion is being recorded. The only reason we record the discussion is so we can listen to the tape, if needed, when the report of the findings is being drafted. The recording will be deleted once the report is completed.
2. All information you provide is confidential. Please do not share anything you hear today with other individuals.
3. You do not need to address all your comments to me. You may respond directly to someone else's comment.
4. There are no wrong answers, just differing opinions and perspectives, and we want to hear all of them. During our time together please remember to:
 - Be compassionate and understand that everyone is starting from a different place.
 - Be open to learning from each other.
 - Be respectful—show regard and consideration for others.

Introduction of Participants (5 minutes)

Please tell us your name, how many people are in your household full-time, and who those members of your household are and their ages (e.g., you 66 years of age, your spouse 70 years of age, daughter 40 years of age).

Icebreaker Question (4 minutes)

What do you like about living in XXX County?

Challenges and Needs (40 minutes)

1. In the last 12 months, what are the biggest challenges you have experienced?
 - a. IF NOT MENTIONED ASK ABOUT: transportation, income, housing, healthcare, food, social connectiveness, caregiver support
2. What, if anything, did you do to try to deal with the challenge?
 - a. How did you find out about available resources/services?
 - b. How easy or difficult was it to find assistance?
 - c. Which resources/services did you use?
 - d. Were you satisfied with the resources/services?
 - e. What improvements can be made to existing resources/services?
3. What barriers, if any, did you experience getting assistance?
 - a. IF NOT MENTIONED ASK ABOUT: qualifying for services, transportation, language barriers, days and hours services were offered
4. What type of assistance for older adults or caregivers is not currently available in your County, but is needed?

Additional Comments and Closing (5 minutes)

1. Do you have any additional thoughts or comments about the topics we covered in the group?
2. Provide explanation about how listening session findings will be used.
3. Thank you for your participation. You provided us with very helpful information.



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