

CASOA™

COMMUNITY ASSESSMENT SURVEY
FOR OLDER ADULTS™

Westchester County Dept of Senior Pgrm & Services

Community Assessment Survey for Older Adults 2023

August 2023



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Section 1: Introduction

About the Community Assessment Survey for Older Adults®








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



The results of this exploration will provide useful information for planning and resource development as well as strengths advocacy efforts and stakeholder engagement. The ultimate goal of the assessment is to create empowered

communities that support vibrant older adult populations.

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

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

Survey Methods

The CASOA survey instrument and its administration are standardized to assure high-quality survey methods and comparable results across communities. Households with an adult member 60 years or older were selected at random. Multiple mailed contacts gave each household more than one prompt to participate. A total of 4,200 older adult households were randomly selected to receive the survey. These households first received a half-page postcard inviting them to complete the survey online, followed by a mailed hard copy survey packet which included a cover letter, a copy of the questionnaire and a postage-paid return envelope. A total of 480 completed surveys was obtained, providing an overall response rate of 11.59% and a margin of error plus or minus 4% around any given percent and one point around any given average rating for the entire sample (e.g., average number of caregiving hours). Results were statistically weighted to reflect the proper demographic composition of older adults in the entire community.

In addition to the random sample "probability" survey, an open participation survey was conducted, in which all older adults 60 years or older were invited to participate. The open participation survey instrument was identical to the probability sample survey. This survey was conducted entirely online. A total of 137 surveys were completed by open participation survey respondents. The open participation survey results were combined with responses from the probability sample survey, for a total of 617 completed surveys. With the inclusion of the open participation survey participants, it is likely that the precision of the responses would be even greater (and thus the margin of error smaller).

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

Because Westchester County Department of Senior Programs & Services doesn't have any prior measurements, trends aren't available. Trends will be available after this survey has been conducted a second time. Differences in responses between the survey administrations will be tested for statistical

significance, and statistically significant differences are noted in the charts. Trend data represent important comparisons and should be examined for improvements or declines.

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

How the Results Are Reported

Don't Know Responses and Rounding

On many of the questions in the survey, respondents could provide an answer of don't know. The proportion of residents giving this reply can be seen in Responses. However, these responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, the majority of the tables and graphs in the body of the report display the responses from respondents who had an opinion about a specific item.

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

Benchmark Comparison Data

National Research Center at Polco has developed a database that collates responses to CASOA and related surveys administered in other communities, which allows the results from Westchester County Department of Senior Programs & Services to be compared against a set of national benchmarks. This benchmarking database includes responses from more than 35,000 older adults (age 55 and over) in over 329 communities across the nation.

Ratings are compared when similar questions are included in Polco's database and when there are at least five other communities in which the question was asked. Where comparisons for ratings are available, Westchester County Department of Senior Programs & Services's results are shown as more favorable than the benchmark, less favorable than the benchmark or similar to the benchmark. In instances where ratings are considerably more or less

favorable than the benchmark, these ratings have been further demarcated by the attribute of "much" (for example, much more favorable or much less favorable).

Section 2: Key Findings

Background

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

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

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

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

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

Overall Community Quality

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

- About 76% of older residents living in the county rated their overall quality of life as excellent or good. Most of the older respondents scored their communities positively as a place to live and would recommend

their communities to others. About 68% residents planned to stay in their community throughout their retirement.

- Positive scores were given to their communities as places to retire by 52% of older residents.

Overall Scores of Community Livability

The Community Assessment Survey of Older Adults (CASOA) is designed to examine the status of older adults and the community around many (17) topics of livability within six domains: Community Design, Employment and Finances, Equity and Inclusivity, Health and Wellness, Information and Assistance, and Productive Activities. Summary scores of community livability were created through the aggregation of a series of resident ratings within each of these different livability aspects and domains. Of the 17 aspects of livability examined, the aspects found to be strongest in the county related to areas of Safety (average positive score of 77%), Physical Health (64%), and Mobility (63%). The areas showing the greatest need for improvement related to Employment (22%), Housing (26%) and Independent Living (28%). More detailed information about each livability domain follows.

Community Design

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

- About 62% of respondents rated the overall quality of the transportation system (auto, bicycle, foot, bus) in their community as excellent or good. In many communities, ease of travel by walking or bicycling is given lower ratings than travel by car. Here, ease of travel by car was considered excellent or good by 85% of respondents, while ease of travel by walking and bicycling was considered excellent or good by 62% and 44% of respondents, respectively.
- When considering aspects of housing (affordability and variety) and community features of new urbanism (where people can live close to places where they can eat, shop, work, and receive services), relatively lower scores were given by older adults compared to many other items on the survey. Only 24% of respondents gave a positive score to the

availability of affordable quality housing in their communities, and only about 39% older adults gave excellent or good ratings to the availability of mixed-use neighborhoods.

- About 45% of older residents in the county reported experiencing housing needs and 25% reported mobility needs.

Employment and Finances

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

- About 70% of older residents rated the overall economic health of their communities positively, although the cost of living was rated as excellent or good by only 15%.
- Employment opportunities for older adults (quality and variety) received low ratings (16% and 15% positive, respectively), and the opportunity to build work skills also was found to be lacking (15% excellent or good).
- About 36% older adults reported financial challenges and 23% reported employment needs.

Equity and Inclusion

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

- About 62% of older residents rated the sense of community in their towns as excellent or good, and neighborliness was rated positively by 58% of residents.
- About 63% of the respondents positively rated their community's openness and acceptance toward older residents of diverse backgrounds, and 53% indicated that their community valued older residents.
- Inclusion challenges were reported by about 22% of older residents and equity challenges by 6%.

Health and Wellness

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

- About 72% older residents in the county rated their overall physical health as excellent or good and 84% rated their mental health as excellent or good.
- In most places, opportunities for health and wellness receive higher ratings from older adults than do health care ratings. Here, community opportunities for health and wellness were scored positively by 69% residents, while the percent giving ratings of excellent or good to the availability of physical health care was 45%, to mental health care 34%, and to long term care options 30%.
- Health-related problems were some of the most common challenges listed by older adults in the survey, with 36% reporting physical health challenges and 27% reporting mental health challenges. Health care was also a challenge for about 34% of older residents.

Information and Assistance

The older adult service network, while strong, is under-resourced and unable to single-handedly meet the needs of the continuously growing population of older adults. Providing useful and well-designed programs, as well as informing residents about other assistance resources, is an important way that government agencies can help residents age in place.

- The overall services provided to older adults in the county were rated as excellent or good by 58% of survey respondents.
- About 62% of survey respondents reported being somewhat informed or very informed about services and activities available to older adults. The availability of information about resources for older adults was rated positively by 36% of older residents and the availability of financial or legal planning services was rated positively by 33% of older residents.
- About 41% of older adults were found to have information access challenges in the county.

Productive Activities

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

- About 59% of older adults surveyed felt they had excellent or good opportunities to volunteer, and 42% participated in some kind of volunteer work.
- The caregiving contribution of older adults was substantial in the county. About 30% of older residents reported providing care to individuals 55 and older, 20% to individuals 18-54 and 22% to individuals under 18.
- Older adults in the county reported challenges with being civically engaged 27%, being socially engaged 26% and caregiving 14%.

The Economic Contribution of Older Adults

The contribution older adults make through employment, volunteerism and caregiving was calculated for all older adults living in the county. It is estimated that older residents contribute \$6,987,005,726 annually to their community through paid and unpaid work.

Older Resident Needs

Through the survey, more than 40 challenges commonly facing older adults were assessed by respondents. These challenges were grouped into 15 larger categories of needs. In the county, the largest challenges were in the areas of housing, information on available older adult services, and finances. At least 45% of older residents reported at least one item in these categories was a major or moderate problem in the 12 months prior to taking the survey.

Comparison to National Benchmarks

Community Characteristics Benchmarks

To better provide context to the survey data, resident responses for the county were compared to Polco's national benchmark database or older adult opinion. Of the 52 assessments of community livability that were compared to the benchmark database, 50 were similar, 1 above, and 1 below the benchmark comparisons.

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

- Cost of living in your community

The one area in which the county rating was higher than benchmark comparisons was:

- Ease of travel by public transportation in your community

Older Adult Challenges Benchmarks

Comparisons to the benchmark database can also be made for the proportion of residents experiencing a variety of challenges. In the county, there was a lower proportion of older adults experiencing challenges for 0 item(s), a greater proportion of older adults experiencing challenges for 0 item(s), and a similar proportion experiencing challenges for 42 item(s).

Section 3: Understanding the Report

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

Trends

**Favorably**

At least 7 percentage points more favorable than last measure

**Similar**

No statistically significant difference

**Unfavorably**

At least 7 percentage points less favorable than last measure

Benchmarks

**Much more favorable**

At least 20 points more favorable than benchmark

**More favorable**

10-20 points more favorable than benchmark

**Similar**

No statistically significant difference

**Less favorable**

10-20 points less favorable than benchmark

**Much less favorable**

At least 20 points less favorable than benchmark

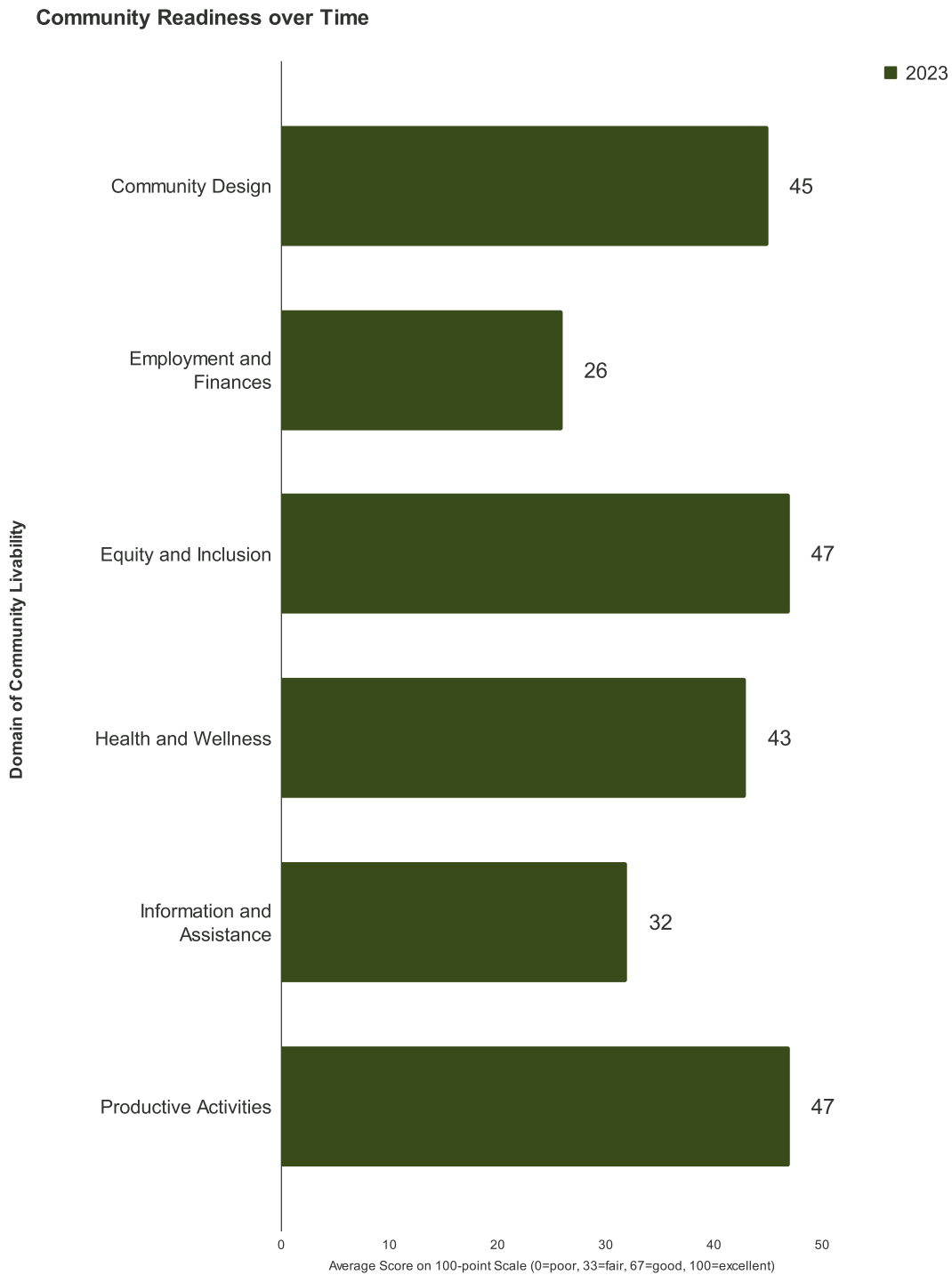
Section 4: Community Readiness

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

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

Community Readiness Chart

Dimension	Community Livability Topics	Score (out of 100)
Overall Community Quality	<ul style="list-style-type: none"> • Place to Live and Retire • Recommend and Remain in Community 	62
Community Design	<ul style="list-style-type: none"> • Housing • Mobility • Land Use 	45
Employment and Finances	<ul style="list-style-type: none"> • Employment • Finances 	26
Equity and Inclusivity	<ul style="list-style-type: none"> • Equity • Community Inclusivity 	47
Health and Wellness	<ul style="list-style-type: none"> • Safety • Physical Health • Mental Health • Health Care • Independent Living 	43
Information and Assistance	<ul style="list-style-type: none"> • Quality of Older Adult Services • Information on Available Older Adult Services 	32
Productive Activities	<ul style="list-style-type: none"> • Civic Engagement • Social Engagement • Caregiving 	47



¹These ratings are not to be understood like ratings from school tests, because they are summaries of several questions that range from 0 as poor, 33 as fair, 67 as good and 100 as excellent. For example, a score of 58 should be interpreted as closer to good than to fair (with the midpoint of the scale, 50, representing equidistance between good and fair).

Section 5: Community livability topics

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

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

i Livability score trend unavailable.

Because Westchester County Dept of Senior Pgrm & Services doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Overall Community Quality



Place to Live and Retire
75 / 100



Recommend and Remain in Community
65 / 100

Community Design



Housing
26 / 100

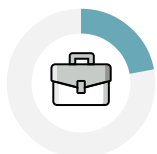


Land Use
54 / 100



Mobility
63 / 100

Employment and Finances



Employment

22 / 100



Finances

42 / 100

Equity and Inclusivity



Community Inclusivity

60 / 100



Equity

58 / 100

Health and Wellness



Health Care

53 / 100



Independent Living

28 / 100



Mental Health

34 / 100



Physical Health

64 / 100



Safety

77 / 100

Information and Assistance



Information on Available Older Adult Services

35 / 100



Quality of Older Adult Services

58 / 100

Productive Activities



Caregiving

Scoring not applicable



Civic Engagement

57 / 100

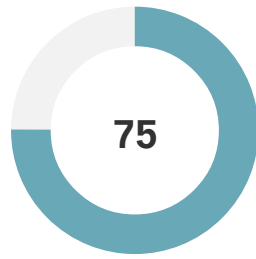


Social Engagement

63 / 100

Section 6A: Place to Live and Retire

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



Livability score

Average of community quality items

i Livability score trend unavailable.

Because Westchester County Dept of Senior Pgrm & Services doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related survey results

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

i Trends unavailable

Because Westchester County Dept of Senior Pgrm & Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Your neighborhood as a place to live	87%	–
Your community as a place to live	84%	–
The overall quality of life in your community	76%	–
Your community as a place to retire	52%	–

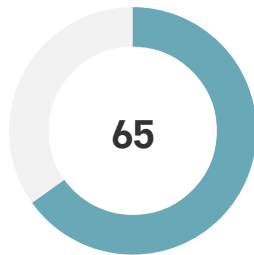
Status Indicators - Personal Quality of Life

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Your overall quality of life	80%	–

Section 6B: Recommend and Remain in Community

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



Livability score

Average of community quality items

i Livability score trend unavailable.

Because Westchester County Dept of Senior Pgrm & Services doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related survey results



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

i Trends unavailable

Because Westchester County Dept of Senior Pgrm & Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Quality of Community

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

Characteristic	% likely	National Benchmark
Remain in your community throughout your retirement	68%	
Recommend living in your community to older adults	63%	

Section 7A: Housing

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



i Livability score trend unavailable.

Because Westchester County Dept of Senior Pgrm & Services doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related survey results

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

i Trends unavailable

Because Westchester County Dept of Senior Pgrm & Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Potential Problems

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

Characteristic	% problematic	National Benchmark
Doing heavy or intense housework	61%	-
Maintaining your home	52%	-
Maintaining your yard	46%	-
Having housing to suit your needs	36%	-

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Variety of housing options	29%	-
Availability of accessible housing (e.g., homes with a no step entry, single-floor living, wide hallways and doorways)	24%	-
Availability of affordable quality housing	24%	-

Section 7B: Land Use

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



i Livability score trend unavailable.

Because Westchester County Dept of Senior Pgrm & Services doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related survey results

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

i Trends unavailable

Because Westchester County Dept of Senior Pgrm & Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Overall design or layout of your community's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	66%	–
Overall quality of the utility infrastructure in your community (water, sewer, storm water, electric/gas, broadband)	65%	–
Public places where people want to spend time	45%	–
Availability of mixed-use neighborhoods where people live close to places where they can eat, shop, work, and receive services	39%	–

Section 7C: Mobility

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



i Livability score trend unavailable.

Because Westchester County Dept of Senior Pgrm & Services doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related survey results

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

i Trends unavailable

Because Westchester County Dept of Senior Pgrm & Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Potential Problems

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

Characteristic	% problematic	National Benchmark
Having safe and affordable transportation available	45%	–
No longer being able to drive	18%	–

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Ease of travel by car in your community	85%	-
Ease of getting to the places you usually have to visit	78%	-
Ease of walking in your community	62%	-
Overall quality of the transportation system (auto, bicycle, foot, bus) in your community	62%	-
Ease of travel by public transportation in your community	45%	^
Ease of bicycling in your community	44%	-

Section 8A: Employment

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



i Livability score trend unavailable.

Because Westchester County Dept of Senior Pgrm & Services doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related survey results

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

i Trends unavailable

Because Westchester County Dept of Senior Pgrm & Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

i Certain benchmarks unavailable

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

Potential Problems

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

Characteristic	% problematic	National Benchmark
Building skills for paid or unpaid work	50%	–
Finding work in retirement	40%	–

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Opportunities to build work skills	34%	-
Quality of employment opportunities for older adults	16%	-
Variety of employment opportunities for older adults	15%	-

Section 8B: Finances

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



i Livability score trend unavailable.

Because Westchester County Dept of Senior Pgrm & Services doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related survey results

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

i Trends unavailable

Because Westchester County Dept of Senior Pgrm & Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Potential Problems

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

Characteristic	% problematic	National Benchmark
Having enough money to meet daily expenses	49%	–
Having enough money to pay your property taxes	42%	–

Quality of Community

Percent reporting *excellent or good*.

Characteristic	% positive	National Benchmark
Overall economic health of your community	70%	–
Cost of living in your community	15%	∨

Status Indicators - Household Financial Status

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

Characteristic	% positive	National Benchmark
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	13%	-

Section 9A: Community Inclusivity

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



i Livability score trend unavailable.

Because Westchester County Dept of Senior Pgrm & Services doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related survey results

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

i Trends unavailable

Because Westchester County Dept of Senior Pgrm & Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

i Certain benchmarks unavailable

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

Potential Problems

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

Characteristic	% problematic	National Benchmark
Feeling lonely or isolated	39%	–
Having friends or family you can rely on	32%	–
Feeling like you don't fit in or belong	28%	–

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Sense of community in your community	62%	–
Making all residents feel welcome	60%	–
Neighborliness of your community	58%	–

Section 9B: Equity

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



i Livability score trend unavailable.

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Related survey results

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

i Trends unavailable

Because Westchester County Dept of Senior Pgrm & Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Potential Problems

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

Characteristic	% problematic	National Benchmark
Being treated unfairly or discriminated against because of your age	22%	–

Quality of Community

Percent reporting *excellent or good*.

Characteristic	% positive	National Benchmark
Openness and acceptance of the community towards older residents of diverse backgrounds	63%	–
Valuing older residents in your community	53%	–

Section 10A: Health Care

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



i Livability score trend unavailable.

Because Westchester County Dept of Senior Pgrm & Services doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related survey results

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

i Trends unavailable

Because Westchester County Dept of Senior Pgrm & Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Potential Problems

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

Characteristic	% problematic	National Benchmark
Getting the oral health care you need	40%	–
Finding affordable health insurance	39%	–
Getting the health care you need	36%	–
Getting the vision care you need	34%	–
Affording the medications you need	33%	–

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	60%	-
Availability of affordable quality physical health care	45%	-

Section 10B: Independent Living

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



i Livability score trend unavailable.

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Related survey results

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

i Trends unavailable

Because Westchester County Dept of Senior Pgrm & Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Average Number of Hours Providing Care

Average number of hours spent per respondent in a typical week

Characteristic	Average # of Hours	National Benchmark
Receiving assistance, paid or unpaid (e.g., with shopping, cooking, etc.)	1	–

Potential Problems

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

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

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Availability of long-term care options	30%	–
Availability of daytime care options for older adults	26%	–

Status Indicators - Activities

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

Characteristic	% of respondents	National Benchmark
Receiving assistance, paid or unpaid (e.g., with shopping, cooking, etc.)	10%	–

Status Indicators - Long-term Care Admissions

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

Characteristic	% of respondents	National Benchmark
In a long-term care facility (including nursing home or in-patient rehabilitation facility)	4%	–

Section 10C: Mental Health

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



i Livability score trend unavailable.

Because Westchester County Dept of Senior Pgrm & Services doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related survey results

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

i Trends unavailable

Because Westchester County Dept of Senior Pgrm & Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Potential Problems

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

Characteristic	% problematic	National Benchmark
Feeling depressed	42%	–
Dealing with the loss of a close family member or friend	42%	–
Experiencing confusion or forgetfulness	32%	–

Quality of Community

Percent reporting *excellent or good*.

Characteristic	% positive	National Benchmark
Availability of affordable quality mental health care	34%	–

Status Indicators - Personal Health Status

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Your overall mental health/emotional wellbeing	84%	-

Section 10D: Physical Health

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



i Livability score trend unavailable.

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Related survey results

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

i Trends unavailable

Because Westchester County Dept of Senior Pgrm & Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Potential Problems

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

Characteristic	% problematic	National Benchmark
Your physical health	59%	–
Staying physically fit	55%	–
Maintaining a healthy diet	41%	–
Falling or injuring yourself in your home	35%	–
Having enough food to eat	19%	–

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Overall quality of natural environment in your community	76%	–
Overall health and wellness opportunities in your community	69%	–
Fitness opportunities (including exercise classes and paths or trails, etc.)	64%	–
Availability of affordable quality food	46%	–

Status Indicators - Falls

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

Characteristic	% of respondents	National Benchmark
Thinking back over the past 12 months, how many times have you fallen and injured yourself?	30%	–

Status Indicators - Hospitalizations

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

Characteristic	% of respondents	National Benchmark
As a patient in a hospital	22%	–

Status Indicators - Personal Health Status

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Your overall physical health	72%	-

Section 10E: Safety

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



i Livability score trend unavailable.

Because Westchester County Dept of Senior Pgrm & Services doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related survey results

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

i Trends unavailable

Because Westchester County Dept of Senior Pgrm & Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Potential Problems

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

Characteristic	% problematic	National Benchmark
Being a victim of fraud or a scam	24%	–
Being a victim of crime	12%	–
Being physically or emotionally abused	9%	–

Quality of Community

Percent reporting *excellent or good*.

Characteristic	% positive	National Benchmark
Overall feeling of safety in your community	77%	–

Section 11A: Information on Available Older Adult Services

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



i Livability score trend unavailable.

Because Westchester County Dept of Senior Pgrm & Services doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related survey results

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

i Trends unavailable

Because Westchester County Dept of Senior Pgrm & Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Potential Problems

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

Characteristic	% problematic	National Benchmark
Not knowing what services are available to older adults in your community	69%	–
Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid	54%	–

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Availability of information about resources for older adults	36%	–
Availability of financial or legal planning services	33%	–

Status Indicators - Informed about Services

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

Characteristic	% informed	National Benchmark
In general, how informed or uninformed do you feel about services and activities available to older adults in your community?	62%	–

Status Indicators - Use of Technology

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

Characteristic	% of respondents	National Benchmark
Use or check email	91%	–
Access the internet from your home using a computer, laptop, or tablet computer	89%	–
Access the internet from your cell phone	86%	–
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	61%	–
Shop online	37%	–
Share your opinions online	22%	–

Percent reporting yes.

Characteristic	% yes	National Benchmark
I have high-speed internet/broadband at home	87%	–

Section 11B: Quality of Older Adult Services

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



i Livability score trend unavailable.

Because Westchester County Dept of Senior Pgrm & Services doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related survey results

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

i Trends unavailable

Because Westchester County Dept of Senior Pgrm & Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
How would you rate the overall services provided to older adults in your community?	58%	-

Section 12A: Caregiving

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

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

² AARP Family Caregiver Contribution study

i Livability scoring is not applicable.

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

Related survey results

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

i Trends unavailable

Because Westchester County Dept of Senior Pgrm & Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Average Number of Hours Providing Care

Average number of hours spent per respondent in a typical week

Characteristic	Average # of Hours	National Benchmark
Providing care to someone age 55+	2.5	–
Providing care someone under age 18	1.9	–
Providing care to someone age 18 to 54	1.6	–

Potential Problems

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

Characteristic	% problematic	National Benchmark
Feeling EMOTIONALLY burdened by providing care for another person	25%	–
Feeling PHYSICALLY burdened by providing care for another person	22%	–
Feeling FINANCIALLY burdened by providing care for another person	19%	–

Status Indicators - Activities

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

Characteristic	% of respondents	National Benchmark
Providing care to someone age 55+	30%	–
Providing care someone under age 18	22%	–
Providing care to someone age 18 to 54	20%	–

Section 12B: Civic Engagement

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



i Livability score trend unavailable.

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Related survey results

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

i Trends unavailable

Because Westchester County Dept of Senior Pgrm & Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Average Number of Hours Providing Care

Average number of hours spent per respondent in a typical week

Characteristic	Average # of Hours	National Benchmark
Volunteering your time	1.8	–

Potential Problems

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

Characteristic	% problematic	National Benchmark
Feeling like your voice is heard in the community	40%	–
Finding productive or meaningful activities to do	39%	–
Finding meaningful volunteer work	34%	–

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Opportunities to volunteer	59%	–
Opportunities to participate in community matters	56%	–
Residents' connection and engagement with their community	56%	–

Status Indicators - Activities

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

Characteristic	% of respondents	National Benchmark
Volunteering your time	42%	–

Status Indicators - Participation

Percent reporting yes.

Characteristic	% yes	National Benchmark
Voted in your most recent local election	82%	-
Watched (online or on television) a local public meeting	35%	-
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	23%	-
Participated in a civic group (including Elks, Kiwanis, Masons, etc.)	9%	-

Section 12C: Social Engagement

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



i Livability score trend unavailable.

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Related survey results

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i Trends unavailable

Because Westchester County Dept of Senior Pgrm & Services doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Average Number of Hours Providing Care

Average number of hours spent per respondent in a typical week

Characteristic	Average # of Hours	National Benchmark
Talking or visiting with friends/family	6.6	–
Assisting friends, relatives, or neighbors	3.9	–

Potential Problems

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

Characteristic	% problematic	National Benchmark
Having interesting social events or activities to attend	48%	–
Having interesting recreational or cultural activities to attend	45%	–
Feeling bored	44%	–

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive	National Benchmark
Opportunities to attend religious or spiritual activities	76%	–
Overall quality of parks and recreation opportunities	72%	–
Overall opportunities for education, culture, and the arts	64%	–
Recreation opportunities (including games, arts, library services, etc.)	63%	–
Opportunities to attend social events or activities	50%	–
Opportunities to enroll in skill-building or personal enrichment classes	42%	–

Status Indicators - Activities

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

Characteristic	% of respondents	National Benchmark
Talking or visiting with friends/family	96%	–
Assisting friends, relatives, or neighbors	78%	–

Status Indicators - Participation

Percent reporting yes.

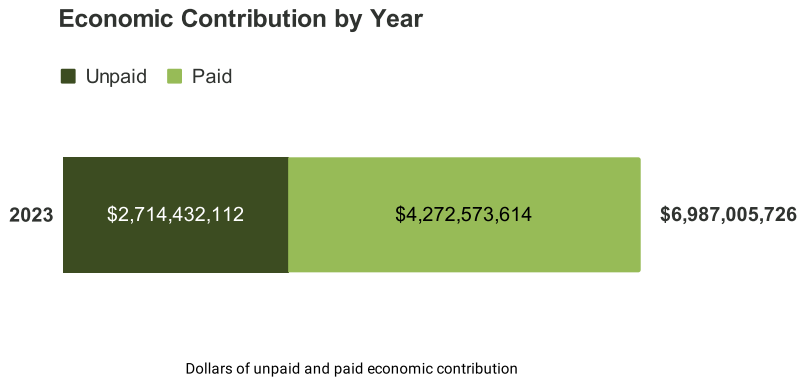
Characteristic	% yes	National Benchmark
Used a public library in your community	54%	-
Participated in religious or spiritual activities with others	48%	-
Participated in a recreation program or group activity	33%	-
Participated in a club (including book, dance, game, and other social)	30%	-
Used a recreation center in your community	26%	-
Used a senior center in your community	16%	-

Section 13: Economic Contribution

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

Economic Contribution of Older Adults in Westchester County

Department of Senior Programs & Services



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

Economic Contribution of Older Adults

	% of older adults	# of older adults'	Average # of hours''	Average hourly rate'''	Annual total
Providing care to older adult(s)	31%	72,918	9.12	\$15.37	\$531,644,325
Providing care to adult(s)	20%	48,588	8.93	\$15.37	\$346,605,970
Providing care to child(ren)	22%	52,466	10.04	\$15.29	\$418,866,198
Providing help to family and friends	79%	187,168	5.31	\$18.50	\$955,513,205
Volunteering	44%	104,172	4.48	\$19.03	\$461,802,414
Subtotal unpaid					\$2,714,432,112
Working part time	10%	23,713	15	\$34.16	\$631,828,142
Working full time	27%	64,050	32	\$34.16	\$3,640,745,472
Subtotal paid					\$4,272,573,614
Total contribution					\$6,987,005,726

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

* Based on U.S. Census Bureau – 2021 American Community Survey; about 237,082 adults age 60 and over in the state.

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

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

Section 14: Community Needs

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

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

Percent and Estimated Number of Older Adults With a Need

	Percent with need	Number affected (N=237,082)*
Housing	45%	106,174
Mobility	25%	58,419
Employment	23%	55,138
Finances	36%	84,821
Equity	6%	13,101
Community Inclusivity	22%	51,050
Safety	14%	32,718
Physical Health	36%	85,933
Mental Health	27%	64,334
Health Care	34%	79,847
Independent Living	10%	24,445
Information on Available Older Adult Services	41%	96,063
Civic Engagement	27%	62,908
Social Engagement	26%	60,865
Caregiving	14%	33,402

Populations at Higher Risk

As people age, many learn to take better care of themselves, to plan for retirement and, generally, to move more deliberately. Aging builds wisdom but can sap resources — physical, emotional and financial. Even those blessed by good luck or prescient enough to plan comprehensively for the best future may find themselves with unanticipated needs or with physical, emotional or financial strengths that could endure only with help. Some people age better than others, and aging well requires certain strengths that are inherent and others that can be supported by assistance from the private sector and government.

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

Percent Needs of Older Population by Sociodemographic Characteristics, (237,082)

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

	Housing	Mobility	Employment	Finances	Equity
Female	45%	27%	19%	34%	7%
Male	44%	22%	28%	38%	4%
60 to 64 years	39%	21%	36%	43%	9%
65 to 74 years	42%	23%	22%	36%	4%
75 or over	53%	29%	13%	29%	4%
White	44%	23%	17%	30%	5%
Not white	48%	27%	43%	54%	8%
Hispanic	62%	30%	63%	66%	0%
Not Hispanic	42%	24%	18%	32%	6%
Less than \$25,000	59%	34%	41%	58%	6%
\$25,000 to \$74,999	55%	29%	34%	50%	7%
\$75,000 or more	53%	29%	13%	29%	4%
Rent	56%	31%	35%	54%	5%
Own	40%	22%	19%	28%	6%
Lives alone	49%	28%	24%	38%	6%
Lives with others	42%	23%	23%	35%	5%
Overall	45%	25%	23%	36%	6%

	Community Inclusivity	Safety	Physical Health	Mental Health	Health Care	Independent Living
Female	23%	12%	37%	26%	33%	11%
Male	20%	16%	35%	28%	34%	9%
60 to 64 years	24%	18%	30%	25%	38%	10%
65 to 74 years	22%	14%	36%	26%	34%	8%
75 or over	19%	10%	42%	31%	30%	13%
White	21%	11%	34%	26%	34%	10%
Not white	25%	22%	44%	31%	33%	12%
Hispanic	22%	26%	60%	31%	36%	16%
Not Hispanic	21%	12%	33%	27%	33%	9%
Less than \$25,000	28%	21%	64%	37%	53%	25%
\$25,000 to \$74,999	29%	17%	42%	36%	39%	16%
\$75,000 or more	19%	10%	42%	31%	30%	13%
Rent	25%	15%	51%	30%	38%	17%
Own	20%	14%	30%	26%	32%	7%
Lives alone	28%	12%	46%	32%	37%	16%
Lives with others	18%	15%	30%	24%	32%	7%
Overall	22%	14%	36%	27%	34%	10%

	Information on Available Older Adult Services	Civic Engagement	Social Engagement	Caregiving
Female	43%	28%	28%	12%
Male	38%	25%	23%	16%
60 to 64 years	46%	32%	25%	17%
65 to 74 years	43%	24%	26%	16%
75 or over	33%	25%	26%	9%
White	39%	27%	26%	11%
Not white	45%	26%	25%	23%
Hispanic	49%	31%	24%	44%
Not Hispanic	39%	26%	26%	10%
Less than \$25,000	57%	36%	37%	15%
\$25,000 to \$74,999	43%	25%	35%	23%
\$75,000 or more	33%	25%	26%	9%
Rent	50%	27%	33%	20%
Own	36%	26%	22%	11%
Lives alone	43%	32%	30%	9%
Lives with others	39%	24%	24%	17%
Overall	41%	27%	26%	14%

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

Section 15: Full Results (with No Opinion)

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

1. In which category is your age?

Answer Choice	Percent
50-54 years	0% (0)
55-59 years	0% (0)
60-64 years	28% (172)
65-69 years	20% (119)
70-74 years	20% (123)
75-79 years	17% (103)
80-84 years	6% (36)
85-89 years	7% (40)
90-94 years	3% (17)
95 years or older	0% (1)

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

Characteristic	Excellent	Good	Fair	Poor	Don't know
Your community as a place to live	36% (215)	48% (290)	13% (78)	3% (20)	0% (2)
Your neighborhood as a place to live	39% (229)	48% (284)	10% (61)	3% (15)	1% (3)
Your community as a place to retire	18% (109)	32% (187)	30% (178)	16% (94)	4% (21)
Sense of community in your community	20% (116)	39% (233)	27% (162)	8% (49)	5% (31)
The overall quality of life in your community	26% (156)	49% (293)	18% (108)	5% (31)	1% (7)

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

Characteristic	Excellent	Good	Fair	Poor	Don't know
Overall economic health of your community	20% (121)	45% (274)	24% (143)	4% (27)	7% (42)
Overall quality of the transportation system (auto, bicycle, foot, bus) in your community	18% (105)	43% (257)	28% (167)	9% (53)	3% (15)
Overall design or layout of your community's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	20% (120)	45% (275)	26% (158)	8% (48)	1% (5)
Overall quality of the utility infrastructure in your community (water, sewer, storm water, electric/gas, broadband)	18% (110)	46% (278)	25% (149)	9% (57)	1% (9)
Overall feeling of safety in your community	30% (178)	47% (283)	19% (113)	4% (23)	0% (0)
Overall quality of natural environment in your community	29% (176)	45% (268)	17% (104)	6% (39)	2% (14)
Overall quality of parks and recreation opportunities	30% (179)	41% (245)	19% (115)	8% (47)	2% (13)
Overall health and wellness opportunities in your community	23% (137)	43% (255)	24% (144)	5% (31)	5% (27)
Overall opportunities for education, culture, and the arts	22% (130)	41% (244)	25% (150)	9% (57)	3% (21)
Residents' connection and engagement with their community	13% (79)	39% (234)	30% (176)	11% (69)	7% (40)

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

Answer Choice	Percent
Excellent	9% (56)
Good	37% (222)
Fair	23% (135)
Poor	11% (66)
Don't know	20% (121)

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

Characteristic	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
Recommend living in your community to older adults	19% (116)	42% (253)	19% (117)	17% (100)	3% (16)
Remain in your community throughout your retirement	31% (183)	34% (204)	15% (92)	16% (94)	4% (26)

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

Answer Choice	Percent
Very informed	15% (90)
Somewhat informed	47% (282)
Somewhat uninformed	23% (137)
Very uninformed	16% (95)

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

Characteristic	Excellent	Good	Fair	Poor	Don't know
Your overall physical health	22% (129)	50% (298)	23% (137)	5% (30)	0% (0)
Your overall mental health/emotional wellbeing	33% (197)	50% (299)	14% (83)	2% (13)	0% (2)
Your overall quality of life	30% (178)	49% (290)	18% (103)	2% (14)	0% (2)

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

Answer Choice	Percent
Very positive	1% (9)
Somewhat positive	12% (73)
Neutral	44% (266)
Somewhat negative	32% (191)
Very negative	11% (66)

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

Characteristic	Excellent	Good	Fair	Poor	Don't know
Ease of travel by public transportation in your community	10% (62)	29% (177)	32% (191)	17% (104)	11% (69)
Ease of travel by car in your community	34% (206)	49% (300)	12% (72)	3% (18)	2% (10)
Ease of walking in your community	19% (112)	43% (258)	26% (158)	11% (69)	1% (7)
Ease of bicycling in your community	9% (56)	27% (161)	30% (178)	16% (99)	17% (105)
Ease of getting to the places you usually have to visit	22% (134)	55% (329)	17% (104)	5% (27)	0% (2)
Opportunities to build work skills	3% (21)	16% (94)	21% (128)	15% (90)	45% (270)
Quality of employment opportunities for older adults	1% (8)	7% (39)	22% (130)	20% (119)	50% (301)
Variety of employment opportunities for older adults	1% (8)	6% (37)	24% (142)	20% (122)	48% (287)
Cost of living in your community	1% (9)	13% (76)	43% (258)	40% (238)	3% (16)
Availability of affordable quality food	9% (52)	36% (218)	39% (234)	14% (84)	3% (15)
Availability of affordable quality housing	3% (18)	18% (110)	27% (163)	39% (235)	13% (77)
Variety of housing options	3% (17)	22% (129)	32% (191)	29% (174)	15% (88)
Availability of accessible housing (e.g., homes with a no step entry, single-floor living, wide hallways and doorways)	3% (16)	13% (76)	19% (113)	29% (172)	37% (225)
Availability of mixed-use neighborhoods where people live close to places where they can eat, shop, work, and receive services	8% (47)	27% (165)	31% (188)	24% (145)	10% (61)

Characteristic	Excellent	Good	Fair	Poor	Don't know
Public places where people want to spend time	9% (55)	32% (195)	30% (180)	22% (131)	7% (40)
Availability of information about resources for older adults	6% (38)	23% (139)	28% (165)	25% (151)	18% (109)
Availability of financial or legal planning services	4% (26)	17% (99)	22% (130)	21% (125)	36% (215)
Availability of long-term care options	4% (23)	15% (91)	22% (131)	22% (133)	37% (225)
Availability of daytime care options for older adults	2% (12)	12% (70)	20% (118)	19% (117)	47% (284)
Availability of affordable quality physical health care	7% (41)	29% (176)	25% (151)	18% (110)	21% (124)
Availability of affordable quality mental health care	3% (19)	17% (102)	19% (112)	21% (127)	40% (238)
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	15% (89)	38% (224)	24% (146)	10% (62)	13% (77)
Recreation opportunities (including games, arts, library services, etc.)	17% (101)	39% (231)	24% (139)	9% (54)	11% (63)
Fitness opportunities (including exercise classes and paths or trails, etc.)	16% (98)	43% (255)	20% (121)	13% (76)	8% (47)
Opportunities to participate in community matters	9% (54)	36% (216)	25% (149)	11% (68)	19% (114)
Opportunities to volunteer	11% (65)	34% (206)	22% (131)	9% (55)	24% (143)
Opportunities to enroll in skill-building or personal enrichment classes	6% (36)	20% (120)	21% (128)	15% (91)	37% (223)
Opportunities to attend social events or activities	7% (43)	31% (187)	25% (151)	14% (83)	22% (131)
Opportunities to attend religious or spiritual activities	23% (140)	41% (245)	16% (96)	4% (27)	15% (91)

Characteristic	Excellent	Good	Fair	Poor	Don't know
Openness and acceptance of the community towards older residents of diverse backgrounds	13% (76)	37% (223)	19% (116)	9% (56)	22% (130)
Making all residents feel welcome	12% (73)	40% (237)	22% (134)	13% (75)	13% (77)
Valuing older residents in your community	11% (62)	32% (192)	22% (130)	16% (93)	19% (115)
Neighborliness of your community	15% (90)	39% (233)	27% (160)	13% (76)	6% (38)

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

Characteristic	Not a problem	Minor problem	Moderate problem	Major problem	Don't know
Having enough money to meet daily expenses	50% (295)	19% (109)	22% (132)	8% (46)	1% (5)
Having enough money to pay your property taxes	53% (299)	12% (67)	17% (98)	9% (48)	9% (54)
Having housing to suit your needs	62% (364)	17% (98)	11% (67)	7% (44)	2% (15)
Doing heavy or intense housework	38% (225)	25% (148)	22% (132)	12% (73)	2% (11)
Maintaining your home	46% (268)	23% (133)	21% (119)	6% (36)	4% (22)
Maintaining your yard	45% (244)	21% (113)	11% (59)	6% (33)	18% (100)
Having safe and affordable transportation available	50% (292)	21% (124)	14% (82)	6% (33)	10% (57)
No longer being able to drive	70% (401)	4% (25)	4% (21)	8% (44)	14% (80)
Finding work in retirement	34% (190)	6% (34)	10% (58)	7% (38)	43% (245)
Building skills for paid or unpaid work	27% (153)	8% (45)	11% (64)	8% (42)	46% (258)
Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid	41% (243)	21% (126)	18% (106)	9% (52)	11% (66)
Not knowing what services are available to older adults in your community	27% (155)	25% (144)	18% (103)	17% (100)	14% (80)
Your physical health	41% (240)	35% (208)	18% (104)	6% (37)	1% (3)
Falling or injuring yourself in your home	64% (378)	21% (127)	9% (50)	4% (23)	2% (11)

Characteristic	Not a problem	Minor problem	Moderate problem	Major problem	Don't know
Finding affordable health insurance	59% (351)	15% (91)	11% (64)	11% (68)	3% (19)
Getting the health care you need	63% (370)	21% (122)	9% (54)	6% (35)	1% (8)
Getting the oral health care you need	60% (350)	19% (110)	9% (53)	11% (65)	1% (9)
Getting the vision care you need	65% (385)	18% (107)	9% (53)	6% (34)	2% (11)
Affording the medications you need	65% (384)	16% (97)	9% (54)	7% (41)	2% (11)
Staying physically fit	45% (263)	33% (195)	16% (92)	6% (36)	0% (1)
Maintaining a healthy diet	58% (341)	25% (145)	12% (73)	4% (23)	1% (3)
Having enough food to eat	81% (478)	12% (72)	5% (32)	1% (8)	0% (1)
Experiencing confusion or forgetfulness	67% (390)	23% (131)	8% (45)	2% (9)	1% (7)
Feeling depressed	57% (335)	27% (161)	12% (71)	3% (16)	1% (8)
Feeling bored	56% (331)	29% (171)	10% (58)	4% (25)	1% (6)
Having friends or family you can rely on	68% (403)	21% (122)	7% (42)	4% (24)	0% (3)
Feeling lonely or isolated	60% (356)	24% (139)	12% (70)	3% (20)	1% (6)
Dealing with the loss of a close family member or friend	56% (329)	22% (132)	12% (70)	6% (34)	4% (23)
Being a victim of crime	82% (484)	5% (28)	3% (20)	3% (18)	7% (39)
Being a victim of fraud or a scam	73% (427)	10% (61)	6% (34)	7% (38)	5% (29)

Characteristic	Not a problem	Minor problem	Moderate problem	Major problem	Don't know
Being physically or emotionally abused	88% (517)	5% (29)	2% (14)	1% (8)	4% (22)
Being treated unfairly or discriminated against because of your age	75% (439)	16% (95)	3% (20)	2% (13)	4% (22)
Feeling like you don't fit in or belong	71% (414)	20% (115)	5% (29)	2% (14)	2% (14)
Feeling like your voice is heard in the community	50% (292)	18% (107)	9% (51)	7% (40)	16% (93)
Feeling PHYSICALLY burdened by providing care for another person	74% (437)	11% (67)	5% (30)	5% (27)	5% (27)
Feeling EMOTIONALLY burdened by providing care for another person	72% (421)	15% (89)	5% (30)	4% (23)	4% (23)
Feeling FINANCIALLY burdened by providing care for another person	77% (452)	10% (57)	6% (36)	2% (10)	5% (31)
Performing regular activities, including walking, eating and preparing meals	76% (448)	12% (73)	7% (39)	4% (22)	2% (11)
Finding meaningful volunteer work	47% (272)	14% (82)	7% (43)	2% (14)	29% (165)
Finding productive or meaningful activities to do	57% (334)	21% (125)	10% (58)	5% (30)	6% (37)
Having interesting recreational or cultural activities to attend	51% (301)	23% (135)	11% (62)	8% (45)	7% (43)
Having interesting social events or activities to attend	48% (279)	25% (143)	12% (67)	9% (52)	7% (42)

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

Characteristic	0 days	1-2 days	3-5 days	6 or more days
As a patient in a hospital	78% (452)	14% (79)	5% (29)	4% (20)
In a long-term care facility (including nursing home or in-patient rehabilitation facility)	96% (546)	1% (4)	0% (2)	3% (16)

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

Answer Choice	Percent
Never	70% (423)
1 to 2 times	26% (156)
3 to 5 times	3% (16)
More than 5 times	1% (9)
Don't know	0% (0)

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

Characteristic	No	Yes
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	77% (467)	23% (136)
Watched (online or on television) a local public meeting	65% (391)	35% (211)
Voted in your most recent local election	18% (110)	82% (492)
Participated in a civic group (including Elks, Kiwanis, Masons, etc.)	91% (542)	9% (54)
Used a senior center in your community	84% (504)	16% (94)
Used a public library in your community	46% (271)	54% (321)
Used a recreation center in your community	74% (441)	26% (154)
Participated in a recreation program or group activity	67% (404)	33% (200)
Participated in religious or spiritual activities with others	52% (314)	48% (288)
Participated in a club (including book, dance, game, and other social)	70% (419)	30% (182)

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

Characteristic	Never	1 to 3 hours	4 to 5 hours	6 to 10 hours	11 to 19 hours	20 or more hours	Don't know
Assisting friends, relatives, or neighbors	21% (124)	48% (282)	13% (78)	7% (42)	4% (23)	4% (26)	3% (16)
Volunteering your time	56% (328)	26% (151)	8% (46)	5% (29)	2% (10)	1% (6)	3% (15)
Talking or visiting with friends/family	4% (25)	30% (175)	32% (188)	19% (112)	6% (36)	8% (49)	1% (8)
Providing care to someone age 55+	69% (407)	13% (79)	6% (35)	3% (18)	2% (10)	6% (33)	1% (6)
Providing care to someone age 18 to 54	80% (469)	8% (45)	5% (31)	3% (16)	0% (1)	4% (22)	1% (5)
Providing care someone under age 18	78% (458)	9% (52)	4% (23)	3% (16)	2% (9)	5% (26)	1% (3)
Receiving assistance, paid or unpaid (e.g., with shopping, cooking, etc.)	90% (533)	5% (31)	1% (4)	1% (5)	0% (2)	3% (16)	1% (3)

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

Characteristic	No	Yes
I have high-speed internet/broadband at home	13% (77)	87% (522)
High speed internet is not available	92% (470)	8% (41)
I can't afford high speed internet	85% (443)	15% (77)
I'm not interested in high speed internet	85% (434)	15% (79)
High speed internet is available, but is not reliable	84% (428)	16% (81)

16. In general, how many times do you:

Characteristic	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer	72% (429)	7% (40)	10% (58)	1% (7)	9% (56)	1% (5)
Access the internet from your cell phone	73% (435)	7% (41)	5% (27)	1% (4)	13% (79)	1% (7)
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	40% (239)	12% (70)	8% (45)	4% (24)	34% (202)	2% (12)
Use or check email	73% (438)	12% (73)	4% (26)	1% (4)	9% (52)	1% (5)
Share your opinions online	10% (62)	5% (28)	6% (36)	9% (50)	66% (391)	4% (22)
Shop online	7% (39)	4% (23)	26% (150)	37% (217)	24% (139)	3% (16)

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

Answer Choice	Percent
Less than 2 years	7% (42)
2-5 years	9% (52)
6-10 years	10% (60)
11-20 years	12% (74)
More than 20 years	62% (376)

18. Which best describes the building you live in?

Answer Choice	Percent
Single-family detached home	43% (261)
Townhouse or duplex (may share walls but no units above or below you)	7% (40)
Condominium or apartment (have units above or below you)	45% (270)
Mobile home	0% (0)
Assisted living residence	0% (1)
Nursing home	0% (0)
Other	5% (33)

19. Do you rent or own your home?

Answer Choice	Percent
Rent	29% (172)
Own (with a mortgage payment)	30% (181)
Own (free and clear; no mortgage)	41% (245)

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

Answer Choice	Percent
Less than \$300	1% (4)
\$300 to \$599	3% (18)
\$600 to \$999	8% (47)
\$1,000 to \$1,499	9% (52)
\$1,500 to \$2,499	37% (212)
\$2,500 to \$3,999	23% (135)
\$4,000 to \$6,999	13% (72)
\$7,000 to \$9,999	3% (19)
\$10,000 or more	3% (16)

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

Answer Choice	Percent
1 person (live alone)	36% (219)
2 people	45% (271)
3 people	11% (64)
4 or more people	8% (47)

22. How many of these people, including yourself, are 60 or older?

Answer Choice	Percent
1 person	54% (317)
2 people	45% (266)
3 people	1% (3)
4 or more people	1% (4)

23. What is your employment status?

Answer Choice	Percent
Fully retired	60% (350)
Working full time for pay	27% (159)
Working part time for pay	10% (59)
Unemployed, looking for paid work	3% (20)

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

Answer Choice	Percent
60-64	5% (12)
65-67	14% (32)
68-69	15% (35)
70-72	20% (45)
73 or older	45% (103)

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

Answer Choice	Percent
Less than \$25,000	10% (59)
\$25,000 to \$49,999	17% (97)
\$50,000 to \$74,999	17% (95)
\$75,000 to \$99,999	16% (91)
\$100,000 to \$149,999	14% (81)
\$150,000 to \$199,999	9% (52)
\$200,000 to \$299,999	10% (54)
\$300,000 or more	7% (38)

26. Are you Spanish, Hispanic, or Latino?

Answer Choice	Percent
No, not of Hispanic, Latino/a/x, or Spanish origin	88% (523)
Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin	12% (69)

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

Answer Choice	Percent
American Indian or Alaska Native	0% (2)
Asian	7% (41)
Black or African American	10% (61)
Native Hawaiian or Other Pacific Islander	2% (13)
White	74% (446)
A race not listed	6% (37)

28. What is your gender?

Answer Choice	Percent
Woman	55% (335)
Man	45% (269)
Identify in another way	0% (0)

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

Answer Choice	Percent
Agender/I don't identify with any gender	0% (0)
Genderqueer/gender fluid	0% (0)
Non-binary	0% (0)
Transgender man	100% (0)
Transgender woman	0% (0)
Two-spirit	0% (0)
Identify in another way	0% (0)

30. What is your sexual orientation?

Answer Choice	Percent
Heterosexual	98% (539)
Lesbian	1% (4)
Gay	0% (2)
Bisexual	0% (1)
Identify in another way	0% (2)

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

Answer Choice	Percent
Asexual	0% (0)
Pansexual	30% (1)
Queer	0% (0)
Questioning	0% (0)
Identify in another way	70% (1)

Section 16: Full Results (excluding No Opinion)

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

1. In which category is your age?

Answer Choice	Percent
50-54 years	0% (0)
55-59 years	0% (0)
60-64 years	28% (172)
65-69 years	20% (119)
70-74 years	20% (123)
75-79 years	17% (103)
80-84 years	6% (36)
85-89 years	7% (40)
90-94 years	3% (17)
95 years or older	0% (1)

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

Characteristic	Excellent	Good	Fair	Poor
Your community as a place to live	36% (215)	48% (290)	13% (78)	3% (20)
Your neighborhood as a place to live	39% (229)	48% (284)	10% (61)	3% (15)
Your community as a place to retire	19% (109)	33% (187)	31% (178)	17% (94)
Sense of community in your community	21% (116)	42% (233)	29% (162)	9% (49)
The overall quality of life in your community	27% (156)	50% (293)	18% (108)	5% (31)

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

Characteristic	Excellent	Good	Fair	Poor
Overall economic health of your community	21% (121)	49% (274)	25% (143)	5% (27)
Overall quality of the transportation system (auto, bicycle, foot, bus) in your community	18% (105)	44% (257)	29% (167)	9% (53)
Overall design or layout of your community's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	20% (120)	46% (275)	26% (158)	8% (48)
Overall quality of the utility infrastructure in your community (water, sewer, storm water, electric/gas, broadband)	19% (110)	47% (278)	25% (149)	10% (57)
Overall feeling of safety in your community	30% (178)	47% (283)	19% (113)	4% (23)
Overall quality of natural environment in your community	30% (176)	46% (268)	18% (104)	7% (39)
Overall quality of parks and recreation opportunities	30% (179)	42% (245)	20% (115)	8% (47)
Overall health and wellness opportunities in your community	24% (137)	45% (255)	25% (144)	5% (31)
Overall opportunities for education, culture, and the arts	22% (130)	42% (244)	26% (150)	10% (57)
Residents' connection and engagement with their community	14% (79)	42% (234)	32% (176)	12% (69)

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

Answer Choice	Percent
Excellent	12% (56)
Good	46% (222)
Fair	28% (135)
Poor	14% (66)

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

Characteristic	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely
Recommend living in your community to older adults	20% (116)	43% (253)	20% (117)	17% (100)
Remain in your community throughout your retirement	32% (183)	36% (204)	16% (92)	16% (94)

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

Answer Choice	Percent
Very informed	15% (90)
Somewhat informed	47% (282)
Somewhat uninformed	23% (137)

Answer Choice	Percent
Very uninformed	16% (95)

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

Characteristic	Excellent	Good	Fair	Poor
Your overall physical health	22% (129)	50% (298)	23% (137)	5% (30)
Your overall mental health/emotional wellbeing	33% (197)	51% (299)	14% (83)	2% (13)
Your overall quality of life	30% (178)	50% (290)	18% (103)	2% (14)

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

Answer Choice	Percent
Very positive	1% (9)
Somewhat positive	12% (73)
Neutral	44% (266)
Somewhat negative	32% (191)
Very negative	11% (66)

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

Characteristic	Excellent	Good	Fair	Poor
Ease of travel by public transportation in your community	12% (62)	33% (177)	36% (191)	20% (104)
Ease of travel by car in your community	35% (206)	50% (300)	12% (72)	3% (18)
Ease of walking in your community	19% (112)	43% (258)	26% (158)	12% (69)
Ease of bicycling in your community	11% (56)	33% (161)	36% (178)	20% (99)
Ease of getting to the places you usually have to visit	23% (134)	55% (329)	18% (104)	5% (27)
Opportunities to build work skills	6% (21)	28% (94)	38% (128)	27% (90)
Quality of employment opportunities for older adults	3% (8)	13% (39)	44% (130)	40% (119)
Variety of employment opportunities for older adults	3% (8)	12% (37)	46% (142)	39% (122)
Cost of living in your community	1% (9)	13% (76)	44% (258)	41% (238)
Availability of affordable quality food	9% (52)	37% (218)	40% (234)	14% (84)
Availability of affordable quality housing	3% (18)	21% (110)	31% (163)	45% (235)
Variety of housing options	3% (17)	25% (129)	37% (191)	34% (174)
Availability of accessible housing (e.g., homes with a no step entry, single-floor living, wide hallways and doorways)	4% (16)	20% (76)	30% (113)	46% (172)
Availability of mixed-use neighborhoods where people live close to places where they can eat, shop, work, and receive services	9% (47)	30% (165)	35% (188)	27% (145)
Public places where people want to spend time	10% (55)	35% (195)	32% (180)	23% (131)

Characteristic	Excellent	Good	Fair	Poor
Availability of information about resources for older adults	8% (38)	28% (139)	34% (165)	31% (151)
Availability of financial or legal planning services	7% (26)	26% (99)	34% (130)	33% (125)
Availability of long-term care options	6% (23)	24% (91)	35% (131)	35% (133)
Availability of daytime care options for older adults	4% (12)	22% (70)	37% (118)	37% (117)
Availability of affordable quality physical health care	9% (41)	37% (176)	32% (151)	23% (110)
Availability of affordable quality mental health care	5% (19)	28% (102)	31% (112)	35% (127)
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	17% (89)	43% (224)	28% (146)	12% (62)
Recreation opportunities (including games, arts, library services, etc.)	19% (101)	44% (231)	27% (139)	10% (54)
Fitness opportunities (including exercise classes and paths or trails, etc.)	18% (98)	46% (255)	22% (121)	14% (76)
Opportunities to participate in community matters	11% (54)	44% (216)	31% (149)	14% (68)
Opportunities to volunteer	14% (65)	45% (206)	29% (131)	12% (55)
Opportunities to enroll in skill-building or personal enrichment classes	9% (36)	32% (120)	34% (128)	24% (91)
Opportunities to attend social events or activities	9% (43)	40% (187)	33% (151)	18% (83)
Opportunities to attend religious or spiritual activities	28% (140)	48% (245)	19% (96)	5% (27)
Openness and acceptance of the community towards older residents of diverse backgrounds	16% (76)	47% (223)	25% (116)	12% (56)
Making all residents feel welcome	14% (73)	46% (237)	26% (134)	14% (75)

Characteristic	Excellent	Good	Fair	Poor
Valuing older residents in your community	13% (62)	40% (192)	27% (130)	20% (93)
Neighborliness of your community	16% (90)	42% (233)	29% (160)	14% (76)

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

Characteristic	Not a problem	Minor problem	Moderate problem	Major problem
Having enough money to meet daily expenses	51% (295)	19% (109)	23% (132)	8% (46)
Having enough money to pay your property taxes	58% (299)	13% (67)	19% (98)	9% (48)
Having housing to suit your needs	64% (364)	17% (98)	12% (67)	8% (44)
Doing heavy or intense housework	39% (225)	26% (148)	23% (132)	13% (73)
Maintaining your home	48% (268)	24% (133)	21% (119)	6% (36)
Maintaining your yard	54% (244)	25% (113)	13% (59)	7% (33)
Having safe and affordable transportation available	55% (292)	23% (124)	15% (82)	6% (33)
No longer being able to drive	82% (401)	5% (25)	4% (21)	9% (44)
Finding work in retirement	60% (190)	11% (34)	18% (58)	12% (38)
Building skills for paid or unpaid work	50% (153)	15% (45)	21% (64)	14% (42)
Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid	46% (243)	24% (126)	20% (106)	10% (52)
Not knowing what services are available to older adults in your community	31% (155)	29% (144)	20% (103)	20% (100)
Your physical health	41% (240)	35% (208)	18% (104)	6% (37)
Falling or injuring yourself in your home	65% (378)	22% (127)	9% (50)	4% (23)

Characteristic	Not a problem	Minor problem	Moderate problem	Major problem
Finding affordable health insurance	61% (351)	16% (91)	11% (64)	12% (68)
Getting the health care you need	64% (370)	21% (122)	9% (54)	6% (35)
Getting the oral health care you need	60% (350)	19% (110)	9% (53)	11% (65)
Getting the vision care you need	66% (385)	18% (107)	9% (53)	6% (34)
Affording the medications you need	67% (384)	17% (97)	9% (54)	7% (41)
Staying physically fit	45% (263)	33% (195)	16% (92)	6% (36)
Maintaining a healthy diet	59% (341)	25% (145)	12% (73)	4% (23)
Having enough food to eat	81% (478)	12% (72)	5% (32)	1% (8)
Experiencing confusion or forgetfulness	68% (390)	23% (131)	8% (45)	2% (9)
Feeling depressed	58% (335)	28% (161)	12% (71)	3% (16)
Feeling bored	56% (331)	29% (171)	10% (58)	4% (25)
Having friends or family you can rely on	68% (403)	21% (122)	7% (42)	4% (24)
Feeling lonely or isolated	61% (356)	24% (139)	12% (70)	3% (20)
Dealing with the loss of a close family member or friend	58% (329)	23% (132)	12% (70)	6% (34)
Being a victim of crime	88% (484)	5% (28)	4% (20)	3% (18)
Being a victim of fraud or a scam	76% (427)	11% (61)	6% (34)	7% (38)

Characteristic	Not a problem	Minor problem	Moderate problem	Major problem
Being physically or emotionally abused	91% (517)	5% (29)	2% (14)	1% (8)
Being treated unfairly or discriminated against because of your age	78% (439)	17% (95)	3% (20)	2% (13)
Feeling like you don't fit in or belong	72% (414)	20% (115)	5% (29)	2% (14)
Feeling like your voice is heard in the community	60% (292)	22% (107)	10% (51)	8% (40)
Feeling PHYSICALLY burdened by providing care for another person	78% (437)	12% (67)	5% (30)	5% (27)
Feeling EMOTIONALLY burdened by providing care for another person	75% (421)	16% (89)	5% (30)	4% (23)
Feeling FINANCIALLY burdened by providing care for another person	81% (452)	10% (57)	7% (36)	2% (10)
Performing regular activities, including walking, eating and preparing meals	77% (448)	12% (73)	7% (39)	4% (22)
Finding meaningful volunteer work	66% (272)	20% (82)	10% (43)	3% (14)
Finding productive or meaningful activities to do	61% (334)	23% (125)	11% (58)	5% (30)
Having interesting recreational or cultural activities to attend	55% (301)	25% (135)	11% (62)	8% (45)
Having interesting social events or activities to attend	52% (279)	26% (143)	12% (67)	10% (52)

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

Characteristic	0 days	1-2 days	3-5 days	6 or more days
As a patient in a hospital	78% (452)	14% (79)	5% (29)	4% (20)
In a long-term care facility (including nursing home or in-patient rehabilitation facility)	96% (546)	1% (4)	0% (2)	3% (16)

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

Answer Choice	Percent
Never	70% (423)
1 to 2 times	26% (156)
3 to 5 times	3% (16)
More than 5 times	1% (9)

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

Characteristic	No	Yes
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	77% (467)	23% (136)
Watched (online or on television) a local public meeting	65% (391)	35% (211)
Voted in your most recent local election	18% (110)	82% (492)
Participated in a civic group (including Elks, Kiwanis, Masons, etc.)	91% (542)	9% (54)
Used a senior center in your community	84% (504)	16% (94)
Used a public library in your community	46% (271)	54% (321)
Used a recreation center in your community	74% (441)	26% (154)
Participated in a recreation program or group activity	67% (404)	33% (200)
Participated in religious or spiritual activities with others	52% (314)	48% (288)
Participated in a club (including book, dance, game, and other social)	70% (419)	30% (182)

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

Characteristic	Never	1 to 3 hours	4 to 5 hours	6 to 10 hours	11 to 19 hours	20 or more hours
Assisting friends, relatives, or neighbors	22% (124)	49% (282)	14% (78)	7% (42)	4% (23)	5% (26)
Volunteering your time	58% (328)	27% (151)	8% (46)	5% (29)	2% (10)	1% (6)
Talking or visiting with friends/family	4% (25)	30% (175)	32% (188)	19% (112)	6% (36)	8% (49)
Providing care to someone age 55+	70% (407)	14% (79)	6% (35)	3% (18)	2% (10)	6% (33)
Providing care to someone age 18 to 54	80% (469)	8% (45)	5% (31)	3% (16)	0% (1)	4% (22)
Providing care someone under age 18	78% (458)	9% (52)	4% (23)	3% (16)	2% (9)	5% (26)
Receiving assistance, paid or unpaid (e.g., with shopping, cooking, etc.)	90% (533)	5% (31)	1% (4)	1% (5)	0% (2)	3% (16)

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

Characteristic	No	Yes
I have high-speed internet/broadband at home	13% (77)	87% (522)
High speed internet is not available	92% (470)	8% (41)
I can't afford high speed internet	85% (443)	15% (77)
I'm not interested in high speed internet	85% (434)	15% (79)
High speed internet is available, but is not reliable	84% (428)	16% (81)

16. In general, how many times do you:

Characteristic	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never
Access the internet from your home using a computer, laptop, or tablet computer	73% (429)	7% (40)	10% (58)	1% (7)	10% (56)
Access the internet from your cell phone	74% (435)	7% (41)	5% (27)	1% (4)	13% (79)
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	41% (239)	12% (70)	8% (45)	4% (24)	35% (202)
Use or check email	74% (438)	12% (73)	4% (26)	1% (4)	9% (52)
Share your opinions online	11% (62)	5% (28)	6% (36)	9% (50)	69% (391)
Shop online	7% (39)	4% (23)	26% (150)	38% (217)	24% (139)

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

Answer Choice	Percent
Less than 2 years	7% (42)
2-5 years	9% (52)
6-10 years	10% (60)
11-20 years	12% (74)
More than 20 years	62% (376)

18. Which best describes the building you live in?

Answer Choice	Percent
Single-family detached home	43% (261)
Townhouse or duplex (may share walls but no units above or below you)	7% (40)
Condominium or apartment (have units above or below you)	45% (270)
Mobile home	0% (0)
Assisted living residence	0% (1)
Nursing home	0% (0)
Other	5% (33)

19. Do you rent or own your home?

Answer Choice	Percent
Rent	29% (172)
Own (with a mortgage payment)	30% (181)
Own (free and clear; no mortgage)	41% (245)

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

Answer Choice	Percent
Less than \$300	1% (4)
\$300 to \$599	3% (18)
\$600 to \$999	8% (47)
\$1,000 to \$1,499	9% (52)
\$1,500 to \$2,499	37% (212)
\$2,500 to \$3,999	23% (135)
\$4,000 to \$6,999	13% (72)
\$7,000 to \$9,999	3% (19)
\$10,000 or more	3% (16)

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

Answer Choice	Percent
1 person (live alone)	36% (219)
2 people	45% (271)
3 people	11% (64)

Answer Choice	Percent
4 or more people	8% (47)

22. How many of these people, including yourself, are 60 or older?

Answer Choice	Percent
1 person	54% (317)
2 people	45% (266)
3 people	1% (3)
4 or more people	1% (4)

23. What is your employment status?

Answer Choice	Percent
Fully retired	60% (350)
Working full time for pay	27% (159)
Working part time for pay	10% (59)
Unemployed, looking for paid work	3% (20)

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

Answer Choice	Percent
60-64	5% (12)
65-67	14% (32)
68-69	15% (35)
70-72	20% (45)
73 or older	45% (103)

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

Answer Choice	Percent
Less than \$25,000	10% (59)
\$25,000 to \$49,999	17% (97)
\$50,000 to \$74,999	17% (95)
\$75,000 to \$99,999	16% (91)
\$100,000 to \$149,999	14% (81)
\$150,000 to \$199,999	9% (52)
\$200,000 to \$299,999	10% (54)

Answer Choice	Percent
\$300,000 or more	7% (38)

26. Are you Spanish, Hispanic, or Latino?

Answer Choice	Percent
No, not of Hispanic, Latino/a/x, or Spanish origin	88% (523)
Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin	12% (69)

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

Answer Choice	Percent
American Indian or Alaska Native	0% (2)
Asian	7% (41)
Black or African American	10% (61)
Native Hawaiian or Other Pacific Islander	2% (13)
White	74% (446)
A race not listed	6% (37)

28. What is your gender?

Answer Choice	Percent
Woman	55% (335)
Man	45% (269)
Identify in another way	0% (0)

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

Answer Choice	Percent
Agender/I don't identify with any gender	0% (0)
Genderqueer/gender fluid	0% (0)
Non-binary	0% (0)
Transgender man	100% (0)
Transgender woman	0% (0)
Two-spirit	0% (0)
Identify in another way	0% (0)

30. What is your sexual orientation?

Answer Choice	Percent
Heterosexual	98% (539)
Lesbian	1% (4)
Gay	0% (2)
Bisexual	0% (1)
Identify in another way	0% (2)

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

Answer Choice	Percent
Asexual	0% (0)
Pansexual	30% (1)
Queer	0% (0)
Questioning	0% (0)
Identify in another way	70% (1)

Section 17: National Benchmark Comparisons

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

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

1. In which category is your age?

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











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

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

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Your community as a place to live	84	–	193	419
Your neighborhood as a place to live	87	–	197	416
Your community as a place to retire	52	–	343	419
Sense of community in your community	62	–	168	419
The overall quality of life in your community	76	–	222	416

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

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

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Overall economic health of your community	70		113	416
Overall quality of the transportation system (auto, bicycle, foot, bus) in your community	62		125	416
Overall design or layout of your community's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	66		98	416
Overall quality of the utility infrastructure in your community (water, sewer, storm water, electric/gas, broadband)	65		132	342
Overall feeling of safety in your community	77		171	419
Overall quality of natural environment in your community	76		215	416
Overall quality of parks and recreation opportunities	72		146	342
Overall health and wellness opportunities in your community	69		161	416
Overall opportunities for education, culture, and the arts	64		135	416
Residents' connection and engagement with their community	56		115	342



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

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

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
How would you rate the overall services provided to older adults in your community?	58		47	240

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

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

Characteristic	% likely	National Benchmark	Rank	# of Compared Communities
Recommend living in your community to older adults	63		323	419
Remain in your community throughout your retirement	68		219	240

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

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

Characteristic	% informed	National Benchmark	Rank	# of Compared Communities
In general, how informed or uninformed do you feel about services and activities available to older adults in your community?	62		108	240

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

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

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Your overall physical health	72	<input type="radio"/>	242	418
Your overall mental health/emotional wellbeing	84	<input type="radio"/>	111	240
Your overall quality of life	80	<input type="radio"/>	95	240














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















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

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	13	<input type="radio"/>	241	416

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

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

Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Ease of travel by public transportation in your community	45		73	403
Ease of travel by car in your community	85		43	419
Ease of walking in your community	62		193	419
Ease of bicycling in your community	44		136	199
Ease of getting to the places you usually have to visit	78		72	238
Opportunities to build work skills	34		75	237
Quality of employment opportunities for older adults	16		302	419
Variety of employment opportunities for older adults	15		103	237
Cost of living in your community	15		374	419
Availability of affordable quality food	46		252	412
Availability of affordable quality housing	24		233	418
Variety of housing options	29		234	419
Availability of accessible housing (e.g., homes with a no step entry, single-floor living, wide hallways and doorways)	24		76	237















Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Availability of mixed-use neighborhoods where people live close to places where they can eat, shop, work, and receive services	39		32	237
Public places where people want to spend time	45		230	415
Availability of information about resources for older adults	36		59	240
Availability of financial or legal planning services	33		90	240
Availability of long-term care options	30		106	238
Availability of daytime care options for older adults	26		51	240
Availability of affordable quality physical health care	45		233	411
Availability of affordable quality mental health care	34		204	410
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	60		183	410
Recreation opportunities (including games, arts, library services, etc.)	63		165	418
Fitness opportunities (including exercise classes and paths or trails, etc.)	64		211	418
Opportunities to participate in community matters	56		223	416
Opportunities to volunteer	59		217	345
Opportunities to enroll in skill-building or personal enrichment classes	42		56	240














Characteristic	% positive	National Benchmark	Rank	# of Compared Communities
Opportunities to attend social events or activities	50	–	235	417
Opportunities to attend religious or spiritual activities	76	–	79	240
Openness and acceptance of the community towards older residents of diverse backgrounds	63	–	126	419
Making all residents feel welcome	60	–	127	342
Valuing older residents in your community	53	–	50	240
Neighborliness of your community	58	–	145	344

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

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

Characteristic	% problematic	National Benchmark	Rank	# of Compared Communities
Having enough money to meet daily expenses	49		131	240
Having enough money to pay your property taxes	42		161	240
Having housing to suit your needs	36		203	240
Doing heavy or intense housework	61		105	240
Maintaining your home	52		37	240
Maintaining your yard	46		32	240
Having safe and affordable transportation available	45		190	240
No longer being able to drive	18		135	240
Finding work in retirement	40		134	240
Building skills for paid or unpaid work	50		168	240
Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid	54		84	240
Not knowing what services are available to older adults in your community	69		68	240

Characteristic	% problematic	National Benchmark	Rank	# of Compared Communities
Your physical health	59		144	240
Falling or injuring yourself in your home	35		153	240
Finding affordable health insurance	39		91	240
Getting the health care you need	36		85	240
Getting the oral health care you need	40		121	240
Getting the vision care you need	34		93	240
Affording the medications you need	33		72	240
Staying physically fit	55		84	240
Maintaining a healthy diet	41		64	240
Having enough food to eat	19		123	240
Experiencing confusion or forgetfulness	32		90	240
Feeling depressed	42		157	240
Feeling bored	44		141	240
Having friends or family you can rely on	32		120	240

Characteristic	% problematic	National Benchmark	Rank	# of Compared Communities
Feeling lonely or isolated	39		167	240
Dealing with the loss of a close family member or friend	42		129	240
Being a victim of crime	12		89	240
Being a victim of fraud or a scam	24		116	240
Being physically or emotionally abused	9		172	238
Being treated unfairly or discriminated against because of your age	22		137	237
Feeling like you don't fit in or belong	28		65	237
Feeling like your voice is heard in the community	40		51	240
Feeling PHYSICALLY burdened by providing care for another person	22		158	240
Feeling EMOTIONALLY burdened by providing care for another person	25		134	240
Feeling FINANCIALLY burdened by providing care for another person	19		123	240
Performing regular activities, including walking, eating and preparing meals	23		55	199
Finding meaningful volunteer work	34		173	199

Characteristic	% problematic	National Benchmark	Rank	# of Compared Communities
Finding productive or meaningful activities to do	39		151	199
Having interesting recreational or cultural activities to attend	45		87	199
Having interesting social events or activities to attend	48		98	199

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

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

Characteristic	% of respondents	National Benchmark	Rank	# of Compared Communities
As a patient in a hospital	22		67	240
In a long-term care facility (including nursing home or in-patient rehabilitation facility)	4		27	217

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

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

Characteristic	% of respondents	National Benchmark	Rank	# of Compared Communities
Thinking back over the past 12 months, how many times have you fallen and injured yourself?	30		196	240








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

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

Characteristic	% yes	National Benchmark	Rank	# of Compared Communities
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	23	<input type="radio"/>	188	419
Watched (online or on television) a local public meeting	35	<input type="radio"/>	17	240
Voted in your most recent local election	82	<input type="radio"/>	264	340
Participated in a civic group (including Elks, Kiwanis, Masons, etc.)	9	<input type="radio"/>	219	240
Used a senior center in your community	16	<input type="radio"/>	103	240
Used a public library in your community	54	<input type="radio"/>	61	240
Used a recreation center in your community	26	<input type="radio"/>	79	240
Participated in a recreation program or group activity	33	<input type="radio"/>	51	240
Participated in religious or spiritual activities with others	48	<input type="radio"/>	91	240
Participated in a club (including book, dance, game, and other social)	30	<input type="radio"/>	85	240

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

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

Characteristic	% of respondents	National Benchmark	Rank	# of Compared Communities
Assisting friends, relatives, or neighbors	78		150	240
Volunteering your time	42		195	240
Talking or visiting with friends/family	96		105	240
Providing care to someone age 55+	30		184	240
Providing care to someone age 18 to 54	20		28	240
Providing care someone under age 18	22		53	240
Receiving assistance, paid or unpaid (e.g., with shopping, cooking, etc.)	10		107	199

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

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

Characteristic	% yes	National Benchmark	Rank	# of Compared Communities
I have high-speed internet/broadband at home	87	–	54	179
High speed internet is not available	8	–	–	–
I can't afford high speed internet	15	–	–	–
I'm not interested in high speed internet	15	–	–	–
High speed internet is available, but is not reliable	16	–	–	–

16. In general, how many times do you:

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

Characteristic	% of respondents	National Benchmark	Rank	# of Compared Communities
Access the internet from your home using a computer, laptop, or tablet computer	89	–	126	341
Access the internet from your cell phone	86	–	55	341
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	61	–	219	340
Use or check email	91	–	139	341
Share your opinions online	22	–	225	341

Characteristic	% of respondents	National Benchmark	Rank	# of Compared Communities
Shop online	37	–	118	341

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

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

18. Which best describes the building you live in?

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

19. Do you rent or own your home?

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

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

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

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

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

22. How many of these people, including yourself, are 60 or older?

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

23. What is your employment status?

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

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

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

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

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

26. Are you Spanish, Hispanic, or Latino?

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

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

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

28. What is your gender?

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

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

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

30. What is your sexual orientation?

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

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

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

Section 18: Methods

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

The Community Assessment Survey for Older Adults (CASOA)[®] was developed by National Research Center at Polco (NRC) to provide an accurate, affordable and easy way to assess and interpret the experience of older adults in the community. The CASOA[®] survey instrument and its administration are standardized to assure high-quality survey methods and comparable results across CASOA communities. The CASOA was customized for Westchester County Department of Senior Programs & Services to reflect the correct local age definition of older adults and to use official Westchester County Department of Senior Programs & Services graphics, contact information and signatures on survey invitation mailing materials. The Association on Aging in New York sponsored and funded this research. Please contact Becky Preve and Evelyn Stilson-Ouderkirk of the Association on Aging in New York at becky@agingny.org, evelyn@agingny.org if you have any questions about the survey.

Questionnaire Development

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

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

The items in the questionnaire were pilot tested on older adult residents using a “think-aloud” method in which older adults were asked to complete the survey and describe their thought processes related to specific questions and question sets. The results of the pilot test were used to alter the questionnaire

for better understanding by senior participants. The final questionnaire was tested in a set of diverse U.S. communities and modifications again were made as necessary.

Random (Probability) Sample Survey

Selecting Survey Recipients

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

The target population for this survey was residents age 60 years or older in households within Westchester County boundaries.

Since it would be cost prohibitive to survey every person age 60 years or older in Westchester County, a random selection of records from the sampling frame was made. This process can be illustrated using an example that may be familiar from a math or statistics class of a jar of marbles of various colors. If the jar has two-thirds red marbles and one-third blue marbles, a random selection of marbles from that jar should result in a similar proportion (although perhaps not identical) of red and blue marbles as in the original jar.

The sampling frame used for this survey was a list of households with a high likelihood of having a resident age 60 years or older within the Westchester County boundaries from Marketing Systems Group. These lists, compiled by sampling and marketing firms based on data from multiple sources (such as warranty information, voting lists, and more), provide fairly complete coverage of all members of the target population.

Data Collection

Each randomly selected household received two mailings, about one week apart, beginning on February 1, 2023. The first mailing was a prenotification postcard announcing the upcoming survey. This half-sheet postcard included a URL so that recipients could immediately go online to complete the survey if they wished. The second mailing contained a letter from the Director of the New York State Office on Aging inviting the household to participate, a printed

questionnaire and a postage-paid return envelope. The survey was available in English, Spanish, Vietnamese, Korean, Arabic, and Simplified Chinese. Completed surveys were collected over the following 8 weeks.

About 58 (1.38%) of the 4,200 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 4,142 households that received the survey, 480 completed the survey, providing an overall response rate of 11.59%. Of the total surveys received, 340 were completed using the hard copy surveys while 140 were submitted online. Response rates are calculated using AAPOR's response rate #2¹ for mailed surveys of unnamed persons.

Open Participation Survey

In addition to the random sample "probability" survey described above, an open participation survey was conducted, in which all older adults age 60 years or older were invited to participate. The open participation survey instrument was identical to the probability sample survey. This survey was conducted entirely online. For the open participation survey a single URL was provided to contacts from the Association on Aging in New York to share with constituents through email lists, social media accounts, service settings and community partners. The URL directed community members to the survey. The State of New York conducted all outreach, after receiving guidance on best practices for conducting such outreach from Polco. This guidance suggested the use of social media, press releases, newsletters and e-newsletters, existing resident email lists, printed materials, and invitations publicized at local and virtual meetings. This survey became available to all residents on 2/1/23 and remained open until 3/20/23. A total of 137 surveys were completed by open participation survey respondents.

Analysis and Reporting

The 137 open participation survey responses were combined with the 480 responses from the probability sample survey, for a total of 617 completed surveys. The results in this report are based on the responses from both data collection efforts.

Confidence Intervals

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

The margin of error for the Westchester County Department of Senior Programs & Services survey is no greater than plus or minus 4 percentage points around any given percent reported for all probability survey respondents (480). For subgroups of responses, the margin of error increases because the number of respondents for each subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

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

Survey Processing (Data Entry)

Upon receipt, completed hard copy surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. An example of cleaning would be if a question asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

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

The online survey data was collected on Polco, an online civic engagement platform. Use of Polco means all collected data are entered into the dataset immediately when the respondents submit the surveys. Skip patterns are

programmed into the system so respondents are automatically directed to the appropriate question (skipping irrelevant questions, when applicable) based on the individual responses given.

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

Survey Data Weighting

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

Weighting Scheme for the 2023 Westchester County Department of Senior Programs & Services CASOA

Demographic Group	Unweighted	Weighted	Population Target
Rent or Own Home			
Rent	12.9 %	28.7 %	28.7 %
Own	87.1 %	71.3 %	71.3 %
Housing Type			
Detached	71.6 %	52.7 %	52.7 %
Attached	28.4 %	47.3 %	47.3 %
Race			
White	83.8 %	74.5 %	74.5 %
Not white	16.2 %	25.5 %	25.5 %
Ethnicity			
Hispanic	5.7 %	11.7 %	11.7 %
Not Hispanic	94.3 %	88.3 %	88.3 %
Gender			
Female	60 %	55.5 %	55.5 %
Male	40 %	44.5 %	44.5 %
Age			
Age 60 to 64	15.5 %	28.1 %	28.1 %
Age 65 to 74	45.3 %	39.7 %	39.7 %
Age 75 and over	39.1 %	32.2 %	32.2 %
Gender and Age			
Female 60 to 64	9.1 %	14.5 %	14.4 %
Female 65 to 74	26.7 %	21.3 %	21.3 %
Female 75 and over	24.2 %	19.7 %	19.7 %
Male 60 to 64	6.8 %	13.7 %	13.6 %
Male 65 to 74	18.1 %	18.3 %	18.4 %
Male 75 and over	15.2 %	12.5 %	12.5 %

Reporting

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

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

Multiple Response Questions

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

Rounding

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

responses will show 30% excellent and 20% good. However, a display of the percent rating quality of life as excellent or good will show 51% (as 30.4% + 20.4% equals 50.8%, which rounds to 51%).

Making Comparisons to Benchmarks

National Research Center at Polco has developed a database that collates responses to CASOA and related surveys administered in other communities, which allows the results from Westchester County Department of Senior Programs & Services to be compared against a set of national benchmarks. This benchmarking database includes responses from more than 35,000 older adults (age 55 and over) in over 329 communities across the nation.

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

Reporting Statistical Significance

For the crosstabs of survey results by selected respondent characteristic, chi-square or ANOVA (Analysis of Variance) tests of significance were applied to these breakdowns of selected survey questions. A p-value of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent "real" differences among those populations. However, it should be noted that while these tests of statistical significance were used to help guide readers and policy makers to differences that are likely not due to chance alone, these types of probabilistic inferences were designed for use when results come from random sampling alone (for more information, see

Hirschauer, N., Gruner, S., Mußhoff, O., Becker, C., & Jantsch, A. (2020). Can p-values be meaningfully interpreted without random sampling? *Statistics Surveys*, 14, 71-91).

Community Readiness Scores

The community readiness scores presented in Community Readiness represents the average of the questions included in the index. Although the evaluative or frequency questions were made on 4- or 5- point scales, with 1 representing the best rating, the scales had different labels (e.g., excellent, very likely). To calculate these average scores, the questions used in the index were converted to a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone answered excellent, then the result would be 100 on the 0-100 scale. If the average rating for quality of life was right in the middle of the scale (halfway between good and fair), then the result would be 50. This scale can be thought of like the thermometer that is often used to illustrate total donations received by charitable organizations—the higher the thermometer reading, the closer to the goal. In this case, 100 (the top of the thermometer) would represent the most positive response possible. The table below shows the individual questions comprising each summary score for the six dimensions of community readiness, as well as the overall rating for the Quality of the Community.

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

Dimension of Community Readiness	Items Included in Community Readiness Score
	arts <ul style="list-style-type: none"> • Residents' connection and engagement with their community • Recreation opportunities (including games, arts, library services, etc.) • Opportunities participate in community matters

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Needs Summary

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

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

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

Needs Score	Items Included in the Score
Social Engagement	problem: <ul style="list-style-type: none"> • Being a victim of crime • Being a victim of fraud or a scam • Being physically or emotionally abused
	<ul style="list-style-type: none"> • Any of the following were a major or moderate problem: <ul style="list-style-type: none"> • Feeling bored

Study Limitations

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

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

²A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the "true" population response. This theory is applied in practice to mean that the "true" perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as excellent or good, then a 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling

error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on CASOA, on other surveys, differences in question wording, order, translation and data entry (as examples) can lead to somewhat varying results.

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