



AREA AGENCY ON AGING NACOG

Parts I - VI

**PROPOSED
4 YEAR AREA PLAN
FY2018-2022**

March 22, 2017

Area Plan

Region: III (Area Agency on Aging – NACOG)

Reviewer: Mary Beals-Luedtka

Date reviewed: March 1, 2017

PART I - INTRODUCTION TO THE AREA PLAN

An Area Plan is the document submitted by an Area Agency on Aging to the State Agency on Aging in order to receive awards or contracts from the State Agency's grant provided under the Older Americans Act, as amended. The Area Plan contains provisions required by the Act, the Federal rules and regulations, State policies, procedures, and assurances and commitments that the Area Agency will administer activities funded under the plan in accordance with all Federal and State requirements. The plan is the blueprint by which the Area Agency develops and administers a comprehensive and coordinated system of services and serves as the advocate and focal point for older people in the Planning and Service Area.

Conceptually, the plan must represent a process, which translates needs assessment information into the establishment of priorities for funding and services.

The Area Plan on Aging, as a planning document, has three major purposes, as follows:

- 1) The Area Plan serves as the planning document which identifies needs, goals, objectives, and the activities that will be undertaken by the Area Agency on Aging relative to programs for the older persons in the Planning and Service Area.**
- 2) The Area Plan represents a formal commitment to the State Agency, which describes the manner in which the Area Agency on Aging plans to utilize the Older Americans Act funds, and how it will carry out its administrative responsibilities.**
- 3) The Area Plan is viewed as "the blueprint for action" which represents a commitment by the Area Agency on Aging that it will fulfill its role as the planner/catalyst/advocate on behalf of older persons in the Planning and Service Area.**

 X Yes No

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PART II - DESCRIPTION OF AREA AGENCY ON AGING AND ITS NETWORK

1. Are you a single-purpose agency to administer programs for older persons? **NO**
2. Are you a separate organizational unit within a multipurpose agency which functions only for the purposes of serving as the AAA? If so, describe the nature and organizational placement of the separate unit?
We are a separate organizational unit within a Council of Governments. Our unit's sole purpose is to serve as the Area Agency on Aging.
3. If you are a Tribal Area Agency on Aging, how do you coordinate with the programs and services outlined in the Older Americans Act Title VI?
We are not a Tribal Area Agency on Aging.
4. How is your agency organized and what is the nature and scope of its work and/or its capabilities?
We are directly under the Executive Director of NACOG. The nature of our work is based on the Older American's Act, direction from the State Unit on Aging, the Advisory Council, and the NACOG Board of Directors, Regional Council. See attached organizational chart.
5. What methods are used by your agency to carry out AAA responsibilities? (examples: clear delineation of the roles and responsibilities of project staff, consultants and partner organizations, how they will contribute to achieving the plan's objectives)
The Area Agency on Aging is a separate program within the Council of Governments with a Director. The director's sole responsibility is to direct and manage the Area Agency on Aging. The Advisory Council on Aging provides advice and input on methods to achieve the plan's objectives.
We have a clear separation of duties for entering invoices into the system and billing the state. NACOG has a Fiscal Department who reviews all financial information and pays all the invoices that are approved and coded by AAA staff.
6. What is the network for which you operate? (Examples: service delivery system, advisory council, partnerships, funders, etc.)
Northern Arizona Council of Governments is governed by a Board consisting of elected officials representing the four counties and each of the incorporated communities, and the tribes within Apache, Coconino, Navajo and Yavapai Counties. The Executive Director is designated by the Council to oversee operations. The Area Agency on Aging Director is under the Executive Director of NACOG. The Area Agency on Aging Director consults with the Advisory Council on Aging. AAA has a network of service providers who provide direct services in local areas. The Agency has an extensive network of partnerships in the Region. Our primary funding comes from the DES and the state unit on aging.
7. How do you assure coordination and integration of multiple fund sources?
The State issues an alert, which we utilize to designate funding sources as per federal and state requirements. We also incorporate SSBG funding, State funds and other allocated discretionary dollars. Most programs have at least two funding sources, with allocation based on funding rules.
8. What is the approach that will be used to monitor and track progress on the Area Plan on Aging?
A template has been created for the FY2018 Action Plan Report and will be updated each year with new Action Steps. The template is based on the format used in the Area Plan Checklist. Each section of the Action Plan can be expanded as needed to increase row size or add more rows.
 - **The Action Plan Report will be updated monthly by the staff assigned.**
 - **The updated sections will be emailed to Quality Assurance Manager or Administrative Assistant to compile in the master report.**
 - **The digital master report will be stored in Cabinet and protected to prevent accidentally changing the format.**
9. How is competition used by you in arranging for services for elderly individuals and their caregivers?
Area Agency on Aging NACOG requires the practice of ethical, responsible, and reasonable procedures related to purchasing, agreements and contracts, and related forms of commitment.
In order to promote open and full competition, purchasers will:

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- **Be alert to any internal potential conflicts of interest**
- **Be alert to any noncompetitive practices among contractors that may restrict, eliminate, or restrain trade**
- **Not permit contractors who develop specifications, requirements, or proposals to bid on such procurements**
- **Award contracts to bidders whose product or service is most advantageous in terms of price, quality, and other factors**
- **Allocations are based on:**
 - **State funding formula**
 - **Current demographics**
 - **Results of the Needs Assessment**
 - **Wait Lists**
 - **Availability of service providers**
- **Issue solicitations that clearly set forth all requirements to be evaluated, following all federal procurement policies and procedures**
- **Reserve the right to reject any and all bids when it is in the Organization's best interest**
- **Not give preference to state or local geographical areas unless such preference is mandated by Federal statute (200.319(b))**

All purchases over \$3,000.00 must follow a table of requirements for solicitation and required documentation. This is set forth in the NACOG Finance Policies and Procedures.

10. How have you coordinated activities and long-range emergency preparedness plans along with local emergency response agencies, local governments, state agencies responsible for emergency preparedness and other entities involved in disaster relief?

Area Agency on Aging met with the Counties' Emergency Preparedness Divisions & discussed what information & forms to use to include our clients on their evacuation lists. We are in continued contact with the directors of the Counties' Emergency Preparedness Divisions. Care Coordinators send in Evacuation Forms after each Client's assessment is completed if they require help with emergency evacuation in Apache, Navajo and Yavapai Counties. During an emergency evacuation we are in contact with the local agencies & clients daily to ensure everyone is being taken care of where needed.

11. How have you partnered with faith-based and community organizations in order to assist older individuals and their families meet home and community-based needs?

Area Agency on Aging's Care Coordinators work closely with apartment complex manager's that house our clients, checking on the needs of the regular clients and if there are other residents that could use our services. Care Coordinators encourage the clients to also seek help from their faith-based communities. Care Coordinators will help clients sign up for and sometimes pick-up food boxes from the faith-based communities. AAA program staff partner with a large number of community based organizations to assist our clients. We have partnered with faith based organizations to present our health and wellness programs. The Family Caregiver Support Program partners with faith based organizations to facilitate support groups and workshops.

The following should be included in the appendix: Area Agency on Aging Organizational Chart, Regional Advisory Council Membership, Listing of Programs and Services

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PART III - NEEDS ASSESSMENT

Should be **clear and concise**, no more than 8 paragraphs and address the following questions:

- What procedure was used to conduct the needs assessment? (Examples: survey instrument, public information gathering sessions, etc.)

The agency used a public involvement strategy that included forums, workshops and electronic messaging. The project team conducted four forums (one in each county) to discuss area-wide planning efforts. The intention was to allow participants opportunity to express priorities and concerns.

The project team also capitalized on seven community-based workshops to market the initiative and distribute survey materials. Sixteen senior centers circulated surveys to their clientele. One thousand hard copies were distributed including both English and Spanish versions. The agency also used electronic messaging resources to connect the needs assessment to various audiences. A total of 650 surveys were completed.

The project team also marketed the Needs Assessment through its Executive Board consisting of 40 members, including 32 governments representing cities, towns, counties and Native American Tribes. It was also marketed to all Area Agency on Aging Providers as well as the Advisory Council on Aging.

- What was the rationale for using the particular procedure(s)?
Needs assessments are tools to create actionable change. They are designed to ascertain qualitative data in order to determine the discrepancies between current and preferred conditions. Active resolution occurs as the Agency develops strategies to address these discrepancies through prioritized action plans. Implementation follows. Future Needs Assessment should demonstrate impact by measuring how implementation of services and funding meet the preferred conditions. This infers the Needs Assessment is part of a cyclical process.

- Who was involved in the assessment? What methods were used to ensure that the views of older individuals with greatest economic or social need, with particular attention to low-income minority individuals and individuals residing in rural areas, older individuals who are Native Americans, individuals at risk of institutional placement, and older individuals with severe disabilities were considered?

The process to develop the Community Needs Assessment began in the fall of 2015, where the agency departments designed and executed the Community Needs Assessment. Action occurred November 2016 through spring 2017. Participating NACOG departments included the Area Agency on Aging, Community Development, Community Services, Economic/Workforce Development, and Transportation/Planning. Priority populations were considered in the design of the needs assessment tool. The project team identified five core areas for evaluation:

- **Health Care**
- **Housing**
- **Transportation**
- **Home and Community Based Services**
- **Employment**

The survey was designed to allow citizens to communicate their perception of community conditions in each topic, then rate and compare topics to determine the issues of greatest to least priority. The project team's public involvement strategies ensured priority populations were notified and given equitable opportunity to participate.

- What was the role and makeup of strategic partnerships? (examples: identification of other organizations, funders, and/or consumer groups)
Providers and community stakeholders were chosen for participation based on services they provide to our clients. The Senior Centers were also a strategic partnership for survey distribution because they are a known and trusted by the target population. By partnering with a variety of programs within NACOG we had strategic partnerships working with a broader audience. Elected officials were chosen for their participation based on their participation on the NACOG Board and the Advisory Council on Aging.
- What information collected from the needs assessment process was used to build the plan?
Information utilized to build the Area Plan was a compilation of:
 - **the data collected and evaluated from the needs assessment surveys**
 - **input received from participants at the Community Forums**
 - **the strategic planning processes of AAA staff and leadership, The Advisory Council, and the NACOG**

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Planning Department

- What major barriers were anticipated or encountered?
We anticipated the barrier of non-response. By making the survey easy to fill out and not too long we hoped to overcome non responses due to the time commitment and too many open ended questions. We utilized more strategic partners in the distribution of the survey also to assist with a greater response.
- How were these barriers overcome?
By shortening the survey and making it less cumbersome. The Team utilized paper surveys and on-line surveys for greater access as well as a Spanish version.
- What prior planning activities or approaches were used?
Prior planning activities began in fall 2015 utilizing the NACOG departments named above.

Needs Assessment Comments/Issues and Actions

1. **Comment: Transportation, once again, was identified in our Community Needs Assessment as the number one unmet need. Transportation was identified and mainly needed for medical services and shopping and was identified as the greatest barrier to health care and services. The need for transportation and vouchers or subsidized transportation was also in the top category.**

Action: Work closely with Transportation/Planning Department at NACOG for Mobility Management. Create an outreach plan for more awareness of our toll free number. Staff answering that number have transportation resources available for referrals.

2. **Comment: The second identified unmet need in our assessment was food/nutrition. Food and nutrition was also identified as the #1 home and community based service needed.**

Action: The AAA continually strives to improve the delivery system of food and nutrition to all areas of the Region. We just completed an RFP for providers screening providers for quality service and nutrition along with ancillary services such as socialization and nutrition screening and education.

3. **The third identified unmet need was senior/aging services.**

Action: With flat funding for years, the rise of costs including the new minimum wages and additional cuts to funding, this is an area that the AAA is focusing on in their advocacy efforts. We are looking for ways to bring in new funding streams to assist in these services.

4. **The fourth identified unmet need is healthcare in general. The barriers to healthcare were transportation, availability and information.**

Action: AAA is creating an outreach plan to provide more knowledge about the services that are available utilizing our toll free number. We will also continue to work with Mobility Management for transportation options.

5. **The fifth identified unmet need is prescription drugs.**

Action: Our Medicare/Benefits Program will continue to assist clients to access the most affordable plans for drug coverage based on the prescriptions they need. In 6 months this program was able to save clients over \$600,000.00 by getting them on the right Part D plan, assisting clients to receive low income subsidies and assist clients with discounts and assistance directly from drug companies. The Medicare/Benefits Program will increase outreach for more awareness.

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PART IV – GOALS, OBJECTIVES, AND ACTION PLANS

Goals and objectives for the following areas were established for FY2018:

General Administration

Goal: Increase the ability of older adults to remain active, healthy and living independently in their communities

- Objective: Maintain integrity of fiscal and client-supported data
- Objective: Improve our tracking and delivery system for providing services to all eligible participants in Region III

Marketing Advocacy and Education

Goal: Increase awareness and understanding of aging issues and help prepare Arizona for an aging population

- Objective: Inform and advocate on issues that affect the elderly
- Objective: Provide community education on aging issues

Nutrition

Goal: Increase awareness and understanding of aging issues and help prepare Arizona for an aging population

- Objective: Provide education and training for subcontractors
- Objective: Assist Provider in more efficient business operations
- Objective: Assure that nutrition program providers are knowledgeable and compliant in the delivery of services to participants in their service area

Health and Wellness

Goal: Increase the ability of older adults to remain active, healthy and living independently in their communities

- Objective: To sustain and expand community outreach services, partnerships and collaborations to deliver evidence based programs within our service area
- Objective: Increase the number of evidence based workshops and trainings in communities throughout the Region
- Objective: Increase the number of adults and adults with disabilities in underserved areas of northern Arizona, who participate in the evidence-based self-management programs

Transportation

Goal: Increase the ability of older adults to remain active, healthy and living independently in their communities

- Objective: Facilitate the development and implementation of transportation services
- Objective: Provide support and assistance to AAA provider network and community partners

Emergency Preparedness

Goal: Increase the safety and well-being of older Arizonans

- Objective: Coordinate activities with agencies responsible for disaster relief to insure local emergency responders have current information on clients requiring emergency evacuation
- Objective: Maintain a balanced and effective Advisory Council with representation from each of the four counties
- Objective: Provide training to the Council on their role and on aging issues
- Objective: Promote work within the sub-committees

Goal: Increase the ability of older adults to be knowledgeable, remain active, healthy and living independently in their communities

- Objective: Maintain a highly trusted and visible Central Intake System that allows a place for seniors, persons of disabilities, family caregivers and consumers to access services through a toll free number.
- Objective: To assure quality responsive services

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Case Management

Goal: Increase the ability of older adults to remain active, healthy and living independently in their communities

- Objective: Facilitate a comprehensive coordinated system of case management in the Region
- Objective: Region III Case Managed clients will be offered safety and fall prevention assessments

Family Caregiver

Goal: Increase the ability of older adults to remain active, healthy and living independently in their communities

- Objective: To identify informal caregivers and assess their needs for support, education, training, and counseling
- Objective: To increase a caregiver's awareness, understanding and ability to provide care for a loved one to remain active and living in their home and community

Ombudsman Program

Goal: Increase the safety and well-being of older Arizonans

- Objective: Educate and empower both LTC Residents and LTC Staff about the Ombudsman Program and Resident Rights
- Objective: Recruitment of Ombudsman Volunteers
- Objective: Facilitate at least one World Elder Abuse Awareness Day (WEAAD) event within the Region

Goal: Increase awareness and understanding of aging issues and help prepare Arizona for an aging population

- Objective: Provide public awareness about the Ombudsman Program

Medicare

Goal: Increase awareness and understanding of aging issues and help prepare Arizona for an aging population

- Objective: Increase Senior's ability to receive Medicare and Prescription insurance coverage

Goal: Increase the ability of older adults to remain active, healthy and living independently in their communities

- Objective: Provide training for all Medicare Benefits Counselor staff and volunteers to ensure they are prepared to assist all inquiries from clients over 65, Low Income, and under 65 with disabilities

SCSEP

Goal: Increase the ability of older adults to remain active, healthy and living independently in their communities

- Objective: To assist eligible older adults in Northern Arizona attain skills to enhance unsubsidized employment potential
- Objective: Increase number of SCSEP Host Agencies
- Objective: Increase number of SCSEP Participants building a pool of qualified participants
- Objective: SCSEP Staff Development/Training

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PART V - PREFERENCE TO OLDER PERSONS WITH GREATEST ECONOMIC OR SOCIAL NEED

- How will you ensure that the needs of “preference” are being met?
The Area Agency as an Equal Employment Opportunity Policy, implemented through an Affirmative Action Plan, for all aspects of personnel administration as specified in 45 CFR Part 74. The Area Agency facilities are accessible to individuals with disabilities. A TTY service is available to assist hearing-impaired callers who contact the Agency.
- How will you incorporate published demographic information into your outreach and service delivery?
Parity is analyzed annually to determine the number and percent of clients served in relation to the elderly population of the region, and strategies are developed to address areas or populations that may appear to be underserved. Reports are provided to our service providers for their specific geographic areas.
- How will you use outreach efforts to identify individuals eligible for assistance under the Older Americans Act, with special emphasis on older individuals with greatest economic and social need, with particular attention to low-income minority individuals, individuals residing in rural areas, individuals who are Native Americans, individuals at risk of institutional placement and individuals with a severe disability within your planning and service area?
The Agency has an overarching outreach plan that each program utilizes to assure continuity. The programs utilize a mixed media approach with Television, Radio, Newspapers, Senior Center newsletters, flyers, public speaking, social media, and partnerships with community organizations and providers. This outreach ensures that individuals eligible for assistance know about and have access to services that are available in their area. The majority of the Region is rural and is targeted. Each program has guidelines to serve the most economically and socially needy clients first. Care Coordinators also assess the needs of the client based on economic and social needs.
- How will you ensure that your service provider(s) will satisfy the service needs of low-income minority individuals, individuals residing in rural areas, individuals who are Native Americans, individuals at risk of institutional placement and individuals with a severe disability in the area being served by the service provider?
All recipients of funds from the Area Agency on Aging are required to operate each program activity so that, when viewed in its entirety, the program or activity is readily accessible to and usable by persons with disabilities. Where structural changes are required, these changes shall be made as quickly as possible, in keeping with 45 CFR 84. This includes the provision of materials in an alternative format and assistive technology where necessary. The Agency incorporates contractual requirements to ensure that our provider network targets and serves minority and underserved client populations. Clients with sight or hearing impairments are referred to agencies with appropriate assistive devices.
- How will you ensure that your service provider(s), to the maximum extent feasible, will provide services to low-income minority individuals, individuals residing in rural areas, individuals who are Native Americans, individuals at risk of institutional placement, and individuals with a severe disability in the area being served by the service provider?
All recipients of funds from the Area Agency on Aging are required to operate each program activity so that, when viewed in its entirety, the program or activity is readily accessible to and usable by persons with disabilities. Where structural changes are required, these changes shall be made as quickly as possible, in keeping with 45 CFR 84. This includes the provision of materials in an alternative format and assistive technology where necessary. The Agency incorporates contractual requirements to ensure that our provider network targets and serves minority and underserved client populations. Clients with sight or hearing impairments are referred to agencies with appropriate assistive devices.
- How will you ensure that your service provider(s) will meet the specific objectives established by the Area Agency for providing services to low-income minority individuals, individuals residing in rural areas, individuals who are Native Americans, individuals at risk of institutional placement and individuals with a severe disability in the area being served by the service provider?
The Agency provides annual monitoring of each service provider for fiscal, contractual and programmatic requirements. Data about clients served, extracted from DAARS and/or DAAS staff, are reviewed to ensure that specific objectives of the Agency are met by service providers.
- How will community-based organizations be involved in a meaningful way in the planning and implementation of the Area Plan on Aging?
The Agency conducted Community Forums in the Region for public input on the needs and the assets in the various communities. Surveys were distributed and calculated. Two public hearings were held on a draft of the plan for public input before presenting the plan to the Advisory Council on Aging and the NACOG Regional Council. See Part III – Needs Assessment for more details.

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PART VI – KEY CHANGES TO SERVICE DELIVERY

- What are the key changes in your service delivery system and why are those changes being made? (Direct delivery of Case Management should be included in this response.)
Key changes in the delivery system will be administering a Request for Qualifications for home care providers. We have had consistent issues in the region covering authorized services with caregivers. Instead of having a small number of providers with contract ceilings and areas to cover, this will open up the services to qualified providers. The contracts will be fee for service. This will hopefully accomplish several goals:
 - **Providing more consumer choice.**
 - **Providing more caregivers.**
 - **Creating competition among the providers thus creating more quality care for our clients.**
- What is your involvement in the continued efforts to expand, and coordinate the Aging and Disability Resource Consortium?
This is a difficult question to answer as the AZ Links from the State level is fairly non-existent as there is no longer any funding. We continue to work with the State so what is there for the web site is still there and we supply resource information from our Region to the State for upkeep on their site. We no longer have staff assigned, as there is no funding. We maintain the principles behind the ADRC and maintain a toll free number and a robust Information and Referral system for anyone to utilize who have need of information about long term supports and services.
- How will you strengthen programs to provide important protections against threats to the independence, well-being, and financial security of seniors?
Our staff and volunteers are educated on the most current changes in Medicare, healthcare fraud, as well as signs and symptoms of elder abuse. We educate the public and seniors on scams and how to avoid financial exploitation and/or abuse. We participate in the Elder Justice Coalition, TASA, and the State Elder Abuse consortium. By continuing to build Private-Public partnerships and working with communities in their planning processes, the Agency assists in providing important protections.
- How will you ensure that evidence-based health promotion and disease prevention programs (Highest Tier) are implemented in your planning and service areas?
Area Agency on Aging NACOG adheres to DES DAAS Chapter 3000 Section 3300 Policy through selecting only evidenced based programs that meet the highest level criteria. For us to implement these services strategically, AAA-NACOG only implements disease prevention and health promotion programs that are evidenced based and meet the highest tiered set of criteria. AAA NACOG is current with a multi-program license with Stanford and a license with A Matter of Balance Program. There is a full time Wellness Specialist and a part time Wellness assistant to help institute and operate our Health and Wellness Programs.

The current evidence-based programs that are delivered by AAA-NACOG staff/volunteers are the following:

- **Chronic Disease Self-Management Program (CDSMP)**
- **Diabetes Self-Management Program (DSMP)**
- **Chronic Pain Self-Management Program (CPSMP)**
- **A Matter of Balance – Falls Prevention Program**
- **Adding Aging Mastery Program starting FY2018**

To sustain and expand capacity to deliver evidence-based programs that better support a health environment and communities for older adults and adults with disabilities it is necessary to establish a statewide network of partners. There are existing collaborations between the Yavapai Community Health Services, Navajo County Community Health Services, Apache County Health Services, Coconino County Health Services, North Country Community Health, Northern Arizona University, AZ Living Well Institute, and AAA-NACOG to coordinate and deliver the evidence-based

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programs that meet the highest tier criteria.

AAA-NACOG keeps up to date with current evidence-based programs that are leading the trends on a national level by attending national/state/local conferences and participating in statewide grant opportunities.

- How will you continue to help older adults to avail themselves of the Medicare benefits available to them? When responding, please make sure to focus on the State Health Insurance Assistance Program and the Senior Medicare Patrol as two separate programs.

(SHIP) With information gathered through trainings and monthly updates, the Medicare Benefits counselors Program will continue to share the most reliable information about Medicare and its Benefits. This includes options for insurance and options for extra help affording Medicare and Prescription Drug Plans. We will continue to share this information with clients during presentations; one on one consults and phone consults.

(SMP) With information gathered during trainings and monthly updates, the Medicare and Senior Medicare Patrol Counselors will continue to share information addressing how to Protect, Detect, and Report Fraud and Abuse within the Medicare system. We will continue to educate our clients on the importance of reviewing and understanding their Medicare Summary Notices and Explanation of Benefits notices.

- What is your involvement in improving the coordination of transportation services to assist elderly individuals in communities within your planning and service area?

AAA partners with the NACOG planning department and mobility management. Mobility Management hosts local coordination meetings to participate and engage in cooperative operations, sharing resources and planning. The agency participates in the transportation planning process as a measure to advocate for local needs, assist local agencies in prioritizing grant funding requests within the context of the sub-region's needs, as defined by the Regional Public Transit and Human Service Transportation Coordination plan.

- What strategies will you use to modernize nutrition programs and senior centers in your planning and service area to target Boomers?

We will utilize demographic and other data to inform our senior centers of key changes through:

- **Two nutrition provider trainings each year**
- **Capacity building and organizational development of providers**
- **Ensuring communication of latest trends from a national perspective and other colleagues**

- What strategies will you use to offer and/or expand self-directed care options?

- **Information and Referral**
- **Care Plan**
Care Coordinators help clients make informed decisions based on need
- **RFQ for Home Care**
We will provide clients with choice of care providers, giving more flexibility to choose among available resources

- What strategies will you use to coordinate with the health care system in your planning and service area to avoid duplication of services and maximize available resources?

We will continue to attend Continuum of Care Meetings, Hospital Resource Summits, Community Needs Assessment Meetings, and Senior Resource Focus Groups. We will partner with the health care providers and social service/for profit/non-profit providers to fill gaps in care and minimize duplication of services and efforts.

- What strategies will you implement to support consumer control and choice in your planning and service area?
We will expand our Resource House to assure that we can provide multiple options or solutions. Care Coordinators work with the client to develop a service plan and offer choices to the clients whenever they are available. The homecare RFQ will expand customer control and choice.

- Describe the planned efforts you will coordinate that will prevent, protect, detect, assess, intervene, and/or

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investigate elder abuse, neglect, and financial exploitation of vulnerable adults under Title VII?

All Ombudsman staff and Volunteers have received basic training on the detection, intervention and the preliminary investigation of elder abuse. Our Region has the expertise to work criminal investigations to look at various scenarios for possible criminal intent/fraud.

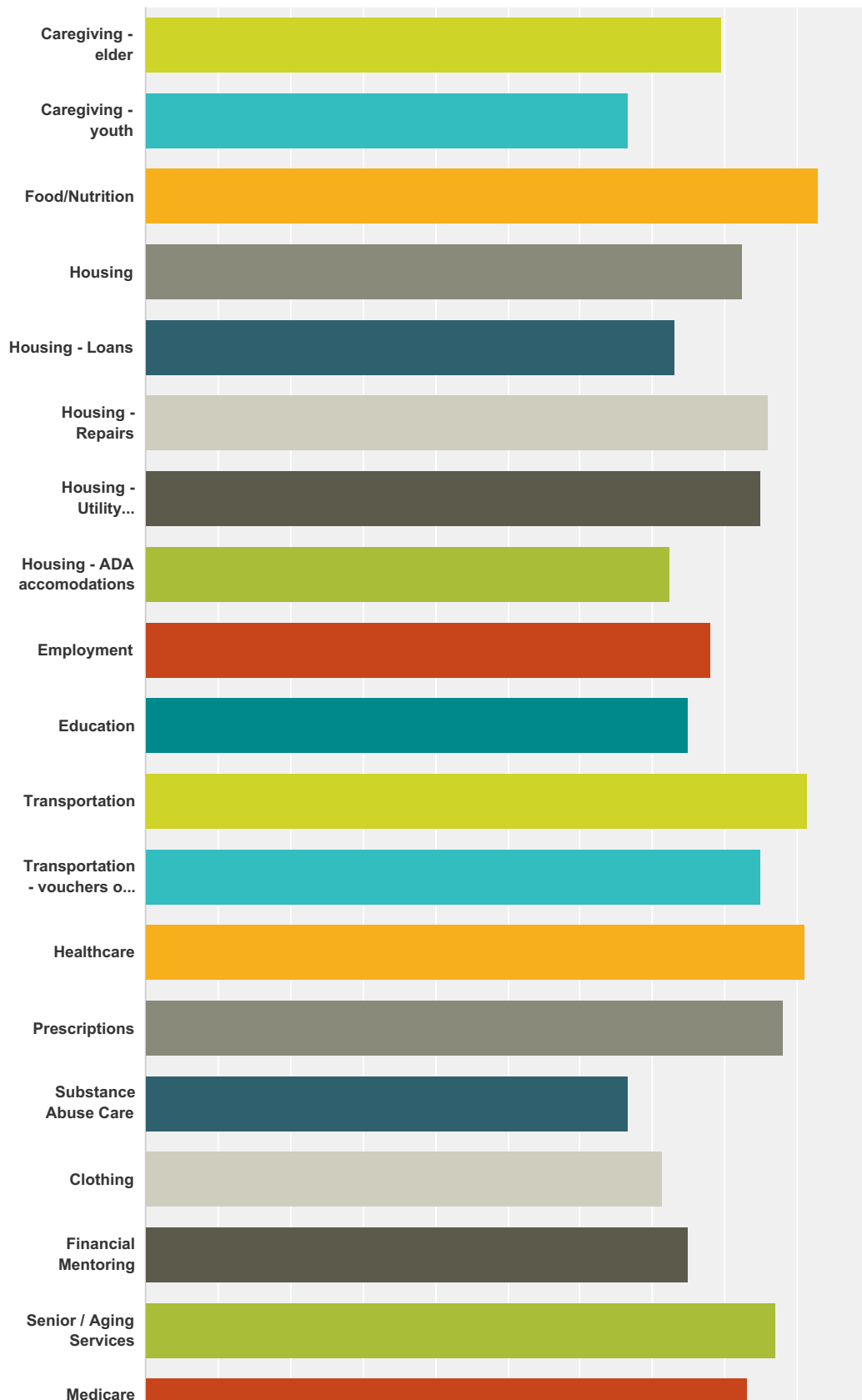
We have a proactive and self-imposed visitation schedule in place. These visitations are done on a random basis and without notice to ensure both Resident and Title VII Civil Rights are being honored. All visitations are logged by staff and volunteer ombudsman. Visitations include observations and discussions with staff and residents regarding care.

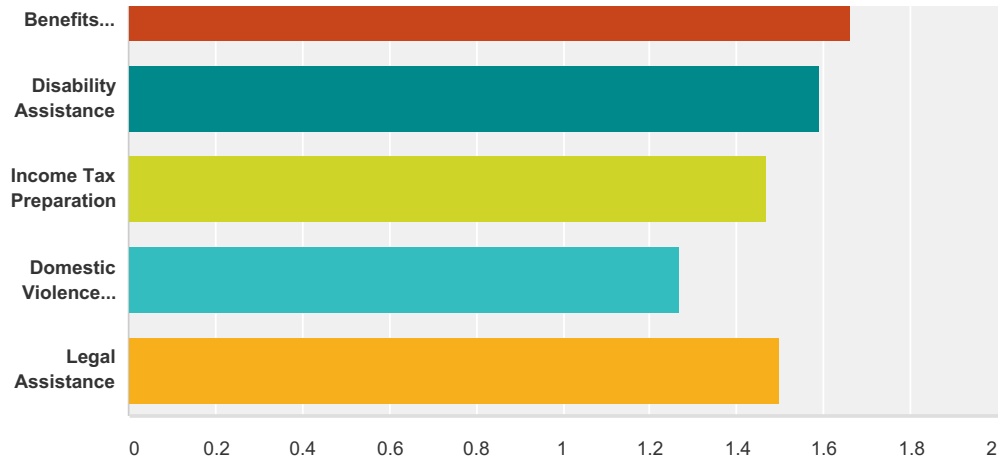
Ombudsman Staff and Volunteers regularly attend Resident Council meetings at State licensed Long Term Care facilities to serve as both witnesses and resources at these meetings. Information gained from these meetings may result in a referral to the Arizona Adult Protective Services. This Region's Ombudsmen staff facilitates the annual World Elder Abuse Awareness (WEAAD) event. We invite Adult Protective Services and a member of the Attorney General's Office Community Outreach Unit to speak at these events. WEAAD posters and Public Service Announcements are provided at numerous locations throughout our Region.

Ombudsman provides training to Long Term Care facility staff on Resident Rights and how to detect/report possible cases of discrimination, abuse, neglect and financial exploitation. We participate in a wide variety of community partnerships, which enables us to provide proactive information regarding Title VII and Resident Rights, care, neglect and financial exploitation of vulnerable adults.

Q1 What Unmet Needs exist for you and your family? Check all that apply

Answered: 621 Skipped: 17





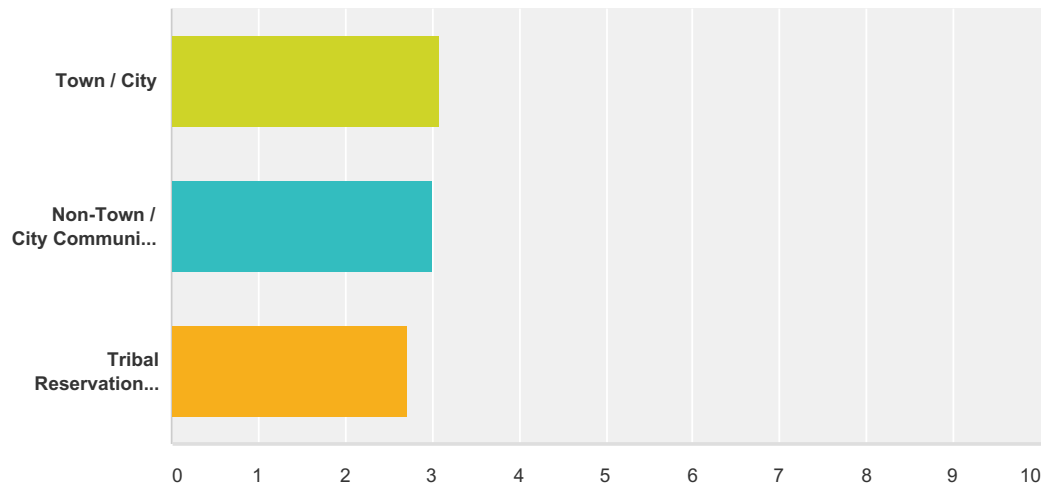
| | Not a Need | Somewhat a Need | Significant Need | Total | Weighted Average |
|--|---------------|-----------------|------------------|-------|------------------|
| Caregiving - elder | 61.58% 351 | 17.54% 100 | 20.88% 119 | 570 | 1.59 |
| Caregiving - youth | 77.52% 400 | 12.40% 64 | 10.08% 52 | 516 | 1.33 |
| Food/Nutrition | 43.79% 247 | 26.77% 151 | 29.43% 166 | 564 | 1.86 |
| Housing | 60.51% 331 | 14.08% 77 | 25.41% 139 | 547 | 1.65 |
| Housing - Loans | 69.68% 370 | 14.88% 79 | 15.44% 82 | 531 | 1.46 |
| Housing - Repairs | 51.01% 278 | 25.50% 139 | 23.49% 128 | 545 | 1.72 |
| Housing - Utility Assistance | 54.88% 298 | 20.07% 109 | 25.05% 136 | 543 | 1.70 |
| Housing - ADA accomodations | 69.90% 360 | 15.53% 80 | 14.56% 75 | 515 | 1.45 |
| Employment | 65.74% 355 | 12.41% 67 | 21.85% 118 | 540 | 1.56 |
| Education | 65.23% 347 | 19.74% 105 | 15.04% 80 | 532 | 1.50 |
| Transportation | 49.56% 284 | 17.45% 100 | 32.98% 189 | 573 | 1.83 |
| Transportation - vouchers or other subsidy | 58.03% 318 | 13.87% 76 | 28.10% 154 | 548 | 1.70 |
| Healthcare | 47.30% 263 | 23.74% 132 | 28.96% 161 | 556 | 1.82 |
| Prescriptions | 50.55% 277 | 22.99% 126 | 26.46% 145 | 548 | 1.76 |
| Substance Abuse Care | 78.61% 419 | 9.38% 50 | 12.01% 64 | 533 | 1.33 |
| Clothing | 68.91% 368 | 19.66% 105 | 11.42% 61 | 534 | 1.43 |
| Financial Mentoring | 64.30% 344 | 21.31% 114 | 14.39% 77 | 535 | 1.50 |

| | | | | | |
|------------------------------|----------------------|----------------------|----------------------|-----|------|
| Senior / Aging Services | 51.00% 280 | 24.23% 133 | 24.77% 136 | 549 | 1.74 |
| Medicare Benefits Counseling | 55.95% 301 | 22.49% 121 | 21.56% 116 | 538 | 1.66 |
| Disability Assistance | 60.48% 326 | 19.67% 106 | 19.85% 107 | 539 | 1.59 |
| Income Tax Preparation | 66.85% 359 | 19.55% 105 | 13.59% 73 | 537 | 1.47 |
| Domestic Violence Services | 81.21% 428 | 10.44% 55 | 8.35% 44 | 527 | 1.27 |
| Legal Assistance | 64.38% 347 | 21.15% 114 | 14.47% 78 | 539 | 1.50 |

| # | Other (please specify) | Date |
|----|---|---------------------|
| 1 | housekeeping | 12/19/2016 10:53 PM |
| 2 | housekeeping | 12/19/2016 10:36 PM |
| 3 | housekeeping | 12/19/2016 10:24 PM |
| 4 | helping me out with getting into independent living and being with my boyfriend some days | 12/19/2016 2:25 PM |
| 5 | housekeeping | 12/19/2016 9:57 AM |
| 6 | Housekeeping | 12/19/2016 9:53 AM |
| 7 | We are having difficulty getting disability without a lawyer | 12/17/2016 12:46 PM |
| 8 | housekeeping | 12/15/2016 11:02 AM |
| 9 | student loan assistance | 12/14/2016 5:43 PM |
| 10 | dental | 12/14/2016 5:23 PM |
| 11 | roomate senior | 12/14/2016 11:56 AM |
| 12 | more food stamps | 12/14/2016 11:53 AM |
| 13 | housekeeping/laundry assistance | 12/14/2016 11:03 AM |
| 14 | need a gas stove | 12/14/2016 9:42 AM |
| 15 | Primary care services | 12/13/2016 4:39 PM |
| 16 | ADA.. not familiar with this topic | 12/13/2016 3:46 PM |
| 17 | Health Care-need Alternative Medicines. Prescriptions-supplements are not paid for. | 12/13/2016 1:51 PM |
| 18 | DES and Social Security are not located in Apache County | 12/8/2016 1:00 PM |
| 19 | health care insurance very limited | 12/6/2016 11:33 AM |
| 20 | MENTAL HEALTH | 11/21/2016 10:38 AM |
| 21 | Bicycles | 11/2/2016 4:27 PM |

Q2 Identify the type of Community where you reside.

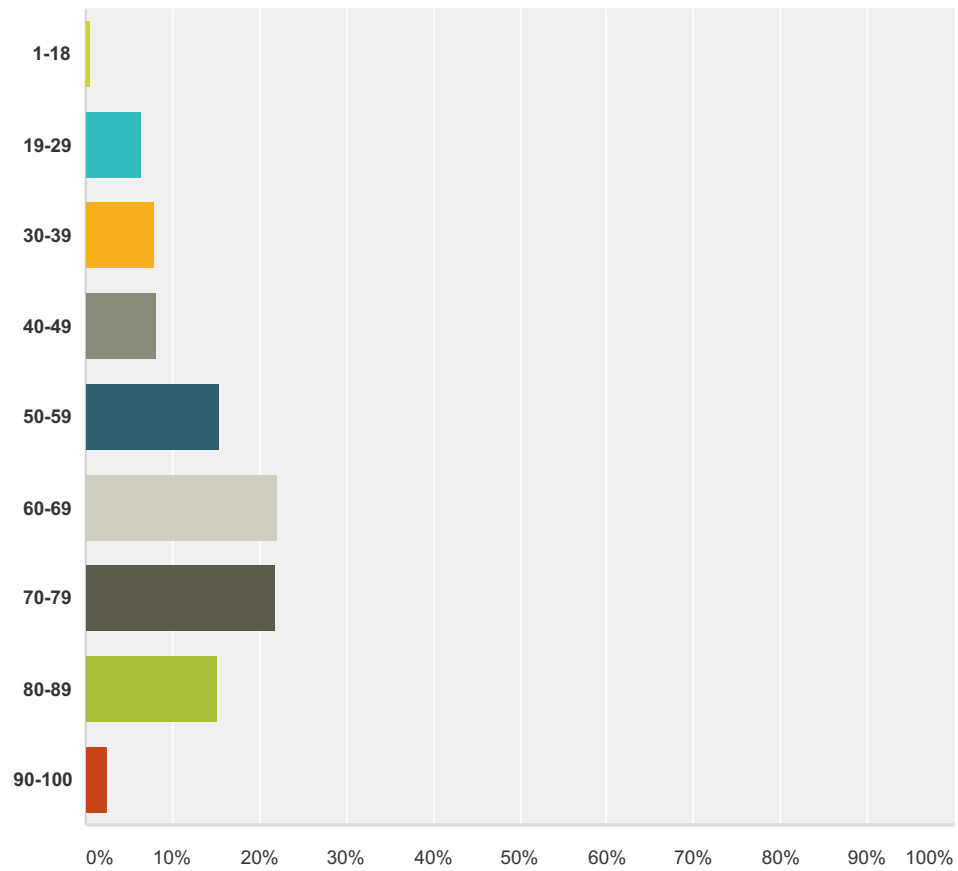
Answered: 638 Skipped: 0



| | Apache County | Coconino County | Navajo County | Yavapai County | Total | Weighted Average |
|---|---------------|-----------------|---------------|----------------|-------|------------------|
| Town / City | 8.42% 49 | 20.96% 122 | 24.91% 145 | 45.70% 266 | 582 | 3.08 |
| Non-Town / City Community (unincorporated area) | 13.92% 11 | 10.13% 8 | 36.71% 29 | 39.24% 31 | 79 | 3.01 |
| Tribal Reservation (Chapter, Village, etc) | 5.26% 2 | 26.32% 10 | 60.53% 23 | 7.89% 3 | 38 | 2.71 |

Q3 What is your Age?

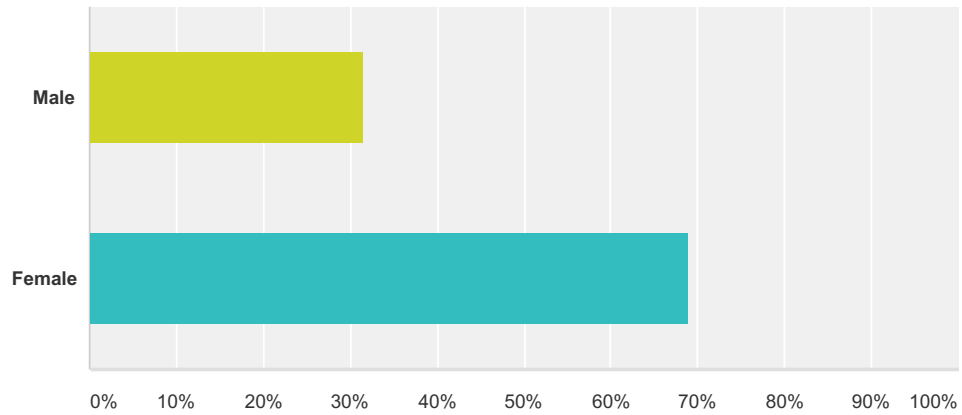
Answered: 625 Skipped: 13



| Answer Choices | Responses |
|-------------------------------|------------|
| 1-18 | 0.64% 4 |
| 19-29 | 6.40% 40 |
| 30-39 | 7.84% 49 |
| 40-49 | 8.16% 51 |
| 50-59 | 15.36% 96 |
| 60-69 | 22.08% 138 |
| 70-79 | 21.92% 137 |
| 80-89 | 15.20% 95 |
| 90-100 | 2.56% 16 |
| Total Respondents: 625 | |

Q4 What is your Gender?

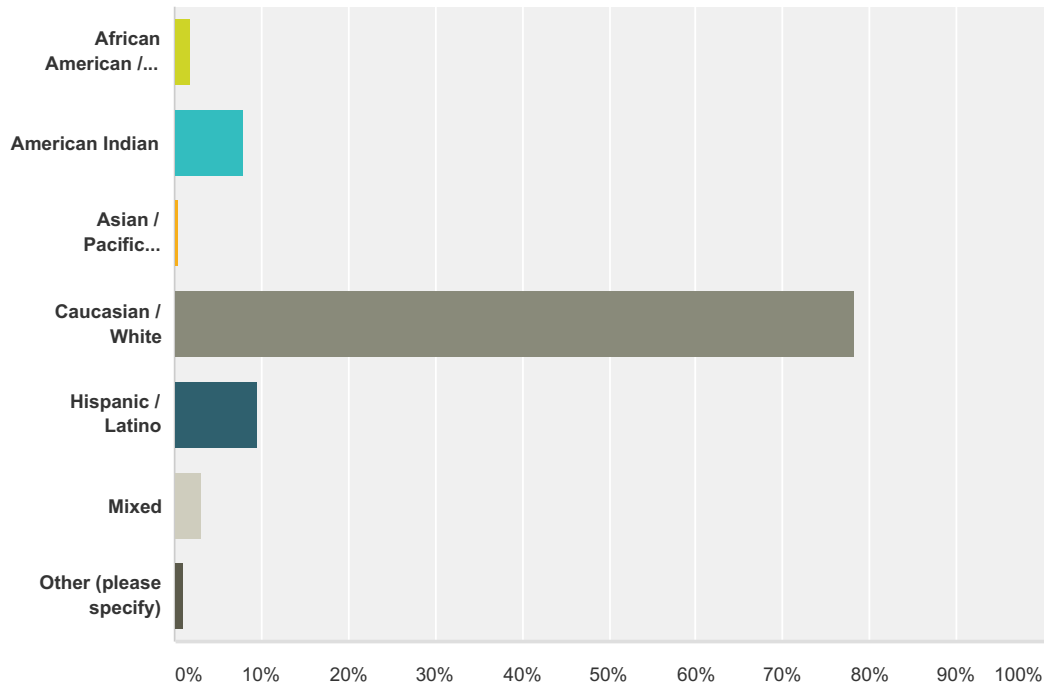
Answered: 620 Skipped: 18



| Answer Choices | Responses |
|-------------------------------|------------|
| Male | 31.45% 195 |
| Female | 68.87% 427 |
| Total Respondents: 620 | |

Q5 What is your Race / Ethnicity?

Answered: 619 Skipped: 19

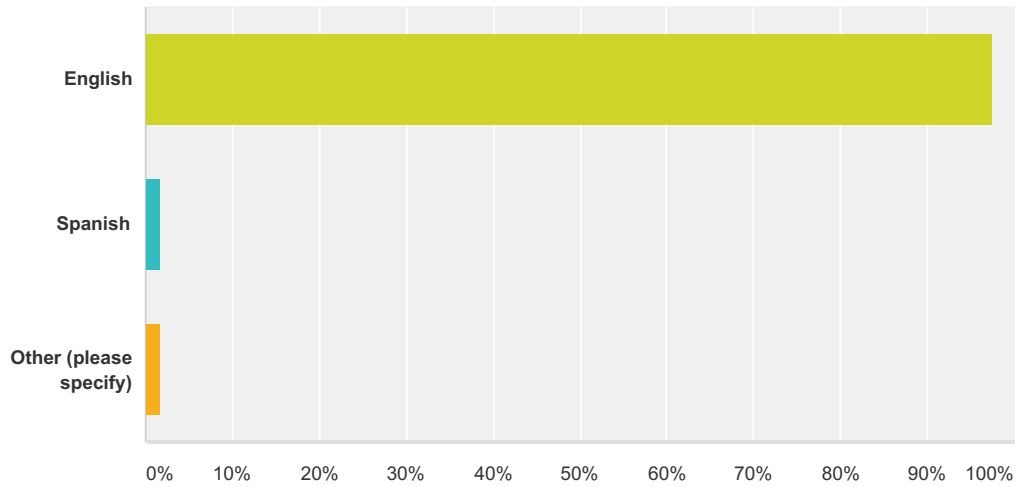


| Answer Choices | Responses |
|-------------------------------|------------|
| African American / Black | 1.78% 11 |
| American Indian | 7.92% 49 |
| Asian / Pacific Islander | 0.48% 3 |
| Caucasian / White | 78.35% 485 |
| Hispanic / Latino | 9.53% 59 |
| Mixed | 3.07% 19 |
| Other (please specify) | 0.97% 6 |
| Total Respondents: 619 | |

| # | Other (please specify) | Date |
|---|-------------------------|---------------------|
| 1 | english/welsh | 12/19/2016 11:55 AM |
| 2 | French, Italian, Indian | 12/19/2016 10:25 AM |
| 3 | . | 12/15/2016 9:02 AM |
| 4 | NOB | 12/13/2016 3:07 PM |
| 5 | Human | 12/6/2016 3:14 PM |
| 6 | why | 12/5/2016 12:03 PM |

Q6 What is your Primary Language?

Answered: 620 Skipped: 18

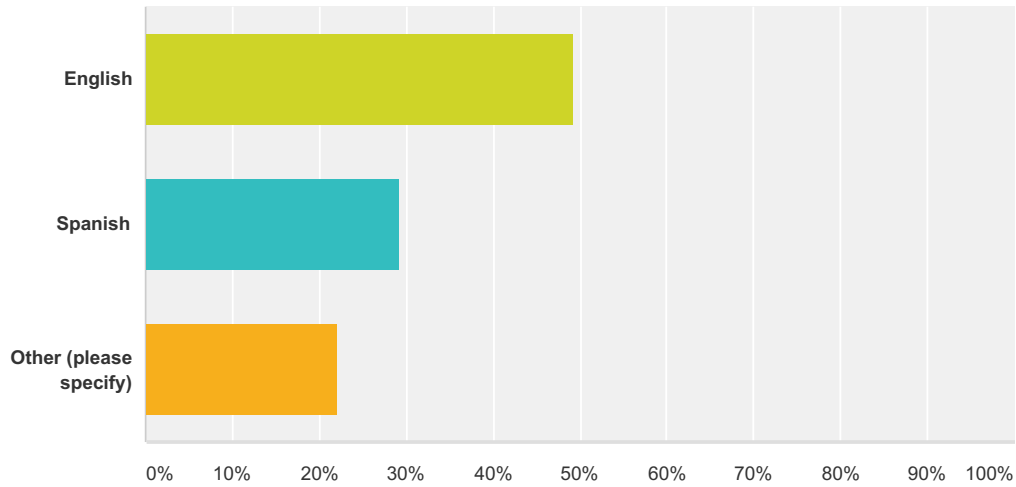


| Answer Choices | Responses |
|-------------------------------|------------|
| English | 97.42% 604 |
| Spanish | 1.77% 11 |
| Other (please specify) | 1.61% 10 |
| Total Respondents: 620 | |

| # | Other (please specify) | Date |
|----|------------------------|---------------------|
| 1 | Navajo | 12/17/2016 12:49 PM |
| 2 | Navajo | 12/16/2016 9:04 AM |
| 3 | . | 12/15/2016 9:18 AM |
| 4 | Navajo | 12/14/2016 11:59 AM |
| 5 | Navajo | 12/14/2016 9:10 AM |
| 6 | Navajo | 12/13/2016 3:46 PM |
| 7 | Navajo | 12/13/2016 3:11 PM |
| 8 | Navajo | 12/5/2016 12:46 PM |
| 9 | Hopi | 11/17/2016 11:29 AM |
| 10 | Navajo | 11/15/2016 9:28 PM |

Q7 What is your Secondary Language?

Answered: 195 Skipped: 443



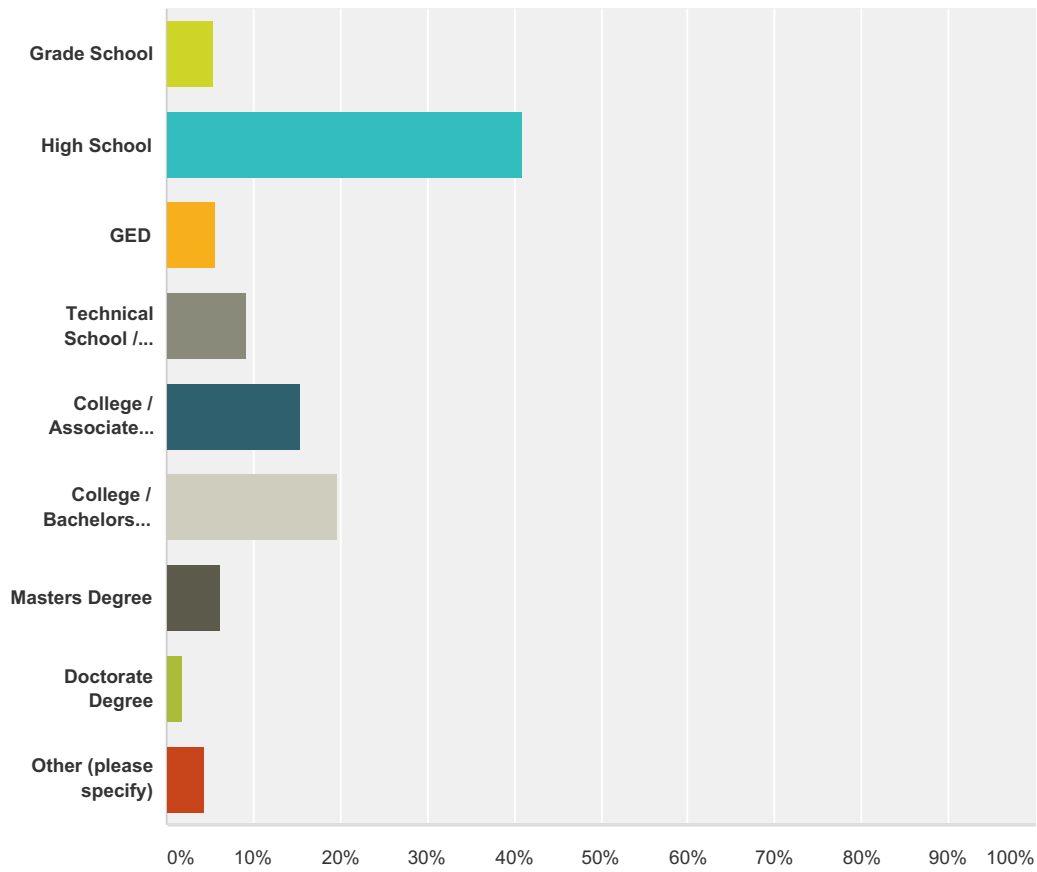
| Answer Choices | Responses |
|-------------------------------|-----------|
| English | 49.23% 96 |
| Spanish | 29.23% 57 |
| Other (please specify) | 22.05% 43 |
| Total Respondents: 195 | |

| # | Other (please specify) | Date |
|----|------------------------|---------------------|
| 1 | french | 12/20/2016 1:39 PM |
| 2 | French | 12/20/2016 1:07 PM |
| 3 | French | 12/20/2016 12:56 PM |
| 4 | swearing | 12/20/2016 12:36 PM |
| 5 | Navajo | 12/20/2016 12:02 PM |
| 6 | German | 12/19/2016 2:59 PM |
| 7 | french/sign language | 12/19/2016 2:25 PM |
| 8 | French | 12/19/2016 1:29 PM |
| 9 | German | 12/19/2016 12:15 PM |
| 10 | French | 12/19/2016 10:59 AM |
| 11 | REZ | 12/17/2016 2:12 PM |
| 12 | Navajo | 12/16/2016 9:12 AM |
| 13 | Navajo | 12/16/2016 9:01 AM |
| 14 | Navajo | 12/16/2016 8:59 AM |
| 15 | Navajo | 12/16/2016 8:57 AM |
| 16 | Navajo | 12/15/2016 11:30 AM |
| 17 | Navajo | 12/15/2016 10:53 AM |
| 18 | . | 12/14/2016 5:34 PM |

| | | |
|----|--------------------------|---------------------|
| 19 | . | 12/14/2016 5:27 PM |
| 20 | Polish | 12/14/2016 4:03 PM |
| 21 | French | 12/14/2016 3:15 PM |
| 22 | Italian | 12/14/2016 11:20 AM |
| 23 | Indian | 12/14/2016 9:42 AM |
| 24 | Dutch | 12/14/2016 8:56 AM |
| 25 | Navajo | 12/13/2016 2:36 PM |
| 26 | Navajo | 12/13/2016 1:19 PM |
| 27 | Navajo | 12/13/2016 10:28 AM |
| 28 | Navajo | 12/13/2016 10:14 AM |
| 29 | German | 12/9/2016 11:11 AM |
| 30 | French | 12/8/2016 8:54 AM |
| 31 | Japanese | 12/8/2016 7:33 AM |
| 32 | none | 12/6/2016 10:13 PM |
| 33 | ASL | 12/6/2016 3:14 PM |
| 34 | none | 12/6/2016 12:20 PM |
| 35 | Navajo | 12/5/2016 11:59 AM |
| 36 | Navajo | 11/30/2016 12:05 PM |
| 37 | Hopi | 11/21/2016 3:40 PM |
| 38 | Navajo | 11/21/2016 8:56 AM |
| 39 | Navajo | 11/18/2016 1:57 PM |
| 40 | None | 11/18/2016 12:10 PM |
| 41 | Navajo | 11/17/2016 11:37 AM |
| 42 | NoneW | 11/16/2016 5:08 PM |
| 43 | i have no other language | 11/16/2016 9:26 AM |

Q8 What is your Education Level (maximum attained)?

Answered: 619 Skipped: 19



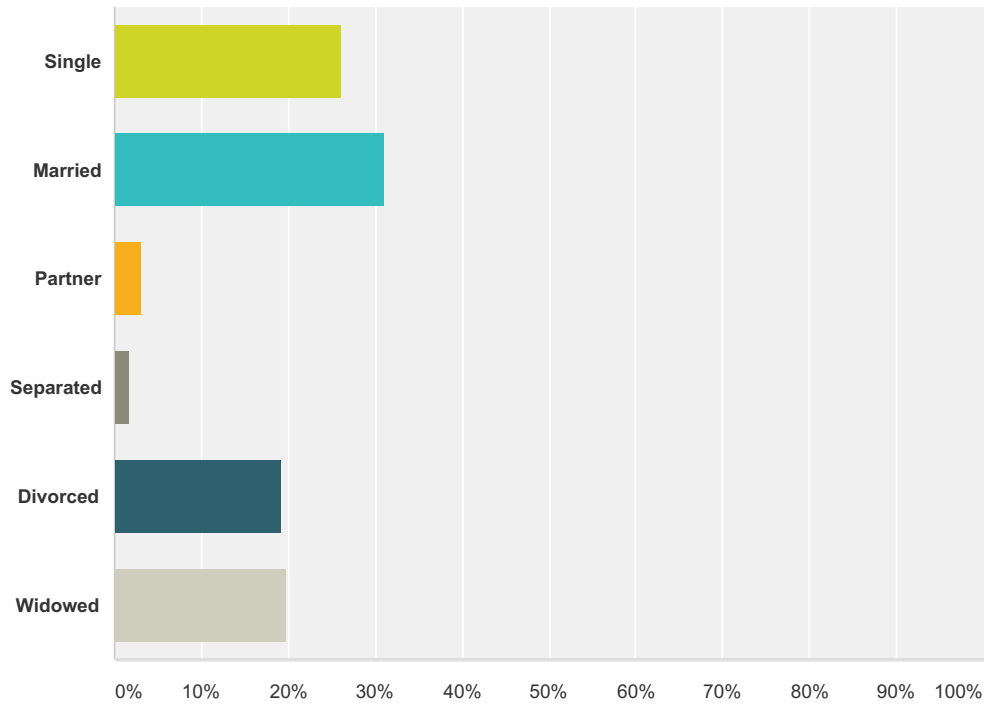
| Answer Choices | Responses |
|--------------------------------------|------------|
| Grade School | 5.49% 34 |
| High School | 40.87% 253 |
| GED | 5.65% 35 |
| Technical School / Certificate | 9.21% 57 |
| College / Associate Degree (AA, AAS) | 15.51% 96 |
| College / Bachelors Degree (BA, BS) | 19.71% 122 |
| Masters Degree | 6.30% 39 |
| Doctorate Degree | 1.94% 12 |
| Other (please specify) | 4.36% 27 |
| Total Respondents: 619 | |

| # | Other (please specify) | Date |
|---|------------------------|--------------------|
| 1 | 2/3rds college | 12/20/2016 1:55 PM |

| | | |
|----|-------------------------|---------------------|
| 2 | AD in nursing | 12/20/2016 1:07 PM |
| 3 | college | 12/19/2016 11:40 PM |
| 4 | emt | 12/19/2016 11:03 PM |
| 5 | real estate broker | 12/19/2016 8:59 PM |
| 6 | some college | 12/19/2016 12:18 PM |
| 7 | pharmacy tech | 12/19/2016 12:11 PM |
| 8 | 3 plus years of college | 12/19/2016 12:05 PM |
| 9 | cosmetolgist | 12/19/2016 11:10 AM |
| 10 | 3/4 college | 12/19/2016 10:42 AM |
| 11 | some college | 12/16/2016 9:14 AM |
| 12 | Some college | 12/15/2016 9:44 AM |
| 13 | some college | 12/15/2016 8:57 AM |
| 14 | some college | 12/14/2016 5:37 PM |
| 15 | trade | 12/14/2016 5:17 PM |
| 16 | Independent study Phd | 12/14/2016 3:15 PM |
| 17 | cosmotology | 12/14/2016 11:20 AM |
| 18 | 11th grade | 12/14/2016 10:10 AM |
| 19 | some college | 12/14/2016 10:06 AM |
| 20 | some college | 12/14/2016 9:55 AM |
| 21 | Not graduated | 12/14/2016 8:48 AM |
| 22 | some college | 12/13/2016 4:04 PM |
| 23 | 3 YRS COLLEGE | 12/13/2016 3:39 PM |
| 24 | Some College | 12/8/2016 4:01 PM |
| 25 | 3 yrs college | 12/8/2016 8:32 AM |
| 26 | some college | 12/6/2016 3:00 PM |
| 27 | some college | 11/29/2016 6:45 AM |

Q9 What is your Marital Status?

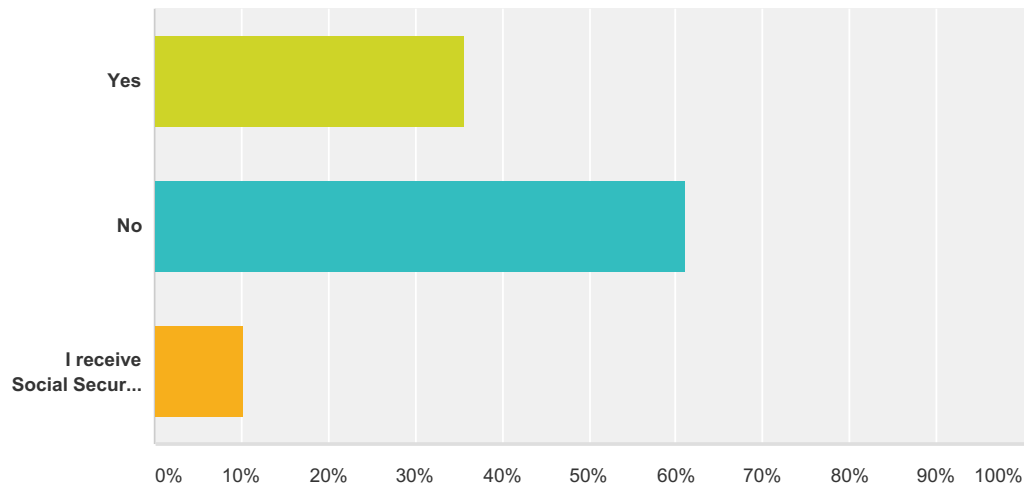
Answered: 621 Skipped: 17



| Answer Choices | Responses | Count |
|-------------------------------|-----------|-------|
| Single | 26.09% | 162 |
| Married | 31.08% | 193 |
| Partner | 3.22% | 20 |
| Separated | 1.77% | 11 |
| Divorced | 19.16% | 119 |
| Widowed | 19.81% | 123 |
| Total Respondents: 621 | | |

Q10 Do you have a Disability?

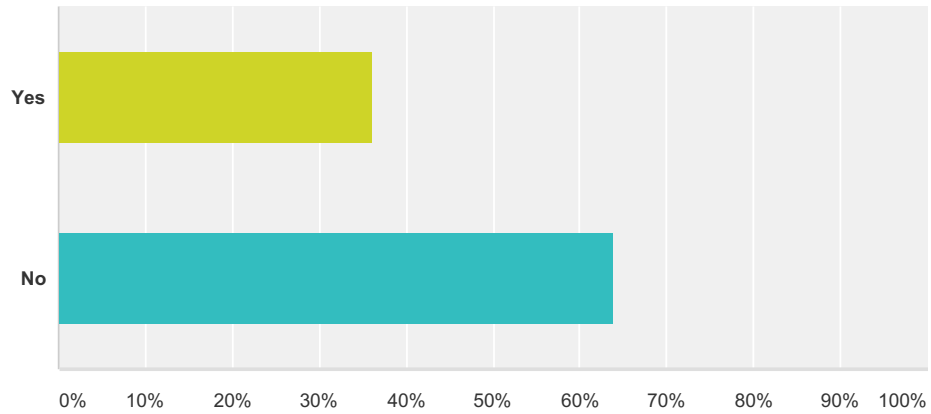
Answered: 619 Skipped: 19



| Answer Choices | Responses |
|--------------------------------------|------------|
| Yes | 35.70% 221 |
| No | 61.07% 378 |
| I receive Social Security Disability | 10.18% 63 |
| Total Respondents: 619 | |

Q11 Do you or member of household have a physical, mental, and/or emotional condition limiting ability to do errands?

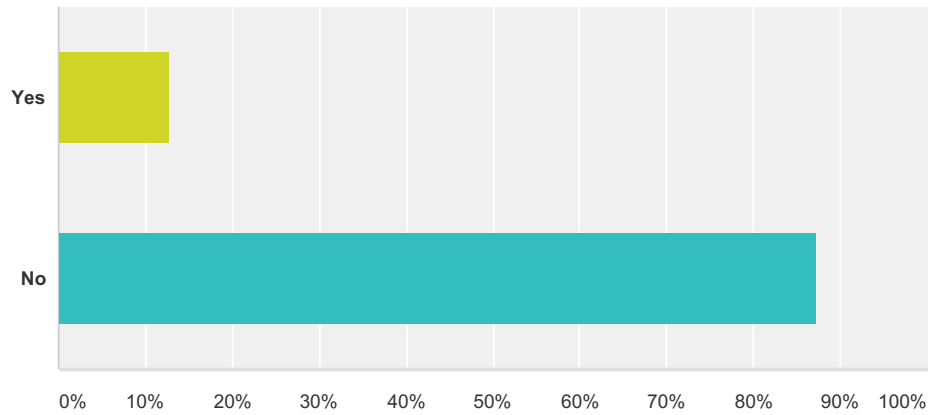
Answered: 618 Skipped: 20



| Answer Choices | Responses |
|----------------|------------|
| Yes | 36.08% 223 |
| No | 63.92% 395 |
| Total | 618 |

Q12 Are you a Veteran?

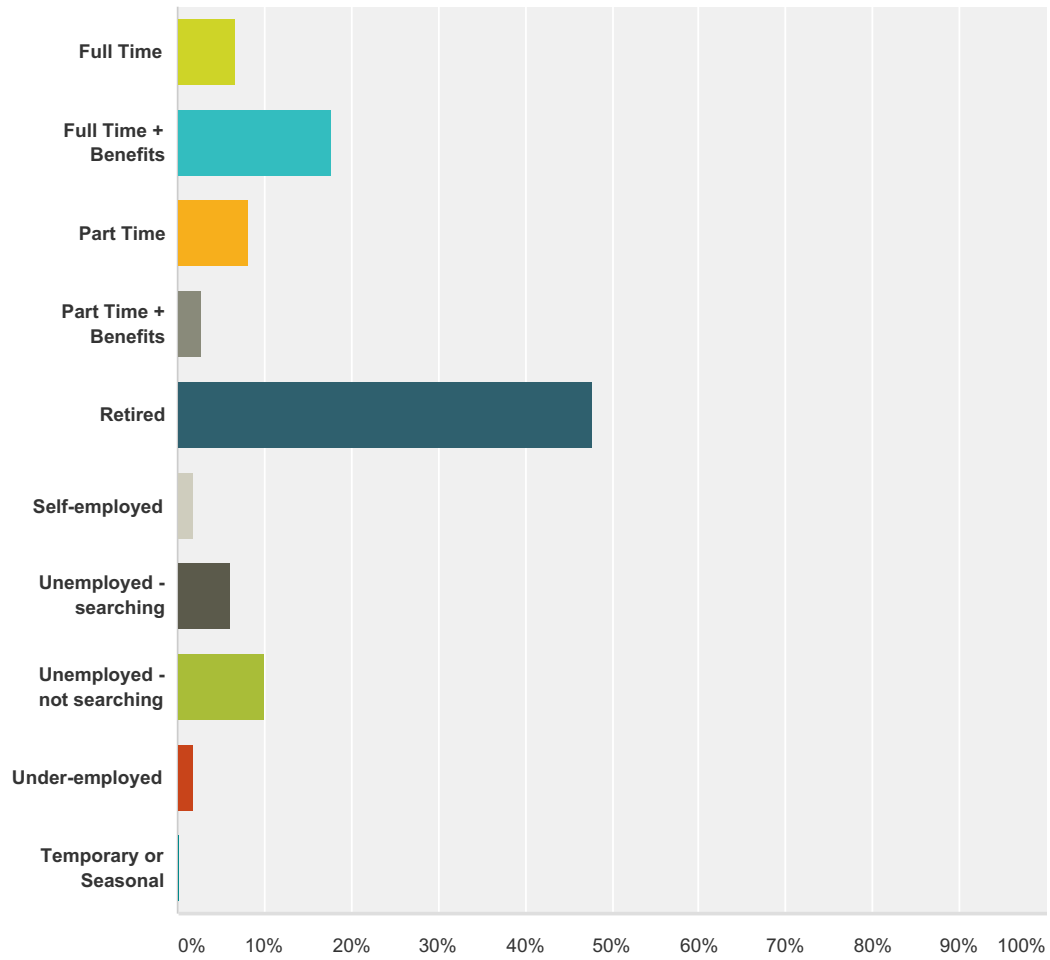
Answered: 621 Skipped: 17



| Answer Choices | Responses |
|----------------|------------|
| Yes | 12.72% 79 |
| No | 87.28% 542 |
| Total | 621 |

Q13 What is your Employment Status?

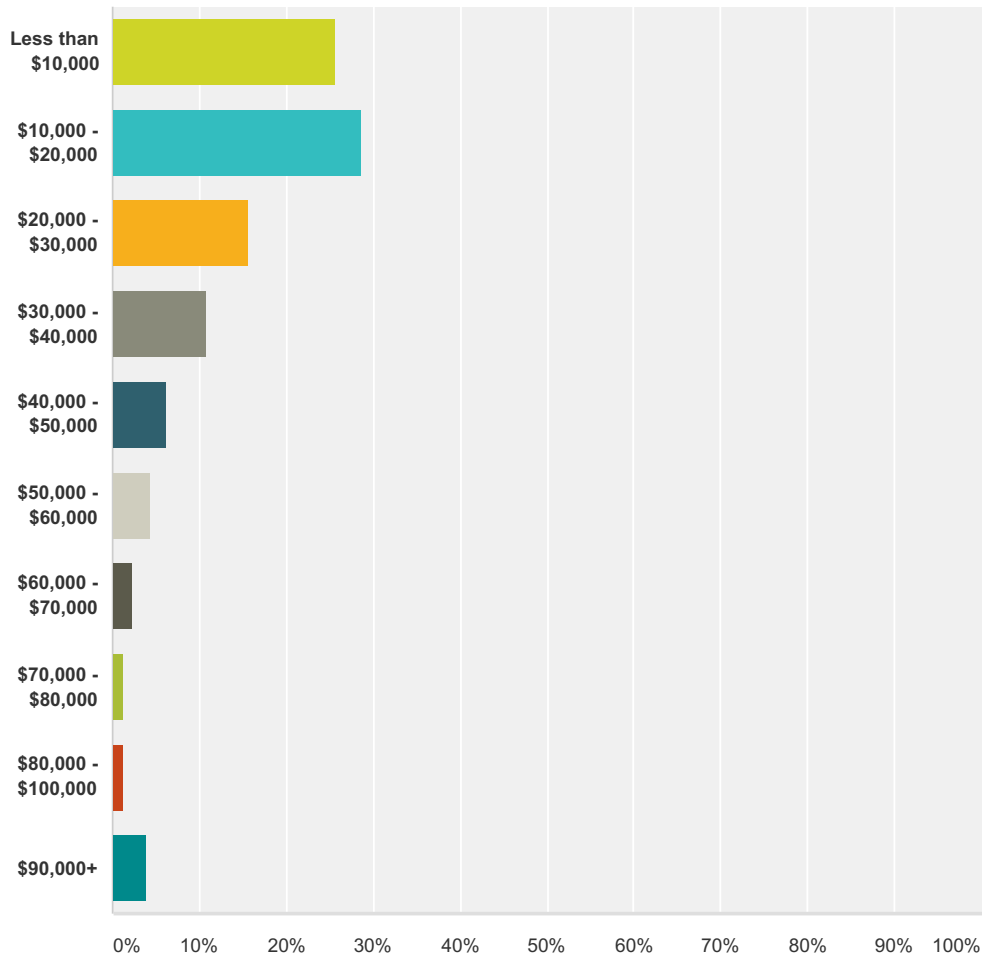
Answered: 611 Skipped: 27



| Answer Choices | Responses | Count |
|-------------------------------|-----------|-------|
| Full Time | 6.71% | 41 |
| Full Time + Benefits | 17.84% | 109 |
| Part Time | 8.18% | 50 |
| Part Time + Benefits | 2.78% | 17 |
| Retired | 47.79% | 292 |
| Self-employed | 1.96% | 12 |
| Unemployed - searching | 6.06% | 37 |
| Unemployed - not searching | 9.98% | 61 |
| Under-employed | 1.80% | 11 |
| Temporary or Seasonal | 0.16% | 1 |
| Total Respondents: 611 | | |

Q14 What is your Annual Salary?

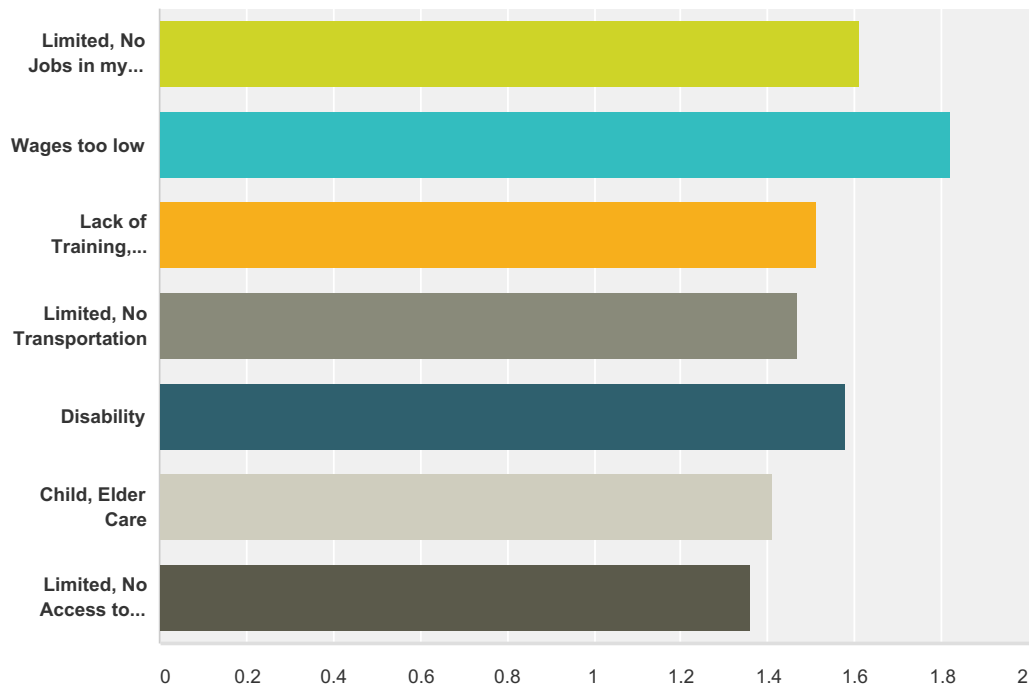
Answered: 565 Skipped: 73



| Answer Choices | Responses |
|----------------------|------------|
| Less than \$10,000 | 25.66% 145 |
| \$10,000 - \$20,000 | 28.67% 162 |
| \$20,000 - \$30,000 | 15.58% 88 |
| \$30,000 - \$40,000 | 10.80% 61 |
| \$40,000 - \$50,000 | 6.19% 35 |
| \$50,000 - \$60,000 | 4.42% 25 |
| \$60,000 - \$70,000 | 2.30% 13 |
| \$70,000 - \$80,000 | 1.24% 7 |
| \$80,000 - \$100,000 | 1.24% 7 |
| \$90,000+ | 3.89% 22 |
| Total | 565 |

Q15 What are your Barriers to Employment? Check all that apply

Answered: 428 Skipped: 210



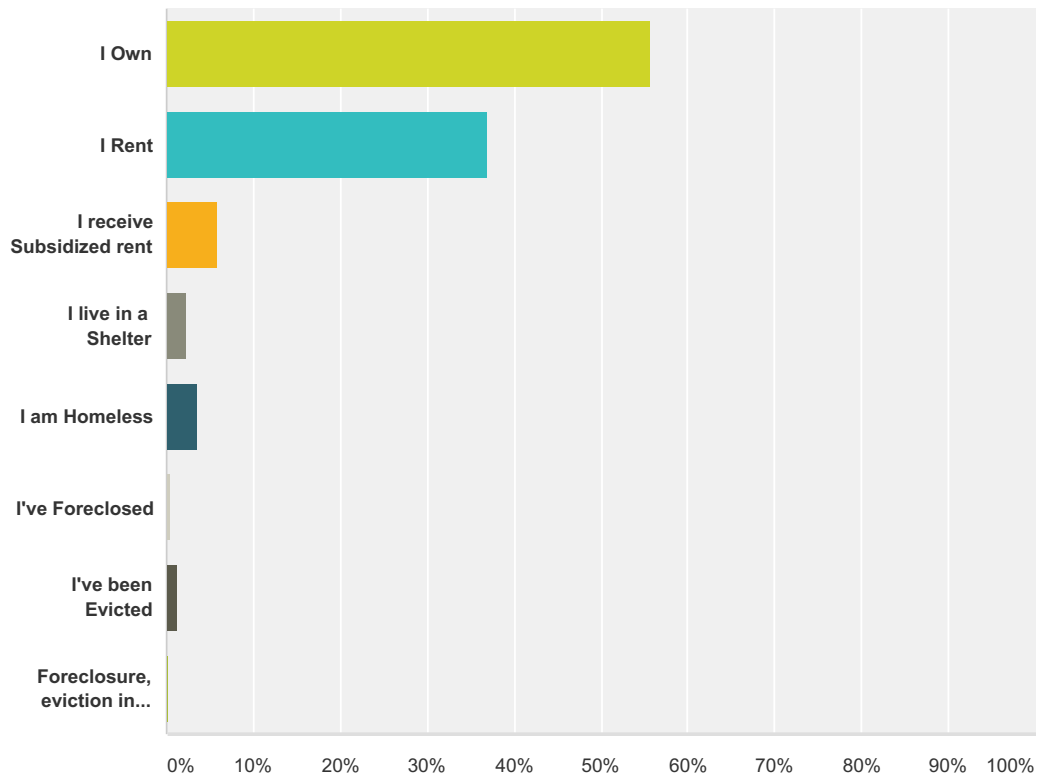
| | Little to No Concern | Somewhat of a Concern | Significant Concern | Total | Weighted Average |
|---|----------------------|-----------------------|---------------------|-------|------------------|
| Limited, No Jobs in my field | 57.06% 202 | 25.14% 89 | 17.80% 63 | 354 | 1.61 |
| Wages too low | 46.37% 166 | 25.70% 92 | 27.93% 100 | 358 | 1.82 |
| Lack of Training, Experience | 64.06% 221 | 21.16% 73 | 14.78% 51 | 345 | 1.51 |
| Limited, No Transportation | 68.77% 240 | 15.19% 53 | 16.05% 56 | 349 | 1.47 |
| Disability | 65.31% 256 | 11.22% 44 | 23.47% 92 | 392 | 1.58 |
| Child, Elder Care | 72.75% 251 | 13.04% 45 | 14.20% 49 | 345 | 1.41 |
| Limited, No Access to Information on employment options | 74.04% 251 | 15.63% 53 | 10.32% 35 | 339 | 1.36 |

| # | Other | Date |
|---|------------------------|---------------------|
| 1 | no job choices in area | 12/20/2016 11:07 AM |
| 2 | too old | 12/19/2016 11:07 AM |
| 3 | age | 12/15/2016 11:56 AM |
| 4 | retired | 12/15/2016 11:14 AM |
| 5 | age & health | 12/15/2016 10:54 AM |

| | | |
|----|---|---------------------|
| 6 | retired | 12/15/2016 10:53 AM |
| 7 | Location | 12/15/2016 9:44 AM |
| 8 | age | 12/15/2016 9:40 AM |
| 9 | retired | 12/15/2016 9:29 AM |
| 10 | too old | 12/14/2016 5:06 PM |
| 11 | retired | 12/14/2016 4:42 PM |
| 12 | age | 12/14/2016 4:22 PM |
| 13 | retired | 12/14/2016 11:23 AM |
| 14 | Age, Low Vision | 12/14/2016 10:01 AM |
| 15 | retired | 12/14/2016 9:42 AM |
| 16 | retired | 12/14/2016 9:37 AM |
| 17 | retired | 12/14/2016 9:29 AM |
| 18 | Elder care | 12/14/2016 8:26 AM |
| 19 | Retired age related | 12/13/2016 4:21 PM |
| 20 | Health bad | 12/13/2016 3:43 PM |
| 21 | stress levels over insane work load/employer expectations unrealistic | 12/9/2016 3:00 PM |
| 22 | family members disabled | 12/6/2016 9:35 AM |
| 23 | no barriers | 11/17/2016 11:37 AM |

Q16 Housing - check all that apply within last 12 months

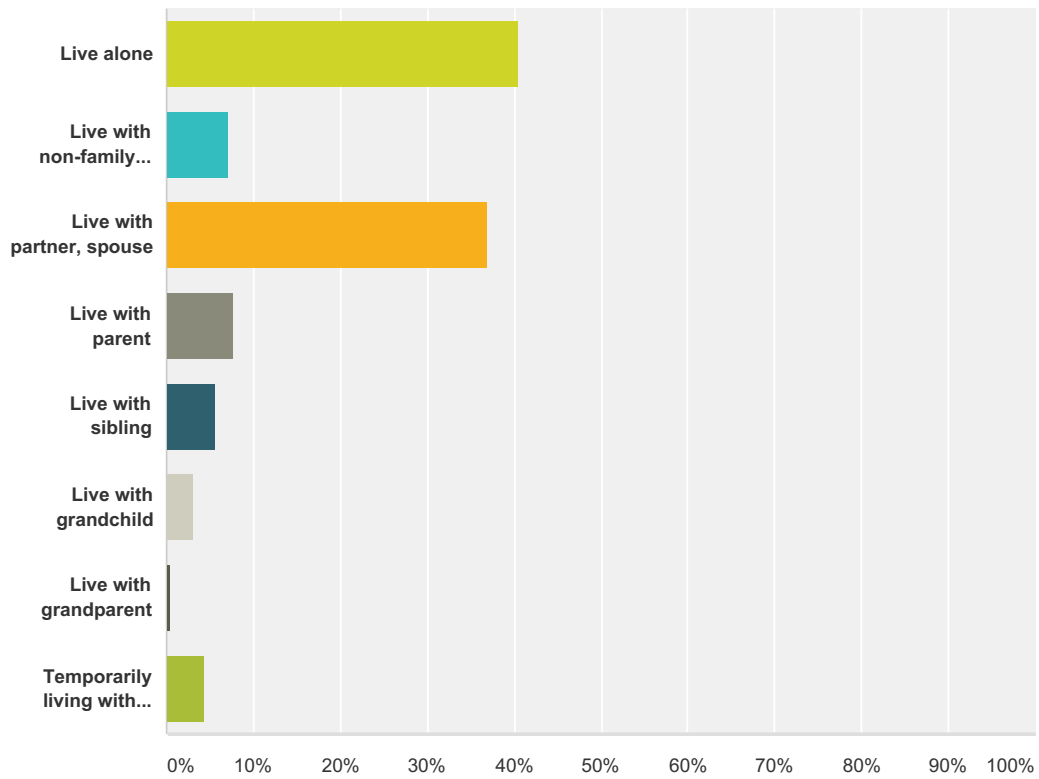
Answered: 607 Skipped: 31



| Answer Choices | Responses |
|----------------------------------|------------|
| I Own | 55.68% 338 |
| I Rent | 36.90% 224 |
| I receive Subsidized rent | 5.77% 35 |
| I live in a Shelter | 2.31% 14 |
| I am Homeless | 3.46% 21 |
| I've Foreclosed | 0.33% 2 |
| I've been Evicted | 1.15% 7 |
| Foreclosure, eviction in process | 0.16% 1 |
| Total Respondents: 607 | |

Q17 What are your Living Arrangements? (check all that apply)

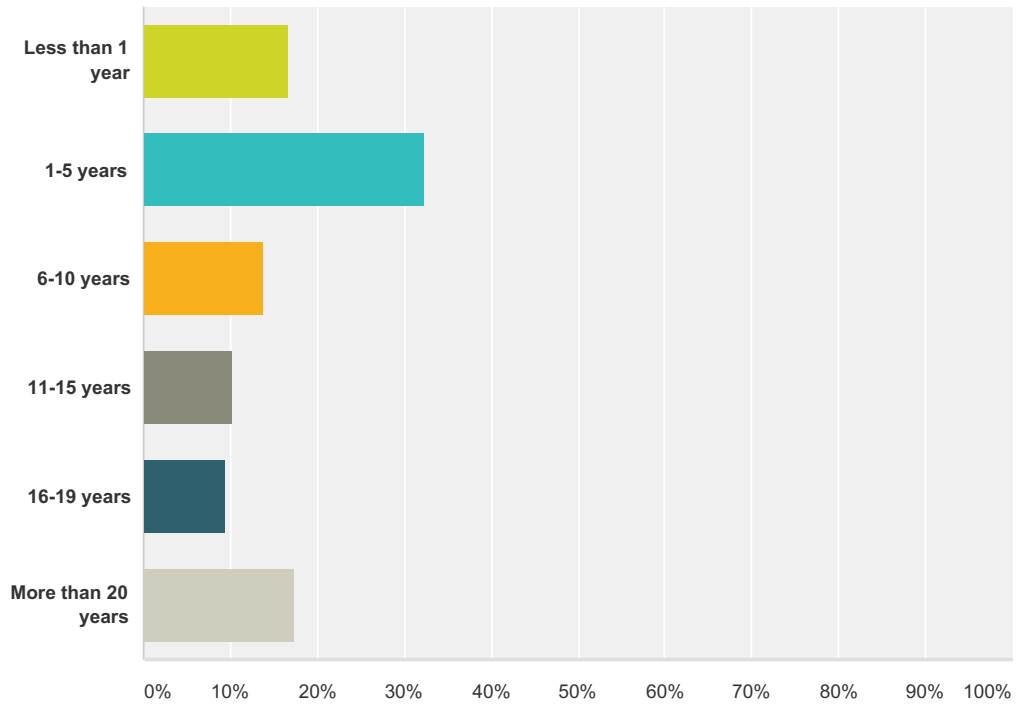
Answered: 603 Skipped: 35



| Answer Choices | Responses |
|--|------------|
| Live alone | 40.46% 244 |
| Live with non-family roommate | 7.13% 43 |
| Live with partner, spouse | 36.98% 223 |
| Live with parent | 7.63% 46 |
| Live with sibling | 5.64% 34 |
| Live with grandchild | 3.15% 19 |
| Live with grandparent | 0.50% 3 |
| Temporarily living with other due to foreclosure, eviction | 4.48% 27 |
| Total Respondents: 603 | |

Q18 How long have you lived at your Current Residence?

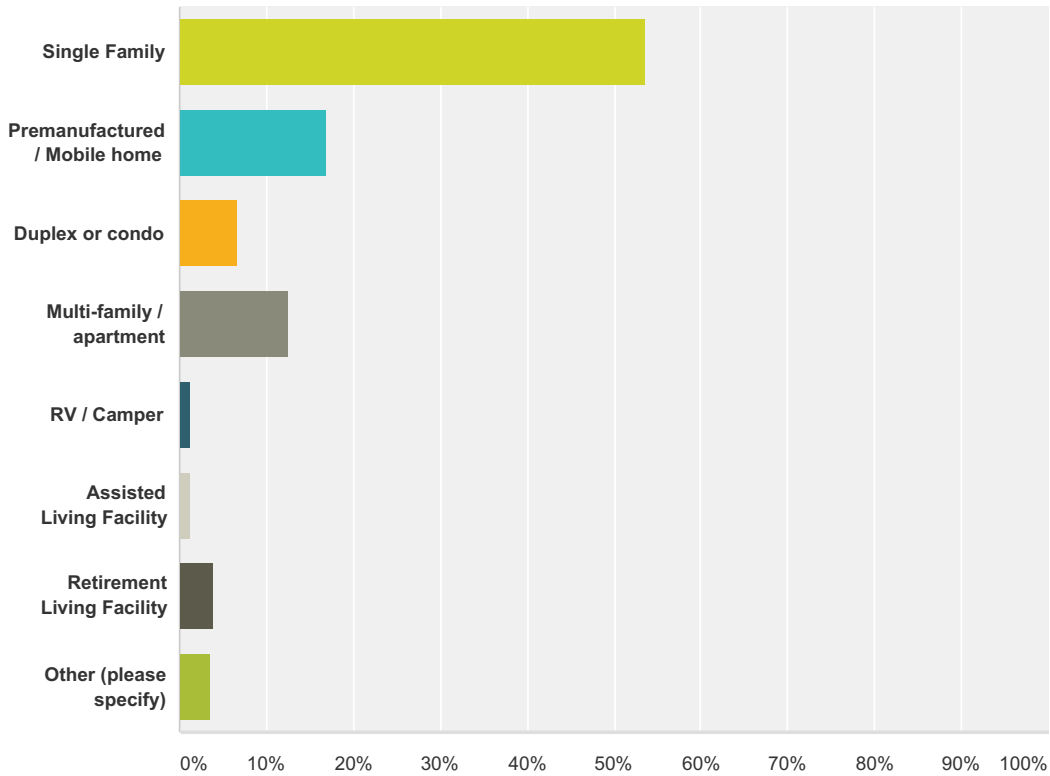
Answered: 620 Skipped: 18



| Answer Choices | Responses |
|--------------------|------------|
| Less than 1 year | 16.77% 104 |
| 1-5 years | 32.42% 201 |
| 6-10 years | 13.71% 85 |
| 11-15 years | 10.32% 64 |
| 16-19 years | 9.35% 58 |
| More than 20 years | 17.42% 108 |
| Total | 620 |

Q19 In which Type of Home do you live?

Answered: 604 Skipped: 34



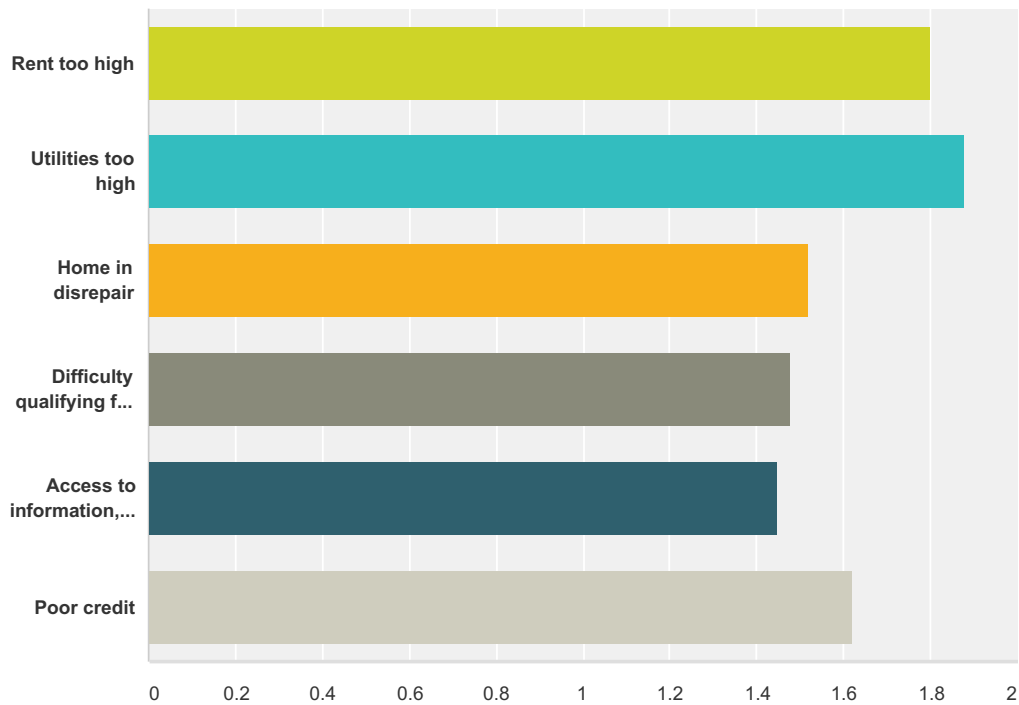
| Answer Choices | Responses | |
|-------------------------------|-----------|------------|
| Single Family | 53.64% | 324 |
| Premanufactured / Mobile home | 16.89% | 102 |
| Duplex or condo | 6.62% | 40 |
| Multi-family / apartment | 12.58% | 76 |
| RV / Camper | 1.32% | 8 |
| Assisted Living Facility | 1.32% | 8 |
| Retirement Living Facility | 3.97% | 24 |
| Other (please specify) | 3.64% | 22 |
| Total | | 604 |

| # | Other (please specify) | Date |
|---|----------------------------|---------------------|
| 1 | Living on parents property | 12/17/2016 12:46 PM |
| 2 | with someone | 12/16/2016 8:15 AM |
| 3 | shelters | 12/15/2016 12:48 PM |
| 4 | Shelter | 12/15/2016 12:44 PM |
| 5 | Shelter | 12/15/2016 12:38 PM |

| | | |
|----|------------------------------|---------------------|
| 6 | Shelter | 12/15/2016 12:23 PM |
| 7 | Shelter | 12/15/2016 12:11 PM |
| 8 | Shelter | 12/15/2016 11:57 AM |
| 9 | Shelter | 12/15/2016 11:46 AM |
| 10 | Stick build our own home | 12/15/2016 11:38 AM |
| 11 | I live in a stick built home | 12/15/2016 11:35 AM |
| 12 | shelter | 12/15/2016 11:30 AM |
| 13 | shelter | 12/15/2016 11:25 AM |
| 14 | shelter | 12/15/2016 11:14 AM |
| 15 | shelter | 12/15/2016 11:05 AM |
| 16 | Hogan | 12/14/2016 4:35 PM |
| 17 | shelter | 12/14/2016 3:15 PM |
| 18 | apartment bedroom | 12/14/2016 1:57 PM |
| 19 | subsidized senior housing | 12/14/2016 11:03 AM |
| 20 | Motel Room | 12/9/2016 10:34 AM |
| 21 | Motel Room | 12/9/2016 8:57 AM |
| 22 | Senior Living | 11/16/2016 9:26 AM |

Q20 What are your Barriers to Housing? Check all that apply

Answered: 497 Skipped: 141



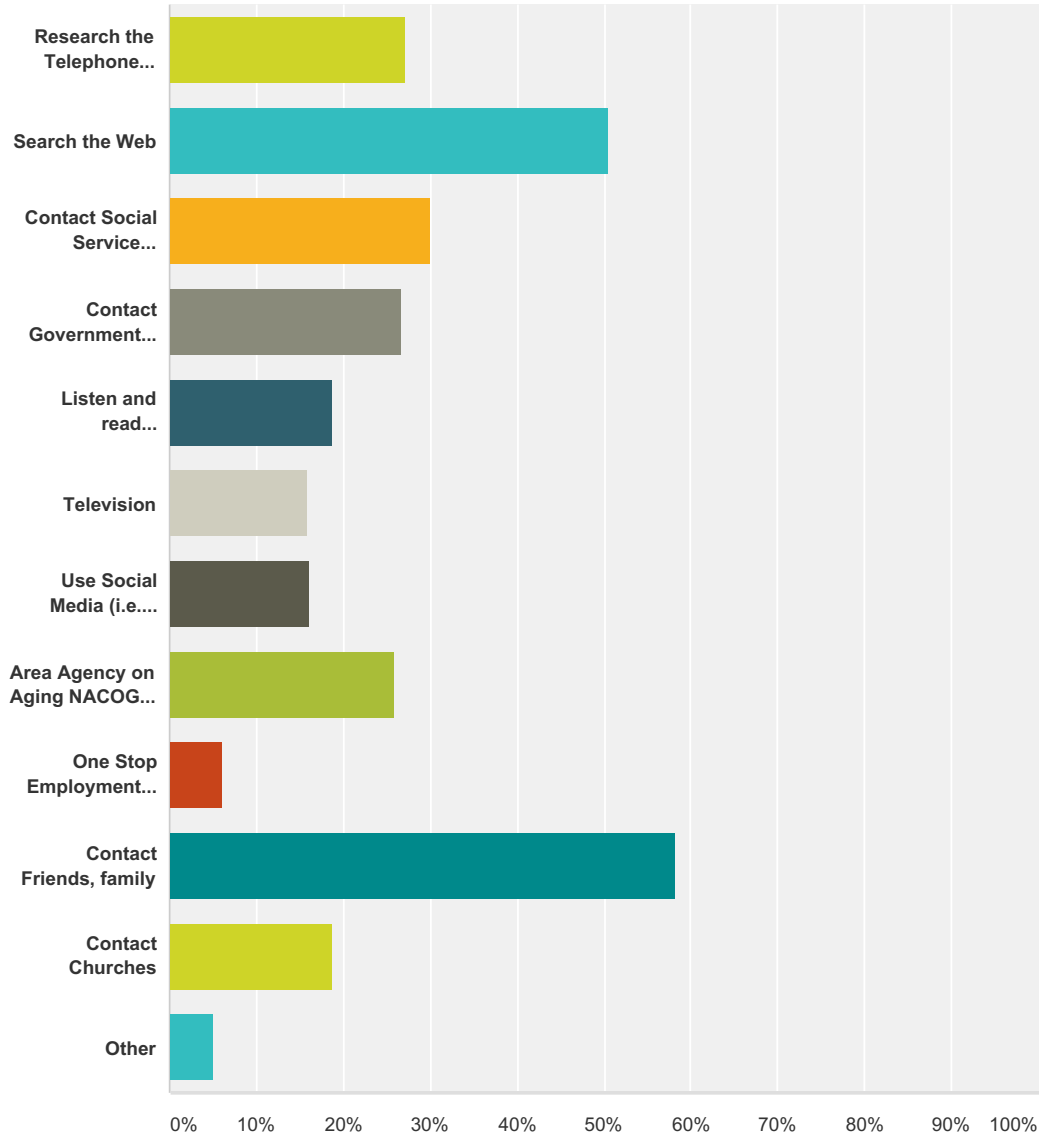
| | Little to No Concern | Somewhat of a Concern | Significant Concern | Total | Weighted Average |
|------------------------------------|----------------------|-----------------------|---------------------|-------|------------------|
| Rent too high | 50.11% 226 | 20.18% 91 | 29.71% 134 | 451 | 1.80 |
| Utilities too high | 40.61% 186 | 30.79% 141 | 28.60% 131 | 458 | 1.88 |
| Home in disrepair | 64.30% 272 | 19.15% 81 | 16.55% 70 | 423 | 1.52 |
| Difficulty qualifying for mortgage | 69.61% 284 | 12.75% 52 | 17.65% 72 | 408 | 1.48 |
| Access to information, knowledge | 68.22% 279 | 18.83% 77 | 12.96% 53 | 409 | 1.45 |
| Poor credit | 60.81% 256 | 16.39% 69 | 22.80% 96 | 421 | 1.62 |

| # | Other | Date |
|---|--|---------------------|
| 1 | cant climb stairs | 12/20/2016 1:37 PM |
| 2 | 17. live with sons | 12/20/2016 12:02 PM |
| 3 | Both are not working only income is Husbands SSD | 12/20/2016 10:35 AM |
| 4 | 17. I live with my daughter and child | 12/19/2016 8:59 PM |
| 5 | 17. Live with child | 12/19/2016 2:54 PM |
| 6 | There needs to be more low income apartments built | 12/17/2016 12:46 PM |
| 7 | 17. Live with kids | 12/16/2016 9:19 AM |

| | | |
|----|---|---------------------|
| 8 | Availibility | 12/15/2016 12:38 PM |
| 9 | availibility | 12/15/2016 12:23 PM |
| 10 | age, income level | 12/15/2016 10:54 AM |
| 11 | daughter needs my money | 12/15/2016 9:00 AM |
| 12 | new home and solar | 12/15/2016 8:55 AM |
| 13 | 17. Live with children | 12/15/2016 8:38 AM |
| 14 | Trying to save for down payment for a home loan is difficult when rent and utilities are high | 12/14/2016 5:49 PM |
| 15 | working to keep home out of foreclosure | 12/14/2016 2:02 PM |
| 16 | keeping taack of reciepts | 12/14/2016 1:57 PM |
| 17 | 17. Live with child | 12/14/2016 10:34 AM |
| 18 | 17. Live with daughter | 12/14/2016 10:24 AM |
| 19 | 17. Live with children | 12/14/2016 10:06 AM |
| 20 | community | 12/14/2016 8:36 AM |
| 21 | none | 12/13/2016 4:21 PM |
| 22 | None apply | 12/13/2016 3:43 PM |
| 23 | 19. House | 12/13/2016 3:18 PM |
| 24 | Qualify for Section 8- for 8 years- no funding | 12/13/2016 1:51 PM |
| 25 | housing cost so high/wages so low it's almost impossible to own a home here | 12/9/2016 3:00 PM |
| 26 | APS Sucks!!Thanks Dodge Dealer | 12/6/2016 3:14 PM |
| 27 | No credit | 12/6/2016 3:00 PM |
| 28 | none | 12/6/2016 12:20 PM |
| 29 | family members living with me can't afford own housing. One is disabled and the other working, but doesn't make enough. | 12/6/2016 9:35 AM |
| 30 | housing prices are very high, so I continue to rent | 11/18/2016 8:15 AM |
| 31 | no barriers | 11/17/2016 11:37 AM |

Q21 When you have an unmet need, how do you find services to fulfill that need? Check all that apply

Answered: 567 Skipped: 71



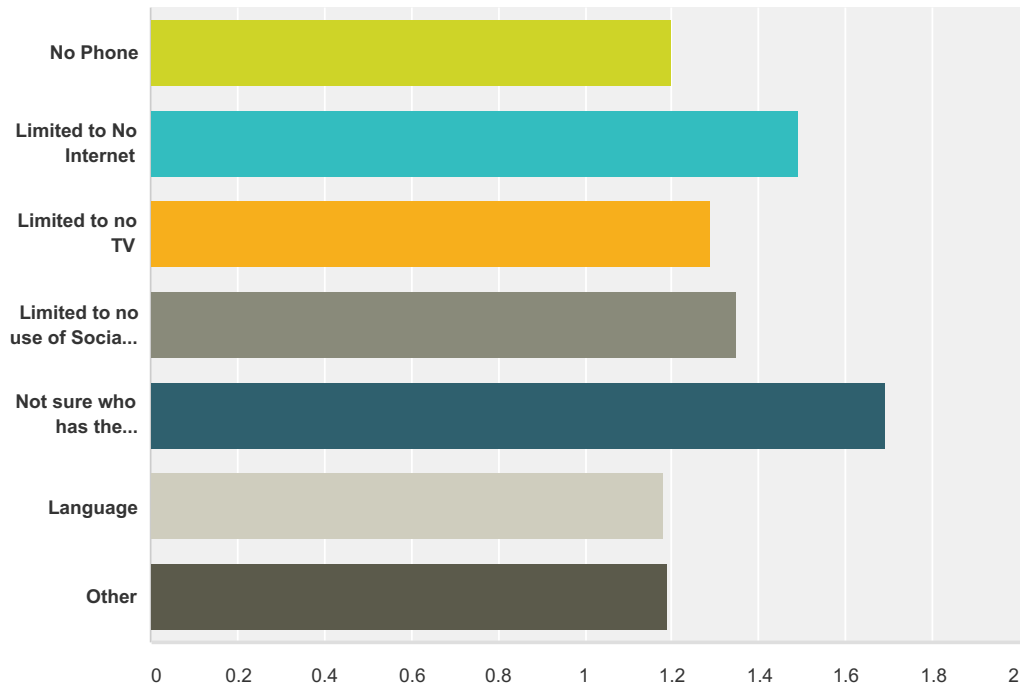
| Answer Choices | Responses |
|---|------------|
| Research the Telephone Directory | 27.16% 154 |
| Search the Web | 50.44% 286 |
| Contact Social Service Programs | 30.16% 171 |
| Contact Government agencies | 26.81% 152 |
| Listen and read advertisement in radio, news, and other print media | 18.69% 106 |
| Television | 15.87% 90 |

| | | |
|---|--------|-----|
| Use Social Media (i.e. FaceBook) | 16.05% | 91 |
| Area Agency on Aging NACOG Information & Referral | 25.93% | 147 |
| One Stop Employment Center/Services | 6.00% | 34 |
| Contact Friends, family | 58.20% | 330 |
| Contact Churches | 18.69% | 106 |
| Other | 4.94% | 28 |
| Total Respondents: 567 | | |

| # | Other | Date |
|----|--------------------------|---------------------|
| 1 | NACOG | 12/20/2016 12:54 PM |
| 2 | newspaper | 12/20/2016 12:27 PM |
| 3 | 211 | 12/20/2016 10:37 AM |
| 4 | library | 12/19/2016 11:44 PM |
| 5 | spectrum guidance clinic | 12/19/2016 11:03 PM |
| 6 | VA | 12/19/2016 11:55 AM |
| 7 | senior center for info | 12/19/2016 10:59 AM |
| 8 | change point | 12/17/2016 12:46 PM |
| 9 | I ask you guys | 12/16/2016 9:14 AM |
| 10 | newspaper | 12/16/2016 9:12 AM |
| 11 | don't know how | 12/16/2016 8:15 AM |
| 12 | AZpire | 12/14/2016 3:18 PM |
| 13 | Anything | 12/14/2016 3:15 PM |
| 14 | VVCG | 12/14/2016 2:29 PM |
| 15 | church/racelle | 12/14/2016 1:57 PM |
| 16 | call cc | 12/14/2016 11:56 AM |
| 17 | CC Racelle | 12/14/2016 11:53 AM |
| 18 | senior companion/AAA CC | 12/14/2016 11:27 AM |
| 19 | call neighbors | 12/14/2016 10:10 AM |
| 20 | community | 12/14/2016 8:36 AM |
| 21 | assisted living | 12/14/2016 8:26 AM |
| 22 | Help is there | 12/13/2016 3:43 PM |
| 23 | Struggle | 12/8/2016 4:01 PM |
| 24 | 411 | 12/8/2016 4:00 PM |
| 25 | Calls for information | 12/8/2016 3:46 PM |
| 26 | no comment | 12/6/2016 3:14 PM |
| 27 | none | 11/30/2016 12:05 PM |
| 28 | I solve my own problems | 11/22/2016 11:35 AM |

Q22 What are your Barriers to Finding Services for your needs? Check all that apply

Answered: 497 Skipped: 141



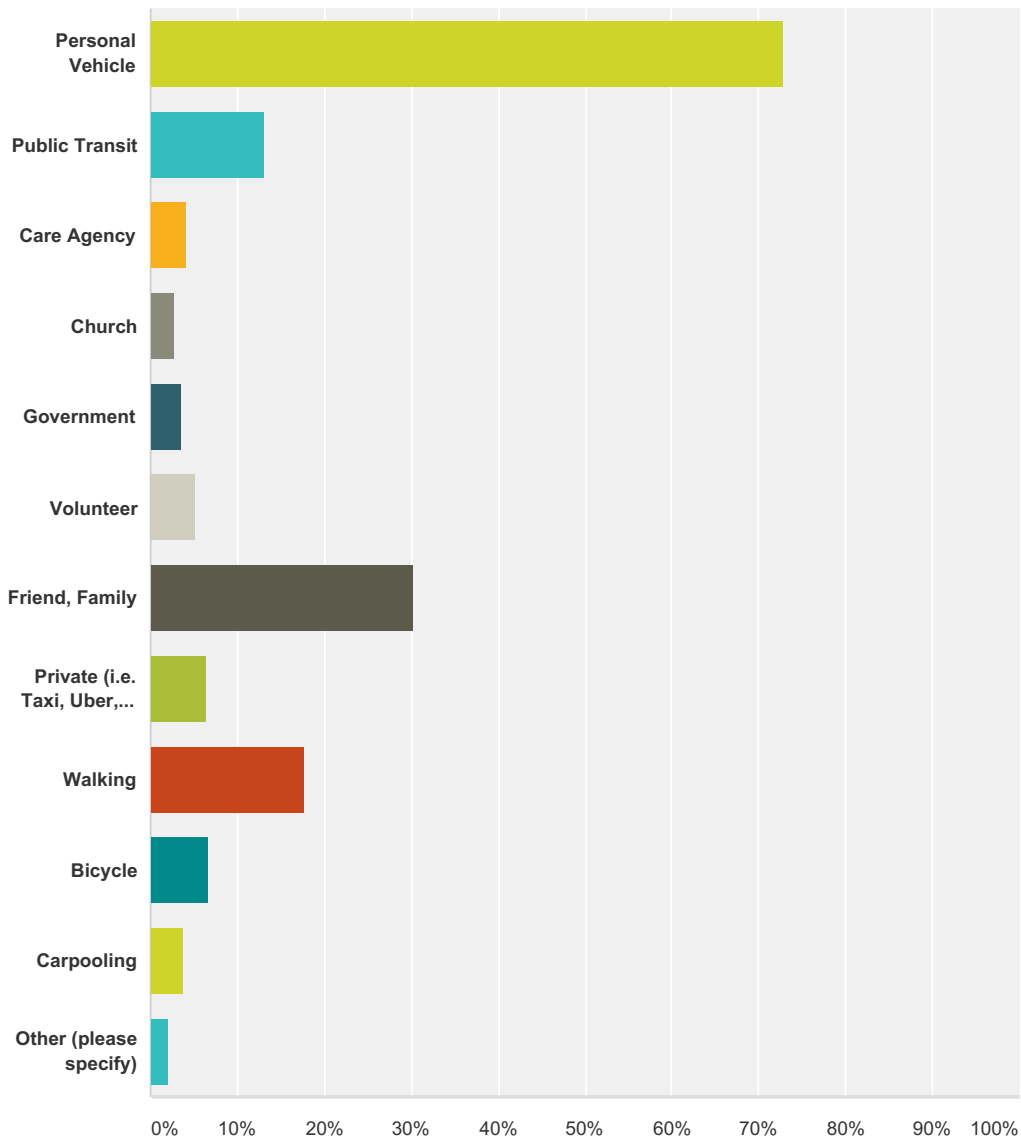
| | Little to No Concern | Somewhat of a Concern | Significant Concern | Total | Weighted Average |
|---|----------------------|-----------------------|---------------------|-------|------------------|
| No Phone | 85.41% 357 | 9.57% 40 | 5.02% 21 | 418 | 1.20 |
| Limited to No Internet | 66.67% 292 | 17.81% 78 | 15.53% 68 | 438 | 1.49 |
| Limited to no TV | 79.90% 334 | 11.00% 46 | 9.09% 38 | 418 | 1.29 |
| Limited to no use of Social Media | 75.53% 321 | 14.12% 60 | 10.35% 44 | 425 | 1.35 |
| Not sure who has the information I need | 50.67% 228 | 30.00% 135 | 19.33% 87 | 450 | 1.69 |
| Language | 87.53% 365 | 7.43% 31 | 5.04% 21 | 417 | 1.18 |
| Other | 86.79% 46 | 7.55% 4 | 5.66% 3 | 53 | 1.19 |

| # | Other: | Date |
|---|--|---------------------|
| 1 | limited on phone minutes | 12/20/2016 12:43 PM |
| 2 | house needs to be fit to accommodate my wheelchair and washing needs | 12/20/2016 12:02 PM |
| 3 | Never had to reach out for help. Always bills paid up. | 12/20/2016 10:35 AM |
| 4 | cannot afford internet/cable tv | 12/19/2016 5:43 PM |

| | | |
|----|--|--------------------|
| 5 | cognitive deficit makes communicating needs and understanding information difficult | 12/14/2016 2:02 PM |
| 6 | community | 12/14/2016 8:36 AM |
| 7 | ASL Amer Sign Language | 12/13/2016 3:50 PM |
| 8 | Use word of mouth. Services not listed on internet. Not in phone book for Prescott/P.V. & Chino V. | 12/13/2016 2:30 PM |
| 9 | 18 miles to population center, no local groceries, etc. | 12/6/2016 12:20 PM |
| 10 | nothing | 12/6/2016 11:33 AM |
| 11 | Often, frontier down. It is our main source of info. besides radio | 12/6/2016 9:35 AM |
| 12 | Embarassment | 11/29/2016 7:45 AM |

Q23 What are your Sources of Transportation? (check all that apply)

Answered: 612 Skipped: 26



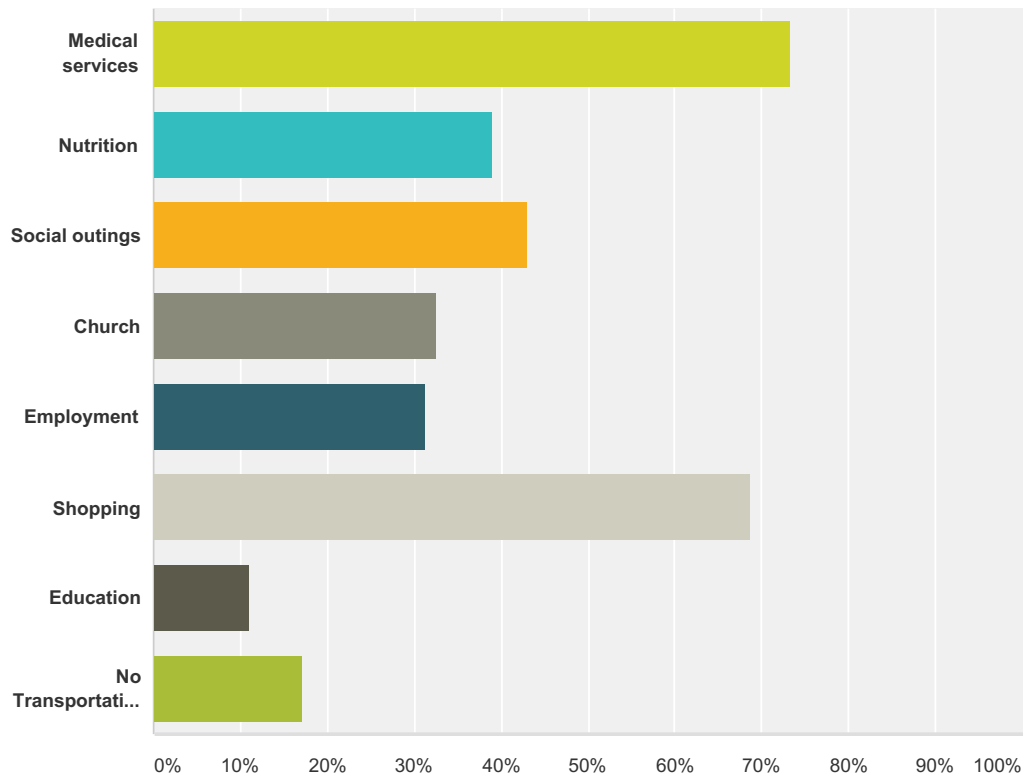
| Answer Choices | Responses | Count |
|------------------|-----------|-------|
| Personal Vehicle | 72.88% | 446 |
| Public Transit | 13.07% | 80 |
| Care Agency | 4.25% | 26 |
| Church | 2.78% | 17 |
| Government | 3.59% | 22 |
| Volunteer | 5.23% | 32 |
| Friend, Family | 30.23% | 185 |

| | | |
|---------------------------------|--------|-----|
| Private (i.e. Taxi, Uber, Lyft) | 6.54% | 40 |
| Walking | 17.65% | 108 |
| Bicycle | 6.70% | 41 |
| Carpooling | 3.76% | 23 |
| Other (please specify) | 2.12% | 13 |
| Total Respondents: 612 | | |

| # | Other (please specify) | Date |
|----|--|---------------------|
| 1 | i would be willing to take the city bus | 12/19/2016 2:25 PM |
| 2 | van takes from apt. complex | 12/15/2016 10:58 AM |
| 3 | 86 years old-dont drive | 12/14/2016 4:09 PM |
| 4 | AZpire | 12/14/2016 3:18 PM |
| 5 | Jackie Senior Comp. | 12/14/2016 1:57 PM |
| 6 | senior companion | 12/14/2016 11:56 AM |
| 7 | transport thru attics | 12/14/2016 11:53 AM |
| 8 | council on agin (senior center) | 12/14/2016 10:06 AM |
| 9 | medical transportation | 12/14/2016 8:56 AM |
| 10 | None | 12/13/2016 4:12 PM |
| 11 | Caregiver | 12/9/2016 10:19 AM |
| 12 | VA Van | 12/9/2016 10:13 AM |
| 13 | 1 vehicle reliable for all of us. Other vehicles unreliable. | 12/6/2016 9:35 AM |

Q24 For what purposes do you need Transportation? (check all that apply)

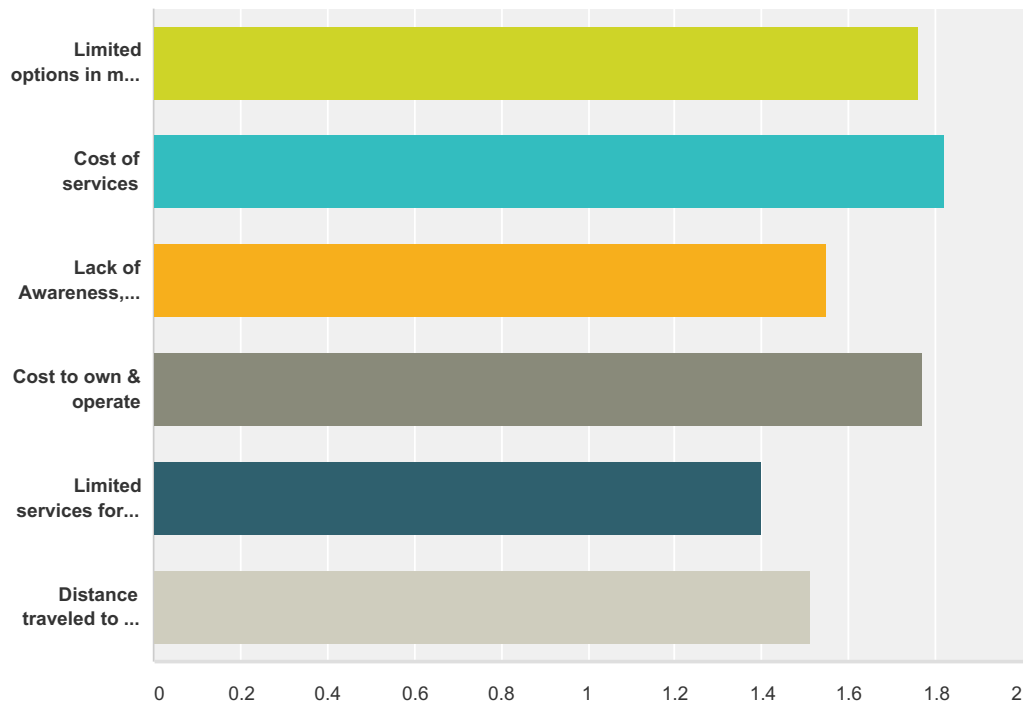
Answered: 567 Skipped: 71



| Answer Choices | Responses |
|-------------------------------|------------|
| Medical services | 73.37% 416 |
| Nutrition | 38.98% 221 |
| Social outings | 43.03% 244 |
| Church | 32.63% 185 |
| Employment | 31.39% 178 |
| Shopping | 68.61% 389 |
| Education | 11.11% 63 |
| No Transportation Needed | 17.11% 97 |
| Total Respondents: 567 | |

Q25 What are your Barriers to Transportation? Check all that apply

Answered: 505 Skipped: 133



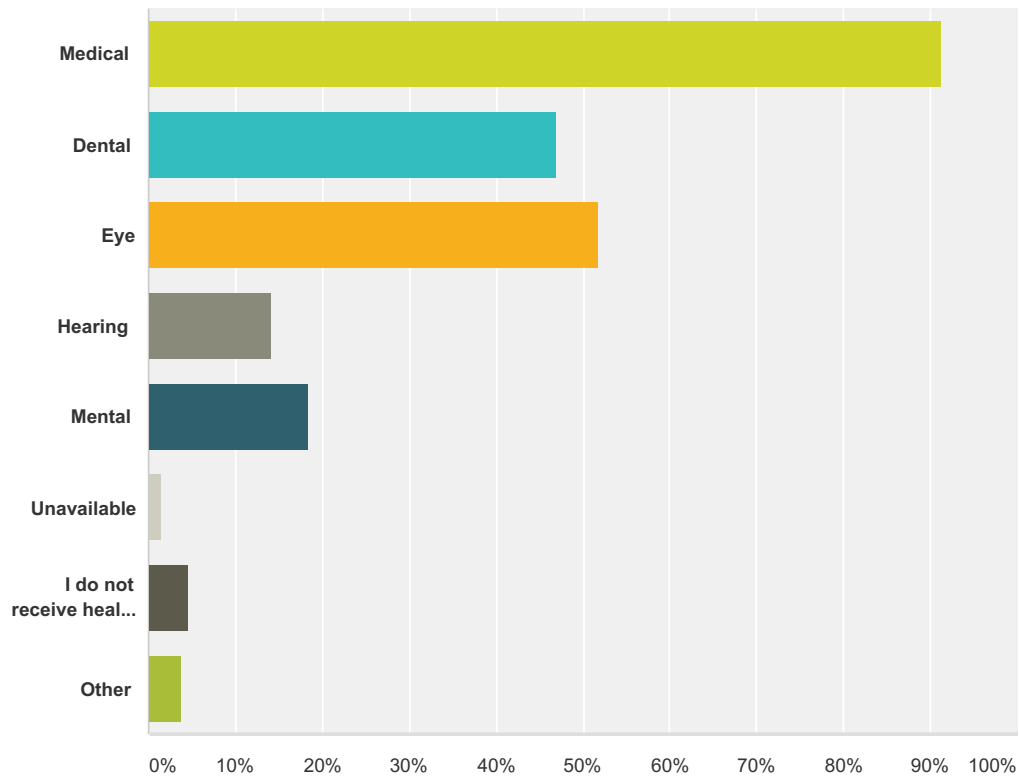
| | Little to No Concern | Somewhat of a Concern | Significant Concern | Total | Weighted Average |
|---|----------------------|-----------------------|---------------------|-------|------------------|
| Limited options in my community | 51.52% 237 | 20.65% 95 | 27.83% 128 | 460 | 1.76 |
| Cost of services | 48.22% 217 | 22.00% 99 | 29.78% 134 | 450 | 1.82 |
| Lack of Awareness, Knowledge of Services | 60.85% 258 | 23.11% 98 | 16.04% 68 | 424 | 1.55 |
| Cost to own & operate | 50.68% 224 | 21.95% 97 | 27.38% 121 | 442 | 1.77 |
| Limited services for my specialized needs | 73.30% 302 | 13.59% 56 | 13.11% 54 | 412 | 1.40 |
| Distance traveled to get a ride | 67.22% 283 | 14.49% 61 | 18.29% 77 | 421 | 1.51 |

| # | Other | Date |
|---|---|---------------------|
| 1 | gas | 12/19/2016 12:05 PM |
| 2 | future possibility | 12/19/2016 11:19 AM |
| 3 | I am responding (I think) to a request for information regarding possible "needs" in this area (Apache County) for elderly residents. I have thought of only one thing at this time, which is reliable transportation to be available to those who are unable to drive themselves and might not feel they can impose on neighbors or friends. I live in Concho. The usual place residents go for medical or shopping needs is Show Low, or Snowflake. | 12/17/2016 2:34 PM |
| 4 | 27. arthritis,not stable when walking | 12/14/2016 9:56 AM |
| 5 | 27. Lupus kidney back | 12/14/2016 9:51 AM |

| | | |
|----|---|---------------------|
| 6 | 27. COPD, diabetic | 12/14/2016 9:42 AM |
| 7 | 27. Mother has alzheimers | 12/14/2016 9:39 AM |
| 8 | 27.RA, peripheral neuropathy-right leg | 12/14/2016 9:29 AM |
| 9 | 27. Son in law: MS. Myself: COPD, heart, emphezema | 12/14/2016 9:26 AM |
| 10 | 27. DM, heart, eye | 12/14/2016 9:10 AM |
| 11 | 27. diabetes | 12/14/2016 9:05 AM |
| 12 | 27. chronic back pain | 12/14/2016 9:03 AM |
| 13 | 27. Hearing-Nerves | 12/14/2016 8:45 AM |
| 14 | 27. Elder care for 100 yr old grandmother | 12/14/2016 8:39 AM |
| 15 | 27. diabetes | 12/14/2016 8:26 AM |
| 16 | no service other than senior center | 12/13/2016 4:44 PM |
| 17 | Family supplies extra needed transportation | 12/13/2016 4:21 PM |
| 18 | 27. eyes, legally blind | 12/13/2016 4:12 PM |
| 19 | 27. High white blood count | 12/13/2016 4:04 PM |
| 20 | 27. High blood pressure, diabetes, parkinsons, arthritis, neraslphy, 5 CRONIC DISEASES | 12/13/2016 3:54 PM |
| 21 | ? | 12/13/2016 3:43 PM |
| 22 | 26. Need Eye Care 27. Diabetes/HBP | 12/13/2016 3:07 PM |
| 23 | 27. Cohns Disease; hgih blood pressure; COPD; HepCi; Diabetes; chronic kidney disease-stage 3 | 12/13/2016 2:59 PM |
| 24 | 27. Type 1 Diabetis. PTSD. Anxiety | 12/13/2016 2:42 PM |
| 25 | 27. Stroke- heart attack - knee shoulder neck surgery needed | 12/13/2016 2:36 PM |
| 26 | 27. COPD, ASTHEMA, HEART FAILURE | 12/13/2016 2:21 PM |
| 27 | none | 12/6/2016 11:33 AM |
| 28 | family members have difficulties keeping up maintenance and repairs of vehicles | 12/6/2016 9:35 AM |
| 29 | no barriers | 11/17/2016 11:37 AM |

Q26 What type of Health Care are you receiving? (check all that apply)

Answered: 602 Skipped: 36



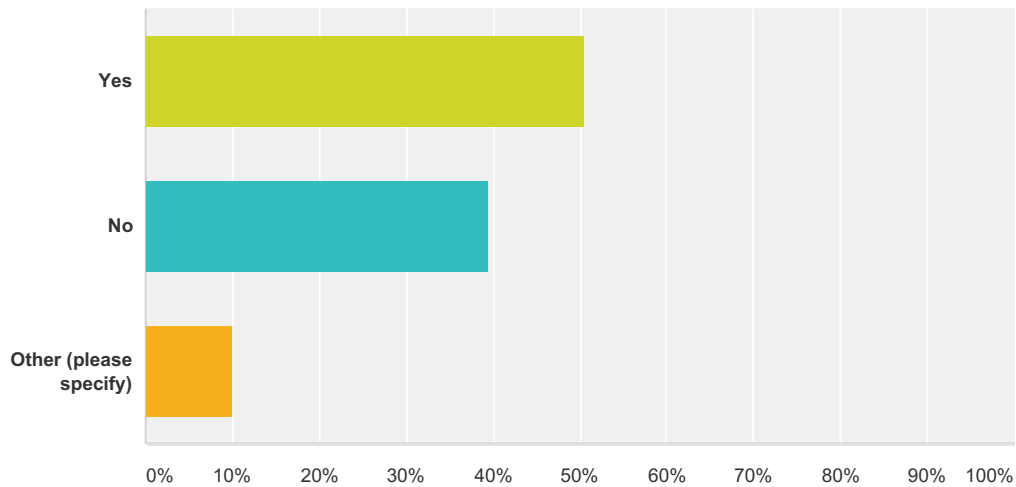
| Answer Choices | Responses |
|-------------------------------|------------|
| Medical | 91.20% 549 |
| Dental | 47.01% 283 |
| Eye | 51.83% 312 |
| Hearing | 14.12% 85 |
| Mental | 18.44% 111 |
| Unavailable | 1.50% 9 |
| I do not receive health care | 4.65% 28 |
| Other | 3.65% 22 |
| Total Respondents: 602 | |

| # | Other | Date |
|---|----------------------------------|---------------------|
| 1 | uhc | 12/20/2016 12:54 PM |
| 2 | ms related services | 12/20/2016 12:02 PM |
| 3 | Need eye and dental | 12/19/2016 5:59 PM |
| 4 | out of town medical appointments | 12/19/2016 5:27 PM |

| | | |
|----|--|---------------------|
| 5 | ACCESS | 12/19/2016 3:24 PM |
| 6 | short term disability | 12/19/2016 2:16 PM |
| 7 | diabetic | 12/17/2016 12:49 PM |
| 8 | medical marijuana program | 12/17/2016 12:46 PM |
| 9 | AHCSS | 12/16/2016 9:12 AM |
| 10 | perscription | 12/16/2016 9:04 AM |
| 11 | normal checkups | 12/15/2016 11:47 AM |
| 12 | dermatologist | 12/14/2016 5:17 PM |
| 13 | IV Therapy | 12/14/2016 11:53 AM |
| 14 | under covered | 12/14/2016 11:16 AM |
| 15 | speech therapy | 12/14/2016 10:44 AM |
| 16 | Access | 12/14/2016 10:13 AM |
| 17 | cannot afford dental. no dentists to provide assistance for low income. 27. Diabetes, high blood pressure. | 12/13/2016 4:44 PM |
| 18 | Physical Therapy. 27. Right side partial paralysis from aneurism | 12/13/2016 2:12 PM |
| 19 | VA | 12/9/2016 10:13 AM |
| 20 | don't have insurance. Can't afford it | 12/6/2016 9:35 AM |
| 21 | VA | 12/6/2016 7:44 AM |
| 22 | Indian Health Services | 11/15/2016 9:28 PM |

Q27 Do you or members of your Household have 1 or more Chronic Health Conditions?

Answered: 598 Skipped: 40



| Answer Choices | Responses | |
|------------------------|-----------|------------|
| Yes | 50.50% | 302 |
| No | 39.46% | 236 |
| Other (please specify) | 10.03% | 60 |
| Total | | 598 |

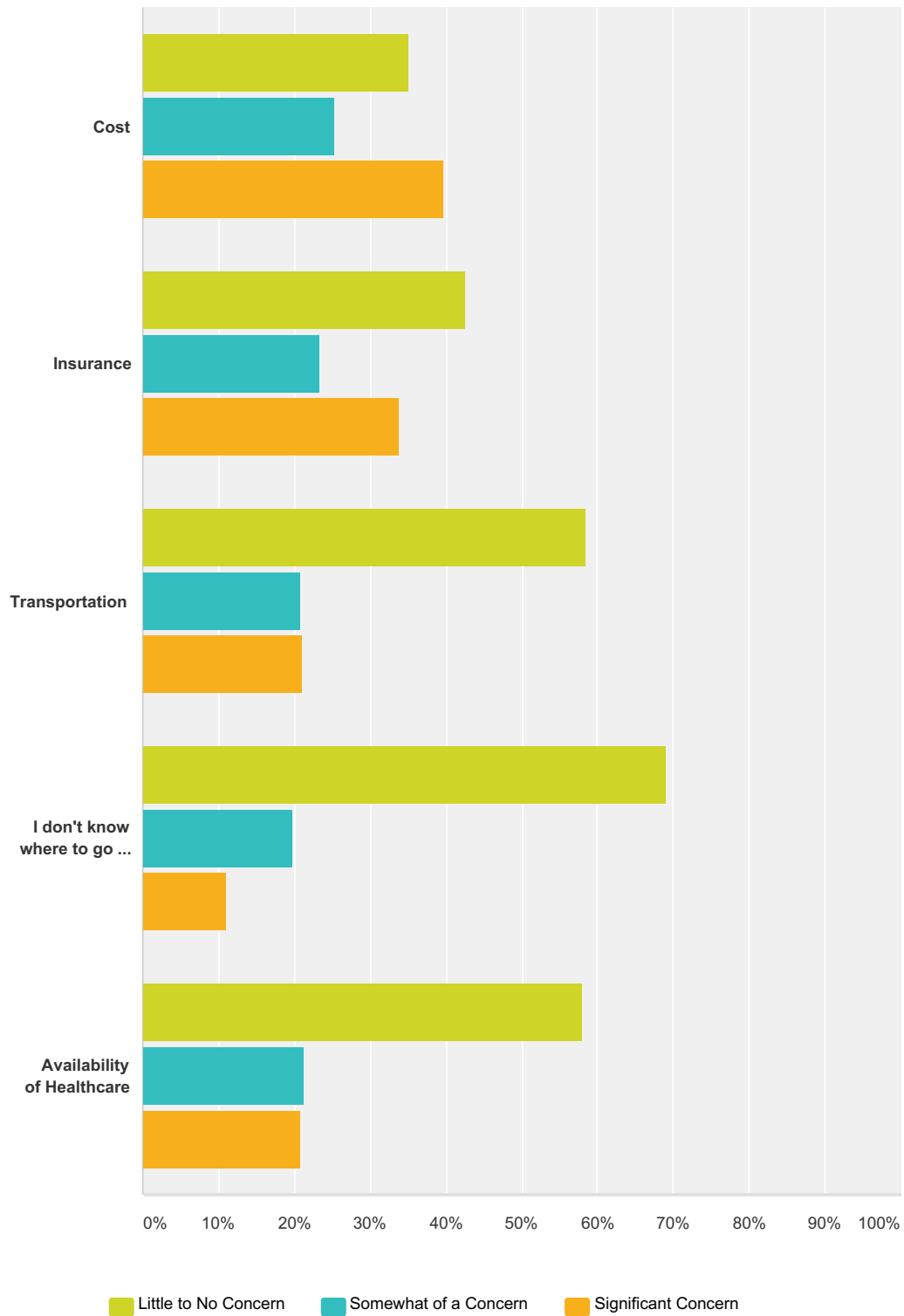
| # | Other (please specify) | Date |
|----|--|---------------------|
| 1 | arthritis | 12/20/2016 2:00 PM |
| 2 | fibromyalgia, lupus, diabetes | 12/20/2016 1:48 PM |
| 3 | motor neuropathy | 12/20/2016 1:07 PM |
| 4 | spine problems | 12/20/2016 12:59 PM |
| 5 | macular degeneration | 12/20/2016 12:56 PM |
| 6 | heart issues | 12/20/2016 12:40 PM |
| 7 | HBP | 12/20/2016 12:22 PM |
| 8 | bipolar, thyroid meds, emphyzema, osteopinea, IBS, pain in muscles ligments, tendons | 12/20/2016 11:32 AM |
| 9 | psoriasis, sinusitis, arthritis | 12/20/2016 10:44 AM |
| 10 | diabetes, fibromyalgia | 12/20/2016 10:40 AM |
| 11 | diabetes chf | 12/19/2016 11:40 PM |
| 12 | . | 12/19/2016 10:06 PM |
| 13 | bipolar, borderline personality disorder | 12/19/2016 5:55 PM |
| 14 | cancer, degen. disc disease, copd, cronic pain | 12/19/2016 5:43 PM |
| 15 | Bipolar | 12/19/2016 4:53 PM |
| 16 | constant consideration of others livlihood | 12/19/2016 2:57 PM |
| 17 | diabetes, cohns, colits, arthritis, degenerative disc etc, high bp | 12/19/2016 2:45 PM |

| | | |
|----|--|---------------------|
| 18 | asthma/addiction | 12/19/2016 2:42 PM |
| 19 | diabetes | 12/19/2016 2:31 PM |
| 20 | my mom has asthma and a heart condition | 12/19/2016 2:25 PM |
| 21 | sciatica | 12/19/2016 1:05 PM |
| 22 | RA osteoarthritis, osteoarthritis, panic attacks in different areas, loss of hearing | 12/19/2016 12:11 PM |
| 23 | arthritis, COFP, sciatica | 12/19/2016 11:58 AM |
| 24 | heart disease | 12/19/2016 11:55 AM |
| 25 | Dementia | 12/19/2016 11:41 AM |
| 26 | COPD/Lame difficulty walking | 12/19/2016 11:24 AM |
| 27 | kidney, hypertension | 12/19/2016 10:46 AM |
| 28 | . | 12/19/2016 10:27 AM |
| 29 | diabetic | 12/17/2016 12:49 PM |
| 30 | chronic pain | 12/16/2016 8:45 AM |
| 31 | depression/anxiety | 12/16/2016 8:37 AM |
| 32 | diabetes | 12/16/2016 8:29 AM |
| 33 | bad knees | 12/15/2016 10:56 AM |
| 34 | stroke-neuropathy-feet | 12/15/2016 9:51 AM |
| 35 | DVT requiring PT/INR to monitor for warafirin | 12/15/2016 9:44 AM |
| 36 | diabetes, high blood pressure, anxiety, asthma | 12/15/2016 9:18 AM |
| 37 | . | 12/15/2016 9:08 AM |
| 38 | diabetes | 12/15/2016 9:00 AM |
| 39 | arthritis, back pain | 12/15/2016 8:46 AM |
| 40 | Diabetes, Type 1 | 12/15/2016 8:41 AM |
| 41 | hypertension | 12/14/2016 5:49 PM |
| 42 | asthma | 12/14/2016 5:40 PM |
| 43 | back-3 surgeries | 12/14/2016 5:23 PM |
| 44 | parkinsons and diabetes | 12/14/2016 5:06 PM |
| 45 | low weight, no strength, stamina | 12/14/2016 4:52 PM |
| 46 | diabetes, HBP | 12/14/2016 4:17 PM |
| 47 | macular | 12/14/2016 4:09 PM |
| 48 | OXG, back, heart, lungs | 12/14/2016 3:07 PM |
| 49 | Diabetes, cholesterol, hi blood pressure, gout | 12/14/2016 2:57 PM |
| 50 | tracheotomy, limited speech | 12/14/2016 2:33 PM |
| 51 | blind from macrodegeneration | 12/14/2016 2:29 PM |
| 52 | dementia | 12/14/2016 2:24 PM |
| 53 | COPD, diabetes | 12/14/2016 11:20 AM |
| 54 | dementia(mother) | 12/14/2016 11:06 AM |
| 55 | hip replacement,osteoperosis | 12/14/2016 11:03 AM |
| 56 | diabetes | 12/14/2016 10:34 AM |
| 57 | hypertension in lungs | 12/14/2016 10:10 AM |
| 58 | cancer | 12/14/2016 10:06 AM |

| | | |
|----|-----------------------------|--------------------|
| 59 | Foot Shoulder Kness Vision. | 12/6/2016 1:55 PM |
| 60 | Depression | 11/21/2016 8:56 AM |

Q28 What are your Barriers to Healthcare? Check all that apply

Answered: 542 Skipped: 96



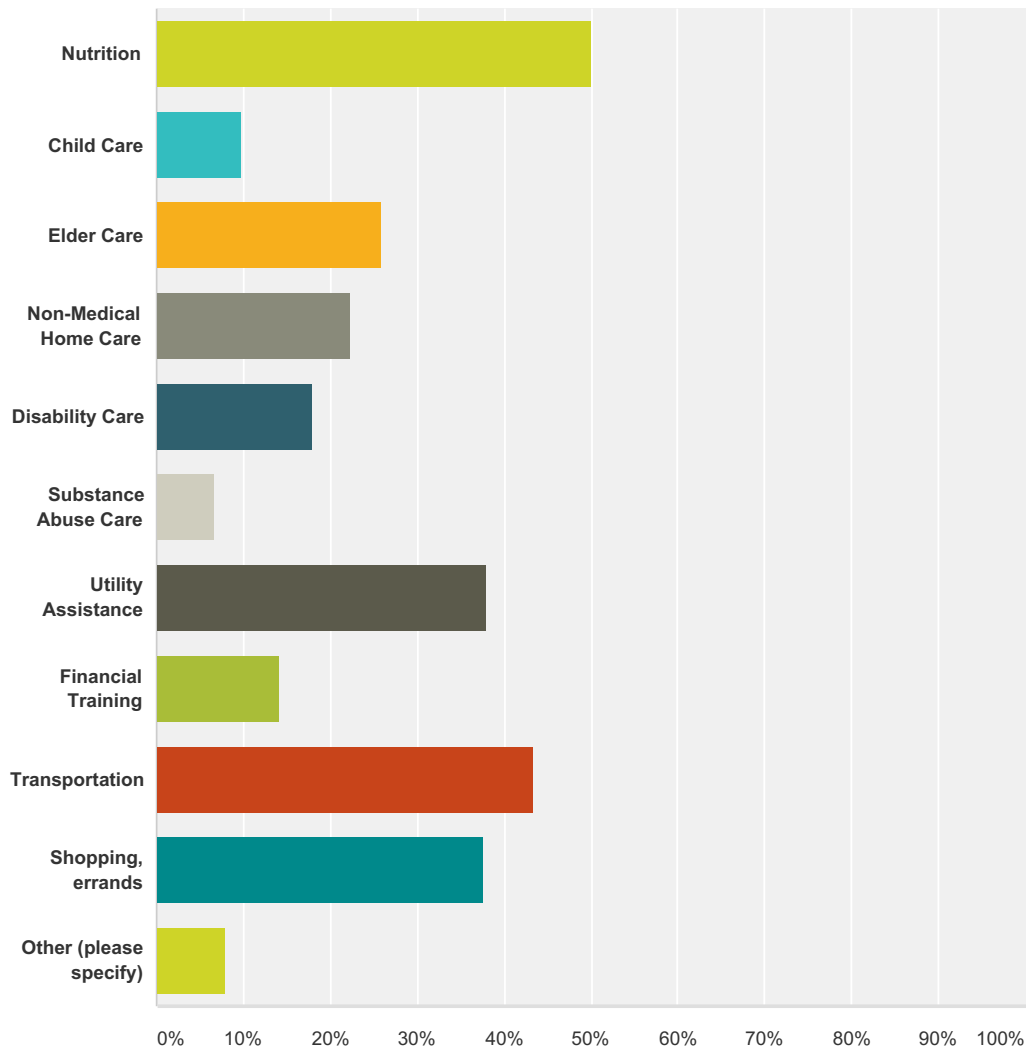
| | Little to No Concern | Somewhat of a Concern | Significant Concern | Total Respondents |
|--|----------------------|-----------------------|---------------------|-------------------|
|--|----------------------|-----------------------|---------------------|-------------------|

| | | | | |
|--|----------------------|----------------------|----------------------|-----|
| Cost | 34.99% 176 | 25.25% 127 | 39.76% 200 | 503 |
| Insurance | 42.68% 204 | 23.43% 112 | 33.89% 162 | 478 |
| Transportation | 58.49% 272 | 20.86% 97 | 21.08% 98 | 465 |
| I don't know where to go to find the information | 69.03% 292 | 19.86% 84 | 11.11% 47 | 423 |
| Availability of Healthcare | 57.94% 259 | 21.25% 95 | 20.81% 93 | 447 |

| # | Other | Date |
|----|--|---------------------|
| 1 | copays/deductibles | 12/19/2016 5:43 PM |
| 2 | fear of good healthcare pros not finding more emphasis on dental care needed | 12/19/2016 10:59 AM |
| 3 | Cant do smoke | 12/15/2016 9:41 AM |
| 4 | Haven't been able to afford dental visit in two years | 12/14/2016 5:31 PM |
| 5 | cognitive issues0limited advocacy | 12/14/2016 2:02 PM |
| 6 | length of visit | 12/14/2016 1:57 PM |
| 7 | distance | 12/14/2016 11:35 AM |
| 8 | If healthcare stops | 12/14/2016 9:34 AM |
| 9 | None | 12/13/2016 3:43 PM |
| 10 | Rural Healthcare Cost | 12/8/2016 1:00 PM |
| 11 | We have healthcare insurance | 11/17/2016 11:37 AM |

Q29 What Home/Community Services do you need? Check all that apply

Answered: 389 Skipped: 249



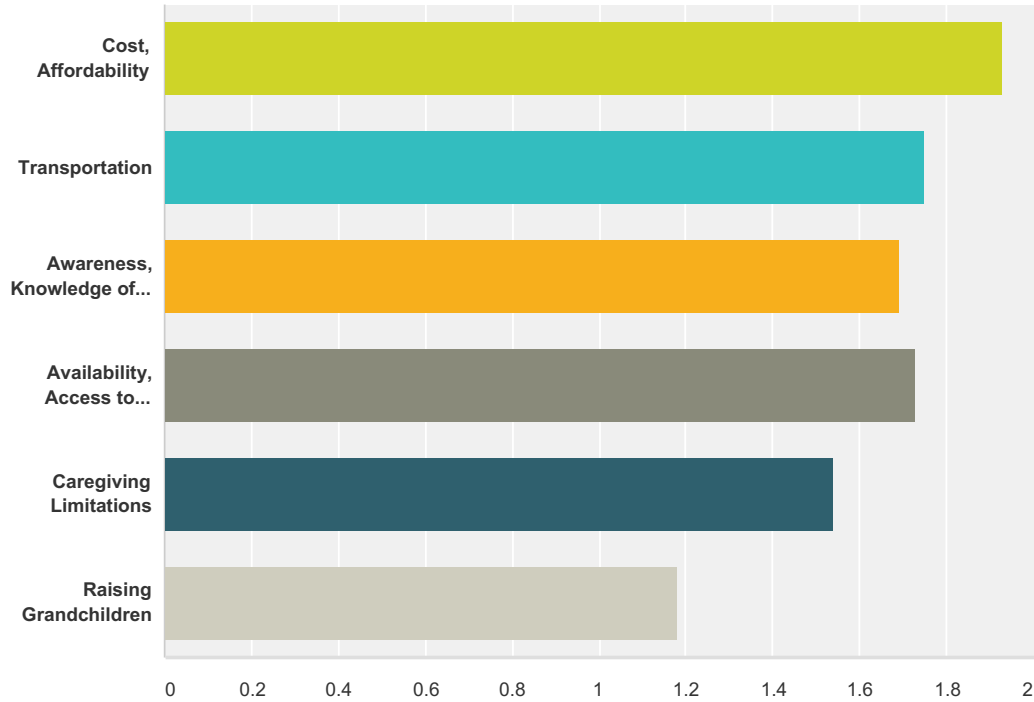
| Answer Choices | Responses |
|-----------------------|------------|
| Nutrition | 50.13% 195 |
| Child Care | 9.77% 38 |
| Elder Care | 25.96% 101 |
| Non-Medical Home Care | 22.37% 87 |
| Disability Care | 17.99% 70 |
| Substance Abuse Care | 6.68% 26 |
| Utility Assistance | 38.05% 148 |
| Financial Training | 14.14% 55 |
| Transportation | 43.44% 169 |

| | | |
|-------------------------------|--------|-----|
| Shopping, errands | 37.53% | 146 |
| Other (please specify) | 7.97% | 31 |
| Total Respondents: 389 | | |

| # | Other (please specify) | Date |
|----|--|---------------------|
| 1 | organization | 12/20/2016 12:30 PM |
| 2 | housekeeping | 12/19/2016 10:53 PM |
| 3 | housekeeping | 12/19/2016 10:36 PM |
| 4 | surgery out of town | 12/19/2016 12:05 PM |
| 5 | cleaning | 12/19/2016 11:36 AM |
| 6 | housecleaning, food preparation | 12/19/2016 11:19 AM |
| 7 | dentist | 12/19/2016 10:48 AM |
| 8 | housekeeping | 12/19/2016 9:57 AM |
| 9 | housekeeping | 12/15/2016 11:02 AM |
| 10 | Lawyer | 12/15/2016 11:01 AM |
| 11 | housekeeping | 12/15/2016 9:42 AM |
| 12 | respite | 12/14/2016 2:24 PM |
| 13 | personal advocacy | 12/14/2016 2:02 PM |
| 14 | home repair | 12/14/2016 11:27 AM |
| 15 | housekeeping/laundry assistance | 12/14/2016 11:03 AM |
| 16 | housekeeping | 12/14/2016 10:59 AM |
| 17 | housekeeping | 12/14/2016 10:56 AM |
| 18 | can't drive | 12/14/2016 9:34 AM |
| 19 | none | 12/13/2016 4:39 PM |
| 20 | not sure yet! | 12/13/2016 4:28 PM |
| 21 | no barriers | 12/13/2016 4:21 PM |
| 22 | Social | 12/13/2016 3:46 PM |
| 23 | ? | 12/13/2016 3:43 PM |
| 24 | Physical Therapy | 12/13/2016 2:12 PM |
| 25 | none | 12/6/2016 10:13 PM |
| 26 | Outside property care | 12/6/2016 2:45 PM |
| 27 | GAS | 12/6/2016 1:55 PM |
| 28 | Very Limited acces to local businesses | 12/6/2016 12:20 PM |
| 29 | none | 12/6/2016 11:33 AM |
| 30 | None AT PRESENT | 12/6/2016 6:57 AM |
| 31 | none | 12/5/2016 12:03 PM |

Q30 What are your Barriers to Home/Community Services? Check all that apply

Answered: 492 Skipped: 146



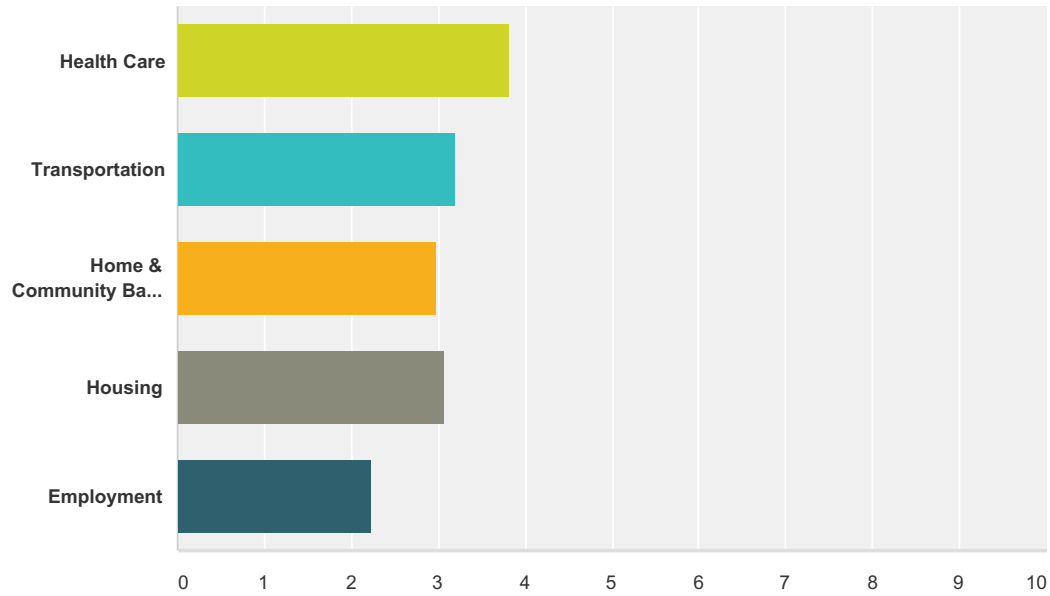
| | Little to No Concern | Somewhat of a Concern | Significant Concern | Total | Weighted Average |
|----------------------------------|----------------------|-----------------------|---------------------|-------|------------------|
| Cost, Affordability | 40.35% 182 | 26.61% 120 | 33.04% 149 | 451 | 1.93 |
| Transportation | 51.66% 234 | 21.63% 98 | 26.71% 121 | 453 | 1.75 |
| Awareness, Knowledge of Options | 48.12% 205 | 34.27% 146 | 17.61% 75 | 426 | 1.69 |
| Availability, Access to Services | 48.92% 203 | 29.64% 123 | 21.45% 89 | 415 | 1.73 |
| Caregiving Limitations | 63.30% 257 | 18.97% 77 | 17.73% 72 | 406 | 1.54 |
| Raising Grandchildren | 86.72% 333 | 8.33% 32 | 4.95% 19 | 384 | 1.18 |

| # | Other (please specify) | Date |
|---|---|---------------------|
| 1 | child care for a child who is not a grandchild | 12/19/2016 11:11 PM |
| 2 | wife has disability, bad hip, COPD | 12/19/2016 11:36 AM |
| 3 | having a problem getting started | 12/16/2016 8:12 AM |
| 4 | ins, limitations | 12/14/2016 2:02 PM |
| 5 | finding consistent help | 12/14/2016 11:06 AM |
| 6 | We have none of this. I guess our lives have gone to hell in a basket | 12/14/2016 9:34 AM |

| | | |
|----|---|---------------------|
| 7 | 31. Childcare transportation | 12/13/2016 4:35 PM |
| 8 | Healthcare | 12/13/2016 4:12 PM |
| 9 | None | 12/13/2016 3:43 PM |
| 10 | none | 12/6/2016 11:33 AM |
| 11 | This survey is POORLY constructed and biased (assuming everyone has an unmet need). At times, the wording is confusing and not easily understood. | 11/22/2016 11:35 AM |
| 12 | none | 11/17/2016 11:37 AM |

Q31 What is your Greatest Need? Rank options below 1 through 5 (1 being most important, 5 being least important)

Answered: 507 Skipped: 131



| | 1 | 2 | 3 | 4 | 5 | Total | Score |
|---------------------------------|---------------|---------------|---------------|---------------|---------------|-------|-------|
| Health Care | 44.37% 201 | 18.76% 85 | 17.66% 80 | 12.80% 58 | 6.40% 29 | 453 | 3.82 |
| Transportation | 20.15% 82 | 24.57% 100 | 21.13% 86 | 22.11% 90 | 12.04% 49 | 407 | 3.19 |
| Home & Community Based Services | 17.88% 76 | 20.71% 88 | 24.47% 104 | 16.00% 68 | 20.94% 89 | 425 | 2.99 |
| Housing | 17.66% 74 | 21.00% 88 | 20.05% 84 | 33.65% 141 | 7.64% 32 | 419 | 3.07 |
| Employment | 11.99% 50 | 12.95% 54 | 13.91% 58 | 9.35% 39 | 51.80% 216 | 417 | 2.24 |