

ACTION PLAN November 2020

Small Steps. Big Impact.



A MESSAGE FROM THE COUNTY COMMISSIONERS

December 2017

The Delaware County Commissioners are in support of Delaware County pursuing admission into the Network of Age-Friendly Cities and Communities Initiative. Delaware County is committed to a collaborative effort to identify needs, promote policies, and foster partnerships in an effort to improve the livability for all residents throughout Delaware County. We have great confidence in SourcePoint who, in partnership with the Delaware General Health District, will lead the effort.

SourcePoint has demonstrated their commitment to providing high-quality services and supports to Delaware County's older residents for over 25 years. The Delaware General Health District has been the leader in making Delaware County the healthiest county in the state for several years. As the fastest growing county in the State of Ohio, it is no surprise that Delaware County's population ages 60 and over is also expected to grow by 153%, while the state is only expected to grow 47% during this same time frame. Due to this expected extreme population growth, it is vital for Delaware County to strive to assure our community is one where older adults can live healthy and successful lives.

In order to better serve our aging population, Delaware County has adopted a resolution supporting the age-friendly project, and SourcePoint and the Delaware General Health District have committed to the following:

- Complete an assessment to review the gaps and needs of the aging population throughout the county.
- Create a stakeholder group to address each domain within the age-friendly project.
- Develop an action plan responding to the needs identified by the assessment process and stakeholder group.
- Commit to measuring activities, reviewing action plan outcomes, and reporting on them publicly.

We know that SourcePoint and the Delaware General Health District will work to achieve the best conditions for Delaware County's older population. We believe this project will result in valuable partnerships throughout the county and will improve the livability of Delaware County for residents of all ages.

Sincerely,		
Jeff Benton, Commissioner	Barb Lewis, Commissioner	Gary Merrell, Commissioner

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DELAWARE COUNTY COMMUNITY PROFILE

Delaware County is a collection of vibrant communities with rich history and strong values. It is the fastest growing county in the state of Ohio and the older adult population is growing even faster. We currently have over 50,000 residents ages 55 and older in Delaware County.

The 55-and-older population of Delaware County more than doubled between 2000 and 2010, and according to the Scripps Gerontology Center at Miami University, this same group is projected to more than double again by 2030, which averages to more than 2,200 additional individuals each year. Older adults are projected to make up over 30% of Delaware County's population by 2030.



Delaware County is comprised of urban, suburban, and rural communities.

The southern portion has undergone more urbanization and is more densely populated as compared to the northern areas, which more closely resemble historic Delaware County with vast farms and smaller villages. Central in our county lies the city of Delaware, a thriving, historic downtown and home to Ohio Wesleyan University. Many services and organizations are centralized in this part of the county.

Based on the most recent census, Delaware County's residents are 88.4% white, 5.5% Asian, 3.4% African American, and 2.1% two or more races. 2.4% of the population identifies as Hispanic.

Over 50% of residents have a bachelor's degree or higher educational attainment and the median family income is just over \$104,000.

Approximately 14% of older adults in Delaware County are living below 200% of the poverty threshold, nearly three times the rate for all ages in the area. Scripps Gerontology Center states over 24% of Delaware County's older population deal with independent living difficulties.

SourcePoint is Delaware County's leading aging services organization. A 501(c)(3) nonprofit, SourcePoint provides and coordinates services to help older residents thrive after 55. In the interest of furthering our community's ability to support our growing aging population, SourcePoint took on a leadership role in making Delaware County an age-friendly community.

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AGE-FRIENDLY DELAWARE COUNTY

Age-Friendly is an international effort led by the World Health Organization and is part of a national network of livable communities facilitated by AARP.

The age-friendly initiative encourages cities, counties, and states to prepare for the rapid aging of the U.S. population by applying focused innovation to the environmental, economic, and social factors that influence the health and well-being of older adults. The initiative's ideology holds that making a community more age-friendly is good for citizens of all ages and abilities.

Mission

Age-Friendly Delaware County will collaborate to innovate and improve key elements of livability that support healthy aging in our community.

Vision

Delaware County is an active, safe, healthy, and connected community for all ages and abilities.



Structure of Plan

After gathering both qualitative and quantitative data through our community survey and discussions with numerous community members, Age-Friendly Delaware County's leadership defined six domains for our initiative. These domains—or focus areas—are described below:



Housing

Ensures that older adults have access to affordable, accessible, and safe housing options with the ability to age in place if they so desire.



Transportation

Assures that older adults have access to affordable, safe transportation that will get them where they need to go. Various forms of transportation, such as bikes and walking trails, are easily utilized.



Outdoor Spaces & Buildings

Provides safe and accessible indoor and outdoor places for people of all ages to gather and engage in community. The outside environment and public buildings have a major impact on the mobility, independence, and quality of life for older adults, as well as their ability to age in place.



Community Support, Health & Safety Services

Ensures that older adults are able to access and afford the community support, health, and safety services they require. Health and social services are well-distributed, conveniently located, and offer an adequate range of health and community support services that promote, maintain, and restore health for people of all ages and abilities. It also focuses on emergency planning that includes older adults, taking into account their needs and capacities in preparing for and responding to emergencies.



Community Engagement

Ensures that older adults can continue to work for pay if they choose, volunteer their skills, and be actively engaged in community life. It focuses on honoring what each person has to offer and encourages participation regardless of age or ability. This focus area also includes creating intergenerational opportunities where people can engage at any age.



Communication & Information

Recognizes that older adults communicate and receive information in various ways that may be different than other age groups and provides access to programs and services that meet their needs. This means that regular and reliable information is available through different sources, such as mail, email, newspaper, and radio, as well as through public meetings, community centers, and clubs.

Structure of Plan

After defining the domains, the age-friendly leadership team created groups consisting of stakeholders in the community, including local subject-area experts, community partners, and Delaware County older adults for each focus area. *Members of each group are listed on page 26.*

Cross-cutting Domains: Some strategies and action steps may affect the livability of our communities in multiple ways, affecting more than one domain. For this reason, you will notice there are cross-cutting factors noted in the "Strategies & Action Steps" section of the plan beginning on page 12. This means the strategy or action step is listed under the domain into which it fits best, and the resulting impacts on livability that may affect another domain will be noted with small icons on the right-hand side.

2018 Begin project with assessment of county adults ages 55 and older. 2019-2020 Identify community needs and develop strategic plan. 2020-2023 Implement plan in Delaware County. 2023 Assess progress and provide status update.

Project Timeline

If we work together, at the end of this cycle, we will make a difference in the lives of people of all ages and abilities, making our community more age-friendly than ever before.

However, our work doesn't end there! Being age-friendly means we commit to continuously and consistently grow, learn, and adapt. By doing so, age-friendly communities are better equipped to become great places—and lifelong homes—for people of all ages.

In 2018, the Delaware General Health District, in collaboration with SourcePoint and other community partners, conducted an extensive assessment of Delaware County's strengths and opportunities for improvement. (See below for key findings.)

The assessment covered eight domains of a livable community as identified by the World Health Organization. A direct-mail survey was distributed to 1,500 random registered voters ages 55 and older in the county. A findings report was created to include results from this survey, for which the health district received a 51% response rate. *See the full Community Assessment report on page 38.*

Although much information was gathered from the survey, our work was not complete. We knew there were areas in our county not as well represented, but with important input to share. In addition, we know there are certain biases introduced by the characteristics of people who self-select to complete a survey. For this reason, SourcePoint's age-friendly coordinator visited community spaces to hear from those who may have been missed and gather more regional qualitative data.

Important Findings

Strengths:

- Trails and parks.
- 97% of older adults who responded felt their community is somewhat or very safe.
- 89% find it important or very important to stay in their community as they age and 86% in their current home.
- The vast majority of survey participants use technology, such as computers, internet, or smartphones.
- 69% exercise every day to several times a week.
- 80% would rate their community as a very good or excellent place to live as they age, but say finances and housing are two of the top reasons they would have to move.

Opportunities for Improvement:

- Public parking.
- Areas to stop and rest in public places, including parks and trails. ("Parking often is not nearby, steps or stairs are unavoidable, need periodic seating to rest. Remember, many handicapped are not in wheelchairs or scooters.")
- They wish public transit and biking were methods they could utilize more.
- 47% of respondents said intergenerational activities don't apply to them—room for education and involvement!
- 1 in 5 older adults take five or more prescription medications and 54% do not review medications with a pharmacist annually.
- 8 of every 100 have been a victim of a financial scam.
- 41% of older adults are not aware of mental health services in their community.

"All in all, Delaware County is a great place to live and retire... for those who can afford it."

Developing Partnerships

After some data collection, we had the information needed to create our domain groups. For Age-Friendly Delaware County, six domain groups were created. *(See Structure of Plan on page 6.)* These groups were comprised of community stakeholders, including local subject-area experts, community partners, and Delaware County older adults. Some members were handpicked to join, while others volunteered due to interest in the initiative.

Once our groups were in place, we used the design thinking method to move our process forward. This involved community building and strategic thinking. Two exercises that

we completed with each group were stakeholder mapping and affinity clustering.

Stakeholder mapping gave us a visual presentation of all organizations involved in a specific area of focus in our community. It enabled us to make sure we had the right people in the room. Affinity clustering was an interactive exercise that weighed the strengths, challenges, and opportunities within each focus area.

This process helped our groups identify a direction for our strategies and action steps. *(See Strategies & Action Steps on page 12.)* It allowed the initiative to take on the slogan "Small Steps, Big Impact."



Community Engagement

With thoughts of addressing a smaller group of community members and the potential for time limitations, 23 questions were chosen from the original survey to utilize in various forms of community conversations. These questions represented five of the six age-friendly domains.

Focus Groups

We held focus groups at the congregate dining centers at Georgetown Apartments and St. Michael's Community. We had the opportunity to sit down with 28 individuals to work through the survey and answer questions.

Meals on Wheels Ride-alongs

We went on routes with Meals on Wheels volunteers in two rural communities, as well as one low-income senior living apartment building. This provided an opportunity to meet one-on-one with approximately 50 community members. It also granted us access to individuals who are often homebound and limited in their social activities and transportation, providing yet another perspective.



Coffee & Conversation

We held coffee-and-conversation sessions in the Ashley and Galena communities, exchanging ideas and concerns with 30 engaged older adults. We also attended two festivals: the Corn Festival in Ashley and the Harlem Township Festival in Galena. These are annual events that attract people of all ages. In discussing the survey, it was further confirmed these communities are not without challenges.



Our final engagement was held during lunch meetings with three different senior groups in Delaware County: Olentangy, Ostrander, and Sunbury. While these groups are from three very diverse areas in our county, they shared similar challenges within their communities.

Getting out in Delaware County and having candid conversations with our community members provided a deeper understanding of their concerns and what is missing in their communities. Communication, transportation, and a lack of affordable housing were common themes.

In the end, we walked away thinking, "How can we help, who needs to be at the table, and where do we go from here?"

Community Awareness

Our next task at hand was getting the word out and creating an awareness in the community as to what Age-Friendly Delaware County is all about. We call it the age-friendly buzz. This initiative is collaborative in nature, and we as leaders in this work continue to emphasize, "It takes a village." Some of this awareness was accomplished through the following events:

- 10TV story with Laura Borchers.
- Age-Friendly Delaware County kick-off event.
- Strong Towns event with John Reuter.
- AAA Mature Driving event.
- Presentations at Sunbury Village and Harlem Township council meetings.
- Delaware and Sunbury Rotary Club presentations.
- Radio spotlight on VOICEcorps broadcast.
- AARP Livable Communities speaker Bill Armbruster.
- Main Street Delaware First Friday Facebook event.

Gaining insight from other age-friendly communities was key in developing our plan. We consulted age-friendly communities of Columbus, Pittsburgh, and Cleveland, and reviewed many action plans that are part of the AARP Livable Communities network.

During this time, the Coalition of Age-Friendly Communities of Ohio

(CAFCO), of which Age-Friendly Delaware County is part, was also formed.

This coalition brings together 12 communities that are part of the AARP Livable Communities network. All bring to the table a wealth of information to learn and share with one another.





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Cross-Cutting Domains

Challenge: Legal options and financial qualifications for housing are complex. A comprehensive, consolidated resource that outlines qualifications for affordable housing does not currently exist in Delaware County.

Strategy 1: Directory of Housing Resources

1a Create a directory that identifies legal and financial options related to housing for older adults.

Challenge: 86% of Age-Friendly survey respondents indicated they find it important or very important to stay in their current home as they age. Even so, over 40% indicated they need assistance with maintaining the interior and exterior of their homes. A recurring theme in our survey centered around financial concerns and affordability of housing.

Strategy 2: Nesterly

Nesterly is a platform for intergenerational homesharing in which housemates can exchange help around the house for lower rent. For example, younger person takes out trash weekly and gets \$25 off rent for the month.

- 2a Educate community through event and social media campaign.
- 2b Promote expansion/availability in Delaware County.
- 2c Hold a community event to promote awareness.





Legend See page 6 for details on each domain.



HOUSING continued...

Challenge: 1 in 4 Americans age 65+ falls each year. Between 50% to 75% of falls occur in the home. Even falls without injury can cause a fear of falling, leading to physical decline, depression, and social isolation.

Strategy 3: Home Safety Checks

Home safety checks are a walk-through of an older adult's living space with a trained professional to identify certain risk factors in the home environment and get suggestions for modifications to reduce environmental fall risk in the home.

- 3a Expand/reboot home safety checks.
- **3b** Utilizing SourcePoint providers, recruit and create memoranda of understanding with partners.
- 3c Train partner agency staff to conduct checks.
- 3d Set up referral process, data collection, and follow-up protocol for checks.
- 3e Create referral resources for home modifications suggested.

Challenge: There is a lack of affordable, accessible housing stock in Delaware County.

Strategy 4: Collaborative Discussion

Work with community leaders, development, and government officials, as well as potential funders to increase stock of affordable and accessible housing.

- 4a Age-Friendly Delaware County partners will serve as community stakeholders in the Delaware County Housing Alliance.
- **4b Share information related to housing** research and policy development with community partners.



Cross-Cutting Domains





TRANSPORTATION

Challenge: Seniors outlive their safe driving age by 7 to 10 years. Locally, our survey showed older adults are interested in alternative transportation, such as biking and public transportation.

Strategy 1: Mobility Manager Services and Website

The Mobility Manager services and website is a guide to transportation options in Delaware County, Ohio created to find individual transportation solutions based on own circumstances, managed by Delaware County Transit.

- **1a Update Mobility Manager website** to be more user-friendly, adding keyword search functionality.
- **1b** Create a countywide awareness campaign to increase use of the website and make resources better known.
- **1c Publicize Mobility Manager consultations.** Mobility Manager consultations assist with meeting mobility needs of the individual to provide resources to ensure quality service.
- 1d Age-Friendly Delaware County partners will serve as community stakeholders in the Transportation Advisory Council (TAC).

Strategy 2: Transportation Safety and Training

- **2a Hold a Senior Safety Day event,** including education for older adults on driving safety and awareness of cognitive changes with driving as we age.
- **2b Provide ongoing education and training** for alternative transportation options, such as ride sharing, local public transit, and more, through public service announcements and virtual training webinars.

Strategy 3: SourcePoint Bus

3a Share information and promote awareness of ridership opportunities through community events, local markets, media, and publications.



Cross-Cutting Domains







OUTDOOR SPACES & BUILDINGS

Cross-Cutting Domains

Challenge: Of those surveyed, 37% were not sure if our public buildings were accessible to those with different abilities. Maintaining and creating accessible spaces in our downtown areas/buildings allows all to enjoy and support our local business districts.

Strategy 1: Age-Friendly Business

See glossary on page 25 for the definition of an Age-Friendly Business.

- **1a Pilot an Age-Friendly Business program** within the city of Delaware.
- **1b Develop an eligibility framework** for businesses to earn and maintain the Age-Friendly Business distinction.
- 1c Partner with local downtown businesses to implement program.
- 1d Build business owner awareness of Age-Friendly Business.
- 1e Build community member awareness of Age-Friendly Business.
- **1f Partner with Main Street Delaware** to create welcome center example.

Challenge: Based on the current population of Delaware County residents ages 65 and older, it's estimated there are approximately 12,000 people impacted by Alzheimer's Disease, including persons living with the disease and their caregivers.

Strategy 2: Dementia-Friendly Business

See glossary on page 25 for the definition of a Dementia-Friendly Business.

- 2a Pilot a Dementia-Friendly Business program within the city of Powell.
- **2b Develop an eligibility framework** for businesses to earn and maintain the Dementia-Friendly Business distinction.
- 2c Partner with Powell area businesses to implement program.
- 2d Build business owner awareness of Dementia-Friendly Business.
- 2e Build community member awareness of Dementia-Friendly Business.





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OUTDOOR SPACES continued...

Challenge: We heard from older adults that many Delaware County public spaces do not have a place to rest, making them less accessible. Benches that are fitted with handrails are a simple way to provide support and stability to those that require a little extra help with getting up and down on a bench.

Strategy 3: Age-Friendly Benches

- **3a Create standard requirements** for age-friendly benches, including structure, materials, location, and design.
- **3b Coordinate with the Delaware General Health District** to share bench standards with all political subdivisions within Delaware County.
- **3c** Encourage planners and policymakers throughout Delaware County to incorporate standards into planning and policies.
- **3d Incorporate age-friendly benches** in communities, retrofitting existing benches and using an age-friendly lens when purchasing new.

Challenge: Our survey results suggest older adults found parks, playgrounds, and trails a very important part of our communities.

Strategy 4: Delaware County Trails and Parks

- **4a Create a color-coded quadrant map of the county** that includes all natural and paved trails, noting Preservation Parks, community municipalities, restrooms, parking, and accessibility.
- **4b Collaborate with community partners** to promote and distribute maps.

Cross-Cutting Domains







OUTDOOR SPACES continued...

Cross-Cutting Domains

Challenge: We heard parking is often not nearby, steps or stairs are unavoidable, and many differently-abled individuals do not use assistive devices but still have mobility concerns.

Strategy 5: Parking

5a Make user-friendly edits to Dela-WHERE to Park map. Dela-WHERE to Park is a guide to downtown Delaware's underutilized parking lots and street parking to ease congestion and frustration.

5b Promote map within community.

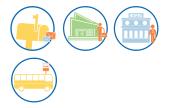
- **5c Elevate age-friendly parking** with use of accessible signage and options at city-level kiosks and meters.
- **5d Identify all ADA spots** in downtown Delaware on a map and make available to community members.
- **5e Partner with the Central Ohio Symphony to provide a shuttle service** to shows at University Hall, Gray Chapel from on-campus lots.
- **5f Partner with the Lifelong Learning Institute to provide transportation** to classrooms from on-campus lots.

Challenge: Through our community discussions, we heard that sidewalk and crosswalk safety could be improved for people of all ages.

Strategy 6: Safety and Walkability of Outdoor Spaces

Standards for crosswalk lighting and audio signals. Promote safety, including removal of low hanging branches and misaligned or broken sidewalks.

- 6a Promote sidewalk safety.
- 6b Promote crosswalk safety.







COMMUNITY SUPPORT, HEALTH & SAFETY

Cross-Cutting Domains

Challenge: Of older adults surveyed, 18% had fallen in the past 6 months and 18% reported feeling anxious about falling.

Strategy 1: Falls Prevention

- **1a Educate the community about falls prevention** and increase awareness that falls are not a normal part of aging and can be prevented.
- **1b** Create a mobile falls prevention program for delivery in communities using SourcePoint's On-the-Go van.
- 1c Continue to facilitate Stepping Up to Prevent Falls Coalition.
- 1d Offer A Matter of Balance at various locations in the community.
- 1e Hold pharmacy review events to reduce medication-related fall risk.

Challenge: Of survey respondents, 3 out of 100 adults have felt abused and 8 out of 100 have been a victim of a financial scam.

Strategy 2: Fraud Prevention

- **2a Organize a Senior Safety Day presentation** to educate and provide tips for older adults on fraud protection practices.
- **2b** Add National Council on Aging presentation "Seniors Against Scams" to SourcePoint's Speakers Bureau.
- **2c Partner with local police department liaisons** on educational opportunities, including working with front-line employees, such as clerks and customer service, on how to identify and assist potential fraud victims.
- 2d Work with Delaware County Dept. of Jobs and Family Services to design training materials for mandated reporters of fraud and abuse.







COMMUNITY SUPPORT continued...

Challenge: We heard that many older adults in our community are unaware of safety-related programs available in Delaware County.

Strategy 3: Safety Awareness Toolkit

- **3a Create a toolkit** to provide information on different aspects of safety in our community, such as fire prevention, severe weather, and other emergencies.
- **3b Update LifeCard** and distribute in the community. LifeCards include both fridge and wallet cards available for first responders to reference for important emergency contact and health information.
- **3c Provide weather radios for older adults** during weather safety awareness week to ensure older adults have access to vital safety information.

Challenge: Of those surveyed, 41% were not aware of mental health services in their community.

Strategy 4: Mental Health Awareness

4a Increase awareness of mental health services and resources.

Challenge: Based on information from the Delaware County Hunger Alliance and population statistics, we can infer that 5,600 older adults are at risk of food insecurity.

Strategy 5: Food Insecurity

- **5a Relocate Lutheran Social Services** at Second Ward Community Initiative to address an underserved area of Delaware County.
- 5b Partner with United Church Homes, Connections Volunteer Center, and Delaware General Health District to create a community garden at St. Michael's apartments, expanding fresh food access.

Cross-Cutting Domains









COMMUNITY SUPPORT continued...

Challenge: We heard about financial concerns related to housing and lack of affordability in both our survey and focus groups. We also know there is a 2- to 3-year waiting list at many affordable housing properties in Delaware County. While SourcePoint serves with many community stakeholders on the Housing Coalition to work toward broader solutions for the lack of affordable housing in our county, our immediate plan to meet the needs of those awaiting a place they can afford to live includes service coordination.

Strategy 6: Affordable Housing Waitlist Coordination

- **6a Create a service coordination pilot program** to serve those on waitlists for affordable housing.
- 6b Promote awareness of service coordination availability.
- 6c Partner with property managers to expand program.

Challenge: Navigating the health care system is difficult for those with little or no insurance coverage or very high deductibles, especially those ages 55 to 65, or not yet Medicare eligible.

Strategy 7: Access to Health Care

7a Expand Grace Clinic hours in diabetes management clinic, dental clinic, hypertension management clinic, and optometry clinic to better serve the under/uninsured.

Cross-Cutting Domains





COMMUNITY ENGAGEMENT

Cross-Cutting Domains

Challenge: Ageism is harmful to all people. We strive to create a community in which all members, regardless of age or ability, are honored for their contribution.

Strategy 1: Positive Aging Campaign

- **1a Engage community members of all ages** at events and meetings in an interactive art project to create pin-back buttons with positive aging messages to combat ageism and stimulate conversation.
- **1b Partner with the Strand Theatre** for an age-friendly awareness event.
- **1c** Hold a Strand Theatre age-friendly documentary series taking into consideration sound, lights, and subtitles to address movie theater accessibility for individuals with disabilities.
- 1d Collaborate with the Columbus Zoo for an age-friendly event.
- **1e Increase awareness of ageist language** and promote age-friendly language choices through social media campaign.
- **1f Increase access to educational opportunities** through scholarships for the Lifelong Learning Institute at Ohio Wesleyan.
- **1g Host local and national experts** in the field of aging for an age-friendly community lecture series.





COMMUNITY ENGAGEMENT continued...

Cross-Cutting Domains

Challenge: Of the Delaware County older adults surveyed, 47% said that intergenerational activities do not apply to them. We want to work to introduce more opportunities for intergenerational interaction and engagement to reduce ageism and improve lives in our community.

Strategy 2: Intergenerational Opportunities

- 2a Expand Sages and Seekers program to other school districts. Sages and Seekers is an 8-week intergenerational program that combats social isolation and dissolves age-related segregation within our communities, while meeting universal and compelling needs of both young adults and elders to make sense of their lives through the simple art of conversation.
- 2b Engage in tutoring program with Buckeye Valley Local Schools.
- 2c Partner with the Summer Lunch Program of United Way Strengthening Families to create a time of fun activities with older adult volunteers and the children who participate in the lunch program.
- 2d Create an age-friendly day at the summer lunch program.
- **2e Partner with** Second Ward Community Initiative to plan an event that unveils the newly renovated Ross Park and focuses on intergenerational programming.
- **2f Build relationships with Ohio Wesleyan University** to promote intergenerational relationships and activities.

Challenge: Volunteering can reduce the risk of mental and physical health problems by combating social isolation and loneliness in older adults.

Strategy 3: Activities in a Box

3a Work with 55+ senior living communities and community stakeholders to create volunteer activities for older adults to complete from the comfort of home without transit.







COMMUNICATION & INFORMATION

Cross-Cutting Domains

Challenge: With Delaware County being the fastest growing county in the state, it is especially important for our community members to understand this age-friendly preparation.

Strategy 1: Age-Friendly Awareness

- 1a Create age-friendly video.
- 1b Create public service announcements (PSA) on age-friendly focus areas.
- 1c Launch Age-Friendly Delaware County social media presence.



Challenge: In a digital age, many older adults struggle to access the information they need to thrive.

Strategy 2: Information Technology Toolkit

2a Create a toolkit that provides examples of print size/contrast, website design, navigation tools for older adults for both digital and print.

Challenge: We learned that older adults communicate and receive information in various ways, which may differ from other age groups, as well as differ within communities in our county.

Strategy 3: Community Communication Channels

3a Gain knowledge of best practice communication channels in each city and village in Delaware County.



COMMUNICATION continued...

Cross-Cutting Domains

Challenge: The prevalence of blindness and vision impairment increases rapidly with age, particularly after 75.

Strategy 4: VOICEcorps Expansion

VOICEcorps is a reading service for those unable to access print media.

4a Increase VOICEcorps users within Delaware County's older adult living facilities.

Questions or comments? Want to get involved?

Contact Information Age-Friendly Delaware County MySourcePoint.org/age-friendly

Jackie Haight, Age-Friendly Coordinator, SourcePoint Phone: 740-363-6677 Email: jhaight@MySourcePoint.org

Glossary

Accessibility: The quality of being able to be reached, supporting social inclusion for all people, including those with disabilities and older adults.

Action: A task or smaller step to achieve a strategy.

Age-Friendly Business: A business that takes a pledge to improve quality of service or experience for older adult consumers. This may be in areas of marketing, ambiance, design, or experience. *Example: Creating marketing materials with high contrast and larger font size.* Businesses with this distinction will be denoted by signage on-site, as well as in an online directory.

Affordability (Housing): Refers to units that a household can obtain for 30% or less of its income.

Americans with Disabilities Act (ADA) Standard: Standards that establish design requirements for construction and alteration of facilities to ensure that individuals with disabilities can share in access to places of public accommodation. (Title III of the ADA.)

Dementia-Friendly Business: A business that takes a pledge to create a friendly, inclusive, and compassionate community where people living with dementia and family caregivers are supported and welcomed by retail business and services. This will include staff training on how to offer more dementia-friendly services and a variety of other offerings depending on the business. *Example: A restaurant may have dementia-friendly menus with fewer options and pictures, or dementia-friendly hours during which ambient noise is lower reducing environmental sensory inputs.*

Domain: A primary focus for age-friendly work. After the community assessment was completed, Age-Friendly Delaware County established six domains of livability for our initiative: Housing; Transportation; Outdoor Spaces & Buildings; Community Support, Health & Safety Services; Community Engagement; and Communication & Information.

Intergenerational Activity: Activities or programs that increase cooperation, interaction, or exchange between any two generations. It involves the sharing of skills, knowledge, or experience and has been found to diminish ageist stereotypes, strengthen communities, and lead to improved services for children, youth, and older adults.

Political Subdivision: A county, city, township, village, school district, or other municipality.

Strategy: A program or plan to achieve a goal.

Universal Design: A process that enables and empowers a diverse population by improving human performance, health and wellness, and social participation. This goes beyond the legal applications of ADA and strives for inclusion, not just access.

Participating Partners

Housing

Central Ohio Area Agency on Aging-Frances Krumholtz Columbus Legal Aid Community Member-Karen O'Neil Delaware County Economic Development–Zachary Dowley **Delaware County Housing Alliance Delaware** General Health District–Kelli Kincaid Delaware-Morrow Mental Health & Recovery Services–Deanna Brant Del-Mor Dwellings Corp.–James Wilson Family Promise–Gwen Stetler Lutheran Social Services–Cathy Courtice National Church Residences-Stephanie Rhodes National Church Residences-Amy Rosenthal Oasis Senior Advisors–John Holcomb Ohio Living Sarah Moore–Aric Arnett Powell Senior Living–Tara McCoy Senior Real Estate Specialist-Amy Whetro Treplus Communities-Melissa Giza Treplus Communities–Thomas Weiss United Church Homes–Alissa Clouse United Way of Delaware County–Barb Lyon

Transportation

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AAA–Kellie O'Riordan Alpha Group–Jim Cornett City of Delaware Economic Development–Kelsey Scott Community Member–Joe Chelena Community Member–Merri Hickey **Delaware County Board of Developmental Disabilities**–Cheryl Smart **Delaware County Board of Developmental Disabilities**–Chase Waits Delaware County Reentry Coalition–Diane Bricker Delaware County Transit–Kathy Laughlin Delaware County Transit–Tonya Layman Delaware General Health District–Jackie Bain Delaware General Health District-Adam Howard Delaware General Health District-Abbey Trimble Delaware General Health District–Amy Whitney OhioHealth–Christine Rinella

SourcePoint and Delaware County Transit Board Member–Becky Cornett Transportation Advisory Council Turning Point–Robin Meneal

Outdoor Spaces & Buildings

Central Ohio Symphony–Warren Hyer City of Delaware Economic Development–David Efland City of Delaware Parks and Natural Resources–Ted Miller Community Member–Elizabeth Gitter Community Member–Andy Zakrajsek Delaware General Health District–Susan Sutherland Ganzhorn Suites–Anne Farley Lifelong Learning Institute at Ohio Wesleyan University–Karen Crosman Main Street Delaware–Susie Bibler Main Street Delaware–Caroline Pusateri Preservation Parks–Rich Niccum

Community Support, Health & Safety

Alzheimer's Association–Wendy Breen American Red Cross Capri Gardens–Amanda Meeks Central Ohio Area Agency on Aging–Tamara James City of Delaware Fire Department-Chief John Donahue City of Delaware Police Department–Bob Hatcher Community Member-Ralph Bach Community Member–Joseph Distal **Community Member–Leslie Menges** Community Member-Karen O'Neil Connections Volunteer Center–Suzanne Pingry Delaware County Jobs and Family Service–Robert Anderson **Delaware County Master Gardener Program** Delaware County Office of Homeland Security and Emergency Management–Sean Miller Delaware County Task Force on Aging–Lora Bliss Delaware General Health District–Susan Sutherland Delaware-Morrow Mental Health & Recovery Services–Deanna Brant Delaware-Morrow Mental Health & Recovery Services–Kyle Lewis

Participating Partners

Delaware Speech and Hearing Center–Bethany Moore Foundations Health Solutions–Katie Valentin Grace Clinics of Ohio-Colleen Freed Grace Clinics of Ohio–Melissa Mason Home Helpers–Jen Mundwiler Interim HealthCare–Holly Novak Lutheran Social Services–Cathy Courtice Lutheran Social Services Food Pantries–Jennifer Fralic National Alliance On Mental Illness–Ginny Bischert Ohio Attorney General's Office Ohio Living Sarah Moore–Aric Arnett Orange Township-Lee Bodnar SourcePoint–Julie Zdanowicz Turning Point–Paula Burnside United Church Homes–Alissa Clouse

Community Engagement

Big Walnut Local Schools Columbus Zoo and Aquarium Community Member–Lynn Cook Community Member–Kathleen Miller **Connections Volunteer Center–Elaine Miller Connections Volunteer Center–Suzanne Pingry** Delaware City Schools–Heidi Kegley Delaware City Schools–Jennifer Ruhe Delaware City Schools Family Resource Center-Lily Wiese Delaware County District Library–Robbie Apt Delaware General Health District–Lori Kannally HelpLine–Suzanne Pingry Lifelong Learning Institute at Ohio Wesleyan University Lutheran Social Services Food Pantries–Jennifer Fralic Orange Township–Lee Bodnar Second Ward Community Initiative–KarrieJoi Coit SourcePoint and Delaware County Transit Board Member-Becky Cornett SourcePoint Board Member–Karen Crosman SourcePoint–Steve Gorman SourcePoint–Melinda Metz SourcePoint–Julie Zdanowicz

Strand Theatre–Tracey Peyton United Church Homes–Alissa Clouse Wornstaff Memorial Public Library–Amee Sword

Communication & Information

Central Ohio Area Agency on Aging-Steven Centofanti City of Delaware–Jane Hawes City of Powell–Megan Canavan Community Member–Joe Chelena Community Member–Andy Zakrajsek **Delaware Area Career Center Delaware County District Library–Nicole Fowles** Delaware General Health District–Traci Whittaker Delaware-Morrow County Mental Health and **Recovery Services–Kyle Lewis** Genoa Township-Leslie Strader Ohio Welseyan University-Cole Hatcher Polaris Retirement Community-Tracy Brannon Powell Senior Living–Tara McCoy SourcePoint–Melinda Metz Village of Ashley–Renee Rarick Village of Sunbury–June Rhodes-Diehl VOICEcorps–Dave Noble

55-and-Better Advisory Group

Ralph Bach Joe Chelena Becky Cornett Karen Crosman Gregg Gerber Joann Gerber Liz Gitter Denise Hackley Robert Horrocks Colleen Huckabee Jeffrey Jackson Josie Lake Leslie Menges Kathleen Miller Karen O'Neil Denise Parker Jane Taylor Michael Tucker Fara Waugh Susan Weekley Andy Zakrajsek

Age-Friendly Leadership Team

SourcePoint–Clare Decker SourcePoint–Jackie Haight SourcePoint–Amy Schossler

IOUSING					
		Action Step	Lead Agency/Partners	Metric	Target Completion Date
Directory of Housing Resources	1a	Create a directory that identifies legal and financial options related to housing for older adults	COAAA/Oasis-John Holcomb/SourcePoint	Publication created and available to the public	2021
Nesterly	2a	Educate community through event and social media campaign	COAAA of Franklin County	Number of Delaware County profiles on Nesterly site	2023
	2b	Promote expansion/availability in Delaware County	COAAA of Franklin County	One community event and social media campaign	2022
	2c	Hold a community event to promote awareness	COAAA of Franklin County	Social media metrics	2022
Home Safety Checks	3a	Expand/reboot home safety checks	SourcePoint	Number of checks completed in later years (other steps come first)	Ongoing
	3b	Utilizing SourcePoint providers, recruit and create memoranda of understanding with	SourcePoint, Comfort Keepers, etc.	Number of partners with signed MOU	December 31, 2021
	Зc	Train partner agency staff to conduct checks	SourcePoint	Number of staff members trained	June 30, 2022
	3d	Set up referral process (in FAMCare), data collection, and follow-up protocol	SourcePoint	Process created, protocol written	June 30, 2022
	3e	Create referral resources for home modifications suggested	SourcePoint	Resource guide created	March 30, 2022
Collaborative Discussion		Work with community leaders, development, and government officials, as well as potential funders to increase stock of affordable and accessible housing			
	4a	Age-friendly partners will serve as community stakeholders in the Delaware County Housing Alliance	United Way, Community Stakeholders	Attendance at meetings	Ongoing
	4b	Share information related to housing research and policy development with community	SourcePoint, Community Stakeholders	Biannual update	Ongoing

Age-Friendly Delaware County Action Plan

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		Action Step	Lead Agency/Partners	Metric	Target Completion Date
Mobilty Manager Services and	1a	Update Mobility Manager website to be more	Delaware County Transit, SourcePoint,	Keyword search available	December 31, 2023
Website		user-friendly, adding keyword search	Delaware General Health District		
		functionality			
	1b	Create countywide awareness campaign to	Delaware County Transit, SourcePoint,	Number of	Ongoing
		increase use of website and make resources	Delaware General Health District	webinars/screenshares to	
		better known		use website, social media	
				campaign	
	1c	Publicize Mobility Manager consultations	Delaware County Transit, SourcePoint,	Number of consultations	Ongoing
			Delaware General Health District	held	
	1d	Age-friendly partners will serve as community	SourcePoint, Community Stakeholders	Attendance at monthly	Ongoing
		stakeholders in the Transportation Advisory		meetings	
		Council (TAC)			
Transportation Safety and	2a	Hold a Senior Safety Day event, including	AAA, SAFE Coalition, Delaware General	Event occurs, number of	July 31, 2021
Training		education for older adults on driving safety and	Health District, OhioHealth, SourcePoint	sessions (number of CarFit,	
		awareness of cognitive changes with driving as		etc.), number in attendance	
		we age		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
	2b	Provide ongoing education and training for	Community Partners	Number of trainings	Ongoing
		alternative transportation options, such as ride			
		sharing, local public transit, and more, through			
		public service announcements and virtual			
		training webinars			
	0				
SourcePoint Bus	3a	Share information and promote awareness of	SourcePoint, Delaware General Health	Events, number reached,	Ongoing
		ridership opportunities through community	District, Lutheran Social Services,	flyers distributed, ridership	
1		events, local markets, media, and publications	VOICEcorps	YTD comparison	

		Action Step	Lead Agency/Partners	Metric	Target Completion Date
Age-Friendly Business	1a	Pilot an Age-Friendly Business program in the city of Delaware	Main Street Delaware, SourcePoint	Number of businesses participating	June 2021 - December 2022
	1b	Develop an eligibility framework for businesses to earn and maintain the distinction	Main Street Delaware, SourcePoint	Toolkit, application, and maintenance reports developed	May 31, 2021
	1c	Partner with local downtown businesses to implement program	Main Street Delaware, SourcePoint, local businesses in Delaware	Number of businesses that apply and become age- friendly	March 31, 2022
	1d	Build business owner awareness of Age-Friendly Business	Main Street Delaware, SourcePoint, local businesses in Delaware	Number of events attended, number of business owners in attendance	September 30, 2021
	1e	Build community member awareness of Age- Friendly Business	Main Street Delaware, SourcePoint	Social media, print media, radio campaigns, First Friday highlight	Ongoing
	1f	Partner with Main Street Delaware to create welcome center example	Main Street Delaware, SourcePoint	Number of age-friendly building design components completed	January 31, 2022
Dementia-Friendly Business	2a	Pilot a Dementia-Friendly Business program in the city of Powell	City of Powell, Ganzhorn Suites, SourcePoint, Alzheimer Association	Program created	November 2021 - Decembe 2022
	2b	Develop an eligibility framework for businesses to earn and maintain the distinction	City of Powell, Ganzhorn Suites, SourcePoint, Alzheimer Association	Toolkit created	May 31, 2021
	2c	Partner with Powell area businesses to implement program	Ganzhorn Suites, SourcePoint, local Powell businesses	Number of businesses that apply and become dementia- friendly	October 31, 2021
	2d	Build business owner awareness of Dementia- Friendly Business	Ganzhorn Suites, SourcePoint, local Powell businesses	Number of events attended, number of business owners in attendance	October 31, 2021
	2e	Build community member awareness of Dementia-Friendly Business	Ganzhorn Suites, SourcePoint, local Powell businesses	Social media, print media, partnership with dementia- specific program partners	December 31, 2021

Age-Friendly Delaware County Action Plan

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		Action Step	Lead Agency/Partners	Metric	Target Completion Date
Age-Friendly Benches	3a	Create standard requirements for age-friendly	City of Delaware Department of Natural	Standard created, specs in	December 31, 2021
		benches	Resources, Delaware County Political	document to share	
			Subdivisions, Delaware General Health		
			District, Preservation Parks		
	3b	Coordinate with the Delaware General Health	City of Delaware Department of Natural	Number of subdivisions that	March 31, 2022
		District to share bench standards with all	Resources, Delaware County Political	receive spec sheet	
		political subdivisions within Delaware County	Subdivisions, Delaware General Health		
			District, Preservation Parks		
	3c	Encourage planners and policymakers to	City of Delaware Department of Natural	Language and specs	December 31, 2023
		incorporate standards into planning and policies	Resources, Delaware County Political	integrated into planning	
			Subdivisions, Delaware General Health	policy documents	
			District, Preservation Parks		
	3d	Incorporate age-friendly benches in communities	City of Delaware Department of Natural	Number of age-friendly	December 31, 2023
			Resources, Delaware County Political	benches replacing old	
			Subdivisions, Delaware General Health	benches/retrofitted, number	
			District, Preservation Parks	of new benches	
Delaware County Trails and	4a	Create a color-coded quadrant map of county	County Trails Commission, Preservation	Map created, number	May 31, 2022
Parks		that includes all natural/paved trails,	Parks	printed, accessible online	
		Preservation Parks, community-municipalities,			
		restrooms, parking, accessibility			
	4b	Collaborate with community partners to	County Trails Commission, Preservation	Number of maps distributed	December 31, 2022
		promote and distribute maps	Parks, Delaware County Political		
			Subdivisions		

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			Action Step	Lead Agency/Partners	Metric	Target Completion Date
5	Parking	5a	Make user-friendly edits to Dela-WHERE to Park	City of Delaware, Main Street Delaware,	Edits complete (new map	June 30, 2021
			map	Delaware General Health District	created)	
		5b	Promote map within community	SourcePoint, City of Delaware, Main	Social media, First Friday	December 31, 2021
				Street Delaware, Destination Delaware	Events, City of Delaware	
					Welcome Center	
		5c	Elevate age-friendly parking with use of	City of Delaware	In development with	September 30, 2021
	1		accessible signage and options at city-level		partners	
			kiosks and meters			
		5d	Identify all ADA spots in downtown Delaware on	City of Delaware, Main Street Delaware	Map created, available	June 30, 2021
			a map		online and on paper	
		5e	Partner with the Central Ohio Symphony to	SourcePoint, Central Ohio Symphony	Number of people using	December 31, 2021
			provide a shuttle service to shows		service	
		5f	Partner with Lifelong Learning Institute to	Lifelong Learning Institute	Number of people using	September 30, 2021
			provide transportation to classrooms from on-		service	
	1		campus lots			
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	Safety and Walkability of	6a	Promote sidewalk safety	Community members, local police	Community walk audits and	December 31, 2022
	Outdoor Spaces	_		departments, city planners	consults with city planners	
	1	6b	Promote crosswalk safety	Community members, local police	Community walk audits and	December 31, 2022
	1			departments, city planners	consults with city planners	

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		Action Step	Lead Agency/Partners	Metric	Target Completion Date
Falls Prevention	1a	Educate community about falls prevention and	SourcePoint	Falls Prevention Awareness	Annually by September 30
		increase awareness		Week/Day, number of	each year
				events, number in	
				attendance, social media	
				campaigns	
	1b	Create a mobile falls prevention program using	SourcePoint	Program created, number of	Ongoing
		SourcePoint's On-the-Go van		times utilized in community,	
				number in attendance	
	1c	Continue Stepping Up to Prevent Falls Coalition	SourcePoint	Quarterly meetings, number	Ongoing
				in attendance	
	1d	Offer A Matter of Balance	SourcePoint	Number of classes offered,	Ongoing
				number of	
				participants/completers	
	1e	Hold pharmacy review events	SourcePoint, Local Pharmacies and Health	Number of events held,	Ongoing
			Care Providers	number of medication	
				reviews completed	
Fraud Prevention	2a	Organize a Senior Safety Day presentation to	Ohio Attorney General's Office	Event occurs, number of	July 31, 2021
		educate and provide tips	,	sessions held, number in	
				attendance	
	2b	Add National Council on Aging presentation	SourcePoint	SourcePoint staff member	September 30, 2020
		"Seniors Against Scams" to SourcePoint's		trained, number of	
		Speaker's Bureau		presentations held, number	
				views/attended	
	2c	Partner with local police department liaisons on	Delaware County Sheriff's Office, City of	Number of presentations	Ongoing
		educational opportunities related to fraud and	Delaware Police Dept., Sunbury Police	held, number in attendance	
		fraud prevention	Dept., Shawnee Hills Police Dept., Powell		
			Police Dept.		
	2d	Design training materials for mandated reporters	Delaware County Dept. Jobs & Family	Materials created, number	June 30, 2022
		of fraud and abuse	Services	of businesses distributed to	

		Action Step	Lead Agency/Partners	Metric	Target Completion Date
Safety Awareness Toolkit	3a	Create a toolkit to provide information on	Red Cross, Delaware County Fire Dept.	Creation of toolkit, number	June 30, 2021
		different aspects of safety in our commuity		distributed	
	3b	Update LifeCard and distribute in the community	SourcePoint, Community Partners	LifeCard updated, various	September 30, 2020
				distribution efforts/number	distribution and ongoing
				touched by each if	
				applicable	
	3c	Provide weather radios for older adults during	Emergency Management Delaware	Number of radios distributed	June 30, 2021
		weather safety awareness week	County		
Mental Health Awareness	4a	Increase awareness of mental health services	Delaware-Morrow County Mental Health	In development with	Ongoing
		and resources	Board, NAMI	partners	
Food Insecurity	5a	Relocate Lutheran Social Services at Second	Lutheran Social Services, Second Ward	Percentage increase in	Ongoing
		Ward Community Initiative	Community Initiative	number of clients served	
	5b	Create a community garden at St. Michael's	United Church Homes, Connections	Completion of garden	June 30, 2021 and ongoin
		apartments	Volunteer Center, SourcePoint, Delaware		
			County Master Gardeners Program,		
			Delaware General Health District		
Affordable Housing Waitlist	6a	Create a service coordination pilot program and	United Church Homes, SourcePoint,	Program created, number of	December 31. 2021
Coordination		promote awareness	Delaware County Housing Alliance	clients touched	
	6b	Promote awareness of service coordination	SourcePoint, Delaware County Housing	Number reached, flyers	December 31, 2021
		availability	Alliance, United Church Homes	distributed	
	6c	Partner with property managers to extend	SourcePoint, United Church Homes, 55+	Number of facilities	December 31, 2021
		program	apartment communities in Delaware	participating in program	
			County		
Access to Health Care	7a	Expand Grace Clinic hours in diabetes	Grace Clinic	Percentage increase in	December 31, 2021
		management, dental, hypertension		number of clients served	
		management, and optometry clinics			

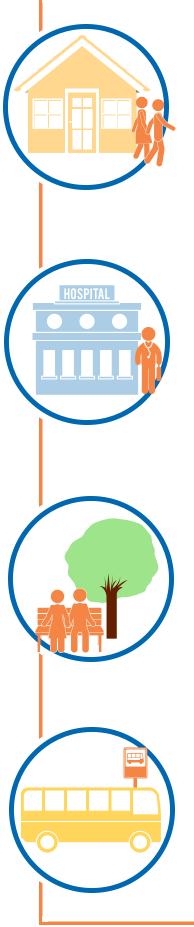
		Action Step	Lead Agency/Partners	Metric	Target Completion Date
Positive Aging Campaign	1a	Engage community members of all ages at	SourcePoint	Number of buttons	Ongoing
		events and meetings through an interactive art		distrubuted, number of	
		project to create pin-back buttons with positive aging messages		events button maker goes to	
	1b	Partner with Strand Theatre for an age-friendly	Strand Theatre, Ohio Living Sarah Moore	Event occurs, number of	December 31, 2021
		awareness event		people attended	
	1c	Hold Strand Theatre age-friendly documentary	Alzheimer's Association, Ohio Living Sarah	Number of showings,	December 31, 2022
		series	Moore	number of people in	
				attendance, #number of	
				focus groups/discussions	
	1d	Collaborate with the Columbus Zoo for an age-	Columbus Zoo, Delaware General Health	Event occurs, number of	November 30, 2021
		friendly event	District, SourcePoint, OhioHealth	people attended	
	1e	Increase awareness of ageist language and	SourcePoint, Community Partners	Social media campaign	March 31, 2021
		promote age-friendly choices through social		(number of	
		media campaign		posts/days/people reached)	
	1f	Increase access to educational opportunities	Lifelong Learning Institute	Number of scholarships	January 2021 - December
		through scholarships for the Lifelong Learning		awarded	2021
		Institute at Ohio Wesleyan			
	1g	Host local and national experts in the field of	SourcePoint, Community Partners	Number of lectures held and	January 2022 - June 2022
		aging for a lecture series		number in attendance	

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		Action Step	Lead Agency/Partners	Metric	Target Completion Date
Intergenerational Opportunities	es 2a	Expand Sages and Seekers program to other	Connections Volunteer Center, Delaware	Number of series run,	December 31, 2020
		school districts	City Schools, Big Walnut Local Schools	location of series, number	
				involved	
	2b	Engage in tutoring program with Buckeye Valley	Ohio Wesleyan University, Columbus	Number of older adult tutors	December 31, 2023
		Local Schools	State Community College, Buckeye Valley	and number of students	
			Local Schools	tutored	
	2c	Partner with the Summer Lunch Program to	Delaware County Kiwanis Club, Family	Number of volunteers,	August 31, 2022
		create a time of fun activities with older adult	Resource Center, SourcePoint	sessions, and number of	
		volunteers		attendees	
	2d	Create an age-friendly day at the summer lunch	Delaware County Kiwanis Club, Family	Event occurs, number of	August 31, 2023
		program	Resource Center, SourcePoint	people in attendance	
	2e	Partner with Second Ward Community Initiative	Delaware General Health District, City of	Event occurs, number of	2021
		to plan an event that unveils the newly	Delaware, Second Ward Community	people in attendance	
		renovated Ross Park	Initiative, SourcePoint		
	2f	Build relationships with Ohio Wesleyan	Ohio Wesleyan University, SourcePoint,	Number of connections	January 2022 - May 2022
		University to promote intergenerational	Connections Volunteer Center	made	
	1	1	1	1	
ctivities in a Box	3a	Work with 55+ senior living communities and	Connections Volunteer Center, Arts	Number of activities,	Ongoing
		stakeholders to create volunteer activities for	Castle, St. Michael's	number of people engaged	
		older adults		in activity	

OMMUNICATION & INFORMATION					
		Action Step	Lead Agency/Partners	Metric	Target Completion Date
Age-Friendly Awareness	1a	Create age-friendly video	SourcePoint	Create video	September 30, 2020
	1b	Create public service announcements on age-	Delaware Area Career Center, Ohio	Number of PSA videos	December 2020 - May 2021
		friendly focus areas	Wesleyan University	created	
	1c	Launch Age-Friendly Delaware County social	SourcePoint, Delaware General Health	Creation of social media	Ongoing
		media presence	District, Community Partners	accounts, social media	
				metrics	
Information Technology Teclluit	2-	Create a tablit that movides even also of aviat	Seuree Deint	Teelkit exected and made	March 21, 2022
Information Technology Toolkit	Za	Create a toolkit that provides examples of print size/contrast, website design, navigation tools	SourcePoint	Toolkit created and made available	March 31, 2022
		for older adults		avallable	
1			1		
Community Communication	3a	Gain knowledge of best practice communication	Delaware General Health District,	Number/18 political	March 31, 2021
Channels		channels in each political subdivision	Delaware County Political Subdivisions	subdivisions that have	
				completed surveys	
VoiceCorp Expansion	4a	•	VOICECorps, SourcePoint	Number of newly issued	Ongoing through 2023
		County's older adult living facilities		boxes, registrations by zip	
				code, facility registrations	1

Age-Friendly Delaware County Action Plan



Published May 8, 2019



2018 ASSESSMENT REPORT



Age-Friendly Delaware County Action Plan

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PARTNERS





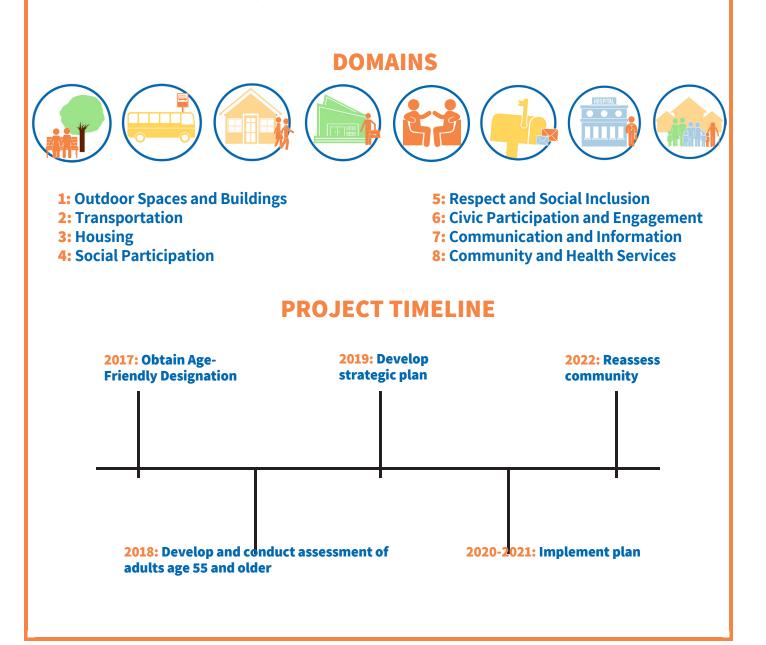
Thank you to the following partners who provided guidance on question selection and development of the survey tool.

AAA Ohio Auto Club AARP Ohio **Bridges Community Action Partnership Community Member - Nina Stokes** Community Member - Tom Kaelber **Connections Volunteer Center** Delaware Area Transit Authority **Delaware City Police Delaware County Department of Job and Family Services Delaware County District Library Delaware County Office of Homeland Security and Emergency Management Delaware County Regional Planning Commission Delaware County Sheriff's Office** Del-Mor Dwellings **Employment for Seniors** Helpline of Delaware & Morrow Counties, Inc. Liberty Township Mid-Ohio Regional Planning Commission Ohio Living Sarah Moore **OhioHealth** Preservation Parks of Delaware County The Salvation Army Willow Brook Christian Communities

AGE-FRIENDLY PROJECT OVERVIEW

Age-Friendly Delaware County is a local initiative aimed at creating a community in which residents of all ages can lead happy, healthy lives. The Age-Friendly Delaware County process is based on framework provided by the World Health Organization (WHO) and is part of a national network facilitated by AARP. Each Age-Friendly community must focus on WHO's 8 Domains of an Age-Friendly Community. These 8 domains guide the steps of the Age-Friendly Process and help determine which partners should be engaged in the planning and facilitation of the assessment and strategic plan.

Age-Friendly Communities must also follow a five-year process in which year two focuses on a strategic assessment to gather data on the health, well-being, interests, and resources related to the 8 domains of an age-friendly community. The following report will provide an overview of the 2018 survey methodology and results.



SURVEY METHODOLOGY

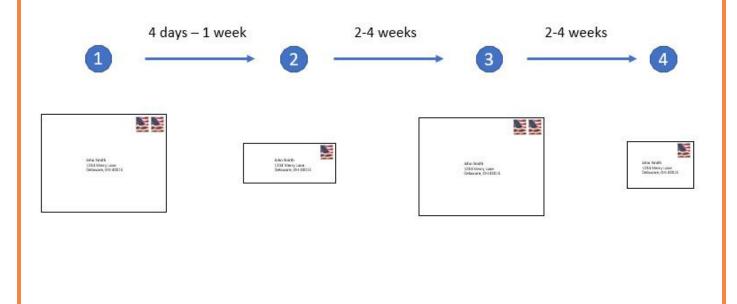
The Age-Friendly Delaware County Assessment began in 2018 with research of tailored survey designs, focus groups, data gap identification and an advisory group in order to determine the focus and design of the assessment process. Following these steps, the "My Life in Delaware County" survey tool was created. The survey tool included 75 questions divided between 7 sections. Cover letters, thank you/reminder letters and a reminder postcard were included in the mailings sent to residents during summer 2018.

All documents were sent to the Ohio Department of Health Institutional Review Board (IRB). Final documents underwent full review and the project was approved by the IRB.

A single sample frame was used to select which residents would receive the survey. Individuals were selected via random sampling from the Delaware County Board of Election Voter Registration Database. 1,500 registered voters age 55 and older were selected to become the sampling frame. This group was then sent a cover letter, survey and a prestamped envelope in which to return the survey. All sampled residents were then sent a letter as a reminder to return the survey or thank them for their participation. A few weeks later, a second survey packet was mailed to residents who had not yet responded. Lastly a reminder postcard was sent to any remaining residents who had not returned the survey. The timeline of mailings is shown below.

Returned survey responses were entered into a secure database. Data was cleaned and then analyzed using Stata software. A total of 766 valid surveys were included in the dataset for a response rate of 51%.

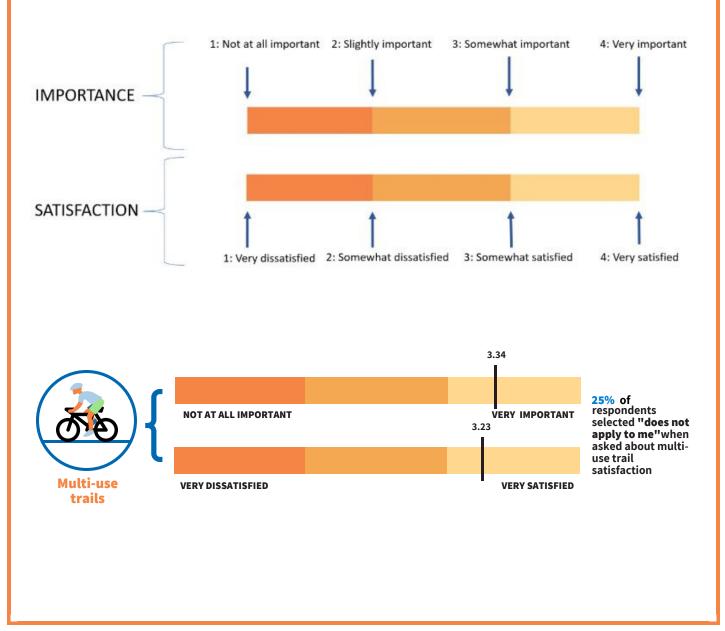
The full methodology report can be found at DelawareHealth.org/community-health-data



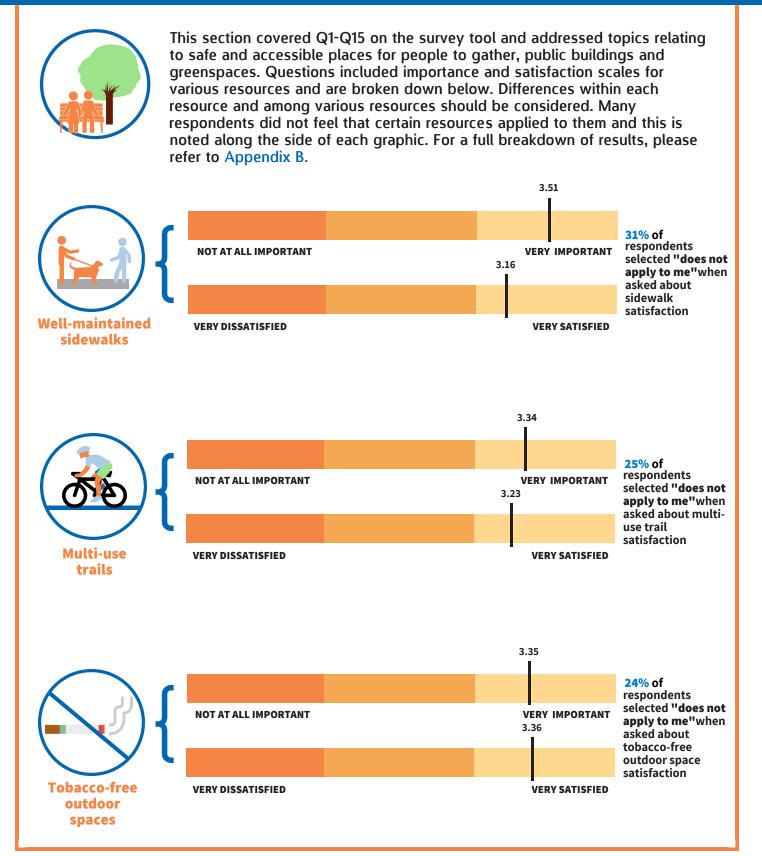
DATA INTERPRETATION

Bars are used to help interpret the importance and satisfaction questions that are throughout the report. Each bar is divided by the response options "Not at all important" to "Very important" and "Very dissatisfied" to "Very satisfied" depending on whether the bar refers to an importance or a satisfaction question. Each response corresponds to a value one through four. The values are then averaged to indicate how residents feel about the various topics and are included above each bar.

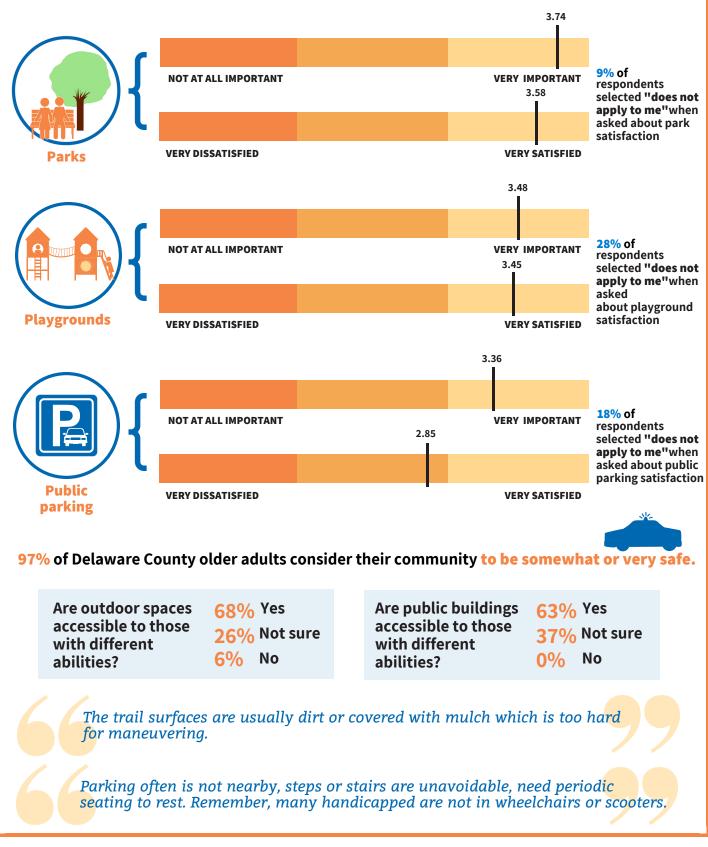
All satisfaction questions included the option "does not apply to me." This percentage is provided so that anyone interpreting the data knows how many individuals were not included in the satisfaction average.



OUTDOOR SPACES AND BUILDINGS



OUTDOOR SPACES AND BUILDINGS

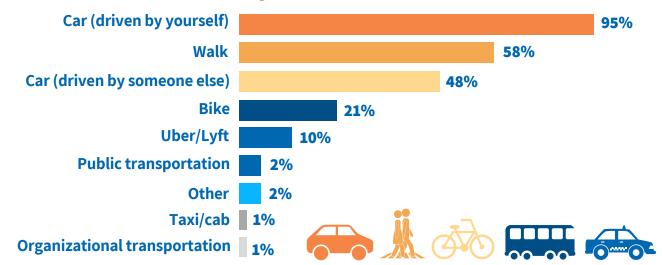


TRANSPORTATION



This section covered Q16-Q19 on the survey tool and addressed topics relating to how older adults currently navigate their community and what methods they would prefer to utilize more often. For a full breakdown of results, please refer to the Appendix B.

Methods of transportation used by older adults in Delaware County



Olders adults identified biking and public transit as methods of transportation they wish they could utilize more.

We need more and safer bike lanes.

Bike more-connected paved paths.

Bike paths from neighborhoods don't exist.

Like to see rail transportation around the Columbus area.

I would use public transit more if it was available in the county.

HOUSING



This section covered Q20-Q25 on the survey tool and addressed topics relating to aging in place, as well as current and preferred housing types. For a full breakdown of results, please refer to Appendix B.



42% of Delaware County older adults need assistance maintaining the interior of their home

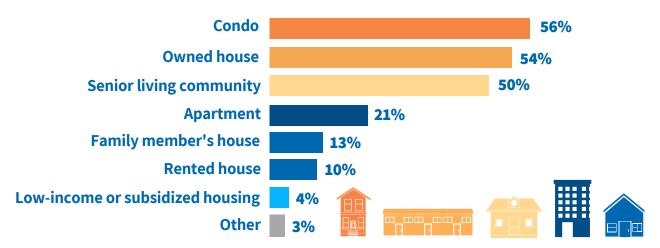


The majority of older adults find it important to stay in both their **community** and **current home** as they age:

89% find it important or very important to stay in their community

86% find it important or very important to stay in their current home

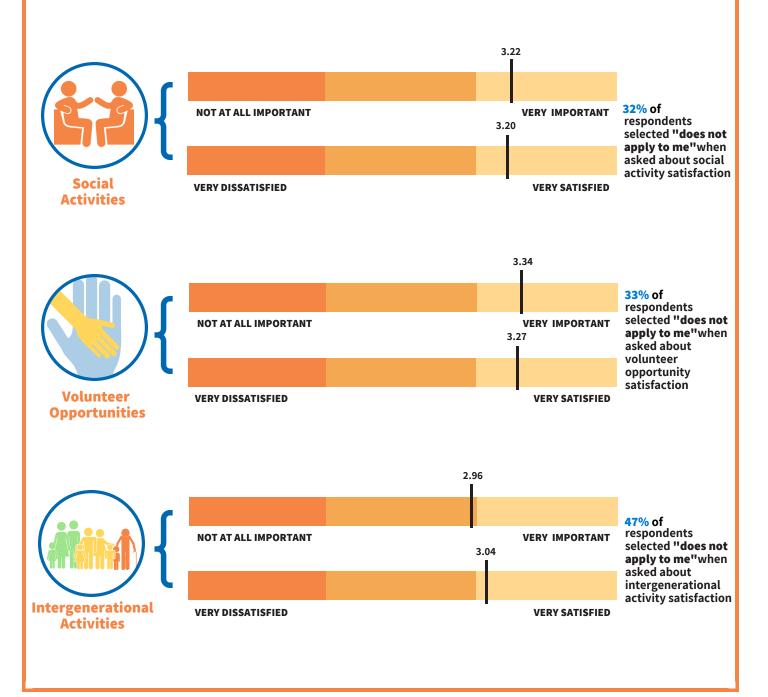
Older adults indicated they would consider the following housing types if they were to move in the future:



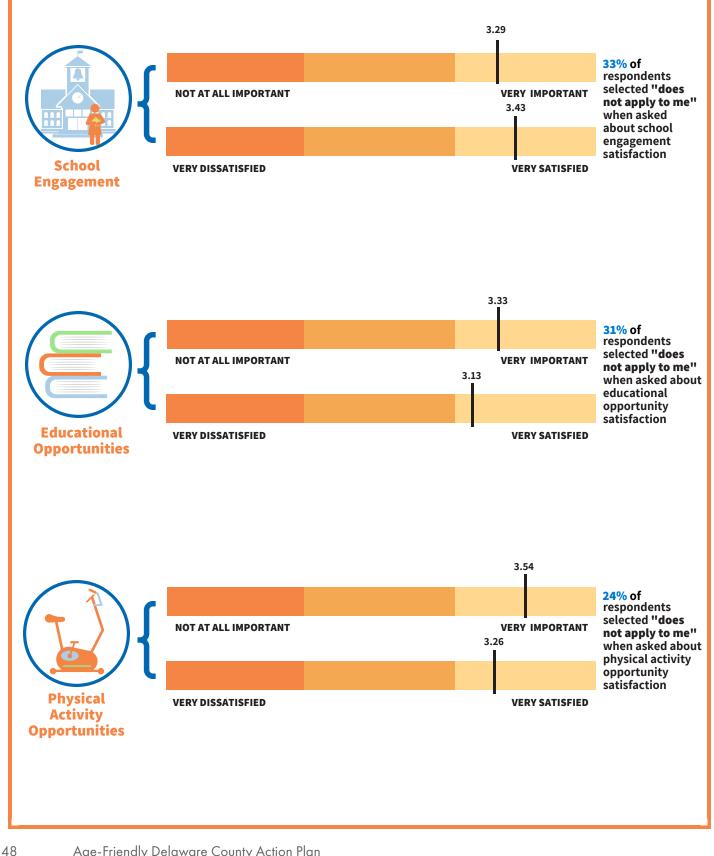
COMMUNITY ENGAGEMENT AND PARTICIPATION



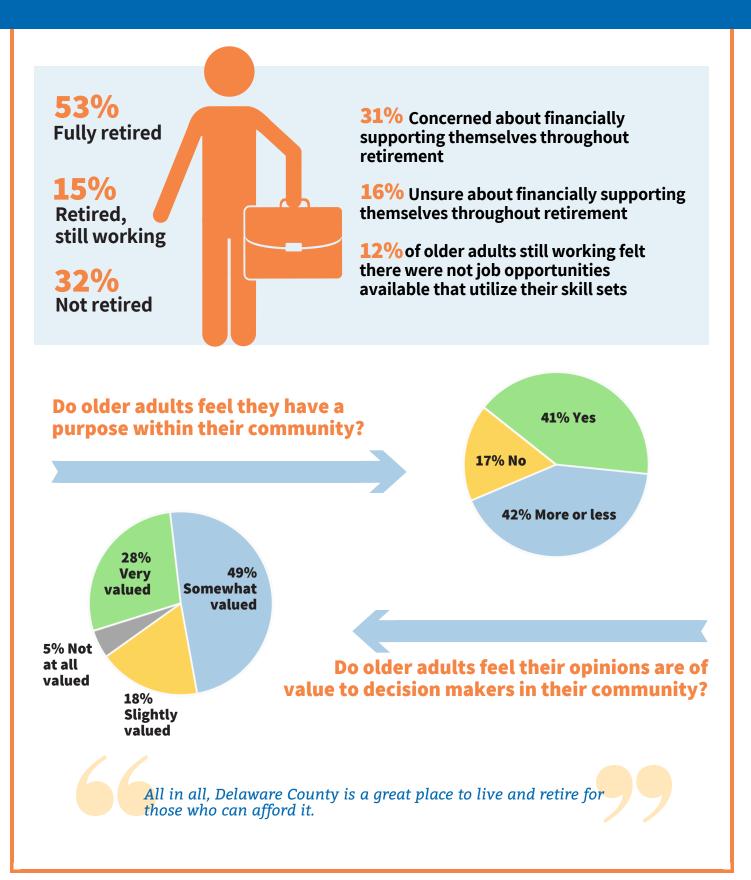
This section covered Q26-Q45 on the survey tool and combines the social participation, respect and social inclusion, and civic participation and engagement domains. Questions included importance and satisfaction scales for various topics and are broken down below. Differences within each topic and among various topics should be considered. Many respondents did not feel certain topics applied to them and this is noted along the side of each graphic. For a full breakdown of results, please refer to Appendix B.



COMMUNITY ENGAGEMENT AND PARTICIPATION



COMMUNITY ENGAGEMENT AND PARTICIPATION

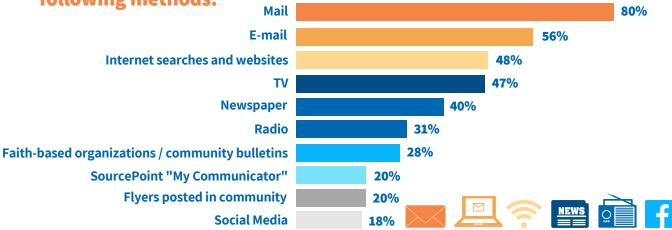


COMMUNICATION AND INFORMATION

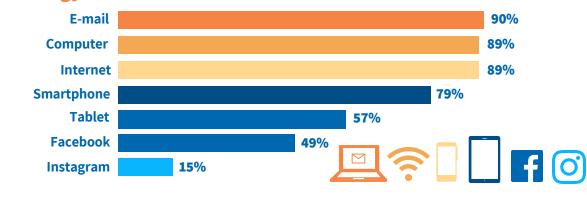


This section covered Q46-Q48 on the survey tool and addressed topics relating to technology and preferred methods of communication. For a full breakdown of results, please refer to Appendix B.

Older adults would prefer to receive information by the following methods:



Older adults reported using the following types of technology:

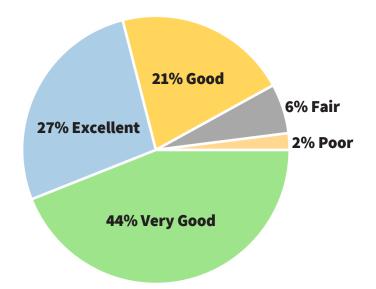


COMMUNITY AND HEALTH SERVICES

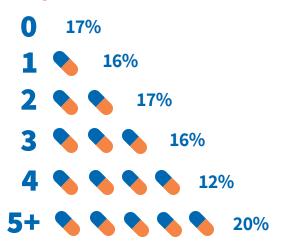


This section covered Q49-Q59 on the survey tool and addressed topics relating to health issues commonly affecting older adults. For a full breakdown of results, please refer to Appendix B.

In general, older adults reported their health status as:



Number of prescription medications taken by older adults:



Of those older adults currently taking prescription medications, 54% do not review their medications with a pharmacist every year.



18% of older adults have fallen in the past 6 months18% are anxious about falling

Older adults reported they: Do not eat out or bring home takeout: 11% Eat out or bring home takeout 1-2 times per week: 59% Eat out or bring home takeout 3+ times per week: 29%



69% of older adults exercise every day to several times a week

3 out of every 100 adults have felt abused



8 out of every 100 older adults have been a victim of a financial scam

COMMUNITY AND HEALTH SERVICES

- **41%** of Delaware County older adults are not aware of mental health services in their community
- 25% of Delaware County older adults are living with some sort of physical or mental limitation

Out of every 100 Delaware County older adults...

2 experience difficulty dressing or bathing

2 experience blindness or serious difficulty seeing, even when wearing glasses

4 experience difficulty concentrating, remembering, or making decisions due to a physical, mental or emotional condition

6 experience difficulty doing errands alone due to a physical, mental or emotional condition

11 experience deafness or serious difficulty hearing

16 experience difficulty walking or climbing stairs

RESPONDENT DEMOGRAPHICS

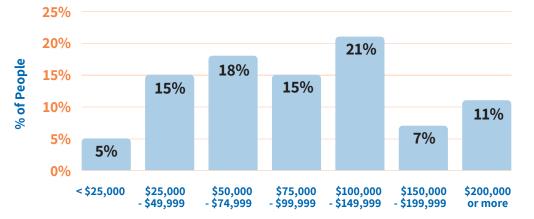


This section includes socioeconomic characteristics of those who responded to the Age-Friendly survey. Demographic data can be used to divide the larger older adult population into relevant sub-groups and provide a description of the County's older adult population as a whole. For this survey, older adults were defined as those 55 and older.

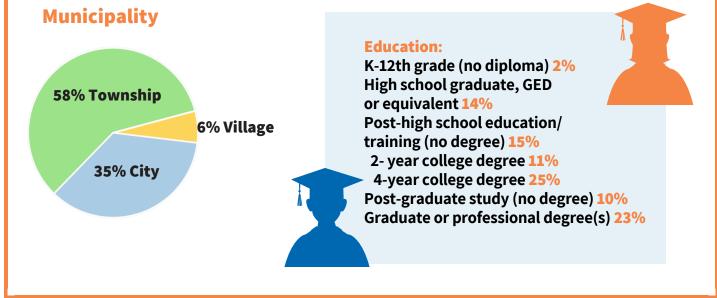


Race: White 94% Other 3% African American 2%

Household income breakdown for Delaware County older adults

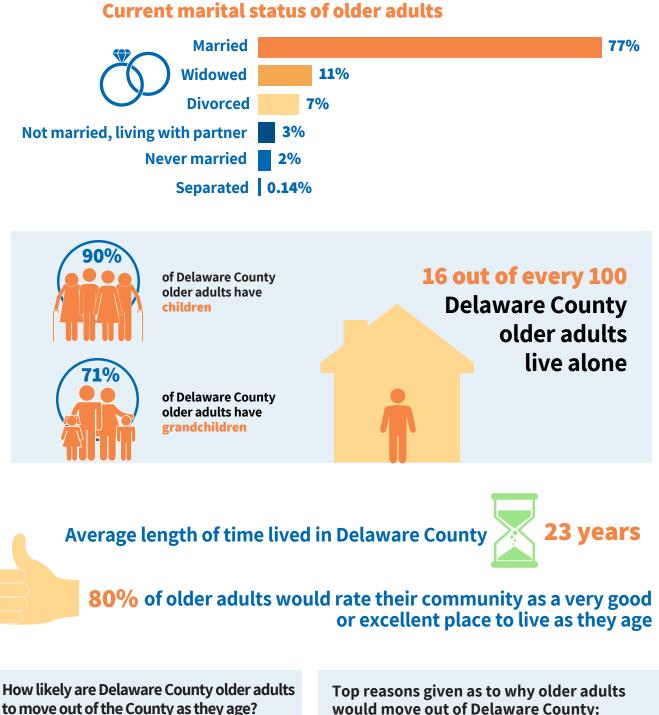


Annual Income (\$)



53

RESPONDENT DEMOGRAPHICS



36% Not at all likely **22%** Somewhat likely **18%** Slightly likely

15% Don't know 9% Very likely

would move out of Delaware County:



DATA EXAMPLES AND REQUESTS

The report is a synopsis of the overall data gathered from the 2018 Age-Friendly Assessment. In addition to the data provided in this report and its appendices, further data analysis can be conducted by the Delaware General Health District upon request. Cross tabulations (as shown below) can compare questions to other questions or to various groups of people. Any further analysis will be published on the Delaware General Health District's website.

	Municipality		
Importance Level: Parks	Township % (n)	Village % (n)	City % (n)
Not at all important	2% (9)	0% (0)	1% (3)
Slightly important	4% (17)	5% (2)	2% (6)
Somewhat important	15% (62)	14% (6)	10% (25)
Very important	79% (328)	82% (36)	86% (216)

Interpretation: 82% of those who live in a village said parks were very important compared to 79% of those who live in a township.

Current methods of transportation by age groups

,		Age Grou	p (years)	
Current Method of Transportation	54-64 % (n)	65-74 % (n)	75-84 % (n)	85+
Car (driven by self)	99% (281)	97% (267)	94% (110)	65% (28)
Car (driven by someone else)	53% (151)	49% (135)	38% (44)	42% (18)
Public Transportation	1% (4)	1% (3)	3% (4)	9% (4)
Taxi/cab	1% (3)	1% (2)	3% (3)	2% (1)
Uber/Lyft	13% (38)	9% (26)	4% (5)	2% (1)
Bike	31% (89)	20% (56)	7% (8)	2% (1)
Walk	68% (193)	59% (163)	44% (52)	36% (15)
Organizational Transportation	1% (2)	0.4% (1)	1% (1)	10% (4)

Interpretation: 1% of those age 54-64 use organizational transportation compared to 10% of those age 85 and older.

DATA EXAMPLES AND REQUESTS

Annual medication reviews by number

of prescription medications

Number of prescription medications		
1-2 % (n)	3-4 % (n)	5+ % (n)
42% (104)	47% (96)	46% (68)
56% (138)	53% (107)	53% (78)
	1-2 % (n) 42% (104)	1-2 3-4 % (n) % (n) 42% (104) 47% (96)

Interpretation: 53% of those who took 5+ prescription medications do not have an annual review with their pharmacist.

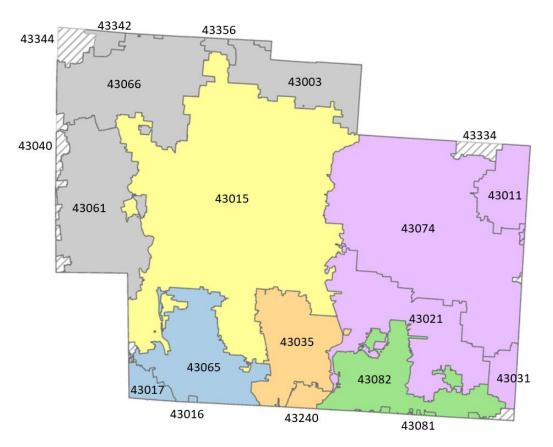
Preferred methods of communication by age groups

	Age Group (years)			
Preferred method of communication	54-64 % (n)	65-74 % (n)	75-84 % (n)	85+
Mail	75% (215)	84% (224)	84% (113)	85% (35)
Social Media	24% (67)	19% (52)	9% (10)	2% (1)
Email	59% (167)	63% (168)	47% (53)	29% (12)
Internet Searches/Websites	59% (169)	47% (125)	33% (38)	15% (6)
Faith-based organizations and community bulletins	30% (86)	28% (76)	26% (29)	24% (10
Community Flyers	24% (67)	19% (52)	14% (16)	12% (5)
Newspaper	35% (101)	43% (115)	46% (52)	49% (20
My Communicator	17% (49)	24% (63)	22% (25)	20% (8)
TV	46% (130)	47% (126)	50% (56)	56% (23
Radio	37% (106)	30% (81)	19% (21)	12% (5)

Interpretation: Popularity of receiving information via newspapers increased as age increased from 35% in those aged 54-64 to 49% in those aged 85+.

DATA EXAMPLES AND REQUESTS

Data is available by the below geographic regions. While this data is not statistically significant, it can be useful in examining regional trends. Data can be requested from the Delaware General Health District.



Grey Region: Ostrander, Radnor, Waldo, Ashley, Prospect | Blue Region: Dublin, Powell | Yellow Region: Delaware | Orange Region: Lewis Center, Columbus | Purple Region: Sunbury, Galena, Johnstown, Centerburg | Green Region: Westerville

Blue Region	Purple Region	Grey Region
43016 43017 43065 Total respondents: 183	43074 43011 43021 43031 Total respondents: 87	43003 43061 43066 43342 43356 Total respondents: 29 *Not enough responses to report aggregate results
Yellow Region	Orange Region	Green Region
43015 Total respondents: 197	43035 43240 Total respondents: 73	43081 43082 Total respondents: 160

CONTACT INFORMATION





For more information regarding:

Assessment results, further data analysis, survey methodology, or this report, please contact the Delaware General Health District.

Abby Crisp, Epidemiologist 740-203-2030, acrisp@delawarehealth.org

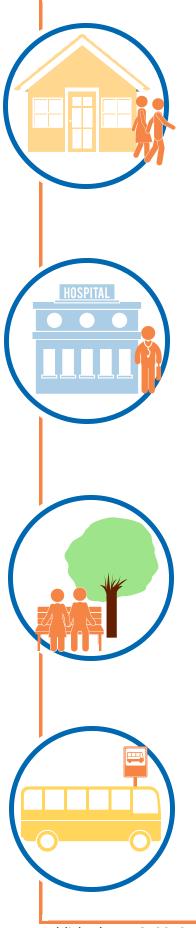
Strategic planning, workgroups, current initiatives, and ways to get involved please contact SourcePoint.

Jackie Haight, Age-Friendly Coordinator 740-203-2435, jhaight@MySourcePoint.org

Clare Edwards, Community Education & Initiatives Manager 740-203-2439, cedwards@MySourcePoint.org

Amy Schossler, Director of Community Programs 740-203-2393, aschossler@MySourcePoint.org

This study includes data provide by the Ohio Department of Health which should not be considered an endorsement of this study or its conclusions.



AGE-FRIENDLY Delaware County

2018 ASSESSMENT METHODOLOGY REPORT



Published May 8, 2019

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Introduction

1.1 Project Overview

Age-Friendly Delaware County is a local initiative aimed at creating a community in which residents of all ages can lead happy, healthy lives. The Age-Friendly Delaware County process is guided by framework provided by the World Health Organization (WHO) and is part of a national network facilitated by AARP. Each Age-Friendly community must focus on WHO's 8 Domains of an Age-Friendly Community (Table 1). These eight domains guide the steps of the age-friendly process and help determine which partners should be engaged in the planning and facilitation of the assessment and strategic plan.

Domain 1	Outdoor Spaces and Buildings	Domain 5	Respect and Social Inclusion	
• Safe and accessible places for people to gather. Buildings and greenspaces which can be accessed and utilized by all ages and abilities.		Intergenerational activities, respect for older adults.		
Domain 2	Transportation	Domain 6	Civic Participation and Employment	
comm	do older adults navigate their nunity? Focuses on alternative and sible methods of transportation.	adults,	bility of jobs for working older retirement and volunteer unities.	
Domain 3	Housing	Domain 7	Communication and Information	
			1 1 6 1 4 1 6	
U U U	in place, preferred housing types at ent ages and life stages.		ology and preferred methods of unication.	
U U U				

Age-Friendly Communities must also follow a five-year process (Table 2) in which year two focuses on a strategic assessment to gather data on the health, well-being, interests, and resources related to the eight domains of an age-friendly community. The following report will outline the process to create, conduct, and analyze the 2018 Delaware County Age-Friendly Assessment.



1.2 Survey Design Overview

The Age-Friendly Delaware County Assessment was a survey booklet containing 75 questions sent to a random sample of 1,500 Delaware County adults age 55 and older. The process had the following steps for survey tool development:

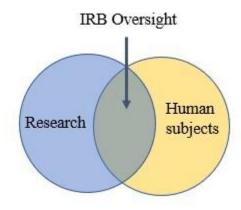
- Focus groups on community strengths/weaknesses with local senior groups
- Formation of an advisory group to help with question selection
- Data gap identification with organizational partners via survey
- Research of evidence-based survey practices
- Draft survey tool pilot testing

The survey tool was titled "My Life in Delaware County" and consisted of 6 main sections: Outdoor Spaces and Buildings, Transportation, Housing, Community Engagement and Participation, Communication and Information, Community and Health Services, and About You. Questions for the WHO domains of Social Participation, Respect and Social Inclusion, and Civic Participation and Employment were included within the Community Engagement and Social Participation section.

1.3 Institutional Review Board Determination

According to <u>45 CFR 46.102</u> human subject research must be submitted to an Institutional Review Board (IRB) for approval. Because the Age-Friendly Assessment involved collecting data on adults age 55 and older the project was submitted to the Ohio Department of Health's (ODH) IRB. Due to the nature of the survey and the intended population ODH IRB determined that the project would require full review. The research protocol, assessment booklet, cover letters, reminder letter and postcard underwent full board review. After review, the Delaware County Age-Friendly Assessment Project was approved for a period of one year.

Figure 2. Research Requiring IRB Oversight



Survey Tool

The design of the mailed survey, including accompanying documents, and the mailing timeline were selected to enhance the response rate and the accuracy of the data received. *Internet, Phone, Mail and Mixed -Mode Surveys: The Tailored Design Method* by Dillman, Smith and Christian was used as a reference to select research based methods for survey success.

2.1 Instrument Content Overview

The Age-Friendly Delaware County survey tool was titled "My Life in Delaware County" and consisted of 6 main sections: Outdoor Spaces and Buildings, Transportation, Housing, Community Engagement and Participation, Communication and Information, Community and Health Services, and About You. These sections were closely modeled after the eight domains except for Community Engagement and Participation which encompassed the social participation, respect and social inclusion, and civic participation and inclusion domains. The About You section contained relevant descriptive and demographic questions for this population. While Age-Friendly projects traditionally serve those age 65+, the age group 55+ was defined because the lead agency on the Delaware County project, SourcePoint, serves adults age 55+. Table 3 provides a description of the topics covered in each section. Respondents were left to self-define "community" as one definition would be difficult to apply to all members of Delaware County.

	Age-Thendry Delaware County Assessment Sections
Q1-15	Outdoor Spaces and Buildings
•	Respondents were asked about the importance of as well as their satisfaction about the following
1	opics: maintenance of sidewalks, multi-use trails, tobacco-free outdoor public spaces, parks,
	playgrounds, and public parking.
	Respondents were asked about how safe they feel in their community.
	Respondents were asked about how accessible outdoor spaces and public buildings are in their
	community.
	ommunity.
01(10	
Q16-19	Transportation
	Respondents were asked about their current modes of transportation as well as any they wish they could utilize more.
•	Respondents were then asked specific questions about the Delaware County public transportation
	company, DATA. These questions included an awareness question as well as a question about
	ny barriers to accessing public transportation.
	any barriers to accessing public transportation.
Q20-25	Housing
Q20-25	Housing Respondents were asked about their need for assistance maintaining the exterior and interior of
Q20-25	Housing

Table 2. Age-Friendly Delaware County Assessment Sections

as they age.

• Respondents were asked about the type of housing in which they currently reside as well as any they may consider moving into in the future.			
Q26-45	Community Engagement and Participation		
active oppo • Resp • Resp how • Resp	ondents were asked importance as well as their satisfaction about the following topics: social ities, volunteer opportunities, intergenerational activities, school engagement, educational rtunities, and physical activity opportunities. ondents were asked a series of questions used to identify those at risk of social isolation ondents were asked about how they feel about their purpose in their community as well as valued they feel their opinions are to decision makers. ondents were then asked about their retirement status, concerns over financially supporting selves throughout retirement, and about the availability of jobs for older adults.		
Q46-48	Communication and Information		
• Respondents were asked about their preferred methods of communication, types of technology they utilize, and the importance of having free computer/internet available in public places.			
Q49-59	Community and Health Services		
 Respondents were asked about their general health status, number of prescription medications, and if they review their medications annually with a pharmacist. Respondents were asked if they had fallen in the last 6 months and if they have a fear of falling. Respondents were asked how often they eat out/bring takeout home and how often they engage in physical activity Respondents were asked if they are/have ever been the victim of abuse or financial scam. Respondents were asked if they were aware of mental health services available in the community. Respondents were then asked a series of questions to identify any disabilities. 			
Q60-75	About You		
 Respondents were asked zip code and type of municipality in which they currently live. Respondents were asked how many years they have lived in Delaware County, how they would rank the County as a place to age, how likely they are to move out of the County, and the main reason they might move. Respondents were asked gender, age, and current marital status. Respondents were asked if they have children, grandchildren, and if they live alone. Respondents were asked their race and if they identify as Hispanic. Respondents were then asked their highest education level and combined household income. 			
An ac feedb	dditional section was provided on the back of the survey tool for any free text responses or pack.		

2.2 Survey Instrument Development

Prior to gathering and developing questions for the survey tool, local senior groups were contacted and asked if they would be interested in participating in a conversation about the strengths and weaknesses of their specific communities. These conversations were guided by the eight domains and lasted about 30-45 minutes. Four senior groups agreed to participate and the results of their forums were shared with the advisory group. The advisory group was responsible for assisting DGHD with the formation of the survey tool. This group was comprised of organizational partners representing all eight domains as well as community members who had an interest in the project. A variety of organizational partners who work around the eight domains (not just those on the advisory group) were then asked to identify any existing data they have access to as well as any gaps they perceive in local data. In addition to the results of the community forums, these results were shared with the advisory group and were used to select potential questions for the survey tool.

Questions for the draft survey tool were gathered from existing surveys (Community Health Assessment, other Age-Friendly surveys, etc.), topic specific research, as well as the data gaps identified. A draft survey was created and sent to the advisory group for review. Prior to a meeting to review and discuss the draft, each member of the advisory group was sent a fillable form to provide feedback on any questions they either liked, wanted changed, or disliked. These results were sent to DGHD prior to the meeting and used to guide the discussion. The group met once and discussed which questions should be on the survey tool as well as general formatting. Following that meeting, communication and feedback was accomplished via email.

The design of the survey was focused on increasing respondent buy-in and reducing survey fatigue/burden. Individual questions were also written in a manner to reduce bias and encourage accurate response. For example, to reduce bias, if a bipolar satisfaction scale was used (very satisfied to very dissatisfied) both satisfied and dissatisfied were included in the question stem. To encourage accurate responses, forced choice yes/no questions were used throughout the survey as opposed to "check all that apply." Several other techniques/methods were used throughout the survey tool. The following is a non-exhaustive list of techniques/methods that were utilized in the survey:

- Overall Design
 - Survey creation started with a clear end objective and worked backwards to achieve goals
 - Professional and readable font was used (14 point found to be best for age 55 and older)
 - No incentives were included with the survey packets based on feedback from previous surveys completed in Delaware County

- Accompanying Documents (Cover letters, thank you/reminder letter, post card)
 - Respondents were engaged by letting them know that they were needed
 - Thank you letters provided gratitude and an opportunity to address nonresponse
 - Blue ink signatures were used on the cover letters
 - Ask to complete survey was made as an ask for help
 - Confidentiality included in the cover letters
- Survey
 - Each question stem only asked one specific question
 - Every question offered a response option that could apply to anyone that would be taking the survey
 - The survey specified who was to complete the survey
 - The survey was created in booklet form and portrait layout staples were not used
 - Title of the survey was created for the respondents and applied to respondents
 - Survey cover included relatable/familiar pictures from Delaware County
 - Survey IDs were used to track response and placed in an area that they could not easily be torn off
 - Question stems were bolded, response options were not
 - Question line lengths were kept between 3-5 inches
 - Response option matrices were avoided
 - Questions were grouped into similar categories
 - Shorter, relevant, interesting and easy to understand questions were placed at the beginning
 - Difficult and invasive questions were placed at the end
- Mailing Assembly
 - Packets were assembled so that all contents could be removed easily at one time so that nothing was lost
 - Care was given to making sure survey IDs matched intended survey respondent
 - Envelopes with flashy colors were avoided
 - A complete return address that was recognizable to respondents was provided
 - Recognizable and respected logos were used with the return address
 - Marketing buzzwords and phrases were not used
 - Stamps were used for both envelopes mailed and return envelopes included in the packet as opposed to metered postage

Figure 3 shows the documents that were included in each mailing wave. Sizes of each document are included. The first wave contained a cover letter, assessment booklet and a pre-stamped return envelope. The second mailing wave contained a thank you/reminder letter. The third wave contained a cover letter that was tailored to the respondent having previously received a packet, assessment booklet and a return envelope. The final wave was a reminder postcard. Cover letters, the assessment booklet and the thank you/reminder letter can be found in the Appendices.

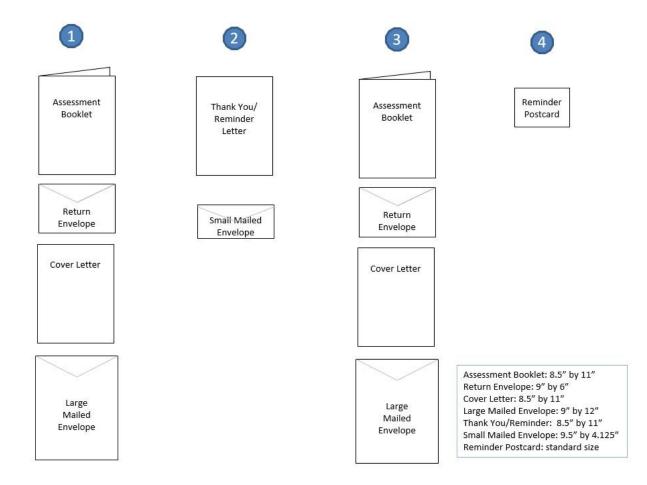


Figure 3. Mailing Waves

2.3 Pilot Test

The draft survey tool was piloted with a group of 14 older adults. A request for participation was sent out via Facebook and interested Delaware County residents (age 55+) registered to participate in the session. All participants received a small gift card for their time. When participants arrived to the focus group, they were given a packet containing the wave one cover letter, survey tool, and return envelope very similar to how the packet would be received in the mail. Participants were asked to open the envelope, remove the contents, read the cover letter, complete the survey, and place the completed survey in the return envelope as they would if they were at home. Participants were timed from opening the envelope to when they successfully placed the completed survey in the return envelope. On average, participants were able to complete the survey in about 10-12 minutes.

Following the completion of the survey, participants were asked for their feedback on the packaging, formatting, content, cover letter, and where to advertise the Age-Friendly Project. Participants provided feedback (see Table 3) and were overall pleased with the survey and the process. Some feedback was able to be incorporated while other feedback should be considered before beginning the next survey process. Participants recommended the Age-Friendly Project be promoted at senior centers, SourcePoint, Delaware Gazette, banks, post offices, and libraries.

Торіс	Recommendation	Adopted for 2018 Survey
Recognizing	Easy to recognize SourcePoint and DGHD were leading survey project.	
leadership	Easy to see who to contact with questions.	
Packaging	Able to easily navigate components	
	Some difficulty with return envelopes due to arthritis.	
	Change wording of "assessment" to "survey" on return envelope	Yes
	Large envelope may look like junk mail.	
	Add DGHD logo to the return envelope.	Consider for
		next survey
Cover Letter	Increase font size to match survey.	Yes
	Use "select group" not small group."	Yes
	Some did not like "randomly selected."	Required to
		have this
		per IRB
	Do not use "please help us" because it sounds like we are asking for	Yes
	money, change to "we need your help."	

Table 3. Pilot Test Feedback

	Instructions were clear	
	Add "retire" to the end of the cover letter's first paragraph.	Yes
	Give more space for free text response	Yes
Survey Content	"if at all" clause made sense	
	Change "outdoor spaces" to "outdoor public spaces"	Yes
	Re-order domains (opinions differed as to which should go first)	Consider for next survey
	Change Q17 to be Yes/No with free text, do not mirror forced choice in Q16	Yes
	Really enjoyed the housing section	
	Some thought Yes/No forced choice was a little confusing, not all.	
	"Senior living community" was not understood by all, no alternative language ideas	Consider for next survey
	Emphasize "for you" on Q34/35	Consider for next survey
	End the section with the social isolation/retirement questions	Yes
	Smartphone was well understood	
	Take away disclaimer about "information not being used to contact you" from 46	Yes
	Add "community information" to Q46	Yes
	Add "see back" comment after Q75	Yes
Overall Survey Feedback	Could be confused by self-defining "community" but decided it was better to leave it like this	
	Overall loved the survey	
	Liked "My life" title	
	Add Q#'s in blue section title	Yes
	Add "confidential" to cover	Consider for
		next survey
	Add "continue to the next page"	
	Add "additional space for comment on back page"	Yes
	Add picture of person on the cover	Yes
	Length was good, overall 10-12 minutes	

Sampling

3.1 Objectives of the Sample Design

The objective of the sample design for this project was to collect a sufficient number of surveys through appropriate methodology so that results of the assessment could be representative of Delaware County adults age 55 and older.

3.2 Sampling Plan

The Delaware County Age-Friendly Assessment sampling plan was a probability-based design. This design allows for results to be generalizable at the county level. Based on total population size for adults age 55 and older in Delaware County, 381 surveys were determined to be needed to generalize the results to the county (random sample, margin of error 5%, confidence level 95%). Because a randomized sample was collected to represent the county, and no oversampling was conducted, data is only generalizable at the county level.

3.3 Population of Interest

The target population for the Delaware County Age-Friendly Assessment was adults age 55 and older that resided within Delaware County.

3.4 Sampling Frames

A single sampling frame was used for the Delaware County Age-Friendly Assessment. The frame consisted of addresses from the Delaware County Board of Elections (BOE) Voter Registration Database. In Delaware County, the Voter Registration Database is cleaned every business day. The BOE receives notification of deaths by the State and Territorial Exchange of Vital Statistics and removes these individuals from the database. The BOE also removes individuals from the database when a Removal Request is completed or an individual registers to vote in a different county. Annually, addresses are updated in the Voter Registration Database based on the National Change of Address.

Prior to using the BOE Voter Registration Database, the Delaware County BOE was consulted to make sure that the DGHD had a solid understanding of the benefits and limitations of the database. Using a voter registration database can have several limitations based on a variety of demographic components. The demographics of the Age-Friendly survey population generally align with higher voting registration, minimizing limitations of using voter registration data. 86.5% of Delaware County Residents age 55 and older were found to be registered to vote.

3.5 Sample Collection and Processing

Registered voters of Delaware County were retrieved from the Delaware County Board of Elections (BOE) Voter Registration Database in excel format. All party affiliations and precincts were included when the registered voter list was retrieved. If the resident had a separate mailing address, this was also included in the dataset. Prior to selecting residents for the survey sample, voters less than 55 years of age were excluded.

When the dataset had been cleaned to only include Delaware County Residents Ages 55 and over the list of registered voters was randomized in Excel using "= RAND()." 1,500 voters were then selected for the sample.

3.6 Sampling Timeline

The sampling timeline was selected based on evidence-based practices in survey methodology. Exact dates of the mailing waves can be found in the Project Timeline. Components of each mailing wave can be found under 2.2 Survey Instrument Development.

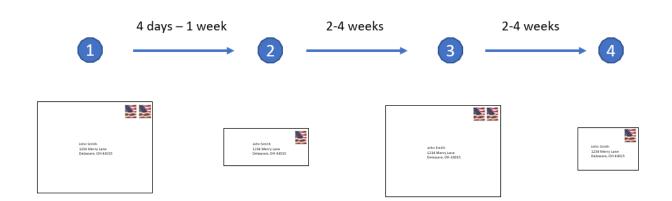


Figure 4. Mailing Timeline

Data Collection

4.1 Response Rates

Of the 1,500 surveys that were mailed out, 774 completed surveys were returned to DGHD. 766 of those were considered to be complete (no surveys were considered partially complete by researcher definition). 50 were returned but never opened due to incorrect addresses. 14 individuals responded and declined to participate in the survey.

The calculated response rate for the 2018 Age-Friendly Assessment was found to be 51.4%

Following the American Association for Public Opinion Research (AAPOR) Definition Standards, the following equation and table describes survey responses as they relate to the calculated response rate.

Figure 5. Response Rate Equation

$$RR = \frac{I}{(I + P) + (R + NC + O) + (UH + UO)}$$

Code	Name	Age- Friendly Description	AAPOR Section
RR	Response rate		
Ι	Complete surveys	Surveys completed and returned	1.1
Р	Partial survey	Surveys that were only partially completed by researcher definition and returned	1.2

 Table 4. Survey Response Definitions

R	Refusal and break-off	Eligible cases for which no survey is obtained because it was returned blank and/or declined response	2.10
NC	Non-contact	Eligible cases for which no survey is obtained because survey was mailed back too late or unavailable to complete	2.20
0	Other	Eligible cases for which no survey is obtained because respondent did not refuse, but no survey obtained because of respondent death, respondent physically or mentally unable to complete, language problems, literacy problems or miscellaneous reasons	2.30
UH	Unknown if household/occupied HU	Unknown eligibility and no returned survey in which nothing is known about whether the mailed survey ever reached, or could have reached, the address and thus the person it was mailed to	3.10
UO	Unknown, other	Unknown eligibility and no returned survey include those in which it reached the address but unknown if specific person present at address and eligible, in which the mailing could not be delivered and those in which new "forwarding" information is learned	3.20, 3.30, 3.40, 3.90

*Modified from AAPOR Standard Definitions: Final Disposition Codes and Outcome Rates for Surveys (2016) *Not eligible surveys are not included in this table as they are not included in the RR

4.2 Procedures

Completed surveys were received by an IRB approved member of the team and briefly reviewed to ensure the respondent completed at least one question. Another member of the team then logged that the response was received in a password-protected Excel spreadsheet which included only the respondent's unique ID, address and response description (complete, declined, returned-bad address). The member of the team with access to this spreadsheet did not participate in any data entry or review specific responses. The ID list was strictly used as a method of tracking who would receive mailings 3 and 4. This list will be destroyed following the completion of the project.

Completed surveys were stored in numerical order by ID number. These surveys were kept in a locked cabinet with only IRB approved members of the data entry team having access. Surveys were only removed for data entry and all were returned to the locked cabinet by end-of-day.

The data entry process began with IRB approved staff being trained on confidentiality, privacy, and the process to accurately log data. This training included a PowerPoint presentation and practice data entry with a mock survey. A shared Google Doc was created to troubleshoot common questions and track any new updates. A shared Google Sheet was used to track the ID numbers of completed surveys to ensure all were entered once and none were duplicated. These shared documents did not contain any identifiable information or specific response data. A Google Form was created for each member of the data entry team which mimicked the survey. Responses were recorded by filling out the Google Form exactly as the respondent completed their survey. Free text responses were recorded exactly as written and any adjustments to respondent selections were reflected in the Google form or comments or the shared Google Doc. This ensured all adjustments were made uniformly across the entire data set (e.g. on the annual medication review question, if respondent crossed out "pharmacist" and wrote in "doctor" and then selected yes, for that question the response was recoded as a "no" as the question was asked to know about reviews done with a pharmacist).

Data Processing and Analysis

5.1 Dataset

Following the collection of completed paper surveys, trained DGHD staff entered results through a Google Form. Each person conducting data entry was provided a unique link to their copy of the Google Form. This ensured any mistakes would be isolated to a smaller section of surveys. Each survey ID number was recorded in a separate tracking sheet after its survey was entered to ensure none were entered twice or skipped. This method of data entry was HIPAA compliant and minimized any processing error. Hard copies were organized numerically by ID number and each staff member was assigned a section to enter. Hard copies were kept in a secure locked cabinet. Following the completion of the assessment process, hard copies will be shredded to maintain confidentiality of respondents.

Surveys were recorded into the Google Form exactly as the respondent recorded responses. A survey data entry guide was provided to those conducting data entry as a tool to communicate common questions and troubleshoot any unique responses. Free text data was entered as written, no grammar or spelling corrections were made.

5.2 Data Processing

Once all surveys were successfully entered into a Google Form results were downloaded into Excel. The unique survey ID was used to remove any duplicates made by Google Forms. Following the removal of duplicates, parameters for exclusion were determined. All survey responses must have been completed by an adult at least in their 55th year of age (recorded age of 54 years or older) as well as a valid Delaware County zip code. Any responses not meeting these two criteria were removed from the data set.

The dataset was prepared to be uploaded into Stata Software. Free text responses were reviewed to ensure the response recorded matched what was written out. In select cases, responses were re-coded if there was clear evidence the respondent fit into a certain response category. Any persistent processing errors were identified and corrected at this time. The final step in data processing was to correctly identify "missing" and "did not respond" data. Missing data was considered any scale question that was skipped in its entirety. This was only applicable to forced choice yes/no lists which would only be considered missing if no option in the list were responded to. If any boxes within a question had a response, the other data would be considered "did not respond." "Missing data" would not be considered in the denominator of analysis where "did not respond" would be considered.

Data entered into Stata Software required changing the name and label of each variable. Stata Software requires the character values be changed to numbers in order to "destring" values. See Table 5 for relevant codes. After all STATA codes were changed to "byte" final value labels were added. Additional variables were generated for zip code regions, social isolation scales, and age categories.

Data sets were created with missing data included or excluded depending on if proportions or averages were needed. Proportions include any "don't know", "does not apply" or other refusal/decline to a specific question in the denominator. Averages did not include these responses in the denominator. For example, questions 1-12 in the data report include an average response. This average does not include respondents that indicated the question "did not apply to me" or skipped it in its entirety. The "does not apply to me" responses are included in the proportions (see Appendix 6: Raw Survey Response Tables) but "did not answers" are not included. Overall, anyone who did not answer a question was excluded from a proportion and only the actual responses were included.

Data was not weighted due to the high response rate and similarity to the sample population.

Code	Purpose	Example
replace	To change variable from text to a number (use to prep for destring).	replace q1sidewalksimportance="4" if q1sidewalksimportance=="Ve ry important"
tab	Obtain basic response breakdown of question as well as cross tabs (frequency, row %, column %)	tab q1sidewalksimportance Tab zipregion q1sidewalksimportance, column row
destring	Change from string to byte. Can do an individual variable or a set of variables at once.	destring q1sidewalksimportance, replace OR destring var1 - varXX , replace
Recode	Change all matching values in a variable to another value. Could also use Generate for this process.	Recode varname 43015=1 Recode q2sidewalksatisfaction 0=-96

 Table 5: Useful Stata Codes

mvdecode	Change values to "missing"	mvdecode _all, mv(-99=.a\- 98=.b\-97=.c\-96=.d)
summarize	Get mean and median	summarize q1sidewalksimportance
		summarize [var], detail

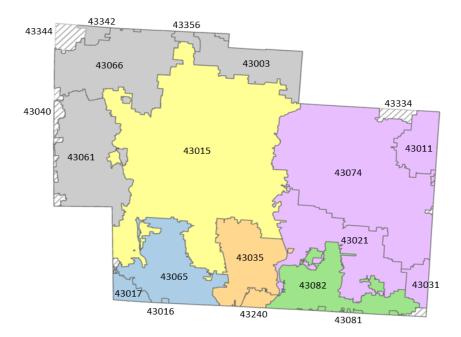
5.3 Future Data Analysis

Data will be stored on a secure DGHD server and used for future analysis to support strategic planning. Raw data can only be shared with entities who have obtained IRB approval for a specific research project.

Cross tabulation and further data analysis can be completed by DGHD upon request.

Cross tabulations can be done by the geographic areas shown Figure 6. These are not statistically significant findings but can be examined to compare to county trends. Geographic regions were determined based on number of responses received and zip code. No region with less than 50 unique responses will be able to be reported on.

Figure 6. Zip Code Region Map



Grey Region: Ostrander, Radnor, Waldo, Ashley, Prospect | Blue Region: Dublin, Powell | Yellow Region: Delaware | Orange Region: Lewis Center, Columbus | Purple Region: Sunbury, Galena, Johnstown, Centerburg | Green Region: Westerville

Blue Region	Purple Region	Grey Region	
43016 43017 43065 Total respondents: 183	43074 43011 43021 43031 Total respondents: 87	43003 43061 43066 43342 43356 Total respondents: 29 *Not enough responses to report aggregate results	
Yellow Region	Orange Region	Green Region	
43015 Total respondents: 197	43035 43240 Total respondents: 73	43081 43082 Total respondents: 160	

Communication of Assessment Findings

Findings of the 2018 Delaware County Age-Friendly Assessment were compiled into the 2018 Age-Friendly Delaware County Assessment Data Report. The report was designed so that the findings could be clearly displayed and easily interpreted. Infographics, quotes and a variety of graphs and charts were used to aid in interpretation. As a supplement to the report, raw data tables were created for each question asked in the assessment. The report was shared with stakeholders and feedback on the formatting and ease of data interpretation was received. Stakeholder feedback was incorporated into the final report.

A data release presentation was scheduled for May 8, 2019 to kick off report sharing with partners and the public. The data release included an overview of the report, information on how to use the report and information on where the report would be housed.

To facilitate easy access, the report and all supporting documents are housed on the DGHD website.

Project Timeline

Included below are the exact project timeline as well as the mailing timeline. The mailing timeline was specifically designed to increase survey response based on evidence-based practices.

Task	Data Initiated	Date completed
Finalize budget and contract	9/1/2017	1/12/2018
Literature Review	12/01/2017	2/28/2018
Stakeholder meeting	2/6/2018	2/6/2018
Gather secondary data/information on existing data gaps from	2/06/2018	2/20/2018
stakeholder group		
Create Survey Draft	2/7/2018	3/9/2018
Meet with advisory group to review draft	3/19/2018	3/19/2018
Pilot Survey	4/25/2018	4/25/2018
Finalize Survey	4/25/2018	5/02/2018
IRB Approval	5/8/2018	5/31/2018
Identify sample population (pull addresses)	6/1/2018	6/29/2018
Create survey data entry database	6/1/2018	6/29/2018
Send survey to printer	6/11/2018	6/15/2018
Data entry training	7/11/2018	7/13/2018
1 st wave mailing	7/30/2018	8/2/2018
2 nd wave mailing	8/6/2018	8/7/2018
3 rd wave mailing	8/28/2018	9/4/2018
4 th wave mailing	9/11/2018	9/17/2018
Data entry	9/06/2018	10/31/2018
Data analysis	11/1/2018	1/31/2018
Draft report	1/1/2018	4/25/2018
Finalize report	4/26/2018	4/26/2018
Finalize methodology report	1/17/2018	5/7/2018
Data Release	5/8/2018	5/8/2018
Complete IRB data requirements	5/31/2018	5/31/2018

Table 6. 2018 Age-Friendly Project Timeline

Project Budget

The following is actual costs for the printing and mailing of the assessment. Funding was provided through a contract with SourcePoint as well as DGHD funding. Printing was completed through a third-party printer.

Category	Item	Actual Cost
Printing		
	3000 Booklets	\$2,507.00
	950 Color Postcards	\$332.50
	3000 9x6 Envelopes	\$412.50
	Paper for: 1050 Reminder Letters, 1050 cover letters version A, 950 cover letters version B	\$18.00
	3000 9x12 peel-off envelopes	\$649.00
	1500 9.5x4.125 peel-off envelopes	\$213.00
	Labels (appx. 8000)	\$200.00
	Ink estimate	\$200.00
	Pilot samples (booklet + envelope)	\$119.75
	Total Printing	\$4,332.00
Postage		
	Packets	\$3,834.00
	Total Return postage	\$1,917.00
	Reminder Letter	\$750.00
	Post Card	\$332.50
	Total Postage	\$6,833.50
	Total Project	\$11,165.50

Contact Information

Questions regarding the Age-Friendly Assessment or further data requests can be made to:

Abby Crisp, Epidemiologist, acrisp@delawarehealth.org, 740-203-2030

Heather Lane, Epidemiologist, hlane@delawareheatlth.org, 740-203-2051

Appendices

Appendix 1: Survey Tool



MY LIFE IN DELAWARE COUNTY



A countywide survey of residents about where they live and what they would improve.



To be completed by a Delaware County resident age 55+



Delaware General Health District

P.O. Box 570 Delaware, OH 43015 740-203-2030

Outdoor Spaces and Buildings (1-15)

1. How important, if at all, do you think it is to have <u>well-maintained sidewalks</u> in your community?

- O Very important
- O Somewhat important
- O Slightly important
- O Not at all important

2. How satisfied or dissatisfied are you with the <u>maintenance of sidewalks</u> that are currently in your community?

- O Very satisfied
- O Somewhat satisfied
- O Somewhat dissatisfied
- O Very dissatisfied
- O Does not apply to me

3. How important, if at all, do you think it is to have <u>multi-use trails</u> in your

community? (A multi-use trails is one that walkers, bikers, wheelchairs, etc. can use)

- O Very important
- O Somewhat important
- O Slightly important
- O Not at all important

4. How satisfied or dissatisfied are you with the <u>multi-use trails</u> that are currently in your community?

- O Very satisfied
- O Somewhat satisfied
- O Somewhat dissatisfied
- O Very dissatisfied
- O Does not apply to me

5. How important, if at all, do you think it is to have tobacco-free outdoor public spaces in your community? (Examples: parks and playgrounds)

- O Very important
- O Somewhat important
- O Slightly important
- O Not at all important

6. How satisfied or dissatisfied are you with the <u>tobacco-free outdoor</u> <u>public spaces</u> that are currently in your community?

- O Very satisfied
- O Somewhat satisfied
- O Somewhat dissatisfied
- O Very dissatisfied
- O Does not apply to me

7. How important, if at all, do you think it is to have <u>parks</u> in your community?

- O Very important
- O Somewhat important
- O Slightly important
- O Not at all important

8. How satisfied or dissatisfied are you with the <u>parks</u> that are currently in your community?

- O Very satisfied
- O Somewhat satisfied
- O Somewhat dissatisfied
- O Very dissatisfied
- O Does not apply to me

9. How important, if at all, do you think it is to have <u>playgrounds</u> in your community?

- O Very important
- O Somewhat important
- O Slightly important
- O Not at all important

10. How satisfied or dissatisfied are you with the <u>playgrounds</u> that are currently in your community?

- O Very satisfied
- O Somewhat satisfied
- O Somewhat dissatisfied
- O Very dissatisfied
- O Does not apply to me

11. How important, if at all, do you think it is to have <u>public parking</u> in your community?

- O Very important
- O Somewhat important
- O Slightly important
- O Not at all important

12. How satisfied or dissatisfied are you with the <u>public parking</u> that is currently in your community?

- O Very satisfied
- O Somewhat satisfied
- O Somewhat dissatisfied
- O Very dissatisfied
- O Does not apply to me

13. How safe from crime do you consider your community?

- O Very safe
- O Somewhat safe
- O Slightly safe
- O Not at all safe

14. Do you feel that the <u>outdoor spaces</u> (parks, trails, playgrounds, etc.) in your community are easily accessible to those that have different physical abilities (wheelchairs, scooters, walkers, canes, etc.)?

- O Yes
- O No. If no, why? _____

O Not sure

15. Do you feel that the <u>public buildings</u> in your community are easily accessible to those that have different physical abilities (wheelchairs, scooters, walkers, canes, etc.)?

- O Yes
- O No. If no, why?

O Not sure

Transportation (16-19)

16. Do you regularly use the following methods of transportation?

Yes No

	Car (driven yourself)
	Car (driven by someone else)
	Public transportation
	Taxi/cab
	Uber/Lyft
	Bike
	Walk
	Organizational transportation
	(church bus or living
	community vehicle)
	Other:

17. Are there any methods of transportation you wish you could use more often?

O Yes. Please describe: _____

18. Are you aware that DATA Bus is available for public transportation throughout Delaware County?

- O Yes
- O No

19. Have you ever experienced any barriers when using public transportation in Delaware County? (Example: DATA Bus)

O Yes. Please describe: _____

- O No, I have not experienced any barriers
- O This does not apply to me, I have not tried to use public transportation in Delaware County.

O No

Housing (20-25)

20. How much assistance do you need maintaining the <u>exterior</u> of your home?

(Examples: lawn care, basic repair work, snow removal, etc.)

- O I need assistance with all projects
- O I need assistance with most projects
- O I need assistance with some projects
- O I do not need assistance with any projects
- O This does not apply to me

21. How much assistance do you need maintaining the <u>interior</u> of your home?

(Examples: housekeeping, basic repair work, etc.)

- O I need assistance with all projects
- O I need assistance with most projects
- O I need assistance with some projects
- O I do not need assistance with any projects
- O This does not apply to me

22. How important, if at all, is it to stay in your <u>community</u> as you age?

- O Very important
- O Somewhat important
- O Slightly important
- O Not at all important

23. How important, if at all, is it to remain in your <u>current home</u> as you age?

- O Very important
- O Somewhat important
- O Slightly important
- O Not at all important

24. What type of home is your primary

address? (Check <u>all</u> that apply)

- □ Apartment
- □ Senior living community
- Low-income or subsidized housing
- $\hfill\square$ Owned house
- □ Rented house
- □ Family member's home
- \Box Condo
- Other:_____

Community Engagement and Participation (26-45)

26. How important, if at all, do you think it is to have <u>social activities</u> available in your community? (Examples: book clubs, bingo games, art activities, cultural events, etc.)

- O Very important
- O Somewhat important
- O Slightly important
- O Not at all important

25. If you were to move, would you consider moving to the following housing types?

Yes No

- □ □ Apartment
- □ □ Senior living community
- Low-income or subsidized housing
- □ □ Owned house
- □ □ Rented house
- □ □ Family member's home
- □ □ Other:_____

27. How satisfied or dissatisfied are you with the <u>social activities</u> currently available in your community?

- O Very satisfied
- O Somewhat satisfied
- O Somewhat dissatisfied
- O Very dissatisfied
- O Does not apply to me

28. How important, if at all, do you think it is to have <u>volunteer opportunities</u> available in your community?

- O Very important
- O Somewhat important
- O Slightly important
- O Not at all important

29. How satisfied or dissatisfied are you with the <u>volunteer opportunities</u> currently available in your community?

- O Very satisfied
- O Somewhat satisfied
- O Somewhat dissatisfied
- O Very dissatisfied
- O Does not apply to me

30. How important, if at all, do you think it is to have <u>intergenerational</u> <u>activities</u> available in your community? (Intergenerational activities are activities which engage all ages together)

- O Very important
- O Somewhat important
- O Slightly important
- O Not at all important

31. How satisfied or dissatisfied are you with the <u>intergenerational activities</u> currently available in your community?

- O Very satisfied
- O Somewhat satisfied
- O Somewhat dissatisfied
- O Very dissatisfied
- O Does not apply to me

32. How important, if at all, do you think it is to have <u>school engagement</u> in your community? (Examples: school plays, sporting events or other school activities)

- O Very important
- O Somewhat important
- O Slightly important
- O Not at all important

33. How satisfied or dissatisfied are you with the <u>school engagement</u> currently available in your community?

- O Very satisfied
- O Somewhat satisfied
- O Somewhat dissatisfied
- O Very dissatisfied
- O Does not apply to me

34. How important, if at all, do you think it is to have <u>educational opportunities</u> available in your community? (Examples:

speakers, cooking classes, art classes, gardening classes, etc.)

- O Very important
- O Somewhat important
- O Slightly important
- O Not at all important

35. How satisfied or dissatisfied are you with the <u>educational opportunities</u> currently available in your community?

- O Very satisfied
- O Somewhat satisfied
- O Somewhat dissatisfied
- O Very dissatisfied
- O Does not apply to me

36. How important, if at all, do you think it is to have <u>physical activity opportunities</u> available in your community? (Examples: tai chi, hiking/walking clubs, fitness classes, aquatic classes, etc.)

- O Very important
- O Somewhat important
- O Slightly important
- O Not at all important

37. How satisfied or dissatisfied are you with the <u>physical activity opportunities</u> currently available in your community?

- O Very satisfied
- O Somewhat satisfied
- O Somewhat dissatisfied
- O Very dissatisfied
- O Does not apply to me

38. Do you feel you have plenty of people that you can rely on when you have problems?

- O Yes
- O More or less
- O No

39. Do you feel you have many people you can trust completely?

- O Yes
- O More or less
- O No

40. Do you have enough people you feel close to?

- O Yes
- O More or less
- O No

41. Do you feel you have a purpose within your community?

- O Yes
- O More or less
- O No

42. How valued do you feel the opinions of older adults are to decision makers in your community?

- O Very valued
- O Somewhat valued
- O Slightly valued
- O Not at all valued

43. Are you retired?

- O Yes, I am retired and I do not work
- O Yes, I am retired, but I am still working
- O No

44. Are you concerned with your ability to financially support yourself throughout retirement?

- O Yes
- O No
- O Unsure

45. If you are still working or trying to find employment, are there job opportunities for your skill set available to older adults?

- O Yes
- O No
- O This question does not apply to me because I am not working or trying to find a job

Communication and Information (46-48)

46. Would you prefer to receive information by the following methods?

Yes No Mail □ Social Media (Ex. Facebook) □ E-mail □ Internet searches & websites □ Faith-based organizations and community bulletins □ Flyers posted in community □ Newspaper □ My Communicator □ TV \square □ Radio

47. Do you currently use the following types of technology?

Yes No

- □ □ Computer
- □ □ Internet
- 🗆 🗆 E-mail
- □ □ Smartphone
- □ □ Tablet
- □ □ Facebook
- 🗆 🗆 Instagram

48. How important, if at all, do you think it is to have free access to computers with internet in public places such as the library, senior centers, etc.?

- O Very important
- O Somewhat important
- O Slightly important
- O Not at all important

Community and Health Services (49-59)

49. Would you say that in general your health is:

- O Excellent
- O Very good
- O Good
- O Fair
- O Poor

50. How many prescription medications are you currently taking?

- O 0
- O 1
- O 2
- O 3
- O 4
- O 5+

51. Do you typically review all your medications with your pharmacist every year?

- O Yes
- O No
- O Does not apply to me, I do not take any medications

52. How many times have you fallen in the past 6 months?

- O I have not fallen in the past 6 months
- O 1 time
- O 2 or more times

53. Are you anxious or nervous about falling?

- O Yes
- O No

54. In a typical week, how many meals do you eat out in a restaurant or bring takeout food home to eat?

- O I do not eat out or bring takeout home to eat
- O 1 to 2 meals per week
- O 3 to 4 meals per week
- O 5 or more meals per week

55. On average, how often do you engage in some form of physical exercise?

(Examples: walking, swimming, biking, stretching, etc.) Please select <u>one</u>.

- O Every day to several times a week
- O About once a week
- O About once every other week
- O About once a month
- O Less than once a month
- O Never

56. In the past 12 months, have you ever

felt abused? (Abuse includes physical, sexual, emotional, financial and verbal mistreatment)

- O Yes
- O No
- O Unsure

57. Have you ever been the victim of a financial scam where you paid money to someone and received nothing in return? (Scams can occur online, over the phone or in-person)

- O Yes
- O No
- O Unsure

58. Are you aware of mental health services in your community? (Mental

health services include counseling, addiction rehabilitation, psychiatric services, etc.)

- O Yes
- O No

59. Do you currently experience any of the following?

Yes No

- □ □ Deaf or serious difficulty hearing
- Blind or serious difficulty seeing even when wearing glasses
- Difficulty concentrating, remembering, or making decisions due to a physical, mental or emotional condition
- Difficulty doing errands alone due to a physical, mental or emotional condition
- Difficulty walking or climbing stairs
- □ □ Difficulty dressing or bathing

About You (60-75)

60. What is your zip code?

61. What type of municipality do you currently live in?

- O City
- O Village
- O Township

62. How many years have you lived in Delaware County?

Years

63. How would you rate your community as a place for people to live as they age?

- O Excellent
- O Very good
- O Good
- O Fair
- O Poor

64. How likely, if at all, is it that you will move out of Delaware County in the future?

- O Very likely
- O Somewhat likely
- O Slightly likely
- O Not at all likely
- O Don't know

65. If you were to move out of Delaware County, what do you think would be the main reason for this move?

66. Are you male or female?

- O Male
- O Female

67. How old are you?

Years

68. What is your current marital status?

- O Married
- O Not married, living with partner
- O Separated
- O Divorced
- O Widowed
- O Never married

69. Do you have children?

- O Yes
- O No

70. Do you have grandchildren?

- O Yes
- O No

71. Do you live alone?

- O Yes
- O No

72. Which one or more of the following would you say is your race? (Check all that apply)

- □ Asian Indian/Alaska Native
- Asian
- □ Black or African-American
- Native Hawaiian/other
 Pacific Islander
- □ White
- □ Other
- Don't know

73. Are you Hispanic, Latino, or Spanish origin?

- O Yes
- O No

74. What is the highest level of education you have completed?

- O K-12th grade (no diploma)
- O High school graduate, GED or equivalent
- O Post-high school education/ training (no degree)
- O 2-year college degree
- O 4-year college degree
- O Post-graduate study (no degree
- O Graduate or professional degree(s)

75. What was your annual household income before taxes in the most recent tax year?

- O Less than \$25,000
- O \$25,000 to \$49,999
- O \$50,000 to \$74,999
- O \$75,000 to \$99,999
- O \$100,000 to \$149,999
- O \$150,000 to \$199,999
- O \$200,000 or more
- O Don't know

Please see back cover for a space for additional comments.

THANK YOU FOR COMPLETING THIS SURVEY!

If you have any additional thoughts about the above topics or the survey itself, please share them here. Please return this questionnaire in the enclosed return envelope.
We greatly appreciate your help with this survey of Delaware County, if you have any questions about this survey, please contact Abby Crisp at 740-203-2030 or acrisp@delawarehealth.org
AGE-FRIENDLY Delaware County

Appendix 2: Cover Letter 1

MY LIFE IN DELAWARE COUNTY

June 18, 2018

Dear Delaware County Resident,

Many things affect the health and happiness of Delaware County residents. The goal of the Age Friendly Delaware County Project is to make our community a great place for all residents to live, work, play and retire.

We need your help. You are one of a select number of people that have been randomly chosen to take this survey. We want to better understand what you think Delaware County residents need as they age. The best way we know how to do this is by asking residents to share their thoughts and opinions with us. Your unique response is important and there are no right or wrong answers. The results of this survey will help guide future projects in Delaware County.

Please fill out the enclosed survey. After you are finished, fold the survey in half. Then, place the survey in the enclosed pre-stamped envelope and put in the mail. Your responses are voluntary and will be kept confidential. Your answers will never be associated with your name or mailing address. If you have any questions about this survey please contact Abby Crisp by telephone at 1-740-203-2030 or by email at acrisp@delawarehealth.org.

Thank you for taking the time to share your valuable opinion. With your help, we can make Delaware County a great place to live for residents of all ages!

Bob Horrocks Executive Director SourcePoint Shelia Hiddleson Health Commissioner Delaware General Health District







Appendix 3: Cover Letter 2

MY LIFE IN DELAWARE COUNTY

July 9, 2018

Dear Delaware County Resident,

About three weeks ago, we sent you a survey asking for your opinions about Delaware County. To the best of our knowledge, we have not yet received your response.

We are writing again because your unique response is important. You are part of a select group that has been asked to complete a survey. Each response is needed for the Age Friendly Project to be a success. This survey is important because it will guide county improvement projects. We hope that you fill out the survey soon.

Complete the enclosed survey, fold it in half, and return it in the pre-stamped envelope provided. Your responses are voluntary and will be kept confidential. Your answers will never be associated with your name or mailing address. If you have any questions about this survey or need a new survey please contact Abby Crisp by telephone at 1-740-203-2030 or by e-mail at acrisp@delawarehealth.org.

Thank you for taking the time to share your valuable opinion. With your help, we can make Delaware County a great place to live for residents of all ages!

Bob Horrocks Executive Director SourcePoint Shelia Hiddleson Health Commissioner Delaware General Health District







Appendix 4: Thank you/reminder letter

MY LIFE IN DELAWARE COUNTY

July 2, 2018

Dear Delaware County Resident,

Last week, we mailed you a survey asking for your opinions about Delaware County. We still need your help. Your unique response will help shape future projects within our county.

If you have already completed the survey, please accept our sincere thanks. If not, please complete and return the survey as soon as possible. We are especially grateful for your help with this important survey.

If you need a new survey, or if you have any questions, please contact Abby Crisp by phone at 1-740-203-2030 or by email at acrisp@delawarehealth.org

Many Thanks,

Bob Horrocks Executive Director SourcePoint Shelia Hiddleson Health Commissioner Delaware General Health District







Appendix 5: Reminder postcard



MY LIFE IN DELAWARE COUNTY

In recent weeks, we asked you to volunteer to let us know what you think about Delaware County. We plan to start looking at the results later this month and still need to hear back from you! Every response is unique and important. You may stop at any time or skip any questions you feel uncomfortable answering.

Please complete the survey you received in the mail and return it in the provided pre-stamped envelope. If you lost your copy of the survey or have any questions contact Abby Crisp at the Delaware General Health District, 740-203-2030 or email acrisp@delawarehealth.org.









Appendix 6: Raw Survey Response Tables

2018 AGE FRIENDLY DATA TABLES

The following tables include the breakdown of data collected for the 2018 Age-Friendly Assessment. Included are actual numbers reported (n), percent of totals (%), the estimated number of individuals in the county who would fit into a response category, as well as results from thematic coding. 2018 Delaware County Totals

Delawa	re County Totals	Ν	%	Est. # in County
1. How	important, if at all, do you think	it is to have well-	maintained sidewalks	s in your community?
	Very important	505	68.43	31,858
	Somewhat important	154	20.87	9,716
	Slightly important	29	3.93	1,830
	Not at all important	49	6.64	3,091
	Did not answer	28		
	Multiple answers	1	0.14	
	atisfied or dissatisfied are you w	ith the maintena	nce of sidewalks that	are currently in your
commun	Very satisfied	184	24.63	11,467
	Somewhat satisfied	251	33.6	15,643
	Somewhat dissatisfied	51	6.83	3,180
	Very dissatisfied	26	3.48	1,620
	Does not apply to me	235	31.46	14,647
	Did not answer	19	51.70	17,077
	Multiple answers	0	0.0	
3. How i	important, if at all, do you think			nmunity?
	Very important	406	54.2	25,233
	Somewhat important	238	31.78	14,795
	Slightly important	61	8.14	3,790
	Not at all important	44	5.87	2,733
	Did not answer	17		,
	Multiple answers	0	0.0	
4. How s	atisfied or dissatisfied are you w	vith the multi-use	trails that are curren	tly in your community?
	Very satisfied	226	30.29	14,102
	Somewhat satisfied	252	33.78	15,727
	Somewhat dissatisfied	59	7.91	3,683
	Very dissatisfied	19	2.55	1,187
	Does not apply to me	190	25.47	11,858
	Did not answer	20		
	Multiple answers	0	0.0	
5. How i	mportant, if at all, do you think i	t is to have tobac	co-free outdoor publ	ic spaces in your community?
	Very important	505	66.89	31,141
	Somewhat important	98	12.98	6,043
	Slightly important	55	7.28	3,389
	Not at all important	94	12.45	5,796
	Did not answer	11		
	Multiple answers	3	0.4	
	atisfied or dissatisfied are you w	ith the tobacco-f	ree outdoor public sp	aces that are currently in your
commun	Very satisfied	280	38.2	17,784
	Somewhat satisfied	217	29.6	13,781
	Somewhat dissatisfied	43	5.87	2,733
	Very dissatisfied	18	2.46	1,145
	Does not apply to me	175	23.87	11,113
	Did not answer	33	20.07	

Outdoor Spaces and Buildings (Q1-15)

Delaware County Totals	N	%	Est. # in County		
7. How important, if at all, do you think it	is to have par	ks in your community?			
Very important	615	81.46	37,925		
Somewhat important	99	13.11	6,103		
Slightly important	26	3.44	1,602		
Not at all important	15	1.99	926		
Did not answer	11				
Multiple answers	0	0.0			
8. How satisfied or dissatisfied are you with the parks that are currently in your community?					
Very satisfied	436	57.98	26,993		
Somewhat satisfied	220	29.26	13,622		
Somewhat dissatisfied	25	3.32	1,546		
Very dissatisfied	6	0.8	372		
Does not apply to me	65	8.64	4,022		
Did not answer	14				
Multiple answers	0	0.0			
9. How important, if at all, do you think	it is to have pl	aygrounds in your con	nmunity?		
Very important	490	65.42	30,457		
Somewhat important	167	22.3	10,382		
Slightly important	52	6.94	3,231		
Not at all important	39	5.21	2,426		
Did not answer	17				
Multiple answers	1	0.13			
10. How satisfied or dissatisfied are you	with the play	grounds that are curre	ently in your community?		
Very satisfied	284	37.77	17,584		
Somewhat satisfied	223	29.65	13,804		
Somewhat dissatisfied	25	3.32	15,46		
Very dissatisfied	8	1.06	493		
Does not apply to me	212	28.19	13,124		
Did not answer	14				
Multiple answers	0	0.0			
11. How important, if at all, do you thin	ik it is to have	public parking in your	community?		
Very important	462	62.43	29,065		
Somewhat important	150	20.27	9,437		
Slightly important	61	8.24	3,836		
Not at all important	67	9.05	4,213		
Did not answer	26				
Multiple answers	0	0.0			
12. How satisfied or dissatisfied are you with the public parking that is currently in your community?					
Very satisfied	137	18.39	8,562		
Somewhat satisfied	295	39.6	18,436		
Somewhat dissatisfied	129	17.32	8,063		
Very dissatisfied	50	6.71	3,124		
Does not apply to me	134	17.99	8,375		
Did not answer	21				
Multiple answers	0	0.0			

Outdoor Spaces and Buildings (Q1-15)

	Delaware C	County Totals	N	%	Est. # in County	
	13. How sa	afe from crime do you conside	er your comm	unity?		
		Very safe	379	50.13	23,339	
		Somewhat safe	351	46.43	21,616	
		Slightly safe	21	2.78	1,294	
		Not at all safe	4	0.53	247	
		Did not answer	10			
Jgs		Multiple answers	1	0.13		
Outdoor Spaces and Buildings (Q1-15)	14. Do you physical abili	-	in your commi	unity are easily access	ible to those that have different	
pu (i		Yes	485	65.45	30,471	
es a I-15		No	50	6.75	3,143	
(Q)		Not sure	203	27.4	12,756	
or S		Did not answer	25			
qoq		Multiple answers	3	0.4		
Out	15. Do you physical abili		in your comm	unity are easily access	ible to those that have different	
		Yes	432	58.22	27,105	
		No	22	2.96	1,378	
		Not sure	285	38.41	17,882	
		Did not answer	24			
		Multiple answers	3	0.4		
	16. Do you regularly use the following methods of transportation?					
	/en If)	Yes	723	95.26	44,349	
	Car (driven yourself)	No	36	4.74	2,207	
		Missing data	7	0.0		
		Multiple Answers Yes	0 365	0.0	22.280	
	Car (driven by someone else)	No		48.09	22,389	
		Missing data	394 7	51.91	24,167	
	Sol	Multiple answers	0	0.0		
c		Yes	18	2.37	1,103	
atio	tion	No	741	97.63	45,453	
Transportation (Q16-19)	Public Transportation	Missing data	7	57.05	45,455	
Trans (Q	Tran	Multiple answers	0	0.0		
	_	Yes	10	1.32	615	
	Taxi/cab	No	749	98.68	45,941	
	Taxi,	Missing data	7			
	, -	Multiple answers	0	0.0		
	Ľ.	Yes	73	9.62	4,479	
	./r۸ţ	No	686	90.38	42,077	
	Uber/Lyft	Missing data	7			
		Multiple answers	0	0.0		

	Delawa	re County Totals	N	%	Est. # in County			
		Yes	160	21.08	9,814			
		No	599	78.92	36,742			
	Bike	Missing data	7					
	Bil	Multiple answers	0	0.0				
		Yes	442	58.23	27,110			
	Walk	No	316	41.63	19,381			
	Š	Missing data	7					
		Multiple answers	1	0.13				
	al	Yes	10	1.32	615			
	tion tatic	No	748	98.55	45,881			
	Organizational Transportation	Missing data	7					
	Orgá Tran	Multiple answers	1	0.13				
		Yes	13	1.71	796			
tion (ler	No	745	98.16	45,699			
insportat (Q16-19)	Other	Missing data	7		· · · · · · · · · · · · · · · · · · ·			
spo 216		Multiple answers	1	0.13				
Transportation (Q16-19)	17. Are t	here any methods of transporta	tion you wish y	ou could use more ofte	en? (Free text included in Themes			
F	Table).							
		Yes	117	17.11	7,966			
		No	566	82.75	38,525			
		Did not answer	82					
		Multiple answers	1	0.15				
	18. Are you aware that DATA Bus is available for public transportation throughout Delaware County?							
		Yes	397	52.86	24,610			
		No	353	47	21,881			
		Did not answer	15					
		Multiple answers	1	0.13				
	19. Have you ever experienced any barriers when using public transportation in Delaware County?							
		Yes	19	2.53	1,178			
		No	73	9.72	4,525			
		Does not apply to me	656	87.35	40,667			
		Did not answer	15					
		Multiple answers	3	0.4				
	20. How	much assistance do you need ma	aintaining the e	exterior of your home?				
Housing (Q20-Q25)		Assistance with all	39	5.15	23,98			
		Assistance with most	59	7.79	3,627			
		Assistance with some	228	30.12	14,023			
<u> </u>		No assistance	271	35.8	16,667			
		Does not apply to me	155	20.48	9,535			
		Did not answer	9					
		Multiple answers	5	0.66				

View nuch assistance do you need maintaining the interior of your home? Assistance with all 15 1.98 922 Assistance with most 35 4.62 2,151 Assistance with some 271 35.8 16,667 No assistance 369 48.75 22,696 Does not apply to me 64 8.45 3,934 Did not answer 9	De	elawar	e County Totals	N	%	Est. # in County			
Assistance with most 35 4.62 2,151 Assistance with some 271 35.8 16,667 No assistance 369 48.75 22,696 Does not apply to me 64 8.45 3,934 Did not answer 9 Multiple answers 3 0.4 22. How important, if at all, is it to stay in your community as you age? Very important 478 63.5 2,956 Somewhat important 194 25.66 11,946 5lightly important 35 4.63 2,156 Did not answer 10 0 Multiple answers 1 0.13 23. How important, if at all, is it to remain in your current home as you age? Very important 214 28.31 13,180 Sightly important 214 28.31 13,180 Singhtly important 55 7.28 3,389 Not at all important 24 6.35 2,956 Did not answer 10 0 Multiple answers 1 0.13 24 24. What type of home is your primary address? (Check all that apply)<	21.	How	much assistance do you need m	aintaining the	interior of your home	?			
Assistance with some 271 35.8 16,667 No assistance 369 48.75 22,696 Does not apply to me 64 8.45 3,934 Did not answer 9			Assistance with all	15	1.98	922			
No assistance 369 48.75 22,696 Does not apply to me 64 8.45 3,934 Did not answer 9			Assistance with most	35	4.62	2,151			
Does not apply to me 64 8.45 3.934 Did not answer 9			Assistance with some	271	35.8	16,667			
Did not answer 9 0.4 Multiple answers 3 0.4 22. How important, if at all, is it to stay in your community as you age? Very important 478 63.23 29,437 Somewhat important 194 25.66 11,946 Slightly important 48 6.35 2,956 Not at all important 35 4.63 2,156 Did not answer 10 10 10 Multiple answers 1 0.13 23. How important, if at all, is it to remain in your current home as you age? Very important 438 57.94 26,975 Somewhat important 214 28.31 13,180 Slightly important 55 7.28 3,389 Not at all important 48 6.35 2,956 Did not answer 10 10.13 10 Nuttiple answers 1 0.13 10 Very important 48 6.35 2,956 Did not answer 10 0.13 10 No<			No assistance	369	48.75	22,696			
Multiple answers 3 0.4 22. How important, if at all, is it to stay in your community as you age? Very important 478 63.23 29,437 Somewhat important 194 25.66 11,946 11,946 Slightly important 448 6.35 2,956 Not at all important 35 4.63 2,156 Did not answer 10 10 10 Multiple answers 1 0.13 23. How important, if at all, is it to remain in your current home as you age? Very important 438 57.94 26,975 Somewhat important 214 28.31 13,180 Slightly important 55 7.28 3,389 Not at all important 214 28.31 13,180 Slightly important 55 7.28 3,389 Not at all important 448 6.35 2,956 Did not answer 10 1 1 Multiple answers 1 0.13 24. What type of home is your primary address? (Check all that apply) Very			Does not apply to me	64	8.45	3,934			
22. How important, if at all, is it to stay in your community as you age? Very important 478 63.23 29,437 Somewhat important 194 25.66 11,946 Slightly important 48 6.35 2,956 Not at all important 35 4.63 2,156 Did not answer 10 10 10 Multiple answers 1 0.13 23. How important, if at all, is it to remain in your current home as you age? Very important 438 57.94 26,975 Somewhat important 214 28.31 13,180 Slightly important 55 7.28 3,389 Not at all important 55 7.28 3,389 Not at all important 48 6.35 2,956 Did not answer 10			Did not answer	9					
Very important 478 63.23 29,437 Somewhat important 194 25.66 11,946 Slightly important 48 6.35 2,956 Not at all important 35 4.63 2,156 Did not answer 10 10 10 10 Multiple answers 1 0.13 10 10 23. How important, if at all, is it to remain in your current home as you age? Very important 438 57.94 26,975 Somewhat important 214 28.31 13,180 Slightly important 55 7.28 3,389 Not at all important 48 6.35 2,956 Did not answer 10			Multiple answers	3	0.4				
Somewhat important 194 25.66 11,946 Sightly important 48 6.35 2,956 Not at all important 35 4.63 2,156 Did not answer 10	22.1	How ii							
Very Sightly important 48 6.35 2,956 Not at all important 35 4.63 2,156 Did not answer 10									
Not at all important 35 4.63 2,156 Did not answer 10				194		11,946			
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Multiple answers 1 0.13 23. How important, if at all, is it to remain in your current home as you age? Very important 438 57.94 26,975 Somewhat important 214 28.31 13,180 3,389 Not at all important 55 7.28 3,389 Not at all important 48 6.35 2,956 Did not answer 10			•		4.63	2,156			
23. How important, if at all, is it to remain in your current home as you age? Very important 438 57.94 26,975 Somewhat important 214 28.31 13,180 Slightly important 55 7.28 3,389 Not at all important 48 6.35 2,956 Did not answer 10				10					
Very important 438 57.94 26,975 Somewhat important 214 28.31 13,180 Slightly important 55 7.28 3,389 Not at all important 48 6.35 2,956 Did not answer 10			Multiple answers	1	0.13				
Somewhat important 214 28.31 13,180 Slightly important 55 7.28 3,389 Not at all important 48 6.35 2,956 Did not answer 10 10 10 Multiple answers 1 0.13 10 24. What type of home is your primary address? (Check all that apply) 912 No 751 98.04 45,644 Missing data 0 0 0 0 0 0 Multiple answers 0 0.00 14 1.83 852 No 752 98.17 45,704 Missing data 0 16 Multiple answers 0 0.00 121 10 10 121 10 <td>23. </td> <td>How in</td> <td></td> <td></td> <td></td> <td></td>	23.	How in							
Slightly important 55 7.28 3,389 Not at all important 48 6.35 2,956 Did not answer 10					57.94				
Not at all important 48 6.35 2,956 Did not answer 10						13,180			
Did not answer 10 Image: Constraint of the state of									
Multiple answers10.1324. What type of home is your primary address? (Check all that apply)Ves151.96912No75198.0445,644Missing data00.0Multiple answers00.0Multiple answers00.0Yes76499.74Multiple answers00.0Multiple answers00.0 </td <td></td> <td></td> <td></td> <td></td> <td>6.35</td> <td>2,956</td>					6.35	2,956			
24. What type of home is your primary address? (Check all that apply) Yes 15 1.96 912 No 751 98.04 45,644 Missing data 0 0 0 Multiple answers 0 0.0 0.0 Yes 14 1.83 852 No 752 98.17 45,704 Missing data 0 0 0 Multiple answers 0 0.0 0.0 Yes 2 0.26 121 No 764 99.74 46,435 Missing data 0 0 0 Multiple answers 0 0.0 0.0 Yes 579 75.59 35,192				10					
Yes 15 1.96 912 No 751 98.04 45,644 Missing data 0 0 0 Multiple answers 0 0.0 0.0 Missing data 0 0 0 Multiple answers 0 0.0 0.0 Missing data 0 0 0 Multiple answers 0 0.0 0.0 Missing data 0 0 0 Multiple answers 0 0.0 0									
$ \begin{array}{ c c c c c c } \hline Missing data & 0 & 0.0 & 0$	<u>ه</u> ۲۰۰ 24. ۲	24. What type of home is your primary address? (Check all that apply)							
$ \begin{array}{ c c c c c c } \hline Missing data & 0 & 0.0 & 0$	usir :0-2	ц	Yes	15	1.96	912			
$ \begin{array}{ c c c c c c } \hline Missing data & 0 & 0.0 & 0$	(Q2	mer	No	751	98.04	45,644			
Multiple answers 0 0.0 Multiple answers 0 0.0 Multiple answers 14 1.83 852 No 752 98.17 45,704 Missing data 0 0 0 Multiple answers 0 0.0 0.0 Multiple answers 0 0.0 0.0 Multiple answers 0 0.00 0.00 Multiple answers 0 0.26 121 No 764 99.74 46,435 Missing data 0 0 0.00 Multiple answers 0 0.00 0.00 Yes 579 75.59 35,192		part	Missing data	0					
No 752 98.17 45,704 Missing data 0 <td></td> <td>A</td> <td>Multiple answers</td> <td>0</td> <td>0.0</td> <td></td>		A	Multiple answers	0	0.0				
Yes 2 0.26 121 No 764 99.74 46,435 Missing data 0	t S	년 명	Yes	14	1.83	852			
Yes 2 0.26 121 No 764 99.74 46,435 Missing data 0 0 0 Multiple answers 0 0.00 0.00 Yes 579 75.59 35,192	-	ini	No	752	98.17	45,704			
Yes 2 0.26 121 No 764 99.74 46,435 Missing data 0 0 0 Multiple answers 0 0.00 0.00 Yes 579 75.59 35,192			Missing data	0					
No 764 99.74 46,435 Missing data 0 0 0 Multiple answers 0 0.0 0.0 Yes 579 75.59 35,192	C C	S C S	Multiple answers	0	0.0				
Multiple answers 0 0.0 Yes 579 75.59 35,192			Yes	2	0.26	121			
Multiple answers 0 0.0 Yes 579 75.59 35,192		me sing	No	764	99.74	46,435			
Multiple answers 0 0.0 Yes 579 75.59 35,192	Lo,	nco	Missing data	0					
Yes 579 75.59 35,192 질 의 No 187 24.41 11,364			Multiple answers	0	0.0				
ੇ ਸ਼ੁਰੂ ਸ਼ੁਰੂ No 187 24.41 11,364			Yes	579	75.59	35,192			
		lse Ise	No	187	24.41	11,364			
No 187 24.41 11,364 Missing data 0 0 0 0		hor	Missing data	0					
Multiple answers 0 0.0			Multiple answers	0	0.0				
Yes 9 1.17 545			Yes	9	1.17	545			
ਸ਼ੂ ਮੁ No 757 98.83 46,011		ted Ise	No	757	98.83	46,011			
No 757 98.83 46,011 Missing data 0 0 0 0		Ren hou	Missing data	0					
Multiple answers 0 0.0		ĺ	Multiple answers	0	0.0				
Yes 12 1.57 731			Yes	12	1.57	731			
ਵੇੜੋ ਵ No 754 98.43 45,825	, iii 1	ne ne	No	754	98.43	45,825			
No 754 98.43 45,825 Missing data 0	Fam	hon	Missing data	0					
Multiple answers 0 0.0		-	Multiple answers	0	0.0				

	Delawar	e County Totals	N	%	Est. # in County
		Yes	135	17.62	8,203
	Condo	No	631	82.38	38,353
	Cor	Missing data	0		
		Multiple answers	0	0.0	
		Yes	6	0.78	363
	Other	No	760	99.22	46,193
	Oth	Missing data	0		
		Multiple answers	0	0.0	
	25. If you	were to move, would you consid	der moving to	the following housing	types?
	it	Yes	155	21.12	9,833
	mer	No	579	78.88	36,723
	Apartment	Missing data	32		
	A	Multiple answers	0	0.0	
	ty	Yes	367	50.0	23,278
	Senior Living Community	No	367	50.0	23,278
	Senior Living mmuni	Missing data	32		
ha 🔶	C	Multiple answers	0	0.0	
Housing (Q20-25)		Yes	32	4.36	2,030
lou: 220	Low- income housing	No	702	95.64	44,526
- <u>-</u>	Low- income housing	Missing data	32		
		Multiple answers	0	0.0	
	Owned house	Yes	393	53.54	24,926
		No	341	46.46	21,630
		Missing data	32		
		Multiple answers	0	0.0	
	Rented house	Yes	74	10.08	4,693
		No	660	89.92	41,863
		Missing data	32		
		Multiple answers	0	0.0	
	<u>ر</u>	Yes	95	12.94	6,024
	Family member home	No	639	87.06	40,532
	Far men hoi	Missing data	32		
		Multiple answers	0	0.0	
		Yes	412	56.13	26,132
	Condo	No	322	43.87	20,424
	Col	Missing data	32		
		Multiple answers	0	0.0	
_		Yes	21	2.86	1,332
nt &	Other	No	713	97.14	45,224
Community Engagement & Participation (Q26-45)	ot	Missing data	32		
		Multiple answers	0	0.0	
unity Engager Participation (Q26-45)	26. How i	mportant, if at all, do you think i			
ty i rtic Q2		Very important	349	46.35	21,579
nu Pa (Somewhat important	261	34.66	16,136
E E		Slightly important	99	13.15	6,122
8		Not at all important	43	5.71	2,658
		Did not answer	13		
		Multiple answers	1	0.13	

Community Engagement &

Delawa	re County Totals	N	%	Est. # in County
27. How	v satisfied or dissatisfied are you	with the social	activities currently av	vailable in your community?
	Very satisfied	181	24.23	11,281
	Somewhat satisfied		35.07	16,327
	Somewhat dissatisfied	53	7.1	3,305
	Very dissatisfied	14	1.87	871
	Does not apply to me	237	31.73	14,772
	Did not answer	19		
	Multiple answers	0	0.0	
28. How	important, if at all, do you think i			
	Very important	378	50.74	23,623
	Somewhat important	266	35.7	16,620
	Slightly important	72	9.66	4,497
	Not at all important	28	3.76	1,751
	Did not answer	21		
	Multiple answers	1	0.13	
29. How				rently available in your community?
	Very satisfied	198	26.94	12,542
	Somewhat satisfied	237	32.24	15,010
	Somewhat dissatisfied	47	6.39	2,975
	Very dissatisfied	10	1.36	633
	Does not apply to me	242	32.93	15,331
	Did not answer	31		
	Multiple answers	1	0.14	
30. How	30. How important, if at all, do you think			
	Very important	241	32.57	15,163
	Somewhat important	305	41.22	19,190
	Slightly important	114	15.41	7,174
	Not at all important	79	10.68	4,972
	Did not answer	26		
	Multiple answers	1	0.14	
31. How satisfied or dissatisfied are you with the intergenerational activities currently available in your community?				
	Very satisfied	85	11.81	5,498
	Somewhat satisfied	240	33.33	15,517
	Somewhat dissatisfied	48	6.67	3,105
	Very dissatisfied	10	1.39	647
	Does not apply to me	337	46.81	21,793
	Did not answer	46		
	Multiple answers	0	0.0	
32. How	important, if at all, do you think i			
	Very important	408	55.28	25,736
	Somewhat important	198	26.83	12,491
	Slightly important	67	9.08	4,227
	Not at all important	65	8.81	4,102
	Did not answer	28		
	Multiple answers	0	0.0	

Community Engagement & Participation (Q26-45)

Delawa	are County Totals	N	%	Est. # in County
33. Hov	w satisfied or dissatisfied are you	with school er	gagement currently a	vailable in your community?
	Very satisfied	255	34.55	16,085
	Somewhat satisfied	206	27.91	12,994
	Somewhat dissatisfied	23	3.12	1,453
	Very dissatisfied	9	1.22	568
	Does not apply to me	244	33.06	15,391
	Did not answer	28		
	Multiple answers	1	0.14	
34. How	important, if at all, do you think i	t is to have ed	ucational opportunitie	es available in your community?
	Very important	388	52.15	24,279
	Somewhat important	250	33.6	15,643
	Slightly important	72	9.68	4,507
	Not at all important	34	4.57	2,128
	Did not answer	22		
	Multiple answers	0	0.0	
35. How				urrently available in your communit
	Very satisfied	166	22.68	10,559
	Somewhat satisfied	256	34.97	16,281
	Somewhat dissatisfied	68	9.29	4,325
	Very dissatisfied	16	2.19	1,020
	Does not apply to me	225	30.74	14,311
	Did not answer	34		
	Multiple answers	1	0.14	
36. How				unities available in your community
	Very important	502	67.11	31,244
	Somewhat important	173	23.13	10,768
	Slightly important	46	6.15	2,863
	Not at all important	27	3.61	1,681
	Did not answer	18		
27 How	Multiple answers	0 vith the physic	0.0	a currently available in your
commur	satisfied or dissatisfied are you w nity?	nui the physic	ar activity opportunitie	es currentity available in your
Johnnan	Very satisfied	247	33.56	15,624
	Somewhat satisfied	235	31.93	14,865
	Somewhat dissatisfied	61	8.29	3,859
	Very dissatisfied	20	2.72	1,266
	Does not apply to me	173	23.51	10,945
	Did not answer	30		
	Multiple answers	0	0.0	
38. Do	you feel you have plenty of peopl	e that you car		ve problems?
	Yes	475	63.08	29,368
	More or less	226	30.01	13,971
	No	52	6.91	3,217
	Did not answer	13		
	Multiple answers	0	0.0	

Community Engagement & Participation (Q26-45)

Delaware County Totals	N	%	Est. # in County
39. Do you feel you have many people	you can trust co	ompletely?	
Yes	474	63.03	29,344
More or less	218	28.99	13,497
No	60	7.98	3,715
Did not answer	14		
Multiple answers	0	0.0	
40. Do you have enough people you fe			
Yes	529	70.53	32,836
More or less	171	22.8	10,615
No	50	6.67	3,105
Did not answer	16		
Multiple answers	0	0.0	
41. Do you feel you have a purpose with			10.220
Yes	304	41.3	19,228
More or less	309	41.98	19,544
No	122	16.58	7,719
Did not answer	30		
Multiple answers	1	0.14	
42. How valued do you feel the opinions			
Very valued	204	28.06	13,064
Somewhat valued	354	48.69	22,668
Slightly valued	128	17.61	8,199
Not at all valued	40	5.5	2,561
Did not answer	39		
Multiple answers	1	0.14	
43. Are your retired?			
Yes, I am retired and I do not work		53.26	24,796
Yes, I am retired, but I am still working	114	15.18	7,067
No	237	31.56	14,693
Did not answer	15		
Multiple answers	0	0.0	
44. Are you concerned with your ability			
Yes	233	31.19	14,521
Unsure	395	52.88	24,619
No	118	15.8	7,356
Did not answer	19		
Multiple answers	1	0.13	
45. If you are still working or trying to find older adults?	nd employment	, are there job opport	unities for your skill set available to
Yes	206	28.22	13,138
No	88	12.05	5,610
Desenationaly	42.4	59.45	
Does not apply	434	59.45	27,678
Did not answer	36	59.45	27,678

Community Engagement & Participation (Q26-45)

Delaware County Totals			N	%	Est. # in County
	46. Would contact y	d you prefer to receive informatio ou.)	on by the follo	owing methods? (This i	nformation will not be used to
		Yes	594	79.84	37,170
	Mail	No	149	20.03	9,325
	Σ	Missing data	22		
		Multiple answers	1	0.13	
		Yes	134	18.01	8,385
	Social Media	No	610	81.99	38,171
	Soc Me	Missing data	22		
		Multiple answers	0	0.0	
		Yes	415	55.78	25,969
	E-mail	No	328	44.09	20,527
	ц Ц	Missing data	22		
		Multiple answers	1	0.13	
		Yes	356	47.85	22,277
	rnet hes site:	No	387	52.02	24,218
	Internet searches & websites	Missing data	22		
	- Se	Multiple answers	1	0.13	
tion	Faith-based organizations & community bulletins	Yes	207	27.82	12,952
rma		No	536	72.04	33,539
Info		Missing data	22		
Communication and Information (Q46-48)		Multiple answers	1	0.13	
atio (C	Community flyers	Yes	149	20.03	9,325
pini		No	594	79.84	37,170
J. L.		Missing data	22		,
Con		Multiple answers	1	0.13	
		Yes	299	40.19	18,711
	apei	No	445	59.81	27,845
	Newspaper	Missing data	22		
		Multiple answers	0	0.0	
	r	Yes	150	20.16	9,386
	cato	No	594	79.84	37,170
	My Communicator	Missing data	22		
	Сол	Multiple answers	0	0.0	
		Yes	350	47.04	21,900
	5	No	393	52.82	24,591
	≥	Missing data	22		
		Multiple answers	1	0.13	
		Yes	228	30.65	14,269
	Radio	No	515	69.22	32,226
	Rac	Missing data	22		
		Multiple answers	1	0.13	

	Delawaı	re County Totals	N	%	Est. # in County
	47. Do yo	u currently use the following t	types of technolo	pgy?	
	L.	Yes	668	88.71	41,300
	Computer	No	85	11.29	5,256
	dmo	Missing data	13		
	Co	Multiple answers	0	0.0	
		Yes	672	89.24	41,547
	net	No	81	10.76	5,009
	Internet	Missing data	13		
	—	Multiple answers	0	0.0	
		Yes	675	89.64	41,733
	E-mail	No	78	10.36	4,823
	ц Ц	Missing data	13		
		Multiple answers	0	0.0	
	υ	Yes	593	78.75	36,663
	nor	No	160	21.25	9,893
	Smartphone	Missing data	13		
	Sm	Multiple answers	0	0.0	
		Yes	426	56.57	26,337
Tablet	No	327	43.43	20,219	
	Missing data	13			
		Multiple answers	0	0.0	
	~	Yes	371	49.27	22,938
	Facebook	No	382	50.73	23,618
	acel	Missing data	13		
	Щ	Multiple answers	0	0.0	
	۲	Yes	109	14.48	6,741
	gran	No	644	85.52	39,815
	Instagram	Missing data	13		
드	Multiple answers	0	0.0		
	48. How i	mportant, if at all, do you thin	ik it is to have fre	e access to computers v	with internet in public places?
		Very important	507	67.96	31,639
		Somewhat important	148	19.84	9,237
		Slightly important	52	6.97	3,245
		Not at all important	39	5.23	2,435
		Did not answer	20		
		Multiple answers	0	0.0	
	49. Wou	ld you say that in general you	r health is:		
		Excellent	205	27.12	12,626
		Very good	334	44.18	20,568
		Good	157	20.77	9,670
		Fair	47	6.22	2,896
		Poor	12	1.59	740
		Did not answer	10		
		Multiple answers	1	0.13	

Communication and Information

Community and Health Services (Q49-59)

Delaware County Totals	N	%	Est. # in County
50. How many prescription medication	ns are you current	ly taking?	-
0	129	17.43	8,115
1	121	16.35	7,612
2	129	17.43	8,115
3	120	16.22	7,551
4	92	12.43	5,787
5+	148	20	9,311
Did not answer	26		
Multiple answers	1	0.14	
51. Do you typically review all your m	edications with y	our pharmacist every	year?
Yes	282	38.32	17,840
No	340	46.2	21,509
Does not apply	108	14.67	6,830
Did not answer	30		
Multiple answers	6	0.82	
52. How many times have you fallen in	-		
I have not fallen in the past months		82.01	38,181
1 time	96	12.7	5,913
2 or more times	40	5.29	2,463
Did not answer	10		
Multiple answers	0	0.0	
53. Are you anxious or nervous about	falling?		
Yes	134	17.82	8,296
No	617	82.05	38,199
Did not answer	14		
Multiple answers	1	0.13	
54. In a typical week, how many meals	do you eat out ir	a restaurant or bring	takeout food home to eat?
I do not eat out or bring	85	11.32	
takeout home to eat			5,270
1 to 2 meals per week	446	59.39	27,650
3-4 meals per week	171	22.77	10,601
5 or more meals per week	49	6.52	3,035
Did not answer	15		
Multiple answers	0.0		
55. On average, how often do you eng	age in some form	of physical exercise?	
Every day to several times a week	518	68.88	32,068
About once a week	145	19.28	8,976
About once every other week	24	3.19	1,485
About once a month	17	2.26	1,052
Less than once a month	25	3.32	1,546
Never	21	2.79	1,299
Did not answer	14		
	2	0.27	1

Community and Health Services (Q49-59)

Delaware County Totals			N	%	Est. # in County		
56. In the past 12 months, have you ever f			felt abused?				
	Yes		20	2.65	1,234		
	Unsur	9	728	96.42	44,889		
	No		5	0.66	307		
ces	Did no	t answer	11				
Community and Health Services (Q49-59)	Multip	le answers	2	0.26			
	57. Have you ever been the victim of a financial scam where you paid money to someone and received nothing in return?						
	Yes		60	7.95	3,701		
	Unsur	2	687	90.99	42,361		
ity.	No		7	0.93	433		
n n		t answer	11				
a de la companya de l		le answers	1	0.13			
S		e of mental health servic	es in your con 444				
	Yes	Yes		59.36	27,636		
	No		304	40.64	18,920		
		t answer	18				
	Multip	le answers	0	0.0			
	59. Do you currei	ntly experience any of th	e following?	1			
		Yes	84	11.35	5,284		
	Deaf or serious difficulty hearing	No	656	88.65	41,272		
	Deaf or serious difficulty hearing	Missing Data	26				
	U	Multiple answers	0	0.0			
	_	Yes	18	2.43	1,131		
	Blind or serious difficulty seeing even when wearing	S No	722	97.57	45,425		
	Blind or serious difficulty zeing evei when wearing	No No Missing Data	26		10,120		
	see di s	Multiple answers	0	0.0			
rvices	or ns al,	Yes	28	3.78	1,760		
ervi	ty ting ng, i isio vsic votic	E No	712	96.22	44,796		
th So	Difficulty ncentratin nembering, king decisi to a physi al or emot	Missing Data	26				
Community and Health Se (Q49-59)	Difficulty concentrating, remembering, or making decisions due to a physical, mental or emotional	8 Multiple answers	0	0.0			
y an (Q		Yes	41	5.54	2,579		
unit	oing ane		699	94.46	43,977		
E E	ficulty doi rands alor due to a physical, mental or emotional	Missing Data	26	54.40	+J,J//		
8	Difficulty doing errands alone due to a physical, mental or emotional	Š Multiple answers	0	0.0			
		Yes	116	15.68	7,300		
	sor	No	623	84.19	39,195		
	Difficulty valking oı climbing stairs	Missing Data	26	04.13	33,133		
	Difficulty walking or climbing stairs	Multiple answers		0.14			
			1				
	<u>, 1</u>	Yes	13	1.76	819		
	culty ng c	No	727	98.24	45,737		
	Difficulty dressing or bathing	Missing Data	26				
	່ ອ	Multiple answers	0	0.0			

Delaware County Totals	N	%	Est. # in County			
60. What is your zip code? (see Zip Code Table)						
61. What type of municipality do you currently live in?						
City	255	35.22	16,397			
Village	45	6.22	2,896			
Township	419	57.87	26,942			
Did not answer	42					
Multiple answers	5	0.69				
62. How many years have you lived in De	laware County	?				
Range	(0.5-89.0				
Mean		22.57				
Median		19.0				
63. How would you rate your community	as a place for	people to live as they	age?			
Excellent	265	36.3	16,900			
Very good	316	43.29	20,154			
Good	112	15.34	7,142			
Fair	28	3.84	1,788			
Poor	9	1.23	573			
Did not answer	36					
Multiple answers	0	0.0				
64. How likely, if at all, is it that in the fut	ure you will mo	ove out of Delaware C	ounty?			
Very likely	66	8.98	4,181			
Somewhat likely	133	18.1	8,427			
Slightly likely	164	22.31	10,387			
Not at all likely	265	36.05	16,783			
Don't know	107	14.56	6,779			
Did not answer	31					
Multiple answers	0	0.0				
65. If you were to move out of Delaware County, what do you think would be the primary reason for this move?						
(free text included in Common Themes Table)						
66. Are you male or female? Male	317	12 10	20.109			
Female		43.19	20,108			
	416	56.68	26,388			
Did not answer	32	0.14				
Multiple answers	1	0.14				
67. How old are you? Range						
Mean	54.0-96.0					
Median		67.98				
Wedian	67.0					

About You (Q60-75)

Delaw	are County Totals	N	%	Est. # in County		
68. What is your current marital status?						
	Married	562	76.57	35,648		
	Not married, living with partner	20	2.72	1,266		
	Separated	1	0.14	65		
	Divorced	55	7.49	3,487		
	Widowed	81	11.04	5,140		
	Never married	15	2.04	950		
	Did not answer	32	2.04	550		
	Multiple answers	0	0.0			
69. Do v	ou have children?		0.0			
	Yes	666	90.49	42,129		
	No	70	9.51	4,427		
	Did not answer	30		.,		
	Multiple answers	0	0.0			
70. Do v	ou have grandchildren?					
	Yes	521	70.98	33,045		
	No	213	29.02	13,511		
	Did not answer	32				
	Multiple answers	0	0.0			
71. Do y	ou live alone?	_				
	Yes	117	15.94	7,421		
	No	616	83.92	39,070		
	Did not answer	32				
	Multiple answers	1	0.14			
72. Whi	ch one or more of the following v	vould you say i	s your race?			
	White	684	94.48	43,986		
	Black or African-American	14	1.93	899		
	Other	24	3.31	1,559		
	Don't know	2	0.28	130		
	Did not answer	42				
73. Are	. Are you Hispanic, Latino, or Spanish origin?					
	Yes	8	1.11	517		
	No	711	98.89	46,039		
	Did not answer	47				
	Multiple answers	0	0.0			

About You (Q60-75)

Delaware County Totals			N	%	Est. # in County	
74. What is the highest level of education you have completed?						
		K-12th grade (no diploma)	16	2.19	1,020	
		High school graduate, GED or equivalent	100	13.72	6,387	
		Post-high school education/training (no	110	15.09		
		degree)			7,025	
		2- year college degree	79	10.84	5,047	
		4-year college degree	180	24.69	11,495	
		Post-graduate study (no degree)	74	10.15	4,725	
About You (Q60-75)		Graduate or professional degree(s)	170	23.32	10,857	
		Did not answer	37			
AF S	75. What was your annual household income before taxes in the most recent tax year?					
		Less than \$25,000	35	5.48	2,551	
		\$25,000 to \$49,999	95	14.87	6,923	
		\$50,000 to \$74,999	113	17.68	8,231	
		\$75,000 to \$99,999	98	15.34	7,142	
		\$100,000 to \$149,999	137	21.44	9,982	
		\$150,000 to \$199,999	47	7.36	3,427	
		\$200,000 or more	70	10.95	5,098	
		Don't know	44	6.89	3,208	
		Did not answer	127			
		Multiple answers	0	0.0		

	Delawa	re County Totals	N
60. What is your zip code?			
		43003	4
		43011	3
		43015	197
		43016	1
		43017	29
		43021	44
e		43031	3
Tab		43035	62
Zip Code Table		43061	16
		43065	153
Zip		46066	6
		43074	37
		43081	2
		43082	158
		43240	11
		43342	1
		43356	2
		Did not answer	37

Common Themes Table

Select questions included an opportunity for respondents to provide free text answers which were then analyzed using thematic coding. Top results are included below.

14. Do you feel that the outdoor spaces (parks, trails, playgrounds, etc.) in your community are easily accessible to those that				
have different physical abilities (wheelchairs, scooters, walkers, canes, etc.)?				
Response themes included:	ed: Not accessible parking lots, issues with connections between destination and parking lot, unpaved			
	surfaces make accessibility a challenge, especially on trails			
15. Do you feel that the publ	15. Do you feel that the public buildings in your community are easily accessible to those that have different physical abilities			
(wheelchairs, scooters, walkers, canes, etc.)?				
Response themes included:	Satisfaction overall, some specific places are less accessible, doors can be a challenge			
17. Are there any methods of transportation you wish you could use more often? Please explain.				
Response themes included:	Would like to see more biking and efficient/convenient public transit (bus and rail)			
65. If you were to move out of Delaware County, what do you think would be the primary reason for this move?				
Response themes included:	Finances, family, housing, climate			





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