

CASOA™

COMMUNITY ASSESSMENT SURVEY
FOR OLDER ADULTS™

Richmond, IN

Survey Report of Results

February 2022



8001 Terrace Ave Middleton, WI 53562
info.polco.us • 608-709-8683

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Section 1: Introduction

About the Community Assessment Survey for Older Adults™

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

Objectives		Methods
<ul style="list-style-type: none"> • Identify community strengths to support successful aging • Articulate the specific needs of older adults in the community • Estimate contributions made by older adults to the community • Develop estimates and projections of resident need in the future 		<ul style="list-style-type: none"> • Random sample of older adult households • Multi-contact method mailed and online survey • Data statistically weighted to reflect older adult population
Goals		
<p>Immediate</p> <p>Make more informed decisions in:</p> <ul style="list-style-type: none"> • Planning • Resource allocation and development • Advocacy • Engagement 	<p>Intermediate</p> <p>Create and offer:</p> <ul style="list-style-type: none"> • Programs to meet community needs • Better-quality programs • More effective policies 	<p>Long-term</p> <p>Support a community of older adults that is:</p> <ul style="list-style-type: none"> • Healthier • More engaged • More empowered • More independent • More productive • More vibrant

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

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

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

Survey Methods

The CASOA survey instrument and its administration are standardized to assure high-quality survey methods and comparable results across communities. Households with an adult member 60 years or older were selected at random. Multiple mailed contacts gave each household more than one prompt to participate. A total of 1,390 older adult households were randomly selected to receive the survey. These households first received a half-page postcard inviting them to complete the survey online, followed by a mailed hard copy survey packet which included a cover letter, a copy of the questionnaire and a postage-paid return envelope. A total of 116 completed surveys was obtained, providing an overall response rate of 8.35% and a margin of error plus or minus 9.1% around any given percent and one point around any given average rating for the entire sample (e.g., average number of caregiving hours).

In addition to the random sample "probability" survey, an open participation survey was conducted, in which all older adults 60 years or older were invited to participate. The open participation survey instrument was identical to the probability sample survey. This survey was conducted entirely online. A total of 3 surveys were completed by open participation survey respondents. The open participation survey results were combined with responses from the probability sample survey, for a total of 119 completed surveys. With the inclusion of the open participation survey participants, it is likely that the precision of the responses would be even greater (and thus the margin of error smaller).

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

Because Richmond, IN doesn't have any prior measurements, trends aren't available. Trends will be available after this survey has been conducted a second time. Differences in responses between the survey administrations will be tested for statistical significance, and statistically significant differences are noted in the charts. Trend data represent important comparisons and should be examined for improvements or declines.

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

How the Results Are Reported

Don't Know Responses and Rounding

On many of the questions in the survey, respondents could provide an answer of don't know. The proportion of residents giving this reply can be seen in Responses.

However, these responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, the majority of the tables and graphs in the body of the report display the responses from respondents who had an opinion about a specific item.

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

Benchmark Comparison Data

National Research Center at Polco has developed a database that collates responses to CASOA and related surveys administered in other communities, which allows the results from Richmond, IN to be compared against a set of national benchmarks. This benchmarking database includes responses from more than 35,000 older adults (age 55 and over) in over 322 communities across the nation.

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

Section 2: Key Findings

Background

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

To better understand the strengths and challenges of Indiana communities aging in place, the Indiana Association of Area Agencies on Aging, Inc. (IAAAA) partnered with Polco to administer its third iteration of The Community Assessment Survey for Older Adults (CASOA™) across all Areas Agencies on Aging across the state. The survey was conducted previously in 2013 (baseline) and 2017. Data in this report focus specifically on older residents in the City of Richmond.

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

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

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

Overall Community Quality

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

- About 7 in 10 of older residents living in the city rated their overall quality of life as *excellent* or *good*. Most of the older respondents scored their communities positively as a place to live and would recommend their communities to others.
- About 8 in 10 residents planned to stay in their community throughout their retirement.

- Older residents gave similar scores to their communities as places to retire than they did the overall quality of life in their community. About 63% of respondents provided assessments of *excellent* or *good* to the community as a place to retire.

Overall Scores of Community Livability

The Community Assessment Survey of Older Adults (CASOA) is designed to examine the status of older adults and the community around many (17) aspects of livability within six domains: Community Design, Employment and Finances, Equity and Inclusivity, Health and Wellness, Information and Assistance, and Productive Activities. Summary scores of community livability were created through the aggregation of a series of resident ratings within each of these different livability domains. The livability areas found to be strongest in the city related to areas recommending and remaining in community (average positive score of 76), a place to live and retire (64), and mobility (63). The areas showing the greatest need for improvement related to employment (positive score of 31), housing (33) and information on available older adult services (34). More detailed information about each livability domain follows.

Community Design

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

- About 55% respondents rated the overall quality of the transportation system (auto, bicycle, foot, bus) in their community as *excellent* or *good*. Ease of travel by car was considered excellent or good by 80% of respondents, while ease of travel by walking was considered excellent or good by only 68% of respondents.
- When considering aspects of housing (affordability and variety) and community features of new urbanism (where people can live close to places where they can eat, shop, work, and receive services), relatively lower scores were given by older adults compared to many other items on the survey. Only 37% of respondents gave a positive score to the availability of affordable quality housing in their communities, and only about 34% older adults gave *excellent* or *good* ratings to the availability of mixed-use neighborhoods.
- About 37% of older residents in the city reported experiencing housing needs and 22% reported mobility needs.

Employment and Finances

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

- About half of older residents rated the overall economic health of their communities positively, although the cost of living was rated as *excellent* or *good* by only 36%.
- Employment opportunities for older adults (quality and variety) received low ratings (below 25% positive), and the opportunity to build work skills also was found to be lacking (44% excellent or good).
- About one-third of older adults reported financial challenges and 1 in 10 employment needs.

Equity and Inclusion

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

- About 56% of older residents rated the sense of community in their towns as *excellent* or *good*, and ratings of neighborliness were lower (37%).
- About 6 in 10 of the respondents positively rated their community's openness and acceptance toward older residents of diverse backgrounds, and fewer indicated that their community valued older residents (39%).
- Inclusion challenges were reported by about 33% of older residents and equity challenges by 12%.

Health and Wellness

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

- About two-thirds older residents in the city rated their overall physical health as *excellent* or *good* and a similar proportion (7 in 10) rated their mental health as *excellent* or *good*.

- Community opportunities for health and wellness were scored positively by 54% of residents. While the availability of physical health care and long term care options received similar ratings, access to mental health had a lower rating (41% gave positive ratings).
- Health-related problems were some of the most common challenges listed by older adults in the survey, with 36% reporting physical health challenges and 56% reporting mental health challenges. Health care was also a challenge for about 38% of older residents.

Information and Assistance

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

- The overall services provided to older adults in the city were rated as *excellent* or *good* by only 53% of survey respondents.
- 7 in 10 survey respondents reported being *somewhat informed* or *very informed* about services and activities available to older adults. The availability of information about resources for older adults and financial or legal planning services was rated positively by fewer than 40% of older residents.
- About half of older adults were found to have information access challenges in the city.

Productive Activities

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

- About 6 in 10 of older adults surveyed felt they had *excellent* or *good* opportunities to volunteer, and 4 in 10 participated in some kind of volunteer work.
- The caregiving contribution of older adults was substantial in the city. About 38% of older residents reported providing care to individuals 55 and older, 14% to individuals 18-54 and 20% to individuals under 18.
- Older adults in the city reported challenges with being civically engaged (34%), being socially engaged (24%) and caregiving (15%).

The Economic Contribution of Older Adults in the Region

The contribution older adults make through employment, volunteerism and caregiving was calculated for all older adults living in the City of Richmond. It is estimated that older residents contribute \$110 million annually to their community through paid and unpaid work.

Older Resident Needs

Through the survey, more than 40 challenges commonly facing older adults were assessed by respondents. These challenges are grouped into 15 larger categories of needs. In the city, the largest challenges were in the areas of mental health, health care and information. At least 51% of older residents reported at least one item in these categories was a problem in the 12 months prior to taking the survey.

Comparison to National Benchmarks

To better provide context to the survey data, resident responses for the city were compared to Polco's national benchmark database or older adult opinion. Of the 51 assessments of community livability compared to the benchmark database, the city scored on par for 32 items. For two items the city scored above the benchmark comparisons and below the benchmark comparisons for 17 items.

The areas in which the city ratings were lower than benchmark comparisons are shown below:

- Your community as a place to live,
- Your neighborhood as a place to live,
- The overall quality of life in your community,
- Overall economic health of your community,
- Overall quality of the transportation system (auto, bicycle, foot, bus) in your community,
- Overall feeling of safety in your community,
- Overall quality of natural environment in your community,
- Overall quality of parks and recreation opportunities,
- Your overall physical health,
- Your overall quality of life,
- Public places where people want to spend time,
- Fitness opportunities (including exercise classes and paths or trails, etc.),
- Opportunities participate in community matters,
- Opportunities to attend social events or activities,
- Making all residents feel welcome,
- Valuing older residents in your community,

- Neighborliness of your community.

The areas where older adults gave more positive ratings in the city when compared to national averages were:

- Availability of long-term care options,
- Availability of daytime care options for older adults.

In terms of older resident challenges, the region scored similar to benchmark averages for 26 items. There were no areas in which the proportion of residents reporting a need was lower than the benchmark comparisons. The 11 areas in which residents reported a higher need compared to benchmarks were:

- Having housing to suit your needs,
- Doing heavy or intense housework,
- Having safe and affordable transportation available,
- Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid,
- Falling or injuring yourself in your home,
- Getting the oral health care you need,
- Getting the vision care you need,
- Experiencing confusion or forgetfulness,
- Feeling depressed,
- Feeling bored,
- Having friends or family you can rely on.

Section 3: Understanding the Report

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

Trends

**More favorable**

At least 7 percentage points more favorable than last measure

**Similar**

No statistically significant difference

**Less favorable**

At least 7 percentage points less favorable than last measure

Benchmarks

**Much more favorable**

At least 20 points more favorable than benchmark

**More favorable**

10-20 points more favorable than benchmark

**Similar**

No statistically significant difference

**Less favorable**

10-20 points less favorable than benchmark

**Much less favorable**

At least 20 points less favorable than benchmark

Section 4: Community Readiness

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

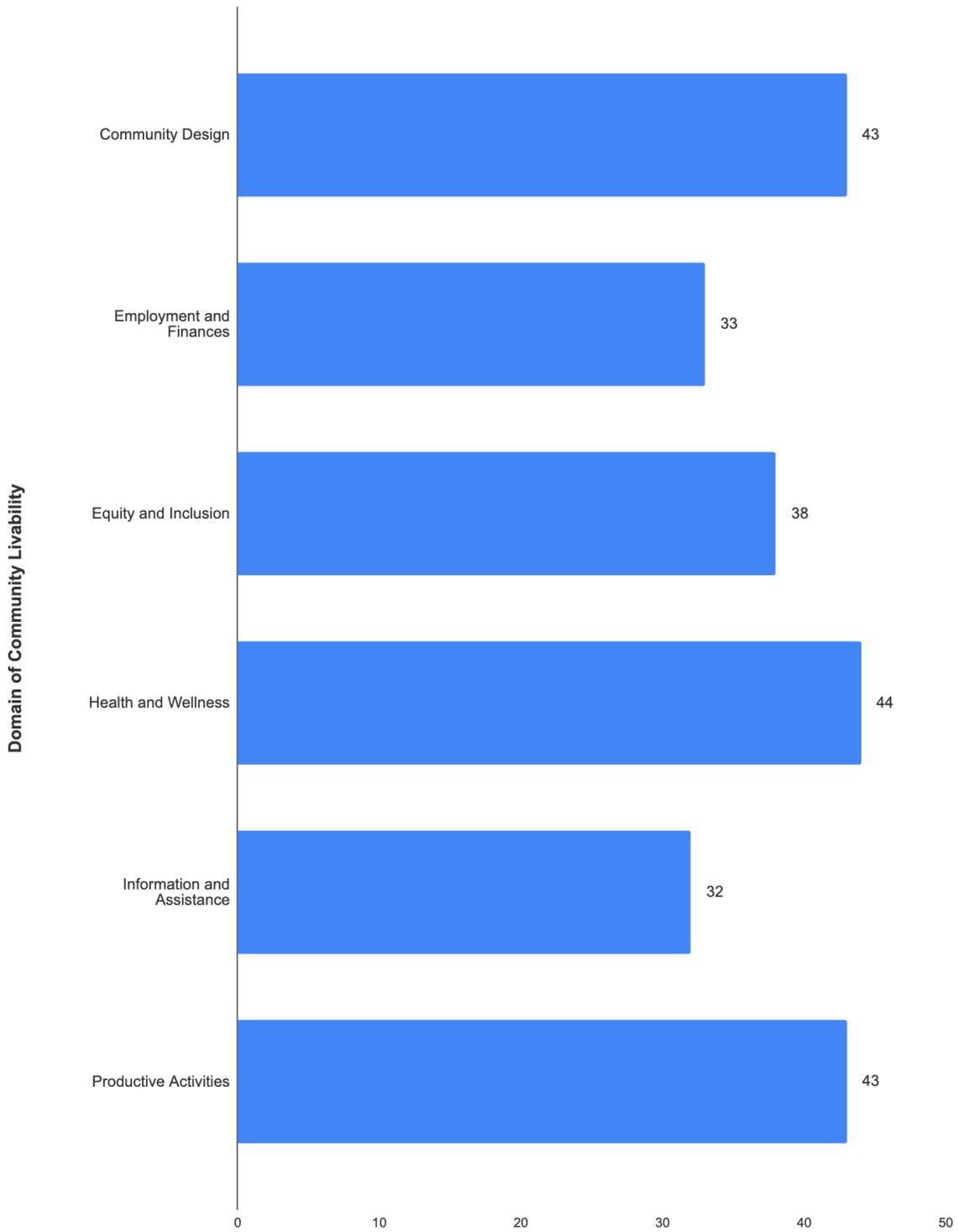
Survey respondents were asked to rate a number of aspects of the community. These ratings were converted to an average scale of 0 (the lowest rating, such as poor) to 100 (the highest rating, such as excellent) and then combined to provide one overall rating (index¹) for each of the six dimensions of Community Readiness, as well as an overall rating of the Quality of the Community.

Community Readiness Chart

Dimension	Community Livability Topics	Score (out of 100)
Overall Community Quality	<ul style="list-style-type: none"> Place to Live and Retire Recommend and Remain in Community 	58
Community Design	<ul style="list-style-type: none"> Housing Mobility Land Use 	43
Employment and Finances	<ul style="list-style-type: none"> Employment Finances 	33
Equity and Inclusivity	<ul style="list-style-type: none"> Equity Community Inclusivity 	38

Dimension	Community Livability Topics	Score (out of 100)
Health and Wellness	<ul style="list-style-type: none"> • Safety • Physical Health • Mental Health • Health Care • Independent Living 	44
Information and Assistance	<ul style="list-style-type: none"> • Quality of Older Adult Services • Information on Available Older Adult Services 	32
Productive Activities	<ul style="list-style-type: none"> • Civic Engagement • Social Engagement • Caregiving 	43

Community Readiness over Time



These ratings are not to be understood like ratings from school tests, because they are summaries of several questions that range from 0 as poor, 33 as fair, 66 as good and 100 as excellent. For example, a score of 58 should be interpreted as closer to good than to fair (with the midpoint of the scale, 50, representing equidistance between good and fair).

Section 5: Community Livability Topics

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

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

Overall Community Quality



Community Design



Employment and Finances



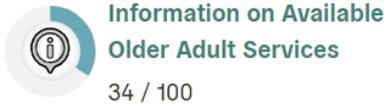
Equity and Inclusivity



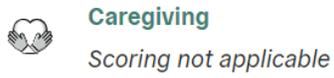
Health and Wellness



Information and Assistance

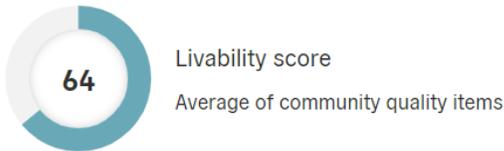


Productive Activities



Section 6A: Place to Live and Retire

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



i Livability score trend unavailable.

Because Richmond, IN doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related Survey Results

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

i Trends unavailable

Because Richmond, IN doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Your neighborhood as a place to live	70%	
Your community as a place to retire	63%	
Your community as a place to live	61%	
The overall quality of life in your community	60%	

Status Indicators - Personal Quality of Life

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Your overall quality of life	71%	

Section 6B: Recommend and Remain in Community

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



i Livability score trend unavailable.

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Related Survey Results

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i Trends unavailable

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Quality of Community

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

Characteristic	% likely 	National Benchmark 
Remain in your community throughout your retirement	80%	
Recommend living in your community to older adults	71%	

Section 7A: Housing

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



i Livability score trend unavailable.

Because Richmond, IN doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related Survey Results

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

i Trends unavailable

Because Richmond, IN doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Potential Problems

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

Characteristic	% problematic	National Benchmark 
Doing heavy or intense housework	76%	
Maintaining your home	56%	
Maintaining your yard	52%	
Having housing to suit your needs	41%	

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
<u>Availability of affordable quality housing</u>	37%	
Variety of housing options	33%	
Availability of accessible housing (e.g., homes with a no step entry, single-floor living, wide hallways and doorways)	27%	

Section 7B: Land Use

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



i Livability score trend unavailable.

Because Richmond, IN doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related Survey Results

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

i Trends unavailable

Because Richmond, IN doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Overall quality of the utility infrastructure in your community (water, sewer, storm water, electric, gas)	61%	
Overall design or layout of your community's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	60%	
Availability of mixed-use neighborhoods where people live close to places where they can eat, shop, work, and receive services	34%	
Public places where people want to spend time	26%	

Section 7C: Mobility

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



i Livability score trend unavailable.

Because Richmond, IN doesn't have a prior livability score, trends for livability aren't available. Trends will be available after this survey has been conducted a second time.

Related Survey Results

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

i Trends unavailable

Because Richmond, IN doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Potential Problems

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

Characteristic	% problematic	National Benchmark 
Having safe and affordable transportation available	47%	
No longer being able to drive	25%	

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Ease of travel by car in your community	80%	
Ease of getting to the places you usually have to visit	74%	
Ease of walking in your community	68%	
Overall quality of the transportation system (auto, bicycle, foot, bus) in your community	55%	
Ease of travel by public transportation in your community	35%	

Section 8A: Employment

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



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Related Survey Results

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i Trends unavailable

Because Richmond, IN doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

i Certain benchmarks unavailable

Because this survey includes new characteristics, we can't determine your benchmark performance on the new characteristics until a sufficient number of communities have completed surveying. We'll email you when we've determined more of your benchmark performances.

Potential Problems

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

Characteristic	% problematic 	National Benchmark 
Finding work in retirement	32%	-
Building skills for paid or unpaid work	24%	-

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic [^]	% positive ^v	National Benchmark [?]
Opportunities to build work skills	44%	-
Variety of employment opportunities for older adults	25%	-
Quality of employment opportunities for older adults	23%	-

Section 8B: Finances

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



i Livability score trend unavailable.

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Related Survey Results

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

i Trends unavailable

Because Richmond, IN doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Potential Problems

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

Characteristic	% problematic	National Benchmark
Having enough money to meet daily expenses	49%	-
Having enough money to pay your property taxes	22%	-

Quality of Community

Percent reporting *excellent or good.*

Characteristic	% positive	National Benchmark
Overall economic health of your community	47%	↓
Cost of living in your community	36%	-

Status Indicators - Household Financial Status

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

Characteristic	% positive 	National Benchmark 
----------------	--	--

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

12%



Section 9A: Community Inclusivity

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



i Livability score trend unavailable.

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Related Survey Results

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

i Trends unavailable

Because Richmond, IN doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

i Certain benchmarks unavailable

Because this survey includes new characteristics, we can't determine your benchmark performance on the new characteristics until a sufficient number of communities have completed surveying. We'll email you when we've determined more of your benchmark performances.

Potential Problems

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

Characteristic	% problematic	National Benchmark 
Having friends or family you can rely on	44%	
Feeling lonely or isolated	39%	
Feeling like you don't fit in or belong	36%	

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Sense of community in your community	56%	
Making all residents feel welcome	50%	
Neighborliness of your community	37%	

Section 9B: Equity

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



i Livability score trend unavailable.

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Related Survey Results

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

i Trends unavailable

Because Richmond, IN doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Potential Problems

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

Characteristic	% problematic	National Benchmark ?
Being treated unfairly or discriminated against because of your age	24%	-

Quality of Community

Percent reporting *excellent or good.*

Characteristic	% positive	National Benchmark ?
Openness and acceptance of the community towards older residents of diverse backgrounds	60%	-
Valuing older residents in your community	39%	v

Section 10A: Health Care

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



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Related Survey Results

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i Trends unavailable

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Potential Problems

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

Characteristic ^	% problematic v	National Benchmark ?
Getting the oral health care you need	44%	▼
Affording the medications you need	43%	—
Getting the vision care you need	42%	▼
Finding affordable health insurance	42%	—
Getting the health care you need	34%	—

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	64%	
Availability of affordable quality physical health care	51%	

Section 10B: Independent Living

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



i Livability score trend unavailable.

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Related Survey Results

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

i Trends unavailable

Because Richmond, IN doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Availability of long-term care options	55%	
Availability of daytime care options for older adults	49%	

Status Indicators - Long-term Care Admissions

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

Characteristic	% of respondents 	National Benchmark 
In a long-term care facility (including nursing home or in-patient rehabilitation facility)	5%	

Section 10C: Mental Health

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



i Livability score trend unavailable.

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Related Survey Results

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

i Trends unavailable

Because Richmond, IN doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Potential Problems

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

Characteristic	% problematic	National Benchmark
Feeling depressed	54%	
Experiencing confusion or forgetfulness	46%	
Dealing with the loss of a close family member or friend	39%	

Quality of Community

Percent reporting *excellent or good.*

Characteristic	% positive	National Benchmark
Availability of affordable quality mental health care	41%	

Status Indicators - Personal Health Status

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Your overall mental health/emotional wellbeing	69%	

Section 10D: Physical Health

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



i Livability score trend unavailable.

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Related Survey Results

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

i Trends unavailable

Because Richmond, IN doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Potential Problems

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

Characteristic ^	% problematic v	National Benchmark ?
Your physical health	65%	-
Staying physically fit	57%	-
Maintaining a healthy diet	53%	-
Falling or injuring yourself in your home	40%	v
Having enough food to eat	21%	-

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Availability of affordable quality food	60%	
Overall quality of natural environment in your community	59%	
Fitness opportunities (including exercise classes and paths or trails, etc.)	56%	
Overall health and wellness opportunities in your community	54%	

Status Indicators - Falls

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

Characteristic	% of respondents 	National Benchmark 
Thinking back over the past 12 months, how many times have you fallen and injured yourself?	39%	

Status Indicators - Hospitalizations

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

Characteristic	% of respondents 	National Benchmark 
As a patient in a hospital	27%	

Status Indicators - Personal Health Status

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Your overall physical health	65%	

Section 10E: Safety

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



i Livability score trend unavailable.

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Related Survey Results

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

i Trends unavailable

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Potential Problems

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

Characteristic	% problematic 	National Benchmark 
Being a victim of fraud or a scam	24%	
Being a victim of crime	9%	
Being physically or emotionally abused	7%	

Quality of Community

Percent reporting *excellent or good.*

Characteristic	% positive 	National Benchmark 
Overall feeling of safety in your community	54%	

Section 11A: Information on Available Older Adult Services

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



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Related Survey Results

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i Certain benchmarks unavailable

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Potential Problems

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

Characteristic	% problematic 	National Benchmark 
Not knowing what services are available to older adults in your community	73%	
Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid	68%	

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Availability of financial or legal planning services	36%	
Availability of information about resources for older adults	31%	

Status Indicators - Informed about Services

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

Characteristic	% informed 	National Benchmark 
In general, how informed or uninformed do you feel about services and activities available to older adults in your community?	69%	N/A

Status Indicators - Use of Technology

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

Characteristic	% of respondents 	National Benchmark 
Use or check email	83%	
Access the internet from your home using a computer, laptop, or tablet computer	79%	
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	73%	
Access the internet from your cell phone	62%	
Share your opinions online	20%	
Shop online	18%	

Section 11B: Quality of Older Adult Services

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



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Related Survey Results

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

i Trends unavailable

Because Richmond, IN doesn't have any prior measurements, these trends aren't available. Trends will be available after this survey has been conducted a second time.

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
How would you rate the overall services provided to older adults in your community?	53%	

Section 12A: Caregiving

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

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

²AARP Family Caregiver Contribution study

i Livability score trend unavailable.

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Related Survey Results

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i Trends unavailable

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Potential Problems

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

Characteristic	% problematic	National Benchmark
Feeling EMOTIONALLY burdened by providing care for another person	23%	-
Feeling PHYSICALLY burdened by providing care for another person	18%	-
Feeling FINANCIALLY burdened by providing care for another person	18%	-

Status Indicators - Activities

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

Characteristic	% of respondents	National Benchmark
Providing care to someone age 55+	38%	-
Providing care someone under age 18	20%	-
Providing care to someone age 18 to 54	14%	-

Section 12B: Civic Engagement

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



i Livability score trend unavailable.

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Related Survey Results

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

i Trends unavailable

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Potential Problems

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

Characteristic	% problematic	National Benchmark ?
Feeling like your voice is heard in the community	55%	—

Quality of Community

Percent reporting *excellent or good.*

Characteristic	% positive	National Benchmark ?
Opportunities to volunteer	60%	—
Opportunities participate in community matters	37%	▼
Residents' connection and engagement with their community	36%	—

Status Indicators - Activities

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

Characteristic	% of respondents	National Benchmark
Volunteering your time	37%	-

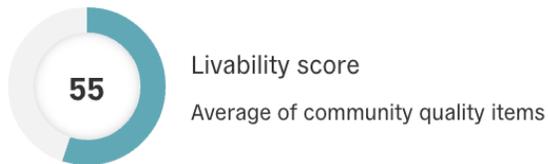
Status Indicators - Participation

Percent reporting yes.

Characteristic	% positive	National Benchmark
Voted in your most recent local election	66%	↓
Watched (online or on television) a local public meeting	37%	↑
Participated in a civic group (including Elks, Kiwanis, Masons, etc.)	15%	-
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	8%	↓

Section 12C: Social Engagement

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



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Related Survey Results

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i Trends unavailable

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Potential Problems

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

Characteristic	% problematic	National Benchmark 
Feeling bored	53%	

Quality of Community

Percent reporting *excellent* or *good*.

Characteristic	% positive 	National Benchmark 
Opportunities to attend religious or spiritual activities	82%	
Overall quality of parks and recreation opportunities	56%	
Recreation opportunities (including games, arts, library services, etc.)	56%	
Overall opportunities for education, culture, and the arts	54%	
Opportunities to attend social events or activities	46%	
Opportunities to enroll in skill-building or personal enrichment classes	25%	

Status Indicators - Activities

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

Characteristic	% of respondents 	National Benchmark 
Talking or visiting with friends/family	93%	
Assisting friends, relatives, or neighbors	73%	

Status Indicators - Participation

Percent reporting yes.

Characteristic	% positive 	National Benchmark 
Participated in religious or spiritual activities with others	60%	
Used a public library in your community	48%	
Participated in a recreation program or group activity	29%	
Participated in a club (including book, dance, game, and other social)	22%	
Used a senior center in your community	19%	
Used a recreation center in your community	11%	

Section 13: Economic Contribution

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

Economic Contribution of Older Adults in Richmond, IN

Economic Contribution by Year



The calculations of the economic contributions of older adults in Richmond, IN were rough estimates using data from the U.S. Department of Labor Bureau of Labor Statistics (Metropolitan and Nonmetropolitan Area Occupational Employment and Wage Estimates).

Economic Contribution of Older Adults

	% of older adults	# of older adults	Average # of hours	Average hourly rate	Annual total
Providing care to older adult(s)	40%	3,718	5.34	\$11.87	\$12,262,601
Providing care to adult(s)	15%	1,364	3.02	\$11.87	\$2,538,122
Providing care to child(ren)	20%	1,856	1.57	\$11	\$1,672,109
Providing help to family and friends	73%	6,857	5.39	\$13.34	\$25,634,163
Volunteering	44%	4,091	1.23	\$16.42	\$4,292,270
Subtotal unpaid					\$46,399,264
Working part time	16%	1,447	15	\$20.45	\$23,081,097
Working full time	13%	1,194	32	\$20.45	\$40,630,387
Subtotal paid					\$63,711,484
Total contribution					\$110,110,748

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

* Based on U.S. Census Bureau - 2019 American Community Survey; about 9,333 adults age 60 and over in the state.

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

13.75 and 25 respectively). Working full time was assumed to be 32 hours per week and working part time was assumed to be 15 hours per week.

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

Section 14: Community Needs

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

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

Percent and Estimated Number of Older Adults With a Need

	Percent with need Number affected in 2021 (N=9,333)	
Housing	37%	3,419
Mobility	22%	2,022
Employment	11%	1,032
Finances	34%	3,193
Equity	12%	1,078
Community Inclusivity	33%	3,100
Safety	10%	933
Physical Health	36%	3,394
Mental Health	51%	4,715
Health Care	38%	3,521
Independent Living	5%	484
Information on Available Older Adult Services	50%	4,690

	Percent with need Number affected in 2021 (N=9,333)	
Civic Engagement	34%	3,187
Social Engagement	24%	2,204
Caregiving	15%	1,443

Populations at Higher Risk

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

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

Needs of Older Population by Sociodemographic Characteristics, Percent in 2021 (9,333)

	Housing	Mobility	Employment	Finances	Equity
Female	34%	17%	10%	35%	11%
Male	34%	20%	13%	26%	13%
60 to 64 years	57%	26%	19%	44%	11%
65 to 74 years	22%	15%	8%	23%	11%
75 or over	18%	6%	6%	22%	2%
White	31%	17%	12%	28%	9%
Not white	66%	27%	5%	64%	39%
Not Hispanic	34%	18%	12%	31%	12%
Less than \$25,000	38%	30%	19%	50%	13%
\$25,000 to \$74,999	30%	11%	6%	20%	16%
\$75,000 or more	41%	0%	0%	0%	0%
Rent	53%	36%	17%	52%	33%
Own	25%	10%	9%	21%	1%
Lives alone	25%	19%	10%	29%	9%
Lives with others	43%	17%	13%	34%	14%
Overall	37%	22%	11%	34%	12%

	Community Inclusivity	Safety	Physical Health	Mental Health	Health Care	Independent Living
Female	27%	11%	29%	38%	35%	1%
Male	35%	11%	39%	62%	35%	0%
60 to 64 years	55%	15%	43%	55%	26%	0%
65 to 74 years	23%	1%	18%	51%	36%	0%
75 or over	8%	5%	36%	36%	43%	3%
White	28%	11%	31%	47%	35%	1%
Not white	59%	3%	65%	59%	31%	0%
Not Hispanic	30%	10%	34%	48%	35%	1%
Less than \$25,000	42%	19%	46%	62%	52%	1%
\$25,000 to \$74,999	19%	2%	18%	45%	27%	2%
\$75,000 or more	28%	0%	2%	28%	2%	0%
Rent	45%	18%	60%	74%	38%	0%
Own	23%	6%	21%	36%	34%	1%
Lives alone	31%	11%	35%	55%	33%	1%

Lives with others	29%	9%	32%	41%	37%	1%
Overall	33%	10%	36%	51%	38%	5%

	Information on Available Older Adult Services	Civic Engagement	Social Engagement	Caregiving
Female	33%	13%	18%	12%
Male	68%	54%	18%	21%
60 to 64 years	62%	40%	38%	29%
65 to 74 years	35%	27%	9%	18%
75 or over	46%	25%	16%	2%
White	47%	30%	20%	14%
Not white	64%	40%	59%	34%
Not Hispanic	48%	31%	24%	15%
Less than \$25,000	62%	35%	33%	17%
\$25,000 to \$74,999	42%	27%	21%	23%
\$75,000 or more	34%	32%	0%	0%
Rent	54%	22%	57%	23%
Own	45%	35%	8%	12%

	Information on Available Older Adult Services	Civic Engagement	Social Engagement	Caregiving
Lives alone	42%	16%	28%	15%
Lives with others	55%	46%	20%	16%
Overall	50%	34%	24%	15%

· Source: U.S. Census Bureau, 2019 American Community Survey 5-Year Estimates

Section 15: Full Responses to Survey Questions (Including No Opinion)

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

1. Please rate each of the following aspects of quality of life in Indiana.

Characteristic	Excellent	Good	Fair	Poor	Don't Know
Your community as a place to live	9% (5)	52% (26)	35% (17)	4% (2)	0% (0)
Your neighborhood as a place to live	22% (9)	48% (21)	16% (7)	14% (6)	0% (0)
Your community as a place to retire	11% (5)	50% (23)	22% (10)	14% (7)	2% (1)
Sense of community in your community	8% (4)	45% (19)	24% (10)	17% (7)	5% (2)
The overall quality of life in your community	9% (4)	51% (23)	30% (14)	9% (4)	0% (0)

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

Characteristic	Excellent	Good	Fair	Poor	Don't Know
Overall economic health of your community	5% (2)	40% (20)	33% (17)	16% (8)	5% (3)
Overall quality of the transportation system (auto, bicycle, foot, bus) in your community	4% (2)	50% (23)	26% (12)	18% (8)	1% (0)
Overall design or layout of your community's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	6% (3)	55% (26)	31% (15)	8% (4)	0% (0)
Overall quality of the utility infrastructure in your community (water, sewer, storm water, electric, gas)	5% (2)	56% (26)	29% (13)	10% (4)	1% (0)
Overall feeling of safety in your community	6% (3)	48% (23)	37% (17)	9% (4)	0% (0)
Overall quality of natural environment in your community	6% (3)	52% (25)	33% (16)	7% (4)	1% (1)
Overall quality of parks and recreation opportunities	11% (5)	45% (20)	30% (13)	13% (6)	2% (1)
Overall health and wellness opportunities in your community	10% (5)	43% (21)	40% (19)	5% (2)	3% (1)
Overall opportunities for education, culture, and the arts	17% (8)	36% (17)	41% (19)	4% (2)	3% (1)

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

Answer Choice	Percent
Excellent	3% (2)
Good	44% (21)
Fair	26% (12)
Poor	16% (8)
Don't know	10% (5)

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

Characteristic	Very Likely	Somewhat Likely	Somewhat Unlikely	Very Unlikely	Don't Know
Recommend living in your community to older adults	33% (16)	33% (16)	14% (7)	13% (7)	6% (3)
Remain in your community throughout your retirement	46% (22)	31% (15)	10% (5)	9% (4)	4% (2)

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

Answer Choice	Percent
Very informed	12% (6)
Somewhat informed	57% (28)
Somewhat uninformed	19% (10)
Very uninformed	11% (6)

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

Characteristic	Excellent	Good	Fair	Poor	Don't Know
Your overall physical health	8% (4)	58% (29)	25% (12)	10% (5)	0% (0)
Your overall mental health/emotional wellbeing	23% (11)	47% (23)	29% (15)	1% (1)	0% (0)
Your overall quality of life	11% (6)	60% (30)	24% (12)	5% (3)	0% (0)

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

Answer Choice	Percent
Very positive	7% (4)
Somewhat positive	5% (2)
Neutral	50% (25)
Somewhat negative	35% (17)
Very negative	3% (1)

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

Characteristic	Excellent	Good	Fair	Poor	Don't Know
Ease of travel by public transportation in your community	3% (2)	29% (14)	42% (21)	17% (9)	9% (5)
Ease of travel by car in your community	25% (12)	55% (26)	16% (8)	4% (2)	0% (0)
Ease of walking in your community	11% (5)	53% (25)	21% (10)	10% (5)	4% (2)

Characteristic	Excellent	Good	Fair	Poor	Don't Know
Ease of getting to the places you usually have to visit	16% (8)	58% (28)	15% (7)	11% (5)	0% (0)
Opportunities to build work skills	3% (1)	29% (14)	29% (14)	12% (6)	27% (13)
Quality of employment opportunities for older adults	3% (1)	13% (6)	35% (16)	18% (8)	32% (15)
Variety of employment opportunities for older adults	3% (1)	14% (7)	37% (17)	15% (7)	31% (14)
Cost of living in your community	8% (4)	26% (12)	47% (21)	16% (7)	3% (1)
Availability of affordable quality food	11% (5)	48% (23)	23% (11)	16% (7)	2% (1)
Availability of affordable quality housing	7% (3)	28% (13)	40% (18)	20% (9)	4% (2)
Variety of housing options	7% (3)	20% (10)	25% (12)	31% (15)	17% (8)
Availability of accessible housing (e.g., homes with a no step entry, single-floor living, wide hallways and doorways)	2% (1)	17% (8)	24% (11)	28% (13)	29% (14)
Availability of mixed-use neighborhoods where people live close to places where they can eat, shop, work, and receive services	3% (1)	26% (12)	27% (13)	29% (14)	16% (7)
Public places where people want to spend time	3% (1)	18% (8)	31% (14)	29% (14)	19% (9)
Availability of information about resources for older adults	3% (1)	22% (10)	29% (14)	24% (12)	22% (10)

Characteristic	Excellent	Good	Fair	Poor	Don't Know
Availability of financial or legal planning services	4% (2)	22% (10)	26% (12)	20% (10)	28% (14)
Availability of long-term care options	8% (4)	34% (16)	26% (12)	10% (5)	22% (11)
Availability of daytime care options for older adults	5% (3)	26% (12)	17% (8)	16% (7)	36% (17)
Availability of affordable quality physical health care	5% (2)	36% (17)	23% (11)	17% (8)	19% (9)
Availability of affordable quality mental health care	5% (2)	24% (11)	29% (13)	12% (6)	30% (14)
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	13% (6)	49% (23)	32% (15)	3% (1)	3% (2)
Recreation opportunities (including games, arts, library services, etc.)	5% (3)	45% (21)	33% (16)	7% (3)	10% (5)
Fitness opportunities (including exercise classes and paths or trails, etc.)	6% (3)	45% (21)	34% (16)	6% (3)	10% (5)
Opportunities participate in community matters	5% (2)	23% (10)	36% (16)	13% (6)	22% (10)
Opportunities to volunteer	12% (5)	36% (15)	27% (11)	5% (2)	20% (8)
Opportunities to enroll in skill-building or personal enrichment classes	5% (2)	10% (5)	36% (16)	10% (4)	39% (17)

Characteristic	Excellent	Good	Fair	Poor	Don't Know
Opportunities to attend social events or activities	6% (3)	31% (14)	27% (12)	17% (7)	19% (9)
Opportunities to attend religious or spiritual activities	16% (7)	62% (28)	16% (7)	1% (0)	6% (3)
Openness and acceptance of the community towards older residents of diverse backgrounds	3% (2)	44% (21)	20% (10)	11% (5)	21% (10)
Making all residents feel welcome	5% (2)	38% (18)	23% (11)	20% (9)	14% (7)
Valuing older residents in your community	3% (1)	28% (13)	27% (13)	22% (10)	21% (10)
Neighborliness of your community	3% (1)	32% (15)	37% (18)	22% (10)	7% (3)

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

Characteristic	Not a Problem	Minor Problem	Moderate Problem	Major Problem	Don't Know
Having enough money to meet daily expenses	51% (24)	14% (6)	16% (7)	19% (9)	0% (0)
Having enough money to pay your property taxes	64% (31)	4% (2)	7% (3)	6% (3)	18% (8)
Having housing to suit your needs	59% (29)	17% (8)	7% (3)	17% (8)	0% (0)

Characteristic	Not a Problem	Minor Problem	Moderate Problem	Major Problem	Don't Know
Doing heavy or intense housework	24% (12)	45% (22)	19% (9)	12% (6)	0% (0)
Maintaining your home	44% (21)	33% (16)	12% (5)	11% (5)	0% (0)
Maintaining your yard	47% (22)	35% (17)	6% (3)	11% (5)	2% (1)
Having safe and affordable transportation available	53% (26)	26% (12)	8% (4)	13% (6)	0% (0)
No longer being able to drive	71% (33)	7% (3)	3% (1)	14% (6)	6% (3)
Finding work in retirement	38% (17)	7% (3)	4% (2)	7% (3)	44% (20)
Building skills for paid or unpaid work	40% (18)	5% (2)	3% (1)	4% (2)	47% (22)
Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid	31% (15)	26% (13)	24% (12)	16% (7)	3% (1)
Not knowing what services are available to older adults in your community	23% (11)	22% (11)	19% (9)	22% (11)	14% (7)
Your physical health	35% (17)	38% (18)	16% (8)	10% (5)	0% (0)
Falling or injuring yourself in your home	60% (29)	18% (9)	11% (5)	11% (5)	0% (0)
Finding affordable health insurance	58% (28)	15% (7)	13% (6)	14% (7)	0% (0)

Characteristic	Not a Problem	Minor Problem	Moderate Problem	Major Problem	Don't Know
Getting the health care you need	66% (30)	21% (9)	13% (6)	0% (0)	0% (0)
Getting the oral health care you need	55% (27)	18% (9)	21% (10)	6% (3)	0% (0)
Getting the vision care you need	58% (26)	24% (11)	11% (5)	7% (3)	0% (0)
Affording the medications you need	57% (28)	23% (11)	13% (7)	6% (3)	0% (0)
Staying physically fit	43% (20)	35% (16)	19% (9)	4% (2)	0% (0)
Maintaining a healthy diet	47% (23)	34% (16)	12% (6)	7% (3)	0% (0)
Having enough food to eat	78% (36)	10% (5)	8% (4)	3% (2)	0% (0)
Experiencing confusion or forgetfulness	54% (26)	30% (15)	9% (5)	6% (3)	0% (0)
Feeling depressed	45% (21)	22% (10)	24% (11)	7% (3)	2% (1)
Feeling bored	47% (20)	30% (13)	15% (6)	9% (4)	0% (0)
Having friends or family you can rely on	56% (27)	20% (10)	8% (4)	17% (8)	0% (0)
Feeling lonely or isolated	61% (28)	27% (12)	4% (2)	8% (4)	0% (0)
Dealing with the loss of a close family member or friend	56% (26)	14% (7)	8% (4)	14% (6)	8% (4)

Characteristic	Not a Problem	Minor Problem	Moderate Problem	Major Problem	Don't Know
Being a victim of crime	86% (39)	3% (1)	4% (2)	2% (1)	5% (2)
Being a victim of fraud or a scam	73% (34)	14% (7)	3% (1)	5% (2)	4% (2)
Being physically or emotionally abused	91% (42)	4% (2)	0% (0)	2% (1)	3% (1)
Being treated unfairly or discriminated against because of your age	73% (34)	12% (6)	7% (3)	5% (2)	3% (1)
Feeling like you don't fit in or belong	62% (28)	22% (10)	9% (4)	4% (2)	2% (1)
Feeling like your voice is heard in the community	39% (18)	14% (7)	29% (13)	5% (2)	12% (6)
Feeling PHYSICALLY burdened by providing care for another person	78% (36)	4% (2)	6% (3)	7% (3)	5% (2)
Feeling EMOTIONALLY burdened by providing care for another person	75% (34)	7% (3)	6% (3)	9% (4)	3% (1)
Feeling FINANCIALLY burdened by providing care for another person	80% (36)	9% (4)	3% (1)	5% (2)	3% (1)

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

Characteristic	0 Days	1-2 Days	3-5 Days	6 or More Days
As a patient in a hospital	73% (36)	8% (4)	8% (4)	11% (5)
In a long-term care facility (including nursing home or in-patient rehabilitation facility)	95% (45)	0% (0)	0% (0)	5% (2)

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

Answer Choice	Percent
Never	61% (30)
1 to 2 times	23% (11)
3 to 5 times	14% (7)
More than 5 times	2% (1)
Don't know	0% (0)

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

Characteristic	No	Yes
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	92% (44)	8% (4)
Watched (online or on television) a local public meeting	63% (30)	37% (17)
Voted in your most recent local election	34% (16)	66% (31)
Participated in a civic group (including Elks, Kiwanis, Masons, etc.)	85% (40)	15% (7)
Used a senior center in your community	81% (38)	19% (9)
Used a public library in your community	52% (25)	48% (23)
Used a recreation center in your community	89% (41)	11% (5)
Participated in a recreation program or group activity	71% (34)	29% (14)
Participated in religious or spiritual activities with others	40% (18)	60% (27)
Participated in a club (including book, dance, game, and other social)	78% (37)	22% (11)

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

Characteristic	Never	1-3 Hours	4-5 Hours	6-10 Hours	11-19 Hours	20 or More Hours	Don't Know
Assisting friends, relatives, or neighbors	27% (13)	28% (14)	24% (12)	7% (3)	3% (1)	9% (5)	3% (1)
Volunteering your time	56% (26)	20% (9)	7% (3)	4% (2)	0% (0)	1% (0)	11% (5)
Talking or visiting with friends/family	7% (3)	37% (17)	22% (11)	14% (7)	3% (1)	14% (7)	2% (1)
Providing care to someone age 55+	60% (28)	14% (6)	3% (2)	5% (2)	0% (0)	15% (7)	3% (1)
Providing care to someone age 18 to 54	85% (40)	3% (2)	0% (0)	1% (0)	0% (0)	9% (4)	0% (0)
Providing care someone under age 18	80% (38)	8% (4)	7% (3)	2% (1)	0% (0)	3% (1)	0% (0)

14. In general, how many times do you:

Characteristic	Several Times a Day	Once a Day	A Few Times a Week	Every Few Weeks	Less Often or Never	Don't Know
Access the internet from your home using a computer, laptop, or tablet computer	60% (28)	4% (2)	12% (5)	2% (1)	18% (9)	5% (2)
Access the internet from your cell phone	42% (19)	14% (6)	3% (1)	0% (0)	37% (16)	4% (2)
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	49% (23)	12% (6)	10% (5)	1% (0)	26% (12)	3% (1)
Use or check email	47% (22)	23% (11)	9% (4)	4% (2)	12% (6)	4% (2)
Share your opinions online	8% (4)	1% (0)	9% (5)	21% (10)	53% (25)	8% (4)
Shop online	1% (1)	4% (2)	12% (6)	36% (17)	43% (21)	3% (2)

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

Answer Choice	Percent
Less than 2 years	0% (0)
2-5 years	20% (10)
6-10 years	15% (7)
11-20 years	16% (8)
More than 20 years	49% (24)

16. Which best describes the building you live in?

Answer Choice	Percent
Single family home	49% (24)
Townhouse, condominium, duplex, or apartment	26% (13)
Mobile home	19% (9)
Assisted living residence	2% (1)
Nursing home	4% (2)
Other	0% (0)

17. Do you rent or own your home?

Answer Choice	Percent
Rent	33% (16)
Own (with a mortgage payment)	22% (11)
Own (free and clear; no mortgage)	45% (21)

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

Answer Choice	Percent
Less than \$300 per month	21% (9)
\$300 to \$599 per month	47% (21)
\$600 to \$999 per month	21% (9)
\$1,000 to \$1,499 per month	8% (4)
\$1,500 to \$2,499 per month	3% (1)
\$2,500 or more per month	0% (0)

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

Answer Choice	Percent
1 person (live alone)	52% (25)
2 people	38% (18)
3 people	6% (3)
4 or more people	4% (2)

20. How many of these people, including yourself, are 65 or older?

Answer Choice	Percent
1 person	80% (33)
2 people	20% (8)
3 people	0% (0)
4 or more people	0% (0)

21. What is your employment status?

Answer Choice	Percent
Fully retired	68% (29)
Working full time for pay	13% (5)
Working part time for pay	16% (7)
Unemployed, looking for paid work	4% (2)

22. At what age do you expect to retire completely and not work for pay at all? (Please enter a whole number.)

Answer Choice	Percent
55 to 59	0% (0)
60 to 64	0% (0)
65 to 67	100% (2)
68 or 69	0% (0)
70 to 72	0% (0)
73 or above	0% (0)

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

Answer Choice	Percent
Less than \$15,000	21% (9)
\$15,000 to \$24,999	33% (14)
\$25,000 to \$49,999	26% (11)
\$50,000 to \$74,999	7% (3)
\$75,000 to \$99,999	3% (1)
\$100,000 or more	9% (4)

24. Are you Spanish, Hispanic, or Latino?

Answer Choice	Percent
No, not of Hispanic, Latino/a/x, or Spanish origin	100% (48)
Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin	0% (0)

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

Answer Choice	Percent
American Indian or Alaska Native	4% (2)
Asian	2% (1)
Black or African American	1% (1)
Native Hawaiian or Other Pacific Islander	0% (0)
White	92% (44)
A race not listed	2% (1)

26. In which category is your age?

Answer Choice	Percent
50-54 years	1% (1)
55-59 years	4% (2)
60-64 years	28% (13)
65-69 years	20% (10)
70-74 years	15% (7)
75-79 years	7% (3)
80-84 years	10% (5)
85-89 years	5% (3)
90-94 years	5% (3)
95 years or older	4% (2)

27. What is your sex?

Answer Choice	Percent
Female	58% (28)
Male	42% (20)

28. What is your sexual orientation?

Answer Choice	Percent
Heterosexual	90% (38)
Lesbian	0% (0)
Gay	2% (1)
Bisexual	3% (1)
Identify in another way	5% (2)

Section 15: Full Responses to Survey Questions (Excluding No Opinion)

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

1. Please rate each of the following aspects of quality of life in Indiana.

Not including don't know

Characteristic	Excellent	Good	Fair	Poor
Your community as a place to live	9% (5)	52% (26)	35% (17)	4% (2)
Your neighborhood as a place to live	22% (9)	48% (21)	16% (7)	14% (6)
Your community as a place to retire	12% (5)	51% (23)	22% (10)	15% (7)
Sense of community in your community	9% (4)	47% (19)	26% (10)	18% (7)
The overall quality of life in your community	9% (4)	52% (23)	30% (14)	9% (4)

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

Not including don't know

Characteristic	Excellent	Good	Fair	Poor
Overall economic health of your community	5% (2)	42% (20)	35% (17)	17% (8)
Overall quality of the transportation system (auto, bicycle, foot, bus) in your community	4% (2)	51% (23)	27% (12)	19% (8)
Overall design or layout of your community's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	6% (3)	55% (26)	31% (15)	8% (4)
Overall quality of the utility infrastructure in your community (water, sewer, storm water, electric, gas)	5% (2)	56% (26)	29% (13)	10% (4)
Overall feeling of safety in your community	6% (3)	48% (23)	37% (17)	9% (4)
Overall quality of natural environment in your community	6% (3)	53% (25)	34% (16)	8% (4)
Overall quality of parks and recreation opportunities	11% (5)	45% (20)	30% (13)	13% (6)
Overall health and wellness opportunities in your community	10% (5)	44% (21)	41% (19)	5% (2)
Overall opportunities for education, culture, and the arts	17% (8)	37% (17)	42% (19)	4% (2)

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

Not including don't know

Answer Choice	Percent
Excellent	4% (2)
Good	49% (21)
Fair	29% (12)
Poor	18% (8)

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

Not including don't know

Characteristic	Very Likely	Somewhat Likely	Somewhat Unlikely	Very Unlikely
Recommend living in your community to older adults	35% (16)	36% (16)	15% (7)	14% (7)
Remain in your community throughout your retirement	48% (22)	32% (15)	10% (5)	10% (4)

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

Answer Choice	Percent
Very informed	12% (6)
Somewhat informed	57% (28)
Somewhat uninformed	19% (10)
Very uninformed	11% (6)

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

Not including don't know

Characteristic	Excellent	Good	Fair	Poor
Your overall physical health	8% (4)	58% (29)	25% (12)	10% (5)
Your overall mental health/emotional wellbeing	23% (11)	47% (23)	29% (15)	1% (1)
Your overall quality of life	11% (6)	60% (30)	24% (12)	5% (3)

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

Answer Choice	Percent
Very positive	7% (4)
Somewhat positive	5% (2)
Neutral	50% (25)
Somewhat negative	35% (17)
Very negative	3% (1)

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

Not including don't know

Characteristic	Excellent	Good	Fair	Poor
Ease of travel by public transportation in your community	4% (2)	31% (14)	46% (21)	19% (9)
Ease of travel by car in your community	25% (12)	55% (26)	16% (8)	4% (2)
Ease of walking in your community	12% (5)	56% (25)	22% (10)	11% (5)

Not including don't know

Characteristic	Excellent	Good	Fair	Poor
Ease of getting to the places you usually have to visit	16% (8)	58% (28)	15% (7)	11% (5)
Opportunities to build work skills	4% (1)	41% (14)	40% (14)	16% (6)
Quality of employment opportunities for older adults	4% (1)	19% (6)	51% (16)	26% (8)
Variety of employment opportunities for older adults	4% (1)	21% (7)	53% (17)	22% (7)
Cost of living in your community	8% (4)	27% (12)	48% (21)	16% (7)
Availability of affordable quality food	11% (5)	49% (23)	24% (11)	16% (7)
Availability of affordable quality housing	8% (3)	30% (13)	42% (18)	21% (9)
Variety of housing options	8% (3)	24% (10)	30% (12)	38% (15)
Availability of accessible housing (e.g., homes with a no step entry, single-floor living, wide hallways and doorways)	3% (1)	23% (8)	33% (11)	40% (13)
Availability of mixed-use neighborhoods where people live close to places where they can eat, shop, work, and receive services	3% (1)	31% (12)	32% (13)	34% (14)
Public places where people want to spend time	3% (1)	22% (8)	38% (14)	36% (14)
Availability of information about resources for older adults	4% (1)	28% (10)	38% (14)	31% (12)

Not including don't know

Characteristic	Excellent	Good	Fair	Poor
Availability of financial or legal planning services	6% (2)	30% (10)	36% (12)	28% (10)
Availability of long-term care options	11% (4)	44% (16)	33% (12)	12% (5)
Availability of daytime care options for older adults	9% (3)	40% (12)	27% (8)	24% (7)
Availability of affordable quality physical health care	6% (2)	45% (17)	28% (11)	21% (8)
Availability of affordable quality mental health care	7% (2)	34% (11)	42% (13)	17% (6)
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	14% (6)	50% (23)	33% (15)	3% (1)
Recreation opportunities (including games, arts, library services, etc.)	6% (3)	50% (21)	36% (16)	8% (3)
Fitness opportunities (including exercise classes and paths or trails, etc.)	6% (3)	49% (21)	38% (16)	7% (3)
Opportunities participate in community matters	7% (2)	30% (10)	46% (16)	17% (6)
Opportunities to volunteer	15% (5)	45% (15)	33% (11)	7% (2)
Opportunities to enroll in skill-building or personal enrichment classes	8% (2)	17% (5)	59% (16)	16% (4)

Not including don't know

Characteristic	Excellent	Good	Fair	Poor
Opportunities to attend social events or activities	7% (3)	38% (14)	34% (12)	21% (7)
Opportunities to attend religious or spiritual activities	16% (7)	66% (28)	17% (7)	1% (0)
Openness and acceptance of the community towards older residents of diverse backgrounds	4% (2)	56% (21)	26% (10)	14% (5)
Making all residents feel welcome	6% (2)	44% (18)	27% (11)	23% (9)
Valuing older residents in your community	4% (1)	35% (13)	34% (13)	27% (10)
Neighborliness of your community	3% (1)	34% (15)	40% (18)	23% (10)

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

Not including don't know

Characteristic	Not a Problem	Minor Problem	Moderate Problem	Major Problem
Having enough money to meet daily expenses	51% (24)	14% (6)	16% (7)	19% (9)
Having enough money to pay your property taxes	78% (31)	5% (2)	9% (3)	8% (3)
Having housing to suit your needs	59% (29)	18% (8)	7% (3)	17% (8)

Not including don't know

Characteristic	Not a Problem	Minor Problem	Moderate Problem	Major Problem
Doing heavy or intense housework	24% (12)	45% (22)	19% (9)	12% (6)
Maintaining your home	44% (21)	33% (16)	12% (5)	11% (5)
Maintaining your yard	48% (22)	36% (17)	6% (3)	11% (5)
Having safe and affordable transportation available	53% (26)	26% (12)	8% (4)	13% (6)
No longer being able to drive	75% (33)	8% (3)	3% (1)	14% (6)
Finding work in retirement	68% (17)	13% (3)	7% (2)	12% (3)
Building skills for paid or unpaid work	76% (18)	10% (2)	6% (1)	8% (2)
Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid	32% (15)	27% (13)	25% (12)	16% (7)
Not knowing what services are available to older adults in your community	27% (11)	26% (11)	22% (9)	25% (11)
Your physical health	35% (17)	38% (18)	16% (8)	10% (5)
Falling or injuring yourself in your home	60% (29)	18% (9)	11% (5)	11% (5)
Finding affordable health insurance	58% (28)	15% (7)	13% (6)	14% (7)

Not including don't know

Characteristic	Not a Problem	Minor Problem	Moderate Problem	Major Problem
Getting the health care you need	66% (30)	21% (9)	13% (6)	0% (0)
Getting the oral health care you need	56% (27)	18% (9)	21% (10)	6% (3)
Getting the vision care you need	58% (26)	24% (11)	11% (5)	7% (3)
Affording the medications you need	57% (28)	23% (11)	13% (7)	6% (3)
Staying physically fit	43% (20)	35% (16)	19% (9)	4% (2)
Maintaining a healthy diet	47% (23)	34% (16)	12% (6)	7% (3)
Having enough food to eat	79% (36)	10% (5)	8% (4)	3% (2)
Experiencing confusion or forgetfulness	54% (26)	30% (15)	9% (5)	6% (3)
Feeling depressed	46% (21)	22% (10)	24% (11)	8% (3)
Feeling bored	47% (20)	30% (13)	15% (6)	9% (4)
Having friends or family you can rely on	56% (27)	20% (10)	8% (4)	17% (8)
Feeling lonely or isolated	61% (28)	27% (12)	4% (2)	8% (4)
Dealing with the loss of a close family member or friend	61% (26)	16% (7)	9% (4)	15% (6)

Not including don't know

Characteristic	Not a Problem	Minor Problem	Moderate Problem	Major Problem
Being a victim of crime	91% (39)	3% (1)	4% (2)	3% (1)
Being a victim of fraud or a scam	76% (34)	15% (7)	3% (1)	5% (2)
Being physically or emotionally abused	93% (42)	4% (2)	0% (0)	2% (1)
Being treated unfairly or discriminated against because of your age	76% (34)	12% (6)	7% (3)	5% (2)
Feeling like you don't fit in or belong	64% (28)	22% (10)	10% (4)	4% (2)
Feeling like your voice is heard in the community	45% (18)	16% (7)	33% (13)	6% (2)
Feeling PHYSICALLY burdened by providing care for another person	82% (36)	4% (2)	7% (3)	7% (3)
Feeling EMOTIONALLY burdened by providing care for another person	77% (34)	7% (3)	6% (3)	9% (4)
Feeling FINANCIALLY burdened by providing care for another person	82% (36)	9% (4)	3% (1)	5% (2)

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

Characteristic	0 Days	1-2 Days	3-5 Days	6 or More Days
As a patient in a hospital	73% (36)	8% (4)	8% (4)	11% (5)
In a long-term care facility (including nursing home or in-patient rehabilitation facility)	95% (45)	0% (0)	0% (0)	5% (2)

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

Not including don't know

Answer Choice	Percent
Never	61% (30)
1 to 2 times	23% (11)
3 to 5 times	14% (7)
More than 5 times	2% (1)

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

Characteristic	No	Yes
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	92% (44)	8% (4)
Watched (online or on television) a local public meeting	63% (30)	37% (17)
Voted in your most recent local election	34% (16)	66% (31)
Participated in a civic group (including Elks, Kiwanis, Masons, etc.)	85% (40)	15% (7)
Used a senior center in your community	81% (38)	19% (9)
Used a public library in your community	52% (25)	48% (23)
Used a recreation center in your community	89% (41)	11% (5)
Participated in a recreation program or group activity	71% (34)	29% (14)
Participated in religious or spiritual activities with others	40% (18)	60% (27)
Participated in a club (including book, dance, game, and other social)	78% (37)	22% (11)

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

Not including don't know

Characteristic	Never	1-3 Hours	4-5 Hours	6-10 Hours	11-19 Hours	20 or More Hours
Assisting friends, relatives, or neighbors	27% (13)	29% (14)	24% (12)	7% (3)	3% (1)	10% (5)
Volunteering your time	63% (26)	23% (9)	8% (3)	4% (2)	0% (0)	1% (0)
Talking or visiting with friends/family	7% (3)	38% (17)	23% (11)	14% (7)	3% (1)	15% (7)
Providing care to someone age 55+	62% (28)	14% (6)	3% (2)	5% (2)	0% (0)	15% (7)
Providing care to someone age 18 to 54	86% (40)	4% (2)	0% (0)	1% (0)	0% (0)	9% (4)
Providing care someone under age 18	80% (38)	8% (4)	7% (3)	2% (1)	0% (0)	3% (1)

14. In general, how many times do you:

Not including don't know

Characteristic	Several Times a Day	Once a Day	A Few Times a Week	Every Few Weeks	Less Often or Never
Access the internet from your home using a computer, laptop, or tablet computer	63% (28)	4% (2)	12% (5)	2% (1)	19% (9)
Access the internet from your cell phone	43% (19)	15% (6)	3% (1)	0% (0)	38% (16)
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	50% (23)	13% (6)	10% (5)	1% (0)	27% (12)
Use or check email	49% (22)	24% (11)	10% (4)	4% (2)	13% (6)
Share your opinions online	9% (4)	1% (0)	10% (5)	23% (10)	57% (25)
Shop online	1% (1)	5% (2)	12% (6)	37% (17)	45% (21)

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

Answer Choice	Percent
Less than 2 years	0% (0)
2-5 years	20% (10)
6-10 years	15% (7)
11-20 years	16% (8)
More than 20 years	49% (24)

16. Which best describes the building you live in?

Answer Choice	Percent
Single family home	49% (24)
Townhouse, condominium, duplex, or apartment	26% (13)
Mobile home	19% (9)
Assisted living residence	2% (1)
Nursing home	4% (2)
Other	0% (0)

17. Do you rent or own your home?

Answer Choice	Percent
Rent	33% (16)
Own (with a mortgage payment)	22% (11)
Own (free and clear; no mortgage)	45% (21)

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

Answer Choice	Percent
Less than \$300 per month	21% (9)
\$300 to \$599 per month	47% (21)
\$600 to \$999 per month	21% (9)
\$1,000 to \$1,499 per month	8% (4)
\$1,500 to \$2,499 per month	3% (1)
\$2,500 or more per month	0% (0)

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

Answer Choice	Percent
1 person (live alone)	52% (25)
2 people	38% (18)
3 people	6% (3)
4 or more people	4% (2)

20. How many of these people, including yourself, are 65 or older?

Answer Choice	Percent
1 person	80% (33)
2 people	20% (8)
3 people	0% (0)
4 or more people	0% (0)

21. What is your employment status?

Answer Choice	Percent
Fully retired	68% (29)
Working full time for pay	13% (5)
Working part time for pay	16% (7)
Unemployed, looking for paid work	4% (2)

22. At what age do you expect to retire completely and not work for pay at all? (Please enter a whole number.)

Answer Choice	Percent
55 to 59	0% (0)
60 to 64	0% (0)
65 to 67	100% (2)
68 or 69	0% (0)
70 to 72	0% (0)
73 or above	0% (0)

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

Answer Choice	Percent
Less than \$15,000	21% (9)
\$15,000 to \$24,999	33% (14)
\$25,000 to \$49,999	26% (11)
\$50,000 to \$74,999	7% (3)
\$75,000 to \$99,999	3% (1)
\$100,000 or more	9% (4)

24. Are you Spanish, Hispanic, or Latino?

Answer Choice	Percent
No, not of Hispanic, Latino/a/x, or Spanish origin	100% (48)
Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin	0% (0)

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

Answer Choice	Percent
American Indian or Alaska Native	4% (2)
Asian	2% (1)
Black or African American	1% (1)
Native Hawaiian or Other Pacific Islander	0% (0)
White	92% (44)
A race not listed	2% (1)

26. In which category is your age?

Answer Choice	Percent
50-54 years	1% (1)
55-59 years	4% (2)
60-64 years	28% (13)
65-69 years	20% (10)
70-74 years	15% (7)
75-79 years	7% (3)
80-84 years	10% (5)
85-89 years	5% (3)
90-94 years	5% (3)
95 years or older	4% (2)

27. What is your sex?

Answer Choice	Percent
Female	58% (28)
Male	42% (20)

28. What is your sexual orientation?

Answer Choice	Percent
Heterosexual	90% (38)
Lesbian	0% (0)
Gay	2% (1)
Bisexual	3% (1)
Identify in another way	5% (2)

Section 16: National benchmark comparisons

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

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

1. Please rate each of the following aspects of quality of life in Indiana.

Percent reporting *excellent* or *good*.

Characteristic	% Positive	National Benchmark	Rank	# of Compared Communities
Your community as a place to live	61%		225	234
Your neighborhood as a place to live	70%		183	188
Your community as a place to retire	63%		197	234
Sense of community in your community	56%		200	234
The overall quality of life in your community	60%		177	188

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

Percent reporting *excellent* or *good*.

Characteristic	% Positive	National Benchmark	Rank	# of Compared Communities
Overall economic health of your community	47%		158	188
Overall quality of the transportation system (auto, bicycle, foot, bus) in your community	55%		154	188
Overall design or layout of your community's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	60%		115	188
Overall quality of the utility infrastructure in your community (water, sewer, storm water, electric, gas)	61%		58	73
Overall feeling of safety in your community	54%		211	234
Overall quality of natural environment in your community	59%		179	188
Overall quality of parks and recreation opportunities	56%		63	73
Overall health and wellness opportunities in your community	54%		149	188
Overall opportunities for education, culture, and the arts	54%		116	188
Residents' connection and engagement with their community	36%		66	73

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

Percent reporting *excellent* or *good*.

Characteristic	% Positive	National Benchmark	Rank	# of Compared Communities
How would you rate the overall services provided to older adults in your community?	53%		50	83

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

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

Characteristic	% Positive	National Benchmark	Rank	# of Compared Communities
Recommend living in your community to older adults	71%		166	234
Remain in your community throughout your retirement	80%		57	83

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

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

Characteristic	% Informed	National Benchmark	Rank	# of Compared Communities
In general, how informed or uninformed do you feel about services and activities available to older adults in your community?	69%		0	0

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

Percent reporting *excellent* or *good*.

Characteristic	% Positive	National Benchmark	Rank	# of Compared Communities
Your overall physical health	65%		222	233
Your overall mental health/emotional wellbeing	69%		81	83
Your overall quality of life	71%		80	83

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

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

Characteristic	% Positive	National Benchmark	Rank	# of Compared Communities
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	12%	—	148	188

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

Percent reporting *excellent* or *good*.

Characteristic	% Positive	National Benchmark	Rank	# of Compared Communities
Ease of travel by public transportation in your community	35%	—	89	219
Ease of travel by car in your community	80%	—	50	234
Ease of walking in your community	68%	—	120	234

Percent reporting *excellent* or *good*.

Characteristic	% Positive	National Benchmark	Rank	# of Compared Communities
Ease of getting to the places you usually have to visit	74%		24	38
Opportunities to build work skills	44%		6	36
Quality of employment opportunities for older adults	23%		162	233
Variety of employment opportunities for older adults	25%		7	36
Cost of living in your community	36%		115	234
Availability of affordable quality food	60%		169	229
Availability of affordable quality housing	37%		74	233
Variety of housing options	33%		170	233
Availability of accessible housing (e.g., homes with a no step entry, single-floor living, wide hallways and doorways)	27%		27	36
Availability of mixed-use neighborhoods where people live close to places where they can eat, shop, work, and receive services	34%		16	36
Public places where people want to spend time	26%		180	187
Availability of information about resources for older adults	31%		49	83

Percent reporting *excellent* or *good*.

Characteristic	% Positive	National Benchmark	Rank	# of Compared Communities
Availability of financial or legal planning services	36%	–	42	83
Availability of long-term care options	55%	^	4	83
Availability of daytime care options for older adults	49%	^	3	83
Availability of affordable quality physical health care	51%	–	164	228
Availability of affordable quality mental health care	41%	–	92	227
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	64%	–	94	226
Recreation opportunities (including games, arts, library services, etc.)	56%	–	175	232
Fitness opportunities (including exercise classes and paths or trails, etc.)	56%	∨	189	231
Opportunities participate in community matters	37%	∨	213	233
Opportunities to volunteer	60%	–	84	120
Opportunities to enroll in skill-building or personal enrichment classes	25%	–	44	83

Percent reporting *excellent* or *good*.

Characteristic	% Positive	National Benchmark	Rank	# of Compared Communities
Opportunities to attend social events or activities	46%		202	233
Opportunities to attend religious or spiritual activities	82%		61	83
Openness and acceptance of the community towards older residents of diverse backgrounds	60%		175	234
Making all residents feel welcome	50%		61	73
Valuing older residents in your community	39%		79	83
Neighborliness of your community	37%		119	119

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

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

Characteristic	% Problematic	National Benchmark	Rank	# of Compared Communities
Having enough money to meet daily expenses	49%		67	83
Having enough money to pay your property taxes	22%		17	83
Having housing to suit your needs	41%		81	83

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

Characteristic	% Problematic	National Benchmark	Rank	# of Compared Communities
Doing heavy or intense housework	76%		79	83
Maintaining your home	56%		59	83
Maintaining your yard	52%		68	83
Having safe and affordable transportation available	47%		78	83
No longer being able to drive	25%		69	82
Finding work in retirement	32%		33	83
Building skills for paid or unpaid work	24%		19	82
Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid	68%		82	83
Not knowing what services are available to older adults in your community	73%		58	83
Your physical health	65%		69	83
Falling or injuring yourself in your home	40%		71	83
Finding affordable health insurance	42%		39	83

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

Characteristic	% Problematic	National Benchmark	Rank	# of Compared Communities
Getting the health care you need	34%		32	83
Getting the oral health care you need	44%		78	83
Getting the vision care you need	42%		77	83
Affording the medications you need	43%		73	83
Staying physically fit	57%		41	83
Maintaining a healthy diet	53%		61	83
Having enough food to eat	21%		65	82
Experiencing confusion or forgetfulness	46%		80	83
Feeling depressed	54%		82	83
Feeling bored	53%		77	83
Having friends or family you can rely on	44%		82	83
Feeling lonely or isolated	39%		48	82
Dealing with the loss of a close family member or friend	39%		40	83

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

Characteristic	% Problematic	National Benchmark	Rank	# of Compared Communities
Being a victim of crime	9%		18	81
Being a victim of fraud or a scam	24%		59	83
Being physically or emotionally abused	7%		35	81
Being treated unfairly or discriminated against because of your age	24%		27	36
Feeling like you don't fit in or belong	36%		25	36
Feeling like your voice is heard in the community	55%		52	83
Feeling PHYSICALLY burdened by providing care for another person	18%		17	83
Feeling EMOTIONALLY burdened by providing care for another person	23%		23	83
Feeling FINANCIALLY burdened by providing care for another person	18%		35	83

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

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

Characteristic	% of Respondents	National Benchmark	Rank	# of Compared Communities
As a patient in a hospital	27%	—	11	83
In a long-term care facility (including nursing home or in-patient rehabilitation facility)	5%	—	14	69

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

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

Characteristic	% of Respondents	National Benchmark	Rank	# of Compared Communities
Thinking back over the past 12 months, how many times have you fallen and injured yourself?	39%	—	17	83

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

Percent reporting *yes*.

Characteristic	% Positive	National Benchmark	Rank	# of Compared Communities
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	8%		231	233
Watched (online or on television) a local public meeting	37%		2	82
Voted in your most recent local election	66%		70	73
Participated in a civic group (including Elks, Kiwanis, Masons, etc.)	15%		22	83
Used a senior center in your community	19%		28	81
Used a public library in your community	48%		56	83
Used a recreation center in your community	11%		81	83
Participated in a recreation program or group activity	29%		48	83
Participated in religious or spiritual activities with others	60%		16	83
Participated in a club (including book, dance, game, and other social)	22%		71	83

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

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

Characteristic	% of Respondents	National Benchmark	Rank	# of Compared Communities
Assisting friends, relatives, or neighbors	73%	—	72	83
Volunteering your time	37%	—	53	83
Talking or visiting with friends/family	93%	—	60	83
Providing care to someone age 55+	38%	—	27	83
Providing care to someone age 18 to 54	14%	—	45	83
Providing care someone under age 18	20%	—	24	82

14. In general, how many times do you:

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

Characteristic	% of Respondents	National Benchmark	Rank	# of Compared Communities
Access the internet from your home using a computer, laptop, or tablet computer	79%	—	49	73
Access the internet from your cell phone	62%	▼	69	73
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	73%	—	8	73
Use or check email	83%	—	47	73
Share your opinions online	20%	—	63	73
Shop online	18%	▼	68	73

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

Because this is a demographic question, it doesn't have trends or benchmarks.

16. Which best describes the building you live in?

Because this is a demographic question, it doesn't have trends or benchmarks.

17. Do you rent or own your home?

Because this is a demographic question, it doesn't have trends or benchmarks.

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

Because this is a demographic question, it doesn't have trends or benchmarks.

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

Because this is a demographic question, it doesn't have trends or benchmarks.

20. How many of these people, including yourself, are 65 or older?

Because this is a demographic question, it doesn't have trends or benchmarks.

21. What is your employment status?

Because this is a demographic question, it doesn't have trends or benchmarks.

22. At what age do you expect to retire completely and not work for pay at all? (Please enter a whole number.)

Because this is a demographic question, it doesn't have trends or benchmarks.

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

Because this is a demographic question, it doesn't have trends or benchmarks.

24. Are you Spanish, Hispanic, or Latino?

Because this is a demographic question, it doesn't have trends or benchmarks.

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

Because this is a demographic question, it doesn't have trends or benchmarks.

26. In which category is your age?

Because this is a demographic question, it doesn't have trends or benchmarks.

27. What is your sex?

Because this is a demographic question, it doesn't have trends or benchmarks.

28. What is your sexual orientation?

Because this is a demographic question, it doesn't have trends or benchmarks.

Section 17: Methods

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

The Community Assessment Survey for Older Adults (CASOA)[™] was developed by National Research Center at Polco (NRC) to provide an accurate, affordable and easy way to assess and interpret the experience of older adults in the community. The CASOA[™] survey instrument and its administration are standardized to assure high-quality survey methods and comparable results across CASOA communities. The CASOA was customized for Richmond, IN to reflect the correct local age definition of older adults and to use official Richmond, IN graphics, contact information and signatures on survey invitation mailing materials. The Richmond, IN sponsored and funded this research. Please contact Mandy Williams of the Richmond, IN at mwilliams@lifestreaminc.org if you have any questions about the survey.

Questionnaire Development

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

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

The items in the questionnaire were pilot tested on older adult residents using a “think-aloud” method in which older adults were asked to complete the survey and describe their thought processes related to specific questions and question sets. The results of the pilot test were used to alter the questionnaire for better understanding by senior participants. The final questionnaire was tested in a set of diverse U.S. communities and modifications again were made as necessary.

Random (Probability) Sample Survey

Selecting Survey Recipients

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

The target population for this survey was residents age 60 years or older in households within the Richmond, IN boundaries.

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

The sampling frame used for this survey was a list of households with a high likelihood of having a resident age 60 years or older within the Richmond, IN from Marketing Systems Group. These lists, compiled by sampling and marketing firms based on data from multiple sources (such as warranty information, voting lists, and more), provide fairly complete coverage of all members of the target population. The sampling for this AAA was part of an overall statewide sampling plan. Older adult households were selected randomly, but the selection was stratified by AAA and county to engender robust response at each reporting level (State, AAA and subarea when needed). As would happen randomly (i.e., proportionally), more households were selected in larger population areas than smaller ones, but a minimum of 2,700 households were mailed to in each AAA. Additionally, some of the AAAs (including this one) with additional reporting needs funded mailing to additional households in their areas.

Data Collection

Each randomly selected household received two mailings, about one week apart, beginning on October, 26, 2021. The first mailing was a prenotification postcard announcing the upcoming survey. This half-sheet postcard included a URL so that recipients could immediately go online to complete the survey if they wished. The

second mailing contained a letter from the President and CEO inviting the household to participate, a printed questionnaire and a postage-paid return envelope. The survey was available in English. At the end of November 2021, response levels for each AAA were reviewed and a second sample of 15,000 additional addresses statewide were selected to be sent a paper survey to augment low response in some areas. This mailing was sent in the first week of December and data collection was extended to January 14th. This increased the overall Statewide sample size from 70,097 households to 85,097 total households (as reflected in the response rate calculations). Completed surveys were collected over the following 11 weeks.

An unknown number of the 1,390 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining households that received the survey, 119 completed the survey, providing an overall response rate of 8.35. Of the total surveys received, 97 were completed using the hard copy surveys while 19 were submitted online. Response rates are calculated using AAPOR's response rate #2¹ for mailed surveys of unnamed persons.

Open Participation Survey

In addition to the random sample "probability" survey described above, an open participation survey was conducted, in which all older adults age 60 years or older were invited to participate. The open participation survey instrument was identical to the probability sample survey. This survey was conducted entirely online. For the open participation survey a single URL was provided to contacts from the State of Indiana and each AAA to share with constituents through email lists, social media accounts, service settings and community partners. The URL directed community members to a short survey where they indicated their geographic location and were directed to the survey for the appropriate AAA. conducted all outreach, after receiving guidance on best practices for conducting such outreach from Polco. This guidance suggested the use of social media, press releases, newsletters and e-newsletters, existing resident email lists, printed materials, and invitations publicized at local and virtual meetings. This survey became available to all residents on 10/26/21 and remained open until 1/14/2022. A total of 3 surveys were completed by open participation survey respondents.

Analysis and Reporting

Confidence Intervals

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

The margin of error for the Richmond, IN survey is no greater than plus or minus 9.1 percentage points around any given percent reported for all probability survey respondents (116). For subgroups of responses, the margin of error increases because the number of respondents for each subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

The open participation survey results were combined with responses from the probability sample survey, for a total of 119 completed surveys. With the inclusion of the open participation survey participants, it is likely that the precision of the responses would be even greater (and thus the margin of error smaller).

Survey Processing (Data Entry)

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

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

The online survey data was collected on Polco, an online civic engagement platform. Use of Polco means all collected data are entered into the dataset immediately when the respondents submit the surveys. Skip patterns are programmed into the system so respondents are automatically directed to the appropriate question (skipping irrelevant questions, when applicable) based on the individual responses given.

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

Survey Data Weighting

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of Richmond, IN. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, rent or own home, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm. The results of the weighting scheme are presented in the following table.

Weighting Scheme for the 2021 Richmond, IN CASOA

Demographic Group	Unweighted	Weighted	Population Target
Rent or Own Home			
Rent	18.80%	33.10%	33.10%
Own	81.20%	66.90%	66.90%
Housing Type			
Detached	81.50%	48.70%	48.70%
Attached	18.50%	51.30%	51.30%
Race			
White	85.60%	91.60%	91.60%
Not white	14.40%	8.40%	8.40%

Gender			
Female	71.20%	57.90%	57.90%
Male	28.80%	42.10%	42.10%
Age			
Age 60 to 64	12.60%	29.70%	29.70%
Age 65 to 74	43.20%	37.50%	37.50%
Age 75 and over	44.10%	32.80%	32.80%
Gender and Age			
Female 60 to 64	8.10%	15.70%	15.70%
Female 65 to 74	35.10%	20.50%	20.50%
Female 75 and over	27%	21.60%	21.60%
Male 60 to 64	4.50%	14%	14%
Male 65 to 74	8.10%	17%	17%
Male 75 and over	17.10%	11.20%	11.20%

Reporting

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

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

Multiple Response Questions

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

Rounding

Excluding the Participants tab, percentages shown are rounded to the nearest whole number. This can sometimes mean that the percent of responses across all the possible response categories may sum to something other than exactly 100%. It also means that in some instances, the “percent positive,” “percent problem,” or other summaries of data may not equal the rounded percentages of the two categories. For example, if 30.4% of respondents rated quality of life as excellent, and 20.4% of respondents rated it as good, a display of all the responses will show 30% excellent and 20% good. However, a display of the percent rating quality of life as excellent or good will show 51% (as 30.4% + 20.4% equals 50.8%, which rounds to 51%).

Making Comparisons to Benchmarks

National Research Center at Polco has developed a database that collates responses to CASOA and related surveys administered in other communities, which allows the results from Richmond, IN to be compared against a set of national benchmarks. This benchmarking database includes responses from more than 35,000 older adults (age 55 and over) in over 322 communities across the nation.

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

Reporting Statistical Significance

For the crosstabs of survey results by selected respondent characteristic, chi-square or ANOVA (Analysis of Variance) tests of significance were applied to these breakdowns of selected survey questions. A p-value of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to

chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. However, it should be noted that while these tests of statistical significance were used to help guide readers and policy makers to differences that are likely not due to chance alone, these types of probabilistic inferences were designed for use when results come from random sampling alone (for more information, see Hirschauer, N., Gruner, S., Mußhoff, O., Becker, C., & Jantsch, A. (2020). Can p-values be meaningfully interpreted without random sampling? *Statistics Surveys*, 14, 71-91).

Community Readiness Scores

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

Dimension of Community Readiness	Items Included in Community Readiness Score
Overall Community Quality	<ul style="list-style-type: none"> ● Your community as a place to live ● Your neighborhood as a place to live ● Your community as a place to retire ● The overall quality of life in your community ● Recommend living in your community to older adults ● Remain in your community throughout your retirement
Community Design	<ul style="list-style-type: none"> ● Overall quality of the transportation system (auto, bicycle, foot, bus) in your community

Dimension of Community Readiness	Items Included in Community Readiness Score
Employment and Finances	<ul style="list-style-type: none"> ● Overall design or layout of your community's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) ● Overall quality of the utility infrastructure in your community (water, sewer, storm water, electric, gas) ● Ease of travel by public transportation in your community ● Ease of travel by car in your community ● Ease of walking in your community ● Ease of getting to the places you usually have to visit ● Availability of affordable quality housing ● Variety of housing options ● Availability of accessible housing (e.g., homes with a no step entry, single-floor living, wide hallways and doorways) ● Availability of mixed-use neighborhoods where people live close to places where they can eat, shop, work, and receive services ● Public places where people want to spend time
Equity and Inclusivity	<ul style="list-style-type: none"> ● Overall economic health of your community ● Opportunities to build work skills ● Quality of employment opportunities for older adults ● Variety of employment opportunities for older adults ● Cost of living in your community
Health and Wellness	<ul style="list-style-type: none"> ● Sense of community in your community ● Openness and acceptance of the community towards older residents of diverse backgrounds ● Making all residents feel welcome ● Valuing older residents in your community ● Neighborliness of your community
	<ul style="list-style-type: none"> ● Overall feeling of safety in your community ● Overall quality of natural environment in your community ● Overall health and wellness opportunities in your community

Dimension of Community Readiness	Items Included in Community Readiness Score
Information and Assistance	<ul style="list-style-type: none"> ● Availability of affordable quality food ● Availability of long-term care options ● Availability of daytime care options for older adults ● Availability of affordable quality physical health care ● Availability of affordable quality mental health care ● Availability of preventive health services (e.g., health screenings, flu shots, educational workshops) ● Fitness opportunities (including exercise classes and paths or trails, etc.) <hr/> <ul style="list-style-type: none"> ● How would you rate the overall services provided to older adults in your community? ● Availability of information about resources for older adults ● Availability of financial or legal planning services
Productive Activities	<ul style="list-style-type: none"> ● Overall quality of parks and recreation opportunities ● Overall opportunities for education, culture, and the arts ● Residents' connection and engagement with their community ● Recreation opportunities (including games, arts, library services, etc.) ● Opportunities participate in community matters ● Opportunities to volunteer ● Opportunities to enroll in skill-building or personal enrichment classes ● Opportunities to attend social events or activities ● Opportunities to attend religious or spiritual activities

Needs Summary

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

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

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

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

²A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the "true" population response. This theory is applied in practice to mean that the "true" perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as excellent or good, then a 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on CASOA, on other surveys, differences in question wording, order, translation and data entry (as examples) can lead to somewhat varying results.

*Source: U.S. Census Bureau - 2019 American Community Survey 5-year estimates
Age, rent or own home, and gender estimates are for those age 60+, while type of housing unit, race and ethnicity are for those age 65+.