



# 2018 ASSESSMENT METHODOLOGY REPORT

Published May 8, 2019



# Table of Contents

<b>List of Tables and Figures</b>	2
<b>Introduction</b>	3
1.1 Project Overview	3
1.2 Survey Design Overview	4
1.3 Institutional Review Board Determination	5
<b>Survey Tool</b>	6
2.1 Instrument Content Overview	6
2.2 Survey Instrument Development	8
2.3 Pilot Test	11
<b>Sampling</b>	13
3.1 Objectives of the Sample Design	13
3.2 Sampling Plan	13
3.3 Population of Interest	13
3.4 Sampling Frames	13
3.5 Sample Collection and Processing	14
3.6 Sampling Timeline	14
<b>Data Collection</b>	15
4.1 Response Rates	15
4.2 Procedures	17
<b>Data Processing and Analysis</b>	18
5.1 Dataset	18
5.2 Data Processing	18
5.3 Future Data Analysis	20
<b>Communication of Assessment Findings</b>	22
<b>Project Timeline</b>	23
<b>Project Budget</b>	24
<b>Contact Information</b>	25
<b>Appendices</b>	26
Appendix 1: Survey Tool	
Appendix 2: Cover Letter 1	
Appendix 3: Cover Letter 2	
Appendix 4: Thank you/reminder letter	
Appendix 5: Reminder postcard	
Appendix 6: Raw Survey Response Tables	
Appendix 7: Age-Friendly Delaware County 2018 Assessment Report	

# List of Tables and Figures

## Tables

Table 1: The 8 Domains of an Age-Friendly Community	3
Table 2: Age-Friendly Delaware County Assessment Sections	6
Table 3: Pilot Test Feedback	11
Table 4: Survey Response Definitions	15
Table 5: Useful Stata Codes	19
Table 6: 2018 Age-Friendly Project Timeline	23
Table 7: 2018 Age-Friendly Project Budget	24

## Figures

Figure 1: Delaware County Age-Friendly 5-year Cycle	4
Figure 2: Research Requiring IRB Oversight	5
Figure 3: Mailing Waves	10
Figure 4: Mailing Timeline	14
Figure 5: Response Rate Equation	15
Figure 6: Zip Code Region Map	21

# Introduction

## 1.1 Project Overview

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

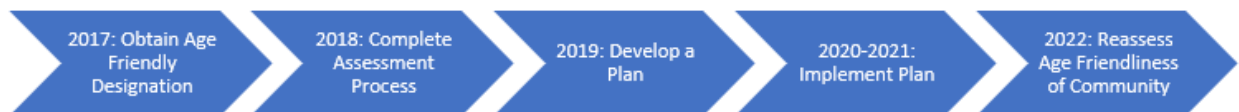
**Table 1.** The 8 Domains of an Age-Friendly Community

<b>Domain 1</b>	<b>Outdoor Spaces and Buildings</b>	<b>Domain 5</b>	<b>Respect and Social Inclusion</b>
<ul style="list-style-type: none"><li>Safe and accessible places for people to gather. Buildings and greenspaces which can be accessed and utilized by all ages and abilities.</li></ul>		<ul style="list-style-type: none"><li>Intergenerational activities, respect for older adults.</li></ul>	
<b>Domain 2</b>	<b>Transportation</b>	<b>Domain 6</b>	<b>Civic Participation and Employment</b>
<ul style="list-style-type: none"><li>How do older adults navigate their community? Focuses on alternative and accessible methods of transportation.</li></ul>		<ul style="list-style-type: none"><li>Availability of jobs for working older adults, retirement and volunteer opportunities.</li></ul>	
<b>Domain 3</b>	<b>Housing</b>	<b>Domain 7</b>	<b>Communication and Information</b>
<ul style="list-style-type: none"><li>Aging in place, preferred housing types at different ages and life stages.</li></ul>		<ul style="list-style-type: none"><li>Technology and preferred methods of communication.</li></ul>	
<b>Domain 4</b>	<b>Social Participation</b>	<b>Domain 8</b>	<b>Community and Health Services</b>
<ul style="list-style-type: none"><li>Loneliness and social isolation, availability of social activities and opportunities to engage in the community.</li></ul>		<ul style="list-style-type: none"><li>Availability and accessibility of affordable and appropriate health services, measures of other health issues impacting older adults.</li></ul>	



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

**Figure 1.** Delaware County Age-Friendly 5-year Cycle



## 1.2 Survey Design Overview

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

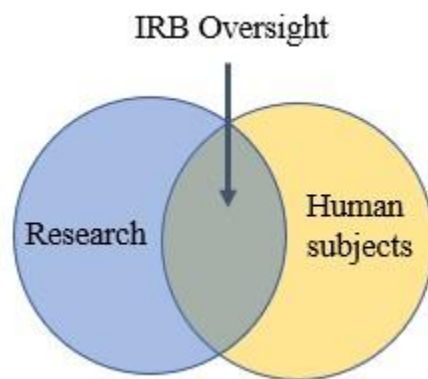
- Focus groups on community strengths/weaknesses with local senior groups
- Formation of an advisory group to help with question selection
- Data gap identification with organizational partners via survey
- Research of evidence-based survey practices
- Draft survey tool pilot testing

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

## 1.3 Institutional Review Board Determination

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

**Figure 2.** Research Requiring IRB Oversight



# Survey Tool

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

## 2.1 Instrument Content Overview

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

**Table 2.** Age-Friendly Delaware County Assessment Sections

<b>Q1-15</b>	<b>Outdoor Spaces and Buildings</b>
<ul style="list-style-type: none"><li>• Respondents were asked about the importance of as well as their satisfaction about the following topics: maintenance of sidewalks, multi-use trails, tobacco-free outdoor public spaces, parks, playgrounds, and public parking.</li><li>• Respondents were asked about how safe they feel in their community.</li><li>• Respondents were asked about how accessible outdoor spaces and public buildings are in their community.</li></ul>	
<b>Q16-19</b>	<b>Transportation</b>
<ul style="list-style-type: none"><li>• Respondents were asked about their current modes of transportation as well as any they wish they could utilize more.</li><li>• Respondents were then asked specific questions about the Delaware County public transportation company, DATA. These questions included an awareness question as well as a question about any barriers to accessing public transportation.</li></ul>	
<b>Q20-25</b>	<b>Housing</b>
<ul style="list-style-type: none"><li>• Respondents were asked about their need for assistance maintaining the exterior and interior of their homes.</li><li>• Respondents were asked about the importance of remaining in their current home and community as they age.</li></ul>	

<ul style="list-style-type: none"> <li>• Respondents were asked about the type of housing in which they currently reside as well as any they may consider moving into in the future.</li> </ul>	
<b>Q26-45</b>	<b>Community Engagement and Participation</b>
<ul style="list-style-type: none"> <li>• Respondents were asked importance as well as their satisfaction about the following topics: social activities, volunteer opportunities, intergenerational activities, school engagement, educational opportunities, and physical activity opportunities.</li> <li>• Respondents were asked a series of questions used to identify those at risk of social isolation</li> <li>• Respondents were asked about how they feel about their purpose in their community as well as how valued they feel their opinions are to decision makers.</li> <li>• Respondents were then asked about their retirement status, concerns over financially supporting themselves throughout retirement, and about the availability of jobs for older adults.</li> </ul>	
<b>Q46-48</b>	<b>Communication and Information</b>
<ul style="list-style-type: none"> <li>• Respondents were asked about their preferred methods of communication, types of technology they utilize, and the importance of having free computer/internet available in public places.</li> </ul>	
<b>Q49-59</b>	<b>Community and Health Services</b>
<ul style="list-style-type: none"> <li>• Respondents were asked about their general health status, number of prescription medications, and if they review their medications annually with a pharmacist.</li> <li>• Respondents were asked if they had fallen in the last 6 months and if they have a fear of falling.</li> <li>• Respondents were asked how often they eat out/bring takeout home and how often they engage in physical activity</li> <li>• Respondents were asked if they are/have ever been the victim of abuse or financial scam.</li> <li>• Respondents were asked if they were aware of mental health services available in the community.</li> <li>• Respondents were then asked a series of questions to identify any disabilities.</li> </ul>	
<b>Q60-75</b>	<b>About You</b>
<ul style="list-style-type: none"> <li>• Respondents were asked zip code and type of municipality in which they currently live.</li> <li>• Respondents were asked how many years they have lived in Delaware County, how they would rank the County as a place to age, how likely they are to move out of the County, and the main reason they might move.</li> <li>• Respondents were asked gender, age, and current marital status.</li> <li>• Respondents were asked if they have children, grandchildren, and if they live alone.</li> <li>• Respondents were asked their race and if they identify as Hispanic.</li> <li>• Respondents were then asked their highest education level and combined household income.</li> </ul>	
<ul style="list-style-type: none"> <li>• An additional section was provided on the back of the survey tool for any free text responses or feedback.</li> </ul>	

## 2.2 Survey Instrument Development

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

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

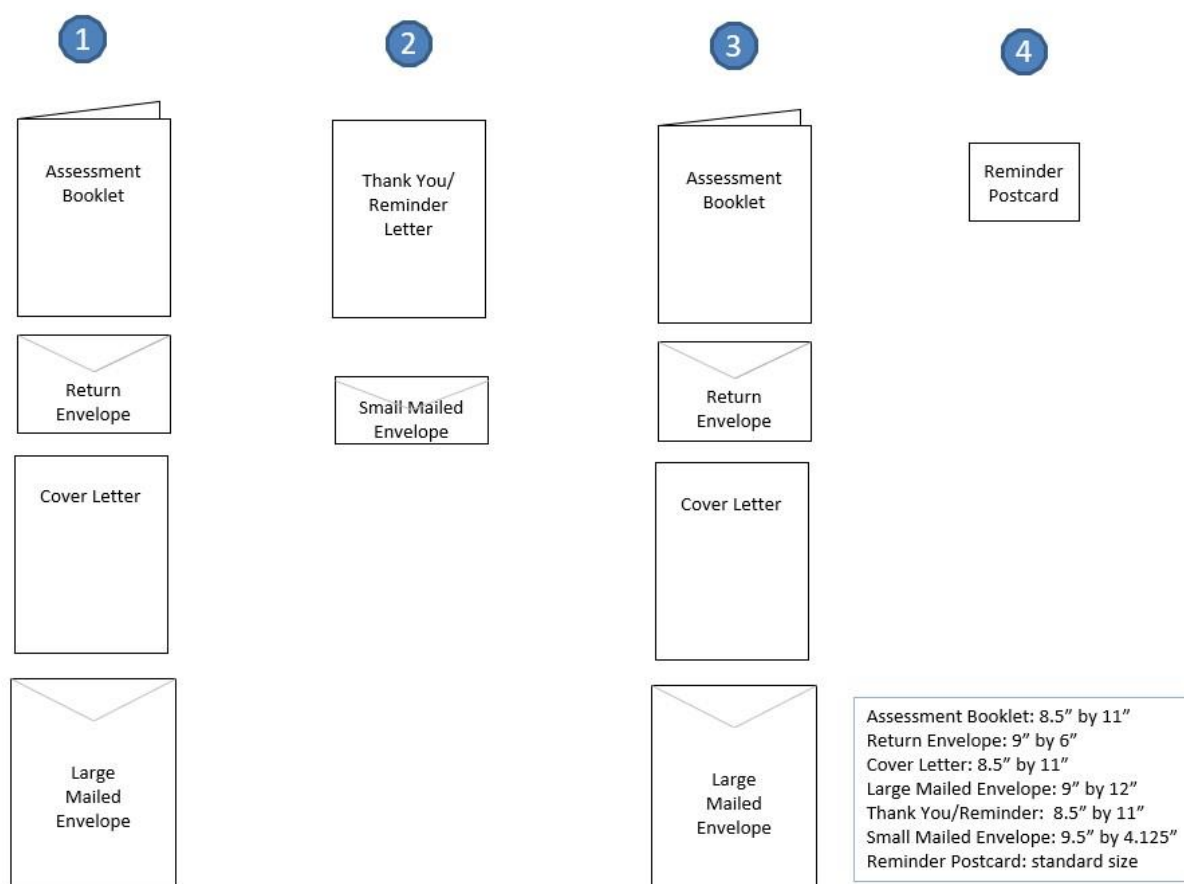
The design of the survey was focused on increasing respondent buy-in and reducing survey fatigue/burden. Individual questions were also written in a manner to reduce bias and encourage accurate response. For example, to reduce bias, if a bipolar satisfaction scale was used (very satisfied to very dissatisfied)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

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

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

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

**Figure 3. Mailing Waves**



## 2.3 Pilot Test

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

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

**Table 3.** Pilot Test Feedback

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



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

# Sampling

## 3.1 Objectives of the Sample Design

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

## 3.2 Sampling Plan

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

## 3.3 Population of Interest

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

## 3.4 Sampling Frames

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

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

### 3.5 Sample Collection and Processing

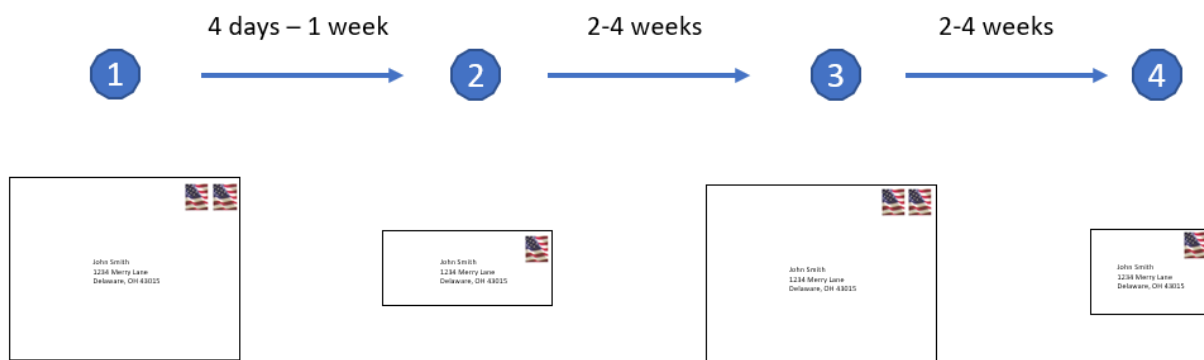
Registered voters of Delaware County were retrieved from the Delaware County Board of Elections (BOE) Voter Registration Database in excel format. All party affiliations and precincts were included when the registered voter list was retrieved. If the resident had a separate mailing address, this was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

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

### 3.6 Sampling Timeline

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

**Figure 4.** Mailing Timeline



# Data Collection

## 4.1 Response Rates

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

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

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

**Figure 5.** Response Rate Equation

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

**Table 4.** Survey Response Definitions

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

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

\*Modified from AAPOR Standard Definitions: Final Disposition Codes and Outcome Rates for Surveys (2016)

\*Not eligible surveys are not included in this table as they are not included in the RR

## 4.2 Procedures

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

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

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

# Data Processing and Analysis

## 5.1 Dataset

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

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

## 5.2 Data Processing

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

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

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

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

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

**Table 5:** Useful Stata Codes

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



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

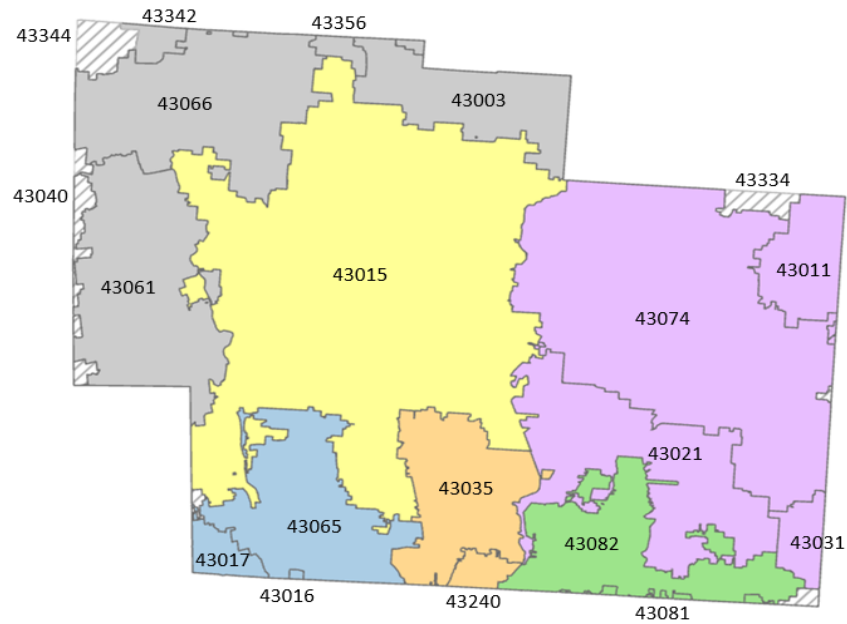
### 5.3 Future Data Analysis

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

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

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

**Figure 6. Zip Code Region Map**



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

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

# Communication of Assessment Findings

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

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

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

# Project Timeline

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

**Table 6.** 2018 Age-Friendly Project Timeline

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

# Project Budget

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

**Table 7.** 2018 Age-Friendly Project Budget

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

# Contact Information

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

Abby Crisp, Epidemiologist, [acrisp@delawarehealth.org](mailto:acrisp@delawarehealth.org), 740-203-2030

Heather Lane, Epidemiologist, [hlane@delawarehealth.org](mailto:hlane@delawarehealth.org), 740-203-2051

## Appendices

## Appendix 1: Survey Tool





# MY LIFE IN DELAWARE COUNTY



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

**AGE-FRIENDLY**  
*Delaware*  *County*

To be completed by a Delaware County resident age 55+



**Delaware General Health District**

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

## Outdoor Spaces and Buildings (1-15)

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

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

**2. How satisfied or dissatisfied are you with the maintenance of sidewalks that are currently in your community?**

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

**3. How important, if at all, do you think it is to have multi-use trails in your community? (A multi-use trails is one that walkers, bikers, wheelchairs, etc. can use)**

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

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

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

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

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

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

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

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

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

**8. How satisfied or dissatisfied are you with the parks that are currently in your community?**

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

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

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

**10. How satisfied or dissatisfied are you with the playgrounds that are currently in your community?**

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

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

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

**12. How satisfied or dissatisfied are you with the public parking that is currently in your community?**

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

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

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

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

- ☐ Yes
- ☐ No. If no, why? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

☐ Not sure

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

- ☐ Yes
- ☐ No. If no, why? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

☐ Not sure

## Transportation (16-19)

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

**Yes    No**

- |                          |                          |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Car (driven yourself)  |
| <input type="checkbox"/> | <input type="checkbox"/> | Car (driven by someone else)   |
| <input type="checkbox"/> | <input type="checkbox"/> | Public transportation  |
| <input type="checkbox"/> | <input type="checkbox"/> | Taxi/cab   |
| <input type="checkbox"/> | <input type="checkbox"/> | Uber/Lyft  |
| <input type="checkbox"/> | <input type="checkbox"/> | Bike   |
| <input type="checkbox"/> | <input type="checkbox"/> | Walk   |
| <input type="checkbox"/> | <input type="checkbox"/> | Organizational transportation<br>(church bus or living<br>community vehicle) |
| <input type="checkbox"/> | <input type="checkbox"/> | Other: _____   |

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

- ☐ Yes. Please describe: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- ☐ No

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

- ☐ Yes  
☐ No

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

- ☐ Yes. Please describe: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- ☐ No, I have not experienced any barriers
- ☐ This does not apply to me, I have not tried to use public transportation in Delaware County.

## Housing (20-25)

**20. How much assistance do you need maintaining the exterior of your home?**

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

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

**21. How much assistance do you need maintaining the interior of your home?**

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

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

**22. How important, if at all, is it to stay in your community as you age?**

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

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

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

**24. What type of home is your primary address? (Check all that apply)**

- ☐ Apartment
- ☐ Senior living community
- ☐ Low-income or subsidized housing
- ☐ Owned house
- ☐ Rented house
- ☐ Family member's home
- ☐ Condo
- ☐ Other: \_\_\_\_\_

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

- | Yes                      | No                       |                                  |
|--------------------------|--------------------------|----------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Apartment                        |
| <input type="checkbox"/> | <input type="checkbox"/> | Senior living community          |
| <input type="checkbox"/> | <input type="checkbox"/> | Low-income or subsidized housing |
| <input type="checkbox"/> | <input type="checkbox"/> | Owned house                      |
| <input type="checkbox"/> | <input type="checkbox"/> | Rented house                     |
| <input type="checkbox"/> | <input type="checkbox"/> | Family member's home             |
| <input type="checkbox"/> | <input type="checkbox"/> | Condo                            |
| <input type="checkbox"/> | <input type="checkbox"/> | Other: _____                     |

## Community Engagement and Participation (26-45)

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

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

**27. How satisfied or dissatisfied are you with the social activities currently available in your community?**

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



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

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

**29. How satisfied or dissatisfied are you with the volunteer opportunities currently available in your community?**

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

**30. How important, if at all, do you think it is to have intergenerational activities available in your community?**

(Intergenerational activities are activities which engage all ages together)

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

**31. How satisfied or dissatisfied are you with the intergenerational activities currently available in your community?**

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

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

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

**33. How satisfied or dissatisfied are you with the school engagement currently available in your community?**

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

**34. How important, if at all, do you think it is to have educational opportunities available in your community?** (Examples: speakers, cooking classes, art classes, gardening classes, etc.)

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

**35. How satisfied or dissatisfied are you with the educational opportunities currently available in your community?**

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

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

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

**37. How satisfied or dissatisfied are you with the physical activity opportunities currently available in your community?**

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

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

- ☐ Yes
- ☐ More or less
- ☐ No

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

- ☐ Yes
- ☐ More or less
- ☐ No

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

- ☐ Yes
- ☐ More or less
- ☐ No

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

- ☐ Yes
- ☐ More or less
- ☐ No

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

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

**43. Are you retired?**

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

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

- ☐ Yes
- ☐ No
- ☐ Unsure

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

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

## Communication and Information (46-48)

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

**Yes    No**

- |                          |                          |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Mail   |
| <input type="checkbox"/> | <input type="checkbox"/> | Social Media (Ex. Facebook)                          |
| <input type="checkbox"/> | <input type="checkbox"/> | E-mail   |
| <input type="checkbox"/> | <input type="checkbox"/> | Internet searches & websites                         |
| <input type="checkbox"/> | <input type="checkbox"/> | Faith-based organizations<br>and community bulletins |
| <input type="checkbox"/> | <input type="checkbox"/> | Flyers posted in community                           |
| <input type="checkbox"/> | <input type="checkbox"/> | Newspaper  |
| <input type="checkbox"/> | <input type="checkbox"/> | <i>My Communicator</i>                               |
| <input type="checkbox"/> | <input type="checkbox"/> | TV   |
| <input type="checkbox"/> | <input type="checkbox"/> | Radio  |

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

**Yes    No**

- |                          |                          |            |
|--------------------------|--------------------------|------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Computer   |
| <input type="checkbox"/> | <input type="checkbox"/> | Internet   |
| <input type="checkbox"/> | <input type="checkbox"/> | E-mail     |
| <input type="checkbox"/> | <input type="checkbox"/> | Smartphone |
| <input type="checkbox"/> | <input type="checkbox"/> | Tablet     |
| <input type="checkbox"/> | <input type="checkbox"/> | Facebook   |
| <input type="checkbox"/> | <input type="checkbox"/> | Instagram  |

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

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

## Community and Health Services (49-59)

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

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

**50. How many prescription medications are you currently taking?**

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5+

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

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

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

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



**53. Are you anxious or nervous about falling?**

- ☐ Yes
- ☐ No

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

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

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

(Examples: walking, swimming, biking, stretching, etc.) Please select one.

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

**56. In the past 12 months, have you ever felt abused?** (Abuse includes physical, sexual, emotional, financial and verbal mistreatment)

- ☐ Yes
- ☐ No
- ☐ Unsure

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

- ☐ Yes
- ☐ No
- ☐ Unsure

**58. Are you aware of mental health services in your community?** (Mental health services include counseling, addiction rehabilitation, psychiatric services, etc.)

- ☐ Yes
- ☐ No

**59. Do you currently experience any of the following?**

- | Yes                      | No   |
|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> Deaf or serious difficulty hearing  |
| <input type="checkbox"/> | <input type="checkbox"/> Blind or serious difficulty seeing even when wearing glasses  |
| <input type="checkbox"/> | <input type="checkbox"/> Difficulty concentrating, remembering, or making decisions due to a physical, mental or emotional condition |
| <input type="checkbox"/> | <input type="checkbox"/> Difficulty doing errands alone due to a physical, mental or emotional condition                             |
| <input type="checkbox"/> | <input type="checkbox"/> Difficulty walking or climbing stairs   |
| <input type="checkbox"/> | <input type="checkbox"/> Difficulty dressing or bathing  |

## About You (60-75)

**60. What is your zip code?**

\_\_\_\_\_

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

- ☐ City
- ☐ Village
- ☐ Township

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

\_\_\_\_\_Years

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

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

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

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

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**66. Are you male or female?**

- ☐ Male
- ☐ Female

**67. How old are you?**

\_\_\_\_\_Years

**68. What is your current marital status?**

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

**69. Do you have children?**

- ☐ Yes
- ☐ No

**70. Do you have grandchildren?**

- ☐ Yes
- ☐ No

**71. Do you live alone?**

- ☐ Yes
- ☐ No

**72. Which one or more of the following would you say is your race?**

(Check all that apply)

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

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

- ☐ Yes
- ☐ No

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

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

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

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

**Please see back cover for a space for additional comments.**

**THANK YOU FOR COMPLETING THIS SURVEY!**

If you have any additional thoughts about the above topics or the survey itself, please share them here. Please return this questionnaire in the enclosed return envelope.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

We greatly appreciate your help with this survey of Delaware County, if you have any questions about this survey, please contact Abby Crisp at 740-203-2030 or [acrisp@delawarehealth.org](mailto:acrisp@delawarehealth.org)



## Appendix 2: Cover Letter 1

# MY LIFE IN DELAWARE COUNTY

June 18, 2018

Dear Delaware County Resident,

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

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

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

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

Bob Horrocks  
Executive Director  
SourcePoint

Shelia Hiddleson  
Health Commissioner  
Delaware General Health District



## Appendix 3: Cover Letter 2

# MY LIFE IN DELAWARE COUNTY

July 9, 2018

Dear Delaware County Resident,

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

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

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

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

Bob Horrocks  
Executive Director  
SourcePoint

Shelia Hiddleston  
Health Commissioner  
Delaware General Health District





## Appendix 4: Thank you/reminder letter

# MY LIFE IN DELAWARE COUNTY

July 2, 2018

Dear Delaware County Resident,

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

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

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

Many Thanks,

Bob Horrocks  
Executive Director  
SourcePoint

Shelia Hiddleston  
Health Commissioner  
Delaware General Health District



## Appendix 5: Reminder postcard



# MY LIFE IN DELAWARE COUNTY

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

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





## Appendix 6: Raw Survey Response Tables

# 2018 AGE FRIENDLY DATA TABLES

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

2018 Delaware County  
Totals

Delaware County Totals		N	%	Est. # in County
Outdoor Spaces and Buildings (Q1-15)	1. How important, if at all, do you think it is to have well-maintained sidewalks in your community?			
	Very important	505	68.43	31,858
	Somewhat important	154	20.87	9,716
	Slightly important	29	3.93	1,830
	Not at all important	49	6.64	3,091
	Did not answer	28		
	Multiple answers	1	0.14	
	2. How satisfied or dissatisfied are you with the maintenance of sidewalks that are currently in your community?			
	Very satisfied	184	24.63	11,467
	Somewhat satisfied	251	33.6	15,643
	Somewhat dissatisfied	51	6.83	3,180
	Very dissatisfied	26	3.48	1,620
	Does not apply to me	235	31.46	14,647
	Did not answer	19		
	Multiple answers	0	0.0	
	3. How important, if at all, do you think it is to have multi-use trails in your community?			
	Very important	406	54.2	25,233
	Somewhat important	238	31.78	14,795
	Slightly important	61	8.14	3,790
	Not at all important	44	5.87	2,733
	Did not answer	17		
	Multiple answers	0	0.0	
	4. How satisfied or dissatisfied are you with the multi-use trails that are currently in your community?			
	Very satisfied	226	30.29	14,102
	Somewhat satisfied	252	33.78	15,727
	Somewhat dissatisfied	59	7.91	3,683
	Very dissatisfied	19	2.55	1,187
	Does not apply to me	190	25.47	11,858
	Did not answer	20		
	Multiple answers	0	0.0	
	5. How important, if at all, do you think it is to have tobacco-free outdoor public spaces in your community?			
	Very important	505	66.89	31,141
	Somewhat important	98	12.98	6,043
	Slightly important	55	7.28	3,389
	Not at all important	94	12.45	5,796
	Did not answer	11		
	Multiple answers	3	0.4	
	6. How satisfied or dissatisfied are you with the tobacco-free outdoor public spaces that are currently in your community?			
	Very satisfied	280	38.2	17,784
	Somewhat satisfied	217	29.6	13,781
	Somewhat dissatisfied	43	5.87	2,733
	Very dissatisfied	18	2.46	1,145
	Does not apply to me	175	23.87	11,113
	Did not answer	33		
	Multiple answers	0	0.0	



Delaware County Totals		N	%	Est. # in County
Outdoor Spaces and Buildings (Q1-15)	7. How important, if at all, do you think it is to have parks in your community?			
	Very important	615	81.46	37,925
	Somewhat important	99	13.11	6,103
	Slightly important	26	3.44	1,602
	Not at all important	15	1.99	926
	Did not answer	11		
	Multiple answers	0	0.0	
	8. How satisfied or dissatisfied are you with the parks that are currently in your community?			
	Very satisfied	436	57.98	26,993
	Somewhat satisfied	220	29.26	13,622
	Somewhat dissatisfied	25	3.32	1,546
	Very dissatisfied	6	0.8	372
	Does not apply to me	65	8.64	4,022
	Did not answer	14		
	Multiple answers	0	0.0	
	9. How important, if at all, do you think it is to have playgrounds in your community?			
	Very important	490	65.42	30,457
	Somewhat important	167	22.3	10,382
	Slightly important	52	6.94	3,231
	Not at all important	39	5.21	2,426
	Did not answer	17		
	Multiple answers	1	0.13	
	10. How satisfied or dissatisfied are you with the playgrounds that are currently in your community?			
	Very satisfied	284	37.77	17,584
	Somewhat satisfied	223	29.65	13,804
	Somewhat dissatisfied	25	3.32	15,46
	Very dissatisfied	8	1.06	493
	Does not apply to me	212	28.19	13,124
	Did not answer	14		
	Multiple answers	0	0.0	
	11. How important, if at all, do you think it is to have public parking in your community?			
	Very important	462	62.43	29,065
	Somewhat important	150	20.27	9,437
	Slightly important	61	8.24	3,836
	Not at all important	67	9.05	4,213
	Did not answer	26		
	Multiple answers	0	0.0	
	12. How satisfied or dissatisfied are you with the public parking that is currently in your community?			
	Very satisfied	137	18.39	8,562
	Somewhat satisfied	295	39.6	18,436
	Somewhat dissatisfied	129	17.32	8,063
	Very dissatisfied	50	6.71	3,124
	Does not apply to me	134	17.99	8,375
	Did not answer	21		
	Multiple answers	0	0.0	

Delaware County Totals		N	%	Est. # in County	
Outdoor Spaces and Buildings (Q1-15)	13. How safe from crime do you consider your community?				
		Very safe	379	50.13	23,339
		Somewhat safe	351	46.43	21,616
		Slightly safe	21	2.78	1,294
		Not at all safe	4	0.53	247
		Did not answer	10		
		Multiple answers	1	0.13	
	14. Do you feel that the outdoor spaces in your community are easily accessible to those that have different physical abilities				
		Yes	485	65.45	30,471
		No	50	6.75	3,143
Not sure		203	27.4	12,756	
Did not answer		25			
Multiple answers		3	0.4		
15. Do you feel that the public buildings in your community are easily accessible to those that have different physical abilities?					
	Yes	432	58.22	27,105	
	No	22	2.96	1,378	
	Not sure	285	38.41	17,882	
	Did not answer	24			
	Multiple answers	3	0.4		
16. Do you regularly use the following methods of transportation?					
Car (driven yourself)	Yes	723	95.26	44,349	
	No	36	4.74	2,207	
	Missing data	7			
	Multiple Answers	0	0.0		
Car (driven by someone else)	Yes	365	48.09	22,389	
	No	394	51.91	24,167	
	Missing data	7			
	Multiple answers	0	0.0		
Public Transportation	Yes	18	2.37	1,103	
	No	741	97.63	45,453	
	Missing data	7			
	Multiple answers	0	0.0		
Taxi/cab	Yes	10	1.32	615	
	No	749	98.68	45,941	
	Missing data	7			
	Multiple answers	0	0.0		
Uber/Lyft	Yes	73	9.62	4,479	
	No	686	90.38	42,077	
	Missing data	7			
	Multiple answers	0	0.0		

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

Delaware County Totals			N	%	Est. # in County
Housing (Q20-25)	21. How much assistance do you need maintaining the interior of your home?				
		Assistance with all	15	1.98	922
		Assistance with most	35	4.62	2,151
		Assistance with some	271	35.8	16,667
		No assistance	369	48.75	22,696
		Does not apply to me	64	8.45	3,934
		Did not answer	9		
		Multiple answers	3	0.4	
	22. How important, if at all, is it to stay in your community as you age?				
		Very important	478	63.23	29,437
		Somewhat important	194	25.66	11,946
		Slightly important	48	6.35	2,956
		Not at all important	35	4.63	2,156
		Did not answer	10		
		Multiple answers	1	0.13	
	23. How important, if at all, is it to remain in your current home as you age?				
		Very important	438	57.94	26,975
		Somewhat important	214	28.31	13,180
		Slightly important	55	7.28	3,389
		Not at all important	48	6.35	2,956
		Did not answer	10		
		Multiple answers	1	0.13	
	24. What type of home is your primary address? (Check all that apply)				
	Apartment	Yes	15	1.96	912
		No	751	98.04	45,644
		Missing data	0		
		Multiple answers	0	0.0	
	Senior Living Community	Yes	14	1.83	852
		No	752	98.17	45,704
		Missing data	0		
		Multiple answers	0	0.0	
	Low-income housing	Yes	2	0.26	121
		No	764	99.74	46,435
		Missing data	0		
		Multiple answers	0	0.0	
	Owned house	Yes	579	75.59	35,192
		No	187	24.41	11,364
		Missing data	0		
		Multiple answers	0	0.0	
	Rented house	Yes	9	1.17	545
		No	757	98.83	46,011
		Missing data	0		
		Multiple answers	0	0.0	
	Family member home	Yes	12	1.57	731
		No	754	98.43	45,825
		Missing data	0		
		Multiple answers	0	0.0	

Delaware County Totals			N	%	Est. # in County
Housing (Q20-25)	Condo	Yes	135	17.62	8,203
		No	631	82.38	38,353
		Missing data	0		
		Multiple answers	0	0.0	
	Other	Yes	6	0.78	363
		No	760	99.22	46,193
		Missing data	0		
		Multiple answers	0	0.0	
	25. If you were to move, would you consider moving to the following housing types?				
	Apartment	Yes	155	21.12	9,833
		No	579	78.88	36,723
		Missing data	32		
		Multiple answers	0	0.0	
	Senior Living Community	Yes	367	50.0	23,278
		No	367	50.0	23,278
		Missing data	32		
		Multiple answers	0	0.0	
	Low-income housing	Yes	32	4.36	2,030
		No	702	95.64	44,526
		Missing data	32		
		Multiple answers	0	0.0	
	Owned house	Yes	393	53.54	24,926
		No	341	46.46	21,630
		Missing data	32		
		Multiple answers	0	0.0	
	Rented house	Yes	74	10.08	4,693
		No	660	89.92	41,863
		Missing data	32		
		Multiple answers	0	0.0	
	Family member home	Yes	95	12.94	6,024
		No	639	87.06	40,532
		Missing data	32		
		Multiple answers	0	0.0	
Community Engagement & Participation (Q26-45)	Condo	Yes	412	56.13	26,132
		No	322	43.87	20,424
		Missing data	32		
		Multiple answers	0	0.0	
	Other	Yes	21	2.86	1,332
		No	713	97.14	45,224
		Missing data	32		
		Multiple answers	0	0.0	
	26. How important, if at all, do you think it is to have social activities available in your community?				
		Very important	349	46.35	21,579
		Somewhat important	261	34.66	16,136
		Slightly important	99	13.15	6,122
		Not at all important	43	5.71	2,658
		Did not answer	13		
		Multiple answers	1	0.13	

Delaware County Totals		N	%	Est. # in County
Community Engagement & Participation (Q26-45)	27. How satisfied or dissatisfied are you with the social activities currently available in your community?			
	Very satisfied	181	24.23	11,281
	Somewhat satisfied	262	35.07	16,327
	Somewhat dissatisfied	53	7.1	3,305
	Very dissatisfied	14	1.87	871
	Does not apply to me	237	31.73	14,772
	Did not answer	19		
	Multiple answers	0	0.0	
	28. How important, if at all, do you think it is to have volunteer opportunities available in your community?			
	Very important	378	50.74	23,623
	Somewhat important	266	35.7	16,620
	Slightly important	72	9.66	4,497
	Not at all important	28	3.76	1,751
	Did not answer	21		
	Multiple answers	1	0.13	
	29. How satisfied or dissatisfied are you with the volunteer opportunities currently available in your community?			
	Very satisfied	198	26.94	12,542
	Somewhat satisfied	237	32.24	15,010
	Somewhat dissatisfied	47	6.39	2,975
	Very dissatisfied	10	1.36	633
	Does not apply to me	242	32.93	15,331
	Did not answer	31		
	Multiple answers	1	0.14	
	30. How important, if at all, do you think it is to have intergenerational activities available in your community?			
	Very important	241	32.57	15,163
	Somewhat important	305	41.22	19,190
	Slightly important	114	15.41	7,174
	Not at all important	79	10.68	4,972
	Did not answer	26		
	Multiple answers	1	0.14	
	31. How satisfied or dissatisfied are you with the intergenerational activities currently available in your community?			
	Very satisfied	85	11.81	5,498
	Somewhat satisfied	240	33.33	15,517
	Somewhat dissatisfied	48	6.67	3,105
	Very dissatisfied	10	1.39	647
	Does not apply to me	337	46.81	21,793
	Did not answer	46		
	Multiple answers	0	0.0	
	32. How important, if at all, do you think it is to have school engagement in your community?			
	Very important	408	55.28	25,736
	Somewhat important	198	26.83	12,491
	Slightly important	67	9.08	4,227
	Not at all important	65	8.81	4,102
	Did not answer	28		
	Multiple answers	0	0.0	

Delaware County Totals		N	%	Est. # in County
Community Engagement & Participation (Q26-45)	33. How satisfied or dissatisfied are you with school engagement currently available in your community?			
	Very satisfied	255	34.55	16,085
	Somewhat satisfied	206	27.91	12,994
	Somewhat dissatisfied	23	3.12	1,453
	Very dissatisfied	9	1.22	568
	Does not apply to me	244	33.06	15,391
	Did not answer	28		
	Multiple answers	1	0.14	
	34. How important, if at all, do you think it is to have educational opportunities available in your community?			
	Very important	388	52.15	24,279
	Somewhat important	250	33.6	15,643
	Slightly important	72	9.68	4,507
	Not at all important	34	4.57	2,128
	Did not answer	22		
	Multiple answers	0	0.0	
	35. How satisfied or dissatisfied are you with the educational opportunities currently available in your community?			
	Very satisfied	166	22.68	10,559
	Somewhat satisfied	256	34.97	16,281
	Somewhat dissatisfied	68	9.29	4,325
	Very dissatisfied	16	2.19	1,020
	Does not apply to me	225	30.74	14,311
	Did not answer	34		
	Multiple answers	1	0.14	
	36. How important, if at all, do you think it is to have physical activity opportunities available in your community?			
	Very important	502	67.11	31,244
	Somewhat important	173	23.13	10,768
	Slightly important	46	6.15	2,863
	Not at all important	27	3.61	1,681
	Did not answer	18		
	Multiple answers	0	0.0	
	37. How satisfied or dissatisfied are you with the physical activity opportunities currently available in your community?			
	Very satisfied	247	33.56	15,624
	Somewhat satisfied	235	31.93	14,865
	Somewhat dissatisfied	61	8.29	3,859
	Very dissatisfied	20	2.72	1,266
	Does not apply to me	173	23.51	10,945
	Did not answer	30		
	Multiple answers	0	0.0	
	38. Do you feel you have plenty of people that you can rely on when you have problems?			
	Yes	475	63.08	29,368
	More or less	226	30.01	13,971
	No	52	6.91	3,217
	Did not answer	13		
	Multiple answers	0	0.0	

Delaware County Totals		N	%	Est. # in County
Community Engagement & Participation (Q26-45)	39. Do you feel you have many people you can trust completely?			
	Yes	474	63.03	29,344
	More or less	218	28.99	13,497
	No	60	7.98	3,715
	Did not answer	14		
	Multiple answers	0	0.0	
	40. Do you have enough people you feel close to?			
	Yes	529	70.53	32,836
	More or less	171	22.8	10,615
	No	50	6.67	3,105
	Did not answer	16		
	Multiple answers	0	0.0	
	41. Do you feel you have a purpose within your community?			
	Yes	304	41.3	19,228
	More or less	309	41.98	19,544
	No	122	16.58	7,719
	Did not answer	30		
	Multiple answers	1	0.14	
	42. How valued do you feel the opinions of older adults are to decision makers in your community?			
	Very valued	204	28.06	13,064
	Somewhat valued	354	48.69	22,668
	Slightly valued	128	17.61	8,199
	Not at all valued	40	5.5	2,561
	Did not answer	39		
	Multiple answers	1	0.14	
	43. Are you retired?			
	Yes, I am retired and I do not work	400	53.26	24,796
	Yes, I am retired, but I am still working	114	15.18	7,067
	No	237	31.56	14,693
	Did not answer	15		
	Multiple answers	0	0.0	
	44. Are you concerned with your ability to financially support yourself throughout retirement?			
	Yes	233	31.19	14,521
	Unsure	395	52.88	24,619
	No	118	15.8	7,356
	Did not answer	19		
	Multiple answers	1	0.13	
	45. If you are still working or trying to find employment, are there job opportunities for your skill set available to older adults?			
	Yes	206	28.22	13,138
	No	88	12.05	5,610
	Does not apply	434	59.45	27,678
	Did not answer	36		
	Multiple answers	2	0.27	



Delaware County Totals			N	%	Est. # in County
Communication and Information (Q46-48)	46. Would you prefer to receive information by the following methods? (This information will not be used to contact you.)				
	Mail	Yes	594	79.84	37,170
		No	149	20.03	9,325
		Missing data	22		
		Multiple answers	1	0.13	
	Social Media	Yes	134	18.01	8,385
		No	610	81.99	38,171
		Missing data	22		
		Multiple answers	0	0.0	
	E-mail	Yes	415	55.78	25,969
		No	328	44.09	20,527
		Missing data	22		
		Multiple answers	1	0.13	
	Internet searches & websites	Yes	356	47.85	22,277
		No	387	52.02	24,218
		Missing data	22		
		Multiple answers	1	0.13	
	Faith-based organizations & community bulletins	Yes	207	27.82	12,952
		No	536	72.04	33,539
		Missing data	22		
		Multiple answers	1	0.13	
	Community flyers	Yes	149	20.03	9,325
		No	594	79.84	37,170
		Missing data	22		
		Multiple answers	1	0.13	
	Newspaper	Yes	299	40.19	18,711
		No	445	59.81	27,845
		Missing data	22		
		Multiple answers	0	0.0	
	My Communicator	Yes	150	20.16	9,386
		No	594	79.84	37,170
		Missing data	22		
		Multiple answers	0	0.0	
	TV	Yes	350	47.04	21,900
		No	393	52.82	24,591
		Missing data	22		
		Multiple answers	1	0.13	
	Radio	Yes	228	30.65	14,269
		No	515	69.22	32,226
		Missing data	22		
		Multiple answers	1	0.13	

Delaware County Totals		N	%	Est. # in County	
Communication and Information (Q46-48)	47. Do you currently use the following types of technology?				
	Computer	Yes	668	88.71	41,300
		No	85	11.29	5,256
		Missing data	13		
		Multiple answers	0	0.0	
	Internet	Yes	672	89.24	41,547
		No	81	10.76	5,009
		Missing data	13		
		Multiple answers	0	0.0	
	E-mail	Yes	675	89.64	41,733
		No	78	10.36	4,823
		Missing data	13		
		Multiple answers	0	0.0	
	Smartphone	Yes	593	78.75	36,663
		No	160	21.25	9,893
		Missing data	13		
		Multiple answers	0	0.0	
	Tablet	Yes	426	56.57	26,337
		No	327	43.43	20,219
		Missing data	13		
		Multiple answers	0	0.0	
	Facebook	Yes	371	49.27	22,938
		No	382	50.73	23,618
		Missing data	13		
		Multiple answers	0	0.0	
	Instagram	Yes	109	14.48	6,741
		No	644	85.52	39,815
		Missing data	13		
		Multiple answers	0	0.0	
48. How important, if at all, do you think it is to have free access to computers with internet in public places?					
	Very important	507	67.96	31,639	
	Somewhat important	148	19.84	9,237	
	Slightly important	52	6.97	3,245	
	Not at all important	39	5.23	2,435	
	Did not answer	20			
	Multiple answers	0	0.0		
49. Would you say that in general your health is:					
	Excellent	205	27.12	12,626	
	Very good	334	44.18	20,568	
	Good	157	20.77	9,670	
	Fair	47	6.22	2,896	
	Poor	12	1.59	740	
	Did not answer	10			
	Multiple answers	1	0.13		
Community and Health Services (Q49-59)					

Delaware County Totals		N	%	Est. # in County
Community and Health Services (Q49-59)	50. How many prescription medications are you currently taking?			
	0	129	17.43	8,115
	1	121	16.35	7,612
	2	129	17.43	8,115
	3	120	16.22	7,551
	4	92	12.43	5,787
	5+	148	20	9,311
	Did not answer	26		
	Multiple answers	1	0.14	
	51. Do you typically review all your medications with your pharmacist every year?			
	Yes	282	38.32	17,840
	No	340	46.2	21,509
	Does not apply	108	14.67	6,830
	Did not answer	30		
	Multiple answers	6	0.82	
	52. How many times have you fallen in the past 6 months?			
	I have not fallen in the past 6 months	620	82.01	38,181
	1 time	96	12.7	5,913
	2 or more times	40	5.29	2,463
	Did not answer	10		
	Multiple answers	0	0.0	
	53. Are you anxious or nervous about falling?			
	Yes	134	17.82	8,296
	No	617	82.05	38,199
	Did not answer	14		
	Multiple answers	1	0.13	
	54. In a typical week, how many meals do you eat out in a restaurant or bring takeout food home to eat?			
	I do not eat out or bring takeout home to eat	85	11.32	5,270
	1 to 2 meals per week	446	59.39	27,650
	3-4 meals per week	171	22.77	10,601
	5 or more meals per week	49	6.52	3,035
	Did not answer	15		
	Multiple answers	0.0		
	55. On average, how often do you engage in some form of physical exercise?			
	Every day to several times a week	518	68.88	32,068
	About once a week	145	19.28	8,976
	About once every other week	24	3.19	1,485
	About once a month	17	2.26	1,052
	Less than once a month	25	3.32	1,546
	Never	21	2.79	1,299
	Did not answer	14		
	Multiple answers	2	0.27	

Delaware County Totals			N	%	Est. # in County
Community and Health Services (Q49-59)	56. In the past 12 months, have you ever felt abused?				
		Yes	20	2.65	1,234
		Unsure	728	96.42	44,889
		No	5	0.66	307
		Did not answer	11		
		Multiple answers	2	0.26	
	57. Have you ever been the victim of a financial scam where you paid money to someone and received nothing in return?				
		Yes	60	7.95	3,701
		Unsure	687	90.99	42,361
		No	7	0.93	433
		Did not answer	11		
		Multiple answers	1	0.13	
	58. Are you aware of mental health services in your community?				
		Yes	444	59.36	27,636
		No	304	40.64	18,920
		Did not answer	18		
		Multiple answers	0	0.0	
Community and Health Services (Q49-59)	59. Do you currently experience any of the following?				
	Deaf or serious difficulty hearing	Yes	84	11.35	5,284
		No	656	88.65	41,272
		Missing Data	26		
		Multiple answers	0	0.0	
	Blind or serious difficulty seeing even when wearing glasses	Yes	18	2.43	1,131
		No	722	97.57	45,425
		Missing Data	26		
		Multiple answers	0	0.0	
	Difficulty concentrating, remembering, or making decisions due to a physical, mental or emotional condition	Yes	28	3.78	1,760
		No	712	96.22	44,796
		Missing Data	26		
		Multiple answers	0	0.0	
	Difficulty doing errands alone due to a physical, mental or emotional condition	Yes	41	5.54	2,579
		No	699	94.46	43,977
		Missing Data	26		
		Multiple answers	0	0.0	
	Difficulty walking or climbing stairs	Yes	116	15.68	7,300
		No	623	84.19	39,195
		Missing Data	26		
		Multiple answers	1	0.14	
	Difficulty dressing or bathing	Yes	13	1.76	819
		No	727	98.24	45,737
		Missing Data	26		
		Multiple answers	0	0.0	

Delaware County Totals		N	%	Est. # in County
About You (Q60-75)	60. What is your zip code? (see Zip Code Table)			
	61. What type of municipality do you currently live in?			
	City	255	35.22	16,397
	Village	45	6.22	2,896
	Township	419	57.87	26,942
	Did not answer	42		
	Multiple answers	5	0.69	
	62. How many years have you lived in Delaware County?			
	Range	0.5-89.0		
	Mean	22.57		
	Median	19.0		
	63. How would you rate your community as a place for people to live as they age?			
	Excellent	265	36.3	16,900
	Very good	316	43.29	20,154
	Good	112	15.34	7,142
	Fair	28	3.84	1,788
	Poor	9	1.23	573
	Did not answer	36		
	Multiple answers	0	0.0	
	64. How likely, if at all, is it that in the future you will move out of Delaware County?			
	Very likely	66	8.98	4,181
	Somewhat likely	133	18.1	8,427
	Slightly likely	164	22.31	10,387
	Not at all likely	265	36.05	16,783
	Don't know	107	14.56	6,779
	Did not answer	31		
	Multiple answers	0	0.0	
	65. If you were to move out of Delaware County, what do you think would be the primary reason for this move? (free text included in Common Themes Table)			
	66. Are you male or female?			
	Male	317	43.19	20,108
	Female	416	56.68	26,388
	Did not answer	32		
	Multiple answers	1	0.14	
	67. How old are you?			
	Range	54.0-96.0		
	Mean	67.98		
	Median	67.0		

Delaware County Totals		N	%	Est. # in County
About You (Q60-75)	68. What is your current marital status?			
	Married	562	76.57	35,648
	Not married, living with partner	20	2.72	1,266
	Separated	1	0.14	65
	Divorced	55	7.49	3,487
	Widowed	81	11.04	5,140
	Never married	15	2.04	950
	Did not answer	32		
	Multiple answers	0	0.0	
	69. Do you have children?			
	Yes	666	90.49	42,129
	No	70	9.51	4,427
	Did not answer	30		
	Multiple answers	0	0.0	
	70. Do you have grandchildren?			
	Yes	521	70.98	33,045
	No	213	29.02	13,511
	Did not answer	32		
	Multiple answers	0	0.0	
	71. Do you live alone?			
	Yes	117	15.94	7,421
	No	616	83.92	39,070
	Did not answer	32		
	Multiple answers	1	0.14	
	72. Which one or more of the following would you say is your race?			
	White	684	94.48	43,986
	Black or African-American	14	1.93	899
	Other	24	3.31	1,559
	Don't know	2	0.28	130
	Did not answer	42		
	73. Are you Hispanic, Latino, or Spanish origin?			
	Yes	8	1.11	517
	No	711	98.89	46,039
	Did not answer	47		
	Multiple answers	0	0.0	

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

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

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



## Appendix 7: Age-Friendly Delaware County 2018 Assessment Report



# 2018 ASSESSMENT REPORT

Published May 8, 2019



# TABLE OF CONTENTS

Partners .....	1
Age-Friendly Project Overview .....	2
Survey Methodology .....	3
Data Interpretation .....	4
Outdoor Spaces and Buildings .....	5-6
Transportation .....	7
Housing .....	8
Community Engagement and Participation .....	9-11
Communication and Information .....	12
Community and Health Services .....	13-14
Respondent Demographics .....	15-16
Data Examples and Requests .....	17-19
Contact Information .....	20
Appendices .....	<a href="https://DelawareHealth.org/community-health-data">DelawareHealth.org/community-health-data</a>
Appendix A Survey Tool	
Appendix B Raw Survey Response Tables	
Appendix C Methodology Report	

# PARTNERS



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

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

# AGE-FRIENDLY PROJECT OVERVIEW

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

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

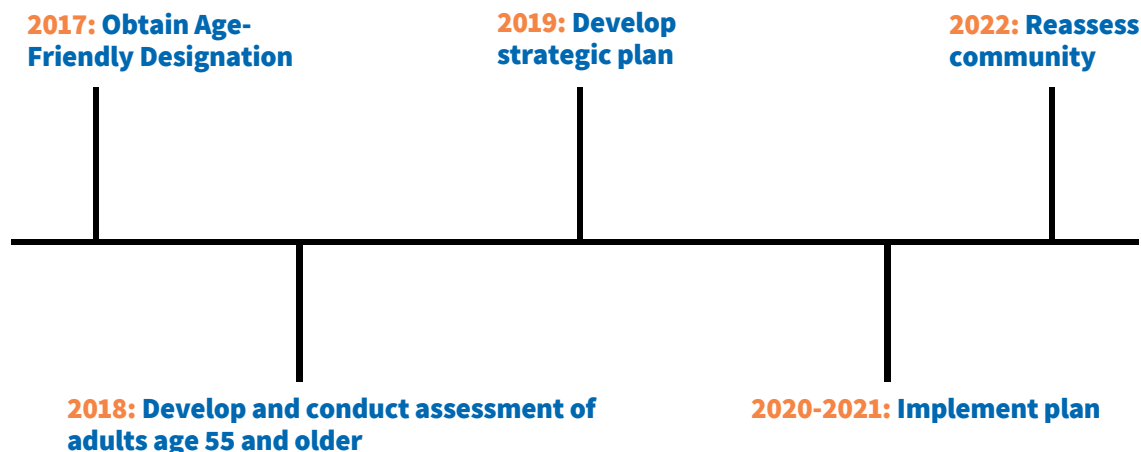
## DOMAINS



- 1: Outdoor Spaces and Buildings**
- 2: Transportation**
- 3: Housing**
- 4: Social Participation**

- 5: Respect and Social Inclusion**
- 6: Civic Participation and Engagement**
- 7: Communication and Information**
- 8: Community and Health Services**

## PROJECT TIMELINE



# SURVEY METHODOLOGY

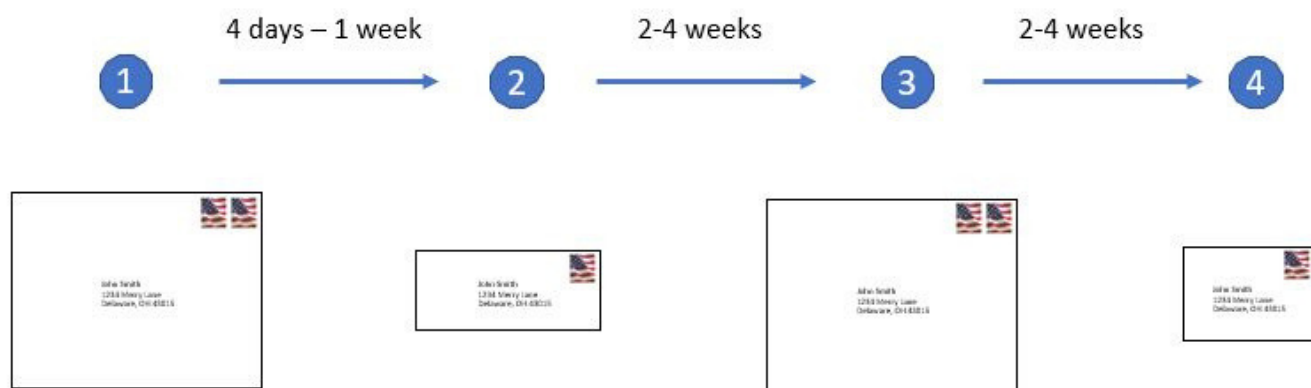
The Age-Friendly Delaware County Assessment began in 2018 with research of tailored survey designs, focus groups, data gap identification and an advisory group in order to determine the focus and design of the assessment process. Following these steps, the “My Life in Delaware County” survey tool was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

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

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

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

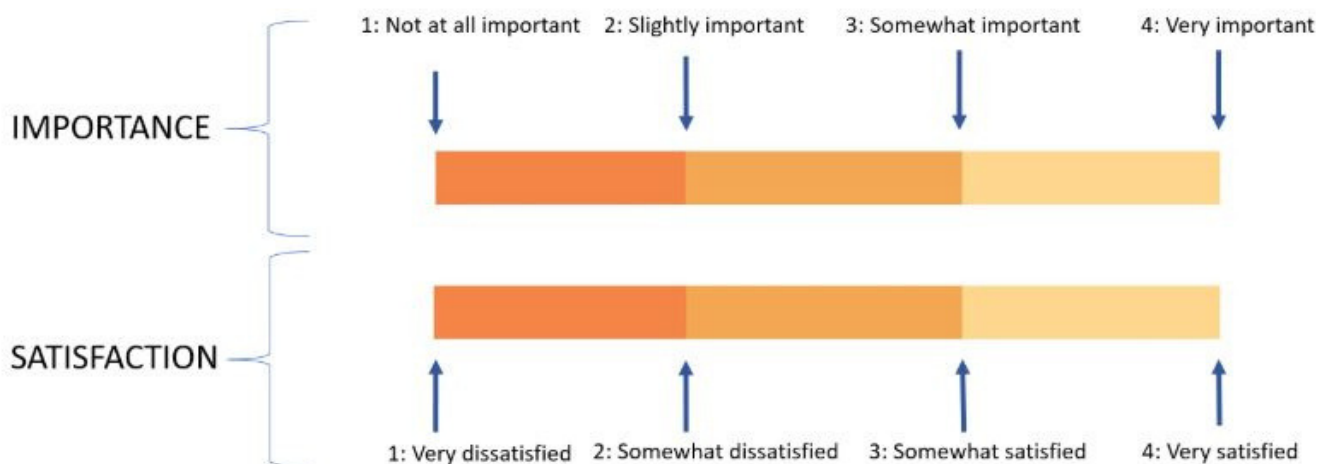
The full methodology report can be found at [DelawareHealth.org/community-health-data](https://DelawareHealth.org/community-health-data)



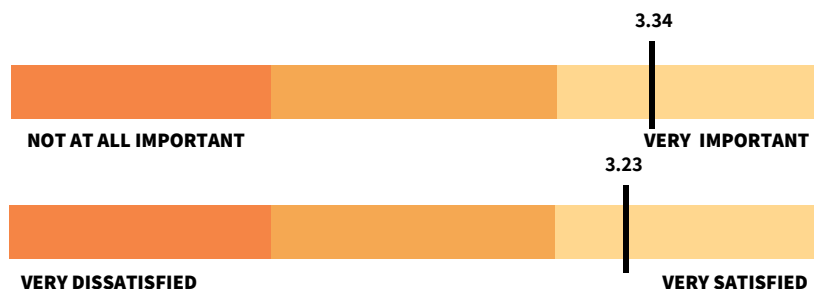
# DATA INTERPRETATION

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

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



**Multi-use trails**



25% of respondents selected "does not apply to me" when asked about multi-use trail satisfaction

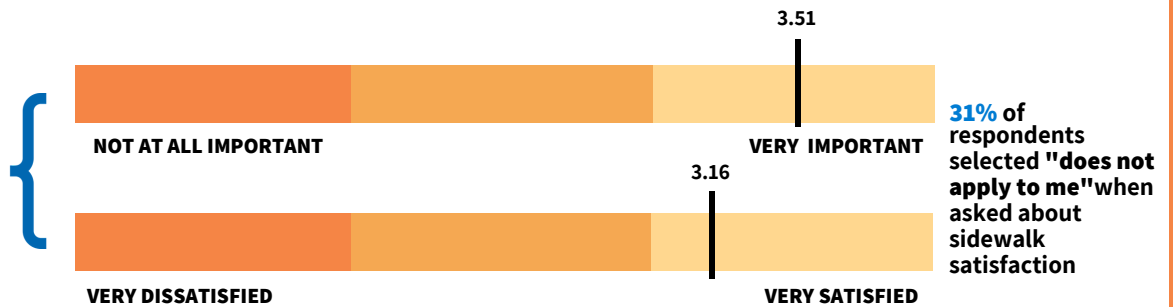
# OUTDOOR SPACES AND BUILDINGS



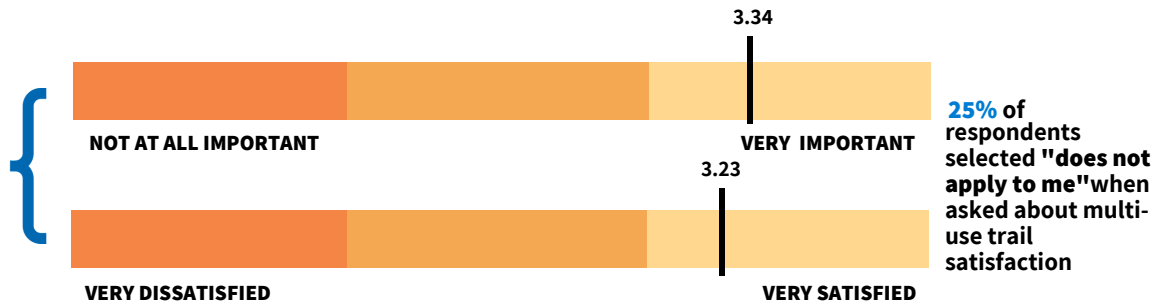
This section covered Q1-Q15 on the survey tool and addressed topics relating to safe and accessible places for people to gather, public buildings and greenspaces. Questions included importance and satisfaction scales for various resources and are broken down below. Differences within each resource and among various resources should be considered. Many respondents did not feel that certain resources applied to them and this is noted along the side of each graphic. For a full breakdown of results, please refer to [Appendix B](#).



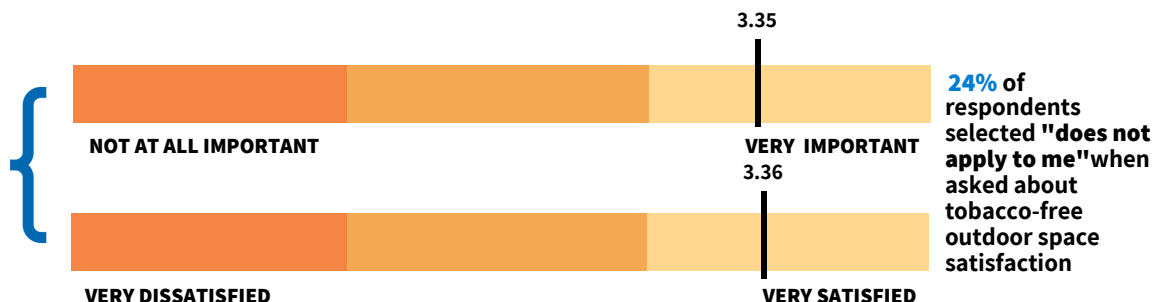
**Well-maintained sidewalks**



**Multi-use trails**



**Tobacco-free outdoor spaces**

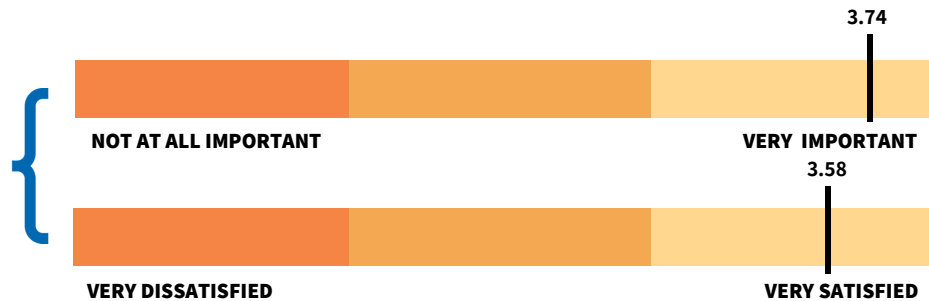




# OUTDOOR SPACES AND BUILDINGS



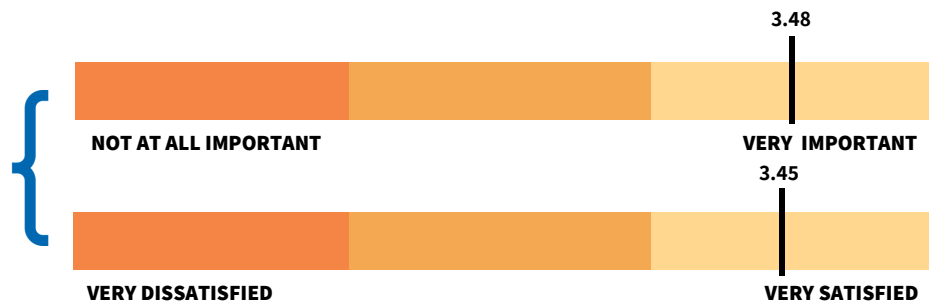
**Parks**



9% of respondents selected "does not apply to me" when asked about park satisfaction



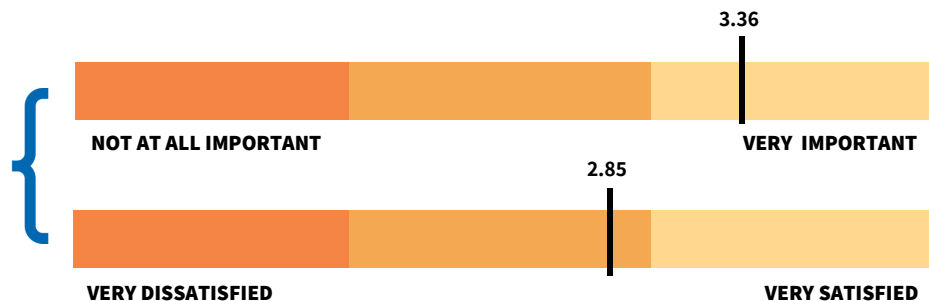
**Playgrounds**



28% of respondents selected "does not apply to me" when asked about playground satisfaction



**Public parking**



18% of respondents selected "does not apply to me" when asked about public parking satisfaction



97% of Delaware County older adults consider their community to be somewhat or very safe.

Are outdoor spaces accessible to those with different abilities?  
 68% Yes  
 26% Not sure  
 6% No

Are public buildings accessible to those with different abilities?  
 63% Yes  
 37% Not sure  
 0% No

*The trail surfaces are usually dirt or covered with mulch which is too hard for maneuvering.*

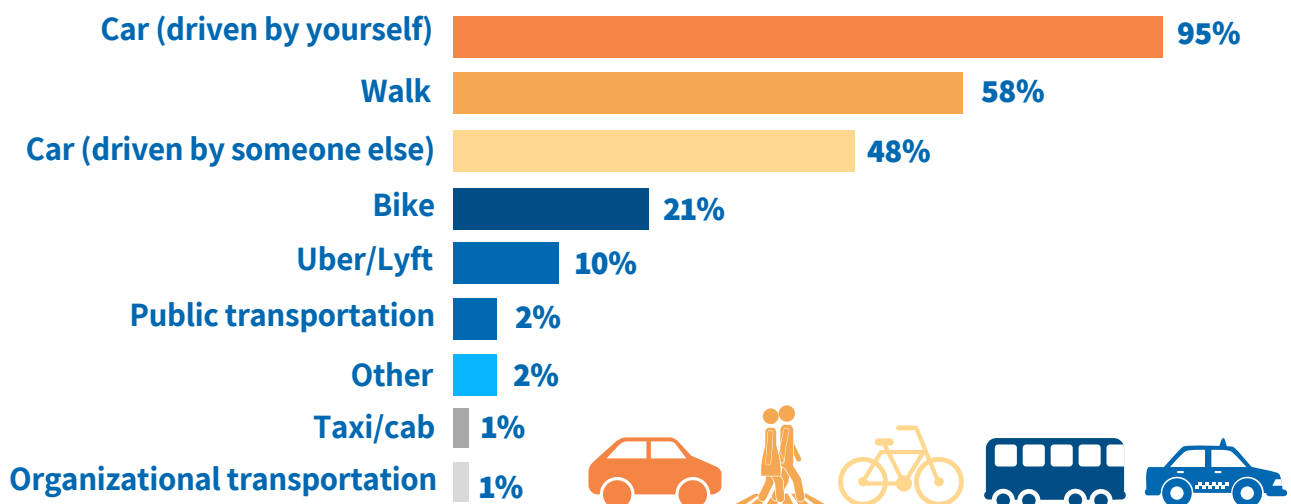
*Parking often is not nearby, steps or stairs are unavoidable, need periodic seating to rest. Remember, many handicapped are not in wheelchairs or scooters.*

# TRANSPORTATION



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

## Methods of transportation used by older adults in Delaware County



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

*We need more and safer bike lanes.*

*Bike more-connected paved paths.*

*Bike paths from neighborhoods don't exist.*

*Like to see rail transportation around the Columbus area.*

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

# HOUSING



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

**43%** of Delaware County older adults need assistance maintaining the **exterior** of their home

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



**76%**  
Owned house

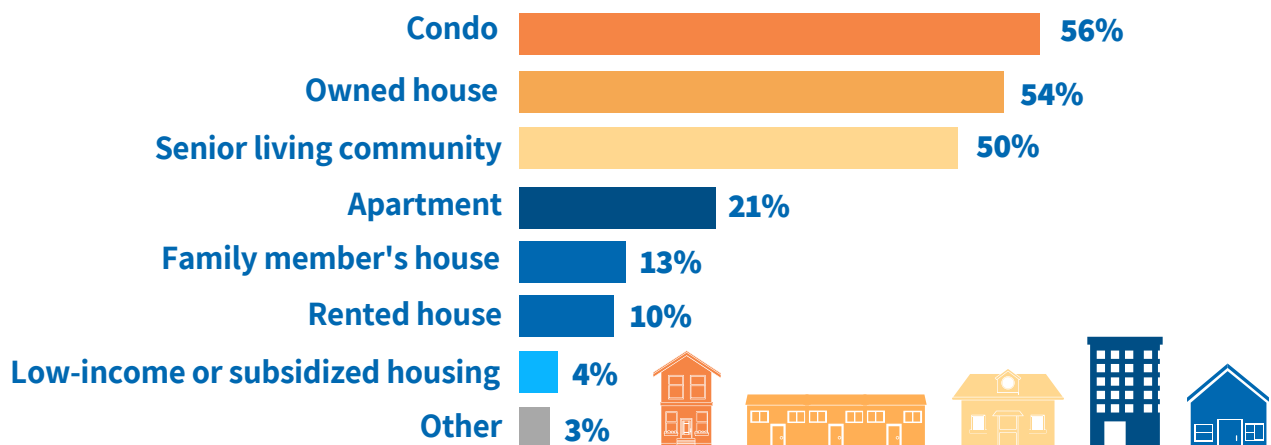
**18%**  
Owned condo

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

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

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

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



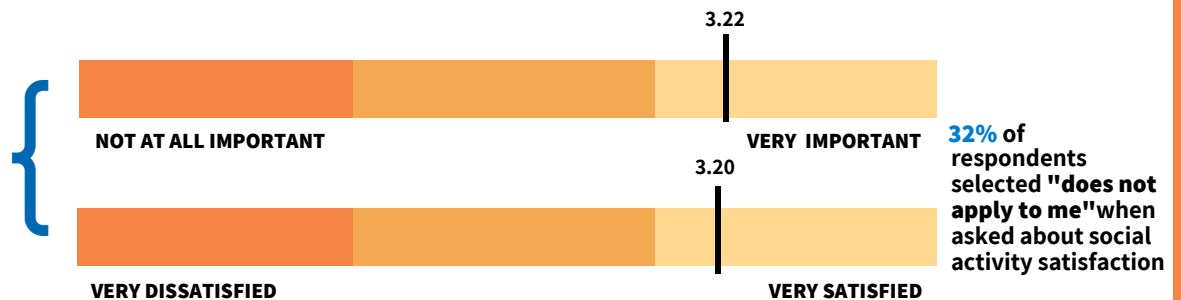
# COMMUNITY ENGAGEMENT AND PARTICIPATION



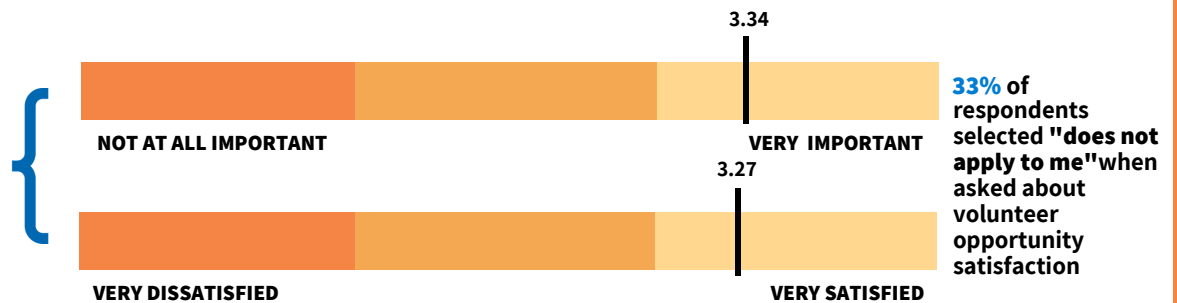
This section covered Q26-Q45 on the survey tool and combines the social participation, respect and social inclusion, and civic participation and engagement domains. Questions included importance and satisfaction scales for various topics and are broken down below. Differences within each topic and among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



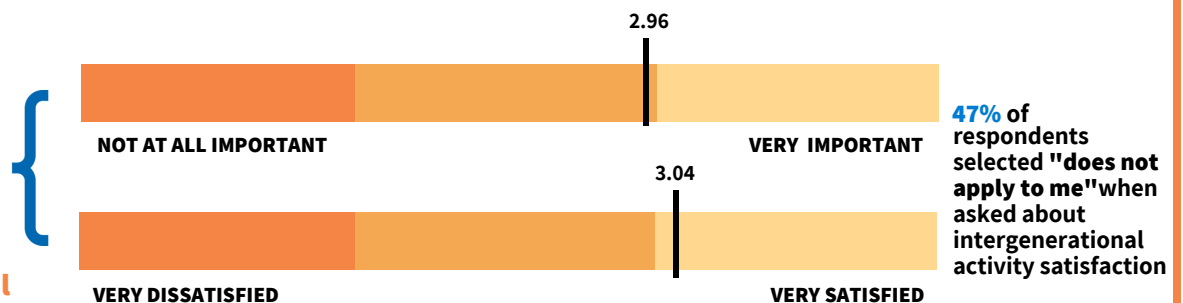
**Social Activities**



**Volunteer Opportunities**



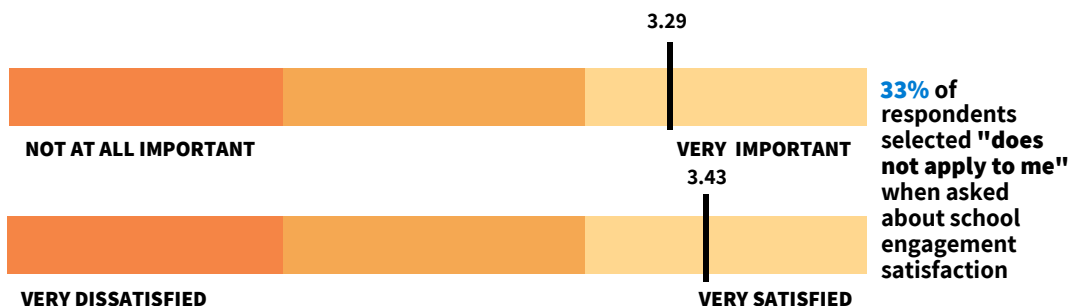
**Intergenerational Activities**



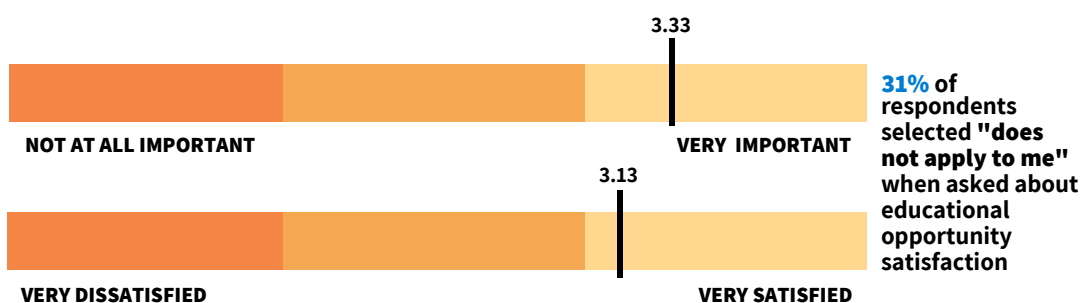
# COMMUNITY ENGAGEMENT AND PARTICIPATION



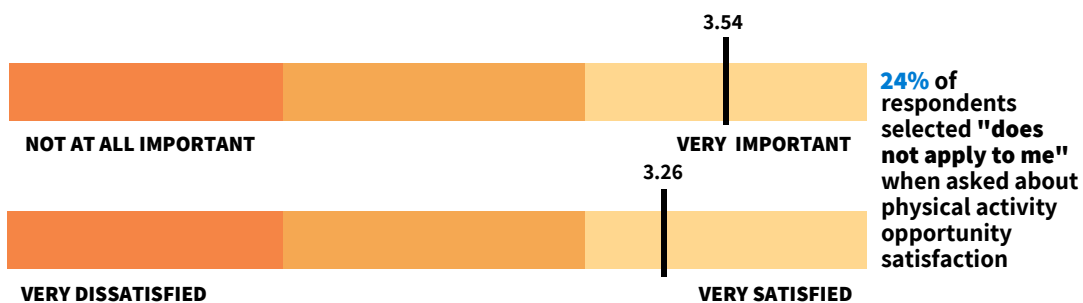
## School Engagement



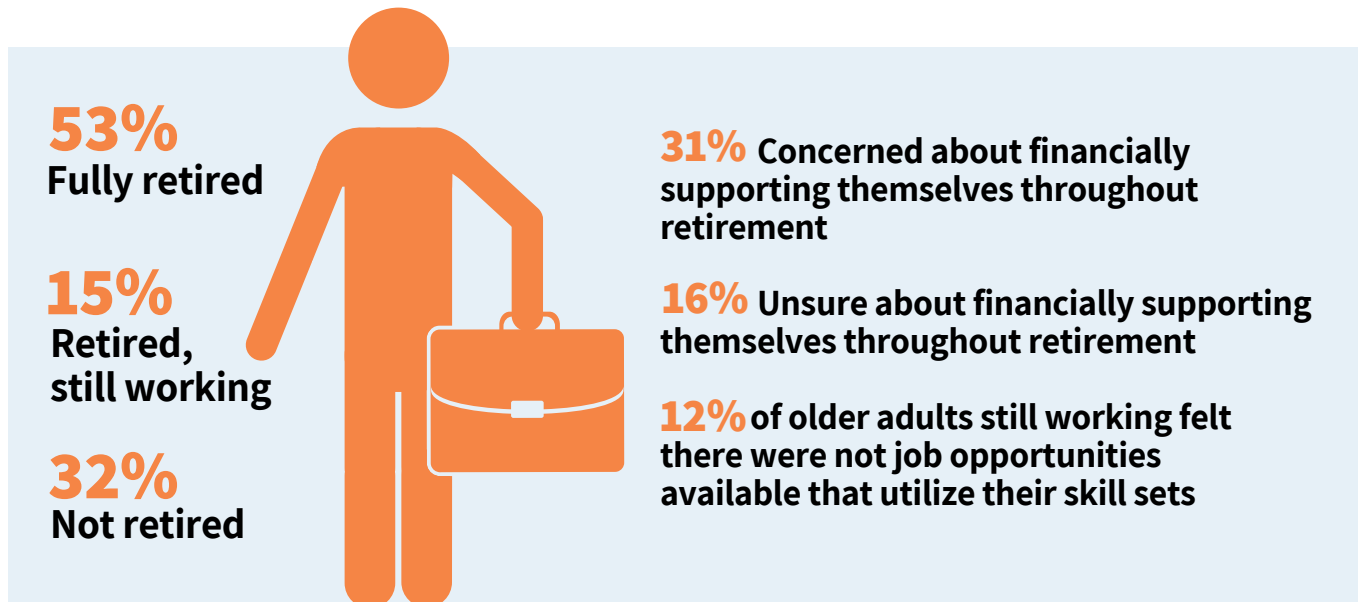
## Educational Opportunities



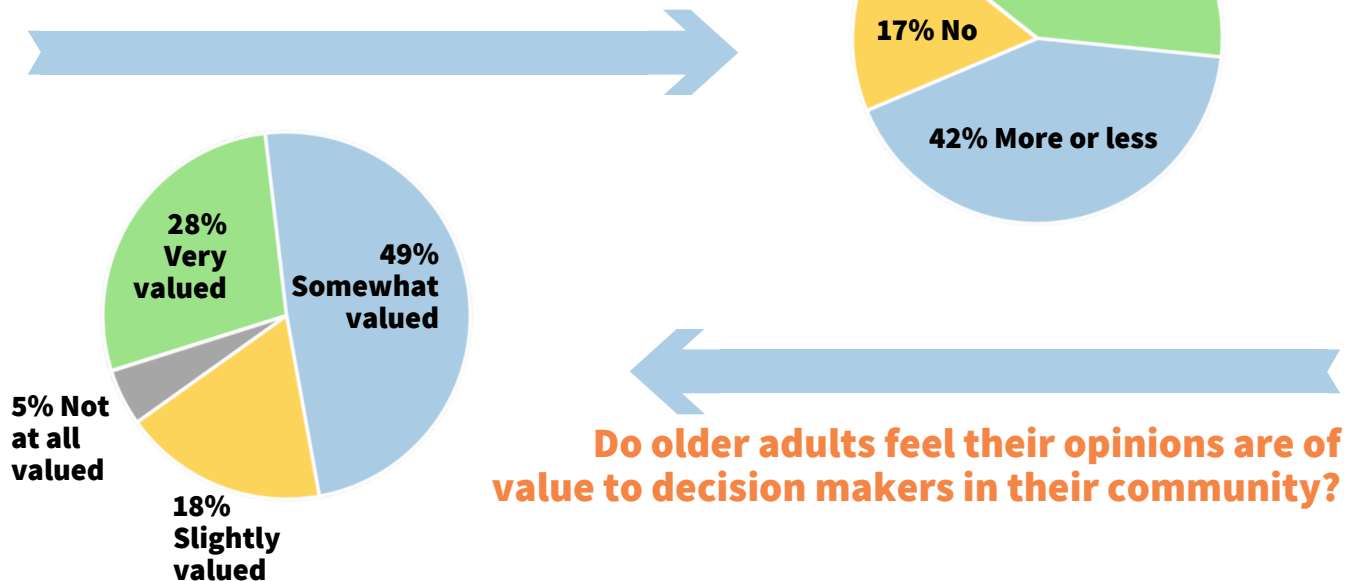
## Physical Activity Opportunities



# COMMUNITY ENGAGEMENT AND PARTICIPATION



**Do older adults feel they have a purpose within their community?**



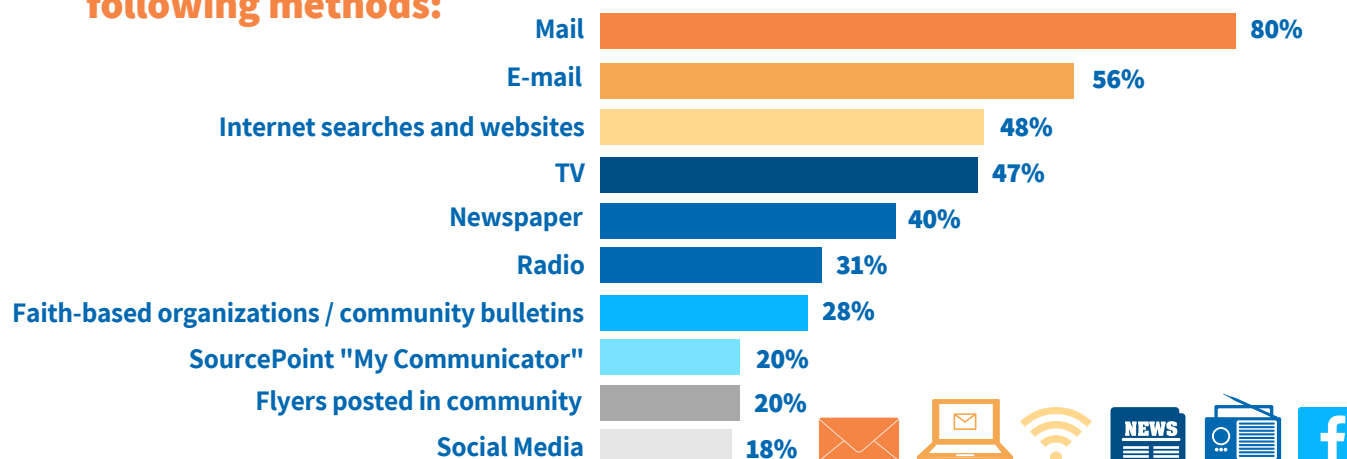
*“All in all, Delaware County is a great place to live and retire for those who can afford it.”*

# COMMUNICATION AND INFORMATION

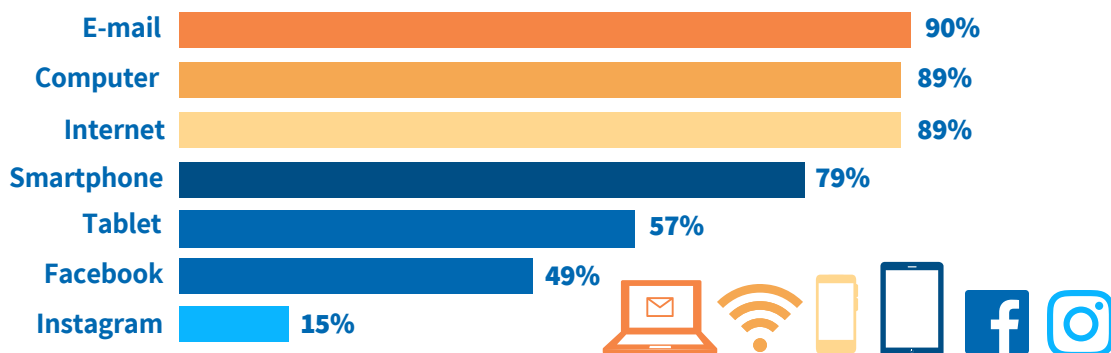


This section covered Q46-Q48 on the survey tool and addressed topics relating to technology and preferred methods of communication. For a full breakdown of results, please refer to [Appendix B](#).

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



## Older adults reported using the following types of technology:

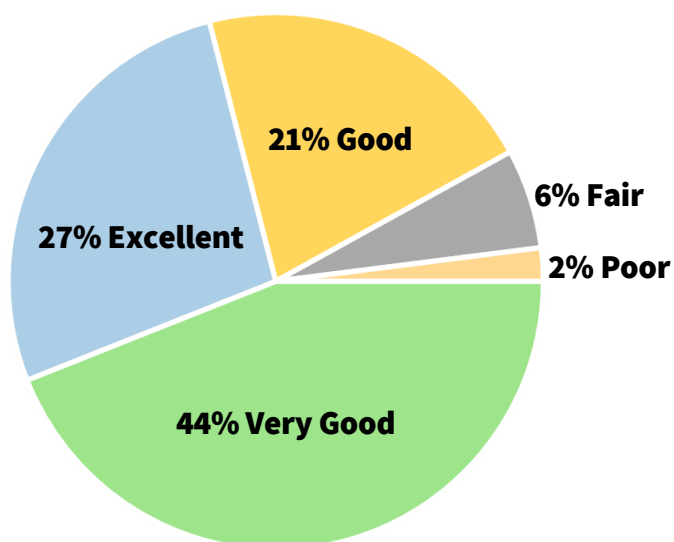


# COMMUNITY AND HEALTH SERVICES

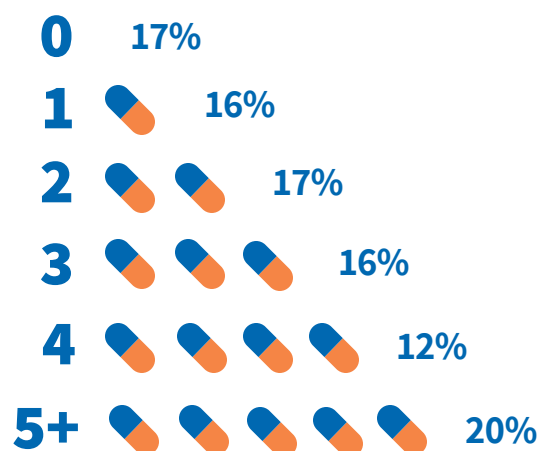


This section covered Q49-Q59 on the survey tool and addressed topics relating to health issues commonly affecting older adults. For a full breakdown of results, please refer to [Appendix B](#).

**In general, older adults reported their health status as:**



**Number of prescription medications taken by older adults:**



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



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



**Older adults reported they:**

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



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



**3 out of every 100 adults have felt abused**

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





# COMMUNITY AND HEALTH SERVICES

**41%** of Delaware County older adults are not aware of mental health services in their community

**25%** of Delaware County older adults are living with some sort of physical or mental limitation



## Out of every 100 Delaware County older adults...



**2** experience difficulty dressing or bathing



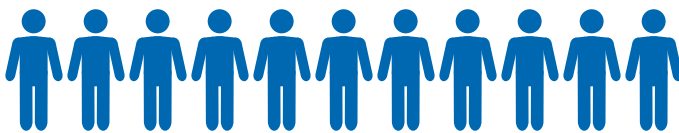
**2** experience blindness or serious difficulty seeing, even when wearing glasses



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



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



**11** experience deafness or serious difficulty hearing



**16** experience difficulty walking or climbing stairs

# RESPONDENT DEMOGRAPHICS



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



**43% Male**



**57% Female**

**Average Age: 68 years old**

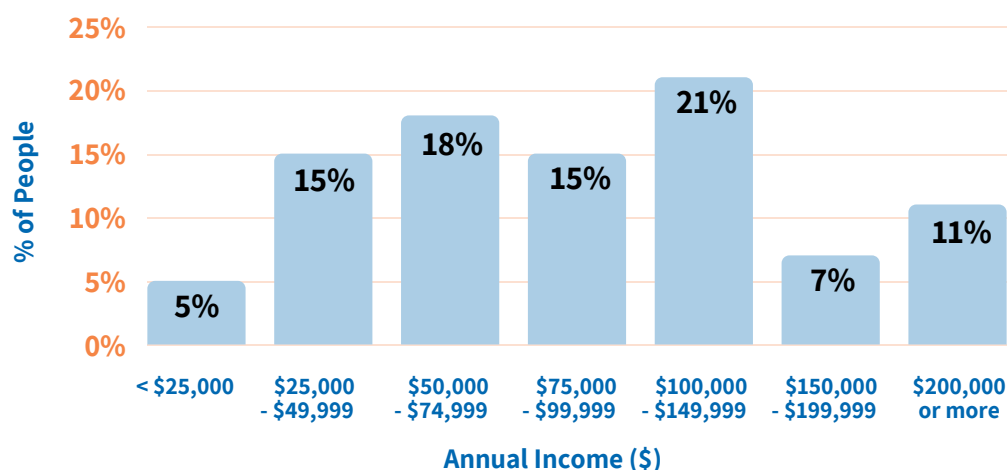
## Race:

**White 94%**

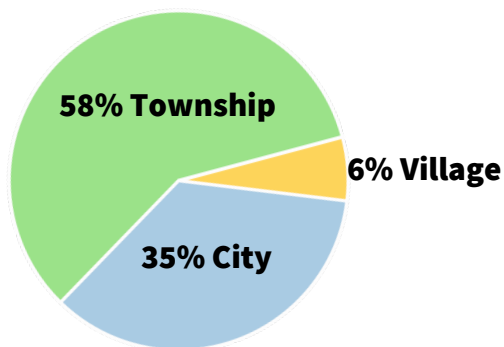
**Other 3%**

**African American 2%**

## Household income breakdown for Delaware County older adults



## Municipality



## Education:

**K-12th grade (no diploma) 2%**

**High school graduate, GED or equivalent 14%**

**Post-high school education/training (no degree) 15%**

**2- year college degree 11%**

**4-year college degree 25%**

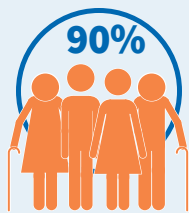
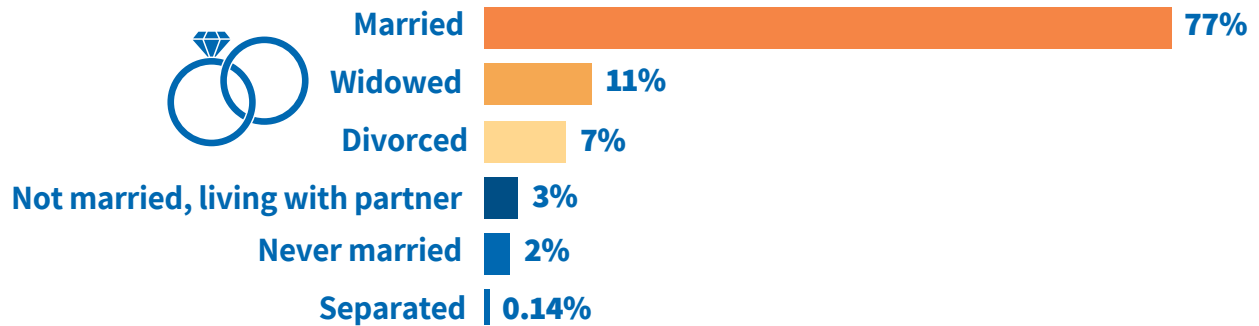
**Post-graduate study (no degree) 10%**

**Graduate or professional degree(s) 23%**



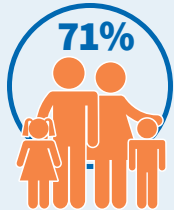
# RESPONDENT DEMOGRAPHICS

## Current marital status of older adults



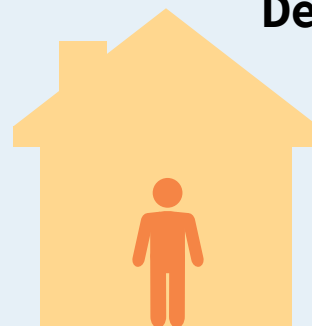
90%

of Delaware County  
older adults have  
**children**



71%

of Delaware County  
older adults have  
**grandchildren**



**16 out of every 100**  
**Delaware County**  
**older adults**  
**live alone**

**Average length of time lived in Delaware County**



**23 years**



**80% of older adults would rate their community as a very good or excellent place to live as they age**

**How likely are Delaware County older adults to move out of the County as they age?**

**36%** Not at all likely    **15%** Don't know  
**22%** Somewhat likely    **9%** Very likely  
**18%** Slightly likely

**Top reasons given as to why older adults would move out of Delaware County:**

**\$** Finances    **Family**    **Housing**    **Climate**

# DATA EXAMPLES AND REQUESTS

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

## Park importance by municipality

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

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

## Current methods of transportation by age groups

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

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

# DATA EXAMPLES AND REQUESTS

## Annual medication reviews by number of prescription medications

Annual medication review with pharmacist	Number of prescription medications		
	1-2 % (n)	3-4 % (n)	5+ % (n)
Yes	42% (104)	47% (96)	46% (68)
No	56% (138)	53% (107)	53% (78)

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

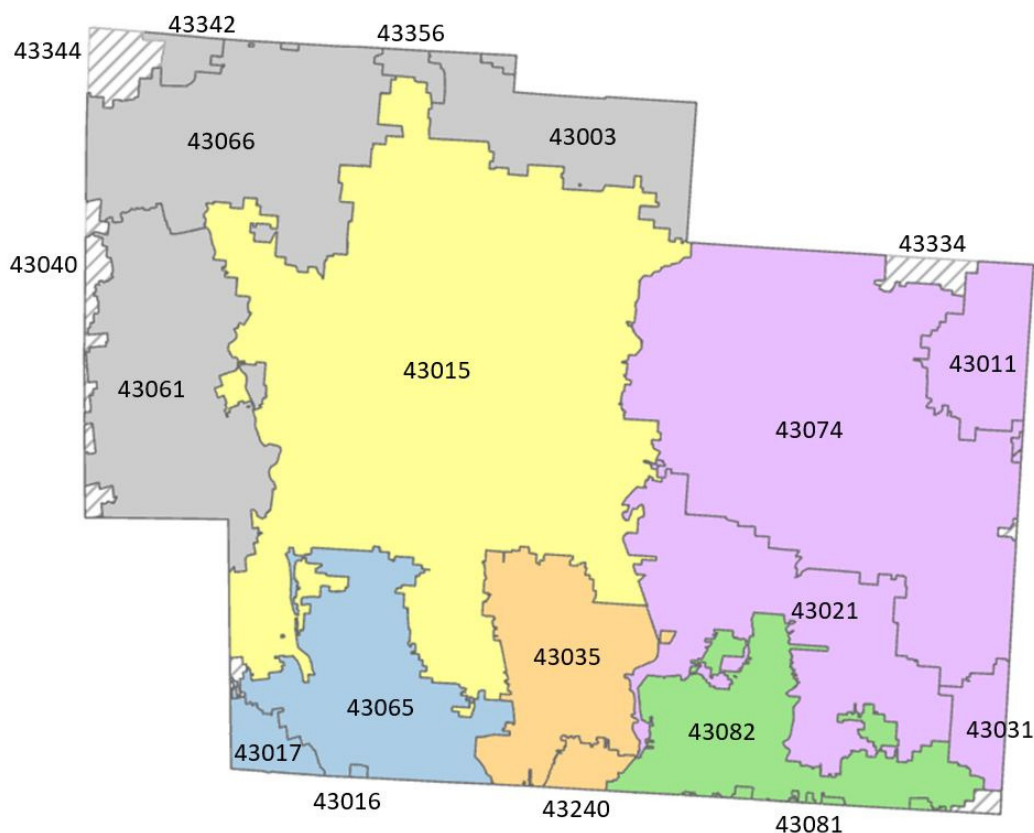
## Preferred methods of communication by age groups

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

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

# DATA EXAMPLES AND REQUESTS

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



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

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

# CONTACT INFORMATION



For more information regarding:

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

Abby Crisp, Epidemiologist  
740-203-2030, [acrisp@delawarehealth.org](mailto:acrisp@delawarehealth.org)

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

Jackie Haight, Age-Friendly Coordinator  
740-203-2435, [jhaight@MySourcePoint.org](mailto:jhaight@MySourcePoint.org)

Clare Edwards, Community Education & Initiatives Manager  
740-203-2439, [cedwards@MySourcePoint.org](mailto:cedwards@MySourcePoint.org)

Amy Schossler, Director of Community Programs  
740-203-2393, [aschossler@MySourcePoint.org](mailto:aschossler@MySourcePoint.org)