



AGE-FRIENDLY

Delaware  *County*

ACTION PLAN

November 2020

Small Steps. Big Impact.



A MESSAGE FROM THE COUNTY COMMISSIONERS

December 2017

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

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

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

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

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

Sincerely,

Jeff Benton, Commissioner

Barb Lewis, Commissioner

Gary Merrell, Commissioner

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DELAWARE COUNTY COMMUNITY PROFILE

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

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



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

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

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

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

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

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

AGE-FRIENDLY DELAWARE COUNTY

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

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

Mission

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

Vision

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



Structure of Plan

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



Housing

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



Transportation

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



Outdoor Spaces & Buildings

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



Community Support, Health & Safety Services

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



Community Engagement

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



Communication & Information

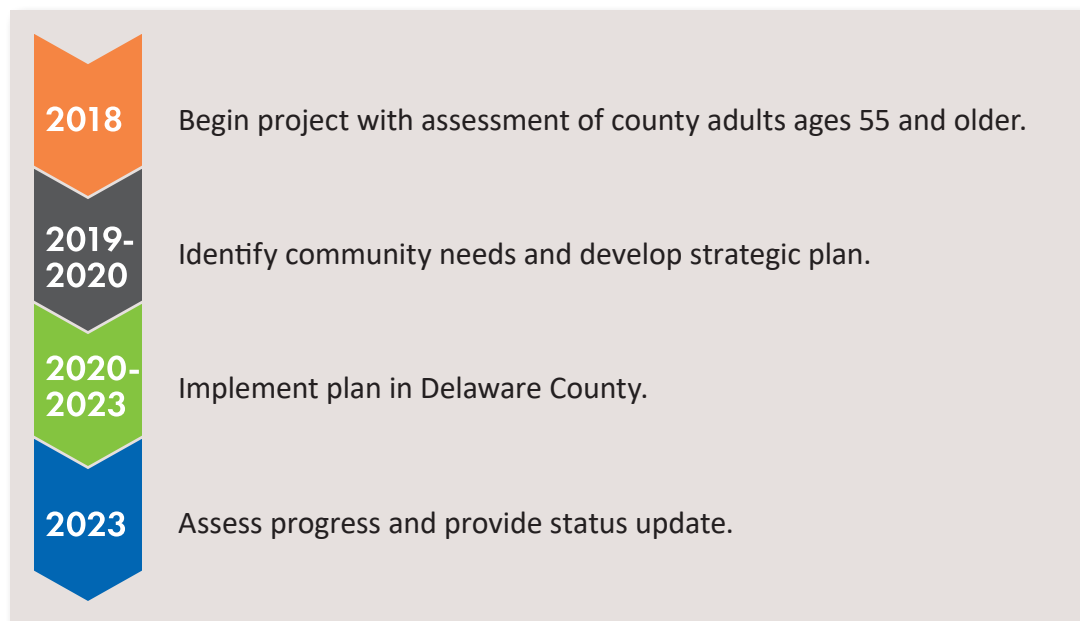
Recognizes that older adults communicate and receive information in various ways that may be different than other age groups and provides access to programs and services that meet their needs. This means that regular and reliable information is available through different sources, such as mail, email,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

Structure of Plan

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

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

Project Timeline



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

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

Strategic Planning Process

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

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

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

Important Findings

Strengths:

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

Opportunities for Improvement:

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

Strategic Planning Process

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

Developing Partnerships

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

Once our groups were in place, we used the design thinking method to move our process forward. This involved community building and strategic thinking. Two exercises that we completed with each group were stakeholder mapping and affinity clustering.

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

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



Community Engagement

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

Strategic Planning Process

Focus Groups

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



Meals on Wheels Ride-alongs

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

Coffee & Conversation

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



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

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

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

Strategic Planning Process

Community Awareness

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

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

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

During this time, the Coalition of Age-Friendly Communities of Ohio (CAFCO), of which Age-Friendly Delaware County is part, was also formed.

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



STRATEGIES & ACTION STEPS



HOUSING

Cross-Cutting Domains

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

Strategy 1: Directory of Housing Resources

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



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

Strategy 2: Nesterly

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

2a Educate community through event and social media campaign.

2b Promote expansion/availability in Delaware County.

2c Hold a community event to promote awareness.



Legend

See page 6 for details on each domain.

STRATEGIES & ACTION STEPS



HOUSING continued...

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

Strategy 3: Home Safety Checks

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

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

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

Strategy 4: Collaborative Discussion

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

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

Cross-Cutting Domains



STRATEGIES & ACTION STEPS



TRANSPORTATION

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

Strategy 1: Mobility Manager Services and Website

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

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

Strategy 2: Transportation Safety and Training

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

Strategy 3: SourcePoint Bus

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

Cross-Cutting Domains



STRATEGIES & ACTION STEPS



OUTDOOR SPACES & BUILDINGS

Cross-Cutting Domains

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

Strategy 1: Age-Friendly Business

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



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

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

Strategy 2: Dementia-Friendly Business

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



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

STRATEGIES & ACTION STEPS



OUTDOOR SPACES continued...

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

Strategy 3: Age-Friendly Benches

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

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

Strategy 4: Delaware County Trails and Parks

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

Cross-Cutting Domains



STRATEGIES & ACTION STEPS



OUTDOOR SPACES continued...

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

Strategy 5: Parking

- 5a Make user-friendly edits to Dela-WHERE to Park map.** Dela-WHERE to Park is a guide to downtown Delaware’s underutilized parking lots and street parking to ease congestion and frustration.
- 5b Promote map within community.**
- 5c Elevate age-friendly parking** with use of accessible signage and options at city-level kiosks and meters.
- 5d Identify all ADA spots** in downtown Delaware on a map and make available to community members.
- 5e Partner with the Central Ohio Symphony to provide a shuttle service** to shows at University Hall, Gray Chapel from on-campus lots.
- 5f Partner with the Lifelong Learning Institute to provide transportation** to classrooms from on-campus lots.

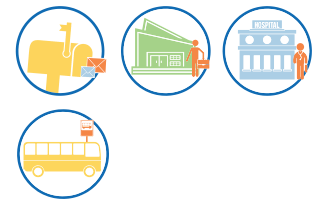
Challenge: Through our community discussions, we heard that sidewalk and crosswalk safety could be improved for people of all ages.

Strategy 6: Safety and Walkability of Outdoor Spaces

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

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

Cross-Cutting Domains



STRATEGIES & ACTION STEPS



COMMUNITY SUPPORT, HEALTH & SAFETY

Cross-Cutting Domains

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

Strategy 1: Falls Prevention

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



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

Strategy 2: Fraud Prevention

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



STRATEGIES & ACTION STEPS



COMMUNITY SUPPORT continued...

Cross-Cutting Domains

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

Strategy 3: Safety Awareness Toolkit

3a Create a toolkit to provide information on different aspects of safety in our community, such as fire prevention, severe weather, and other emergencies.



3b Update LifeCard and distribute in the community. LifeCards include both fridge and wallet cards available for first responders to reference for important emergency contact and health information.

3c Provide weather radios for older adults during weather safety awareness week to ensure older adults have access to vital safety information.

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

Strategy 4: Mental Health Awareness

4a Increase awareness of mental health services and resources.



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

Strategy 5: Food Insecurity

5a Relocate Lutheran Social Services at Second Ward Community Initiative to address an underserved area of Delaware County.



5b Partner with United Church Homes, Connections Volunteer Center, and Delaware General Health District to create a community garden at St. Michael's apartments, expanding fresh food access.

STRATEGIES & ACTION STEPS



COMMUNITY SUPPORT continued...

Cross-Cutting Domains

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

Strategy 6: Affordable Housing Waitlist Coordination

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



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

Strategy 7: Access to Health Care

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

STRATEGIES & ACTION STEPS



COMMUNITY ENGAGEMENT

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

Strategy 1: Positive Aging Campaign

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

Cross-Cutting Domains



STRATEGIES & ACTION STEPS



COMMUNITY ENGAGEMENT continued...

Cross-Cutting Domains

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

Strategy 2: Intergenerational Opportunities

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



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

Strategy 3: Activities in a Box

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



STRATEGIES & ACTION STEPS



COMMUNICATION & INFORMATION

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

Strategy 1: Age-Friendly Awareness

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

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

Strategy 2: Information Technology Toolkit

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

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

Strategy 3: Community Communication Channels

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

Cross-Cutting Domains



STRATEGIES & ACTION STEPS



COMMUNICATION continued...

Cross-Cutting Domains

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

Strategy 4: VOICEcorps Expansion

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

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

Questions or comments? Want to get involved?

Contact Information

Age-Friendly Delaware County

[MySourcePoint.org/age-friendly](https://www.mysourcepoint.org/age-friendly)

Jackie Haight, Age-Friendly Coordinator, SourcePoint

Phone: 740-363-6677

Email: jhaight@MySourcePoint.org

Glossary

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

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

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

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

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

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

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

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

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

Strategy: A program or plan to achieve a goal.

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

Participating Partners

Housing

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

Transportation

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

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

Outdoor Spaces & Buildings

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

Community Support, Health & Safety

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

Participating Partners

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

Community Engagement

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

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

Communication & Information

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

55-and-Better Advisory Group

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

Age-Friendly Leadership Team

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

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

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

OUTDOOR SPACES & BUILDINGS

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

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

OUTDOOR SPACES & BUILDINGS continued...

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

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

COMMUNITY SUPPORT, HEALTH & SAFETY continued...

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

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

COMMUNITY ENGAGEMENT continued...

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

COMMUNICATION & INFORMATION

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



2018 ASSESSMENT REPORT

Published May 8, 2019



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PARTNERS



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

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

AGE-FRIENDLY PROJECT OVERVIEW

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

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

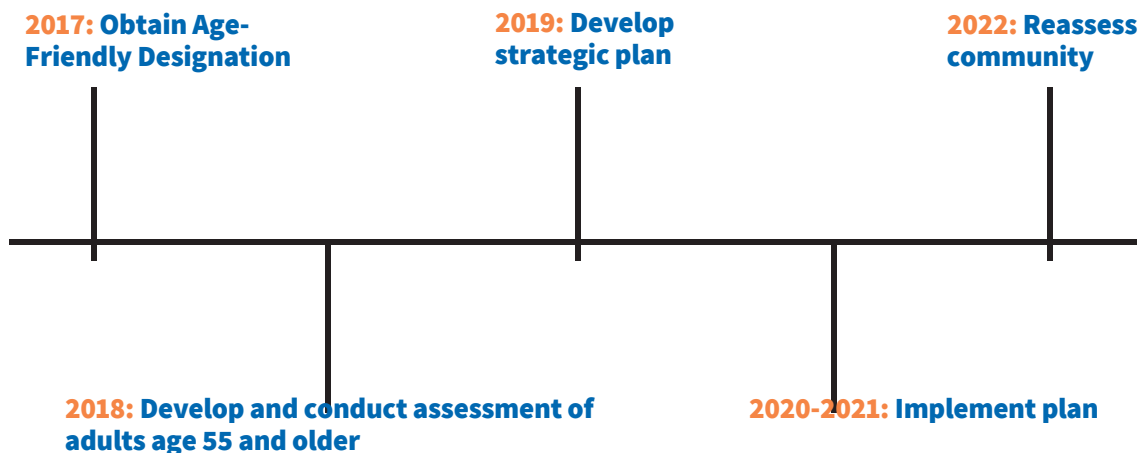
DOMAINS



- 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

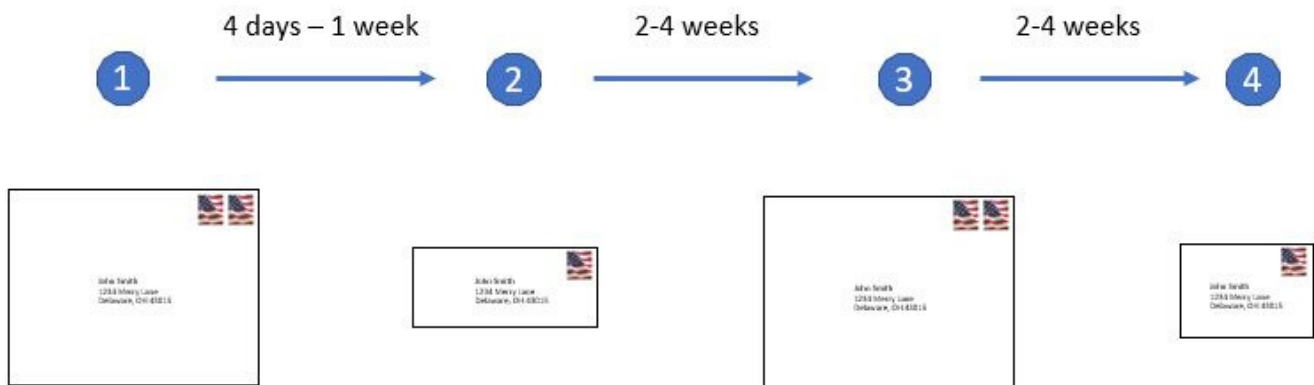
The Age-Friendly Delaware County Assessment began in 2018 with research of tailored survey designs, focus groups, data gap identification and an advisory group in order to determine the focus and design of the assessment process. Following these steps, the “My Life in Delaware County” survey tool was 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%.

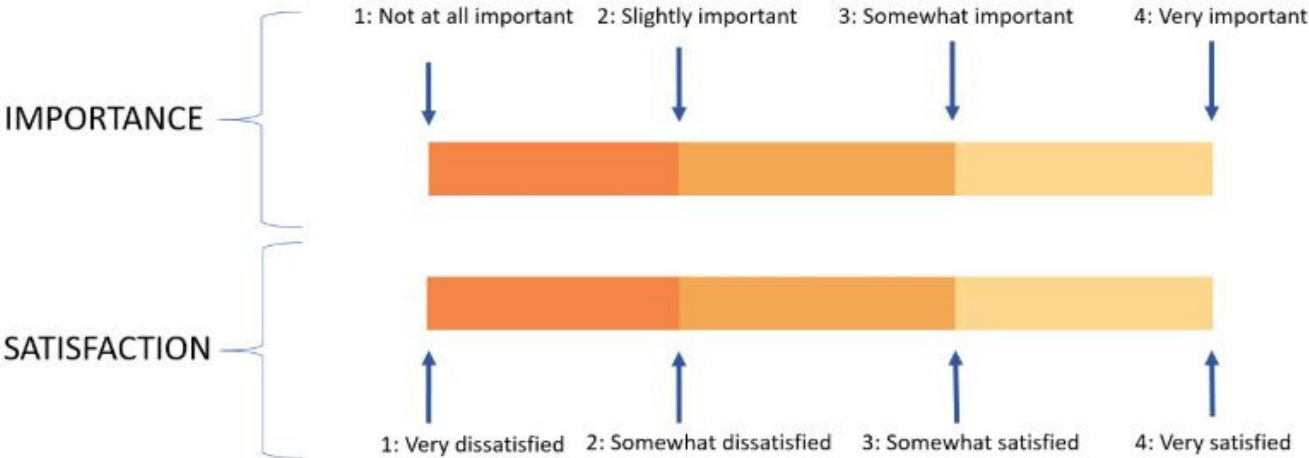
The full methodology report can be found at DelawareHealth.org/community-health-data



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

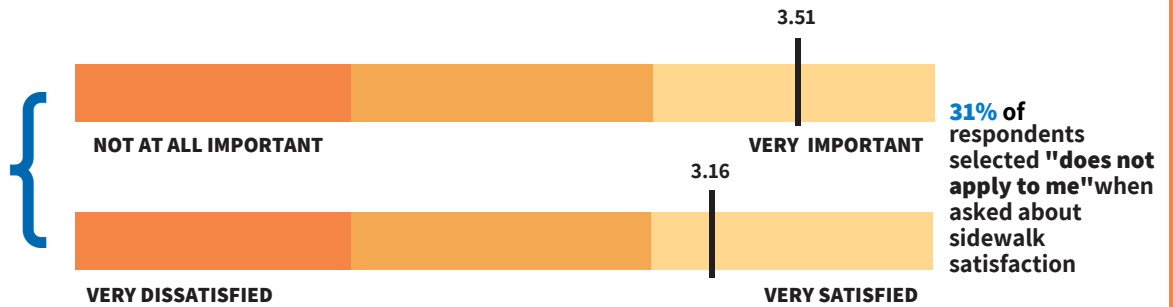
OUTDOOR SPACES AND BUILDINGS



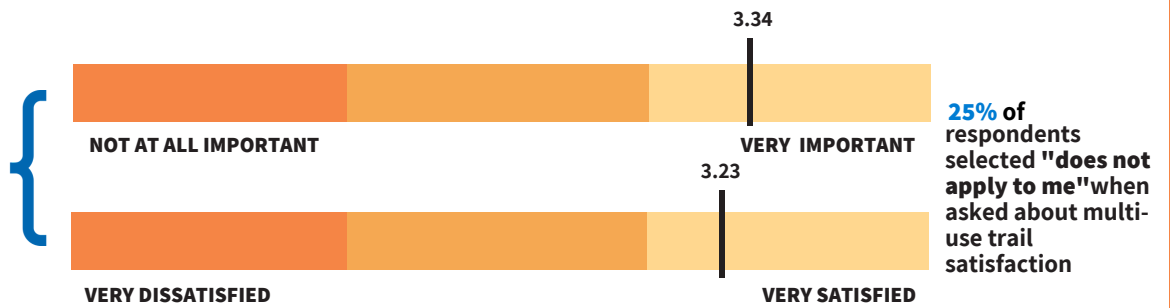
This section covered Q1-Q15 on the survey tool and addressed topics relating to safe and accessible places for people to gather, public buildings and greenspaces. Questions included importance and satisfaction scales for various resources and are broken down below. Differences within each resource and 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](#).



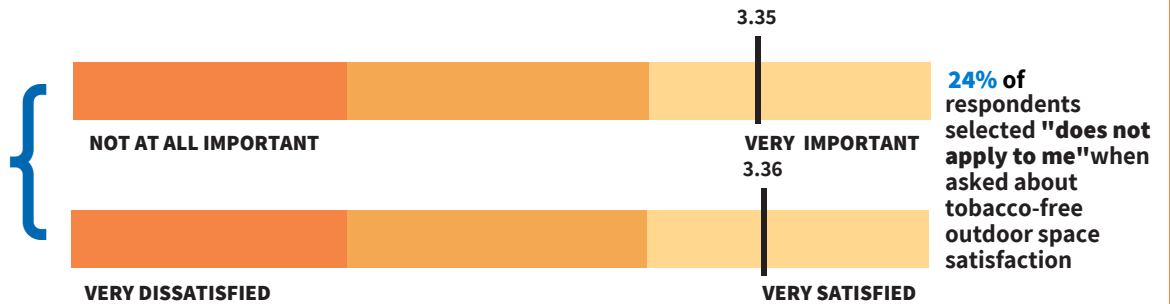
Well-maintained sidewalks



Multi-use trails



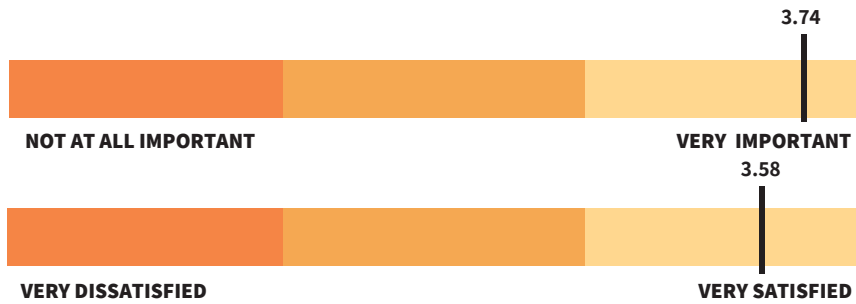
Tobacco-free outdoor spaces



OUTDOOR SPACES AND BUILDINGS



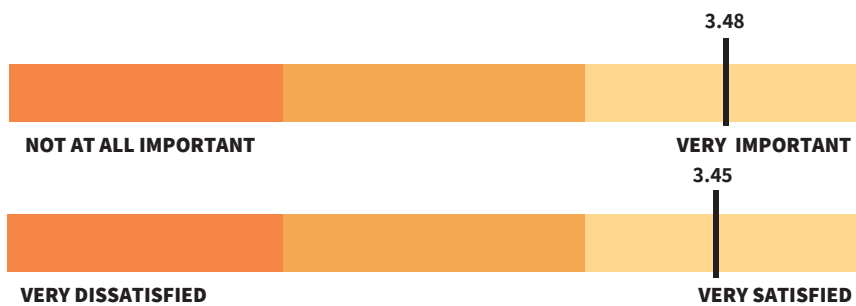
Parks



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



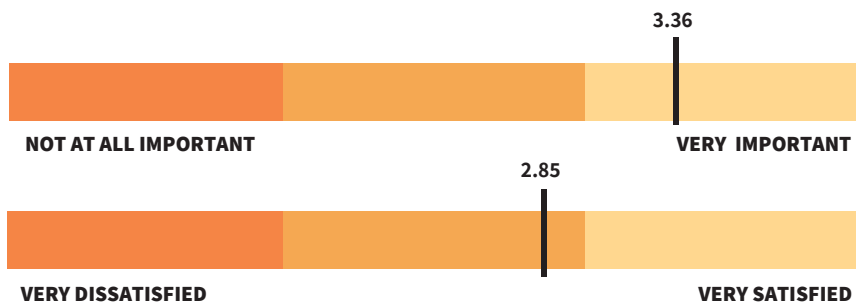
Playgrounds



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.

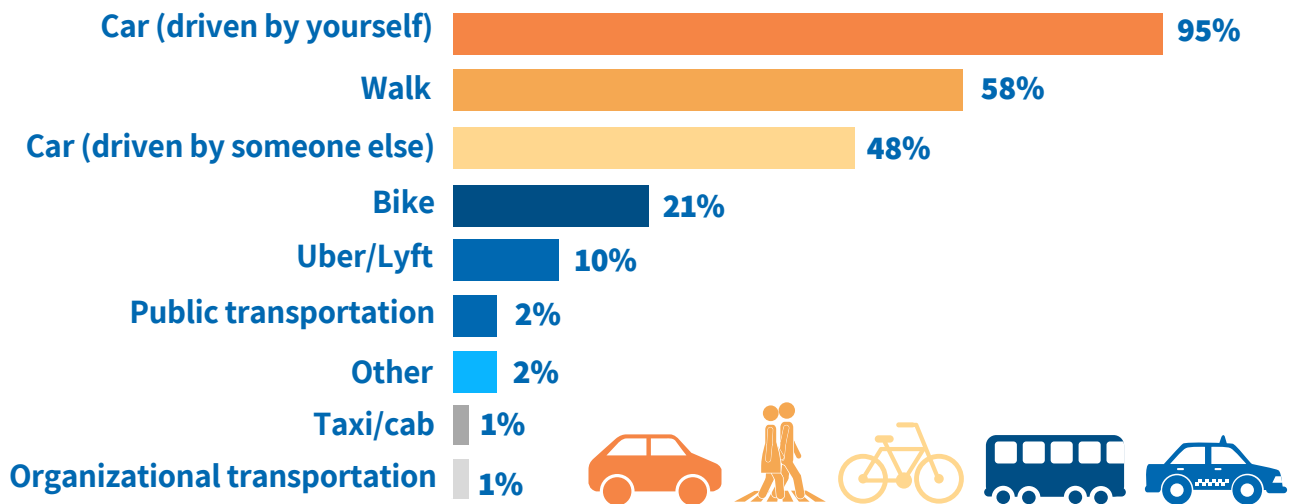
Parking often is not nearby, steps or stairs are unavoidable, need periodic seating to rest. Remember, many handicapped are not in wheelchairs or scooters.

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



Older 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.

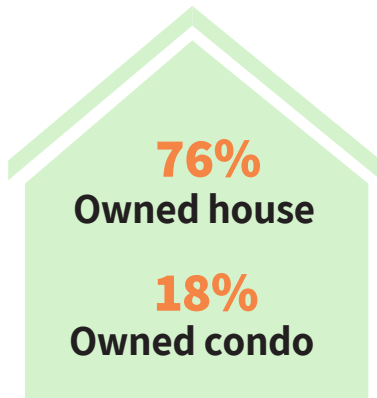
HOUSING



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

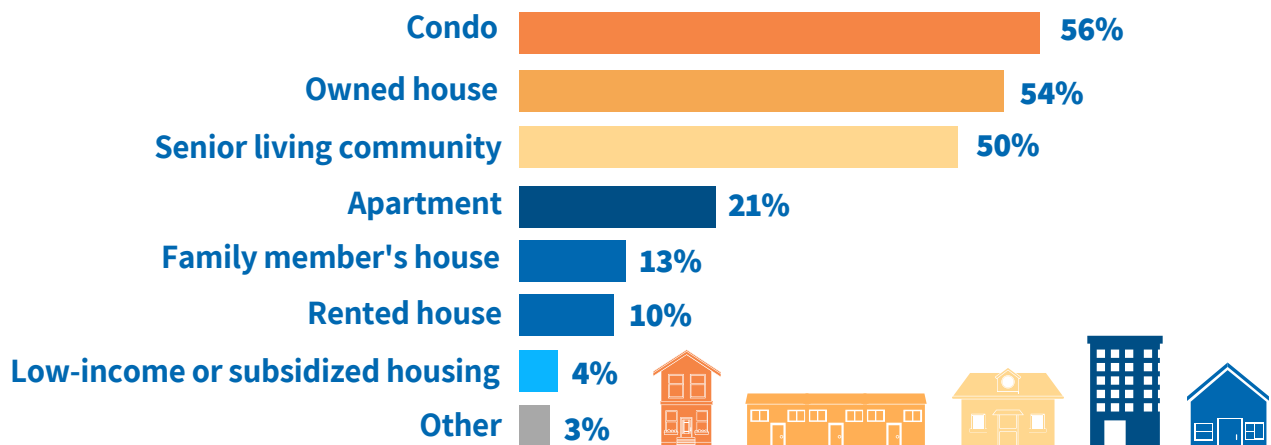


The majority of older adults find it important to stay in both their community and current home as they age:

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:



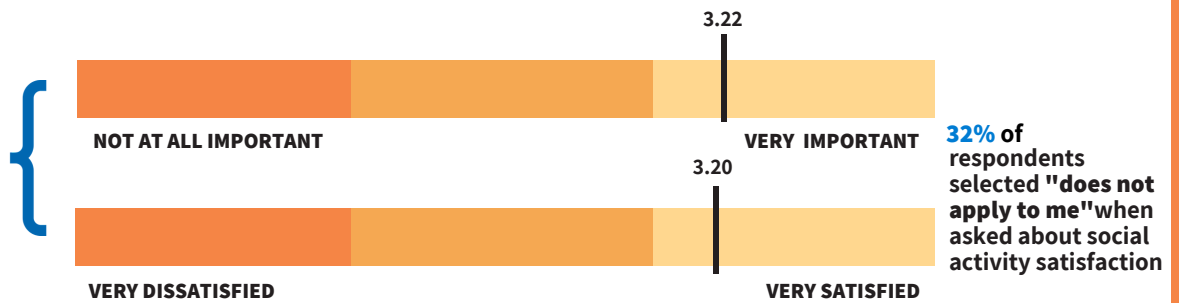
COMMUNITY ENGAGEMENT AND PARTICIPATION



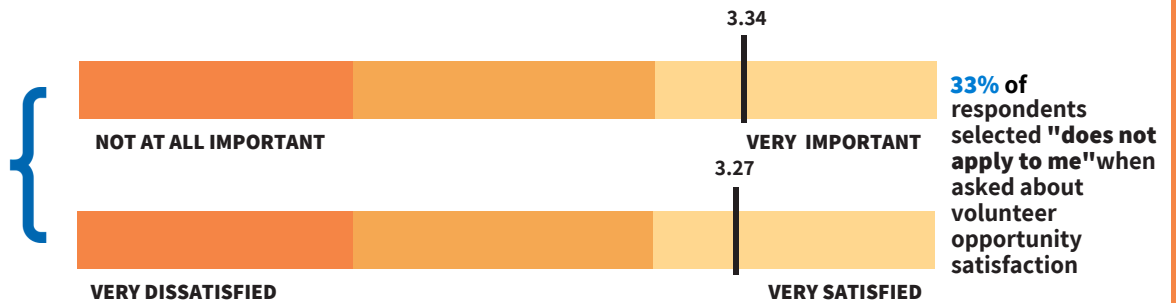
This section covered Q26-Q45 on the survey tool and combines the social participation, respect and social inclusion, and civic participation and engagement domains. Questions included importance and satisfaction scales for various topics and are broken down below. Differences within each topic and among 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](#).



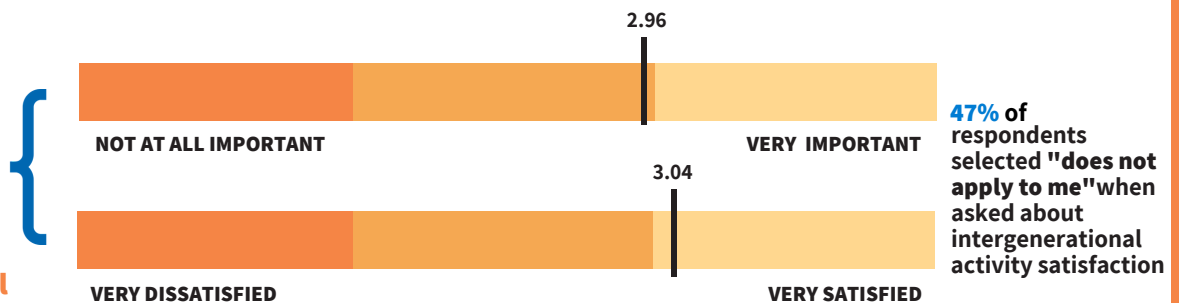
Social Activities



Volunteer Opportunities



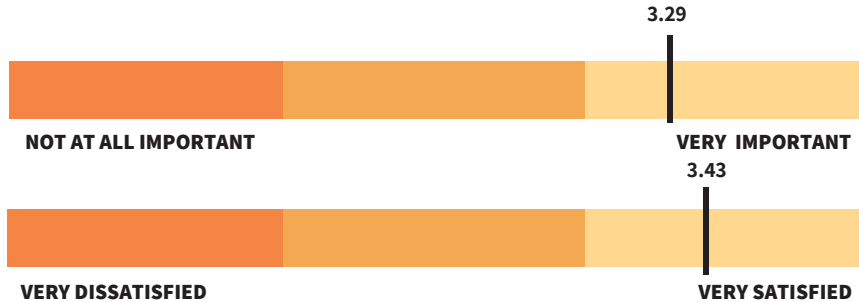
Intergenerational Activities



COMMUNITY ENGAGEMENT AND PARTICIPATION



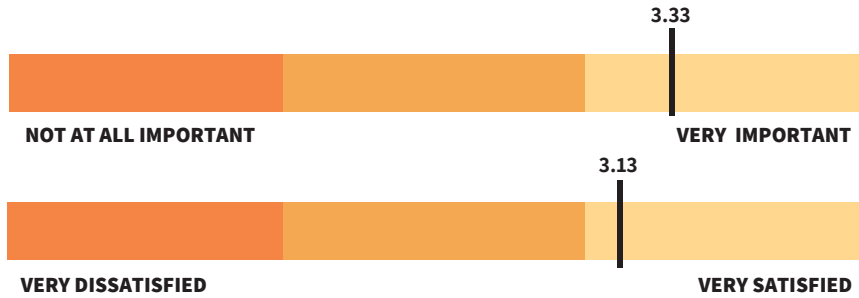
School Engagement



33% of respondents selected "does not apply to me" when asked about school engagement satisfaction



Educational Opportunities



31% of respondents selected "does not apply to me" when asked about educational opportunity satisfaction



Physical Activity Opportunities



24% of respondents selected "does not apply to me" when asked about physical activity opportunity satisfaction

COMMUNITY ENGAGEMENT AND PARTICIPATION



53%
Fully retired

15%
Retired,
still working

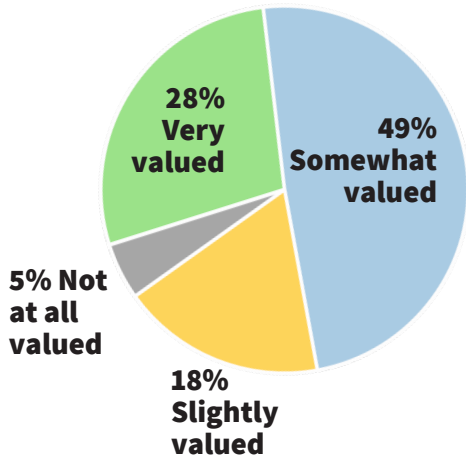
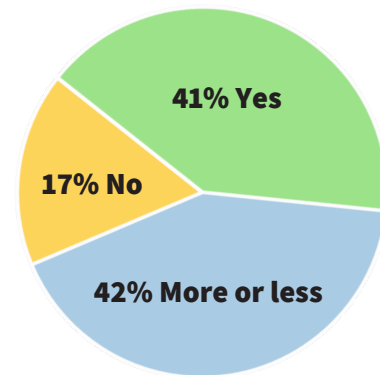
32%
Not retired

31% Concerned about financially supporting themselves throughout retirement

16% Unsure about financially supporting themselves throughout retirement

12% of older adults still working felt there were not job opportunities available that utilize their skill sets

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



Do older adults feel their opinions are of value to decision makers in their community?

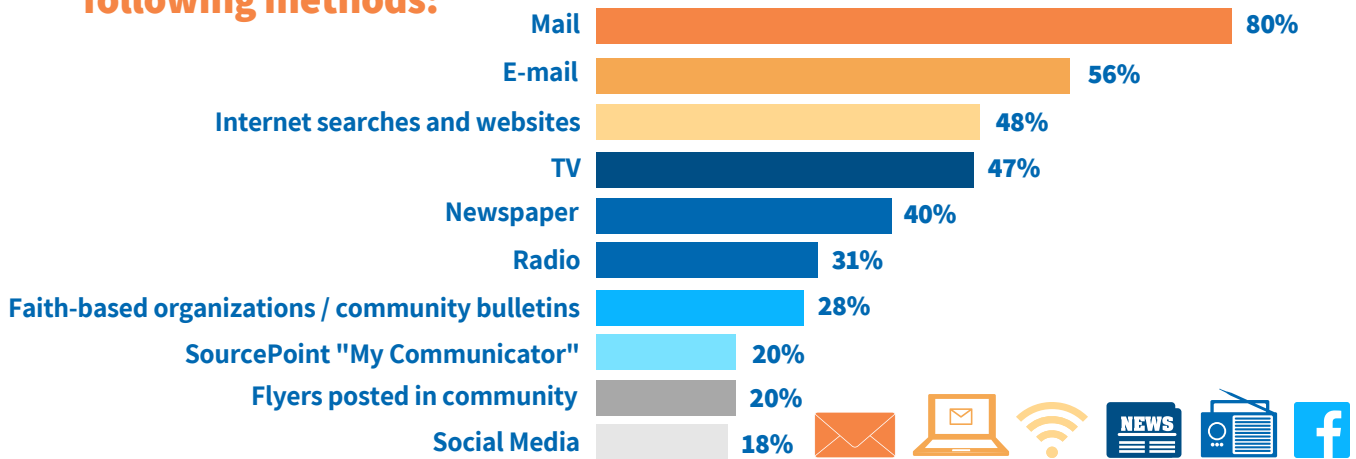
“All in all, Delaware County is a great place to live and retire for those who can afford it.”

COMMUNICATION AND INFORMATION

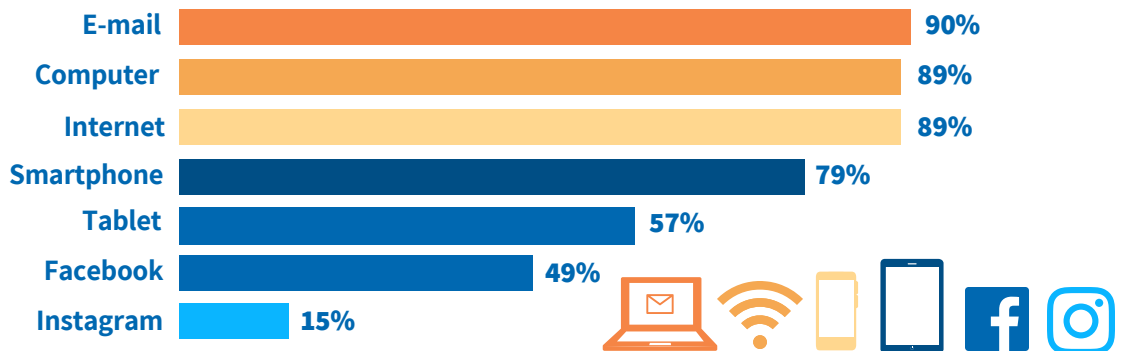


This section covered Q46-Q48 on the survey tool and addressed topics relating to technology and preferred methods of communication. For a full breakdown of results, please refer to [Appendix B](#).

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



Older adults reported using the following types of technology:

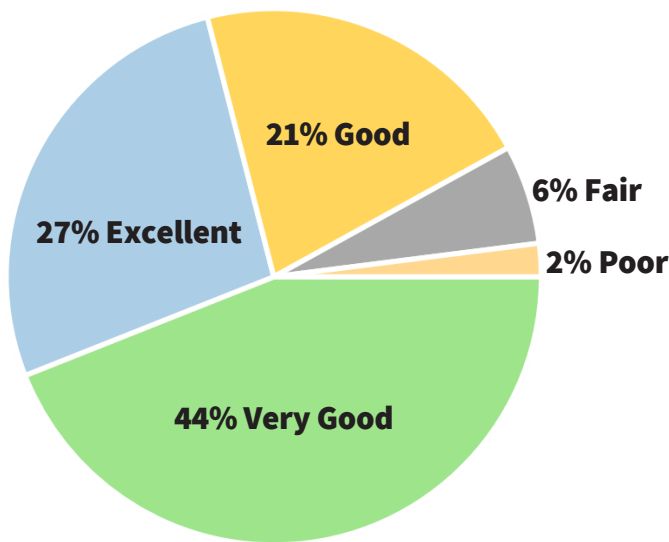


COMMUNITY AND HEALTH SERVICES

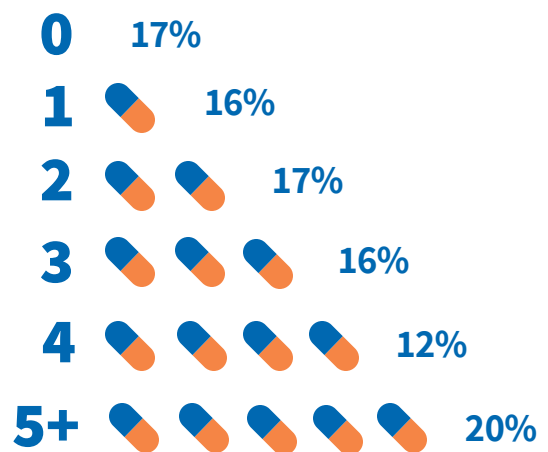


This section covered Q49-Q59 on the survey tool and addressed topics relating to health issues commonly affecting older adults. For a full breakdown of results, please refer to [Appendix B](#).

In general, older adults reported their health status as:



Number of prescription medications taken by older adults:



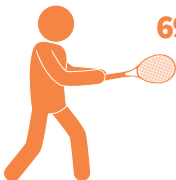
Of those older adults currently taking prescription medications, **54%** do not review their medications with a pharmacist every year.



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



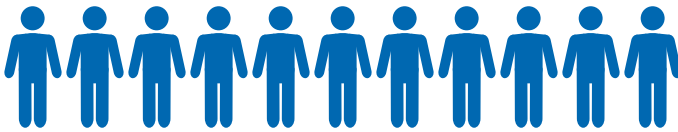
2 experience blindness or serious difficulty seeing, even when wearing glasses



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

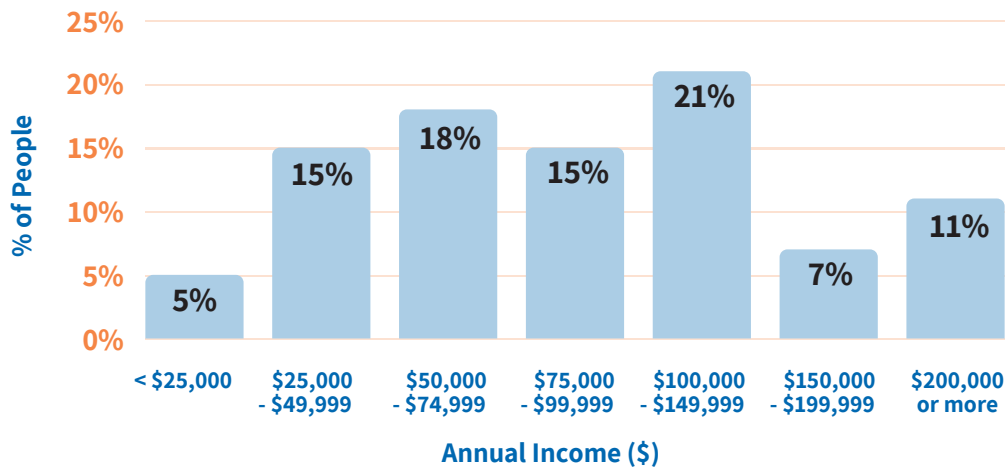
Race:

White 94%

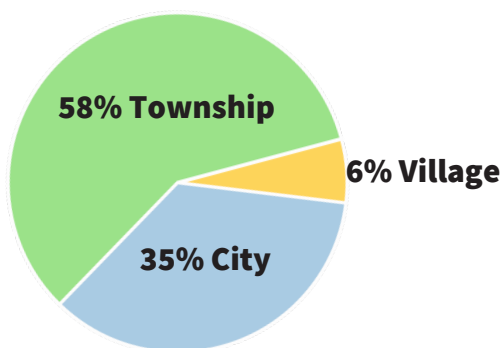
Other 3%

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%

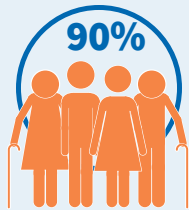
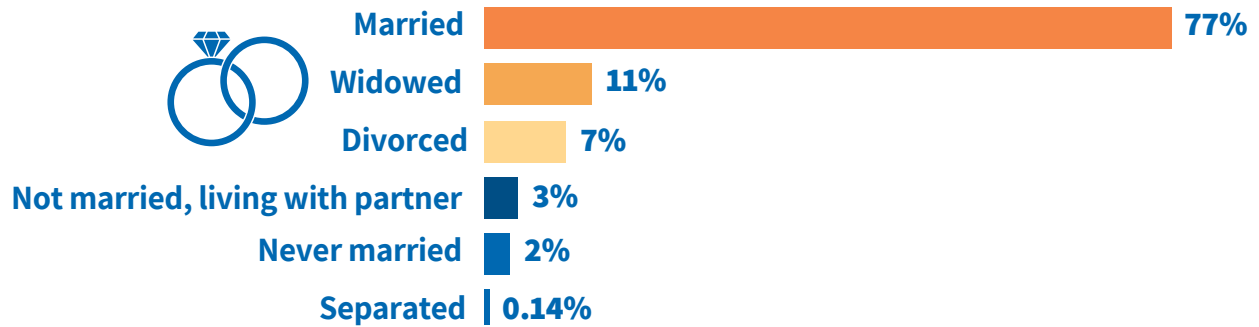
Post-graduate study (no degree) 10%

Graduate or professional degree(s) 23%

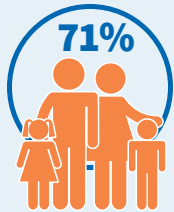


RESPONDENT DEMOGRAPHICS

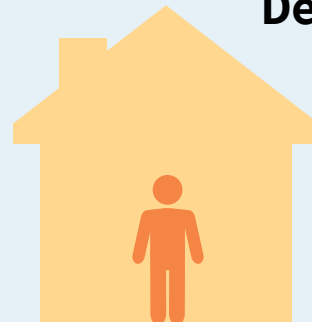
Current marital status of older adults



of Delaware County older adults have **children**



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+
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.

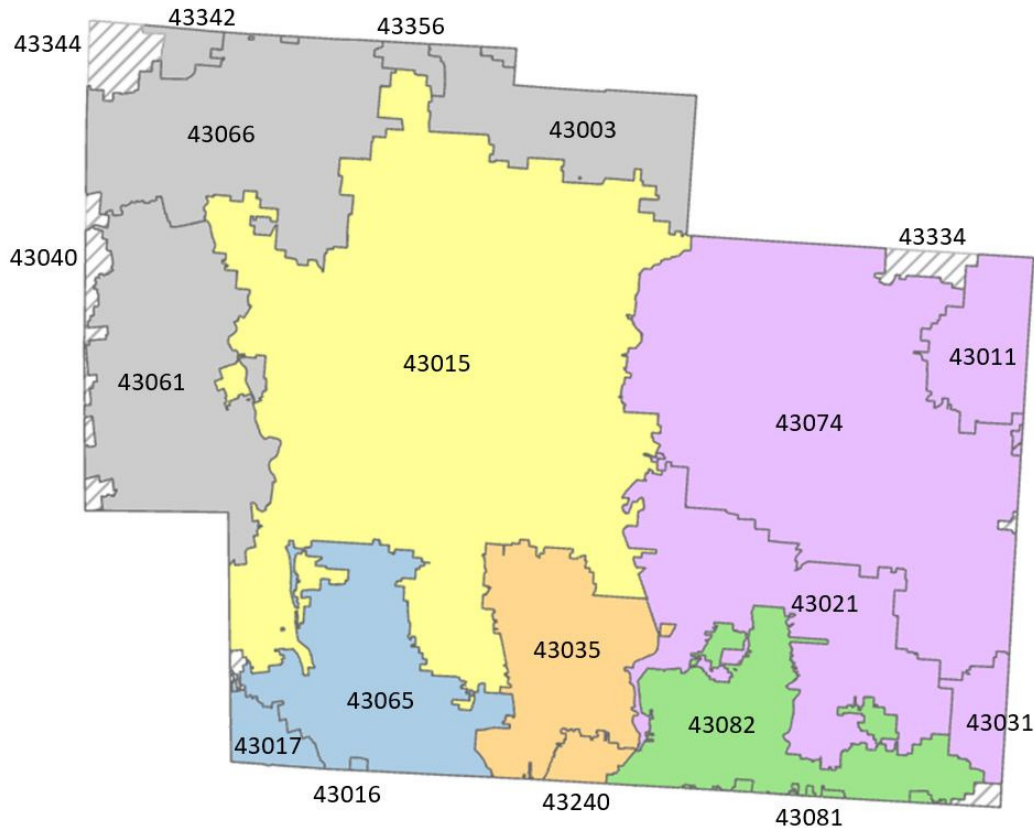
Preferred methods of communication by age groups

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

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

DATA EXAMPLES AND REQUESTS

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



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

Blue Region
43016 43017 43065
Total respondents: 183

Purple Region
43074 43011 43021 43031
Total respondents: 87

Grey Region
43003 43061 43066 43342 43356
Total respondents: 29
<i>*Not enough responses to report aggregate results</i>

Yellow Region
43015
Total respondents: 197

Orange Region
43035 43240
Total respondents: 73

Green Region
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.

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

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



2018 ASSESSMENT METHODOLOGY REPORT

Published May 8, 2019



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Introduction

1.1 Project Overview

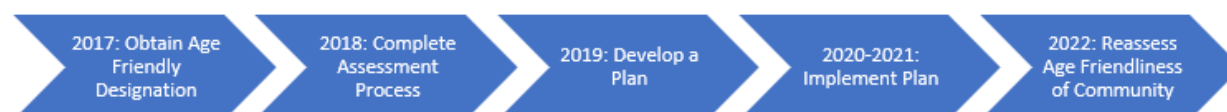
Age-Friendly Delaware County is a local initiative aimed at creating a community in which residents of all ages can lead happy, healthy lives. The Age-Friendly Delaware County process is guided by framework provided by the World Health Organization (WHO) and is part of a national network facilitated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

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

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

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:

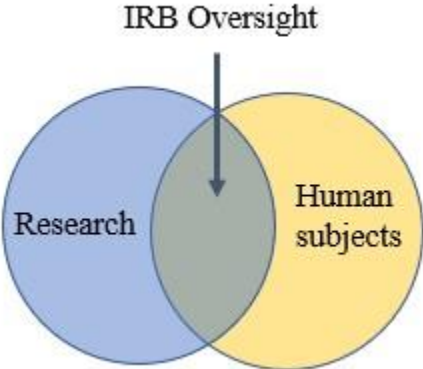
- Focus groups on community strengths/weaknesses with local senior groups
- Formation of an advisory group to help with question selection
- Data gap identification with organizational partners via survey
- Research of evidence-based survey practices
- Draft survey tool pilot testing

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

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

- Respondents were asked about the type of housing in which they currently reside as well as any they may consider moving into in the future.

Q26-45 | **Community Engagement and Participation**

- 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.
- Respondents were asked a series of questions used to identify those at risk of social isolation
- 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.
- Respondents were then asked about their retirement status, concerns over financially supporting themselves throughout retirement, and about the availability of jobs for older adults.

Q46-48 | **Communication and Information**

- Respondents were asked about their preferred methods of communication, types of technology they utilize, and the importance of having free computer/internet available in public places.

Q49-59 | **Community and Health Services**

- Respondents were asked about their general health status, number of prescription medications, and if they review their medications annually with a pharmacist.
- Respondents were asked if they had fallen in the last 6 months and if they have a fear of falling.
- Respondents were asked how often they eat out/bring takeout home and how often they engage in physical activity
- Respondents were asked if they are/have ever been the victim of abuse or financial scam.
- Respondents were asked if they were aware of mental health services available in the community.
- Respondents were then asked a series of questions to identify any disabilities.

Q60-75 | **About You**

- Respondents were asked zip code and type of municipality in which they currently live.
- Respondents were asked how many years they have lived in Delaware County, how they would rank the County as a place to age, how likely they are to move out of the County, and the main reason they might move.
- Respondents were asked gender, age, and current marital status.
- Respondents were asked if they have children, grandchildren, and if they live alone.
- Respondents were asked their race and if they identify as Hispanic.
- Respondents were then asked their highest education level and combined household income.

- An additional section was provided on the back of the survey tool for any free text responses or feedback.

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

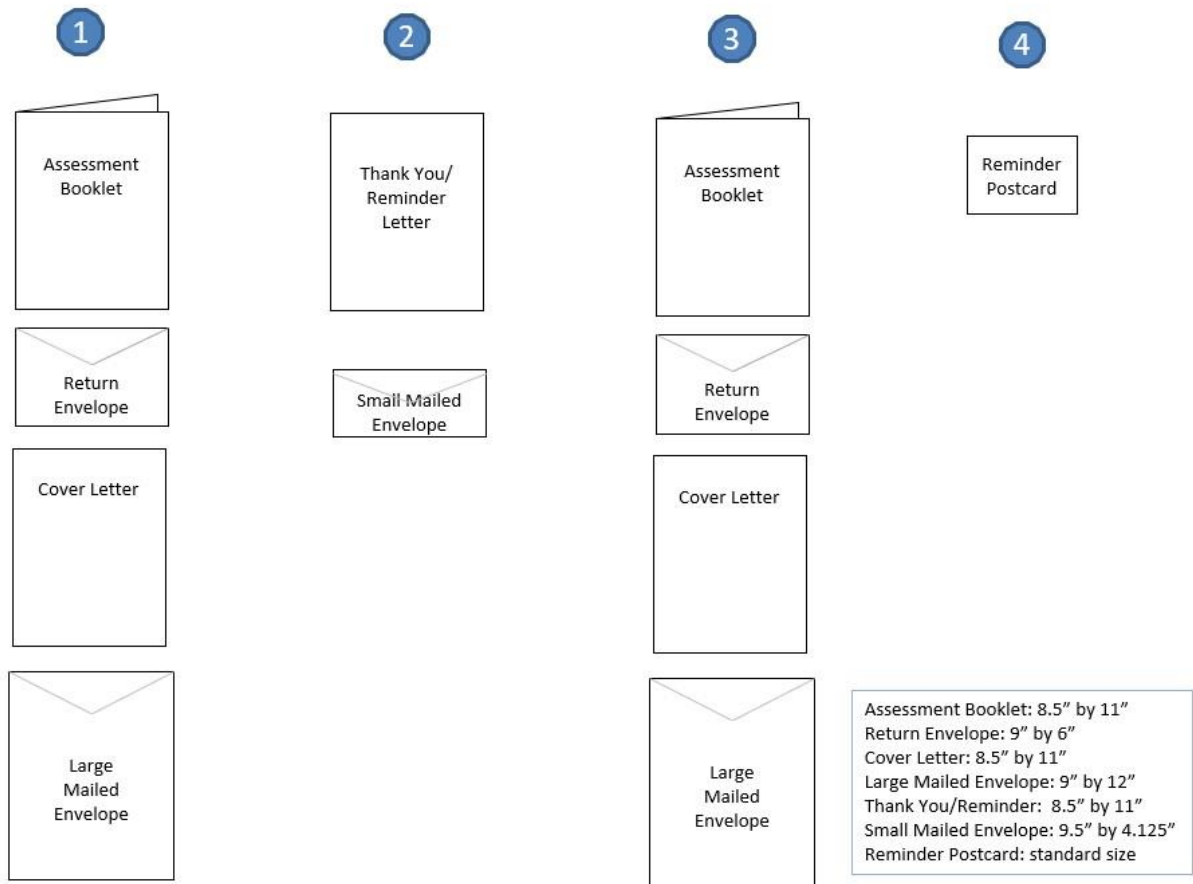
- Accompanying Documents (Cover letters, thank you/reminder letter, post card)
 - Respondents were engaged by letting them know that they were needed
 - Thank you letters provided gratitude and an opportunity to address nonresponse
 - Blue ink signatures were used on the cover letters
 - Ask to complete 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
Survey Content	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
Overall Survey Feedback	Could be confused by self-defining "community" but decided it was better to leave it like this	
	Overall loved the survey	
	Liked "My life" title	
	Add Q#'s in blue section title	Yes
	Add "confidential" to cover	Consider for next survey
	Add "continue to the next page"	
	Add "additional space for comment on back page"	Yes
	Add picture of person on the cover	Yes
Length was good, overall 10-12 minutes		

Sampling

3.1 Objectives of the Sample Design

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

3.2 Sampling Plan

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

3.3 Population of Interest

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

3.4 Sampling Frames

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

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

3.5 Sample Collection and Processing

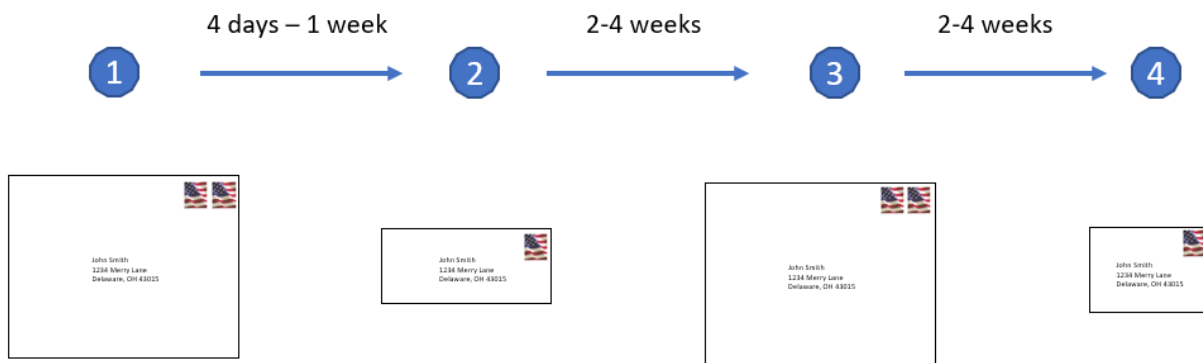
Registered voters of Delaware County were retrieved from the Delaware County Board of Elections (BOE) Voter Registration Database in excel format. All party affiliations and precincts were included when the registered voter list was retrieved. If the resident had a separate mailing address, this was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

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

3.6 Sampling Timeline

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

Figure 4. Mailing Timeline



Data Collection

4.1 Response Rates

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

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

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

Figure 5. Response Rate Equation

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

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 on 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 q1sidewalksimpotence="4" if q1sidewalksimpotence=="Very important"
tab	Obtain basic response breakdown of question as well as cross tabs (frequency, row %, column %)	tab q1sidewalksimpotence Tab zipregion q1sidewalksimpotence, column row
destring	Change from string to byte. Can do an individual variable or a set of variables at once.	destring q1sidewalksimpotence, 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 q1sidewalksimpotence summarize [var], detail

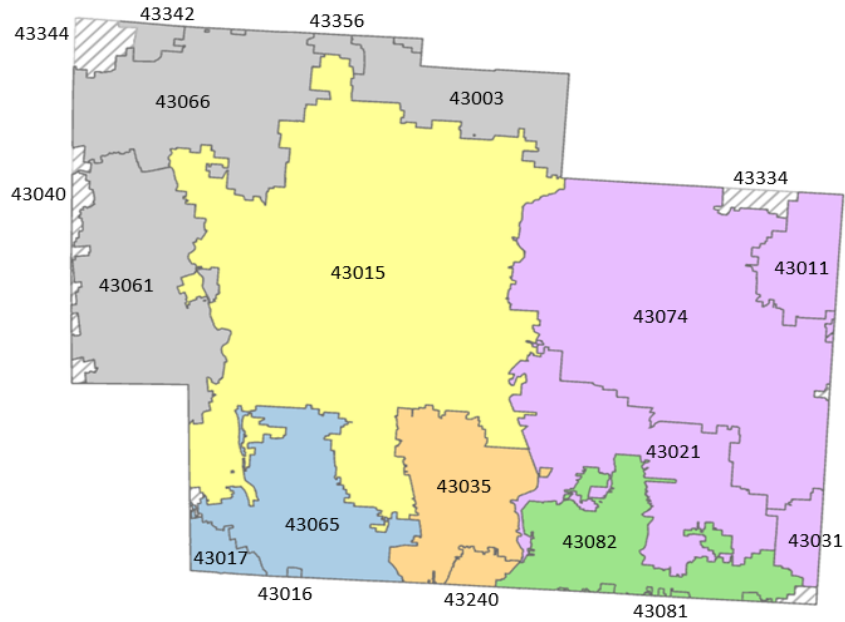
5.3 Future Data Analysis

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

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

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

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

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
	Total Printing	\$4,332.00
<i>Postage</i>		
	Packets	\$3,834.00
	Total Return postage	\$1,917.00
	Reminder Letter	\$750.00
	Post Card	\$332.50
	Total Postage	\$6,833.50
	Total Project	\$11,165.50

Contact Information

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

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

Heather Lane, Epidemiologist, hlane@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.



To be completed by a Delaware County resident age 55+


Delaware General Health District
P.O. Box 570
Delaware, OH 43015
740-203-2030
Dedicated to your health

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
(church bus or living
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 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.

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



Appendix 2: Cover Letter 1

MY LIFE IN DELAWARE COUNTY

June 18, 2018

Dear Delaware County Resident,

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

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

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

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

Bob Horrocks
Executive Director
SourcePoint

Shelia Hiddleson
Health Commissioner
Delaware General Health District



Appendix 3: Cover Letter 2

MY LIFE IN DELAWARE COUNTY

July 9, 2018

Dear Delaware County Resident,

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

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

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

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

Bob Horrocks
Executive Director
SourcePoint

Shelia Hiddleson
Health Commissioner
Delaware General Health District



Appendix 4: Thank you/reminder letter

MY LIFE IN DELAWARE COUNTY

July 2, 2018

Dear Delaware County Resident,

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

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

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

Many Thanks,

Bob Horrocks
Executive Director
SourcePoint

Shelia Hiddleson
Health Commissioner
Delaware General Health District



Appendix 5: Reminder postcard



MY LIFE IN DELAWARE COUNTY

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

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





Appendix 6: Raw Survey Response Tables

2018 AGE FRIENDLY DATA TABLES

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

2018 Delaware County
Totals

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		
Transportation (Q16-19)					

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		
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?					
Community Engagement & Participation (Q26-45)	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		
	Community and Health Services (Q49-59)	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			

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, or 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

AGE-FRIENDLY

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