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SEAGO Area Agency on Aging: Needs Assessment Survey Results, 2016

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Executive Summary

This report presents the results of a needs assessment survey of the senior population in Southeastern Arizona conducted by US Economic Research and SouthEastern Arizona Governments Organization's Area Agency on Aging. The survey was conducted during the fourth quarter of calendar year 2016. The survey included a sample of 689 seniors (ages 60 and older) residing in Cochise, Graham, Greenlee, and Santa Cruz counties.

The survey indicated the most important need of the elderly in Southeastern Arizona is affordable dental care. This was rated a serious problem by 37.5 percent of survey respondents across the region and was the number one serious problem in three of the four counties (in Greenlee County it ranked second to maintenance and repair of the home). In addition to being rated the top serious problem, affordable dental care was also perceived as a problem ("some problem" or "serious problem") by 64.8 of those surveyed across Southeastern Arizona. It was perceived as a problem by more respondents than any other issue in three of the four counties (again ranked second in Greenlee County).

The second most important need of the elderly in Southeastern Arizona is affordable assistive devices (hearing aids, glasses, canes, etc.). This was rated a serious problem by 24.6 percent of survey respondents across Southeastern Arizona. Affordable assistive devices ranked second on the list of serious problems in Cochise and Santa Cruz counties, fifth in Graham County, and seventh in Greenlee County. In addition to being rated a top serious problem, affordable assistive devices were also perceived as a problem ("some problem" or "serious problem") by 57.4 percent of those surveyed across

Southeastern Arizona. It was second on the list of problems in Graham County, third in Cochise County, and fourth in both Greenlee and Santa Cruz counties.

Other important concerns at the regional level include maintenance and repair of home, income (having enough money for basic needs), and cost of energy/utilities. Maintenance and repair of home was rated a serious problem by 23.2 percent of survey respondents across Southeastern Arizona and was in the top five most serious problems in three of the four counties (it was ranked eighth in Santa Cruz County). Income was rated a serious problem by 20.2 percent of all respondents in Southeastern Arizona; however, this was skewed by a disproportionately large number of survey respondents in Santa Cruz County where it was ranked third. Income was ranked sixth on the list of serious problems in Greenlee County, ninth on the list in Cochise County, and 10th in Graham County. The cost of energy/utilities was rated a serious problem by 19.8 percent of all respondents across Southeastern Arizona. It was fourth on the list of serious problems in Greenlee and Santa Cruz counties, seventh on the list in Graham County, and 12th in Cochise County.

Telemarketing or in-home sales, although it ranked ninth on the list of serious problems regionwide, ranked second in Graham County and third in Cochise County (it was further down the list at ninth in Santa Cruz County and 14th in Greenlee County). Maintenance of the yard, while it ranked sixth on the list of serious problems regionwide, ranked third in Graham and Greenlee counties and fifth in Cochise County (it was further down the list at 14th in Santa Cruz County). Transportation, while it ranked seventh on the list of serious problems

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regionwide, came in at fifth in Greenlee County and sixth in Santa Cruz County.

Issues that were least regarded as serious problems in Southeastern Arizona were elderly abuse/exploitation, getting information about disease prevention, raising grandchildren, personal safety, and personal care.

The survey also revealed the most common sources of advice regarding health insurance or Medicare regionally were insurance agents and SEAGO Area Agency on Aging. The most popular sources of transportation were respondents' own vehicles, friends and neighbors, and public buses.

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INTRODUCTION

In the fourth quarter (October through December) of calendar year 2016, US Economic Research in partnership with SouthEastern Arizona Governments Organization’s (SEAGO) Area Agency on Aging (AAA) conducted a survey of 689 residents of Southeastern Arizona (Cochise, Graham, Greenlee, and Santa Cruz counties) ages 60 and older to determine their needs for assistance (See Table 1 for distribution of sample). The surveys were distributed at

various locations throughout the counties in places where residents ages 60 and older were known to frequent. An online version was disseminated by AAA and posted to the SEAGO website. US Economic Research reviewed the survey design, prepared the online version of the survey, provided data entry and analysis, and prepared this report. Survey results were compared to those from a similar survey conducted in late 2012 and early 2013 (see Appendix A for comparison of results). The survey instrument is at Appendix B (English) and Appendix C (Spanish).

TABLE 1: SAMPLE SIZE DISTRIBUTION	
Cochise County	219
Graham County	156
Greenlee County	56
Santa Cruz County	258
TOTAL	689

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TABLE 2: AGE GROUP DISTRIBUTION OF THE SAMPLE (%)							
	60-64	65-69	70-74	75-79	80-84	85-89	90+
Cochise County	13.9	14.9	20.3	15.3	15.8	10.9	8.9
Graham County	12.4	22.8	19.3	15.2	13.8	11.0	5.5
Greenlee County	19.2	19.2	13.5	7.7	21.2	13.5	5.8
Santa Cruz County	8.0	19.7	21.0	17.6	18.5	7.6	7.6
TOTAL	11.8	18.8	19.8	15.5	16.8	9.9	7.4

TABLE 3: SEX DISTRIBUTION OF THE SAMPLE (%)	
Cochise County	
<i>Female</i>	68.5
<i>Male</i>	31.5
Graham County	
<i>Female</i>	68.2
<i>Male</i>	31.8
Greenlee County	
<i>Female</i>	76.5
<i>Male</i>	23.5
Santa Cruz County	
<i>Female</i>	67.2
<i>Male</i>	32.8
TOTAL	
<i>Female</i>	68.6
<i>Male</i>	31.4

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TABLE 4: SHARE OF THE SAMPLE WHOSE PRIMARY LANGUAGE IS SPANISH (%)	
Cochise County	20.2
Graham County	2.7
Greenlee County	3.6
Santa Cruz County	66.1
TOTAL	31.9

Figure 1: Southeast Arizona Sample by Race/Ethnicity

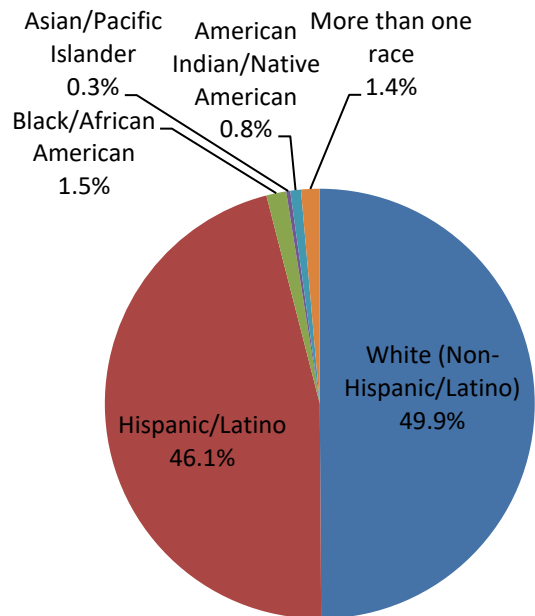


Figure 2: Cochise County Sample by Race/Ethnicity

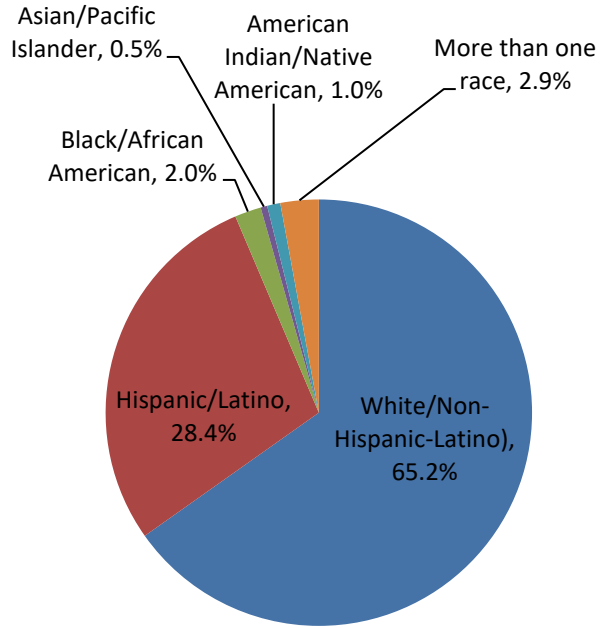


Figure 3: Graham County Sample by Race/Ethnicity

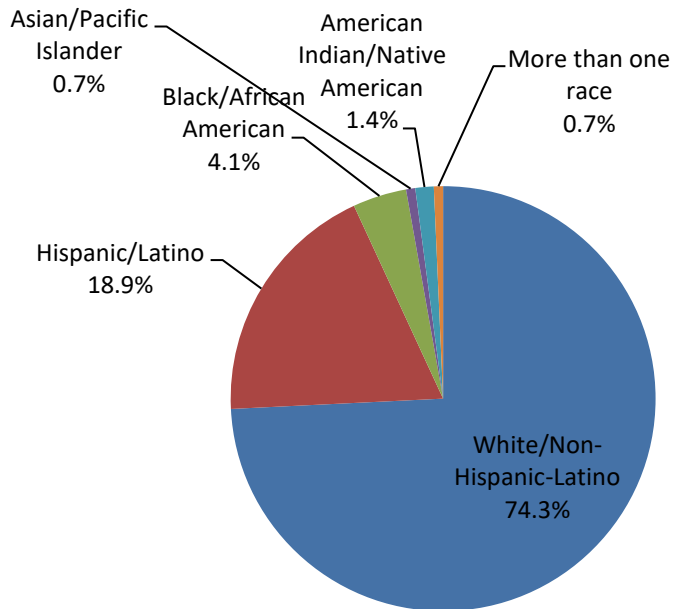


Figure 4: Greenlee County Sample by Race/Ethnicity

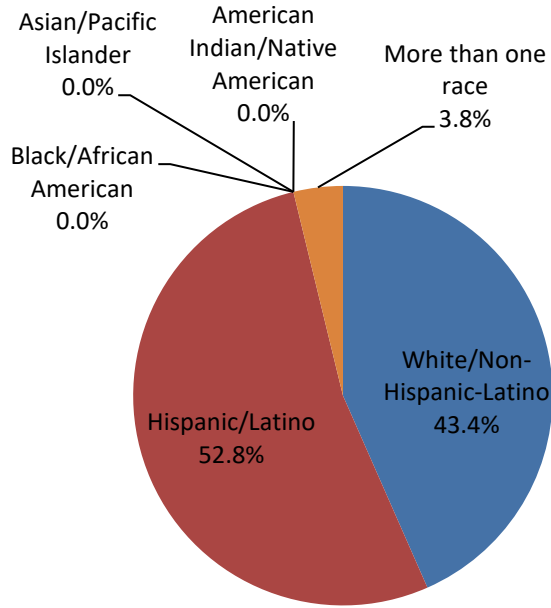
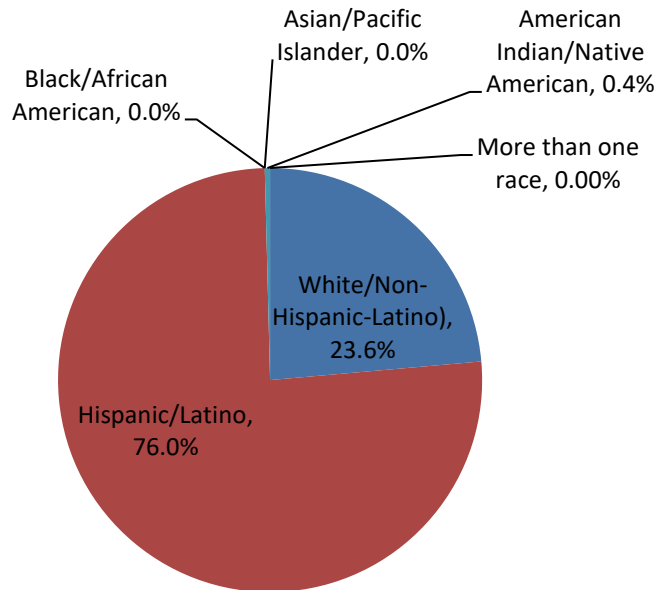


Figure 5: Santa Cruz County Sample by Race/Ethnicity



Narrative and Tabular Survey Results

Southeast Arizona

Sample Size: 689

Serious problems

Issues identified as a serious problem by the largest share of survey respondents throughout Southeastern Arizona (Cochise, Graham, Greenlee, and Santa Cruz counties) were affordable dental care, identified as a serious problem by 37.5 percent of those surveyed; affordable assistive devices, identified as a serious problem by 24.6 percent; maintenance and repair of home, identified as a serious problem by 23.2 percent; income, identified as a serious problem by 20.2 percent; and cost of energy/utilities, identified as a serious problem by 19.8 percent of respondents.

Problems

Issues identified as a problem (either “some problem” or “serious problem”) by the largest share of survey respondents across Southeastern Arizona were affordable dental care, identified as a problem by 64.8 percent of those surveyed; affordable assistive devices, identified as a problem by 57.4 percent; maintenance and repair of home, identified as a problem by 54.5 percent; income, identified as a problem by 52.1 percent; and cost of energy and utilities, identified as a problem by 51.8 percent of respondents.

No problem

Issues identified as no problem by the largest share of survey respondents throughout Southeast Arizona were raising grandchildren,

identified as “no problem” by 82.7 percent of those surveyed; elderly abuse/exploitation, identified as “no problem” by 82.1 percent; personal care, identified as “no problem” by 78.5 percent; providing care and supervision for an elderly family member, which was identified as “no problem” by 76.9 percent; and volunteer opportunities, identified as “no problem” by 75.7 percent of those surveyed.

Sources of Health Insurance/Medicare advice

Survey respondents were asked to identify their sources of advice regarding health insurance or Medicare. In Southeastern Arizona, insurance agent was the most popular source (14.7 percent of survey respondents) followed by SEAGO AAA (14.2 percent). Popular write-in responses were doctors, family members, friends, and Veterans Administration. See Appendix D for a complete list of responses regarding other sources contacted.

Sources of Transportation

Survey respondents were asked to identify their sources of transportation. In Southeastern Arizona, own vehicle was the most popular source (59.5 percent of respondents) followed by friend/neighbor (17.6 percent) and public bus (12.3 percent). A popular write-in response was family members. See Appendix E for a complete list of responses regarding other sources of transportation.

SEAGO AAA NEEDS ASSESSMENT SURVEY RESULTS (2016)

TABLE 5: ISSUES/POTENTIAL PROBLEMS RANKED BY SERIOUSNESS (SOUTHEAST ARIZONA)	
<i>Issue/Problem</i>	<i>Respondents Indicating "Serious Problem"</i>
Affordable dental care	37.5%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	24.6%
Maintenance and repair of home	23.2%
Income (having enough money for basic needs)	20.2%
Cost of energy/utilities	19.8%
Maintenance of yard	18.9%
Transportation	18.7%
Cost of housing	18.6%
Telemarketing or In-Home Sales	18.3%
Employment opportunities	16.2%
Finding legal assistance	15.2%
Accessibility modifications in my home (grab bars)	14.3%
Recreational or social opportunities	12.7%
Getting information about services	12.7%
Loneliness	12.5%
Having someone check on me daily	12.0%
Paying for prescription drugs	11.8%
Processing monthly bills and/or medical claims	11.3%
Homemaker services (shopping, housekeeping)	11.0%
Age discrimination (loans, insurance, employment)	10.9%
Loss of spouse/loved one	10.8%
Availability of health care providers (doctors, hospitals)	10.3%
Preparing nutritious meals	10.0%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	10.0%
Counseling or mental health services	8.6%
Bereavement/grief counseling/hospice services	7.8%
Obtaining information on selecting nursing home or assisted living facility	7.4%
Maintaining my personal independence	7.2%
Volunteer opportunities	7.0%
Providing care and supervision for an elderly family member	6.4%
Personal Care (bathing, washing hair)	6.1%
Personal Safety (Crime)	5.3%
Raising grandchildren	4.9%
Getting information about disease prevention	4.8%
Elderly abuse, exploitation	4.8%

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TABLE 6: ISSUES RANKED BY IDENTIFICATION AS A PROBLEM (SOUTHEAST ARIZONA)	
<i>Issue/Problem</i>	<i>Respondents Indicating "Some Problem" or "Serious Problem"</i>
Affordable dental care	64.8%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	57.4%
Maintenance and repair of home	54.5%
Income (having enough money for basic needs)	52.1%
Cost of energy/utilities	51.8%
Maintenance of yard	50.6%
Getting information about services	47.6%
Telemarketing or In-Home Sales	47.6%
Loneliness	44.0%
Finding legal assistance	43.3%
Cost of housing	42.4%
Availability of health care providers (doctors, hospitals)	42.4%
Transportation	40.6%
Paying for prescription drugs	40.5%
Recreational or social opportunities	39.8%
Accessibility modifications in my home (grab bars)	37.9%
Homemaker services (shopping, housekeeping)	36.8%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	35.8%
Preparing nutritious meals	35.7%
Loss of spouse/loved one	34.5%
Maintaining my personal independence	33.8%
Processing monthly bills and/or medical claims	33.7%
Employment opportunities	32.6%
Counseling or mental health services	32.0%
Having someone check on me daily	31.0%
Age discrimination (loans, insurance, employment)	29.7%
Obtaining information on selecting nursing home or assisted living facility	29.7%
Bereavement/grief counseling/hospice services	26.5%
Getting information about disease prevention	25.8%
Personal Safety (Crime)	24.4%
Volunteer opportunities	24.3%
Providing care and supervision for an elderly family member	23.1%
Personal Care (bathing, washing hair)	21.5%
Elderly abuse, exploitation	17.9%
Raising grandchildren	17.3%

Cochise County

Sample Size: 219

Serious problems

Issues identified as a serious problem by the largest share of survey respondents in Cochise County were affordable dental care, identified as a serious problem by 37.4 percent of those surveyed; affordable assistive devices, identified as a serious problem by 25.1 percent; telemarketing or in-home sales, identified as a serious problem by 22 percent; maintenance and repair of home, identified as a serious problem by 21.4 percent; and maintenance of yard, identified as a serious problem by 20 percent of respondents.

Problems

Issues identified as a problem (either “some problem” or “serious problem”) by the largest share of survey respondents in Cochise County were affordable dental care, identified as a problem by 65.9 percent of those surveyed; getting information about services, identified as a problem by 55.8 percent; affordable assistive devices, identified as a problem by 55.3 percent; maintenance of yard, identified as a problem by 50.5 percent; and maintenance and repair of home and telemarketing or in-home sales, each identified as a problem by 49 percent of respondents.

No problem

Issues identified as no problem by the largest share of the survey respondents within Cochise

County were raising grandchildren, identified as “no problem” by 86.3 percent of those surveyed; elderly abuse/ exploitation, identified as “no problem” by 85.9 percent; personal care, identified as “no problem” by 78.1 percent; providing care and supervision for an elderly family member, identified as “no problem” by 77 percent; and personal safety, identified as “no problem” by 74.3 percent of those surveyed.

Sources of Health Insurance/Medicare advice

Survey respondents were asked to identify their sources of advice regarding health insurance or Medicare. In Cochise County, SEAGO AAA was the most popular source (15.5 percent of respondents) followed by insurance agent (14.6 percent). Popular write-in responses were family members, friends, and Veterans Administration. See Appendix D for a complete list of responses regarding other sources contacted.

Sources of Transportation

Survey respondents were asked to identify their sources of transportation. In Cochise County, own vehicle was the most popular (58 percent of respondents) followed by friend/neighbor (21 percent) and public bus (17.4 percent). The most popular write-in response was family members. See Appendix E for a complete list of responses regarding other sources of transportation.

SEAGO AAA NEEDS ASSESSMENT SURVEY RESULTS (2016)

TABLE 7: ISSUES/POTENTIAL PROBLEMS RANKED BY SERIOUSNESS (COCHISE COUNTY)	
<i>Issue/Problem</i>	<i>Respondents Indicating "Serious Problem"</i>
Affordable dental care	37.4%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	25.1%
Telemarketing or In-Home Sales	22.0%
Maintenance and repair of home	21.4%
Maintenance of yard	20.0%
Finding legal assistance	18.8%
Getting information about services	17.7%
Recreational or social opportunities	17.0%
Income (having enough money for basic needs)	16.8%
Loneliness	16.0%
Accessibility modifications in my home (grab bars)	15.7%
Cost of energy/utilities	15.3%
Cost of housing	15.0%
Employment opportunities	14.9%
Transportation	13.6%
Paying for prescription drugs	13.6%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	13.3%
Having someone check on me daily	12.6%
Availability of health care providers (doctors, hospitals)	12.3%
Loss of spouse/loved one	12.2%
Preparing nutritious meals	12.0%
Homemaker services (shopping, housekeeping)	12.0%
Age discrimination (loans, insurance, employment)	11.4%
Counseling or mental health services	10.5%
Bereavement/grief counseling/hospice services	9.1%
Volunteer opportunities	9.0%
Maintaining my personal independence	9.0%
Personal Safety (Crime)	8.4%
Processing monthly bills and/or medical claims	8.3%
Obtaining information on selecting nursing home or assisted living facility	7.8%
Personal Care (bathing, washing hair)	7.4%
Providing care and supervision for an elderly family member	7.0%
Elderly abuse, exploitation	6.8%
Getting information about disease prevention	6.5%
Raising grandchildren	5.3%

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TABLE 8: ISSUES RANKED BY IDENTIFICATION AS A PROBLEM (COCHISE COUNTY)	
<i>Issue/Problem</i>	<i>Respondents Indicating "Some Problem" or "Serious Problem"</i>
Affordable dental care	65.9%
Getting information about services	55.8%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	55.3%
Maintenance of yard	50.5%
Maintenance and repair of home	49.0%
Telemarketing or In-Home Sales	49.0%
Cost of energy/utilities	48.8%
Income (having enough money for basic needs)	48.6%
Finding legal assistance	45.4%
Availability of health care providers (doctors, hospitals)	44.7%
Recreational or social opportunities	43.4%
Loneliness	42.5%
Paying for prescription drugs	41.1%
Maintaining my personal independence	39.3%
Cost of housing	38.8%
Accessibility modifications in my home (grab bars)	37.6%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	36.7%
Preparing nutritious meals	36.1%
Transportation	35.2%
Loss of spouse/loved one	33.7%
Homemaker services (shopping, housekeeping)	32.9%
Obtaining information on selecting nursing home or assisted living facility	32.8%
Counseling or mental health services	30.6%
Having someone check on me daily	29.3%
Getting information about disease prevention	27.6%
Processing monthly bills and/or medical claims	27.2%
Volunteer opportunities	26.6%
Bereavement/grief counseling/hospice services	26.4%
Age discrimination (loans, insurance, employment)	26.2%
Employment opportunities	26.2%
Personal Safety (Crime)	25.7%
Providing care and supervision for an elderly family member	23.0%
Personal Care (bathing, washing hair)	21.9%
Elderly abuse, exploitation	14.1%
Raising grandchildren	13.7%

Graham County

Sample Size: 156

Serious problems

Issues identified as a serious problem by the largest share of survey respondents in Graham County were affordable dental care, identified as a serious problem by 32.2 percent of those surveyed; telemarketing or in-home sales, identified as a serious problem by 24.3 percent; maintenance of yard, identified as a serious problem by 23.8 percent; maintenance and repair of home, identified as a serious problem by 23.2 percent; and affordable assistive devices, identified as a serious problem by 21.2 percent of respondents.

Problems

Issues identified as a problem (either “some problem” or “serious problem”) by the largest share of survey respondents in Graham County were affordable dental care, identified as a problem by 63.8 percent of those surveyed; affordable assistive devices, identified as a problem by 62.3 percent; maintenance and repair of home, identified as a problem by 60.3 percent; telemarketing or in-home sales, identified as a problem by 55.6 percent; and maintenance of yard, identified as a problem by 53.6 percent of respondents.

No problem

Issues identified as no problem by the largest share of the survey respondents within Graham

County were raising grandchildren, identified as “no problem” by 84.1 percent of those surveyed; personal care, identified as “no problem” by 78.1 percent; elderly abuse, identified as “no problem” by 78.1 percent; bereavement/grief counseling/hospice services, identified as “no problem” by 77.6 percent of those surveyed, and volunteer opportunities, identified as “no problem” by 74.8 percent.

Sources of Health Insurance/Medicare advice

Survey respondents were asked to identify their sources of advice regarding health insurance or Medicare. In Graham County, insurance agent was the most popular source (23.7 percent of respondents) followed by SEAGO AAA (10.3 percent). Popular write-in responses were family members and Veterans Administration. See Appendix D for a complete list of responses regarding other sources contacted.

Sources of Transportation

Survey respondents were asked to identify their sources of transportation. In Graham County, own vehicle was the most popular source (72.4 percent of survey respondents) followed by friend/neighbor (20.5 percent). The most popular write-in response was family members. See Appendix E for a complete list of responses regarding other sources of transportation.

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TABLE 9: ISSUES/POTENTIAL PROBLEMS RANKED BY SERIOUSNESS (GRAHAM COUNTY)	
<i>Issue/Problem</i>	<i>Respondents Indicating "Serious Problem"</i>
Affordable dental care	32.2%
Telemarketing or In-Home Sales	24.3%
Maintenance of yard	23.8%
Maintenance and repair of home	23.2%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	21.2%
Transportation	21.1%
Cost of energy/utilities	20.0%
Cost of housing	19.2%
Accessibility modifications in my home (grab bars)	18.5%
Income (having enough money for basic needs)	16.8%
Processing monthly bills and/or medical claims	14.4%
Getting information about services	14.1%
Employment opportunities	13.8%
Loss of spouse/loved one	13.3%
Recreational or social opportunities	12.9%
Having someone check on me daily	12.7%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	12.6%
Preparing nutritious meals	12.4%
Loneliness	12.3%
Finding legal assistance	12.0%
Homemaker services (shopping, housekeeping)	11.1%
Paying for prescription drugs	10.5%
Obtaining information on selecting nursing home or assisted living facility	9.6%
Providing care and supervision for an elderly family member	9.6%
Availability of health care providers (doctors, hospitals)	8.4%
Maintaining my personal independence	8.1%
Personal Care (bathing, washing hair)	7.3%
Volunteer opportunities	6.5%
Bereavement/grief counseling/hospice services	6.1%
Raising grandchildren	5.8%
Age discrimination (loans, insurance, employment)	5.7%
Counseling or mental health services	5.4%
Elderly abuse, exploitation	3.4%
Personal Safety (Crime)	2.7%
Getting information about disease prevention	2.0%

SEAGO AAA NEEDS ASSESSMENT SURVEY RESULTS (2016)

TABLE 10: ISSUES RANKED BY IDENTIFICATION AS A PROBLEM (GRAHAM COUNTY)	
<i>Issue/Problem</i>	<i>Respondents Indicating "Some Problem" or "Serious Problem"</i>
Affordable dental care	63.8%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	62.3%
Maintenance and repair of home	60.3%
Telemarketing or In-Home Sales	55.6%
Maintenance of yard	53.6%
Cost of energy/utilities	52.9%
Getting information about services	51.0%
Loneliness	48.6%
Income (having enough money for basic needs)	47.7%
Finding legal assistance	46.7%
Paying for prescription drugs	45.1%
Recreational or social opportunities	44.2%
Cost of housing	43.0%
Preparing nutritious meals	42.5%
Availability of health care providers (doctors, hospitals)	42.2%
Transportation	40.1%
Homemaker services (shopping, housekeeping)	39.9%
Accessibility modifications in my home (grab bars)	39.7%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	39.7%
Having someone check on me daily	38.0%
Maintaining my personal independence	37.6%
Employment opportunities	37.0%
Processing monthly bills and/or medical claims	36.3%
Loss of spouse/loved one	35.0%
Obtaining information on selecting nursing home or assisted living facility	33.3%
Personal Safety (Crime)	32.4%
Counseling or mental health services	32.0%
Getting information about disease prevention	30.0%
Age discrimination (loans, insurance, employment)	29.8%
Providing care and supervision for an elderly family member	27.2%
Volunteer opportunities	25.2%
Bereavement/grief counseling/hospice services	22.4%
Elderly abuse, exploitation	21.9%
Personal Care (bathing, washing hair)	21.9%
Raising grandchildren	15.9%

Greenlee County

Sample Size: 56

Serious problems

Issues identified as a serious problem by the largest share of survey respondents in Greenlee County were maintenance and repair of home, identified as a serious problem by 56.4 percent of those surveyed; affordable dental care, identified as a serious problem by 52.9 percent; maintenance of yard, identified as a serious problem by 35.2 percent; cost of energy/utilities, identified as a serious problem by 29.6 percent; and transportation and income, each identified as a serious problem by 25.9 percent of respondents.

Problems

Issues identified as a problem (either “some problem” or “serious problem”) by the largest share of survey respondents in Greenlee County were maintenance and repair of home, identified as a problem by 74.5 percent of those surveyed; affordable dental care, identified as a problem by 72.5 percent; maintenance of yard, identified as a problem by 63 percent; affordable assistive devices, identified as a problem by 61.1 percent; and getting information about services, identified as a problem by 58.2 percent of respondents.

No problem

Issues identified as no problem by the largest share of survey respondents in Greenlee County

were elderly abuse/exploitation, identified as “no problem” by 84 percent of those surveyed; raising grandchildren, identified as “no problem” by 77.6 percent; personal care, identified as “no problem” by 74.1 percent; bereavement/grief counseling/hospice services, identified as “no problem” by 73.6 percent; and obtaining information on selecting nursing home or assisted living facility, identified as “no problem” by 72 percent of respondents.

Sources of Health Insurance/Medicare advice

Survey respondents were asked to identify their sources of advice regarding health insurance or Medicare. In Greenlee County, insurance agent was the most popular source (12.5 percent of respondents) followed by SEAGO AAA (10.7 percent). See Appendix D for a complete list of responses regarding other sources contacted.

Sources of Transportation

Survey respondents were asked to identify their sources of transportation. In Greenlee County, own vehicle was the most popular source (67.9 percent of respondents), followed by friend/neighbor (10.7 percent) and public bus (5.4 percent). The most popular write-in response was family members. See Appendix E for a complete list of responses regarding other sources of transportation.

SEAGO AAA NEEDS ASSESSMENT SURVEY RESULTS (2016)

TABLE 11: ISSUES/POTENTIAL PROBLEMS RANKED BY SERIOUSNESS (GREENLEE COUNTY)	
<i>Issue/Problem</i>	<i>Respondents Indicating "Serious Problem"</i>
Maintenance and repair of home	56.4%
Affordable dental care	52.9%
Maintenance of yard	35.2%
Cost of energy/utilities	29.6%
Transportation	25.9%
Income (having enough money for basic needs)	25.9%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	24.1%
Finding legal assistance	23.1%
Cost of housing	22.2%
Recreational or social opportunities	20.8%
Employment opportunities	20.0%
Age discrimination (loans, insurance, employment)	18.0%
Accessibility modifications in my home (grab bars)	16.7%
Telemarketing or In-Home Sales	15.4%
Bereavement/grief counseling/hospice services	15.1%
Paying for prescription drugs	14.8%
Loneliness	14.8%
Maintaining my personal independence	13.7%
Volunteer opportunities	13.5%
Counseling or mental health services	13.0%
Processing monthly bills and/or medical claims	12.0%
Providing care and supervision for an elderly family member	11.5%
Preparing nutritious meals	11.3%
Personal Safety (Crime)	11.3%
Availability of health care providers (doctors, hospitals)	10.9%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	10.9%
Raising grandchildren	10.2%
Loss of spouse/loved one	9.3%
Getting information about services	9.1%
Homemaker services (shopping, housekeeping)	9.1%
Having someone check on me daily	7.5%
Getting information about disease prevention	5.7%
Personal Care (bathing, washing hair)	5.6%
Obtaining information on selecting nursing home or assisted living facility	4.0%
Elderly abuse, exploitation	0.0%

SEAGO AAA NEEDS ASSESSMENT SURVEY RESULTS (2016)

TABLE 12: ISSUES RANKED BY IDENTIFICATION AS A PROBLEM (GREENLEE COUNTY)	
<i>Issue/Problem</i>	<i>Respondents Indicating "Some Problem" or "Serious Problem"</i>
Maintenance and repair of home	74.5%
Affordable dental care	72.5%
Maintenance of yard	63.0%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	61.1%
Getting information about services	58.2%
Homemaker services (shopping, housekeeping)	54.5%
Cost of energy/utilities	53.7%
Finding legal assistance	51.9%
Income (having enough money for basic needs)	51.9%
Loneliness	51.9%
Transportation	50.0%
Loss of spouse/loved one	50.0%
Recreational or social opportunities	47.2%
Telemarketing or In-Home Sales	46.2%
Paying for prescription drugs	44.4%
Availability of health care providers (doctors, hospitals)	43.6%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	43.6%
Accessibility modifications in my home (grab bars)	42.6%
Having someone check on me daily	41.5%
Personal Safety (Crime)	41.5%
Preparing nutritious meals	39.6%
Counseling or mental health services	38.9%
Maintaining my personal independence	37.3%
Cost of housing	37.0%
Processing monthly bills and/or medical claims	36.0%
Employment opportunities	34.0%
Age discrimination (loans, insurance, employment)	30.0%
Volunteer opportunities	28.8%
Providing care and supervision for an elderly family member	28.8%
Getting information about disease prevention	28.3%
Obtaining information on selecting nursing home or assisted living facility	28.0%
Bereavement/grief counseling/hospice services	26.4%
Personal Care (bathing, washing hair)	25.9%
Raising grandchildren	22.4%
Elderly abuse, exploitation	16.0%

Santa Cruz County

Sample Size: 258

Serious problems

Issues identified as a serious problem by the largest share of survey respondents in Santa Cruz County were affordable dental care, identified as a serious problem by 37.6 percent of those surveyed; affordable assistive devices, identified as a serious problem by 26.4 percent; income, identified as a serious problem by 23.9 percent; cost of energy/utilities, identified as a serious problem by 21.4 percent; and cost of housing, identified as a serious problem by 20.6 percent of respondents.

Problems

Issues identified as a problem (either “some problem” or “serious problem”) by the largest share of survey respondents in Santa Cruz County were affordable dental care, identified as a problem by 62.8 percent of those surveyed; income, identified as a problem by 57.8 percent; affordable assistive devices, identified as a problem by 55.4 percent; cost of energy/utilities, identified as a problem by 53.2 percent; and maintenance and repair of home, identified as a problem by 51.2 percent of respondents.

No problem

Issues identified as no problem by the largest share of survey respondents in Santa Cruz County were personal safety, identified as “no problem” by 85.4 percent of those surveyed;

elderly abuse/exploitation, identified as “no problem” by 80.9 percent; providing care and supervision for an elderly family member, identified as “no problem” by 80.4 percent; and personal care and raising grandchildren, each of which was identified as “no problem” by 79.9 percent of those surveyed.

Sources of Health Insurance/Medicare advice

Survey respondents were asked to identify their sources of advice regarding health insurance or Medicare. In Santa Cruz County, SEAGO AAA was the most popular source (16.3 percent of respondents) followed by State Health Insurance Assistance Program (12.4 percent) and insurance agent (9.7 percent). Popular write-in responses were family members and doctor’s office. See Appendix D for a complete list of responses regarding other sources contacted.

Sources of Transportation

Survey respondents were asked to identify their sources of transportation. In Santa Cruz County, own vehicle was the most popular source (51.2 percent of respondents) followed by friend/neighbor (14.3 percent) and taxi (9.7 percent). The most popular write-in response was family members. See Appendix E for a complete list of responses regarding other sources of transportation.

SEAGO AAA NEEDS ASSESSMENT SURVEY RESULTS (2016)

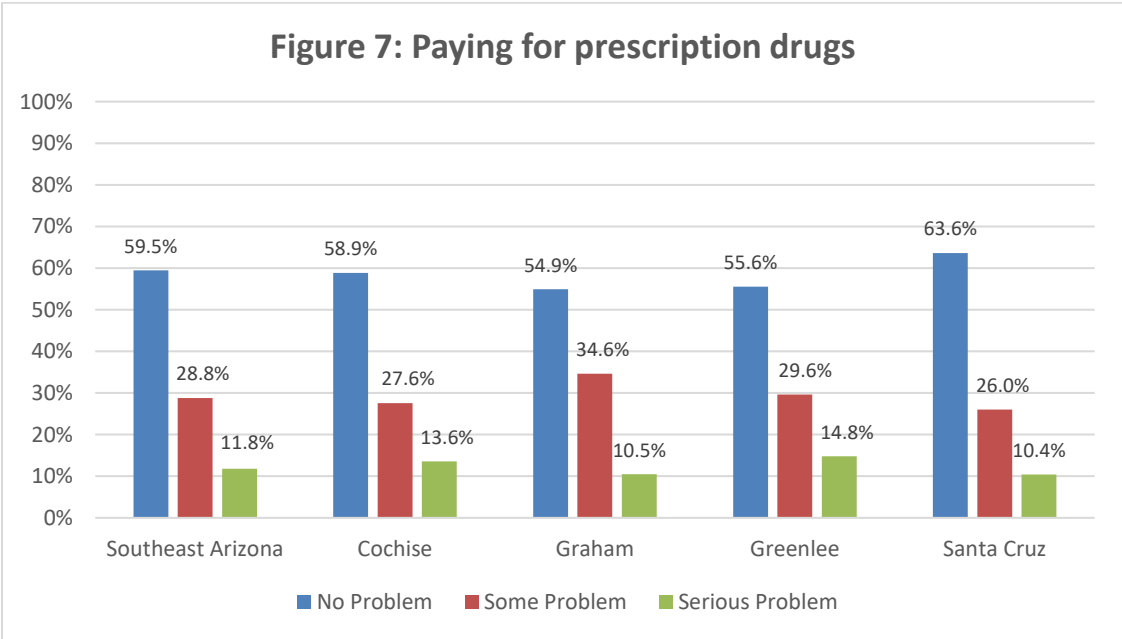
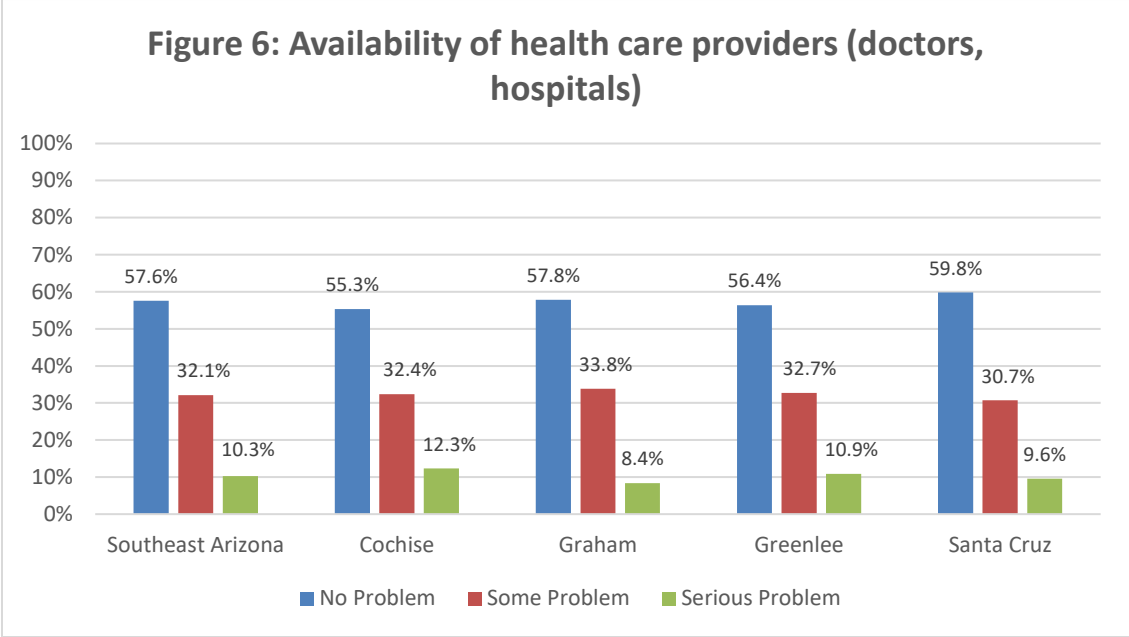
TABLE 13: ISSUES/POTENTIAL PROBLEMS RANKED BY SERIOUSNESS (SANTA CRUZ COUNTY)	
<i>Issue/Problem</i>	<i>Respondents Indicating "Serious Problem"</i>
Affordable dental care	37.6%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	26.4%
Income (having enough money for basic needs)	23.9%
Cost of energy/utilities	21.4%
Cost of housing	20.6%
Transportation	20.2%
Employment opportunities	17.8%
Maintenance and repair of home	17.5%
Telemarketing or In-Home Sales	12.3%
Finding legal assistance	12.3%
Age discrimination (loans, insurance, employment)	12.1%
Having someone check on me daily	11.9%
Processing monthly bills and/or medical claims	11.9%
Maintenance of yard	11.3%
Homemaker services (shopping, housekeeping)	10.5%
Paying for prescription drugs	10.4%
Accessibility modifications in my home (grab bars)	10.1%
Availability of health care providers (doctors, hospitals)	9.6%
Loneliness	9.1%
Loss of spouse/loved one	8.4%
Getting information about services	8.2%
Counseling or mental health services	7.9%
Recreational or social opportunities	7.2%
Preparing nutritious meals	6.5%
Obtaining information on selecting nursing home or assisted living facility	6.4%
Bereavement/grief counseling/hospice services	5.9%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	5.3%
Elderly abuse, exploitation	5.0%
Getting information about disease prevention	4.9%
Personal Care (bathing, washing hair)	4.4%
Volunteer opportunities	4.3%
Maintaining my personal independence	3.7%
Raising grandchildren	3.0%
Providing care and supervision for an elderly family member	3.0%
Personal Safety (Crime)	2.8%

SEAGO AAA NEEDS ASSESSMENT SURVEY RESULTS (2016)

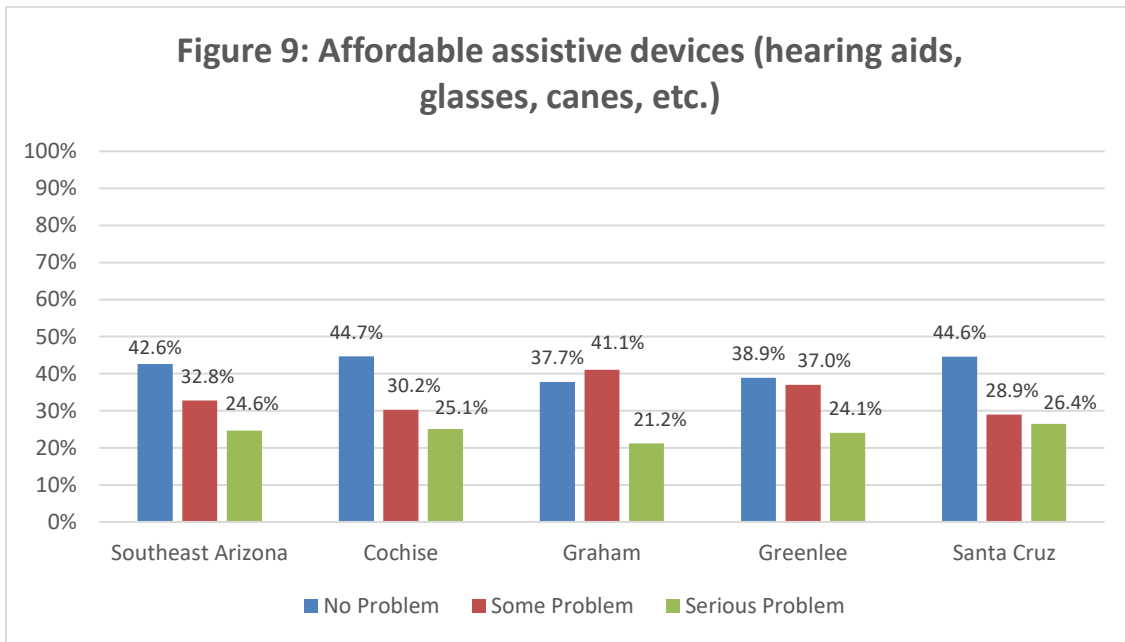
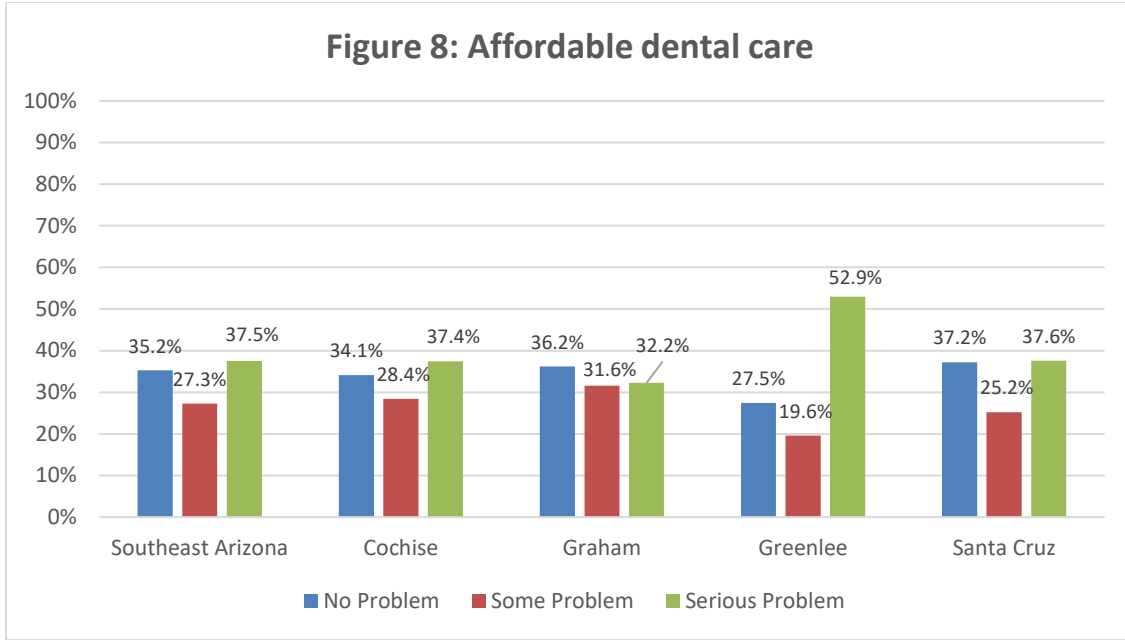
TABLE 14: ISSUES RANKED BY IDENTIFICATION AS A PROBLEM (SANTA CRUZ COUNTY)	
<i>Issue/Problem</i>	<i>Respondents Indicating "Some Problem" or "Serious Problem"</i>
Affordable dental care	62.8%
Income (having enough money for basic needs)	57.8%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	55.4%
Cost of energy/utilities	53.2%
Maintenance and repair of home	51.2%
Cost of housing	46.4%
Maintenance of yard	46.2%
Transportation	43.5%
Telemarketing or In-Home Sales	42.0%
Loneliness	40.9%
Availability of health care providers (doctors, hospitals)	40.2%
Finding legal assistance	37.3%
Processing monthly bills and/or medical claims	37.3%
Paying for prescription drugs	36.4%
Getting information about services	35.9%
Accessibility modifications in my home (grab bars)	35.9%
Employment opportunities	35.2%
Homemaker services (shopping, housekeeping)	34.4%
Age discrimination (loans, insurance, employment)	32.6%
Recreational or social opportunities	32.5%
Counseling or mental health services	31.5%
Loss of spouse/loved one	31.5%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	30.9%
Preparing nutritious meals	30.2%
Bereavement/grief counseling/hospice services	29.1%
Maintaining my personal independence	26.0%
Having someone check on me daily	25.9%
Obtaining information on selecting nursing home or assisted living facility	25.5%
Getting information about disease prevention	21.1%
Volunteer opportunities	20.9%
Raising grandchildren	20.1%
Personal Care (bathing, washing hair)	20.1%
Providing care and supervision for an elderly family member	19.6%
Elderly abuse, exploitation	19.1%
Personal Safety (Crime)	14.6%

Graphical Survey Results

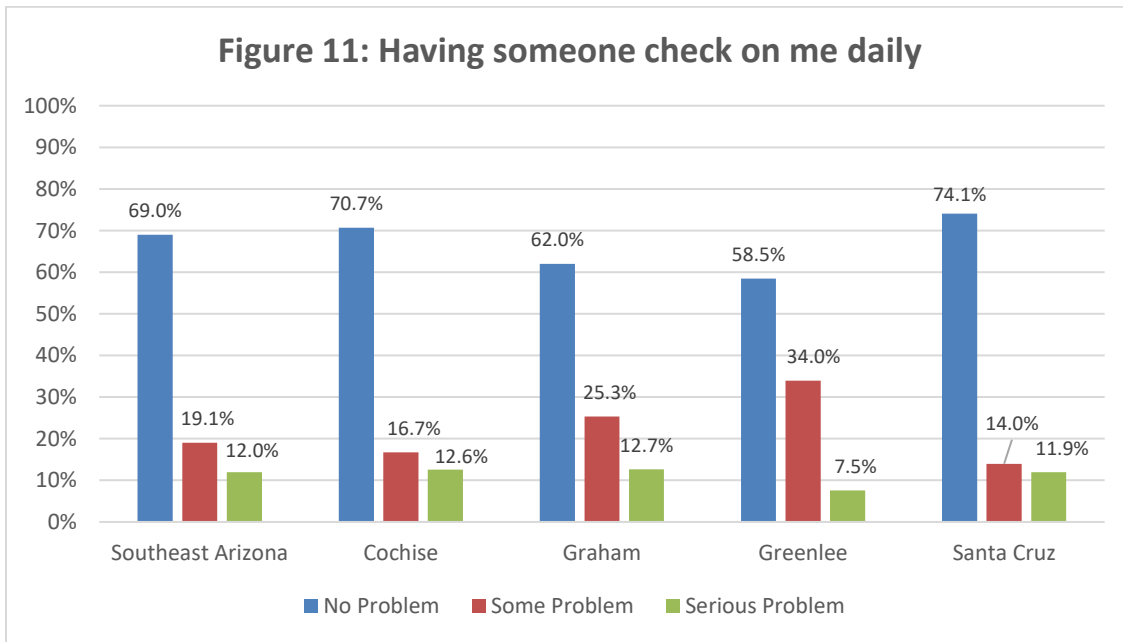
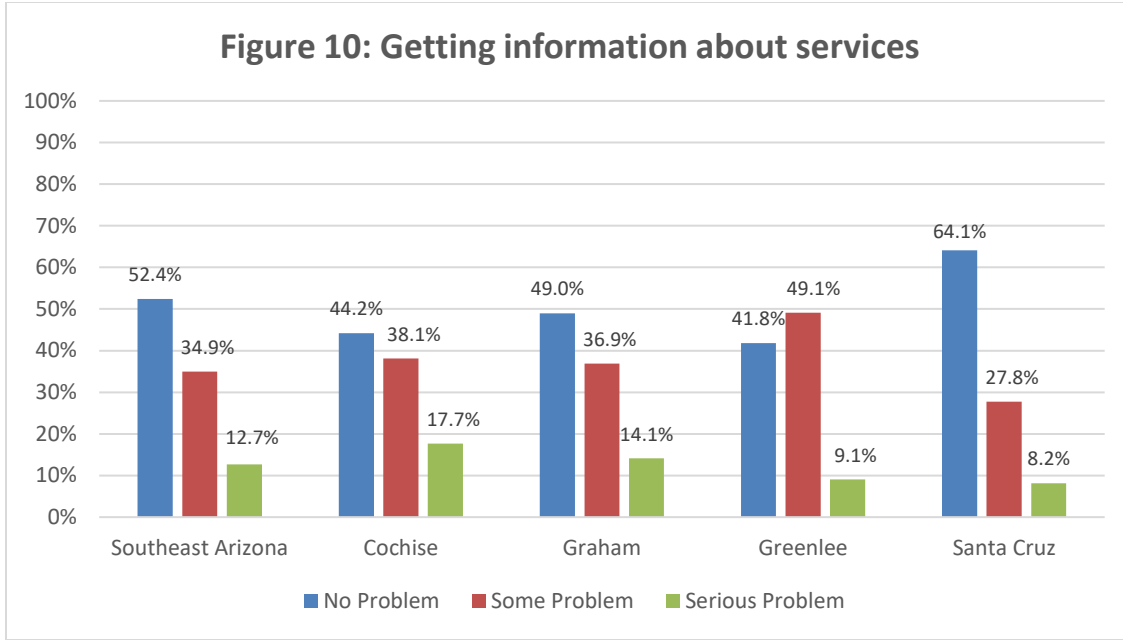
Note on Figures 6—40: Survey respondents were asked to indicate the degree to which each of the following items is a problem for them personally.



SEAGO AAA NEEDS ASSESSMENT SURVEY RESULTS (2016)



SEAGO AAA NEEDS ASSESSMENT SURVEY RESULTS (2016)



SEAGO AAA NEEDS ASSESSMENT SURVEY RESULTS (2016)

Figure 12: Preparing nutritious meals

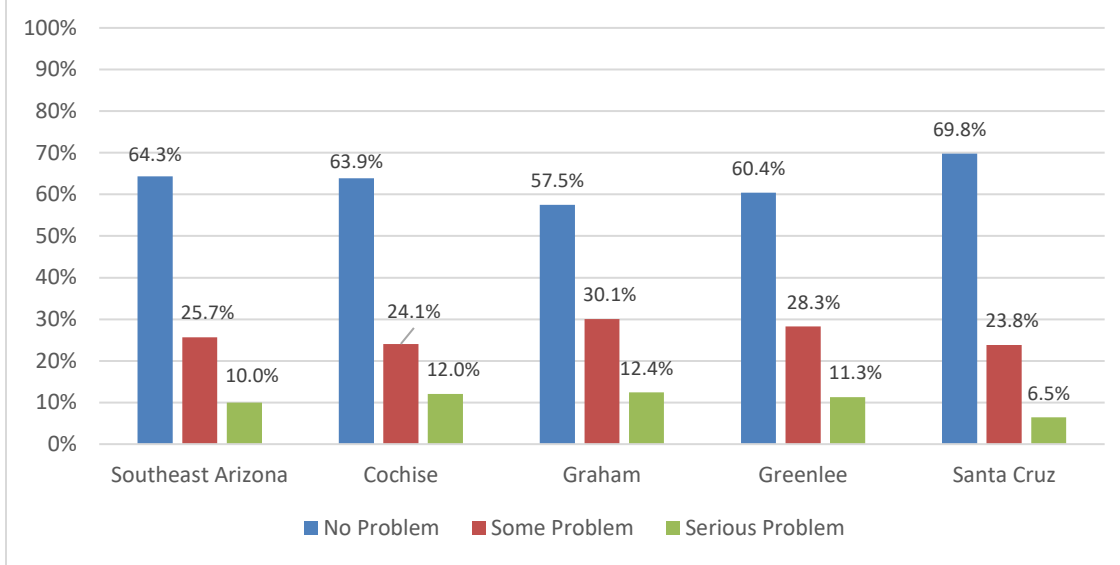
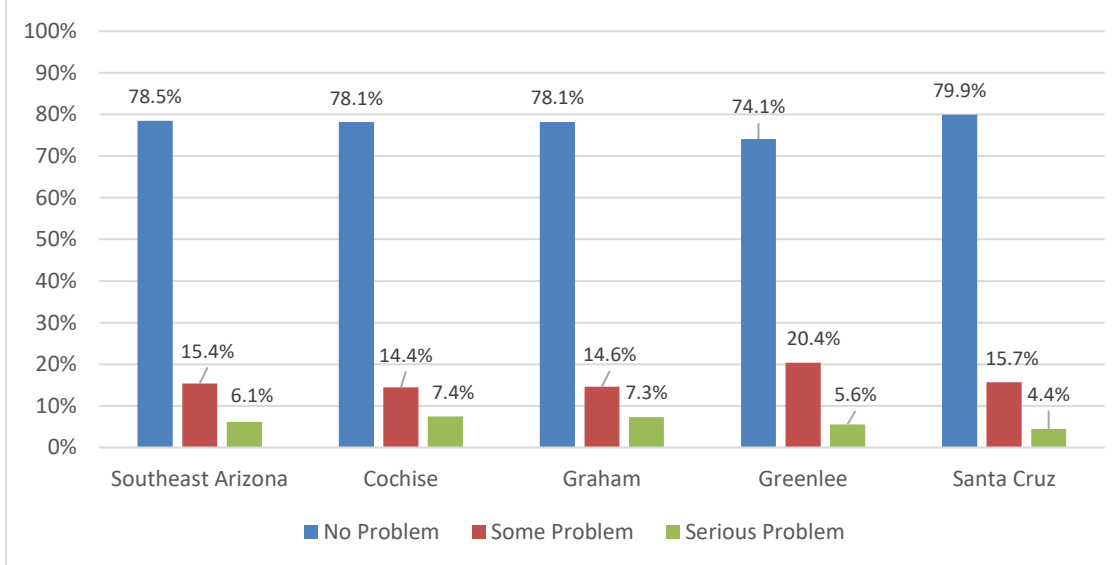


Figure 13: Personal care (bathing, washing hair)



SEAGO AAA NEEDS ASSESSMENT SURVEY RESULTS (2016)

Figure 14: Homemaker services (shopping, housekeeping)

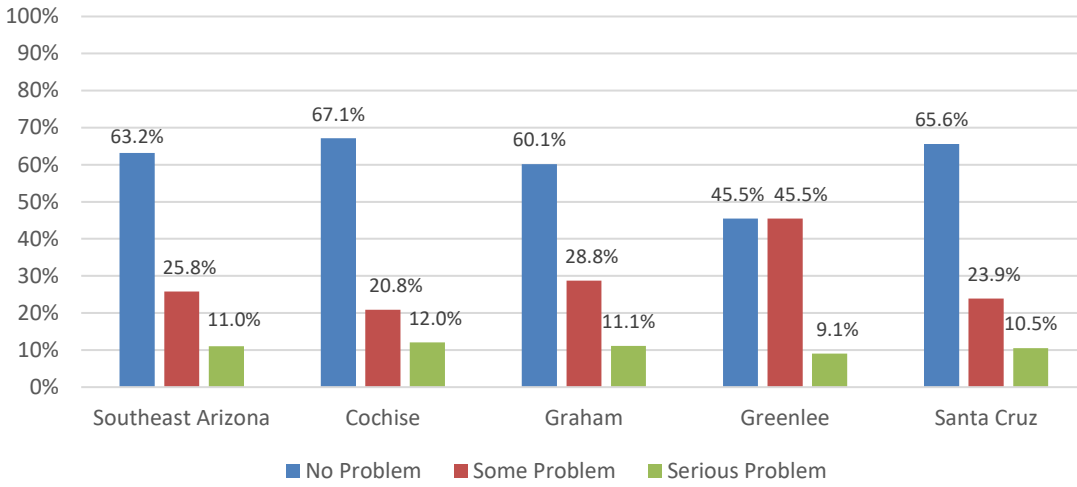
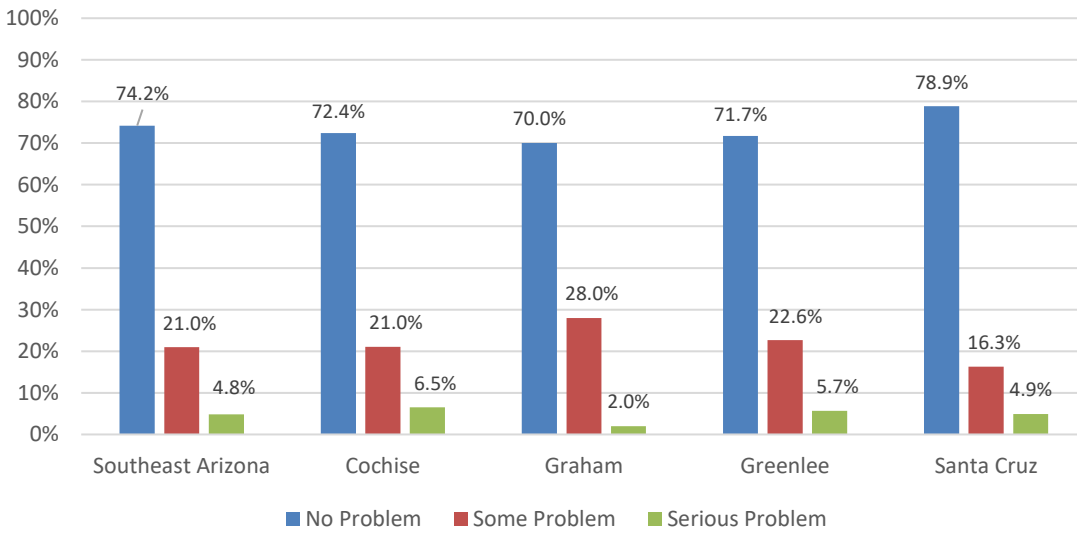
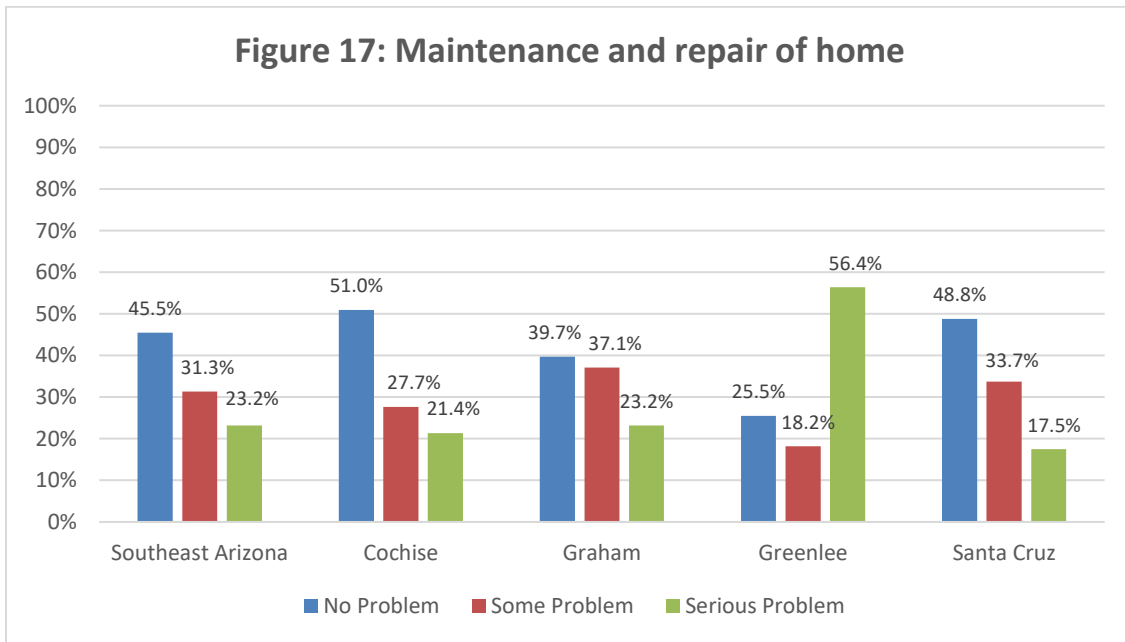
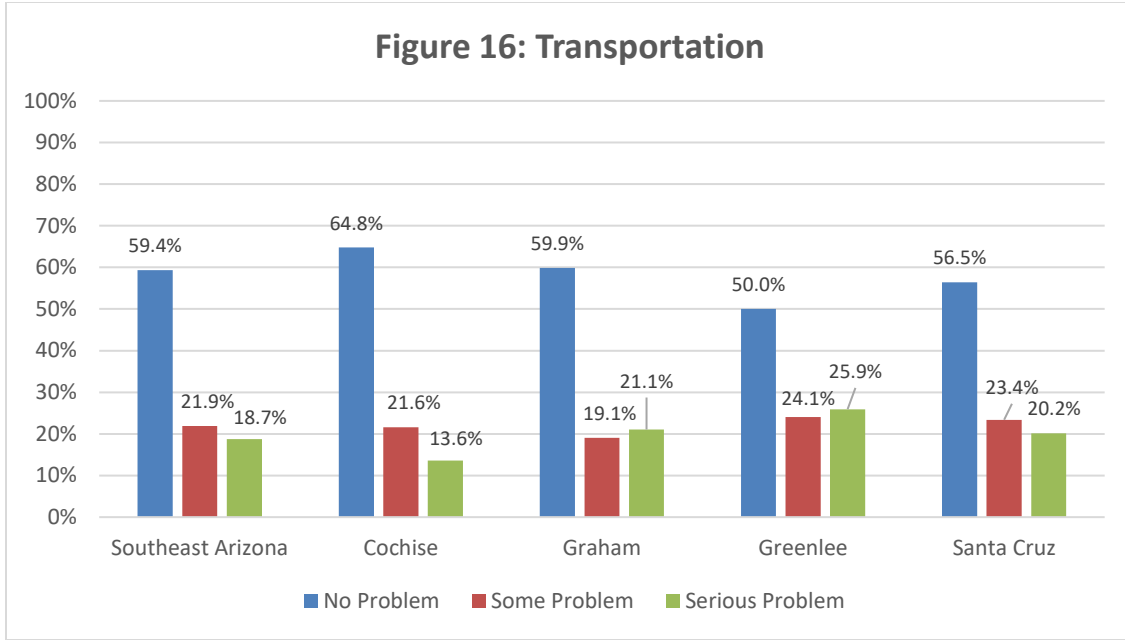


Figure 15: Getting information about disease prevention



SEAGO AAA NEEDS ASSESSMENT SURVEY RESULTS (2016)



SEAGO AAA NEEDS ASSESSMENT SURVEY RESULTS (2016)

Figure 18: Accessibility modification in my home (grab bars)

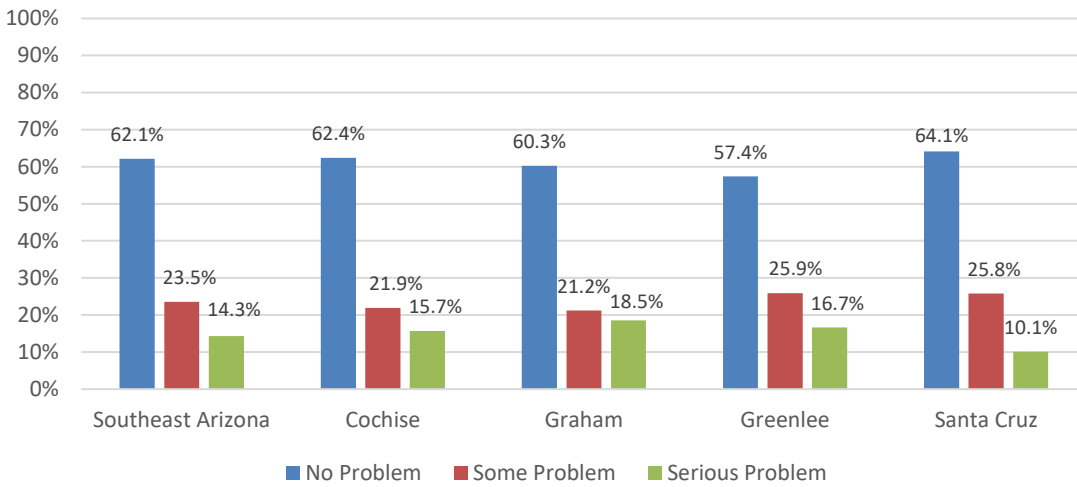
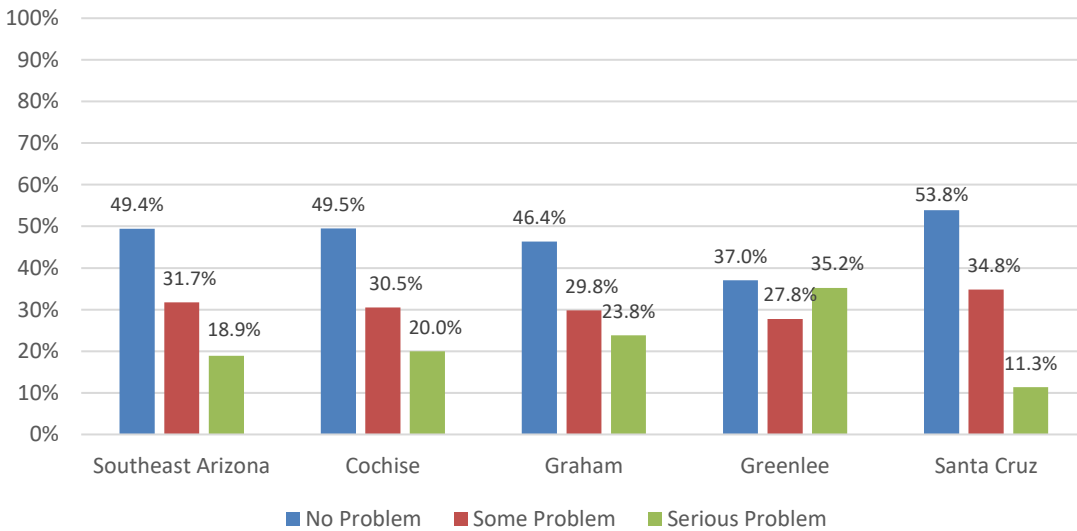
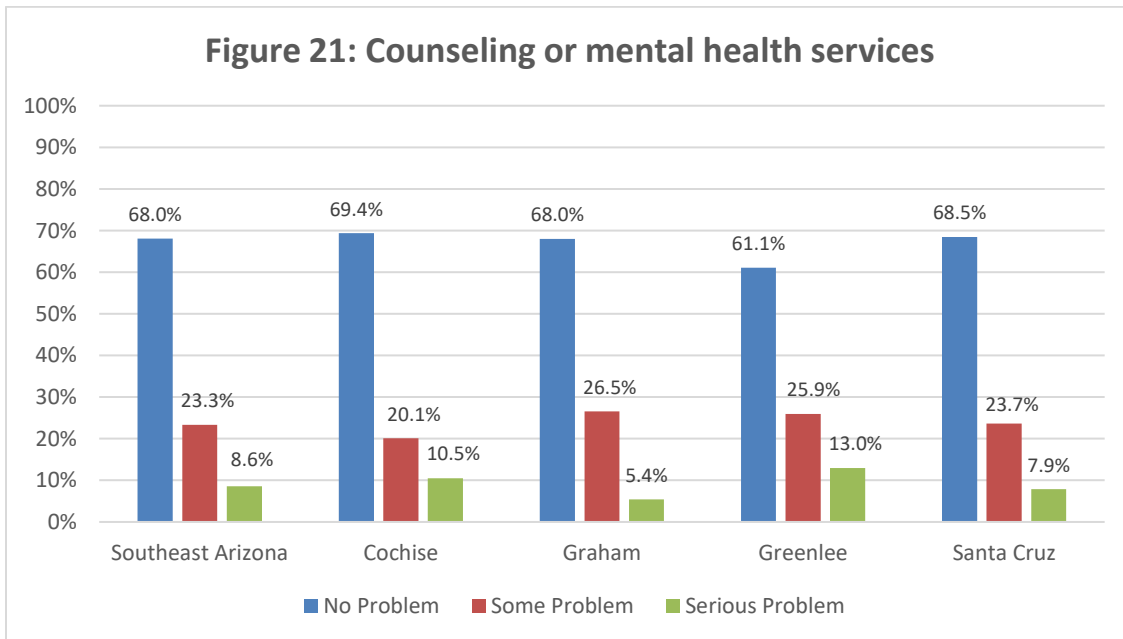
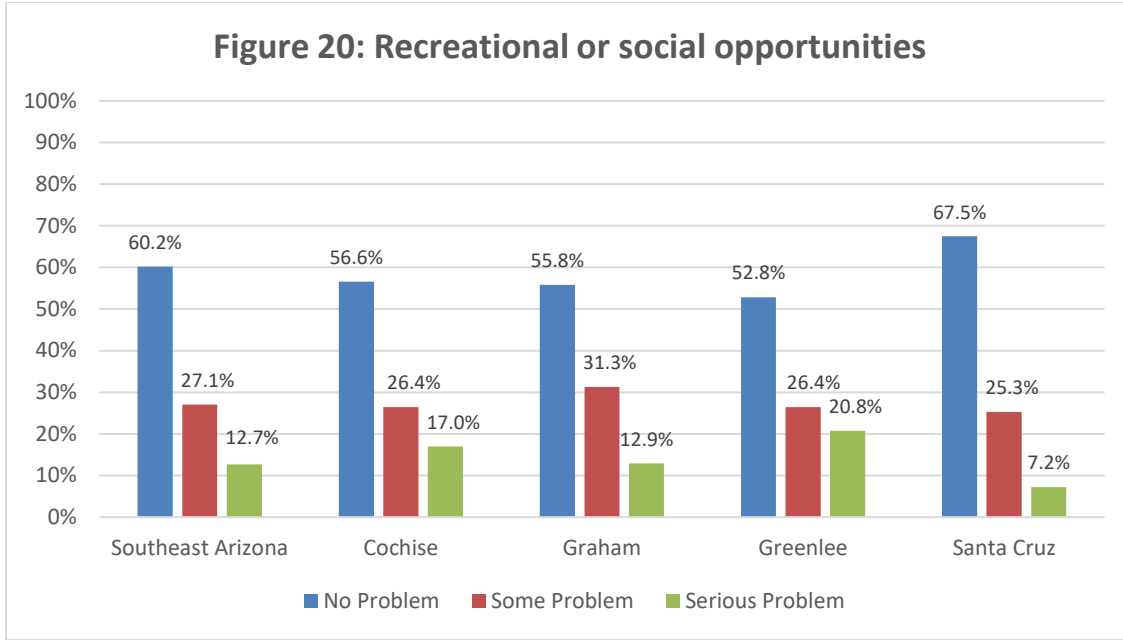


Figure 19: Maintenance of yard



SEAGO AAA NEEDS ASSESSMENT SURVEY RESULTS (2016)



SEAGO AAA NEEDS ASSESSMENT SURVEY RESULTS (2016)

Figure 22: Bereavement/grief counseling/hospice services

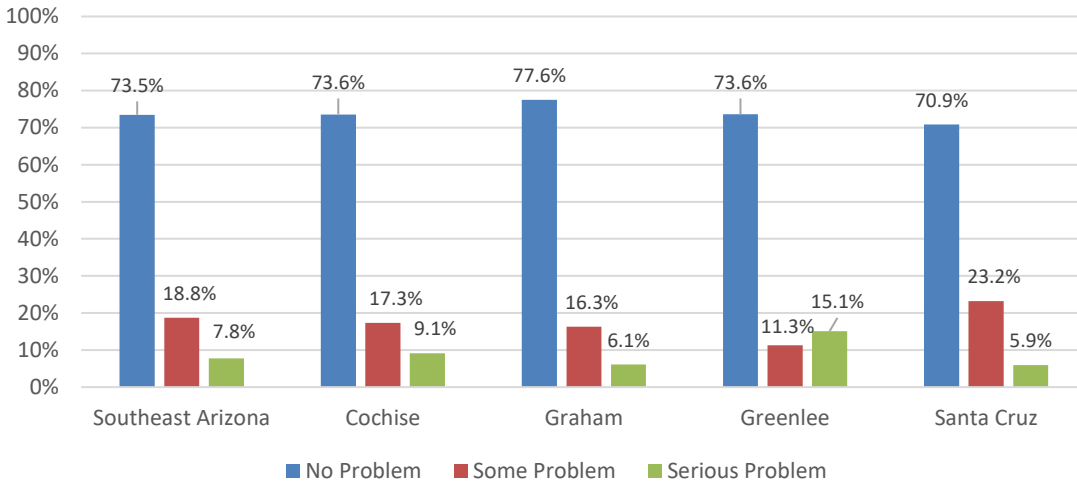
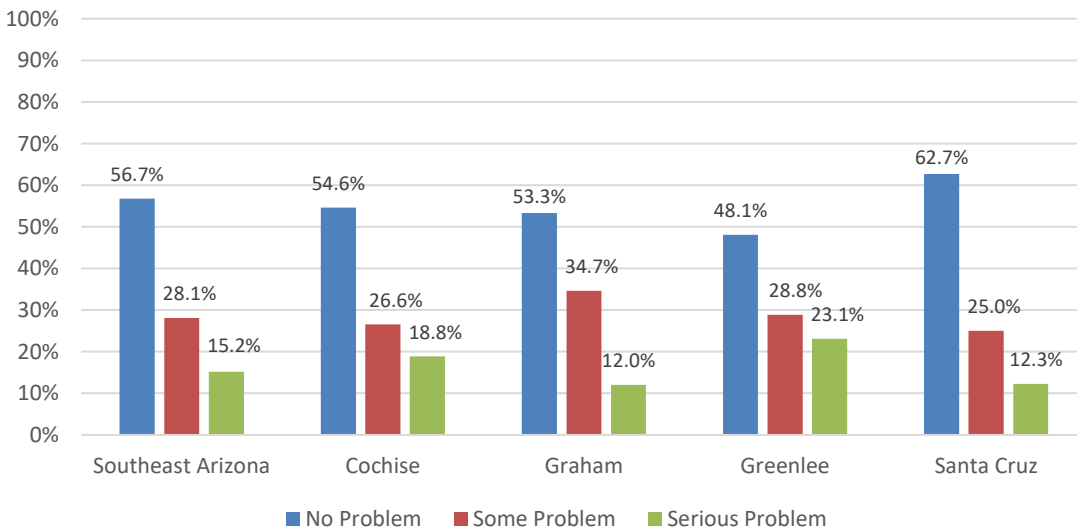
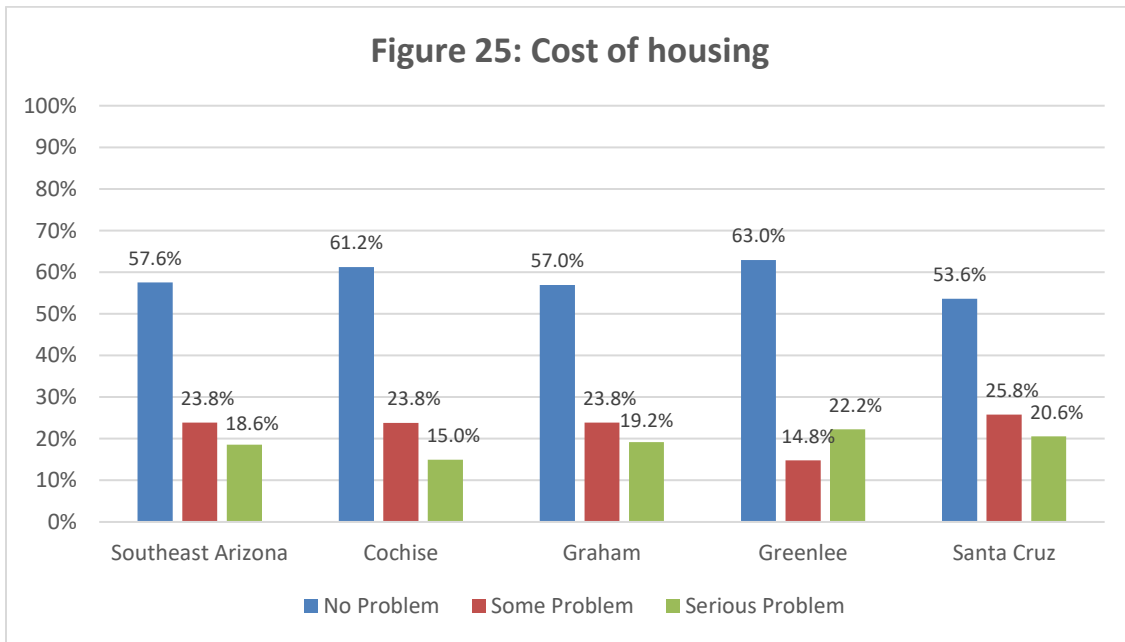
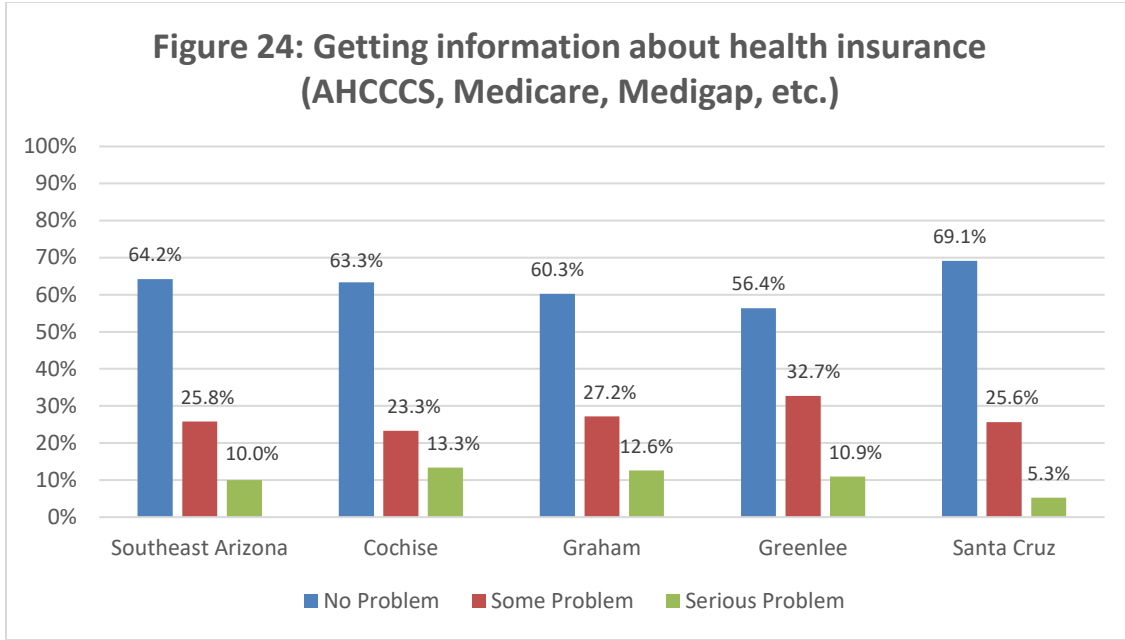


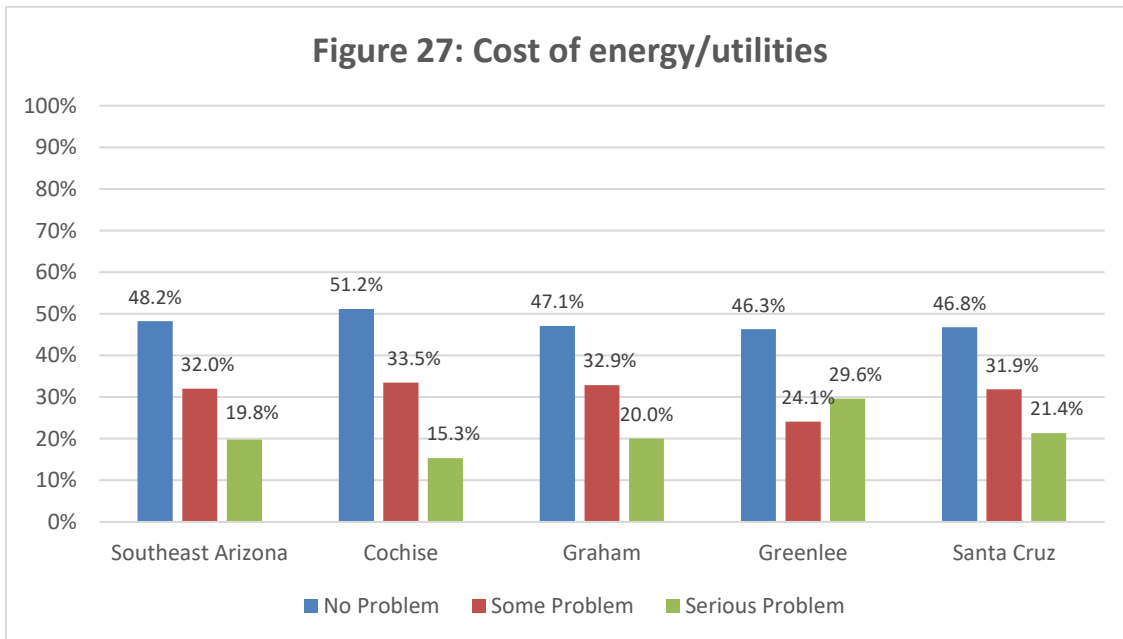
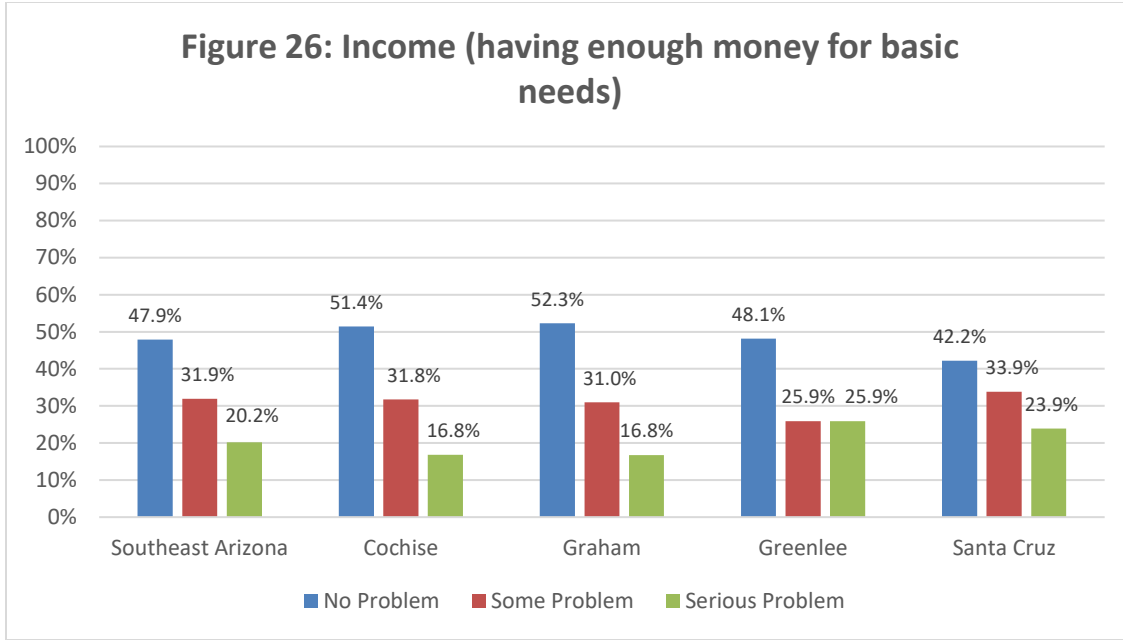
Figure 23: Finding legal assistance



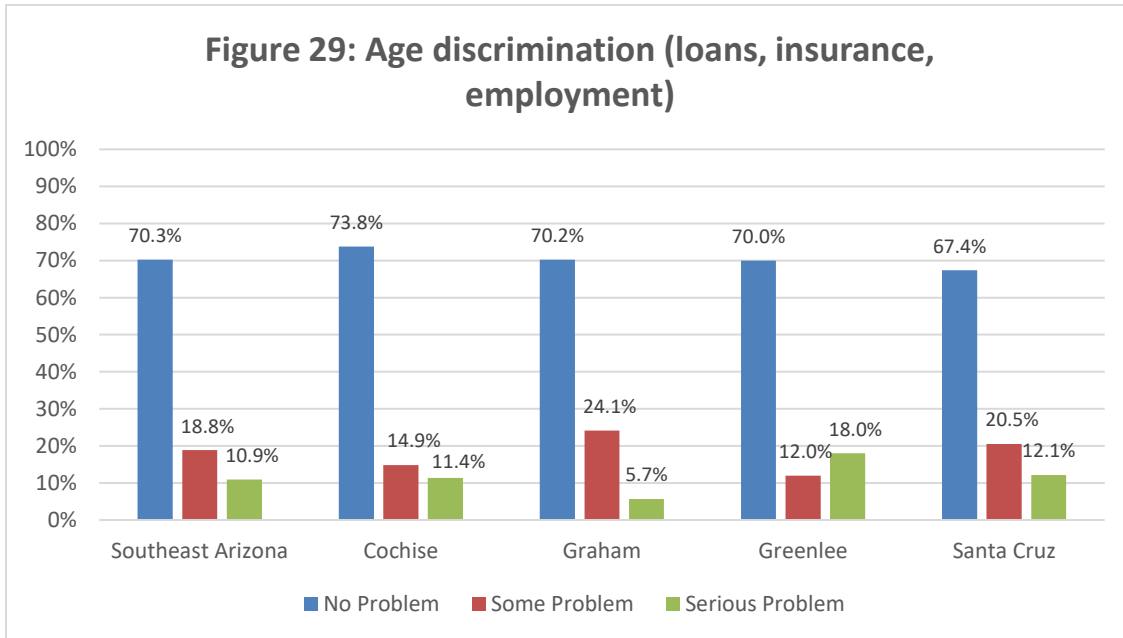
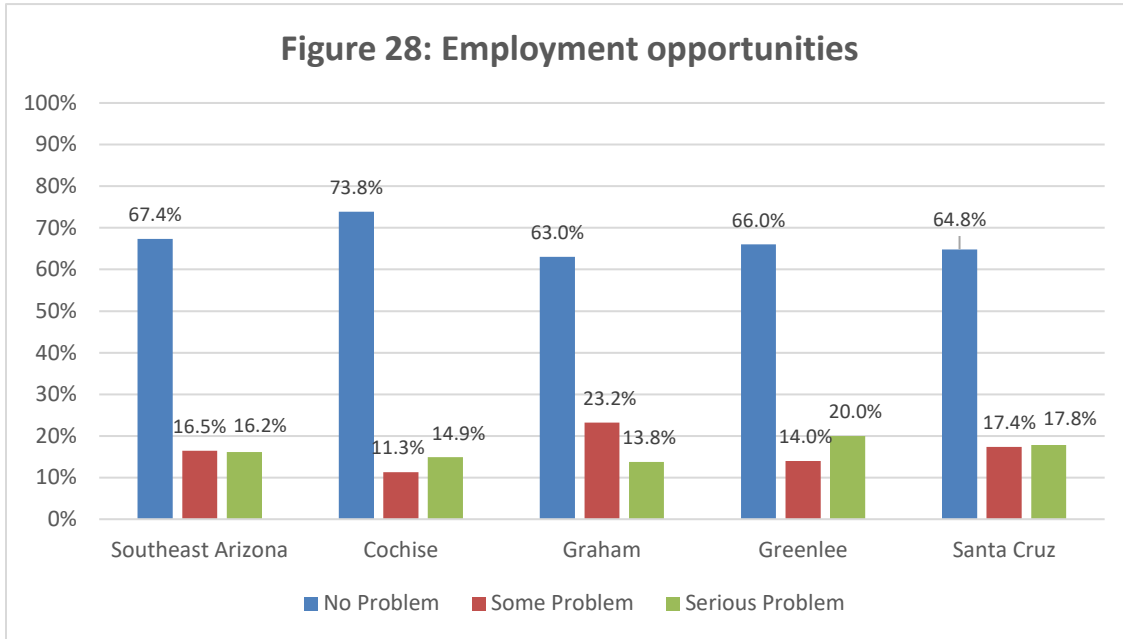
SEAGO AAA NEEDS ASSESSMENT SURVEY RESULTS (2016)



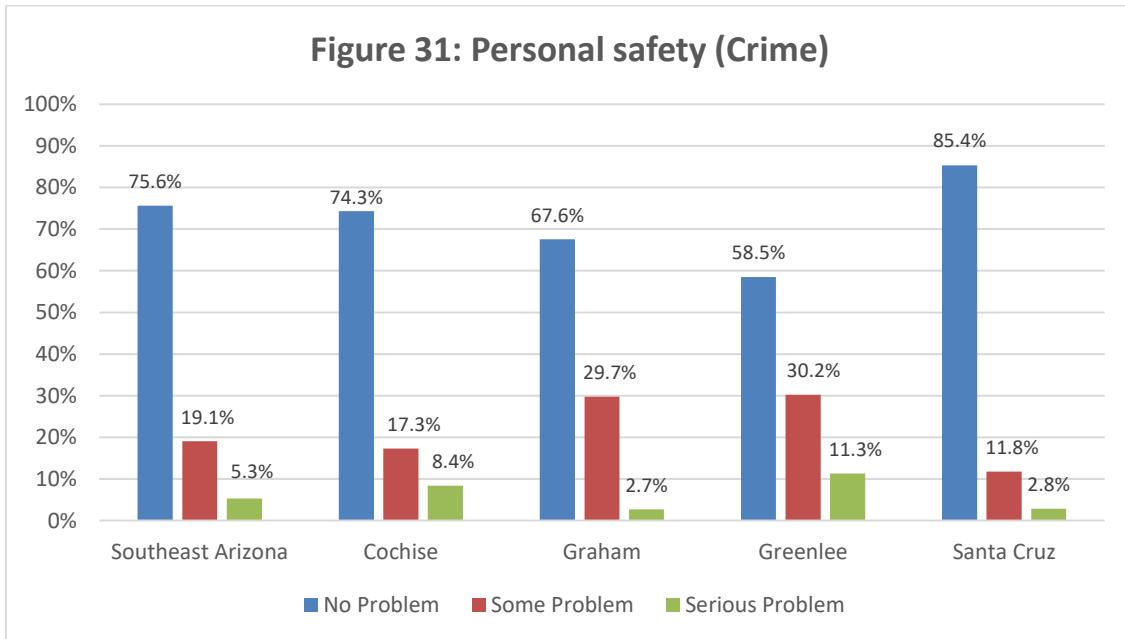
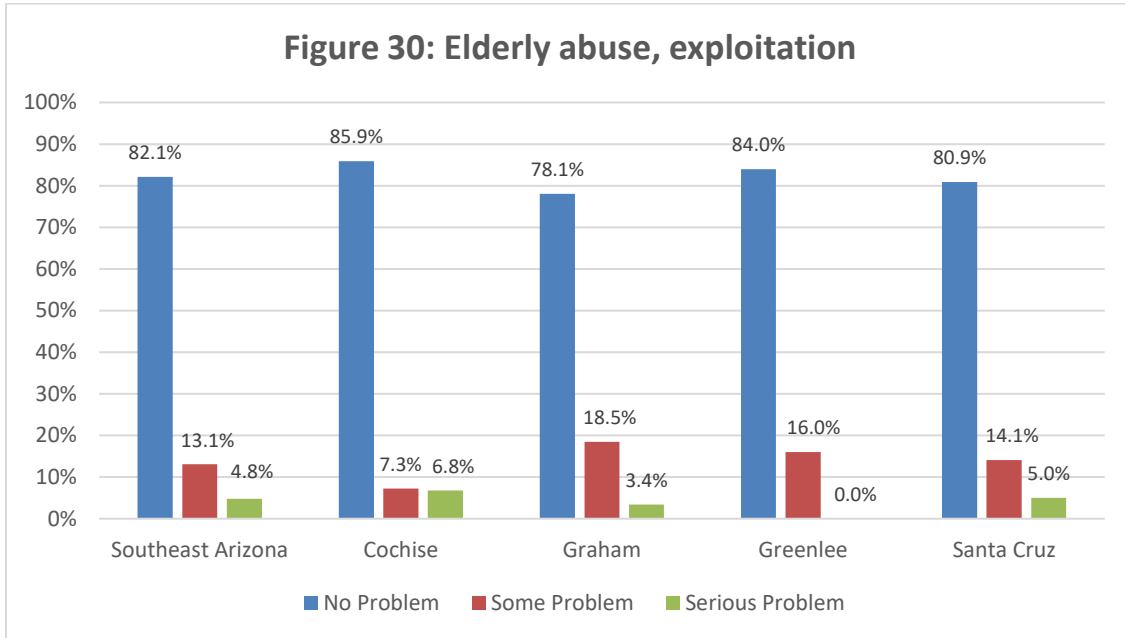
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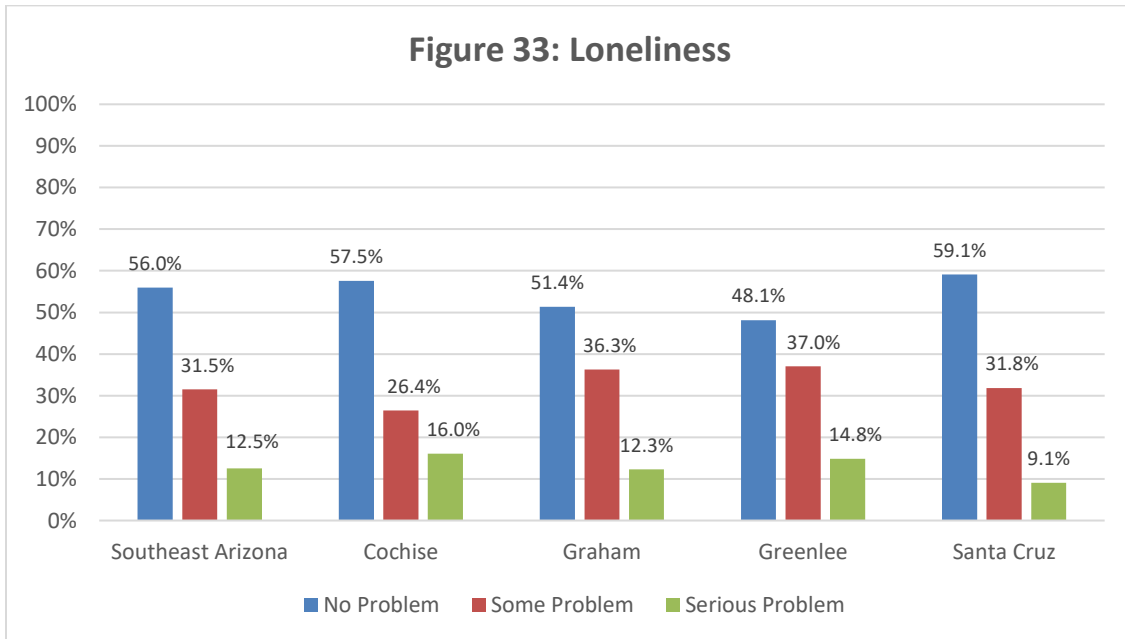
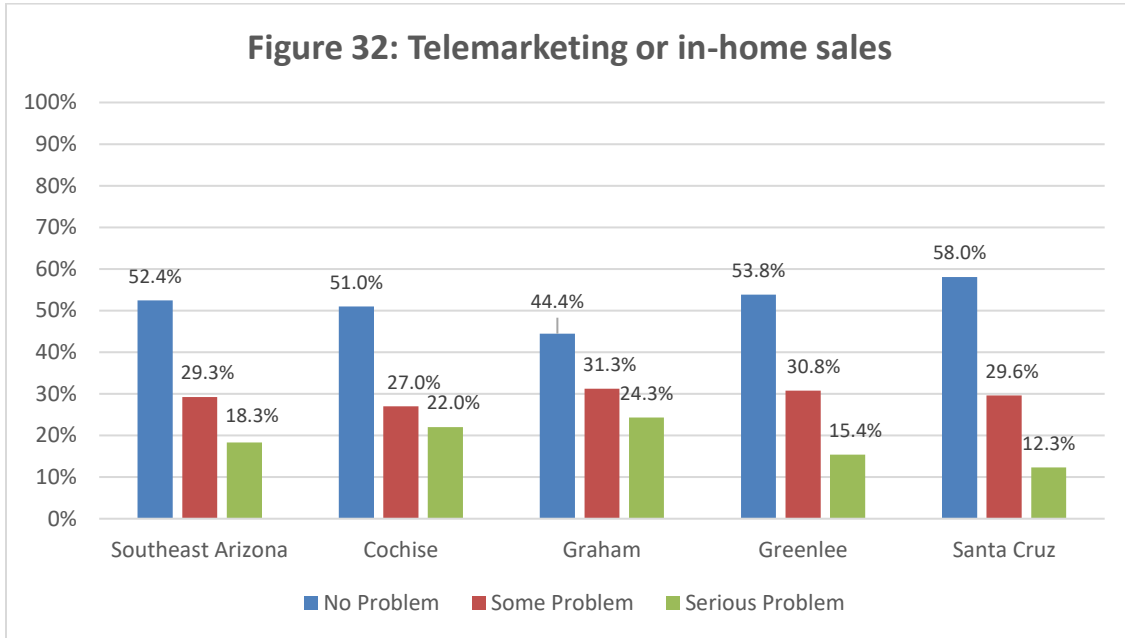
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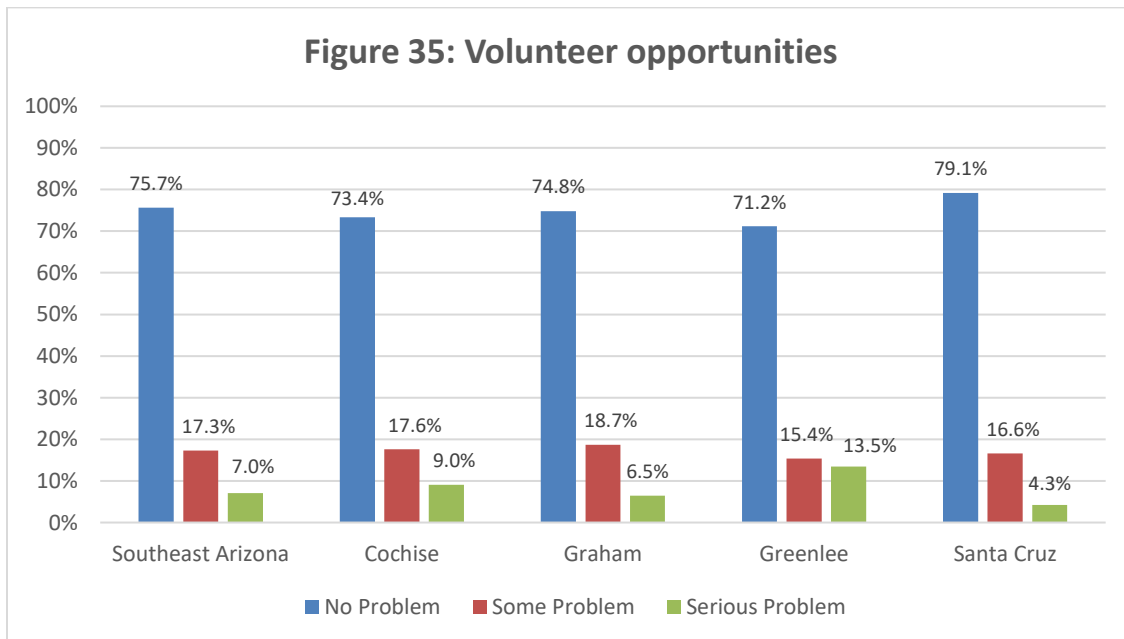
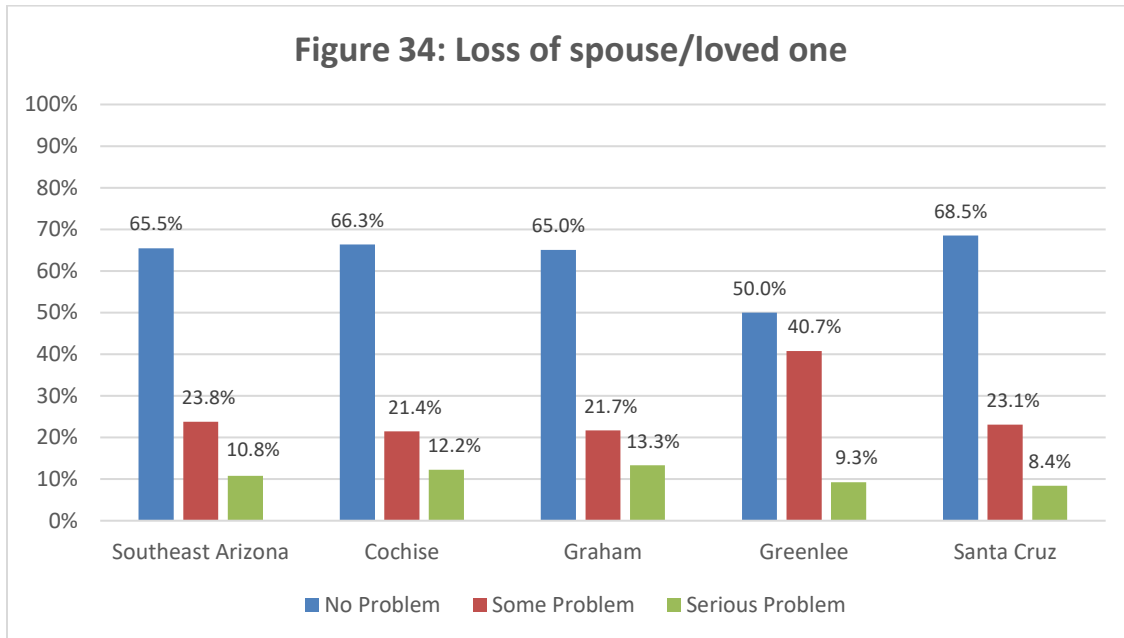
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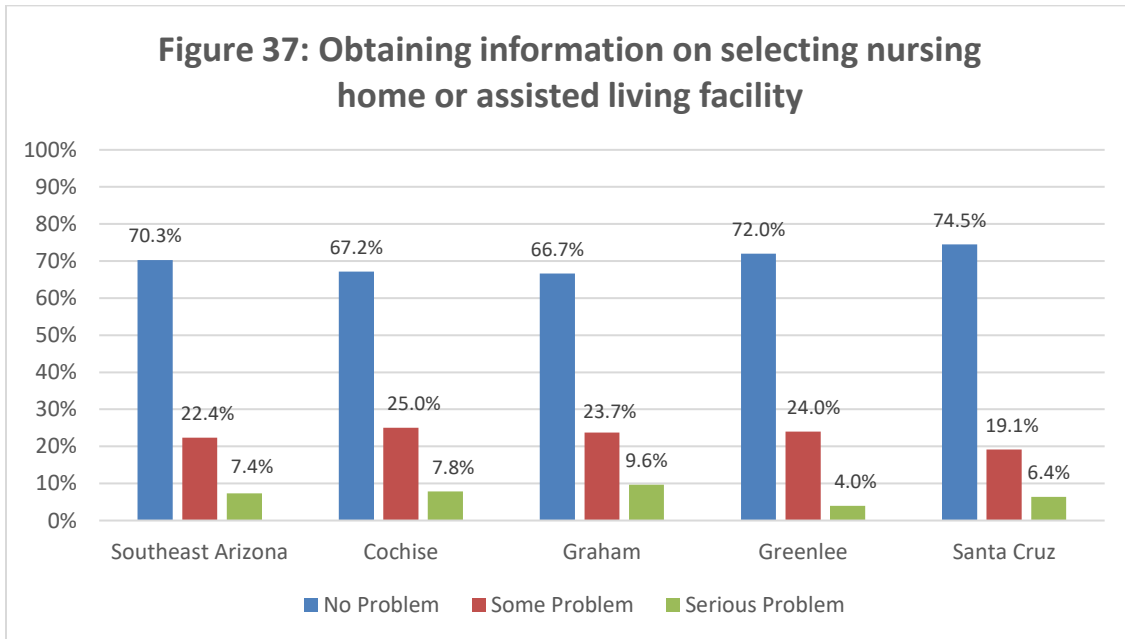
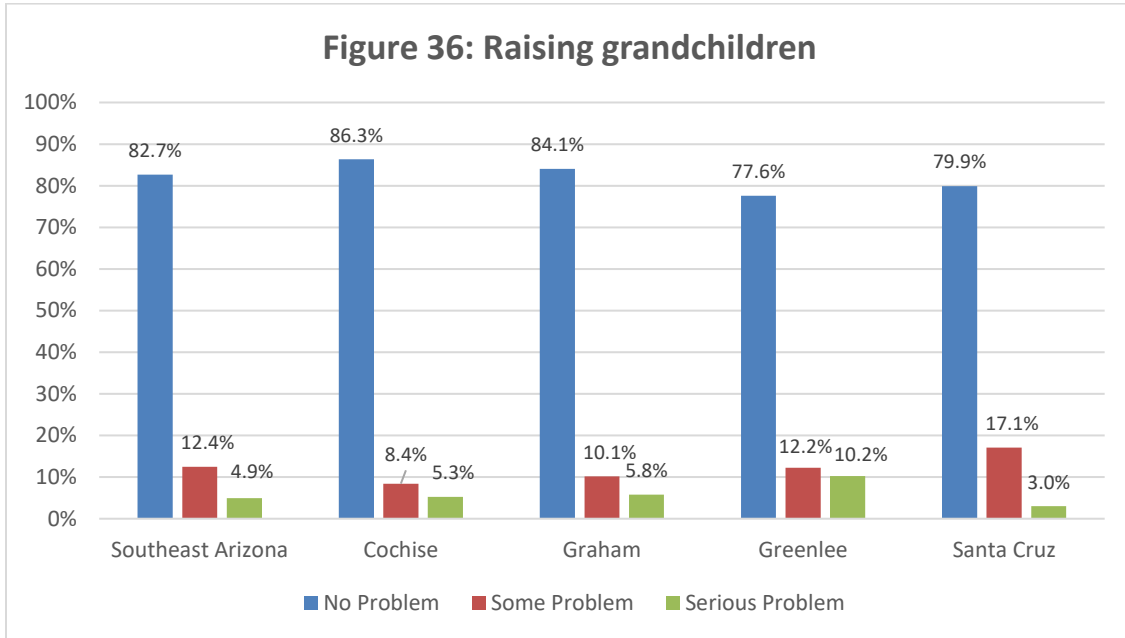
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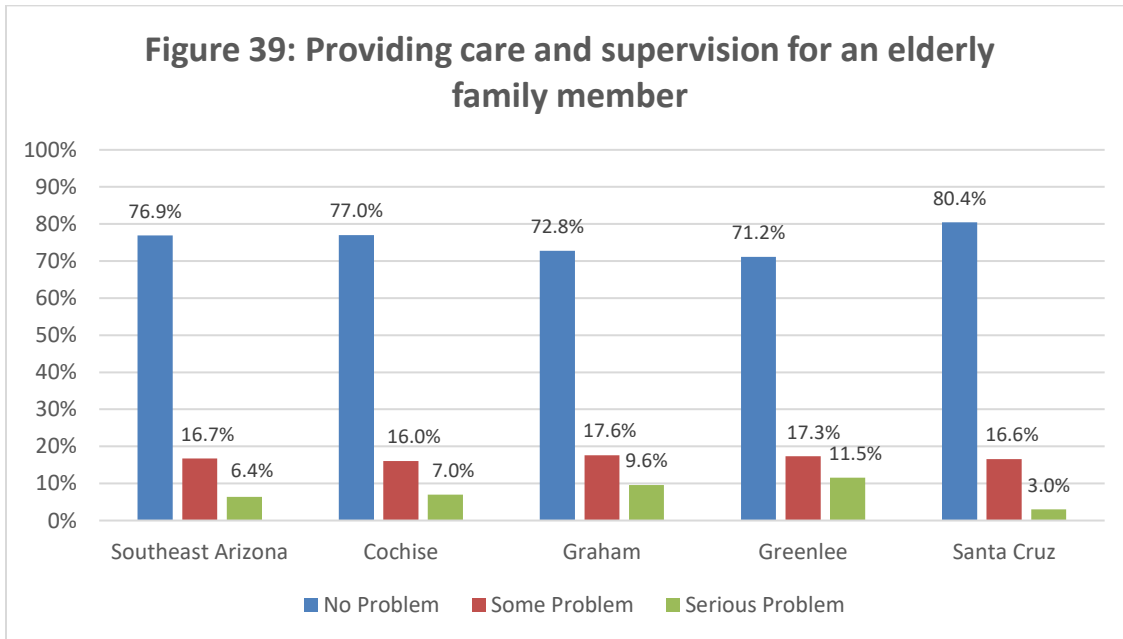
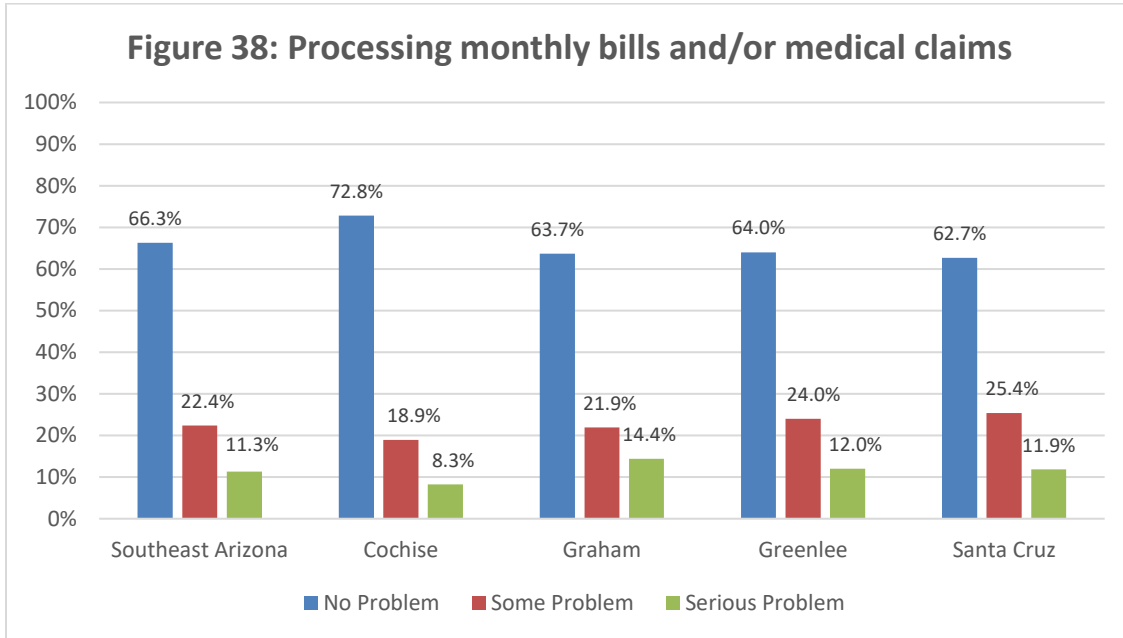
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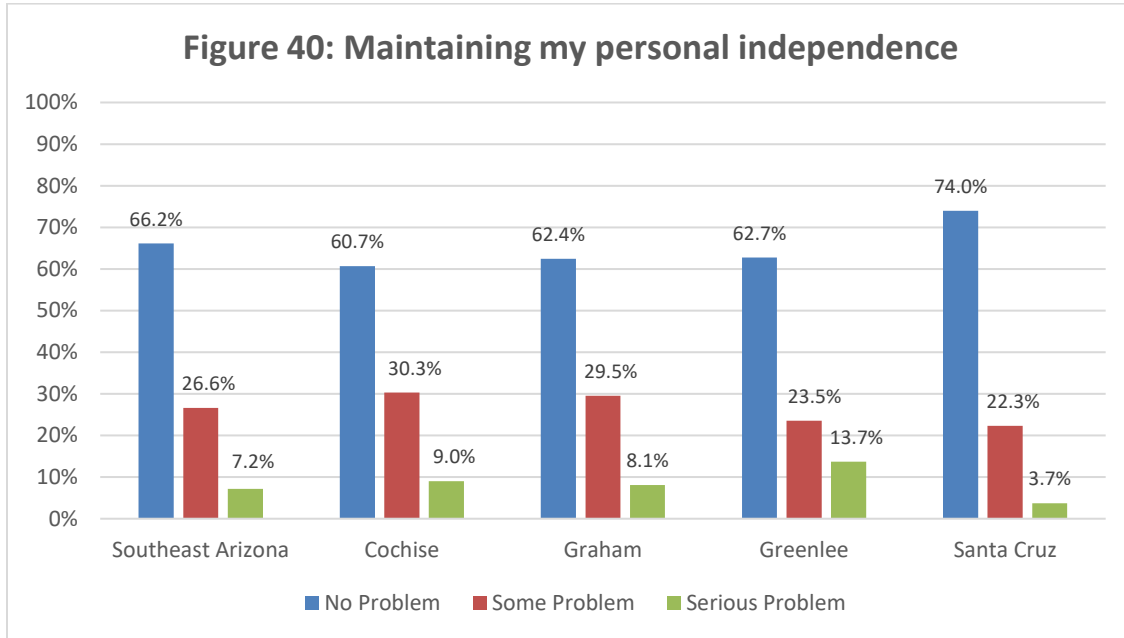
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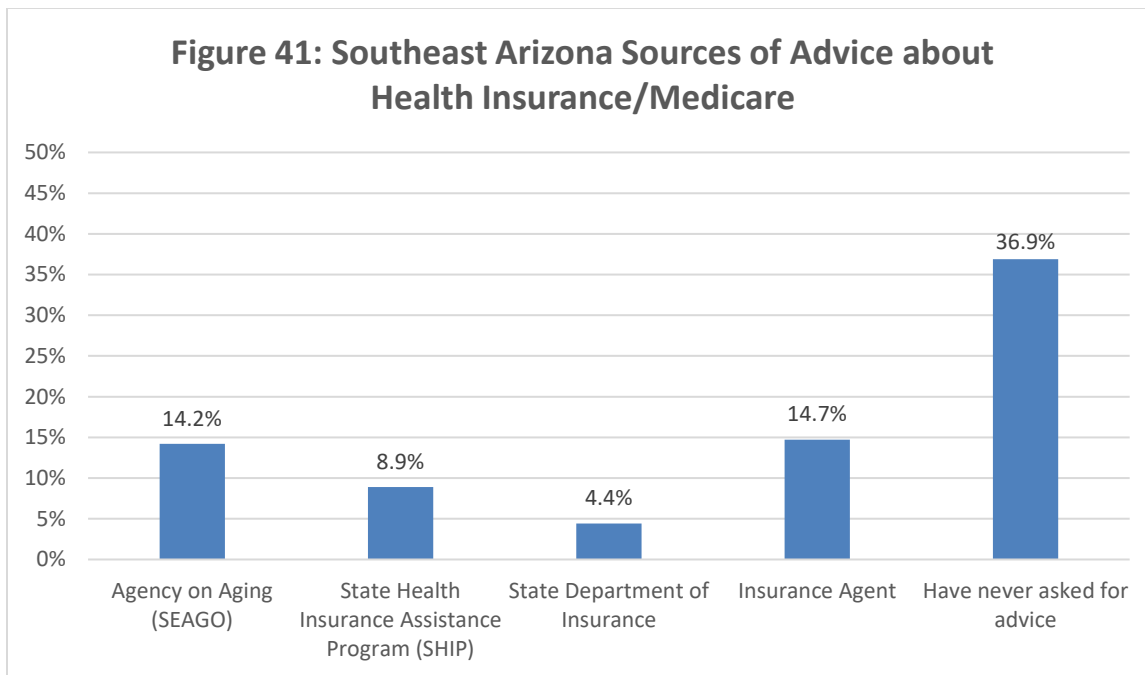
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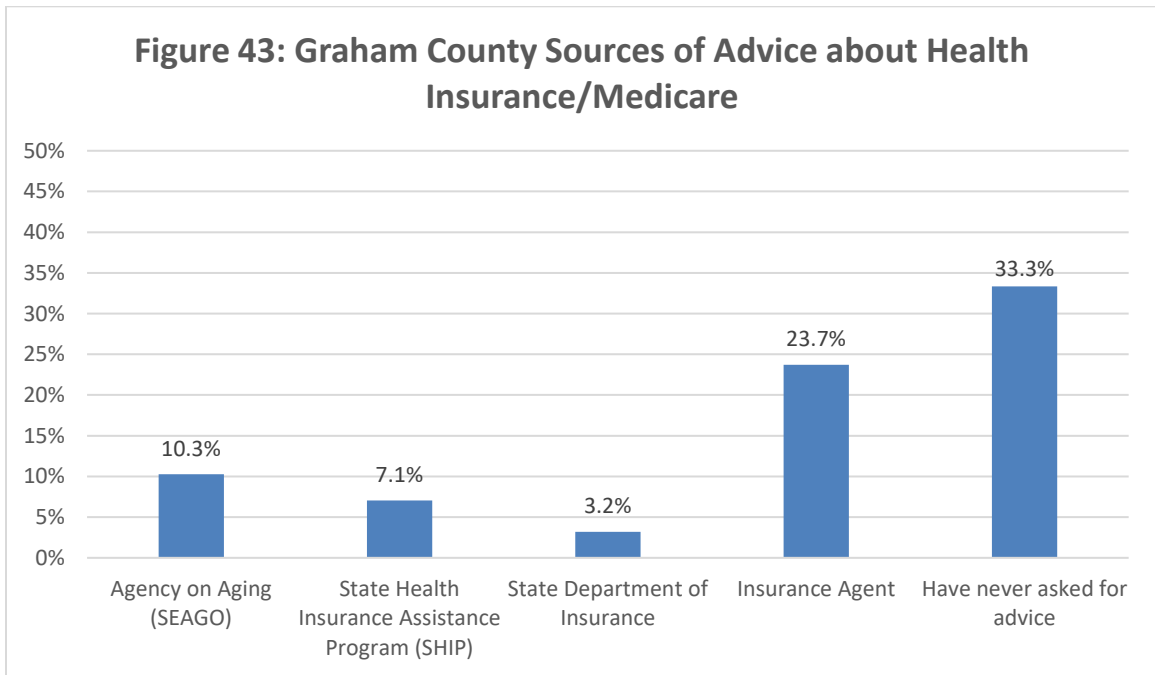
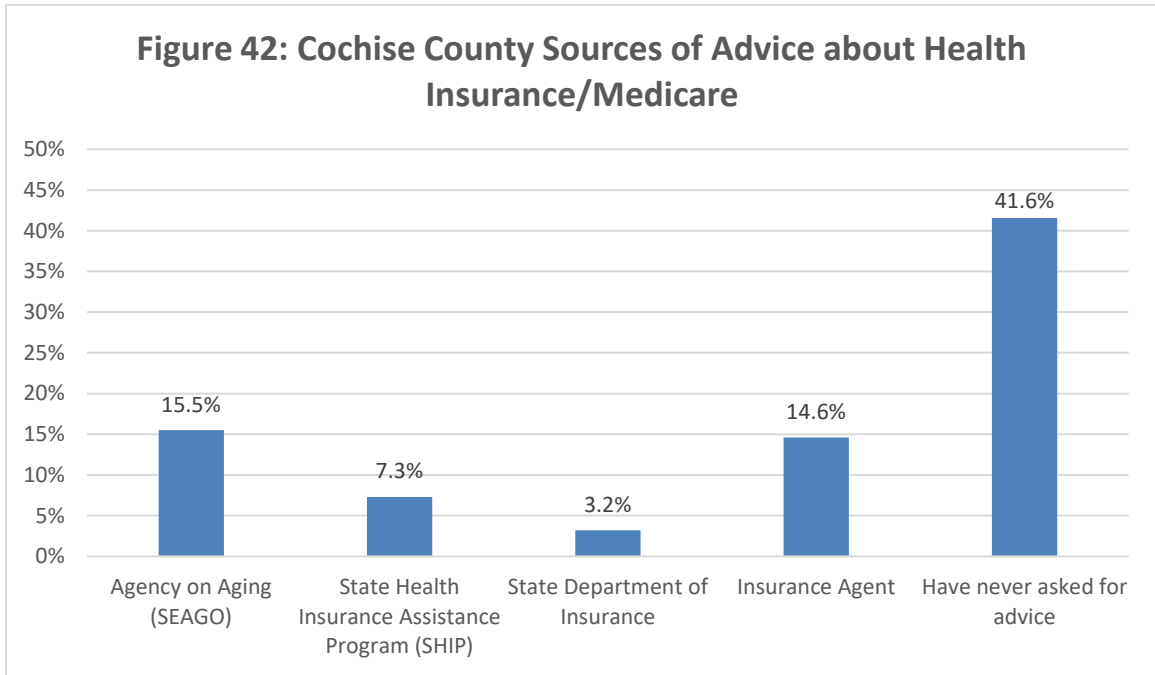
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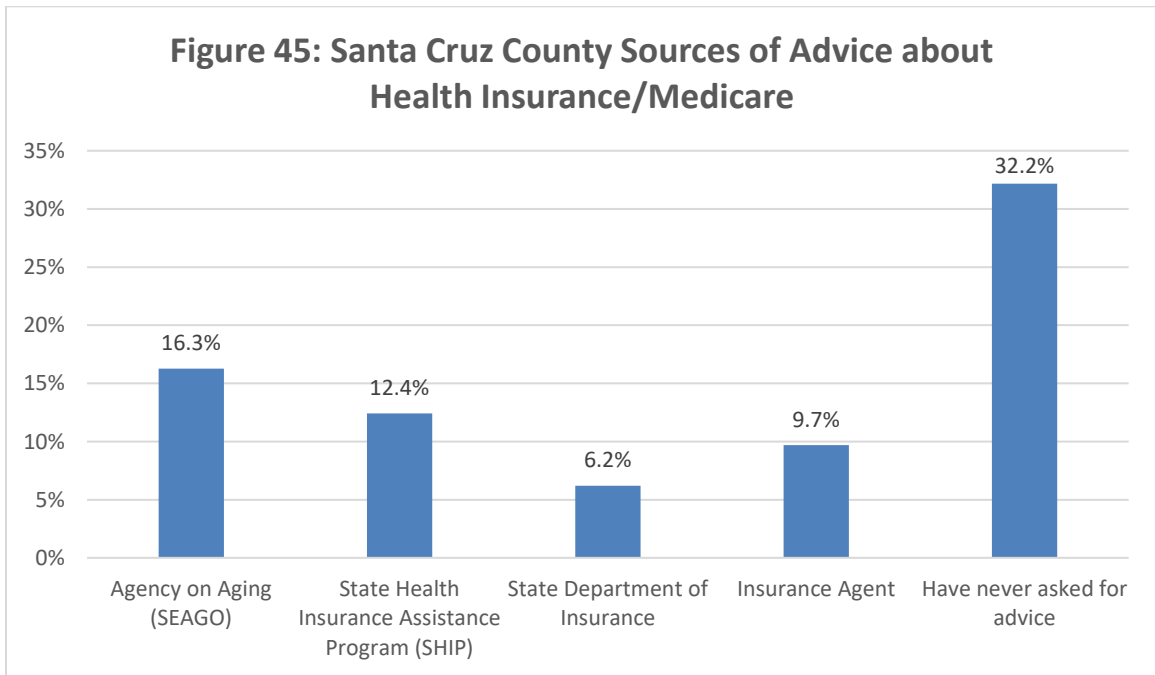
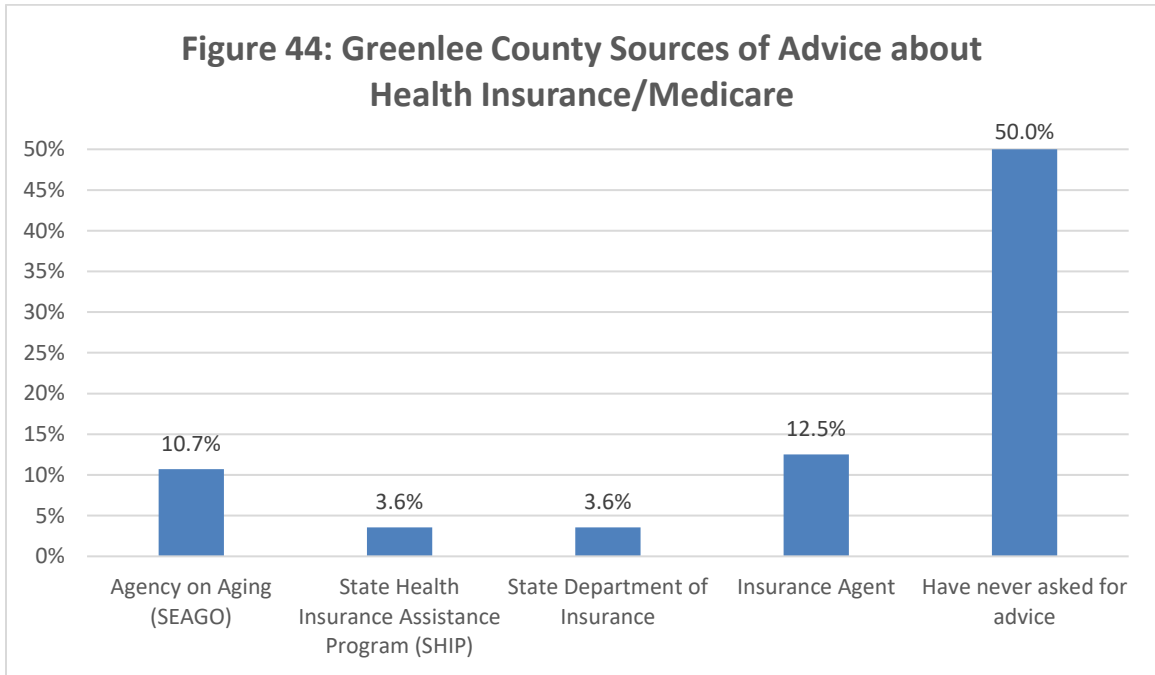
Note on Figures 41—45: Survey respondents were asked, “Who do you usually go to for advice about your health insurance or Medicare?”—see Appendix D for other (specified) sources of advice/information.



SEAGO AAA NEEDS ASSESSMENT SURVEY RESULTS (2016)

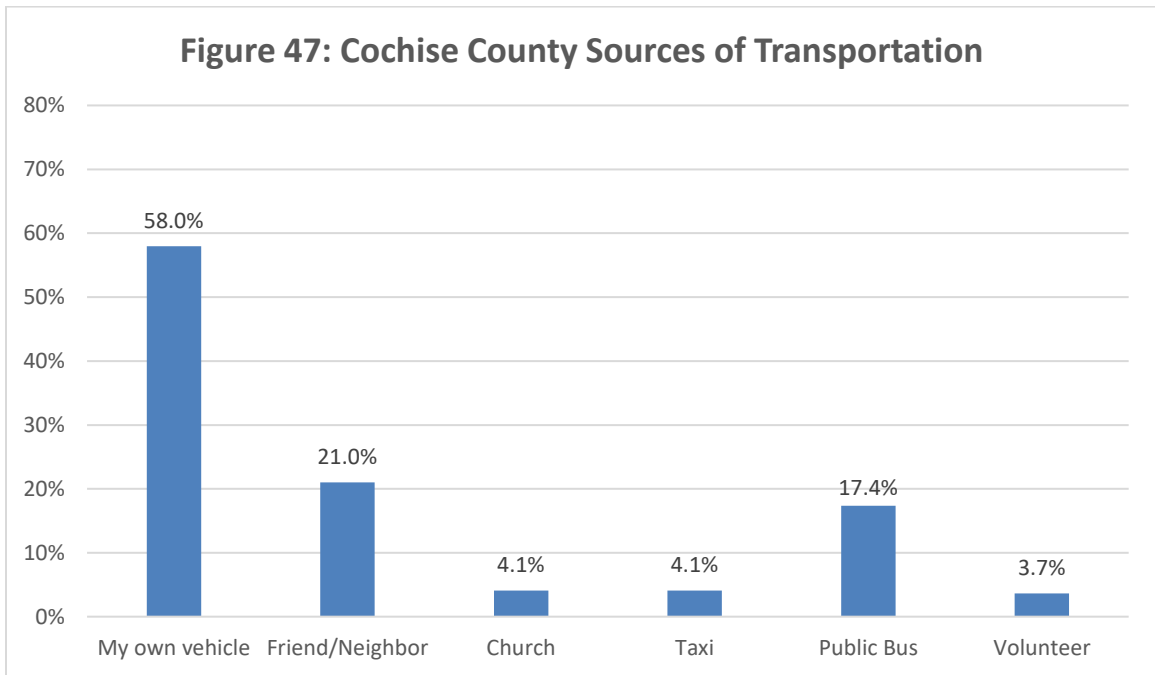
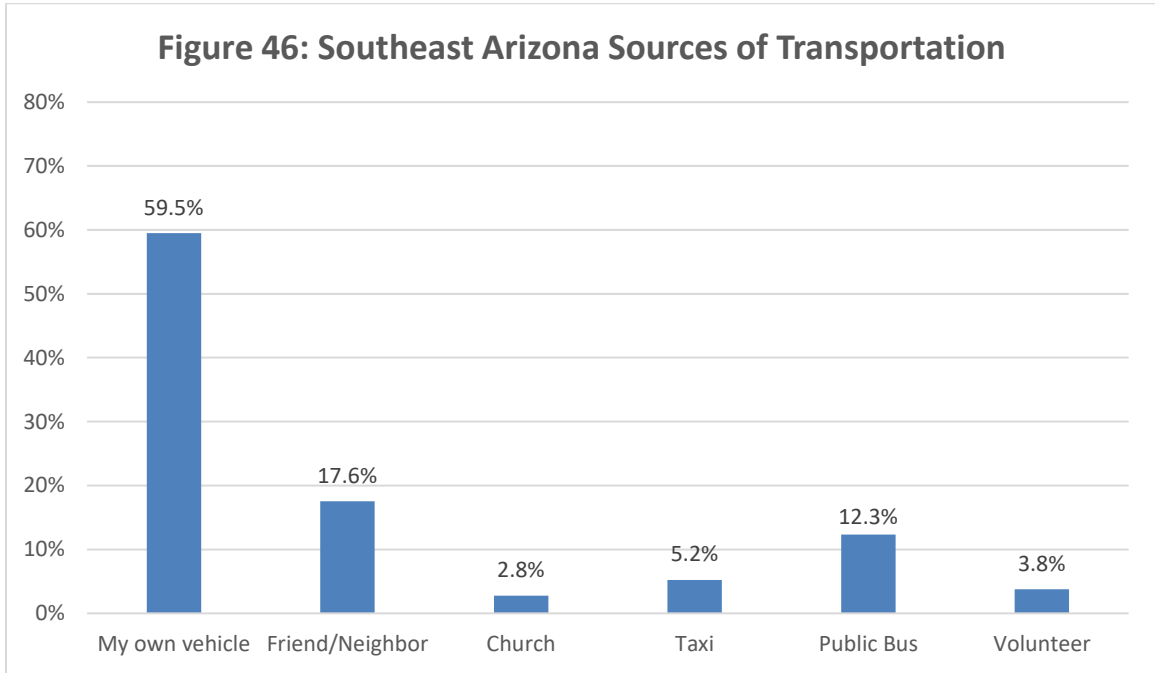


SEAGO AAA NEEDS ASSESSMENT SURVEY RESULTS (2016)

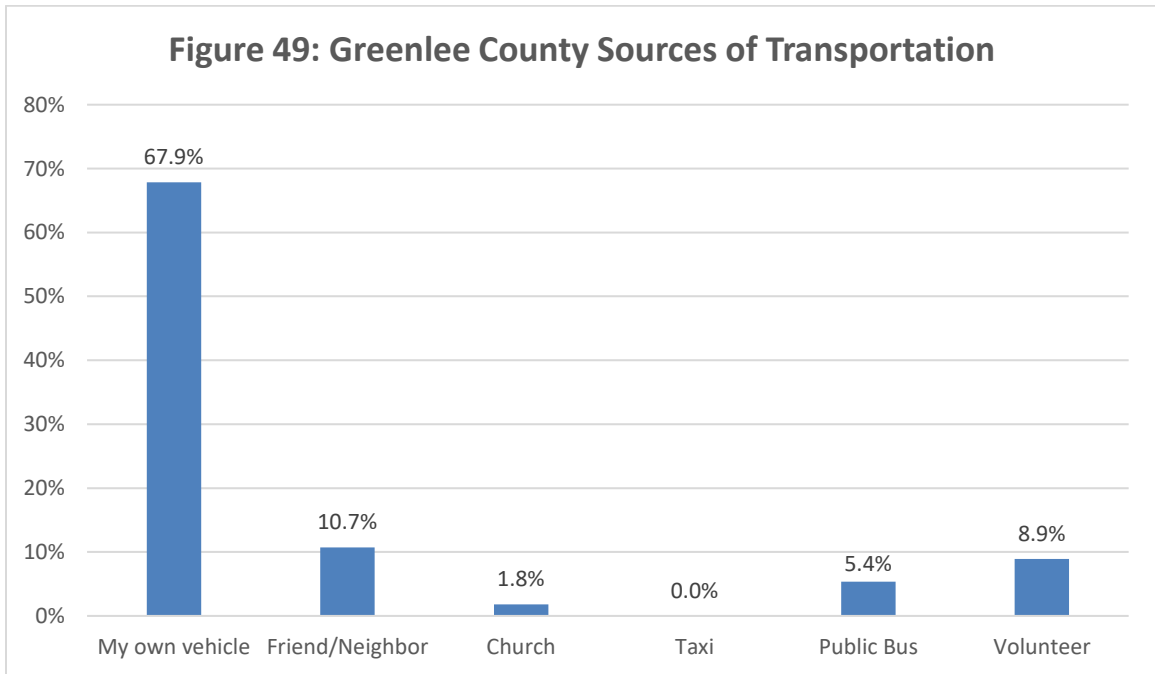
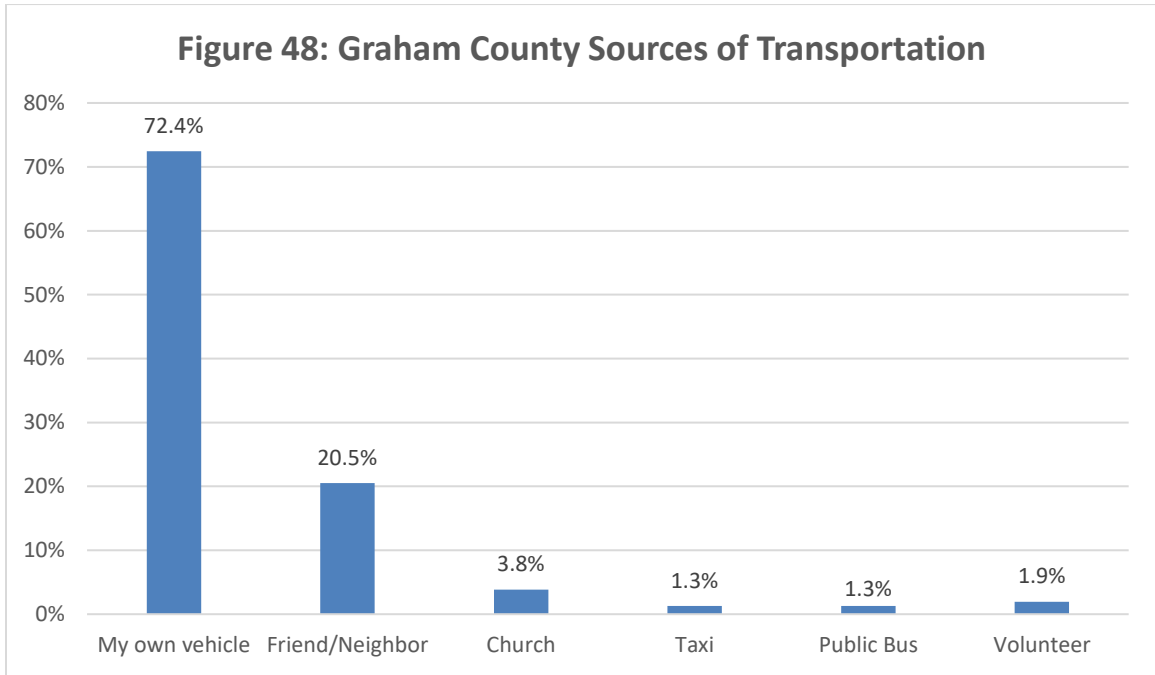


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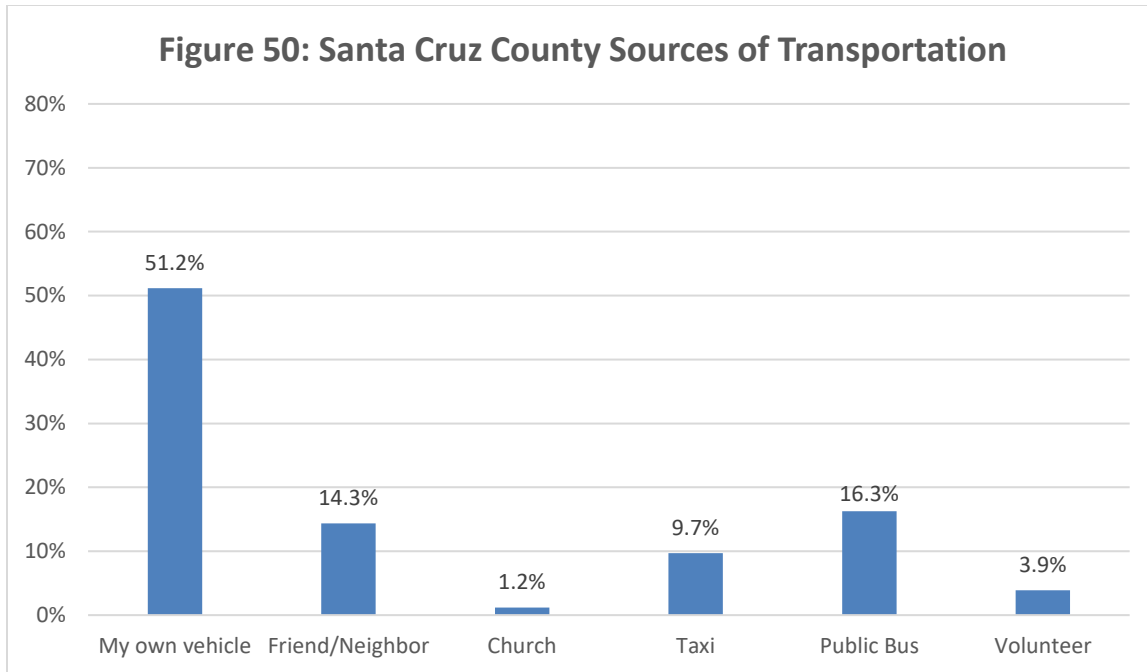
Note on Figures 46—50: Survey respondents were asked, “What is your source of transportation?”—see Appendix E for other (specified) sources of transportation.



SEAGO AAA NEEDS ASSESSMENT SURVEY RESULTS (2016)



SEAGO AAA NEEDS ASSESSMENT SURVEY RESULTS (2016)



Appendix A: Changes from 2013 to 2016

Southeast Arizona

From 2013 to 2016, three of the top five serious problems regionwide remained the same. Those were affordable dental care, affordable assistive devices, and maintenance and repair of home. Affordable dental care remained the number one serious problem, while the share of respondents identifying it as a serious problem increased from 28.4 to 37.5 percent (those identifying it as a problem—either “some problem” or “serious problem”—increased from 57.7 to 64.8 percent). Income (having enough money for basic needs) moved up from the eighth-ranked serious problem in 2013 to the fourth spot in 2016. Telemarketing or in-home sales, which was the fifth-highest-ranked serious problem in 2013 dropped to ninth place. Cost of energy/utilities, which was the ninth-ranked serious problem in 2013, moved up to the fifth-ranked spot. With regard to those issues that were identified as a problem (either as “some problem” or “serious problem”), telemarketing or in-home sales, which was the second-highest-ranked problem in 2013, dropped to eighth.

Cochise County

In Cochise County, the list of the top five serious problems remained the same, with some change in ordering. Affordable dental care remained the number one serious problem from 2013 to 2016. In 2016, 37.4 percent of respondents identified affordable dental care as a serious problem, up from 26.3 percent in 2013. Affordable assistive devices moved from the third to the second-ranked serious problem. Telemarketing or in-home sales moved from the fourth-ranked serious

problem in 2013 to third in 2016. Maintenance and repair of the home moved from the fifth to the fourth ranking. Maintenance of the yard moved from the second- to the fifth-ranked serious problem.

Graham County

In Graham County, employment opportunities moved from the first-ranked serious problem to the 13th serious problem from 2013 to 2016. Affordable dental care moved from the second to first ranking. Finding legal assistance decreased in its ranking as a serious problem, moving from fourth to 20th. Recreational or social opportunities also decreased in ranking as a serious problem, moving from fifth to 15th. Maintenance of the yard became a more widely spread serious problem between 2013 and 2016, moving from the seventh to the third ranking.

Greenlee County

In Greenlee County, maintenance and repair of home moved up from the third-ranked serious problem to the number-one most widely identified serious problem between 2013 and 2016. Affordable dental care moved from the number-one-ranked serious problem to the second-ranked position. Maintenance of yard increased in ranking of serious problems, moving from sixth to third. Cost of energy/utilities moved up from the seventh most widely identified serious problem to the fourth. Transportation increased in ranking as a serious problem, moving up from 13th to fifth place. Telemarketing or in-home sales decreased from the second to the 14th ranked serious problem; recreational or social opportunities fell from fourth to 10th; and

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finding legal assistance dropped from the fifth- to the eighth-ranked serious problem.

Santa Cruz County

In Santa Cruz County, affordable dental care increased from the fourth-ranked to the top-ranked serious problem between 2013 and 2016. Affordable assistive devices remained the second most widely identified serious problem, while income (having enough money

for basic needs) increased from 33rd to the third-ranked position. Along with that, cost of energy/utilities moved from 34th to fourth, while cost of housing jumped from 12th to fifth place among serious problems. Obtaining information on selecting nursing homes or assisted living facilities fell from the number-one serious problem in 2013 to 25th in 2016, while age discrimination decreased from third to 11th and loss of a spouse/loved one moved from fifth to 20th.

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Appendix B: Survey Instrument (English Version)

SEAGO SURVEY OF OLDER RESIDENTS

To take this survey online, visit www.SurveyMonkey.com/R/SEAGO2016

1. What town do you live in? _____
2. Zip Code: _____
3. Here is a list of issues or activities that some people say are problems for older Americans. To what degree is each of these items a problem for you personally? Please circle one response to each item.

	NO PROBLEM	SOME PROBLEM	SERIOUS PROBLEM
Availability of health care providers (doctors, hospitals)	1	2	3
Paying for prescription drugs	1	2	3
Affordable dental care	1	2	3
Affordable assistive devices (hearing aids, glasses, canes, etc.)	1	2	3
Getting information about services	1	2	3
Having someone check on me daily	1	2	3
Preparing nutritious meals	1	2	3
Personal Care (bathing, washing hair)	1	2	3
Homemaker services (shopping, housekeeping)	1	2	3
Getting information about disease prevention	1	2	3
Transportation	1	2	3
Maintenance and repair of home	1	2	3
Accessibility modifications in my home (grab bars)	1	2	3
Maintenance of yard	1	2	3
Recreational or social opportunities	1	2	3
Counseling or mental health services	1	2	3
Bereavement/grief counseling/hospice services	1	2	3
Finding legal assistance	1	2	3
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	1	2	3
Cost of housing	1	2	3
Income (having enough money for basic needs)	1	2	3
Cost of energy/utilities	1	2	3
Employment opportunities	1	2	3
Age discrimination (loans, insurance, employment)	1	2	3
Elderly abuse, exploitation	1	2	3
Personal Safety (Crime)	1	2	3

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	NO PROBLEM	SOME PROBLEM	SERIOUS PROBLEM
Telemarketing or In-Home Sales	1	2	3
Loneliness	1	2	3
Loss of spouse/loved one	1	2	3
Volunteer opportunities	1	2	3
Raising grandchildren	1	2	3
Obtaining information on selecting nursing home or assisted living facility	1	2	3
Processing monthly bills and/or medical claims	1	2	3
Providing care and supervision for an elderly family member	1	2	3
Maintaining my personal independence	1	2	3

4. Whom do you usually go to for advice about your health insurance or Medicare? (Circle all that apply):

- a. Agency on Aging (SEAGO)
- b. State Health Insurance Assistance Program (SHIP)
- c. State Department of Insurance
- d. Insurance Agent
- e. Have never asked for advice
- f. Other (please specify): _____

5. What is your source of transportation? (Circle all that apply):

- a. My own vehicle
- b. Friend/Neighbor
- c. Church/Place of Worship
- d. Taxi
- e. Public bus
- f. Volunteer
- g. Other (please specify): _____

6. Circle the group that contains your age.

- | | | | |
|----------|---------|---------|------------|
| Under 60 | 65 - 69 | 75 - 79 | 85 - 89 |
| 60 - 64 | 70 - 74 | 80 - 84 | 90 or over |

7. Gender: Male Female

8. What is your racial/ethnic origin?

- a. White (Non-Hispanic)
- b. Hispanic/Latino
- c. Black/African-American
- d. Asian/Pacific Islander
- e. American Indian/Native American
- f. Other (please specify): _____

9. Primary language spoken: English Spanish Other (please specify): _____

PLEASE RETURN NO LATER THAN: NOVEMBER 30, 2016
TO EITHER THE SENIOR CENTER OR YOUR SERVICE PROVIDER

OR MAIL TO:

SEAGO Area Agency on Aging
 300 Collins Road
 Bisbee, AZ 85603
 (520) 432-2528
 Aging@SEAGO.org

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Appendix C: Survey Instrument (Spanish Version)

ENCUESTA DE SEAGO PARA PERSONAS DE LA TERCERA EDAD

Para participar en esta encuesta en internet: www.SurveyMonkey.com/R/SEAGO2016S

1. ¿En qué comunidad vive? _____
2. Código Postal: _____
3. Aquí hay una lista de temas o actividades que algunos dicen causan problemas para personas mayores. ¿A qué grado le causan problemas a usted personalmente? Por favor marque el número que corresponde a la respuesta apropiada para cada tema.

	NO ES UN PROBLEMA	ES UN PROBLEMA	ES PROBLEMA SERIO
Existencia de servicios médicos (doctores, hospitales)	1	2	3
Pagando para recetas médicas	1	2	3
Servicios dentales que no son demasiado caros	1	2	3
Aparatos de ayuda (audífonos, lentes, bastones, etc.)	1	2	3
Obteniendo información acerca de servicios	1	2	3
Teniendo alguien que verifica cada día que estoy bien	1	2	3
Preparando comidas nutritivas	1	2	3
Aseo personal (bañando, lavando el pelo)	1	2	3
Limpieza de casa y haciendo el mandado	1	2	3
Obteniendo información para prevenir enfermedades	1	2	3
Transporte	1	2	3
Mantenimiento y reparación de la casa	1	2	3
Modificando mi casa para que sea más accesible	1	2	3
Mantenimiento del jardín y del exterior de la casa	1	2	3
Oportunidades sociales o de recreo	1	2	3
Servicios de un consejero psicológico	1	2	3
Ayuda para alguien que está a punto de morir, o para alguien que está afligido por la muerte de un ser querido	1	2	3
Obteniendo servicios legales (de un abogado)	1	2	3
Obteniendo información acerca de seguros que pagan gastos médicos (AHCCCS, Medicare, etc.)	1	2	3
Costo de una vivienda	1	2	3
Ingresos (teniendo suficiente para gastos básicos)	1	2	3
Costo de la electricidad y del gas	1	2	3
Oportunidades de empleo	1	2	3
Discriminación por edad avanzada (prestamos, seguros, empleo)	1	2	3
Abuso o explotación de personas mayores	1	2	3
Seguridad personal (Crímenes)	1	2	3

SEAGO AAA NEEDS ASSESSMENT SURVEY RESULTS (2016)

	NO ES UN PROBLEMA	ES UN PROBLEMA	ES PROBLEMA SERIO
Ventas por teléfono o en su casa	1	2	3
Soledad	1	2	3
Pérdida de un esposo o un ser querido	1	2	3
Oportunidades de ser voluntario	1	2	3
Criando nietos	1	2	3
Obteniendo información para seleccionar un asilo o hogar para personas mayores	1	2	3
Pagando cuentas mensuales o cuentas médicas	1	2	3
Cuidando y supervisando a un pariente mayor de edad	1	2	3
Manteniendo su independencia personal	1	2	3

4. ¿Que persona consulta usted si necesita consejos acerca de su seguro médico o de Medicare? (Marque más que uno si es apropiado):

- g. Agencia para personas de la tercera edad (SEAGO)
- h. Agencia estatal que provee ayuda con Medicare (SHIP)
- i. Departamento estatal de seguros
- j. Agente que vende pólizas de seguro
- k. Nunca he llamado para conseguir consejos
- l. Otro (por favor identifique): _____

5. ¿Cuál es su modo de transporte? (Marque más que uno si es apropiado):

- a. Mi carro propio
- b. Amigo o vecino
- c. Miembro de mi iglesia
- d. Taxi
- e. Camión público
- f. Voluntario
- g. Otro (por favor identifique): _____

6. Marque el grupo que incluye su edad.

- | | | | |
|-------------|---------|---------|----------|
| Menos de 60 | 65 - 69 | 75 - 79 | 85 - 89 |
| 60 - 64 | 70 - 74 | 80 - 84 | 90 o más |

7. Es usted: Masculino Femenino

8. ¿Cuál es su raza?

- a. Blanco (No-Hispano)
- b. Hispano/Latino
- c. Negro/Africano-Americano
- d. Asiático/Isla Pacífico
- e. Indio Americano
- f. Otro (por favor identifique): _____

9. Idioma prima: Inglés Español Otro (Por favor identifique): _____

**POR FAVOR DEVUELVA ESTA ENCUESTA ANTES DEL 30 DE NOVIEMBRE DE 2016
ENTREGUELO A SU CENTRO DE LA TERCERA EDAD O A SU PROVEEDOR DE SERVICIOS
O ENVIÉLO A**

SEAGO Area Agency on Aging
300 Collins Road
Bisbee, AZ 85603
(520) 432-2528
Aging@SEAGO.org

Appendix D: Other Sources of Advice Regarding Health Insurance or Medicare

Southeast Arizona

AARP	Family member	Medicare
AARP, United Health Care	Family member	Medicare
AHCCCS	Family Member	Medicare
AHCCCS	Family member	Medicare
AHCCCS	Family member	Medicare
AHCCCS, Quimby	Family member	Medicare, AARP, United Health Care
Antonio Sedgwick "Licenciado"	Family member	Care
Care giver	Family member	Medicare, Social Security
Case Manager	Family member	Military
Case Manager	Family member	Nurse, providers
ChampVA	Family member	Pamphlet
Chiricahua Community Health Center	Family member	Pamphlet, TV
Chiricahua Community Health Center	Family member	Pamphlets
Copper Queen Medical Associates	Family member	Phone calls, pamphlets
County Health Dept	First person I see	Research
Department of Health Care	Friend	Retirement plan
DES	Friend	SEACUS
DES	Friend	Social Security Disability
Doctor's Office	Friend	Social Security Office
Doctor's Office	Friend	Social Security, APS
Doctor's Office	Friend	Spouse
Doctor's Office	Friend, Family member	Supplement to Medicare
Doctor's Office	Friend, Family Member	TRICARE, Veterans Administration
Doctor's Office	Friend, pastor, Social Security Office, Library	United Health Care
Doctor's Office	Friends, pamphlet	United Health Care
Don't know where to go	Guardian	United Health Care
Employer	HealthNet of Arizona	Veterans Administration
Employer	Insurance workshop	Veterans Administration
Employer	Internet	Veterans Administration
Employer	Internet	Veterans Administration
Employer, Library, Social Security Office	Internet	Veterans Administration
Family member	Internet	Veterans Administration
Family member	Internet	Veterans Administration
Family member	J Nerey	Veterans Administration
Family member	Javier Nerey	ViCAP
Family member	Mariposa Health Clinic	Wellness Center Safford
Family member	Medicaid, doctors, hospitals	
Family member	Medicare	

SEAGO AAA NEEDS ASSESSMENT SURVEY RESULTS (2016)

Cochise County

AHCCCS	Friend
Care giver	Friend
Case Manager	Friend
ChampVA	Friend, Family member
Chiricahua Community Health Center	Friend, pastor, Social Security Office, Library
Chiricahua Community Health Center	HealthNet of Arizona
Copper Queen Medical Associates	Internet
DES	Internet
Doctor's Office	Internet
Doctor's Office	Medicaid, doctors, hospitals
Employer	Medicare
Employer	Medicare
Employer	Medicare
Employer, Library, Social Security Office	Military
Family member	Pamphlet
Family member	Pamphlets
Family member	Research
Family member	United Health Care
Family member	Veterans Administration
Family member	Veterans Administration
Family member	Veterans Administration
Family member	Veterans Administration
Family member	Veterans Administration
Friend	ViCAP

Graham County

AARP	Internet
Department of Health Care	Pamphlet, TV
Doctor's Office	Retirement plan
Don't know where to go	SEACUS
Employer	Social Security Disability
Family member	Social Security, APS
Family member	Spouse
Family member	Supplement to Medicare
Family member	United Health Care
Family member	United Health Care
Family member	United Health Care
Friend	Veterans Administration
Friend, Family Member	Veterans Administration
Friends, pamphlet	Veterans Administration
Insurance workshop	Veterans Administration
Internet	Wellness Center Safford

Greenlee County

County Health Dept
Guardian
Internet
Medicare
Nurse, providers
Phone calls, pamphlets
Social Security Office
Veterans Administration

Santa Cruz County

AARP, United Health Care	Family member
AHCCCS	Family member
AHCCCS	Family member
AHCCCS, Quimby	Family member
Antonio Sedgwick "Licenciado"	First person I see
Case Manager	Friend
DES	Friend
Doctor's Office	J Nerey
Doctor's Office	Javier Nerey
Doctor's Office	Mariposa Health Clinic
Doctor's Office	Medicare
Doctor's Office	Medicare
Family member	Medicare, AARP, United Health Care
Family member	Medicare, Social Security
Family Member	TRICARE, Veterans Administration
	United Health Care

Appendix E: Other Sources of Transportation

Southeast

Arizona

AAAA	Family member	Family member
Ambulance	Family member	Family member
Bicycle	Family member	Family member
Center for Aging	Family member	Health Bus
Center of Aging	Family member	Horse
Community	Family member	my children
Disabled American Veterans	Family member	My health care taxi
Van	Family member	Nogales Public Works for
Douglas Rides	Family member	Seniors & Handicap (Great
Douglas Rides	Family member	Service)
Evercare Transportation thru	Family member	Nogales Rides
United Health	Family member	Nogales Rides
Family member	Family member	None
Family member	Family member	Paid help
Family member	Family member	Patagonia Senior Citizens
Family member	Family member	Van Prog
Family member	Family member	SCP Inc
Family member	Family member	SEACAP
Family member	Family member	Senior Citizen Van
Family member	Family member	Senior Van
Family member	Family member	Senior Van
Family member	Family member	taxe AHCCCS
Family member	Family member	Transportacion
Family member	Family member	Transportacion
Family member	Family member	Transportacion citas-
Family member	Family member	Medicas-a Tucson y Alguas
Family member	Family member	Veces a la Clinica Meriposa
Family member	Family member	United Health Care
Family member	Family member	Van
Family member	Family member	Van
Family member	Family member	Van in Duncan
Family member	Family member	Van Transportation
Family member	Family member	ViCAP
Family member	Family member	VICAP
Family member	Family member	Walk
Family member	Family member	Walk
Family member	Family member	Walk
Family member	Family member	Walk to Food City
Family member	Family member	Whatever I can get
Family member	Family member	

SEAGO AAA NEEDS ASSESSMENT SURVEY RESULTS (2016)

Cochise County

AAA	Family member	Family member
Ambulance	Family member	Family member
Disabled American Veterans	Family member	Family member
Van	Family member	Family member
Douglas Rides	Family member	Family member
Douglas Rides	Family member	My health care taxi
Family member	Family member	United Health Care
Family member	Family member	ViCAP
Family member	Family member	ViCAP
Family member	Family member	Walk
Family member	Family member	Walk

Graham County

Family member
Family member
Family member
Family member
Family member
Family member
Family member
Family member
Family member
Family member
Family member
Family member
Family member
Family member
Family member
Family member
Paid help
SEACAP
Whatever I can get

Greenlee County

Bicycle
Family member
Family member
Family member
Family member
Family member
Family member
Family member
Family member
Family member
Health Bus
Van in Duncan
Walk

Santa Cruz County

County Health Dept
Guardian
Internet
Medicare
Nurse, providers
Phone calls, pamphlets
Social Security Office
Veterans Administration



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