



Community Assessment Survey for Older Adults™

**City of Novi, Michigan
2007**

Composite Findings



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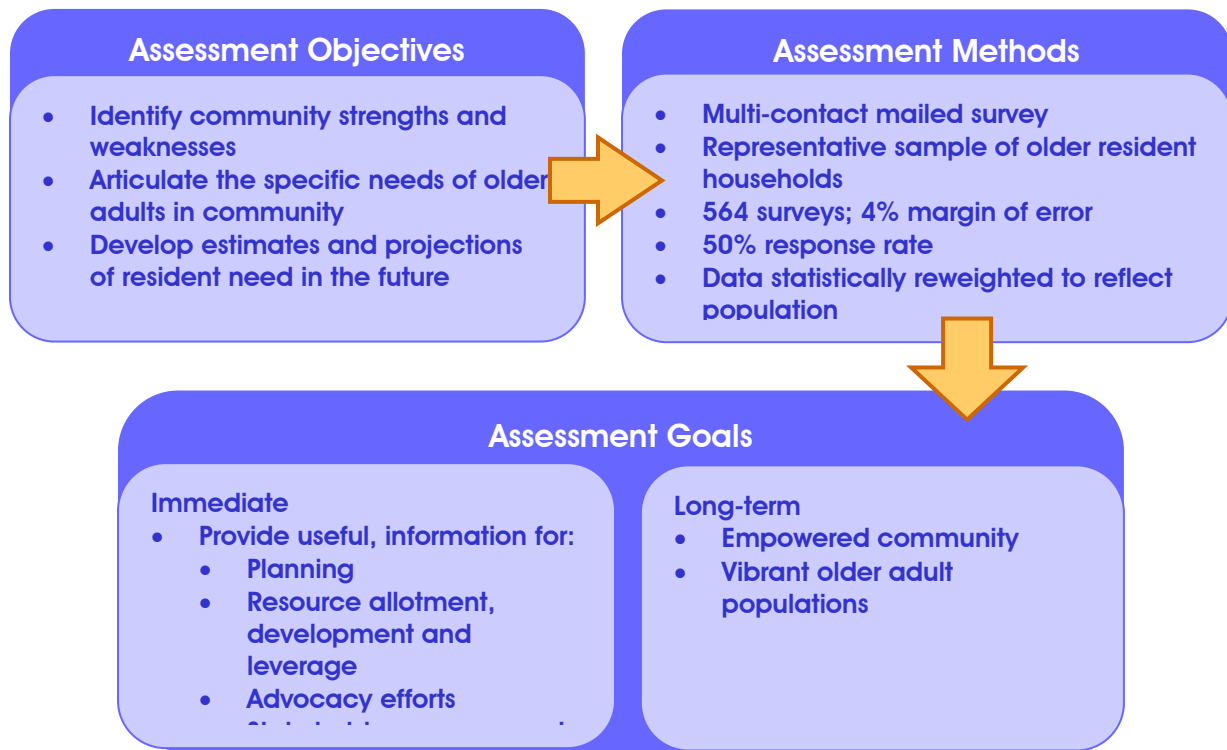
Introduction

With more than one-half of the Baby Boom generation age 50 and older, the flow of older adults is beginning to gush into the demographic pipeline. One-third of all Americans will reach age 50 by 2010. To prepare better for this aging population, or “silver tsunami,” as it has been called, The City of Novi contracted with National Research Center, Inc. (NRC) to conduct an assessment of the strengths and needs of its older residents. The Community Assessment Survey for Older Adults (CASOA™) was developed to provide a statistically valid survey of the strengths and needs of older adults in communities across America. The study findings will be used by staff, elected officials and other stakeholders to plan for older adult services, programs and facilities. The objectives of the CASOA are to:

- Identify community strengths in serving older adults.
- Articulate the specific needs of older adults in the city.
- Develop estimates of and projections of older adult residents’ needs into the future.

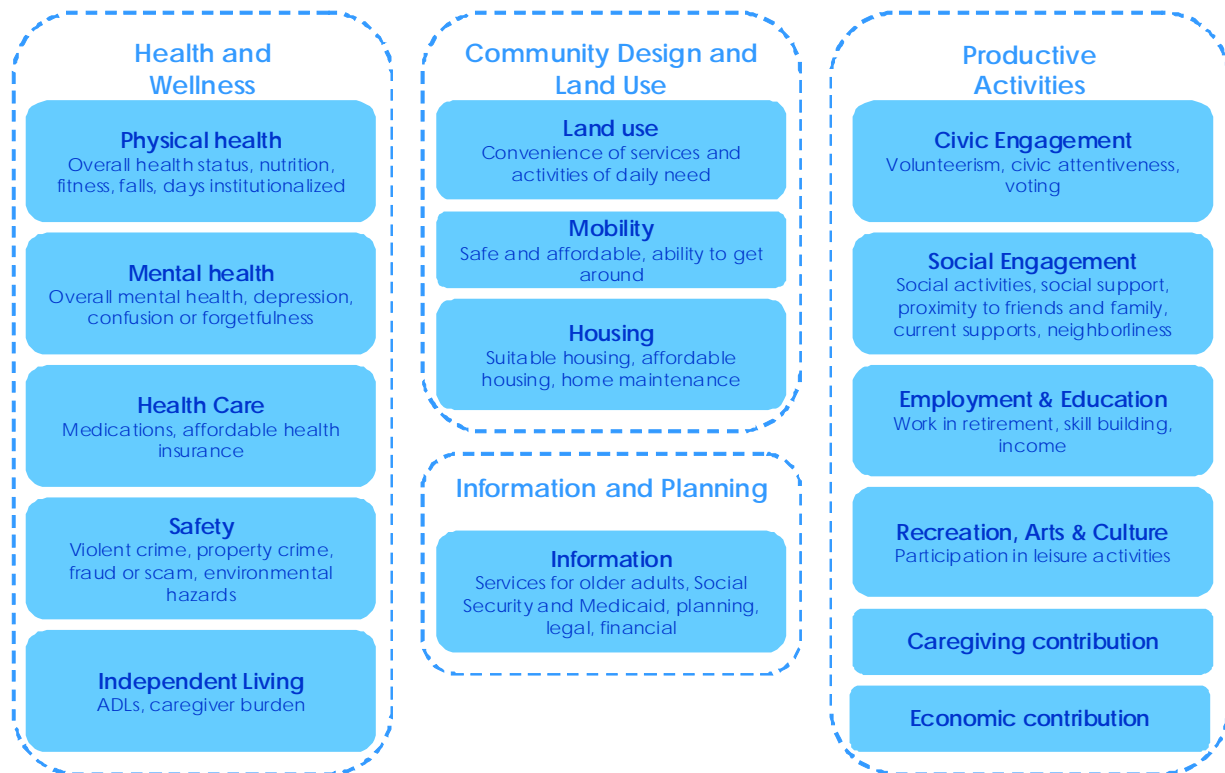
The results of this exploration will provide useful, information for planning and resource development as well as strengthen advocacy efforts and stakeholder engagement. The ultimate goal of the assessment is to create an empowered community that supports a vibrant older adult population in Novi.

FIGURE 1: CASOA METHODS AND GOALS



The assessment focused on a series of resident needs and community supports that foster successful aging. More than 40 common issues affecting older adult well being were assessed. These 40 issues fell into the larger categories of health and wellness; community design and land use; participation in productive activities and community resources for information and planning. Older adults' opinions about current community amenities and opportunities also were measured in the survey.

FIGURE 2: COMMUNITY NEEDS AND STRENGTHS ASSESSED THROUGH CASOA

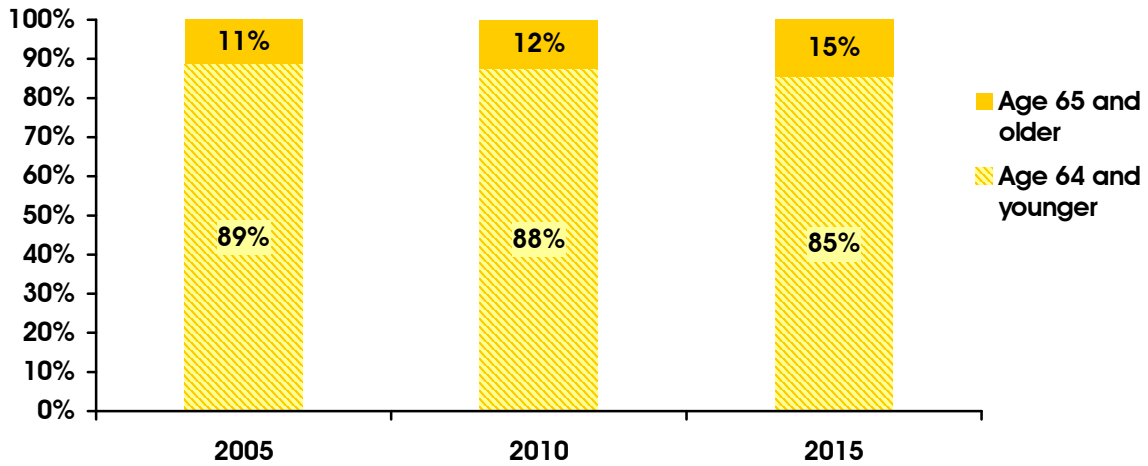


The survey was mailed in July 2007 to a random sample of older residents living in Novi. Households were contacted three times to participate in the survey. A total of 564 completed surveys were obtained, providing an overall response rate of 50% and a margin of error of +/- 4% around any given percent and 2.5 points around any given average rating for the entire sample.

The “Graying” of Novi

According to the Southeast Michigan Council of Governments, there were about 4,564 older adults (age 65 or older) living in Novi in the year 2005; this amounted to 11% of the city’s total population. Five years after, in 2010, the older adult population in Novi is projected to be 5,694. The older adult population of Novi is expected to reach about 7,367 by 2015.

FIGURE 3: OLDER ADULT PORTION OF THE TOTAL POPULATION OF THE CITY OF NOVI, CURRENT AND PROJECTED



Source: Southeast Michigan Council of Governments (SEMCOG) 2030 Regional Development Forecast (RDF) Population by Age Group by Community, September 2002.

The population swell in communities across America will present varied opportunities and challenges to local government service provision. Areas of specific opportunity and challenge for the City of Novi’s aging population are provided in the remainder of this summary.

Novi Opportunities and Challenges

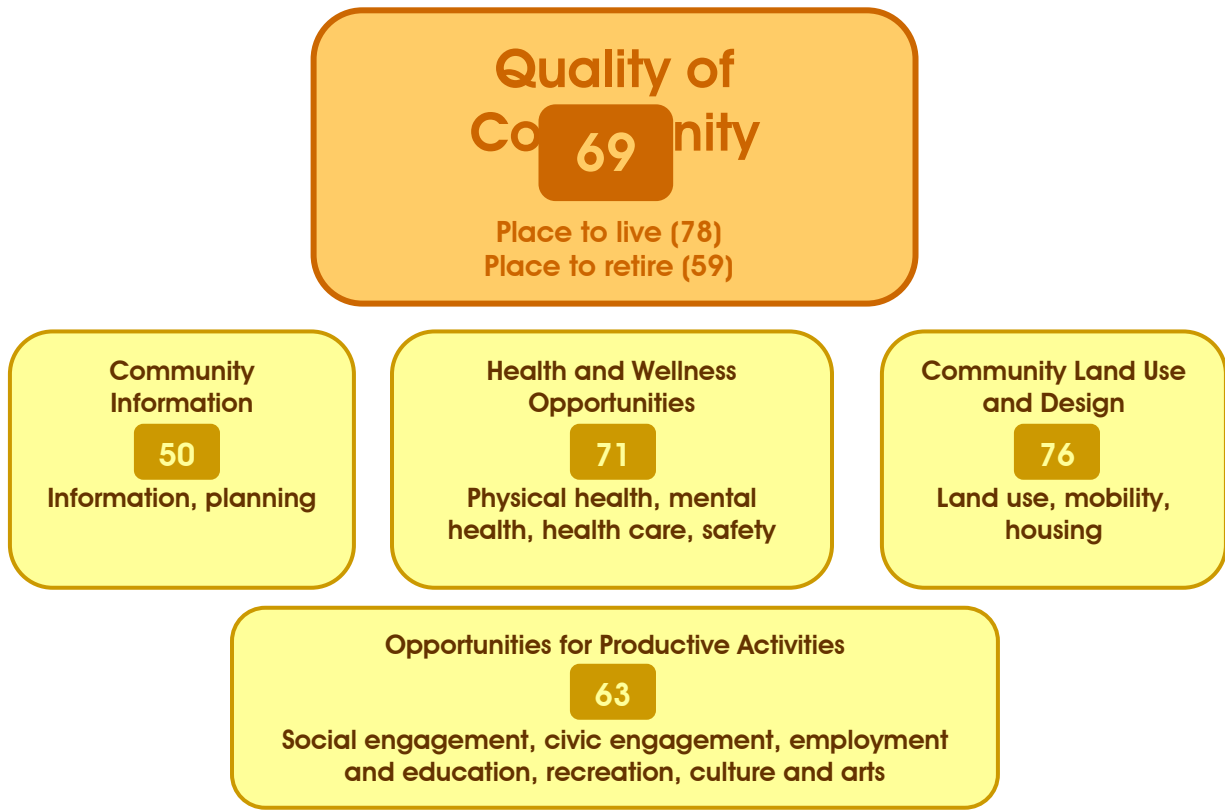
Older adults may not complain, but not every community leaves older adults raving about the quality of community life or the services available for active living and aging in place.

Communities that assist older adults to remain as or become active community participants provide the requisite opportunities for recreation, transportation, culture, education, communication, social connection, spiritual enrichment and health care. It is not a package mix, so each community must identify what its older adults seek and what the community provides. The judgments of the residents for whom community planning takes place, provide the elements of an equation that describes the overall community quality of Novi.

Survey respondents were asked to rate more than 35 aspects of the community related to health and wellness opportunities; community land use and design; and opportunities for productive activities. Ratings were converted to an average scale of 0 (the lowest rating, e.g. “poor”) to 100 (the highest rating, e.g., “excellent”). (For more information how the summary scores were calculated, see Appendix E: Methods.)

First, we report on how older residents’ view Novi as a community that works for older adults and then we report on resident needs. We find, overall, that Novi was rated positively by its older residents. Most rated the city as a “good” place to live although ratings of the city as a place for retirement were lower. Summary scores were calculated for categories of community quality to provide a broad picture of the perceived fit between what the community offered to older adults and what older residents needed. Summary ratings for Novi demonstrated that older resident felt the areas of community land use and design and health and wellness opportunities were, on average, provided best. Opportunities for productive activities and community information were rated less favorably with community information receiving the lowest average rating.

FIGURE 4: SUMMARY RATINGS OF NOVI



Scale: 0=Lowest/most negative, 100=Highest/most positive

Older Resident Needs in Novi

Older adults, more than others, face difficulties with aspects of everyday life. For many older adults these difficulties vastly exceed the minor physical pains or small losses of function that characterize almost everyone's circumstances after a certain age. When individual problems are added together, a group picture emerges that provides a useful description of the entire community of Novi. Nationally, areas where older adults face the largest share of life's challenges include caregiving, health and mental health, in-home support, nutrition and food security and transportation. As part of this study, we describe certain problems or stressors encountered by older adults in Novi, such as physical and emotional difficulties and injuries that have compromised their independence. We also present their current needs and from those, the magnitude of aggregate needs the community can anticipate in the coming decades.

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

Nonetheless, clear patterns of needs and strengths emerged from the assessment. For this summary, the 40+ needs of older adults assessed in CASOA were aggregated into larger categories and merged with information regarding older resident daily activities to provide a broad picture of

older residents' needs in Novi. (See Appendix A: Older Adult Needs for prevalence of specific needs in Novi and Appendix E: Methods for more information on the computation of these summary scores). These older adult needs are provided below along with the proportion and number of residents who reported the need and the population projections for the needs in the years 2010 and 2015 if no changes are made in service delivery.

The greatest areas of resident need were civic engagement, information and planning, housing and physical health. Issues in the area of social engagement, social support, mental health, home maintenance and finance also were determined to be problematic for one in five older residents in Novi. Older residents reported the lowest prevalence of need in the areas of safety, mobility, caregiver burden and risk of institutionalization, although these needs can be quite serious for the 5-10% of seniors affected.

TABLE 1: OLDER RESIDENT NEEDS IN NOVI

Area of need	Percent with need	Number affected in 2005 (n=4,564)*	Number affected in 2010 (n=5,694)*	Number affected in 2015 (n=7,367)*
Civic engagement needs	80%	3,652	4,556	5,895
Information and planning needs	56%	2,540	3,169	4,100
Housing needs	35%	1,610	2,009	2,599
Physical health needs	32%	1,459	1,820	2,355
Social Engagement needs	30%	1,367	1,706	2,207
Social support needs	25%	1,127	1,406	1,819
Mental health needs	22%	999	1,246	1,612
Home maintenance needs	22%	988	1,233	1,595
Financial needs	21%	940	1,173	1,517
Health care needs	19%	847	1,056	1,366
Employment and education needs	17%	781	975	1,261
Recreation, arts and culture needs	17%	774	966	1,249
Institutionalization risk needs	10%	445	555	718
Caregiver burden needs	10%	440	549	711
Mobility needs	8%	344	429	555
Safety needs	6%	269	336	434

* For the population age 65 and older. Source: Southeast Michigan Council of Governments (SEMCOG) 2030 Regional Development Forecast (RDF) Population by Age Group by Community, September 2002

Populations at High Risk

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

from the private sector and government. Numbers of needs and the groups with the most needs are shown in Tables 2 and 3. Although needs were spread across the board, residents reporting the largest number of unresolved needs in Novi were more likely to be: female, older and living alone.

TABLE 2: RISK STATUS OF OLDER POPULATION

Number of items (out of 39) rated as a “moderate” or “major” problem	Percent of respondents
No problems	38%
1 to 3 problems	32%
4 to 9 problems	20%
10 or more problems	11%
Total	100%

TABLE 3: RISK STATUS OF OLDER POPULATION BY SOCIODEMOGRAPHIC CHARACTERISTICS

	No problems	1 to 3 problems	4 to 9 problems	10 or more problems	Total
Female	39%	31%	18%	13%	100%
Male	37%	33%	21%	9%	100%
Overall	38%	32%	19%	11%	100%
55 to 59 years	39%	26%	22%	12%	100%
60 to 74 years	38%	36%	18%	9%	100%
75 to 84 years	35%	29%	23%	13%	100%
85 or over	37%	28%	17%	18%	100%
Overall	38%	32%	20%	11%	100%
White	36%	33%	20%	11%	100%
Not white	53%	20%	15%	12%	100%
Overall	37%	32%	20%	11%	100%
Hispanic	40%	40%	20%	0%	100%
Not Hispanic	37%	32%	20%	11%	100%
Overall	37%	32%	20%	11%	100%
Less than \$25,000	31%	30%	21%	18%	100%
\$25,000 to \$74,999	36%	30%	19%	14%	100%
\$75,000 or more	36%	28%	30%	6%	100%
Overall	35%	30%	22%	13%	100%
Rent	33%	27%	23%	17%	100%
Own	39%	32%	19%	10%	100%
Overall	38%	31%	20%	11%	100%
Lives alone	32%	32%	25%	11%	100%
Lives with others	41%	31%	17%	11%	100%
Overall	38%	31%	20%	11%	100%

Number of items (out of 39) rated as a “moderate” or “major” problem

Contributions of Older Adults to Novi

Advantages of a community with a significant number of older adults can be read in lower crime statistics and smaller costs for infrastructure that requires fewer schools and smaller landfills for unrecoverable resources. But the advantages that older adults provide to Novi extend beyond the passive benefits of lower cost. Older residents have time and inclination to offer productive work whether paid or not. In Novi, older adults provide significant paid and unpaid contributions. In addition to their paid work, older adults contributed to Novi through volunteering, providing informal help to family and friends, and offering more extensive caregiving. The value of these unpaid contributions by older adults in Novi is estimated to be about \$30 million in a 12-month period. (See Appendix B: Economic Contribution of Older Adults for a detailed breakdown of the contributions by category and Appendix E: Methods for more information on the calculations.)

Conclusions and Recommendations

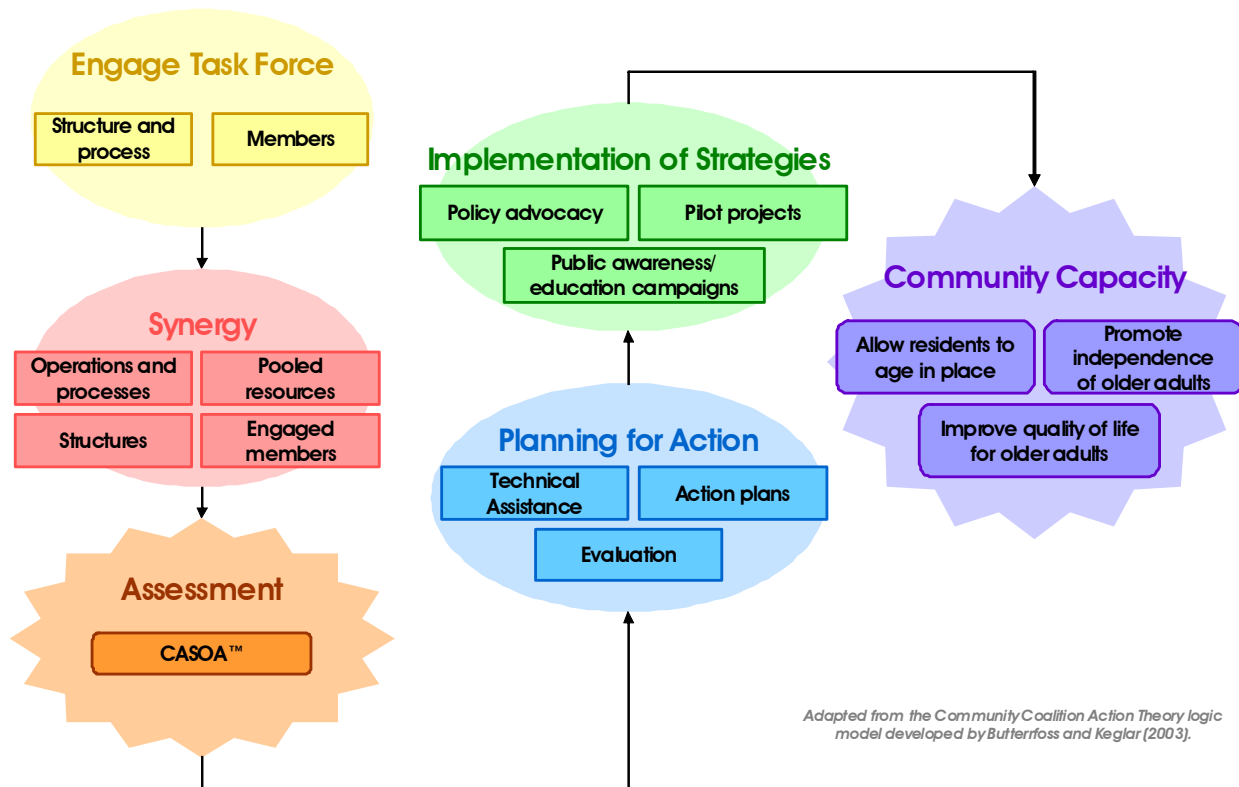
This assessment provides a wealth of data about the strengths and needs of Novi’s older adult population. Most seniors are flourishing in Novi. By and large, they are mobile, healthy and engaged in a variety of productive activities. Older residents experience a good quality of life in Novi and most plan to stay in the community.

Nonetheless, there are needs evident in Novi’s older adult population which are likely to increase dramatically as the population ages over the next decades. Areas where Novi older residents demonstrated the highest need included civic engagement; information and planning; physical health and housing.

Strengthening the Community with an Older Adult Coalition

Results that matter get acted upon, so an important first step to help ensure that the results of this assessment are used is to establish or empower an existing older adult task force or coalition that can decide which of these results matter. Given the upcoming significant growth in the number of seniors in Novi, the need for collaboration is great among government, community-based organizations and the private sector. Whether large or small, well-endowed or under-funded, coalitions help strengthen cities through developing the community’s planning capacity, increasing collaborative problem solving, promoting cooperation, developing advocacy capacity and increasing information access.¹ A model of how an older adult coalition or task force might proceed with CASOA data is presented in the figure below.

FIGURE 5: A MODEL OF OLDER ADULT COALITION FUNCTIONING



Adapted from the Community Coalition Action Theory logic model developed by Butterfoss and Keglar (2003).

As presented in the preceding graphic, the coalition could use data from CASOA to develop an action plan that would identify areas for policy work, design public information campaigns and plan or generate resources to fund pilot projects in the community. In addition, the consortium may serve as a “learning group” where various members or outside experts provide periodic lectures or host discussions on issues important to serving older adults, merging trends in senior programming and the best practices to promote successful aging.

A coalition of older adults not only may serve as the vehicle by which recommendations for action arrive at the desk of staff and elected officials, but such a coalition offers an opportunity for its members to engage in relevant community service. The need to engage with neighbors helps knit together a community of individuals, who without that engagement, could face social isolation and the threat of dependency.

Opportunity 1: Civic Engagement

Older residents in Novi, similar to residents of the same age in many communities across the nation, demonstrated strong needs in the area of civic engagement. Civic activity, whether it is through volunteering or participating in community decision-making not only provides benefit to communities but also serves seniors themselves. Studies have found that volunteering in later life is associated with physical and functional health, lower injury rates and psychological well being. Those who volunteer are less likely to become injured or to die prematurely. If Novi seeks to increase the civic engagement of older residents, its decision makers may wish to consider a number of the following actions:

- Opportunities**
1. **Increase participation of older residents in local governing and community decision-making**
 2. **Actively promote senior volunteerism**
 3. **Consider community design and land use policy to “build community”**

1. Increase participation of older residents in local governing and community decision-making

As local governments consider the diversity of their planning boards and oversight committees, the age of participants should become one of the diversity criteria. As communities age, there will be a natural accretion of older adults who may be interested in serving. Older adults will need to be made aware of the opportunities to contribute. Sometimes special accommodation may need to be made to permit an older adult with the motivation but without the mobility or physical health to become civically engaged.

2. Actively promote senior volunteerism

Barriers, both real and perceived, to older adult volunteering include the difficulty of linking supply (volunteers) with demand (volunteer opportunities), insufficient public awareness about volunteer opportunities, workplace policies too inflexible to encourage employees to volunteer, insufficient transportation, and ageism.² One basic and potentially powerful step to get older adults involved is simply ask them to get involved.³ A year 2000 study on senior on volunteerism found that older adults were five times more likely to volunteer if (only they were) asked.⁴

The National Governors Association recommends the following government practices to promote senior volunteerism: 1) create public awareness of potential opportunities and inherent value of

volunteering, 2) create competitive grant programs to provide more volunteer programs in the community, 3) create a needs and assets inventory to match volunteers to programs, 4) educate employers on benefits of employer-sponsored volunteering.² Additional resources for older adult volunteerism are provided in an environmental scan in the *Journal of Transformative Education*.⁵

3. Consider community design and land use policy to “build community”

New Urbanists and smart growth advocates argue the importance of community planning and land use to provide opportunities for civic life and activity. For more information on urban design guidelines that promote community building see the Urban Design Advisory Service’s *Seniors Living Policy: Urban Design Guidelines for Infill Development*⁶ and The North Carolina Division of Aging and Adult Services web site promoting the best practice in livable and senior friendly communities.⁷

Opportunity 2: Information and Planning

Novi’s older residents expressed needs for general information and planning as well as for specific information about services offered to seniors and help with Social Security and Medicare. Financial and legal planning also were areas where a sizable number of older Novi residents could benefit from community assistance. Communities interested in increasing community capacity for information and planning services might consider the following actions:

- | Opportunities |
|--|
| 1. Increase public awareness of programs and services |
| 2. Develop a clearing house for all services offered to seniors in community |
| 3. Offer information and planning activities on a large-scale |

1. Increase public awareness of programs and services

Increasing older adult awareness of services may help decrease unmet needs as well as frustration when older adults look for information. Better information may promote quality of life when residents learn about opportunities such as health screenings, and physical and social activities.

As local governments act to engage older adults in creating senior-friendly communities, it is essential to understand where residents learn about local affairs. Transmission of information represents half the effort in most successful communication relationships (reception representing the other half), so it is important to reach a large number of readers, viewers and listeners at the media fountain where they typically drink. You can maximize communication across a range of media by focusing resources on the outlets that attract the segments of older adults you seek and save resources that otherwise would fund less effective sources.

Regional newspapers, the local newspaper, television and Novi’s newsletter represent important media for increasing awareness of local service opportunities and relevant policies. Working with employers and faith-based organizations can provide additional outlets for information flow.

2. Develop a clearinghouse for all services offered to seniors in community.

There is need not only to increase knowledge about services offered by Novi local government but also information about services provided by other organizations. Valuable services are currently offered by private, public, and nonprofit agencies with a lack of centralized location for people to find out about services (or without most local older adults being aware of that central repository).

Increasing knowledge about services to older adult may decrease the burdens placed on local government by spreading the demand among government and non-governmental agencies.

This information clearinghouse might be pursued best through the older adult task force or coalition recommended above. The goal would be to assemble an entire resource directory of all services for older adults offered in Novi and the nearby communities. Once completed, the directory should be available online as well at each facility offering older adult services.

3. Offer information and planning activities on a large-scale

Novi local governments and community based non profits already offer information seminars, lectures and workshops on a variety of relevant quality of life topics for older adults – like estate planning, dealing with Medicare and improving health. Nevertheless, stepping up the number, frequency and dispersion of these live information offerings will reach more residents in need and help reduce needs in two ways: 1) by driving participants to service providers who can help to mitigate those needs and 2) by educating residents to solve by themselves the tractable problems they confront.

To maximize the dispersion of these information sessions, consider working with employers and faith based communities to provide seminars and encourage information sharing and planning. Also, a number of jurisdictions develop “resource kits” that can be distributed through community organizations.

Opportunity 3. Housing

Availability and costs of appropriate housing can be a significant barrier to older adults trying to age in place. Affordable housing was found to be a significant issue for seniors living in Novi. More than one-half of residents rated the availability of affordable quality housing as “fair” or “poor” and almost one-third of older residents were found to pay housing costs which were greater than 30% of their income. Although housing costs are largely determined by supply and demand, communities seeking reductions to housing cost burden for older residents might want to consider the following practices:

- | Opportunities |
|---|
| 1. Consider zoning regulations that encourage affordable housing options |
| 2. Develop programs that reduce housing costs |
| 3. Partner with developers and builders to provide affordable senior housing projects |

1. Consider zoning regulations that encourage affordable housing options

Zoning regulation and development fees often can discourage the production of affordable housing. Modifying these policies to incent mixed-use, high-density and/or infill developments can help create housing stock with lower cost burden to seniors. The Urban Land Institute has produced a 2005 guide “Best Practices in the Production of Affordable Housing” which discusses issues with predevelopment, financing and sustainability and growth⁸ and a 2002 report from the Commission on Affordable Housing and Health Facilities Needs for Seniors in the 21st Century provides a list of best practices in affordable senior housing.⁹

2. Develop programs that reduce housing costs

Popular senior housing programs that reduce the cost of housing include real estate tax relief or deferral, home energy assistance, senior homeowner exemption, and rent increase exemption.

3. Partner with developers and builders to provide affordable senior housing projects

Local governments have partnered with developers to provide fee waivers and other development cost reductions for new housing projects that are more affordable for older adults. Standard requirements for street widths, schools, water mains and maximum densities have been modified to account for the different footprint that older adults leave on a community. Revised development policies can enhance new development opportunities to accommodate older adults.

Opportunity 4: Physical Health

Older residents often cite good health as the key to successful aging.¹⁰ Novi is fortunate that most of its older adult residents report good health. However, health promotion and continued prevention of chronic disease will aid in maintaining the quality of life of Novi's older residents. Communities seeking to maintain and improve the health of their older residents might consider the following actions:

1. Actively promote good health practices

Awareness of and support for the implementation of four strategies that have proven effective in promoting the health of older adults may continue to help keep older adults in Novi healthy: 1) Healthy lifestyle promotion (physical activity, eating a healthy diet, not using tobacco, etc.), 2) Early detection of disease (health screenings, regular checkups, immunizations, 3) Injury prevention (e.g., housing modifications) and 4) Promotion self-management techniques (e.g., arthritis self-help course).¹¹

- Opportunities**

 1. **Actively promote good health practices**
 2. **Provide attractive fitness opportunities for older residents**
 3. **Consider community design features to promote active-living communities**
 4. **Promote access to fruits, vegetables and healthy eating**

More than one-third of Novi's older respondents reported that the opportunities for affordable quality health care and mental health care as well as preventive health services were "fair" or "poor." Understanding specifically what older residents see as opportunities missed for their health care needs will provide details about the interventions that will be successful. Are current facilities or preventive services too few, not welcoming, poorly located or too expensive? What kind of preventive services are desired that do not seem to be available – screening fairs, in-office tests? For what kinds of mental health issues do residents encounter barriers to treatment – isolation, depression, anxiety, the costs of treatment, the stigma of care? These are the kinds of questions that can be answered with guided discussions whose purpose is to understand more fully the depth of health problems with which Novi residents cope.

2. Provide attractive fitness opportunities for older residents

When seniors lose the ability to do things on their own, it usually does not happen simply because they age. More often it is because they have become inactive. It is estimated that 47% of people aged 65-74 and 60% of people 75 and older are sedentary¹². A recent article in the *Journal of Active*

Aging reports: “The biggest message to bring across is that with every increasing decade of age, people become less and less active; but the evidence shows that with every increasing decade, exercise becomes more important in terms of quality of life, independence and having a full life. So as of now, Americans are not on the right path.” Research fuels new physical activity recommendations for older adults.¹³

Some promising programs to get older residents moving include: pedometer or walking programs; outdoor recreation opportunities such as hiking, biking, bird watching.; mind-body exercises such as pilates and yoga; and organized events such races and triathlons uniquely for seniors. Other fitness programs for seniors are provided in the American Society on Aging’s *Live Well, Live Long: Steps to Better Health Series*.¹⁴ Not only should these programs be promoted actively through recreation and senior centers but also through employers, schools, faith communities and other community based organizations. Programs aimed not only at seniors will help to establish good habits among young people, too, and may diminish obesity and sedentary behavior across all ages.

3. Consider community design features to promote active-living communities

Much is being published about the importance of the built environment and its role in promoting physical activity. A recent review of literature on environmental factors that affect physical activity has found many significant associations between health and the accessibility of facilities, opportunities for physical activity, pedestrian friendly street plans¹⁵ and safety.¹⁶ Focusing on community planning and design features that emphasize concepts of New Urbanism and Smart Growth may have strong impacts not only older adult physical activity but also on traffic, environmental quality, community safety and opportunities for building social capital.¹⁷⁻²⁰ For more information on planning communities that promote active aging, see the International City/County Manager’s Association’s guide: *Creating Communities for Active Aging*.²¹

4. Promote access to fruits, vegetables and healthy eating choices

Nationally, more than 1.6 million of households with seniors are estimated to be “food insecure” and the rate of food insecurity triples for elders in poverty.²² Nationally, food insecure seniors were 2.3 times more likely to report fair/poor health status and had higher nutritional risk than their younger counterparts.²³ However, communities can make a difference. In a recent study of 17 community-led health programs, communities that provided greater access to fresh produce showed greater increases in resident fruit and vegetable consumption.¹⁵ Innovative programs to promote healthful eating for older residents include: 1) Senior Community-supported Agriculture (CSA) projects (a strategy that allows senior consumers to purchase shares of a local farmers harvest), 2) “farm to institution” programs where local farmers deliver produce for cafeterias of hospitals, nursing homes and assisted living facilities, and 3) senior farmers’ markets. For more information on projects aimed at increasing the food security of seniors, visit www.foodsecurity.org or for more information on food insecurity issues and older adults see America’s Second Harvest Fact sheet on Senior Hunger.²³ In addition to these resources, the USDA has produced a food security toolkit that provides a series of tools to help communities assess their food security and target areas and populations in need.²⁴

Conclusions

In summary, this assessment captured the perspective of Novi's older residents, demonstrating widespread agreement that seniors are generally satisfied with the current quality of life in the community. Attendant to the older adult residents in Novi is widespread (albeit not uniform) good health, engagement in social and physical activities and a positive outlook on conditions here. The City of Novi is doing a good job of providing opportunities for older residents, but there are limitations to continued success that need to be addressed before the full force of the growth in the number of older adults hits.

If no changes occurred in the older adult population, the community would continue to offer a good quality of life for its residents. However, as the "silver tsunami" overtakes Novi (as it will in the U.S. and abroad), the current resources available to older adults will not suffice. Services will need to be expanded and re-configured to suit the older-old and the younger-old; new techniques will need to be employed to educate residents about programs and facilities; more effective partnerships and networking will be required to provide integrated service opportunities; and new community design and land use policies will need to be adopted.

A periodic sounding of Novi's older adults will provide on-going assessment of the progress you make as the spring of older adults bubbles into the community. Conducting the CASOA puts Novi vastly ahead of most communities in the U.S. because planning for the coming wave of older adults most often is accomplished by the assertions of hard working service providers, who, despite their commitment to the well being of older adults, cannot speak as articulately for older adults as older adults can speak for themselves.

"It would be hard to overstate the significance of these shifts... But from here on, every planning decision made in every town community must take into account the impact on older residents, who can no longer be an afterthought. The ability of our institutions to adapt to an aging nation will one of the great American Challenges of the 21st century."²⁵

Appendix A: Older Adult Needs

TABLE 4: OLDER ADULT NEEDS, CURRENT AND PROJECTED

	Percent affected	Number affected in 2005 (n=4,564)*	Number affected in 2010 (n=5,694)*	Number affected in 2015 (n=7,367)*
Not knowing what services are available to older adults in your community	57%	2,581	3,221	4,167
Feeling like your voice is heard in the community	48%	2,170	2,707	3,502
Your physical health	47%	2,124	2,650	3,428
Doing heavy or intense housework	45%	2,037	2,541	3,287
Staying physically fit	44%	1,986	2,478	3,206
Feeling bored	37%	1,696	2,116	2,738
Having adequate information on public programs such as Social Security, Medicare and Medicaid	36%	1,631	2,035	2,633
Having interesting recreational or cultural activities to attend	35%	1,583	1,975	2,556
Having interesting social events or activities to attend	34%	1,562	1,948	2,521
Finding work in retirement	32%	1,454	1,813	2,346
Maintaining a healthy diet	31%	1,427	1,781	2,304
Dealing with the loss of a close family member or friend	30%	1,356	1,692	2,189
Feeling depressed	29%	1,319	1,645	2,129
Maintaining your home	29%	1,310	1,634	2,114
Maintaining your yard	29%	1,345	1,678	2,171
Finding affordable health insurance	29%	1,305	1,628	2,106
Affording the medications you need	27%	1,250	1,560	2,018
Building skills for paid or unpaid work	27%	1,222	1,524	1,972
Dealing with financial planning issues	27%	1,210	1,510	1,954
Having enough money to pay your property taxes	26%	1,195	1,491	1,929
Dealing with Social Security, Medicare or insurance paperwork	26%	1,191	1,486	1,922
Finding productive or meaningful activities to do	24%	1,100	1,372	1,775
Having enough money to meet daily expenses	24%	1,105	1,378	1,783
Finding meaningful volunteer work	23%	1,057	1,318	1,705
Dealing with legal issues	23%	1,059	1,322	1,710
Feeling lonely or isolated	23%	1,046	1,305	1,688
Performing regular activities, including walking, eating and preparing meals	21%	958	1,196	1,547

	Percent affected	Number affected in 2005 (n=4,564)*	Number affected in 2010 (n=5,694)*	Number affected in 2015 (n=7,367)*
Providing care for another person	21%	972	1,212	1,568
Experiencing confusion or forgetfulness	20%	927	1,157	1,497
Having friends or family you can rely on	19%	874	1,090	1,410
Having safe and affordable transportation available	17%	756	944	1,221
Getting the health care you need	17%	757	945	1,223
Having housing to suit your needs	15%	704	878	1,136
Falling or injuring yourself in your home	13%	589	734	950
Being a victim of fraud or a scam	13%	575	717	928
Being a victim of crime	8%	369	460	596
Having enough food to eat	7%	327	408	528
No longer being able to drive	6%	289	360	466
Being physically or emotionally abused	5%	229	285	369

* Population age 65 and over.

Appendix B: Economic Contribution of Older Adults

TABLE 5: ECONOMIC CONTRIBUTION OF OLDER ADULTS IN ABC

	Percent of older adults	Number of older adults	Average number of hours*	Average hourly rate**	Annual total
Providing care to older adult(s)	41%	1,885	10.9	\$8.37	\$8,303,320
Providing care to adult(s)	21%	959	11.9	\$8.37	\$4,293,775
Providing care to child(ren)	28%	1,274	12.3	\$10.41	\$7,513,744
Providing help to family and friends	86%	3,909	5.0	\$8.48	\$8,089,507
Volunteering	16%	741	3.8	\$12.55	\$1,756,315
Working part-time	15%	695	15.0	\$22.44	\$11,782,319
Working full-time	32%	1,472	32.0	\$22.44	\$18,536,095

* If respondents were asked to select a range of hours, the average number of hours was calculated from the mid-point of the response scale. For example, a response of "1 to 3 hours" equated to 2 hours and a response of "never" was assumed to be zero hours. In cases where the respondent chose a response that indicated "11 or more hours" or "20 or more hours", the number of hours was calculated as 125% of 11 and 125% of 20 (i.e., 13.75 and 25 respectively). Working full-time was assumed to be 32 hours per week and working part-time was assumed to be 15 hours per week.

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

Appendix C: Survey Frequencies Excluding Don't Know Responses

Question 1: Quality of Community						
Please circle the number that comes closest to your opinion for each of the following questions.	Excellent	Good	Fair	Poor	Total	Average rating (0=poor, 100=excellent)
	How do you rate Novi as a place to live?	40%	53%	6%	0%	100%
How do you rate Novi as a place to retire?	25%	40%	23%	12%	100%	59

Question 2: Community Characteristics						
Please rate each of the following characteristics as they relate to Novi adults age 55 or over:	Excellent	Good	Fair	Poor	Total	Average rating (0=poor, 100=excellent)
	Opportunities to volunteer	27%	55%	15%	3%	100%
Employment opportunities	6%	33%	44%	16%	100%	43
Opportunities to enroll in skill-building or personal enrichment classes	17%	58%	22%	3%	100%	63
Recreation opportunities (including games, arts and library services, etc.)	23%	57%	17%	3%	100%	67
Fitness opportunities (including exercise classes and paths or trails, etc.)	19%	52%	22%	6%	100%	61
Opportunities to attend cultural or social activities	14%	50%	31%	6%	100%	57
Opportunities to attend religious or spiritual activities	35%	55%	9%	1%	100%	74
Opportunities to attend or participate in meetings about local government or community matters	24%	57%	17%	2%	100%	68
Shopping opportunities	63%	28%	7%	2%	100%	84
Availability of affordable quality housing	12%	32%	38%	18%	100%	46
Variety of housing options	14%	45%	29%	12%	100%	54
Availability of information about resources for older adults	16%	44%	32%	8%	100%	56
Availability of affordable quality physical health care	22%	45%	25%	8%	100%	60
Availability of affordable quality mental health care	16%	41%	28%	15%	100%	53
Availability of preventive health	15%	52%	27%	6%	100%	59

Question 2: Community Characteristics						
Please rate each of the following characteristics as they relate to Novi adults age 55 or over:	Excellent	Good	Fair	Poor	Total	Average rating (0=poor, 100=excellent)
services (e.g., health screenings, flu shots, educational workshops)						
Availability of affordable quality food	26%	49%	20%	5%	100%	65
Sense of community	14%	43%	34%	10%	100%	54
Openness and acceptance of the community towards older residents of diverse backgrounds	13%	52%	30%	5%	100%	58
Ease of travel using Novi's Senior Transportation program	19%	40%	31%	10%	100%	55
Ease of car travel in Novi	19%	41%	28%	12%	100%	56
Ease of walking in Novi	15%	36%	28%	21%	100%	48

Question 3: Overall Service to Older Adults	
How would you rate the overall services provided to older adults in Novi?	Percent of respondents
Excellent	13%
Good	52%
Fair	29%
Poor	6%
Total	100%
Average rating (0=poor, 100=excellent)	57

Question 4: Quality of Life and Health						
Please circle the number that comes closest to your opinion for each of the following questions.	Excellent	Good	Fair	Poor	Total	Average rating (0=poor, 100=excellent)
How do you rate your overall physical health?	22%	60%	16%	2%	100%	67
How do you rate your overall mental health/emotional well being?	39%	54%	6%	1%	100%	77
How do you rate your overall quality of life?	31%	59%	9%	1%	100%	73

Question 5: Problems Faced by Older Adults

The following questions list a number of problems that older adults may or may not face. Thinking back over the last 12 months, how much of a problem, if at all, has each of the following been for you?	Not a problem	Minor problem	Moderate problem	Major problem	Total
	Having housing to suit your needs	85%	7%	6%	2%
Your physical health	53%	29%	14%	3%	100%
Performing regular activities, including walking, eating and preparing meals	79%	11%	8%	2%	100%
Having enough food to eat	93%	5%	2%	0%	100%
Doing heavy or intense housework	55%	26%	12%	7%	100%
Having safe and affordable transportation available	83%	10%	4%	2%	100%
No longer being able to drive	94%	2%	1%	3%	100%
Feeling depressed	71%	22%	5%	2%	100%
Experiencing confusion or forgetfulness	80%	17%	2%	1%	100%
Maintaining your home	71%	21%	6%	2%	100%
Maintaining your yard	71%	19%	8%	2%	100%
Finding productive or meaningful activities to do	76%	15%	7%	2%	100%
Having friends or family you can rely on	81%	13%	5%	2%	100%
Falling or injuring yourself in your home	87%	10%	2%	1%	100%
Finding affordable health insurance	71%	14%	8%	6%	100%
Getting the health care you need	83%	9%	5%	2%	100%
Affording the medications you need	73%	16%	7%	4%	100%
Having enough money to meet daily expenses	76%	14%	7%	2%	100%
Having enough money to pay your property taxes	74%	14%	5%	7%	100%
Staying physically fit	56%	30%	11%	3%	100%
Maintaining a healthy diet	69%	22%	7%	2%	100%
Having interesting recreational or cultural activities to attend	65%	21%	11%	3%	100%
Having interesting social events or activities to attend	66%	19%	12%	3%	100%
Feeling bored	63%	27%	8%	2%	100%
Feeling like your voice is heard in the community	52%	23%	16%	8%	100%
Finding meaningful volunteer work	77%	14%	8%	1%	100%
Providing care for another person	79%	11%	9%	2%	100%
Dealing with legal issues	77%	15%	5%	3%	100%
Having adequate information on public programs such as Social Security,	64%	20%	12%	3%	100%

Question 5: Problems Faced by Older Adults					
The following questions list a number of problems that older adults may or may not face. Thinking back over the last 12 months, how much of a problem, if at all, has each of the following been for you?	Not a problem	Minor problem	Moderate problem	Major problem	Total
	Medicare and Medicaid				
Finding work in retirement	68%	15%	10%	6%	100%
Building skills for paid or unpaid work	73%	14%	10%	3%	100%
Not knowing what services are available to older adults in your community	43%	25%	21%	11%	100%
Feeling lonely or isolated	77%	17%	5%	1%	100%
Dealing with the loss of a close family member or friend	70%	18%	7%	4%	100%
Being a victim of crime	92%	5%	2%	1%	100%
Being a victim of fraud or a scam	87%	7%	4%	2%	100%
Being physically or emotionally abused	95%	3%	1%	1%	100%
Dealing with financial planning issues	73%	17%	7%	2%	100%
Dealing with Social Security, Medicare or insurance paperwork	74%	16%	7%	3%	100%

Question 6: Conveniently Located Destinations					
How convenient or inconvenient is it for you to travel to the following places from your home...	Very convenient	Somewhat convenient	Somewhat inconvenient	Very inconvenient	Total
Supermarket or grocery store	67%	21%	9%	3%	100%
Restaurants	79%	18%	3%	1%	100%
Doctor	73%	21%	5%	1%	100%
Pharmacy	85%	12%	2%	1%	100%
Parks or open space	64%	23%	11%	2%	100%
Novi Senior center	75%	19%	5%	1%	100%
Recreation centers	65%	26%	8%	2%	100%
Public library	76%	18%	4%	1%	100%
Your church or faith community	77%	16%	5%	2%	100%

Question 7: Days Spent in Facilities					
Thinking back over the past 12 months, how many days did you spend in...	No days (zero)	One to two days	Three to five days	Six or more days	Total
A hospital	83%	7%	6%	5%	100%
A nursing home or in-patient rehabilitation facility	99%	0%	0%	1%	100%

Question 8: Falls in Last 12 Months	
Thinking back over the past 12 months, how many times have you fallen and injured yourself? Was it...	Percent of respondents
Never	80%
Once or twice	17%
3-5 times	2%
More than 5 times	0%
Total	100%

Question 9: Community as a Place for Older Adults and Retirement					
How likely or unlikely are you to...	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Recommend living in Novi to older adults	39%	34%	16%	11%	100%
Remain in Novi throughout your retirement	43%	28%	13%	16%	100%

Question 10: Safety from Various Crimes and Hazards						
Please rate how safe you feel from the following in Novi:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
Violent crime (e.g., rape, assault, robbery)	60%	31%	7%	2%	0%	100%
Property crimes (e.g., burglary, theft)	42%	44%	11%	3%	0%	100%
Fraud or identity theft	34%	37%	21%	5%	2%	100%

Question 11: Crime victim Status	
During the past 12 months, were you or anyone in your household the victim of any crime?	Percent of respondents
Yes	5%
No	95%
Total	100%

Question 12: Crime Reporting	
If yes, was this crime (these crimes) reported to the police?	Percent of respondents
Yes	83%
No	17%
Total	100%

Question 13: Participation in Activities					
In the last 12 month, about how many times, if ever, have you participated in or done each of the following?	Never	Once or twice	3 to 12 times	13 to 26 times	Total
Used the Novi Senior Center	86%	10%	3%	1%	100%
Used a recreation center in Novi	5%	95%	0%	0%	100%
Used a public library in Novi	36%	26%	30%	8%	100%
Attended a meeting of local elected officials or other local public meeting in Novi	74%	21%	4%	0%	100%
Watched a meeting of local elected officials or other local public meeting in Novi on cable TV	52%	25%	19%	4%	100%
Used Novi's Senior Transportation program	97%	2%	2%	0%	100%
Visited a neighborhood park	40%	31%	24%	4%	100%

Question 14: Hours Spent Doing Activities						
During a typical week, how many hours, if any, do you spend doing the following?	Never (no hours)	1 to 3 hours	4 to 5 hours	6 to 10 hours	11 or more hours	Total
Participating in a club (including book, dance, game and other social)	68%	20%	6%	3%	2%	100%
Participating in a civic group (including Parent Teacher Organizations, Elks, Kiwanis, Masons, etc.)	87%	10%	1%	1%	1%	100%
Communicating/ visiting with friends and/or family	6%	25%	25%	21%	24%	100%
Participating in religious or spiritual activities with others	33%	49%	9%	4%	5%	100%
Participating in a recreation program or group activity	58%	25%	7%	4%	5%	100%
Providing help to friends or relatives	14%	46%	17%	9%	14%	100%
Volunteering your time to some group/activity in Novi	84%	10%	4%	1%	1%	100%

Question 15: Modes of Travel					
During a typical week, how many days do you use each of the modes of travel listed below?	0 days	1 to 2 days	3 to 4 days	5 or more days	Total
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	6%	5%	11%	79%	100%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with children or adults	17%	31%	18%	34%	100%
Novi's Senior Transportation program	98%	2%	0%	0%	100%
Walk	28%	30%	20%	22%	100%
Bicycle	85%	11%	2%	2%	100%
Work at home	55%	33%	6%	6%	100%

Question 15: Modes of Travel					
During a typical week, how many days do you use each of the modes of travel listed below?	0 days	1 to 2 days	3 to 4 days	5 or more days	Total
Other	71%	12%	6%	11%	100%

Question 16: Hours Spent Providing Care							
During a typical week, how many hours do you spend providing care for one or more individuals with whom you have a significant relationship (such as spouse, other relative, partner, friend, neighbor or child), whether or not they live with you?	Never (no hours)	1 to 3 hours	4 to 5 hours	6 to 10 hours	11 to 20 hours	20 or more hours	Total
One or more individuals age 55 or older	59%	15%	8%	6%	3%	10%	100%
One or more individuals age 18 to 59	79%	7%	3%	4%	1%	6%	100%
One or more individuals under age 18	72%	9%	4%	5%	3%	7%	100%

Question 17: Receives Care	
Whether or not they live with you, does someone with whom you have a significant personal relationship (such as a relative, partner, friend or neighbor) provide assistance to you almost every day?	Percent of respondents
Yes	13%
No	87%
Total	100%

Question 18: Visiting with Neighbors	
About how often do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents
Just about everyday	22%
Several times a week	30%
Several times a month	25%
Once a month	7%
Several times a year	7%
Once a year or less	4%
Never	5%
Total	100%

Questions 19: Relatives Living within 30 Miles	
How many adult children or other adult relatives do you have living within 30 miles of your home?	Percent of respondents
No close relatives	17%

Questions 19: Relatives Living within 30 Miles	
How many adult children or other adult relatives do you have living within 30 miles of your home?	Percent of respondents
One or two	28%
Three to five	27%
Six to ten	18%
More than ten	11%
Total	100%

Question 20: Friends Living within 30 Miles	
How many close friends do you have living within 30 miles of your home?	Percent of respondents
No close friends	7%
One or two	16%
Three to five	24%
Six to ten	29%
More than ten	23%
Total	100%

Question 21: Close Friend and Family Members	
About how many close friends or family members do you have with whom you feel at ease? These are people you can talk to about private matters or call on for help.	Percent of respondents
No close friends or family members	2%
One or two	28%
Three to five	44%
Six to ten	26%
Total	100%

Question 22: Informed about Services and Activities for Older Adults	
In general, how informed or uninformed do you feel about services and activities available to older adults in Novi?	Percent of respondents
Very informed	12%
Somewhat informed	42%
Somewhat uninformed	27%
Very uninformed	19%
Total	100%

Question D1: Length of Residency	
How many years have you lived in Novi?	Percent of respondents
Less than 1 year	2%
1-5 years	11%
6-10 years	14%
11-20 years	28%
More than 20 years	45%
Total	100%

Question D2: Housing Unit Type	
Which best describes the building you live in?	Percent of respondents
Single family home	67%
Townhouse, condominium, duplex or apartment	23%
Mobile home	8%
Assisted living residence	1%
Nursing home	0%
Other	1%
Total	100%

Question D3: Tenure (Rent or Own)	
Do you currently rent or own your home?	Percent of respondents
Rent	12%
Own (with a mortgage payment)	48%
Own (free and clear; no mortgage)	40%
Total	100%

Question D4: Monthly Housing Costs	
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent of respondents
Less than \$300 per month	3%
\$300 to \$599 per month	21%
\$600 to \$999 per month	28%
\$1,000 to \$1,499 per month	18%
\$1,500 to \$2,499 per month	22%
\$2,500 or more per month	9%
Total	100%

Question D5: Total Number of Household Members	
How many people, including yourself, live in your household?	Percent of respondents
1 person (live alone)	32%
2 people	48%
3 people	14%
4 or more people	7%
Total	100%

Question D6: Number of Older Adult Household Members	
How many of these people, including yourself, are 55 or older?	Percent of respondents
1 person	49%
2 people	50%
3 people	1%
4 or more people	0%
Total	100%

Question D7: Household Composition	
Indicate which of the following people live in your household.	Percent of respondents
Married partner	62%
Opposite-sex unmarried partner	1%
Same-sex unmarried partner	0%
Relative - under age 18	6%
Relative - age 18 or older	21%
Adult non-relative(s)	2%
I live alone	31%
Total may exceed 100% as respondents could select more than one option.	

Question D8: Resides in an Older Adult Community	
Do you live in a subdivision or complex that is targeted to adults over a certain age?	Percent of respondents
Yes	12%
No	88%
Total	100%

Question D9: Retirement Status	
What is your employment status?	Percent of respondents
Fully retired	50%
Retired but working part time for pay	11%
Working full time for pay	32%
Working part time for pay	4%
Unemployed, looking for paid work	2%
Total	100%

Question D10: Expected Age of Retirement	
[If not yet fully retired] At what age do you expect to retire completely and not work for pay at all?	Percent of respondents
Before age 60	5%
60 to 64	23%
65 to 69	40%
70 to 74	17%
75 or older	11%
Never	4%
Total	100%

Question D11: Household Income	
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents
Less than \$15,000	3%
\$15,000 to \$24,999	12%
\$25,000 to \$49,999	29%
\$50,000 to \$74,999	16%
\$75,000 to \$99,999	16%
\$100,000 or more	25%
Total	100%

Question D12: Respondent Ethnicity/Origin	
Are you Spanish/Hispanic/Latino?	Percent of respondents
Yes	1%
No	99%
Total	100%

Question D13: Respondent Race	
What is your race?	Percent of respondents
American Indian or Alaskan native	0%
Asian or Pacific Islander	4%
Black, African American	1%
White/Caucasian	92%
Other	2%
Total	100%

Total may exceed 100% as respondents could select more than one option.

Question D14: Respondent Age	
In which category is your age?	Percent of respondents
55-59 years	31%
60-64 years	21%
65-69 years	13%
70-74 years	13%
75-79 years	7%
80-84 years	7%
85-89 years	5%
90-94 years	1%
95 years or older	0%
Total	100%

Question D15: Respondent Gender	
What is your sex?	Percent of respondents
Female	54%
Male	46%
Total	100%

Question D16: Voter Registration Status	
Are you registered to vote in your jurisdiction?	Percent of respondents
Yes	94%
No	4%
Ineligible to vote	2%
Total	100%

Question D17: Voted in Last General Election	
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents
Yes	90%
No	8%
Ineligible to vote	2%
Total	100%

Appendix D: Survey Frequencies Including Don't Know Responses

Question 1: Quality of Community						
Please circle the number that comes closest to your opinion for each of the following questions.	Excellent	Good	Fair	Poor	Don't know	Total
How do you rate Novi as a place to live?	40%	53%	6%	0%	0%	100%
How do you rate Novi as a place to retire?	24%	38%	22%	11%	5%	100%

Question 2: Community Characteristics						
Please rate each of the following characteristics as they relate to Novi adults age 55 or over:	Excellent	Good	Fair	Poor	Don't know	Total
Opportunities to volunteer	17%	36%	9%	2%	35%	100%
Employment opportunities	4%	18%	24%	9%	45%	100%
Opportunities to enroll in skill-building or personal enrichment classes	14%	45%	17%	2%	22%	100%
Recreation opportunities (including games, arts and library services, etc.)	21%	50%	15%	2%	12%	100%
Fitness opportunities (including exercise classes and paths or trails, etc.)	16%	45%	19%	6%	14%	100%
Opportunities to attend cultural or social activities	11%	41%	25%	5%	18%	100%
Opportunities to attend religious or spiritual activities	30%	48%	8%	1%	12%	100%
Opportunities to attend or participate in meetings about local government or community matters	20%	47%	14%	2%	18%	100%
Shopping opportunities	62%	27%	7%	2%	2%	100%
Availability of affordable quality housing	11%	28%	34%	16%	11%	100%
Variety of housing options	12%	41%	26%	11%	10%	100%
Availability of information about resources for older adults	12%	33%	24%	6%	24%	100%
Availability of affordable quality physical health care	17%	35%	20%	6%	21%	100%
Availability of affordable quality mental health care	8%	19%	13%	7%	53%	100%
Availability of preventive health services (e.g., health screenings, flu shots, educational workshops)	11%	40%	20%	5%	24%	100%
Availability of affordable quality food	25%	47%	19%	5%	3%	100%
Sense of community	13%	39%	31%	9%	9%	100%
Openness and acceptance of the community towards older residents of diverse backgrounds	10%	38%	22%	4%	27%	100%

Question 2: Community Characteristics						
Please rate each of the following characteristics as they relate to Novi adults age 55 or over:	Excellent	Good	Fair	Poor	Don't know	Total
Ease of travel using Novi's Senior Transportation program	6%	13%	10%	3%	68%	100%
Ease of car travel in Novi	19%	40%	28%	12%	2%	100%
Ease of walking in Novi	14%	34%	27%	20%	5%	100%

Question 3: Overall Service to Older Adults	
How would you rate the overall services provided to older adults in Novi?	Percent of respondents
Excellent	9%
Good	39%
Fair	21%
Poor	5%
Don't know	26%
Total	100%

Question 4: Quality of Life and Health						
Please circle the number that comes closest to your opinion for each of the following questions.	Excellent	Good	Fair	Poor	Don't know	Total
How do you rate your overall physical health?	22%	60%	16%	2%	0%	100%
How do you rate your overall mental health/emotional well being?	39%	54%	6%	1%	0%	100%
How do you rate your overall quality of life?	31%	59%	9%	1%	0%	100%

Question 5: Problems Faced by Older Adults						
The following questions list a number of problems that older adults may or may not face. Thinking back over the last 12 months, how much of a problem, if at all, has each of the following been for you?	Not a problem	Minor problem	Moderate problem	Major problem	Don't know	Total
Having housing to suit your needs	83%	6%	6%	2%	1%	100%
Your physical health	53%	29%	14%	3%	0%	100%
Performing regular activities, including walking, eating and preparing meals	79%	11%	8%	2%	0%	100%
Having enough food to eat	93%	5%	2%	0%	0%	100%
Doing heavy or intense housework	55%	25%	12%	7%	1%	100%
Having safe and affordable transportation available	76%	9%	4%	2%	8%	100%
No longer being able to drive	84%	2%	1%	2%	10%	100%

Question 5: Problems Faced by Older Adults

The following questions list a number of problems that older adults may or may not face. Thinking back over the last 12 months, how much of a problem, if at all, has each of the following been for you?	Not a problem	Minor problem	Moderate problem	Major problem	Don't know	Total
	Feeling depressed	70%	22%	5%	2%	2%
Experiencing confusion or forgetfulness	79%	17%	2%	1%	1%	100%
Maintaining your home	71%	21%	6%	2%	0%	100%
Maintaining your yard	69%	19%	8%	2%	2%	100%
Finding productive or meaningful activities to do	74%	15%	6%	2%	2%	100%
Having friends or family you can rely on	81%	12%	5%	2%	0%	100%
Falling or injuring yourself in your home	85%	9%	2%	1%	2%	100%
Finding affordable health insurance	71%	14%	8%	6%	1%	100%
Getting the health care you need	83%	9%	5%	2%	0%	100%
Affording the medications you need	72%	16%	7%	4%	0%	100%
Having enough money to meet daily expenses	76%	14%	7%	2%	0%	100%
Having enough money to pay your property taxes	72%	14%	5%	7%	3%	100%
Staying physically fit	56%	29%	11%	3%	1%	100%
Maintaining a healthy diet	69%	22%	7%	2%	0%	100%
Having interesting recreational or cultural activities to attend	61%	20%	10%	3%	7%	100%
Having interesting social events or activities to attend	61%	18%	11%	3%	8%	100%
Feeling bored	62%	26%	8%	2%	2%	100%
Feeling like your voice is heard in the community	38%	17%	12%	6%	28%	100%
Finding meaningful volunteer work	52%	10%	5%	1%	33%	100%
Providing care for another person	61%	8%	7%	1%	23%	100%
Dealing with legal issues	68%	14%	4%	3%	11%	100%
Having adequate information on public programs such as Social Security, Medicare and Medicaid	57%	18%	10%	3%	12%	100%
Finding work in retirement	42%	9%	6%	4%	39%	100%
Building skills for paid or unpaid	48%	9%	6%	2%	35%	100%

Question 5: Problems Faced by Older Adults

The following questions list a number of problems that older adults may or may not face. Thinking back over the last 12 months, how much of a problem, if at all, has each of the following been for you?

	Not a problem	Minor problem	Moderate problem	Major problem	Don't know	Total
work						
Not knowing what services are available to older adults in your community	34%	20%	16%	9%	21%	100%
Feeling lonely or isolated	75%	16%	5%	1%	3%	100%
Dealing with the loss of a close family member or friend	66%	17%	7%	4%	6%	100%
Being a victim of crime	83%	4%	2%	1%	10%	100%
Being a victim of fraud or a scam	78%	6%	3%	2%	10%	100%
Being physically or emotionally abused	87%	3%	1%	1%	8%	100%
Dealing with financial planning issues	71%	17%	7%	2%	4%	100%
Dealing with Social Security, Medicare or insurance paperwork	68%	15%	6%	3%	8%	100%

Question 6: Conveniently Located Destinations

How convenient or inconvenient is it for you to travel to the following places from your home...

	Very convenient	Somewhat convenient	Somewhat inconvenient	Very inconvenient	Don't know	Total
Supermarket or grocery store	67%	21%	9%	3%	0%	100%
Restaurants	78%	18%	3%	1%	0%	100%
Doctor	72%	21%	5%	1%	1%	100%
Pharmacy	85%	12%	2%	1%	1%	100%
Parks or open space	60%	21%	10%	2%	6%	100%
Novi Senior center	55%	14%	4%	1%	26%	100%
Recreation centers	48%	19%	6%	1%	25%	100%
Public library	73%	18%	4%	1%	4%	100%
Your church or faith community	71%	14%	5%	2%	9%	100%

Question 7: Days Spent in Facilities

Thinking back over the past 12 months, how many days did you spend in...

	No days (zero)	One to two days	Three to five days	Six or more days	Don't know	Total
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Question 7: Days Spent in Facilities						
Thinking back over the past 12 months, how many days did you spend in...	No days (zero)	One to two days	Three to five days	Six or more days	Don't know	Total
A hospital	82%	7%	6%	5%	0%	100%
A nursing home or in-patient rehabilitation facility	99%	0%	0%	1%	0%	100%

Question 8: Falls in Last 12 Months	
Thinking back over the past 12 months, how many times have you fallen and injured yourself? Was it...	Percent of respondents
Never	80%
Once or twice	17%
3-5 times	2%
More than 5 times	0%
Don't know	0%
Total	100%

Question 9: Community as a Place for Older Adults and Retirement						
How likely or unlikely are you to...	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know	Total
Recommend living in Novi to older adults	35%	31%	14%	10%	10%	100%
Remain in Novi throughout your retirement	39%	25%	12%	15%	9%	100%

Question 10: Safety from Various Crimes and Hazards							
Please rate how safe you feel from the following in Novi:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know	Total
Violent crime (e.g., rape, assault, robbery)	60%	31%	7%	2%	0%	0%	100%
Property crimes (e.g., burglary, theft)	42%	44%	11%	3%	0%	0%	100%
Fraud or identity theft	34%	36%	21%	5%	2%	2%	100%

Question 11: Crime victim Status	
During the past 12 months, were you or anyone in your household the victim of any crime?	Percent of respondents
Yes	5%
No	95%

Question 11: Crime victim Status	
During the past 12 months, were you or anyone in your household the victim of any crime?	Percent of respondents
Don't know	0%
Total	100%

Question 12: Crime Reporting	
If yes, was this crime (these crimes) reported to the police?	Percent of respondents
Yes	78%
No	16%
Don't know	6%
Total	100%

Question 13: Participation in Activities						
In the last 12 month, about how many times, if ever, have you participated in or done each of the following?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Used the Novi Senior Center	84%	10%	3%	1%	3%	100%
Used a recreation center in Novi	5%	95%	0%	0%	0%	100%
Used a public library in Novi	33%	24%	28%	8%	7%	100%
Attended a meeting of local elected officials or other local public meeting in Novi	74%	21%	4%	0%	1%	100%
Watched a meeting of local elected officials or other local public meeting in Novi on cable TV	51%	25%	19%	4%	2%	100%
Used Novi's Senior Transportation program	95%	1%	1%	0%	2%	100%
Visited a neighborhood park	39%	30%	24%	4%	3%	100%

Question 14: Hours Spent Doing Activities							
During a typical week, how many hours, if any, do you spend doing the following?	Never (no hours)	1 to 3 hours	4 to 5 hours	6 to 10 hours	11 or more hours	Don't know	Total
Participating in a club (including book, dance, game and other social)	68%	20%	6%	3%	2%	1%	100%
Participating in a civic group (including Parent Teacher Organizations, Elks, Kiwanis, Masons, etc.)	87%	10%	1%	1%	1%	1%	100%
Communicating/ visiting with friends and/or family	6%	24%	25%	20%	24%	1%	100%
Participating in religious or spiritual activities with others	33%	48%	9%	4%	5%	2%	100%
Participating in a recreation program or group activity	58%	25%	7%	4%	5%	1%	100%
Providing help to friends or relatives	14%	45%	17%	9%	13%	2%	100%
Volunteering your time to some group/activity in Novi	82%	10%	4%	1%	1%	2%	100%

Question 15: Modes of Travel							
During a typical week, how many days do you use each of the modes of travel listed below?	0 days	1 to 2 days	3 to 4 days	5 or more days	Don't know	Total	
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	6%	5%	11%	79%	0%	100%	
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with children or adults	17%	31%	18%	34%	1%	100%	
Novi's Senior Transportation program	97%	2%	0%	0%	1%	100%	
Walk	27%	30%	19%	22%	2%	100%	
Bicycle	84%	11%	2%	2%	2%	100%	
Work at home	54%	33%	6%	6%	2%	100%	
Other	48%	8%	4%	8%	32%	100%	

Question 16: Hours Spent Providing Care								
During a typical week, how many hours do you spend providing care for one or more individuals with whom you have a significant relationship (such as spouse, other relative, partner, friend, neighbor or child), whether or not they live with you?	Never (no hours)	1 to 3 hours	4 to 5 hours	6 to 10 hours	11 to 20 hours	20 or more hours	Don't know	Total
One or more individuals age 55 or older	58%	14%	8%	6%	3%	10%	2%	100%
One or more individuals age 18 to 59	78%	7%	3%	4%	1%	6%	1%	100%
One or more individuals under age 18	71%	9%	4%	5%	3%	7%	1%	100%

Question 17: Receives Care	
Whether or not they live with you, does someone with whom you have a significant personal relationship (such as a relative, partner, friend or neighbor) provide assistance to you almost every day?	Percent of respondents
Yes	13%
No	87%
Total	100%

Question 18: Visiting with Neighbors	
About how often do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents
Just about everyday	22%
Several times a week	30%
Several times a month	25%
Once a month	7%
Several times a year	7%
Once a year or less	4%
Never	5%
Total	100%

Questions 19: Relatives Living within 30 Miles	
How many adult children or other adult relatives do you have living within 30 miles of your home?	Percent of respondents
No close relatives	17%
One or two	28%
Three to five	27%
Six to ten	18%
More than ten	11%

Questions 19: Relatives Living within 30 Miles	
How many adult children or other adult relatives do you have living within 30 miles of your home?	Percent of respondents
Total	100%

Question 20: Friends Living within 30 Miles	
How many close friends do you have living within 30 miles of your home?	Percent of respondents
No close friends	7%
One or two	16%
Three to five	24%
Six to ten	29%
More than ten	23%
Don't know	1%
Total	100%

Question 21: Close Friend and Family Members	
About how many close friends or family members do you have with whom you feel at ease? These are people you can talk to about private matters or call on for help.	Percent of respondents
No close friends or family members	2%
One or two	23%
Three to five	36%
Six to ten	22%
More than ten	18%
Don't know	0%
Total	100%

Question 22: Informed about Services and Activities for Older Adults	
In general, how informed or uninformed do you feel about services and activities available to older adults in Novi?	Percent of respondents
Very informed	12%
Somewhat informed	42%
Somewhat uninformed	27%
Very uninformed	19%
Total	100%

Question D1: Length of Residency	
How many years have you lived in Novi?	Percent of respondents
Less than 1 year	2%
1-5 years	11%
6-10 years	14%
11-20 years	28%

Question D1: Length of Residency	
How many years have you lived in Novi?	Percent of respondents
More than 20 years	45%
Total	100%

Question D2: Housing Unit Type	
Which best describes the building you live in?	Percent of respondents
Single family home	67%
Townhouse, condominium, duplex or apartment	23%
Mobile home	8%
Assisted living residence	1%
Nursing home	0%
Other	1%
Total	100%

Question D3: Tenure (Rent or Own)	
Do you currently rent or own your home?	Percent of respondents
Rent	12%
Own (with a mortgage payment)	48%
Own (free and clear; no mortgage)	40%
Total	100%

Question D4: Monthly Housing Costs	
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent of respondents
Less than \$300 per month	3%
\$300 to \$599 per month	21%
\$600 to \$999 per month	28%
\$1,000 to \$1,499 per month	18%
\$1,500 to \$2,499 per month	22%
\$2,500 or more per month	9%
Total	100%

Question D5: Total Number of Household Members	
How many people, including yourself, live in your household?	Percent of respondents
1 person (live alone)	32%
2 people	48%
3 people	14%
4 or more people	7%
Don't know	0%
Total	100%

Question D6: Number of Older Adult Household Members	
How many of these people, including yourself, are 55 or older?	Percent of respondents
1 person	49%
2 people	50%
3 people	1%
4 or more people	0%
Don't know	0%
Total	100%

Question D7: Household Composition	
Indicate which of the following people live in your household.	Percent of respondents
Married partner	62%
Opposite-sex unmarried partner	1%
Same-sex unmarried partner	0%
Relative - under age 18	6%
Relative - age 18 or older	21%
Adult non-relative(s)	2%
I live alone	31%
Total may exceed 100% as respondents could select more than one option.	

Question D8: Resides in an Older Adult Community	
Do you live in a subdivision or complex that is targeted to adults over a certain age?	Percent of respondents
Yes	11%
No	84%
Don't know	5%
Total	100%

Question D9: Retirement Status	
What is your employment status?	Percent of respondents
Fully retired	50%
Retired but working part time for pay	11%
Working full time for pay	32%
Working part time for pay	4%
Unemployed, looking for paid work	2%
Total	100%

Question D10: Expected Age of Retirement	
[If not yet fully retired] At what age do you expect to retire completely and not work for pay at all?	Percent of respondents
Before age 60	4%
60 to 64	22%
65 to 69	38%
70 to 74	16%
75 or older	10%
Never	4%
Don't know	5%
Total	100%

Question D11: Household Income	
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents
Less than \$15,000	3%
\$15,000 to \$24,999	12%
\$25,000 to \$49,999	29%
\$50,000 to \$74,999	16%
\$75,000 to \$99,999	16%
\$100,000 or more	25%
Total	100%

Question D12: Respondent Ethnicity/Origin	
Are you Spanish/Hispanic/Latino?	Percent of respondents
Yes	1%
No	99%
Total	100%

Question D13: Respondent Race	
What is your race?	Percent of respondents
American Indian or Alaskan native	0%
Asian or Pacific Islander	4%
Black, African American	1%
White/Caucasian	92%
Other	2%
Total	100%
Total may exceed 100% as respondents could select more than one option.	

Question D14: Respondent Age	
In which category is your age?	Percent of respondents
55-59 years	31%
60-64 years	21%
65-69 years	13%
70-74 years	13%
75-79 years	7%
80-84 years	7%
85-89 years	5%
90-94 years	1%
95 years or older	0%
Total	100%

Question D15: Respondent Gender	
What is your sex?	Percent of respondents
Female	54%
Male	46%
Total	100%

Question D16: Voter Registration Status	
Are you registered to vote in your jurisdiction?	Percent of respondents
Yes	94%
No	4%
Ineligible to vote	2%
Don't know	1%
Total	100%

Question D17: Voted in Last General Election	
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents
Yes	90%
No	8%
Ineligible to vote	2%
Don't know	1%
Total	100%

Data Collection Methods Used in the CASOA™

Sample Selection

A sample of households with a high probability of housing an older adult age 55 and older was purchased for the study. Although the purchased list contained names of the residents likely to be 55 years and older, the birthday method¹ was used within the household to help increase the inclusivity of the list. The household resident who was 55 years and older and had the most recent birthday (regardless of year) was surveyed.

Survey Administration and Response Rate

Households received three mailings each beginning in July 2007. Completed surveys were collected over the following eight weeks. The first mailing was a prenotification postcard announcing the upcoming survey. A week after the prenotification postcard was sent the first wave of the survey was sent. The second wave was sent one week after the first. The survey mailings contained a letter from the mayor inviting the household to participate in the CASOA, a questionnaire and self-mailing envelope.

About 6% of the surveys were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed.² Of the 1,134 eligible households, 564 completed the survey, providing a response rate of 50%.

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for the survey is generally no greater than plus or minus four percentage points around any given percent reported for the entire sample (564 completed surveys). Where estimates are given for sub groups, they are less precise. Generally the 95% confidence interval is plus or minus five percentage points for samples of about 400 to ten percentage points for samples as small as 100.

Weighting the Data

The demographic characteristics of the survey sample were compared to those found in the 2000 Census estimates and other population norms for Novi and were statistically adjusted to reflect the larger population when necessary. Variables were chosen for weighting because opinions varied by subgroup or because the proportion of survey respondents in each category varied from the population norm – or a combination of these considerations. In the case of Novi, the variables chosen for weighting were sex, age, housing tenure (rent/own) and housing unit type.

Consequently, sample results were weighted using the population norms to reflect the appropriate percent of those residents. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics,

¹The birthday method is a respondent selection method which helps to randomly select an individual within a household. It is similar to a Kisch or Trodahl method, but easier to implement.

²In fact, research shows that many more than the number of surveys returned by mail were left undelivered. Consequently the estimate of 6% undelivered surveys makes for an estimated response rate (at 50%) that is likely to be somewhat lower than actual.

although the percentages were not the same in the sample compared to the population norms. The results of the weighting scheme are presented in the following tables.

City of Novi CASOA Weighting Table			
Characteristic	Percent in Population		
	Population Norm ³	Unweighted Data	Weighted Data
Sex and Age			
Female 55 +	57%	57%	55%
Male 55+	43%	43%	45%
<hr/>			
Age 55-59	29%	22%	30%
Age 60-74	47%	49%	48%
Age 75-84	17%	22%	16%
Age 85+	6%	7%	7%
<hr/>			
Female 55-59	14%	11%	15%
Female 60-74	27%	26%	25%
Female 75-84	11%	15%	10%
Female 85+	5%	4%	5%
Male 55-59	14%	12%	15%
Male 60-74	21%	22%	22%
Male 75-84	6%	6%	6%
Male 85+	2%	3%	2%
<hr/>			
Race and Ethnicity			
White	92%	92%	92%
Not white	7%	8%	8%
<hr/>			
Hispanic	1%	1%	1%
Non hispanic	99%	99%	99%
<hr/>			
Housing and Tenure			
Rent	17%	11%	13%
Own	83%	89%	87%
<hr/>			
Detached	78%	60%	70%
Attached	22%	40%	30%
<hr/>			
Income			
less than \$25,000	21%	23%	21%
\$25,000 to \$74,999	45%	59%	59%
\$75,000 or more	34%	18%	20%

Data Analysis

Completed questionnaires were checked for accuracy by National Research Center, Inc (NRC) staff. The data were then entered, and the results analyzed by NRC staff using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions and mean ratings are presented in the body of the report. A complete set of frequencies for each survey question is presented in Appendix C: Survey Frequencies Excluding Don't Know Responses and Appendix D: Survey Frequencies Including Don't Know Responses.

³ Source: 2000 Census

Estimates of the Contribution of Older Adults to the Economy

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

The proportion of older adults who work was estimated by examining the responses to question D9 from the survey (“What is your employment status?”). Those working full-time were assumed to work 32 hours per week and those working part-time were assumed to work 15 hours per week. The proportion of survey respondents was multiplied by the number of older adults age 65 and over (as calculated by the Southeast Michigan Council of Governments (SEMCOG)) in community to ascertain the number of employed older adults. To determine the average paid wage, information from the Bureau of Labor Statistics for the Detroit-Livonia-Dearborn Metropolitan Division was examined. Working full-time and part-time was assumed to be the equivalent of “All Occupations” (occupation code 00-0000).

The proportion of older adults doing volunteer work and providing help to friends and neighbors was determined by looking at the responses to question 14 (“During a typical week, how many hours, if any, do you spend doing the following?”), items f (“providing help to family and friends” and g (“volunteering your time to some group/activity”). Those responding “1 to 3 hours” were assumed to spend two hours, “4 to 5 hours” were assumed to spend 4.5 hours, those responding “6 to 10 hours” were assumed to spend eight hours, and those responding “11 or more hours” were assumed to spend 13.75 hours (125% of 11). To determine the average hourly wage, “providing help to family and friends” was assumed to be the equivalent of “Personal Care and Service Workers, All Other” (occupation code 39-9099) and volunteering was assumed to be the equivalent of “Office Clerks, General” (occupation code 43-9061).

The proportion of older adults providing care to family and friends was determined by examining the responses to question 16. Those responding “1 to 3 hours” were assumed to spend two hours, “4 to 5 hours” were assumed to spend 4.5 hours, those responding “6 to 10 hours” were assumed to spend eight hours, and those responding “11 to 19 hours” were assumed to spend 15 hours, and those responding “20 or more hours” were assumed to spend 25 hours (125% of 20). To determine the average hourly wage, providing care for older adults and adults (items a and b) were assumed to be the equivalent of “Personal and Home Care Aides” (occupation code 39-9021) and providing care for children (item c) was assumed to be the equivalent of “Child Care Workers” (occupation code 39-9011).

Summary Scores and Indices

Community Summary Score

The community score presented in the body of the report represents the average of the questions included in the index. Many of the evaluative or frequency questions were made on four- or five-point scales with 1 representing the best rating, the scales had different labels (e.g. “Excellent,” “Very safe,” “Very convenient”). To calculate these average scores, the questions used in the index were converted to a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 0-100 scale. If the average rating for quality of life was right in the middle of the scale (half way between “good” and

“fair”), then the result would be 50. The new scale can be thought of like the thermometer used to represent total giving to United Way. The higher the thermometer reading, the closer to the goal of 100 – in this case, the most positive response possible. The table below shows the individual questions comprising each summary score.

Index	Individual Variables Used in Index
Quality of Community	q1a. City as a place to live q1b. City as a place to retire
Health and Wellness Opportunities	q2e .Fitness opportunities q2m. Availability of affordable quality physical health care q2n. Availability of affordable quality mental health care q2o. Availability of preventive health services q2p. Availability of affordable quality food q10a. Safety from violent crime q10b. Safety from property crime q10c. Safety from fraud/identity theft q10d. Safety from environmental hazards
Community Land Use and Design	q6a. Convenience of travel to supermarket q6b. Convenience of travel to restaurants q6c. Convenience of travel to doctor q6e. Convenience of travel to pharmacy q6e. Convenience of travel to parks and open space q6f. Convenience of travel to senior center q6g. Convenience of travel to recreation center q6h. Convenience of travel to library q6i. Convenience of travel to church or faith community q2j. Availability of affordable quality housing q2k. Variety of housing options q2s. Ease of bus travel in Community ABC q2t. Ease of rail travel in Community ABC q2u. Ease of car travel in Community ABC q2v. Ease of walking in Community ABC
Opportunities for Productive Activities	q2a. Opportunities to volunteer q2b. Employment opportunities q2c. Opportunities to enroll in skill-building classes or trainings for paid or unpaid work q2d. Recreation opportunities q2f. Opportunities to attend or participate cultural or social activities q2g. Opportunities to attend or participate in religious or spiritual events and activities q2h. Opportunities to attend or participate in meetings about local government or community matters q2l. Availability of information about resources and events for older adults
Community Information	q2l. Availability of information about resources and events for older adults q22. How informed about services and activities

Needs Summary Scores

The needs summary scores (indices) are based on the response patterns of older adults in the community. The table below includes each question included in the index and the required response to that question.

Index	Individual variables used in Index	Required Rating
Physical health	Must have at least one of the following:	
	q4a. Health as fair/poor	Fair or poor
	q7b. Institution	At least 1 day
	q5b. Physical health:	Moderate or major problem
	q5n. Falls	Moderate or major problem
	q5u. Diet	Moderate or major problem
Mental health	q5t. Physically fit	Moderate or major problem
	q5c. Performing ADLs	Moderate or major problem
	Must have at least one of the following:	
	q4b. Mental health	Fair or poor
	q4c. Quality of life fair/poor	Fair or poor
Independence/ institutionalization	q5h. Depressed	Moderate or major problem
	q5hh. Loss of family member	Moderate or major problem
	q5i. Confusion	Moderate or major problem
	Must have:	
Safety	q5c. Performing ADLs	Moderate or major problem
	Must have at least one of the following:	
	q5ii. Victim of crime	Moderate or major problem
	q5jj. Victim of fraud/scam	Moderate or major problem
Transportation	q5kk. Physical/emotional abuse	Moderate or major problem
	Must have at least one of the following:	
	q5f. Safe and affordable transport	Moderate or major problem
Housing	q5g. No longer driving	Moderate or major problem
	Must have at least one of the following:	
	D4. Monthly housing cost/ D11. Household income	Housing cost < 30% of income
Home maintenance	q5a. Housing to suit needs	Moderate or major problem
	Must have at least one of the following:	
	q5e. Doing housework	Moderate or major problem
	q5j. Home maintain	Moderate or major problem
Social engagement	q5k Yard maintain	Moderate or major problem
	Must have:	
	q14c. Communicating with family/friends	Less than 4 hours
	q18. Neighbors	Less than once per month
	Or	
	q5w. Having interesting social events	Moderate or major problem
	Or all of the following:	
q14a. Participating in a club	Never	
q14b. Participating in civic club	Never	
q14d. Participating in religion	Never	

Index	Individual variables used in Index	Required Rating
	q14e. Participating in recreation program	Never
Social support	Must have:	
	q21. Feel at ease	No close friends or family
	Or the sum of q20 and q19 is zero	
	Q20. Close friends located nearby	Zero
	Q19. Family located nearby	Zero
	And at least one of the following:	
	q5gg. Friends and family to rely on	Moderate or major problem
	q5m. Feeling lonely or isolated	Moderate or major problem
Civic engagement	Must have q16 and d17:	
	d16. Registered to vote	No
	d17. Voted last general election	No
	Or q14g and q14b	
	q14g. Volunteer	Never (no hours)
	q14b. Civic club	Never (no hours)
	Or q13e and q13d	
	q13e. Watch public meeting	Never
	q13d. Attend public meeting	Never
Recreation	Must have at least one of the following:	
	q5v. Having interesting recreation opportunities	Moderate or major problem
	5x. Feeling bored	Moderate or major problem
Employment and education	Must have at least one of the following:	
	d5. Employment status	Unemployed, looking for paid work
	q5dd. Finding work in retirement	Moderate or major problem
	q5ee. Building skills for unpaid work	Moderate or major problem
Finances	Must have at least one of the following:	
	D11. Household income/D5. Household size	Less than 30% median income
	q5r. Having enough money to meet daily expenses	Moderate or major problem
	q5s. Having enough money for property taxes	Moderate or major problem
Caregiver burden	Must have:	
	q5aa. Providing care for another	Moderate or major problem
Information	Must have at least one of the following:	
	q22. Informed about services/activities	Somewhat or very uninformed
	q5ff. Knowing about older adult services	Moderate or major problem
	q5mm. Dealing with Social Security, etc.	Moderate or major problem
	q5cc. Having info on Social Security	Moderate or major problem
	q5bb. Dealing with legal issues	Moderate or major problem
	q5ll. Dealing with financial planning	Moderate or major problem
Health Care	Must have at least one of the following:	
	q5o. Affordable health insurance	Moderate or major problem
	q5p. Getting health care	Moderate or major problem
	q5q. Affording medications	Moderate or major problem

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