

Care Connection for Aging Services, Area Agency on Aging:

Chariton County Needs Assessment Survey Results, 2017

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Executive Summary

This report presents the results of the Chariton County needs assessment survey conducted by Care Connection for Aging Services. Care Connection is an Area Agency on Aging serving 13 counties in west-central Missouri with Chariton County in the service area. The survey was conducted from late October through November 2017 with nearly 3100 surveys mailed with a postage paid return envelope to all mailing addresses and post office boxes throughout the county. The returned surveys included a sample of 279 or 9 percent, of respondents with varying ages in the county.

This survey pointed out the highest need of Chariton County residents is available medical and dental care. This was rated as “some problem” by 34 percent of all the survey respondents. In addition to being rated as one of the top “serious problems”, paying for medication was also perceived as a problem (“some problem” with “serious problem”) by 44 percent of those surveyed in the county. Respondents were asked to state which two problems concerned them the most. The problems that were consistently mentioned throughout all zip codes were the need to available medical and dental care, paying for medication, telemarketing or in-home sales and paying for assistive devices (glasses, hearing aids, canes, etc.).

The number one “serious problem” noted was telemarketing or in-home sales. This was rated at 16.8 percent. Most comments stated that regardless of being on the “No Call” list they still receive calls at all hours of the day. These calls are annoying, persistent, a huge intrusion, intimidating and the caller just won’t take “No” for an answer. In rushing to answer the phone falling then becomes a concern along with calls coming in on cell phones.

The second most important need identified by the residents of Chariton County is paying for assistive devices (hearing aids, glasses, canes, etc.). This was rated a “serious problem” by 15 percent of all survey respondents. Under “some problem” this concern drew 25 percent. Most comments mentioned fixed income with no extra money for glasses or hearing aids. The cost of hearing aids and that Medicare or Medicaid does not cover towards the cost.

The third need identified as a “serious problem” by the residents of Chariton County was employment opportunities. This was rated at 14.3 percent and 16.5 percent as “some problem”. Higher paying jobs, better employment opportunities, not hiring disabled individuals, traveling out of the county (30+ miles) to better jobs creates wear and tear on vehicle, part time employment for older people are some of the comments by the respondents throughout the county.

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Paying for medication is the fourth need identified as a “serious problem” at 13.9 percent. This was also a high need identified under “some problems” at 30 percent. The costs of medications for certain illnesses are very expensive and are not covered by Medicare or Medicaid (adult ADHD, Parkinson’s). “Medicine that must be taken to remain healthy is not covered” are just some of the comments made by the respondents.

The fifth need identified as a “serious problem” is getting information about services. This concern drew 12.9 percent. Under “some problems” this need was the second highest concern at 30.8 percent. Although this has appeared to be a high need there were very few comments made on what type of information people need and what type of services they are seeking. Getting information about my illness, or health insurance had significant responses under both “some problems and serious problems”.

With the top five “serious problem” needs identified: telemarketers or in-home sales, paying for assistive devices, employment opportunities, paying for medication, and getting information about services the top needs under “some problems” will be identified.

Available medical and dental care respondents reported 34 percent under “some problems”. As stated previously this was the highest need reported throughout the county. Many comments focused on the lack of specialist in the county and those that accept Medicaid or other insurance. There is little to no medical/dental resources available to choose from. No Medicaid dentist available and dentists with sliding fee scale has a waitlist. Dental care is vital to overall health. Travel out of the county for medical appointments and hospitals leads to transportation issues. There is concern about the closings of local clinics, where will people go. People worry about the time it takes for an available ambulance service to arrive which can be critical.

Other important concerns determined as serious include depression/loneliness/loss of loved one at 39.8 percent as a problem (“some problem” with “serious problem”) among all respondents. Maintaining and repairing home and yard was identified under “some problem” at 29.3 percent with getting information about health insurance and income each at 27.2 percent.

Issues that were least regarded as problems in Chariton County raising grandchildren; emotional, physical, and/or financial abuse/exploitation; personal safety (crime); concern/lack of knowledge after being in hospital; bereavement/grief/hospice services; and maintaining personal independence.

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The survey also revealed the most common sources of help the respondents would use was neighbor/family/friend at 64.5 percent, doctor/nurse at 40.8 percent, and computer at 29.7 percent. Of interest is that Salisbury respondents had the highest percentage that used the computer for help at 38.7 percent. The most popular sources of transportation include respondents' own vehicles at 88.8 percent, friends/family/neighbors at 19 percent, and no transportation at 5 percent. In the survey section where the respondents could state other issues/concerns not listed that are important and under the section where the respondents could put their comments, most of the responses expanded on the problems they were having with the issues already listed on the first page of the survey. Most of the responses expressed many difficulties and some were anticipatory of problems that may happen in their future because of aging. All the responses are listed by each zip code represented.

Introduction

Care Connection for Aging Services applied for funding through the Chariton County Senior Citizens Tax Fund to conduct a needs assessment of the county. The needs assessment was conducted in late October through November of 2017 with 279 residents responding. (See Table I for distribution of sample). This survey is a needs assessment to determine the most important concerns that older adults have in their daily lives.

Approximately 3100 surveys were mailed to all addresses and post office boxes in Chariton County and a postage paid envelope was provided to insure surveys were returned. The survey results were calculated and assembled by Marilyn Gunter, MSW, Director of Care Management for Care Connection for Aging Services. This report begins with the total of the results from all the 279 respondents and is categorized by zip code based on the surveys returned. Each zip code is presented along with a qualitative section. The survey instrument is located at the end of this report.

Total of All Respondents

Table I: Number of Respondents from each Zip Code in Chariton County

County	Number of Respondents
Brunswick	61
Dalton	3
Keytesville	54
Menden	25
New Cambra	1
Rothville	4
Salisbury	93
Sumner	6
Triplett	9
No Zip Code listed	23
Total	279

Number of Respondents: 279

Total ALL ZIP CODES

Table II: Issues Ranked by Percentages Identification as **Serious Problem**

Issue/Problem	Serious Problem
Telemarketing or in-home sales	16.85%
Paying for assistive devices (hearing aids, glasses, canes, etc.)	15.05%
Employment opportunities	14.34%
Paying for medication	13.98%
Available medical and dental care	12.90%
Getting information about services	12.90%
Income (having enough for basic needs)	11.11%
Maintaining and repairing home and yard	9.68%
Depression/Loneliness/Loss of loved one	8.96%
Finding legal help	8.96%
Getting information about health insurance (Medicare, Medicaid, Medigap, etc.)	7.89%
Paying for utilities such as electricity, gas, etc.	7.17%
Transportation	6.81%
Cost of housing/rent/mortgage	6.81%
Home safety (needing grab bars, difficulty with steps, etc.)	5.73%
Having enough food to be able to make nutritious meals	5.02%
Temporary relief from caregiving responsibilities	5.02%
Support from friends and/or neighbors	4.66%
Ability to enjoy being with others/socialize/volunteer	4.30%
Emotional, physical, and/or financial abuse/exploitation	3.94%
Getting information about my illness(es)	3.58%
Obtaining information on selecting nursing home or assisted living facility	2.51%
Understanding monthly bills and/or medical claims	2.51%
Maintaining personal independence	2.51%
Bereavement/Grief/Hospice services	2.15%
Personal safety (crime)	2.15%
Problem with falling	2.15%
Raising grandchildren	1.08%
Concern/Lack of knowledge after being in hospital	0.72%

TOTAL ALL ZIP CODES

Table III: Issues Ranked by Percentages Identification as **Some Problem**

Issue/Problem	Some Problem
Available medical and dental care	34.05%
Getting information about services	30.82%
Depression/Loneliness/Loss of loved one	30.82%
Paying for medication	30.11%
Maintaining and repairing home and yard	29.39%
Telemarketing or in-home sales	28.32%
Getting information about health insurance (Medicare, Medicaid, Medigap, etc.)	27.24%
Income (having enough for basic needs)	27.24%
Paying for assistive devices (hearing aids, glasses, canes, etc.)	25.09%
Paying for utilities such as electricity, gas, etc.	24.37%
Home safety (needing grab bars, difficulty with steps, etc.)	23.66%
Finding legal help	19.71%
Transportation	19.00%
Problem with falling	19.00%
Support from friends and/or neighbors	18.28%
Understanding monthly bills and/or medical claims	18.28%
Getting information about my illness(es)	17.92%
Ability to enjoy being with others/socialize/volunteer	17.20%
Employment opportunities	16.49%
Having enough food to be able to make nutritious meals	15.77%
Cost of housing/rent/mortgage	15.77%
Maintaining personal independence	15.77%
Obtaining information on selecting nursing home or assisted living facility	14.70%
Concern/Lack of knowledge after being in hospital	13.26%
Temporary relief from caregiving responsibilities	12.90%
Bereavement/Grief/Hospice services	11.11%
Personal safety (crime)	11.11%
Emotional, physical, and/or financial abuse/exploitation	8.96%
Raising grandchildren	5.02%

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No Problem: The issues with the highest percentage under the no problem column are “raising grandchildren at 85.7 % “emotional, physical, and/or financial abuse/exploitation with 80.6%. “Personal safety (crime) and “concern/lack of knowledge after being in hospital” both had 79.9%. “Bereavement/grief, hospice services at 78.5% and maintaining personal independence at 77.4%.

Demographic Information County wide

Table IV: Distribution of Age in Total Respondents

Under 60	22.9%
60 – 69	32.6%
70 – 79	26.2%
80 – 89	17.6%
90 and over	3.9%

Gender Distribution: Female-68.5%; Male-35.1%

Marital Status: Married-45%; Widowed-24.7%; Divorced or Separated-20.4%; Never Married-6%

Table V: Racial/Ethnic Origin

Hispanic (Latino)	1%
Black (African American)	2.5%
Indian (Native American)	3.2%
White (Non-Hispanic)	93.9%

Table VI: Percentages by Source of Transportation

My own vehicle	88.9%
Friend/Neighbor/Family	19%
OATS	3.6%
I have no transportation	5%
Provider ride	1.1%
Other	1.4%
Taxi	0.4%

Table VII: Ranked by Source for Help or Needs

Church	20.1%
Doctor/Nurse	40.8%
Neighbor/Family/Friend	64.5%
Care Connection for Aging Services	5.4%
Senior Center	6.4%
Radio	7.9%
TV	12.9%
Newspaper	12.2%
Computer	29.8%
I don't know where to get help	12.5%
Other	8.6%

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Brunswick, Chariton County

Number of respondents: 61

Some of the issues were not checked under the three columns with several surveys.

Table I: Issues Ranked by Identification as **Serious Problem**
Respondents in Brunswick, Chariton County

Issue/Problem	Serious Problem
Paying for assistive devices (hearing aids, glasses, canes, etc.)	18.0%
Employment opportunities	16.4%
Telemarketing or in-home sales	16.4%
Available medical and dental care	14.8%
Getting information about services	14.8%
Paying for medication	11.5%
Maintaining and repairing home and yard	9.8%
Depression/Loneliness/Loss of loved one	8.2%
Getting information about health insurance (Medicare, Medicaid, Medigap, etc.)	8.2%
Income (having enough for basic needs)	8.2%
Home safety (needing grab bars, difficulty with steps, etc.)	8.2%
Support from friends and/or neighbors	6.6%
Transportation	6.6%
Finding legal help	6.6%
Cost of housing/rent/mortgage	6.6%
Paying for utilities such as electricity, gas, etc.	6.6%
Having enough food to be able to make nutritious meals	4.9%
Getting information about my illness(es)	4.9%
Obtaining information on selecting nursing home or assisted living facility	4.9%
Temporary relief from caregiving responsibilities	3.3%
Bereavement/Grief/Hospice services	3.3%
Personal safety (crime)	3.3%
Problem with falling	3.3%
Emotional, physical, and/or financial abuse/exploitation	1.6%
Ability to enjoy being with others/socialize/volunteer	1.6%
Raising grandchildren	1.6%
Understanding monthly bills and/or medical claims	1.6%
Maintaining personal independence	1.6%
Concern/Lack of knowledge after being in hospital	1.6%

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Table II: Issues Identified as **Some Problem**
 Respondents in Brunswick, Chariton County

Issue/Problem	Some Problem
Depression/Loneliness/Loss of loved one	31.1%
Available medical and dental care	29.5%
Paying for medication	29.5%
Income (having enough for basic needs)	27.9%
Telemarketing or in-home sales	26.2%
Paying for assistive devices (hearing aids, glasses, canes, etc.)	24.6%
Getting information about health insurance (Medicare, Medicaid, Medigap, etc.)	24.6%
Paying for utilities such as electricity, gas, etc.	24.6%
Getting information about services	21.3%
Home safety (needing grab bars, difficulty with steps, etc.)	19.7%
Obtaining information on selecting nursing home or assisted living facility	19.7%
Ability to enjoy being with others/socialize/volunteer	19.7%
Employment opportunities	18.0%
Maintaining and repairing home and yard	18.0%
Finding legal help	18.0%
Getting information about my illness(es)	18.0%
Transportation	16.4%
Support from friends and/or neighbors	14.8%
Emotional, physical, and/or financial abuse/exploitation	14.8%
Understanding monthly bills and/or medical claims	14.8%
Maintaining personal independence	14.8%
Cost of housing/rent/mortgage	13.1%
Having enough food to be able to make nutritious meals	13.1%
Temporary relief from caregiving responsibilities	13.1%
Problem with falling	11.5%
Raising grandchildren	9.8%
Concern/Lack of knowledge after being in hospital	9.8%
Personal safety (crime)	8.2%
Bereavement/Grief/Hospice services	6.6%

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No Problem: The issues with the highest percentage under the no problem column are “raising grandchildren” at 83.6 %. “Concern/lack of knowledge after being in hospital” and “bereavement/grief/hospice services” reported 82%. “Problem with falling” and personal safety (crime) both came in at 80.3%.

Demographic Information

Table III: Distribution of Age in Brunswick, Chariton County Respondents

Under 60	24.6%
60 – 69	34.4%
70 – 79	23%
80 – 89	14.8%
90 and over	6.6%

Sex Distribution: Female – 72.1%; Male – 31.1%

Marital Status: Married – 44.3%; Widowed – 23%; Divorced or Separated – 27.9%; Never Married – 4.9%

Racial/Ethnic Origin: Indian (Native American) – 1.60%; African American (Black) – 9.8%; White (Non-Hispanic) – 93.4%

Table IV: Source of Transportation

My own vehicle	95.1%
Friend/Family/Neighbor	13.1%
Taxi	0.0%
Provider Ride	4.9%
OATS	6.6%
I have no transportation	3.3%
Other	3.3%*

*Other: Stay home, children

Table V: What Respondents Would Use for Help/Needs

Church	26.2%
Doctor/Nurse	37.7%
Neighbor/Family/Friend	65.6%
Care Connection for Aging Services	8.2%
Senior Center	6.6%
Radio	11.5%
TV	16.4%
Newspaper	16.4%
Computer	26.2%
I don’t know where to get help	8.2%
Other	14.8%*

* Other: Missouri Valley Community Action Agency, Family & Friends, me, myself, & I, no help, and my children

Qualitative Results

1. From the survey: “Please state which two from above (the issues) that most concern you and why?”

Most comments centered on the lack of income to cover medical expenses, utilities, or basic needs; paying for assistive devices; telemarketing calls; and medical or dental availability. One respondent stated “the rising cost of basic needs is outrageous in our small communities. We need more employment in small communities instead of driving 30 miles to larger employers (Walmart).” Another stated that “my income meets my basic needs as of now but not much left over for clothes or maintain or upkeep my home or buy or fix my old furnace.” Another commented on the “cost of insurance” and the Many respondents mentioned the need for new glasses or an electric chair.

Transportation #8 respondents commented on the distance to travel for medical, the inability to either get in a vehicle or the availability of one therefore cannot go see a doctor.

Maintaining and repairing home and yard #10 lots of comments regarding home maintenance.

2. From the survey: “Please state other issues/concerns not listed that are important to you.”

Some of the statements made: “Retirement not increasing to keep up with the rising cost of insurances and cost of living.” “Transportation to doctors and shopping.” “How to afford health care.” “Inflation, the cost of living is rising too fast.” “Affordable mental health being far from better hospitals.” “Blighted structures in town harboring unwanted animals and reptiles and dangerous to children.”

3. From the survey under: “Comments”

One person commented, “Thanks for taking the time to find out about seniors and how to help them.” Another stated, “My electric bill is my biggest debt for help.” Other comments were, “Main concern is transportation to doctor.” “Small communities mean taxes raise, less employment, higher groceries. Need employment opportunities to offset cost of living.” “If not for HUD for my rent I would be homeless.” “I’m struggling right now but I know that I won’t be able to stay home very much longer.”

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Dalton, Chariton County

Number of respondents = 3

Top concerns under “serious problems” are support from friends and/or neighbors; transportation; finding legal help; and paying for utilities such as electricity, gas, etc.

Top concerns under “some problems” are problem with falling; home safety (needing grab bars, difficulty with steps, etc.); and maintaining and repairing home and yard.

Demographic Information

Respondents: Age 60-69 - 33%; 80-89 – 67%.

Gender Distribution: Female – 66%; Male – 33%

Marital Status: Married – 33%; Widow – 67%

Race/Ethnic Distribution: White – 67%; Indian/Native American - 33%

Table I: Transportation

Transportation Distribution	
Own Vehicle	67%
Family/Friends/Neighbor	33%
Taxi	0%
PAR	0%
OATS	0%
No Transportation	33%
Other	0%

Table II: What respondents would use for help or needs

Church	33%
Doctor/Nurse	0%
Neighbor/Family/Friend	67%
Care Connection for Aging Services	0%
Senior Center	0%
Radio	0%
TV	0%
Newspaper	33%
Computer	67%
I don't know where to get help	33%
Other	0%

Qualitative Results

- 1. From the survey: “Please state which two from above (the issues) that most concern you and why?”**

One respondent indicated #10 living in a rural area it’s hard to find temporary help with small jobs. Would help if there was a group of workers, just for handy-man services and they’d pass a check on personal reliability and honesty, also cleaning services you can trust.

Another respondent mentioned I am well cared for by self and family.

- 2. From the survey: “Please state other issues/concerns not listed that are important to you.”**

Only one additional concern was mentioned at it was “we can’t even afford burial benefits, insurance.”

- 3. From the survey under: “Comments”**

Comments made were “my wife and I are now just becoming seniors so we don’t know where to get help. Also “Reliable cleaning services. Handyman.

Keytesville, Chariton County
Respondents = 54

Table I: Issues Ranked by Identification as **Serious Problem**
 Respondents in Keytesville, Chariton County

Telemarketing or in-home sales	16.7%
Paying for assistive devices (hearing aids, glasses, canes, etc.)	16.7%
Available medical and dental care	14.8%
Paying for medication	14.8%
Employment opportunities	13.0%
Getting information about services	11.1%
Income (having enough for basic needs)	11.1%
Maintaining and repairing home and yard	9.3%
Finding legal help	9.3%
Cost of housing/rent/mortgage	7.4%
Ability to enjoy being with others/socialize/volunteer	7.4%
Depression/Loneliness/Loss of loved one	5.6%
Temporary relief from caregiving responsibilities	5.6%
Getting information about health insurance (Medicare, Medicaid, Medigap, etc.)	5.6%
Emotional, physical, and/or financial abuse/exploitation	5.6%
Paying for utilities such as electricity, gas, etc.	5.6%
Support from friends and/or neighbors	3.7%
Transportation	3.7%
Home safety (needing grab bars, difficulty with steps, etc.)	3.7%
Having enough food to be able to make nutritious meals	1.9%
Bereavement/Grief/Hospice services	1.9%
Personal safety (crime)	1.9%
Understanding monthly bills and/or medical claims	1.9%
Maintaining personal independence	1.9%

The remaining concerns were at 0%

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Table II: Issues Identified as **Some Problem**
 Respondents in Keytesville, Chariton County

Available medical and dental care	40.7%
Depression/Loneliness/Loss of loved one	35.2%
Getting information about health insurance (Medicare, Medicaid, Medigap, etc.)	35.2%
Maintaining and repairing home and yard	33.3%
Telemarketing or in-home sales	31.5%
Paying for utilities such as electricity, gas, etc.	31.5%
Paying for medication	29.6%
Getting information about services	29.6%
Income (having enough for basic needs)	27.8%
Finding legal help	24.1%
Cost of housing/rent/mortgage	24.1%
Support from friends and/or neighbors	24.1%
Transportation	24.1%
Paying for assistive devices (hearing aids, glasses, canes, etc.)	22.2%
Having enough food to be able to make nutritious meals	22.2%
Employment opportunities	18.5%
Understanding monthly bills and/or medical claims	18.5%
Home safety (needing grab bars, difficulty with steps, etc.)	16.7%
Getting information about my illness(es)	16.7%
Bereavement/Grief/Hospice services	14.8%
Personal safety (crime)	14.8%
Problem with falling	14.8%
Obtaining information on selecting nursing home or assisted living facility	13.0%
Ability to enjoy being with others/socialize/volunteer	11.1%
Maintaining personal independence	11.1%
Concern/Lack of knowledge after being in hospital	11.1%
Temporary relief from caregiving responsibilities	9.3%
Emotional, physical, and/or financial abuse/exploitation	3.7%
Raising grandchildren	3.7%

No Problem: The issues with the highest percentage under the no problem column are “raising grandchildren” at 88.9%; “emotional, physical, and/or financial abuse/exploitation 85.2%; “maintaining personal

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independence” 83.3%’ and “problem with falling”; ability to enjoy being with others/socialize/volunteer”; concern/lack of knowledge after being in hospital”; and “temporary relief from caregiving responsibilities” all rated at 77.8%.

Demographic Information

Table III: Distribution of Age in Keytesville, Chariton County Respondents

Age	
Under 60	22.2%
60-69	25.9%
70-79	35.2%
80-89	16.7%
90 +	3.7%

Sex Distribution: Female – 74.1%; Male – 29.6%

Marital Status: Married – 40.7%; Widowed – 35.2%; Divorced or Separated – 18.5%; Never Married – 5.6%

Racial/Ethnic Origin: Indian (Native American) – 1.9%; White (Non-Hispanic) – 96.3%

Table IV: Source of Transportation

Own Vehicle	90.7%
Family/Friends/Neighbor	14.8%
Taxi	0.0%
PAR	0.0%
OATS	1.9%
No Transportation	5.6%
Other *	1.9%

* Dad’s truck

Table V: What Respondents Would Use for Help/Needs

Church	18.5%
Doctor/Nurse	44.4%
Neighbor/Family/Friend	59.3%
Care Connection for Aging Services	7.4%
Senior Center	3.7%
Radio	3.7%
TV	3.7%
Newspaper	7.4%
Computer	20.4%
I don't know where to get help	20.4%
Other *	5.6%

*Children, family, don’t need help

Qualitative Results

1. From the survey: “Please state which two from above (the issues) that most concern you and why?”

Several respondents mentioned concerns about home and yard maintenance due to health issues and the inability to do things themselves or lack of financial means to hire work done.

Income was frequently mentioned as a concern. One respondent stated “income, having enough money for the entire month.” Another respondent said, “I run out of money each month, sometimes can’t afford medication refills and they have to wait.” This leads to #14 (cost of housing/rent/mortgage), #21 (paying for utilities) and #2 (paying for medication) concerns. One respondent said, “After paying my mortgage there is not enough money to pay all the utilities. I’ve had to “close” my house down for the winter. It’s really bad not being able to live in my own home. PLEASE HELP!” “I worry each month if I will be able to pay medicine bills.”

Available medical and dental care was mentioned as a concern. Another concern is the distance to drive to see specialists or medical appointments and the increase of medical and dental expenses. Also a waiting list for dental care and availability of dental care locally are a concern.

#19 Telemarketing is a huge problem. One respondent commented that “the telephone calls wanting to sell you something. Your cell phone is also used. This causes #15 (emotional, physical, and or financial abuse) and rushing to the phone and its some “nut” trying to get money. This gets on my nerves and ruins a nice day”.

Employment was mentioned as a concern. A comment made, “need more available jobs for all ages. People cannot live here without a decent income.”

2. From the survey: “Please state other issues/concerns not listed that are important to you.”

There is great concern about no grocery store in Keytesville, especially for those who cannot drive to the larger communities. Casey’s is too expensive and doesn’t carry many groceries.

Another concern mentioned was no ambulance base in Keytesville.

“Everything is getting higher and SS is low.”

3. From the survey under: “Comments”

One respondent commented, “I am disabled and I have great difficulty supporting myself on the benefit amount. I find that it’s hard to get part time employment with the restrictions placed by Social Security.”

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Another comment “These things do not affect me yet. I am sure in the future they may.”

“Care Connection has been very helpful in connecting me with services.” “Thankful for services to assist the aging!”

Mendon, Chariton County
Respondents = 25

Table I: Issues Ranked by Identification as **Serious Problem**
 Respondents in Mendon, Chariton County

Telemarketing or in-home sales	32.0%
Paying for medication	16.0%
Employment opportunities	12.0%
Paying for assistive devices (hearing aids, glasses, canes, etc.)	12.0%
Getting information about services	8.0%
Having enough food to be able to make nutritious meals	8.0%
Transportation	8.0%
Temporary relief from caregiving responsibilities	8.0%
Getting information about health insurance (Medicare, Medicaid, Medigap, etc.)	8.0%
Home safety (needing grab bars, difficulty with steps, etc.)	8.0%
Available medical and dental care	4.0%
Depression/Loneliness/Loss of loved one	4.0%
Getting information about my illness(es)	4.0%
Maintaining and repairing home and yard	4.0%
Finding legal help	4.0%
Cost of housing/rent/mortgage	4.0%
Income (having enough for basic needs)	4.0%
Personal safety (crime)	4.0%
Paying for utilities such as electricity, gas, etc.	4.0%
Ability to enjoy being with others/socialize/volunteer	4.0%

The remaining concerns were at 0%.

Table II: Issues Identified as **Some Problem**
 Respondents in Mendon, Chariton County

Getting information about services	52.0%
Available medical and dental care	52.0%
Maintaining and repairing home and yard	40.0%
Problem with falling	36.0%
Transportation	32.0%

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Finding legal help	32.0%
Support from friends and/or neighbors	32.0%
Telemarketing or in-home sales	28.0%
Paying for medication	28.0%
Home safety (needing grab bars, difficulty with steps, etc.)	28.0%
Getting information about health insurance (Medicare, Medicaid, Medigap, etc.)	24.0%
Depression/Loneliness/Loss of loved one	24.0%
Ability to enjoy being with others/socialize/volunteer	24.0%
Maintaining personal independence	24.0%
Paying for assistive devices (hearing aids, glasses, canes, etc.)	20.0%
Obtaining information on selecting nursing home or assisted living facility	20.0%
Understanding monthly bills and/or medical claims	20.0%
Getting information about my illness(es)	16.0%
Income (having enough for basic needs)	16.0%
Paying for utilities such as electricity, gas, etc.	16.0%
Concern/Lack of knowledge after being in hospital	16.0%
Temporary relief from caregiving responsibilities	12.0%
Bereavement/Grief/Hospice services	12.0%
Employment opportunities	8.0%
Personal safety (crime)	8.0%
Emotional, physical, and/or financial abuse/exploitation	8.0%
Having enough food to be able to make nutritious meals	4.0%
Cost of housing/rent/mortgage	4.0%
Raising grandchildren	0.0%

No Problem: The issues with the highest percentage under the no problem column are “raising grandchildren” at 96%; “personal safety (crime)”; “emotional, physical, and/or financial abuse/exploitation”; and “having enough food to be able to make nutritious meals” all at 88%; and “concern/lack of knowledge after being in hospital”; “bereavement/grief/hospice services”; and “cost of housing/rent/mortgage” at 84%.

Demographic Information

Table III: Distribution of Age in Mendon, Chariton County Respondents

Age	
Under 60	8%
60-69	48%
70-79	32%

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80-89	20%
90 +	0%

Sex Distribution: Female – 76%; Male – 36%

Marital Status: Married – 64%; Widowed – 12%; Divorced or Separated – 24%; Never Married – 0%

Racial/Ethnic Origin: Indian (Native American) – 4%; Hispanic/Latino – 4%; White (Non-Hispanic) – 96%

Table IV: Source of Transportation

Own Vehicle	84.0%
Family/Friends/Neighbor	20.0%
Taxi	0.0%
PAR	0.0%
OATS	4.0%
No Transportation	4.0%
Other	0.0%

Table V: What Respondents Would Use for Help/Needs

Church	28.0%
Doctor/Nurse	44.0%
Neighbor/Family/Friend	68.0%
Care Connection for Aging Services	4.0%
Senior Center	0.0%
Radio	8.0%
TV	16.0%
Newspaper	8.0%
Computer	36.0%
I don't know where to get help	16.0%
Other *	12.0%

*Wife or daughter, don't ask for help, ex-husband

Qualitative Results

- From the survey: “Please state which two from above (the issues) that most concern you and why?”**

The most common concerns mentioned are medical/dental/emergency care and telemarketing. Having enough income to pay for medication and transportation to and from medical appointments was another concern.

Interestingly caregiving and socialization were two areas of concern that were mentioned more than once. Insurance – medical, prescription, and home owners was also mentioned as a concern.

2. **From the survey: “Please state other issues/concerns not listed that are important to you.”**

One issue mentioned was, “the smaller communities do not have services that people living in town take for granted.” Another comment, “I have a job and I have to take time off to take husband back and forth to Columbia – therefore less income to pay bills.” Vision, dental care for senior citizens is a concern.

3. **From the survey under: “Comments”**

“I love living in Mendon, MO but am concerned about medical assistance in time if something flares up.”

A couple of comments mentioned relying on family or friends but neither live close by. Other comments were directed towards the government and negative.

New Cambra, Chariton County

Respondents = 1

No “serious problems” were identified. Telemarketing or in home sales #19 was the only item marked under “some problem”.

Demographic information: One male, aged 70-79, married, no race/ethnic origin identified.

Sources of transportation: Own vehicle

Who do you go to for help/needs? Church, Doctor/Nurse, Neighbor/Family/Friend, and Computer.

No comments or additional concerns were noted.

Rothville, Chariton County

Respondents = 4

Top concerns under “serious problems” are paying for assistive devices, telemarketing, getting information about health insurance, and depression/loneliness/loss of loved one.

Top concerns under “some problems” are getting information about services, getting information about my illness, obtaining information on selecting nursing homes or assisted livings, and understanding medical bills and medical claims.

Demographic Information

Respondents: Age Under 60 - 25%; 80-89 – 50% and 90 and over – 25%

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Gender Distribution: Female – 75%; Male – 25%

Marital Status: Married – 50%; Widow – 50%

Race/Ethnic Distribution: White – 100%

Table 1: Source of Transportation

Own Vehicle =	75%
Family/Friends/Neighbor =	25%
No Transportation	25%

Table II: What Respondents Would Use for Help/Needs

Doctor/Nurse	50%
Neighbor/Family/Friend	100%
TV	25%
Newspaper	25%

Qualitative Results

- 1. From the survey: “Please state which two from above (the issues) that most concern you and why?”**
#15 “Emotional, physical, and/or financial abuse/exploitation is way too common in our area. #6 Depression/loneliness/loss of loved one is also too common. People just don’t understand the illness and don’t know how to reach out. Understanding about health insurance.”
- 2. From the survey: “Please state other issues/concerns not listed that are important to you.”**
“People in our area lack the knowledge needed to give the independence needed to help with things like emotional support, who to turn to, women's shelter's etc.”
- 3. From the survey under: “Comments”**
“Resources are available people just don't know how to find them.”

Salisbury, Chariton County
Respondents = 93

Table I: Issues Ranked by Identification as **Serious Problem**
 Respondents in Salisbury, Chariton County

Getting information about services	15.1%
Employment opportunities	15.1%
Paying for medication	14.0%
Paying for assistive devices (hearing aids, glasses, canes, etc.)	14.0%
Income (having enough for basic needs)	12.9%
Telemarketing or in-home sales	12.9%
Available medical and dental care	11.8%
Depression/Loneliness/Loss of loved one	10.8%
Maintaining and repairing home and yard	10.8%
Getting information about health insurance (Medicare, Medicaid, Medigap, etc.)	9.7%
Paying for utilities such as electricity, gas, etc.	7.5%
Finding legal help	6.5%
Cost of housing/rent/mortgage	6.5%
Having enough food to be able to make nutritious meals	5.4%
Transportation	5.4%
Support from friends and/or neighbors	4.3%
Temporary relief from caregiving responsibilities	4.3%
Home safety (needing grab bars, difficulty with steps, etc.)	4.3%
Ability to enjoy being with others/socialize/volunteer	4.3%
Getting information about my illness(es)	3.2%
Emotional, physical, and/or financial abuse/exploitation	3.2%
Obtaining information on selecting nursing home or assisted living facility	3.2%
Understanding monthly bills and/or medical claims	3.2%
Maintaining personal independence	2.2%
Problem with falling	2.2%
Bereavement/Grief/Hospice services	1.1%
Raising grandchildren	1.1%
Personal safety (crime)	0.0%
Concern/Lack of knowledge after being in hospital	0.0%

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Table II: Issues Identified as **Some Problem**
 Respondents in Salisbury, Chariton County

Available medical and dental care	33.3%
Paying for medication	30.1%
Depression/Loneliness/Loss of loved one	30.1%
Getting information about services	29.0%
Income (having enough for basic needs)	28.0%
Telemarketing or in-home sales	25.8%
Maintaining and repairing home and yard	25.8%
Paying for assistive devices (hearing aids, glasses, canes, etc.)	23.7%
Getting information about health insurance (Medicare, Medicaid, Medigap, etc.)	23.7%
Paying for utilities such as electricity, gas, etc.	23.7%
Home safety (needing grab bars, difficulty with steps, etc.)	22.6%
Finding legal help	20.4%
Employment opportunities	18.3%
Transportation	18.3%
Ability to enjoy being with others/socialize/volunteer	18.3%
Maintaining personal independence	18.3%
Temporary relief from caregiving responsibilities	17.2%
Cost of housing/rent/mortgage	16.1%
Having enough food to be able to make nutritious meals	16.1%
Understanding monthly bills and/or medical claims	15.1%
Problem with falling	15.1%
Getting information about my illness(es)	14.0%
Bereavement/Grief/Hospice services	14.0%
Support from friends and/or neighbors	12.9%
Concern/Lack of knowledge after being in hospital	9.7%
Emotional, physical, and/or financial abuse/exploitation	8.6%
Personal safety (crime)	8.6%
Obtaining information on selecting nursing home or assisted living facility	7.5%
Raising grandchildren	1.1%

No Problem: The issues with the highest percentage under the no problem column are “raising grandchildren” with 86%; “concern/lack of knowledge after being in hospital” with 84.9%; “personal safety (crime)” at 82.8% ; and “emotional, physical, and/or financial abuse/exploitation” and “obtaining information on selecting nursing home or assisted living facility” with 80.6%.

Demographic Information

Table III: Distribution of Age in Salisbury, Chariton County Respondents

Under 60	30.1%
60-69	36.6%
70-79	20.4%
80-89	15.1%
90 +	1.1%

Sex Distribution: Female – 67.7%; Male – 35.5%

Marital Status: Married – 41.9%; Widowed – 20.4%; Divorced or Separated – 22.6%; Never Married – 9.7%

Racial/Ethnic Origin: Indian (Native American) –1.1%; African American (Black) – 1.1%; Hispanic/Latino – 2.2%; White (Non-Hispanic) – 94.6%

Table IV: Source of Transportation

Own Vehicle	87.1%
Family/Friends/Neighbor	19.4%
Taxi	1.1%
PAR	0.0%
OATS	1.1%
No Transportation	5.4%
Other*	1.1%

*Burrell caseworker

Table V: What Respondents Would Use for Help/Needs

Church	18.3%
Doctor/Nurse	40.9%
Neighbor/Family/Friend	66.7%
Care Connection for Aging Services	4.3%
Senior Center	10.8%
Radio	8.6%
TV	12.9%
Newspaper	10.8%
Computer	38.7%
I don't know where to get help	8.6%
Other*	7.5%

*Daughter, no computer, family, RAIL, Food commodities, Spouse

Qualitative Results

1. **From the survey: “Please state which two from above (the issues) that most concern you and why?”**

Several responses mentioned employment and available medical/dental care. One respondent stated, “worry about access to doctors and dentists in small towns in future.” Another respondent mentioned, “availability of good doctors in town.” Another comment was, “good dentist hard to come by.” “Work wages need to go up to \$9 hour starting!” More than once it was mentioned good employment opportunities.

2. **From the survey: “Please state other issues/concerns not listed that are important to you.”**

A comment mentioned was, “rural/small towns are fairly isolated from specialty medicine. Cost of transportation to facilities or doctors for mental health, podiatry, diabetes counseling, etc. is expensive as they are very often more than 60 miles away.” “The cost of living expenses rising force me to cut back on less essential goods and services.” “I don’t know anyone in this town to only say hi. I have no family to help me.” “Law enforcement and emergency responders need to be better trained when dealing with those with mental illness.” “Being able to get around stores and businesses, doors are too heavy to open and isles need to be open and not blocked, barely get cart through isles. Some have ramps but too steep and have bumps to go over.”

3. **From the survey under: “Comments”**

One respondent stated, “We are young enough not to have major problems. Looking at our own hospital/doctor bills and related insurance I can understand why these would be very confusing for older people.”

Another comment, “transportation is the biggest problem I have as I have to travel to Columbia to the VA hospital.”

“I did not say how lonely I get, but thankfully the senior center takes care of that with activities during the day and two nights a week. I just wish there were more evenings to socialize.” Many comments mentioned not qualifying for energy assistance or food stamps.

Sumner, Chariton County
Respondents = 6

Table I: Issues Ranked by Identification as **Serious Problem**
 Respondents in Sumner, Chariton County

Getting information about services	33.3%
Getting information about my illness(es)	33.3%
Transportation	33.3%
Maintaining and repairing home and yard	33.3%
Finding legal help	33.3%
Telemarketing or in-home sales	33.3%
Paying for assistive devices (hearing aids, glasses, canes, etc.)	33.3%
Available medical and dental care	16.7%
Paying for medication	16.7%
Having enough food to be able to make nutritious meals	16.7%
Support from friends and/or neighbors	16.7%
Depression/Loneliness/Loss of loved one	16.7%
Cost of housing/rent/mortgage	16.7%
Income (having enough for basic needs)	16.7%
Home safety (needing grab bars, difficulty with steps, etc.)	16.7%
Paying for utilities such as electricity, gas, etc.	16.7%
Ability to enjoy being with others/socialize/volunteer	16.7%
Raising grandchildren	16.7%
Maintaining personal independence	16.7%
Problem with falling	16.7%

The remaining concerns were at 0%.

Table II: Issues Identified as **Some Problem**
 Respondents in Sumner, Chariton County

Paying for medication	66.7%
Getting information about health insurance (Medicare, Medicaid, Medigap, etc.)	66.7%
Getting information about services	50.0%
Paying for assistive devices (hearing aids, glasses, canes, etc.)	50.0%
Available medical and dental care	50.0%
Income (having enough for basic needs)	50.0%
Paying for utilities such as electricity, gas, etc.	50.0%
Maintaining and repairing home and yard	33.3%
Having enough food to be able to make nutritious meals	33.3%

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Support from friends and/or neighbors	33.3%
Home safety (needing grab bars, difficulty with steps, etc.)	33.3%
Problem with falling	33.3%
Employment opportunities	33.3%
Personal safety (crime)	33.3%
Understanding monthly bills and/or medical claims	33.3%
Getting information about my illness(es)	16.7%
Finding legal help	16.7%
Depression/Loneliness/Loss of loved one	16.7%
Cost of housing/rent/mortgage	16.7%
Maintaining personal independence	16.7%
Temporary relief from caregiving responsibilities	16.7%
Bereavement/Grief/Hospice services	16.7%
Emotional, physical, and/or financial abuse/exploitation	16.7%
Obtaining information on selecting nursing home or assisted living facility	16.7%
Concern/Lack of knowledge after being in hospital	16.7%

The remaining concerns were at 0%.

Table III: Issues Identified as **No Problem**
Respondents in Sumner, Chariton County

Ability to enjoy being with others/socialize/volunteer	66.7%
Having enough food to be able to make nutritious meals	50.0%
Employment opportunities	50.0%
Understanding monthly bills and/or medical claims	50.0%
Cost of housing/rent/mortgage	50.0%
Temporary relief from caregiving responsibilities	50.0%
Emotional, physical, and/or financial abuse/exploitation	50.0%
Obtaining information on selecting nursing home or assisted living facility	50.0%
Concern/Lack of knowledge after being in hospital	50.0%

Demographic Information

Table IV: Distribution of Age in Sumner, Chariton County Respondents

Under 60	16.7%
60-69	16.7%
70-79	33.3%
80-89	16.7%
90 +	16.7%

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Sex Distribution: Female – 66.7%; Male – 33.3%

Marital Status: Married – 50%; Widowed – 16.7%; Divorced or Separated – 16.7%; Never Married – 0%

Racial/Ethnic Origin: Indian (Native American) –16.7%; White (Non-Hispanic) – 66.7%

Table V: Source of Transportation

Own Vehicle	66.7%
Family/Friends/Neighbor	50.0%
Taxi	0.0%
PAR	0.0%
OATS	0.0%
No Transportation	16.7%
Other	0.0%

Table VI: What Respondents Would Use for Help/Needs

Church	0.0%
Doctor/Nurse	16.7%
Neighbor/Family/Friend	50.0%
Care Connection for Aging Services	16.7%
Senior Center	16.7%
Radio	0.0%
TV	0.0%
Newspaper	0.0%
Computer	0.0%
I don't know where to get help	33.3%
Other	0.0%

Qualitative Results

1. **From the survey: “Please state which two from above (the issues) that most concern you and why?”**

Responses from respondents are, “no dental care, teeth needing repair. Food for nutritious meals.”

Another responded, “#8 and #10 no car and one available several miles away to take me. Repairing and maintaining home and yard. Husband is bedfast and cost so much to hire all done.”

Another responded, “#21 and #29 can’t afford glasses etc. Keeping utility bills paid.”

2. **From the survey: “Please state other issues/concerns not listed that are important to you.”**

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No additional issues/concerns listed.

3. From the survey under: “Comments”

No additional comments were made.

**Triplett, Chariton County
Respondents = 9**

Table I: Issues Ranked by Identification as **Serious Problem**
Respondents in Triplett, Chariton County

Finding legal help	55.6%
Available medical and dental care	44.4%
Paying for medication	33.3%
Employment opportunities	33.3%
Depression/Loneliness/Loss of loved one	22.2%
Emotional, physical, and/or financial abuse/exploitation	22.2%
Income (having enough for basic needs)	22.2%
Getting information about services	11.1%
Transportation	11.1%
Personal safety (crime)	11.1%
Telemarketing or in-home sales	11.1%
Ability to enjoy being with others/socialize/volunteer	11.1%

The remaining concerns were 0%.

Table II: Issues Identified as **Some Problem**
Respondents in Triplett, Chariton County

Maintaining and repairing home and yard	66.7%
Depression/Loneliness/Loss of loved one	44.4%
Getting information about my illness(es)	44.4%
Getting information about health insurance (Medicare, Medicaid, Medigap, etc.)	44.4%
Home safety (needing grab bars, difficulty with steps, etc.)	44.4%
Paying for assistive devices (hearing aids, glasses, canes, etc.)	44.4%
Income (having enough for basic needs)	33.3%

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Support from friends and/or neighbors	33.3%
Available medical and dental care	22.2%
Paying for medication	22.2%
Getting information about services	22.2%
Personal safety (crime)	22.2%
Telemarketing or in-home sales	22.2%
Having enough food to be able to make nutritious meals	22.2%
Cost of housing/rent/mortgage	22.2%
Paying for utilities such as electricity, gas, etc.	22.2%
Obtaining information on selecting nursing home or assisted living facility	22.2%
Understanding monthly bills and/or medical claims	22.2%
Maintaining personal independence	22.2%
Employment opportunities	11.1%
Emotional, physical, and/or financial abuse/exploitation	11.1%
Transportation	11.1%
Temporary relief from caregiving responsibilities	11.1%
Bereavement/Grief/Hospice services	11.1%
Problem with falling	11.1%
Concern/Lack of knowledge after being in hospital	11.1%

The remaining concerns are at 0%.

No Problem: The issues with the highest percentage under the no problem column are “raising grandchildren” at 100%; “Temporary relief from caregiving responsibilities”; “bereavement/grief/hospice services”; “problems with falling”; “concern/lack of knowledge after being in hospital”; and “ability to enjoy being with others/socialize/volunteer” all at 88.9%.

Demographic Information

Table IV: Distribution of Age in Triplett, Chariton County Respondents

Under 60	44.4%
60-69	22.2%
70-79	22.2%
80-89	11.1%
90 +	0%

Sex Distribution: Female – 55.6%; Male – 44.4%

Care Connection for Aging Services Chariton County Needs Assessment Survey Results, 2017

Marital Status: Married – 44.4%; Widowed – 33.3%; Divorced or Separated – 0%; Never Married – 11.1%

Racial/Ethnic Origin: Indian (Native American) –11.1%; White (Non-Hispanic) – 88.9%

Table V: Source of Transportation

Own Vehicle	100.0%
Family/Friends/Neighbor	33.3%
Taxi	0.0%
PAR	0.0%
OATS	11.1%
No Transportation	0.0%
Other	0.0%

Table V: What Respondents Would Use for Help/Needs

Church	22.2%
Doctor/Nurse	44.4%
Neighbor/Family/Friend	66.7%
Care Connection for Aging Services	0.0%
Senior Center	11.1%
Radio	11.1%
TV	33.3%
Newspaper	33.3%
Computer	44.4%
I don't know where to get help	11.1%
Other	11.1%

Qualitative Results

1. **From the survey: “Please state which two from above (the issues) that most concern you and why?”**

Medical/Dental care had prevalent concerns mentioned. One respondent stated, “for me personally, the two things on the above list that concern me the most is how Medicaid will Not cover adult dental (except pregnant women) and will NOT cover adult ADHD meds. Dental care is vital to overall health and is expensive without insurance. ADHD cost \$85.00 - \$100.00 per month and aren’t covered by adult Medicaid and are needed for good mental health for some.”

Another stated, “Marginal medical care.”

Another respondent stated, “Chariton County has very little resources available for medical/dental and any legal resources which causes added travel and expense for those services.”

Another concern was #13 and #19. “There is a flood of into from insurance companies but little from state or federal on what is required and needed. Telemarketers are simply a product of todays over communication. No answers except turning off.”

And lastly mentioned is a concern about the lack of locally available fresh produce.

2. From the survey: “Please state other issues/concerns not listed that are important to you.”

Affordable day care, employment and transportation were additional concerns mentioned. Comments made were, “I think the list covered all areas fairly well. Some things I would like to see in the Mendon, Triplet, and Brunswick area is safe, affordable day care. There is a need for decent paying jobs that don’t require someone having to commute 30+ miles one way. Gas and wear and tear on vehicles doesn’t make it beneficial for people to travel for employment.”

Another comment stated, “I can see in the future having to depend on OATS and I am not certain that will be there when I need it. Funding seems to be getting slimmer.”

3. From the survey under: “Comments”

One respondent stated, “I am very fortunate that my family and I have an awesome support system through church family, family, friends, and neighbors. We have great medical (GRMC) and vision care (Premier Eye Care). I am fully capable of researching any other things we may need.”

Another respondent stated, “Getting harder and harder to maintain my home. List of people willing to do handyman chores cheaply would be nice.”

And unfortunately, “I do not believe Care Connection is the answer to any of the listed problems.”

**No Zip Code Listed, Chariton County
Respondents = 23**

Table I: Issues Ranked by Identification as **Serious Problem**
Respondents in No Zip Code, Chariton County

Income (having enough for basic needs)	17.4%
Telemarketing or in-home sales	17.4%
Paying for medication	13.0%
Temporary relief from caregiving responsibilities	13.0%

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Maintaining and repairing home and yard	13.0%
Cost of housing/rent/mortgage	13.0%
Employment opportunities	13.0%
Paying for utilities such as electricity, gas, etc.	13.0%
Paying for assistive devices (hearing aids, glasses, canes, etc.)	13.0%
Available medical and dental care	8.7%
Getting information about services	8.7%
Having enough food to be able to make nutritious meals	8.7%
Depression/Loneliness/Loss of loved one	8.7%
Transportation	8.7%
Bereavement/Grief/Hospice services	8.7%
Getting information about health insurance (Medicare, Medicaid, Medigap, etc.)	8.7%
Emotional, physical, and/or financial abuse/exploitation	8.7%
Home safety (needing grab bars, difficulty with steps, etc.)	8.7%
Understanding monthly bills and/or medical claims	8.7%
Maintaining personal independence	8.7%
Support from friends and/or neighbors	4.3%
Getting information about my illness(es)	4.3%
Finding legal help	4.3%
Personal safety (crime)	4.3%
Obtaining information on selecting nursing home or assisted living facility	4.3%
Problem with falling	4.3%
Concern/Lack of knowledge after being in hospital	4.3%
Ability to enjoy being with others/socialize/volunteer	0.0%
Raising grandchildren	0.0%

Table II: Issues Identified as **Some Problem**
 Respondents in No Zip Code, Chariton County

Telemarketing or in-home sales	43.5%
Getting information about services	34.8%
Problem with falling	34.8%
Paying for medication	30.4%
Maintaining and repairing home and yard	30.4%
Paying for assistive devices (hearing aids, glasses, canes, etc.)	30.4%

Care Connection for Aging Services Chariton County Needs Assessment Survey Results, 2017

Depression/Loneliness/Loss of loved one	30.4%
Concern/Lack of knowledge after being in hospital	30.4%
Home safety (needing grab bars, difficulty with steps, etc.)	26.1%
Income (having enough for basic needs)	21.7%
Available medical and dental care	21.7%
Understanding monthly bills and/or medical claims	21.7%
Ability to enjoy being with others/socialize/volunteer	21.7%
Paying for utilities such as electricity, gas, etc.	17.4%
Getting information about my illness(es)	17.4%
Personal safety (crime)	17.4%
Raising grandchildren	17.4%
Transportation	13.0%
Getting information about health insurance (Medicare, Medicaid, Medigap, etc.)	13.0%
Support from friends and/or neighbors	13.0%
Obtaining information on selecting nursing home or assisted living facility	13.0%
Cost of housing/rent/mortgage	8.7%
Employment opportunities	8.7%
Having enough food to be able to make nutritious meals	8.7%
Maintaining personal independence	8.7%
Finding legal help	8.7%
Emotional, physical, and/or financial abuse/exploitation	4.3%
Temporary relief from caregiving responsibilities	0.0%
Bereavement/Grief/Hospice services	0.0%

No Problem: The issues with the highest percentage under the no problem column are “bereavement/grief/hospice services” at 91.3%; “finding legal help” at 87%. “Support from friends and/or neighbors”; “having enough food to be able to make nutritious meals”; “maintaining personal independence”; “emotional, physical, and/or financial abuse/exploitation”; and “temporary relief from caregiving responsibilities” all at 82.6%.

Demographic Information

Table IV: Distribution of Age in NO Zip Code, Chariton County Respondents

Under 60	4.3%
60-69	26.1%
70-79	34.8 %
80-89	26.1%

Care Connection for Aging Services Chariton County Needs Assessment Survey Results, 2017

90 +	8.7%
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Sex Distribution: Female – 47.8%; Male – 52.2%

Marital Status: Married – 47.8%; Widowed – 26.1%; Divorced or Separated – 8.4%; Never Married – 4.3%

Racial/Ethnic Origin: Indian (Native American) –8.7%; White (Non-Hispanic) – 95.7%

Table V: Source of Transportation

Own Vehicle	87%
Family/Friends/Neighbor	26.1%
Taxi	0.0%
PAR	0.0%
OATS	8.7%
No Transportation	0.0%
Other	0.0%

Table V: What Respondents Would Use for Help/Needs

Church	8.7%
Doctor/Nurse	43.5%
Neighbor/Family/Friend	60.9%
Care Connection for Aging Services	0.0%
Senior Center	4.3%
Radio	8.7%
TV	17.4%
Newspaper	13%
Computer	17.4%
I don't know where to get help	13%
Other *	4.3%

*Psychiatrist, Therapist

Qualitative Results

- From the survey: “Please state which two from above (the issues) that most concern you and why?”**

Medical and dental care was concerns mentioned. One respondent commented, “Not having dental care through Medicare.” Another stated, “The price for dental care.” And another commented, “hospital ER care in Moberly area is VERY lacking and doctors in that area are lacking in education or don’t care.”

Home safety specifically grab bars was mentioned a couple of times. Paying for assistive devices, hearing aids and glasses were a concern.

Telemarketer's frequent calling despite being on the no call list was mentioned. Maintaining home and yard received additional comments. Income and not being able to receive assistance and pay for food were additional comments.

2. From the survey: "Please state other issues/concerns not listed that are important to you."

One respondent stated, "Living out in the country and ambulance not getting here soon enough."

Another concern noted was, "Paying medical bills."

"Difficulty in getting people to do home repairs, very slow to respond in this remote location."

"How to pay for death expenses without it being put on the child to take care of."

3. From the survey under: "Comments"

The only comment noted was to do without health and dental care.

Care Connection for Aging Services Chariton County Needs Assessment Survey Results, 2017

Appendix A: Care Connection for Aging Services Needs Assessment Survey, 2017

What town/city do you live in? _____ What is your zip code? _____

Below is a list of concerns that could be affecting your quality of life. Please check in the box that best describes how much each one is a problem for you.

		NO Problem	SOME Problem	SERIOUS Problem
1.	Available medical and dental care			
2.	Paying for medication			
3.	Getting information about services			
4.	Having enough food to be able to make nutritious meals			
5.	Support from friends and/or neighbors			
6.	Depression/Loneliness/Loss of loved one			
7.	Getting information about my illness(es)			
8.	Transportation			
9.	Temporary relief from caregiving responsibilities			
10.	Maintaining and repairing home and yard			
11.	Bereavement/Grief/Hospice services			
12.	Finding legal help			
13.	Getting information about health insurance (Medicare, Medicaid, Medigap, etc.)			
14.	Cost of housing/rent/mortgage			
15.	Emotional, physical, and/or financial abuse/exploitation			
16.	Income (having enough for basic needs)			
17.	Employment opportunities			
18.	Personal safety (crime)			
19.	Telemarketing or in-home sales			
20.	Home safety (needing grab bars, difficulty with steps, etc.)			
21.	Paying for utilities such as electricity, gas, etc.			
22.	Ability to enjoy being with others/socialize/volunteer			
23.	Raising grandchildren			
24.	Obtaining information on selecting nursing home or assisted living facility			
25.	Understanding monthly bills and/or medical claims			
26.	Maintaining personal independence			
27.	Problem with falling			
28.	Concern/Lack of knowledge after being in hospital			
29.	Paying for assistive devices (hearing aids, glasses, canes, etc.)			

Please state which two from above that most concern you and why _____

Care Connection for Aging Services Chariton County Needs Assessment Survey Results, 2017

Please state other issues/concerns not listed that are important to you _____

Please check applicable boxes:

Age: Under 60 60 – 69 70 – 79 80 – 89 Over 90

Gender: Female Male

Marital Status: Married Widowed Divorced or Separated Never Married

What is your racial/ethnic origin? Hispanic (Latino) Black (African American)

Asian/Pacific Islander Indian (Native American) White (Non-Hispanic)

Please check as many as apply:

What is your source of transportation? My own vehicle Friend/Family/Neighbor Taxi

Provider Ride OATS I have no transportation Other _____

Please check as many as apply:

Who do you go to for help and/or needs? Church Doctor/Nurse Neighbor/Family/Friend

Care Connection for Aging Services Senior Center Radio TV Newspaper

Computer I don't know where to get help Other _____

Comments _____

Please return this form to:
Care Connection for Aging Services
P.O. Box 1078
Warrensburg, MO 64093
Or
Drop Off at Senior Center

Thank you for taking the time to fill this out and return it.

If you would like Care Connection to follow up with you on any of the above needs, please call us toll free:

800-748-7826 (website: www.goaging.org)

Please supply your name and phone number if you would like us to contact you:

Name: _____ Phone: _____