APPENDIX G - SUMMARY OF PUBLIC OPINION POLL (INTERACTIVE INTERNET) SURVEY

Number of Respondents

- 245 people started the public opinion poll survey
- 133 people (54% of the total started) completed the survey. A completed survey is tallied by clicking the "done" button on the last page of the survey

Description of Respondents

1. If you are a caregiver, please check the categories below that best fit you. (Check all that apply)

- 87 respondents identified themselves as a Caregiver
- 59 respondents identified themselves as a Caregiver for a consumer 60 years of age or greater
- 20 respondents identified themselves as a Direct Careworker employed through an agency

2. If you are an advocate, please check the categories below that best fit you. (Check all that apply)

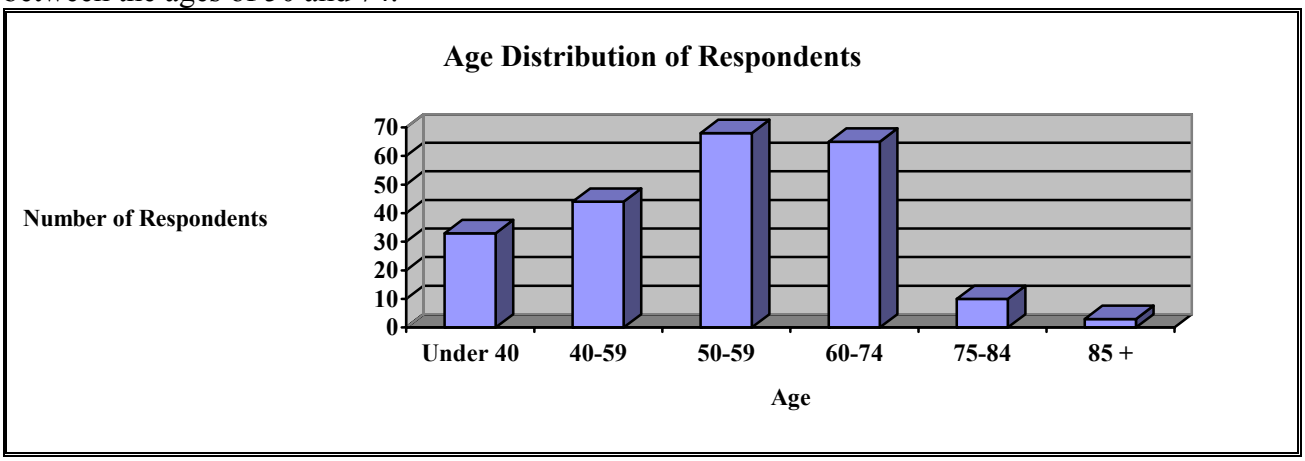
- 111 respondents identified themselves as an Advocate
- 107 respondents identified themselves as an Advocate for older adults aged 60 years old or older
- 40 respondents identified themselves as an Advocate for adults under 60 years old
- 4 respondents identified themselves as a Legal Services Advocate

3. If you are a provider, please check the categories below that best fit you. (Check all that apply)

- 127 respondents identified themselves as a Provider
- 27 respondents are from an Area Agency on Aging
- 17 respondents are from an Independent Living Facility
- 17 respondents are from a Senior Center

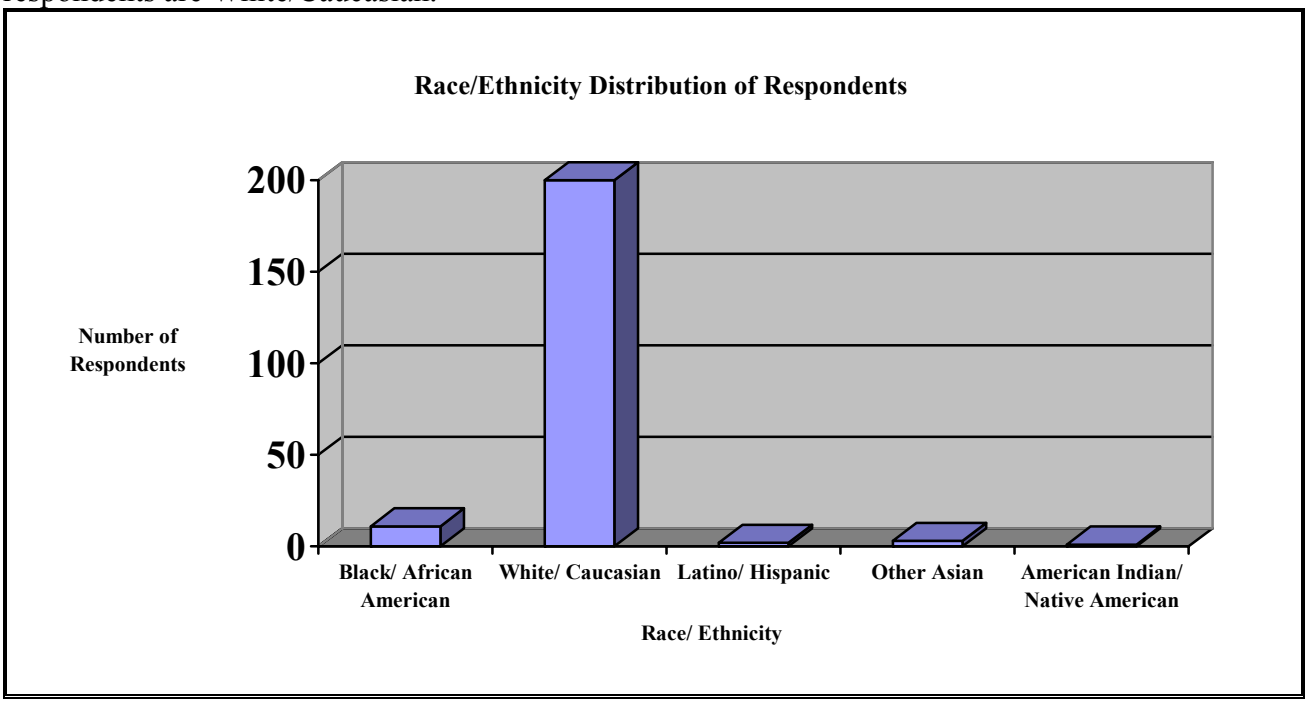
4. Age

The chart below shows the age distribution of the respondents. The majority of respondents are between the ages of 50 and 74.



5. Race/Ethnicity

The chart below shows the race/ethnicity distribution of the respondents. Over 90 percent of the respondents are White/Caucasian.



6. Do you live in Pennsylvania?

- Over 96 percent of the respondents live in Pennsylvania

7. County of Residence

- Out of the 67 counties in Pennsylvania, 46 counties are represented by the respondents
- Over 23 percent of the respondents reside in Allegheny County

- Bucks County, Cambria County, and Lancaster County were the next highest counties represented with 10 percent, 8 percent, and 8 percent, respectively.

8. Please list any additional information you would like the Department to know about you.
A variety of additional information was listed such as former occupations, current employers, and details those receiving care.

Senior Employment

9. Are you retired and have returned to the workforce?

- 25 respondents retired and returned to the workforce

10. Since you returned to the workforce are you working full or part-time?

- Over 75 percent of those returning to the workforce are working part-time

11. Where did you seek employment assistance when you decided to return to the workforce?

- Both the Area Agency on Aging and Career Link ranked highest with 23 percent each as places where employment assistance was sought.

Goal 1: Solid Decisions, Solid Planning

12. C**OMMUNICATION WITH OLDER ADULTS & THEIR FAMILIES: Please indicate how important each issue is in COMMUNICATING WITH OLDER ADULTS & THEIR FAMILIES?**
The three highest ranking issues in regards to communication with older adults and their families were as follows:

- Assuring the consumer and family have a clear understanding on how to get services
- Clear understanding on how to get services
- Information that is available, objective and easy to read

13. Please describe any other ways we can better communicate with older persons and their families.

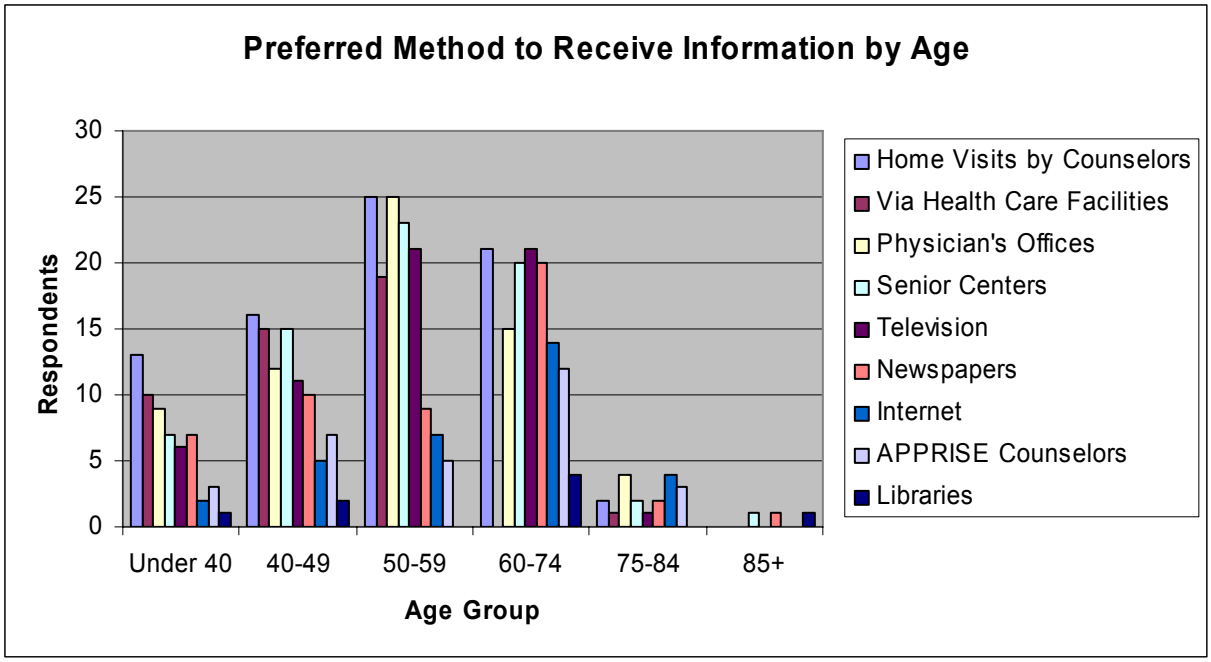
- Of the 81 responses received, providing information for church bulletins and events ranked highest

14. MOST EFFECTIVE WAYS TO INFORM OLDER PERSONS/FAMILIES From the list below, please check three method(s) that you believe are the MOST EFFECTIVE in assisting older consumers and their families in getting objective information that is timely and up-to-date. (Check ONLY 3 -- THE ONES THAT YOU BELIEVE ARE MOST EFFECTIVE)
The three highest ranking methods in regard to MOST effective ways to inform older persons/families are as follows:

- Senior centers (39%)
- Home visits by counselors (36%)

- Physician's offices (35%)

The chart below shows the most effective ways to inform older persons by age group of the respondents. Home visits by counselors are preferred by those respondents aged 74 and younger. Physician's offices are equally preferred by those respondents between the ages of 50 and 59. Respondents between the ages of 60 and 74 also prefer to receive information through health care facilities, such as, hospitals, nursing homes, and personal care homes.

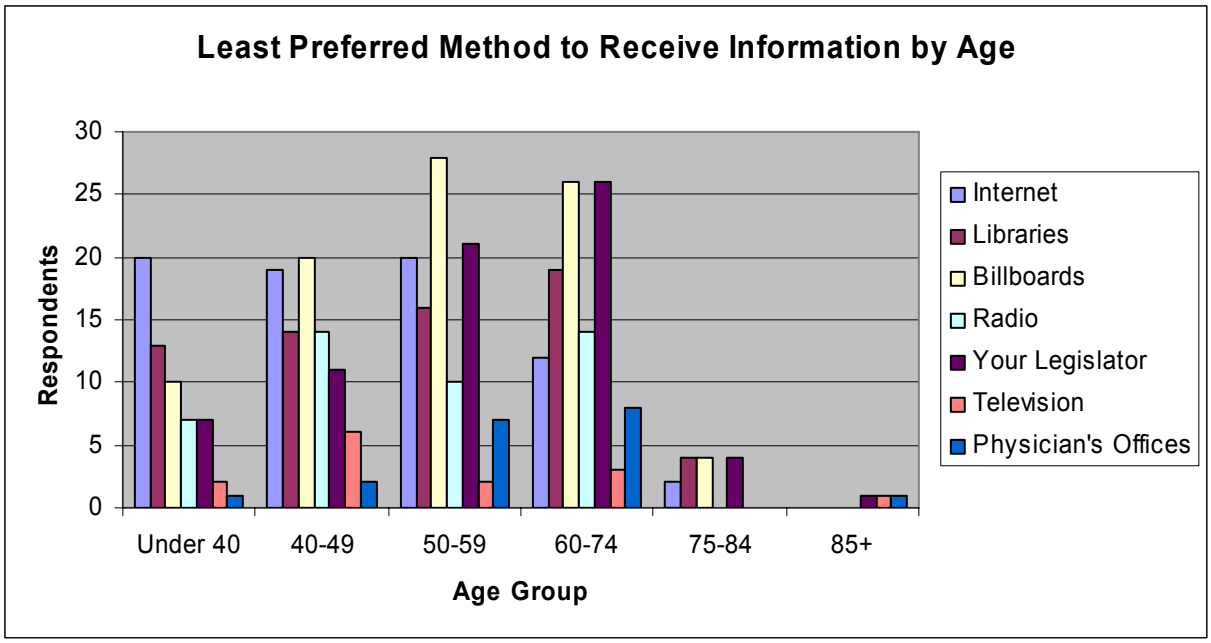


15. LEAST EFFECTIVE WAYS TO INFORM OLDER PERSONS/FAMILIES From the list below, please check three method(s) that you believe are the LEAST EFFECTIVE in assisting older consumers and their families in getting objective information that is timely and up-to-date. (Check ONLY 3 --THE ONES THAT YOU BELIEVE ARE THE LEAST EFFECTIVE.)

The three highest ranking methods in regards to LEAST effective ways to inform older persons/families are as follows

- Billboards (49%)
- Internet (42%)
- Your Legislators (39%)

The chart below shows the least effective ways to inform older persons by age group of the respondents. Billboards were the least preferred method by those respondents between the ages of 40 and 74. The internet ranked high by those respondents under the age of 59. Legislators ranked high as being least effective for those respondents over the age of 50.



16. Identify 3 topics concerning older Pennsylvanians that you believe are VERY important for us to address.

Important topics concerning older Pennsylvanians listed include:

- Insurance issues
- Affordable health care
- Financing options
- Available services

17. Please list 3 ways in which we can better educate older Pennsylvanians and promote the importance of healthy brain aging to combat the potential onset of Alzheimers Disease and dementia.

Ways to better educate older Pennsylvanians and promote the importance of healthy brain aging to combat the potential onset of Alzheimer's Disease and dementia include:

- Early testing and education (before symptoms appear)
- Health and fitness programs
- Get doctors involved with educating patients
- Partner/fund Alzheimer's Association

18. Name 3 ways in which we can provide better education or support for family caregivers.

Ways to provide better education or support for family caregivers include:

- Local seminars/training sessions
- Provide support groups
- Provide support via telephone

Culturally and Linguistically Appropriate Services

19. Please list your thoughts on special cultural/linguistic considerations that we should consider when addressing end of life care to diverse populations. (If you have none, indicate N/A on the first line)
Special cultural/linguistic considerations that we should consider when addressing end of life care to diverse populations include:

- Knowledge of faith-based beliefs
- Being respectful
- Understanding of culture (especially beliefs on dying)
- Providing translators

20. Please list your thoughts on special cultural/linguistic considerations that we should consider when promoting healthy aging to diverse populations (for example: religious food restrictions, education, special health concerns) (If you have none, indicate N/A on the first line)
Special cultural/linguistic considerations that we should consider when promoting healthy aging to diverse populations include:

- Knowledge of cultural/ethnic beliefs
- Knowledge of cultural/ethnic food preferences

21. The Department has made efforts to translate documents to improve our outreach to people with limited English proficiency. We also provide interpreter services. What other things can we do to reach people who have trouble speaking and/or understanding English?
Other ways to reach people who have trouble speaking and/or understanding English include:

- Reach out to community leaders
- Train translators in aging issues

Services to Older Adults

22. MAKING IT EASIER FOR SENIORS TO ENROLL IN SERVICES: On a scale of 1 to 5, (5 being the most important and 1 being the least), please indicate how important each issue is in making it easier for older Pennsylvanians to enroll in a broad range of services that will help them remain in their homes and communities as long as possible. This question requires an answer in each row.
The three highest ranking issues in regards to making it easier for seniors to enroll in services are as follows:

- The quality of home and community-based services
- A streamlined application process
- Referral to financial resources

23. What changes should we make to improve the ability of older Pennsylvanians to get a broad range of services to help them remain in their homes and communities?
Changes to improve the ability of older Pennsylvanians to get a broad range of services to help them remain in their homes and communities include:

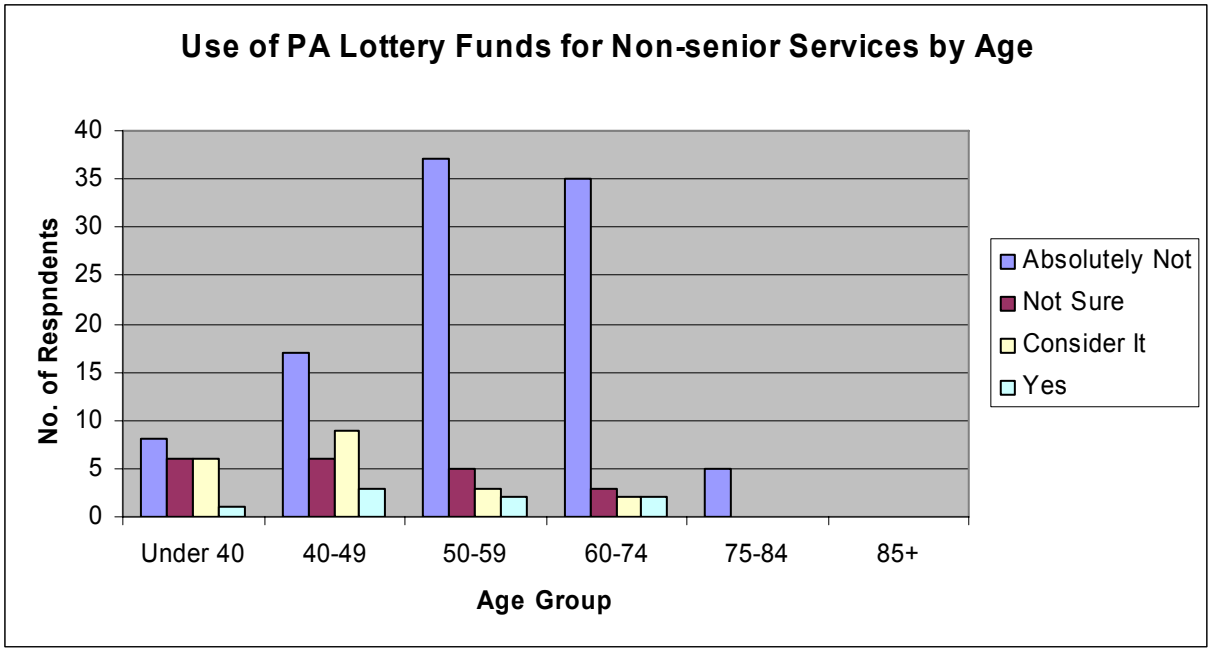
- Provide more funding
- Provide more affordable options

- Increase the use of technological innovations

24. USE OF PA LOTTERY FUNDS Pennsylvania is the ONLY state that uses its lottery funds exclusively for services to support older Pennsylvanians. Recently advocates have asked legislators to consider allowing other populations to tap into lottery proceeds, thereby diverting funding from programs for older Pennsylvanians. Should Pennsylvania allow lottery funds to be used for services to support groups other than older Pennsylvanians?

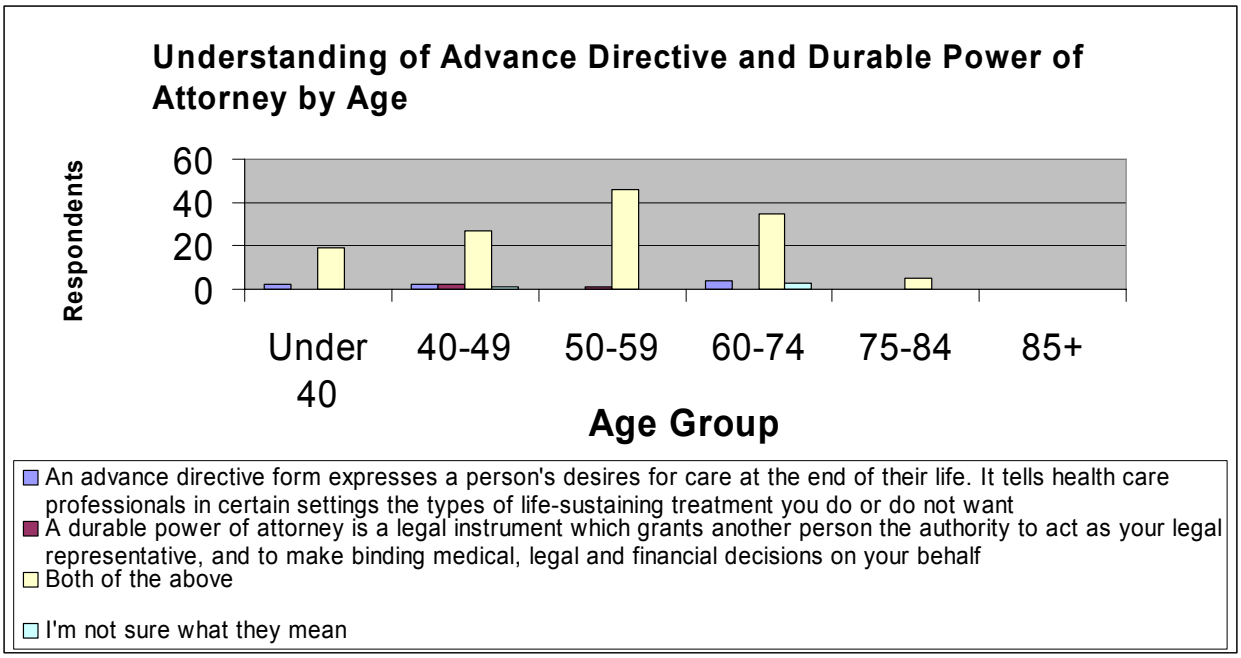
- Over 68 percent of those responding to this question believe that Pennsylvania SHOULD NOT allow lottery funds to be used for services to support groups other than older Pennsylvanians

The chart below shows the use of Pennsylvania lottery funds for non-senior services by age group. All age groups want Pennsylvania to use its lottery funds exclusively for services to support older Pennsylvanians. Respondents between the ages of 40 and 49 had the largest percentage willing to consider diverting lottery funds for programs for older Pennsylvanians



25. ADVANCE DIRECTIVES & DURABLE POWER OF ATTORNEY: When people use the terms 'advance directive and durable power of attorney forms', what do you think they mean?

The chart below shows the understanding of both Advance Directive and Durable Power of Attorney by age group. All age groups showed an understanding of both terms.



26. Please suggest ways in which we can promote the use of Advanced Directive and Durable Power of Attorney forms so that individuals and their families are prepared for decisions that may occur at the end of life or during a medical crisis.

- Make information available at physician's offices and encourage doctors to discuss with patients
- Provide training to staff and educational programs to religious institutions
- Media campaign

27. MEASURING OUR PROGRESS: The Department will measure its success in empowering people to make informed decisions about health care and long-term living options. Below is a list of areas on which we could measure our progress. Please mark all the ones you believe would be effective measures.

The three top ranking areas in regards to measuring success in empowering people to make informed decisions about health care and long-term living options are as follows:

- Comparisons between the quality of home & community based services and the quality of nursing home services
- Comparisons between the cost of home & community based services and the cost of nursing home services
- The rate of persons enrolled in home & community based services

Public Transportation

28. Are Public transportation services available where you live?

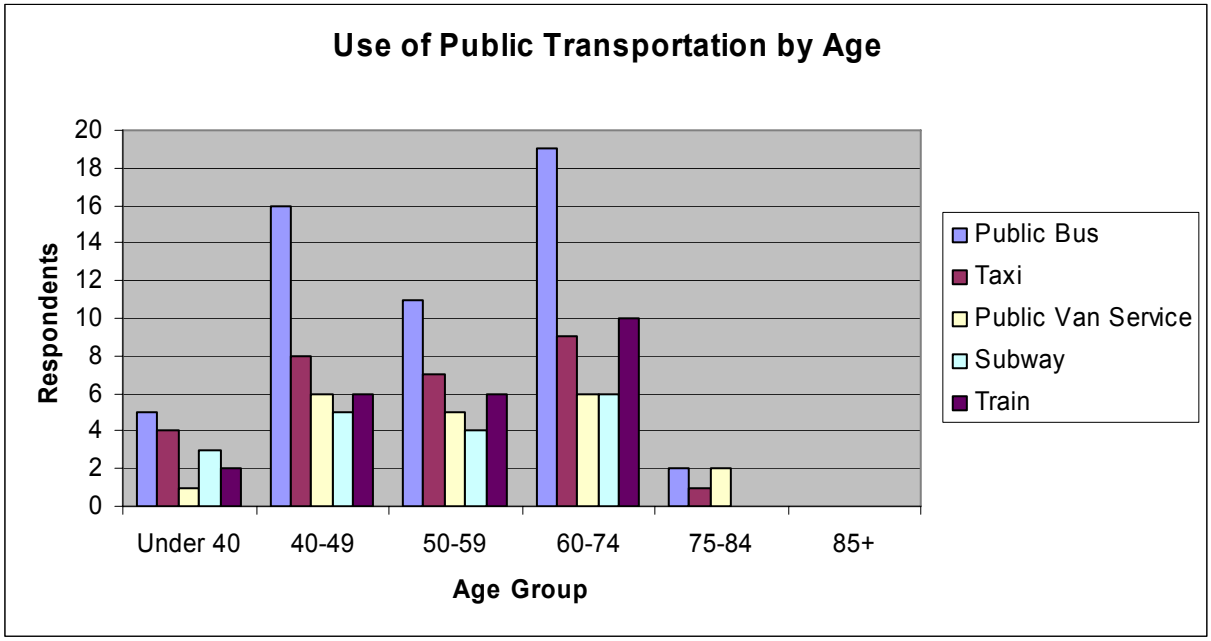
- Over 73 percent of those responding to this question have public transportation services available where they live

29. Check the types of public transportation that you use. (Check all that apply)

The three highest ranking modes of public transportation are as follows:

- Public bus (48%)
- Taxi (37%)
- Train (20%)

The chart below shows the use of public transportation by age group. Public buses are the most used modes of public transportation by all age groups. Taxis came in second place for those respondents aged 59 or younger. Trains were second place for those respondents between the ages of 60 and 74.



30. Check all of the characteristics below that apply to public transportation where you live. (Check all that apply)

The three highest ranking characteristics of public transportation were as follows:

- Affordable (72%)
- Accessible (wheel chair or other special need) (58%)
- Safe (44%)

31. If you do NOT use the public transportation services that are available where you live, please tell us why?

Reasons why do not use the public transportation services available include:

- Drive own car
- No need for public transportation
- Public transportation does not go where I need to go

Goal 2: My Home, My Independence

32. This question requires an answer in each row. In your opinion, do the following approaches help older Pennsylvanians to remain in the setting of their choice? Please indicate your level of agreement with each.

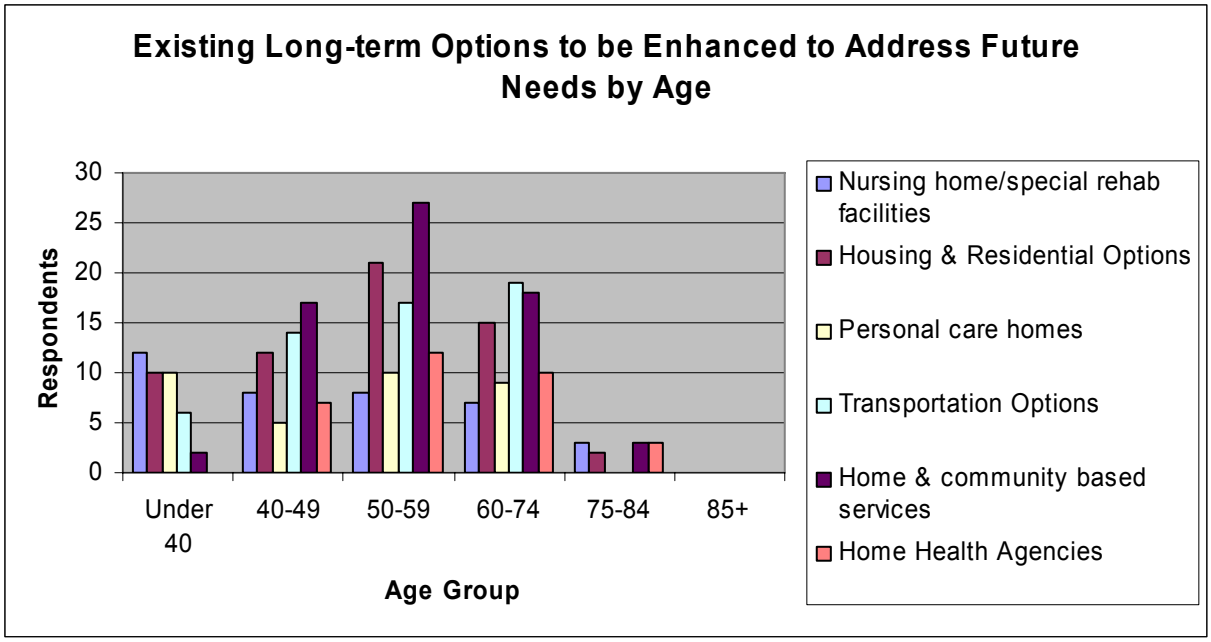
The three highest ranking approaches in regards of helping older Pennsylvanians remain in the setting of their choice are as follows:

- Providing services in the consumers' homes or communities for as long as possible
- Provide palliative (end of life) care as a mandated benefit in all state programs and insurance so that consumers can die at home if they so wish
- Availability of affordable and accessible transportation

33. This question requires exactly 3 choices. Existing long term living infrastructure may need to be enhanced in Pennsylvania's long term living system to address the needs and preferences of current and future generations. Below is a list of Pennsylvania's current infrastructure. From the list, check the top 3 areas that you believe need to be improved.
The top three ranked areas regarding improvement to address the needs and preferences of current and future generations are as follows:

- Home & community-based (48%)
- Housing & residential options (41%)
- Transportation options (39%)

The chart below shows existing long-term options to be enhanced to address existing and future needs by age group. Home and community-based services ranked highest among those respondents between the ages of 40 and 59. Nursing home/special rehab facilities were ranked highest by those under 40. Transportation options were ranked highest by those between the ages of 60 and 74.



34. How can we improve each of the long term living options that you identified above as needing to be enhanced?
Ways to improve long-term living options include:

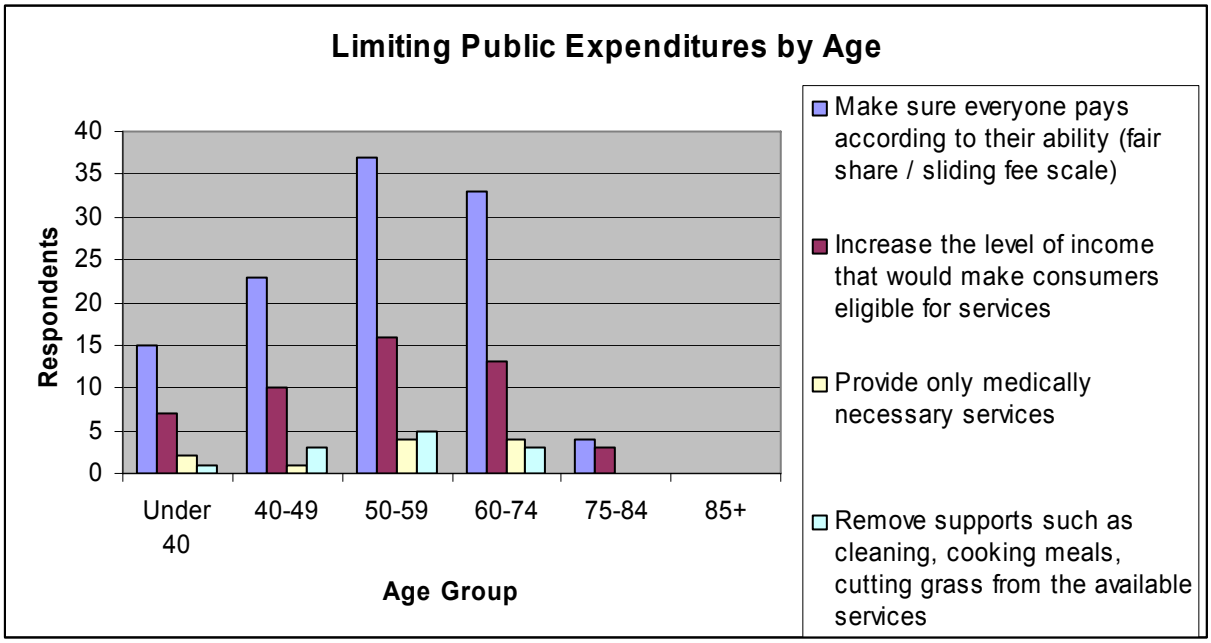
- More funding
- More choices
- Better transportation

35. How do we limit increases in public expenditures while also providing quality long-term living services in Pennsylvania?

The three highest ranked ways to limit public expenditure increases while providing quality long-term living services were as follows:

- Make sure everyone pays according to their ability (fair share / sliding fee scale) (88%)
- Increase the level of income that would make consumers eligible for services (38%)
- Remove supports such as cleaning, cooking meals, cutting grass from the available services (9%)

The chart below shows ways to limit public expenditure increases by age. Making sure that everyone pays according to their ability (fair share/sliding fee scale) ranked highest across all age groups.



36. MEASURING OUR PROGRESS: The Department will measure its success in enabling older Pennsylvanians to remain in the setting of their choice, improve their quality of life, and to take individual economic responsibility. Below is a list of areas on which we could measure our progress. Please mark all the ones you believe would be effective measures.

The three top ranking areas in regards to measuring success in enabling older Pennsylvanians to remain in the setting of their choice, improve their quality of life, and to take individual economic responsibility are as follows:

- Consumers' satisfaction on the quality of the services they receive in the setting of their choice (79%)
- Consumers' satisfaction regarding living in the setting of their choice (73%)
- Number of options for consumers to choose while requiring long term living services 56%)

Shared Ride Transportation Services

37. Are Shared Ride transportation services available where you live?

- Over 43 percent of those responding to this question have shared ride transportation services available where they live.

38. Do you use the Shared Ride transportation that is available where you live?

- 17 percent of those responding to this question use shared ride transportation services

39. Check all of the characteristics below that apply to the Shared Ride transportation that is available where you live.

The three highest ranking characteristics of shared ride transportation are as follows:

- Accessible (wheel chair or other special need) (94%)
- Affordable (59%)
- Safe (55%)

40. If you do NOT use the shared ride services that are available where you live, please tell us why?

Reasons do not use shared ride services include:

- Use public transportation
- Drive own vehicle
- Don't need it

Family and Community Supports

41. Please provide 3 recommendations on how we can assure transportation services meet the needs of older members of the community.

Recommendations to assure transportation services meet the needs of older members of the community include:

- Better hours of service
- Increase funding
- Improve accessibility

42. We need your input/ideas on how to build a network of community supports to assist individuals who may not have FAMILY support. Please provide your ideas.

Ideas on how to build a network of community supports to assist individuals who may not have FAMILY support include:

- Form support groups in neighborhoods through senior centers and religious institutions
- Increase retired volunteers

43. According to the 2000 census, there were 80,000 grandparents serving as the primary caregivers for over 165,000 children. Through the family caregiver support program, the department provides assistance to them through counseling, respite, and limited financial reimbursement. Please suggest other ways in which we can help older grandparents who are primary caregivers for their grandchildren.

Ways to help older grandparents who are primary caregivers for their children include:

- Peer support groups
- Provide financial assistance
- Connect with Big Brothers and Big Sisters programs

44. Please provide 3 suggestions on how we can improve services and supports to older persons caring for adults with developmental disabilities (mental retardation) and for older adults with developmental disabilities.

Suggestions on how to improve services and supports to older persons caring for adults with developmental disabilities include:

- More funding
- Support groups
- More respite services

45. Emergency planners recognize that they must include provisions for vulnerable populations in the event of an emergency. Please list special emergency preparedness challenges associated with the needs of older adults.

Special emergency preparedness challenges associated with the needs of older adults include:

- Restricted mobility
- Medication and medical equipment needs
- Mental health

Goal 3: Active Aging

46. This question requires an answer in each row. Rank the importance of the initiatives that you feel are the most effective methods we can use to empower older Pennsylvanians to stay active and healthy.

The three highest ranking initiatives in regards to empowering Pennsylvanians to stay active and healthy are as follows:

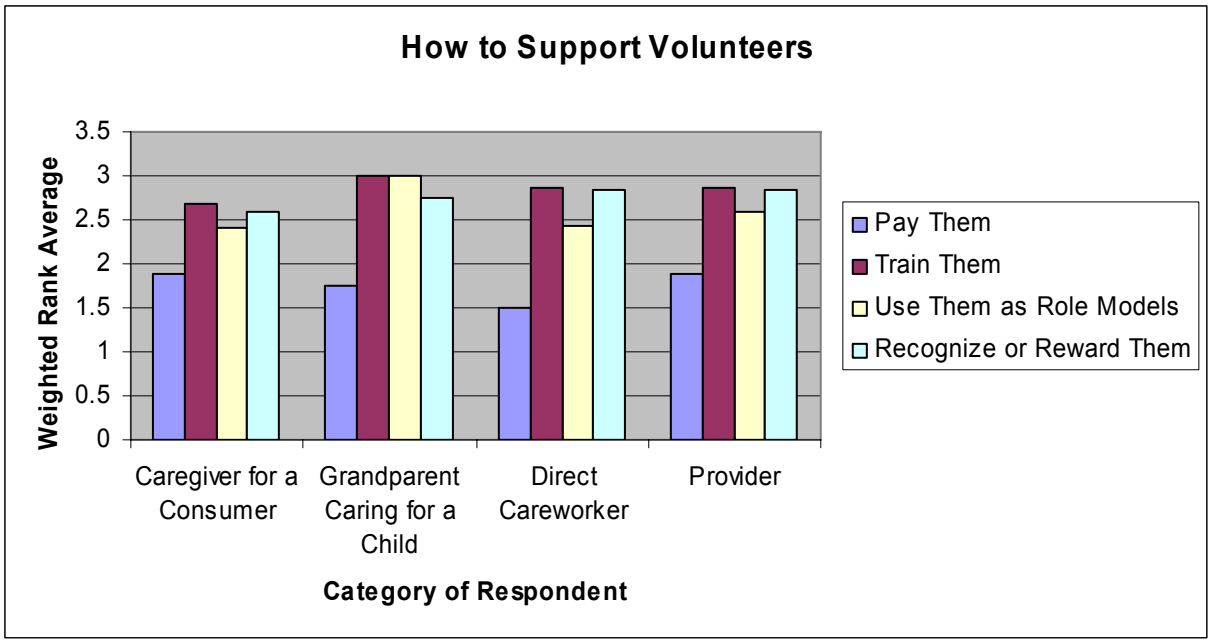
- Encourage preventative steps including regular medical check-ups, vaccinations, health screenings
- Promote education and screenings paid by Medicare
- Inform people on how to keep their brains healthy and reduce the onset of dementia or Alzheimers

47. Rank the importance of what you feel is most effective in supporting volunteers for activities in their community.

The three highest ranking ways in which to support volunteers for activities in their communities are as follows:

- Train them
- Recognize or reward them
- Use them as role models

The chart below shows ways in which to support volunteers by respondent category (caregiver for a consumer, grandparent caring for a child, direct careworker, and provider). Paying volunteers ranked lowest for all respondent categories. Training volunteers ranked highest in all categories.



48. Senior Centers across the commonwealth are rethinking their service offerings in order to serve the very different needs of 4 generations (Depression, WWII, Post War and Boomers). Please provide ideas on how you think they could entice these 4 generations to use Senior Centers.

Ideas on how to entice different generations to use Senior Centers include:

- Age specific activities
- Intergenerational programming

49. MEASURING OUR PROGRESS: The Department will measure its success in empowering older Pennsylvanians to stay active and healthy. Below is a list of areas on which we could measure our progress. Please mark all the ones you believe would be effective measures.

The three top ranking areas for measuring success in empowering older Pennsylvanians to stay active and healthy are as follows:

- Rate of increase for consumer satisfaction with senior center programming and educational programs (78%)
- Number of community partnerships developed (68%)
- Rate of increase for senior center use (65%)

Goal 4: Prevention & Protection

50. Please provide recommendations on ways in which we can better educate and support family caregivers to recognize potential warning signs of abuse, exploitation or abandonment and seek assistance.

Recommendations on ways in which we can better educate and support family caregivers to recognize potential warning signs of abuse, exploitation or abandonment and seek assistance include

- Provide training and education to caregivers

- Media Campaign

51. Between 18 and 25% of older adults need mental health & substance abuse services. To address this issue, we have engaged in various initiatives, including but not limited to: (1) The Department's APPRISE Health Insurance Counseling Program has established a Mental Health Resource Center to assist Medicare beneficiaries in purchasing their prescriptions drugs at a reasonable cost. (2) We have actively advocated for older consumers with mental health & substance abuse services. (3) We have worked with other entities to raise public awareness on addressing depression and suicide among older adults, whose rates are the highest of any other age group in Pennsylvania. (4) We have collaborated with the Department of Public Welfare, Office of Mental Health & Substance Abuse on assuring older Pennsylvanians have affordable access to mental health & substance abuse services. Please recommend other ways in which the department could support and educate older persons with mental health & substance abuse concerns.
Recommendations to support and educate older persons with mental health & substance abuse concerns include:

- Increase face-to-face contact with professionals

52. In October of 2007 the department received a federal grant to work with the Philadelphia-based SeniorLAW Center to develop a program of delivery systems and strategies that will result in improved access to legal advice and representation. The department recognizes that low income and language can be barriers that consumers face while accessing traditional legal services. Please list the 3 greatest challenges older Pennsylvanians face in obtaining assistance with a legal problem or advice about a legal question.
Challenges older Pennsylvanians face in obtaining assistance with a legal problem or advice about a legal question include:

- Cost of legal services
- Not knowing who to call
- Little knowledge of legal issues

53. Please list other ways in which the department can assist older Pennsylvanians in obtaining assistance with a legal problem or advice about a legal question.
Ways to assist older Pennsylvanians in obtaining assistance with a legal problem or advice about a legal question include:

- Legal services hotline
- Low cost legal services

54. Please provide recommendations on partnerships that can be developed or enhanced to improve Pennsylvania's implementation of the Older Adults Protective Services Act. (The Older Adults Protective Services Act requires the department to take steps to protect older adults from abuse, neglect, abandonment and exploitation and to advocate on their behalf.)
Recommendations on partnerships that can be developed or enhanced to improve Pennsylvania's implementation of the Older Adults Protective Services Act include:

- Collaborate with district attorney's office
- Collaborate with police departments

- Partner with college/graduate students

55. MEASURING OUR PROGRESS: Please suggest ways in which we can measure our success in ensuring the rights of older Pennsylvanians are upheld and that they are protected from abuse, neglect, abandonment or exploitation?

The three highest ranking ways to measure success in ensuring the rights of older Pennsylvanians are upheld and that they are protected from abuse, neglect, abandonment or exploitation are as follows:

- Conducting surveys
- Monitor reported cases at hospitals
- Monitor police records

PA 2008-2012 State Plan on Aging On-Line Survey

1. If you are a caregiver, please check the categories below that best fit you. (Check all that apply)

	Response Percent	Response Count
Caregiver for a consumer 60 years of age or greater	**67.8%**	59
Caregiver for a consumer under the age of 60	16.1%	14
Grandparent caring for a child who does not have a disability	6.9%	6
Grandparent caring for a special needs child	3.4%	3
Grandparent caring for an adult with a disability	0.0%	0
Direct Careworker for an adult under 60 years old	3.4%	3
Direct Careworker for an older adult 60 years old or over	5.7%	5
Direct Careworker employed directly by the consumer (not agency)	3.4%	3
Direct Careworker employed through an agency.	23.0%	20
Other (please specify)		36
answered question		**87**
skipped question		**158**

2. If you are an advocate, please check the categories below that best fit you. (Check all that apply)

	Response Percent	Response Count
Legal Services Advocate	3.6%	4
Advocate for Older Adults (60 years old and over)	**96.4%**	107
Advocate for Adults under the age of 60.	36.0%	40
Other (please specify)		14
answered question		**111**
skipped question		**134**

3. If you are a provider, please check the categories below that best fit you. (Check all that apply)

	Response Percent	Response Count
Nursing Home	11.0%	14
Special Rehabilitation facilities	4.7%	6
Personal Care	10.2%	13
Continuing Care Retirement Community	5.5%	7
Independent Living	13.4%	17
Mental Health	9.4%	12
Substance Abuse	5.5%	7
Developmental Disabilities	1.6%	2
Home Health Services	3.9%	5
In-home services	11.0%	14
Home Care	8.7%	11
Area Agency on Aging	**21.3%**	27
Center for Independent Living	3.9%	5
Adult Daily Living Center	8.7%	11

Senior Center		13.4%	17
Adult & Disabilities Resource Center (ADRC)		2.4%	3
Hospice / Palliative Care		2.4%	3
Hospital (General) - In patient exclusively		12.6%	16
Hospital (General) - In-patient & Out-patient		10.2%	13
Hospital (Specialty) - Psychiatric		0.8%	1
Hospital (Specialty) - Rehabilitation		2.4%	3
Ambulatory Care Facility		3.1%	4
Transportation - Public		1.6%	2
Transportation - Shared Ride		2.4%	3
Housing Financing		3.1%	4
Housing, Repairs &/or Environmental Modifications		1.6%	2
Government		7.1%	9
Domiciliary care facilities		0.8%	1
Community living settings (MH/MR)		1.6%	2
PACE/Life programs		4.7%	6
		Other (please specify)	18
		answered question	**127**
		skipped question	**118**

4. Age

	Response Percent	Response Count
Under 40	14.8%	33
40-49	19.7%	44
50-59	**30.5%**	68
60-74	29.1%	65
75-84	4.5%	10
85+	1.3%	3
	answered question	**223**
	skipped question	**22**

5. Race/Ethnicity

	Response Percent	Response Count
Black/African American, (non-Hispanic)	5.0%	11
White/Caucasian, (non-Hispanic)	**91.3%**	200
Latino/Hispanic,	0.9%	2
Russian	0.0%	0
Korean	0.0%	0
Vietnamese	0.0%	0
Other Asian	1.4%	3
American Indian/Native American	0.5%	1
Other (please specify)	0.9%	2
	answered question	**219**
	skipped question	**26**

6. Do you live in Pennsylvania?

	Response Percent	Response Count
Yes	**96.9%**	218
No	3.1%	7
	answered question	**225**
	skipped question	**20**

7. County of Residence

	Response Percent	Response Count
Adams	0.9%	2
Allegheny	**23.8%**	53
Armstrong	0.0%	0
Beaver	2.7%	6
Bedford	0.4%	1
Berks	2.7%	6
Blair	0.9%	2
Bradford	0.9%	2
Bucks	4.5%	10
Butler	0.4%	1
Cambria	3.6%	8
Cameron	0.0%	0
Carbon	1.3%	3
Clinton	0.9%	2
Columbia	0.0%	0
Crawford	0.9%	2
Cumberland	0.9%	2
Dauphin	1.3%	3

Delaware	2.7%	6
Elk	0.4%	1
Erie	1.8%	4
Fayette	0.9%	2
Forest	0.0%	0
Franklin	0.4%	1
Fulton	0.0%	0
Greene	0.0%	0
Lackawanna	1.3%	3
Lancaster	3.6%	8
Lawrence	0.9%	2
Lebanon	1.3%	3
Lehigh	2.2%	5
Luzerne	3.1%	7
Lycoming	2.2%	5
McKean	0.0%	0
Mercer	0.0%	0
Mifflin	0.4%	1
Monroe	0.0%	0
Montgomery	2.7%	6
Montour	0.0%	0
Pike	0.4%	1
Potter	0.0%	0
Schuylkill	1.3%	3
Snyder	0.4%	1
Somerset	0.0%	0
Sullivan	0.0%	0
Susquehanna	0.4%	1

Tioga		0.0%	0
Union		0.0%	0
Venango		1.3%	3
Warren		0.0%	0
Washington		3.1%	7
Wayne		0.9%	2
Centre		0.9%	2
Chester		6.3%	14
Clarion		0.0%	0
Clearfield		1.3%	3
Huntingdon		0.4%	1
Indiana		0.4%	1
Jefferson		0.0%	0
Juniata		0.0%	0
Northampton		1.8%	4
Northumberland		1.3%	3
Perry		0.0%	0
Philadelphia		6.3%	14
Westmoreland		0.9%	2
Wyoming		0.0%	0
York		1.8%	4
		answered question	**223**
		skipped question	**22**

8. Please list any additional information you would like the Department to know about you.

	Response Count
	49
answered question	**49**
skipped question	**196**

9. Are you retired and have returned to the workforce?

	Response Percent	Response Count
Yes	10.2%	25
No	**89.8%**	220
answered question		**245**
skipped question		**0**

10. Since you returned to the workforce are you working full or part-time?

	Response Percent	Response Count
I am working full time	23.1%	3
I am working part time	**76.9%**	10
Other (please specify)		4
answered question		**13**
skipped question		**232**

11. Where did you seek employment assistance when you decided to return to the workforce?

	Response Percent	Response Count
Area Agency on Aging	23.1%	3
Career Link	23.1%	3
Job Fairs	0.0%	0
Employment Agencies	7.7%	1
Senior Community Service Employment Program	7.7%	1
Other (please specify)	**76.9%**	10
	answered question	**13**
	skipped question	**232**

12. COMMUNICATION WITH OLDER ADULTS & THEIR FAMILIES: On a scale of 1 to 5, (5 being the most important and 1 being the least), please indicate how important each issue is in COMMUNICATING WITH OLDER ADULTS & THEIR FAMILIES? This question requires an answer in each row.

	1	2	3	4	5	Rating Average	Response Count
Assuring the consumer and family have a clear understanding on how to get services	2.7% (5)	0.5% (1)	3.8% (7)	7.0% (13)	**86.0% (160)**	4.73	186
Information that is available, objective and easy to read	1.6% (3)	2.2% (4)	1.6% (3)	17.2% (32)	**77.4% (144)**	4.67	186
Careful selection of the media for communication, including use of traditional news sources and/or advance technologies	2.2% (4)	3.2% (6)	14.5% (27)	30.1% (56)	**50.0% (93)**	4.23	186
Educating the public during early adulthood to help them prepare for their future health care and long-term living needs and financing	4.3% (8)	2.7% (5)	15.6% (29)	21.5% (40)	**55.9% (104)**	4.22	186
Communicating with consumers in the language they best understand	3.8% (7)	2.2% (4)	9.1% (17)	16.7% (31)	**68.3% (127)**	4.44	186
Knowledge of the available long term living options	2.7% (5)	3.2% (6)	6.5% (12)	21.0% (39)	**66.7% (124)**	4.46	186
The reading level of the information	2.7% (5)	2.7% (5)	10.2%	24.2%	**60.2%**	4.37	186

given to consumers			(19)	(45)	**(112)**		
Availability of language and sign interpreters	4.3% (8)	4.8% (9)	18.8% (35)	22.6% (42)	**49.5% (92)**	4.08	186
Clear understanding on how to get services	3.2% (6)	0.5% (1)	2.2% (4)	11.8% (22)	**82.3% (153)**	4.69	186
Face to face discussions that include family members or others who the consumer wants to include	3.2% (6)	2.7% (5)	9.7% (18)	16.1% (30)	**68.3% (127)**	4.44	186
						answered question	**186**
						skipped question	**59**

13. Please describe any other ways we can better communicate with older persons and their families.

		Response Percent	Response Count
1.		**100.0%**	81
2.		56.8%	46
3.		34.6%	28
		answered question	**81**
		skipped question	**164**

14. MOST EFFECTIVE WAYS TO INFORM OLDER PERSONS/FAMILIES From the list below, please check three method(s) that you believe are the MOST EFFECTIVE in assisting older consumers and their families in getting objective information that is timely and up-to-date. (Check ONLY 3 -- THE ONES THAT YOU BELIEVE ARE MOST EFFECTIVE)

	Response Percent	Response Count
Radio	10.8%	20
Television	33.3%	62
Internet	17.2%	32
Newpapers	28.0%	52
Brochures	9.1%	17
Billboards	5.4%	10
Toll free telephone helplines	14.0%	26
Home visits by counselors	36.0%	67
Senior centers	**39.2%**	73
Health fairs	15.1%	28
APPRISE Counselors	16.1%	30
Libraries	4.3%	8
Physician's Office	35.5%	66
Through Health Care Facilities (Hospitals, Nursing Homes, Personal Care Homes, etc.)	32.3%	60
Your Legislators	3.8%	7
	Other (please specify)	26
	answered question	**186**
	skipped question	**59**

15. LEAST EFFECTIVE WAYS TO INFORM OLDER PERSONS/FAMILIES From the list below, please check three method(s)that you believe are the LEAST EFFECTIVE in assisting older consumers and their families in getting objective information that is timely and up-to-date. (Check ONLY 3 --THE ONES THAT YOU BELIEVE ARE THE LEAST EFFECTIVE.)

	Response Percent	Response Count
Radio	24.7%	46
Television	8.1%	15
Internet	41.9%	78
Newpapers	10.8%	20
Billboards	**49.5%**	92
Brochures	14.5%	27
Toll free telephone helplines	21.0%	39
Home visits by counselors	4.3%	8
Senior centers	4.8%	9
Health fairs	18.3%	34
APPRISE Counselors	8.6%	16
Libraries	37.6%	70
Physician's Office	10.2%	19
Through Health Care Facilities (Hospitals, Nursing Homes, Personal Care Homes, etc.)	7.0%	13
Your Legislators	38.7%	72
	Other (please specify)	11
	answered question	**186**
	skipped question	**59**

16. Identify 3 topics concerning older Pennsylvanians that you believe are VERY important for us to address.

	Response Percent	Response Count
1.	**100.0%**	153
2.	95.4%	146
3.	83.7%	128
	answered question	**153**
	skipped question	**92**

17. Please list 3 ways in which we can better educate older Pennsylvanians and promote the importance of healthy brain aging to combat the potential onset of Alzheimers Disease and dementia.

	Response Percent	Response Count
1.	**100.0%**	131
2.	84.0%	110
3.	66.4%	87
	answered question	**131**
	skipped question	**114**

18. Name 3 ways in which we can provide better education or support for family caregivers.

	Response Percent	Response Count
1.	**100.0%**	137
2.	78.8%	108
3.	66.4%	91
	answered question	**137**
	skipped question	**108**

19. Please list your thoughts on special cultural/linguistic considerations that we should consider when addressing end of life care to diverse populations. (If you have none, indicate N/A on the first line)

	Response Percent	Response Count
1.	**100.0%**	144
2.	25.0%	36
3.	14.6%	21
4.	9.0%	13
5.	6.9%	10
	answered question	**144**
	skipped question	**101**

20. Please list your thoughts on special cultural/linguistic considerations that we should consider when promoting healthy aging to diverse populations (for example: religious food restrictions, education, special health concerns) (If you have none, indicate N/A on the first line)

	Response Percent	Response Count
1.	**100.0%**	141
2.	18.4%	26
3.	8.5%	12
4.	5.0%	7
5.	2.8%	4
	answered question	**141**
	skipped question	**104**

21. The Department has made efforts to translate documents to improve our outreach to people with limited English proficiency. We also provide interpreter services. What other things can we do to reach people who have trouble speaking and/or understanding English?

	Response Percent	Response Count
1.	**100.0%**	112
2.	26.8%	30
3.	9.8%	11
4.	4.5%	5
5.	3.6%	4
	answered question	**112**
	skipped question	**133**

22. MAKING IT EASIER FOR SENIORS TO ENROLL IN SERVICES: On a scale of 1 to 5, (5 being the most important and 1 being the least), please indicate how important each issue is in making it easier for older Pennsylvanians to enroll in a broad range of services that will help them remain in their homes and communities as long as possible. This question requires an answer in each row.

	1	2	3	4	5	Rating Average	Response Count
Referral to advocates or legal representatives	3.1% (5)	1.9% (3)	15.7% (25)	25.2% (40)	**54.1% (86)**	4.25	159
Referral to financial resources	3.1% (5)	2.5% (4)	7.5% (12)	28.3% (45)	**58.5% (93)**	4.36	159
Provide information on governmental AND non-governmental resources, programs and services	3.1% (5)	1.3% (2)	6.3% (10)	23.3% (37)	**66.0% (105)**	4.48	159
Periodically assessing the consumer's/family's understanding of the services that are available to them.	3.1% (5)	1.3% (2)	15.1% (24)	30.2% (48)	**50.3% (80)**	4.23	159
A streamlined application process	3.1% (5)	0.0% (0)	11.3% (18)	15.1% (24)	**70.4% (112)**	4.50	159
Less stringent eligibility requirements	4.4% (7)	6.3% (10)	16.4% (26)	17.0% (27)	**56.0% (89)**	4.14	159
A "no wrong door" referral to long term living services	5.0% (8)	2.5% (4)	20.8% (33)	29.6% (47)	**42.1% (67)**	4.01	159

The quality of home and community based services	2.5% (4)	0.6% (1)	5.0% (8)	21.4% (34)	**70.4% (112)**	4.57	159
A "211" telephone referral system that Pennsylvanians can call when they need assistance with health and human services and are referred to the right place. (Works like "911" but for non-emergency health and human services.)	4.4% (7)	3.1% (5)	16.4% (26)	16.4% (26)	**59.7% (95)**	4.24	159
						Other (please specify)	17
						answered question	**159**
						skipped question	**86**

23. What changes should we make to improve the ability of older Pennsylvanians to get a broad range of services to help them remain in their homes and communities?

		Response Percent	Response Count
1.		**100.0%**	106
2.		55.7%	59
3.		35.8%	38
4.		18.9%	20
5.		8.5%	9
		answered question	**106**
		skipped question	**139**

24. USE OF PA LOTTERY FUNDS Pennsylvania is the ONLY state that uses its lottery funds exclusively for services to support older Pennsylvanians. Recently advocates have asked legislators to consider allowing other populations to tap into lottery proceeds, thereby diverting funding from programs for older Pennsylvanians. Should Pennsylvania allow lottery funds to be used for services to support groups other than older Pennsylvanians?

	Response Percent	Response Count
Absolutely Not!	**68.6%**	109
Not sure.	13.2%	21
We should consider it.	13.2%	21
Yes!	5.0%	8
	answered question	**159**
	skipped question	**86**

25. ADVANCE DIRECTIVES & DURABLE POWER OF ATTORNEY: When people use the terms 'advance directive and durable power of attorney forms', what do you think they mean?

	Response Percent	Response Count
An advance directive form expresses a person's desires for care at the end of their life. It tells health care professionals in certain settings the types of life-sustaining treatment you do or do not want.	5.3%	8
A durable power of attorney is a legal instrument which grants another person the authority to act as your legal representative, and to make binding medical, legal and financial decisions on your behalf.	2.0%	3
Both of the above	**90.0%**	135
I'm not sure what they mean	2.7%	4
	answered question	**150**
	skipped question	**95**

26. Please suggest ways in which we can promote the use of Advanced Directive and Durable Power of Attorney forms so that individuals and their families are prepared for decisions that may occur at the end of life or during a medical crisis. (If you have none, please type N/A in the first line)

	Response Percent	Response Count
1.	**100.0%**	130
2.	37.7%	49
3.	16.9%	22
	answered question	**130**
	skipped question	**115**

27. MEASURING OUR PROGRESS: The Department will measure its success in empowering people to make informed decisions about health care and long-term living options. Below is a list of areas on which we could measure our progress. Please mark all the ones you believe would be effective measures.

	Response Percent	Response Count
The rate of persons enrolled in home & community based services.	62.1%	90
The average time people spend in nursing homes.	36.6%	53
The rate of persons admitted to nursing homes.	31.0%	45
The rate of persons that have been successfully transitioned from a nursing home to the community.	60.7%	88
The rate at which people who have been transitioned to the community return to nursing homes.	44.8%	65
Comparisons between the cost of home & community based services and the cost of nursing home services.	76.6%	111
Comparisons between the quality of home & community based services and the quality of nursing home services.	**77.2%**	112
	Other (please specify)	25

	answered question	**145**
	skipped question	**100**

28. Are Public transportation services available where you live?

		Response Percent	Response Count
Yes		**73.6%**	117
No or Do not know		26.4%	42
	answered question		**159**
	skipped question		**86**

29. Check the types of public transportation that you use. (Check all that apply)

		Response Percent	Response Count
Public Bus		**47.9%**	56
Taxi		26.5%	31
Public Van Services		17.9%	21
Subway		15.4%	18
Train		20.5%	24
Other		37.6%	44
	answered question		**117**
	skipped question		**128**

30. Check all of the characteristics below that apply to public transportation where you live. (Check all that apply)

	Response Percent	Response Count
affordable	**72.6%**	85
not affordable	12.8%	15
accessible (wheel chair or other special need)	58.1%	68
safe	44.4%	52
friendly	23.9%	28
convenient	38.5%	45
timely	27.4%	32
Other Comments about the Public Transportation system where you live.		30
answered question		**117**
skipped question		**128**

31. If you do NOT use the public transportation services that are available where you live, please tell us why?

	Response Count
	55
answered question	**55**
skipped question	**190**

32. This question requires an answer in each row. In your opinion, do the following approaches help older Pennsylvanians to remain in the setting of their choice? Please indicate your level of agreement with each.

	Strongly disagree	Disagree	Not sure	Agree	Strongly agree	Rating Average	Response Count
Provide special supports to older parents who care for offsprings who have developmental disabilities in their homes, so that they can continue to care for their child and themselves	2.0% (3)	2.0% (3)	17.7% (26)	25.9% (38)	**52.4% (77)**	4.24	147
Availability of affordable and accessible transportation	1.4% (2)	0.7% (1)	6.8% (10)	34.7% (51)	**56.5% (83)**	4.44	147
Availability of affordable and accessible housing	2.0% (3)	5.4% (8)	4.1% (6)	33.3% (49)	**55.1% (81)**	4.34	147
Affordable health care coverage	2.7% (4)	4.1% (6)	2.7% (4)	29.3% (43)	**61.2% (90)**	4.42	147
Property Tax Rebates	2.0% (3)	4.8% (7)	19.7% (29)	26.5% (39)	**46.9% (69)**	4.12	147
Rent Rebates	1.4% (2)	2.7% (4)	21.8% (32)	34.0% (50)	**40.1% (59)**	4.09	147
Availability of a qualified, trained direct care work force	0.7% (1)	3.4% (5)	7.5% (11)	33.3% (49)	**55.1% (81)**	4.39	147
Availability of providers and services in rural areas	1.4% (2)	2.7% (4)	7.5% (11)	32.7% (48)	**55.8% (82)**	4.39	147
Opportunities for recreation	0.7% (1)	6.1% (9)	23.1% (34)	**40.8% (60)**	29.3% (43)	3.92	147
Opportunities for socialization	0.7% (1)	5.4% (8)	12.9% (19)	**46.9% (69)**	34.0% (50)	4.08	147
Safe neighborhoods	0.7% (1)	3.4% (5)	8.2% (12)	29.3% (43)	**58.5% (86)**	4.41	147
Provide more flexibility on how consumers can receive services in their homes & communities	1.4% (2)	0.7% (1)	11.6% (17)	26.5% (39)	**59.9% (88)**	4.43	147
Costs to the consumer / family of available long term living options	4.1% (6)	5.4% (8)	12.9% (19)	29.3% (43)	**48.3% (71)**	4.12	147
Cost of LONG TERM LIVING INSURANCE (Insurance to pay for your long term living service expenses)	4.8% (7)	8.2% (12)	12.2% (18)	28.6% (42)	**46.3% (68)**	4.03	147

Cost of HEALTH CARE INSURANCE (Insurance to pay for your medical expenses.)	3.4% (5)	6.1% (9)	4.1% (6)	23.1% (34)	**63.3% (93)**	4.37	147
Providing services in the consumers' homes or communities for as long as possible	0.7% (1)	2.0% (3)	6.1% (9)	19.7% (29)	**71.4% (105)**	4.59	147
Services that are offered in a manner that respects cultural values and sensitivities	1.4% (2)	4.1% (6)	15.0% (22)	36.1% (53)	**43.5% (64)**	4.16	147
Provide palliative (end of life) care as a mandated benefit in all state programs and insurance so that consumers can die at home if they so wish.	1.4% (2)	2.0% (3)	10.2% (15)	19.7% (29)	**66.7% (98)**	4.48	147
						answered question	**147**
						skipped question	**98**

33. This question requires exactly 3 choices. Existing long term living infrastructure may need to be enhanced in Pennsylvania's long term living system to address the needs and preferences of current and future generations. Below is a list of Pennsylvania's current infrastructure. From the list, check the top 3 areas that you believe need to be improved.

		Response Percent	Response Count
Nursing home/special rehab facilities		28.6%	42
Transportation Options		39.5%	58
Housing & Residential Options		41.5%	61
Personal care homes		24.5%	36
Domiciliary care facilities		4.1%	6
Community living settings (MH/MR)		13.6%	20
Adult daily living services centers		27.2%	40
PACE/Life programs		11.6%	17
Hospice		10.9%	16
Home Health Agencies		24.5%	36
Assisted living		25.9%	38
Home & community based		**48.3%**	71

	answered question	**147**
	skipped question	**98**

34. How can we improve each of the long term living options that you identified above as needing to be enhanced?

	Response Percent	Response Count
1.	**100.0%**	101
2.	74.3%	75
3.	61.4%	62
answered question		**101**
skipped question		**144**

35. How do we limit increases in public expenditures while also providing quality long-term living services in Pennsylvania?

	Response Percent	Response Count
Make sure everyone pays according to their ability (fair share / sliding fee scale)	**88.5%**	115
Increase the level of income that would make consumers eligible for services	37.7%	49
Provide only medically necessary services	8.5%	11
Remove supports such as cleaning, cooking meals, cutting grass from the available services	9.2%	12
Other (please specify)		30
answered question		**130**
skipped question		**115**

36. MEASURING OUR PROGRESS: The Department will measure its success in enabling older Pennsylvanians to remain in the setting of their choice, improve their quality of life, and to take individual economic responsibility. Below is a list of areas on which we could measure our progress. Please mark all the ones you believe would be effective measures.

	Response Percent	Response Count
Number of consumers that have been educated on long term living options	50.7%	70
Consumers' satisfaction regarding living in the setting of their choice	73.2%	101
Consumers' satisfaction on the quality of the services they receive in the setting of their choice	**79.0%**	109
Number of options for consumers to choose while requiring long term living services	56.5%	78
Other (please specify)		7
	answered question	**138**
	skipped question	**107**

37. Are Shared Ride transportation services available where you live?

	Response Percent	Response Count
Yes	43.4%	62
No or Do not know	**56.6%**	81
	answered question	**143**
	skipped question	**102**

38. Do you use the Shared Ride transportation that is available where you live?

	Response Percent	Response Count
Yes	16.7%	10
No	**83.3%**	50
	answered question	**60**
	skipped question	**185**

39. Check all of the characteristics below that apply to the Shared Ride transportation that is available where you live. (Check all that apply)

	Response Percent	Response Count
affordable	59.2%	29
not affordable	8.2%	4
accessible (wheel chair or other special need)	**93.9%**	46
safe	55.1%	27
friendly	42.9%	21
convenient	49.0%	24
timely	18.4%	9
Please provide other comments about the Shared Ride system where you live		16
	answered question	**49**
	skipped question	**196**

40. If you do NOT use the shared ride services that are available where you live, please tell us why?

	Response Count
	41
	answered question	**41**
	skipped question	**204**

41. Please provide 3 recommendations on how we can assure transportation services meet the needs of older members of the community.

	Response Percent	Response Count
1.	**100.0%**	100
2.	66.0%	66
3.	36.0%	36
	answered question	**100**
	skipped question	**145**

42. We need your input/ideas on how to build a network of community supports to assist individuals who may not have FAMILY support. Please provide your ideas.

	Response Percent	Response Count
1.	**100.0%**	94
2.	67.0%	63
3.	36.2%	34
4.	20.2%	19
5.	12.8%	12
	answered question	**94**
	skipped question	**151**

43. According to the 2000 census, there were 80,000 grandparents serving as the primary caregivers for over 165,000 children. Through the family caregiver support program, the department provides assistance to them through counseling, respite, and limited financial reimbursement. Please suggest other ways in which we can help older grandparents who are primary caregivers for their grandchildren.

	Response Percent	Response Count
1.	**98.7%**	75
2.	63.2%	48
3.	23.7%	18
	answered question	**76**
	skipped question	**169**

44. Please provide 3 suggestions on how we can improve services and supports to older persons caring for adults with developmental disabilities (mental retardation) and for older adults with developmental disabilities.

	Response Percent	Response Count
1.	**100.0%**	72
2.	59.7%	43
3.	37.5%	27
	answered question	**72**
	skipped question	**173**

45. Emergency planners recognize that they must include provisions for vulnerable populations in the event of an emergency. Please list special emergency preparedness challenges associated with the needs of older adults.

	Response Percent	Response Count
1.	**98.8%**	79
2.	68.8%	55
3.	40.0%	32
	answered question	**80**
	skipped question	**165**

46. This question requires an answer in each row. Rank the importance of the initiatives that you feel are the most effective methods we can use to empower older Pennsylvanians to stay active and healthy.

	Not Important	Important	Very Important	N/A - Undecided	Rating Average	Response Count
Encourage preventative steps including regular medical check-ups, vaccinations, health screenings.	1.5% (2)	21.3% (29)	**69.1% (94)**	8.1% (11)	2.74	136
Teach proper nutrition and dieting	2.9% (4)	25.0% (34)	**61.8% (84)**	10.3% (14)	2.66	136
Inform people on how to keep their brains healthy and reduce the onset of dementia or Alzheimers.	2.9% (4)	20.6% (28)	**67.6% (92)**	8.8% (12)	2.71	136
Recruit volunteers to promote healthy aging. (Volunteers and consumers benefit from these efforts)	4.4% (6)	24.3% (33)	**61.8% (84)**	9.6% (13)	2.63	136
Presentations/screenings at health fairs, senior centers, etc.	5.9% (8)	32.4% (44)	**52.2% (71)**	9.6% (13)	2.51	136
Advertise existing active and healthy living opportunities/health & exercise programs	2.9% (4)	31.6% (43)	**58.1% (79)**	7.4% (10)	2.60	136
Expand media coverage of current health and exercise programs	3.7% (5)	35.3% (48)	**50.0% (68)**	11.0% (15)	2.52	136
Promote education and screenings paid by Medicare	1.5% (2)	21.3% (29)	**66.2% (90)**	11.0% (15)	2.73	136
Expand exercise programs targeted to older adults' needs	1.5% (2)	30.1% (41)	**60.3% (82)**	8.1% (11)	2.64	136
Doctors should take a large role in encouraging consumers to be more active	1.5% (2)	30.1% (41)	**60.3% (82)**	8.1% (11)	2.64	136
Encourage insurance companies to reward consumers involved in healthy lifestyles with financial incentives through insurance premiums, co-pays, etc.	9.6% (13)	18.4% (25)	**61.0% (83)**	11.0% (15)	2.58	136
Use community resources (e.g. local colleges, Granges, Fire Halls etc.) to promote programs such as health screenings and fall prevention initiatives	4.4% (6)	25.7% (35)	**61.0% (83)**	8.8% (12)	2.62	136

Use bilingual students to outreach for hard to reach populations	7.4% (10)	33.8% (46)	**47.8% (65)**	11.0% (15)	2.45	136
					Other (please specify)	10
					answered question	**136**
					skipped question	**109**

47. This question requires an answer in each row. Rank the importance of what you feel is most effective in supporting volunteers for activities in their community.

	Not important	Important	Very Important	N/A - Undecided	Rating Average	Response Count
Pay them	**36.0% (49)**	30.1% (41)	19.1% (26)	14.7% (20)	1.80	136
Train them	0.7% (1)	14.0% (19)	**83.8% (114)**	1.5% (2)	2.84	136
Use them as role models	5.9% (8)	33.1% (45)	**59.6% (81)**	1.5% (2)	2.54	136
Recognize or award them	1.5% (2)	19.9% (27)	**76.5% (104)**	2.2% (3)	2.77	136
					Other (please specify)	20
					answered question	**136**
					skipped question	**109**

48. Senior Centers across the commonwealth are rethinking their service offerings in order to serve the very different needs of 4 generations (Depression, WWII, Post War and Boomers). Please provide ideas on how you think they could entice these 4 generations to use Senior Centers.

		Response Percent	Response Count
1.		**100.0%**	88
2.		62.5%	55
3.		48.9%	43
4.		34.1%	30
5.		26.1%	23
		answered question	**88**
		skipped question	**157**

49. MEASURING OUR PROGRESS: The Department will measure its success in empowering older Pennsylvanians to stay active and healthy. Below is a list of areas on which we could measure our progress. Please mark all the ones you believe would be effective measures.

	Response Percent	Response Count
Rate of increase for nutrition programs meals served	48.8%	62
Number of education programs offered	48.8%	62
Number of web site hits	30.7%	39
Number of identified best practices related to recruitment and retention of volunteers	54.3%	69
Number of community partnerships developed	67.7%	86
Number of best practices identified and disseminated relating to healthy aging	51.2%	65
Rate of increase for senior center use	65.4%	83
Rate of increase for consumer satisfaction with senior center programming and educational programs	**78.0%**	99
Other (please specify)	11.0%	14
	answered question	**127**
	skipped question	**118**

50. Please provide recommendations on ways in which we can better educate and support family caregivers to recognize potential warning signs of abuse, exploitation or abandonment and seek assistance.

	Response Percent	Response Count
1.	**100.0%**	82
2.	61.0%	50
3.	31.7%	26
	answered question	**82**
	skipped question	**163**

51. Between 18 and 25% of older adults need mental health & substance abuse services. To address this issue, we have engaged in various initiatives, including but not limited to: (1) The Department's APPRISE Health Insurance Counseling Program has established a Mental Health Resource Center to assist Medicare beneficiaries in purchasing their prescriptions drugs at a reasonable cost. (2) We have actively advocated for older consumers with mental health & substance abuse services. (3) We have worked with other entities to raise public awareness on addressing depression and suicide among older adults, whose rates are the highest of any other age group in Pennsylvania. (4) We have collaborated with the Department of Public Welfare, Office of Mental Health & Substance Abuse on assuring older Pennsylvanians have affordable access to mental health & substance abuse services. Please recommend other ways in which the department could support and educate older persons with mental health & substance abuse concerns.

	Response Percent	Response Count
1.	**100.0%**	68
2.	52.9%	36
3.	32.4%	22
	answered question	**68**
	skipped question	**177**

52. In October of 2007 the department received a federal grant to work with the Philadelphia-based SeniorLAW Center to develop a program of delivery systems and strategies that will result in improved access to legal advice and representation. The department recognizes that low income and language can be barriers that consumers face while accessing traditional legal services. Please list the 3 greatest challenges older Pennsylvanians face in obtaining assistance with a legal problem or advice about a legal question.

	Response Percent	Response Count
1.	**100.0%**	85
2.	80.0%	68
3.	58.8%	50
	answered question	**85**
	skipped question	**160**

53. Please list other ways in which the department can assist older Pennsylvanians in obtaining assistance with a legal problem or advice about a legal question.

	Response Percent	Response Count
1.	**100.0%**	67
2.	44.8%	30
3.	23.9%	16
	answered question	**67**
	skipped question	**178**

54. Please provide recommendations on partnerships that can be developed or enhanced to improve Pennsylvania's implementation of the Older Adults Protective Services Act. (The Older Adults Protective Services Act requires the department to take steps to protect older adults from abuse, neglect, abandonment and exploitation and to advocate on their behalf.)

	Response Percent	Response Count
1.	**100.0%**	63
2.	50.8%	32
3.	23.8%	15
	answered question	**63**
	skipped question	**182**

55. MEASURING OUR PROGRESS: Please suggest ways in which we can measure our success in ensuring the rights of older Pennsylvanians are upheld and that they are protected from abuse, neglect, abandonment or exploitation?

	Response Percent	Response Count
1.	**100.0%**	60
2.	36.7%	22
3.	16.7%	10
	answered question	**60**
	skipped question	**185**