Age-friendly NORTHFIELD

In-Home Services & Support Survey Final Report

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In-Home Services & Support Survey FINAL REPORT

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1. Executive Summary

Aging impacts all of us and, at some point, you may need extra help to remain living comfortably and safely in your home. Key services like outdoor chores, housekeeping, personal care, transportation to medical appointments and social events, caregiver support groups and respite, make it possible for older adults to remain in their homes, maintain a good quality of life and stay connected to community.

To ensure these services are available and to understand what services people are using or need, the Age Friendly Northfield Health and Wellness Domain Team conducted an In-home Services and Supports survey from January to March of 2022. The goal of these efforts, tied to the Health & Wellness Action Plan, is to "increase the availability and awareness of affordable in-home healthcare services and supports that address the needs of older adults."

This report details the findings from the Key Informant Interviews we conducted in the Fall of 2021 and the In-home Services and Supports Survey we conducted between January and March of 2022. The feedback from both sources will be used to guide our next steps in addressing the known service gaps, improving communication for promoting what is available and developing new partnerships with providers to expand service options.

Key Informant Interview Highlights

We conducted interviews with 13 community-based service providers to gather information about the services each organization provides and to learn what they see as service gaps from their perspective.

Top service gaps identified:

- Respite options for in and out of home
- Support groups for individuals with dementia and their care partners
- More flexible transportation options
- Improved access and options for mental health supports
- Homemaker services

Our conversations with these providers gave us helpful insights into what resources are needed and where to focus our efforts. It also reminded us of how important it is to communicate, network and stay connected to create solutions and meet the needs of older adults.

In-home Services and Supports Survey Highlights

The survey gathered information from individuals age 50+ related to home and community-based services that are typically needed as we age. We were looking for responses from older adults who need these services, as well as the adult children who might be looking for options to support their parents who want to have the option to age in place. For each service category we asked:

- What services people are currently using and which type of service within that category
- What services do people need but are not using, and why did they not use them

Data was used from 349 survey respondents for the final report.

Service categories in the survey included:

- Chore
- Healthy Living Programs
- Homemaker
- Home Modification
- Nutrition & Meals
- Personal Care & Home Health
- Respite Care
- Support Groups Services
- Transportation

Top services people are using now:

- Chore, Homemaker, Transportation and Home Modification

Survey results showed that 32% of respondents were using a chore service primarily for snow shoveling, home maintenance and lawn mowing, followed by 15% who use a homemaker service for light housekeeping. Transportation and home modifications were tied, with 9% of respondents currently using these services.

Top services people need but are not using:

- Chore, Homemaker, Transportation and Support Groups

We see similar results here, with support groups being identified as a bigger need than home modifications at this time.

Top responses to "If you needed a service but didn't use it, why not?" were:

- Found help on my own through family and friends
- Don't know how to find it

It's good to know people can rely on friends and family, however repeatedly asking the same people for help can present difficulties. Knowing there are other options and knowing how to access them is important.

Next Steps

The Age Friendly Northfield Health & Wellness Domain Team plans to address the priority needs from both the key informant interviews and the survey, focusing initially on improving and expanding transportation, chore, homemaker and support group options. Our approach includes working with current providers of services to share this information, looking at improved ways to communicate and promote services and working with current or new providers to facilitate expansion of services as needed.

Developing a robust menu of services that support older adults to age in the home of their choice is a key component of what it means to be an Age Friendly Community, and we are excited to build on what is already available and further ensure that Northfield is a notable place to live and retire.

2. Background

Age Friendly Northfield (AFN) is a volunteer organization that helps to make the Northfield community a good place to live for people of all ages, including older adults. The City of Northfield joined the network of Age Friendly communities in 2016. As part of the process, project leaders conducted a larger community survey, and the findings indicated a need for improvements around housing, health and wellness, community information and outdoor spaces and buildings. The Age-Friendly steering committee continues to meet to review and update the overall action plan. The Key Informant Interviews and the In-Home Service and Support survey are health and wellness action plan goals.

There are many important home services that allow older adults in the Northfield community to continue living independently while maintaining a high quality of life. Age Friendly Northfield is aiming to make these services affordable, accessible and easy to find. Although there are many caregivers, health care providers and other organizations that provide services in this community, there may still be a gap between the demand for the services and the ability for the older population to access them.

In order to assess possible gaps, Age Friendly Northfield conducted a survey of Northfield community adults aged 50+ from January to March 2022. The survey on the availability of in-home supports and services was designed to identify areas of the community that need improvement. The survey include these services: chore, healthy living programs, homemaker, home modifications, nutrition/meal, personal care and home health, respite care, support group and transportation. The survey was distributed as paper copies and online.

In this report, we analyze the results of this survey and identify important service gaps in the community.

3. Methodology

This report is based on the survey data collected by AFN from Northfield residents aged 50+ on the availability of the following home and community-based services: chore, healthy living programs, homemaker, home modifications, nutrition/meal, personal care and home health, respite care, support group and transportation.

Not all responses to the survey were valid, so we had to filter the data to only include responses to the survey that were acceptable for analysis. Our filtering method began with checking whether there was a difference between the survey responses for respondents who completed less than 25% of the survey and respondents who completed more than 25% of the survey. We checked this by conducting a proportion test for the first question to see if the proportion of people who answered "Yes" to the first question differed depending on survey progress. While we did not find a statistically significant difference, we believed that there was enough of a difference to justify removing surveys that were less than 25% completed. Our goal was to include data from people who were intentionally filling out the survey and avoid including data from team members who were testing it for usability.

In order to visualize results bar plots were created that display the number of people who checked the option. This method was applied to all the plots in the Service Category Analysis section and the appendix for the Demographic data.

What services are people using?

To calculate the usage percentage of each service, we first calculated the total number of people who answered each question regarding if they use the service or not (the first question of each service section). We divided the answer categories into yes, no and no answer. We then created stacked bar plots to visualize the percentage of each service.

What services do people need but are not using?

To calculate the needed but not used service, we first counted the number of people who answered each service's corresponding question. Then, we counted the number of people who answered that they don't have an unmet service need for each question and used the total number of respondents minus this number to calculate the number of people who did have unmet needs. After this step, we used the number of unmet needs divided by the number of respondents for each question to calculate the percentage of unmet needs for each service.

Why are people not using services?

A stacked bar plot was created for "Why people are not using services" to provide an overview of the reasons why services were not used. Each bar depicts the number of people who checked the reason in each service.

Which services are most needed but not available?

A bar plot was created to provide an overview specifically of the number of people that indicated that a service was unavailable. Each bar is composed of the number of people who checked the reason in each service. For transportation services, there were three options in the survey that indicated some form of unavailability, so the number of people that marked transportation services as being unavailable was calculated by finding the number of people that checked at least one of the options for unavailability in the survey (location not served, unavailable and/or handicap option not available).

Caregiver analysis

In order to identify the respondents who were caregivers, we used a list of questions from the survey as reference points. If a respondent selected a certain option in any one of the following questions, they were flagged as a caregiver. The questions were:

- Q5. Please check the box next to any of the healthy living topics you would be interested in learning more about or participating in. (Respondents who selected "Caregiver Support" were identified as caregivers.)
- Q22. Did you use an in-home or out-of-home respite care service over the past year? (Respondents who selected "Yes" were identified as caregivers.)
- Q24 Which respite care services did you need, but not use? (Respondents who selected "In-home," "Out-of-home" or "Other" were identified as caregivers.)
- Q27 Which support group did you use in the past year? (Respondents who selected "Caregiver" were identified as caregivers.)

Income analysis

To determine if the survey results differed based on income, we chose to split the survey respondents into two categories: those that reported an annual income greater than 75,000 dollars and those that reported an annual income less than 75,000 dollars. We chose this split because it separated the respondents into relatively similar group sizes, with 136 people reporting an income greater than 75,000 dollars and 154 people reporting an income less than 75,000 dollars.

4. Summary of Findings

In this report, we aim to address the main issues surrounding how to better support older adults in the community that were brought to our attention by the survey. The following are the five issues addressed in the survey and a summary of our overall findings:

1. **Which services are people using?** According to the analysis, chore services were the most popular service people were using. Homemaker, transportation and home modification services were also commonly used compared to other services.

2. **What services do people need but are not using?** According to the analysis, chore services were the most needed but not used service. Homemaker services were also a commonly unmet need.

3. **Why aren't people using the services?** According to the analysis, most people found help on their own or couldn't find the service.

4. **What services are most needed but unavailable?** According to the analysis, transportation services stand out as being indicated as highly unavailable. Support group and chore services were also deemed unavailable.

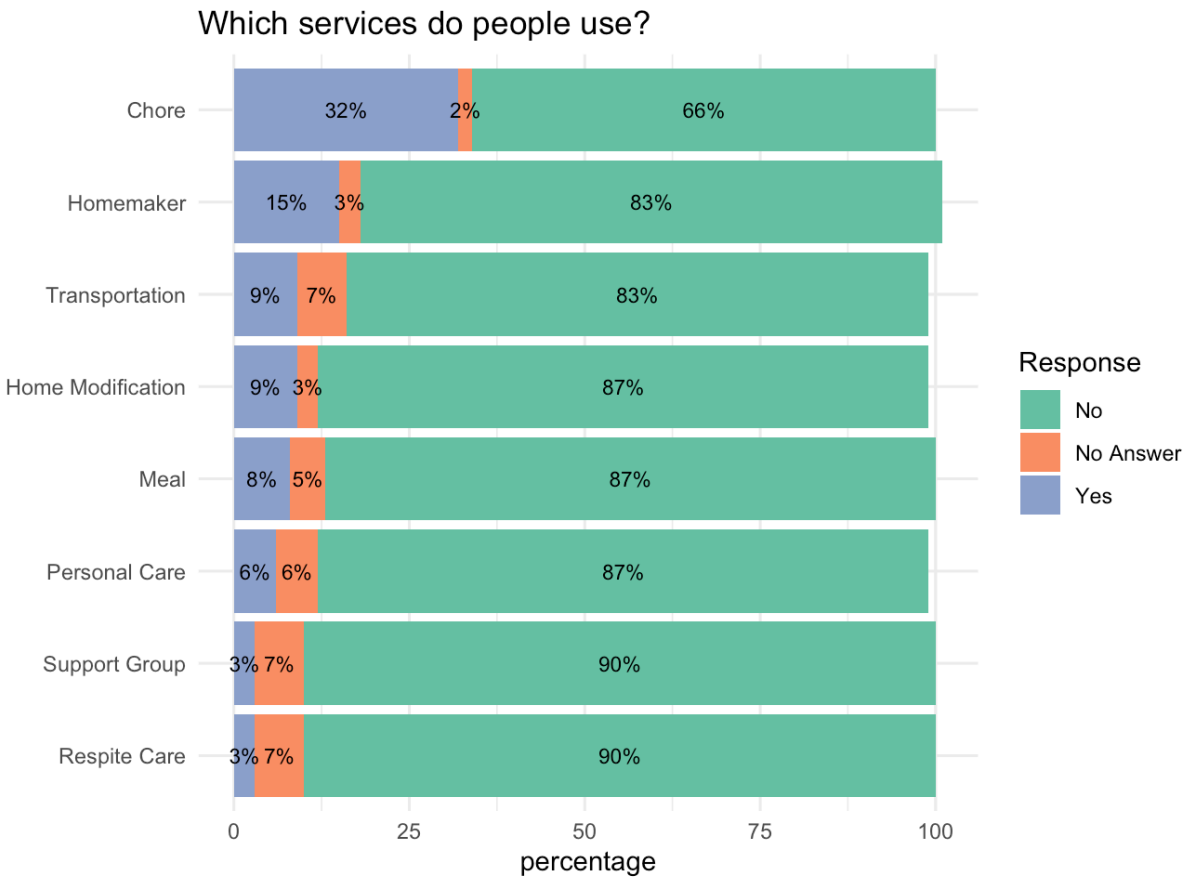
5. **What resources do people use to find services?** According to the analysis, the top three resources for finding services were FiftyNorth, healthcare professionals and faith communities.

Overall, the four services which appear to need the most development are **chore, transportation, support group** and **homemaker services.**

The main reason why a service was needed but not used was that people **found help on their own.** The second most common reason was that people **didn't know how to find the service.**

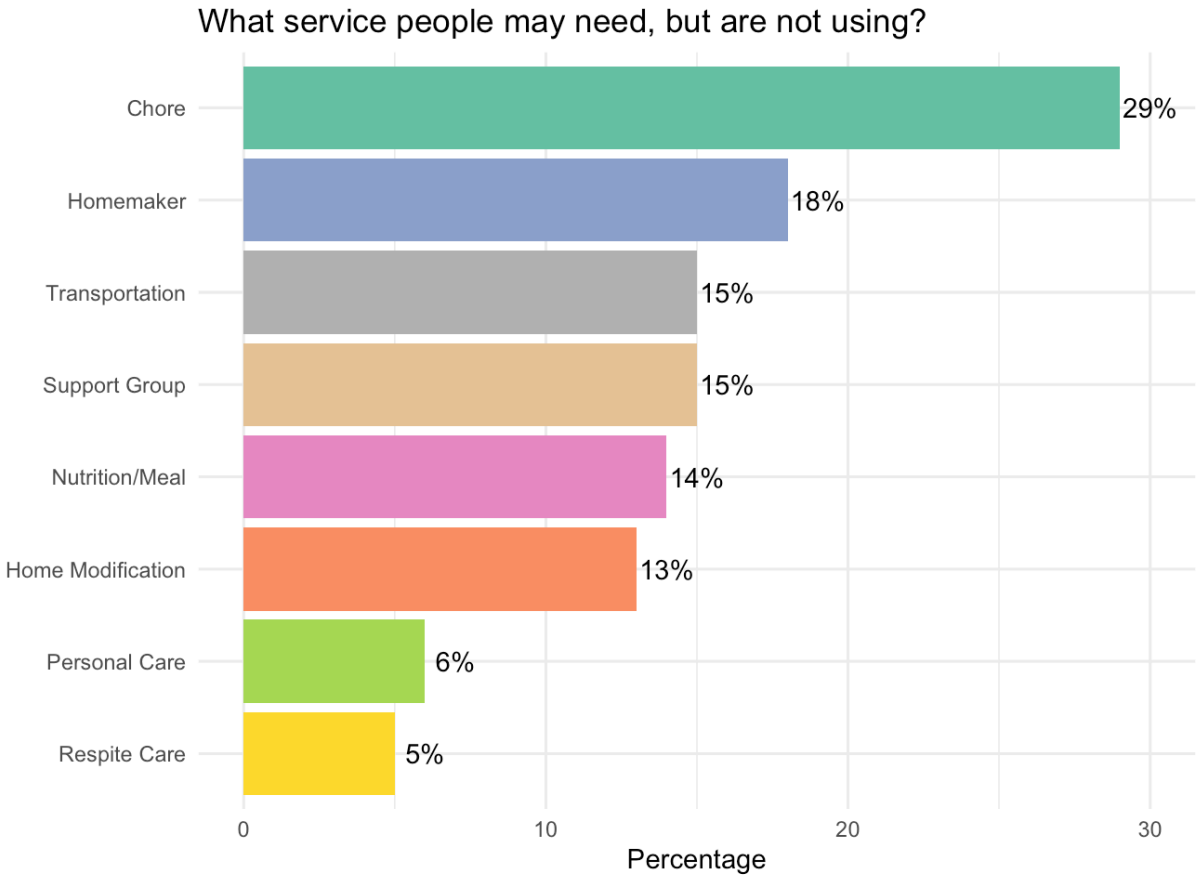
What services are people using?

The stacked bar plot below shows that chore services were the most popular service, with 32% of respondents using them. Homemaker services were the second most popular service, with 15% of respondents using them. Transportation and home modification services were tied in third place, with 9% of respondents using these two types of service.



What services do people need but are not using?

The bar plot below indicates that chore services were the most needed but not used service, with 29% of respondents indicating unmet needs. Homemaker services were the second most needed service, with 18% of respondents indicating needs. Transportation and support group services were tied in the third place, with 15% of respondents indicating unmet needs.



Why are people not using services?

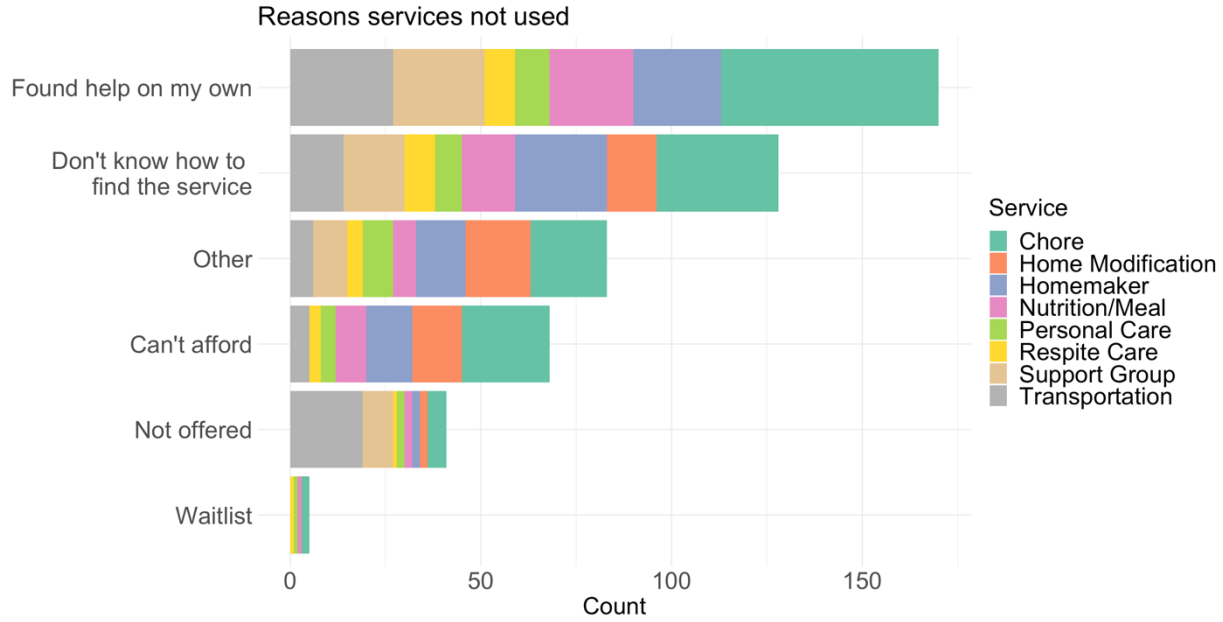
The following chart is an overview of why people are not using services. The most common reason is "found help on my own," followed by "don't know how to find the service," "other," "can't afford," "not offered" and "wait list."

***Table 1**: Reasons services are not being used*

	Chore	Home-maker	Home Modification	Nutrition/ Meal	Personal Care	Respite Care	Support Group	Transportation
Not offered	5	2	2	2	2	1	8	19
Don't know how to find the service	32	24	13	14	7	8	16	14
Can't afford	23	12	13	8	4	3	0	5
Wait list	2	0	0	1	1	1	0	0
Found help on my own	57	23	0	22	9	8	24	27
Other	20	13	17	6	8	4	9	6

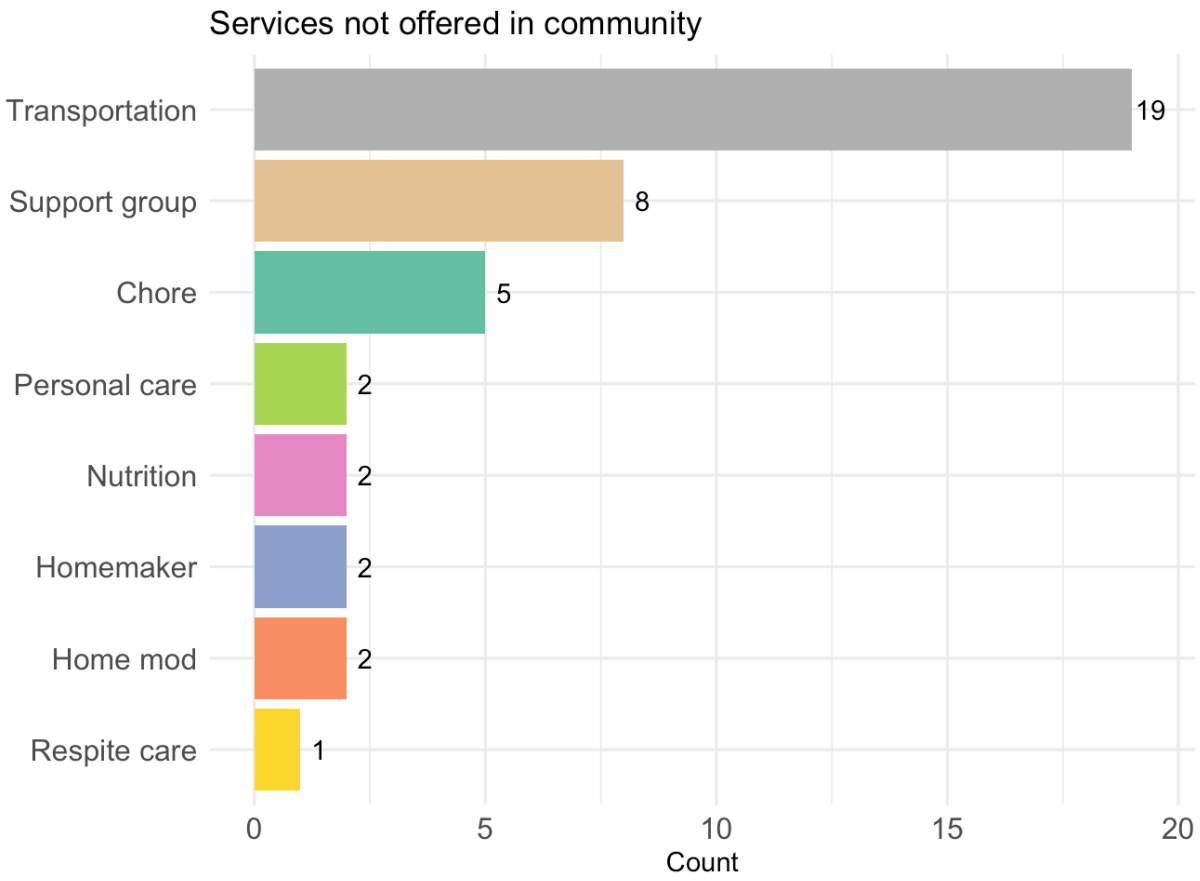
What stands out in the bar plot below is the disproportionately large amount of responses indicating the lack of availability of transportation services, suggested by the gray box within the reason "not offered" row.

Note: The count in this plot refers to the number of times a reason is selected by the participants, not the number of people who had that reason.



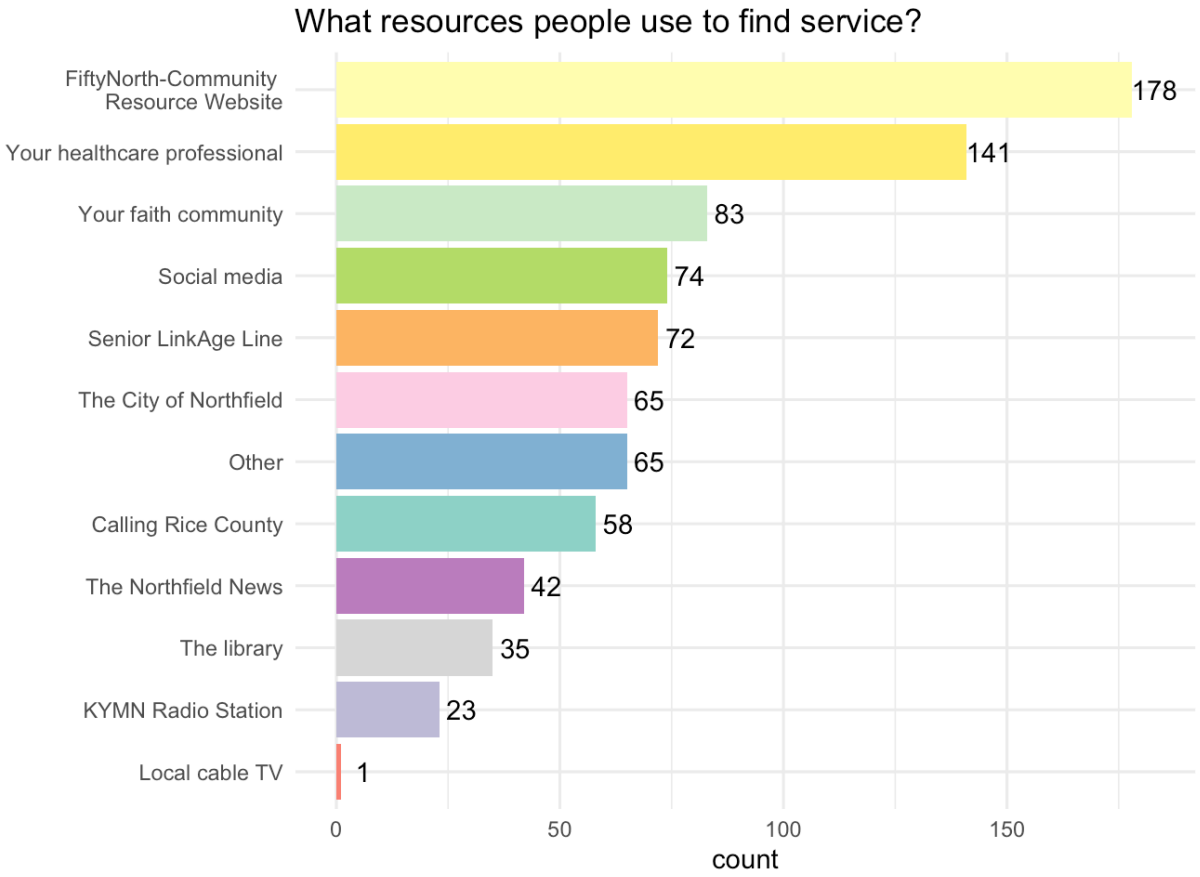
Which services are most needed but not available?

As shown in the bar plot below, transportation services stand out as being unavailable, with 19 people saying that transportation services were unavailable for them. Support group services were the second most unavailable service, with eight people marking this as unavailable, followed by chore services with five respondents.



What resources do people use to find services?

According to the bar plot below, FiftyNorth-Community Resource Website is the most popular resource people use to find services, with over half of the respondents using this resource. Out of the total 349 valid responses, 178 people indicated FiftyNorth-Community Resource Website as one of their top three choices. Healthcare professionals were the second most popular resource, with 141 people using this resource. Faith communities were the third most popular resource, with 83 people using them to find services. Among the 64 text responses, 17 people indicated the usage of internet searches like Google, and 23 people mentioned family or friend recommendations. Hospital/doctor recommendations were not included in some people's top three resources, but some respondents did include healthcare professionals in their text responses.



Written Responses

1. Internet search (19)
2. Northfield Hospital (2)
3. Family / friends (22)
4. "City of Dundas"
5. "My fellow colleagues for health care as we trade services"

6. “Since there is no other place to add comment, the BEST thing you can do for seniors is to SHOVEL downtown sidewalks!! And keep the streets plowed along the curbs; most seniors are terrified of falls and stay home in the winter. We need to be safe getting OUT of our homes for errands, meeting friends and going to appointments. More consistency on snow removal in shopping areas is needed.”
7. “Three Links”
8. “Chamber of Commerce”
9. “Calling Dakota County (I am a Northfield resident but my home is in Dakota County)”
10. “Rice County Area on Aging”
11. “Other selected – Senior LinkAge Line and Your healthcare professional; FiftyNorth-Community Resource Website – I am not a member and did not think bout their Resource Website for these services”
12. “CAC or Three Rivers Community Action”
13. “private caregivers that I know”
14. “NRC”

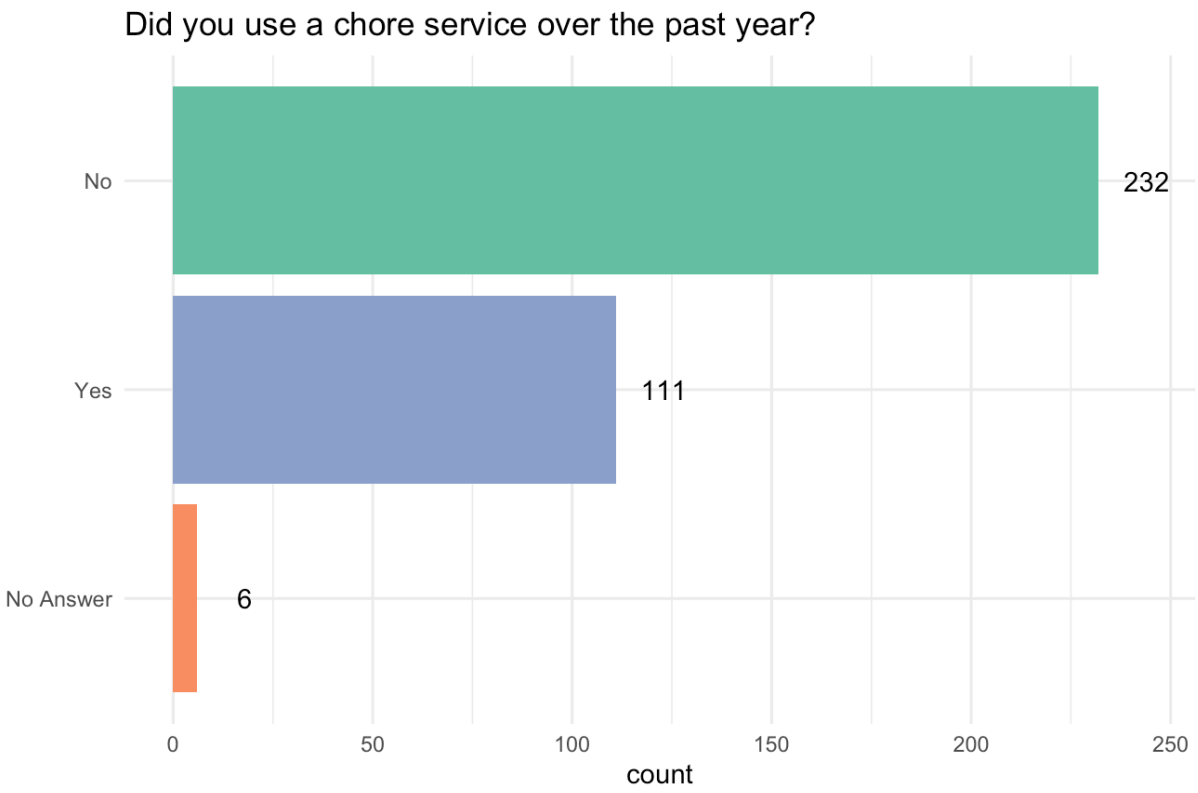
5. Service Category Breakdown

This section provides plots and analysis for each question from the survey.

Chore Services

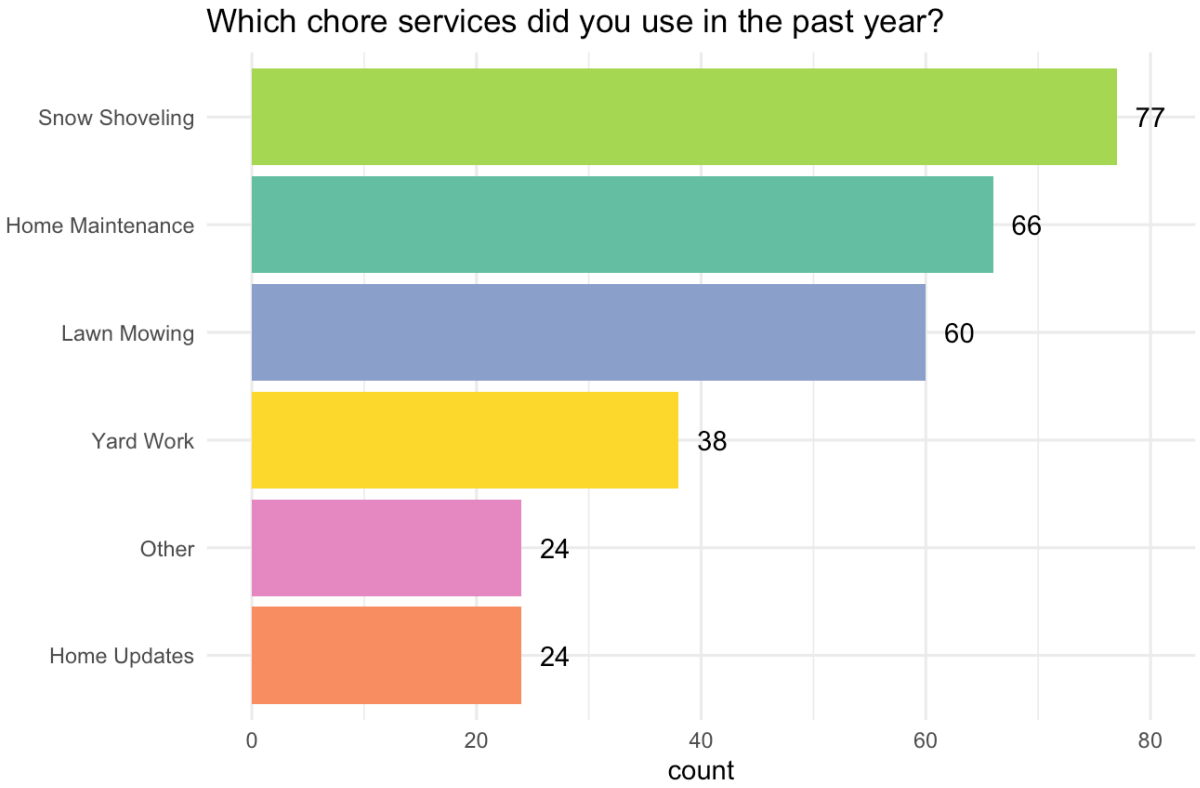
Q1. Did you use a chore service over the past year?

As shown in the bar plot below, out of the 343 people who answered this question, 111 people used this service and 232 people did not use this service.



Q2. Which chore services did you use in the past year? (please check all that apply)

This question was shown to everyone who answered "Yes" to the previous question and allowed multiple answers. Out of the 110 people who answered this question, 77 of them used it for snow shoveling, 66 for home maintenance, 60 for lawn mowing, 38 for yard work, 24 for home updates and 24 for other purposes. Out of the 23 written responses, 10 of them referred to house cleaning and four of them referred to handyman projects.

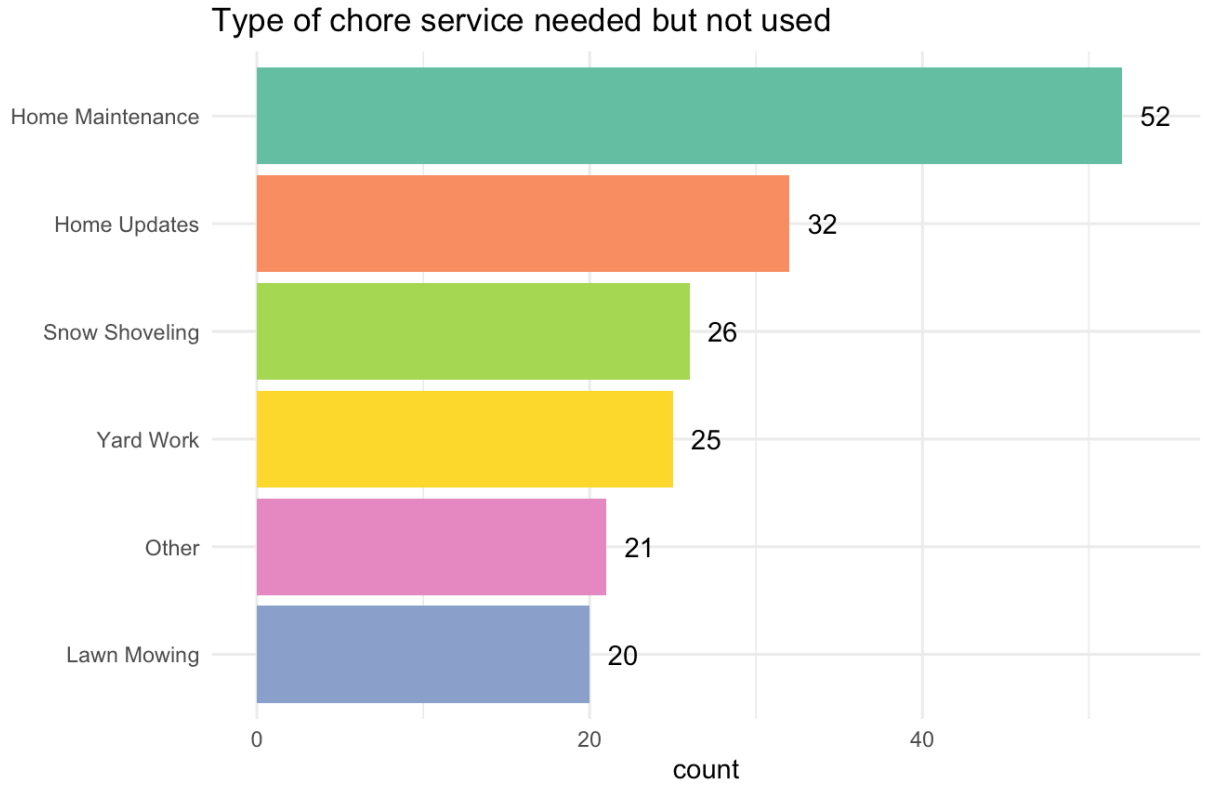


Written Responses

1. House cleaning (10)
2. "Cleaning, laundry, grocery shopping"
3. "fall leaves raked & removed"
4. "Packing boxes to donate"
5. "Putting up shelves, fixing doors"
6. "small handyman projects"
7. "adding under counter lights, tuning lawn mower, fixing caulk, mouseproofing, switching out light fixture, installing wireless router"
8. "Lawn fertilizing, kitchen remodel"
9. "carpet cleaning; furniture moving"
10. "Lawn weed control and fertilizer"
11. "Dog clean-up"
12. "housekeeping"
13. "Help with technology (phone, internet, tv); tree trimming; carrying heavy items (water softener salt, cat litter, items to go to landfill)"
14. "Replacing entry doors, storm doors, gutters, siding, roof repair"

Q3. Which chore services did you need, but not use? (please check all that apply)

Everyone was shown this question and allowed multiple answers. Out of the 316 people who answered this question, 95 of them needed a chore service but did not use one, while 223 had no unmet needs. Out of the 95 people who needed a chore service but did not use one, 52 of them needed chore services for home maintenance, 32 for shopping for home updates, 26 for snow shoveling, 25 for yard work, 21 for other purposes and 20 for lawn mowing. Out of the 20 written responses, four of them referred to moving objects, three of them referred to house cleaning and two to technology assistance.

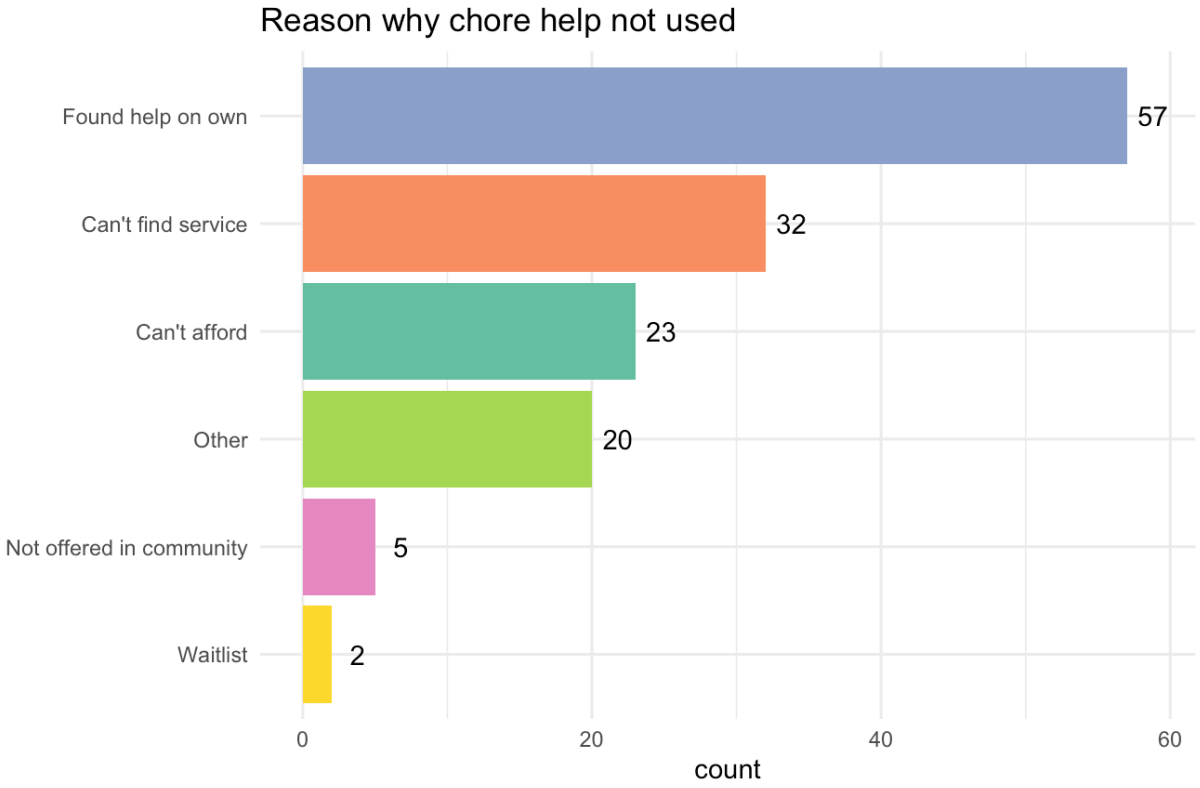


Written Responses

1. "Our HOA provides some of these, but not all"
2. "Basic computer"
3. House cleaning (3)
4. "moving rocks"
5. "All supplied at VOC"
6. "clothes repair"
7. "painting, assembling furniture"
8. "my HOA takes care of most of the chores listed"
9. "occasional cleaning of high items/places"
10. "Did NOT NEED chore service"
11. "needed someone to move boxes to storage"
12. "Window fix"
13. "lifting and moving things around"
14. "Technology assistance (computer, internet, TV)"
15. "holiday decorations, moving furniture"
16. "roofing"
17. "Walking dogs"
18. "Window washing"

Q4. If you needed help with a chore service over the past year but did not use one, what was the reason? (please check all that apply)

This question was shown to everyone who did not check "I did not have an unmet chore service need" and allowed multiple answers. Out of the 103 people who answered this question, 57 found help on their own, 32 of them didn't know how to find the service, 23 couldn't afford it, 20 had other reasons, five did not use it because the service was not offered and two were on a wait list. Out of the 20 written responses, six of them referred to workers being busy / help not being immediately available.



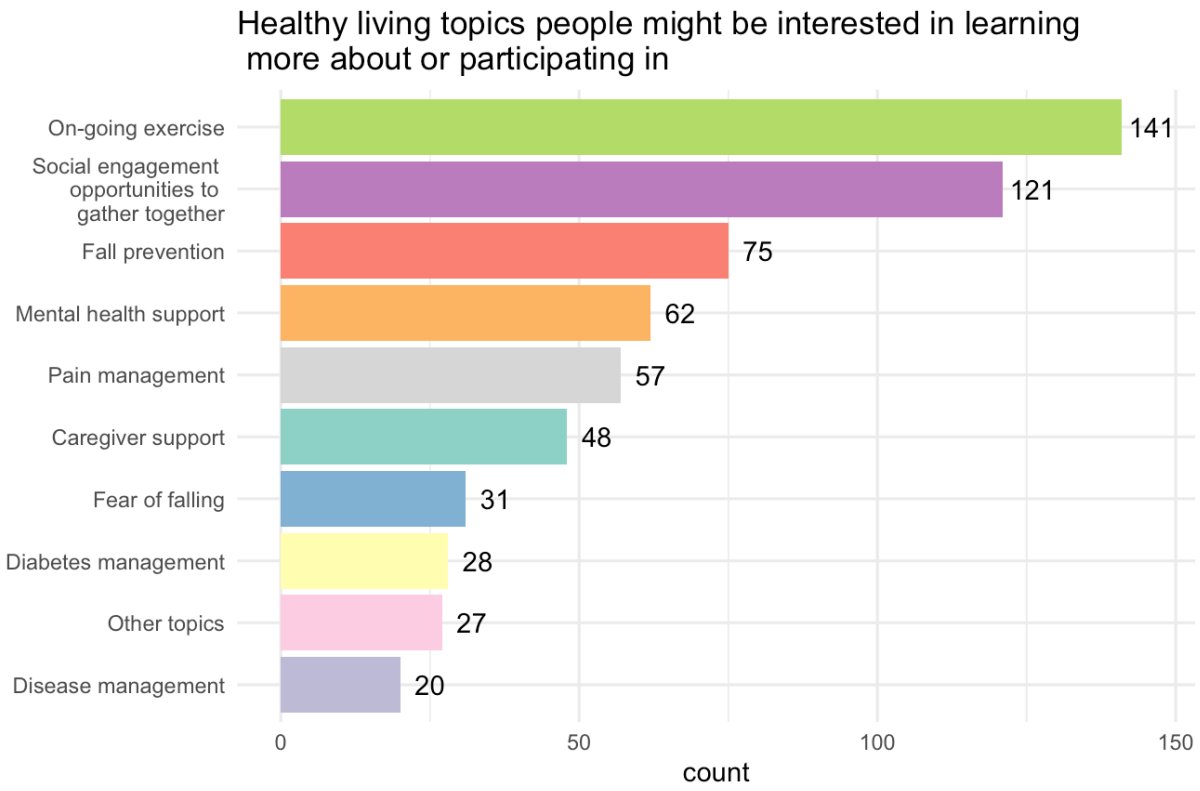
Written Responses

1. Service/providers not available (6)
2. HOA/Townhome association provides service (2)
3. "it would make my husband feel bad"
4. "Never heard of this before!"
5. "Hoped we would be able to manage on our own"
6. "Able to do it myself"
7. "I knew the city council would ignore me as they have in the past"
8. "Time management with working full time at my Acupuncture practice."
9. "I am able to do myself so far AND did not know about chore service."
10. "I do it myself"
11. "Not a high enough priority"

Healthy Living Programs

Q5. Please check the box next to any of the healthy living topics you would be interested in learning more about or participating in.

Out of the 244 people who answered this question, 141 people selected on-going exercise, 121 social engagement opportunities to gather together, 75 fall prevention, 62 mental health support, 57 pain management, 48 caregiver support, 31 fear of falling, 28 diabetes management, 27 other topics and 20 disease management. Among 27 text answers, four of them mentioned transportation and 11 answers mentioned mental or physical health topics.



Written Responses

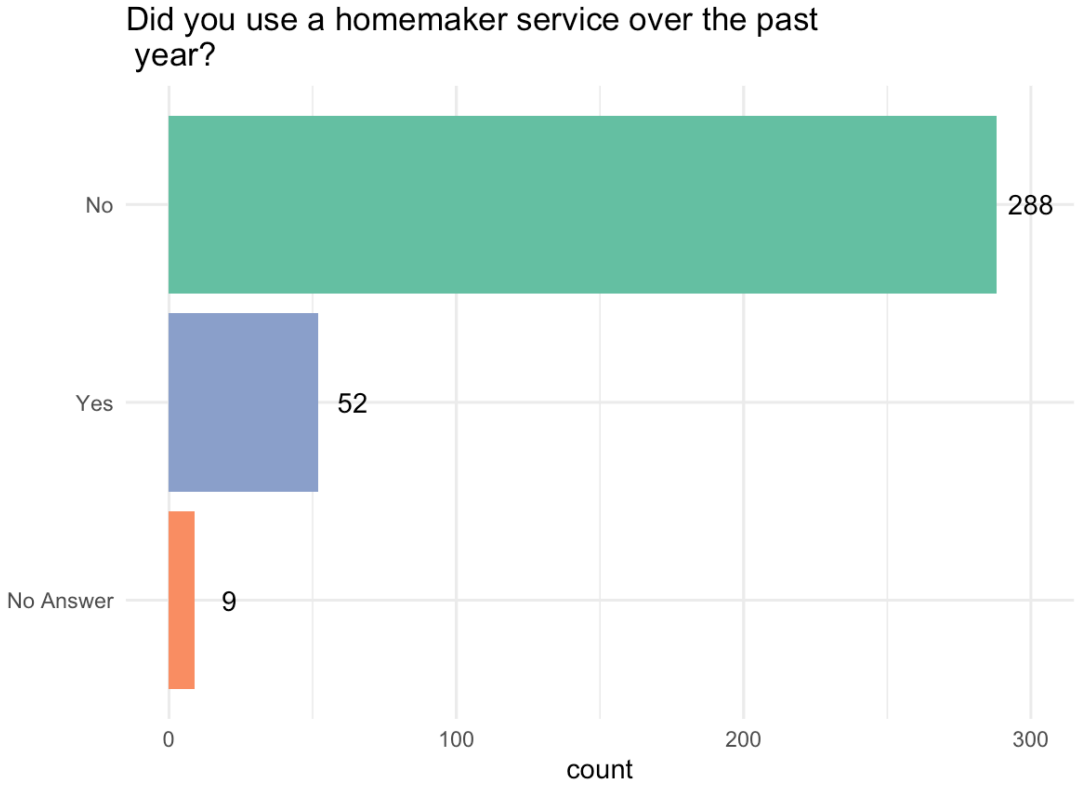
1. Transportation options (4)
2. Exercise/strengthening (3)
3. "Classes for special interests"
4. "volunteer opportunities"
5. "organized physical activities, such as biking, hiking, pickle ball and trainer availability"
6. "nothing at this time"
7. "caregiver network – this seems to be all word of mouth now but could use better ways to match care managers & clients"
8. "Christmas lights tour in December, archery, gun safety, shooting range, mounted archery, scavenger hunt by car, sleigh rides down trails in winter"

9. “Stroke recovery”
10. “Mental support, for adult child”
11. “After COVID”
12. “Different health care options in the city (both traditional and alternative)”
13. “preparing home for aging”
14. “55Alive – safe driving”
15. “changing relationships with adult children, grandparenting”
16. “Financial aid”
17. “Sleep routines”
18. “Cannon Valley Elder Collegium – I already participate”
19. “these are at FiftyNorth”
20. “Home healthcare”
21. “home bound – do not get out without family help”

Homemaker Services

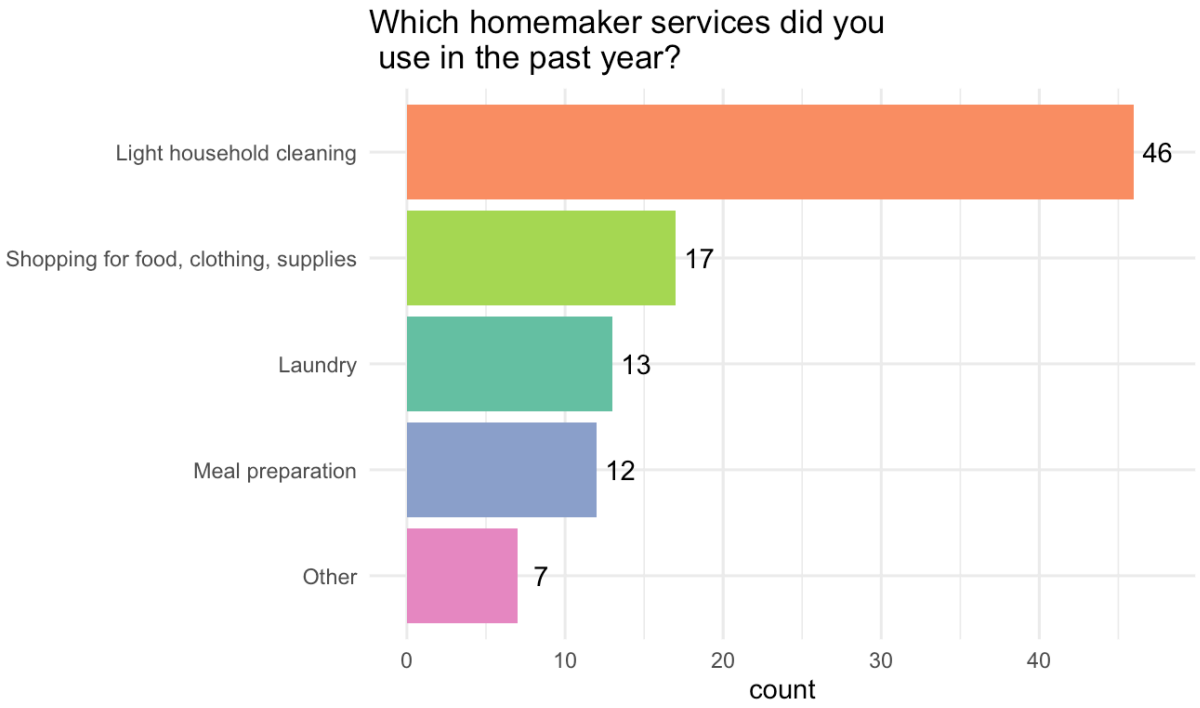
Q6. Did you use a homemaker service over the past year?

As shown in the bar plot below, out of the 340 respondents, 52 people used this service and 288 people did not use this service.



Q7. Which homemaker services did you use in the past year? (please check all that apply)

Out of the 51 respondents who answered this question, 40 of them used it for light household cleaning, 17 for shopping for food, clothing, supplies, 13 for laundry, 12 for meal preparation and seven for other purposes. Out of the seven written responses, two of them demanded more housing cleaning services such as deep house cleaning, window washing, etc. This question was shown to everyone who answered "Yes" to the previous question and allowed multiple answers.

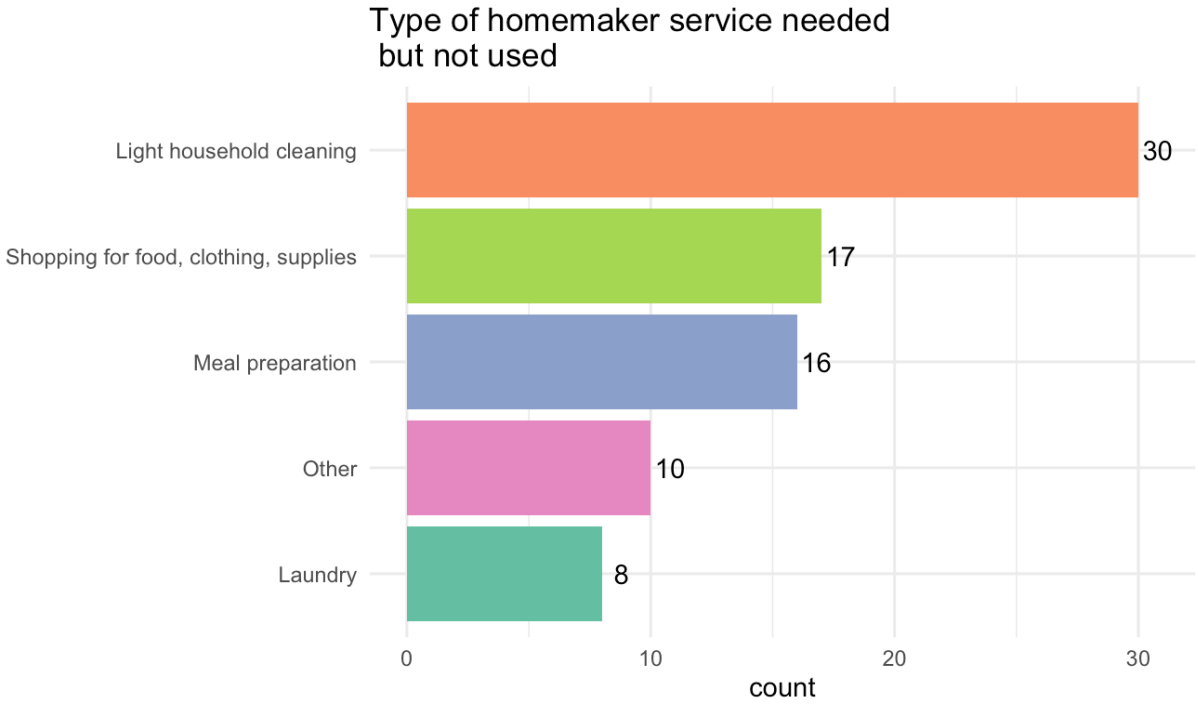


Written Responses

1. "Deep clean house cleaning"
2. "My wife provides home making services. She is quite inexpensive and does a decent job ;)"
3. "MOW 7x.wk and my adult kids do the rest"
4. "I inadvertently mentioned the housecleaning in the "Chore" section."
5. "Showering, Personal"
6. "Because of covid we had groceries delivered"
7. "Misc chores – window washing, etc."

Q8. Which Homemaker services did you need, but not use? (please check all that apply)

Out of the 307 respondents who answered this question, 56 of them needed a homemaker service but did not use one, while 253 had no unmet needs. Out of the 56 respondents who needed a homemaker service but did not use one, 30 needed homemaker services for light household cleaning, 17 for shopping for food, clothing, supplies, 16 for meal preparation, 10 for other purposes and eight for laundry. The 10 written responses were very diverse and specific. Everyone was shown this question and allowed multiple answers.

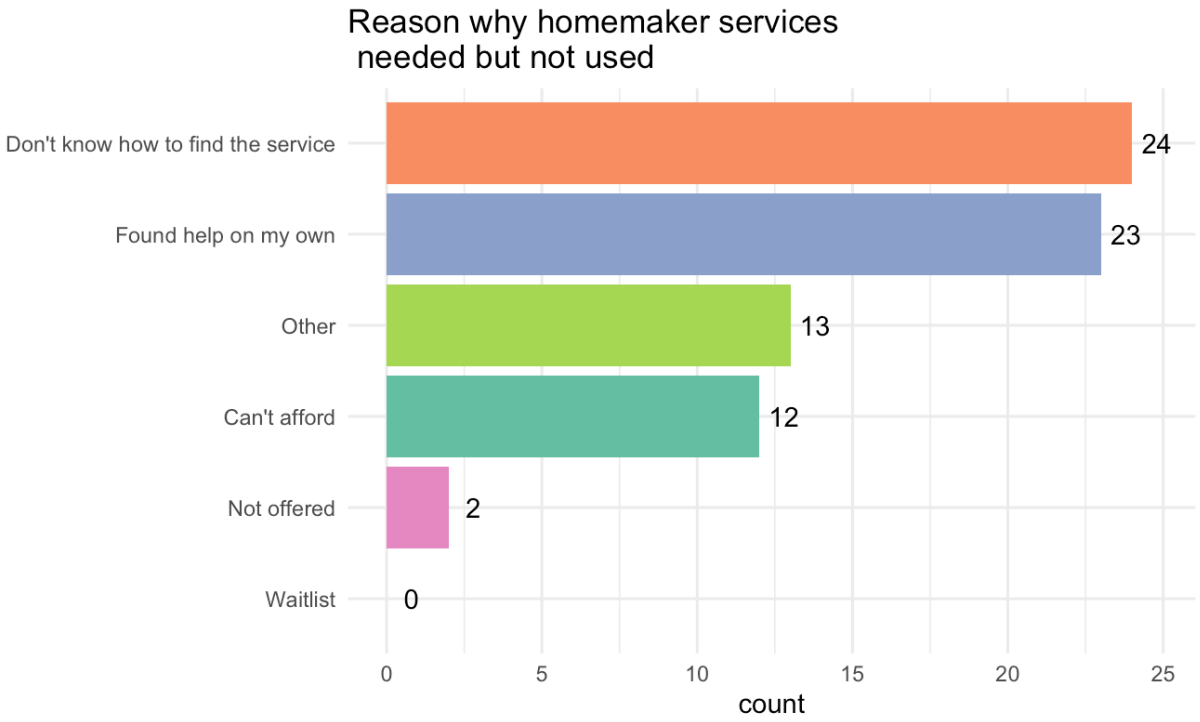


Written Responses

1. "Caregiver help"
2. "whole house cleaning"
3. "Bed changing new linens"
4. "Trash out"
5. "shoveling snow from the sidewalk that is not needed"
6. "adult children"
7. "Heavy-duty cleaning (moving furniture, toilet and sink scrubbing, etc.)"
8. "cleaning cupboards and kitchen"

Q9. If you needed help with a homemaker service over the past year but did not use one, what was the reason? (please check all that apply)

Out of the 63 respondents who answered this question, 24 of them didn't know how to find the service, 23 found help on their own, 13 had other reasons, 12 couldn't afford it and two did not use it because the service was not offered. Out of the 13 written responses, four of them were about being unable to find the service needed, two were about financial concern, two about not having time to find services and two about not knowing that the services existed. This question was shown to everyone who did not check "I did not have an unmet need" in the previous question and allowed multiple answers.



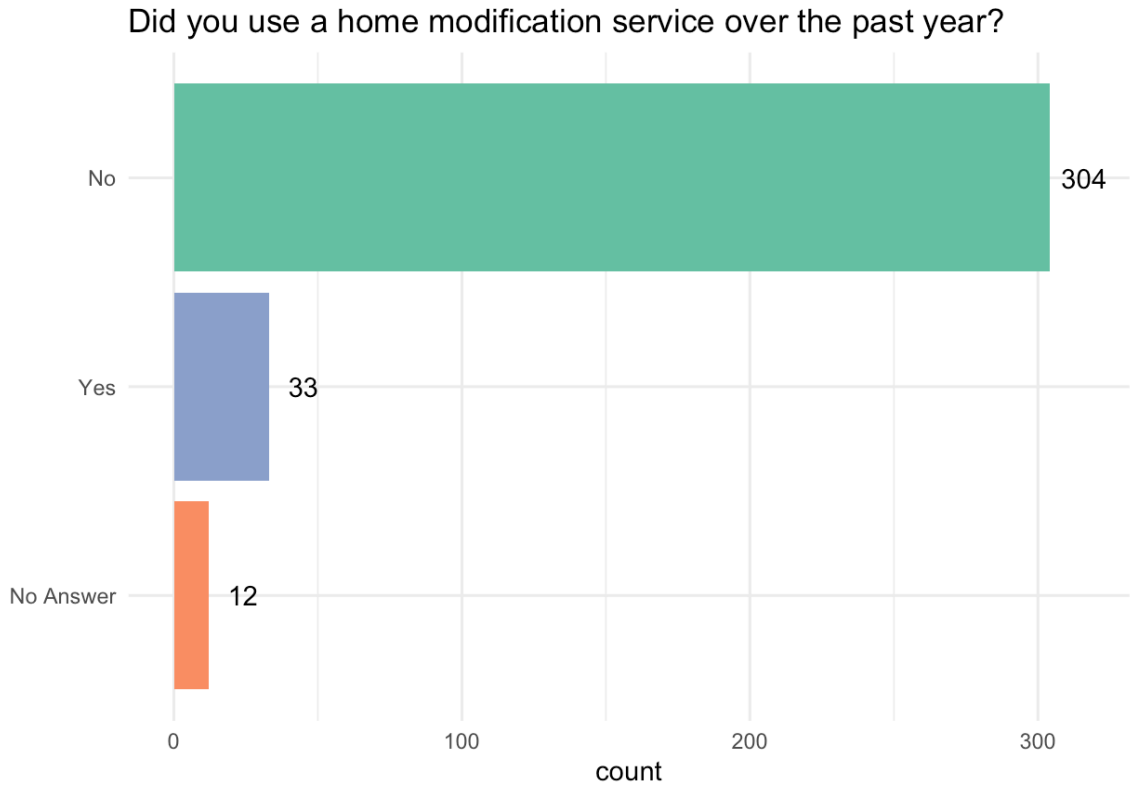
Written Responses

1. "I hired services before the pandemic. The cleaner stopped due to the pandemic and I have not looked for help thus far."
2. "I knew the city would ignore me"
3. "no one was coming over to notice"
4. "I tried homemaking and companionship services but it was too time consuming for my dtr to direct their work"
5. "people don't do it in town"
6. "Asking for affordable helpers"
7. "insufficient time to hunt it down; people I contacted were too busy to take me on"
8. "I am able to do for myself so far, but did not know it is available."
9. "I haven't been able to find services."
10. "Covid – short-staffed at Manor"
11. "I can do some myself"
12. "Meal on Wheels (for lunch)"

Home Modification Services

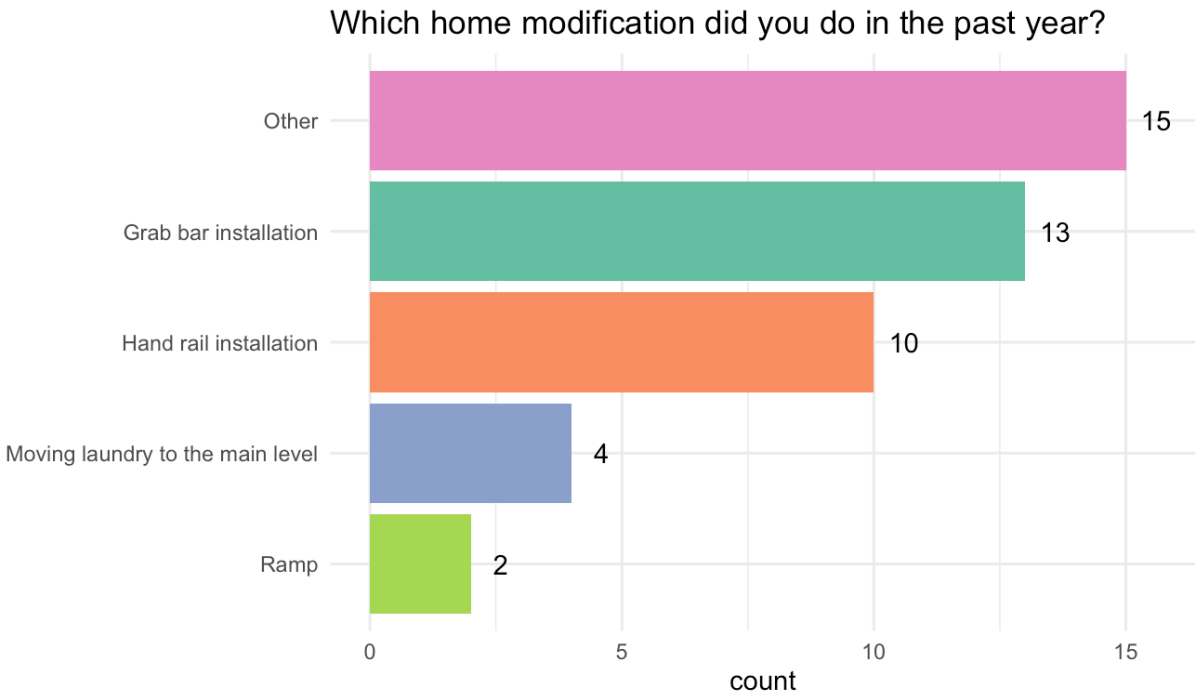
Q10. In the past year have you used a service to make modifications to your home?

As shown in the bar plot below, out of the 337 respondents, 33 people used this service and 304 people did not use this service.



Q11. Which home modifications did you have completed in the past year? (please check all that apply)

Out of the 32 respondents who answered this question, 15 of them used it for other reasons, 13 for grab bar installation, 10 for hand rail installation, four for moving laundry to the main level and two for ramps. Out of the 15 written responses, two of them were about kitchen remodel, two about lighting and the others were diverse and specific. This question was shown to everyone who answered "Yes" to the previous question and allowed multiple answers.

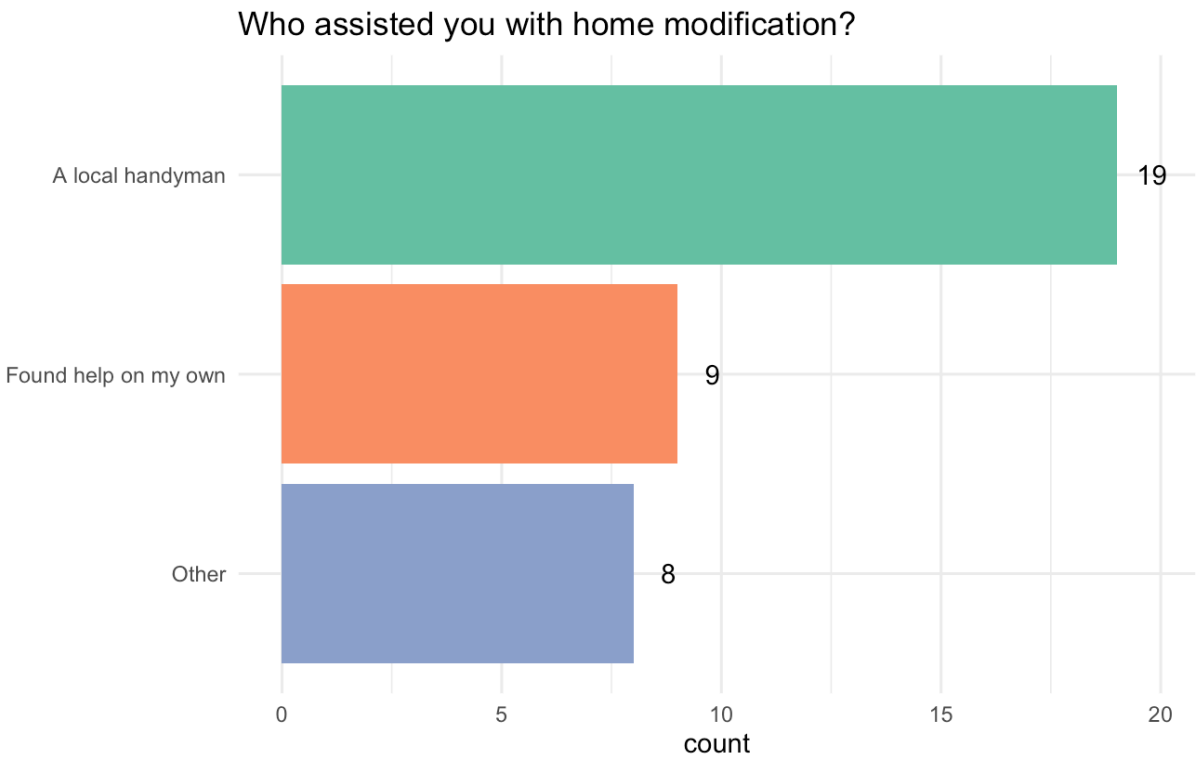


Written Responses

1. "Raising concrete to make sidewalk/ home entry safer."
2. "improving lighting"
3. "Chair thingy for the steps"
4. "Siding repair"
5. "adding better lighting"
6. "height adjusted toilet"
7. "planning an accessible addition"
8. "added 1st floor bathroom"
9. "Many! adaptations provided by Occupational Therapist wife"
10. "dtrs put grab bars on tub"
11. "Attach garage – no step entry"
12. "bathroom modification"
13. "Kitchen Remodel"
14. "Renew kitchen"
15. "techo (ceiling)"

Q12. Who assisted you with making the home modification? (please check all that apply)

Out of the 33 respondents who used this services over the past year, 19 of them had a local handyman to assist them, nine found help on their own and eight had other assistance. Out of the eight written responses, four of them mentioned local contractors. This question was shown to everyone who answered "Yes" to question 10 and allowed multiple answers.

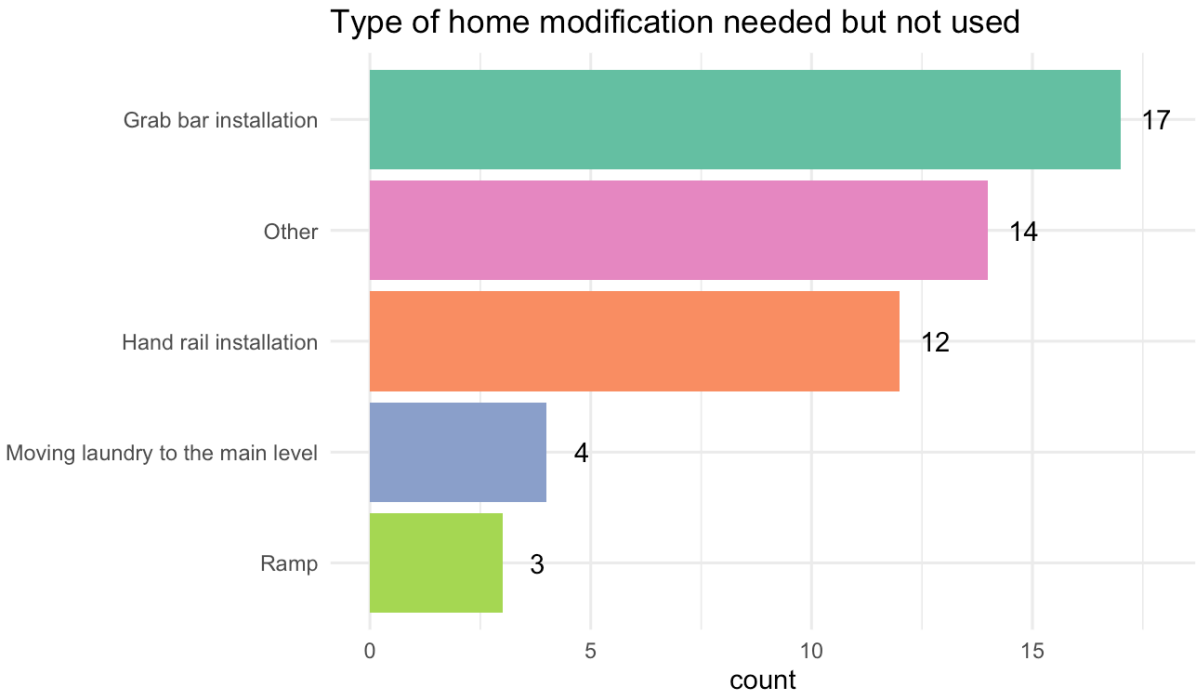


Written Responses

1. Contractor (4)
2. "We hired a chair lift professional"
3. "My wife and home visiting P.T."
4. "Did it myself"

Q13. Which home modifications did you need, but not use? (please check all that apply)

Out of the 298 respondents who answered this question, 39 of them needed a home modification service but did not use one, while 260 had no unmet needs. Out of the 39 respondents who needed a home modification service but did not use one, 17 of them needed home modification services for grab bar installation, 14 for other purposes, 12 for hand rail installation, four for moving laundry to the main level and three for a ramp. The 14 written responses were very diverse and specific. Everyone was shown this question and allowed multiple answers.

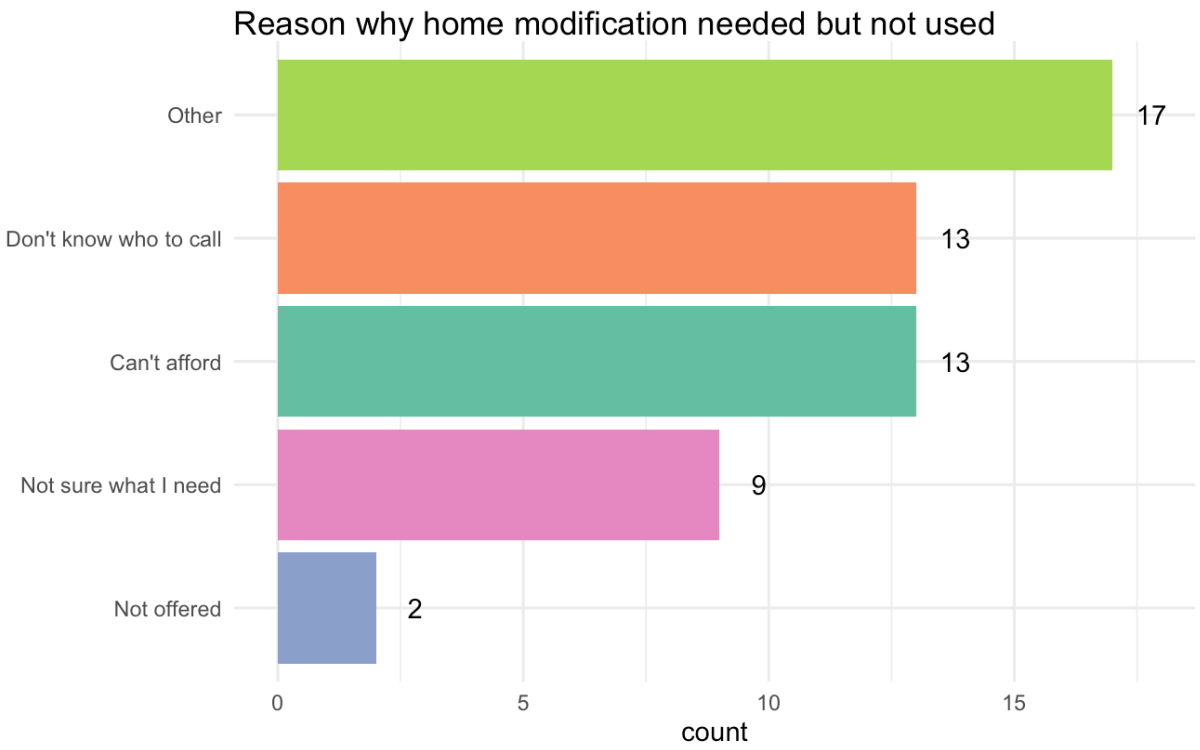


Written Responses

1. Modifications to accommodate limited mobility (3)
2. "Installing pull out shelves in pantry closet"
3. "adding zero entry shower"
4. "fire alarm for deaf person"
5. "remove the sidewalk that I have to shovel"
6. "painting, home repairs"
7. "replace two toilets that are too low and fix a pocket door"
8. "None"
9. "Chair lift to laundry basement"
10. "needed handyman to put up bathroom cupboard, towel rack, self in closet, heavy mirror w/shelf"
11. "light bulbs inside and outside"
12. "lo hizo mi esposo (my husband did it)"

Q14. If you needed help with a home modification over the past year but did not use one, what was the reason? (please check all that apply)

Out of the 40 respondents who answered this question, 17 of them had other reasons, 13 didn't know who to call, 13 couldn't afford it, nine were not sure what they needed, two did not use it because the service was not offered. Out of the 17 written responses, three of them were about not having gotten to it yet, three about the service not happening and two about covid concerns. This question was shown to everyone who did not check "I did not have an unmet need" in the previous question and allowed multiple answers.



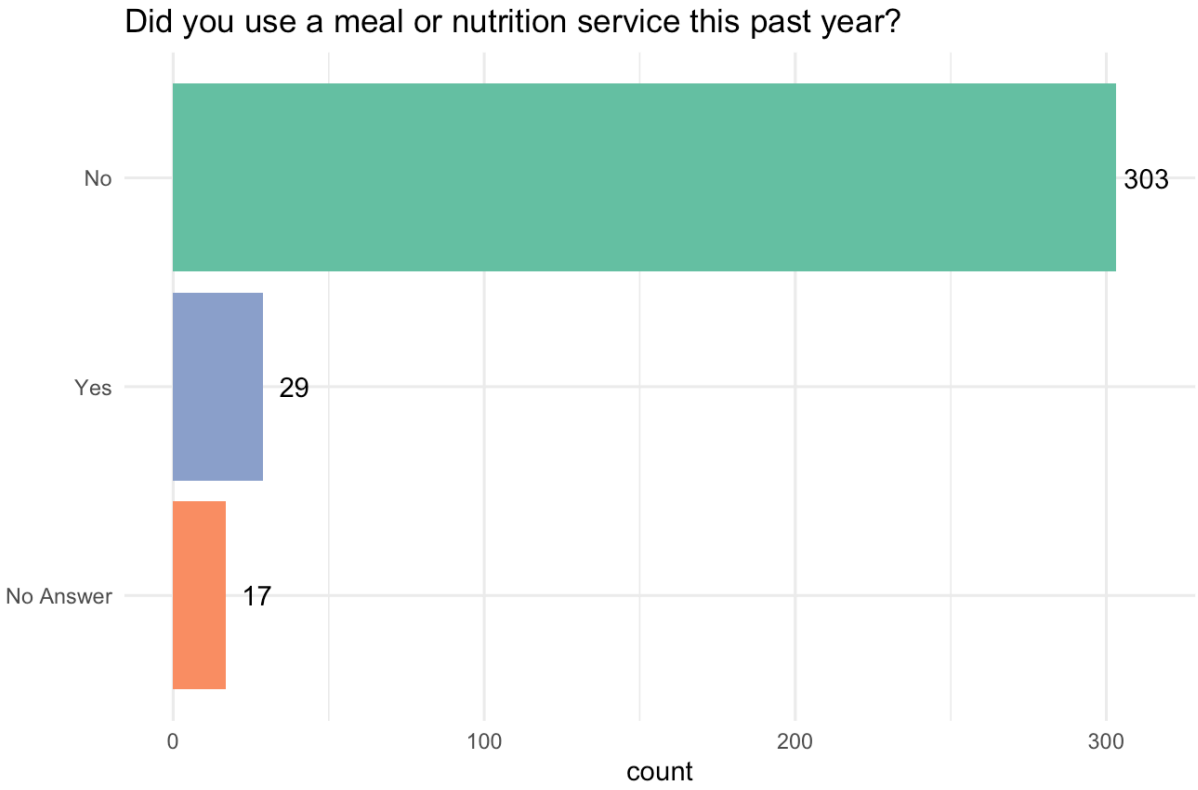
Written Responses

1. Project postponed or delayed (5)
2. Repair services didn't show up or was too busy to help (3)
3. "it would make my husband feel bad"
4. "We just haven't explored it yet. Not sure if grab bars can be installed in our current shower stall."
5. "Paid others to do"
6. "Family helped"
7. "My husband installed the grab bar."
8. "Covid – short-staffed at Manor"
9. "I could use help: a strong line to be put up to clip dogs to in yard (please)"
10. "I live in an apartment"

Nutrition/Meal Services

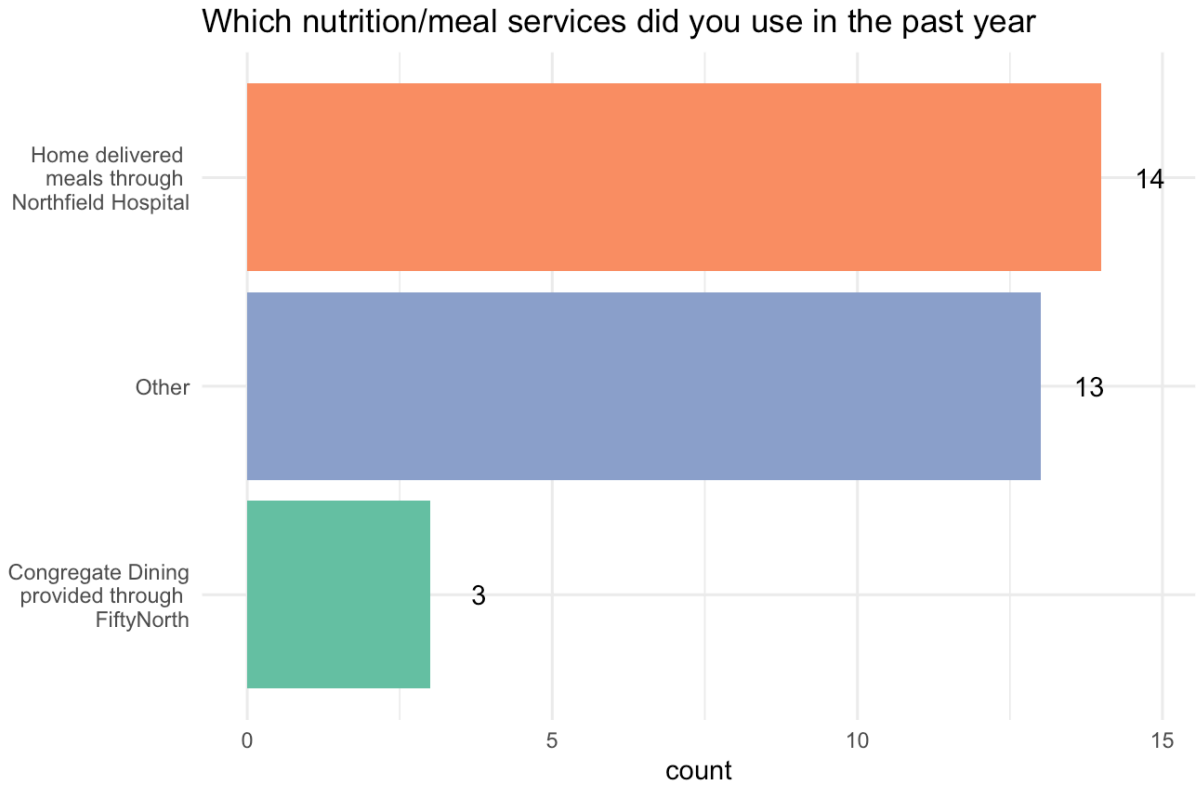
Q15. Did you use a meal or nutrition service over the past year?

As shown in the bar plot below, out of the 332 people who answered this question, 29 people used this service and 303 people did not use this service.



Q16. Which nutrition/meal services did you use in the past year? (please check all that apply)

Out of the 28 people who answered this question, 14 of them used home delivered meals through Northfield Hospital and three of them used congregate dining. Out of the 12 written responses, three of them used Hello Fresh and two of them used Food Shelf. This question was shown to everyone who answered "Yes" to the previous question and allowed multiple answers.

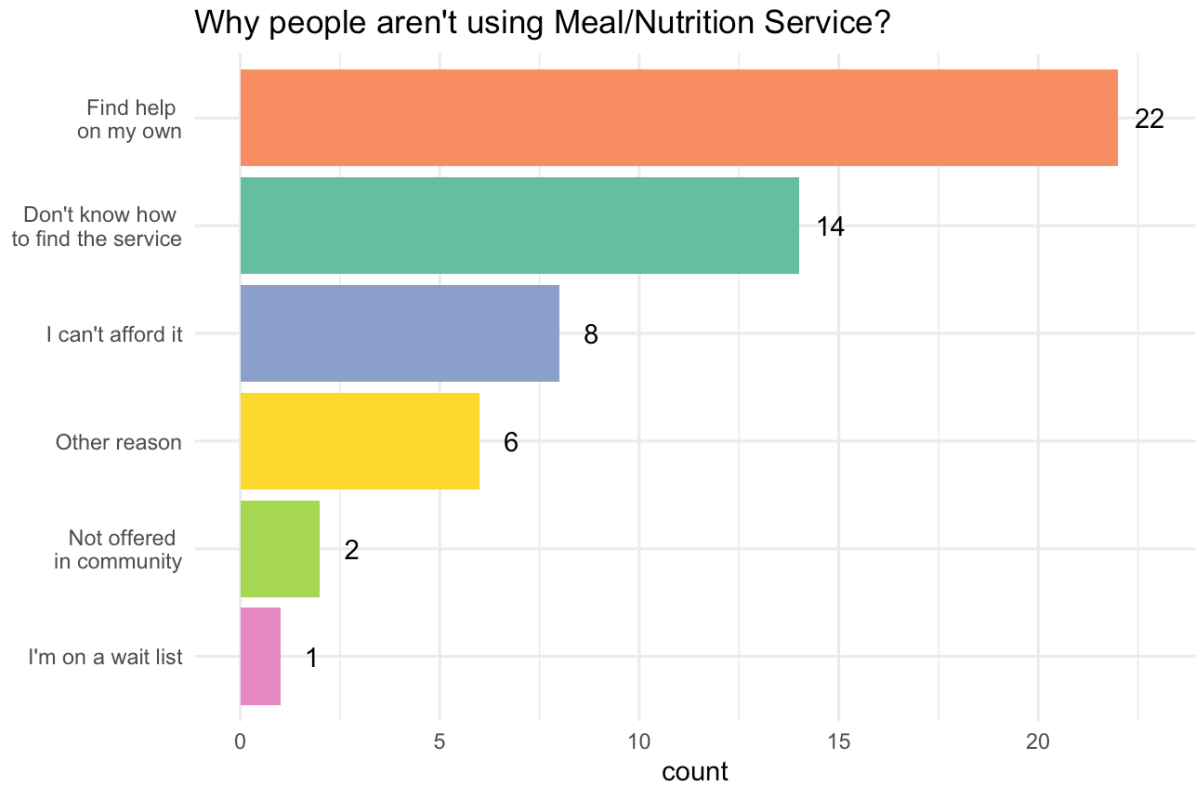


Written Responses

1. Hello Fresh or other home delivery service (5)
2. Food shelf (2)
3. "Benedictine"
4. "meals order from the Manor or Parkview at Northfield Retirement Center"
5. "Meals on Wheels"
6. "Family provided meals"
7. "Take home meals through FiftyNorth"

Q17. If you needed help with nutrition or meal preparation over the past year but did not use one, what was the reason? (please check all that apply)

Out of the 279 respondents who answered this question, 40 of them needed help with nutrition or meal preparation but did not use this, while 239 had no unmet needs. 22 found help on their own, 14 of them didn't know how to find the service, eight couldn't afford it, six had other reasons, two did not use it because the service was not offered and one was on a wait list. This question was shown to everyone who checked "No" in question 15 and allowed multiple answers.



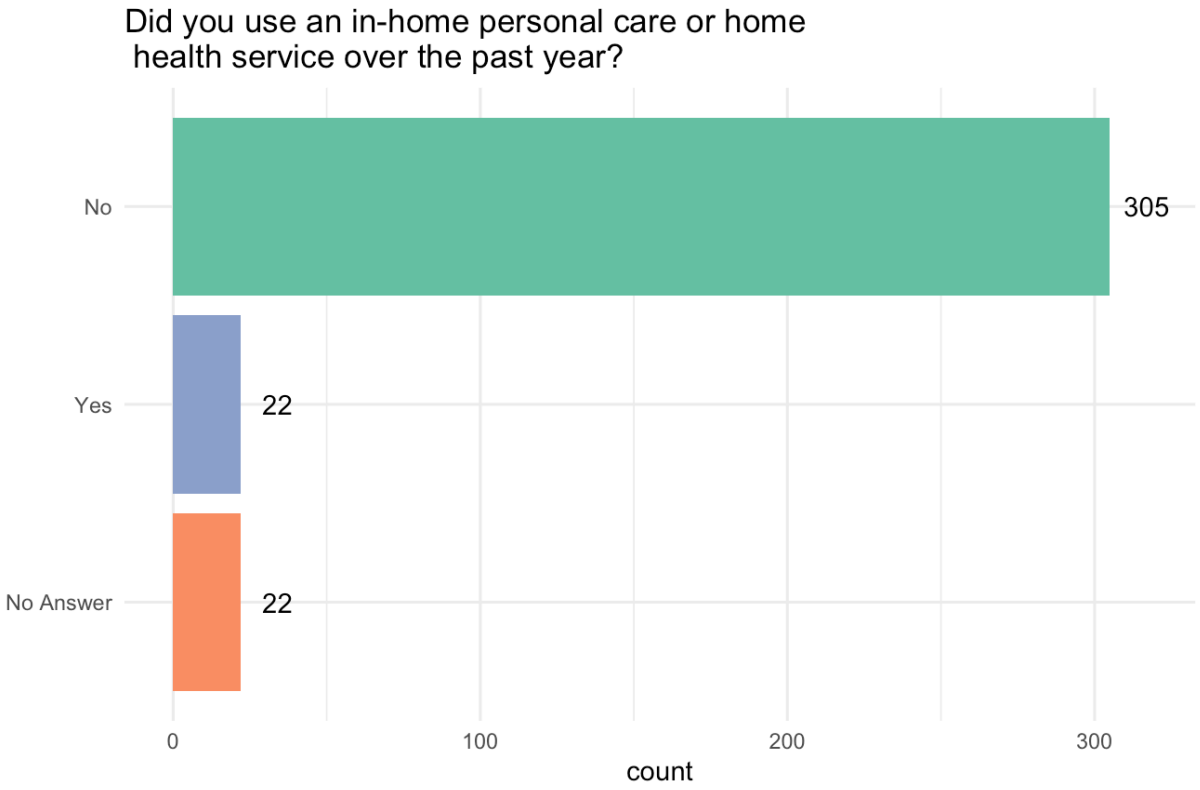
Written Responses

1. Covid (2)
2. "I do the meal preparation myself"
3. "I deliver MOW still"
4. "fed by our cook (lives at Valleyview Assisted Living)"

Personal Care and Home Health Services

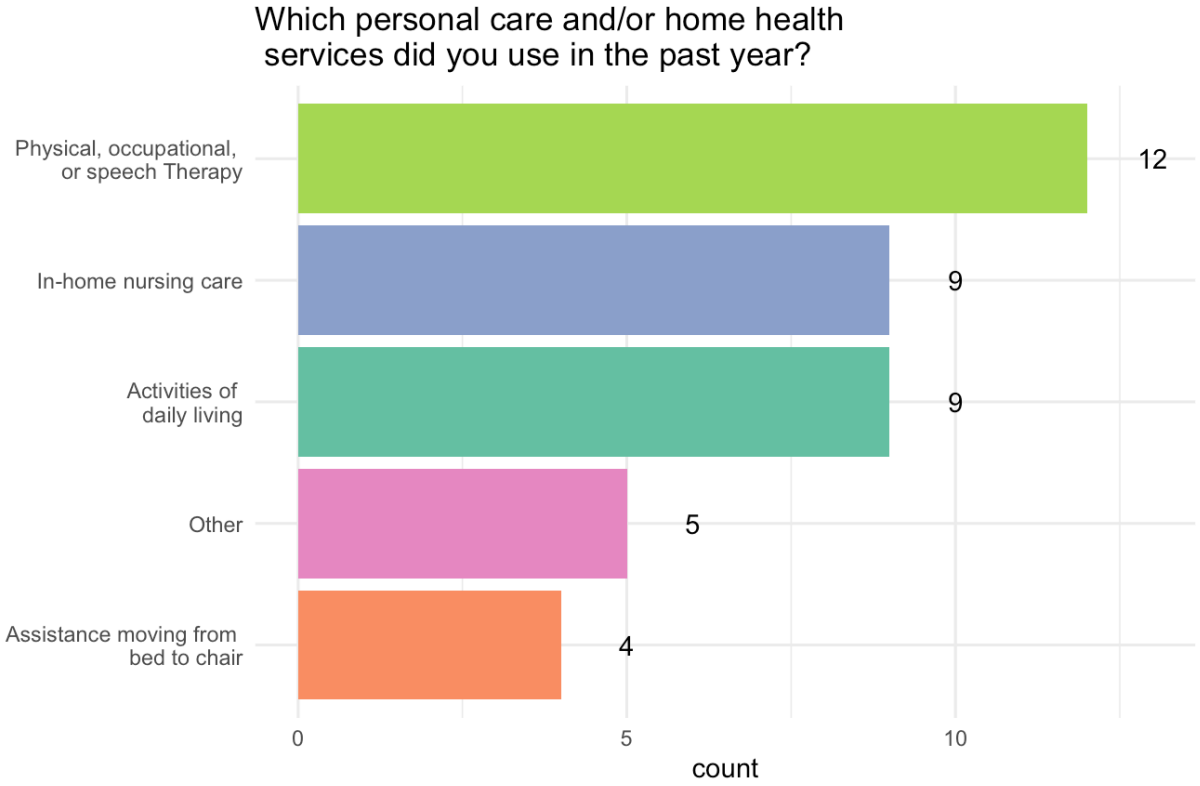
Q18. Did you use an in-home personal care or home health service over the past year?

As shown in the bar plot below, out of the 327 people who answered this question, 22 people used this service and 305 people did not use this service.



Q19. Which personal care and/or home health services did you use in the past year? (please check all that apply)

Out of the 22 people who answered this question, 12 of them used it for physical, occupational, or speech therapy, nine for in-home nursing care, nine for activities of daily living, five for other purposes and four for assistance moving from a bed to a chair. Out of the five written responses, two of them referred to injury care. This question was shown to everyone who answered "Yes" to the previous question and allowed multiple answers.

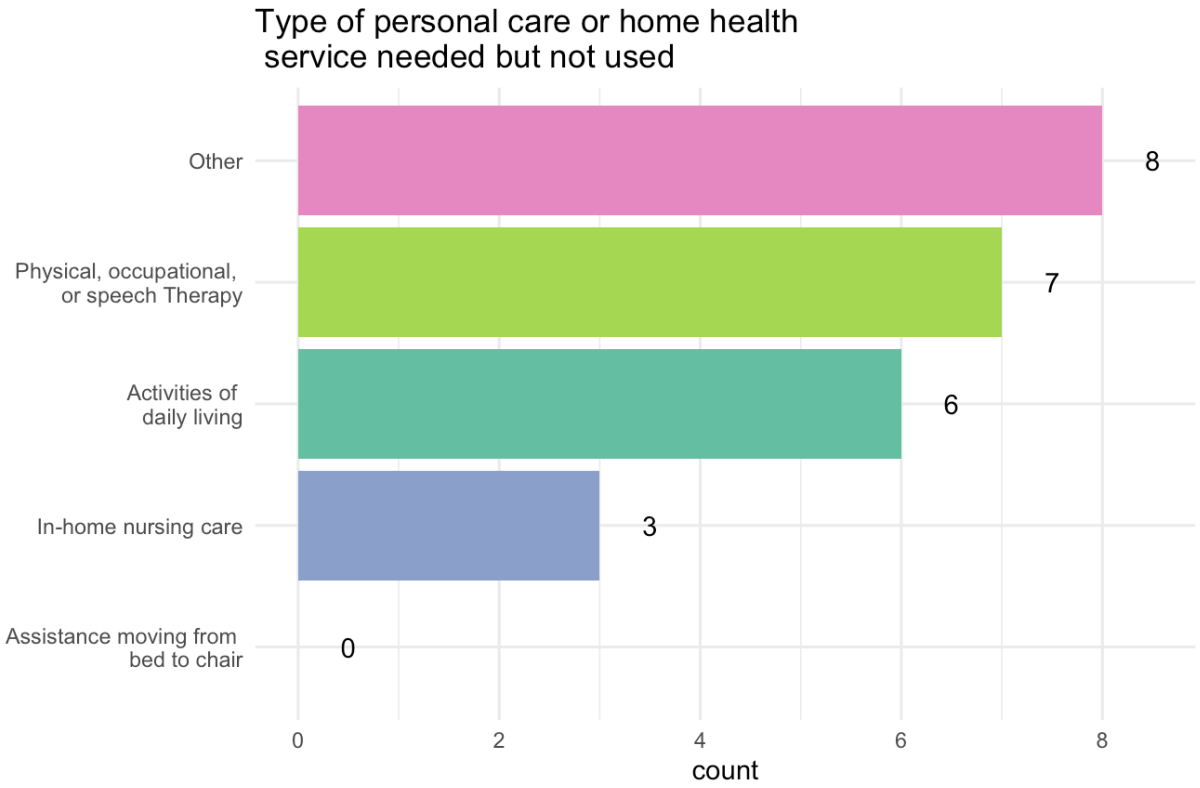


Written Responses

1. "These services were for my 94 year old father for two months in our home before he died."
2. "light duty PCAs – meals, companionship, watching out for elder while family is out"
3. "Wound Care"
4. "Foot care"
5. "cleaning house"

Q20. Which personal care and/or home health services did you need, but not use? (please check all that apply)

Out of the 293 people who answered this question, 19 of them needed a personal care or home health service but did not use one and 276 had no unmet needs. Out of the 19 people who needed a personal care or home health service but did not use one, eight of them needed a personal care or home health service for other reasons, seven of them needed physical, occupational or speech therapy, six for activities of daily living and three for in-home nursing care. No respondents needed assistance moving from a bed to a chair. Out of the eight written responses, two of them referred to driving to medical appointments in the Twin Cities. Everyone was shown this question and allowed multiple answers.

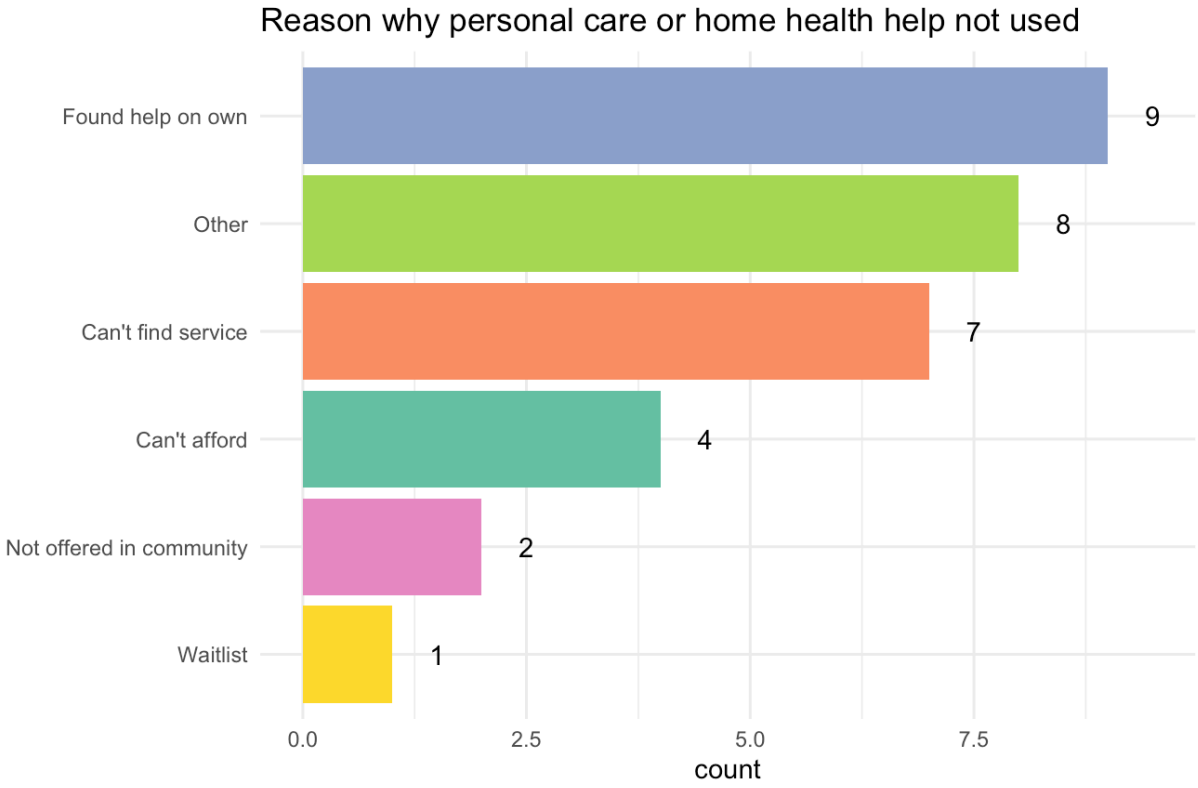


Written Responses

1. Transportation to medical appointments in the Twin Cities (2)
2. "Day care for spouse with dementia so caregiver can take a break."
3. "How about toe nail cutting clinic once a week at FiftyNorth – sign up one week ahead ($10-$15)"
4. "Rehab Clinic"
5. "After surgeries no one available to clean blood off and dressing"
6. "could not find"

Q21. If you needed help with a personal care or home health service over the past year but did not use one, what was the reason? (please check all that apply)

Out of the 24 people who answered this question, nine found help on their own, eight had other reasons, seven of them didn't know how to find the service, four couldn't afford it, two did not use it because the service was not offered and one was on a wait list. Out of the eight written responses, two of them were related to the pandemic. This question was shown to everyone who did not check "I did not have an unmet need" in the previous question and allowed multiple answers.



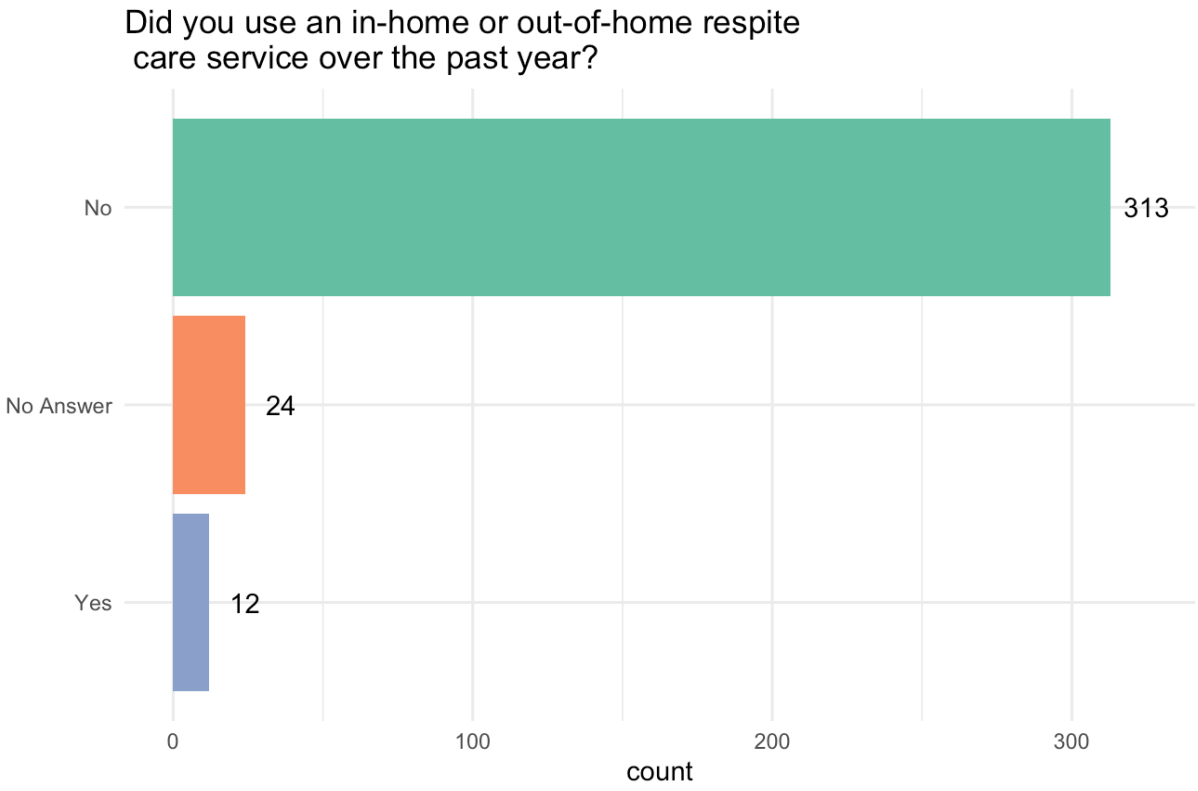
Written Responses

1. "I want care in eight hour blocks so I can be free for the day."
2. "Not covered by Medicare or long term care"
3. "Covid prevented PT for a while"
4. "Pandemic related safety precautions"
5. "Went to professional therapy"
6. "My wife felt more secure at an assisted living"
7. "difficulty accepting help with bathing"

Respite Care Services

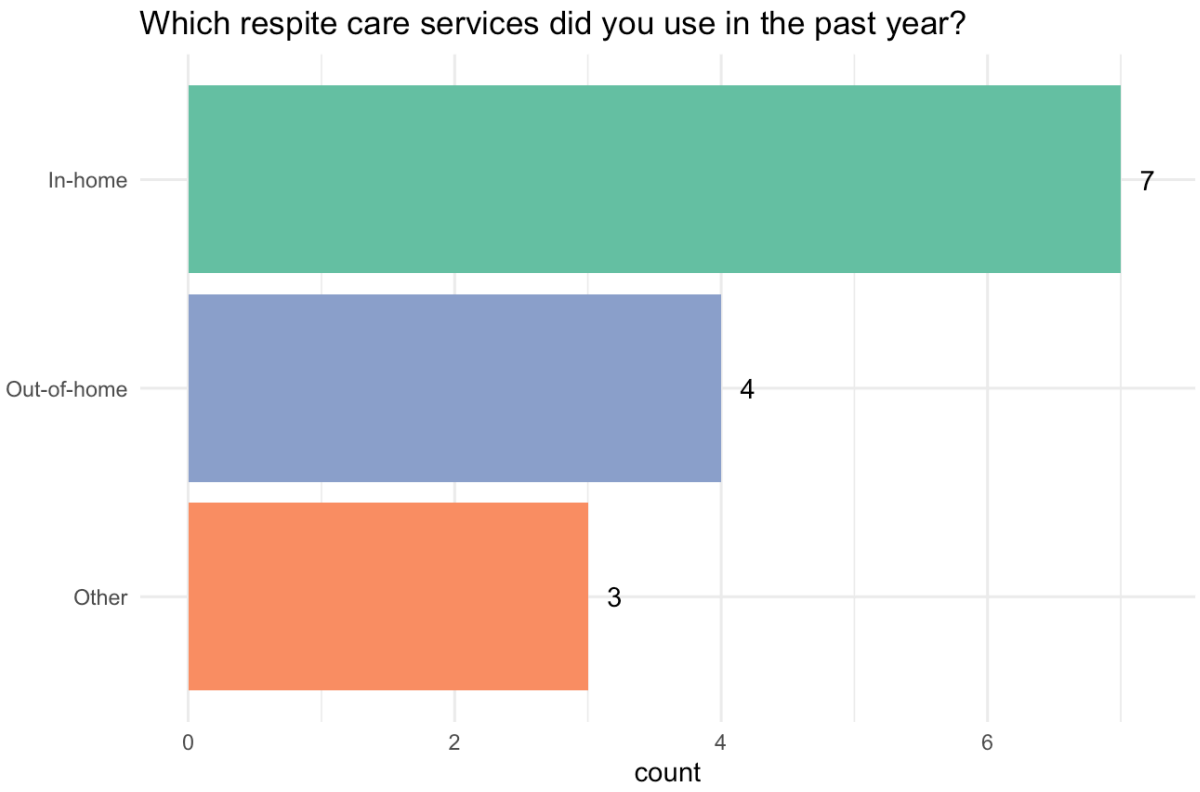
Q22. Did you use an in-home or out-of-home respite care service over the past year?

As shown in the bar plot below, out of the 325 people who answered this question, 12 people used this service and 313 people did not use this service.



Q23. Which respite care services did you use in the past year? (please check all that apply)

Out of the 11 people who answered this question, seven of them used in-home respite care services, four used out-of-home respite care services and three used other respite care services. This question was shown to everyone who answered "Yes" to the previous question and allowed multiple answers.

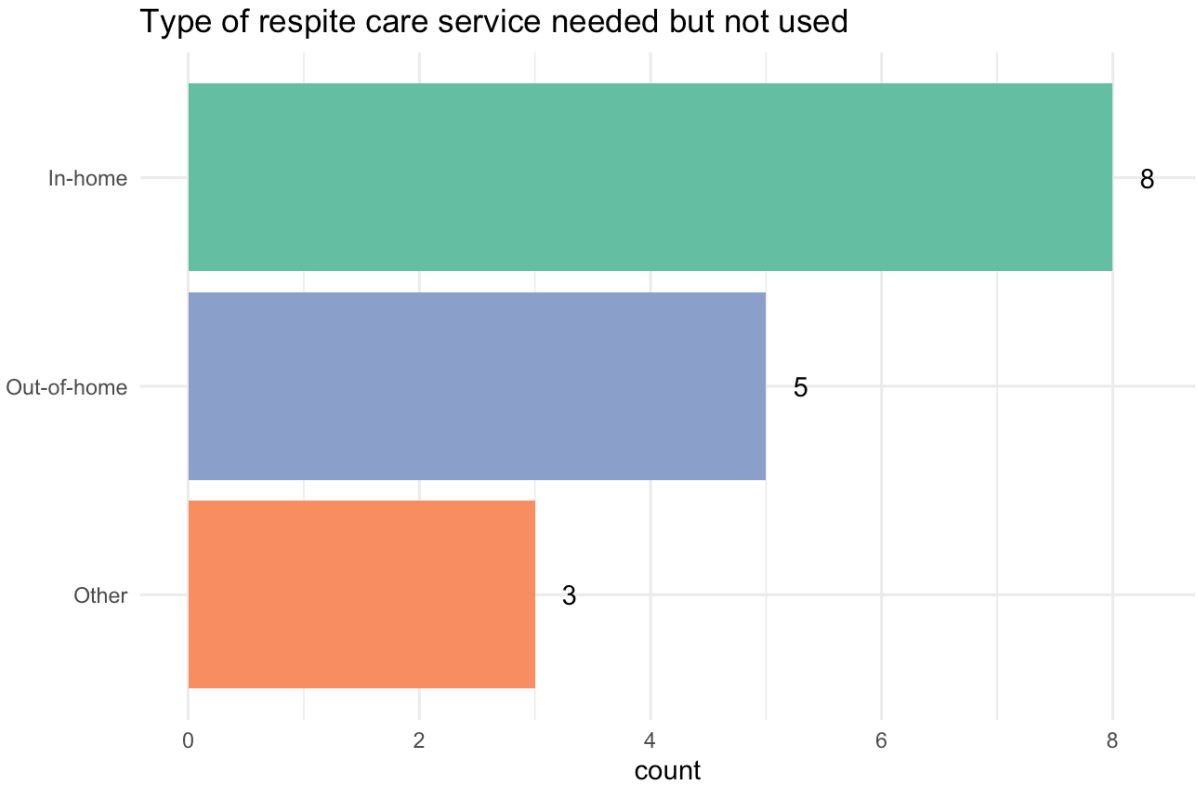


Written Responses

1. "These services were for us as we cared for my 94 year old dad who was in our home for two months at his end of life."
2. "other dtr's home"
3. "Was for parents at their home in town"

Q24. Which respite care services did you need, but not use? (please check all that apply)

Out of the 284 people who answered this question, 14 of them needed a respite care service but did not use one and 270 had no unmet needs. Out of the 14 people who needed a respite care service but did not use one, eight of them needed an in-home respite care service, five of them needed an out-of-home respite care service and three needed it for other reasons. Everyone was shown this question and allowed multiple answers.

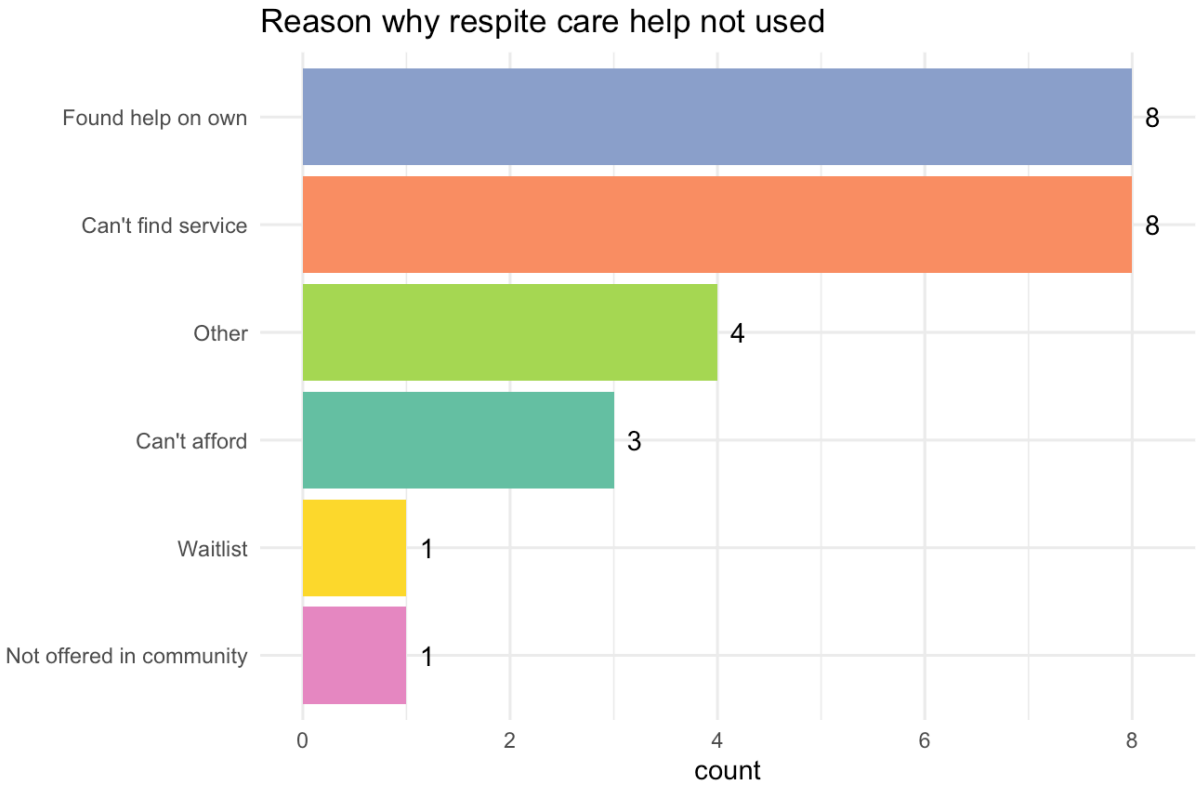


Written Responses

1. "Any! I just need a break!"
2. "Could not find"

Q25. If you needed help with respite care services this past year but did not use one, what was the reason? (please check all that apply)

Out of the 20 people who answered this question, eight found help on their own, eight of them didn't know how to find the service, four had other purposes, three couldn't afford it, one was on a wait list and one did not use it because the service was not offered. This question was shown to everyone who did not check "I did not have an unmet need" in the previous question and allowed multiple answers.



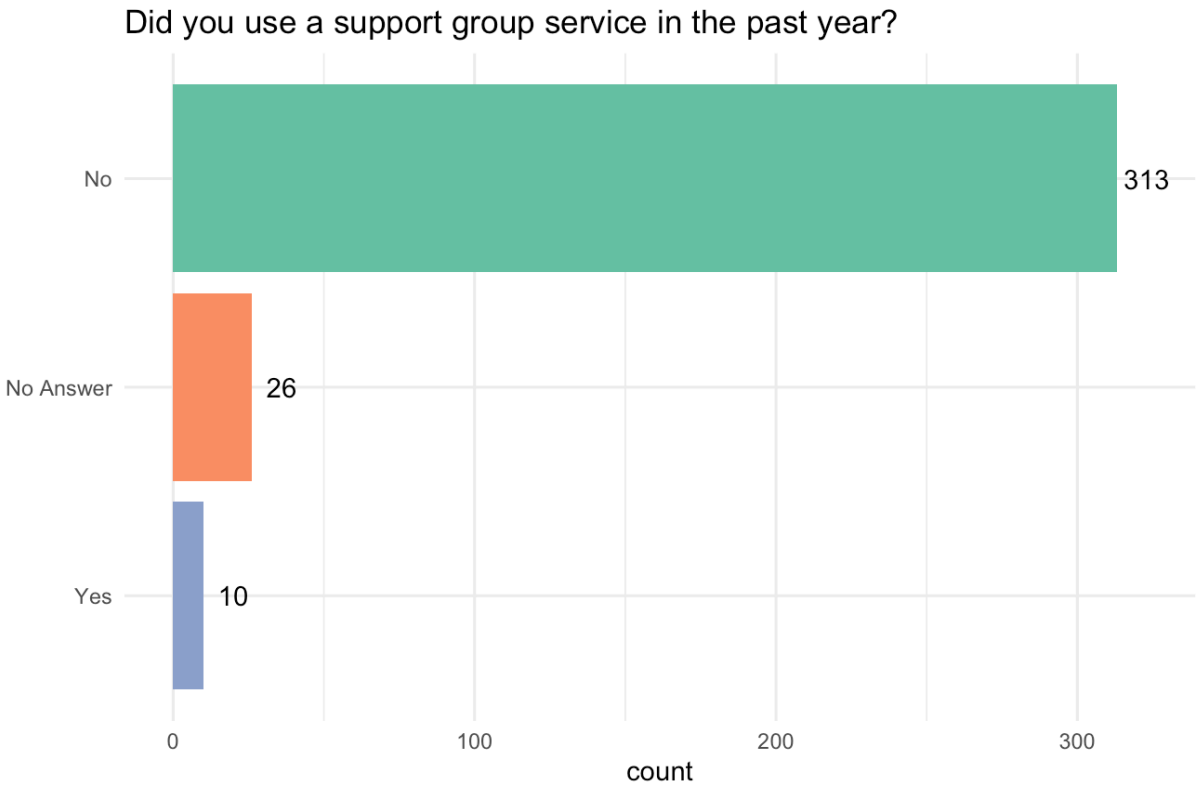
Written Responses

1. "Spouse who needs care not cooperative"
2. "We have long term care insurance which we would love to use for short periods of time, not the length required by agencies. BUT the person has to be CNA in order to get reimbursed. Hard to find people like that. Finally hired a nursing student from St. Olaf"
3. "Tried but could not find anyone"

Support Group Services

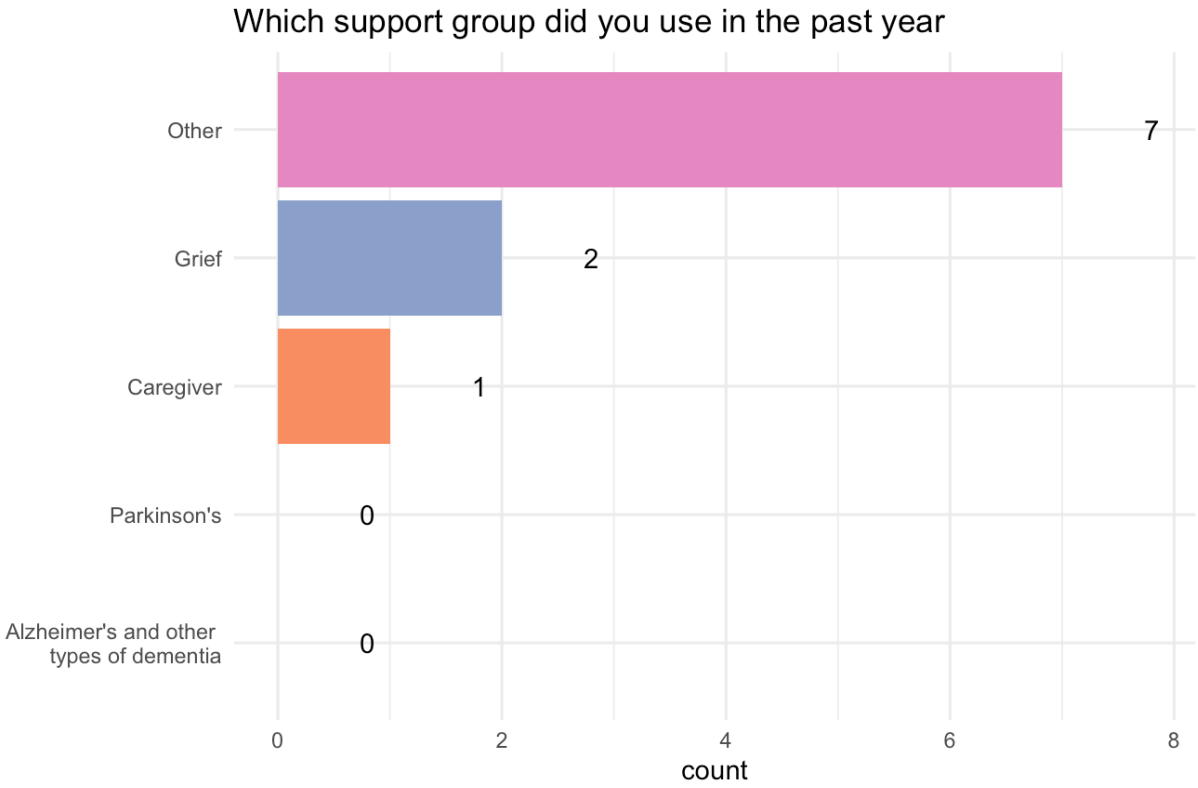
Q26. Did you use a support group service in the past year?

As shown in the bar plot below, out of the 323 people who answered this question, 10 people used this service and 313 people did not use this service.



Q27. Which support group did you use in the past year? (please check all that apply)

Out of the nine people who answered this question, two of them used a grief support group and one of them used a caregiver support group. Six out of seven people who selected "other" wrote their answer in the text box. This question was shown to everyone who answered "Yes" to the previous question and allowed multiple answers.

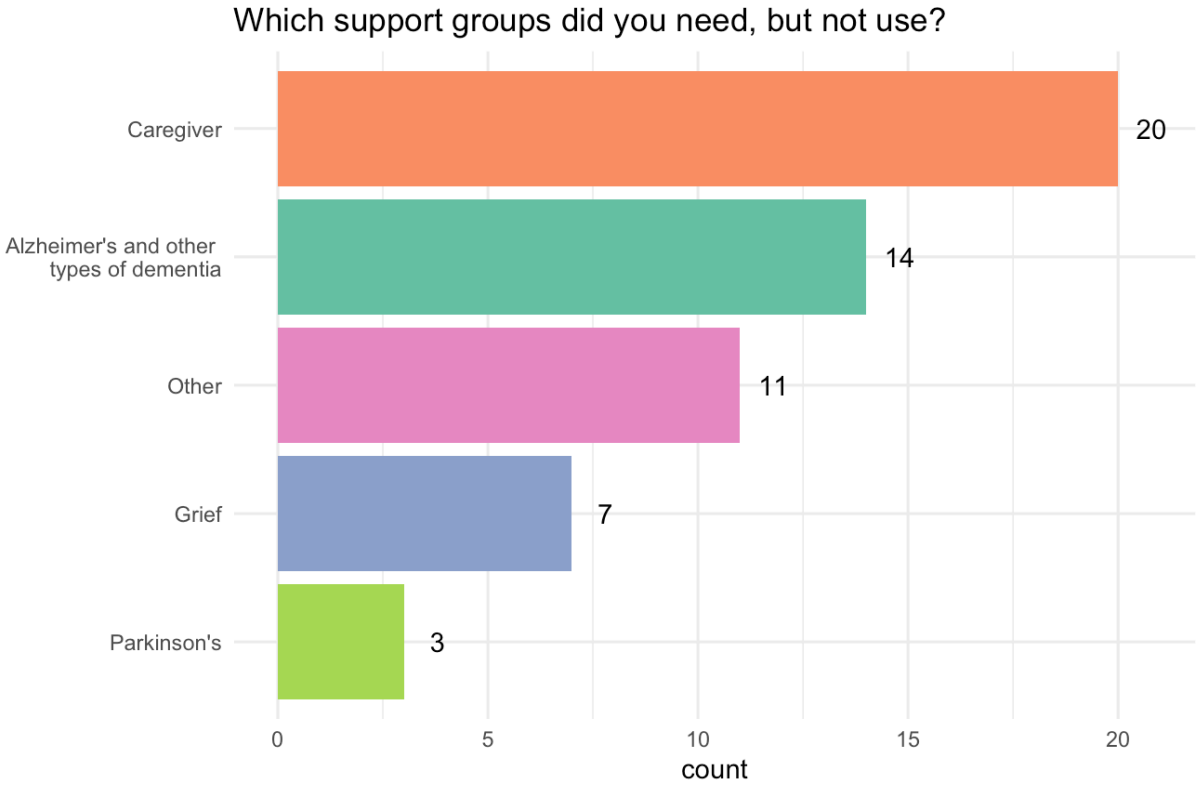


Written Responses

1. "NAMI"
2. "Aging."
3. "Celiac"
4. "Cancer"
5. "Minn. Senior 1-800-333-2433 (Sarah)"
6. "E.A."

Q28. Which support groups did you need, but not use? (please check all that apply)

Out of the 349 people who answered this question, 100 of them needed a chore service but did not use one, while 249 had no unmet needs. Out of the 100 people who needed support groups but did not use one, 20 of them needed caregiver support groups, 14 of them needed Alzheimer's and types of dementia support groups, seven of them needed grief support groups and three of them needed Parkinson's support groups. Out of the 11 written responses, two indicated mental issues and two mentioned COVID influences. Everyone was shown this question and allowed multiple answers.

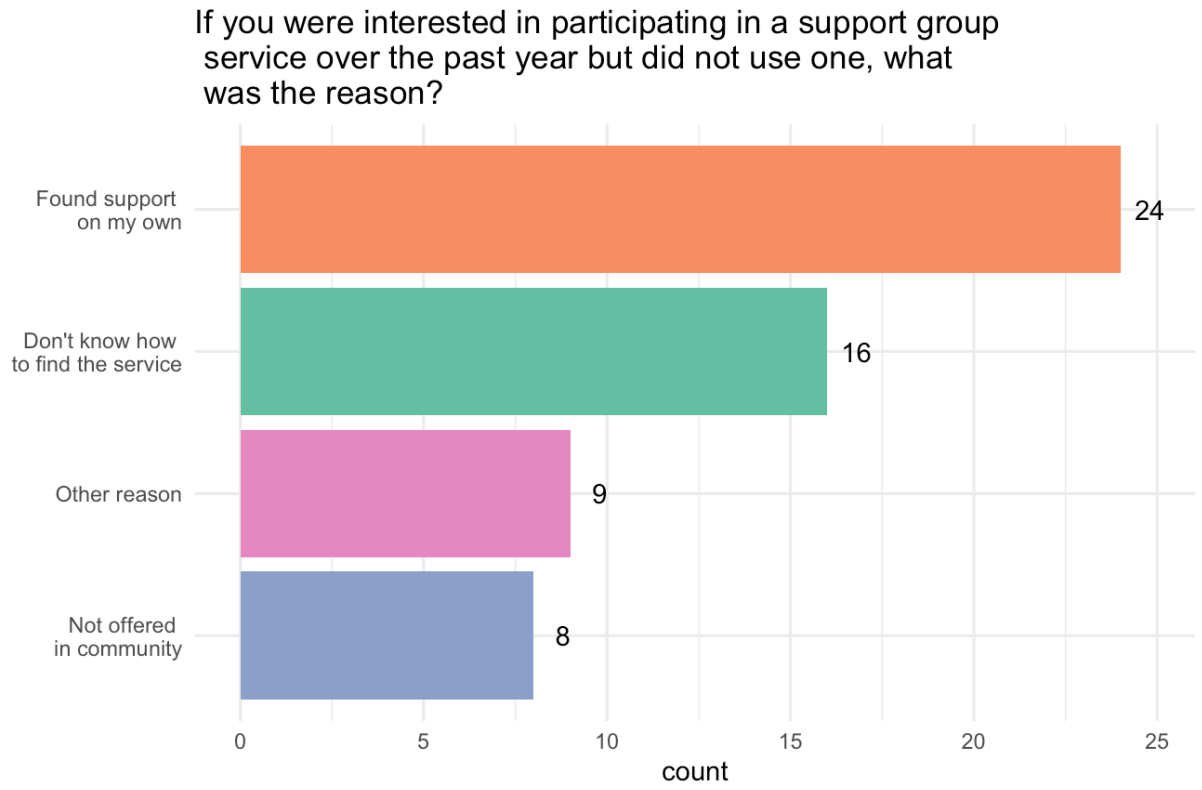


Written Responses

1. "Depression"
2. "COVID support-family testing positive"
3. "because of covid I just stay at home"
4. "Would like support group but can't find anyone to stay with my husband while I attend. He cannot be left alone and needs are more than I would ask a neighbor or friend to do"
5. "General socializing groups would be great"
6. "caregiving support for mental illness in family"
7. "Life Coach"
8. "Cancer"
9. "Low vision support group; support group for frustrations of dealing with technology in a world that seems to assume everyone is comfortable managing daily life online and using cell phones"

Q29. If you were interested in participating in a support group service over the past year but did not use one, what was the reason? (please check all that apply)

Out of the 47 people who answered this question, 24 of them found help on their own, 16 didn't know how to find the service, nine had other reasons and eight did not use it because the service was not offered. Out of the nine written responses, two of them indicated COVID influences. This question was shown to everyone who did not check "I did not have an unmet need" in the previous question and allowed multiple answers.



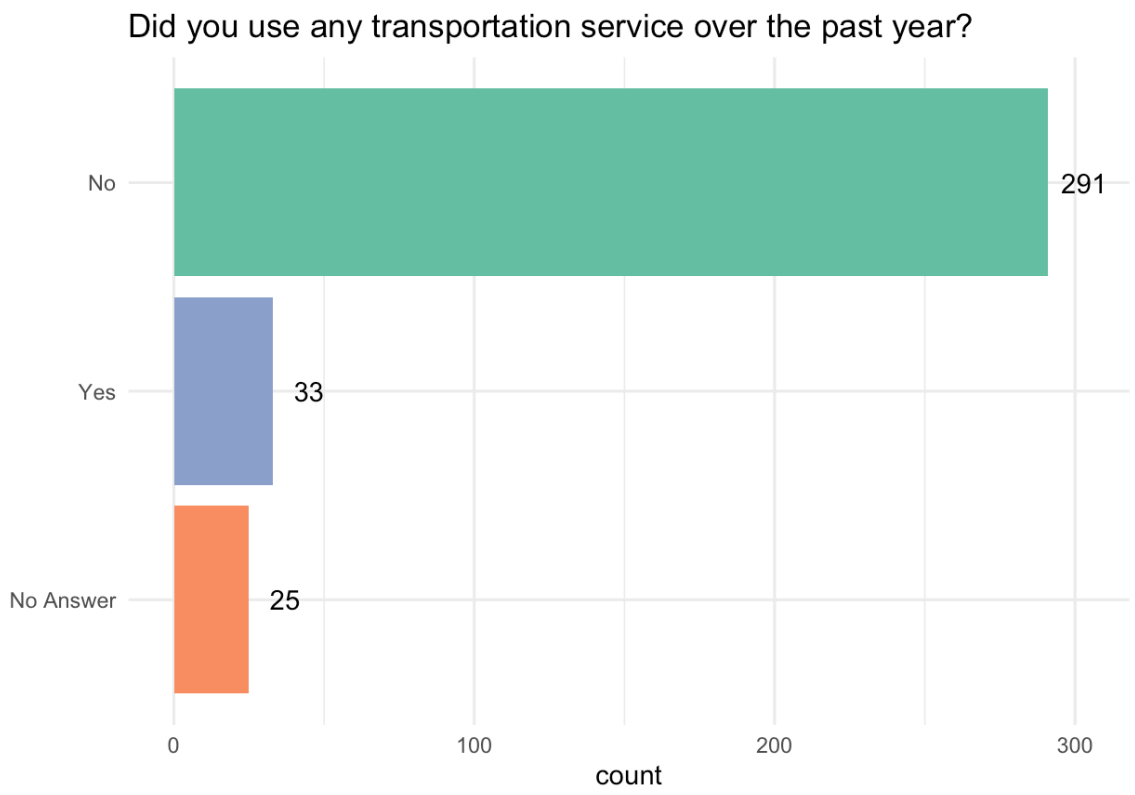
Written Responses

See pages 12 and 13.

Transportation Services

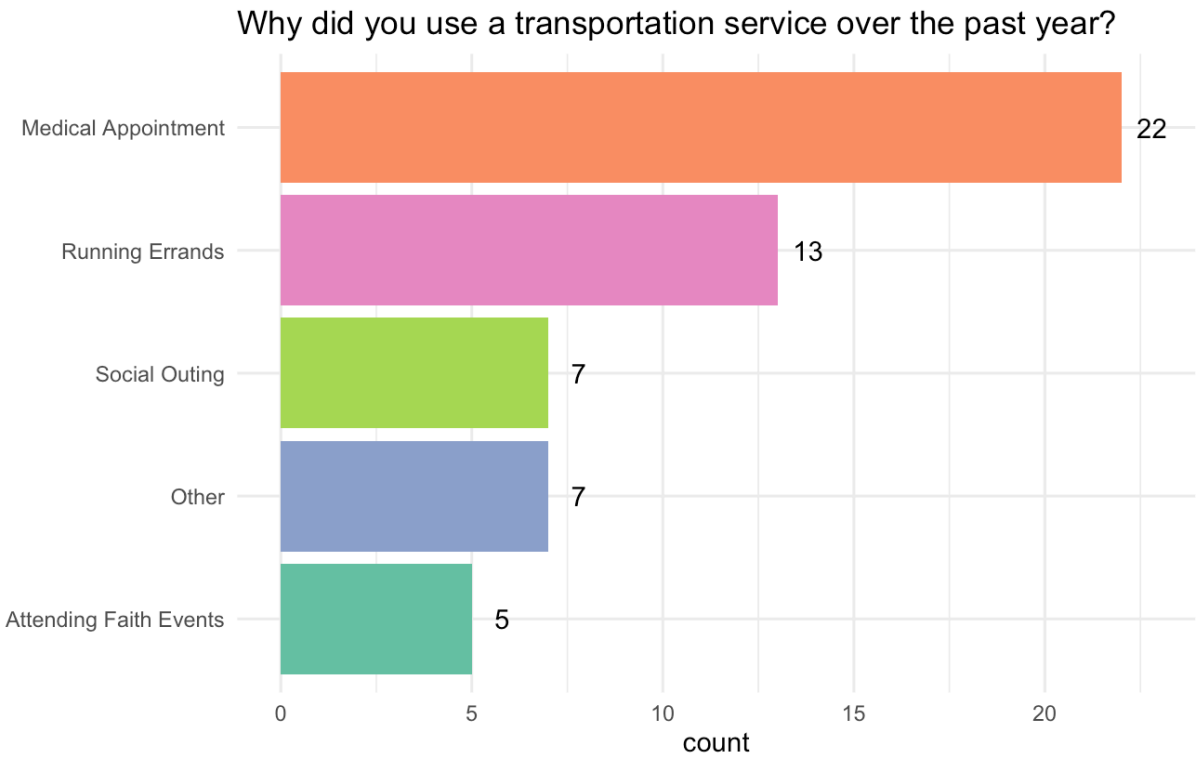
Q30. Did you use a volunteer, public, or other non-emergency transportation service over the past year?

As shown in the bar plot below, out of the 324 respondents, 33 people used this service and 291 people did not use this service.



Q31. Why did you use a transportation service over the past year? (please check all that apply)

Out of the 33 respondents who used the services over the past year, 22 of them used it for medical appointments, 13 for running errands, seven for social outing, seven for other purposes and five for attending community faith events. Out of the seven written responses, three of them were about airport runs. This question was shown to everyone who answered "Yes" to the previous question and allowed multiple answers.

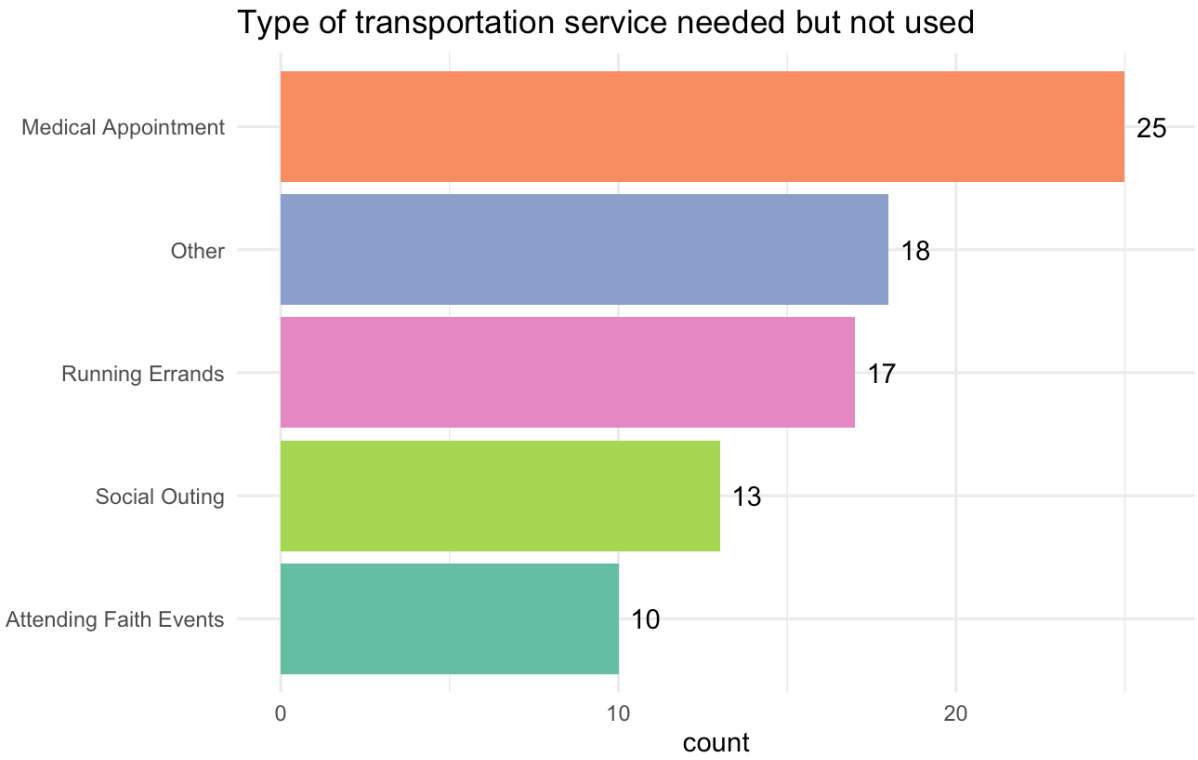


Written Responses

1. Transport to and from the airport (3)
2. "dtrs do all transportation"
3. "Commuting to/from the workplace"
4. "FiftyNorth Senior Center"
5. "50 North pool"

Q32. What type of transportation service did you need, but not use? (please check all that apply)

Out of 349 respondents, 49 of them needed a transportation service but did not use one, while 256 had no unmet needs. Out of the 49 respondents who needed a transportation service but did not use one, 25 of them needed transportation services for medical appointments, 18 for other use, 17 for running errands, 13 for social outing and 10 for attending faith events. Out of the 17 written responses, three of them were about airport runs, two about taxi services being too expensive and unavailable on Sunday and one about the lack of handicapped parking. Everyone was shown this question and allowed multiple answers.



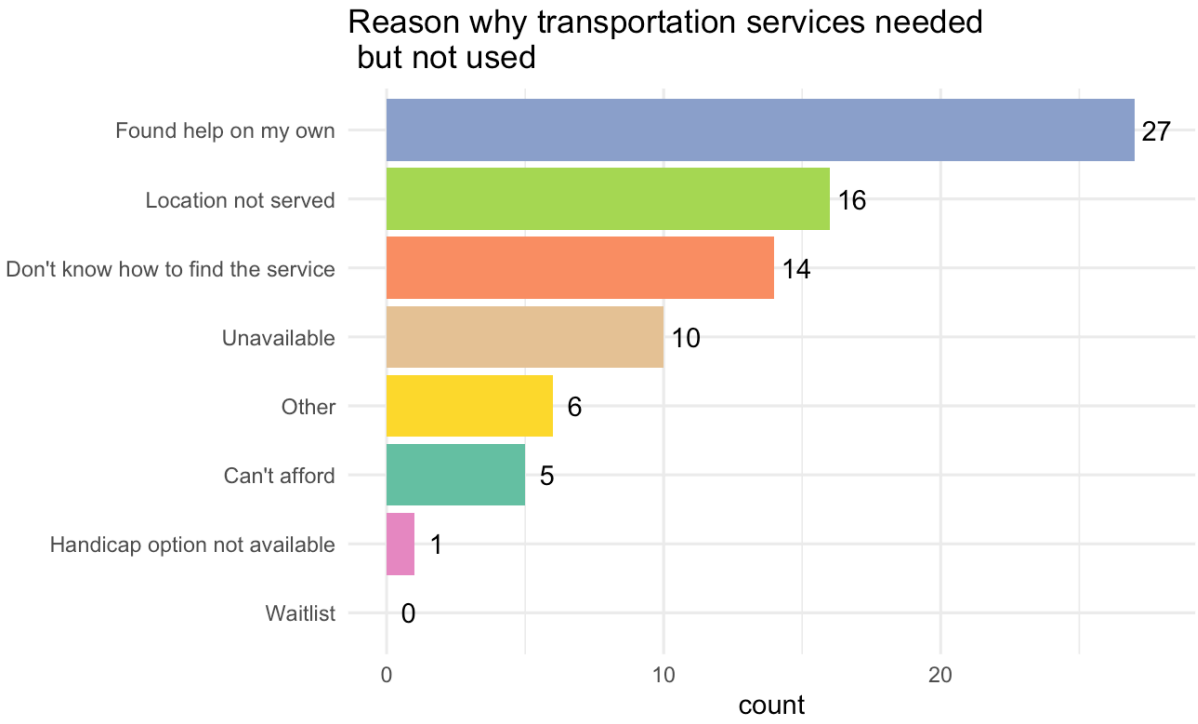
Written Responses

1. Transport to and from the airport (3)
2. Transportation to Rochester or Twin Cities (3)
3. Nighttime transportation (2)
4. "Commuting to work"
5. "We have a Northfield address, but live about 10 minutes out of town. Is there any public transport that is available to people living that far from Northfield?"
6. "I don't have needs now but a lot of elders do need transportation"

7. “Although not mentioned what limits us from doing things out of the home and in community is PARKING issues, lack of handicapped parking, lack of attention to obstacle to wheelchairs, public handicapped neutral gender bathrooms for the public. We have lived in Nfld since 1970 and actively participated in community activities but not anymore because are wheelchair bound. It makes us sad and feel isolated”
8. “FiftyNorth Senior Center”
9. “I drive safely yet”
10. “I live in Dakota County and they do not service me”
11. “no taxi service on Sunday”

Q33. If you needed help with transportation services over the past year but did not use one, what was the reason? (please check all that apply)

Out of 79 respondents who needed help, 27 of them were able to find help on their own, 16 found that the transportation provider doesn't serve the location, 14 didn't know how to find the service, 10 found that the transportation provider wasn't available, six had other reasons, five couldn't afford it and one found the handicap option unavailable. Out of the six written responses, two were about financial concerns. This question was shown to everyone who did not check "I did not have an unmet need" in the previous question and allowed multiple answers.



Written Responses

1. "Very expensive, need Ubers/Lyfts"
2. "Unreliable or creepy drivers in past"
3. "No zip car or Lyft service in Northfield."
4. "Would like to go but I bother my family a lot for doctor appts"
5. "Dakota County is where I live but pay tax to Northfield City"

6. Caregiver Analysis

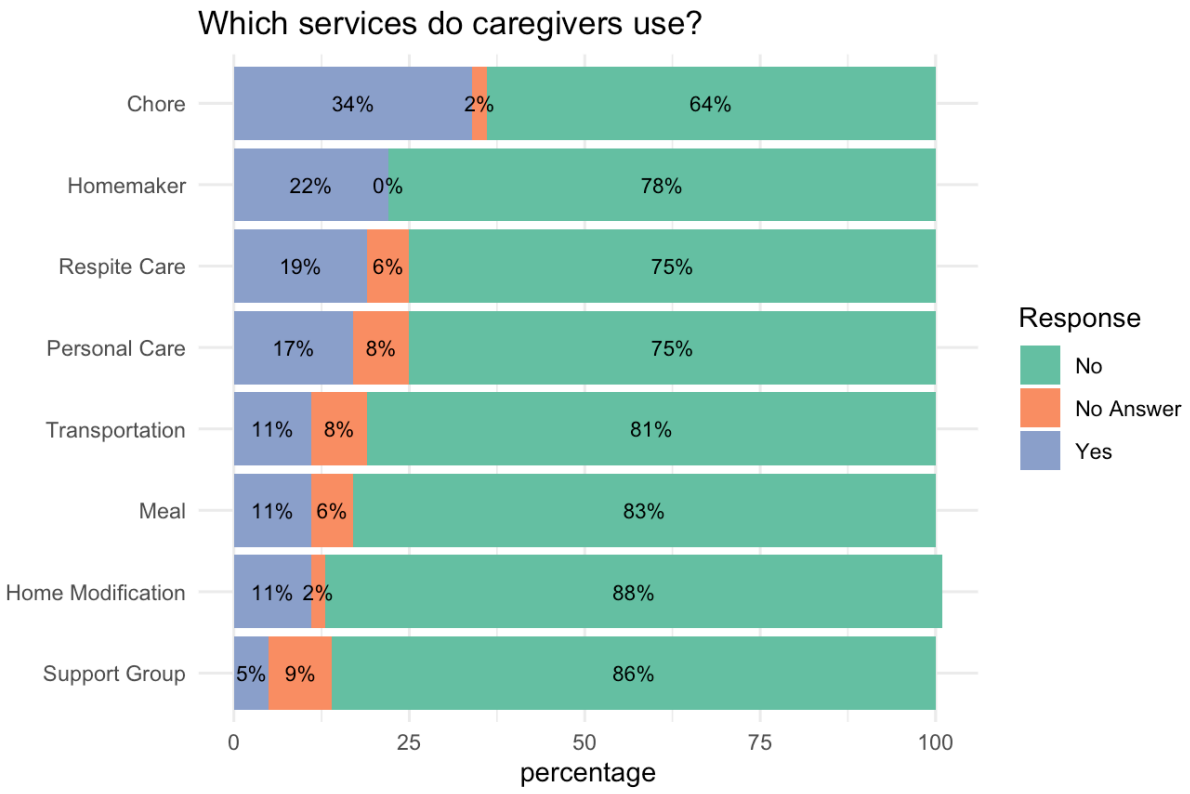
In this section, we aim to see if there is a difference in responses based on if a respondent is a caregiver or not. Our method for determining who was deemed a caregiver can be found in the methodology section of the report. See page 6 for more details about the methodology.

Here are the key findings:

1. Support group services were the most needed but not used service.
2. Transportation services were also indicated as being the most unavailable.
3. Chore services were also indicated as being highly needed but not used.
4. For caregivers, **support group services** are especially in need of development.

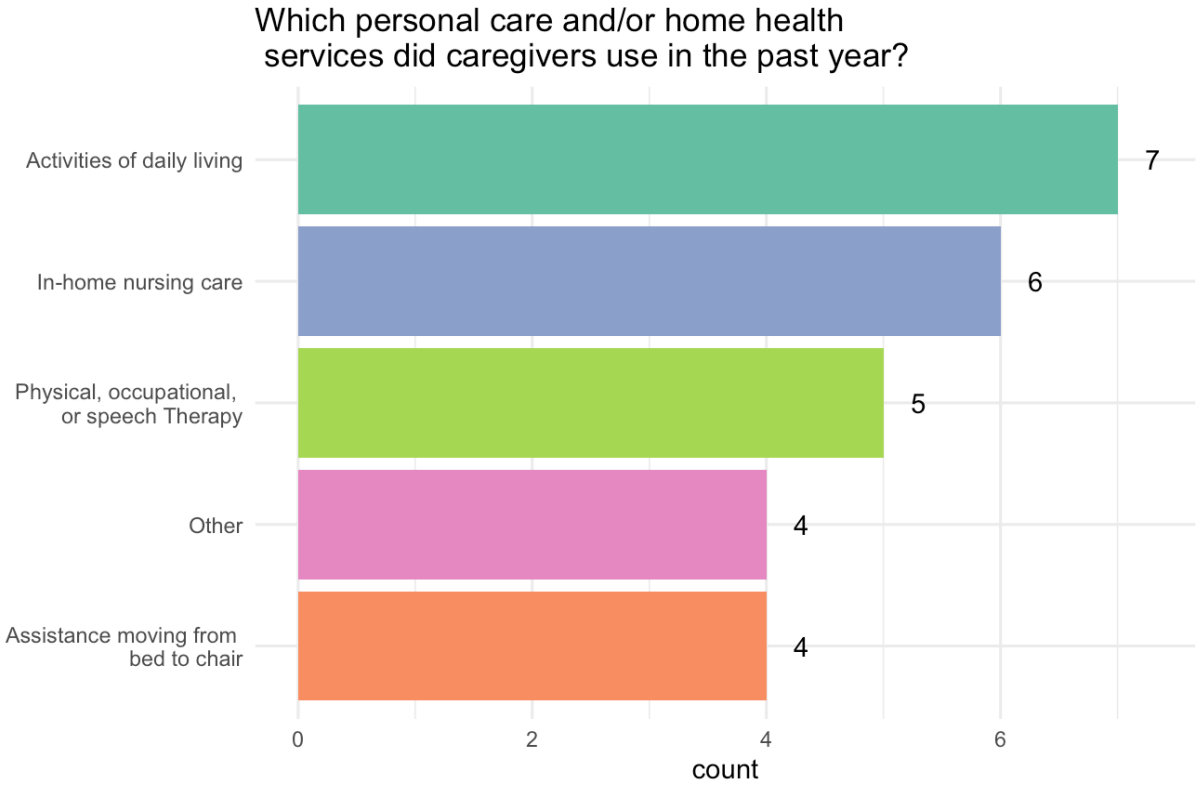
What services are caregivers using?

The proportion of caregivers using each service is similar to those in the overall analysis, with a few exceptions. There is a spike in the proportion of respite care services usage, which is self-explanatory, as well as a spike in the usage of personal care and home health services by caregivers. In fact, overall, half of the users of personal care and home health services were caregivers.



Which personal care and/or home health services did caregivers use in the past year? (please check all that apply)

Out of the 11 people who answered this question, seven of them used these services for activities of daily living, six for in-home nursing care, five for physical, occupational or speech therapy, four for other purposes and four for assistance moving from a bed to a chair. This question was shown to everyone who answered "Yes" to the previous question and allowed multiple answers.

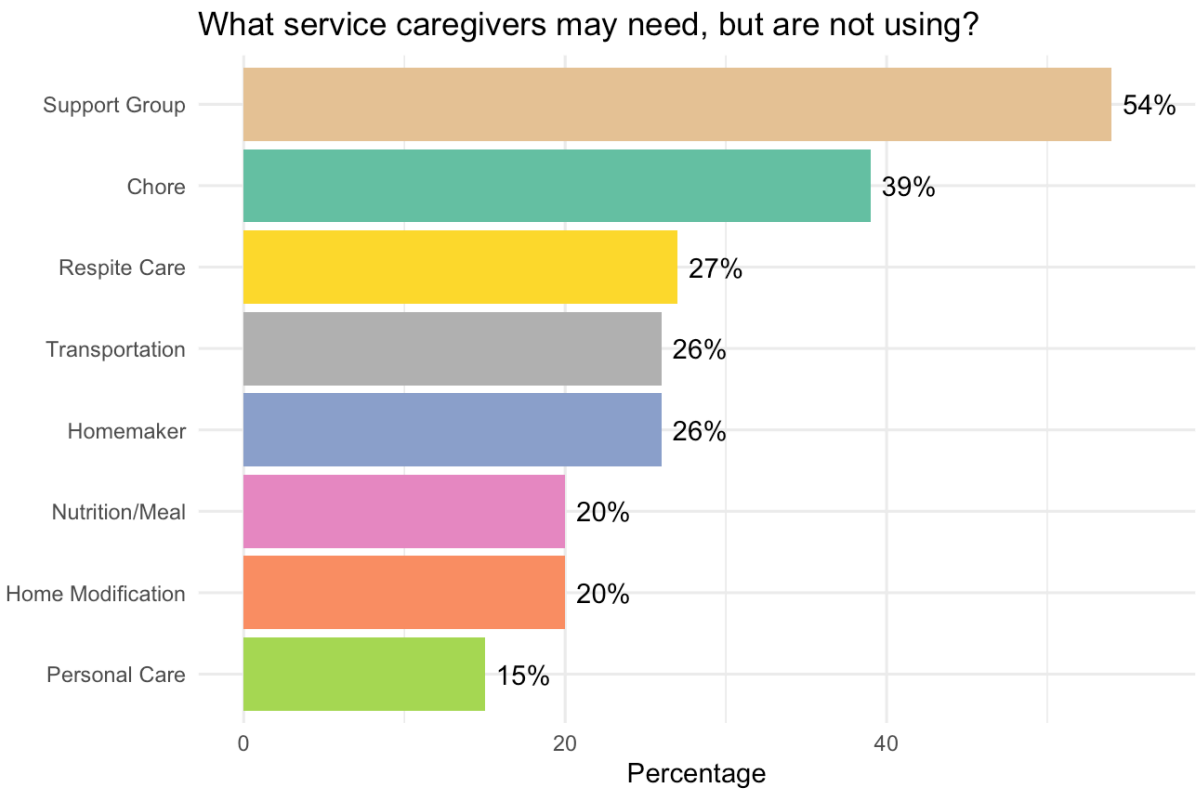


Written Responses

1. "These services were for my 94-year-old father for two months in our home before he died."
2. "light duty PCAs – meals, companionship, watching out for elder while family is out"
3. "Wound Care"
4. "cleaning house"

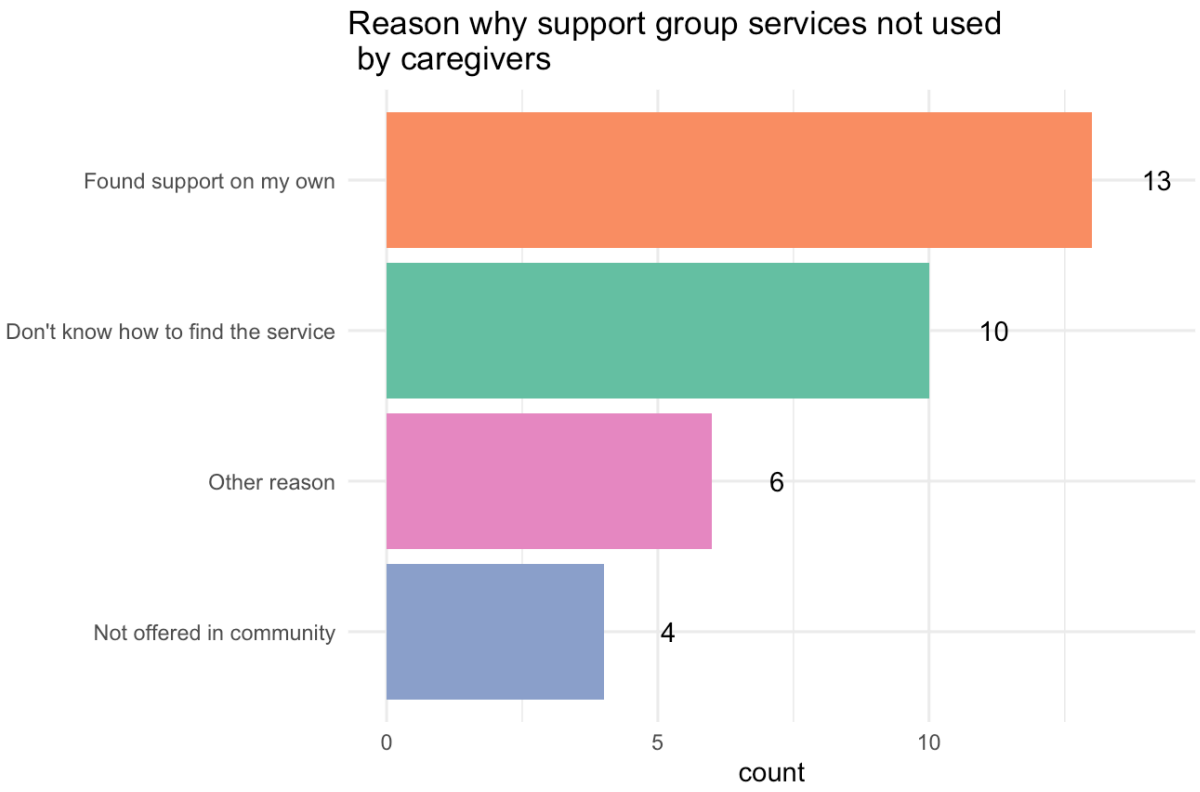
What services do caregivers need but are not using?

As shown in the bar plot below, support group services were the most needed but not used service, with 54% of respondents indicating unmet needs. The rest of the services had a similar percentage of people saying that they needed the service but did not use them, with the exception of respite care services. However, the reason for this is self-explanatory as respite care services were primarily provided for caregivers.



Why aren't caregivers using Support Group Services? (please check all that apply)

Out of the 28 people who answered this question, 13 of them found help on their own, 10 didn't know how to find the service, six had other reasons and four did not use it because the service was not offered. Everyone was shown this question and allowed multiple answers.



Written Responses

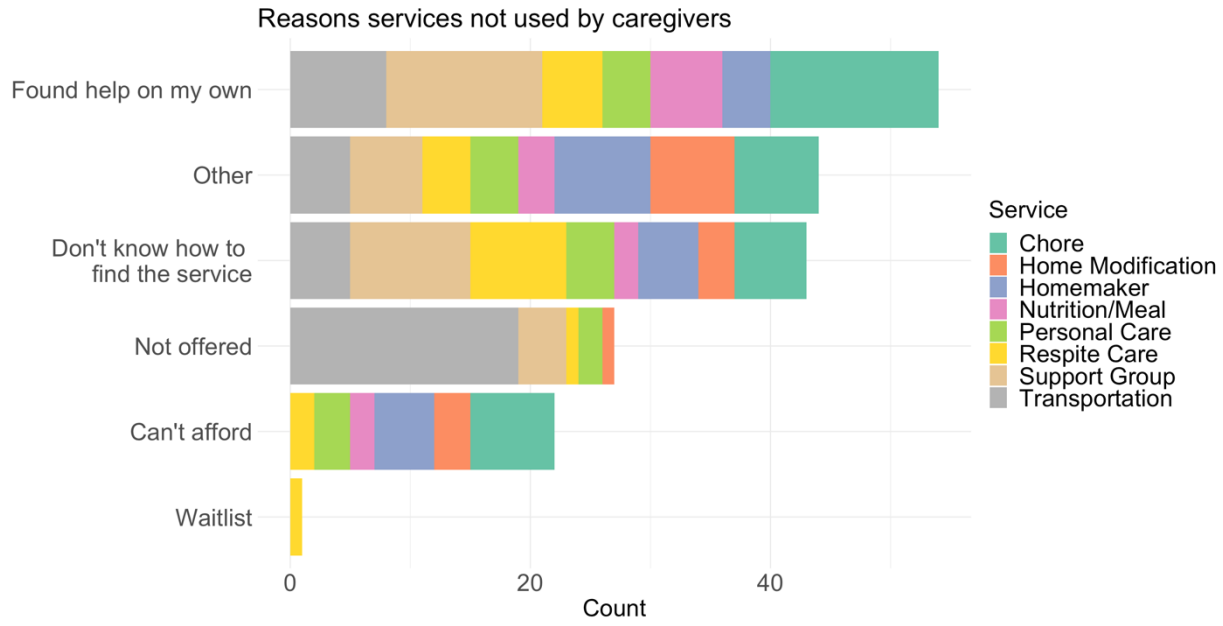
1. "I didn't know it was available."
2. "See above comments"
3. "new need for us"
4. "Not able to find affordable help on my income"
5. "Prefer a professional service. Pastors and support groups are helpful at a basic level but not beyond."

Why aren't caregivers using the services?

This is an overview of why caregivers were not using services. Compared to the plot in the overall analysis, there is a large proportion of caregivers who needed support group services and transportation services but did not use them due to reasons such as "found help on my own," "don't know how to find the service" and "not offered." Our conclusion is that the lack of available support groups and transportation services, along with not knowing how to find services, were challenges for caregivers.

***Table 2**: Reasons of services not used by caregivers*

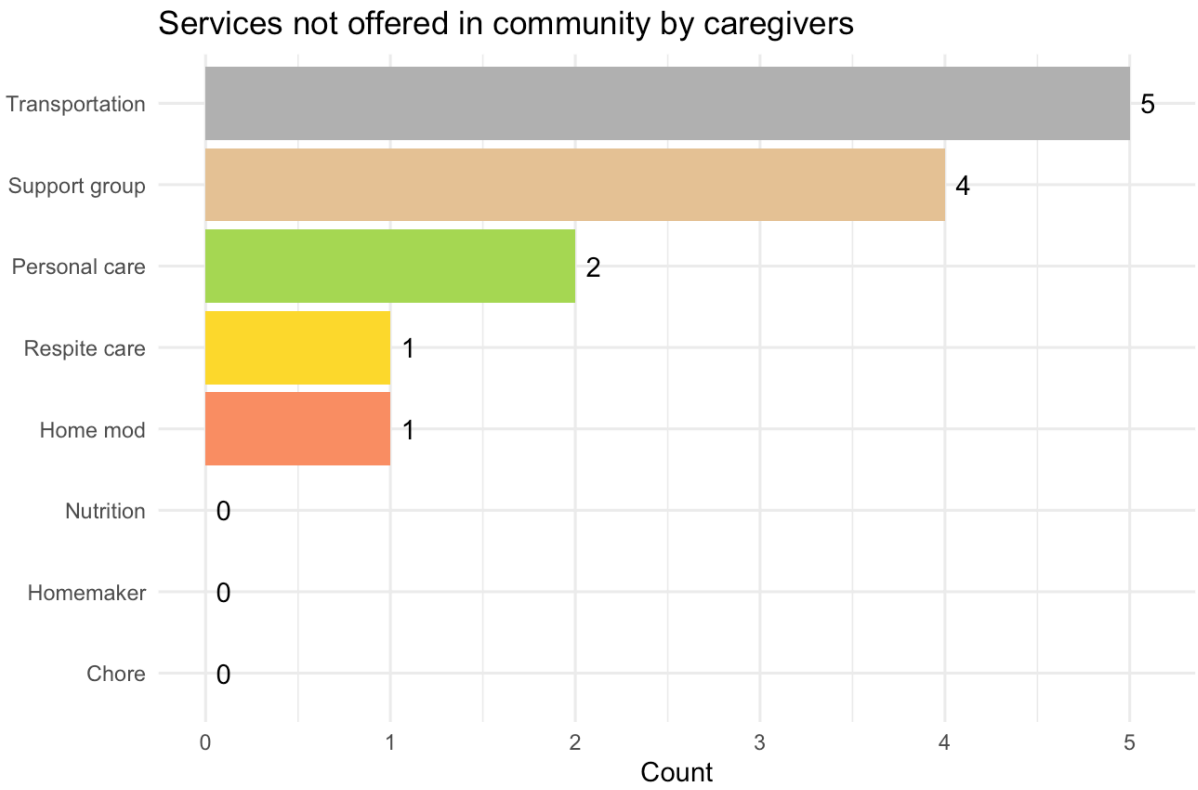
	Chore	Homemaker	Home Modification	Nutrition/ Meal	Personal Care	Respite Care	Support Group	Transportation
Not offered	0	0	1	0	2	1	4	19
Don't know how to find the service	6	5	3	2	4	8	10	5
Can't afford	7	5	3	2	3	2	0	0
Wait list	0	0	0	0	0	1	0	0
Found help on my own	14	4	0	6	4	5	13	8
Other	7	8	7	3	4	4	6	5



What services are most needed but unavailable for caregivers?

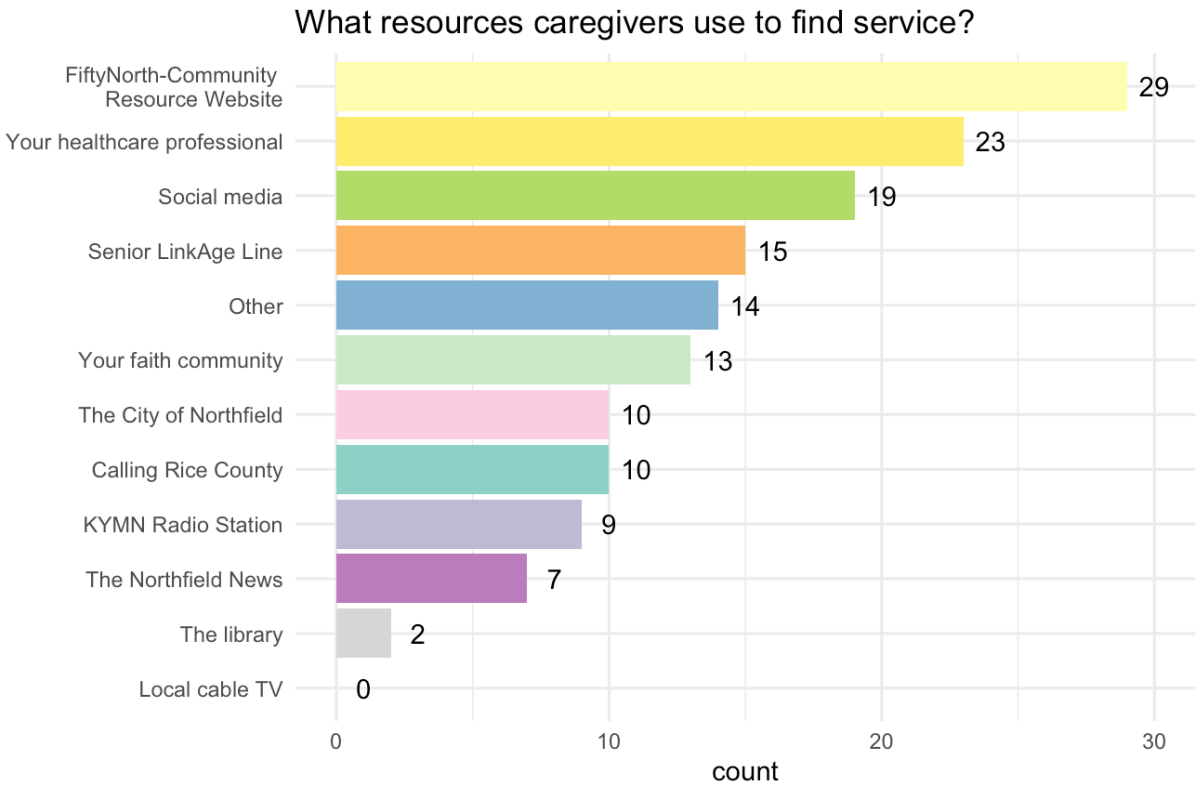
As shown in the bar plot below, transportation services stand out as being unavailable for caregivers, with five caregivers saying that transportation services were unavailable for them. Support group services were the second most unavailable service, with four people marking this as unavailable, followed by personal care services with two respondents.

Overall, these results are fairly similar to the overall results, with the main exception being that caregivers didn't find that chore services were unavailable to them.



What resources do caregivers use to find services?

We had a total of 64 valid responses and 29 caregivers put FiftyNorth-Community Resource Website as one of their top three choices. Healthcare professionals were still the second most popular resource, with 23 caregivers using this resource. Social media became the third most popular resource for caregiver, with 19 of them using it. Among the 14 text responses, five caregivers indicated the usage of internet search, including Google, and three caregivers mentioned a family member or friend's recommendation.



Written Responses

1. Internet search (6)
2. Friends/family (4)
3. "Northfield Hospital Social Services Dept."
4. "Chose more than three: FiftyNorth, Your Healthcare professional, calling Rice County, Senior LinkAge Line, Social Media"
5. "Other selected – Senior LinkAge Line and Your healthcare professional; FiftyNorth-Community Resource Website – I am not a member and did not think about their Resource Website for these services"
6. "Also chose… KYMN and your healthcare professional"

Appendices

Health and Wellness
In-home Services and Supports Key Informant Report

Key Informant Data Collection Process

A critical component of an Age Friendly community is one in which key services and supports are available that make it possible for older adults to age in place. Services like chore, home modification, nutrition and meals, personal care and transportation are examples of home-based services that allow older adults to remain at home, maintain independence and continue to have a good quality of life. In the best-case scenario these services would be affordable, easy to locate, accessible and flexible. While there are many organizations and health providers offering services in Northfield, they may not be able to meet the demand or have the capacity to offer everything that's needed for a variety of reasons. In order to get a clear picture of what services are available and better understand if service gaps exist, the Health and Wellness Domain Team of Age Friendly Northfield decided to conduct a two-phase survey. The first phase, which began in the Spring of 2021, consisted of key informant interviews with local health providers and organizations to learn more from their perspective. Their input was very valuable and formed the basis for the second phase, developing a survey to gather information from residents in Northfield in an effort to learn more about in-home services and supports from residents' viewpoint. Based on the survey results the Health and Wellness Domain Team plans to provide recommendations and action steps to address any service gaps.

Key Informant Interviews

Thirteen providers were identified for the key informant interviews and virtual meetings or phone calls were set up with lead staff from each entity. The goal of the interviews was to gather more information about the services each organization provides and to learn where they see service gaps developing or know are already a challenge for older adults and their families. They were given five questions in advance of the meeting to allow them time to think about their responses and talk to other staff for input.

Key Informant Survey Questions:

1. What type of services do you provide for older adults and their caregivers?
2. What are your top three service requests from older adults?
3. Are you able to fill this need?
4. Are you able to refer them to someone else who can fulfill that request or is it unavailable in the community?
5. What would be helpful to better connect older adults to services in Northfield?

Examples:

- New service providers in the community
- Current providers willing to expand offerings
- More grant money to support programs
- Resource list or website to connect people with services
- Better marketing and outreach

In addition to these questions, we gave them examples of what we meant by home-based services.

Chore services: installation of grab bars, window washing, moving items, heavy duty cleaning, yard clean-up, lawn mowing, snow shoveling

Health and wellness programs: chronic disease management, fall prevention, general exercise

Housekeeping: laundry, cooking, meal prep, light cleaning

Nutrition/Meal Programs

Respite: in-home respite with volunteers or paid staff, group respite programs

Support Groups: caregiver focused, grief, dementia focused

Transportation: medical/non-medical

Key Informant Providers Interviewed

Interviews were conducted either by phone or virtually over Zoom.

The participants represented Allina Health, City of Northfield, Community Action Center, Dakota County Social Services, FiftyNorth, HealthFinders, Northfield Hospital & Clinic, Northfield Ministerial Association, Northfield Retirement Community, Parish Nurse Representative, Three Links and Three Rivers CAC.

Key Informant Result Summary Table

Service	Comments	Total Times Identified
Health & Wellness Programs	Offer evidenced based Health Promotion Programs Some Assisted Living Facilities offer in house. Mental Health Supports were mentioned and included within this area.	**6**
Chore	Also referred to as "handyman" services.	**3**
Homemaking	Requests can be hard to fill.	**4**
Meals/Nutrition	Rural requests for home delivered meals hard to fill due to lack of volunteers. Need for affordable options. Need for grocery shopping and errands.	**4**
Respite	Both in-home and out of home are needed. In-home for caregivers of persons with memory loss. Great need for in-home volunteer program.	**4**
Support Groups	Need for Alzheimer's and other dementia support groups for Caregivers. Dementia Memory Café'. Grief support group.	**4**

Service	Comments	Total Times Identified
Transportation	Volunteer taxi service Volunteers to drive older adults to the library. Volunteers to provide transportation. Non-emergency door to door. Need for more options and flexibility for medical rides to appointments. Need more options. Current options do not meet the need. Challenge to find volunteers.	**10**
Other Service Suggestions	Share volunteer opportunities with potential volunteers through the Northfield Shares HUB. Broadband for telemedicine visits. Workforce-create a PCA/NA pool. Equipment for in-home therapy. Friendly visiting. Neuro specialists. Financial education-clients don't always understand the financial cost of services. Support to assist clients to complete forms.	

Income Analysis Results

In this section, we checked whether there was a difference in responses based on income level. To determine if the survey results differed based on income, we chose to split the survey respondents into two categories: those that reported an annual income greater than 75,000 dollars and those that reported an annual income less than 75,000 dollars. We chose this split because it separated the respondents into relatively similar group sizes, with 136 people reporting an income greater than 75,000 dollars and 154 people reporting an income less than 75,000 dollars.

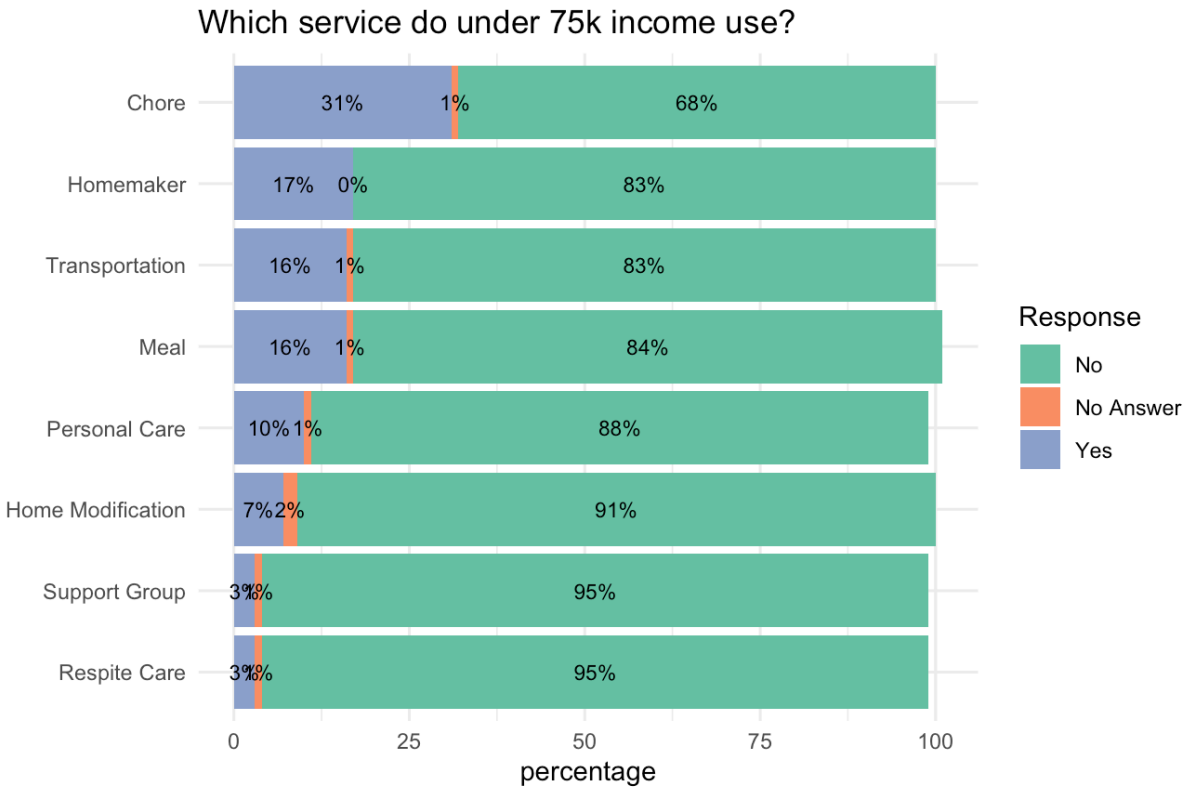
Here are the main findings:

1. Those with a lower income make up a large portion of people that use transportation and meal services, and those with a higher income use these two services much less.
2. Those with a lower income use transportation services mainly for medical appointments and running errands, while those with a higher income mainly use them for airport runs and medical appointments.
3. Those with a lower income use home delivered meals through Northfield Hospital much more frequently. Additionally, those with a lower income were the only ones using congregate dining provided through FiftyNorth.
4. Those with a lower income need but don't use services at a higher rate than those with a higher income. Additionally, those with a lower income make up a high proportion of those that need but don't use transportation and nutrition/meal services, while those with a higher income use support group services comparatively more.
5. Those with a lower income were more likely to not know how to find the service and find help on their own compared to those with a higher income.
6. There is a higher proportion of those with a lower income not being able to afford services.
7. Those with a greater income were more likely to use social media for information. Additionally, those with a lesser income use healthcare professionals, Senior LinkAge Line and faith communities to a higher extent than those with a greater income.

Chore, support groups and transportation services have already been identified as in needing development, and it's also clear that improving communication about service options should be a priority.

What services are people with an annual income less than 75k using?

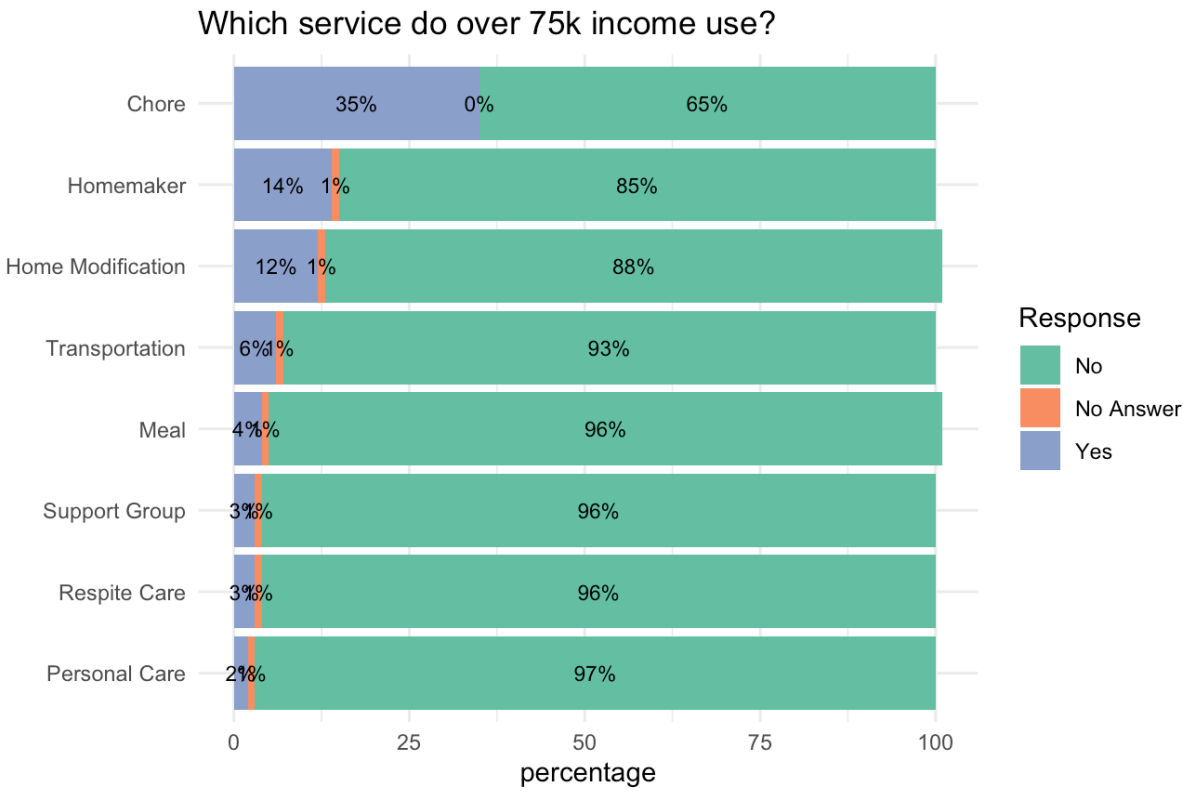
People with an income less than 75k mainly use chore, homemaker, transportation and meal services.



What services are people with an annual income greater than 75k using?

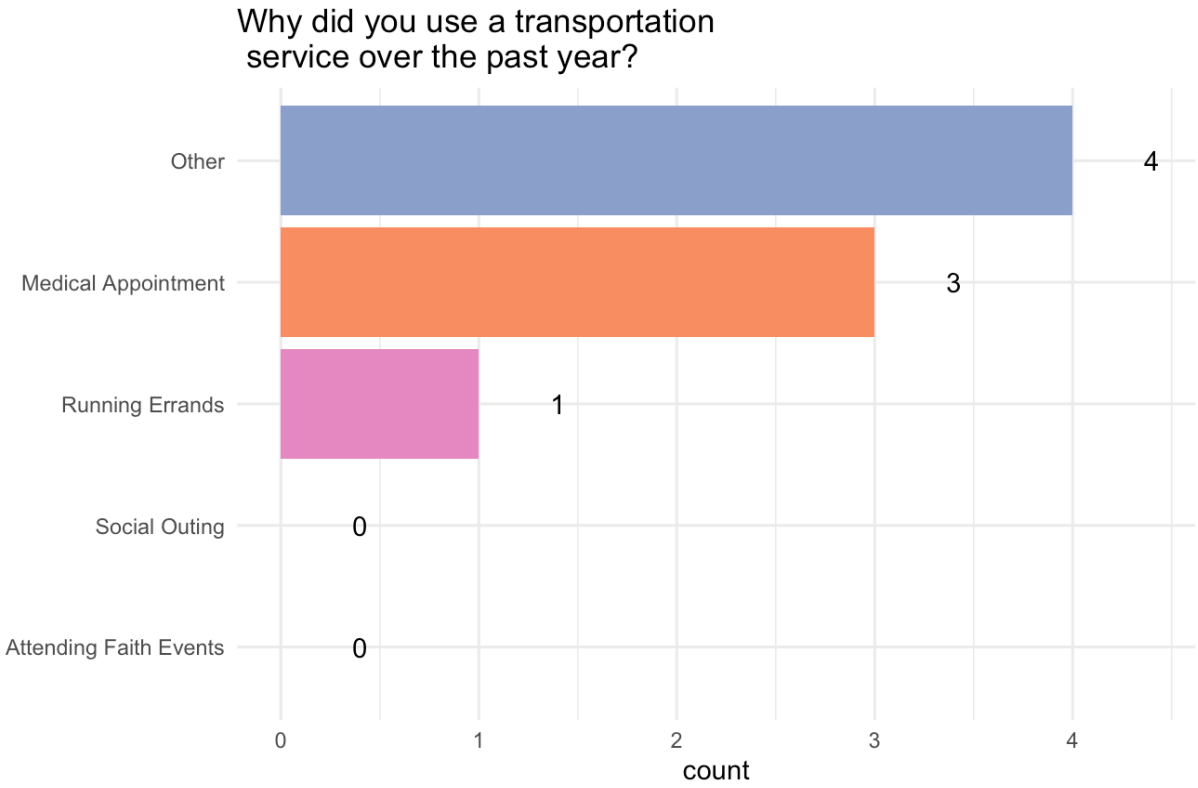
People with an income greater than 75k mainly use chore, homemaker and home modification services.

The two services with the greatest difference based on income levels were transportation and meal services, with those with a lower income making up a large portion of people that use these two services and those with a greater income using these two services much less.



What transportation services are used by people with an annual income greater than 75k?

Out of the eight people who answered this question, four of them used it for other purposes, three for medical appointments and one for running errands. Out of the four written responses, three of them referred to airport runs.



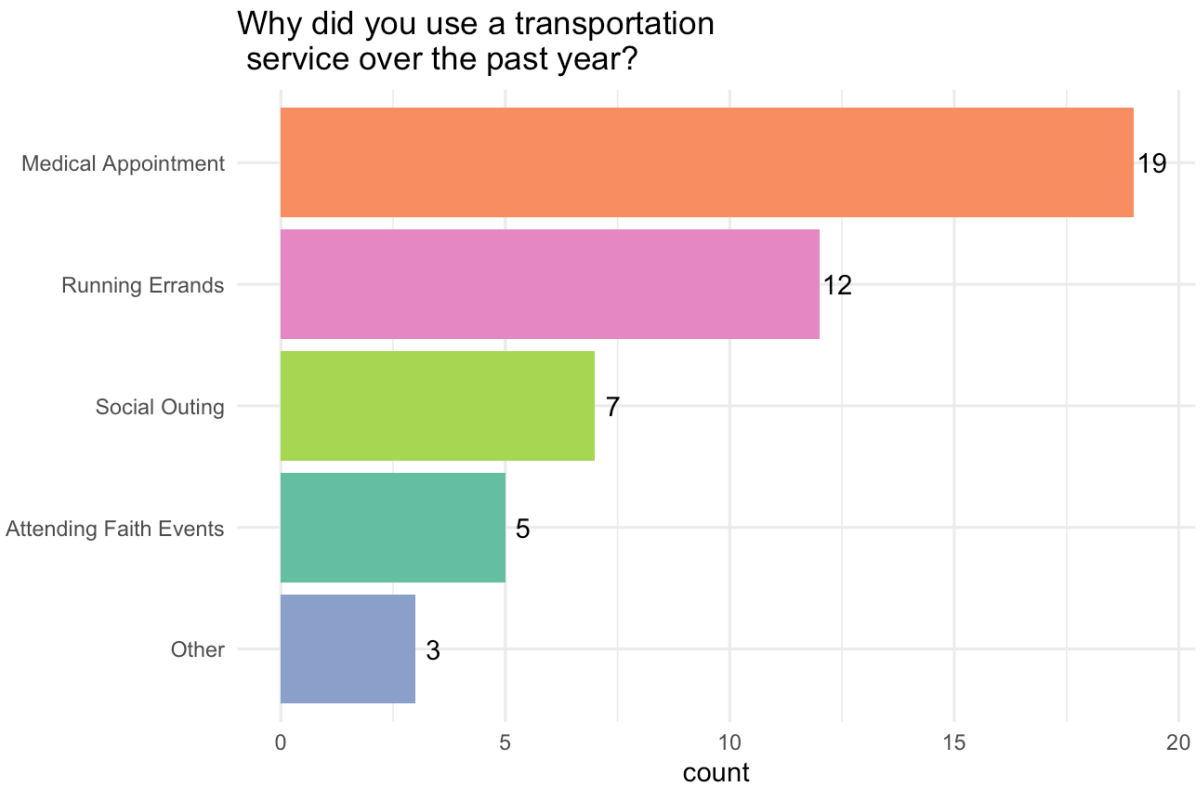
Written Responses

1. "Airport run"
2. "Commuting to/from the workplace"
3. "Rides to and from the airport"
4. "airplane trip transportation"

What transportation services are used by people with an annual income less than 75k?

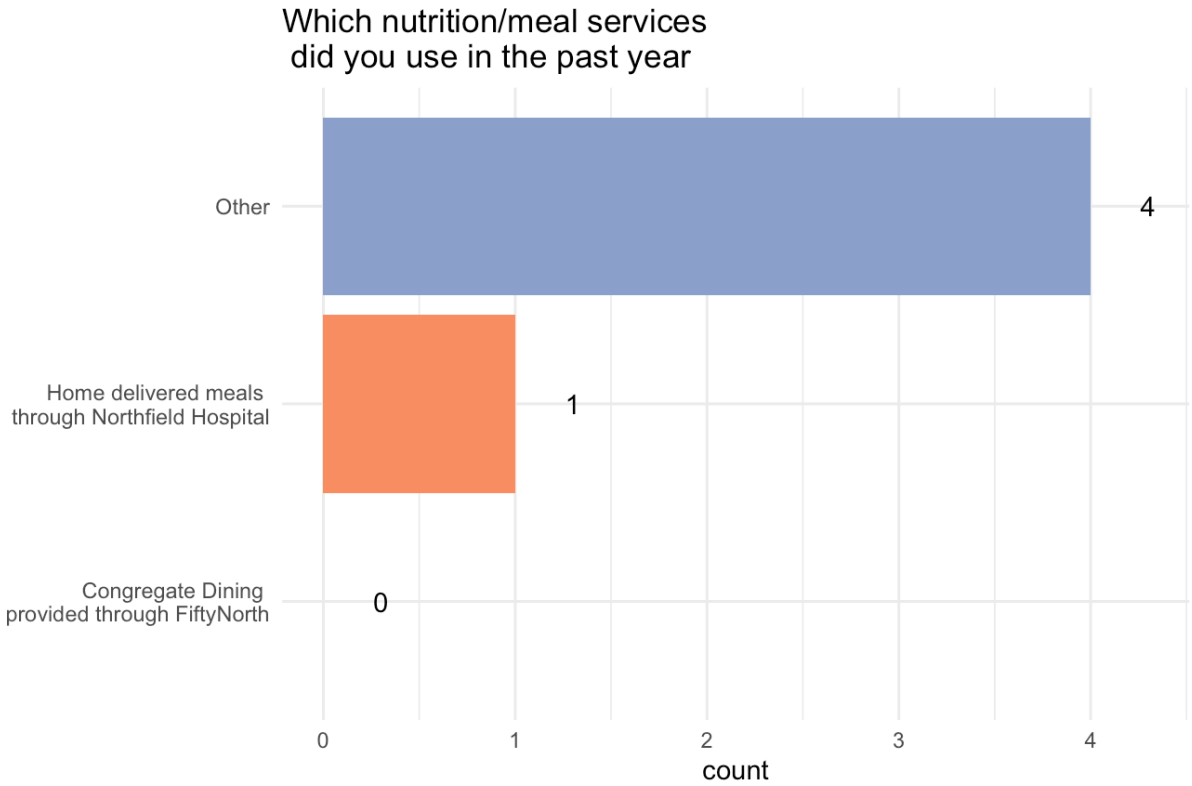
Out of the 25 people who answered this question, 19 of them used transportation services for medical appointments, 12 for running errands, seven for social outings, five for attending faith events and three of them used them for other purposes.

The greatest differences based on income level were that those with a lower income use transportation services mainly for medical appointments and running errands, while those with a greater income mainly use them for airport runs and medical appointments.



What meal services are used by people with an annual income greater than 75k?

Out of the five people who answered this question, four of them used it for other purposes and one used it for home delivered meals through Northfield Hospital. Of the four text responses, all of them referred to some form of home delivered meals.



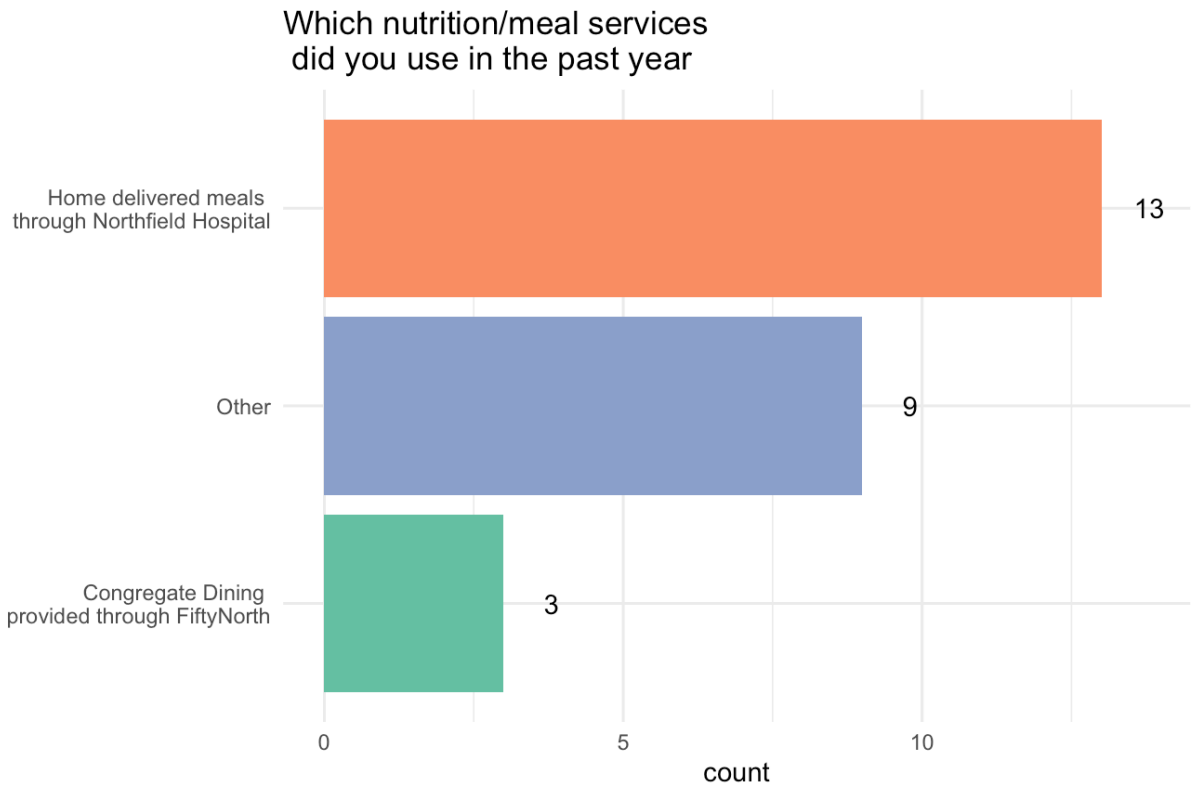
Written Responses

1. "Home delivery service"
2. "Hello Fresh"
3. "Grab & Go delivered to my home"
4. "Take home meals through FiftyNorth"

What meal services are used by people with an annual income less than 75k?

Out of the 23 people who answered this question, 13 of them used meal services for home delivered meals through Northfield Hospital, nine for other purposes and three for congregate dining provided through FiftyNorth. Of the eight text responses, two of them refer to Hello Fresh and two to a food shelf.

The greatest differences based on income level were that those with a lower income use home delivered meals through Northfield Hospital much more frequently. Additionally, those with a lower income were the only ones using congregate dining provided through FiftyNorth.

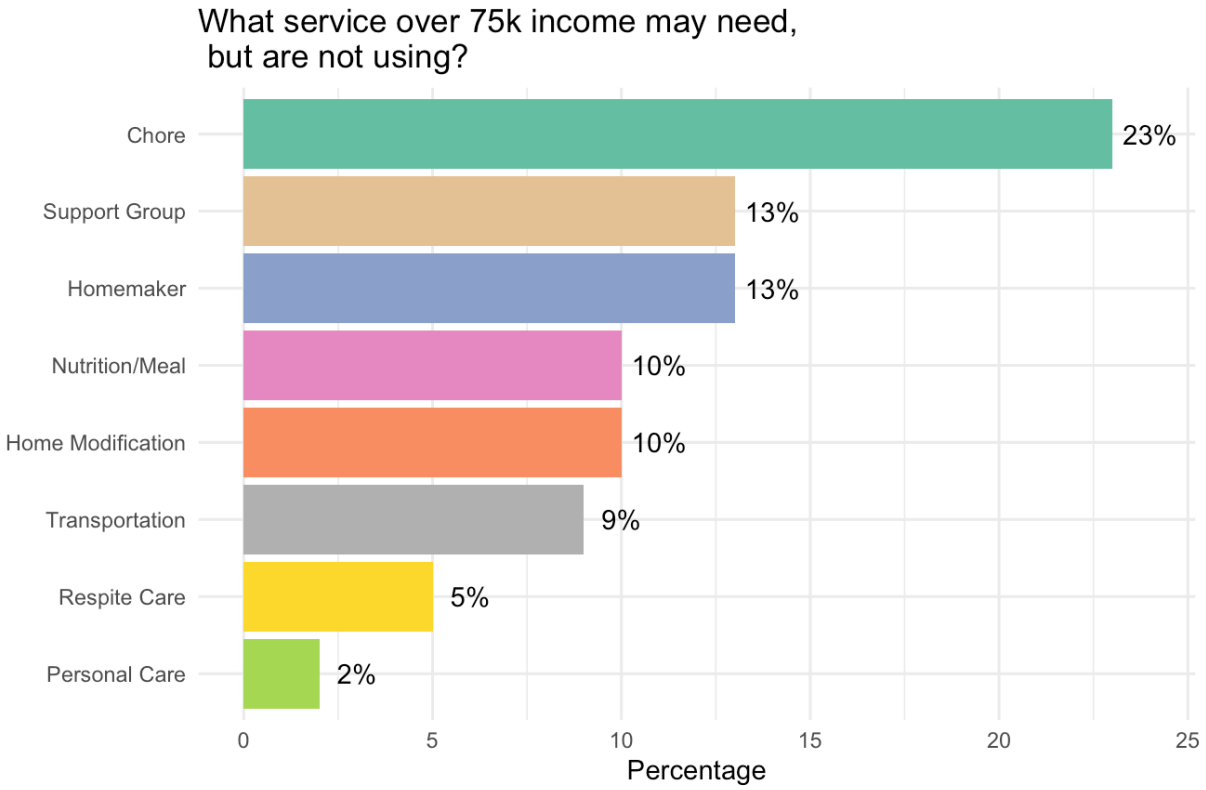


Written Responses

1. Hello Fresh (2)
2. Food shelf (2)"
3. "Benedictine"
4. "meals order from the Manor or Parkview at Northfield Retirement Center"
5. "Meals on Wheels"
6. "Family provided meals"

What services do people with an income greater than 75k need but did not use?

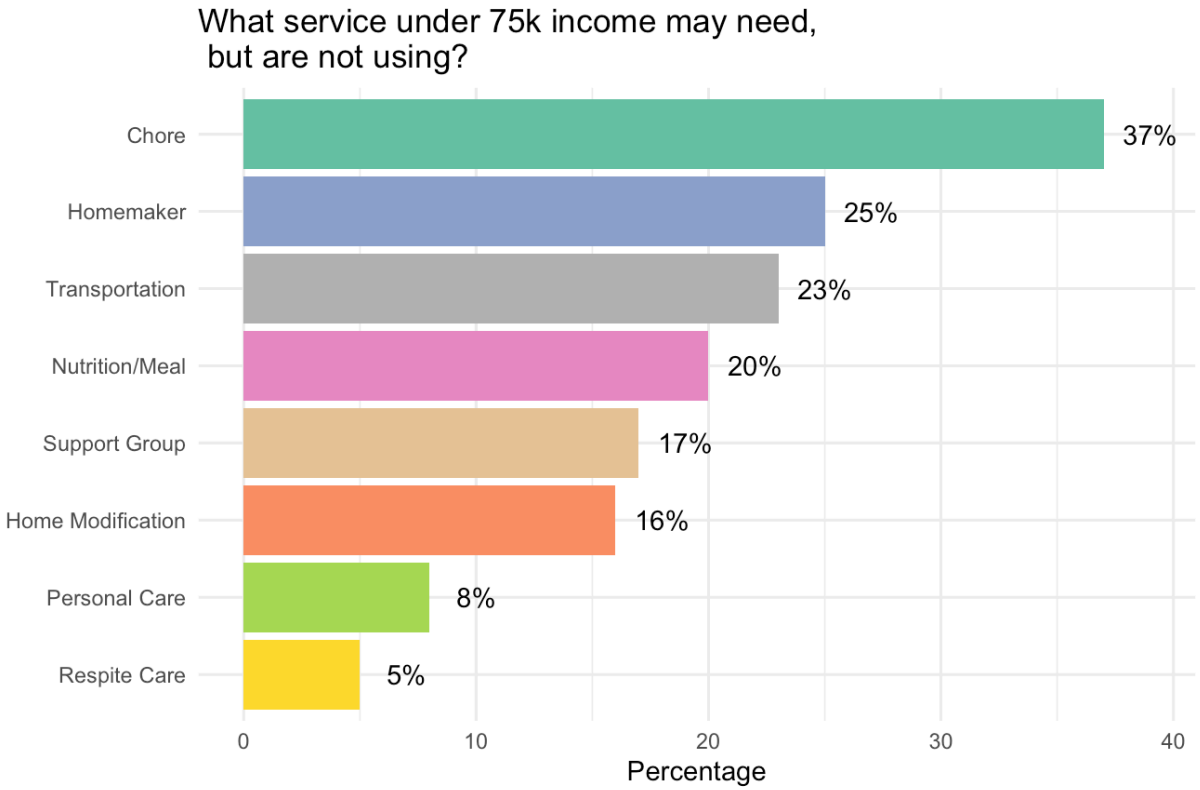
As shown in the bar plot below, chore services remain the most needed but not used service, with 23% of people with an income greater than 75k needing but not using this service. The second most needed but not used services were tied between support group and homemaker services at 13%.



What services do people with an income less than 75k need, but did not use?

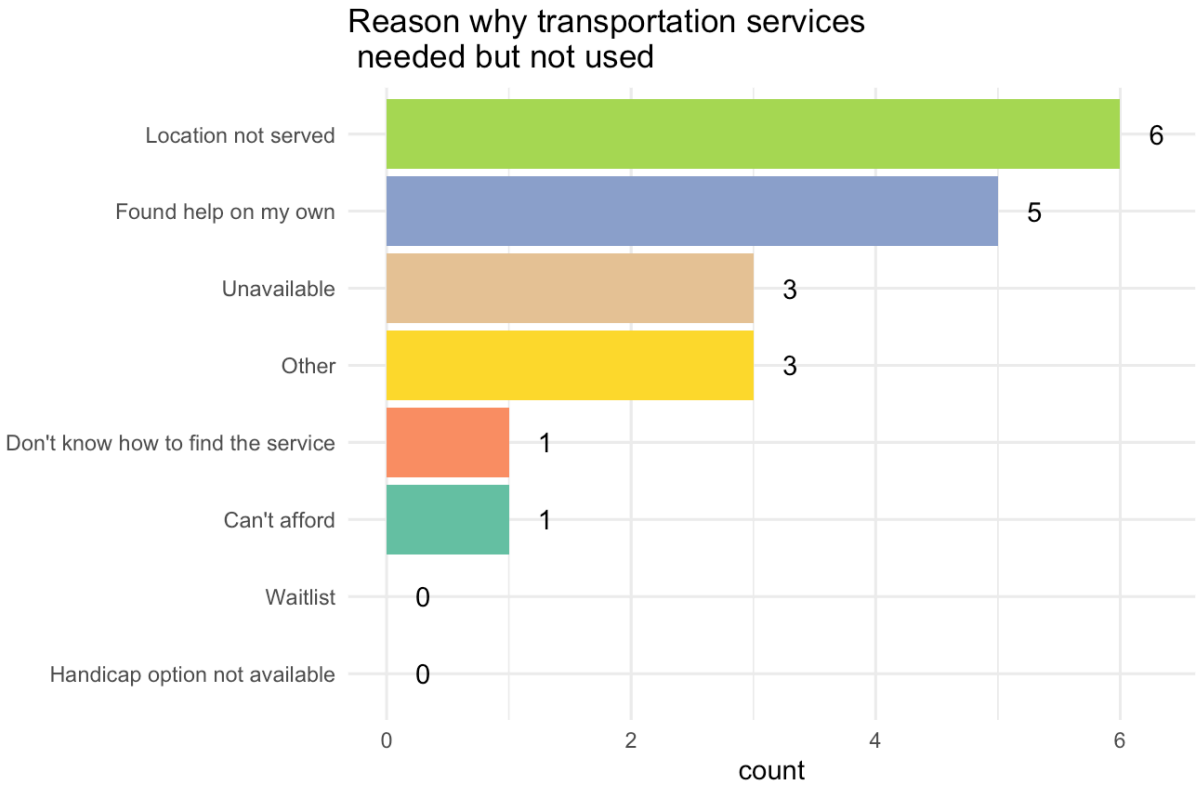
The bar plot below illustrates that chore services remain the most needed but not used service, with 37% of people with an income greater than 75k needing but not using this service. The second most needed but not used service was homemaker with 25%, followed by transportation services at 23%.

Overall, those with a lower income need but don't use services at a higher rate than those with a higher income. Additionally, those with a lower income make up a high proportion of those that need but don't use transportation and nutrition/meal services, while those with a higher income use support group services comparatively more. We will now look for possible differences between the reasoning for transportation and support group services.



Why aren't people with an income greater than 75k using transportation services?

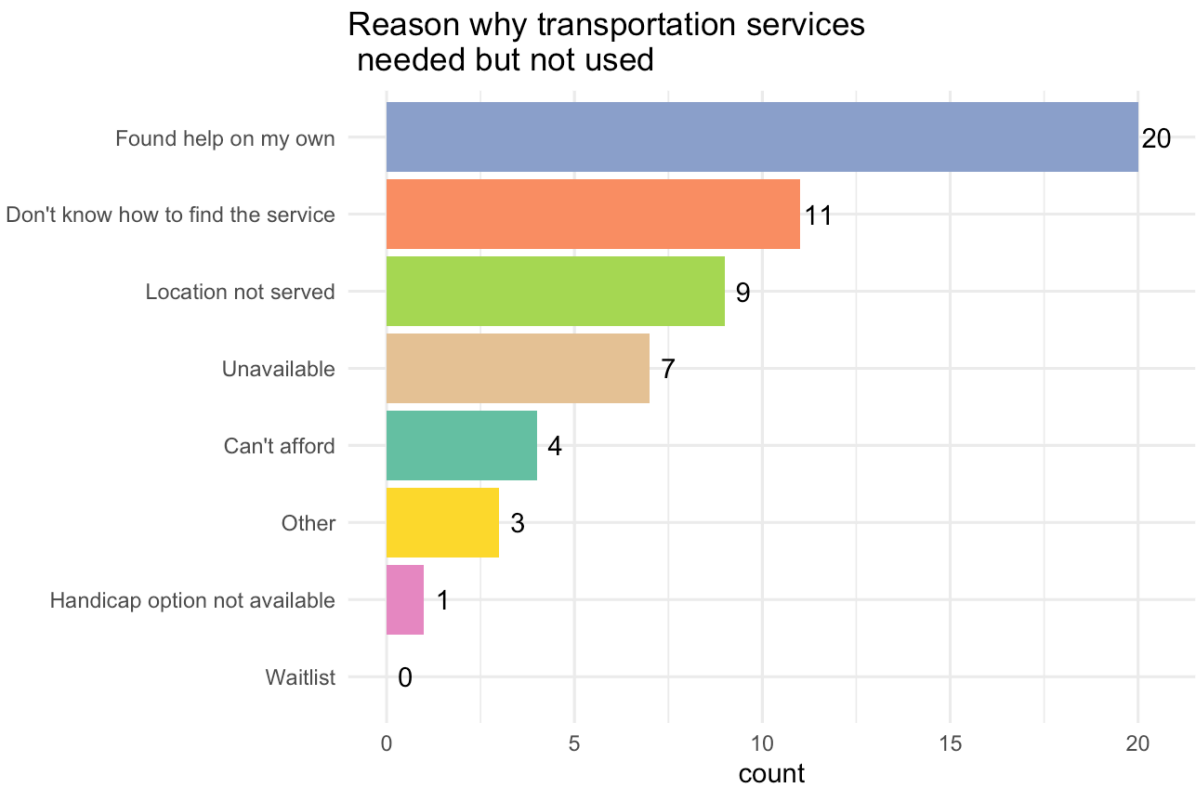
Out of the 11 people that answered this question, six said that their location was not served, five found help on their own, three said that the service was unavailable, three had other reasons, one did not know how to find the service and one could not afford it. Zero people were on a wait list or did not use it due to a handicap option not being available.



Why aren't people with an income less than 75k using transportation services?

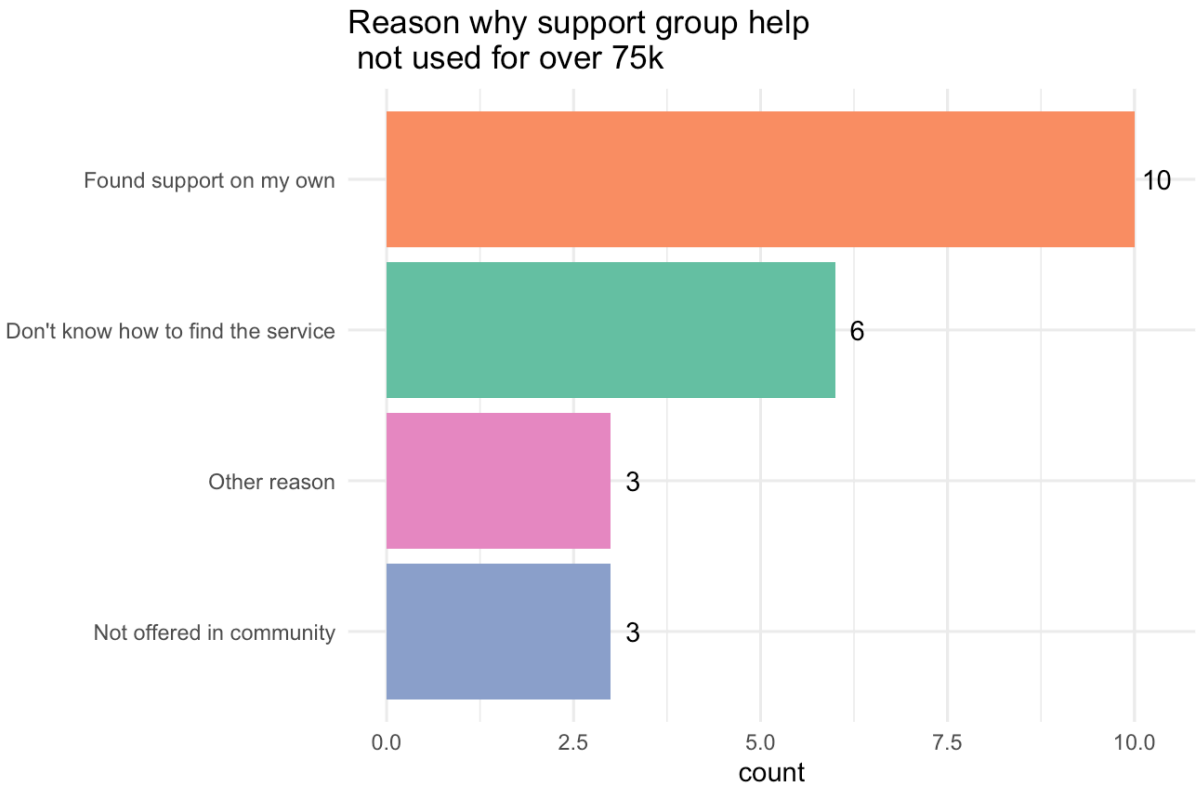
Out of the 33 people that answered this question, 20 people found help on their own, 11 didn't know how to find the service, nine said that their location was not served, seven said that it was unavailable, four couldn't afford it, three had other reasons and one said that the handicap option was not available. Zero people were on a wait list.

The main differences based on income level were that those with a lower income were more likely to not know how to find the service and to find help on their own compared to those with a higher income. Additionally, a higher proportion of those with a higher income indicated that their location was not served.



Why aren't people with an income greater than 75k using support group services?

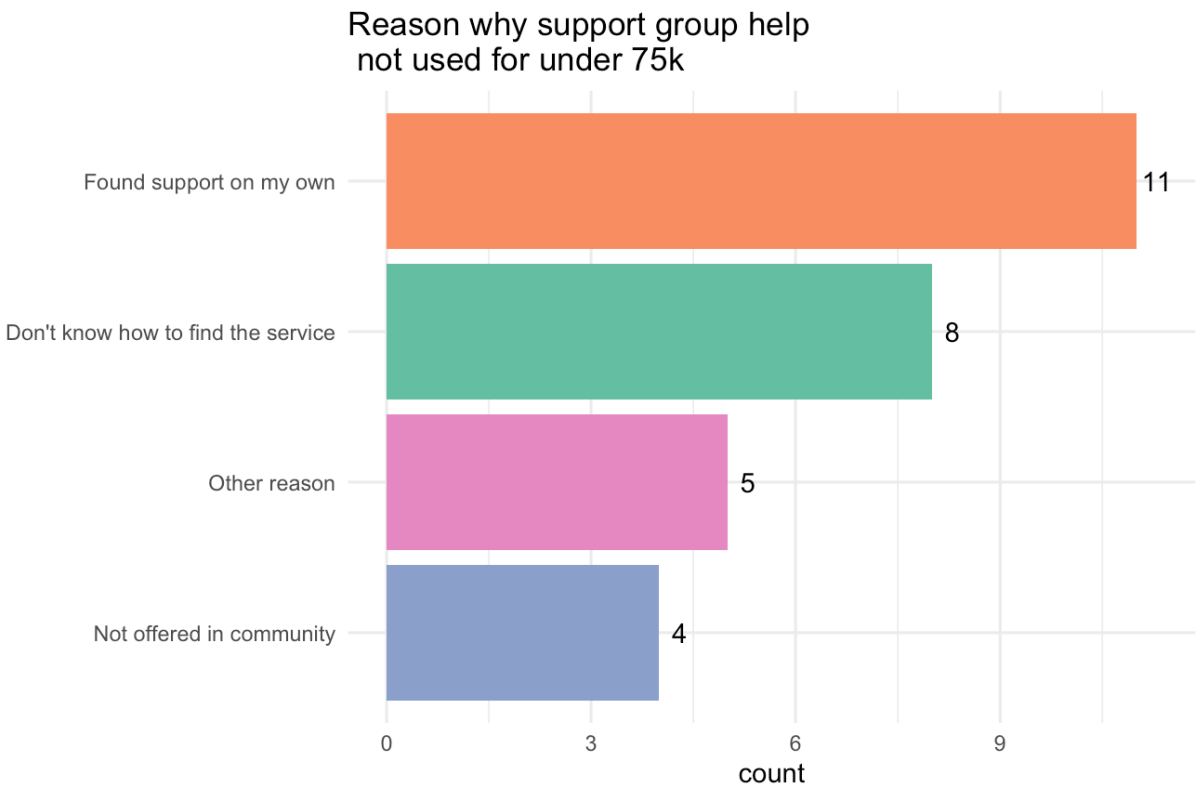
Out of the 18 people that answered this question, 10 people found support on their own, six didn't know how to find the service, three had other reasons and three said that it was not offered in their community.



Why aren't people with an income less than 75k using support group services?

Out of the 23 people that answered this question, 11 people found support on their own, eight didn't know how to find the service, five had other reasons and four said that it was not offered in their community.

The reasons were the same based on income level.



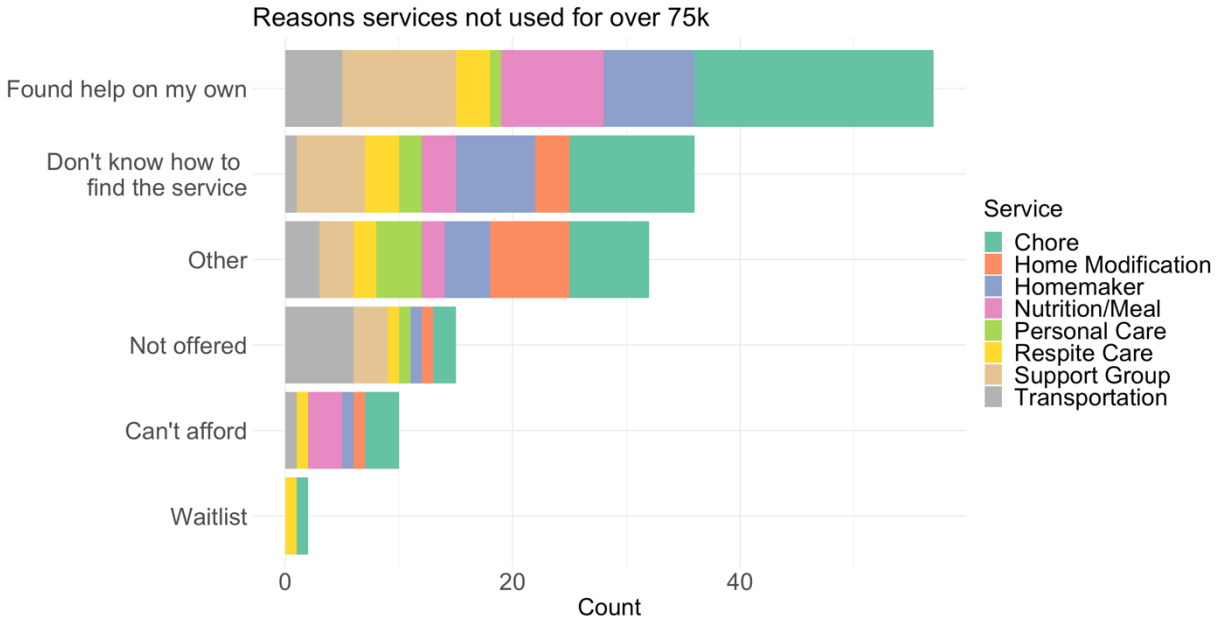
Why aren't people with an income greater than 75k using services?

Table 3 identifies that most people with an income greater than 75k found help on their own, with a significant portion also not knowing how to find the service.

***Table 3**: Reasons of services not used*

	Chore	Homemaker	Home Modification	Nutrition/ Meal	Personal Care	Respite Care	Support Group	Transportation
Not offered	2	1	1	0	1	1	3	6
Don't know how to find the service	11	7	3	3	2	3	6	1
Can't afford	3	1	1	3	0	1	0	1
Wait list	1	0	0	0	0	1	0	0
Found help on my own	21	8	0	9	1	3	10	5
Other	7	4	7	2	4	2	3	3

As shown in the stacked bar plot below, most people with an income greater than 75k found help on their own, with a significant portion also not knowing how to find the service.



Why aren't people with an income less than 75k using services?

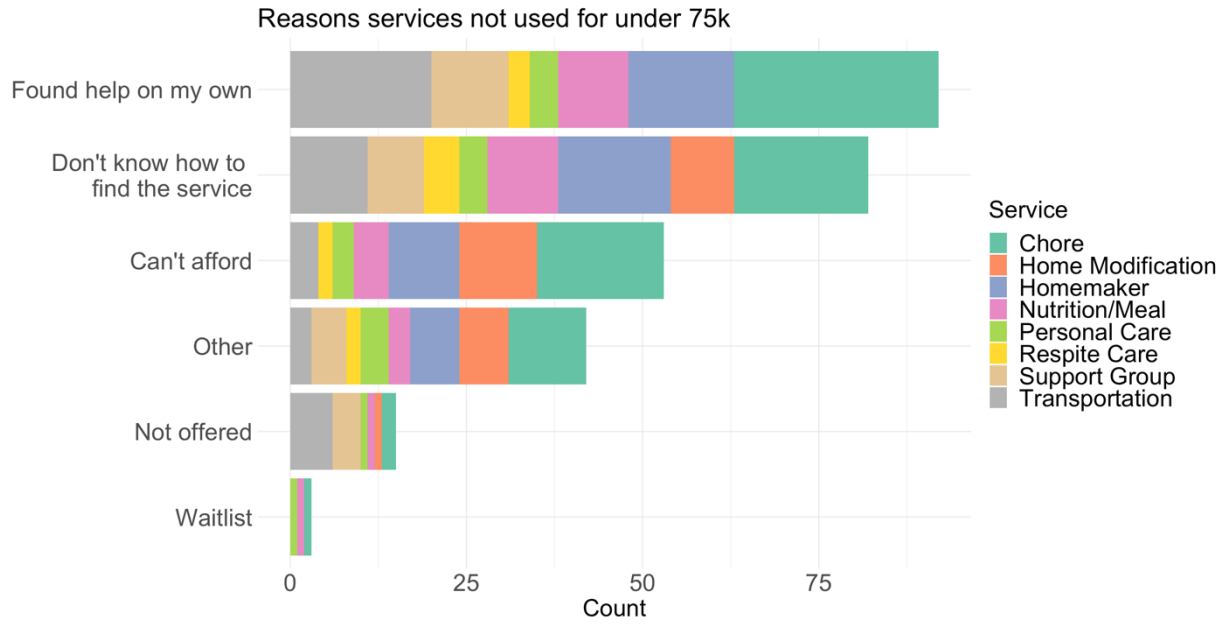
Table 4 identifies that most people with an income greater than 75k found help on their own, with a significant portion also not knowing how to find the service and not being able to afford it.

***Table 4**: Reasons of services not used*

	Chore	Homemaker	Home Modification	Nutrition/ Meal	Personal Care	Respite Care	Support Group	Transportation
Not offered	2	0	1	1	1	0	4	6
Don't know how to find the service	19	16	9	10	4	5	8	11
Can't afford	18	10	11	5	3	2	0	4
Wait list	1	0	0	1	1	0	0	0
Found help on my own	29	15	0	10	4	3	11	20
Other	11	7	7	3	4	2	5	3

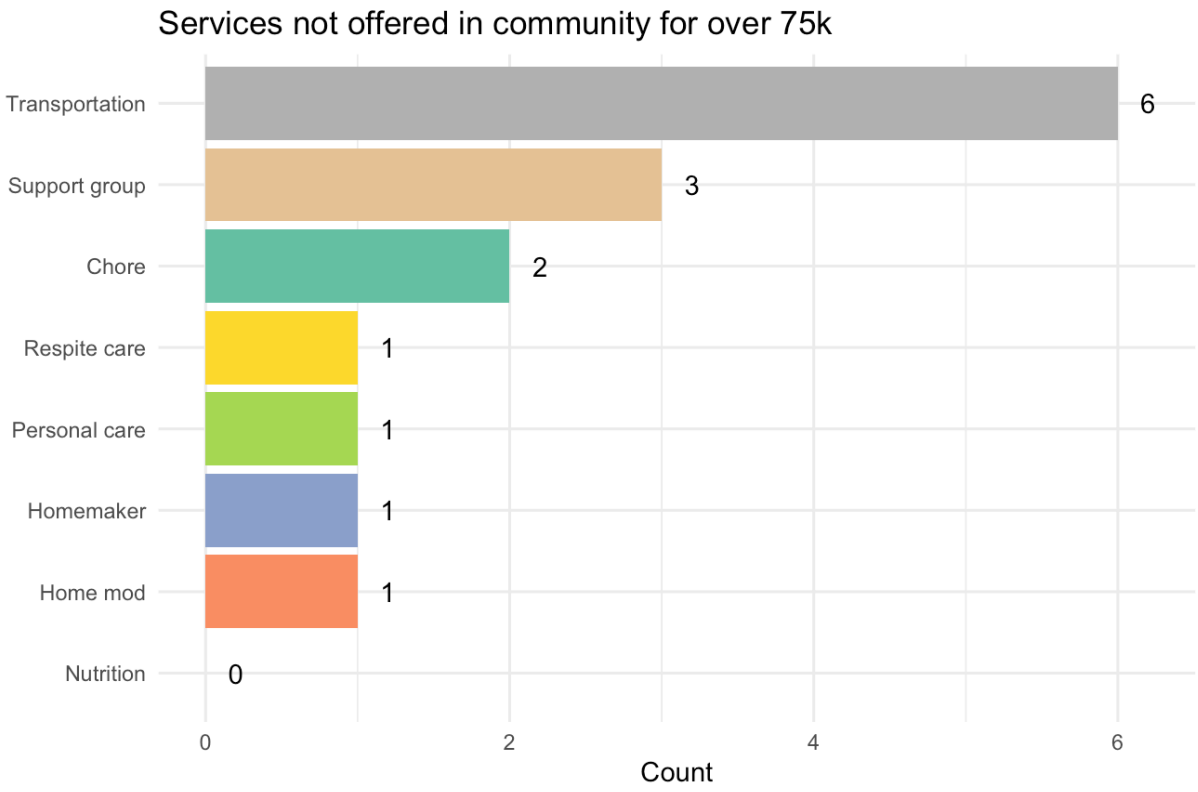
The stacked bar plot below shows that most people with an income greater than 75k found help on their own, with a significant portion also not knowing how to find the service and not being able to afford it.

The main differences based on income level were that a greater proportion of those with a lower income not knowing how to find the service, as well as there being a higher proportion of those with a lower income not being able to afford services.



What services are not offered in the community for people with an income greater than 75k?

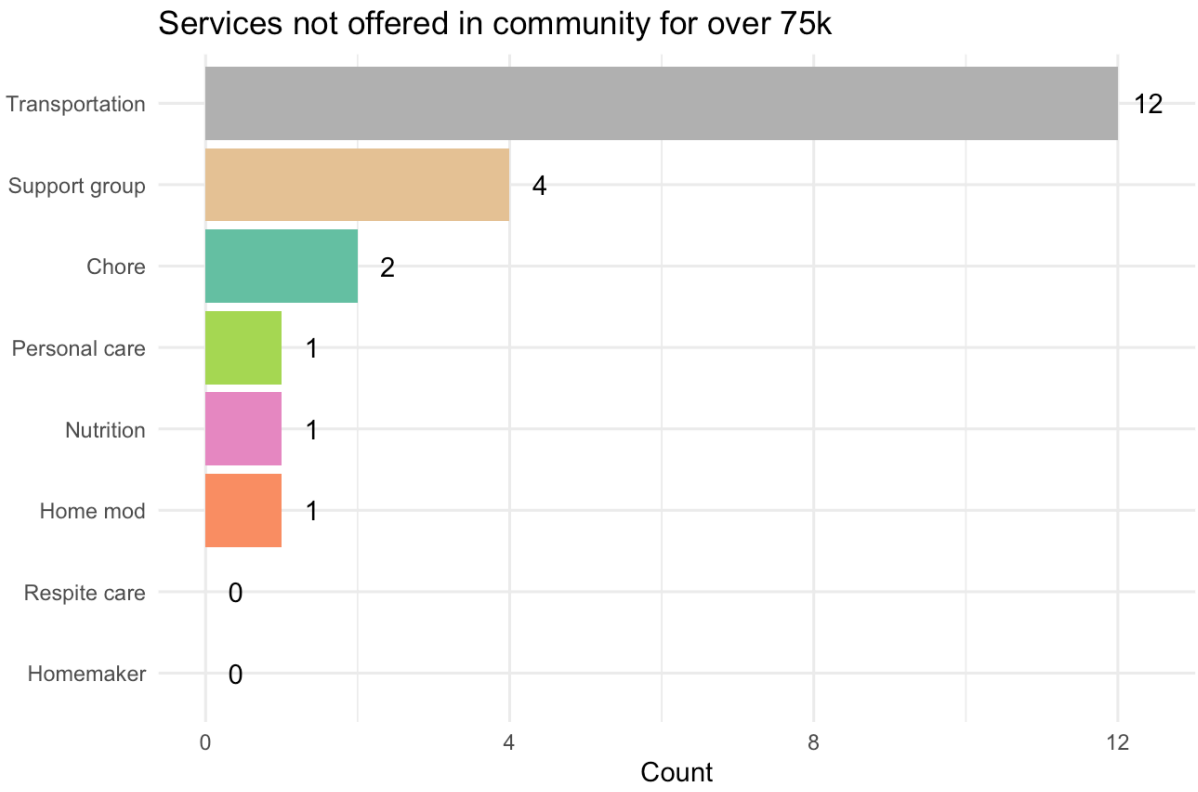
In the bar plot below, transportation services stand out as being unavailable, with six people saying that transportation services were unavailable for them. Support group services follow, with three people indicating lack of availability, and the third most common service marked as unavailable was chore services, with two people marking that.



What services are not offered in the community for people with an income less than 75k?

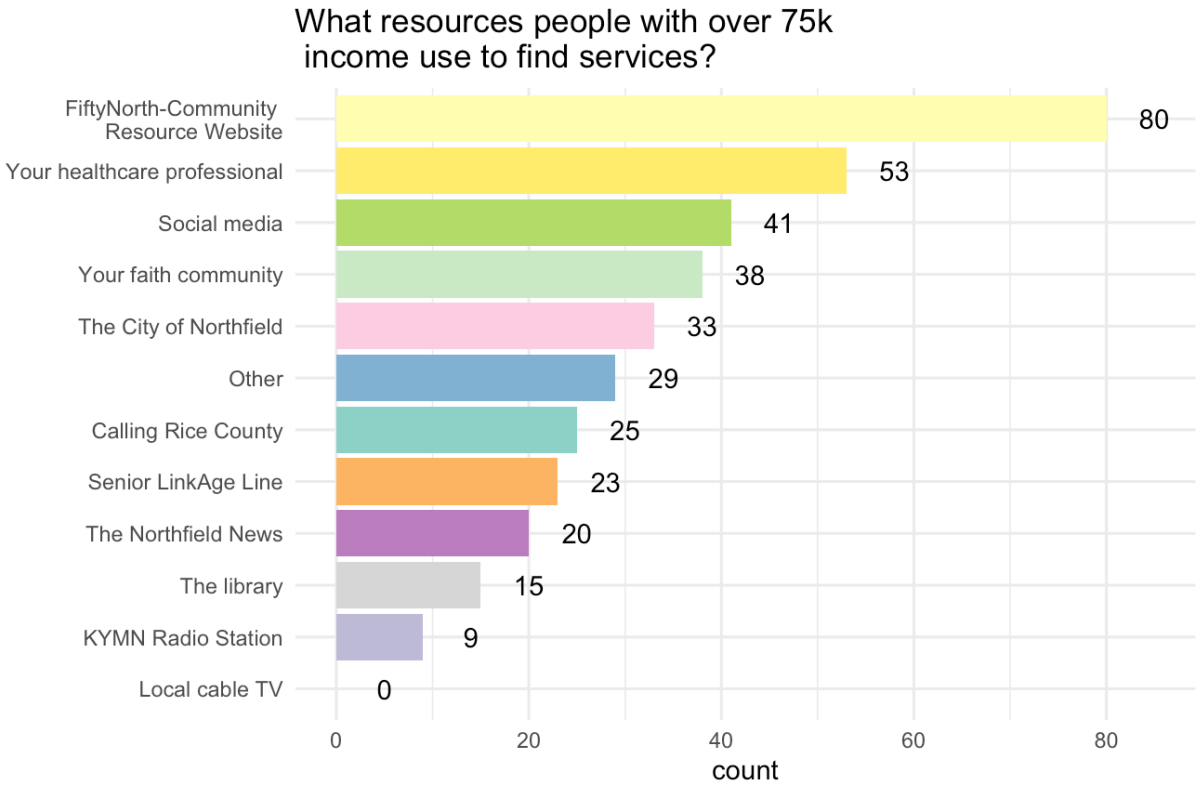
The bar plot below shows transportation services standing out as being unavailable, with 12 people saying that transportation services were unavailable for them. Support group services follow, with four people indicating that these were unavailable, and the third most common service marked as unavailable was chore services, with two people indicating a lack in this area.

No difference in service unavailability based on income was indicated.



What resources do people with an income greater than 75k use to find services?

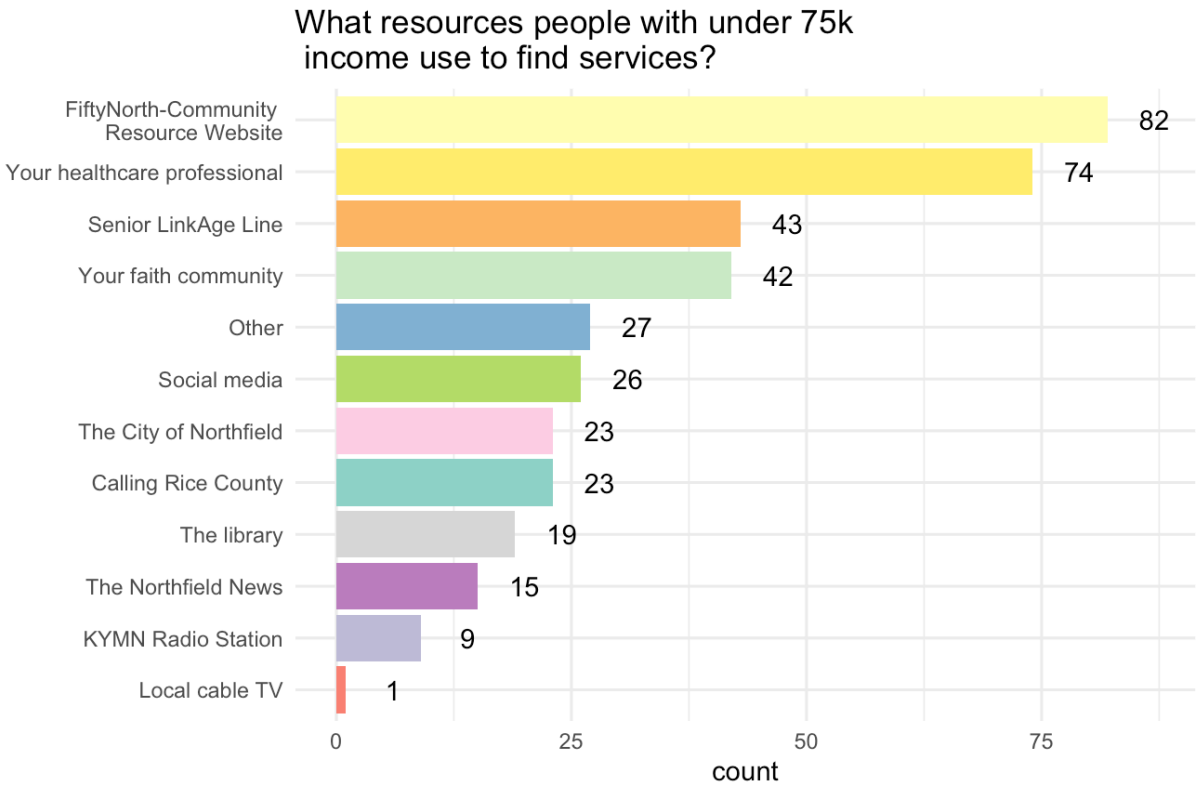
Out of the 136 people with an income greater than 75k that answered this question, the largest number of respondents indicated that they use FiftyNorth to find services, with 80 people doing so. Healthcare professionals and social media were the next two commonly used resources for information, with 53 and 41 people using these services respectively.



What resources do people with an income less than 75k use to find services?

Out of the 154 people with an income less than 75k that answered this question, most people use FiftyNorth to find services, with 82 people doing so, closely followed by healthcare professionals with 74 people using this resource. Senior LinkAge Line and faith communities were the next two commonly used resources for information, with 43 and 42 people using these services respectively.

The main differences in which resources were used based on income was that those with a greater income were more likely to use social media for information than those with a lesser income. Additionally, those with a lesser income use healthcare professionals, Senior LinkAge Line and faith communities to a higher extent than those with a greater income.



Overall Income Analysis

For those with an income greater than 75k, chore, support group and home modification services appear to need the most development.

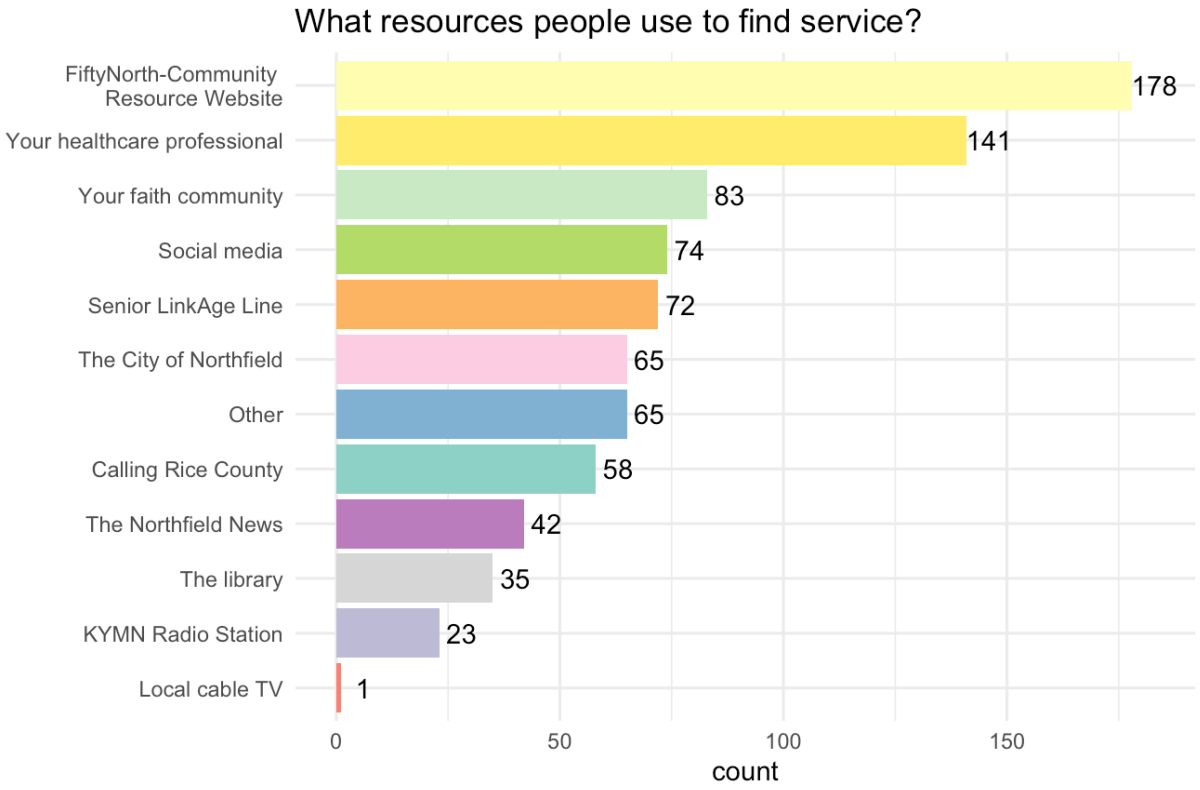
For those with an income less than 75k, chore, homemaker, transportation and nutrition/meal services appear to need the most development.

A larger proportion of those with an income less than 75k did not know how to find services or couldn't afford them compared to those with an income greater than 75k.

Final conclusions from this section indicate a need for new approaches to communicate and promote services better, as well as looking at affordability for those with an income lower than 75K. In particular, chore, transportation and nutrition/meal options stand out as the top services that were needed but not used due to not knowing how to find the service as well as cost being a barrier in some cases.

Demographics

D1. What resources do people use to find services?



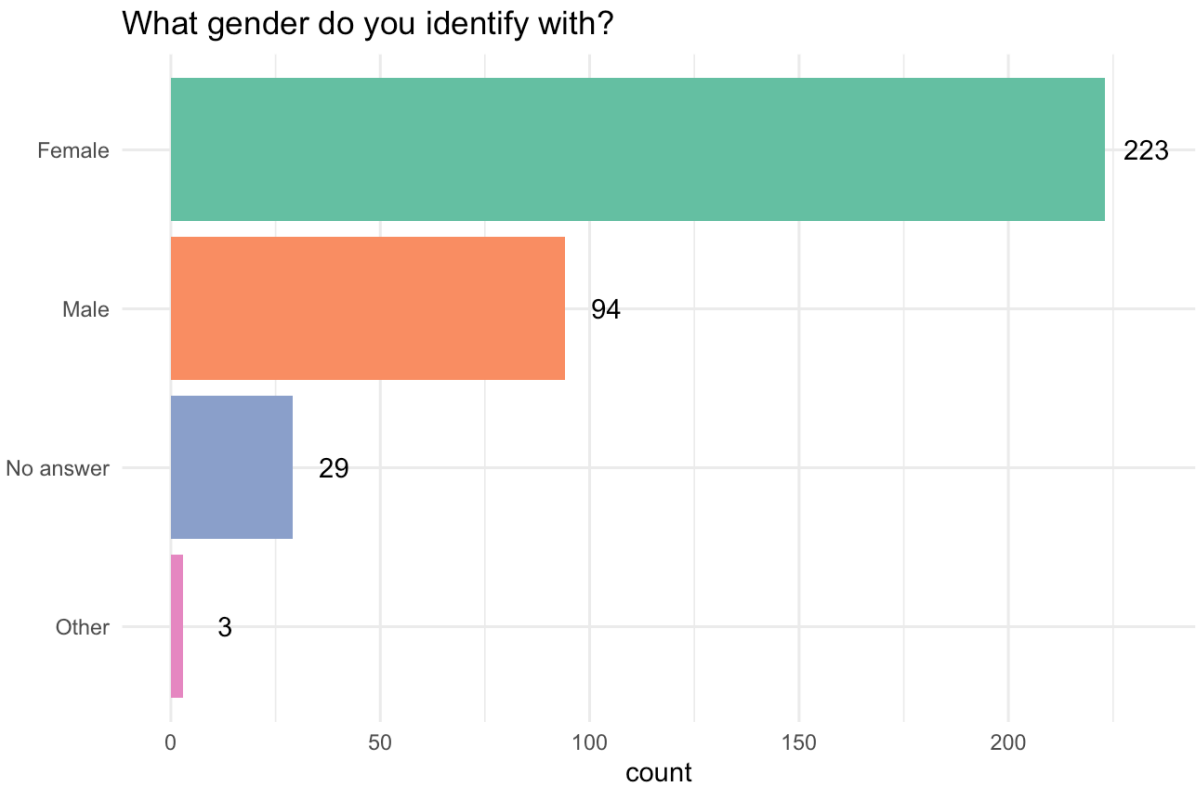
Written Responses

1. Internet search (19)
2. Northfield Hospital (2)
3. Family / friends (22)
4. "City of Dundas"
5. "My fellow colleagues for health care as we trade services"
6. "Since there is no other place to add comment, the BEST thing you can do for seniors is to SHOVEL downtown sidewalks!! And keep the streets plowed along the curbs; most seniors are terrified of falls and stay home in the winter. We need to be safe getting OUT of our homes for errands, meeting friends and going to appointments. More consistency on snow removal in shopping areas is needed."
7. "Three Links"
8. "Chamber of Commerce"
9. "Calling Dakota County (I am a Northfield resident but my home is in Dakota County)"
10. "Rice County Area on Aging"

11. “Other selected – Senior LinkAge Line and Your healthcare professional; FiftyNorth-Community Resource Website – I am not a member and did not think bout their Resource Website for these services”
12. “CAC or Three Rivers Community Action”
13. “private caregivers that I know”
14. “NRC”

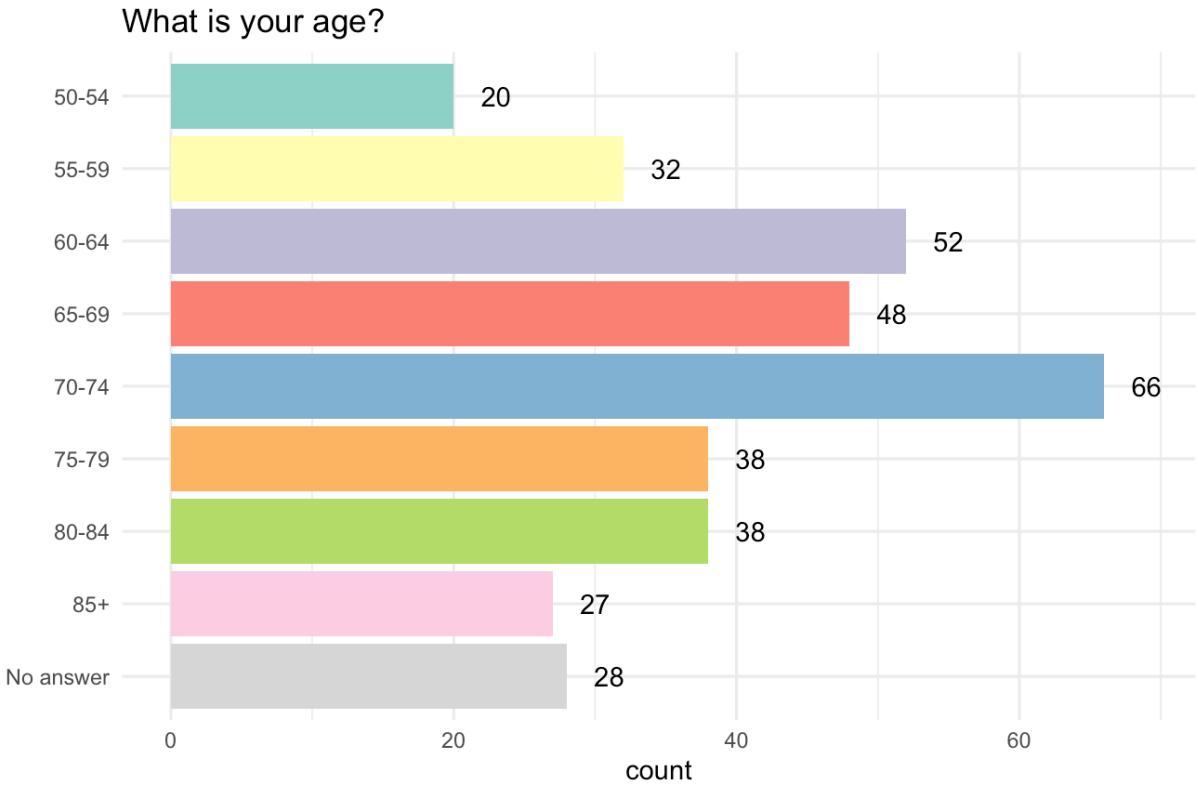
D2. What gender do you identify with?

Among the 320 people answering this question, 223 people identified themselves as female (69.7%), 94 identified as male (29.4%) and three identified as other (1%). In the text response, one response said "She/They."



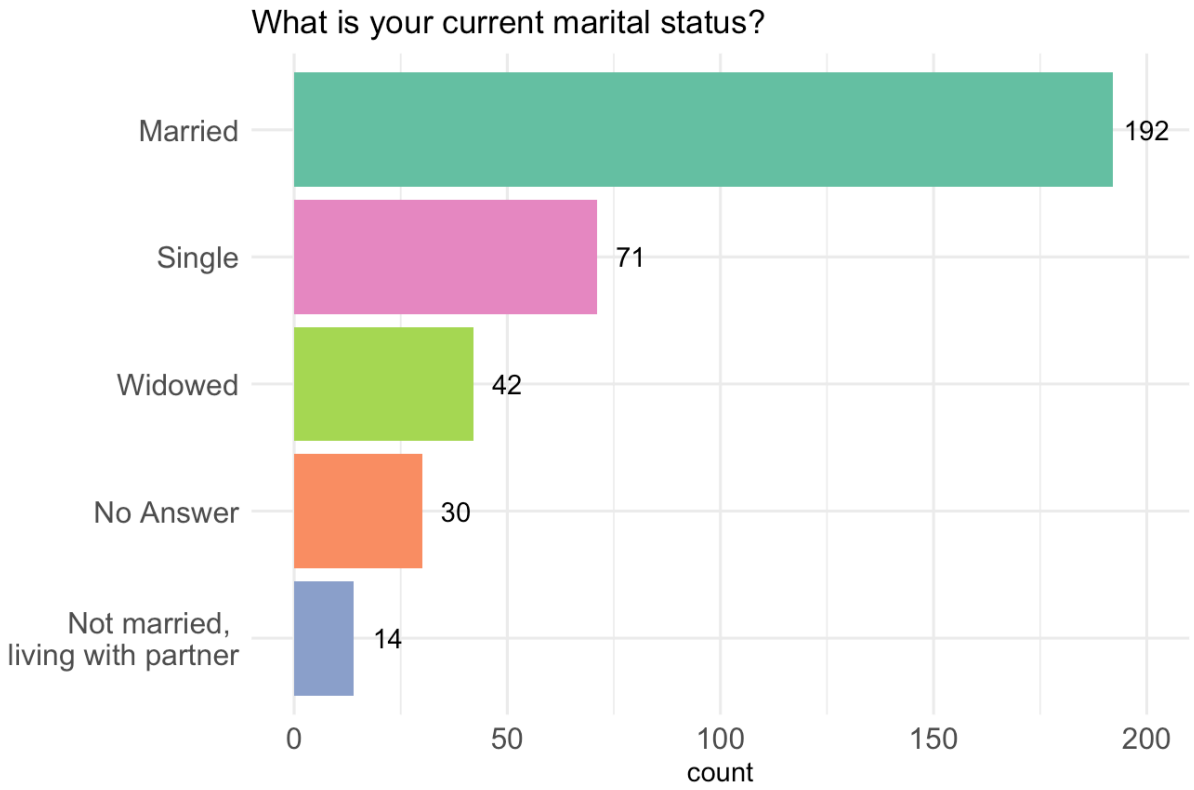
D3. What is your age?

There were 321 people answering this question. Of these, 20 were age 50-54, 32 were age 55-59, 52 were age 60-64, 48 were age 65-69, 66 were age 70-74, 38 were aged 75-79, 38 were age 80-84 and 27 were age 80+.



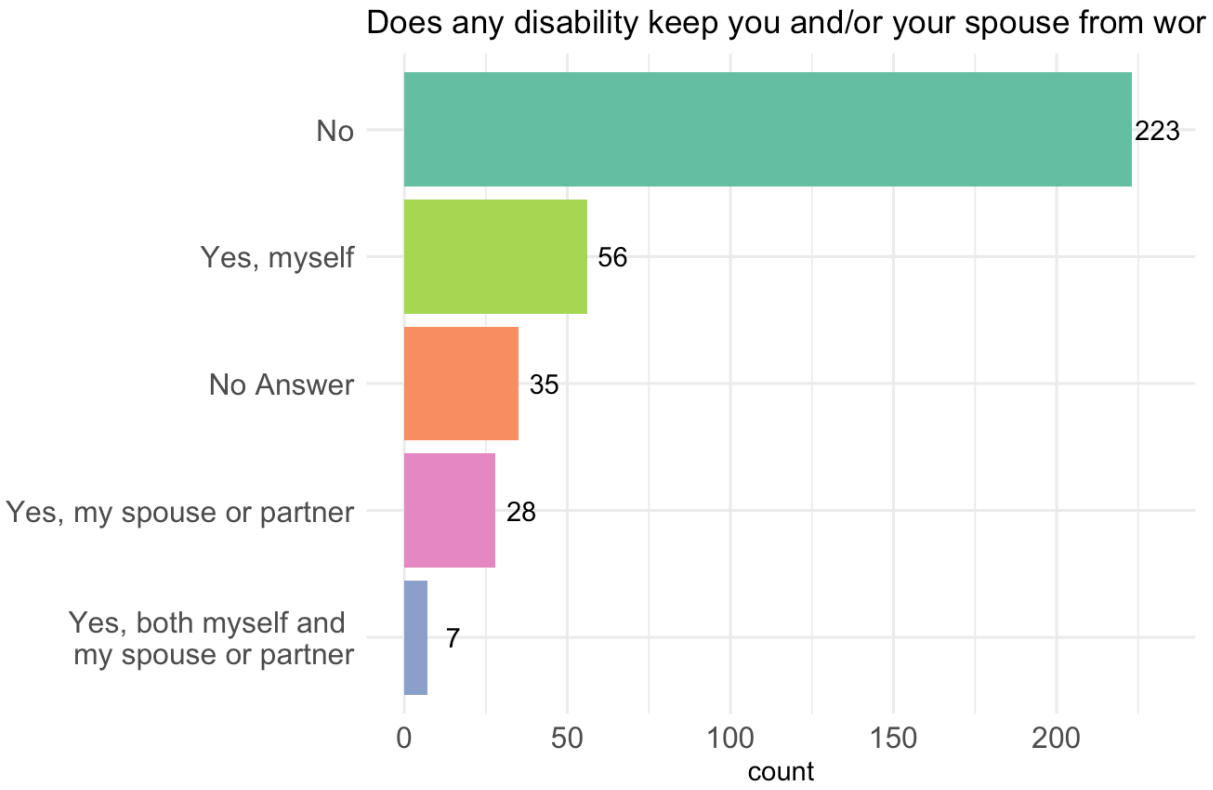
D4. What is your current marital status?

There were 319 people answering this question. Of these, 192 people were married, 71 people were single, 42 people were widowed and 14 people were not married but living with a partner.



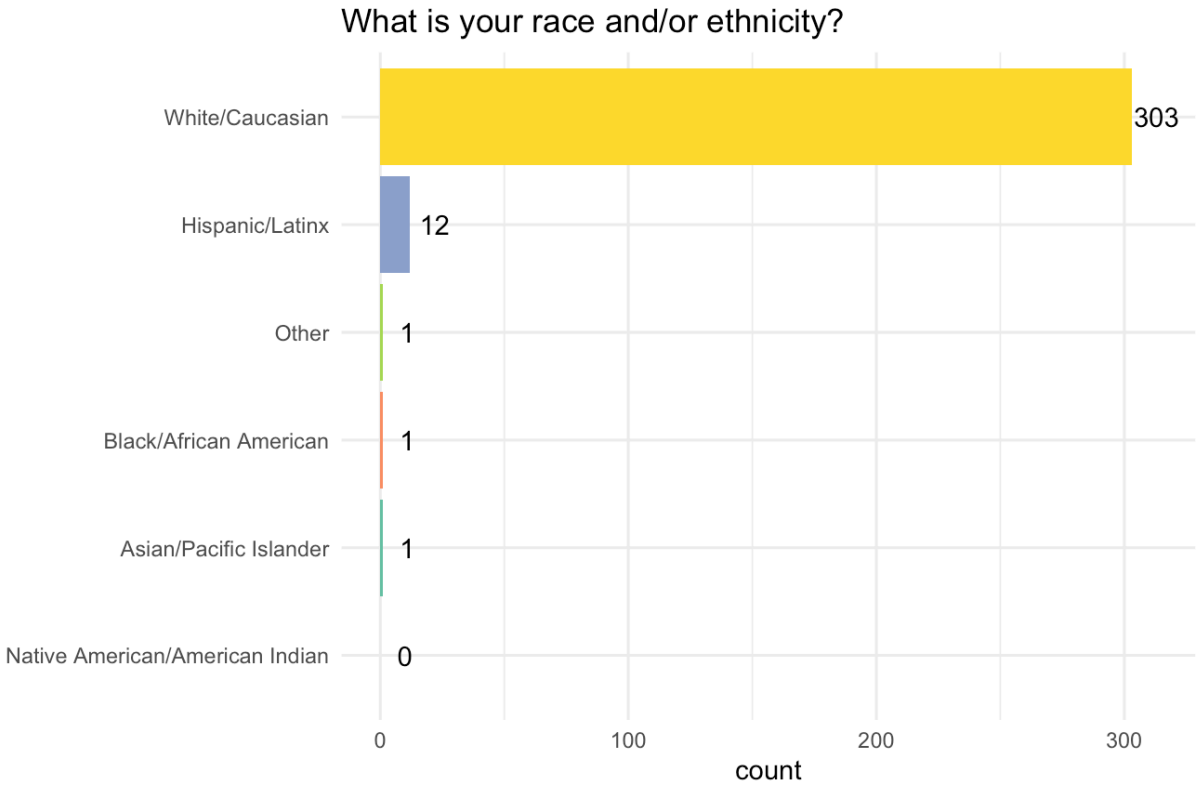
D5. Does any disability, handicap or chronic disease keep you and/or your spouse or partner from fully participating in work, housework or other activities?

There were 314 people answering this question. Of these, 223 people indicated that they don't have any disability, handicap or chronic disease that keeps them from fully participating in work, housework, or other activities. 56 people indicated that they were disabled, 28 people indicated that their spouse or partner was disabled and seven people indicated both themselves and their spouse or partner were disabled.



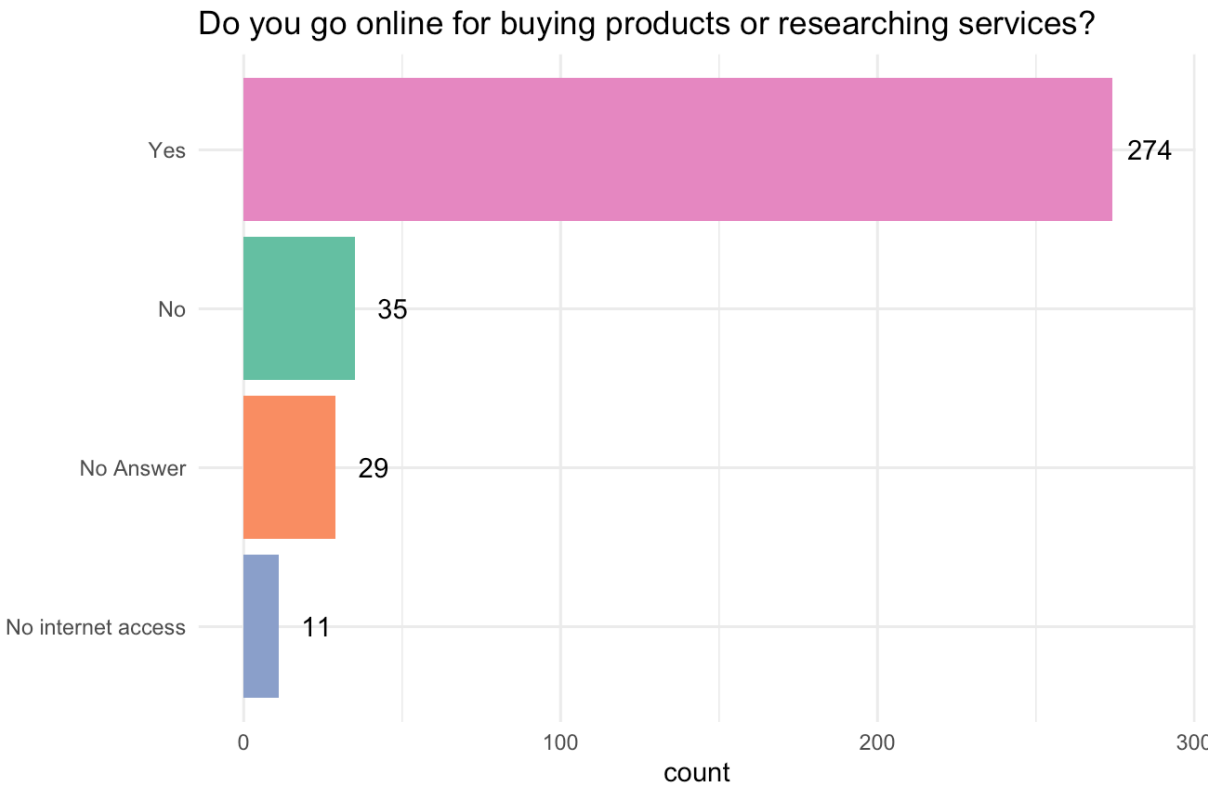
D6. What is your race and/or ethnicity?

There were 318 people answering this question. Of these, 303 people identified as white/Caucasian, 12 people identified as Hispanic/Latinx, one identified as other, one identified as black/African American and one identified as Asian/Pacific Islander.



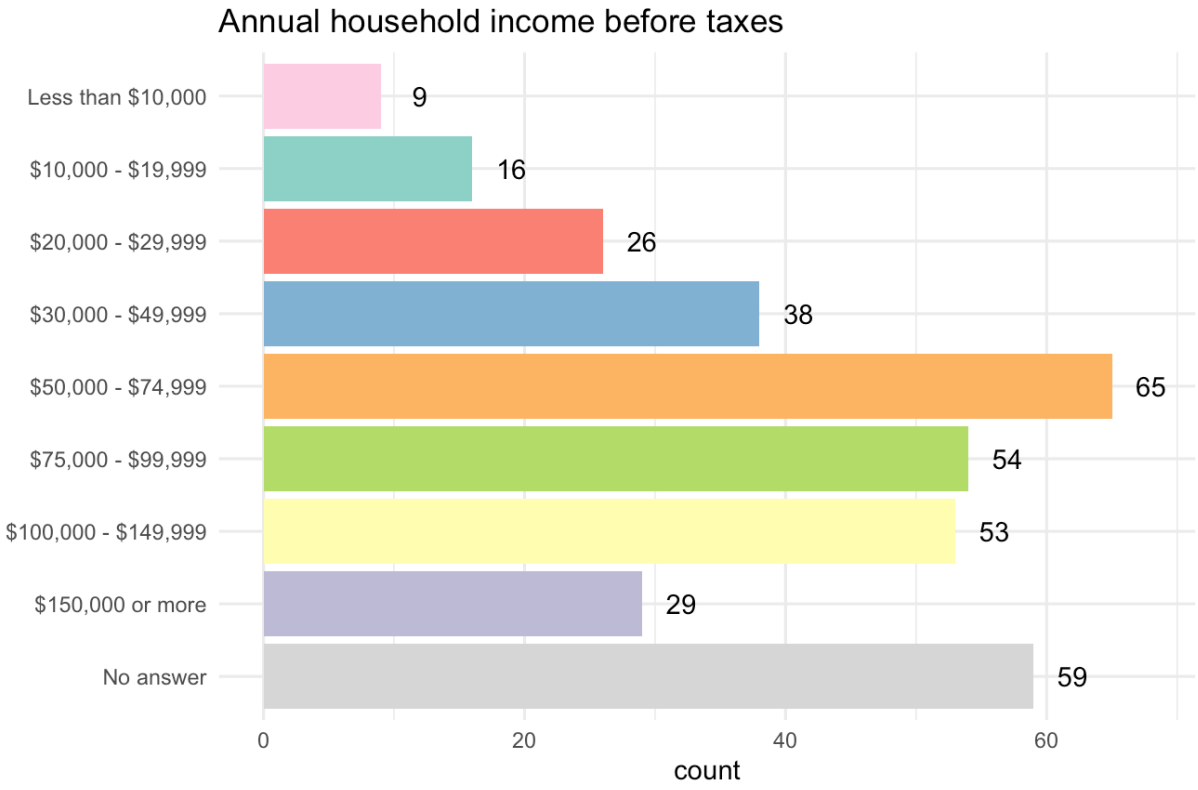
D7. Do you go online to access the internet for things like buying products or researching services?

There were 320 people answering this question. Of these, 274 people said they go online to buy products or research services, 35 people said they do not go online and 11 people indicated that they do not have internet access.



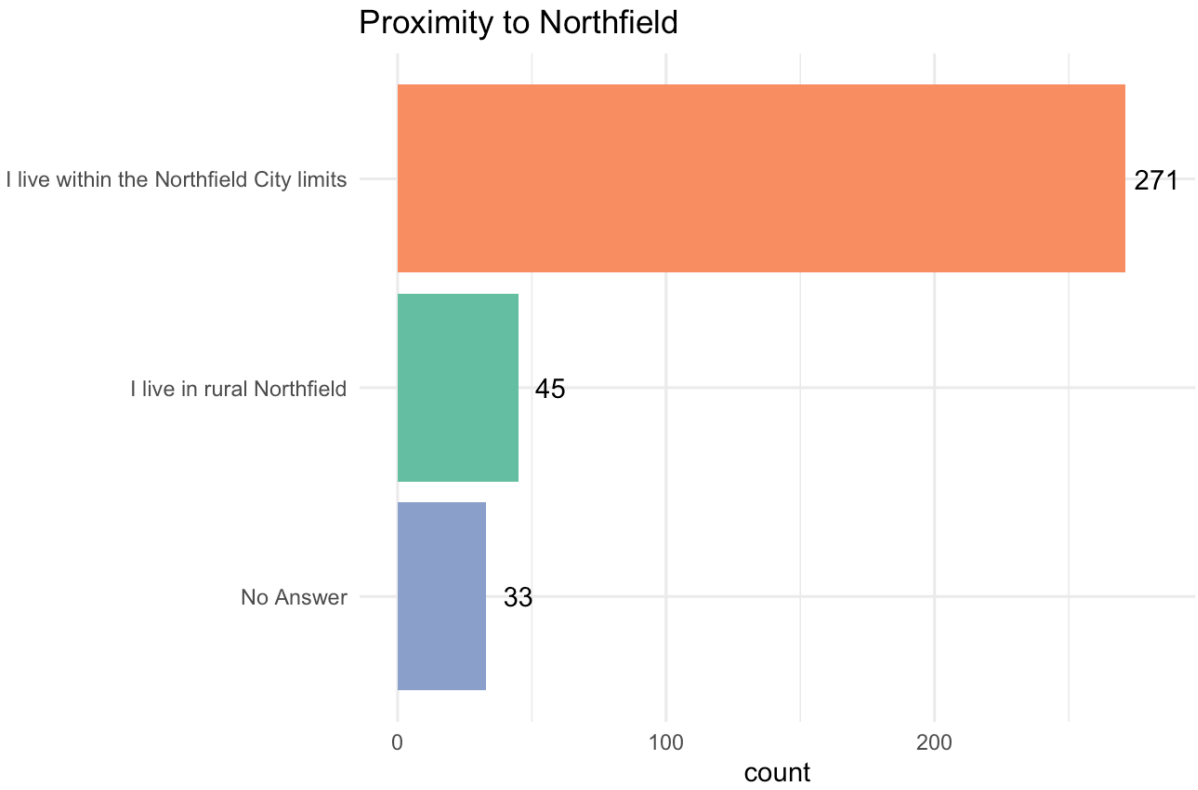
D8. What was your annual household income before taxes in the most recent tax year?

There were 290 people answering this question. Nine people had annual household income less than $10,000 before taxes, 16 people had $10,000-$19,999, 26 people had $20,000-$29,999, 38 people had $30,000-$49,999, 65 people had $50,000-$74,999, 54 people had $75,000-$99,999, 53 people $100,000-$149,999 and 29 people had $150,000 or more.



D9. Which of the options below best describes your proximity to Northfield?

There were 316 people answering this question. Of these, 271 people indicated that they live within the Northfield City limits and 45 people indicated that they live in rural Northfield.



Survey Sample and Online Survey Postcard

creating an
Age Friendly Northfield

Age Friendly Northfield Steering Committee

David Delong
Chair

Patty Ciernia
FiftyNorth
Co-Chair

Nan Just
Community Member
Secretary

Laurie Kodet
Northfield Public Library
Treasurer

CC Linstroth
Community Member

Galen Malecha
Rice County Commissioner

Ben Martig
Northfield City Administrator

Dayna Norvold
Habitat for Humanity

Lynne Pederson
Director; FiftyNorth

Jami Reister
Northfield City Council

Robert Thacker
Community Member

DawnMarie Vihrachoff
Northfield Retirement Community

Contact us:
agefriendlynorthfield@gmail.com

City Of Northfield Minnesota

Dear Community Member,

Age Friendly Communities have been called good places to grow up and grow older. They deliberately consider the well-being of residents at every stage of life, especially older age, and recognize that cities have a big role to play in helping us all fulfill the tremendous potential of aging.

In 2016 Northfield MN joined the World Health Organization/AARP Network of Age Friendly Communities. Northfield has many strengths as a community for older residents, but more deliberate action is needed to ensure that the growing number of older adults in our community have the services and supports to live engaged and independent lives.

The Health and Wellness Team of Age Friendly Northfield is seeking input from adults age 50+ on the availability of the following home and community-based services; chore, homemaker, home modifications, personal and home health care, respite care, and transportation. We value the experiences of older adults in the community who need and use these services as well as adults seeking community supports to help their parents and other older adults to age in place.

This survey is organized by service categories with a definition for each service listed. It will take approximately 15 minutes to complete. Survey responses are anonymous, and results are reported as aggregate information.

Paper copies can be completed and dropped off in the box provided at this location. The survey can also be accessed and completed online at the following link: https://bit.ly/agefriendlynorthfield

Thanks for taking the time to assist us with this important work.

Sincerely,

Chersten Keillor
Eldercare Program Developer-SE MN Area Agency on Aging

Nan Just
Age Friendly Northfield Steering Committee Member

Visit us at: https://agefriendlynorthfield.com

Age-friendly NORTHFIELD

Chore Services

Chore services help homeowners tackle inside or outdoor tasks that become more challenging as we age. Examples include raking, mowing, snow shoveling and general home maintenance such as changing batteries in smoke detectors or cleaning gutters.

1. Did you use a chore service over the past year?

___ Yes *(if yes, please go to the next question)*

___ No *(please skip to questions 3 and 4)*

2. Which chore services did you use in the past year? *(please check all that apply)*

___ Lawn mowing

___ Snow shoveling

___ Yard work (gardening, raking)

___ Basic home maintenance (cleaning gutters, painting, repairs, window washing)

___ Home safety updates (replacing lightbulbs, changing smoke alarm batteries)

Other chores _____

3. Which chore service did you need, but not use? *(please check all that apply)*

___ Lawn mowing

___ Snow shoveling

___ Yard work (gardening, raking)

___ Basic home maintenance (cleaning gutters, painting, repairs, window washing)

___ Home safety updates (replacing lightbulbs, changing smoke alarm batteries)

___ Other chores _____

___ I did not have an unmet chore service need. (*please skip to question 5 in Healthy Living Programs)*

4. If you needed help with a chore service over the past year but did not use one, what was the reason? *(please check all that apply)*

___ Not offered in community

___ I don't know how to find the service

___ I can't afford it

___ I'm on a wait list

___ I was able to find help on my own through family, friends, or neighbors

Other reason_____

Healthy Living Programs

Healthy living programs are educational programs or services that focus on healthy living, managing diseases, preventing falls, caregiving, and senior fitness.

5. Please check any of the healthy living topics you would be interested in learning more about or participating in.

___ Fall prevention
___ Fear of falling
___ On-going exercise
___ Caregiver support
___ Mental health support
___ Disease Management
___ Pain Management
___ Diabetes Management
___ Social engagement opportunities to gather, such as movies, card games, hobbies, guest speakers

Other topics *(describe here)*: _____

_____

Homemaker Services

Homemaker services are non-medical services like general cleaning and household tasks that help a person manage their day-to-day activities, such as meal preparation, grocery shopping, and laundry.

6. Did you use a homemaker service over the past year?

___ Yes *(please go to the next question)*
___ No *(please skip to questions 8 and 9)*

7. Which homemaker services did you use in the past year? *(please check all that apply)*

___ Shopping for food, clothing, supplies
___ Meal preparation
___ Light household cleaning
___ Laundry
Other_____

8. Which Homemaker services did you need, but not use? *(please check all that apply)*

___ Shopping for food, clothing, supplies
___ Meal preparation
___ Light household cleaning
___ Laundry
Other_____
___ I did not have an unmet homemaker need. *(please skip to question 10 in Home Modification)*

9. **If you needed help with a homemaker service over the past year but did not use one, what was the reason?** *(please check all that apply)*

___ Not offered in the community ___ I don't know how to find the service

___ I can't afford it ___ I'm on a wait list

___ I was able to find help on my own through family, friends, or neighbors

Other reason_____

Home Modification Services

Home modification services help homeowners make changes to the home environment that assist older adults or individuals with disabilities be more independent and safer in their home. Some of the changes include, installing grab bars in the bathroom, adding handrails on stairs, moving the laundry to a main level, building a ramp for access into the home, etc.

10. **In the past year have you used a service to make modifications to your home?**

___ Yes *(please continue to question 11-14)*

___ No (*please skip to question 13)*

11. **Which home modifications did you have completed in the past year?** *(please check all that apply)*

___ Grab bar installation ___ Ramp

___ Handrail installation ___ Moving laundry to the main level

Other _____

12. **Who assisted you with making the home modification?**

___ A local handyman

___ I received help from a family, friend, or neighbor

Other _____

13. **Which home modification service did you need, but not use?**

___ Grab bar installation ___ Ramp

___ Handrail installation ___ Moving laundry to the main level

Other _____

___ I did not have any unmet home modification needs. *(skip to question 15 in Nutrition/Meals)*

14. **If you needed help with a home modification over the past year but did not make one what was the reason?** *(please check all that apply)*

___ Not offered in the community ___ I don't know who to call

___ I can't afford it ___ Not sure what I need

Other reason _____

Nutrition/Meal Services

Nutrition and meal services are important for maintaining health and aging well. These services are provided through home delivered meals, often referred to as meals on wheels, and are delivered to your door by volunteers. Another option is congregate dining which is offered at FiftyNorth and allows you to participate in a noon meal by dining with others. These services are offered to individuals at a reduced cost based on income.

15. Did you use a meal or nutrition service this past year?

___ Yes *(please go to the next question)*

___ No *(please skip to question 17)*

16. Which nutrition/meal services did you use in the past year? *(please check all that apply and continue to question 18 under Personal Care)*

___ Home delivered meals through Northfield Hospital

___ Congregate Dining provided through FiftyNorth

Other_____

17. If you needed help with nutrition or meal preparation over the past year but did not use a service, what was the reason? *(please check all that apply)*

___ Not offered in the community

___ I don't know how to find the service

___ I can't afford it

___ I am on a waiting list

___ I was able to find help on my own through family, friends, or neighbors

Other reason_____

___ I did not have any unmet nutrition or meal service needs

Personal Care and Home Health Services

Personal care and home health services are an important component of maintaining independence and aging well. This includes having affordable options, multiple services that meet your needs, and flexibility to schedule visits when you need them. Examples of home health services include skilled nursing care and physical, occupational and speech therapy. Examples of personal care services include, help with bathing, eating, dressing, and grooming, and assisting you with moving from a bed to a chair.

18. Did you use an in-home personal care or home health service over the past year?

___ Yes *(please continue to the next question)*

___ No *(please skip to questions 20 and 21)*

19. Which personal care and/or home health services did you use in the past year? *(please check all that apply)*

___ Help with activities of daily living like-bathing, eating, grooming, & dressing

___ Assistance with moving from a bed to a chair

___ In-home nursing care

___ Physical, Occupational or Speech therapy

Other_____

20. Which personal care or home health service did you need, but not use? *(please check all that apply)*

___ Help with activities of daily living like-bathing, eating, grooming, & dressing

___ Assistance with moving from a bed to a chair

___ In-home nursing care

___Physical, Occupational or Speech Therapy

Other_____

___ I did not have any unmet personal care or home health service need. *(please skip to question 22 in Respite Care)*

21. If you needed help with a personal care or home health service in the past year but did not use one, what was the reason? *(please check all that apply)*

___ I didn't know how to find a service

___ I can't afford it

___ I'm on a wait list

___ The services I needed weren't offered

___ I was able to find help on my own through family, friends, or neighbors

Other _____

Respite Care Services

Respite care services are offered to support caregivers who provide care to a family member or spouse. They allow you to take some personal time off for errands, appointments, or a needed break. These services can be provided at your home through trained staff or volunteers from agencies that provide this service, or outside your home by agencies that provide nursing facility care or assisted living.

22. Did you use an in-home or out-of-home respite care service in the past year?

___ Yes *(please go to the next question)*

___ No *(please skip to questions 24 and 25)*

23. Which respite care services did you use in the past year? *(please check all that apply)*

___ In-home ___ Out of home Other _____

24. Which respite care services did you need, but not use? *(please check all that apply)*

___ In-home ___ Out of home Other _____

___ I did not have an unmet need for respite care *(skip to question 26 in Support Groups)*

25. If you needed help with respite care services this past year but did not use one, what was the reason? *(please check all that apply)*

___ Not offered in the community ___ I don't know how to find this service

___ I can't afford it ___ I am on a waiting list

___ I was able to find help on my own through family, friends, or neighbors

Other reason _____

Support Group Services

Support group services are designed to address the needs of individuals and their family members who may be providing care. They bring together individuals in a safe and supportive environment providing an opportunity for those attending to share common concerns and experiences and to provide encouragement, comfort, and advice.

26. Did you use a support group service in the past year?

___ Yes *(please go to the next question)*

___ No *(please skip to question 28)*

27. Which support group did you use in the past year? *(please check all that apply)*

___ Alzheimer's and other types of dementia ___ Caregiver ___ Grief ___ Parkinson's Other _____

28. Which support group did you need, but not use? *(please check all that apply)*

___ Alzheimer's and other types of dementia ___ Caregiver ___ Grief ___ Parkinson's Other _____

___ I did not have any unmet support group needs. *(skip to question 30 under Transportation Services)*

29. If you were interested in participating in a support group service over the past year but did not use one, what was the reason? *(please check all that apply)*

___ Not offered in the community ___ I don't know how to find this service

___ I use my family, friends, or neighbors when I need support

Other reason _____

Transportation Services

Transportation is important to maintain our independence. If we can no longer drive, we need other options, and need to know who to call for a ride whether that's for a medical appointment, getting groceries, attending faith community events, or meeting a friend for coffee.

30. Did you use a volunteer, public, or other non-emergency transportation service over the past year?

___ Yes *(please go to the next question)*

___ No *(please skip to questions 32 and 33)*

31. Why did you use a transportation service over the past year? *(please check all that apply)*

___ Medical appointment

___ Meeting a friend for a social outing

___ Running errands for groceries, prescription drugs or other needs

___ Attending faith community events

Other_____

32. What type of transportation service did you need, but not use? *(please check all that apply)*

___ Medical appointment

___ Meeting a friend for a social outing

___ Running errands for groceries, prescription drugs or other needs

___ Attending faith community events

Other_____

___ I did not have any unmet transportation needs. *(skip to the About You section)*

33. If you needed help with transportation services over the past year but did not use one, what was the reason? *(please check all that apply)*

___ I don't know how to find this service

___ Transportation provider isn't available when I need it

___ Transportation provider doesn't serve the location I need

___ Handicap accessible ride option was not available

___ I can't afford it

___ I'm on a wait list

___ I was able to find help on my own through family, friends, or neighbors

Other reason_____

About You

D1. Which of the following resources would you turn to if you, a family member, or friend needed information about services for older adults such as chore, home-delivered meals, home repair, transportation, support groups, etc. (*please select your top three methods)*

___ The Northfield News
___ The City of Northfield
___ Your faith community
___ *FiftyNorth-Community Resource Website*
___ Local cable TV
___ KYMN Radio Station
___ The library
___ Your healthcare professional
___ Calling Rice County
___ Senior LinkAge Line®
___ Social media
Other _____

D2. What gender do you identify with?

___ Male ___ Female ___ Prefer to self-describe as _____

D3. What is your age?

___ 50-54
___ 55-59
___ 60-64
___ 65-69
___ 70-74
___ 75-79
___ 80-84
___ 85+

D4. What is your current marital status?

___ Married ___ Not married, living with partner ___ Widowed ___ Single

D5. Does any disability, handicap, or chronic disease keep you and/or your spouse or partner from fully participating in work, housework, or other activities? *(please check only one)*

___ Yes, myself
___ Yes, my spouse or partner
___ Yes, both myself and my spouse or partner
___ No

D6. What is your race and/or ethnicity? *(please check all that apply)*

___ White/Caucasian
___ Hispanic/Latinx
___ Black/African American
___ Asian/Pacific Islander
___ Native American/American Indian
___ Other

D7. Do you go online to access the internet for things like buying products or researching services?

___ Yes ___ No ___ I don't have internet access

D8. What was your annual household income before taxes in the most recent tax year?

___ Less than $10,000
___ $10,000-$19,999
___ $20,000-$29,999
___ $30,000-$49,999
___ $50,000-$74,999
___ $75,000-$99,999
___ $100,000-$149,999
___ $150,000 or more

D9. Which of the options below best describes your proximity to Northfield?

___ I live within the Northfield City limits ___ I live in rural Northfield

---

Thank you for completing this survey. Your assistance in providing this information is greatly appreciated. Survey results will be made available in late Spring 2022 on the Age Friendly Northfield website -- https://agefriendlynorthfield.com

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Northfield has many strengths as a community for older residents, but more deliberate action is needed to ensure that the growing number of older adults have access to services and supports needed to live active and independent lives.

The Health and Wellness Team of Age Friendly Northfield is seeking input from adults age 50+ on the availability of in-home supports and services through an on-line survey. We value the experiences of older adults in the community who need and use these services as well as adults seeking community supports to help their parents and other older adults to age in place.

The survey is organized by service categories with a definition for each service. It will take approximately 15 minutes to complete. Survey responses are anonymous, and results are reported as aggregate information.
The on-line survey can be accessed at the following link through March 10th: https://bit.ly/agefriendlynorthfield

Thanks for taking the time to assist us with this important work. If you have questions you can reach us by email: agefriendlynorthfield@gmail.com

Sincerely,

Age Friendly Northfield

City Of Northfield Minnesota

creating an Age Friendly Northfield

Age Friendly Northfield - FiftyNorth
1651 Jefferson Pkwy
Northfield, MN 55057

Non-Profit Org
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Enter the following address into your search bar to find the survey online.

https://bit.ly/agefriendlynorthfield

Printed copies are available at the Northfield Library and FiftyNorth.

ACKNOWLEDGEMENTS

Age-friendly Northfield would like to thank the following who supported our efforts with this survey.

Northfield community residents who took the time to complete and submit the survey.

The City of Northfield for their financial support.

The following organizations that assisted with the development and distribution of the survey.

Allina Health Clinic
Carleton College
FiftyNorth
HealthFinders
Northfield Community Action Center
Northfield Hospital & Clinics
Northfield Library
Northfield Ministerial Association
Northfield Retirement Community
Northfield Rotary
St. Dominic's Catholic Church
Southeastern Minnesota Area Agency on Aging
Rice County Public Health
Three Links
Three Rivers Community Action Center

Age-friendly NORTHFIELD

Website: www.agefriendlynorthfield.com

Email: agefriendlynorthfield@gmail.com