

2026 Survey of Lake County Households

Assessment for Use of, Demand for and Unmet Needs of Older Adults

February 2026

Presented by:
The Osgood Group, LLC

Methodology

- **PURPOSE:** The Lake County Board of Commissioners, with the support of the Senior Citizens Advisory Panel, are examining its services for older adult residents of Lake County. The main objective of this survey is to better understand what types of services current older adult residents of Lake County are using, and which types of high impact needs are not being met. This effort is part of a larger strategic planning process ongoing through 2026.
- **HOW:** The Osgood Group (TOG) designed and deployed an online survey of randomly selected Lake County household members age 30 and older. The survey included a representative sample of household members of various ages, income levels and locations within Lake County. A total of 711 adults were included in the survey. Surveys were collected from December 19, 2025, to January 12, 2026.
 - An opt-in commercial panel of Lake County residents was used. Data were weighted to better match the demographic distribution within Lake County.
 - Only individuals age 30 and older were included in the survey. By this age, many have parents who are approaching or already in retirement and are more likely to need aging-related services. They are also in life stages where they are using community services themselves (such as childcare) and are active voters.
 - The survey instrument is included in Appendix A.
 - All results are presented in the aggregate; individual participant data is not visible in this report and is considered confidential.

Key Findings

Key Findings (1 of 2)

The largest cohort (60-64 years old in 2024) will all reach age 65 by 2029. At that point in time, the total population of those age 65+ will remain stable until about 2039, then begin to decline. (This finding is based on 2024 American Community Survey data from US Census, not survey data).

People aren't leaving and service demand will remain in the county.

Only about 12% of residents expect to relocate in the near term. Relocation will not meaningfully offset increased service demand, meaning capacity planning should assume seniors will stay for the long-term.

Helping seniors stay in their homes is very important.

65% of respondents indicated that current or expected need for in-home support will be required to keep a Lake County-based senior family member “happy and safe” in their homes as they age-in-place.

“Programs and people to help keep seniors safe, healthy and happy in their homes” was deemed more important than “recreational and social opportunities for seniors.”

The needs of seniors are spread across many services.

Roughly half of households with seniors in them use some form of support service, but demand isn't particularly focused in one area or another.

Support for transportation, housekeeping, and meals would have the largest impact on senior's well-being. Transportation (Dial-A-Ride), light housekeeping, and meal delivery surfaced as the services most likely to improve well-being.

Good news – residents are generally aware that services exist for seniors. The specific types of services available aren't widely known.

Non-seniors with a senior in their lives were the heaviest users of information referral services. They were twice as likely to contact a referral source than seniors themselves.

Key Findings (2 of 2)

Pride, discomfort accepting help, distrust, and privacy concerns frequently prevent service use. These barriers cannot be removed through investments of funding alone.

For the most part, users of “age in place” services are reasonably satisfied.

Satisfaction ratings among users of services are generally high but could be higher. Three key supports (light housekeeping, weekly errands assistance, and meal delivery) received top box ratings above 80% for age in place services.

However... some “age in place” senior service areas have lower satisfaction levels.

Users report lower satisfaction levels with caregiver support/respite (65%) and several supports were in the 70% range; those include: personal care, home maintenance, home modifications, and nurse visits. These are not attributed to any specific provider(s)

Most residents (seniors and non-seniors) are aware of at least one Senior Center. Awareness of how many senior centers exist is not universal. Women are slightly more aware than men, and residents age 70–85 show the highest awareness.

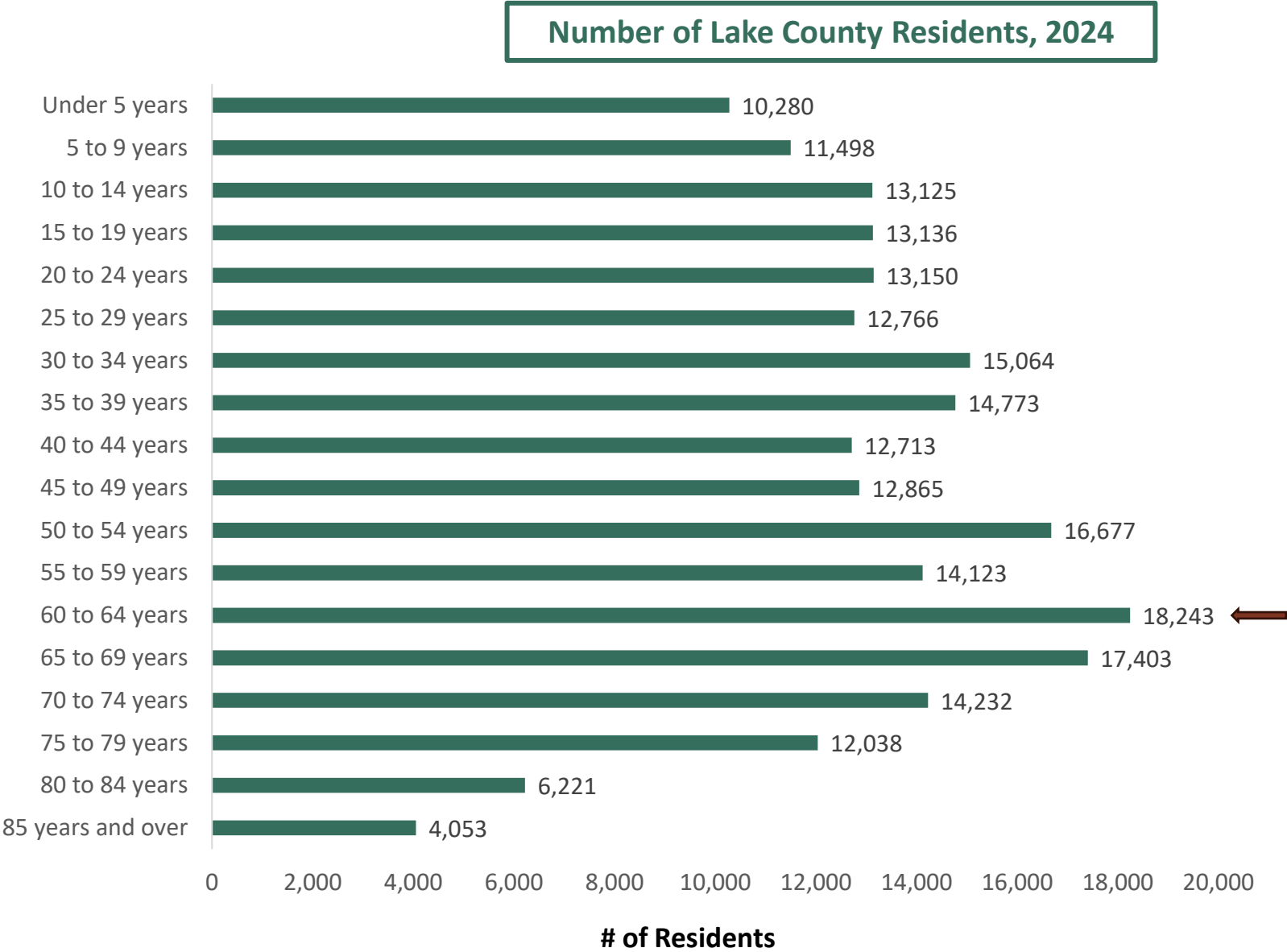
Socializing is the most common main reason for visiting senior centers.

The most common main reason for going to a senior center is to make friends and socialize.

Reasons for not visiting senior centers are varied.

Barriers included: ‘lack of interest in programs’ (25%); lack of comfort going somewhere where “I don’t know anyone” (18%) and participation in similar programming outside of a senior center (16%). One-in-ten reported that cost is a barrier for senior center programming and/or that transportation would be required.

Age of Population, Lake County, OH, 2024



- The largest cohort (60-64 years old in 2024) will all reach age 65 by 2029.
- At that point in time, total population of those age 65+ will remain stable until about 2039, then begin to decline.

Statistical Survey Results

- Who Was Surveyed
- Use of General Support Services in Lake County
- Use of Senior Support Services in Lake County
- Use of Senior Centers in Lake County

Who Was Surveyed

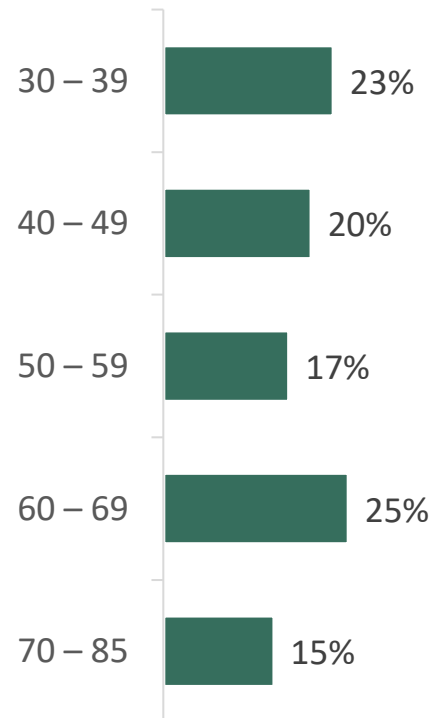
Respondent Age

- Only individuals age 30 and older were included in the survey. By this age, many have parents who are approaching or already in retirement and are more likely to need aging-related services. They are also in life stages where they are using community services themselves (such as childcare) and are active voters.

*BASE = All Respondents –
Weighted Data (n=711)*

Age of Respondents

*Respondents age 18-29 were thanked and
discontinued from the survey*

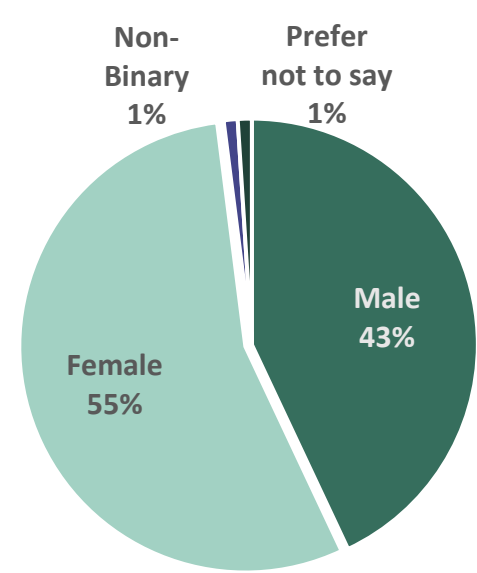


Sex / Marital Status / Race & Ethnicity

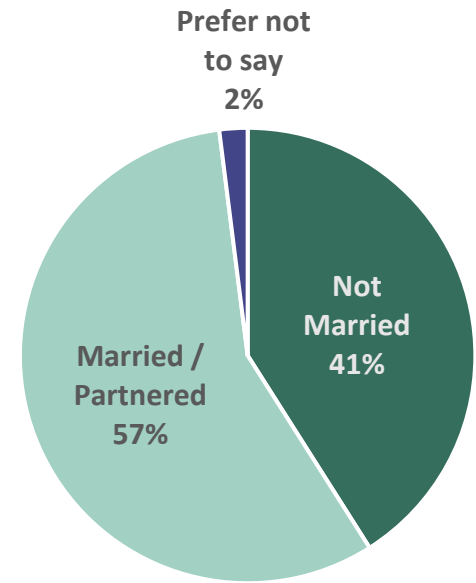
• A slight majority of respondents were female (55%) and/or married/partnered (57%). A strong majority of respondents were White (89%).

BASE = All Respondents
(n=711)

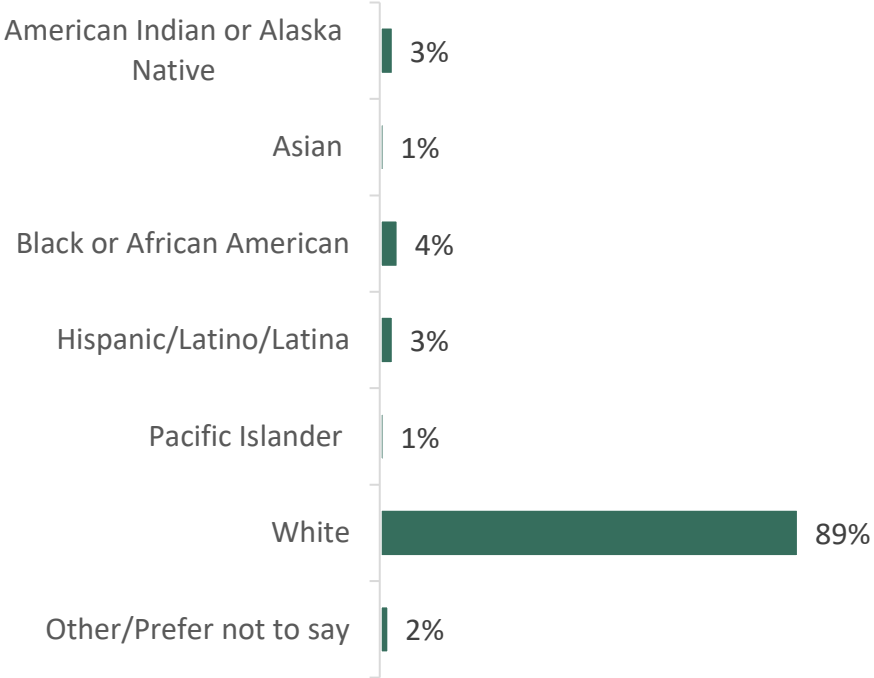
Sex



Marital Status



Race / Ethnicity



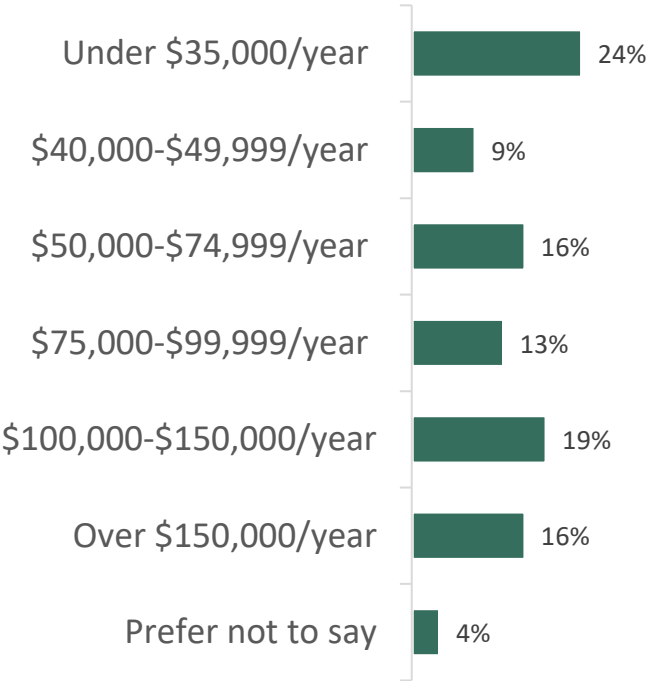
- 100. Are you ...
- 101. Marital Status
- 104. What is your race/ethnicity? (mark all that apply)

Household Income and Education Level

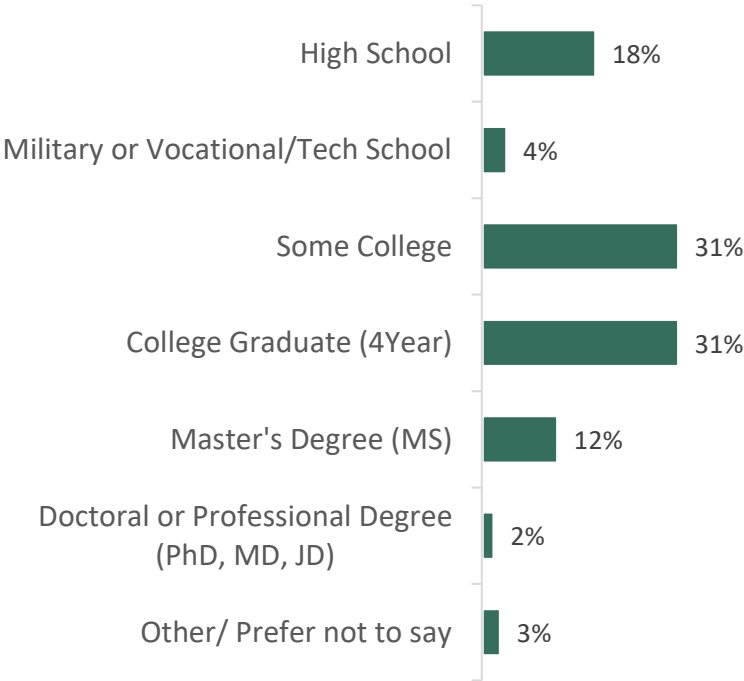
- Respondent household incomes ranged from low income (below \$40,000) to high income (\$150,000+). This distribution mirrors the distribution of all incomes in Lake County (median of \$79,000 per the US Census). Almost half (45%) of those surveyed had a college degree.

BASE = All Respondents
(n=711)

Household Income



Education Level



103. To the best of your knowledge, what is your household's income before taxes?

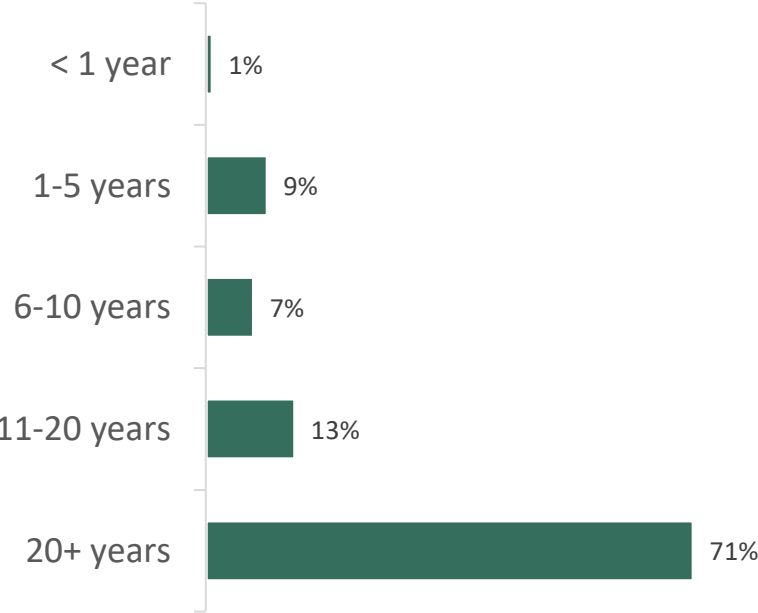
102. What is the highest level of education you have completed?

Residential Tenure

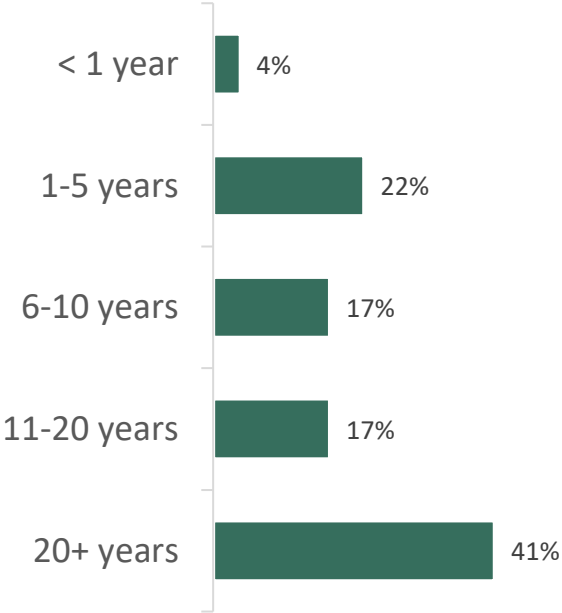
- Respondents included mostly long-term residents of Lake County: Most (84%) had resided in Lake County for more than 10 years.
- Tenure in current home varied, however, more than half (58%) had lived in their current home for more than 10 years.

BASE = All Respondents
(n=711)

Years Living in Lake County



Years Living at Current Address

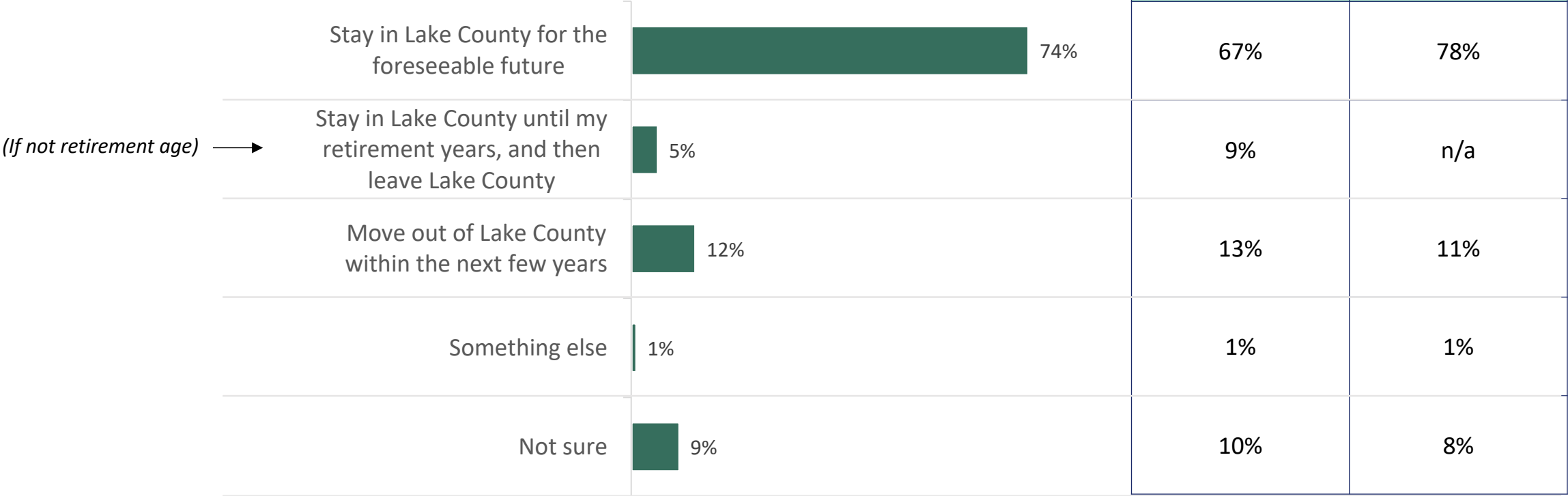


Future Intent for Residing in Lake County

- Intent to continue to reside in Lake County is very high among both younger (67%) and senior (78%) households. Population composition is not expected to be significantly impacted soon by movement out of the County – only 12% intend to leave Lake County “in the next few years.”

BASE = All Respondents
(n=711)

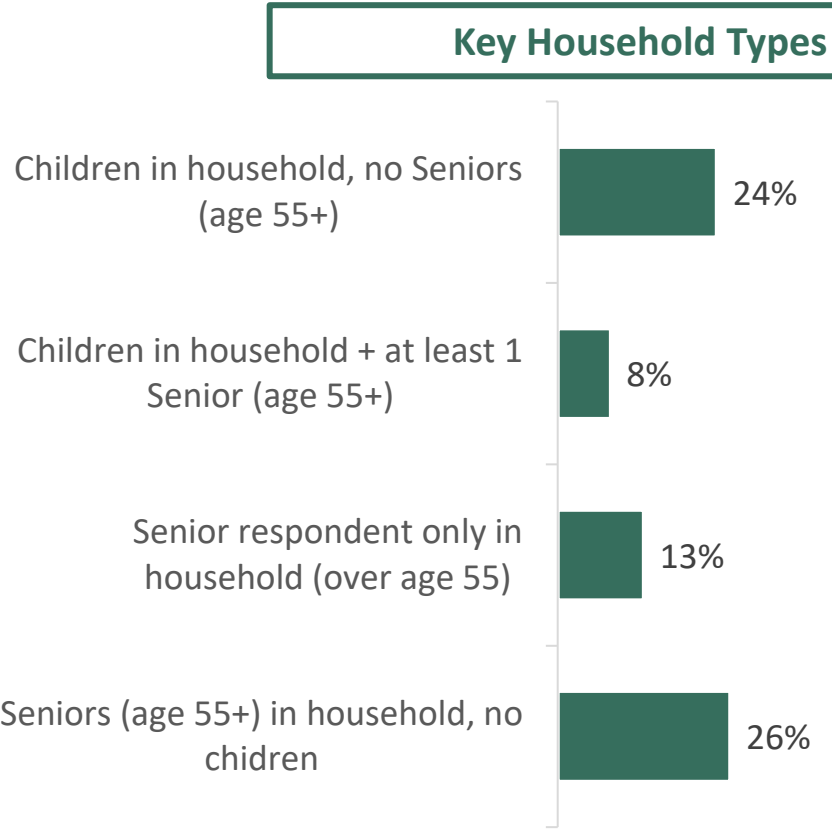
Plans for Living in Lake County



Key Household Types

- This analysis focuses on the support services needed for households which include at least one person age 55+, which were 60% of our responding households.
- One-in-four households included a child(ren) in the home (24%) but another 8% also included a senior(s) (age 55+) in the home.
- A notable percentage of households included only one member (15%), and most of those were age 65+.

BASE = All Respondents
(n=711)



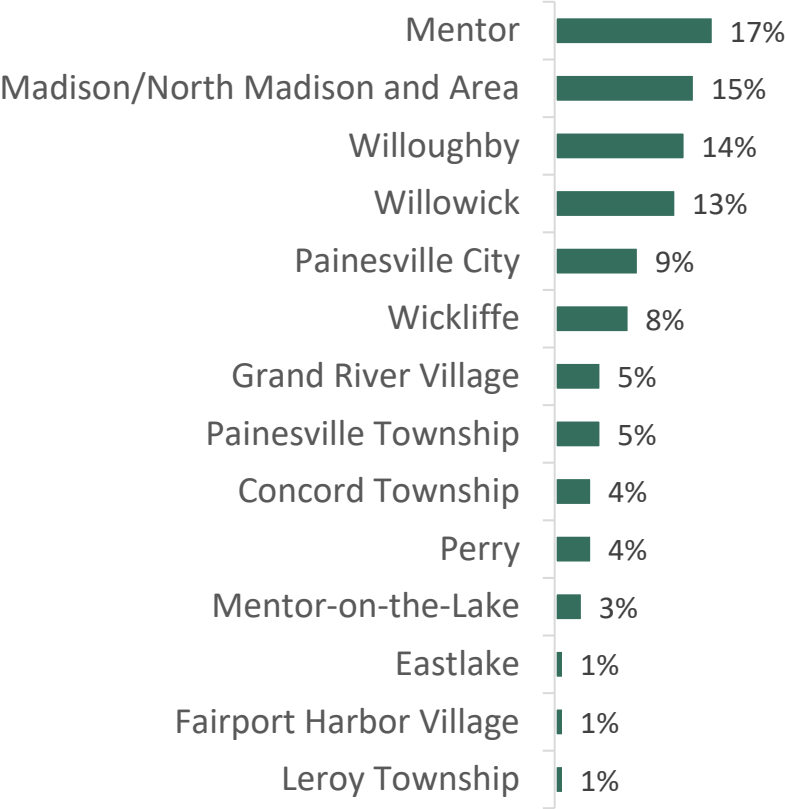
Q1a. So that we may ask you the right questions in the rest of the survey, please tell us the age(s) of the people in your household:
(check all that apply)

Lake County Market Study Survey – Where Do Respondents Reside

- Respondents resided in communities throughout Lake County roughly proportional to the population size of the various communities.

BASE = All Respondents
(n=711)

Home Zip Code Location

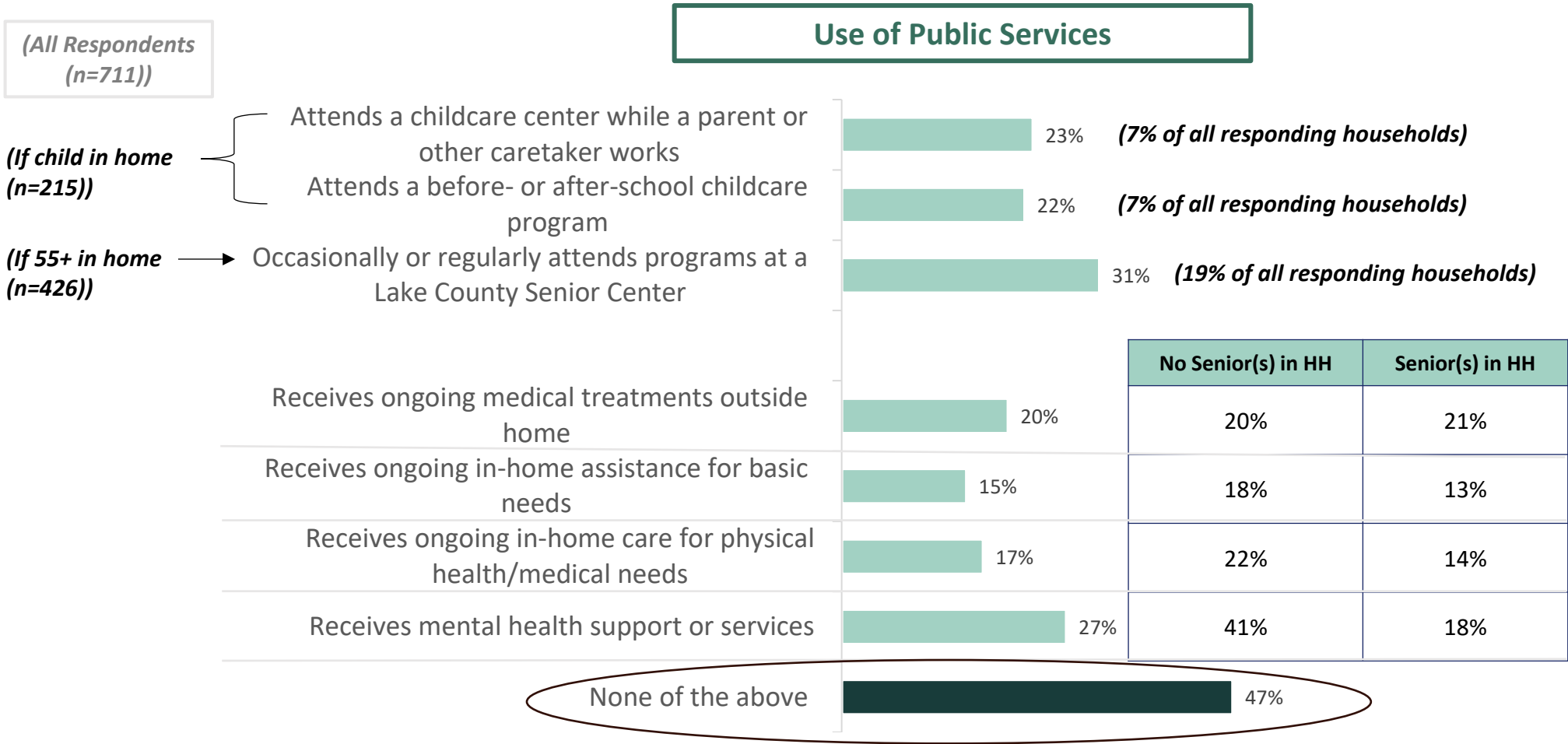


- S1a. Where do you currently live?
- S1b. What is your zip code?
- S1c. The zip code you provided (show zip code) covers more than one city in Lake County, which city do you currently live in?

Use of General Support Services in Lake County

Household Use of General Public Services

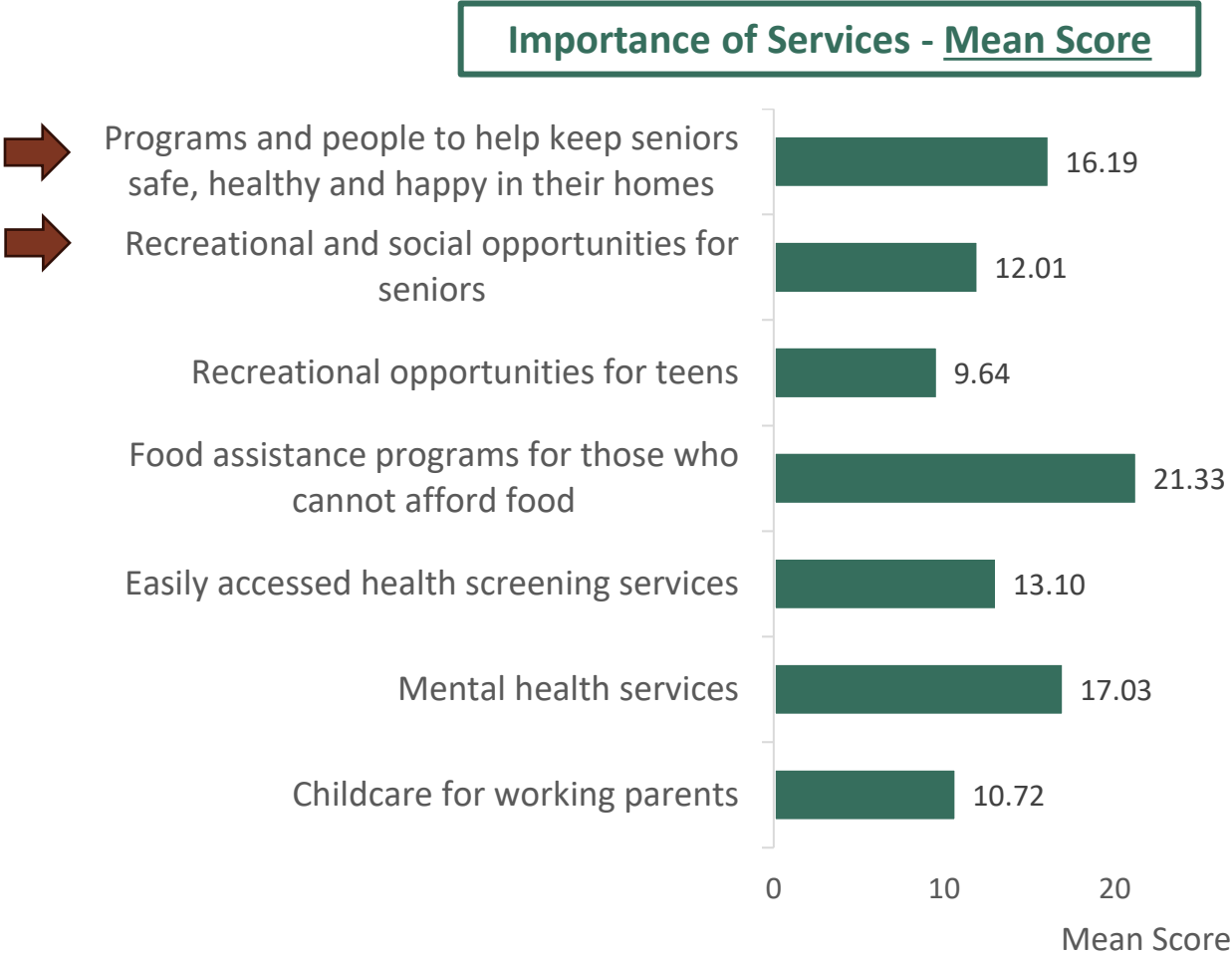
- About half (53%) of responding households utilize at least one community support service. Looking at all households, the most common support service utilized was mental health services (especially among younger households).
- No particular service type dominated – instead, the list of different types of services used is long. The use of services in the County are both high and varied. Many households use at least one service and the types of services used vary a great deal.



Residents’ Opinion on the Importance of Various Services

- **Respondents were very divided on which services they found most and least important – they tended to find several somewhat important.** When asked to allocate 100 points among 7 different general support services, very few allocated most of their points to any particular service. While the service which received the highest number of points was ‘food assistance programs for those who cannot afford food’ (mean point allocation was 21.33), many (13%) placed no importance on that service.
- The two services with the lowest levels of general support were ‘recreational opportunities for teens’ (9.64) and ‘childcare for working parents’ (10.72).

BASE = All Respondents
(n=711)



% Who Allocated Zero Points	% Who Allocated 75+ Points
21%	3%
28%	2%
32%	0%
13%	3%
24%	1%
20%	3%
32%	1%

Q2b. Below is a list of the general categories of such services in Lake County. Please allocate 100 points among these. You can allocate all 100 points to a single thing or spread them out based on how important you think each service is.

Relative Importance of Services (Senior vs. Non-Senior Households)

- As expected, we see differences on the relative importance of various services based on household composition. Those with seniors in the household were more likely to place higher levels of importance on the two programs described as being specifically for seniors ('programs to help keep seniors safe, healthy and happy in their homes' and 'recreational and social opportunities for seniors'). Note that the former item was seen as more important than the latter – by both seniors and non-senior household respondents.

*BASE = All Respondents
(n=711)*

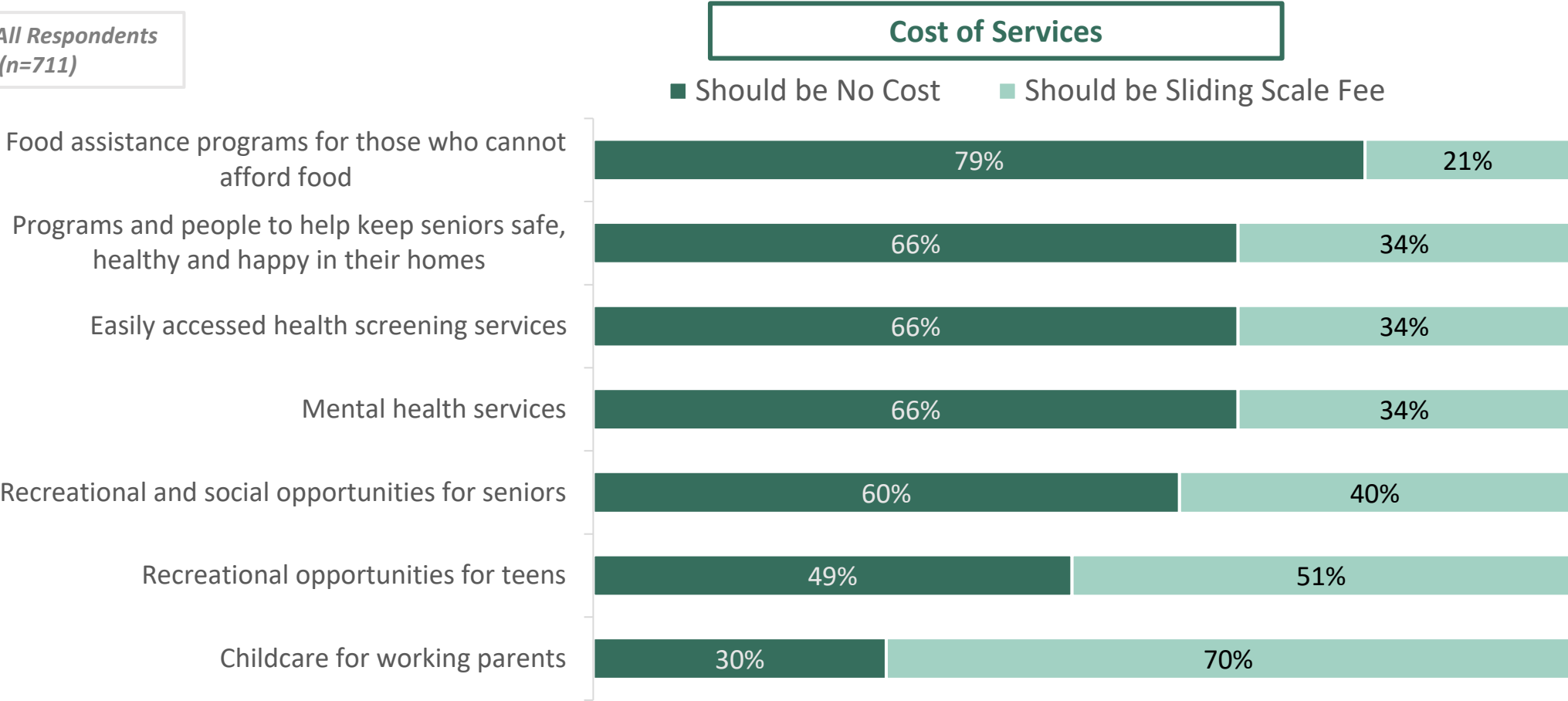
Service	Non-Senior (under age 55) Mean Score	Senior (age 55+) Mean Score
Programs and people to help keep seniors safe, healthy and happy in their homes	13.2	18.2
Recreational and social opportunities for seniors	9.5	13.7
Recreational opportunities for teens	11.1	8.6
Food assistance programs for those who cannot afford food	20.1	21.7
Easily accessed health screening services	12.4	13.6
Mental health services	20.3	14.9
Childcare for working parents	12.7	9.4

Q2b. Below is a list of the general categories of such services in Lake County. Please allocate 100 points among these. You can allocate all 100 points to a single thing or spread them out based on how important you think each service is.

Fees for Services

- Support for ‘no fees’ vs. ‘sliding scale fees’ for services was varied depending on the service. A large majority (79%) felt that ‘food assistance programs’ should be provided at no cost for those receiving that service. Two-in-three respondents felt that ‘programs and people to help keep seniors safe, healthy and happy in their homes,’ ‘easily accessed health screening services’ and ‘mental health services’ should be no-cost to users. ‘Recreational opportunities for seniors’ received somewhat lower levels of support for ‘no fee for service’ (60%).
- Only half felt that ‘recreational opportunities for teens’ should be provided at no cost, and fewer (30%) supported no fees for childcare for working families.

BASE = All Respondents
(n=711)

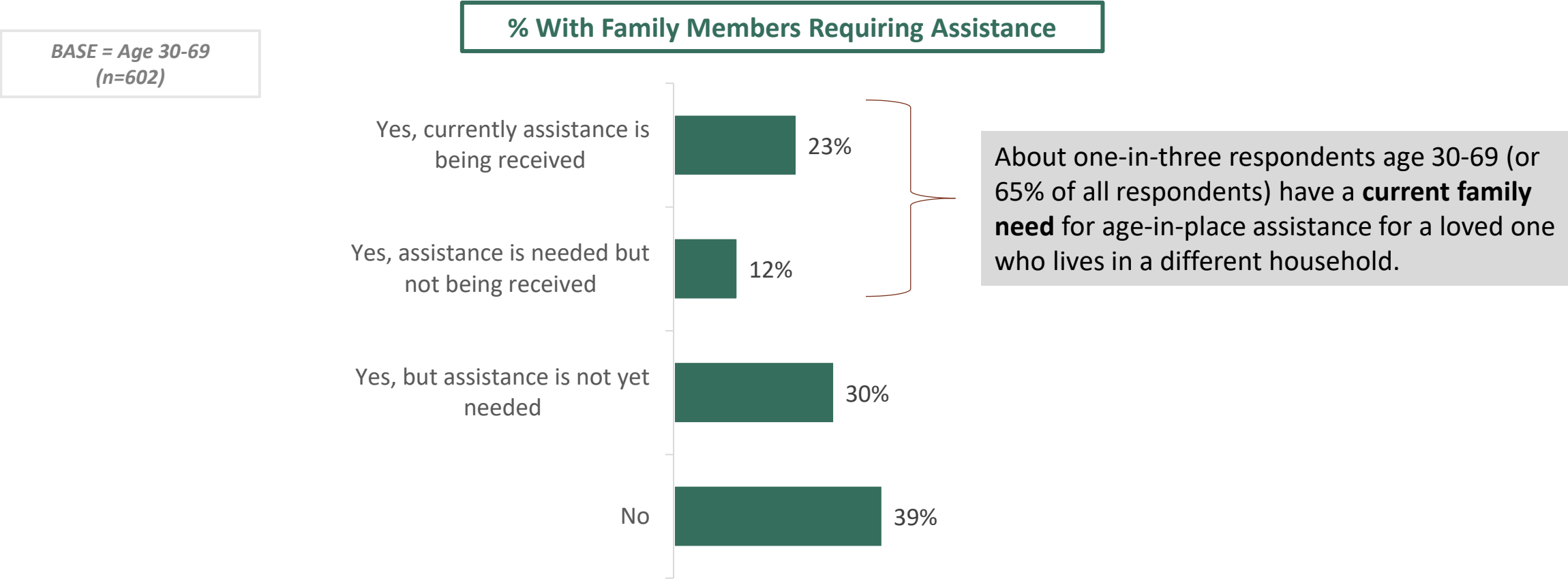


Q2c. Assuming this would not impact property tax levels, which of these services should be provided to Lake County residents for no cost, and which should be provided on a sliding scale based on income?

Use of Senior Support Services in Lake County

Family Members Requiring Age-In-Place Assistance

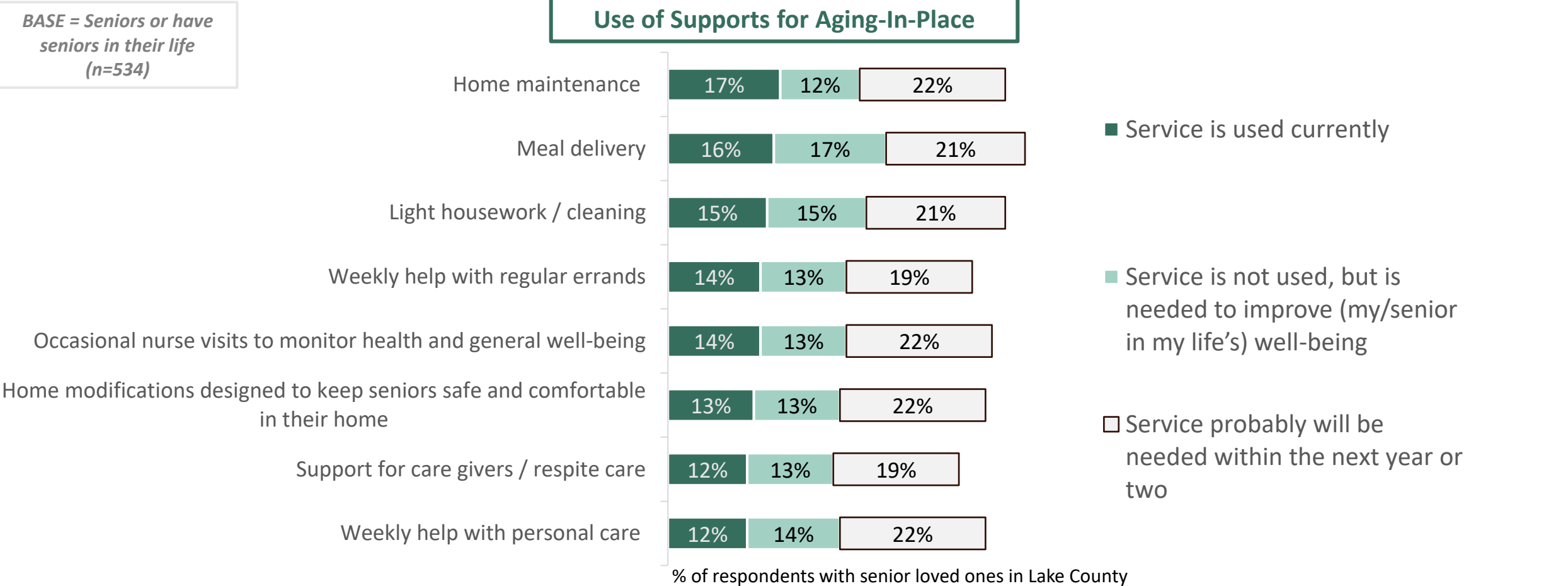
• Current or expected need for in-home support to keep a Lake County-based senior family member “happy and safe” in their homes as they age-in-place was *very high*. **Six-in-ten respondents (age 30-69) reported that they currently have a loved one in the County who is receiving such assistance (23%), or that assistance is needed but not being received (12%), or that they expect such assistance to be needed “someday” (30%).**



Q3. Do you have at least one **close older family member** or other loved one who lives in Lake County who either now or someday is expected to need assistance to happily and safely stay in their home?

Awareness/Use of Age-In-Place Services

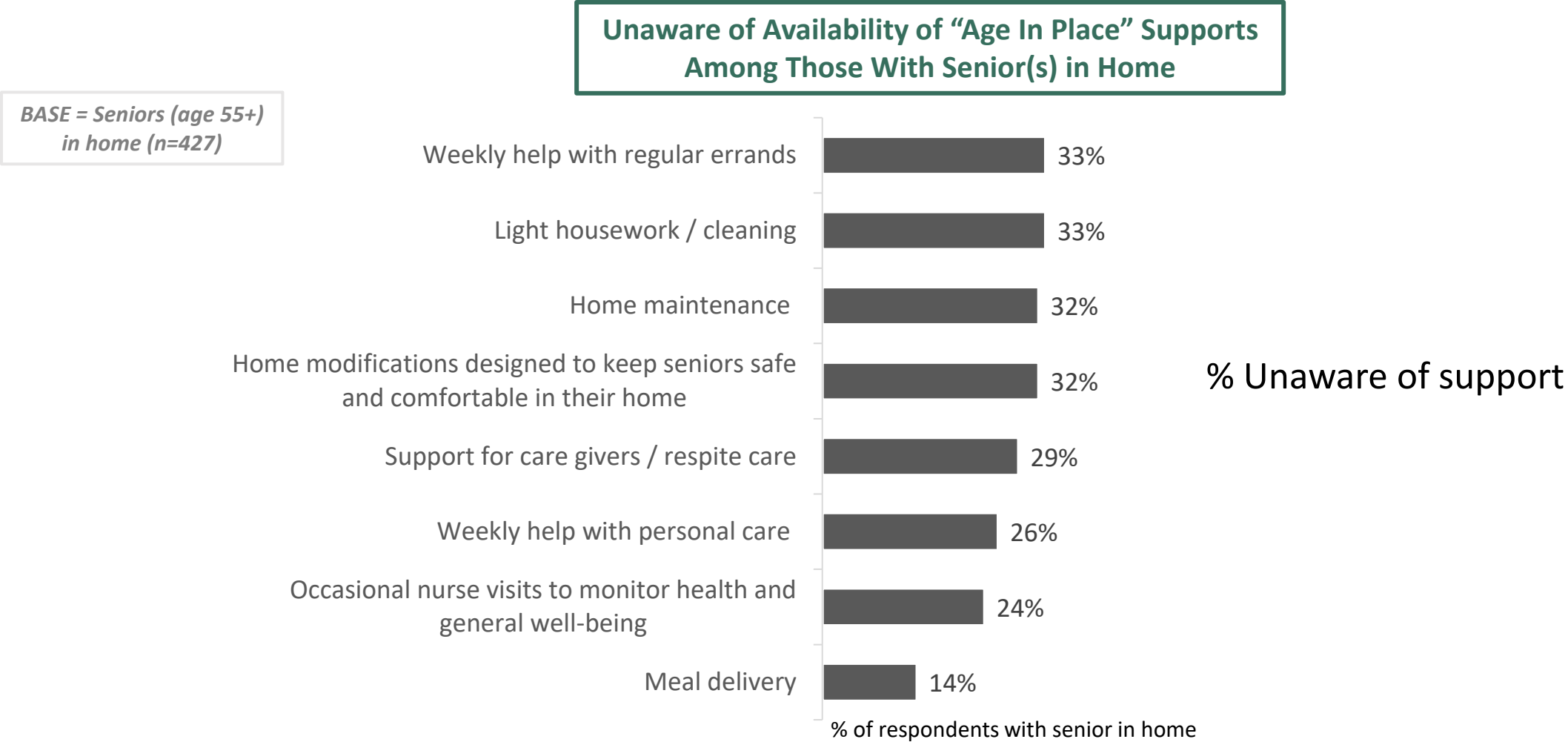
- Forty-percent of seniors or those with a senior in their homes or life reported using at least one “age-in-place service.”
- The types of age-in-place services currently used is very varied – no particular support dominates. On average, respondents reported using 3 different support types. The same is true for ‘needed but not provided’ services – between 12% and 17% of respondents reported an unmet need associated with each of the tested supports.
- Future demand (within the next year or two) is as high as current use/need. There is no support expected to surge or decline in such demand.



Note: Question wording varies based on respondent type
Q4a: Next, we'd like to understand more about the types of services used by seniors in Lake County. What is your awareness of and use of these various services:

Lack of Awareness of Age-In-Place Supports and Have Senior in Home

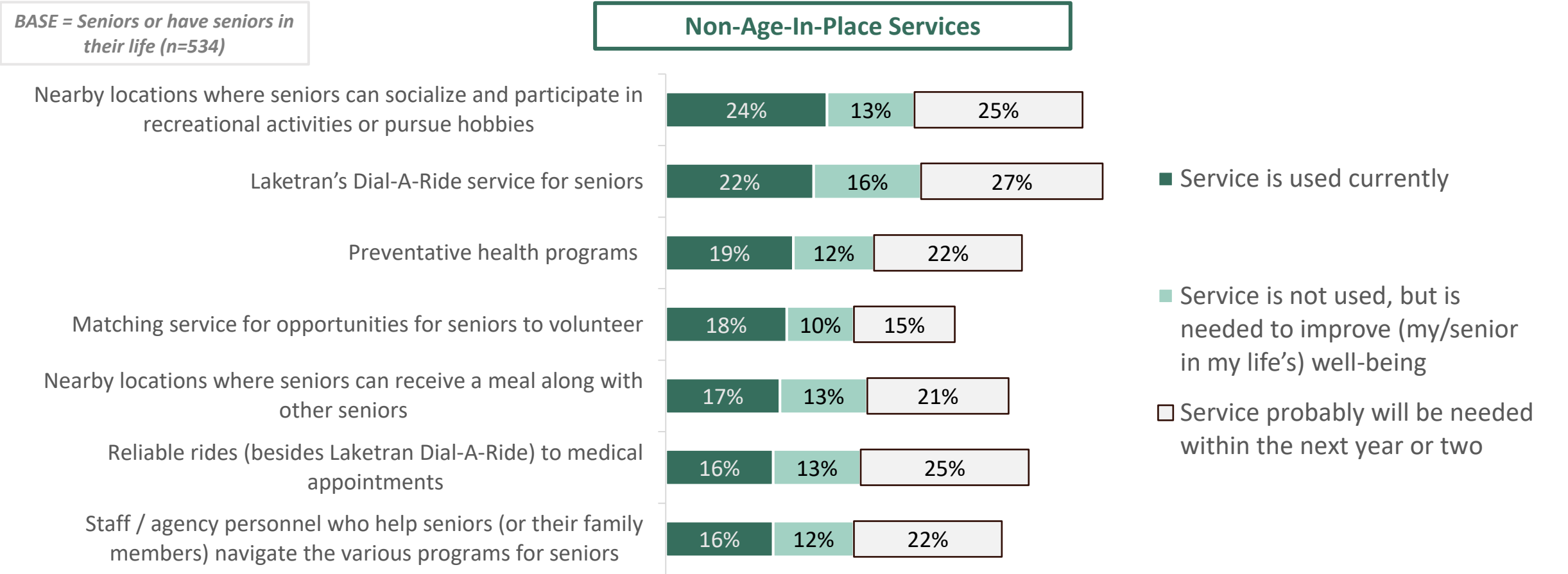
- Here we show the awareness levels of various types of age-in-place supports among those with a senior(s) in the home. About one-third are unaware of supports related to ‘weekly help with regular errands,’ ‘light housework,’ ‘home maintenance’ or ‘home modifications.’ Awareness levels for the other supports were higher – and highest for ‘meal delivery’ (14% were *unaware*).



Note: Question wording varies based on respondent type
Q4a: Next, we’d like to understand more about the types of services used by seniors in Lake County. What is your awareness of and use of these various services:

Seniors & Families' Awareness/Use of Other Senior Support Services

- Slightly more (48%) of seniors and their adult family members currently use at least one senior support service (not directly related to ‘aging in place.’).
- Here we show the awareness of, use of and expected future need for services which are supportive of seniors but are not directly related to aging-in-place.
- Again, we see that no single type of support dominates in terms of current use, unmet need or anticipated near future need. ‘Nearby locations where seniors can socialize & participate in recreational activities or pursue hobbies’ was the most commonly used service (24% of respondents), followed closely by ‘Laketran’s Dial-A-Ride service’ (22%).
- We see similar levels of expected future use of these services as current use; no disproportionate increase or decrease of demand for any particular support type of is expected.



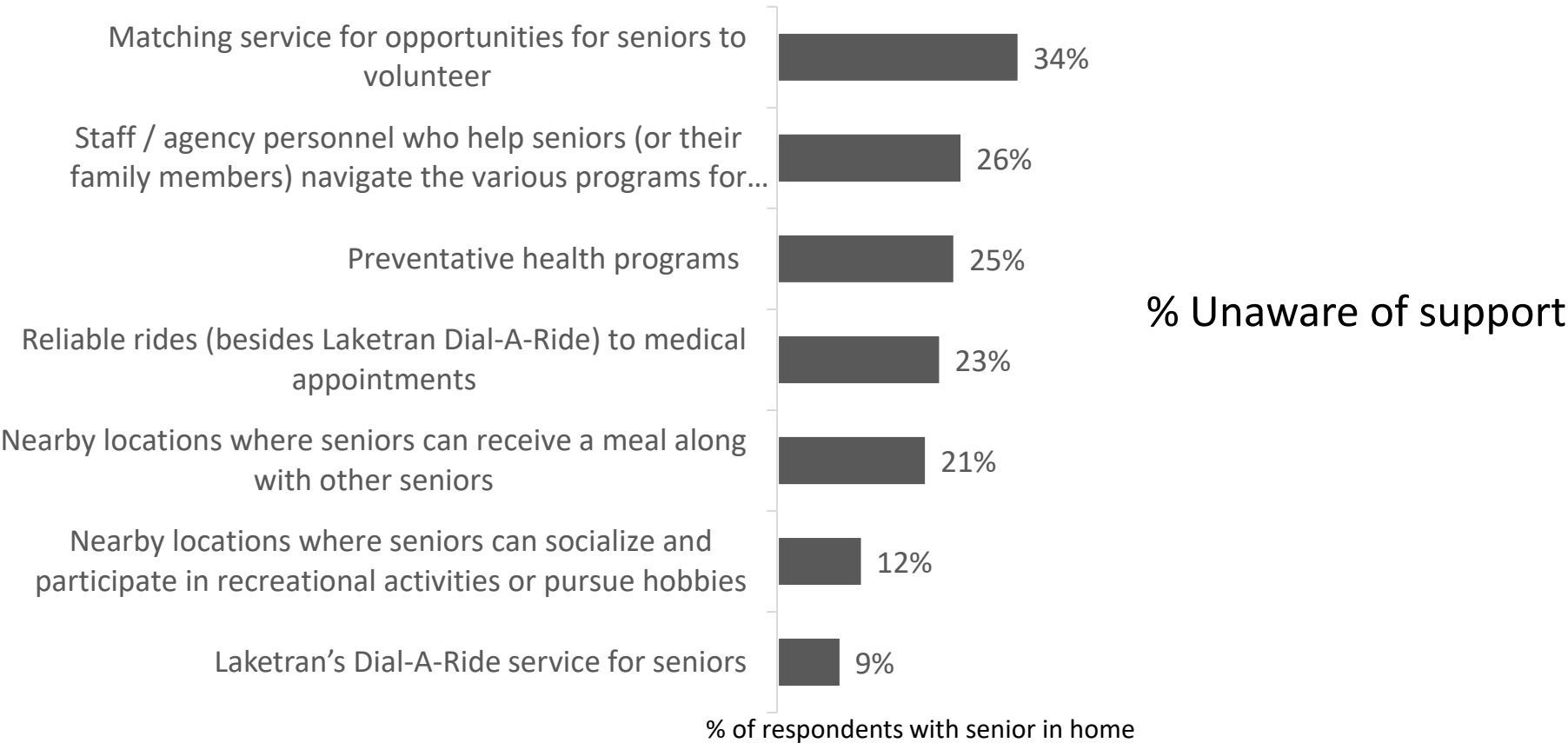
Q4b. Below are more services (you/the senior in your life) may or may not use. What is (your/the senior in your life's) awareness of and use of these various services:

Lack of Seniors & Families’ Awareness/Use of Other Senior Support Services

- Here we show the awareness levels of various types of NON-age-in-place supports among those with a senior(s) in the home. About one-third are unaware of supports related to ‘matching service for opportunities for seniors to volunteer’ (34%). Lack of awareness for Laketran’s Dial-A-Ride service was the lowest among all services tested (9%).

BASE = Seniors (age 55+) in home (n=427)

Unaware of Availability of Non-Age-In-Place Support Services



Q4b. Below are more services (you/the senior in your life) may or may not use. What is (your/the senior in your life’s) awareness of and use of these various services:

Awareness/Use of Information Agencies

- **Non-seniors with a senior in their lives were the heaviest users of information referral services.** They were twice as likely to contact a referral source than seniors themselves.
- Incidence of residents (seniors or those with senior loved ones in Lake County) contacting each of the three information sources regarding support for seniors was somewhat low for seniors themselves (the Lake County Council on Aging being the most commonly contacted – 33%).
- Lack of awareness of the referral agencies is somewhat high – 39% of Seniors were unaware of Lake County 2-1-1. This was true for 30% of non-Seniors with senior loved ones in Lake County. Respondents were more likely to be aware of one or more Senior Centers in Lake County than either of the other referral services.

BASE =
Seniors or
have seniors
in their life
(n=534)

Have Contacted Information Agencies
for Assistance

Information Agency	Senior, or Senior Lives in Home (n=427)	Have Senior in Life (n=107)
Lake County 2-1-1	26% ←→ 58%	
Lake County Council on Aging	33% ←→ 61%	
Local Senior Center	31% ←→ 61%	

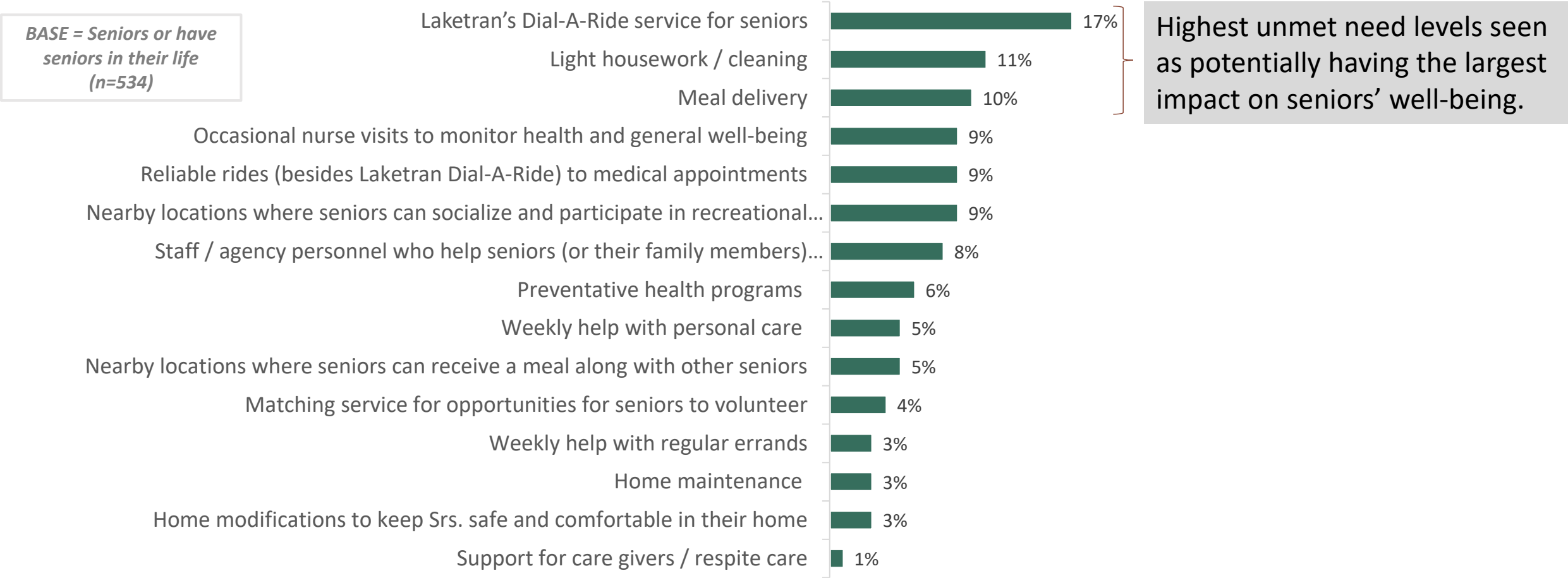
Unaware of Information Agencies

Information Agency	Senior, or Senior Lives in Home (n=427)	Have Senior in Life (n=107)
Lake County 2-1-1	39%	30%
Lake County Council on Aging	24%	25%
Local Senior Center	26%	18%

Q4c. (Have you / Has the senior in your life) been in touch with any of the following agencies to inquire about services for seniors in Lake County?

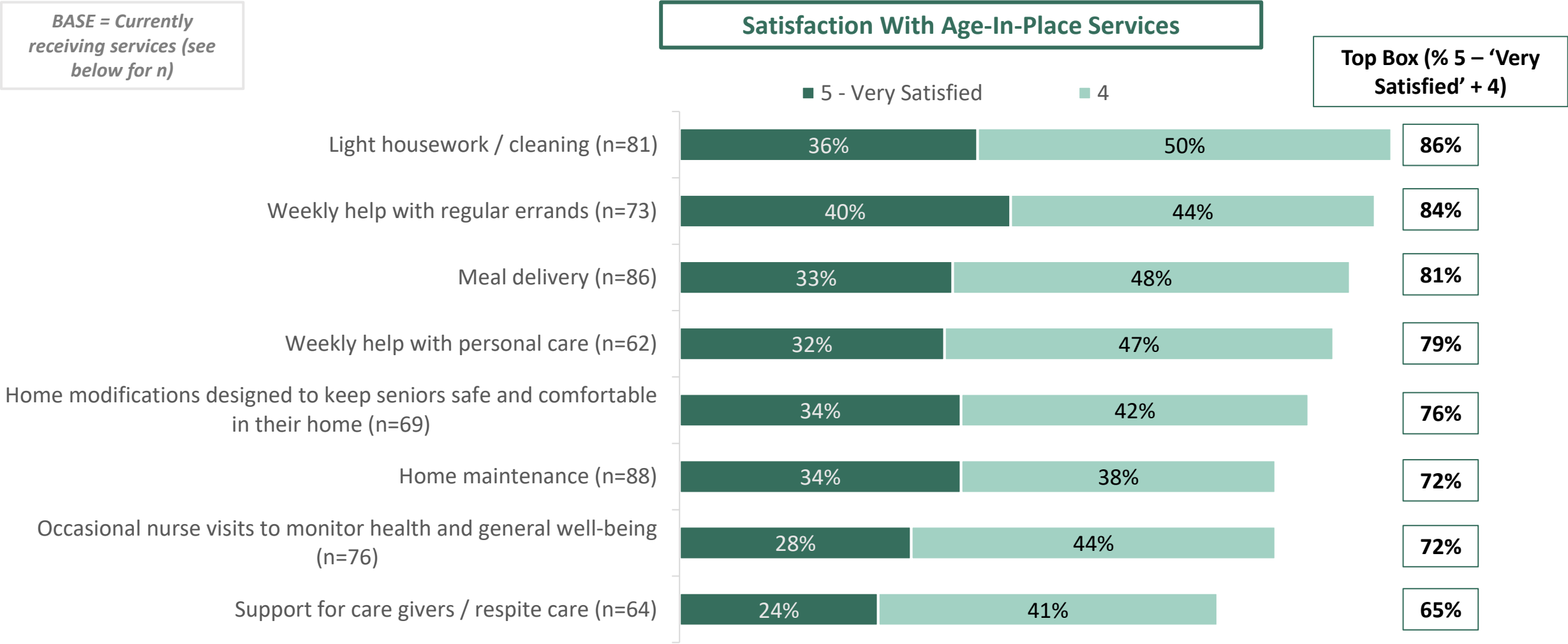
Gap Analysis – Needed But Unused Services Seen As Potentially Most Impactful

- We asked respondents who had unmet needs for any senior support service(s) which would “*have the greatest impact on their or their senior loved-one’s well-being.*” This helps pinpoint the **most important unmet needs** to potentially inform resource allocations.
- **The services identified as being the best candidates for increased level of resources were: Laketran’s Dial-A-Ride service, light housework/cleaning and meal delivery.**
- However, no service is a dominating high impact/unmet need. There were numerous services identified as being such for at least one-in-ten respondents.



Level of Satisfaction With “Age-In-Place” Services

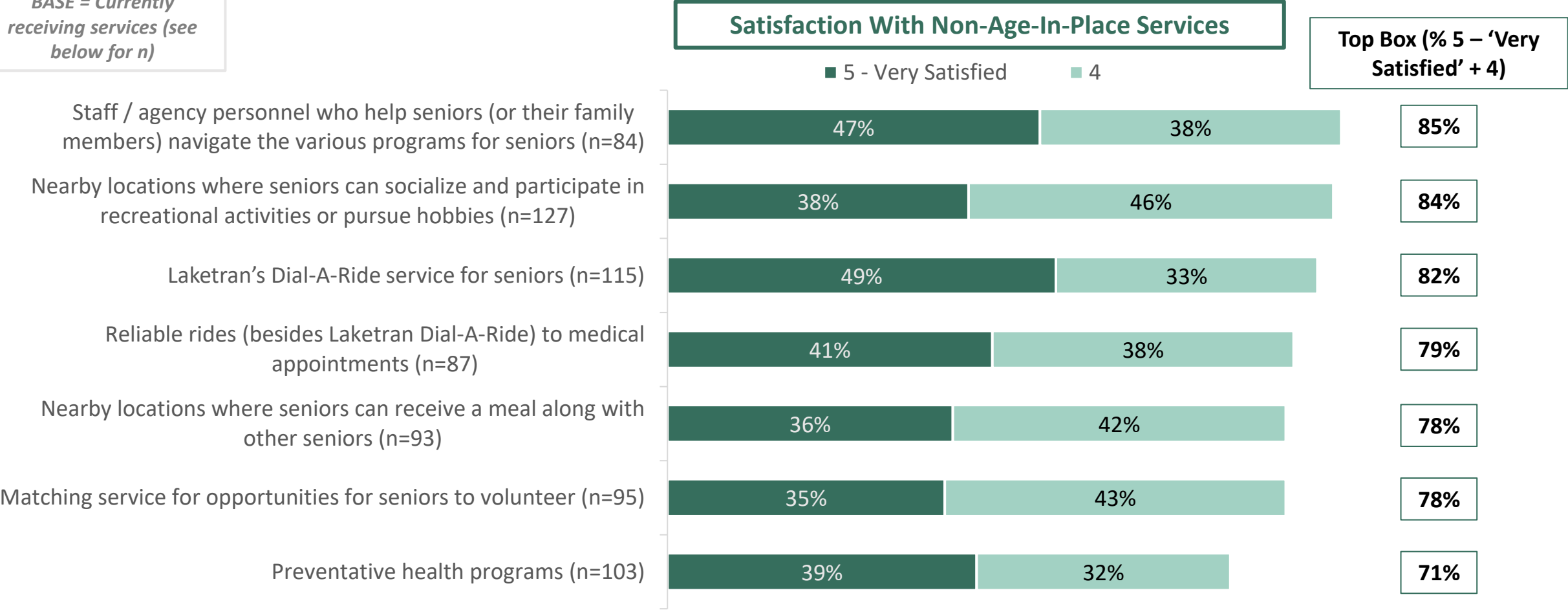
- Satisfaction levels with currently used Age-In-Place services was moderately high. Users of ‘light housework’ services were most satisfied (top box score of 86%) and users of support services/respite care for caregivers were the least satisfied (65%).



Level of Satisfaction With Other Senior Support Services

- We see similar levels of satisfaction with senior support services not directly related with aging-in-place support. Satisfaction levels with help in navigating the various programs for seniors were the highest (85%), followed closely by ‘locations where seniors can socialize and participate in recreational activities or hobbies’ (84%). Satisfaction levels for ‘preventative health programs’ was the lowest (71%).

BASE = Currently
receiving services (see
below for n)



Use of Senior Centers in Lake County

Awareness of Senior Centers

- 92% of respondents (both older and younger respondents combined) were aware of at least one Senior Center in Lake County. On average, they were aware of three different Senior Centers.
 - Females tended to be aware of slightly more Senior Centers (mean of 3 Senior Centers) than males (2 Senior Centers).
 - Those between the age of 70-85 were aware of far more Senior Centers (mean of 4) than their older or younger counterparts (2).

BASE = All Respondents
(n=711)

Awareness of Senior Centers

(Multiple responses accepted; does not total to 100%)

		Seniors (age 55+) in home (n=427)
Mentor Senior Center	51%	53%
Willoughby Senior Center	37%	40%
Wickliffe Senior Center	34%	36%
Eastlake Senior Center	32%	33%
Fairport Senior Center	32%	38%
Madison Senior Center	29%	29%
Willowick Senior Center	27%	27%
Perry Senior Center	24%	24%
Kirtland Senior Center	22%	20%
None of the above	8%	6%

Use of Senior Centers

- The Mentor Senior Center showed the highest levels of visitation (20%) among all 9 Centers studied. Willoughby and Fairport were the second most visited (15% each).
- Willoughby was the center which showed the highest levels of use among only those aware of it. This is a loose measure of how appealing the center is to those who know of it.

BASE = Familiar with at least one senior center + age 55 plus or have household member age 55 plus (n varies)

Use of Senior Centers Within Households With Seniors (55+)

Proportion of Use Among Those Aware of Center Only ("Popularity")

Mentor Senior Center	20%	38%
Willoughby Senior Center	15%	53%
Fairport Senior Center	15%	33%
Madison Senior Center	11%	36%
Perry Senior Center	10%	40%
Wickliffe Senior Center	10%	27%
Eastlake Senior Center	8%	16%
Willowick Senior Center	7%	20%
Kirtland Senior Center	6%	29%



Attracts the highest levels of visitation among those aware of the Center.

Reasons for Going to Senior Centers

- The most common motivation for going to Senior Centers, cited by one-in-three of those who go to Senior Centers were: ‘Use of onsite gym equipment/facilities’, ‘participate in group outings/trips,’ and ‘games.’ However, no particular reason dominated among a long list of benefits. Just as we saw very varied needs in terms of senior supports, there are varied reasons for spending time at a Senior Center.
- The **most common MAIN** reason for visiting a Senior Center, however, was to make friends and socialize (18%).

BASE = 55+ who go to Senior Centers (n=151)

Reasons for Going to Senior Centers

(Multiple responses accepted; does not total to 100%)



Main Reason for Going to Senior Centers



*see verbatims for comments

Q7. For what reasons do you go to Senior Centers in Lake County? (please check all that apply)

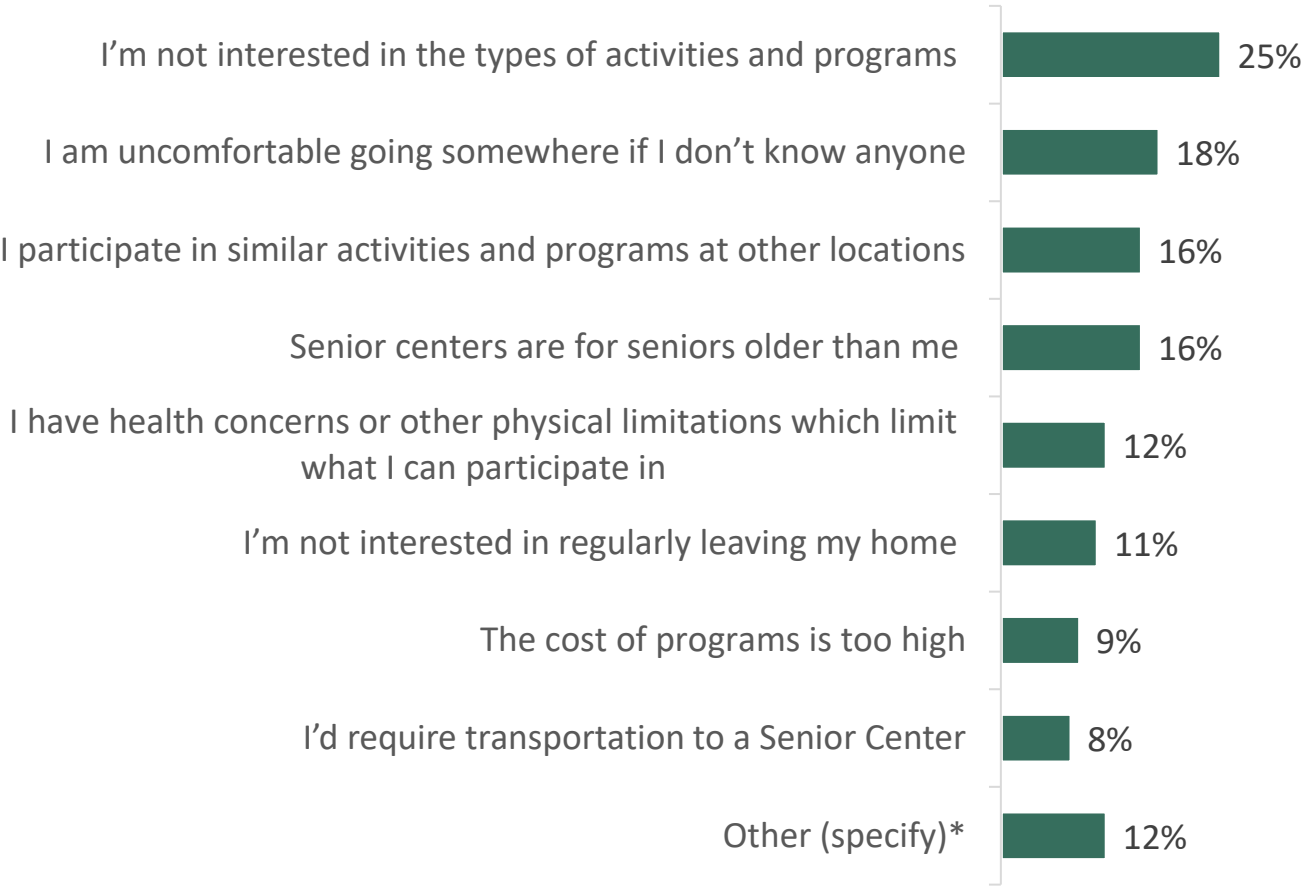
Q8. Of those, which would you say is the main reason you choose to spend time at a Senior Center? What is the biggest benefit, for you?

Senior Centers Visitation Barriers

- Lack of interest in the offerings at a Senior Center was the main reason for not using it (25%). This was followed by ‘I am uncomfortable going somewhere if I don’t know anyone’ (18%).
- Two of the barriers are fairly easy to overcome: ‘the cost of programs is too high’ (9%) and ‘I’d require transportation to a Senior Center’ (8%). Fees could be waived for lower income seniors, and Laketran’s ride services could be used by those who need transportation.

BASE = 55+ who are aware of senior centers but do not visit (n=268)

Reasons for Not Going to Senior Centers



Q9. You told us that you were aware of some senior centers in Lake County but that you do not attend programs there. Can you tell us the reason(s) for that? (please check all that apply)

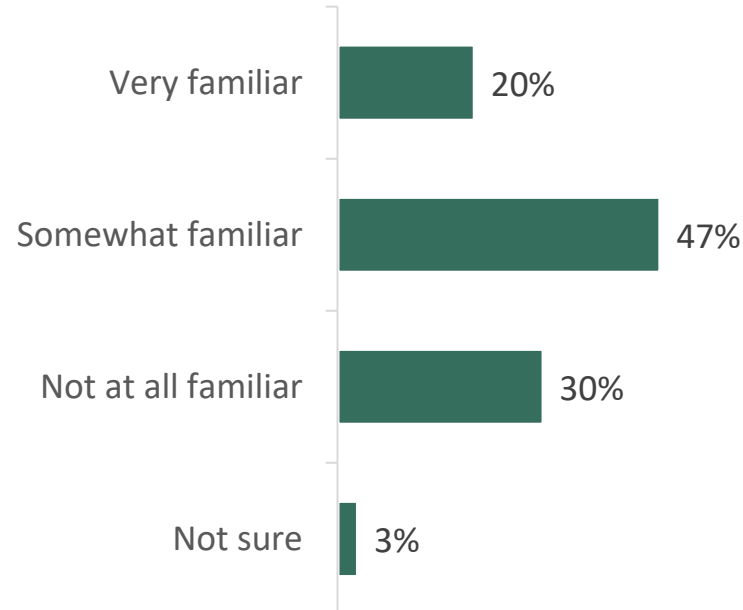
*see verbatims for comments

Familiarity With Programming and Transportation to Senior Centers

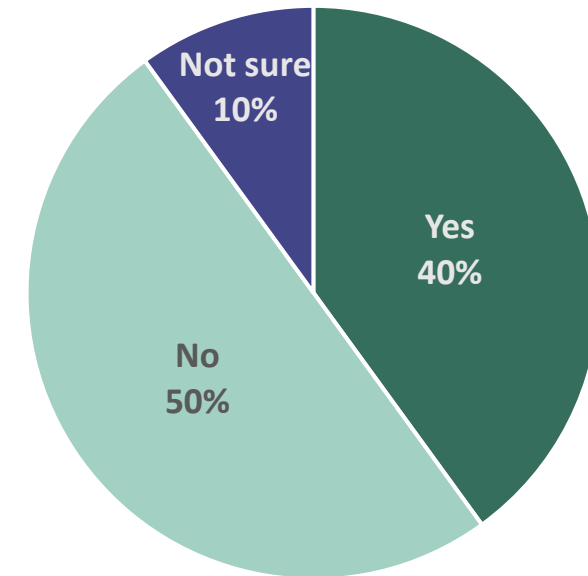
- There is some room for improvement in awareness of the types of programming offered at Senior Centers and the availability of free transportation services.
- Here we look at the level of understanding of Senior Centers' programming and transportation services. Only 20% of respondents (who were either seniors themselves or have a senior in their home) reported being very familiar with the various programs offered at Senior Centers. Likewise, 50% reported not being aware of the free transportation service offered by Laketrans. In order to sustain or increase use of Senior Centers, promotion of the details on programs and services for Senior Centers should continue – aimed at both seniors and the general adult population in Lake County.

BASE =
Senior
(age 55+)
in home
(n=427)

Familiarity with Lake County Senior Centers Programs and Services



Awareness of Free Transportation Services (prior to completing survey)



Q10. How familiar are you with the various types of programs and services provided at Lake County Senior Centers?

Q11. Are you aware of the free transportation services to / from Senior Centers in Lake County?

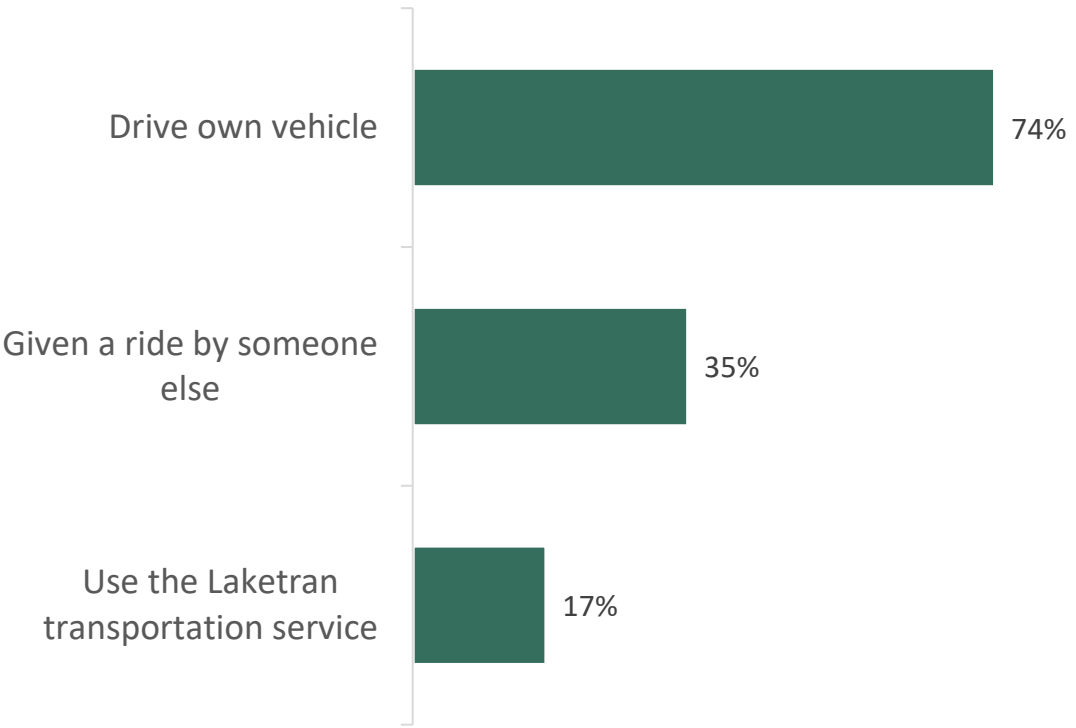
Lake County Market Study Survey – Transportation to Senior Centers

- While awareness of the free transportation services could be higher, *most* commonly Senior Center members drive their own vehicle to a Center (74%) and/or are driven by someone else (35%). A small but important minority use Laketran’s ride service to participate in programming at a Senior Center – but we do not know if those who are unaware of this service would participate or participate more if they were aware of the ride service.

BASE = Goes to senior centers and is 55+ or has household member 55+ (n=225)

Transportation to Senior Centers

(Multiple responses accepted; does not total to 100%)



Q13. You told us earlier [you / others in your house age 55+] have visited or participated in programs at one or more Senior Centers in Lake County. How do [you/they] usually get there? (please check all that apply)

Appendix:

Market Study Open-Ended Questions and Verbatim Comments

Coded Verbatim Responses to Open-ended Questions

Q2bComment: Are there other things that you think should have been on this list (besides things like safety services) that you would have allocated points to? If not, click next.

- *Affordable housing programs/rent assistance (11 mentions)*
- *Programs and housing for the homeless (7)*
- *Job training (6)*
- *Programs for people with special needs (5)*
- *Drug rehabilitation programs and sober living housing (5)*
- *Free/low-cost healthcare (6)*
- *Utility bill aid for low-income households (5)*
- *Public transportation (4)*
- *Shuttles for seniors (4)*
- *Assistance for people with disabilities (3)*
- *Discounted or free yard/driveway maintenance (3)*
- *Food banks/assistance (3)*
- *Veteran assistance programs (3)*
- *Recreational activities for adults (3)*
- *Better services for single parents (2)*
- *Financial support for seniors (2)*
- *Free adult education programs (2)*
- *Free legal assistance (2)*
- *Mental health support programs (2)*
- *Parks (2)*
- *More information and availability of these services (2)*
- *Activities for young adults*
- *Adult education programs.*
- *Assistance for leaving an abusive relationship*
- *Best restaurants and bars.*
- *Bus shelters*
- *Business opportunities for minority citizens that explore funding and grant opportunities.*

Continued...

- *Child home schooling*
- *Community emergency response teams.*
- *Community events*
- *Community service options for teens*
- *Community shared tool lending services.*
- *Community-based initiatives that support men's health, such as workshops on mental health and preventative screenings.*
- *Exercise*
- *Fire safety programs*
- *General neighborhood watches.*
- *Help around the house for seniors*
- *Home repair grants for seniors*
- *Large outdoor green spaces with accommodations for outdoor activities.*
- *More group homes for displaced youth.*
- *More trauma informed services.*
- *MRDD*
- *Pet care support for elderly.*
- *Preventive health and wellness programs focusing on heart health, stress management, and nutrition.*
- *Programs to allow homebound individuals to have access to low-cost internet and local library services.*
- *Side walks in all areas along with them being cleaned for easy access to stores and exercise*
- *Social services for helping people in need*
- *Stray animal rescue and placement services.*
- *Support for local environmental services*
- *Support services for family members who look after elderly or disabled relatives.*
- *Tech help for seniors.*
- *Yes I believe elder abuse should be on that list because nowadays people take advantage of their elderly parents and take their money and nothing is being done about it.*

Verbatim Responses to Open-ended Questions

Q4e. What is preventing (you / the senior in your life) from receiving this service:

Weekly help with regular errands

- *Not needed yet (5)*
- *Cost (4)*
- *Will not accept help/pride (3)*
- *Not aware of programs (2)*
- *Grocery shopping*
- *I'm worried that this service won't treat its users as thoughtfully as one would care for their own parents.*
- *Issues with neuromuscular control*
- *Privacy concerns regarding disclosing financial or personal information to government or agency staff.*
- *Some convenience stores near my home don't have a wide variety of goods.*
- *She makes too much money to qualify for these services. I think this is un.*
- *There is a shortage of errand runners in our area, and they are not within the service coverage area.*

Support for caregivers/respice care

- *I worry about quality, trust, and consistency when leaving my loved one with others temporarily (4)*
- *Not needed yet (4)*
- *Cost (2)*
- *Not aware of service (2)*
- *Can't find available caregivers.*
- *I've called but received no call back.*
- *The caregiver for the elderly person in my care cannot access respice care because the local program requires applications to be submitted six months in advance. However, the caregiver has just undergone surgery and requires urgent assistance—they cannot wait that long for the approval process.*

Home maintenance

- *Not needed yet (3)*
- *Limited affordable service providers locally (2)*
- *I need help taking my trash to the dumpster but no one seems to know how I can get help.*
- *I'm not sure*
- *Lack of knowledge about reliable and screened service providers in their community, which raises questions about fraud or subpar work.*
- *Lawn care*
- *My elderly relatives need our help to make inquiries.*
- *Projects for affordable housing and rental support for people with low to moderate incomes.*
- *Restrictions on physical movement.*
- *Unclear booking process and limited hours.*
- *Well I live in an apartment complex and it's very rarely people come out and actually do a good job with snow removal etc. In the winter and then the summer and everything things kind of just suck because they just come zip through and don't even make the yard look good*

Continued...

Q4e. What is preventing (you / the senior in your life) from receiving this service:

Verbatim Responses to Open-ended Questions (q4e continued)

Q4e. What is preventing (you / the senior in your life) from receiving this service:

Light housework

- Cost (6)
- Will not accept help/pride (4)
- The reason is that the local agency providing this service only serves seniors with mobility impairments who are officially documented. Those with arthritis but who do not meet the “official” disability criteria are therefore denied this service.
- Her income is too high to receive this service even though it can be helpful.
- I am disabled, but not yet a senior
- Just family dynamics some family moved back in with them to help them. So not as much help as needed, but I'm sure there's still areas of need. It's my wife's grandfather so I'm kind of out of the loop on all of the information but I have some of it I've gone and done some work to help but a lot of the work was done by my wife's cousin as far as fixing up the home, the day-to-day is done by his son and his wife.
- Light housekeeping services are typically not covered under standard health insurance plans.
- No availability when I asked
- Not wanting people to go in the house
- Pathways has not found an aid

Home modifications designed to keep seniors safe and comfortable in their home

- Cost (3)
- Uncertainty about how to apply for help (3)
- At the present time, most care for elderly mother is being provided and paid for by myself and my sister. We have used a few programs - visiting nurse, etc. - but do not, currently use others. That may change in the next year or two
- Finding trusted contractors feels overwhelming.
- I feel bad using resources for someone who may need them more.
- They're unsure what modifications would actually help.

Weekly help with personal care

- Cost (2)
- Does not know how to get it.
- Elderly people are afraid of strangers entering their homes. They are not used to letting strangers help with such private matters, especially things like medication administration or bathing.
- I'm not feeling well and have trouble moving around
- Medication monitoring
- Scheduling consistent help has been difficult, and there's some hesitation about having someone unfamiliar assist with personal tasks, plus concerns about cost and insurance coverage.
- There are too few people with good professional skills.
- There is a shortage of home care workers in our region, and even when seniors can afford the services, local agencies have a three-month waiting list for weekly in-home personal care visits.

Continued...

Verbatim Responses to Open-ended Questions (q4e continued)

Q4e. What is preventing (you / the senior in your life) from receiving this service:

Meal delivery

- *Cost (3)*
- *Will not accept help/pride (2)*
- *Concerns about the quality or nutritional value of the delivered meals.*
- *Dislikes interacting with delivery personnel.*
- *Don't know what is on the menu*
- *Don't know who to contact*
- *Limited awareness of available meal delivery options.*
- *Not the type of food they like*
- *The application process is too complicated for the elderly.*
- *The biggest challenge is coordinating delivery times and making sure the meals meet their dietary needs.*
- *They are always very slow, and I probably don't like that.*

Occasional nurse visits to monitor health and general well-being

- *Choice*
- *She is ashamed of her condition and needing to have so much assistance to get through her daily routines anymore which prevents her from reaching out. She would rather have one of us family members care for her instead.*
- *Sometimes it's difficult to reach the responsible personnel.*
- *The person that needs it doesn't have Medicaid or Medicare and can't afford it*
- *They don't qualify based on their income.*
- *This is because insurance only covers such services for acute health issues and does not include routine health checkups.*

Laketran's Dial-A-Ride service for seniors

- *This service is not flexible enough in terms of timing – advance reservation requirements might be challenging (2)*
- *Confusing reservation rules and scarce slots.*
- *Currently able to cover the rides and are not sure of the limitations*
- *I heard that they are unreliable.*
- *Not sure they know about it. They just call me to drive them everywhere.*
- *Unfamiliarity with how to book the service.*
- *We prefer to take her*

Reliable rides (besides Laketran Dial-A-Ride) to medical appointments

- *Lack of knowledge (resources) (2)*
- *Able to actually reach a person to speak to.*
- *No ability to call or contact.*
- *Options are few and schedules don't align.*
- *The lack of reliable alternative transportation options stems from the scarcity of local taxi services and their prohibitive cost for seniors on fixed incomes. Meanwhile, ride-hailing apps like Uber require smartphones, which many older adults are unfamiliar with operating.*
- *They struggle with scheduling conflicts, limited availability of other transport options, and sometimes the cost or distance makes it hard to rely on anything besides Laketran Dial-A-Ride*

Verbatim Responses to Open-ended Questions (q4e continued)

Q4e. What is preventing (you / the senior in your life) from receiving this service:

Preventative health programs

- *Choice*
- *Cost is high and info hard to find out.*
- *Diabetes self-management*
- *Honestly, it's the lack of awareness and unclear sign-up process.*
- *Lack of convenient program locations.*
- *My current insurance company provides these services as part of the cost of the policy*
- *The different laws behind her insurance and what she can receive since she gets a retirement check*
- *The elderly in our community avoid these programs because the classes are held in crowded, large community rooms. They feel anxious around unfamiliar groups of people, so they would rather forgo the services than feel cramped.*
- *The main issue is a lack of awareness about these programs, along with concerns about accessibility and whether they're covered by insurance or available locally.*
- *Transportation is inconvenient, and the service location is pretty far away.*

Nearby locations where seniors can socialize and participate in recreational activities or pursue hobbies

- *Mobility/health issues (3)*
- *Will not accept help/pride (2)*
- *A ride that doesn't take forever. I am with out a car. This dial a ride service is so bad sometimes. Get to a place and be done with appt., and have to wait up to an hour to get home. Not helpful at all. That's why I sit home*
- *I'm not aware of any nearby senior social/recreational spots, and getting to such locations is inconvenient for me.*
- *Motivation.*
- *No nearby locations.*
- *The elderly are unable to access these social venues because many local community centers that hosted senior activities closed after the pandemic and never reopened. Existing facilities often lack wheelchair access, ramps, or elevators, making them inaccessible to seniors with mobility issues.*
- *The elderly haven't visited these facilities because they're unaware of their existence. Without local flyers, social media posts, or community notices targeting seniors, the information never reaches them.*
- *There seem to be very few elderly people who go out regularly in my neighborhood.*
- *They are not aware of the service*
- *Time management*
- *Transportation is a major issue since they can no longer drive safely.*
- *Weather and depression*
- *Yes activities where you could take the seniors For bike, writing hikes, beaches in picnics at no cost*

Verbatim Responses to Open-ended Questions (q4e continued)

Q4e. What is preventing (you / the senior in your life) from receiving this service:

Nearby locations where seniors can receive a meal along with other seniors

- *Will not accept help/pride (2)*
- *Hours clash with when we can go out.*
- *It's too far*
- *Lack of resources/knowledge*
- *She's two years too young to be a real senior but is severely disabled since birth*
- *The cost is high, and insurance doesn't cover it.*
- *The only senior center nearby, Mentor Senior Center, only serves meals on weekdays. However, they require family members to drive them there, and family members are only available on weekends—when the center is closed.*
- *Working full time*

Staff/agency personnel who help seniors (or their family members) navigate various programs for seniors

- *Lack of knowledge/awareness (resources) (5)*
- *Trouble reaching agency hotline for information (limited hours) (3)*
- *I can't afford it*
- *Knock on wood .. Good health, and independence ... (working against aging)*
- *My parents value handling things privately.*
- *She has dementia and if I put her in a program she would need someone to walk her through how to do whatever the program was for.*
- *Transportation issues prevent seniors from traveling to agency offices, and staff do not provide in-home assistance for program enrollment.*

Matching service for opportunities for seniors to volunteer

- *Doesn't want to volunteer.*
- *Either the services are not needed or we're not aware of the full potential of what could be used*
- *He doesn't think he needs it now.*
- *I'm not at that point in my life right now that I need all these services but it's nice to know that they are available for people in need*
- *Mobility*
- *They don't know the service exists yet.*
- *Time .*
- *What services can elderly individuals access in their own communities*

Coded Verbatim Responses to Open-ended Questions

Q7. For what reasons do you go to Senior Centers in Lake County? (please check all that apply)

Other (specify):

- *Deliver meals on wheels (2)*
- *Food Bank (2)*
- *Foot doctor*
- *Garage sale*
- *I recently joined but weather and health have prevented me from going*
- *Some shows*
- *Work*

Q9. You told us that you were aware of some senior centers in Lake County but that you do not attend programs there. Can you tell us the reason(s) for that? (please check all that apply)

Other (specify):

- *Busy doing other things (3)*
- *Do not need these services yet (3)*
- *I am housebound without an aide (2)*
- *My work schedule interferes (2)*
- *Not interested (2)*
- *Being a Lake County resident. I've heard of all these centers. However, they are not close to me.*
- *Dx: PTSD with Social Isolation Anxiety*
- *I am still active in everyday duties etc. and have not felt a need to find other activities.*
- *I do attend yoga classes*
- *I've been at the center, just not in recent years*
- *Near a park I visit*

Coded Verbatim Responses to Open-ended Questions

Q12. Please use the spaces below to share things [you / others in your house age 55+] participate in regularly outside the home, but not at a Senior Center?

- Church/Religious activities (21)
- Volunteering (21)
- Shopping (21)
- Walking (20)
- Work (20)
- Exercise (19)
- Park activities (19)
- Fishing (17)
- Hanging out with friends (16)
- Hiking (12)
- Dining out (10)
- Library programs (10)
- Sporting events (9)
- Biking (9)
- Gardening (9)
- Golf (8)
- Traveling (8)
- Book Club (7)
- Bowling (7)
- Grocery shopping/errands (7)
- Family visits (6)
- Line dancing (6)
- Casino trips (5)

Continued...

- Doctor's appointments (4)
- Recreational sports (4)
- Movies/TV (4)
- Babysitting (3)
- Bingo (3)
- Concerts (3)
- Dancing (3)
- Walking/playing with dogs (3)
- Yoga (3)
- Board games (2)
- Horseback riding/care (2)
- Housebound/can't drive (2)
- Cooking (2)
- Local farmer's market (2)
- Reading (2)
- Swimming (2)
- Going to the beach (2)
- Ark walks
- Art
- Boating
- Bus tours
- Catching a show at the outdoor theater
- Craft shows
- Cultural events
- Drinking
- Freemasonry

Continued...

- Fundraising
- Groups at Signature Health
- Health club
- Lodge
- Men of Honor
- Mentor music
- Motorcycle
- Mowing mine and daughters lawn and main
- Museums
- Music Settlement
- Nail salon
- Nature programs
- Pool
- Senior Expos
- Singing with sweet adelines
- Sunbathe in the yare
- Take care of elderly aunt
- They go birdwatching at the nature reserve on weekends.
- They rehearse with the local community choir every Tuesday.
- Thrifting
- Yacht Club