



**South Eastern Arizona
Governments Organization**

SEAGO Area Agency on Aging: Needs Assessment Survey (2022)

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2022 Survey Results

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Executive Summary

This report presents the results of a needs assessment survey of the senior population in southeast Arizona conducted in 2022 by US Economic Research and SouthEastern Arizona Governments Organization's Area Agency on Aging. The survey included a sample of 432 seniors (ages 60 and older) residing in Cochise, Graham, Greenlee, and Santa Cruz counties.

The survey indicated the **most common serious problem** for seniors in southeast Arizona is **telemarketing or in-home sales**. This was rated a serious problem by 26.6% of survey respondents across the region and was the number-one serious problem in both Graham and Greenlee counties (it ranked fourth in Cochise County and was tied for 12th in Santa Cruz County). In addition to being the top-ranked serious problem in the region, telemarketing or in-home sales also ranked fifth in identification as a problem (either "some problem" or "serious problem") with 49.3% of those surveyed across southeast Arizona identifying it as a problem. It was perceived as a problem by more respondents than any other issue in Graham County, though it was further down the list in the other counties (third in Greenlee, ninth in Cochise, and 13th in Santa Cruz).

The **second most common serious problem** for seniors in southeast Arizona is **affordable dental care**. This was rated a serious problem by 25.9% of survey respondents across the region. Affordable dental care ranked as the top serious problem in Cochise County, tied for second with maintenance of yard in Greenlee, was third in Graham, and tied for seventh (with availability of health care providers) in Santa Cruz County. In addition to being rated a top serious problem, affordable dental care was **also perceived as the number-one problem** ("some problem" or "serious problem") regionwide with 57.5% of those surveyed across southeast Arizona reporting it as a problem. It was the top-rated problem in Cochise and Greenlee counties, second in Santa Cruz, and tied with loneliness for fifth in Graham.

Affordable dental care was followed by **maintenance of yard**, rated a serious problem by 24.1% of respondents, making it **third on the list of serious problems** in the region. In addition to being rated a top serious problem, maintenance of yard was perceived as a problem ("some

problem" or "serious problem") by 55.6% of those surveyed across southeast Arizona, making it **second on the list of problems** ("some problem" or "serious problem"). It was in the top five serious problems in 3 of the 4 counties (all but Santa Cruz where it was 11th) and was on the top-five list of problems in all four counties.

Other common serious problems regionally include **maintenance and repair of home** and **ability to benefit from technology**, which were rated a serious problem by 20.0% and 19.3% of survey respondents, respectively. **Maintenance and repair of home** was rated a problem ("some problem" or "serious problem") by 52.9% of respondents across southeast Arizona, making it the **third most common problem**. It was in the top five most common problems in 3 of the 4 counties (it was ninth in Graham County) and was the most common problem in Santa Cruz with 67.3% of respondents there identifying it as a problem. **Ability to benefit from technology** was ranked the **fifth most common serious problem** and the eighth most common problem at the regional level. It was the second most common problem (and serious problem) in Graham County and was the third-ranked serious problem in Santa Cruz County. Another important issue is **affordable assistive devices**, ranked **fourth regionwide as a problem** and in the top-10 lists of both problems and serious problems in all four counties (and in half of the top-five lists).

Issues that were least regarded as serious problems for seniors in southeast Arizona were elderly abuse/exploitation, raising grandchildren, personal safety, personal care, and providing care and supervision for an elderly family member. Issues least regarded as a problem ("some problem" or "serious problem") were raising grandchildren, elderly abuse/exploitation, homelessness (including fear of becoming homeless), employment opportunities, and language barriers.

The survey revealed the most common sources of advice for seniors regarding health insurance or Medicare regionally were friends, family, neighbors, etc., followed by insurance agents. The most popular sources of transportation were respondents' own vehicles and family, friends, and neighbors.

Introduction

In 2022, US Economic Research in partnership with SouthEastern Arizona Governments Organization’s (SEAGO) Area Agency on Aging (AAA) conducted a survey of 432 residents of southeast Arizona (Cochise, Graham, Greenlee, and Santa Cruz counties) ages 60 and older to determine their needs for assistance (see Table 1 for distribution of the sample). The surveys were distributed by AAA at various locations throughout the counties in places where residents ages 60 and older are known to frequent, including senior centers, libraries, post offices, community health clinics, food/convenience stores,

county and municipal offices, community organizations, senior living facilities, and other locations. An online version was disseminated and promoted by AAA. US Economic Research reviewed the survey design, prepared the online version of the survey, provided data entry and analysis, and prepared this report. Survey results were compared to those from a similar survey conducted in 2020 (see Appendix A for comparison of results). The survey instrument is at Appendix B (English) and Appendix C (Spanish). Spanish translation was provided by AAA.

TABLE 1: SAMPLE SIZE DISTRIBUTION	
Cochise County	233
Graham County	79
Greenlee County	62
Santa Cruz County	58
TOTAL	432

TABLE 2: AGE GROUP DISTRIBUTION OF THE SAMPLE (%)							
	60-64	65-69	70-74	75-79	80-84	85-89	90+
Cochise County	8.6	18.9	18.0	20.2	15.9	13.7	4.7
Graham County	6.3	13.9	15.2	31.6	8.9	17.7	6.3
Greenlee County	11.3	27.4	9.7	14.5	17.7	12.9	6.5
Santa Cruz County	15.5	15.5	32.8	15.5	12.1	8.6	0.0
TOTAL	9.5	18.8	18.3	20.8	14.4	13.7	4.6

TABLE 3: GENDER DISTRIBUTION OF THE SAMPLE (%)	
Cochise County	
<i>Female</i>	65.0
<i>Male</i>	33.6
<i>Other</i>	1.4
Graham County	
<i>Female</i>	65.3
<i>Male</i>	34.7
<i>Other</i>	0.0
Greenlee County	
<i>Female</i>	79.2
<i>Male</i>	20.8
<i>Other</i>	0.0
Santa Cruz County	
<i>Female</i>	68.5
<i>Male</i>	31.5
<i>Other</i>	0.0
TOTAL	
<i>Female</i>	67.4
<i>Male</i>	31.8
<i>Other</i>	0.8

TABLE 4: SHARE OF THE SAMPLE WHOSE PRIMARY LANGUAGE IS SPANISH* (%)	
Cochise County	16.7
Graham County	0.0
Greenlee County	1.7
Santa Cruz County	53.4
TOTAL	16.6

* Does not include those indicating they are bilingual with both English and Spanish as their primary language

Figure 1: Southeast Arizona Sample by Race/Ethnicity

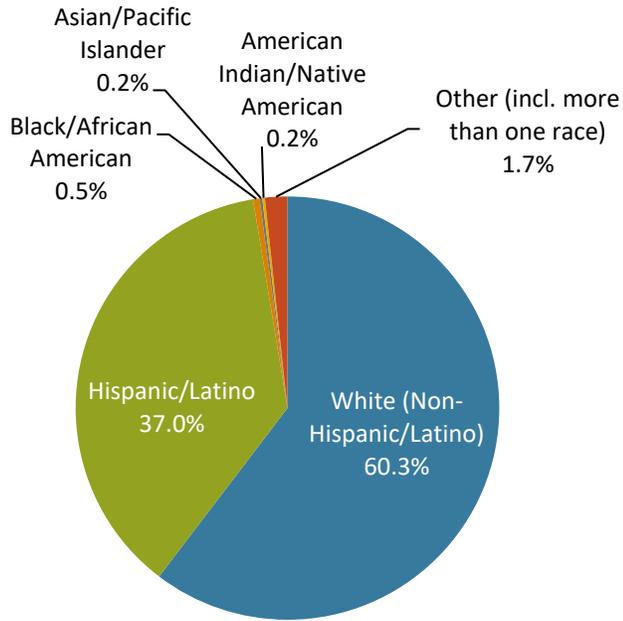


Figure 2: Cochise County Sample by Race/Ethnicity

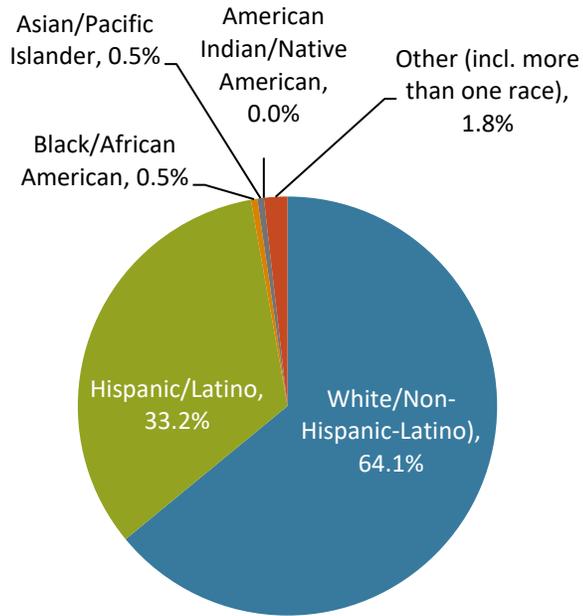


Figure 3: Graham County Sample by Race/Ethnicity

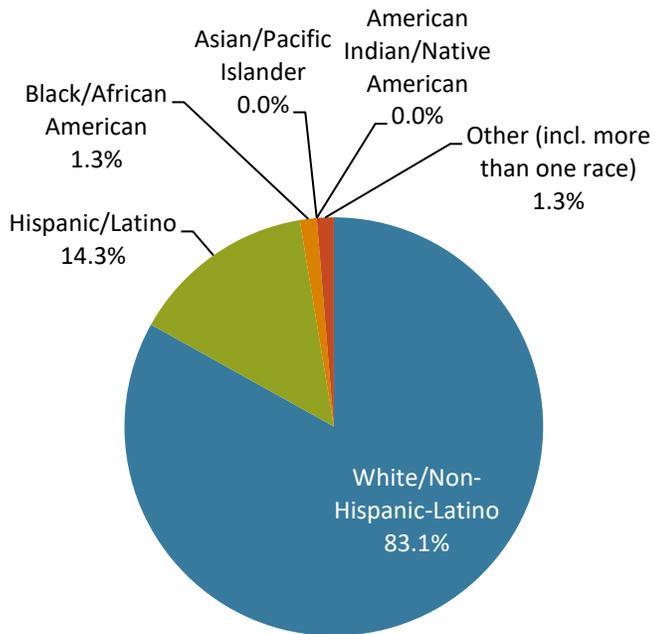


Figure 4: Greenlee County Sample by Race/Ethnicity

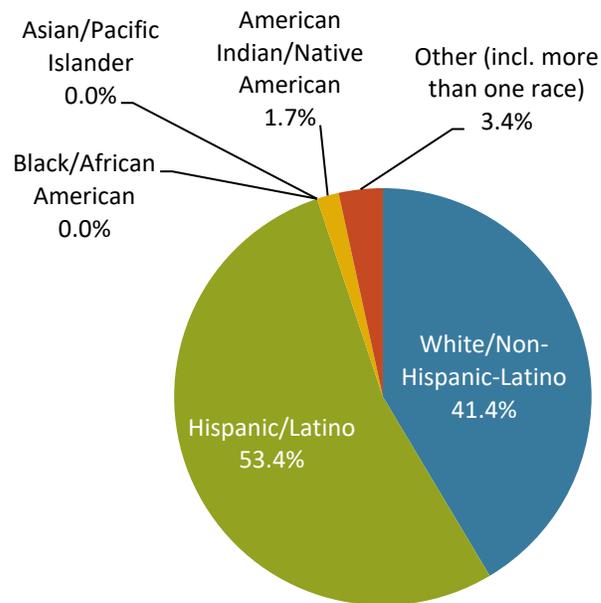
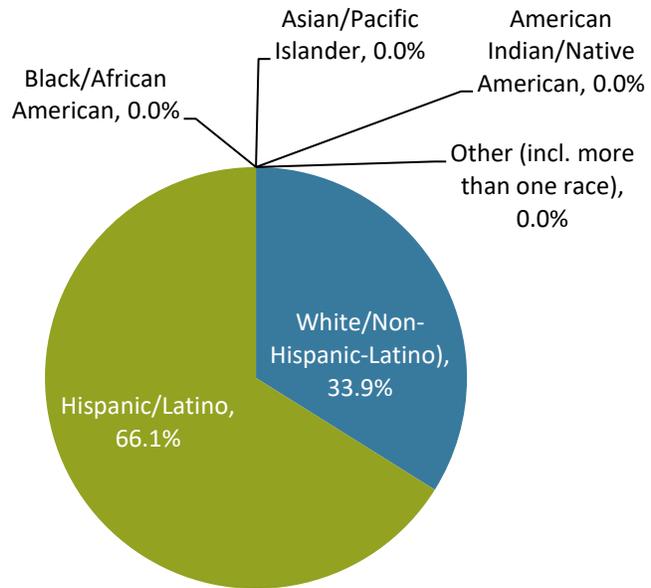


Figure 5: Santa Cruz County Sample by Race/Ethnicity



Narrative and Tabular Survey Results

Southeast Arizona

Sample Size: 432

Serious problems

Issues identified as a serious problem by the largest share of survey respondents throughout southeast Arizona (Cochise, Graham, Greenlee, and Santa Cruz counties) were telemarketing or in-home sales, identified as a serious problem by 26.6% of survey respondents; affordable dental care, identified as a serious problem by 25.9%; maintenance of yard, identified as a serious problem by 24.1%; maintenance and repair of home, identified as a serious problem by 20.0%; and ability to benefit from technology (internet, social media, tele-health, etc.), identified as a serious problem by 19.3% of those surveyed.

Problems

Issues identified as a problem (either “some problem” or “serious problem”) by the largest share of survey respondents across southeast Arizona were affordable dental care, identified as a problem by 57.5% of those surveyed; maintenance of yard, identified as a problem by 55.6%; maintenance and repair of home, identified as a problem by 52.9%; affordable assistive devices (hearing aids, glasses, canes, etc.), identified as a problem by 49.4%; and telemarketing or in-home sales, identified as a problem by 49.3% of respondents.

No problem

Issues identified as no problem by the largest share of survey respondents throughout southeast Arizona were raising grandchildren, identified as “no problem” by 88.1%

of those surveyed; elderly abuse/exploitation, identified as “no problem” by 86.0%; homelessness (including fear of becoming homeless), identified as “no problem” by 81.7%; employment opportunities, identified as “no problem” by 80.7%; and language barriers (ability to access resources, services, and information), which was identified as “no problem” by 80.6% of those surveyed.

Sources of Health Insurance/Medicare advice

Survey respondents were asked to identify their sources of advice regarding health insurance or Medicare. In southeast Arizona, friend/family/neighbor, etc., was the most popular source at 35.0% of respondents, followed by insurance agent at 25.9% and SEAGO Agency on Aging at 11.3%. Popular write-in responses were doctors and health care providers, the internet and personal research, Medicare, and Veterans Administration. See Appendix D for a complete list of responses regarding other sources contacted.

Sources of Transportation

Survey respondents were asked to identify their sources of transportation. In southeast Arizona, own vehicle was the most popular source (62.0% of respondents) followed by family (31.9%) and friend/neighbor (16.2%). Popular write-in responses were the Blake Foundation, non-public buses and shuttles, insurance and medical transportation, and walking. See Appendix E for a complete list of responses regarding other sources of transportation.

TABLE 5: ISSUES RANKED BY IDENTIFICATION AS A SERIOUS PROBLEM (SOUTHEAST ARIZONA)

<i>Issue/Problem (* new issues/problems added to the survey in 2022)</i>	<i>Respondents indicating "serious problem"</i>
Telemarketing or in-home sales	26.6%
Affordable dental care	25.9%
Maintenance of yard	24.1%
Maintenance and repair of home	20.0%
*Ability to benefit from technology (internet, social media, tele-health, etc.)	19.3%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	18.6%
Transportation: rural/non-medical	16.3%
Transportation	16.2%
Finding legal assistance	15.6%
Loneliness	15.5%
Recreational or social opportunities	14.5%
Loss of spouse/loved one	14.1%
Getting information about services	12.3%
Accessibility modifications in my home (grab bars)	12.3%
Cost of housing	12.1%
Income (having enough money for basic needs)	11.0%
Homemaker services (shopping, housekeeping, meal preparation, etc.)	10.8%
Cost of energy/utilities	10.3%
*Isolation	9.9%
Having someone check on me periodically	9.7%
*The COVID pandemic affecting you or someone close to you	9.5%
Processing monthly bills and/or medical claims	8.8%
Counseling or mental health services	8.5%
Employment opportunities	8.1%
Availability of health care providers (doctors, hospitals, etc.)	8.1%
*Dementia, Alzheimer's, or similar conditions affecting you or someone close to you	7.7%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	7.6%
Age discrimination (loans, insurance, employment, etc.)	7.4%
Obtaining information on volunteer opportunities	7.3%
Bereavement/grief counseling/hospice services	7.1%
Paying for prescription drugs	7.0%
Obtaining information on adult care (nursing home, assisted living facility, adult day care center, etc.)	6.8%
*Homelessness (including fear of becoming homeless)	6.7%
*Language barriers (ability to access resources, services, and information)	6.5%
Maintaining my personal independence	6.4%
Getting information about health promotion (diet, disease prevention, etc.)	6.2%
*Feeling that you're a valued member of your community (acceptance, inclusion, representation, tolerance, etc.)	6.0%
*Planning in advance for necessary health care	5.8%
Access to nutritious meals	5.8%
Providing care and supervision for an elderly family member	5.6%
Personal care (bathing, washing hair, etc.)	5.5%
Personal safety (crime)	5.3%
Raising grandchildren	5.2%
Elderly abuse, exploitation	3.4%

TABLE 6: ISSUES RANKED BY IDENTIFICATION AS A PROBLEM (SOUTHEAST ARIZONA)

<i>Issue/Problem (* new issues/problems added to the survey in 2022)</i>	<i>Respondents indicating “some problem” or “serious problem”</i>
Affordable dental care	57.5%
Maintenance of yard	55.6%
Maintenance and repair of home	52.9%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	49.4%
Telemarketing or in-home sales	49.3%
Getting information about services	49.2%
Recreational or social opportunities	45.1%
*Ability to benefit from technology (internet, social media, tele-health, etc.)	44.9%
Availability of health care providers (doctors, hospitals, etc.)	42.3%
Finding legal assistance	41.5%
Loneliness	41.3%
Accessibility modifications in my home (grab bars)	41.2%
Income (having enough money for basic needs)	40.7%
Cost of energy/utilities	38.8%
Homemaker services (shopping, housekeeping, meal preparation, etc.)	38.6%
Transportation: rural/non-medical	38.2%
Transportation	37.9%
*Planning in advance for necessary health care	35.2%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	34.3%
Getting information about health promotion (diet, disease prevention, etc.)	33.7%
*The COVID pandemic affecting you or someone close to you	33.0%
Loss of spouse/loved one	32.7%
*Isolation	32.4%
Paying for prescription drugs	31.9%
Obtaining information on adult care (nursing home, assisted living facility, adult day care center, etc.)	31.8%
Cost of housing	31.4%
*Dementia, Alzheimer's, or similar conditions affecting you or someone close to you	30.2%
Having someone check on me periodically	30.2%
Processing monthly bills and/or medical claims	29.5%
Maintaining my personal independence	29.5%
Counseling or mental health services	28.9%
*Feeling that you're a valued member of your community (acceptance, inclusion, representation, tolerance, etc.)	24.2%
Personal care (bathing, washing hair, etc.)	24.1%
Access to nutritious meals	23.5%
Obtaining information on volunteer opportunities	23.3%
Bereavement/grief counseling/hospice services	23.2%
Providing care and supervision for an elderly family member	22.3%
Personal safety (crime)	21.5%
Age discrimination (loans, insurance, employment, etc.)	21.4%
*Language barriers (ability to access resources, services, and information)	19.4%
Employment opportunities	19.3%
*Homelessness (including fear of becoming homeless)	18.3%
Elderly abuse, exploitation	14.0%
Raising grandchildren	11.9%

Cochise County

Sample Size: 233

Serious problems

Issues identified as a serious problem by the largest share of survey respondents in Cochise County were affordable dental care, identified as a serious problem by 26.1% of those surveyed; maintenance of yard, identified as a serious problem by 23.9%; maintenance and repair of home, identified as a serious problem by 20.1%; telemarketing or in-home sales, identified as a serious problem by 19.0%; finding legal assistance, identified as a serious problem by 17.8%; and affordable assistive devices (hearing aids, glasses, canes, etc.), identified as a serious problem by 17.6% of respondents.

Problems

Issues identified as a problem (either “some problem” or “serious problem”) by the largest share of survey respondents in Cochise County were affordable dental care, identified as a problem by 56.2% of those surveyed; maintenance of yard, identified as a problem by 54.0%; maintenance and repair of home, identified as a problem by 52.2%; getting information about services, identified as a problem by 50.0%; and affordable assistive devices (hearing aids, glasses, canes, etc.), identified as a problem by 48.9% of respondents.

No problem

Issues identified as no problem by the largest share of survey respondents within Cochise County were raising grandchildren, identified as “no problem” by 89.1% of those surveyed; elderly abuse/exploitation, identified as

“no problem” by 84.1%; language barriers (ability to access resources, services, and information), identified as “no problem” by 81.1%; homelessness (including fear of becoming homeless), identified as “no problem” by 79.3%; personal safety (crime), identified as “no problem” by 78.8%; and employment opportunities, identified as “no problem” by 78.7% of those surveyed.

Sources of Health Insurance/Medicare advice

Survey respondents were asked to identify their sources of advice regarding health insurance or Medicare. In Cochise County, friend/family/neighbor, etc., was the most popular source at 33.9% of respondents, followed by insurance agent at 26.2% and SEAGO Agency on Aging at 12.0%. Popular write-in responses were doctors and health care providers, the internet and personal research, Medicare, and Veterans Administration. See Appendix D for a complete list of responses regarding other sources contacted.

Sources of Transportation

Survey respondents were asked to identify their sources of transportation. In Cochise County, own vehicle was the most popular (64.4% of respondents) followed by family (26.2%), friend/neighbor (18.5%), and public bus (9.0%). Popular write-in responses were non-public buses and shuttles, and insurance and medical transportation. See Appendix E for a complete list of responses regarding other sources of transportation.

TABLE 7: ISSUES RANKED BY IDENTIFICATION AS A SERIOUS PROBLEM (COCHISE COUNTY)

<i>Issue/Problem (* new issues/problems added to the survey in 2022)</i>	<i>Respondents indicating "serious problem"</i>
Affordable dental care	26.1%
Maintenance of yard	23.9%
Maintenance and repair of home	20.1%
Telemarketing or in-home sales	19.0%
Finding legal assistance	17.8%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	17.6%
*Ability to benefit from technology (internet, social media, tele-health, etc.)	15.2%
Loneliness	13.6%
Loss of spouse/loved one	13.5%
Cost of housing	12.5%
Recreational or social opportunities	11.6%
Income (having enough money for basic needs)	11.6%
Accessibility modifications in my home (grab bars)	11.1%
Processing monthly bills and/or medical claims	11.1%
Transportation: rural/non-medical	10.6%
Transportation	10.1%
Cost of energy/utilities	9.9%
Getting information about services	9.8%
Counseling or mental health services	9.7%
Homemaker services (shopping, housekeeping, meal preparation, etc.)	9.4%
Employment opportunities	9.0%
Obtaining information on adult care (nursing home, assisted living facility, adult day care center, etc.)	8.6%
Paying for prescription drugs	8.5%
Age discrimination (loans, insurance, employment, etc.)	7.9%
*Isolation	7.7%
Having someone check on me periodically	7.6%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	7.6%
Bereavement/grief counseling/hospice services	7.4%
Obtaining information on volunteer opportunities	6.8%
*Language barriers (ability to access resources, services, and information)	6.8%
Providing care and supervision for an elderly family member	6.7%
*The COVID pandemic affecting you or someone close to you	6.7%
*Homelessness (including fear of becoming homeless)	6.3%
Personal safety (crime)	6.2%
Availability of health care providers (doctors, hospitals, etc.)	6.2%
*Planning in advance for necessary health care	5.9%
Maintaining my personal independence	5.8%
*Feeling that you're a valued member of your community (acceptance, inclusion, representation, tolerance, etc.)	5.8%
Raising grandchildren	5.7%
*Dementia, Alzheimer's, or similar conditions affecting you or someone close to you	5.4%
Personal care (bathing, washing hair, etc.)	4.9%
Access to nutritious meals	4.9%
Elderly abuse, exploitation	4.5%
Getting information about health promotion (diet, disease prevention, etc.)	4.4%

TABLE 8: ISSUES RANKED BY IDENTIFICATION AS A PROBLEM (COCHISE COUNTY)

<i>Issue/Problem (* new issues/problems added to the survey in 2022)</i>	<i>Respondents indicating “some problem” or “serious problem”</i>
Affordable dental care	56.2%
Maintenance of yard	54.0%
Maintenance and repair of home	52.2%
Getting information about services	50.0%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	48.9%
Finding legal assistance	44.7%
Recreational or social opportunities	44.4%
Income (having enough money for basic needs)	44.4%
Cost of energy/utilities	43.2%
Telemarketing or in-home sales	43.0%
*Ability to benefit from technology (internet, social media, tele-health, etc.)	42.6%
Accessibility modifications in my home (grab bars)	42.2%
Homemaker services (shopping, housekeeping, meal preparation, etc.)	41.5%
Availability of health care providers (doctors, hospitals, etc.)	39.6%
Loneliness	38.9%
*Planning in advance for necessary health care	38.2%
Obtaining information on adult care (nursing home, assisted living facility, adult day care center, etc.)	35.9%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	35.6%
Transportation	35.2%
Transportation: rural/non-medical	34.9%
Paying for prescription drugs	33.9%
*Isolation	33.3%
Cost of housing	33.0%
Maintaining my personal independence	33.0%
Loss of spouse/loved one	33.0%
*The COVID pandemic affecting you or someone close to you	32.9%
Counseling or mental health services	32.7%
Getting information about health promotion (diet, disease prevention, etc.)	32.2%
Having someone check on me periodically	31.3%
Processing monthly bills and/or medical claims	31.1%
*Dementia, Alzheimer's, or similar conditions affecting you or someone close to you	28.8%
*Feeling that you're a valued member of your community (acceptance, inclusion, representation, tolerance, etc.)	25.4%
Age discrimination (loans, insurance, employment, etc.)	25.2%
Personal care (bathing, washing hair, etc.)	24.6%
Bereavement/grief counseling/hospice services	23.5%
Obtaining information on volunteer opportunities	23.3%
Providing care and supervision for an elderly family member	22.9%
Access to nutritious meals	22.6%
Employment opportunities	21.3%
Personal safety (crime)	21.2%
*Homelessness (including fear of becoming homeless)	20.7%
*Language barriers (ability to access resources, services, and information)	18.9%
Elderly abuse, exploitation	15.9%
Raising grandchildren	10.9%

Graham County

Sample Size: 79

Serious problems

Issues identified as a serious problem by the largest share of survey respondents in Graham County were telemarketing or in-home sales, identified as a serious problem by 48.1% of those surveyed; ability to benefit from technology (internet, social media, tele-health, etc.), identified as a serious problem by 28.2%; affordable dental care, identified as a serious problem by 23.7%; maintenance of yard, identified as a serious problem by 21.8%; affordable assistive devices (hearing aids, glasses, canes, etc.), identified as a serious problem by 18.4%; and transportation, also identified as a serious problem by 18.4% of respondents.

Problems

Issues identified as a problem (either “some problem” or “serious problem”) by the largest share of survey respondents in Graham County were telemarketing or in-home sales, identified as a problem by 62.3% of those surveyed; ability to benefit from technology (internet, social media, tele-health, etc.), identified as a problem by 50.0%; maintenance of yard, identified as a problem by 47.4%; recreational or social opportunities, identified as a problem by 46.8%; affordable dental care and loneliness, each identified as a problem by 44.7%; and getting information about services, identified as a problem by 44.6% of respondents.

No problem

Issues identified as no problem by the largest share of survey respondents within Graham County were language

barriers (ability to access resources, services, and information), identified as “no problem” by 93.6% of those surveyed; elderly abuse, exploitation, also identified as “no problem” by 93.6%; employment opportunities, identified as “no problem” by 92.3%; raising grandchildren, identified as “no problem” by 91.0%; and age discrimination (loans, insurance, employment, etc.), also identified as “no problem” by 91.0% of those surveyed.

Sources of Health Insurance/Medicare advice

Survey respondents were asked to identify their sources of advice regarding health insurance or Medicare. In Graham County, insurance agent was the most popular source (25.3% of respondents) followed by friend/family/neighbor, etc., at 24.1% and State Health Insurance Assistance Program (SHIP) at 7.6%. Popular write-in responses were doctors and health care providers, personal research, and SEACUS. See Appendix D for a complete list of responses regarding other sources contacted.

Sources of Transportation

Survey respondents were asked to identify their sources of transportation. In Graham County, own vehicle was the most popular source (62.0% of respondents) followed by family (43.0%), friend/neighbor (17.7%), and public bus (6.3%). The most popular write-in response was Blake Foundation. See Appendix E for a complete list of responses regarding other sources of transportation.

TABLE 9: ISSUES RANKED BY IDENTIFICATION AS A SERIOUS PROBLEM (GRAHAM COUNTY)

<i>Issue/Problem (* new issues/problems added to the survey in 2022)</i>	<i>Respondents indicating "serious problem"</i>
Telemarketing or in-home sales	48.1%
*Ability to benefit from technology (internet, social media, tele-health, etc.)	28.2%
Affordable dental care	23.7%
Maintenance of yard	21.8%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	18.4%
Transportation	18.4%
Transportation: rural/non-medical	17.1%
Loneliness	17.1%
Recreational or social opportunities	16.5%
Getting information about services	16.2%
Loss of spouse/loved one	15.4%
Maintenance and repair of home	13.5%
Homemaker services (shopping, housekeeping, meal preparation, etc.)	13.3%
*The COVID pandemic affecting you or someone close to you	12.8%
*Dementia, Alzheimer's, or similar conditions affecting you or someone close to you	12.7%
Accessibility modifications in my home (grab bars)	11.8%
Income (having enough money for basic needs)	10.4%
*Isolation	10.1%
Having someone check on me periodically	9.3%
Availability of health care providers (doctors, hospitals, etc.)	9.1%
Cost of housing	8.9%
Cost of energy/utilities	8.9%
Getting information about health promotion (diet, disease prevention, etc.)	8.0%
Finding legal assistance	7.9%
Maintaining my personal independence	7.6%
Paying for prescription drugs	6.6%
Counseling or mental health services	6.4%
Bereavement/grief counseling/hospice services	6.4%
Age discrimination (loans, insurance, employment, etc.)	6.4%
*Feeling that you're a valued member of your community (acceptance, inclusion, representation, tolerance, etc.)	6.4%
Access to nutritious meals	5.4%
Personal care (bathing, washing hair, etc.)	5.3%
Processing monthly bills and/or medical claims	5.2%
*Planning in advance for necessary health care	5.1%
Obtaining information on volunteer opportunities	5.1%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	3.8%
Employment opportunities	3.8%
*Homelessness (including fear of becoming homeless)	3.8%
Obtaining information on adult care (nursing home, assisted living facility, adult day care center, etc.)	2.6%
Elderly abuse, exploitation	2.6%
Personal safety (crime)	2.6%
Raising grandchildren	2.6%
*Language barriers (ability to access resources, services, and information)	2.6%
Providing care and supervision for an elderly family member	1.3%

TABLE 10: ISSUES RANKED BY IDENTIFICATION AS A PROBLEM (GRAHAM COUNTY)

<i>Issue/Problem (* new issues/problems added to the survey in 2022)</i>	<i>Respondents indicating “some problem” or “serious problem”</i>
Telemarketing or in-home sales	62.3%
*Ability to benefit from technology (internet, social media, tele-health, etc.)	50.0%
Maintenance of yard	47.4%
Recreational or social opportunities	46.8%
Affordable dental care	44.7%
Loneliness	44.7%
Getting information about services	44.6%
Availability of health care providers (doctors, hospitals, etc.)	44.2%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	40.8%
Maintenance and repair of home	40.5%
Getting information about health promotion (diet, disease prevention, etc.)	34.7%
*The COVID pandemic affecting you or someone close to you	33.3%
Transportation	30.3%
Income (having enough money for basic needs)	29.9%
Finding legal assistance	28.9%
*Dementia, Alzheimer's, or similar conditions affecting you or someone close to you	27.8%
Transportation: rural/non-medical	27.6%
Homemaker services (shopping, housekeeping, meal preparation, etc.)	26.7%
Accessibility modifications in my home (grab bars)	26.3%
Access to nutritious meals	25.7%
Loss of spouse/loved one	25.6%
Cost of energy/utilities	25.3%
*Isolation	25.3%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	24.4%
*Planning in advance for necessary health care	24.4%
Personal care (bathing, washing hair, etc.)	24.0%
Paying for prescription drugs	23.7%
Processing monthly bills and/or medical claims	23.4%
*Feeling that you're a valued member of your community (acceptance, inclusion, representation, tolerance, etc.)	23.1%
Maintaining my personal independence	22.8%
Having someone check on me periodically	22.7%
Cost of housing	21.5%
Obtaining information on adult care (nursing home, assisted living facility, adult day care center, etc.)	20.8%
Providing care and supervision for an elderly family member	18.7%
Counseling or mental health services	17.9%
Bereavement/grief counseling/hospice services	17.9%
Personal safety (crime)	16.7%
Obtaining information on volunteer opportunities	11.4%
*Homelessness (including fear of becoming homeless)	10.1%
Age discrimination (loans, insurance, employment, etc.)	9.0%
Raising grandchildren	9.0%
Employment opportunities	7.7%
Elderly abuse, exploitation	6.4%
*Language barriers (ability to access resources, services, and information)	6.4%

Greenlee County

Sample Size: 62

Serious problems

Issues identified as a serious problem by the largest share of survey respondents in Greenlee County were telemarketing or in-home sales, identified as a serious problem by 35.5% of those surveyed; affordable dental care, identified as a serious problem by 33.9%; maintenance of yard, also identified as a serious problem by 33.9%; maintenance and repair of home, identified as a serious problem by 30.0%; and transportation, identified as a serious problem by 21.7% of respondents.

Problems

Issues identified as a problem (either “some problem” or “serious problem”) by the largest share of survey respondents in Greenlee County were affordable dental care, identified as a problem by 72.6% of those surveyed; maintenance of yard, identified as a problem by 67.7%; telemarketing or in-home sales, identified as a problem by 59.7%; affordable assistive devices (hearing aids, glasses, canes, etc.), identified as a problem by 59.0%; and maintenance and repair of home, identified as a problem by 58.3% of respondents.

No problem

Issues identified as no problem by the largest share of survey respondents in Greenlee County were raising grandchildren, identified as “no problem” by 86.7% of those surveyed; homelessness (including fear of becoming homeless), identified as “no problem” by 83.9%; elderly

abuse, exploitation, identified as “no problem” by 82.0%; feeling that you’re a valued member of your community (acceptance, inclusion, representation, tolerance, etc.), identified as “no problem” by 81.0%; language barriers (ability to access resources, services, and information), along with access to nutritious meals, each identified as “no problem” by 80.6%; providing care and supervision for an elderly family member, identified as “no problem” by 80.4%; and employment opportunities, identified as “no problem” by 80.0% of respondents.

Sources of Health Insurance/Medicare advice

Survey respondents were asked to identify their sources of advice regarding health insurance or Medicare. In Greenlee County, friend/family/neighbor, etc. was the most popular source (54.8% of respondents) followed by insurance agent (35.5%) and SEAGO AAA (11.3%). The most popular write-in response was Social Security Administration. See Appendix D for a complete list of responses regarding other sources contacted.

Sources of Transportation

Survey respondents were asked to identify their sources of transportation. In Greenlee County, own vehicle was the most popular source (54.8% of respondents), followed by family (46.8%) and friend/neighbor (9.7%). See Appendix E for a list of responses regarding other sources of transportation.

TABLE 11: ISSUES RANKED BY IDENTIFICATION AS A SERIOUS PROBLEM (GREENLEE COUNTY)

<i>Issue/Problem (* new issues/problems added to the survey in 2022)</i>	<i>Respondents indicating "serious problem"</i>
Telemarketing or in-home sales	35.5%
Affordable dental care	33.9%
Maintenance of yard	33.9%
Maintenance and repair of home	30.0%
Transportation	21.7%
Transportation: rural/non-medical	18.6%
Loneliness	18.3%
Loss of spouse/loved one	18.0%
*Ability to benefit from technology (internet, social media, tele-health, etc.)	17.7%
Accessibility modifications in my home (grab bars)	16.7%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	16.4%
Finding legal assistance	15.3%
Recreational or social opportunities	15.0%
*Isolation	13.6%
Cost of housing	12.9%
Homemaker services (shopping, housekeeping, meal preparation, etc.)	11.7%
Having someone check on me periodically	11.5%
*The COVID pandemic affecting you or someone close to you	11.5%
Getting information about services	10.0%
Bereavement/grief counseling/hospice services	8.5%
Obtaining information on volunteer opportunities	8.5%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	8.3%
Counseling or mental health services	8.2%
Cost of energy/utilities	8.2%
Personal care (bathing, washing hair, etc.)	8.1%
Employment opportunities	8.0%
Obtaining information on adult care (nursing home, assisted living facility, adult day care center, etc.)	6.7%
Processing monthly bills and/or medical claims	6.6%
Access to nutritious meals	6.5%
Providing care and supervision for an elderly family member	5.9%
Personal safety (crime)	5.2%
*Feeling that you're a valued member of your community (acceptance, inclusion, representation, tolerance, etc.)	5.2%
Raising grandchildren	5.0%
Income (having enough money for basic needs)	4.9%
*Dementia, Alzheimer's, or similar conditions affecting you or someone close to you	4.9%
Paying for prescription drugs	4.8%
*Homelessness (including fear of becoming homeless)	4.8%
Availability of health care providers (doctors, hospitals, etc.)	3.3%
Age discrimination (loans, insurance, employment, etc.)	3.3%
Maintaining my personal independence	3.3%
*Language barriers (ability to access resources, services, and information)	3.2%
Getting information about health promotion (diet, disease prevention, etc.)	1.7%
*Planning in advance for necessary health care	1.6%
Elderly abuse, exploitation	0.0%

TABLE 12: ISSUES RANKED BY IDENTIFICATION AS A PROBLEM (GREENLEE COUNTY)

<i>Issue/Problem (* new issues/problems added to the survey in 2022)</i>	<i>Respondents indicating “some problem” or “serious problem”</i>
Affordable dental care	72.6%
Maintenance of yard	67.7%
Telemarketing or in-home sales	59.7%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	59.0%
Maintenance and repair of home	58.3%
Accessibility modifications in my home (grab bars)	51.7%
Transportation: rural/non-medical	49.2%
Getting information about services	48.3%
Finding legal assistance	45.8%
Recreational or social opportunities	45.0%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	43.3%
Availability of health care providers (doctors, hospitals, etc.)	41.7%
Transportation	41.7%
Loneliness	41.7%
*Ability to benefit from technology (internet, social media, tele-health, etc.)	40.3%
Homemaker services (shopping, housekeeping, meal preparation, etc.)	40.0%
Income (having enough money for basic needs)	39.3%
Loss of spouse/loved one	39.3%
Paying for prescription drugs	37.1%
Cost of energy/utilities	36.1%
Processing monthly bills and/or medical claims	34.4%
Counseling or mental health services	32.8%
Personal safety (crime)	32.8%
*Planning in advance for necessary health care	31.1%
Personal care (bathing, washing hair, etc.)	30.6%
Obtaining information on volunteer opportunities	30.5%
*Dementia, Alzheimer's, or similar conditions affecting you or someone close to you	29.5%
Bereavement/grief counseling/hospice services	28.8%
*Isolation	28.8%
Obtaining information on adult care (nursing home, assisted living facility, adult day care center, etc.)	28.3%
Cost of housing	27.4%
Getting information about health promotion (diet, disease prevention, etc.)	26.7%
Age discrimination (loans, insurance, employment, etc.)	26.7%
Having someone check on me periodically	26.2%
Maintaining my personal independence	26.2%
*The COVID pandemic affecting you or someone close to you	26.2%
Employment opportunities	20.0%
Providing care and supervision for an elderly family member	19.6%
Access to nutritious meals	19.4%
*Language barriers (ability to access resources, services, and information)	19.4%
*Feeling that you're a valued member of your community (acceptance, inclusion, representation, tolerance, etc.)	19.0%
Elderly abuse, exploitation	18.0%
*Homelessness (including fear of becoming homeless)	16.1%
Raising grandchildren	13.3%

Santa Cruz County

Sample Size: 58

Serious problems

Issues identified as a serious problem by the largest share of survey respondents in Santa Cruz County were transportation: rural/non-medical, identified as a serious problem by 35.8% of those surveyed; transportation, identified as a serious problem by 32.1%; ability to benefit from technology (internet, social media, tele-health, etc.), identified as a serious problem by 25.0%; affordable assistive devices (hearing aids, glasses, canes, etc.), identified as a serious problem by 24.6%; and recreational or social opportunities, identified as a serious problem by 22.8% of respondents.

Problems

Issues identified as a problem (either “some problem” or “serious problem”) by the largest share of survey respondents in Santa Cruz County were maintenance and repair of home, identified as a problem by 67.3% of those surveyed; affordable dental care, identified as a problem by 63.2%; maintenance of yard, identified as a problem by 60.4%; transportation, identified as a problem by 55.4%; and transportation: rural/non-medical, identified as a problem by 54.7% of respondents.

No problem

Issues identified as no problem by the largest share of survey respondents in Santa Cruz County were elderly

abuse, exploitation, identified as “no problem” by 87.0% of those surveyed; personal care (bathing, washing hair, etc.), identified as “no problem” by 84.5%; raising grandchildren and personal safety (crime), each identified as “no problem” by 82.1%; and age discrimination (loans, insurance, employment, etc.), identified as “no problem” by 81.8% of those surveyed.

Sources of Health Insurance/Medicare advice

Survey respondents were asked to identify their sources of advice regarding health insurance or Medicare. In Santa Cruz County, friend/family/neighbor, etc. was the most popular source (34.5% of respondents) followed by SEAGO AAA (17.2%), then insurance agent and State Health Insurance Assistance Program (15.5% each). See Appendix D for a list of responses regarding other sources contacted.

Sources of Transportation

Survey respondents were asked to identify their sources of transportation. In Santa Cruz County, own vehicle was the most popular source (60.3% of respondents) followed by family (24.1%), friend/neighbor (12.1%), volunteer (8.6%), and taxi (6.9%). See Appendix E for a list of responses regarding other sources of transportation.

TABLE 13: ISSUES RANKED BY IDENTIFICATION AS A SERIOUS PROBLEM (SANTA CRUZ COUNTY)

<i>Issue/Problem (* new issues/problems added to the survey in 2022)</i>	<i>Respondents indicating "serious problem"</i>
Transportation: rural/non-medical	35.8%
Transportation	32.1%
*Ability to benefit from technology (internet, social media, tele-health, etc.)	25.0%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	24.6%
Recreational or social opportunities	22.8%
Getting information about services	20.0%
Availability of health care providers (doctors, hospitals, etc.)	19.3%
Affordable dental care	19.3%
Loneliness	18.2%
Finding legal assistance	17.9%
Maintenance and repair of home	17.3%
Maintenance of yard	17.0%
Having someone check on me periodically	16.7%
Telemarketing or in-home sales	16.7%
Income (having enough money for basic needs)	16.4%
Cost of energy/utilities	16.4%
Getting information about health promotion (diet, disease prevention, etc.)	15.8%
*Isolation	14.8%
Cost of housing	14.3%
*Language barriers (ability to access resources, services, and information)	14.3%
*Homelessness (including fear of becoming homeless)	14.0%
*The COVID pandemic affecting you or someone close to you	14.0%
Accessibility modifications in my home (grab bars)	13.5%
*Dementia, Alzheimer's, or similar conditions affecting you or someone close to you	12.7%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	12.3%
Homemaker services (shopping, housekeeping, meal preparation, etc.)	12.1%
Employment opportunities	11.1%
Age discrimination (loans, insurance, employment, etc.)	10.9%
Obtaining information on volunteer opportunities	10.9%
Loss of spouse/loved one	10.7%
Maintaining my personal independence	10.7%
*Planning in advance for necessary health care	10.7%
Access to nutritious meals	9.1%
Providing care and supervision for an elderly family member	7.3%
Counseling or mental health services	7.1%
Raising grandchildren	7.1%
Processing monthly bills and/or medical claims	7.0%
*Feeling that you're a valued member of your community (acceptance, inclusion, representation, tolerance, etc.)	7.0%
Bereavement/grief counseling/hospice services	5.5%
Obtaining information on adult care (nursing home, assisted living facility, adult day care center, etc.)	5.5%
Personal safety (crime)	5.4%
Personal care (bathing, washing hair, etc.)	5.2%
Elderly abuse, exploitation	3.7%
Paying for prescription drugs	3.6%

TABLE 14: ISSUES RANKED BY IDENTIFICATION AS A PROBLEM (SANTA CRUZ COUNTY)

<i>Issue/Problem (* new issues/problems added to the survey in 2022)</i>	<i>Respondents indicating “some problem” or “serious problem”</i>
Maintenance and repair of home	67.3%
Affordable dental care	63.2%
Maintenance of yard	60.4%
Transportation	55.4%
Transportation: rural/non-medical	54.7%
Getting information about services	52.7%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	52.6%
*Ability to benefit from technology (internet, social media, tele-health, etc.)	51.8%
Availability of health care providers (doctors, hospitals, etc.)	50.9%
Accessibility modifications in my home (grab bars)	46.2%
Getting information about health promotion (diet, disease prevention, etc.)	45.6%
Recreational or social opportunities	45.6%
Loneliness	45.5%
Telemarketing or in-home sales	44.4%
Cost of energy/utilities	43.6%
Cost of housing	42.9%
*Planning in advance for necessary health care	42.9%
*Isolation	42.6%
Income (having enough money for basic needs)	41.8%
Homemaker services (shopping, housekeeping, meal preparation, etc.)	41.4%
Finding legal assistance	41.1%
Having someone check on me periodically	40.7%
*The COVID pandemic affecting you or someone close to you	40.4%
*Dementia, Alzheimer's, or similar conditions affecting you or someone close to you	40.0%
*Language barriers (ability to access resources, services, and information)	39.3%
Obtaining information on adult care (nursing home, assisted living facility, adult day care center, etc.)	34.5%
Loss of spouse/loved one	33.9%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	33.3%
Obtaining information on volunteer opportunities	32.7%
Paying for prescription drugs	29.1%
Access to nutritious meals	29.1%
Maintaining my personal independence	28.6%
Employment opportunities	27.8%
Providing care and supervision for an elderly family member	27.3%
Processing monthly bills and/or medical claims	26.3%
*Feeling that you're a valued member of your community (acceptance, inclusion, representation, tolerance, etc.)	26.3%
Counseling or mental health services	25.0%
Bereavement/grief counseling/hospice services	23.6%
*Homelessness (including fear of becoming homeless)	22.8%
Age discrimination (loans, insurance, employment, etc.)	18.2%
Personal safety (crime)	17.9%
Raising grandchildren	17.9%
Personal care (bathing, washing hair, etc.)	15.5%
Elderly abuse, exploitation	13.0%

Graphical Survey Results

Survey respondents were asked to indicate the degree to which each of the following items is a problem for them personally. (Respondents rating the issue as “no problem” are shown in green, ratings of “some problem” are shown in yellow, and “serious problem” ratings are shown in red.)

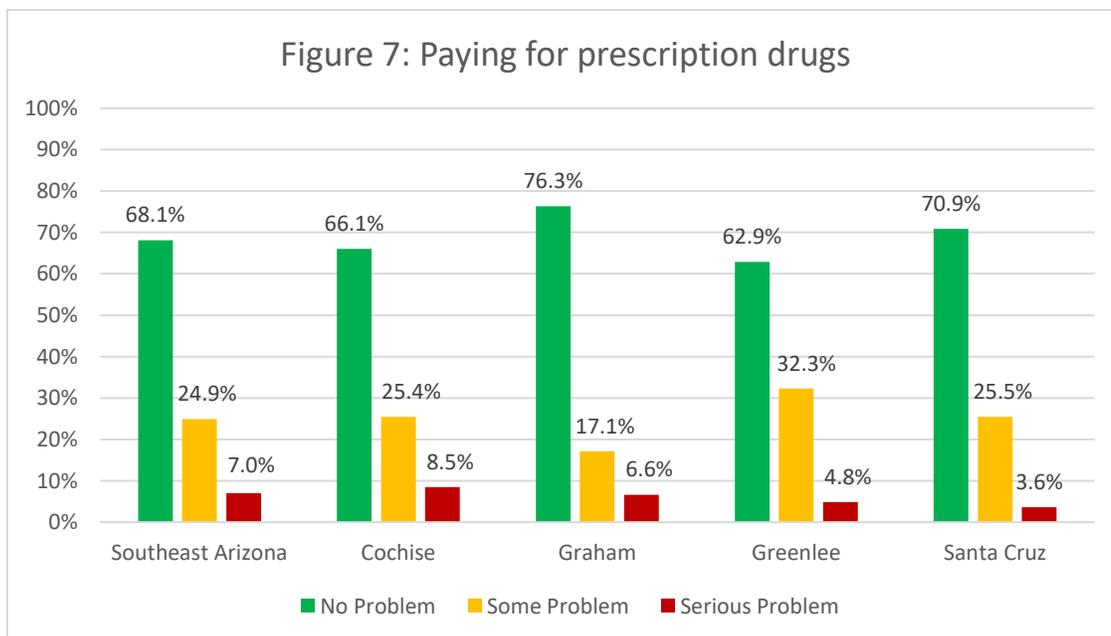
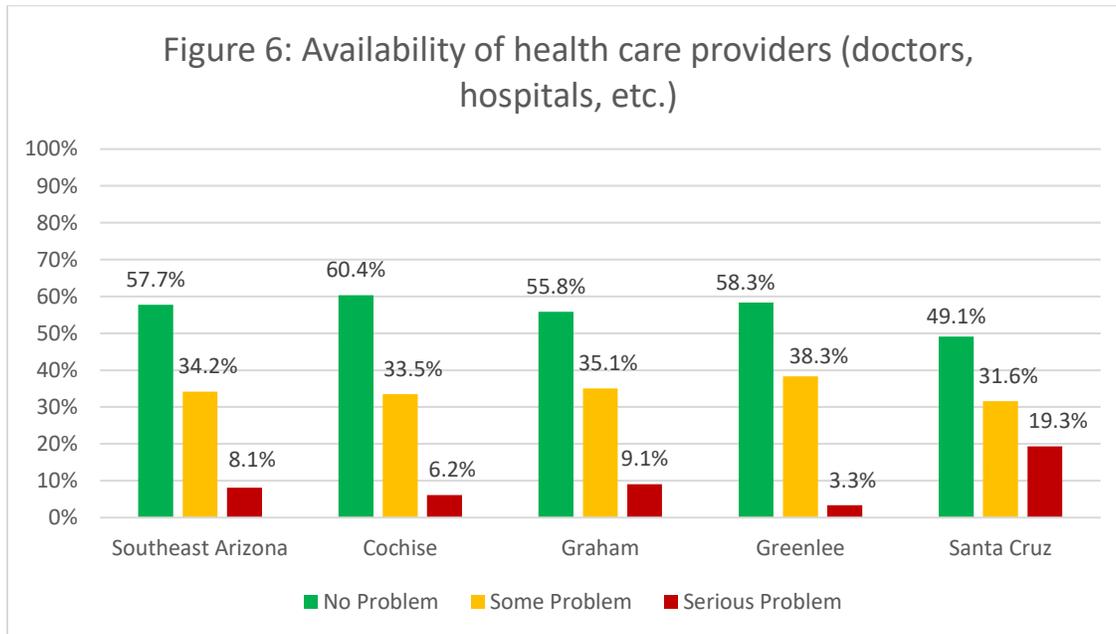


Figure 8: Affordable dental care

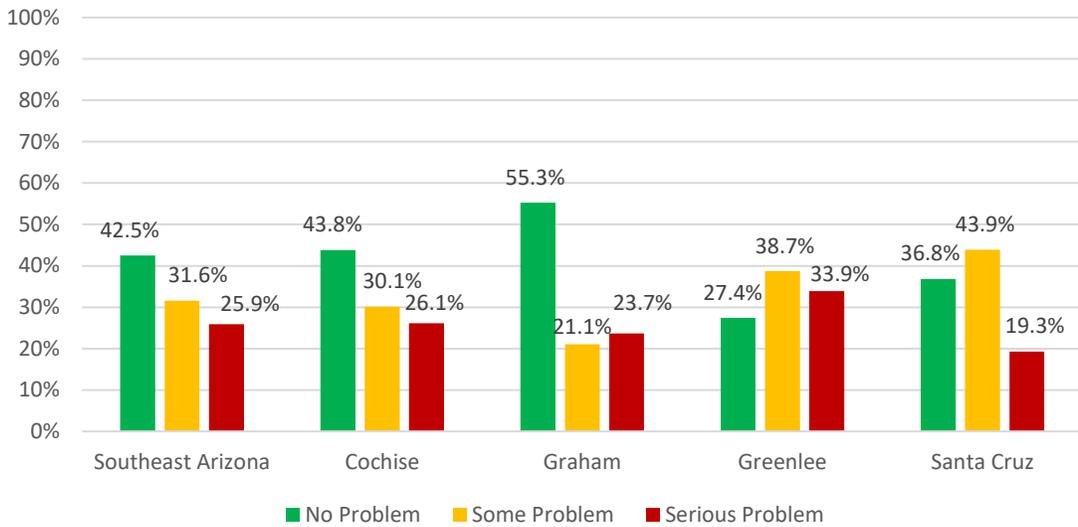


Figure 9: Affordable assistive devices (hearing aids, glasses, canes, etc.)

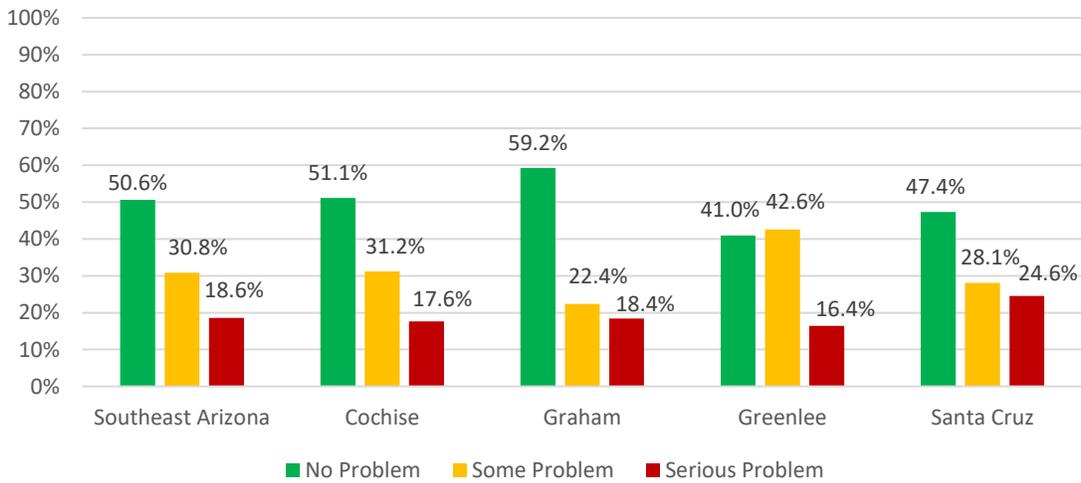


Figure 10: Getting information about services

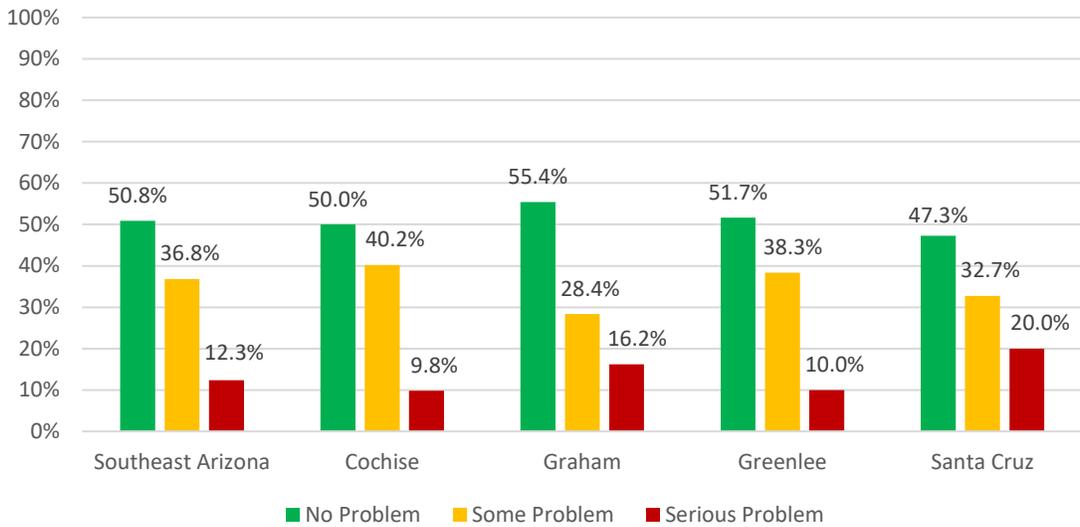


Figure 11: Having someone check on me periodically

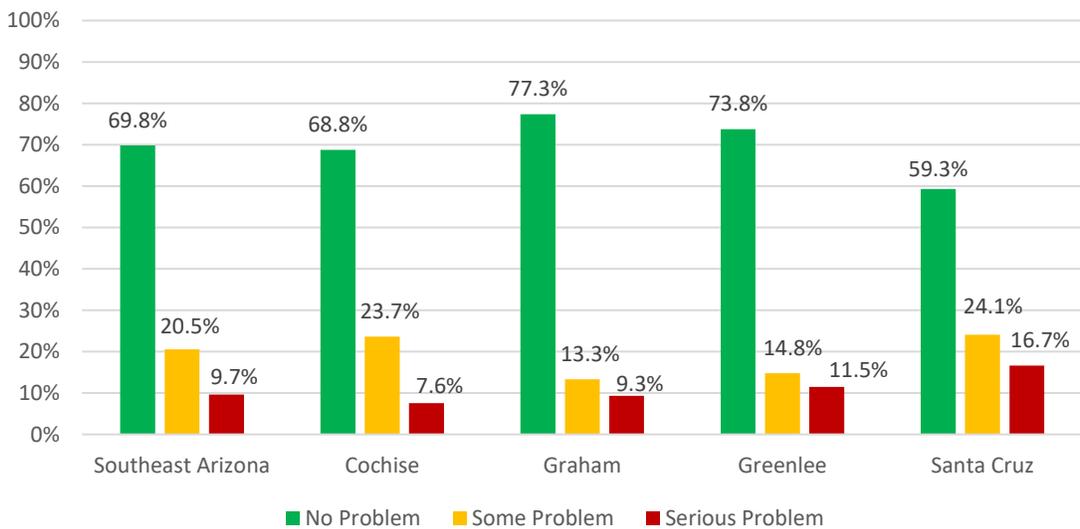


Figure 12: Access to nutritious meals

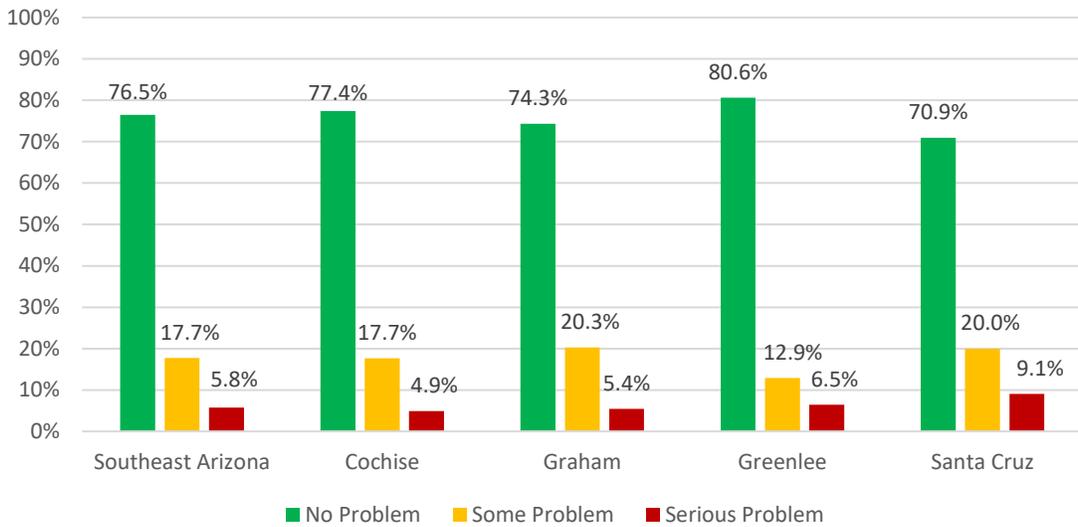


Figure 13: Personal care (bathing, washing hair, etc.)

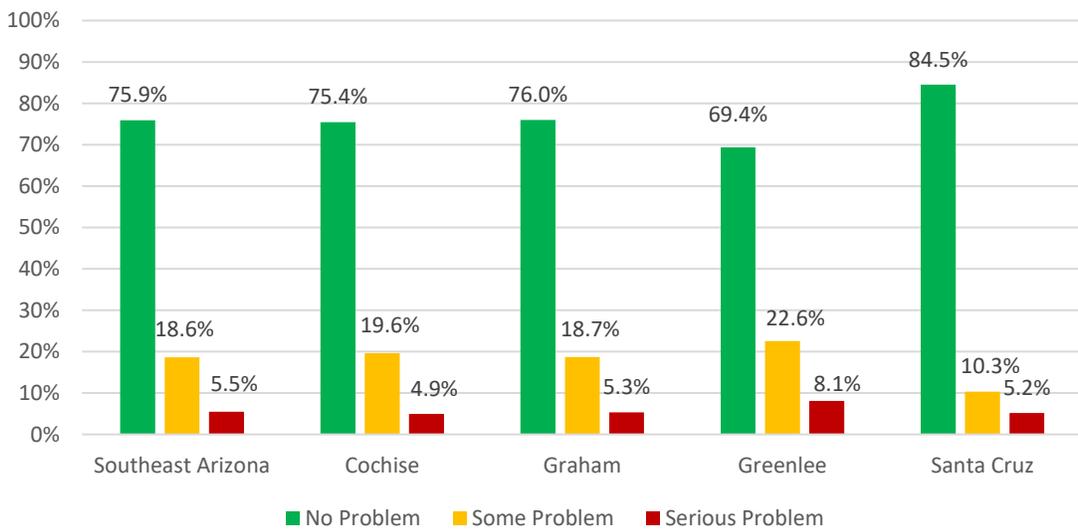


Figure 14: Homemaker services (shopping, housekeeping, meal preparation, etc.)

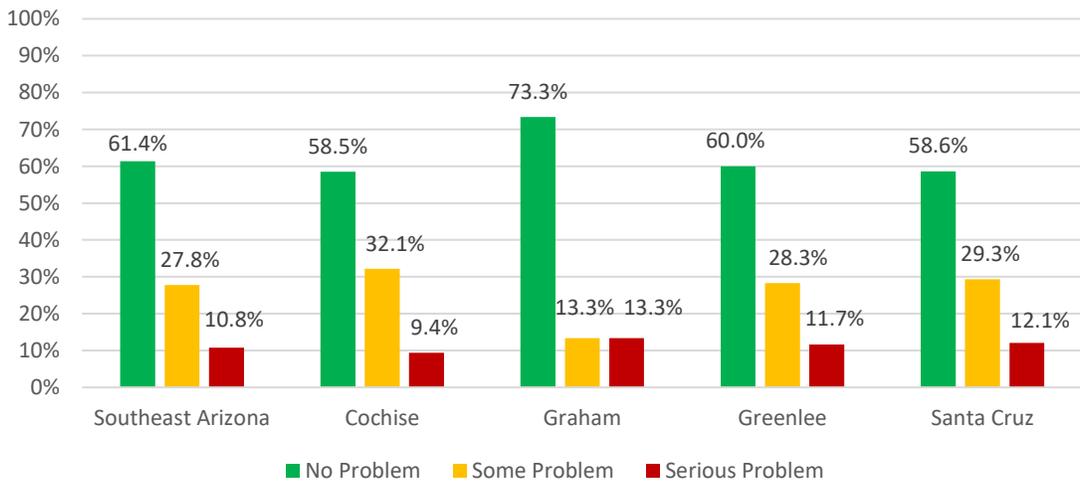


Figure 15: Getting information about health promotion (diet, disease prevention, etc.)

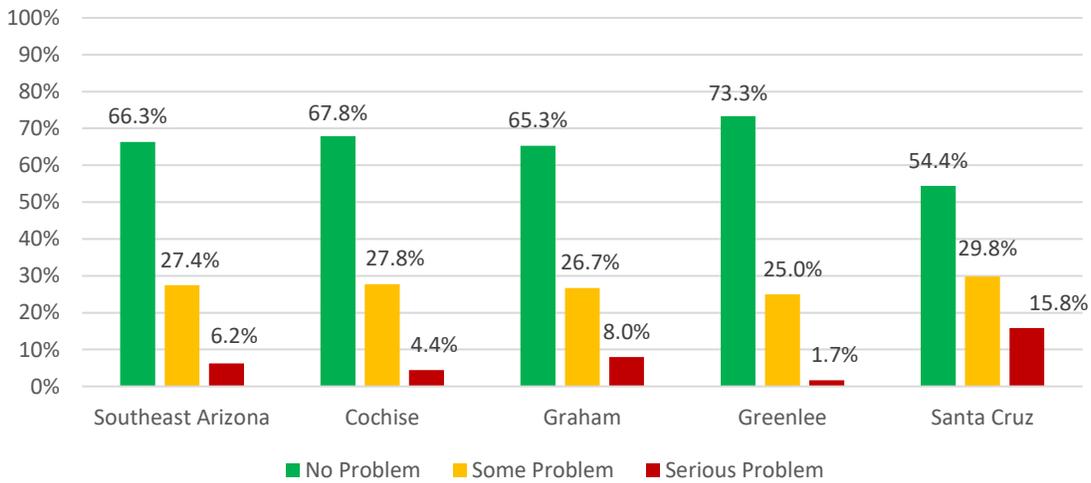


Figure 16: Transportation

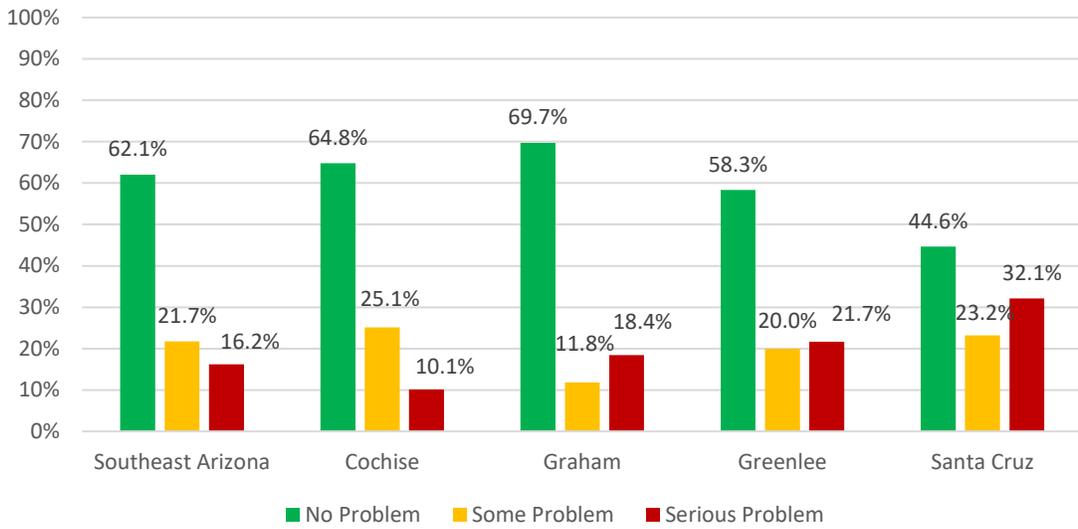


Figure 17: Transportation: rural, non-medical

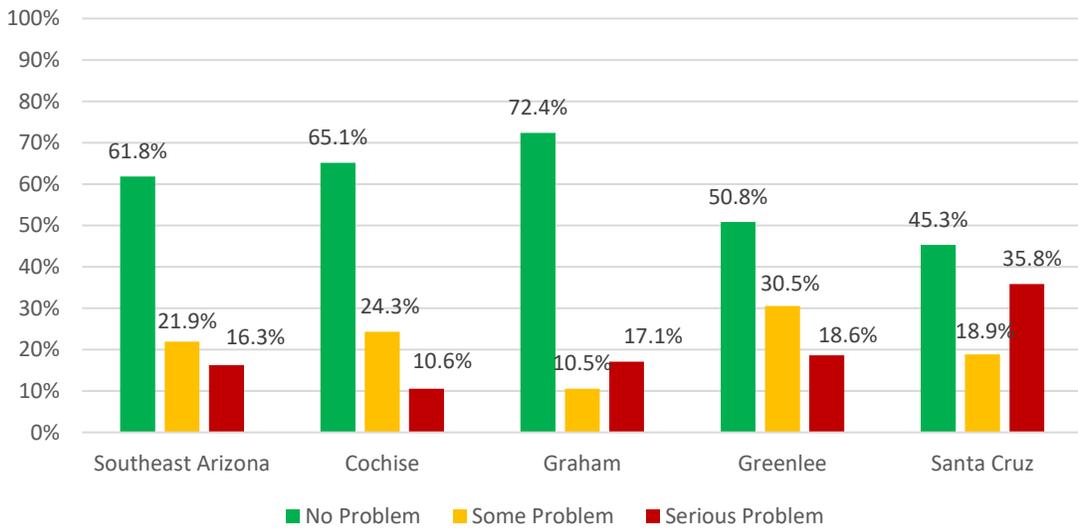


Figure 18: Maintenance and repair of home

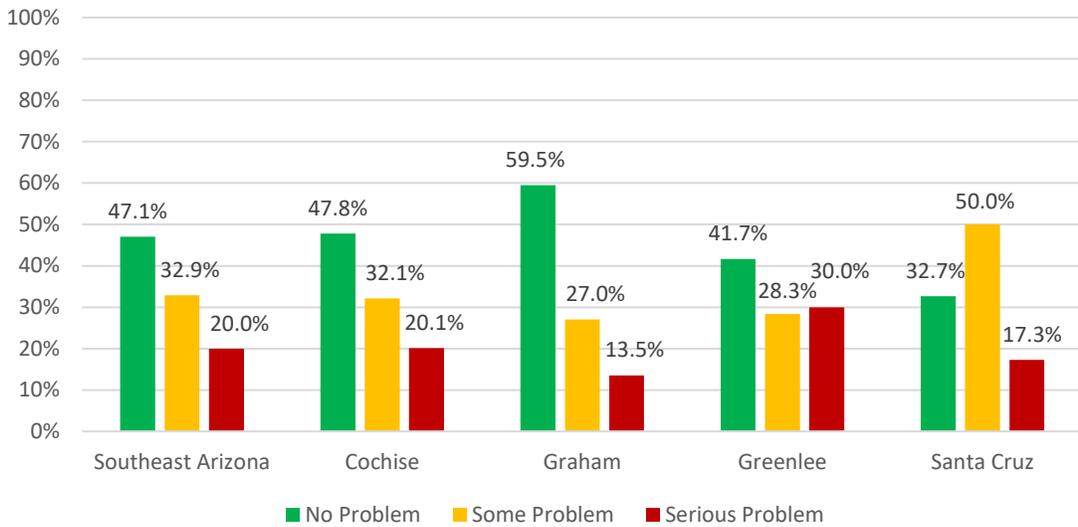


Figure 19: Accessibility modification in my home (grab bars)

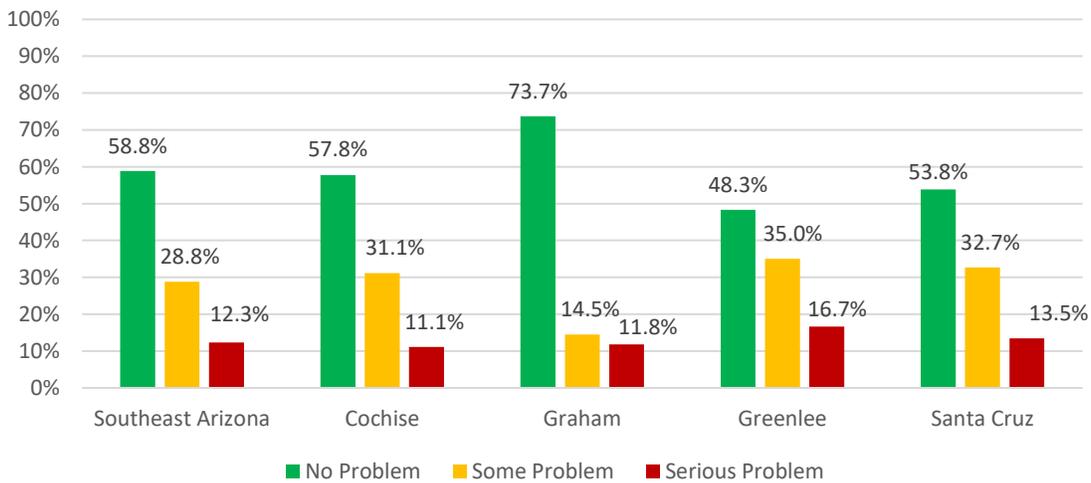


Figure 20: Maintenance of yard

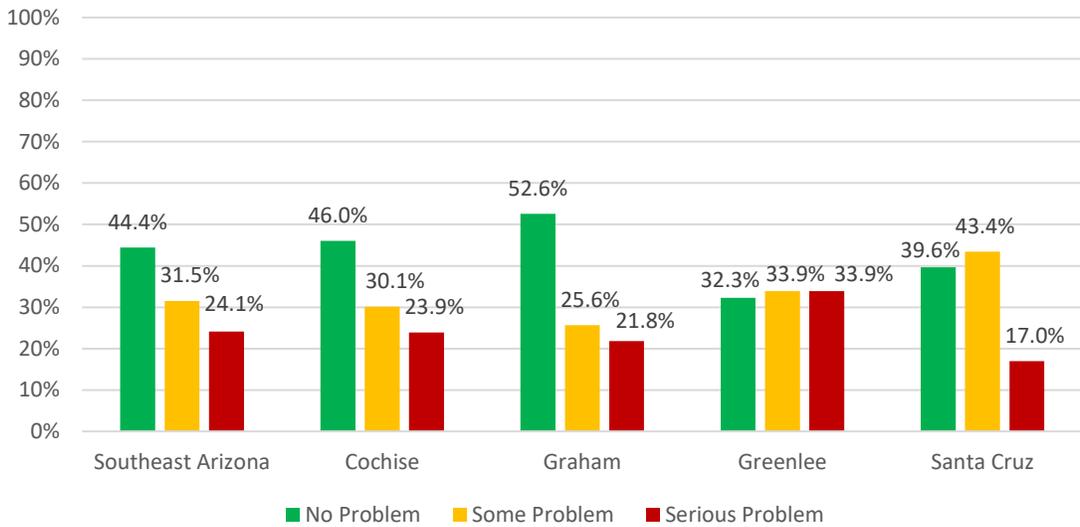


Figure 21: Recreational or social opportunities

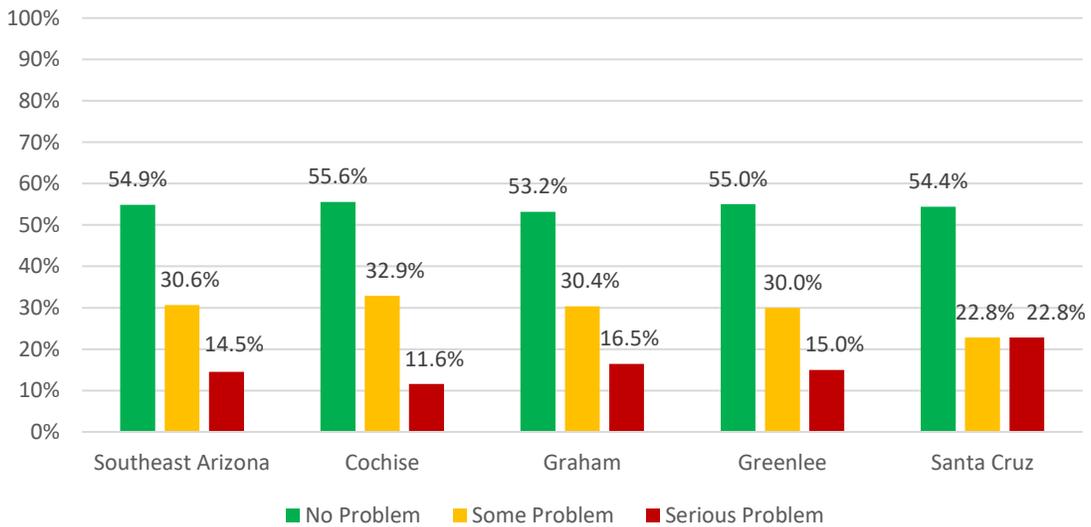


Figure 22: Counseling or mental health services

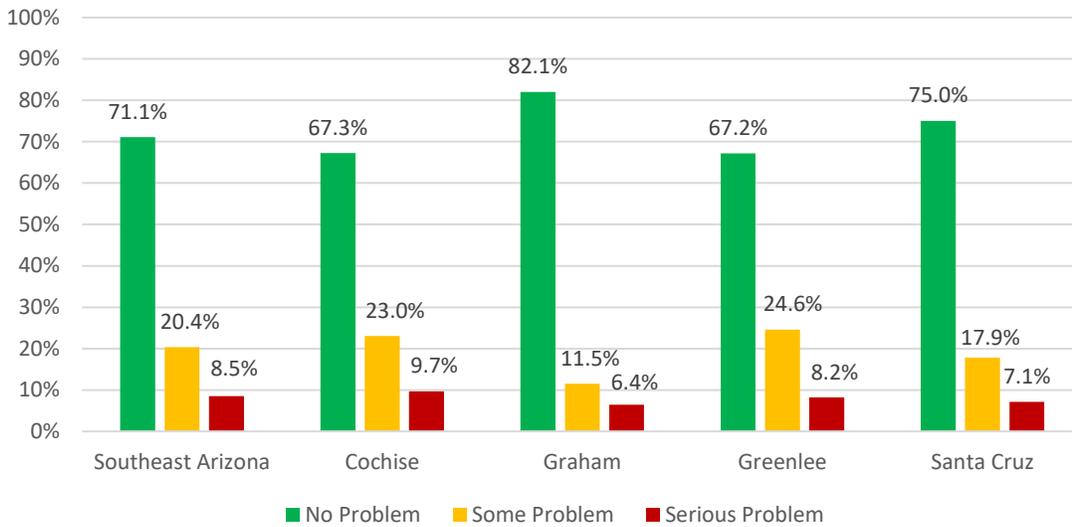


Figure 23: Bereavement/grief counseling/hospice services

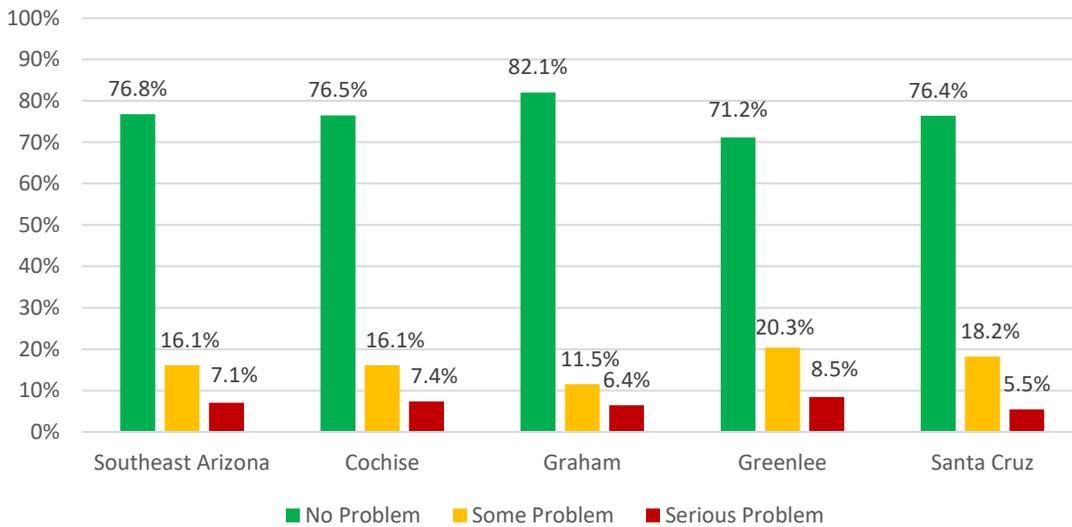


Figure 24: Finding legal assistance

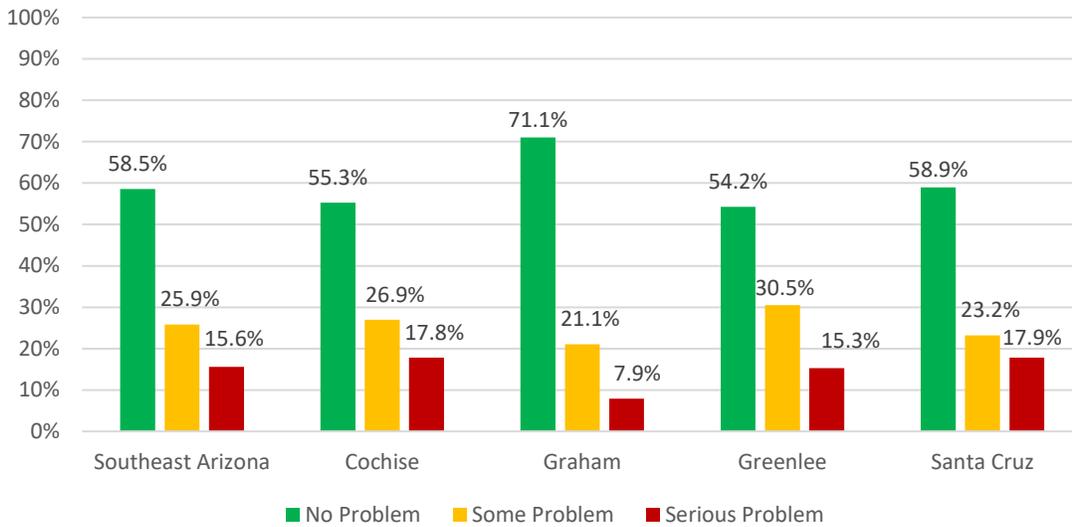


Figure 25: Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)

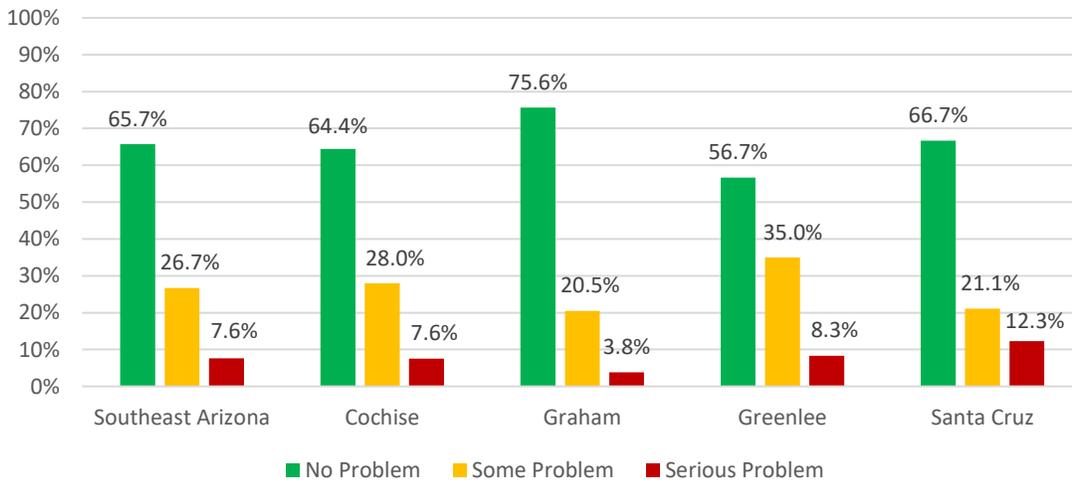


Figure 26: Cost of housing

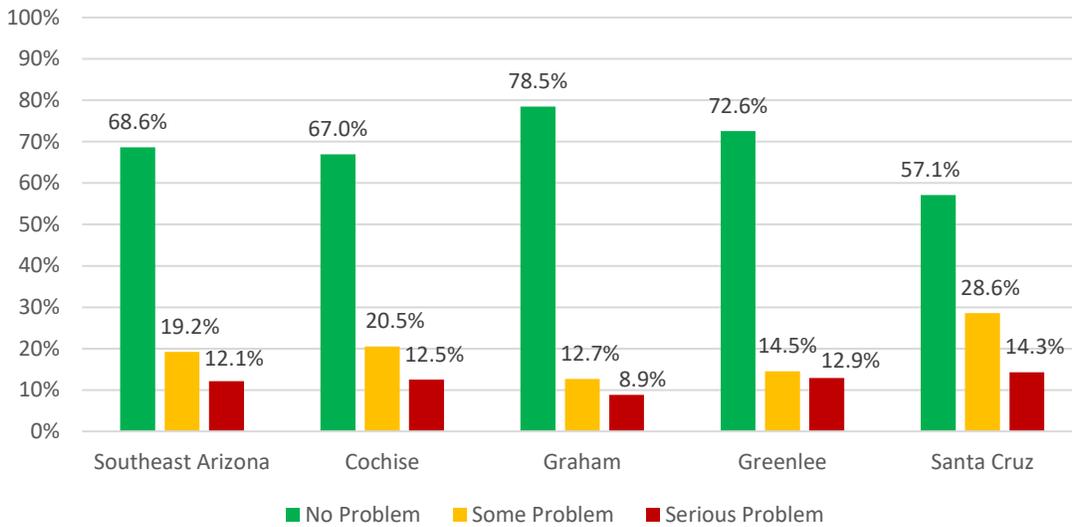


Figure 27: Income (having enough money for basic needs)

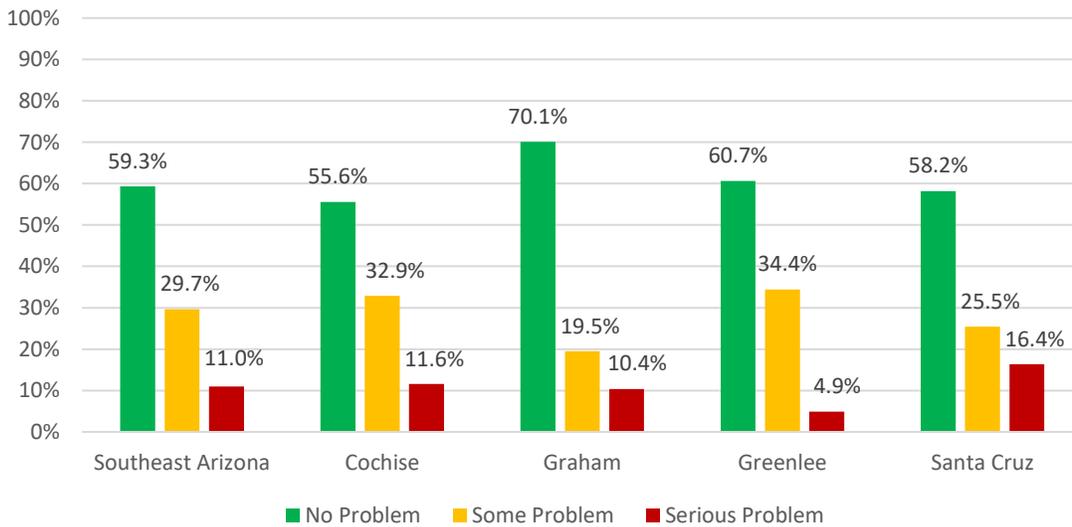


Figure 28: Cost of energy/utilities

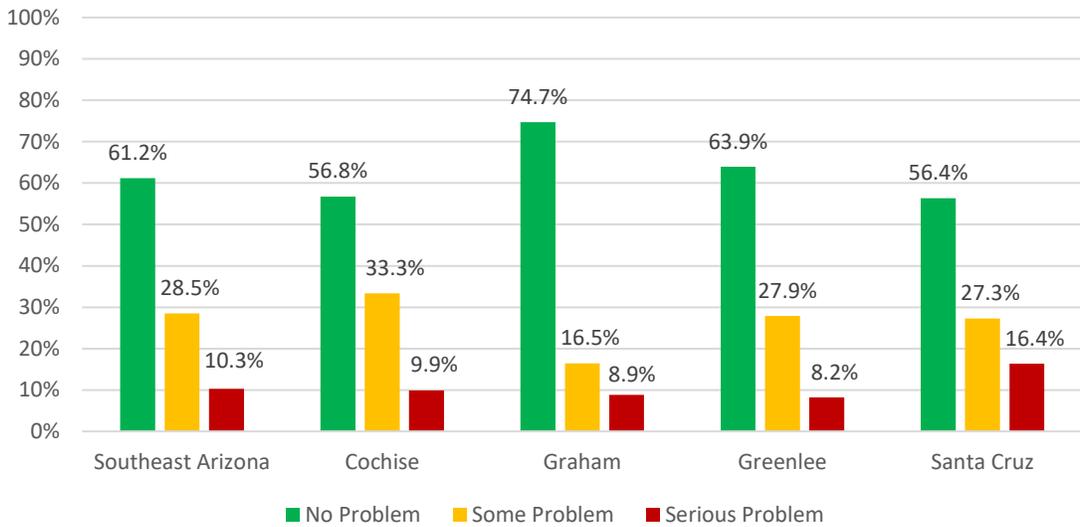


Figure 29: Employment opportunities

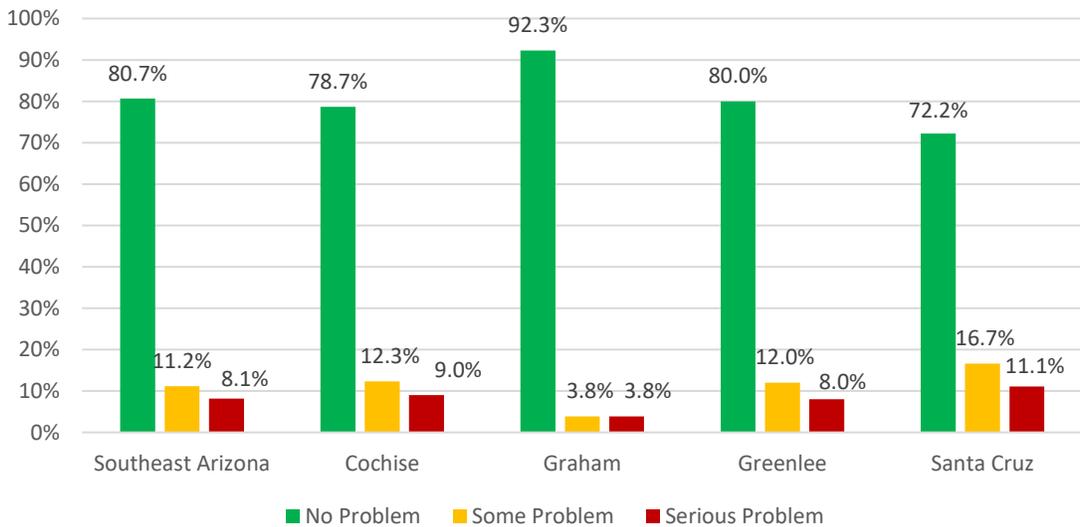


Figure 30: Age discrimination (loans, insurance, employment, etc.)

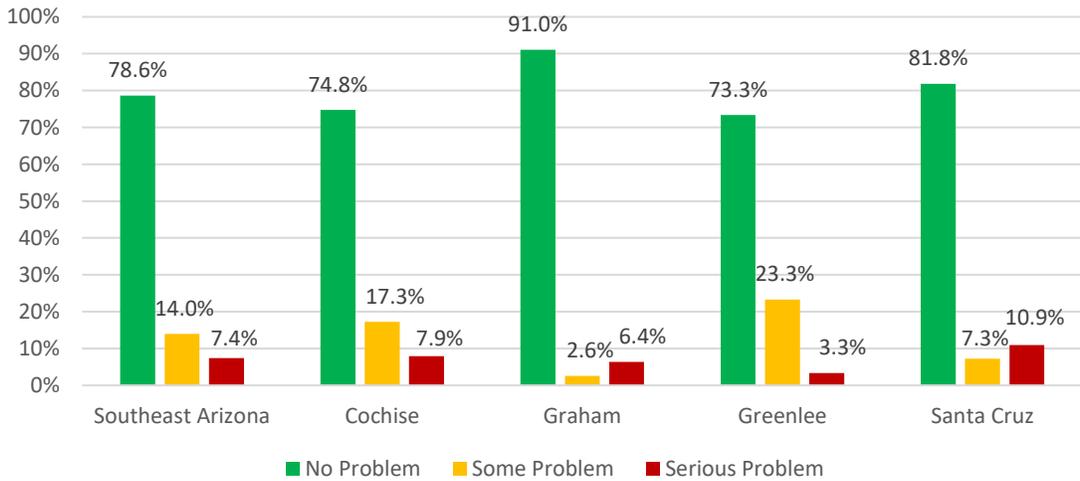


Figure 31: Elderly abuse, exploitation

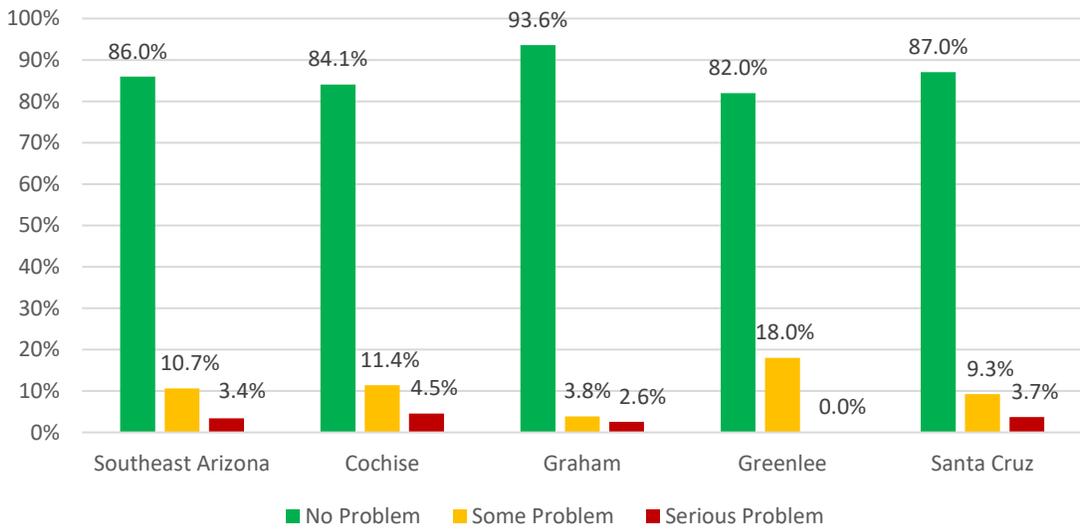


Figure 32: Personal safety (crime)

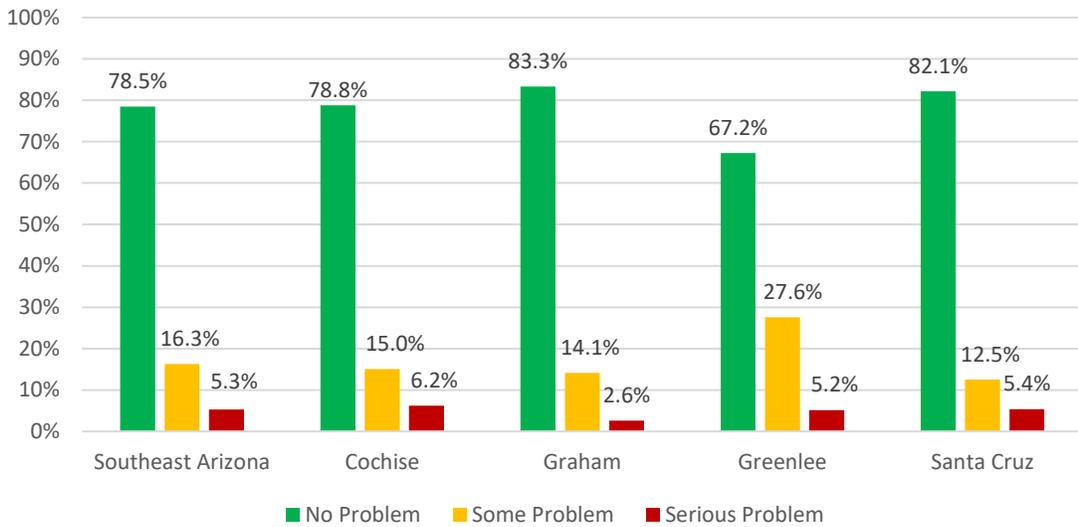


Figure 33: Telemarketing or in-home sales

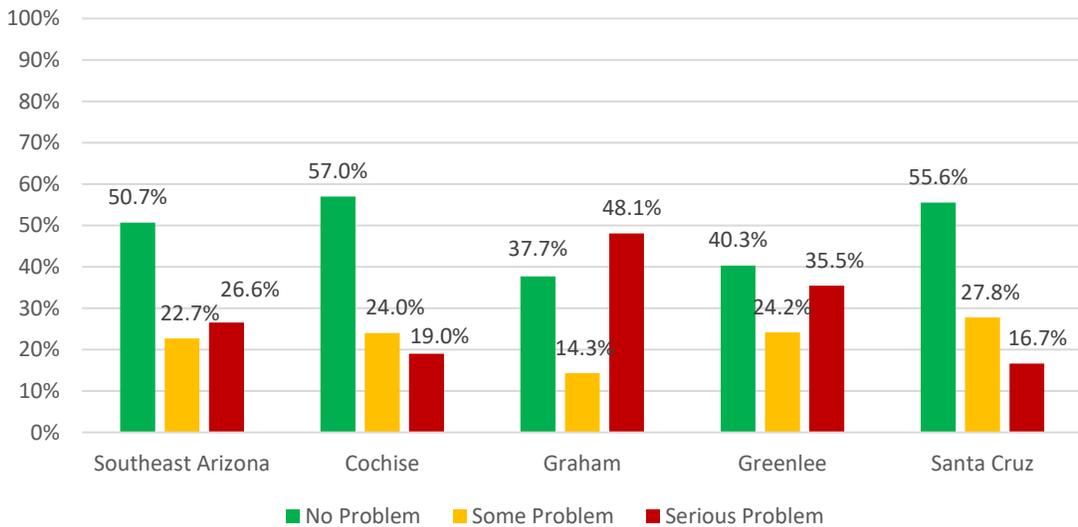


Figure 34: Loneliness

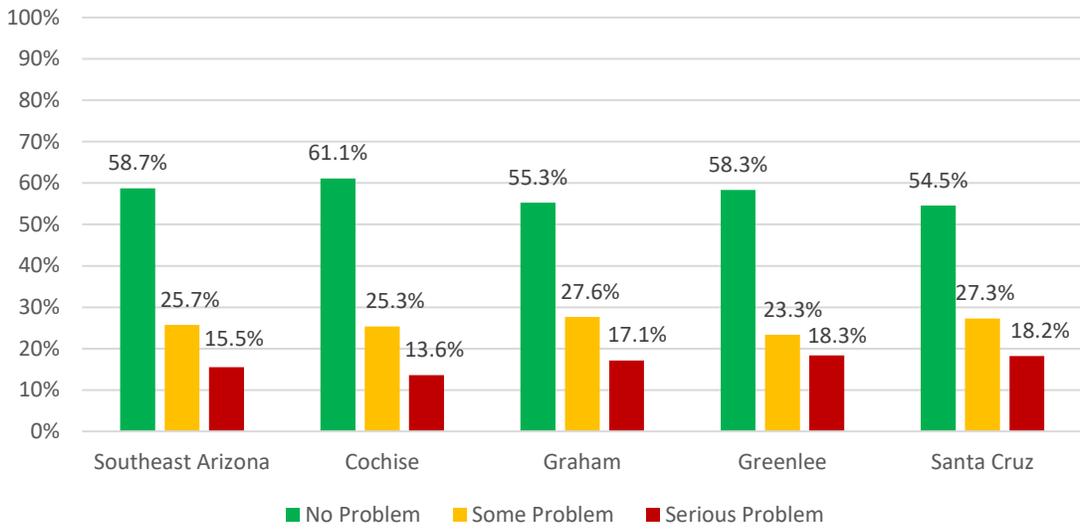


Figure 35: Loss of spouse/loved one

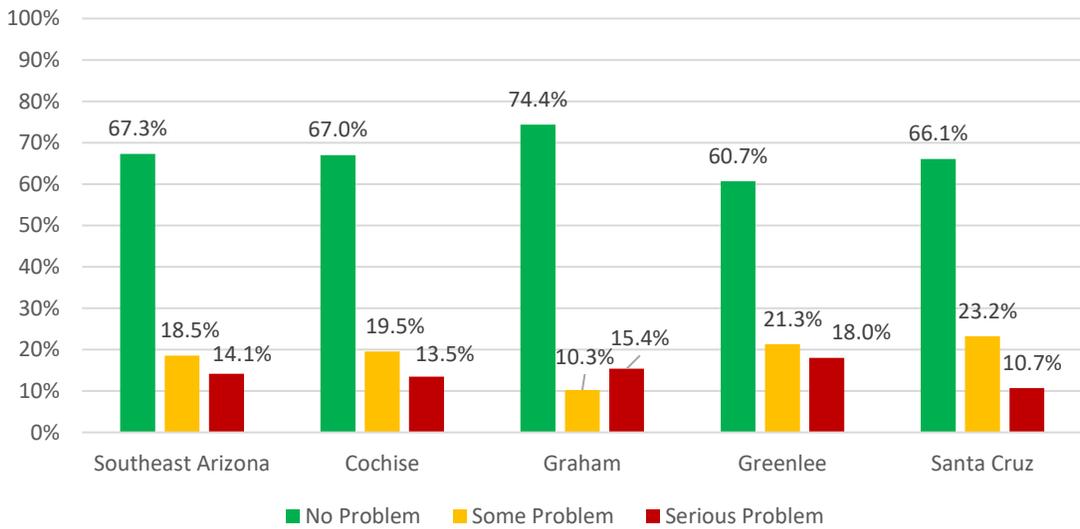


Figure 36: Obtaining information on volunteer opportunities

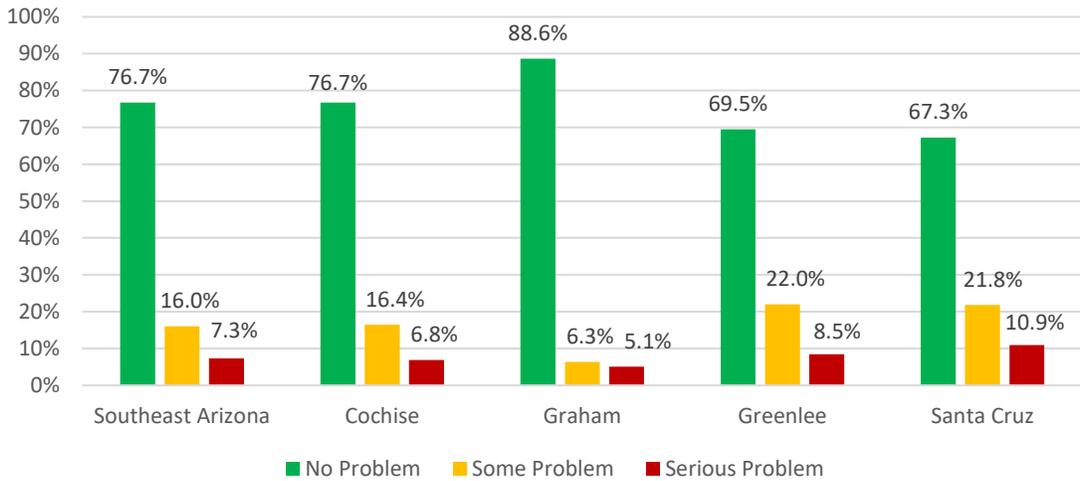


Figure 37: Raising grandchildren

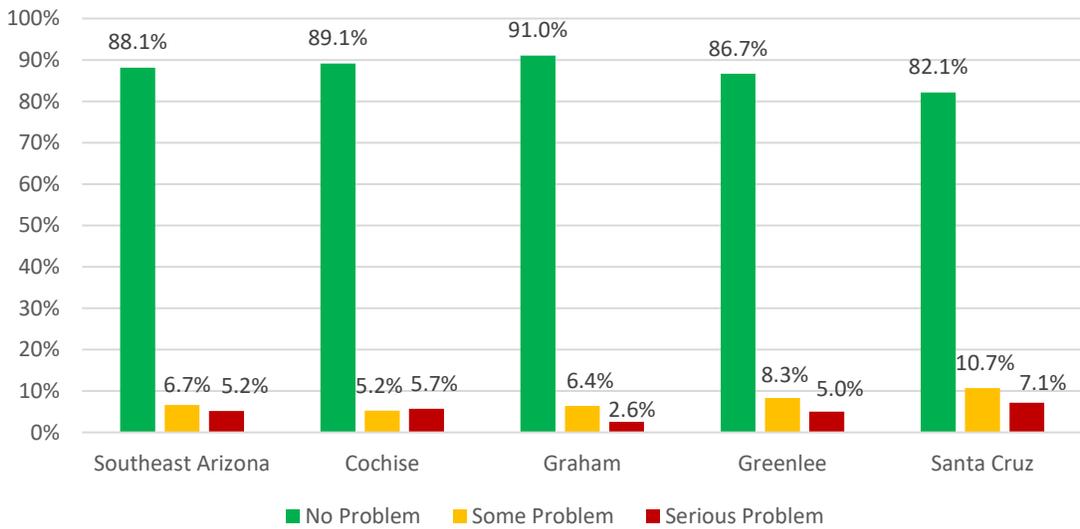


Figure 38: Obtaining information on adult care (nursing home, assisted living facility, adult day care center, etc.)

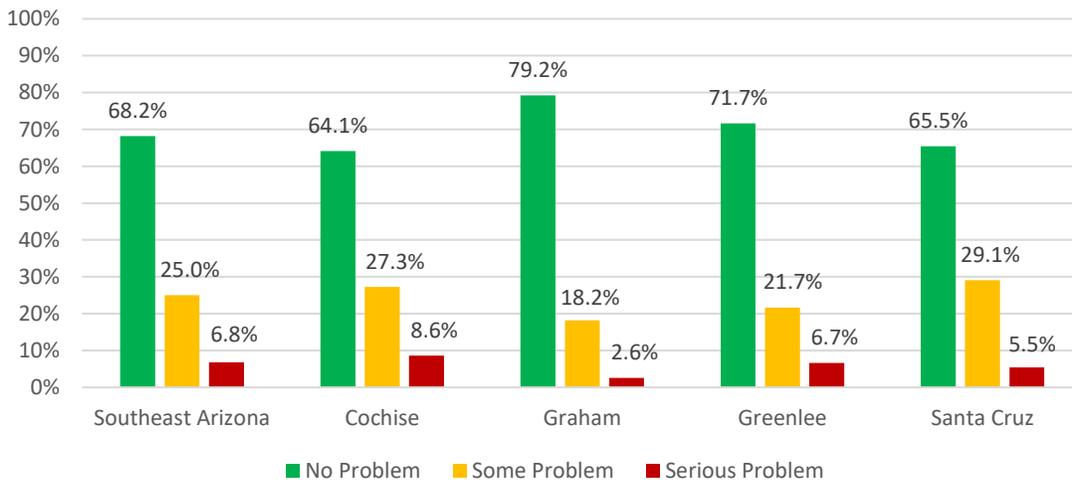


Figure 39: Processing monthly bills and/or medical claims

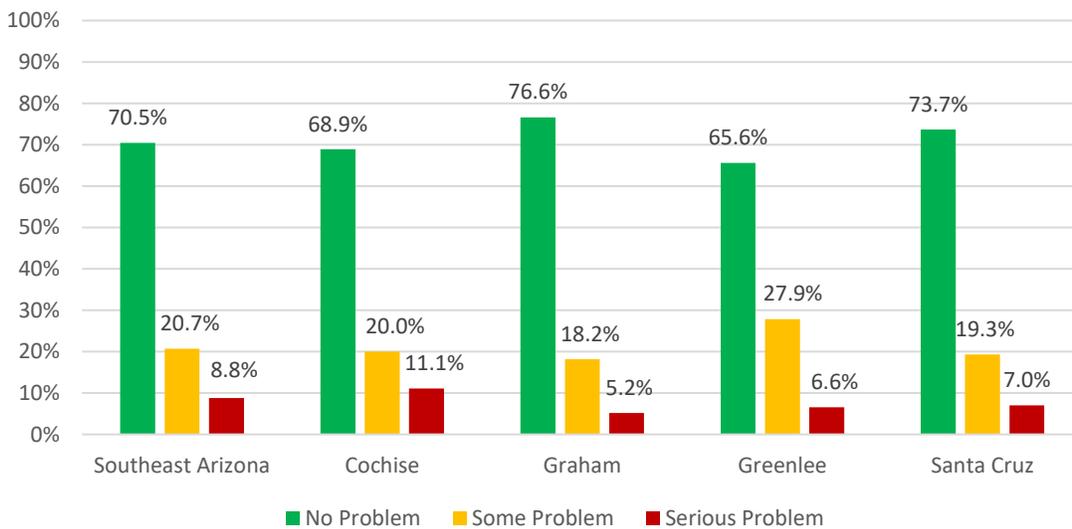


Figure 40: Providing care and supervision for an elderly family member

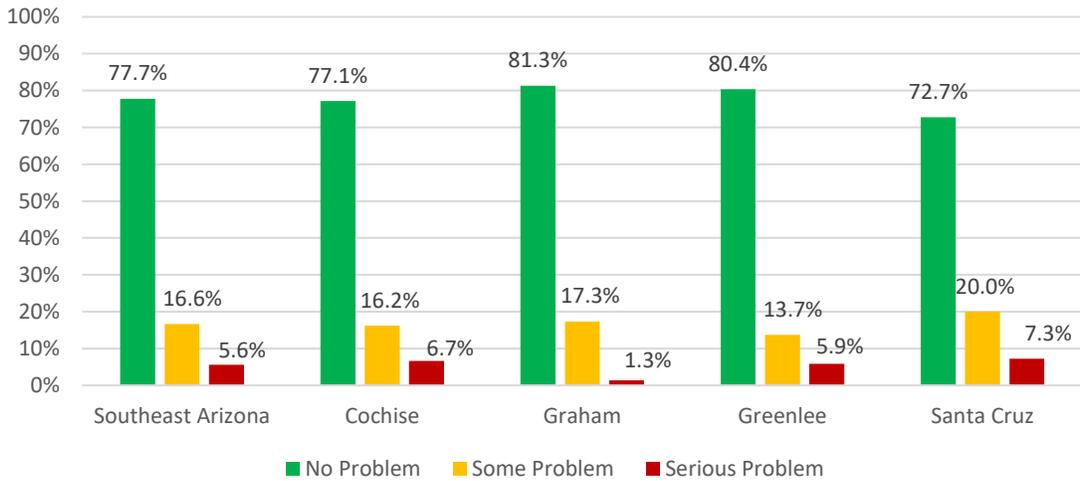


Figure 41: Maintaining my personal independence

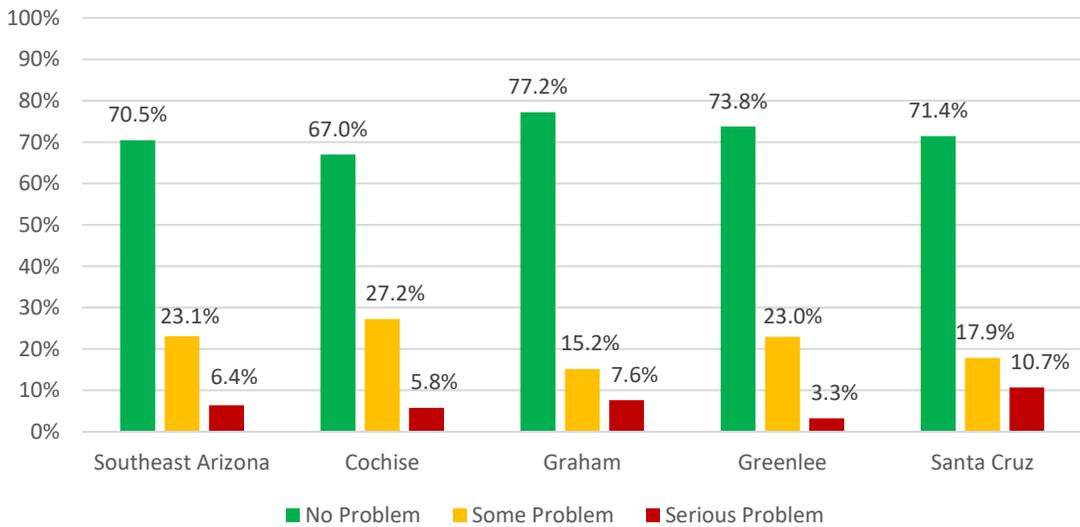


Figure 42: Planning in advance for necessary health care

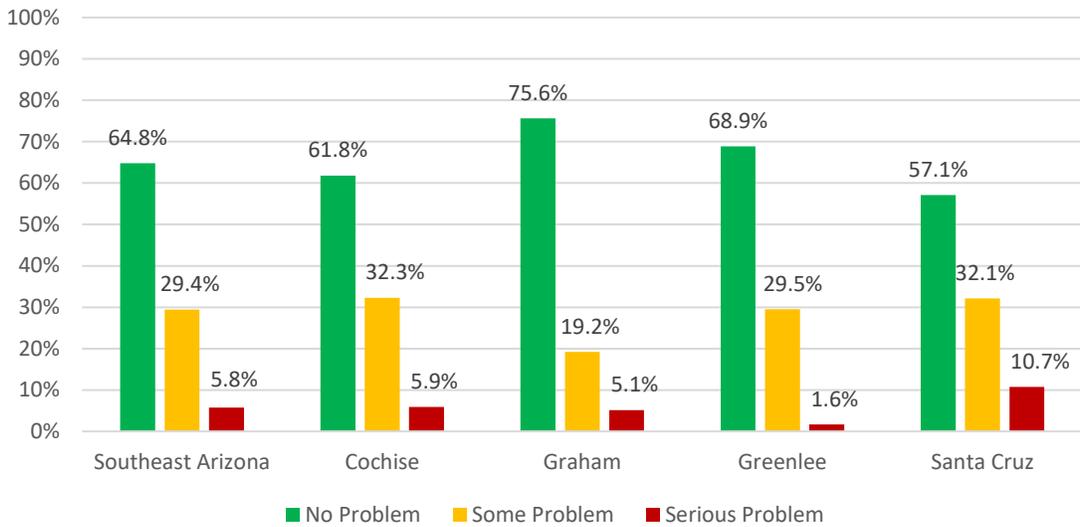


Figure 43: Homelessness (including fear of becoming homeless)

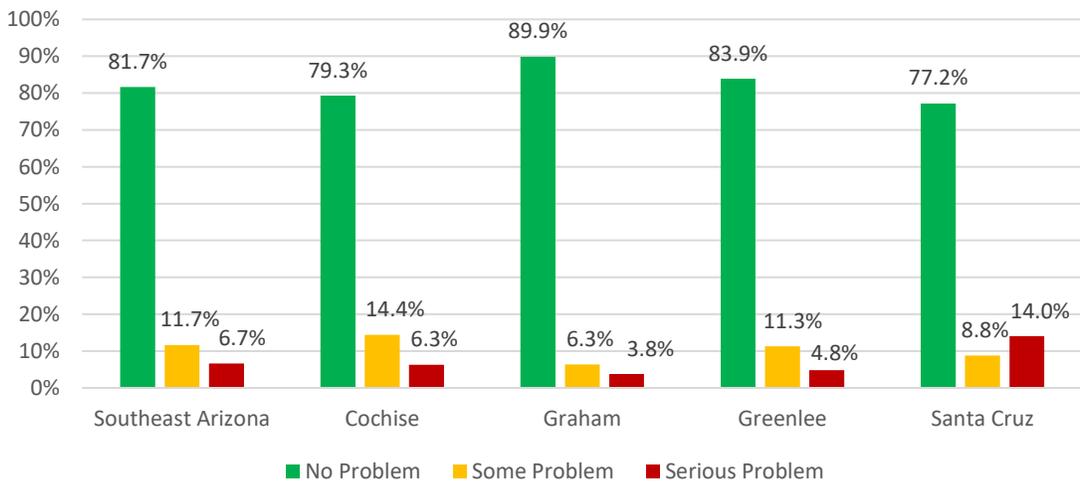


Figure 44: Feeling that you're a valued member of your community (acceptance, inclusion, representation, tolerance, etc.)

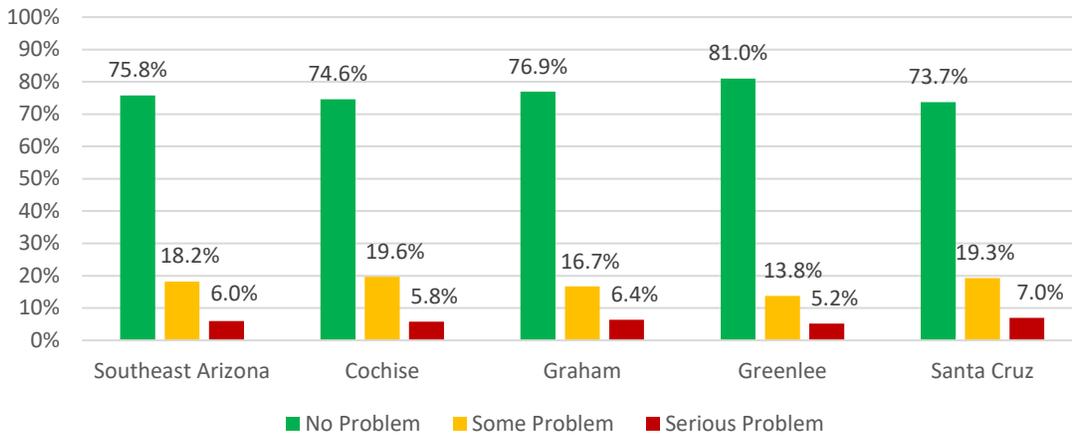


Figure 45: Isolation

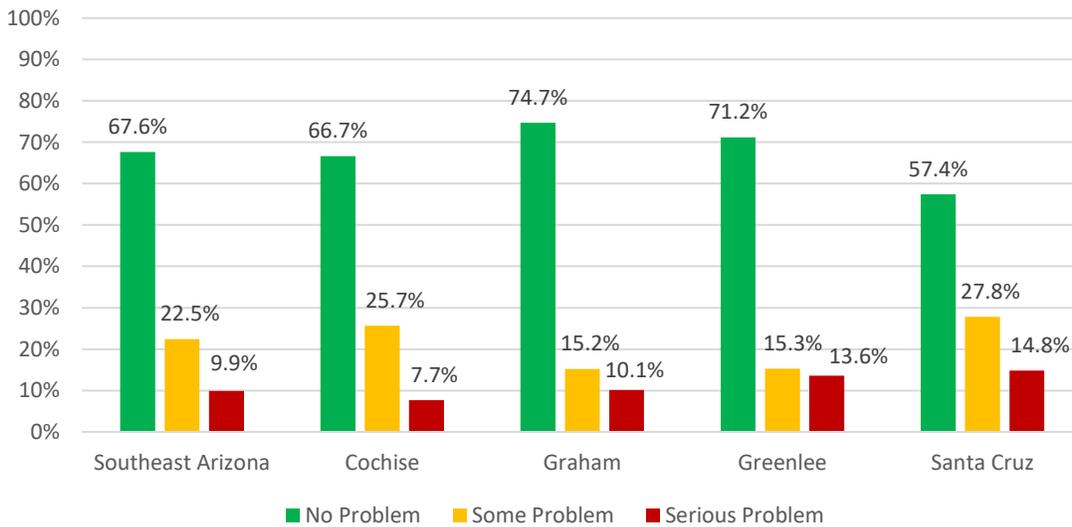


Figure 46: Dementia, Alzheimer's, or similar conditions affecting you or someone close to you

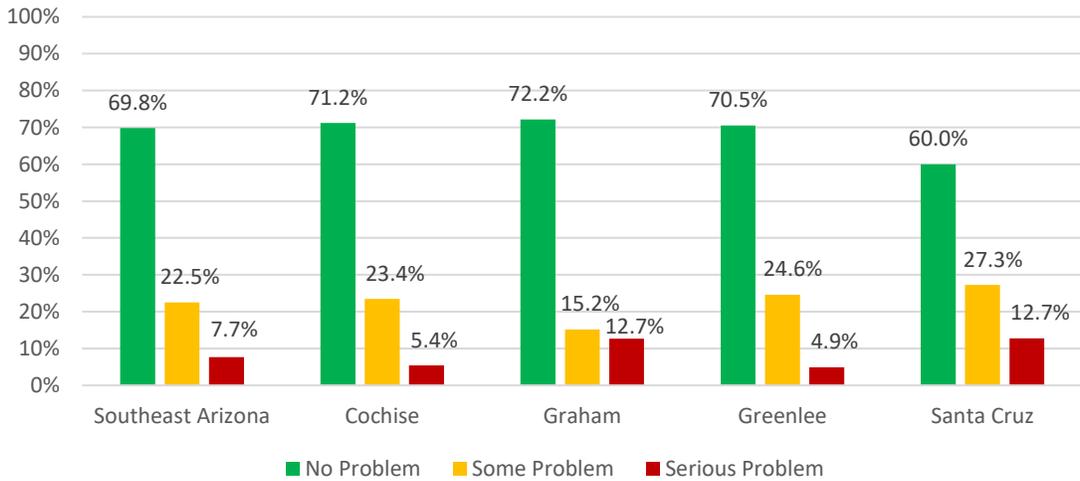


Figure 47: Ability to benefit from technology (internet, social media, tele-health, etc.)

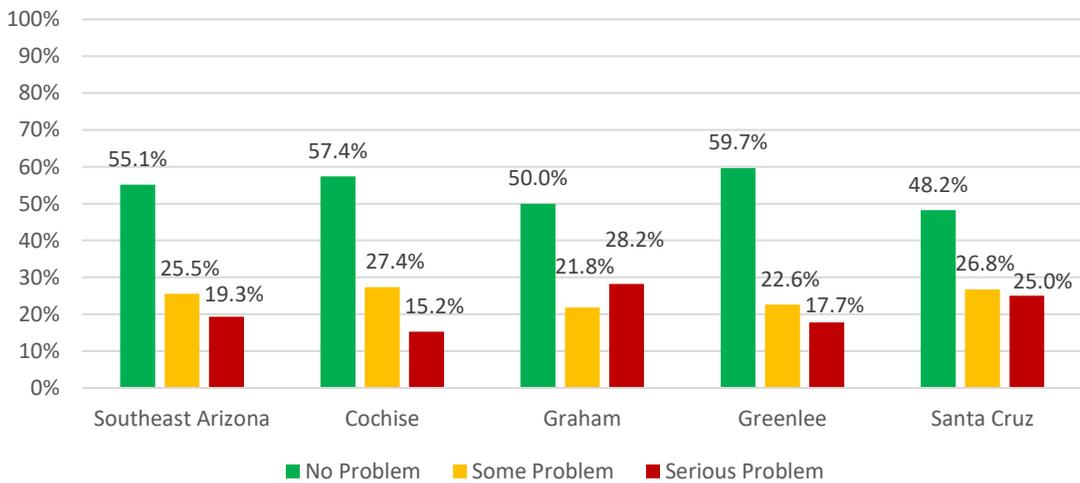


Figure 48: Language barriers (ability to access resources, services, and information)

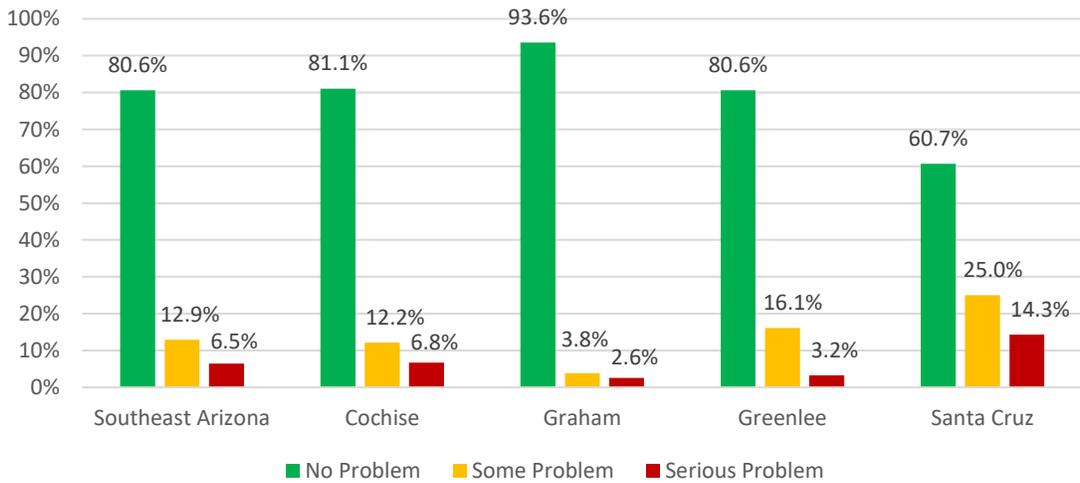
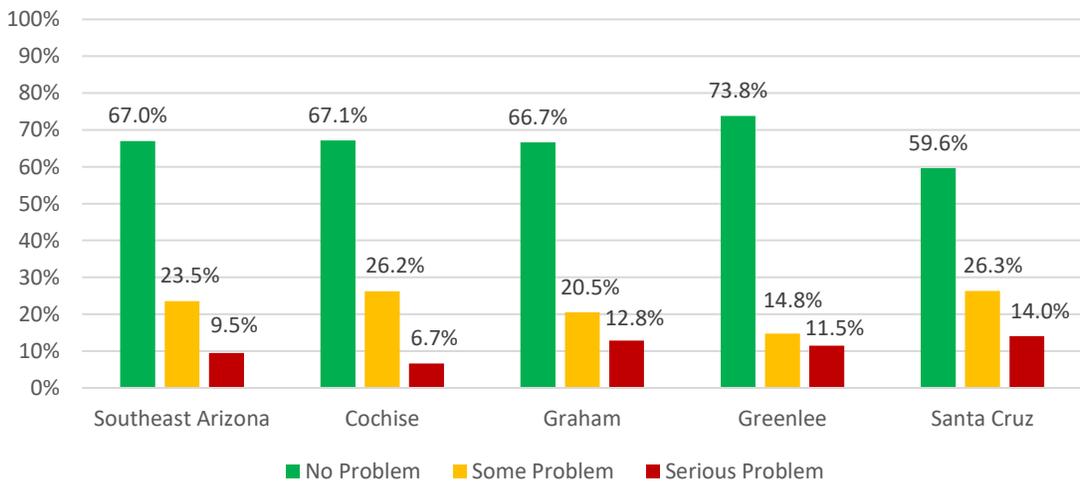


Figure 49: The COVID pandemic affecting you or someone close to you



Note on Figures 50-54: Survey respondents were asked, “Who do you usually go to for advice about your health insurance or Medicare?”—see Appendix D for other (specified) sources of advice/information.

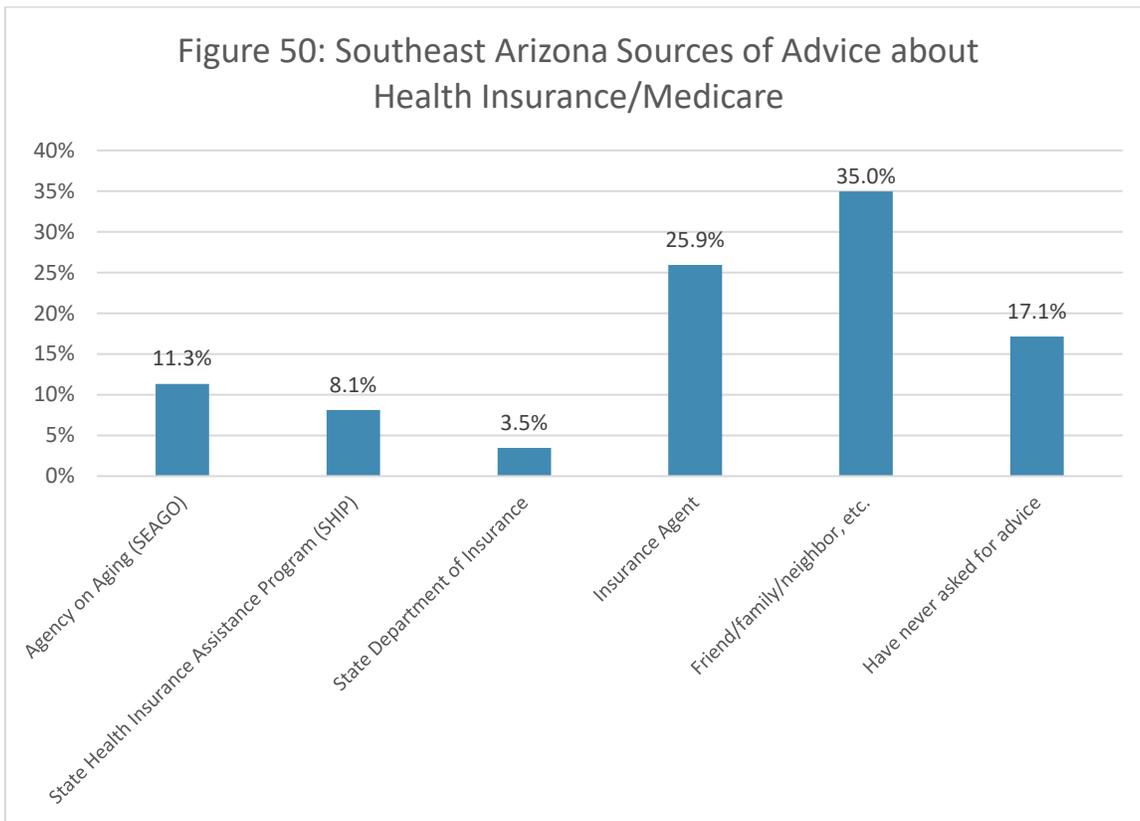


Figure 51: Cochise County Sources of Advice about Health Insurance/Medicare

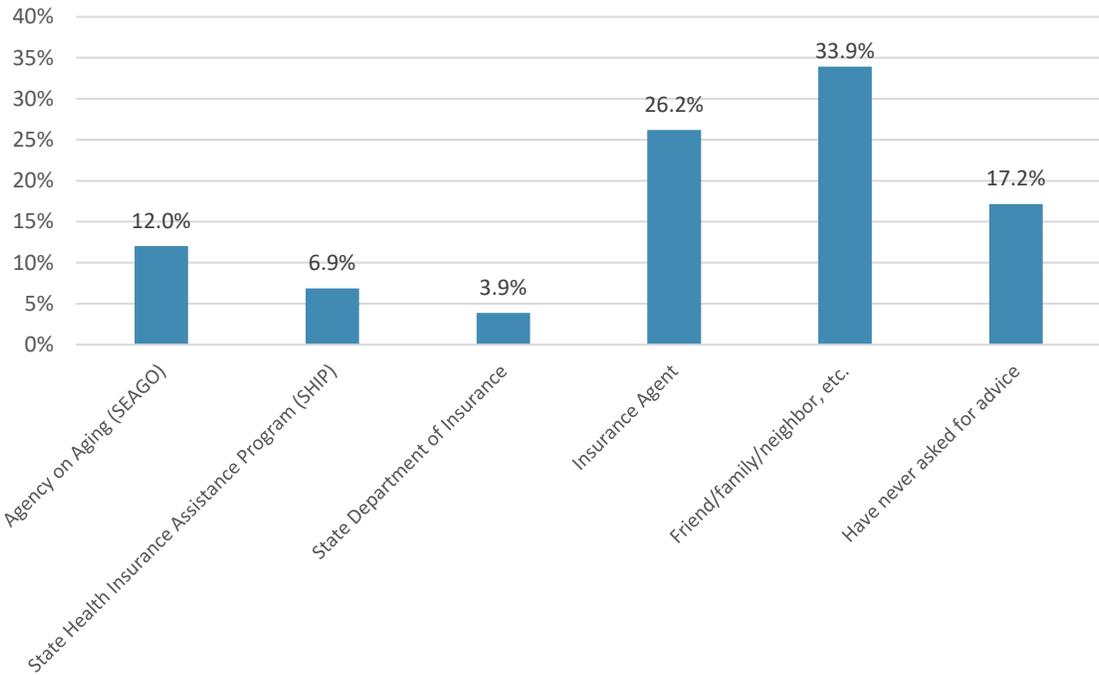


Figure 52: Graham County Sources of Advice about Health Insurance/Medicare

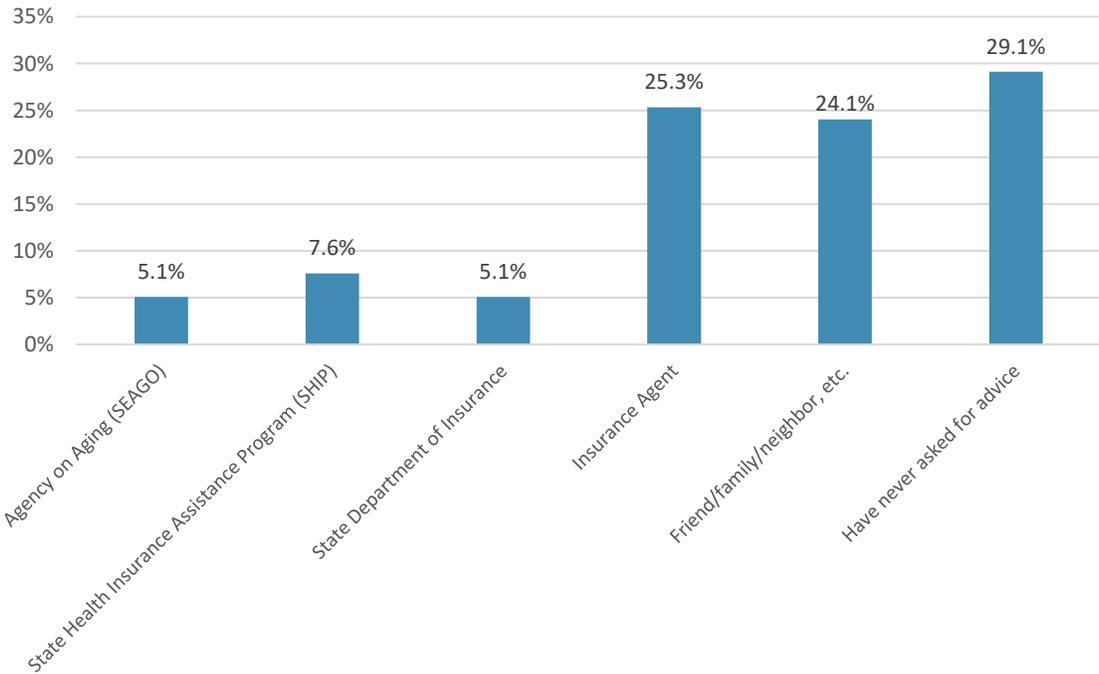


Figure 53: Greenlee County Sources of Advice about Health Insurance/Medicare

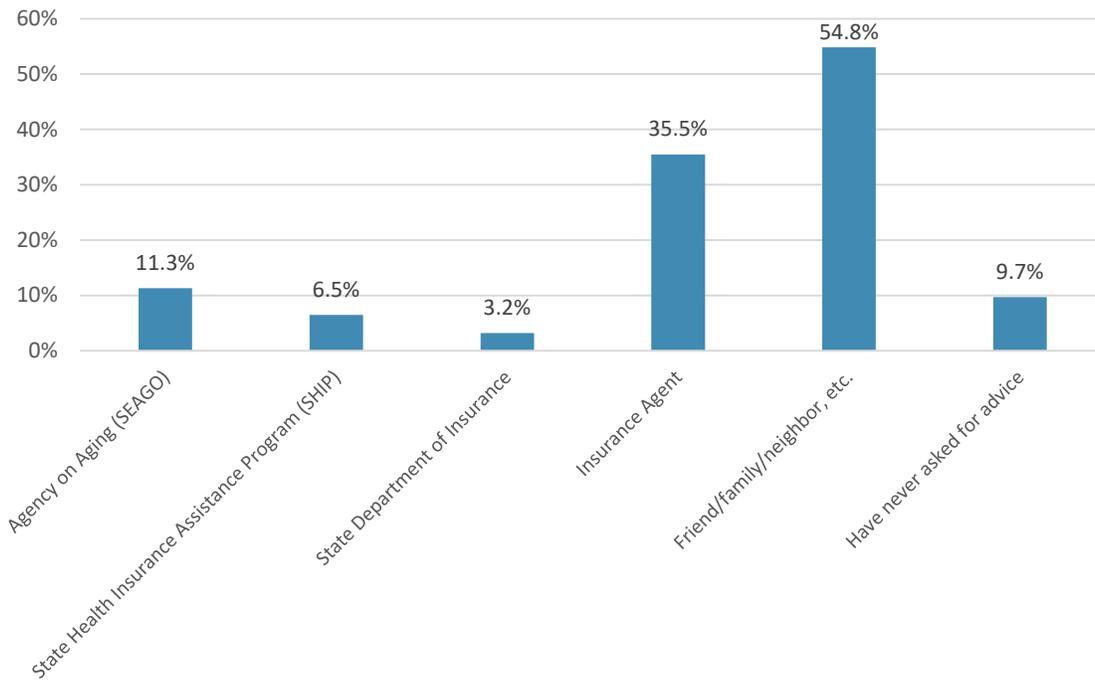
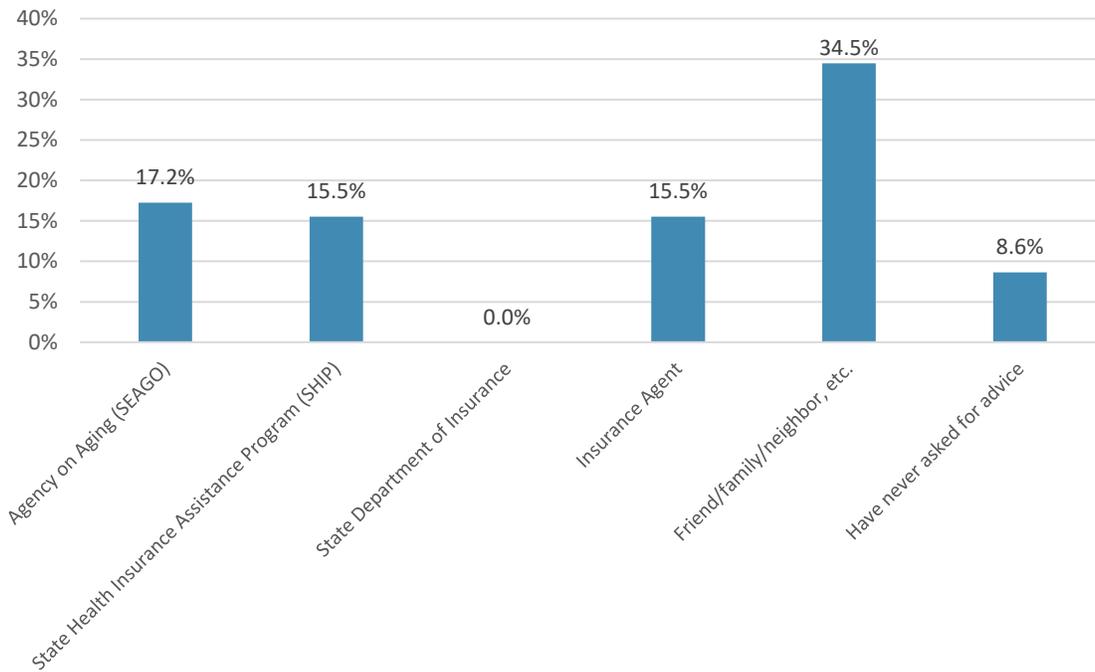


Figure 54: Santa Cruz County Sources of Advice about Health Insurance/Medicare



Note on Figures 55-59: Survey respondents were asked, “What is your source of transportation?”—see Appendix E for other (specified) sources of transportation.

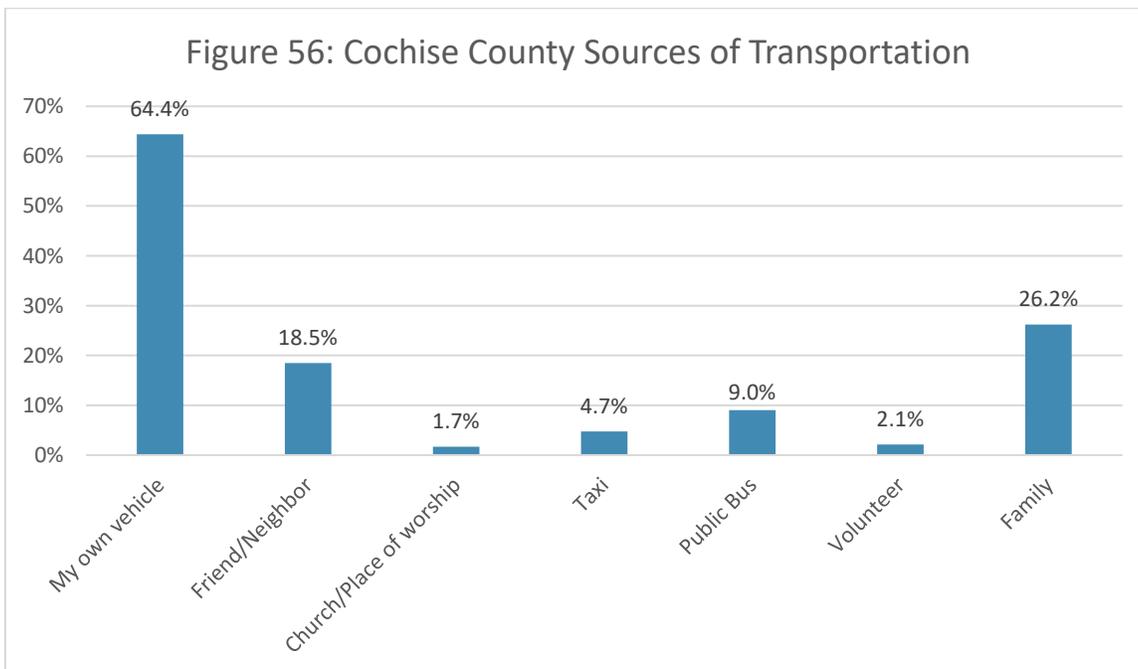
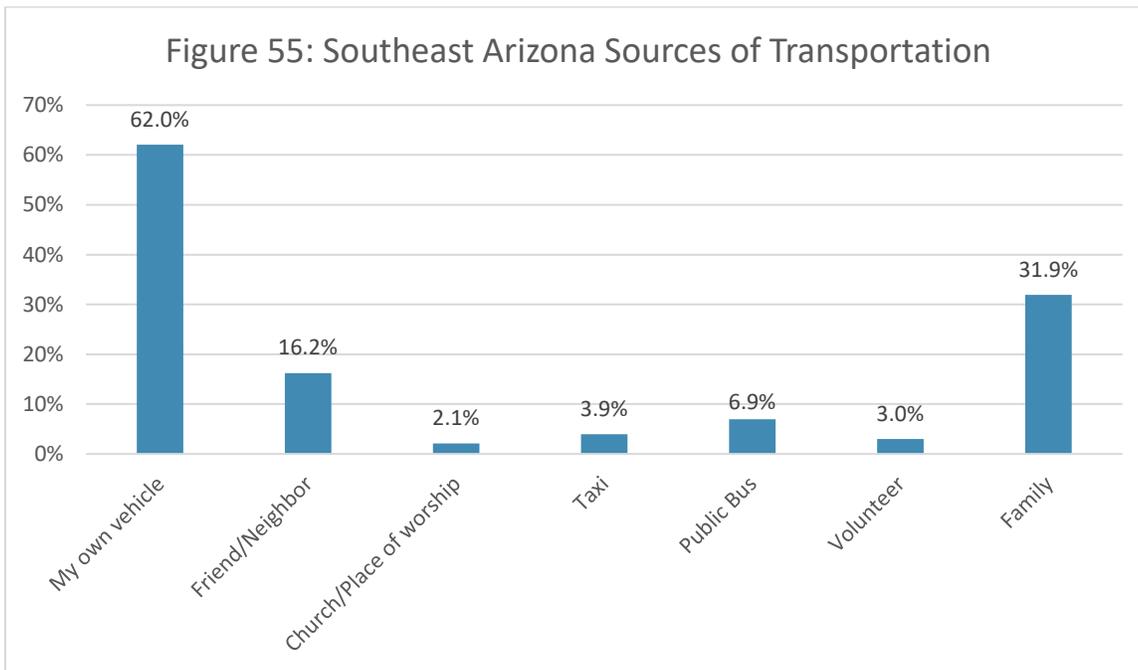


Figure 57: Graham County Sources of Transportation

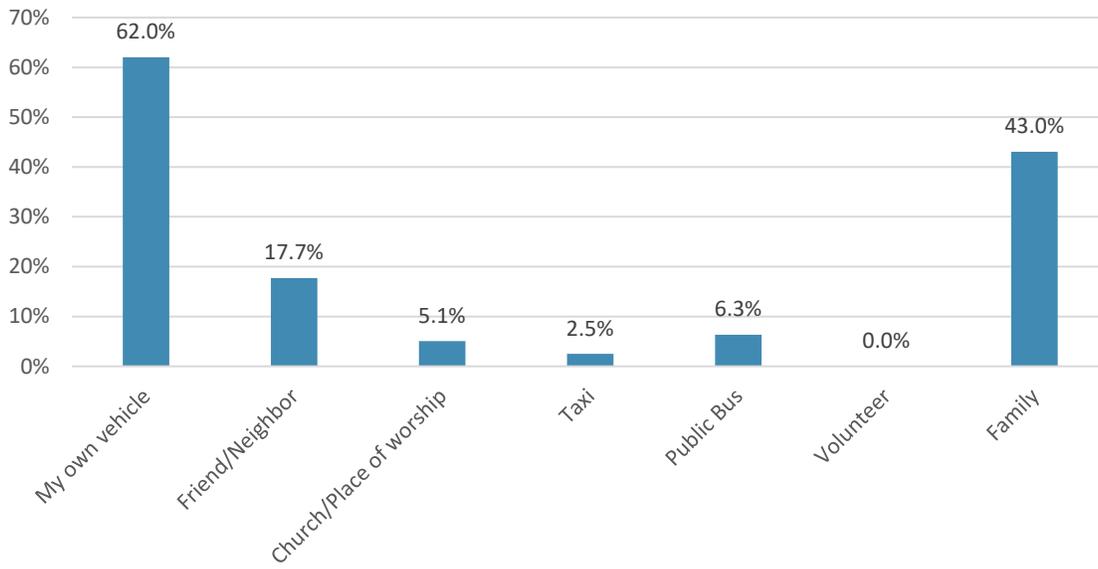


Figure 58: Greenlee County Sources of Transportation

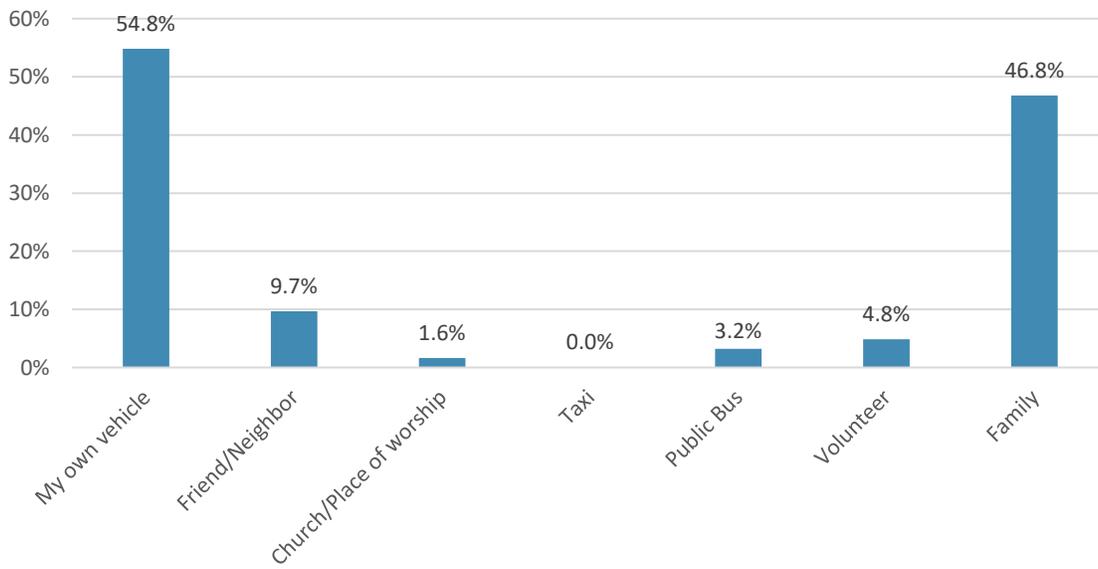
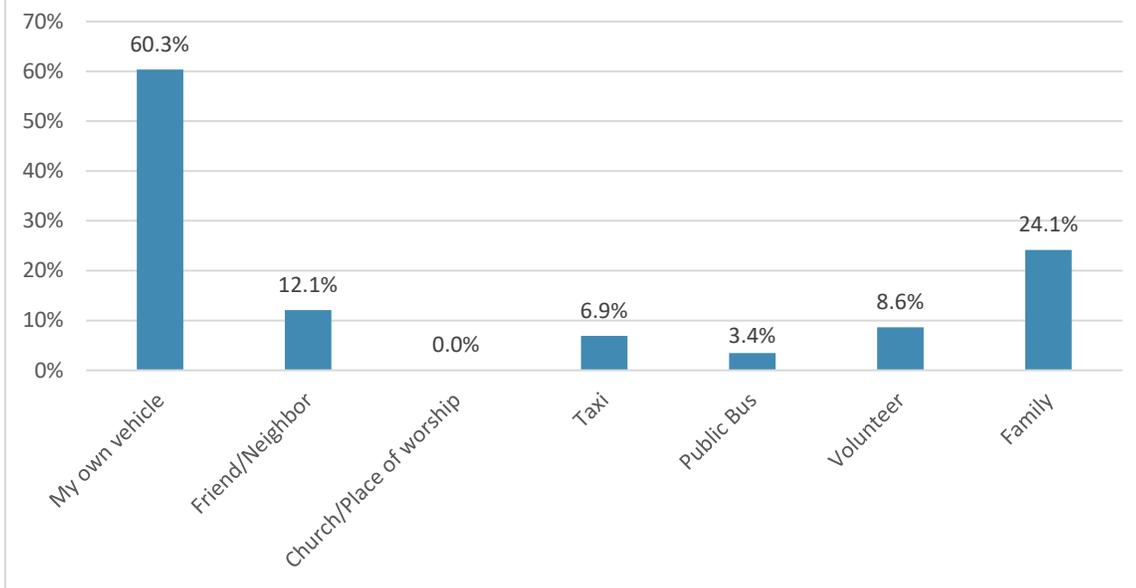


Figure 59: Santa Cruz County Sources of Transportation



Appendix A: Changes from 2020 to 2022

New Survey Questions

In 2022, respondents were asked to rate eight new issues as potential problems (no problem, some problem, or serious problem). The new issues were:

- **Ability to benefit from technology (internet, social media, tele-health, etc.).** Of the 44 issues ranked according to their prevalence as a serious problem, with those at the top of the list being the most widespread serious problems, this issue debuted near the top as the fifth most common serious problem regionwide with 19.3% of survey respondents identifying it as such. Ranked as a problem (either “some problem” or “serious problem”), “ability to benefit from technology” ranked eighth with 44.9% identifying it as a problem.
- **Isolation.** In its first appearance on the survey, this issue placed in the top half of the list (18th) of serious problems with 9.9% identifying it as such (issues at the top of the list, including “telemarketing/in-home sales” and “affordable dental care,” were identified as a serious problem by more than 25% of respondents). On the list of problems (“some problem” or “serious problem”), isolation ranked near the middle (23rd) with 32.4% identifying it as a problem (compared to more than 55% for issues at the top of the list).
- **The COVID pandemic affecting you or someone close to you.** This debuted near the middle of the list of both “serious problems” and “problems.” On the list of serious problems, COVID placed 20th with 9.5% of survey respondents identifying it as such (compared to more than 25% of respondents for issues at the top of the list). On the list of problems (“serious problem” or “some problem”) this issue ranked 21st with 33.0% identifying it as a problem (compared to more than 55% for those at the top of the list).
- **Dementia, Alzheimer's, or similar conditions affecting you or someone close to you.** This placed in the bottom half of the list of serious problems (18th from the bottom) with 7.7% identifying it as a serious problem (compared to more than 25% for issues at the top). On the list of problems (“some problem” or “serious problem”), it was tied for 16th from the bottom with 30.2% identifying it as a problem (compared to more than 55% for issues at the top).
- **Homelessness (including fear of becoming homeless).** This issue debuted 11th from the bottom of the list of serious problems with 6.7% of respondents identifying it as such (compared to more than 25% of respondents for issues at the top of the list). On the list of problems (“some problem” or “serious problem”), homelessness ranked third from the bottom with 18.3% identifying it as a problem (compared to more than 55% for issues at the top).
- **Language barriers (ability to access resources, services, and information).** In its first appearance on the survey, this issue ranked 10th from the bottom on the list of serious problems with 6.5% of respondents identifying it as such (compared to more than 25% for issues at the top of the list). Ranked as a problem (either “some problem” or “serious problem”), “language barriers” was fifth from the bottom with 19.4% identifying it as a problem (compared to more than 55% of respondents for issues at the top).
- **Feeling that you're a valued member of your community (acceptance, inclusion, representation, tolerance, etc.).** This issue debuted seventh from the bottom on the list of serious problems with just 6% of respondents identifying it as such (compared to more than 25% of respondents for issues at the top of the list). On the list of problems (“some problem” or “serious problem”), “feeling that you're a valued member of your community” ranked 13th from the bottom with 24.2% identifying it as a problem (compared to more than 55% for issues at the top).
- **Planning in advance for necessary health care.** In its first appearance, this issue ranked sixth from the bottom of the list of serious problems (tied with “access to nutritious meals”) with just 5.8% of respondents identifying it as a serious problem (compared to more than 25% for issues at the top of the list). Ranked as a problem (either “some problem” or “serious problem”), however, “planning in advance for necessary health care” ranked in the top half of the list (18th) with 35.2% identifying it as a problem (compared to more than 55% at the top). This suggests the issue is a relatively common problem in southeast Arizona (impacting more than a third of survey respondents), though it is not deemed a serious problem by most respondents who consider it a problem.

Southeast Arizona

From 2020 to 2022, four of the top five serious problems regionwide remained the same, though with some reordering. Those were telemarketing or in-home sales, affordable dental care, maintenance of yard, and maintenance and repair of home. New to the top-five list of serious problems was “ability to benefit from technology (internet, social media, tele-health, etc.),” which appeared on the survey for the first time in 2022 placing fifth on the list. Displaced from the top-five list was “affordable assistive devices,” which was bumped to sixth. “Telemarketing or in-home sales” overtook “affordable dental care” as the number-one serious problem in 2022; however, the difference is well within the margin of error, suggesting a statistical tie. Notably, the share of survey respondents identifying “affordable dental care” as a serious problem declined from 41.1% in 2020 to 26.6% in 2022 (those identifying it as a problem, either “some problem” or “serious problem,” fell from 69.8% to 57.5%). Although “telemarketing or in-home sales” overtook “affordable dental care” as the top serious problem, “affordable dental care” retained the top slot on the list of problems (“some problem” or “serious problem”). Expanding analysis to the top-10 list of serious problems among seniors in the SEAGO region, that list was also mostly the same from 2020 to 2022 with some minor reordering and the notable exception that “loneliness” joined the list as the 10th most common serious problem regionwide (up from 15th in 2020). Two issues on the 2020 top-10 list of serious problems dropped from the list in 2022; those were “income (having enough money for basic needs),” which dropped from 9th to 15th and “cost of energy/utilities,” which moved from 10th to 17th. That applied similarly to the top-10 list of problems (either “some problem” or “serious problem”).

Cochise County

In Cochise County, four of the top five serious problems remained the same (with minor reordering) from 2020 to 2022. Those were affordable dental care, maintenance of yard, maintenance and repair of home, and telemarketing or in-home sales. New to the top-five list in 2022 was “finding legal assistance,” which moved up from 11th to 5th on the list of serious problems. “Affordable assistive devices,” second on the list in 2020, dropped to sixth in 2022, with the share of survey respondents reporting it as a serious problem falling from 24.7% to 17.6%. Affordable

dental care remained the number-one serious problem in 2022, with 26.1% of respondents deeming it a serious problem and 56.2% identifying it as a problem (down from 44.4% and 70.7%, respectively, in 2020). Other notable changes from 2020 to 2022 include “transportation: rural-nonmedical” and “transportation” moving from sixth and seventh place, respectively, on the list of serious problems to 13th and 14th place, respectively. Survey respondents in Cochise County deeming “transportation: rural-nonmedical” a serious problem fell by nearly half from 21.1% to 10.6%, while those identifying just “transportation” as a serious problem dropped from 19.3% to 10.1%.

Graham County

In Graham County, the sample size (n=79) limits meaningful comparisons; it is notable, however, that three of the top five serious problems remained the same from 2020 to 2022 (with some changes in ordering). Those were telemarketing or in-home sales, affordable dental care, and affordable assistive devices (widespread serious problems regionwide). New to the top-five list of serious problems was “ability to benefit from technology,” which appeared on the survey for the first time in 2022 placing second on the list of serious problems for Graham County. “Loneliness” and “recreational or social opportunities” moved from 16th and 23rd, respectively, in 2020, to sixth and seventh on the list of serious problems in 2022.

Greenlee County

In Greenlee County, the sample size (n=62) limits meaningful comparisons; it is notable, however, that three of the top five serious problems remained the same from 2020 to 2022. Those were affordable dental care, maintenance of yard, and maintenance and repair of home. “Telemarketing or in-home sales” overtook “affordable dental care” as the number-one serious problem in 2022; however, the difference is well within the margin of error suggesting a statistical tie.

Santa Cruz County

In Santa Cruz County, the sample size (n=58 in 2022 and n=16 in 2020) limits meaningful comparisons; it is notable, however, that “transportation: rural-nonmedical” and “transportation” topped the list both years. “Ability to benefit from technology” debuted as third on the list of serious problems for Santa Cruz County in 2022.

Appendix B: Survey Instrument (English Version)

SEAGO SURVEY OF OLDER RESIDENTS

To take this survey online, visit www.SurveyMonkey.com/R/SEAGO2022



1. What town do you live in? _____
2. Zip Code: _____
3. Here is a list of issues or activities that some people say are problems for older Americans. To what degree is each of these items a problem for you personally? Please circle one response to each item.

	NO PROBLEM	SOME PROBLEM	SERIOUS PROBLEM
Availability of health care providers (doctors, hospitals, etc.)	1	2	3
Paying for prescription drugs	1	2	3
Affordable dental care	1	2	3
Affordable assistive devices (hearing aids, glasses, canes, etc.)	1	2	3
Getting information about services	1	2	3
Having someone check on me periodically	1	2	3
Access to nutritious meals	1	2	3
Personal Care (bathing, washing hair, etc.)	1	2	3
Homemaker services (shopping, housekeeping, meal preparation, etc.)	1	2	3
Getting information about health promotion (diet, disease prevention, etc.)	1	2	3
Transportation	1	2	3
Transportation: Rural-Non Medical	1	2	3
Maintenance and repair of home	1	2	3
Accessibility modifications in my home (grab bars)	1	2	3
Maintenance of yard	1	2	3
Recreational or social opportunities	1	2	3
Counseling or mental health services	1	2	3
Bereavement/grief counseling/hospice services	1	2	3
Finding legal assistance	1	2	3
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	1	2	3
Cost of housing	1	2	3
Income (having enough money for basic needs)	1	2	3
Cost of energy/utilities	1	2	3
Employment opportunities	1	2	3
Age discrimination (loans, insurance, employment, etc.)	1	2	3
Elderly abuse, exploitation	1	2	3
Personal Safety (Crime)	1	2	3
Telemarketing or In-Home Sales	1	2	3
Loneliness	1	2	3
Loss of spouse/loved one	1	2	3

(See other side)

	NO PROBLEM	SOME PROBLEM	SERIOUS PROBLEM
Obtaining information on volunteer opportunities	1	2	3
Raising grandchildren	1	2	3
Obtaining information on adult care (nursing home, assisted living facility, adult day care center, etc.)	1	2	3
Processing monthly bills and/or medical claims	1	2	3
Providing care and supervision for an elderly family member	1	2	3
Maintaining my personal independence	1	2	3
Planning in advance for necessary health care	1	2	3
Homelessness (including fear of becoming homeless)	1	2	3
Feeling that you're a valued member of your community (acceptance, inclusion, representation, tolerance, etc.)	1	2	3
Isolation	1	2	3
Dementia, Alzheimer's, or similar conditions affecting you or someone close to you	1	2	3
Ability to benefit from technology (internet, social media, tele-health, etc.)	1	2	3
Language barriers (ability to access resources, services, and information)	1	2	3
The COVID pandemic affecting you or someone close to you	1	2	3

4. Whom do you usually go to for advice about your health insurance or Medicare? (Circle all that apply):

- a. Agency on Aging (SEAGO)
- b. State Health Insurance Assistance Program (SHIP)
- c. State Department of Insurance
- d. Insurance Agent
- e. Friend/family/neighbor, etc.
- f. Have never asked for advice
- g. Other (please specify): _____

5. What is your source of transportation? (Circle all that apply):

- a. My own vehicle
- b. Friend/Neighbor
- c. Church/Place of Worship
- d. Taxi
- e. Public bus
- f. Volunteer
- g. Family
- h. Other (please specify): _____

6. Circle the group that contains your age.

- Under 60 60 - 64 65 - 69 70 - 74
- 75 - 79 80 - 84 85 - 89 90 or over

7. Gender: Male Female Other

8. What is your racial/ethnic origin?

- a. White (Non-Hispanic)
- b. Hispanic/Latino
- c. Black/African-American
- d. Asian/Pacific Islander
- e. American Indian/Native American
- f. Other (please specify): _____

9. Primary language spoken: English Spanish Other (please specify): _____

PLEASE RETURN TO EITHER THE SENIOR CENTER OR YOUR SERVICE PROVIDER OR MAIL TO:

SEAGO Area Agency on Aging, 1403 B W. HWY 92, Bisbee, AZ 85603
 (520) 432-2528, Aging@SEAGO.org

Appendix C: Survey Instrument (Spanish Version)

ENCUESTA DE SEAGO PARA PERSONAS DE LA TERCERA EDAD

Para participar en esta encuesta en internet: www.SurveyMonkey.com/R/SEAGO2022S



1. ¿En qué comunidad vive? _____
2. Código Postal: _____
3. Aquí hay una lista de temas o actividades que algunos dicen causan problemas para personas mayores. ¿A qué grado le causan problemas a usted personalmente? Por favor marque el número que corresponde a la respuesta apropiada para cada tema.

	NO ES UN PROBLEMA	ES UN PROBLEMA	ES PROBLEMA SERIO
Accesibilidad de servicios médicos (doctores, hospitales, etc.)	1	2	3
Pagando para recetas médicas	1	2	3
Servicios dentales que no son demasiado caros	1	2	3
Aparatos de ayuda (audífonos, lentes, bastones, etc.)	1	2	3
Obteniendo información acerca de servicios	1	2	3
Que alguien me monitoree periódicamente	1	2	3
Acceso a comidas nutritivas	1	2	3
Aseo personal (bañando, lavando el pelo, etc.)	1	2	3
Servicios de ama de casa (compras, limpieza, preparación de comidas, etc.)	1	2	3
Obtener información sobre promoción de la salud (alimentación, prevención de enfermedades, etc.)	1	2	3
Transporte	1	2	3
Transporte: Rural-No Medical	1	2	3
Mantenimiento y reparación de la casa	1	2	3
Modificando mi casa para que sea más accesible	1	2	3
Mantenimiento del jardín y del exterior de la casa	1	2	3
Oportunidades sociales o de recreo	1	2	3
Servicios de un consejero psicológico	1	2	3
Ayuda para alguien que está a punto de morir, o para alguien que está de luto	1	2	3
Obteniendo servicios legales (de un abogado)	1	2	3
Obteniendo información acerca de seguros que pagan gastos médicos (AHCCCS, Medicare, etc.)	1	2	3
Costo de una vivienda	1	2	3
Ingresos (teniendo suficiente dinero para gastos básicos)	1	2	3
Costo de la electricidad y del gas	1	2	3
Oportunidades de empleo	1	2	3
Discriminación por edad avanzada (prestamos, seguros, empleo, etc.)	1	2	3
Abuso o explotación de personas mayores	1	2	3
Seguridad personal (Crímenes)	1	2	3
Ventas por teléfono o en su casa	1	2	3
Soledad	1	2	3
Pérdida del conyuge o un ser querido	1	2	3

(Más en otro lado)

	NO ES UN PROBLEMA	ES UN PROBLEMA	ES PROBLEMA SERIO
Obtener información sobre oportunidades de voluntariado	1	2	3
Criando los nietos	1	2	3
Obtener información sobre el cuidado de adultos (hogar de ancianos, centro de vida asistida, centro de atención diurna para adultos, etc.)	1	2	3
Pagando cuentas mensuales o cuentas médicas	1	2	3
Cuidando y supervisando a un pariente mayor de edad	1	2	3
Manteniendo su independencia personal	1	2	3
Planificación anticipada de la atención médica necesaria	1	2	3
Falta de vivienda (incluido el miedo a quedarse sin hogar)	1	2	3
Sentir que eres un miembro valioso de tu comunidad (aceptación, inclusión, representación, tolerancia, etc.)	1	2	3
Aislamiento	1	2	3
Demencia, Alzheimer o condiciones similares que lo afecten a usted o a alguien cercano a usted	1	2	3
Capacidad para beneficiarse de la tecnología (internet, redes sociales, telesalud, etc.)	1	2	3
Barreras del idioma (capacidad de acceder a recursos, servicios e información)	1	2	3
La pandemia de COVID que lo afecta a usted o a alguien cercano a usted	1	2	3

4. ¿Que persona consulta usted si necesita consejos acerca de su seguro médico o de Medicare? (Marque más de uno si es apropiado):

- | | |
|---|---|
| a. Agencia para personas de la tercera edad (SEAGO) | d. Agente que venta de pólizas de seguro |
| b. Agencia estatal que provee ayuda con Medicare (SHIP) | e. Amigo/familia/vecino, etc. |
| c. Departamento estatal de seguros | f. Nunca he llamado para conseguir consejos |
| | g. Otro (por favor identifique): _____ |

5. ¿Cuál es su modo de transporte? (Marque más de uno si es apropiado):

- | | | |
|--------------------------|-------------------|--|
| a. Mi carro propio | d. Taxi | g. Familia |
| b. Amigo o vecino | e. Camión público | h. Otro (por favor identifique): _____ |
| c. Miembro de mi iglesia | f. Voluntario | |

6. Marque el grupo que incluye su edad.

Menos de 60	60 - 64	65 - 69	70 - 74
75 - 79	80 - 84	85 - 89	90 o más

7. Es usted: Masculino Femenino Otro

8. ¿Cuál es su raza?

- | | |
|-----------------------------|--|
| a. Blanco (No-Hispano) | d. Asiático/Isla Pacífico |
| b. Hispano/Latino | e. Indio Americano |
| c. Negro/Africano-Americano | f. Otro (por favor identifique): _____ |

9. Idioma prima: Inglés Español Otro (Por favor identifique): _____

POR FAVOR DEVUELVA ESTA ENCUESTA ENTREGUELO A SU CENTRO DE LA TERCERA EDAD O A SU PROVEEDOR DE SERVICIOS O ENVIÉLO A

SEAGO Area Agency on Aging, 1403 B W. HWY 92, Bisbee, AZ 85603

(520) 432-2528, Aging@SEAGO.org

Appendix D: Other Sources of Advice Regarding Health Insurance or Medicare

Southeast Arizona

AHCCCS	Insurance broker	SEACUS
AHCCCS	Internet	SEACUS
Annual Medicare & You mailer	Internet	Self
Banner Health Care	Internet	Self
Broker	Internet	Social Security Administration
Caregiver	Internet or phone Medicare	Social Services
Case Manager	Internet research	Spanish
Case Manager	Medicare plan provider	Spanish
Doctor	Medicare specialist	SSA
Doctor	Medicare/Insurance company	SSA
Doctor	My insurance	SSA
Dr.	My insurance provider	USAA
Dr. Batty	Online	VA
Dr. Batty	Personal research	VA
Employer	Personal research	VA
Federal Civil Service, Medicare	Phone calls	VA
Government	Phone nurse	Veterans Health Administration
Humana	POA	Wellcare
I am retired with State Retirement and they provide this service	Private insurance	X A

Cochise County

AHCCCS

Broker

Caregiver

Doctor

Dr.

Employer

Federal Civil Service, Medicare

Government

I am retired with State Retirement and they provide this service

Insurance broker

Internet

Internet

Internet

Internet or phone Medicare

Internet research

Medicare plan provider

Medicare specialist

Medicare/Insurance company

My insurance provider

Phone nurse

POA

Self

Social Security Administration

Social Services

Spanish

Spanish

VA

Veterans Health Administration

Wellcare

Wheelchair

X A

Graham County

Banner Health Care

Case Manager

Doctor

Doctor

Dr. Batty

Dr. Batty

Humana

Personal research

Personal research

SEACUS

SEACUS

Greenlee County

Case Manager

My insurance

SSA

SSA

SSA

VA

Santa Cruz County

AHCCCS

Annual Medicare & you mailer

Internet

Online

Phone calls

Private insurance

SELF

USAA

VA

VA

Appendix E: Other Sources of Transportation

Southeast Arizona

Apts shuttle	Medical
Bariatric chair	Medicare
Bicycle	Online
Blake Foundation	Ride
Blake Foundation	Senior bus
Blake Foundation	shuttle provided by senior apartments
Blake Foundation	SR Complex bus
Blake Foundation	SV Paratransit bus
Blake Foundation	Transportation from Rio Rio for those who do not have a vehicle is not available. We need some sort of public transit for outlying areas!
Blake foundation	
Clinic and ambulance	Transporte de aseguranza
Dial A Ride	Tucson Transportation
Free bus	Walk
Health care provider	Walk
Insurance	Walk
Insurance	Walk
Insurance medical transportation	Wheelchair

Cochise County

Apts shuttle
Bariatric chair
Dial A Ride
Free bus
Insurance
Insurance
Insurance medical transportation
Medical
Medicare
Shuttle provided by senior apartments
SR Complex bus
SV Paratransit bus
Transporte de aseguranza
Walk

Graham County

Blake
Blake
Blake Foundation
Blake Foundation
Blake foundation
Health care provider
Online
Walk

Greenlee County

Bicycle
Blake Foundation
Blake Foundation
Senior bus
Walk

Santa Cruz County

Clinic and ambulance
Ride
Transportation from Rio Rio for those who do not have a vehicle is not available. We need some sort of public transit for outlying areas!
Tucson Transportation
Walk