

City of Rockville
Senior Citizen Needs Assessment and Gap Analysis
Web-based Survey

January 5, 2016

Introduction

The purpose of this survey is to help the City of Rockville better understand the availability and use of programs and services for adult residents aged 60 and older. We want to know about the senior programs and services you're participating in, your experiences with these programs and services, and about any programs and services not currently available that could benefit the lives of adults age 60 and older who live in Rockville. All the questions included in this survey are about the programs and services offered through Rockville Senior Services, including Rockville Senior Center located on Carnation Drive. You do not need to participate in programs and services to take part in this survey.

The survey should take about fifteen minutes to complete. Your participation in this research is voluntary and greatly appreciated. All of your responses to this survey are confidential. The research findings will be presented in summary form only so that no individual can be identified.

Experiences Finding and Getting Services

Utilization of Rockville Senior Services

1

What is your age?

0=Younger than 60 years [SKIP TO 6a]

1= 60 – 64 years

2= 65 -- 69 years

3= 70 – 74 years

4=75 -- 79

5=80-84

6=85-89

7=90-94

8=95 years or older

2

Have you ever used or attended programs/services through Rockville Senior Center or Senior Services designed specifically for adults age 60 and older?

Yes

No

[IF 2=YES GET 3; ELSE SKIP TO 5]

3

In the past 12 months, have you used or attended any programs or services through Rockville Senior Center or Senior Services designed specifically for adults age 60 and older?

Yes

No

[IF 3=YES GET 4, ELSE SKIP TO 5]

4

What City of Rockville Senior programs or services for adults age 60 and older have you used or attended? (check all that apply)

1 Daily Lunch, Weekly Chinese Meal, Supper Club

2 Information and Assistance

3 Home care visits

4 Emergency financial referral

5 Senior Assistance Fund (SAF)/ Financial Assistance for Senior Classes and Trips

6 Wellness Programs and Screenings

7 Counseling and Support Groups

8 Subsidized Taxi Coupons

9 Home Maintenance, Snow Removal

- 10 Computer Classes and Technology Assistance
- 11 English and Citizenship Classes
- 12 Legal and Financial Counseling
- 13 Fitness Center, Fitness Membership, Personal Training
- 14 Fitness and Recreation Classes
- 15 Day Trip Program (theatre, museums)
- 16 Special Events, Birthday Parties and Entertainment Programs
- 17 Clubs, Performing Groups

[IF 2=NO OR 3=NO GET Q5; ELSE SKIP TO Q6]

5

Which of the following statements best describes why you haven't used or attended any programs or services through Rockville Senior Center or Senior Services? (select all that apply)

- 1 I'm 60 years old or older, but feel I'm too young to participate in a "senior" program
- 2 I don't need any of the programs/services at this time
- 3 Financial reasons prevent me from participating in programs/services
- 4 Transportation is difficult
- 5 I don't know what is offered
- 6 I'm not interested in any of the program/services
- 7 I only recently turned 60 and became eligible to participate
- 8 Scheduling of programs/services is not convenient
- 9 My physical health
- 10 My mental health
- 11 I'm homebound
- 12 My friends are younger than 60 and not eligible to participate
- 13 The physical environment of the Rockville Senior Center is not appealing to me
- 14 Location is inconvenient
- 15 I'm participating in programs/services at other organizations
- 16 I'm too busy
- 17 Some other reason(s)

[IF 5=SOME OTHER REASON GET 50, ELSE SKIP TO Q6]

50

What are the other reason(s) you haven't used or attended programs/services through Rockville Senior Center or Senior Services?

[TEXT BOX]

[SKIP TO Q6]

Awareness of Rockville Senior Services

[IF Q1 = 0 GET 6A; ELSE SKIP TO Q6]

6a

If Rockville Senior Center or Senior Services were to lower the age of eligibility to age 55, would you participate?

Yes

No

6

Where do you get information about program/services for adults age 60 and older offered through Rockville Senior Center or Senior Services? (select all that apply)

1 Rockville Reports

2 City of Rockville's website

3 The Recreation Guide

4 Rockville Channel 11

5 Rockville Senior Services eNewsletter (sent via email)

6 Rockville Senior Center Newsletter (sent via U.S. Mail)

7 Local Newspapers

8 Faith based organizations, such as churches and synagogues

9 Community bulletin boards, such as those at libraries and apartment buildings

10 Other agencies

11 Social media (e.g., Facebook)

12 Not applicable – I have not seen information about programs/services offered through Rockville Senior Center or Senior Services

[IF 6=12 SKIP TO 8; ELSE GET Q7]

7

Overall, how easy or difficult is it to find out about programs/services for adults age 60 and older offered through Rockville Senior Center or Senior Services? Would you say it is...

Very easy

Somewhat easy

Neither easy nor difficult

Somewhat difficult

Very difficult

[IF 1=0 YOUNGER THAN 60 YEARS, SKIP TO 17]

Experience with Rockville Senior Services

8

Do you use transportation provided by Rockville Senior Center or Senior Services to get to the grocery store, pharmacy or the Rockville Senior Center?

- 1 Yes
- 2 No
- 3 Not currently, but plan to use in the future

[IF 8=YES GET 9; ELSE SKIP TO 10]

9

Would your ability to go to the grocery store, pharmacy and use the Rockville Senior Center be reduced if transportation was not available through Rockville Senior Center?

- 1 Yes
- 2 No

[IF 2=NO SKIP TO 14]

10

What are the top three reasons you like participating in programs/services through Rockville Senior Center or Senior Services?

Select Top 3 ...

- Socializing with others
- Staying physically active
- Staying healthy and well
- Staying mentally well
- Pursuing hobbies and interests
- Reducing stress
- Visiting new destinations through the Trip and Tour Programs
- Advancing creativity
- Learning new skills
- Something else

[IF 10=SOMETHING ELSE GET Q100; ELSE SKIP TO Q11]

100

What else do you like most about the programs/services you've participated in through Rockville Senior Center or Senior Services?

[TEXT BOX]

11

How could the programs/services you've participated in through Rockville Senior Center or Senior Services be improved to better meet your needs and interests? (select all that apply)

- 1 Night and weekend options
- 2 More affordable options
- 3 Larger variety of programs/services
- 4 Increase transportation services
- 6 No changes needed, programs/services already meet my needs and interests
- 7 Something else (specify)

[IF 11=7 SOMETHING ELSE GET Q110; ELSE SKIP TO Q12]

110

What other ways could the programs/services you've participated in through Rockville Senior Center or Senior Services be improved to better meet your needs and interests?

[TEXT BOX]

12

Overall, how satisfied are you with the variety of programs/services offered through Rockville Senior Center or Senior Services?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

13

Would you please explain your rating?

[TEXT BOX]

14

Would you use programs/services through Rockville Senior Services if offered at one of the following locations...

- 1 Thomas Farm Community Center
- 2 Twin Brook Community Center
- 3 Lincoln Park Community Center
- 4 Rockville Swim Center
- 5 None of these locations
- 6 Some other location

[IF 14=6 SOME OTHER LOCATION GET 140; ELSE SKIP TO 15]

140

What other location or neighborhood within Rockville would you use services through Rockville Senior Services?

[TEXT BOX]

Gaps in Service Provisions

15

Are there programs/services that you or others would like to participate in that as far as you know are not currently available?

Yes

No

[IF 15=YES GET 16; ELSE SKIP TO 17]

16

What programs/services would you like or think others would like to have available?

[TEXT BOX]

Demographics

The last questions are about you and your household. Again, all of your responses to this survey are confidential and will be reported in summary form only.

17

Are you currently...

- 1=Fully retired
 - 2=Retired but working part-time
 - 3=Working full-time
 - 4=Working part-time
 - 5=Unemployed, but looking for work
 - 6=Unemployed, but not looking for work
 - 7=Other
- Decline

18

[TAKEN FROM THE 2007 ROCKVILLE NEEDS ASSESSMENT SURVEY]

How likely or unlikely are you to remain in Rockville once you retire completely or now that you are retired?

- 1 Very likely
- 2 Somewhat likely
- 3 Somewhat unlikely
- 4 Very unlikely
- 8 Not sure

[IF 18=3, 4, 8 GET 19; ELSE SKIP TO 20]

19

What factors would influence your decision to leave Rockville? (Select all that apply.)

- Cost of living
- Being closer to family
- Health care needs
- Taxes
- Housing
- Weather
- Other

20

Which best describes your home?

- 1=Single family home
- 2=Townhouse, condominium or apartment

- 3=Assisted living residence
- 4=Nursing home
- 5=Senior independent living
- 6=Other

21

What is your gender?

- 1= Male
- 2= Female

22

What is your race or ethnicity? (Select all that apply.)

- 1= American Indian or Alaskan native
 - 2= Asian or Pacific Islander
 - 3= Black, African American
 - 4= Spanish/Hispanic/Latino
 - 5= White/Caucasian
 - 6= Other
- Decline

23

What language do you primarily speak at home?

- 1= English
 - 2= Spanish
 - 3= Chinese
 - 4= Another European language
 - 5= Another Asian language
- Decline

24

What was your household's total annual income in 2015?

- 1= Less than \$24,999
 - 2= \$25,000- \$49,999
 - 3= \$50,000- \$99,999
 - 4=\$100,000 or more
- DK/Decline

We are very interested in your interests and experiences with programs/services for adults age 60 and older. Is there anything else you would like to share with us about programs/services in Rockville? We are interested in hearing what's working well as well as what could be improved to better meet your needs and interests.

[TEXT BOX]

If you would like to receive more information about Rockville Senior Center or Senior Services, please enter your name and either your mailing address (for newsletters sent via U.S. Mail) or email address (for newsletters sent via email) and we will add you to our mailing lists.

Name [TEXT BOX]

Complete mailing address [TEXT BOX]

Email address [TEXT BOX]

If you have any questions or would like to speak with someone at Rockville Senior Center or Senior Services, please feel free to call us at 240-314-8800.

Thank you for taking the time to complete this survey!