Analysis of Open-Ended Questions in the Statewide Needs Assessment Survey

As part of the work on the Missouri Master Plan on Aging: Missourians Aging with Dignity, the Division of Senior and Disability Services within the Department of Health and Senior Services conducted a statewide needs assessment. The contracted entity, Polco, did not analyze twelve open-ended questions. The answers to the 12 open-ended questions were analyzed by putting them into categories and then determining the number of responses for each category. The analysis of each open-ended question is contained in this document. The narrative behind each question lists the number of responders, the number of nonapplicable responses, and the final number of responses (which could be more or less than the number of responders due to multiple responses and the duplication of responses in the final numbers. Fewer responses could result from the number of non-applicable responses recorded.)

The twelve questions were:

* [Question 2: Which of the following disabilities, if any, do you currently have? (Answered “Other”)](#_Question_2:_Which)
* [Question 8: What other support(s) do you think you will need to provide care to a friend or family member?](#_Question_8:_What)
* [Question 9: What is your employment status? (Answered “Other”)](#_Question_9:_What)
* [Question 11: Which, if any, of the following employment-related challenges have you faced in the last 12 months? (Answered “Other”)](#_Question_11:_Which,)
* [Question 14: Does your current residence need home repairs (e.g., a new roof or heating system) to improve your ability to live safely? (Answered “Yes” then marked “Other” for barriers that have kept you from making the repairs.)](#_Question_14:_Does)
* [Question 17: If you have access to or use any additional types of transportation, please specify here.](#_Question_17:_If)
* [Question 18: What barriers, if any, have you experienced in accessing transportation in the past 12 months? (Answered “Other”)](#_Question_18:_What)
* [Question 21: What was the outcome of your fall(s)? (Answered “Other”)](#_Question_21:_)
* [Question 25: By which types of health insurance, if any, are you currently covered? (Answered “Other”)](#_Question_25:_By)
* [Question 33a: What are the reasons you do not have high-speed internet/broadband at home? (Answered “Other”)](#_Question_33a:_What)
* [Question 36: What other needs not already addressed in this survey do you have to live and age with dignity in Missouri?](#_Question_36:_What)
* [Question D8: What is your source(s) of household income? (Answered “Other”)](#_Question_D8:_What)

# Question 2: Which of the following disabilities, if any, do you currently have? (Answered “Other”)

*(728 responders chose “other” as an answer to this question. The total number of identified disabilities is greater than the total number of responders, as many had multiple identified disabilities. The total number of identified disabilities was 1,088 (including duplicated responses)). The most common self-identified disabilities are listed in the chart below:*

|  |  |
| --- | --- |
| **Other disability** | **Number of responses** |
| Arthritis/joint-related issues | 158 |
| Back issue | 135 |
| Heart issues/a fib | 104 |
| Lung issue | 99 |
| Diabetes | 65 |
| Cancer | 47 |
| Autoimmune condition | 39 |
| Fibromyalgia | 36 |
| Mobility issues | 30 |
| Stroke | 29 |
| Kidney issues | 26 |
| Alzheimer's/dementia/memory issues | 21 |
| Neuropathy | 18 |
| Pain (chronic) | 17 |
| TBI | 17 |
| Vision issues | 15 |
| PTSD | 14 |
| Headache (chronic) | 12 |
| Nerve issue | 12 |
| Asthma | 11 |
| Cardiovascular issues/circulatory | 10 |
| Digestive issues | 10 |
| Multiple sclerosis/muscle disorders  | 10 |
| Parkinson's | 10 |
| Hearing issues/ear issues (tinnitus/vertigo) | 9 |
| Age | 8 |
| Mental health | 8 |
| Tremor | 8 |
| Allergies/celiac | 7 |
| Amputee | 7 |
| Covid | 7 |
| Lymphatic issues | 7 |
| Bone issues/osteoporosis | 6 |
| Neurological | 6 |

Other less commonly self-identified disabilities in the survey results include the following: HIV, liver issues, obesity, seizures, thyroid issues, bladder issues, blood disorders, chronic fatigue, hand issues, learning disability, COPD, IDD, limb issues, polio rebound, sleeping issues, speaking issues/stuttering, ADHD, adrenal gland issues, anemia, autism, behavioral health, downs syndrome, dwarfism, epilepsy, health, hydrocephalous, malnutrition, paraplegic, prostate, skin condition, Tourette's syndrome, trachelectomy, and tumors (non-cancerous).

# Question 8: What other support(s) do you think you will need to provide care to a friend or family member?

*(1,328 responders chose “other” as an answer for this question. The number of identified supports is less than that of responders, as 318 responded “not applicable” or something similar. The total number of additional supports needed was 1,244 (this number is duplicated)). The most identified supports needed to care for a family or friend are in the chart below:*

| **Identified Supports Needed in the Future to Care for Friends or Family Members** |  **Number of responses** |
| --- | --- |
| Transportation | 174 |
| Financial assistance/planning | 172 |
| In-home services/chore services | 137 |
| Therapy/support groups | 106 |
| Respite  | 73 |
| Adaptive equipment/assistive technology/durable medical equipment | 67 |
| No wrong door | 64 |
| Mental health support/substance abuse treatment locally | 47 |
| Meals | 44 |
| Benefit help/information/training | 36 |
| Caregiver education/training/standards | 34 |
| Universal design | 32 |
| Social connection/volunteering | 31 |
| Home repair/modification/retrofitting for changing needs | 27 |
| Legal assistance | 18 |
| Affordable housing | 16 |
| Better/more nursing facilities/group homes when needed | 15 |
| Caregiver protections at work | 15 |
| Occupational therapy/physical therapy | 12 |
| Case manager/social worker | 10 |
| Planning for the care of a child/adult with a disability when the caregiver is no longer able | 10 |
| Local health access/dialysis services locally/telehealth options when possible | 8 |
| End-of-life planning | 7 |
| Medication assistance/education | 7 |
| Paid family support/consumer-directed services  | 7 |

Other less often named additional needs include employment assistance/services, hospice care, information on other disorders, medical training in developmental disabilities and geriatrics, patient advocate/patient companion/ dental for all populations, independent housing for individuals with developmental disabilities, Medicare coverage of in-home care/consumer directed services/skilled nursing facilities, pet assistance, support for caregivers out of area/state, assisted living opportunities, exercise (virtual), peer supports, quicker paper processing by state agencies, spiritual support, blind services (large print and special programs), higher rates for Medicaid providers, ADA requirements in public spaces, hearing services for bedbound, Medicaid waiver support personnel, online exercise access, organization assistance, spiritual help, and disaster preparedness education and training.

# Question 9: What is your employment status? (Answered “Other”)

*(114 responders chose “other” as an answer for this question. The number of answers to employment status is less than that of responders, as three responded “not applicable” or something similar. The total number of other statuses of employment indicated was 111).*

|  |  |
| --- | --- |
| **Other employment status** | **Number of responses** |
| Own small business/independent contractor/farmer | 27 |
| Retired | 20 |
| Part-time employment  | 11 |
| Cannot work due to health (didn’t mention disability) | 10 |
| Full-time caregiver | 8 |
| Full-time employment | 8 |
| Disabled | 5 |
| Disabled- no financial support | 5 |
| Unemployed/interested in part-time employment | 5 |
| Volunteer | 4 |
| Unemployed- did not indicate interest in working | 3 |
| Homemaker | 1 |
| Rental property | 1 |
| Student | 1 |
| Survivor benefits | 1 |
| Unemployed- with source of income | 1 |

# Question 11: Which, if any, of the following employment-related challenges have you faced in the last 12 months? (Answered “Other”)

*(326 responders chose “other” as an answer to this question. The number of identified employment-related challenges is less than that of responders, as 27 responded “not applicable” or something similar. The total number of employment-related challenges indicated was 322 (this number is duplicated)).*

|  |  |
| --- | --- |
| **Employment related challenges** | **Number of responses** |
| A job that accommodates individuals with health issues or disability  | 132 |
| Caregiving responsibilities | 48 |
| Being able to live on current/fixed income | 39 |
| Would like to work from home/remote options | 23 |
| Retired | 17 |
| Age discrimination | 16 |
| Need health insurance outside of employment | 13 |
| Lack of jobs in the area/transportation issues | 12 |
| Own business/independent contractor/farming has been difficult | 9 |
| Funding cuts | 4 |
| Toxic work environment | 3 |
| Long hours | 2 |
| Part-time employment  | 2 |
| Background issues | 1 |
| Lack of skills | 1 |

# Question 14: Does your current residence need home repairs (e.g., a new roof or heating system) to improve your ability to live safely? (Answered “Yes” then marked “Other” for barriers that have kept you from making the repairs.)

*(225 responders chose “other” as an answer for barriers that have kept them from making needed home repairs. The number of identified barriers is less than that of responders, as 31 responded “not applicable” or something similar. The total number of other barriers to completing needed home repairs indicated was 220 (this number is duplicated)).*

|  |  |
| --- | --- |
| **Barriers to completing needed home repairs** | **Number of Responses** |
| Costs too much | 75 |
| Unable to find service/trust providers/have been victim of fraud before | 51 |
| Rent- can't fix; the landlord needs to | 40 |
| Can't do it due to illness/disability | 20 |
| Don't have time | 15 |
| The insurance claim process is an issue | 8 |
| Caregiving responsibilities take precedence | 5 |
| Family help get it done | 1 |
| Hoarder- embarrassed to invite service providers in | 1 |
| Homeless- no home to work on | 1 |
| Seeking assistance- haven’t found it yet | 1 |
| Unsure how to fix the issues | 1 |
| Weather | 1 |

# Question 17: If you have access to or use any additional types of transportation, please specify here.

*(For this question, 1,283 respondents answered that they have access to or use additional types of transportation. The total number of additional types of transportation is less than the total number of responders, as 674 respondents said “not applicable” or something similar. The total number of additional types of transportation was 662 (this number is duplicated)).*

|  |  |
| --- | --- |
| **Additional types of transportation** | **Number of Responses**  |
| Personal vehicle | 174 |
| Family/friend/neighbor vehicle | 95 |
| Bicycle/tricycle | 78 |
| Walking | 51 |
| Non-emergency medical transportation through insurance | 50 |
| Local public transportation | 41 |
| Senior/disabled transportation (city seniors, oats, etc.) | 34 |
| On demand transportation (Uber, Lyft, On the go, app based) | 23 |
| Electric scooter/wheelchair | 18 |
| Utility task vehicle/side by side/4-wheeler/golf cart | 17 |
| Area agency on aging/center for independent living | 12 |
| Motorcycle | 10 |
| Tractor | 9 |
| Horse/mule | 8 |
| Airplane | 7 |
| Volunteer transportation service | 6 |
| Provider/staff transportation | 5 |
| Ambulance | 4 |
| Train | 4 |
| Car service/ride share/carpooling | 3 |
| Church bus | 3 |
| Boat | 2 |
| Lawnmower | 2 |
| Hitchhiking | 1 |
| Rent vehicle | 1 |
| Rollator | 1 |
| Skateboard | 1 |
| Use delivery services to get stuff | 1 |

# Question 18: What barriers, if any, have you experienced in accessing transportation in the past 12 months? (Answered “Other”)

*(For this question, 488 respondents answered that they had barriers to accessing transportation in the last 12 months. The number of barriers to accessing transportation is less than the number of responders, as 102 respondents said “not applicable” or something similar. The total number of barriers to transportation was 380).*

|  |  |
| --- | --- |
| **Barriers to accessing transportation in the last 12 months** | **Number of Responses** |
| Unable to access transportation locally (Non-existent, too far away, no bus stop cover/bench or too costly/requires phone app-don't understand) | 172 |
| Cost (to own, repair, pay property taxes and insurance on vehicle) | 59 |
| Non-Emergency Medical Transportation/Provider only to doctor's appointments, must give days’ notice, can't use when getting outpatient surgery or anesthesia, doesn't show up/rides are capped per month | 49 |
| Need transportation assistance, not available (Can't get out of home or into the vehicle on own) | 44 |
| Family and friends are more reliable | 23 |
| Public transportation is unsafe | 11 |
| Need more on-demand (Uber, Lyft, On the Go, etc.) where you don't have to schedule days ahead | 6 |
| Need more/safer streets, bike lanes, sidewalks, crosswalks  | 6 |
| Need more dedicated "disabled" parking | 5 |
| Don't know how to find transportation options  | 2 |
| Reimbursement issues | 2 |
| Weather | 1 |

# Question 21: What was the outcome of your fall(s)? (Answered “Other”)

*(For this question, 151 responders answered “other” for the outcome of their fall. The number of outcomes is less than the number of responders, as 20 respondents said “not applicable” or something similar. The total number of fall outcomes was 149 (this number is duplicated)).*

|  |  |
| --- | --- |
| **Outcome of Fall** | **Number of Responses**  |
| Injuries (black eye, scrapes, bruises) | 46 |
| Broken bones | 32 |
| Medical attention needed (not broken bones) | 32 |
| It is hard to get back up on your own | 9 |
| Physical therapy to improve balance and strength | 8 |
| 911/ambulance assist to get back up | 6 |
| Blacked out or concussion | 5 |
| Had to enter a skilled nursing facility/rehab facility | 3 |
| Medication for pain | 3 |
| Fall led to hospitalization for other issues (pneumonia/sepsis) | 2 |
| Must use cane/service dog/other aids now | 2 |
| Medication change | 1 |

# Question 25: By which types of health insurance, if any, are you currently covered? (Answered “Other”)

*(For this question, 342 responders answered “other” for the types of health insurance. The number of responses is less than the number of responders as many had more than one additional insurance coverage, but 17 respondents said “not applicable” or something similar. The total number of responses to additional insurance coverage is 340 (this number is duplicated)). The most common types of insurance are listed in the chart below:*

|  |  |
| --- | --- |
| ***Types of Health Insurance*** | ***Number of Responses***  |
| Medicare supplement plan | 52 |
| Spouse covers | 42 |
| Anthem Blue Cross/Blue Shield | 30 |
| United Health Care | 30 |
| Christian Health Ministries Health Share Program | 23 |
| Private insurance | 12 |
| Humana | 11 |
| AARP Medicare supplement plan | 10 |
| Aetna | 10 |
| Dental coverage | 9 |
| COBRA/retirement plan  | 8 |
| Mutual of Omaha | 8 |
| Medicaid  | 7 |
| Medicare | 7 |
| Medicare Part D | 7 |
| Aflac | 6 |
| Essence | 5 |
| Marketplace/Affordable Care Act | 5 |
| Medicaid spend down | 4 |
| Medigap | 4 |
| Veteran Affairs coverage | 4 |
| Medicare Part D  | 3 |

Many items listed below could potentially fit above, but without additional information, they were not counted above: Aflac, Essence, marketplace/Affordable Care Act, Medicaid spend-down, Medigap, veteran affairs coverage, Medicare part d, medigap, vision coverage, Cigna, long-term care supplement, Medicare advantage plan, Ryan White waiver, survivor benefits, all state health solutions, America’s choice insurance, disability insurance, employee assistance program, employer coverage, Gerber Life supplemental insurance, golden rule insurance, health savings account, insurance supplement plan (QMB, SLMB ), Kemper, Manhattan Life coverage, Medicare part a, medication savings club (Kroger), MedMutual protect, Oscar Insurance, parent covers, Physicians Mutual, preferred provider Organization, Prescription Coverage, Secondary Dental Coverage, TeamCare Insurance, Transamerica Insurance, TRICARE, Wisconsin Physician insurance, and Workers Compensation.

# Question 33a: What are the reasons you do not have high-speed internet/broadband at home? (Answered “Other”)

*(For this question, 78 responders answered “other” because they don’t have high-speed internet/broadband. The number of outcomes is less than that of responders, as 19 respondents said “not applicable” or something similar. The total number of responses to why they don’t have high-speed internet or broadband access is 63 (this number is duplicated)).*

|  |  |
| --- | --- |
| **Reasons for no highspeed internet/Broadband at home** | **Number of Responses** |
| Cost/contract required | 25 |
| Issues with the internet in the area (slow, buffers too much) | 9 |
| Not available in the area | 9 |
| Don't know how to use | 7 |
| Use a smartphone/iPad | 6 |
| No computer | 5 |
| No phone | 1 |
| Use the library for access | 1 |

# Question 35: If you prefer other modes of communication, please specify here.

*(For this question, 1,268 responders answered “other” as their preferred mode of communication. The number of outcomes is less than that of responders, as 631 respondents said “not applicable” or something similar. The total number of responses to modes of communication is 694 (this number is duplicated)).*

|  |  |
| --- | --- |
| **Types of Communication Preferred** | **Number of Responses** |
| Mail | 332 |
| Phone/voicemail/texting | 142 |
| Face-to-face/in-person/ real person  | 59 |
| Email | 51 |
| Bus/TV/radio advertisements  | 33 |
| Through health professionals | 10 |
| Word of Mouth | 10 |
| Community events/networking | 9 |
| Newspaper/Evening News | 9 |
| Websites/chat features  | 9 |
| Facebook/social media | 7 |
| Braille/sign language/large print/accessible websites/phones for hearing impaired | 6 |
| Webinar/video/Zoom etc. | 6 |
| Flyers posted on community boards | 2 |
| Information kiosks | 2 |
| Information through employer/service provider/senior center | 2 |
| Billboards | 1 |
| Church | 1 |
| County extension services | 1 |
| Alternative methods (drums and smoke signals/ESP) | 2 |

# Question 36: What other needs not already addressed in this survey do you have to live and age with dignity in Missouri?

*(For this question, 2,299 responders answered “other” as needs not already addressed in the survey. The number of outcomes is less than that of responders, as 778 respondents said “not applicable” or something similar. The total number of responses to additional needs is 1788 (this number is duplicated)).*

|  |  |
| --- | --- |
| **Needs not already addressed in the survey** | **Number of Responses** |
| Financial Assistance/Lower asset and financial limits on benefits/financial education | 238 |
| Senior housing (safe, affordable, universal design, retirement community, accessible) | 173 |
| No or lower taxes for older adults  | 129 |
| Access to geriatricians, specialists, local health care, local hospitals | 93 |
| Transportation (affordable) | 91 |
| In-home care/ home health care (affordable) | 87 |
| Local social/recreational/exercise activities (also in evenings/weekends) | 78 |
| Home repair/retrofitting home programs | 75 |
| Health insurance (affordable/cover more/lower asset limits to qualify) | 63 |
| No wrong door (getting reliable information, access to programs, find out what is available) | 61 |
| Safe outside areas (lighting, sidewalks, parks, bicycle access, no crime) | 44 |
| Nursing home/assisted living locally (safe, desirable, affordable) | 44 |
| Caregiver services | 43 |
| Medication assistance (financial assistance/helping with instruction/checking interactions) | 30 |
| Utility and trash service fee deductions  | 29 |
| Faster access to food stamps and other benefits (quicker response from state agencies) | 24 |
| Yard work assistance | 24 |
| Durable medical equipment (incontinence supplies, nutrition supplements, shower chairs, wheelchairs, walkers, etc.) | 22 |
| High-speed internet locally | 21 |
| Dental care locally (affordable) | 19 |
| Mental health services (counseling/therapy) locally | 19 |
| ADA parking and access to public buildings/parking for older adults who don't have ADA placards | 19 |
| Technology assistance | 18 |
| End discrimination (age, gender, LGBTQ, race, etc.) | 16 |
| Legal assistance (wills/health care directives/etc.) | 16 |
| Reliable/trustworthy handyman | 16 |
| Meals available (breakfast, dinner, weekend, holidays) | 14 |
| Respite (overnight/day) | 14 |
| Social worker/case worker/case manager | 14 |
| Senior center locally | 13 |
| Aging-in-place assistance | 13 |
| Burial/end-of-life planning and financial assistance | 11 |
| Cellular service locally | 10 |
| Employment assistance  | 10 |
| Grocery store/shopping assistance (locally) | 10 |
| Spiritual/religious options | 10 |
| Allow assisted suicide | 9 |
| Car repair/purchasing assistance | 9 |
| Fraud/scam avoidance information  | 9 |
| Hearing aid assistance (hearing services locally)/t-coil technology in public places for hearing impaired | 9 |
| Pet care assistance | 8 |
| A facility that provides rehab and therapy for cognitive disorders | 6 |
| Long-term care insurance (affordable) | 6 |
| Va services | 6 |
| Emergency/disaster preparedness | 5 |
| Emotional intelligence training for providers in health care/services | 5 |
| Food pantry access locally | 5 |
| Legislative support for older adults and adults with disabilities | 5 |
| Voting access (mail-in) | 5 |
| Better roads | 4 |
| Large print documents | 4 |
| LGBTQ specific services | 4 |
| Meals for those with allergies | 4 |
| Retirement preparation/assistance | 4 |
| Road safety  | 4 |
| Support groups/counseling | 4 |
| Advocates | 3 |
| Faster aps response | 3 |
| Memory care options locally  | 3 |
| No call list enforcement | 3 |
| Vision care (affordable) | 3 |
| Volunteer opportunities | 3 |
| Home health through LPHAs for underserved/uninsured | 2 |
| Insect remediation | 2 |
| Interpreters are available at all meetings, conferences, etc. | 2 |
| Local laundry facilities | 2 |
| Septic tank inspection and upkeep | 2 |
| Services for those under 60 | 2 |
| Help with hoarding | 2 |

In addition to the items in the chart, the following were mentioned only once: affordable cable TV, affordable hair salon/experience with individuals with disabilities, better drinking water quality, better infrastructure to avoid flooding, dating service for older adults, diabetes education, end junk mail, enforcement of traffic laws, expanded services for all, foot care, free/low-cost security cameras, full-service gas stations, health care not dictated by an insurance provider, higher education, in-home physical therapy, increased funding for services, lower cost delivery of meals from restaurants or providers, more childcare, more long-term care ombudsman program reps, multigenerational homes, Muslim and refugee communities, post-hospital release care, recovery housing, safe drinking water, safe living conditions (no mold, insects, drafty windows), senior hours in stores, teaching skills to people living alone, text access for emergency services statewide, and weatherization.

# Question D8: What is your source(s) of household income? (Answered “Other”)

*(For this question, 946 responders answered “other” as their source of income in the survey. The number of outcomes is less than that of responders, as 17 respondents said “not applicable” or something similar. The total number of responses to other sources of income is 929).*

|  |  |
| --- | --- |
| **Other Sources of Income** | **Number of Responses** |
| 401k/403b/IRA/retirement plan or pension | 607 |
| Full-time or part-time job/farming/contractor | 124 |
| Family/caregiver help | 42 |
| Real estate income | 34 |
| Alimony/child support | 22 |
| Annuity | 17 |
| Veterans’ Administration | 14 |
| Social security/ social security disability/food stamps/public benefits | 12 |
| Trust fund/inheritance | 9 |
| Survivors benefit | 7 |
| Savings | 6 |
| Unemployment compensation/workers compensation | 6 |
| Investment income/certificates of deposit | 5 |
| Sale of business/business dividends | 5 |
| Blind pension | 4 |
| Foster care/adoption subsidy | 4 |
| Long-term disability policy | 4 |
| Deferred compensation | 2 |
| American kidney fund | 1 |
| Host home Department of Mental health compensation | 1 |
| Medicare advantage plan (utilities paid) | 1 |
| Subsidies | 1 |
| Tribal payments | 1 |