



MONTCLAIR STATE
UNIVERSITY

Center for Research and Evaluation
on Education and Human Services



Findings from the West Orange Survey of Older Adults

Presented: March 27, 2018



Center for Research and Evaluation
on Education and Human Services (CREEHS)

Background

Questionnaire Design

- 6 community dimensions
- New and existing questions
- Survey pilot
- Survey designed: June 2017

Recruitment and Administration

- Paper and online survey
- Broad and targeted recruitment
- Survey ambassadors
- Survey administered: July-October 2017

Analysis

- Descriptive statistics
- Content analysis
- Report submitted: January 2018

Survey Participants

753

Surveys completed (+/- 3.5% margin of error)

80%

White

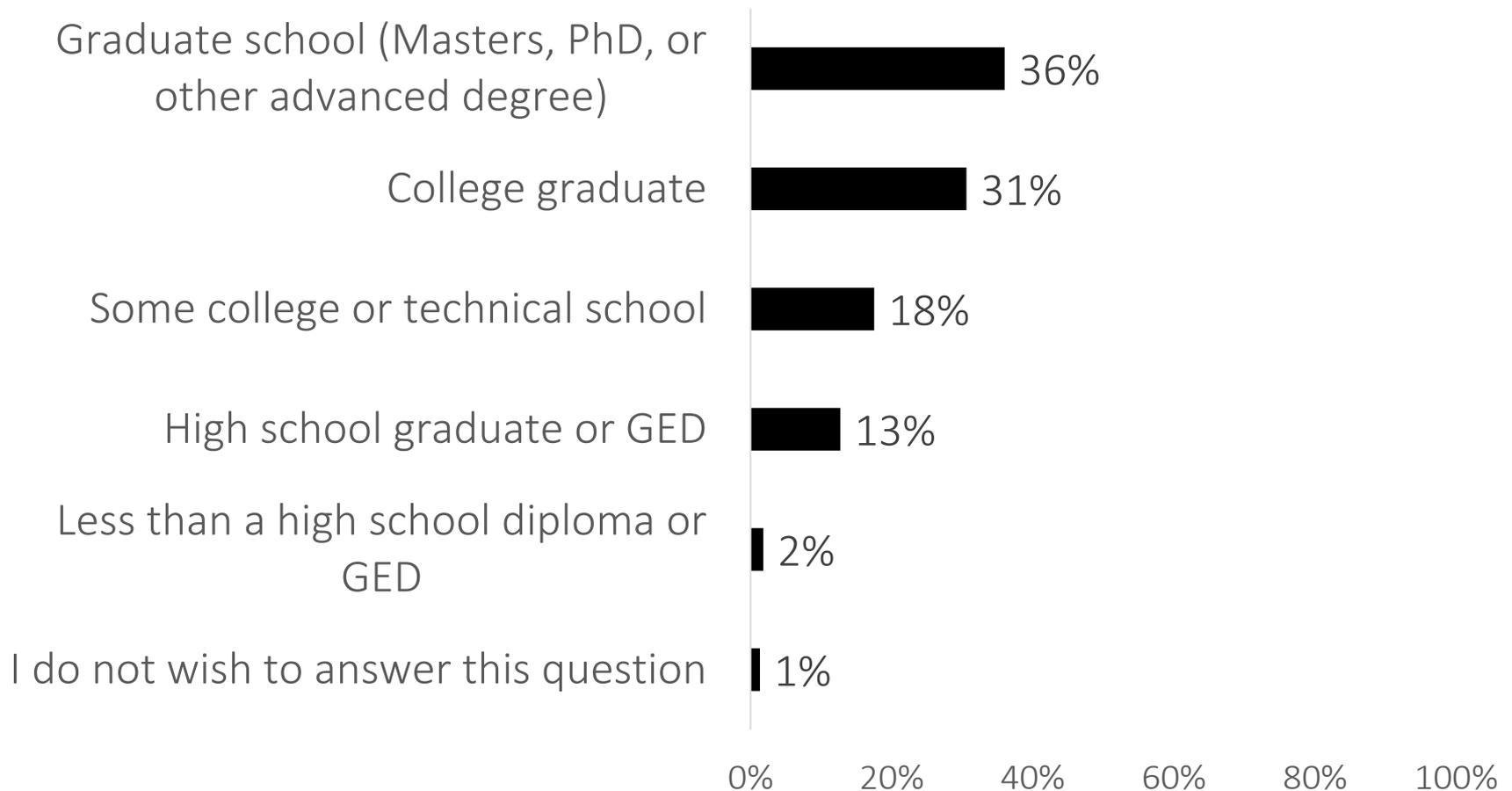
66%

Female

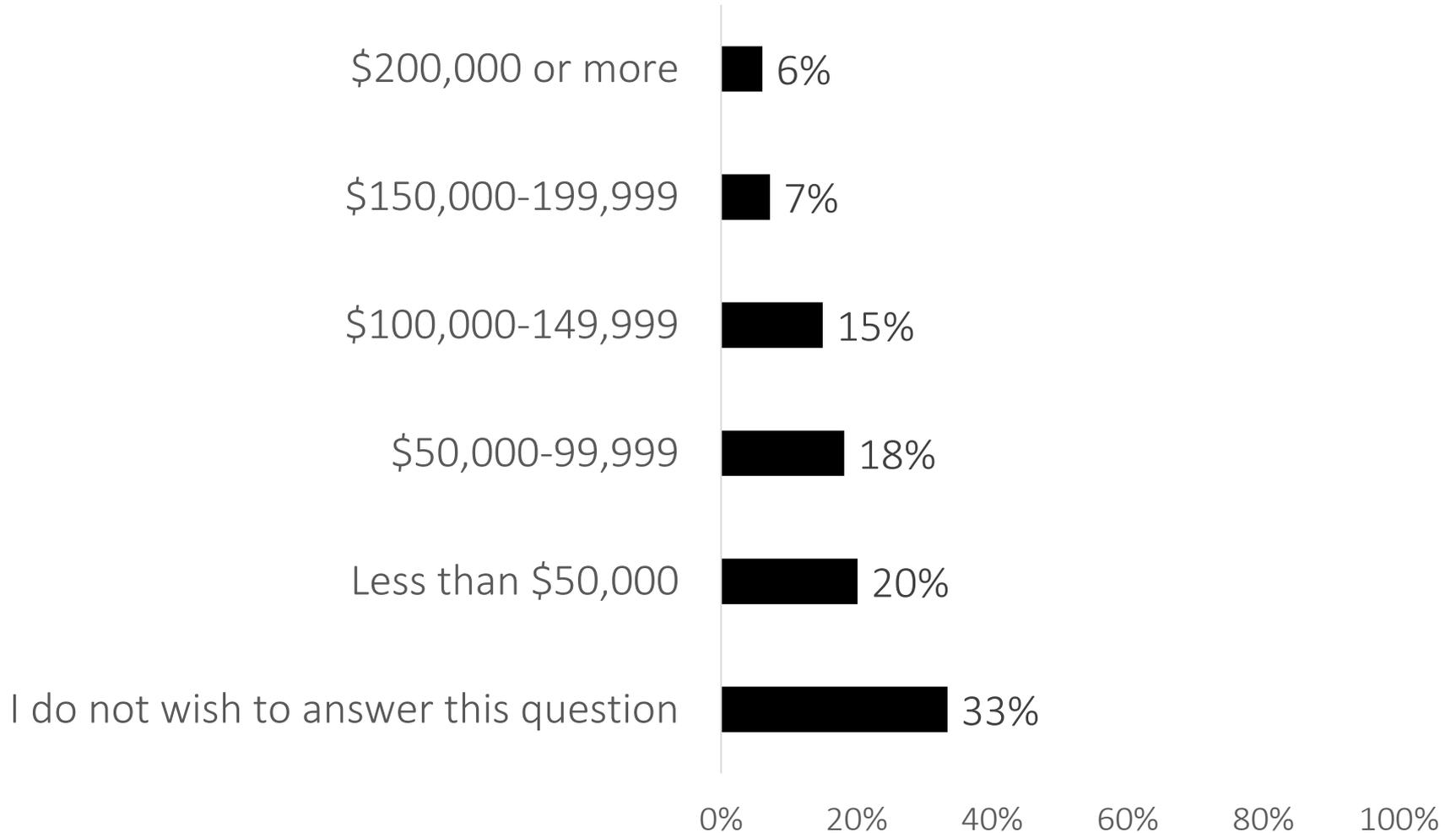
55%

Lived in West Orange 25 years or more

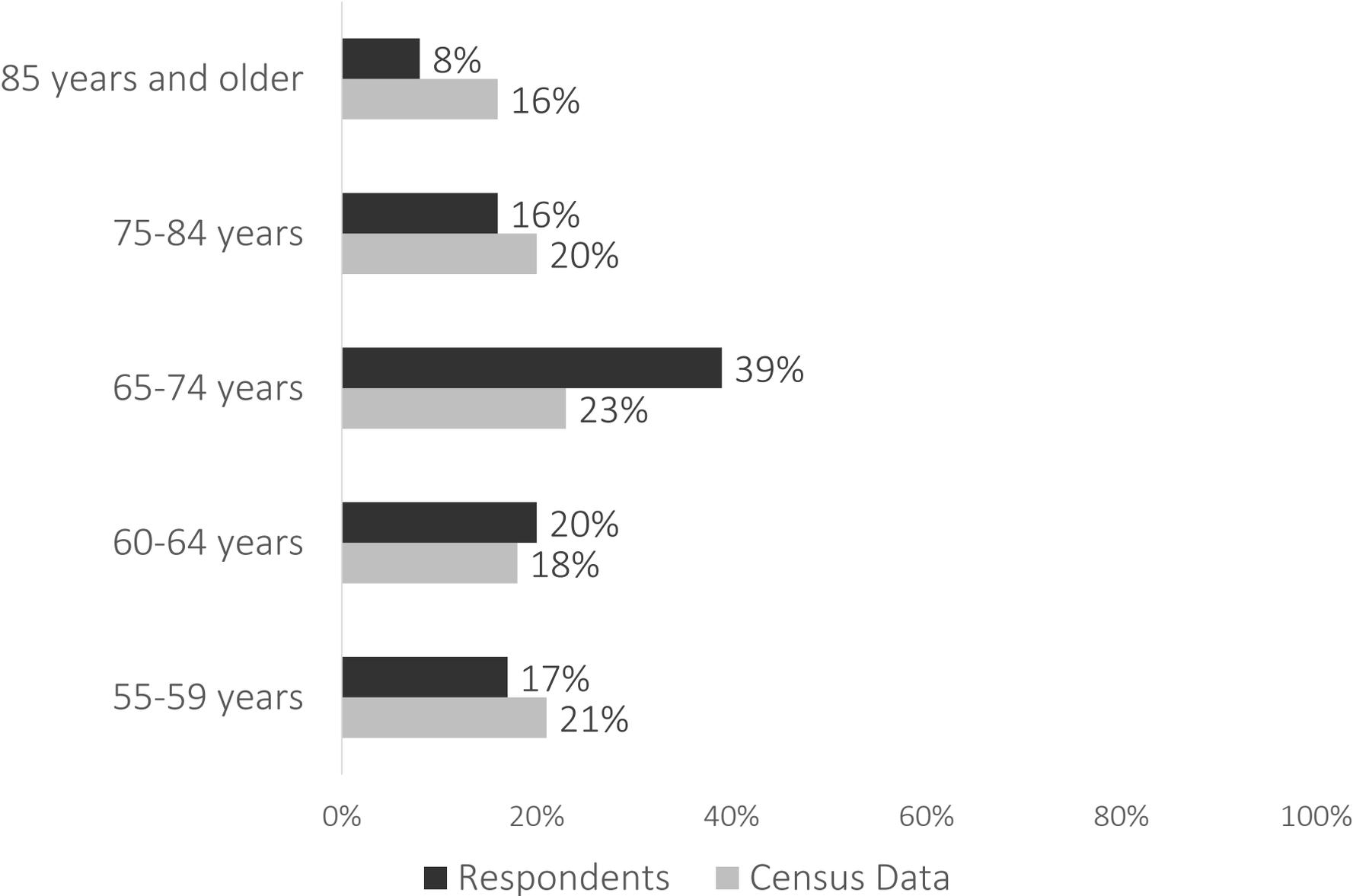
Survey Respondent Education Level



Survey Respondent Income



Age of Survey Respondents vs. West Orange Population



Strengths

- Snap shot of what is happening
- Large sample size
- Comprehensive survey questionnaire
- Widespread recruitment efforts



Limitations

- Respondents may not be representative of all subgroups of older adults in West Orange
- Data represent one point in time
- Survey length
- Survey language



Areas of Interest

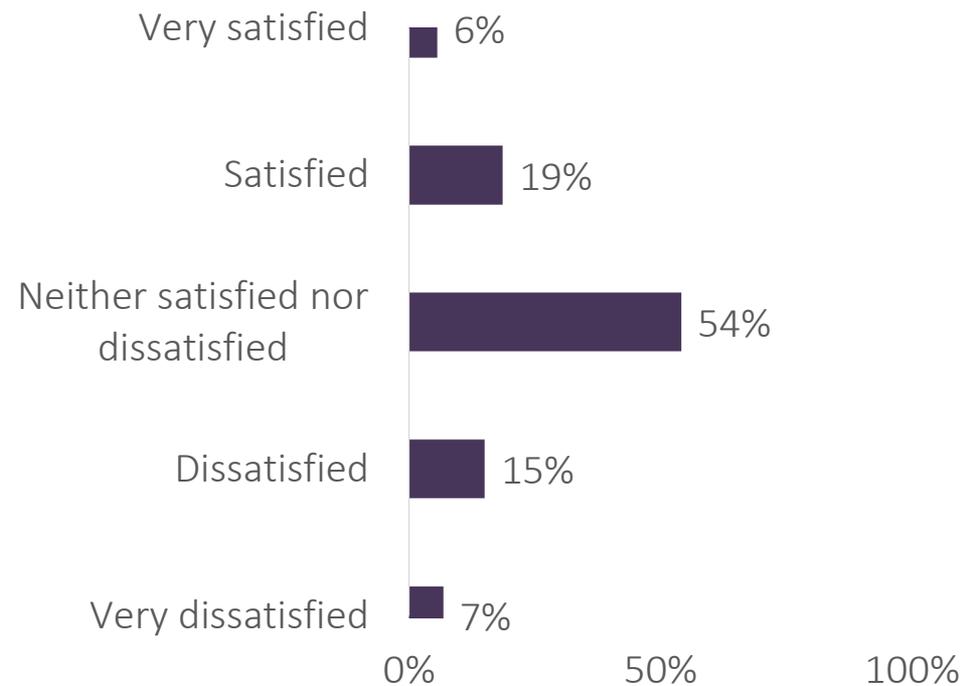
- Community Services
- Transportation
- Housing
- Health
- Communication
- Overall



Community Services and Resources: Assets

- Multitude of programs and services
- Volunteer opportunities and meaningful/productive activities
- Residents willing to pay small fee

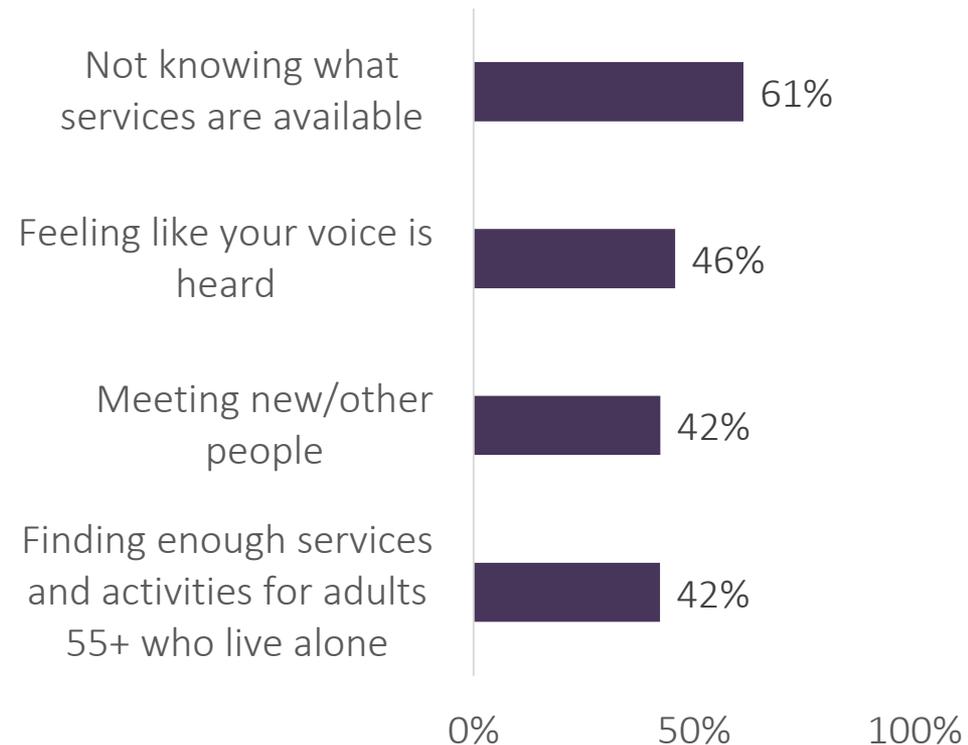
Percentage of overall level of satisfaction with community services and resources



Community Services and Resources: Needs

- Lack of awareness of existing services and resources
- Issues with communication and promotion

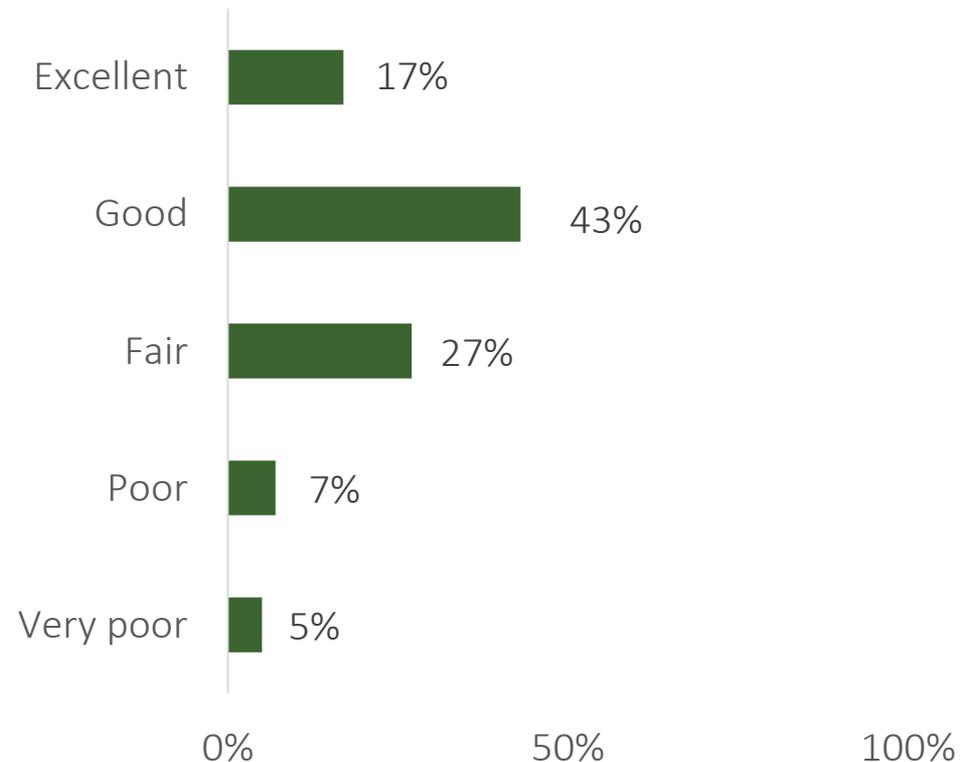
Percentage of respondents who indicated aspects as a “moderate” or “major” problem



Transportation: Assets

- Mobile and driving population
- Easy to get around West Orange

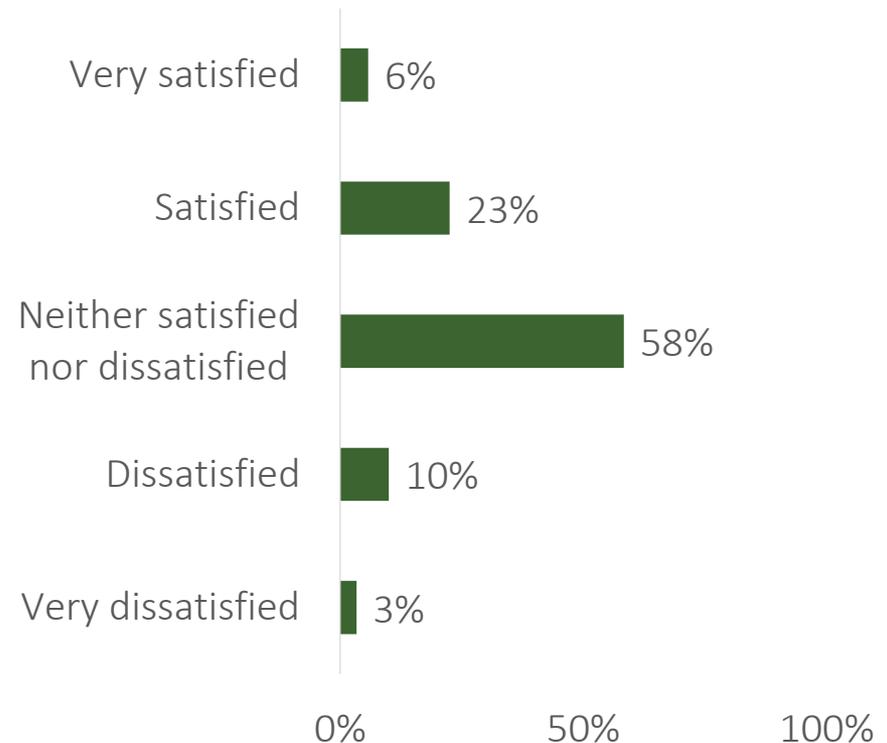
Respondent perception of ease of getting around West Orange



Transportation: Needs

- Safety concerns, including sidewalks and intersections
- Lack of walkable destinations
- Lack of parking in downtown
- Lack of knowledge of schedules for public transportation

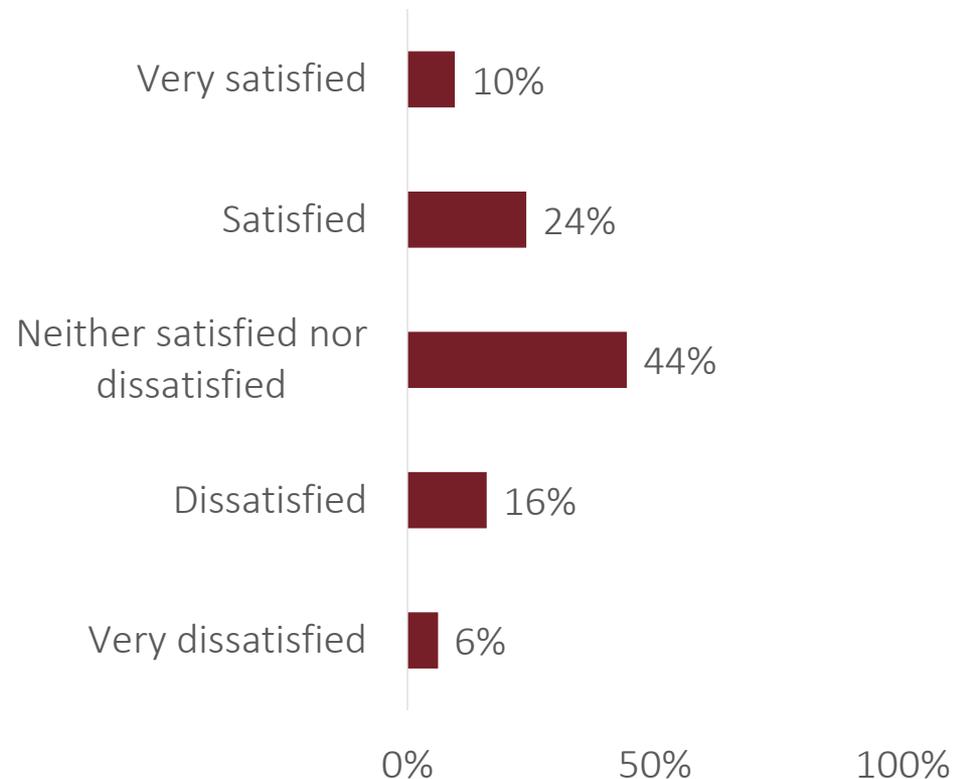
Percentage of overall level of satisfaction with transportation



Housing: Assets

- Desire to stay in West Orange
- Feel safe and secure

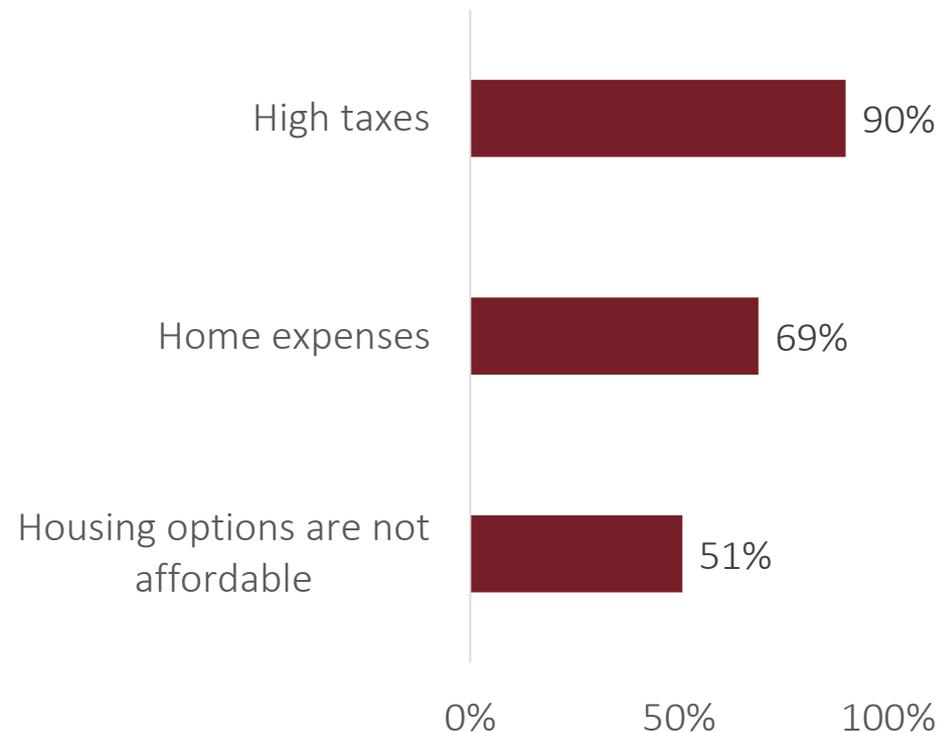
Percentage of overall level of satisfaction with housing



Housing: Needs

- High taxes
- Limited options for affordable housing
- Need for home improvement services, such as landscaping and snow removal

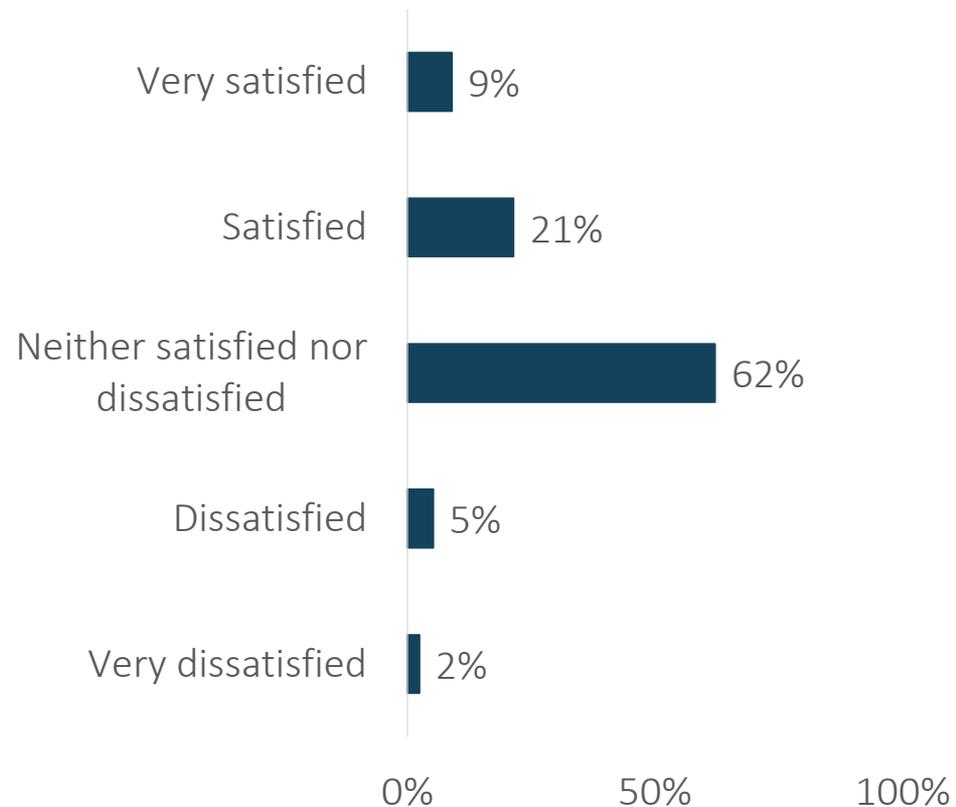
Percentage of respondents who indicated aspects as a “moderate” or “major” problem



Health: Assets

- Most perceive their health to be good
- Physically active population
- Healthcare services are widely available and well-maintained

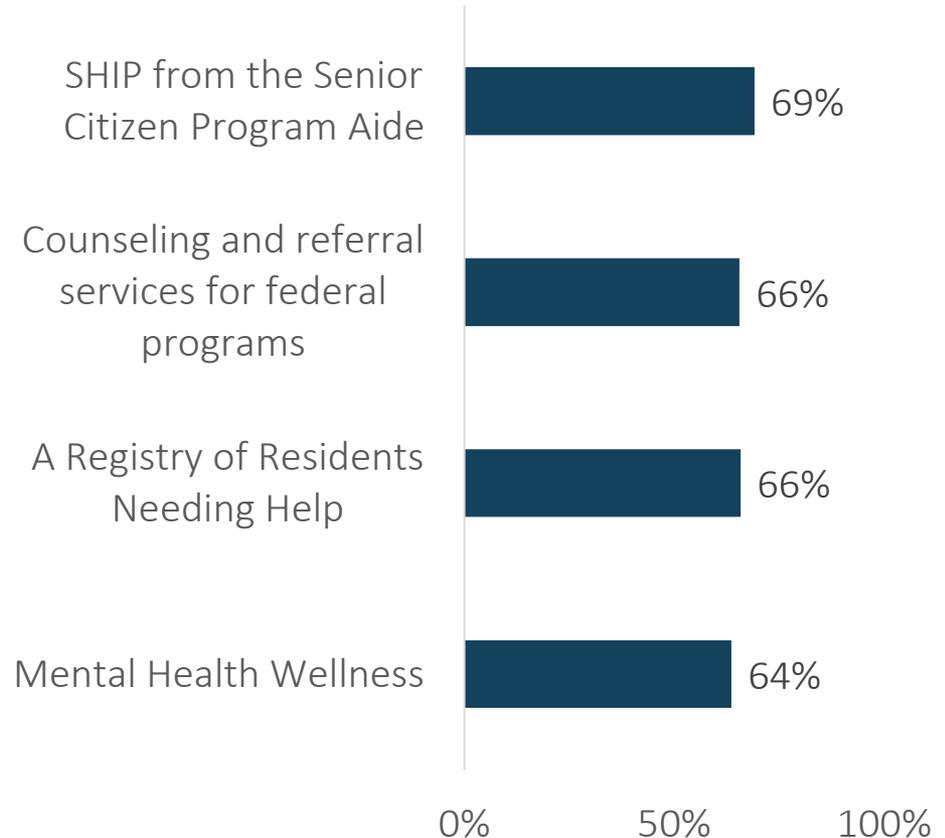
Percentage of overall level of satisfaction with health services



Health: Needs

- Lack of knowledge of available services
- Portion of population is food insecure
- Limited options for transportation to doctors' appointments

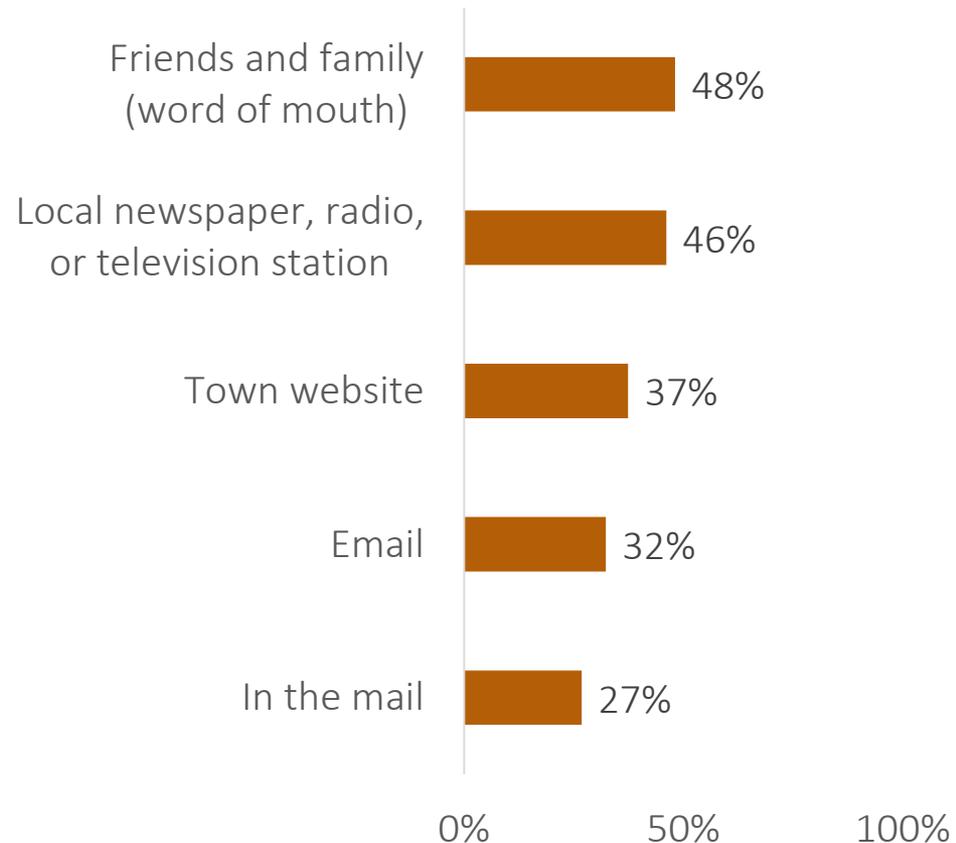
Percentage of respondents not aware of health services



Communication: Assets

- Residents use and have access to computers
- Communication through word of mouth
- Newspaper, radio and TV facilitate communication of programs and services

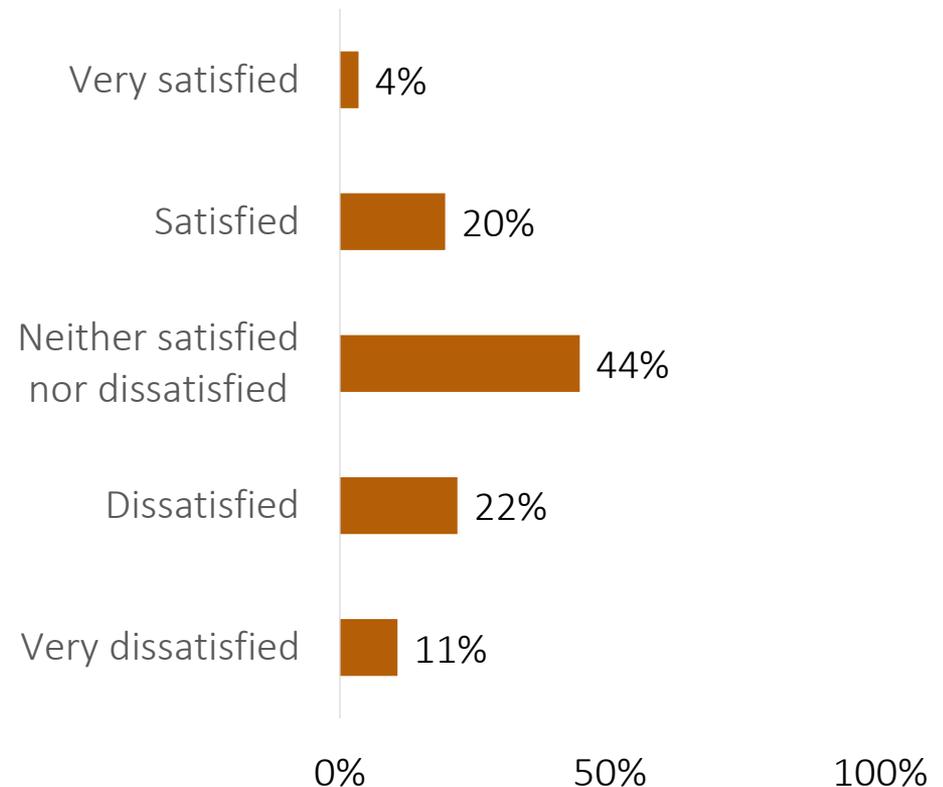
Sources of information for resources, activities and services for older adults



Communication: Needs

- Residents consider themselves uninformed
- Centralization of resource and program information

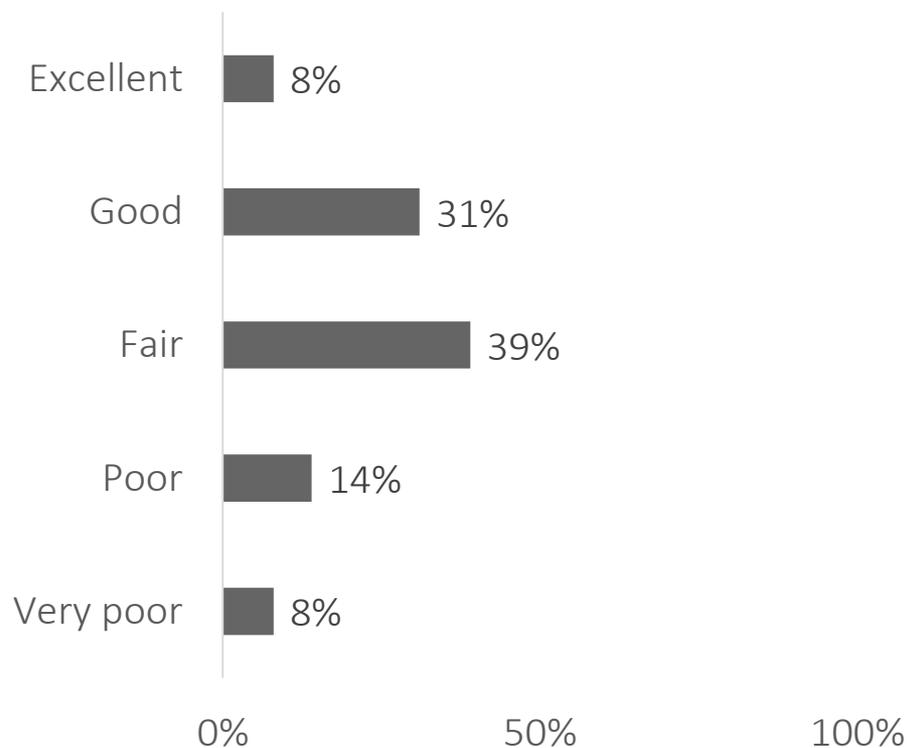
Percentage of overall level of satisfaction with communication



Overall

- Most felt prepared to be an older adult in West Orange
- Health, communication and housing were the most important

Rating of West Orange as a place to grow older



Take-Aways

- Respondents are neither satisfied nor dissatisfied
- Health, communication and housing are most important
- Respondents wish to remain in West Orange but taxes may prevent this
- Services and resources exist, but there is a lack of awareness



Take-Aways

- Different age groups of seniors may have different preferences
- More tailored communication is needed
- Additional opportunities are needed to help older adults share their opinions



West Orange Survey Of Older Adults: A Summary of Findings

February 2018

