Community Assessment of Senior Needs for Herkimer and Oneida Counties

Concept Mapping Final Report
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Executive Summary

The Community Assessment of Senior Need for Herkimer and Oneida Counties is an initiative embarked upon by The Community Foundation of Herkimer & Oneida Counties (The Foundation) with support from the Health Foundation of Western and Central New York (HFWCNY), to engage community stakeholders from Herkimer and Oneida counties in a process of information-gathering and consensus building using a process called Concept Mapping.

Concept Mapping takes the ideas of individuals and combines them to form unique visual representations called Concept Maps. Using a brainstorming process with a carefully worded “focus prompt,” ideas generated by Oneida and Herkimer county residents were recorded. The focus prompt used for this project was: “One specific thing that would make it more likely for a person to independently remain in this community as they grow older is . . . .”

Over 200 persons met at six sites in the two counties to generate 298 responses to the prompt. These responses were consolidated into 100 idea statements for the purposes of sorting and rating. Brainstorming participants, along with other stakeholders from the two counties, were invited and encouraged to sort and rate the brainstormed ideas and to provide some basic demographic information on a specially prepared website. Respondents sorted idea statements as to their similarity and rated them according to how relatively important and how successfully addressed each one was thought to be.

Just under two-thirds of respondents identified themselves as being 60 years of age or older. A little over a third lived in Herkimer County, while close to 60% lived in Oneida County. Respondents from Oneida County were relatively equally distributed between the City of Rome, the City of Utica and the remainder of the county. In Herkimer County, over half of the respondents were from Old Forge, a community that accounts for less than 2% of that county’s total population. The remainder were from throughout Herkimer County.

Over 20% of respondents identified themselves as “community or faith-based leaders,” with a similar percentage identifying as “service providers affiliated with an agency.” Other participants claimed a role as either “primary caregiver to an elder,” “business person,” “government representative” or “other.” With the over 25% identifying themselves as “elders,” the data indicated a well-rounded distribution of stakeholders.

The project conducted a brainstorming meeting with the immigrant and refugee community to gather input from that population. Over 100 foreign language-speaking individuals generated a handful of ideas; however, only a single individual indicated that English was not her/his primary language, sorted and/or rated the idea statements.

The basic Cluster Map for this was composed of six concept categories. They were: Medical Needs, Help at Home, Social/Recreational, Service Accessibility, A Cohesive Community and Financial Assistance. As a result of the rating data, the most important clusters were deemed to be Medical Needs, Financial Assistance, Help at Home and Service Accessibility. Social/Recreational and A Cohesive Community were rated as most successfully addressed.

Comparison of rating data, both by age and community residence of participants, was done using pattern matches. Some differences were found in how respondents over and under 60 years of age viewed the success achieved in addressing important concepts. Respondents from the two counties, whose ratings were, for the most part, in general agreement, did exhibit some nuanced and interesting differences that were discernable in the pattern match graphs. This was particularly so when comparisons were done of the respondents from communities within each county.

Bivariate scatter plots (go-zones) showing each number-referenced statement in relation to the average value rating for that statement, were constructed for the project as a whole and individually for both counties. An
additional set of pattern match and go-zone graphs was also constructed for the Old Forge community due to its high level of participation, unique outlook and programmatic initiative.

Finally, an addendum with the concept mapping data from previous projects conducted in Buffalo and Syracuse by the HFWCNY has been included for comparison within a broader context.

The key to benefiting from this report is examining, understanding and thinking about the concept maps and graphs contained herein. The reader is advised to use the limited written interpretation included with these illustrations as a stimulus for his or her own insight and planning. These data, in this form, can help stimulate conversations, build consensus and lead to creative program development in assisting individuals to remain independently in their own communities as they grow older.
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Introduction

We are witnesses to significant shifts in the makeup of our population throughout the United States. The median age in this country has increased by 10 years from 28 years in 1970 to 38 years in 2015, and life expectancy has risen to close to 80 years. What demographers have referred to as the “the pig in the python,” the huge baby-boomer bulge in an otherwise skinny age distribution, has moved down the distribution to the “python’s nether regions” as these boomers have aged.\(^1\) The United States population is growing older and living longer; America is “graying.”

According to data published by the Leadership Alliance for a Vital Community,\(^2\) both Herkimer and Oneida counties are also experiencing this “graying” phenomenon affecting much of the country. Over the last decade and a half, the older populations of these two counties have grown while their younger populations have declined. The fastest growing group in Herkimer and Oneida counties has been those individuals aged 85 years of age and older, reflecting the national increase in life expectancy. This age group increased at a rate of 25% in Herkimer County and 27% in Oneida County between 2000 and 2013. Conversely, over that time, the population of residents less than 39 years of age has declined in both counties. In the 2010 Census, baby boomers, then 46 to 64 years of age, represented close to a third of the population in each of these counties.

In light of these realities, and in line with its mission to “create strong partnerships with the goal of making social impact in its community,”\(^3\) The Community Foundation of Herkimer & Oneida Counties (The Foundation) with support of the Health Foundation of Western and Central New York (HFWCNY), embarked on an initiative to engage community stakeholders from Herkimer and Oneida counties in a process of information-gathering and consensus building called Concept Mapping. Concept Mapping was selected in order to ascertain what steps The Foundation might take in assisting the aging populations within the counties it serves. The Concept Mapping process had been used with success by HFWCNY in similar projects, both in Buffalo and in the Syracuse area, as a precursor for the development and funding of projects focused on helping older persons remain within their respective communities.

The Foundation convened a meeting of community-based partners that would work with Foundation staff and their consultant, Gary L. Wolfe (Consulting the Creative Mind), in facilitating the information-gathering phase of the Concept Mapping project. In an effort to ensure broad participation across the two counties, six sites, three in Herkimer County and three in Oneida County, were selected as meeting places to gather stakeholders and begin the process. The sites selected for Herkimer County were: (1) Valley Residential Services, Herkimer, NY; (2) The Travel Lodge, Little Falls, NY; and (3) Nicolls Memorial Presbyterian Church, Old Forge, NY. The sites selected for Oneida County were: (1) The Parkway Center, Utica, NY; (2) The Ava Dorfman Center, Rome, NY; and (3) The Mohawk Valley Resource Center for Refugees, Utica, NY.

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2. [http://hoc.communityprofiles.org/demographics/all-indicators/population-age](http://hoc.communityprofiles.org/demographics/all-indicators/population-age)
Concept Mapping Process

Brainstorming

“Concept Mapping with the Concept System® takes the ideas of individuals and combines them to form unique visual representations called Concept Maps. The Concept System® is both a software tool and a unique methodology used to ensure a well-informed, group-oriented, decision-making. This process both makes the information gathering and reporting of results simple and accessible to participants; it preserves each idea generated for later use in planning.”

During August of 2015, focus groups were convened at each of the six selected sites with the help of community-based partners acting as liaisons and/or sponsors of the meetings. Using a brainstorming process focused upon a carefully worded “focus prompt,” idea statements were generated by the attending participants and were recorded by Foundation staff. The focus prompt used for this project was:

“One specific thing that would make it more likely for a person to independently remain in this community as they grow older is . . .”

Once the idea statements from all of the sites were compiled, the consultant employed a systematic process to synthesize the responses to distill the duplicate and similar responses down to fewer than 100 idea statements for sorting and rating. From the six meetings a total of 200 persons generated 298 responses to the focus prompt. These were then consolidated into 100 idea statements (Appendix A).

These 100 idea statements were entered into the Concept Systems Global website by the consultant. Those who had participated in the brainstorming, as well as other stakeholders from the two counties, were encouraged by Foundation staff and community partners to sign on to the site beginning on August 17, 2015, to sort and rate the idea statements. In addition, data from a number of hardcopy rating questionnaires that had been distributed by community partners were also entered on the site by Foundation staff. The consultant monitored and reviewed the ongoing data entry, which continued until November 15, 2015.

Sorting and Rating

For the sorting task, participants were asked to individually sort and group the statements into groups of ideas that “fit together” and then give each pile or group a name reflecting the relationship of the ideas in that specific group.

For the rating task, participants were asked to rate each idea statement across two separate criteria (1) how relatively important each idea statement was when compared to the others (Importance) and (2) how successfully the participant felt that each idea was being addressed in the community (How Successfully Addressed). A Likert-type response scale (e.g. ratings between 1 and 4) was used allowing for some quantity to be associated with each rated statement.

There were thirty-nine (39) individuals who performed the sorting task. One hundred eleven (111) persons rated the statements with regard to Importance and fifty-two (52) rated the ideas with regard to How Successfully Addressed. Demographic information on age, community, role in the neighborhood and English speaking was gathered for those who participated in the sorting and rating exercises.

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4 An Introduction to the Concept System, CSI Promotional Material
Participants in the sorting and rating tasks were communicated with almost exclusively by email. Throughout the three months that the Concept Systems Global website was live, Foundation staff and the project consultant sent emails to participants responding to questions, encouraging participants to provide demographic information and asking them to complete sorting and rating tasks. Additionally, there were 44 participants who completed hardcopy questionnaires that had been distributed by community partners. Those persons completing the paper questionnaires rated only Importance and not How Successfully Addressed, accounting for the bulk of the disparity in the rating responses between the two criteria.

**Concept Mapping Results and Analysis**

**Demographic Data**

One in five participants completing the sorting and rating tasks did not provide responses to the demographic questions. The following data are based on the eighty-nine (89) individuals that did provide demographic information. However, it should be noted that the data provided by these respondents provide a broad representation of participants across each category and provided adequate numbers to make valid comparisons.

**Age**

Just under two-thirds (64.04%) of the sorters and raters who provided demographic information identified themselves as being 60 years of age or older (Figure 1), with the majority of that group (68.43%) being 70 or older. The 14.9% of respondents identifying themselves as 80 years plus is significant, letting us know that we received input from a group most likely to benefit from the programmatic initiatives that may develop as a result of this process. Over a third of the respondents were under 60 years of age, providing an opportunity to compare input between younger and older age cohorts.

![Figure 1: Respondents by Age](image)

**Community**

A little over a third (33.70%) of the respondents indicated that they lived in Herkimer County, while 58.43% identified themselves as living in Oneida County. About eight percent (7.87%) of the respondents claimed to live elsewhere (Figure 2). U.S. Census data indicates that when looking at the total population of both counties,
Oneida County accounts for 76% of that number and Herkimer County for 24%. The proportional representation of respondents in the Concept Mapping project seems to be generally consistent with county census ratios in the sense that the majority of participants identified as being from Oneida County. One might suggest that Herkimer County was slightly over represented and Oneida County slightly under represented with regard to input, but this is not necessarily so. When we compare these two sets of respondents and note the similarities and differences in the manner in which they rated idea statement clusters, we will be able to observe that these proportional differences have little impact on results.

There may be one noteworthy exception to this statement, in that over one-half (56.68%) of those identifying themselves as Herkimer County residents, were respondents from Old Forge. According to U.S. Census data, Old Forge accounts for fewer than 2% (1.93%) of Herkimer County’s total population. As a significant tourist destination, Old Forge, with its small group of year-round residents and an annual influx of a large number of tourists from out of the area, has a unique perspective and set of needs that in all likelihood impacted upon the nature of the Herkimer County rating responses. In addressing this over representation from Old Forge observed in the demographic information, special attention will be given to comparing Old Forge responses with those of the rest of Herkimer County. Also, to honor the commitment and participation of Old Forge residents in this process, an addendum (Appendix C) has been added to this report to provide the residents of that community with a brief analysis of the data they provided.

Finally, we note that the respondents from Oneida County were relatively equal in their distribution between the City of Rome (19.10%), the City of Utica (21.35%) and the remainder of Oneida County (17.98%).

![Figure 3: Respondents by Community](image-url)
Role in Community

Over a quarter of respondents (26.97%) identified themselves as elders (Figure 3). This is interesting to note when recalling that about 44% of the respondents indicated that they were 70 years of age or older (See Figure 1). This fact may have something to say about how persons of certain ages are grouped and labeled, and how those labels are perceived may or may not be adopted.

There were about equal proportions of respondents who identified themselves as “community or faith-based leaders” (22.47%) and “service providers affiliated with an agency” (23.60%). The presence of participants identifying themselves as “primary caregiver to an elder” (6.74%), “business person” (5.62%) and “government representative” (5.62%) is important in that it illustrates a broad range of stakeholders participating in the process.

![Pie chart showing respondents by role in community](https://www.mvrcr.org/about/history/)

Figure 4: Respondents by Role in Community

English as a Primary Language

“Oneida County has one of the largest concentrations of refugees in the U.S. The City of Utica now has a foreign born population of 17.6% with a quarter of the population (26.6%) speaking a language other than English at home.” As a result, the Concept Mapping project sought to gather information from the immigrant and refugee community by holding one of the brainstorming meetings at the Mohawk Valley Resource Center for Refugees. There were over 100 persons in attendance representing at least 10 languages. Each group had one translator to assist attendees by interpreting the focus prompt and participants’ responses. In spite of the size of the group, and the dedicated work of the translators, only 36 responses to the focus prompt were generated at the meeting. While some of these ideas were identical to those given at the other meetings, there were a few responses to the focus prompt which were unique to this group. For example, “citizenship” and “learning English,” were among the responses generated at this meeting that became part of the list of the

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5 https://www.mvrcr.org/about/history/
100 idea statements synthesized for sorting and rating. On the other hand, there was also some feedback from the attendees that did not really address the focus prompt. This may have been due to a misinterpretation of the focus prompt’s language of “growing older.” The majority of the foreign-born attendees at this convocation were young people whose ideas for helping themselves remain independent in their community as they grew older included going to college and securing employment, etc. While these were important issues, they did not directly address the focus of this project.

Participation by these participants in the sorting and rating tasks posed significant difficulties both in translating instructions and questionnaires, as well as in orientation to the web-based sorting and rating program. As a result, there was only one respondent who sorted and/or rated the idea statements that indicated that English was not her/his primary language (Figure 4).
Concept Mapping Data

Point Map

Concept maps were generated to illustrate the relationships between the 100 distinct idea statements generated as part of the brainstorming process.

The Point Map below (Figure 5) was the result of a statistical process called multi-dimensional scaling (MDS) that is a means of visualizing the level of similarity of individual cases in a dataset. The point map displays the dataset of idea statements as points on a two-dimensional plane. The points that appear closer together represent those ideas that were more frequently sorted by participants into the same grouping; i.e. ideas that fit together. For example, point No. 81 and point No. 83 at the right side of the map are positioned very closely together. These points represent the idea statements “handymen to help with home maintenance” and “help with outdoor chores throughout the year” respectively. One can easily recognize the close relationship of these ideas. We may then contrast these with point No. 45 on the far left of the map. This idea, “protection against financial abuse,” is very dissimilar to the previous two and thus is found in a very different area of the map’s geography. Using Appendix A, “Statements Sorted by Statement Number,” we may locate any idea, and then find those ideas considered by sorters as “fitting together” scattered or “clustered” around it.

Figure 5: Point Map, indicating the array of all 100 statements and their relationship to each other.
Cluster Maps
Once all sorting and rating data were entered into the Concept System core software, the program employed not only MDS, but also a hierarchical cluster analysis to yield graphic representations, or cluster maps (Figure 6 through 8) of the concepts generated through the sorting and rating processes. The primary map (Figure 6) reflected the sorting process seen in the Point Map by grouping and delineating similar ideas in discrete cluster areas. This basic map clustered the many ideas that were generated by stakeholders into six (6) concept categories. They were:

- Medical Needs
- Help at Home
- Social/Recreational
- Service Accessibility
- A Cohesive Community
- Financial Assistance

The names of the clusters were either identical to, or based upon, the names that participants had given to the grouping of ideas that they had sorted and placed together. The cluster labels provide a general conceptual framework reflecting the clustered ideas and hence facilitate understanding and discussion of results. However, it is important to remember that each cluster is a grouping of very specific ideas and it is helpful to return our attention periodically to those particulars. The idea statement groupings are fully listed in Appendix B, “Statements Sorted by Cluster.”
While the sorting process established the “geography” of the concept map, the rating process established the “topography” of the map. As stated, participants rated each idea statement across two criteria, *Importance* and *How Successfully Addressed*. The specific rating questions and answer scales used by participants were as follows:

**Rating Question 1:** “Please review the statements and rate each item according to how IMPORTANT you feel it is in making it more likely for a person to independently remain in this community, as they grow old. Some Items will be more important than others. For each item select the appropriate number, 1 through 4, using the scale below. 1=Not important at all; 2=Somewhat important; 3=Very important; 4=Most Important.”

**Rating Question 2:** “Please rate each item according to how you believe it is being addressed in the community. For each item, please circle the appropriate number, 1 through 4, using the scale below. 1=Not being addressed at all; 2=Not successfully addressed; 3=Somewhat successfully addressed; 4=Very successfully addressed.”

Incorporating the rating data into the basic cluster map resulted in three-dimension-like tiered maps (Figures 7 and 8) in which each concept grouping assumed a value in *Importance* and *How Successfully Addressed*. As a result, clusters of ideas having a higher average relative importance or higher average degree of how successfully participants felt ideas in the cluster were being addressed are represented with a greater number of tiers.

As we look at Figure 7, it is immediately clear that respondents rated the idea statements sorted under *Financial Assistance, Medical Needs, Help at Home* and *Service Accessibility* as being of greater importance than those in other clusters. Ideas under the clusters entitled *A Cohesive Community* and *Social/Recreational* were deemed as least important by raters.
However, when looking at the cluster-rating map for *How Successfully Addressed* (Figure 8), *Social/Recreational* has the highest ratings, followed by *A Cohesive Community* and *Medical Needs*, signifying that these clusters of ideas were thought by raters to be more successfully addressed. Comparing these two maps, one may immediately notice an inverse relationship between the *Importance* ratings and the *How Successfully Addressed* ratings in most clusters. The multi-tiered clusters indicated as “most important” in Figure 7 are also those indicated as “not being addressed at all” with only a single tier in Figure 8. *Medical Needs*, however, a highly important cluster, was also perceived by respondents to be somewhat successfully addressed; an interesting break in the pattern to take note of.

These maps are interesting and provide an overview painted in broad conceptual strokes of total participants’ rating data. It is in the Pattern Matches, however, that we are able to more closely examine relationships within the rating data.

**Pattern Matches**
The Pattern Matches are essentially ladder graphs that compare average cluster ratings across two variables. These variables may include different rating criteria, such as the *Importance* and *How Successfully Addressed* ratings used for this project, but they may also compare different demographic groups, such as age, community of residence and identified role in the community across a single rating criterion. Each Pattern Match also shows the overall strength of the correlation between the two patterns of variables using a Pearson product moment
correlation ("r") value. This correlation coefficient is included under each Pattern Match expressed as a value between +1 and −1 inclusive, where 1 is total positive correlation, 0 is no correlation and −1 is total negative correlation.

For example, in our Pattern Match of rating variables for this project (Figure 9), the average relative scores for clusters that are rated higher in Importance correlate positively ($r = 0.70$) to those clusters that rated lower in How Successfully Addressed. That is to say that those clusters of ideas seen to be most important were the very same clusters of ideas that were perceived as if they were not being successfully addressed. Visually this can be seen in the slopes connecting concepts on the left (Importance) to same concept on the right (How Successfully Addressed). Conversely, the clusters rated as less important are also rated as more successfully addressed.

We are also able in this Pattern Match to observe the relative relationship of the clusters within each of the rating criteria. With regard to Importance, we see Medical Needs most highly rated by project participants followed by Financial Assistance, Help at Home and Service Accessibility. The idea statements represented in the clusters entitled Social/Recreational and A Cohesive Community were on average rated lower in importance.

As stated, clusters of ideas rated high in Importance were rated highest in being successfully addressed. Medical Needs, however, received an average rating in the mid-range of the How Successfully Addressed scale even as it is rated as the top cluster on the Importance scale. So, while being perceived by participants as being of top importance, they also felt that these ideas were being somewhat successfully addressed. Perhaps one other

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interesting observation to keep in mind is the perception by respondents of how poorly addressed Help at Home, Financial Assistance and Service Accessibility seemed to be.

This Pattern Match alerts us to the perceptions and concerns of the total group of project participants. We are also able to use the pattern matching to look at specific groups of respondents and compare their rating data. The following graphs will compare groups of respondents by age and community of residence.

The inferences and interpretation made in this report related to these Pattern Matches are to be starting points for the readers in their study, thinking and interpretation of this data. The reader needs to remember that the Concept Cluster Maps, Pattern Matches and Go-Zones are representations of the “reality on the ground” based on focused stakeholder input. It is, however, the day-to-day living within that reality that will bring even greater insight and effectiveness to the interpretation of these maps and to their use in program development and evaluation in helping persons remain independently in their communities as they grow older. With that understanding, we can begin by looking at the comparison of the ratings made by persons 60 years of age or older (those deemed to be eligible for “senior” services) and persons under 60 years of age. We will first look at Importance and then How Successfully Addressed.

**Age:** We immediately see a disparity in the correlation coefficients in the two graphs (Figures 10 and 11). There is a highly positive correlation ($r=0.98$) in the rating of importance between those persons 60 years of age and older and those under 60. In fact, we can see that they are almost identical in their ordering and scoring of each cluster with only minimal differences.

In looking at the ratings of how each cluster is being successfully addressed, however, the perceptions between the age groups diverge and there is a lower correlation ($r=0.50$) between the age groupings. Those under 60 seem to have a more “positive” view on how ideas represented by A Cohesive Community, Medical Needs, Financial Assistance and, to a lesser extent, Service Accessibility, are being addressed than the 60 and over group. On the other hand, Help at Home, which the younger respondents don’t seem to think is being addressed at all, is rated in the middle portion of the older group’s rating scale, and is second on their list of successfully addressed clusters.

When we realize that a number of the responding service providers to the elderly are likely to be part of this under 60 group, the divergence in perception and rating is even more thought-provoking. Being aware of one’s own perspective and how it may differ from the individuals one serves is an important aspect in providing effective care and programming.
Figure 10: Pattern Match of Importance by Age of Respondents

Figure 11: Pattern Match of How Successfully Addressed by Age of Respondents
Community (County): Having garnered input from respondents in both Herkimer and Oneida counties, it is logical to use these pattern matches to first take a look at each county’s rating responses, and then to compare the counties’ input across rating criteria.

The Pattern Match for Herkimer County (Figure 12) somewhat mirrors that of the total project; nonetheless, there are some notable differences. The top four clusters deemed as most important remain the same; however, in the Herkimer County graph, Help at Home rises to second in importance after Medical Needs. Financial Assistance and Service Accessibility move down slightly to the mid-range of the Importance scale and Social/Recreational moves up a bit. When looking at the right side of the ladder, Help at Home and Service Accessibility have moved up in their relative average ratings of how successfully these ideas are being addressed, as opposed to Financial Assistance, which has moved to the bottom of that rating scale. Also of note is a significantly lower correlation ($r=0.39$) between Importance and How Successfully Addressed ratings in the Herkimer County group, suggesting some diversity in the ratings.

![Figure 12: Pattern Match of Herkimer County Respondents](image-url)
Turning to the Oneida County Pattern Match (Figure 13), we can observe a shifting in the top priorities, with *Financial Assistance* topping the list of importance. *Help at Home*, while remaining among the top four clusters in terms of importance, moves down to the mid-range of the rating scale. Ratings for how Oneida County respondents felt these clusters of ideas were being addressed mirrored the overall Pattern Match except for the ideas represented by *Financial Assistance*, which this group seemed to rate higher in this criterion.

In order to view these relationships more clearly, two Pattern Matches (Figures 14 and 15) comparing both counties’ responses for each variable were constructed. In an attempt to account for the variations in ratings across counties, one may wish to consider the impact of living in the more rural Herkimer County as opposed to Oneida County with its two urban centers of Rome and Utica. It is interesting that even though the *Financial Assistance* cluster is most important in Oneida County, Oneida County respondents were more positive about how it was being addressed than their Herkimer counterparts. *Help at Home*, while second in priority among the Herkimer County respondents, dropped to fourth, in the middle of the scale, for those from Oneida County, even though it was not felt by them to be very successfully addressed.

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*Figure 13: Pattern Match for Oneida County Respondents*
Figure 14: Pattern Match of Importance for Herkimer and Oneida Counties

Figure 15: Pattern Match of How Successfully Addressed for Herkimer and Oneida Counties
Figure 16: Pattern Match of Importance – Rome and Utica Compared with the Rest of Oneida County

Figure 17: Pattern Match for How Successfully Addressed – Rome and Utica Compared with the Rest of Oneida County
The two Pattern Matches above (Figures 16 and 17) were developed to gain insight into the influence of residents of Rome and Utica on the overall Oneida County ratings. We can see immediately that the responses from the Oneida County city participants indicated that the ideas represented by the cluster *Financial Assistance* were of the highest importance (Figure 16). On the other hand, participants from the rest of Oneida County, perhaps the more suburban and rural areas, rated *Medical Needs* as highest and *Financial Needs* as fourth in priority behind *Service Accessibility*, and *Help at Home*. The other cluster to take note of is that of *Help at Home*. City dwellers saw it as the least successfully addressed (Figure 17), yet only rated it in the mid-range of importance. Those outside the cities, while indicating that they felt *Help at Home* was being somewhat successfully addressed, listed this cluster high in its importance, among the top three priorities.

One final comparison to look at is that of the respondents from Rome and Utica with regard to *Importance* (Figure 18). There are some interesting differences in the cluster ratings of these two sets of participants. The most obvious is the fact that residents of Rome seem to lend greater importance to the *Financial Assistance* ideas than those of Utica, where *Medical Needs* takes priority. The other interesting distinction is the higher rating that respondents from Rome give to *A Cohesive Community*. Utica residents reflect similar priorities in their ratings to Oneida County residents outside of the two cities as well as to project respondents as a whole.

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8 Note: There were an insufficient number of respondents from the cities who rated *How Successfully Addressed* to generate a Pattern Match for that criterion.
Turning our attention back to Herkimer County, we have already noted that well over half of the respondents from Herkimer County were residents of Old Forge (Figure 2), a community representing less than 2% of that county’s population. Using the Pattern Match graphs, we are able to compare the responses from Old Forge with those of the rest of Herkimer County (Figures 19 and 20). Outside Old Forge, Herkimer County residents gave high ratings of importance to Financial Assistance, Medical Needs, Help at Home and Service Accessibility respectively, with these clusters gathered at the top of the scale (Figure 19). Old Forge respondents, however, definitively rated Medical Needs as most important. Help at Home followed this priority at a distance down the scale. The third rated cluster for this group was Social/Recreational, a cluster that had not been included in the top four for any other group. Financial Assistance was second from the bottom on the Importance scale for the respondents from Old Forge.

All Herkimer County respondents were in agreement that the ideas included in the cluster Financial Assistance were not being successfully addressed. For those outside Old Forge, the perception was that Medical Needs was being more successfully addressed than the rest of the clusters. Ratings from respondents from Old Forge did not agree. They indicated that Medical Needs and Service Accessibility were not being as successfully addressed as the rest of Herkimer County ratings suggested.

![Figure 19: Pattern Match for How Successfully Addressed Comparing Old Forge with the Remainder of Herkimer County](image)

Both the ratings and the correlation coefficients seem to point to a difference of perspective between the respondents from Old Forge and those from the rest of Herkimer County, and one may only be able to suggest reasons for this divergence of data. As Old Forge is a geographically isolated, tightly knit community, as well as a major tourist destination, the ideas included in the Social/Recreational may have resonated as more particularly
important to these respondents. Additionally, *Financial Assistance* might not be considered as important if respondents felt they had adequate income and resources to live in this community. One could also see how geographic isolation might play into these respondents’ rating of the importance of *Medical Needs* and *Help at Home* in allowing individuals remain independently in this community as they grow older.

Go-Zones
Pattern Matches provide overviews of the concepts represented on the Cluster Map. As a reminder, each cluster is comprised of the specific statements or details that were contributed by participants during the brainstorming phase. Pattern match data indicate the relative ranking and relationships of the cluster concepts between rating variables as well as between groups of raters for a single variable. We now, however, turn our attention to the more detailed analysis based on the specific rating values associated with each idea statement.

Go-Zone displays are X–Y graphs that, like Pattern Matches, compare ratings. The Go-Zone is divided into quadrants by the mean rating values of each variable. The upper-right quadrant usually represents issues that are above average for both variables, a characteristic “go to” feature, especially in planning; hence the name “Go-Zone.” These bivariate scatter plots show each number-referenced statement (Appendix A) in relation to the average value rating for that statement. So just as the Concept Cluster Maps and Pattern Matches enable

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decision-makers to observe, understand and agree upon the relationships and relative values of concepts, the Go-Zone analyses enable stakeholders to keep the larger conceptual view in mind while returning to the detailed contents of each cluster.

In the Herkimer and Oneida Counties Project, because of the design of the rating scales, the “go to” Go-Zone quadrant is on the lower right where ideas above average in importance and below average in how successfully they are being addressed are plotted (Figure 21).

![Figure 21: Go-Zone for Herkimer and Oneida Counties](image)

Those items located in the upper right quadrant were rated higher than average by participants on both Importance and How Successfully Addressed which may indicate that these are areas that are already being addressed sufficiently. Items in the lower left quadrant (low Importance, low as to How Successfully Addressed) may be considered unnecessary for action at this time due to lack of interest. Similarly, items in the upper left quadrant (low Importance, high as to How Successfully Addressed) may also be considered unnecessary for action at this time. As stated above, when considering items for action in this project, one may wish to focus on the “gap” items in the lower right quadrant (high Importance, low in How Successfully Addressed) as the most logical ideas to consider addressing in planning and program development. Certainly there are other interpretations that could be added to understand this graph. The key point is that this provides a way for all stakeholders to view the data and to then engage in assisted dialogue about its implications.
As we look at the referenced idea statements in the lower right quadrant (highest average Importance ratings, lowest ratings of How Successfully Addressed) from right to left (and bottom to top) and then list them, additional insights around these ideas may begin to emerge which may offer increased understanding of the participants’ perspectives with regard to what specific issues may have the greatest salience for potential action in their community. Following is the so-ordered list of numbered idea statements for the overall project:

(93) access to more affordable, reliable and flexible transportation
(12) a support network that includes neighbors, friends and family members who check up on seniors
(92) affordable aging services for all income classes
(24) more federal and state funding to pay for services
(10) access to mental health service for seniors, including those who are homebound
(39) access to local, affordable dental and vision care
(13) help with non-medical emergencies (weather, power outages, etc.)
(45) protection against financial abuse
(26) more local medical and geriatric specialists
(44) home health care for low income non-Medicaid eligible population
(95) access to affordable home modifications to accommodate aging and disability
(74) coordination and management of all services including healthcare
(57) affordable day and evening respite for caregivers
(97) affordable adult day care services
(2) care coordinators to follow seniors and link them with the community
(38) reduced prices for doctor visits
(20) in home doctor and nurse visits
(16) a Program of All-Inclusive Care for the Elderly (PACE).
(29) affordable companion care
(41) lower property and school taxes
(81) handyman to help with home maintenance
(8) a newsletter that communicates what services are presently available
(61) equitable services in all areas of the County
(88) more Certified Nursing Assistants (CNA) who love their job
(68) speeding up the process of Medicaid
(59) financial assistance with hearing-aids

Even though the idea statements plotted in this quadrant had been sorted into various clusters, we can begin to see some interesting themes when the data is arranged in this manner. Of the 26 idea statements on this list, some attention is given to the notion of affordability or financial assistance in 54% the statements (14), suggesting that whether talking about medical services or help at home, respondents were significantly concerned about costs. Another motif that we might see in this grouping of ideas is the notion of local networking of services.
In reviewing the Go-Zone for Oneida County (Figure 22) we see that many of the idea statements within our quadrant of interest are the same as those in the overall project; however, there are some notable nuances.

“Affordable medications” (#35), was rated most important by the Oneida County respondents. Oneida respondents also seemed interested in mental well-being as indicated by both the presence of “access to mental health services for seniors, including those who are homebound” (#10) and “happiness” (#21) in the top 10. There are a number of ideas that address networking, coordination and communication of services, and two idea statements draw attention to grocery needs.

The entire Oneida County list of idea statements in the lower right quadrant, from right to left (and bottom to top), is:

(35) affordable medications  
(93) access to more affordable, reliable and flexible transportation  
(10) access to mental health services for seniors, including those who are homebound  
(12) a support network that includes neighbors, friends and family members who check up on seniors  
(92) affordable aging services for all income classes  
(24) more federal and state funding to pay for services  
(26) more local medical and geriatric specialists  
(21) happiness  
(17) community-wide handicapped (wheelchair/walker) accessibility  
(39) access to local, affordable dental and vision care  
(13) help with non-medical emergencies (weather, power outages, etc.)  
(45) protection against financial abuse  
(66) knowing how to manage one’s chronic conditions
(95) access to affordable home modifications to accommodate aging and disability
(41) lower property and school taxes
(73) reliable and affordable in-home health and personal care
(2) care coordinators to follow seniors and link them with the community
(38) reduced prices for doctor visits
(99) grocery and pharmacy delivery services
(48) advice on legal issues for seniors/caregivers
(44) home health care for low income non-Medicaid eligible population
(57) affordable day and evening respite for caregivers
(74) coordination and management of all services including healthcare
(72) reliable communication systems with information on where to go to get services
(20) in home doctor and nurse visits
(8) a newsletter that communicates what services are presently available
(88) more Certified Nursing Assistants (CNA) who love their job
(61) equitable services in all areas of the County
(81) handyman to help with home maintenance
(59) financial assistance with hearing aids
(100) help with routine/heavy duty house cleaning
(40) a one-stop resource center
(31) assistance with grocery shopping

The ideas plotted in the lower right quadrant of Herkimer County’s Go-Zone (Figure 23) also reflect the overall project with some distinctions, the interpretation of which may warrant some reflection. Four of the first six listed ideas are related to financial issues and/or cost, a motif seen earlier in the overall project.

“Availability of urgent care” (#62) is fourth in the listing from the Herkimer County Go-Zone. In the overall project, while rated above average in importance, this idea was also felt to be well above average in how it was being successfully addressed. Further, it is interesting to note that it was rated particularly high in importance and low in being successfully addressed by the respondents from Old Forge (Appendix C). What we observe in this particular case is both the influence of the high percentage of participating Old Forge respondents as well as their rating of this particular idea similarly as a group. An interesting postscript to these observations came when reporting back the Go-Zone information to the Old Forge residents. We found that they had already, on their own, begun to address their concern regarding urgent care and had a solution in the works.
There were other idea statements plotted in the lower right quadrant of the Old Forge go-zone (Appendix C) that did not necessarily unduly influence the Herkimer County results. Issues like “an assisted living facility” (3), “availability of Meals on Wheels (fresh not frozen)” (23), and “affordable living for younger people” (43), all of which are rated as above average in importance and below average in how successfully they are being addressed, do not appear in the low right quadrant of the Herkimer County graph.

Including an appendix with both a Pattern Match and Go-Zone graph for the analysis of responses from Old Forge participants seemed to make sense based on the uniqueness of their community and its needs, as well as the high level of their participation in this process. Additionally, as illustrated with the urgent care issue, residents of Old Forge seem to have some community cohesiveness and mechanisms in place to begin addressing their unique concerns. The data from this study can be of some assistance as they continue to move forward in assuring that individuals in their community are able to continue living there independently as they grow older.

Once again, it should be noted that the observations and analyses provided in this report, with the Concept Custer Maps, the Pattern Matches and Go-Zones, are meant to engage readers in looking and thinking about these visual representations of data themselves, so that they may begin asking their own questions and drawing their own conclusions to help them move forward to program planning, development and evaluation.

While, in this report, we have focused on the “gap” items, which may need to be addressed in any programmatic planning process, observers may also wish to look at the areas in which respondents felt high success in addressing important issues. One example would be that of “a safe community” (6), which was scored extremely
high in both importance and success on every Go-Zone graph, suggesting that the communities of both Herkimer and Oneida counties are perceived as safe places to live in as one grows older.

In summary, the Concept Mapping data maps and graphs themselves are able to provide planners and practitioners not only with a set of pictures, but also a common vernacular for approaching the task of developing initiatives that will address their ability to help individuals remain independently in their communities as they grow older.
### Appendix A: Herkimer and Oneida Counties Statements Sorted by Statement Number

<table>
<thead>
<tr>
<th>No.</th>
<th>Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>recreation programs</td>
</tr>
<tr>
<td>2</td>
<td>care coordinators to follow seniors and link them with the community</td>
</tr>
<tr>
<td>3</td>
<td>an assisted living facility</td>
</tr>
<tr>
<td>4</td>
<td>more young adults and children in community</td>
</tr>
<tr>
<td>5</td>
<td>pet care</td>
</tr>
<tr>
<td>6</td>
<td>a safe community</td>
</tr>
<tr>
<td>7</td>
<td>lab services</td>
</tr>
<tr>
<td>8</td>
<td>a newsletter that communicates what services are presently available</td>
</tr>
<tr>
<td>9</td>
<td>in home salon visits including nail care</td>
</tr>
<tr>
<td>10</td>
<td>access to mental health services for seniors, including those who are homebound</td>
</tr>
<tr>
<td>11</td>
<td>more jobs for the younger generation</td>
</tr>
<tr>
<td>12</td>
<td>a support network that includes neighbors, friends and family members who check up on seniors</td>
</tr>
<tr>
<td>13</td>
<td>help with non-medical emergencies (weather, power outages, etc.)</td>
</tr>
<tr>
<td>14</td>
<td>the ability to accept help</td>
</tr>
<tr>
<td>15</td>
<td>exercise programs</td>
</tr>
<tr>
<td>16</td>
<td>a Program of All-Inclusive Care for the Elderly (PACE)</td>
</tr>
<tr>
<td>17</td>
<td>community-wide handicapped (wheelchair/walker) accessibility</td>
</tr>
<tr>
<td>18</td>
<td>relief from boredom</td>
</tr>
<tr>
<td>19</td>
<td>a social worker or service coordinator at every senior and low income building</td>
</tr>
<tr>
<td>20</td>
<td>in home doctor and nurse visits</td>
</tr>
<tr>
<td>21</td>
<td>happiness</td>
</tr>
<tr>
<td>22</td>
<td>free distance learning opportunities</td>
</tr>
<tr>
<td>23</td>
<td>availability of meals on wheels (fresh not frozen)</td>
</tr>
<tr>
<td>24</td>
<td>more federal and state funding to pay for services</td>
</tr>
<tr>
<td>25</td>
<td>telemedicine</td>
</tr>
<tr>
<td>26</td>
<td>more local medical and geriatric specialists</td>
</tr>
<tr>
<td>27</td>
<td>a parish nurse</td>
</tr>
<tr>
<td>28</td>
<td>medication management</td>
</tr>
<tr>
<td>29</td>
<td>affordable companion care</td>
</tr>
<tr>
<td>30</td>
<td>vehicle maintenance</td>
</tr>
<tr>
<td>31</td>
<td>assistance with grocery shopping</td>
</tr>
<tr>
<td>32</td>
<td>opportunities to participate in cultural and entertainment activities</td>
</tr>
<tr>
<td>33</td>
<td>training in how to prepare the home for safety (re: fire, carbon monoxide, etc.)</td>
</tr>
<tr>
<td>34</td>
<td>a satellite office for the Office for the Aging (OFA)</td>
</tr>
<tr>
<td>35</td>
<td>affordable medications</td>
</tr>
<tr>
<td>36</td>
<td>more food pantries</td>
</tr>
<tr>
<td>37</td>
<td>social group activities and community events where people can meet together</td>
</tr>
<tr>
<td>38</td>
<td>reduced prices for doctor visits</td>
</tr>
<tr>
<td>39</td>
<td>access to local, affordable dental and vision care</td>
</tr>
<tr>
<td>40</td>
<td>a one-stop resource center</td>
</tr>
<tr>
<td>41</td>
<td>lower property and school taxes</td>
</tr>
<tr>
<td>42</td>
<td>help with health insurance information</td>
</tr>
<tr>
<td>43</td>
<td>affordable living for younger people</td>
</tr>
<tr>
<td>44</td>
<td>home health care for low income non-Medicaid eligible population</td>
</tr>
<tr>
<td>45</td>
<td>protection against financial abuse</td>
</tr>
<tr>
<td>46</td>
<td>more traffic control</td>
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<tr>
<td>47</td>
<td>training and assistance with computer and cell phone technology</td>
</tr>
<tr>
<td>48</td>
<td>advice on legal issues for seniors/caregivers</td>
</tr>
<tr>
<td>49</td>
<td>volunteer opportunities to help others and feel needed in the community</td>
</tr>
<tr>
<td>50</td>
<td>a sports complex with an Olympic sized swimming pool</td>
</tr>
<tr>
<td>No.</td>
<td>Statement</td>
</tr>
<tr>
<td>-----</td>
<td>-----------</td>
</tr>
<tr>
<td>51</td>
<td>regional non-profit Emergency Medical Services (EMS)</td>
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<tr>
<td>52</td>
<td>streamlining the guardianship process</td>
</tr>
<tr>
<td>53</td>
<td>an advocate to go with seniors to doctor appointments</td>
</tr>
<tr>
<td>54</td>
<td>home mail delivery in rural areas</td>
</tr>
<tr>
<td>55</td>
<td>an aide to visit regularly and run errands</td>
</tr>
<tr>
<td>56</td>
<td>access to affordable, adaptive medical equipment in the home</td>
</tr>
<tr>
<td>57</td>
<td>affordable day and evening respite for caregivers</td>
</tr>
<tr>
<td>58</td>
<td>access to adequate nutrition</td>
</tr>
<tr>
<td>59</td>
<td>financial assistance with hearing-aids</td>
</tr>
<tr>
<td>60</td>
<td>more places to enjoy playing and having fun</td>
</tr>
<tr>
<td>61</td>
<td>equitable services in all areas of the County</td>
</tr>
<tr>
<td>62</td>
<td>availability of urgent care</td>
</tr>
<tr>
<td>63</td>
<td>a plan for retiring from driving</td>
</tr>
<tr>
<td>64</td>
<td>citizenship</td>
</tr>
<tr>
<td>65</td>
<td>learning English</td>
</tr>
<tr>
<td>66</td>
<td>knowing how to manage one's chronic conditions</td>
</tr>
<tr>
<td>67</td>
<td>a nursing home in this community</td>
</tr>
<tr>
<td>68</td>
<td>speeding up the process of Medicaid</td>
</tr>
<tr>
<td>69</td>
<td>availability of affordable senior housing</td>
</tr>
<tr>
<td>70</td>
<td>nutrition education</td>
</tr>
<tr>
<td>71</td>
<td>assistance in filling out paperwork</td>
</tr>
<tr>
<td>72</td>
<td>reliable communication systems with information on where to go to get services</td>
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<tr>
<td>73</td>
<td>reliable and affordable in-home health and personal care</td>
</tr>
<tr>
<td>74</td>
<td>coordination and management of all services including healthcare</td>
</tr>
<tr>
<td>75</td>
<td>a library book delivery system</td>
</tr>
<tr>
<td>76</td>
<td>more adult education, workshops and classes (ex. art, etc.)</td>
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<tr>
<td>77</td>
<td>access to healthy food</td>
</tr>
<tr>
<td>78</td>
<td>opportunities to stay connected and reduce isolation</td>
</tr>
<tr>
<td>79</td>
<td>a &quot;Life Line&quot; alert device</td>
</tr>
<tr>
<td>80</td>
<td>a senior/community recreation center that folks can go to everyday</td>
</tr>
<tr>
<td>81</td>
<td>handymen to help with home maintenance</td>
</tr>
<tr>
<td>82</td>
<td>gardens at senior facilities</td>
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<tr>
<td>83</td>
<td>help with outdoor chores throughout the year</td>
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<td>84</td>
<td>help with budgeting, paying bills and balancing a check book</td>
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<td>senior employment opportunities to help with added income</td>
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<td>88</td>
<td>more Certified Nursing Assistants (CNA) who love their job</td>
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<td>more interpreters</td>
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<td>help with heating costs</td>
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<td>a safe, walkable community</td>
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<td>affordable aging services for all income classes</td>
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<tr>
<td>93</td>
<td>access to more affordable, reliable and flexible transportation</td>
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<tr>
<td>94</td>
<td>connection to a religious or faith community</td>
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<tr>
<td>95</td>
<td>access to affordable home modifications to accommodate aging and disability</td>
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<td>financial planning</td>
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<td>larger print notices</td>
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<td>grocery and pharmacy delivery services</td>
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<td>100</td>
<td>help with routine/heavy duty house cleaning</td>
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</table>
### Appendix B: Herkimer and Oneida Counties Statements Sorted by Cluster

<table>
<thead>
<tr>
<th>Cluster</th>
<th>No.</th>
<th>Statement</th>
</tr>
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<td>Social/Recreational</td>
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<td>recreation programs</td>
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<td></td>
<td>15</td>
<td>exercise programs</td>
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<tr>
<td></td>
<td>18</td>
<td>relief from boredom</td>
</tr>
<tr>
<td></td>
<td>21</td>
<td>happiness</td>
</tr>
<tr>
<td></td>
<td>32</td>
<td>opportunities to participate in cultural and entertainment activities</td>
</tr>
<tr>
<td></td>
<td>37</td>
<td>social group activities and community events where people can meet together</td>
</tr>
<tr>
<td></td>
<td>49</td>
<td>volunteer opportunities to help others and feel needed in the community</td>
</tr>
<tr>
<td></td>
<td>50</td>
<td>a sports complex with an Olympic sized swimming pool</td>
</tr>
<tr>
<td></td>
<td>60</td>
<td>more places to enjoy playing and having fun</td>
</tr>
<tr>
<td></td>
<td>75</td>
<td>a library book delivery system</td>
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<tr>
<td></td>
<td>78</td>
<td>opportunities to stay connected and reduce isolation</td>
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<td></td>
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<td></td>
<td>82</td>
<td>gardens at senior facilities</td>
</tr>
<tr>
<td></td>
<td>94</td>
<td>connection to a religious or faith community</td>
</tr>
<tr>
<td>Help at Home</td>
<td></td>
<td>care coordinators to follow seniors and link them with the community</td>
</tr>
<tr>
<td></td>
<td>5</td>
<td>pet care</td>
</tr>
<tr>
<td></td>
<td>9</td>
<td>in home salon visits including nail care</td>
</tr>
<tr>
<td></td>
<td></td>
<td>a support network that includes neighbors, friends and family members who check up on seniors</td>
</tr>
<tr>
<td></td>
<td>12</td>
<td>help with non-medical emergencies (weather, power outages, etc.)</td>
</tr>
<tr>
<td></td>
<td>14</td>
<td>the ability to accept help</td>
</tr>
<tr>
<td></td>
<td>16</td>
<td>a Program of All-Inclusive Care for the Elderly (PACE)</td>
</tr>
<tr>
<td></td>
<td>23</td>
<td>availability of meals on wheels (fresh not frozen)</td>
</tr>
<tr>
<td></td>
<td>29</td>
<td>affordable companion care</td>
</tr>
<tr>
<td></td>
<td>30</td>
<td>vehicle maintenance</td>
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<td></td>
<td>31</td>
<td>assistance with grocery shopping</td>
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<td></td>
<td>53</td>
<td>an advocate to go with seniors to doctor appointments</td>
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<td></td>
<td>54</td>
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<td>an aide to visit regularly and run errands</td>
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<td></td>
<td>57</td>
<td>affordable day and evening respite for caregivers</td>
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<td>73</td>
<td>reliable and affordable in-home health and personal care</td>
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<td></td>
<td>74</td>
<td>coordination and management of all services including healthcare</td>
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<td></td>
<td>79</td>
<td>a &quot;Life Line&quot; alert device</td>
</tr>
<tr>
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<td>81</td>
<td>handymen to help with home maintenance</td>
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<tr>
<td></td>
<td>83</td>
<td>help with outdoor chores throughout the year</td>
</tr>
<tr>
<td></td>
<td>86</td>
<td>people to listen to seniors' needs</td>
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<td></td>
<td>97</td>
<td>affordable social adult day care services</td>
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<td></td>
<td>99</td>
<td>grocery and pharmacy delivery services</td>
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<tr>
<td></td>
<td>100</td>
<td>help with routine/heavy duty house cleaning</td>
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<tr>
<td>Medical Needs</td>
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<td>an assisted living facility</td>
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<tr>
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<td>7</td>
<td>lab services</td>
</tr>
<tr>
<td></td>
<td>10</td>
<td>access to mental health services for seniors, including those who are homebound</td>
</tr>
<tr>
<td></td>
<td>20</td>
<td>in home doctor and nurse visits</td>
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</tbody>
</table>
Medical Needs cont’d
25 telemedicine
26 more local medical and geriatric specialists
27 a parish nurse
28 medication management
29 affordable medications
38 reduced prices for doctor visits
39 access to local, affordable dental and vision care
42 help with health insurance information
44 home health care for low income non-Medicaid eligible population
51 regional non-profit Emergency Medical Services (EMS)
56 access to affordable, adaptive medical equipment in the home
58 access to adequate nutrition
59 financial assistance with hearing-aids
62 availability of urgent care
66 knowing how to manage one’s chronic conditions
67 a nursing home in this community
68 speeding up the process of Medicaid
70 nutrition education
77 access to healthy food
85 access to affordable primary healthcare
88 more Certified Nursing Assistants (CNA) who love their job

A Cohesive Community
4 more young adults and children in community
6 a safe community
11 more jobs for the younger generation
17 community-wide handicapped (wheelchair/walker) accessibility
22 free distance learning opportunities
40 a one-stop resource center
43 affordable living for younger people
46 more traffic control
47 training and assistance with computer and cell phone technology
61 equitable services in all areas of the County
64 citizenship
65 learning English
69 availability of affordable senior housing
76 more adult education, workshops and classes (ex. art, etc.)
87 senior employment opportunities to help with added income
89 more interpreters
91 a safe, walkable community

Financial Assistance
24 more federal and state funding to pay for services
41 lower property and school taxes
45 protection against financial abuse
52 streamlining the guardianship process
90 help with heating costs

Service Accessibility
8 a newsletter that communicates what services are presently available
19 a social worker or service coordinator at every senior and low income building
33 training in how to prepare the home for safety (re: fire, carbon monoxide, etc.)
Service Accessibility cont’d

34  a satellite office for the Office for the Aging (OFA)
36  more food pantries
48  advice on legal issues for seniors/caregivers
63  a plan for retiring from driving
71  assistance in filling out paperwork
72  reliable communication systems with information on where to go to get services
84  help with budgeting, paying bills and balancing a check book
92  affordable aging services for all income classes
93  access to more affordable, reliable and flexible transportation
95  access to affordable home modifications to accommodate aging and disability
Appendix C: Old Forge Pattern Match and Go-Zone

Respondents from the Old Forge community represented well over half (56.68%) of the Herkimer County participants in the Concept Mapping process. Their high level of participation, along with the unique nature of their community and its needs, warranted a separate look at the Pattern Match and Go-Zone associated with the Old Forge rating responses.

We can immediately discern a low correlation between the Old Forge respondents’ ratings of Importance and How Successfully Addressed. Medical Needs, an important area, is not being adequately addressed in the eye of these raters. Financial Assistance, a cluster that is not perceived as being addressed at all, is rated second to last in importance, whereas Social/Recreational, being the most rated as the most successfully addressed, is third in importance. Finally, Help at Home, second in importance, is perceived as better addressed than Medical Needs, Service Accessibility and Financial Assistance.

Figure 24: Pattern Match for Old Forge
What we know about Old Forge as a relatively geographically remote community, with a small year-round group of residents and a high influx of seasonal tourists, can inform our review of the idea statements plotted in the lower right quadrant of the Go-Zone. “Availability of urgent care” (#62) was definitively rated highest in importance, followed by “an assisted living facility” (#3), and “a Program of All-Inclusive Care for the Elderly (PACE)” (#16), three services that are often available within more populated areas. The fourth item on the list, “availability of Meals on Wheels (fresh not frozen)” (#23), was generated in the Old Forge brainstorming session with the qualifier, because the meals taken to this location had to be transported some distance. It remained a high priority for Old Forge raters. One other idea statement unique to this community is “affordable living for younger people” (#43). The appearance of this idea seems to recognize both the aging of the year-round residents as well as the high property values that may prohibit an influx of younger residents. Finally, “equitable services in all areas of the county” (#61), and “home mail delivery in rural areas” (#54), which appear only in Old Forge’s lower right quadrant, as well as a number of idea statements focusing on availability and access to other services, reveal a strong desire to have the full array of assistance locally that more populated regions enjoy.

(62) availability of urgent care
(3) an assisted living facility
(16) a Program of All-Inclusive Care for the Elderly (PACE)
(23) availability of meals on wheels (fresh not frozen)
(24) more federal and state funding to pay for services
(45) protection against financial abuse
(80) a senior/community recreation center that folks can go to everyday
(10) access to mental health services for seniors, including those who are homebound
(13) help with non-medical emergencies (weather, power outages, etc.)
(92) affordable aging services for income classes
(43) affordable living for younger people
(26) more local medical and geriatric specialists
(57) affordable day and evening respite for caregivers
(53) an advocate to go with seniors to doctor appointments
(39) access to local, affordable dental and vision care
(93) access to more affordable, reliable and flexible transportation
(72) reliable communication systems with information on where to go to get services
(81) handymen to help with home maintenance
(61) equitable services in all areas of the County
(38) reduced prices for doctor visits
(54) home mail delivery in rural areas
(63) a plan for retiring from driving
Appendix D: A Comparison with Buffalo and Syracuse Neighborhood Action Initiatives

Introduction

In 2006, the Health Foundation of Western and Central New York (HFWCNY) developed the Neighborhood Action Initiative (NAI) with the goals of:

- identifying the needs of frail elders and their families to support continued neighborhood residence, and
- stimulating the collective work of community-based services to respond to these needs and to develop a neighborhood better prepared to support aging in place.

The NAI was first initiated in Buffalo, New York, in three urban neighborhoods. Concept Mapping was used to gather specific information from target neighborhood residents and stakeholders that would help guide the focus of specific initiatives. In 2008, a subsequent proposal process under the project resulted in five additional Buffalo agencies applying for funding on behalf of their respective communities and receiving modest grants from the HFWCNY. The Concept Mapping process was offered to these agencies to assist in the development of their initiatives. Three of the five opted to participate in the process.

In 2011, wishing to expand the NAI into Central New York, HFWCNY utilized quantitative demographic data to identify four urban and three suburban neighborhoods in and around Syracuse, New York, that demonstrated significant levels of elderly residents. In partnership with the Gifford Foundation, HFWCNY identified community-based liaisons that would work with foundation staff and the consultant in facilitating the information-gathering phase of the project. Concept Mapping was once again used to gather information from neighborhood residents and stakeholders.

The focus prompt for the Buffalo and Syracuse projects was very similar to that used in the Herkimer and Oneida counties Concept Mapping process. The prompt read, “One specific thing that would make it more likely for a person to remain in this neighborhood as they grow old is . . .” Furthermore, the two rating criteria of importance and success were also used to assess the idea statements in each of the projects.

Even though many brainstorming responses from the Buffalo and Syracuse participants were similar to those generated from Herkimer and Oneida counties, there were a number of idea statements from the earlier projects that addressed both specific and general local concerns not raised in the current project. Additionally, the nature of the sorting responses resulted in a different map “geography” for each project. Ratings were based on this geography.

All of this is to say that making any direct comparison between the Buffalo, Syracuse and Herkimer and Oneida counties projects presents challenges akin to comparing apples and oranges; both are similar, have like properties, but also exhibit significant differences. Nonetheless, it may be instructive for the reader, after having reviewed this report, to take the opportunity to examine the ideas and maps from the previous projects. To this end, the Concept Cluster Maps, Pattern Matches and Go-Zones, along with the lists of ideas sorted by statement number and cluster, have been included for the reader to peruse.
**Buffalo Project Data**

The map for this project clustered the many ideas that were generated by the neighborhood residents and stakeholders into eight (8) concept categories. They were: **Jobs, Livable Housing, Safety, Enjoyable Environment, Neighborhood Retail and Services, Support Services, Social Connections for Elders** and **Components of a Strong Community**.

![Buffalo Concept Cluster Map](image1)

![Buffalo Pattern Match (All Participants)](image2)
The maps and graphs above were generated for the original Buffalo Neighborhood Action Initiative (NAI), which included three neighborhoods within the City of Buffalo. Eighty-seven (87) idea statements were sorted and rated resulting in the eight-cluster map (Figure 26). The relative average ratings of these clusters across the two criteria of Importance and Current Success may be observed in the Pattern Match ladder graph (Figure 27). In looking at the idea statements plotted on the Go-Zone (Figure 28), like the Herkimer and Oneida counties project, the area of interest is the lower right quadrant, that is, those items that are of high Importance and low Current Success.

According to this group of respondents, it is clear that Safety and Livable Housing are overarching concerns that are not being successfully addressed in these neighborhoods. Ideas around Enjoyable Environment are important, but are being successfully addressed. Oddly enough, health concerns did not play a major role in this project. If found at all, they are referenced within the Support Services cluster.

For a more comprehensive understanding of the concept clusters and the items plotted on the Go-Zones, please refer to the following lists of “Buffalo Statements Sorted by Statement Number” and “Buffalo Statements Sorted by Cluster.”
Buffalo Statements Sorted by Statement Number

No.  Statement
1    availability of Meals on Wheels.
2    visitor programs for isolated elderly.
3    reasonable prices on goods and services.
4    home modifications and equipment to adjust for disabilities; i.e. ramps and/or shower stalls.
5    adequate parking.
6    lower taxes.
7    housing alternatives to nursing homes.
8    programs for the whole family.
9    more owner-occupied homes.
10   a senior advocate to help with services.
11   availability of doctors and labs in the city.
12   adult education/job training.
13   proximity to community centers.
14   craft stores.
15   access to banking.
16   grocery stores.
17   keeping dogs leashed.
18   getting prostitutes off of the streets.
19   hardware stores.
20   outdoor lighting at night.
21   well maintained neighborhood properties.
22   social opportunities/community gatherings.
23   active block clubs.
24   senior advisory committee.
25   well maintained streets and sidewalks.
26   all garbage removed by sanitation workers.
27   opportunity for beautification/gardens.
28   landlords who follow-up and check on their properties.
29   opportunities to contribute to the neighborhood.
30   interaction between elders and youth.
31   availability of stores in walking distance.
32   noise reduction.
33   translation services.
34   conservative clothing stores for adults and seniors.
35   having friends nearby.
36   a community alert system for problems.
37   equalization of the economy between the races.
38   access to home health services.
39   restaurants and coffee houses.
40   presence of a watch group to monitor rip-offs.
41   exercise opportunities.
42   enforcement of housing regulations.
43   art galleries.
44   having a variety of transportation options.
45   smaller housing.
46   less litter and trash.
47   daycare for seniors.
48   having family members remain in the neighborhood.
49   laundromats.
50   video stores.
<table>
<thead>
<tr>
<th>No.</th>
<th>Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>51</td>
<td>access to part time jobs.</td>
</tr>
<tr>
<td>52</td>
<td>recreation space, parks and playgrounds.</td>
</tr>
<tr>
<td>53</td>
<td>making it attractive for younger people to move in.</td>
</tr>
<tr>
<td>54</td>
<td>enhanced crime prevention programs.</td>
</tr>
<tr>
<td>55</td>
<td>help using technology to stay linked with others.</td>
</tr>
<tr>
<td>56</td>
<td>addressing abandoned homes.</td>
</tr>
<tr>
<td>57</td>
<td>help with chores for the elderly.</td>
</tr>
<tr>
<td>58</td>
<td>availability of low maintenance housing.</td>
</tr>
<tr>
<td>59</td>
<td>workshops to help with social issues.</td>
</tr>
<tr>
<td>60</td>
<td>affordable housing.</td>
</tr>
<tr>
<td>61</td>
<td>growth opportunities for small businesses.</td>
</tr>
<tr>
<td>62</td>
<td>senior transportation services.</td>
</tr>
<tr>
<td>63</td>
<td>ability to walk safely at night.</td>
</tr>
<tr>
<td>64</td>
<td>cultural diversity.</td>
</tr>
<tr>
<td>65</td>
<td>access to information about available services for the elderly.</td>
</tr>
<tr>
<td>66</td>
<td>jobs for young people.</td>
</tr>
<tr>
<td>67</td>
<td>keeping the gang activity out of the neighborhoods.</td>
</tr>
<tr>
<td>68</td>
<td>interaction between neighbors.</td>
</tr>
<tr>
<td>69</td>
<td>places for kids to go.</td>
</tr>
<tr>
<td>70</td>
<td>police presence.</td>
</tr>
<tr>
<td>71</td>
<td>ways to know about the changes in the neighborhood.</td>
</tr>
<tr>
<td>72</td>
<td>connectedness with churches.</td>
</tr>
<tr>
<td>73</td>
<td>in-home care for the elderly.</td>
</tr>
<tr>
<td>74</td>
<td>access to better food products/fresh fruit and produce stands.</td>
</tr>
<tr>
<td>75</td>
<td>movie theaters.</td>
</tr>
<tr>
<td>76</td>
<td>security in senior housing/buildings.</td>
</tr>
<tr>
<td>77</td>
<td>access to affordable public transportation.</td>
</tr>
<tr>
<td>78</td>
<td>post offices are nearby.</td>
</tr>
<tr>
<td>79</td>
<td>shoe stores.</td>
</tr>
<tr>
<td>80</td>
<td>affordable heating.</td>
</tr>
<tr>
<td>81</td>
<td>car dealerships.</td>
</tr>
<tr>
<td>82</td>
<td>longer hours at the library.</td>
</tr>
<tr>
<td>83</td>
<td>sense of community.</td>
</tr>
<tr>
<td>84</td>
<td>investment in the schools.</td>
</tr>
<tr>
<td>85</td>
<td>pharmacies.</td>
</tr>
<tr>
<td>86</td>
<td>availability of affordable home repairs.</td>
</tr>
<tr>
<td>87</td>
<td>eliminating the drug problem in the neighborhood.</td>
</tr>
</tbody>
</table>
## Buffalo Statements Sorted by Cluster

### Jobs

<table>
<thead>
<tr>
<th>Number</th>
<th>Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>12</td>
<td>adult education/job training.</td>
</tr>
<tr>
<td>37</td>
<td>equalization of the economy between the races.</td>
</tr>
<tr>
<td>51</td>
<td>access to part time jobs.</td>
</tr>
<tr>
<td>66</td>
<td>jobs for young people.</td>
</tr>
</tbody>
</table>

### Livable Housing

<table>
<thead>
<tr>
<th>Number</th>
<th>Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>home modifications and equipment to adjust for disabilities; i.e. ramps and/or shower stalls.</td>
</tr>
<tr>
<td>6</td>
<td>lower taxes.</td>
</tr>
<tr>
<td>7</td>
<td>housing alternatives to nursing homes.</td>
</tr>
<tr>
<td>45</td>
<td>smaller housing.</td>
</tr>
<tr>
<td>58</td>
<td>availability of low maintenance housing.</td>
</tr>
<tr>
<td>60</td>
<td>affordable housing.</td>
</tr>
<tr>
<td>80</td>
<td>affordable heating.</td>
</tr>
<tr>
<td>86</td>
<td>availability of affordable home repairs.</td>
</tr>
</tbody>
</table>

### Safety

<table>
<thead>
<tr>
<th>Number</th>
<th>Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>17</td>
<td>keeping dogs leashed.</td>
</tr>
<tr>
<td>18</td>
<td>getting prostitutes off of the streets.</td>
</tr>
<tr>
<td>20</td>
<td>outdoor lighting at night.</td>
</tr>
<tr>
<td>25</td>
<td>well maintained streets and sidewalks.</td>
</tr>
<tr>
<td>36</td>
<td>a community alert system for problems.</td>
</tr>
<tr>
<td>40</td>
<td>presence of a watch group to monitor rip-offs.</td>
</tr>
<tr>
<td>42</td>
<td>enforcement of housing regulations.</td>
</tr>
<tr>
<td>54</td>
<td>enhanced crime prevention programs.</td>
</tr>
<tr>
<td>56</td>
<td>addressing abandoned homes.</td>
</tr>
<tr>
<td>63</td>
<td>ability to walk safely at night.</td>
</tr>
<tr>
<td>67</td>
<td>keeping the gang activity out of the neighborhoods.</td>
</tr>
<tr>
<td>70</td>
<td>police presence.</td>
</tr>
<tr>
<td>76</td>
<td>security in senior housing/buildings.</td>
</tr>
<tr>
<td>87</td>
<td>eliminating the drug problem in the neighborhood.</td>
</tr>
</tbody>
</table>

### Enjoyable Environment

<table>
<thead>
<tr>
<th>Number</th>
<th>Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>adequate parking.</td>
</tr>
<tr>
<td>9</td>
<td>more owner-occupied homes.</td>
</tr>
<tr>
<td>21</td>
<td>well maintained neighborhood properties.</td>
</tr>
<tr>
<td>26</td>
<td>all garbage removed by sanitation workers.</td>
</tr>
<tr>
<td>27</td>
<td>opportunity for beautification/gardens.</td>
</tr>
<tr>
<td>28</td>
<td>landlords who follow-up and check on their properties.</td>
</tr>
<tr>
<td>32</td>
<td>noise reduction.</td>
</tr>
<tr>
<td>44</td>
<td>having a variety of transportation options.</td>
</tr>
<tr>
<td>46</td>
<td>less litter and trash.</td>
</tr>
<tr>
<td>52</td>
<td>recreation space, parks and playgrounds.</td>
</tr>
<tr>
<td>53</td>
<td>making it attractive for younger people to move in.</td>
</tr>
</tbody>
</table>

### Neighborhood Retail and Services

<table>
<thead>
<tr>
<th>Number</th>
<th>Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>reasonable prices on goods and services.</td>
</tr>
<tr>
<td>14</td>
<td>craft stores.</td>
</tr>
<tr>
<td>15</td>
<td>access to banking.</td>
</tr>
<tr>
<td>16</td>
<td>grocery stores.</td>
</tr>
</tbody>
</table>
Community Assessment of Senior Needs for Herkimer and Oneida Counties

19 hardware stores.
31 availability of stores in walking distance.
34 conservative clothing stores for adults and seniors.
39 restaurants and coffee houses.
43 art galleries.
49 laundromats.
50 video stores.
74 access to better food products/fresh fruit and produce stands.
75 movie theaters.
78 post offices are nearby.
79 shoe stores.
81 car dealerships.
85 pharmacies.

Support Services

1 availability of Meals on Wheels.
11 availability of doctors and labs in the city.
13 proximity to community centers.
33 translation services.
41 exercise opportunities.
47 daycare for seniors.
61 growth opportunities for small businesses.
65 access to information about available services for the elderly.
82 longer hours at the library.

Social Connection for Elders

2 visitor programs for isolated elderly.
8 programs for the whole family.
10 a senior advocate to help with services.
22 social opportunities/community gatherings.
24 senior advisory committee.
30 interaction between elders and youth.
35 having friends nearby.
38 access to home health services.
55 help using technology to stay linked with others.
57 help with chores for the elderly.
59 workshops to help with social issues.
62 senior transportation services.
68 interaction between neighbors.
73 in-home care for the elderly.

Components of a Strong Community

23 active block clubs.
29 opportunities to contribute to the neighborhood.
48 having family members remain in the neighborhood.
64 cultural diversity.
69 places for kids to go.
71 ways to know about the changes in the neighborhood.
72 connectedness with churches.
77 access to affordable public transportation.
83 sense of community.
84 investment in the schools.
Syracuse Project Data

Based on a Qualitative Report on Older Persons Living in Onondaga County prepared by Aubrey Balcom of Joy Scott Associates, four urban and three suburban neighborhoods in and around Syracuse, New York, were selected in which to initiate Concept Mapping. The urban areas included neighborhoods in the North Side, South Side, West Side and Eastwood portions of the City of Syracuse. The suburban communities selected were Baldwinsville, Fayetteville and Mattydale. A decision was made early in the planning process to address the urban and suburban communities as two discrete projects, as it was anticipated that each of these groupings would have their own unique set of ideas and priorities when it came to considering what it would take to keep persons within those communities as they aged. For the most part, that proved to be the case.

Syracuse Urban Project

The map for the Syracuse Urban Project clustered the 97 ideas that were generated by the neighborhood residents and stakeholders into eight concept categories (Figure 29). They were: Safety and Security, Community Wide Issues, Convenience, Community Pride, Information/Services, Health Services, Affordable Living, and Political Issues.
Figure 30: Syracuse Urban Project Pattern Match (All Respondents)

Figure 31: Syracuse Urban Project Go-Zone
With the Syracuse Urban Project respondents, we see, like Buffalo, an emphasis on Security and Safety and Affordable Living. However, unlike the Buffalo Project, there is more attention given to health-related issues. It is interesting that Political Issues appears among these respondents’ concerns as well.

The following lists of idea statements from the Syracuse Urban Project are provided to give a more comprehensive understanding of this project’s maps and graphs.

**Syracuse Urban Statements Sorted by Statement Number**

1. older children who come to visit frequently
2. personal caring for your neighbors
3. addressing abandoned housing
4. asbestos abatement in senior homes funded by the government
5. getting out and walking
6. a safe shopping area
7. a group or organization like churches or Catholic Charities to check on seniors
8. a raise in social security
9. having people take pride in the community
10. emergency housing
11. help with running errands
12. making it more comfortable for seniors to come out at night
13. more police presence
14. nearness to work facilities, church, post office, etc.
15. getting younger generation involved with seniors to teach them respect, etc.
16. visits to other people when you don't hear from them
17. accessibility into the home for disabled persons
18. friendly, courteous and kind neighbors
19. addressing the problem of slum landlords
20. a competitive neighborhood grocery market
21. help with house work
22. more security in the senior center
23. the memories of growing up with your family in the neighborhood
24. more businesses
25. more healthcare facilities
26. being able to contact the right people for services without getting the run around
27. transportation to the senior center
28. supportive services from agencies, family and friends
29. help with shoveling sidewalks and yard work
30. help to do grocery and other shopping
31. a Neighborhood Watch specifically for seniors
32. a certified list of businesses and services in the community
33. voting politicians out of office in this area
34. better parking for the senior center
35. ramps
36. help for those who have a hard time getting across the street
37. more senior programs to help keep seniors in the neighborhood
38. cleaning up the corners
39. some way to know about services
40. good health and the ability to function
41. more structured activities in the neighborhood for seniors
42. medical personnel doing home visits
Community Assessment of Senior Needs for Herkimer and Oneida Counties

43 less of a waiting period for emergency services to arrive
44 more restaurants
45 taxes based on fixed income
46 more knowledge of social workers
47 less crime
48 bus service to the business areas
49 the convenience of the neighborhood
50 light on the corner of Lodi and Alvord
51 groups to sponsor activities
52 getting rid of drug dealers
53 a helpful senior center where you can come to get help with services
54 clear rules in apartment buildings with a mix of young and old
55 checking old furnaces in senior's homes
56 more covered bus stops for waiting for the bus
57 lower utility bills for seniors who live in the community and maintain their property
58 opportunities to get involved
59 a senior resource guide
60 getting schools involved
61 help with home repairs that don't cost too much money or volunteers
62 affordable prescriptions
63 curbs adapted for wheelchairs
64 affordable transportation to go to the doctor office
65 transportation to and from shopping
66 affordable and decent housing
67 adapting properties as people age
68 more respect for the seniors
69 addressing the gang problem in the area
70 prescription delivery
71 services that are more affordable for seniors on a fixed income
72 protection on the streets at night
73 physical accessibility to stores and other facilities
74 making sure that anyone dealing with seniors is checked by the police
75 stopping young people from hanging out in front of stores
76 low cost for renting and owning houses
77 joining PACE (Program of All Inclusive Care for the Elderly)
78 shorter waiting list to get into senior housing
79 seeing your doctor more often
80 safety and security
81 having someone to contact when something is bothering them
82 repaired sidewalks and roads
83 organize a group to pressure politicians to make changes
84 home visits to see what needs to be done
85 stopping the violence
86 carpooling to get to the senior center
87 politicians appointing people who can be trusted
88 emergency transportation without calling 911
89 doing something about the noise
90 keeping family here
91 keeping walkways clean in the winter time
92 getting rid of the minimal amount when using a card
93 retention of the multicultural feel in the area
94 coming to the community senior center
95 help with painting
96 low rent for seniors
Community Assessment of Senior Needs for Herkimer and Oneida Counties

Syracuse Urban Statements Sorted by Cluster

Cluster 1: Community Pride
1 older children who come to visit frequently
2 personal caring for your neighbors
9 having people take pride in the community
15 getting younger generation involved with seniors to teach them respect, etc.
16 visits to other people when you don't hear from them
18 friendly, courteous and kind neighbors
23 the memories of growing up with your family in the neighborhood
28 supportive services from agencies, family and friends
36 help for those who have a hard time getting across the street
41 more structured activities in the neighborhood for seniors
49 the convenience of the neighborhood
51 groups to sponsor activities
58 opportunities to get involved
60 getting schools involved
68 more respect for the seniors
90 keeping family here
93 retention of the multicultural feel in the area

Cluster 2: Convenience
5 getting out and walking
14 nearness to work facilities, church, post office, etc.
32 a certified list of businesses and services in the community
35 ramps
46 more knowledge of social workers
48 bus service to the business areas
73 physical accessibility to stores and other facilities

Cluster 3: Information/services
7 a group or organization like churches or Catholic Charities to check on seniors
11 help with running errands
21 help with house work
26 being able to contact the right people for services without getting the run around
27 transportation to the senior center
30 help to do grocery and other shopping
34 better parking for the senior center
37 more senior programs to help keep seniors in the neighborhood
39 some way to know about services
53 a helpful senior center where you can come to get help with services
59 a senior resource guide
65 transportation to and from shopping
77 joining PACE (Program of All Inclusive Care for the Elderly)
81 having someone to contact when something is bothering them
86 carpooling to get to the senior center
94 coming to the community senior center

Cluster 4: Community Wide Issues
3 addressing abandoned housing
6 a safe shopping area
20 a competitive neighborhood grocery market
24 more businesses
Community Assessment of Senior Needs for Herkimer and Oneida Counties

38 cleaning up the corners
44 more restaurants
56 more covered bus stops for waiting for the bus
63 curbs adapted for wheelchairs
82 repaired sidewalks and roads
83 organize a group to pressure politicians to make changes
89 doing something about the noise
91 keeping walkways clean in the winter time
92 getting rid of the minimal amount when using a card

**Cluster 5: Political Issues**
19 addressing the problem of slum landlords
31 a Neighborhood Watch specifically for seniors
33 voting politicians out of office in this area
43 less of a waiting period for emergency services to arrive
87 politicians appointing people who can be trusted
88 emergency transportation without calling 911

**Cluster 6: Security and Safety**
12 making it more comfortable for seniors to come out at night
13 more police presence
22 more security in the senior center
47 less crime
50 light on the corner of Lodi and Alvord
52 getting rid of drug dealers
69 addressing the gang problem in the area
72 protection on the streets at night
74 making sure that anyone dealing with seniors is checked by the police
75 stopping young people from hanging out in front of stores
80 safety and security
85 stopping the violence

**Cluster 7: Affordable Living**
4 asbestos abatement in senior homes funded by the government
8 a raise in social security
10 emergency housing
29 help with shoveling sidewalks and yard work
40 good health and the ability to function
45 taxes based on fixed income
54 clear rules in apartment buildings with a mix of young and old
57 lower utility bills for seniors who live in the community and maintain their property
62 affordable prescriptions
66 affordable and decent housing
67 adapting properties as people age
71 services that are more affordable for seniors on a fixed income
76 low cost for renting and owning houses
96 low rent for seniors

**Cluster 8: Health Services**
17 accessibility into the home for disabled persons
25 more healthcare facilities
42 medical personnel doing home visits
55 checking old furnaces in senior’s homes
61 help with home repairs that don’t cost too much money or volunteers
64 affordable transportation to go to the doctor office
70 prescription delivery
78 shorter waiting list to get into senior housing
79 seeing your doctor more often
84 home visits to see what needs to be done
95 help with painting

**Syracuse Suburban Project**

Concept Maps were generated for the Syracuse Suburban Project, showing the relationships among the 128 distinct ideas generated as part of the brainstorming process. The cluster map for the Suburban project was divided into 10 concept categories based on the sorting done by participants. They were: Transportation, Expanded Opportunities, Local Businesses, Access to Medical Centers, Affordable Community Living, Reliable Services, Medical Home Care, Personal Wishes, Youth and Connecting, and Recreational/Educational.

![Figure 32: Syracuse Suburban Project Cluster Map](image-url)
Figure 33: Syracuse Suburban Pattern Match (All Respondents)

Figure 34: Syracuse Suburban Project Go-Zone
Community Assessment of Senior Needs for Herkimer and Oneida Counties

Syracuse Suburban Statements Sorted by Statement Number

1 help in managing and taking medication
2 lower rent
3 keeping the police presence in the community
4 fixing the tri-county mall area and making it useable
5 Neighborhood Watch to check on seniors
6 a roving library van
7 transportation to health centers, doctors and dentists
8 in home help for cooking and house cleaning
9 supplements for the farmers' market
10 in home nursing care
11 phone chain for seniors to check in on each other
12 apartment buildings with handicap access
13 reliable high school students to do odd jobs for seniors
14 staying healthy becoming more appealing
15 interaction with local schools and school children
16 voting the people in Washington out
17 having deceased veterans names placed on the memorial
18 spraying for bugs
19 delivery service for groceries
20 lower utility bills
21 services like big brother big sister that help older people
22 scat van service
23 more access to shopping
24 keeping the community nice looking
25 completion of the bridge at Lions Park
26 home ownership
27 getting more involved in local government to make things happen
28 access to other senior centers
29 helpers who are checked to make sure they are honest
30 more local transportation
31 hearing devices
32 non-medical senior care
33 an honest dating service
34 easier access to continuing education programs
35 having trash taken from the front of the house down the driveway to the truck
36 aging-in-place products in a home
37 money to do all the things I want to do
38 little cluster of rental homes with about four rooms each
39 a movie theatre
40 increase in social security
41 reading, listening and keeping up with the news
42 expanding the senior center
43 more activities for the seniors year round
44 a publication that gives information for seniors
45 discount on gas
46 keeping motor-homes and trailers out of front yard and driveways
47 having newspaper delivered to your door
48 access to grocery stores
49 doctors and physicians assistants making in home visits
50 closeness to medical facilities
51 discount for health alert bracelets
52 more connection with the churches
Community Assessment of Senior Needs for Herkimer and Oneida Counties

53 Jr. and senior high school orchestra playing for the seniors
54 more local businesses, stores and restaurants
55 volunteer opportunities
56 keeping the inexpensive movie house
57 no school tax
58 cheaper health insurance
59 another grocery store
60 watching out for the kids
61 a better understanding that when seniors call for help that they are calling a clearing house
62 help with groceries
63 access to community events for senior
64 list of honest repairmen
65 community center to engage both kids and seniors
66 someone to call daily to make sure you’re okay
67 local medical center
68 lessons in bridge
69 an agency to provide a healthcare aide to help with spouse
70 bus to take seniors shopping to different stores
71 a bakery
72 having your children here
73 having mail delivered to the door instead of the box at the end of the driveway
74 fixing the highways and roads
75 reliable services
76 more support groups
77 an urgent care center
78 people willing to come into a home if help is needed
79 senior center staying open one or two evenings a week
80 more affordable single floor housing options
81 someone to check fire and install fire alarms
82 greater access for walkers
83 more art supplies
84 someone to get rid of skunks for free
85 DPW continuing garbage pick-up and cleaning the road
86 a community veggie garden
87 keeping the rescue response quick
88 someone to help with yard work, snow shoveling, etc.
89 desire to stay in the neighborhood
90 more outreach programs for shut ins
91 home care services
92 an entertainment center that provides shows and musicals
93 senior exercise program
94 funds available to keep people in their home rather go into a nursing home
95 closer bar room
96 wonderful games at the senior center like bridge
97 more local doctors and specialists closer by so you can visit them
98 a time for seniors to exclusively use the park and pool
99 help with window washing, light bulb replacement and pet care when you’re away
100 more buses for the casino
101 raise eligibility limits for services
102 new bus for catholic charities
103 more low cost housing
104 Catholic Charities help
105 a casino
106 a dollar store
107 getting drug dealers out of the neighborhood
108 no Solicitors after dark
109 joining PACE (Program of All Inclusive Care for the Elderly)
110 low cost dental and eye care
111 registration of all Solicitors
112 help with home maintenance and repairs
113 a new YMCA
114 the companionship of friends and neighbors
115 computer help for seniors
116 more benches and places to sit
117 the ability to keep working
118 finding the right care taker
119 keeping children considerate
120 traveling nurse in the area to check blood pressure
121 taxi cab service to help with transportations
122 level areas in parks and parkettes so people can walk around and get exercise
123 a safe place to live
124 an ice cream store
125 increase hours for buses if you need transportation
126 better lighting in shopping areas, in the parking lots and walk areas
127 an excellent fire and police department
128 lower taxes

Syracuse Suburban Statements Sorted by Cluster

**Cluster 1: Personal wishes**
1 help in managing and taking medication
5 Neighborhood Watch to check on seniors
11 phone chain for seniors to check in on each other
14 staying healthy becoming more appealing
16 voting the people in Washington out
21 services like big brother big sister that help older people
27 getting more involved in local government to make things happen
51 discount for health alert bracelets
58 cheaper health insurance
72 having your children here
84 someone to get rid of skunks for free
87 keeping the rescue response quick
109 joining PACE (Program of All Inclusive Care for the Elderly)
110 low cost dental and eye care
118 finding the right care taker
115 computer help for seniors
128 lower taxes

**Cluster 2: Recreational/ Educational**
9 supplements for the farmers’ market
33 an honest dating service
37 money to do all the things I want to do
41 reading, listening and keeping up with the news
43 more activities for the seniors year round
45 discount on gas
Community Assessment of Senior Needs for Herkimer and Oneida Counties

65 community center to engage both kids and seniors
68 lessons in bridge
86 a community veggie garden
92 an entertainment center that provides shows and musicals
93 senior exercise program
96 wonderful games at the senior center like bridge
98 a time for seniors to exclusively use the park and pool
114 the companionship of friends and neighbors
117 the ability to keep working
122 level areas in parks and parkettes so people can walk around and get exercise

Cluster 3: Youth and Connecting
13 reliable high school students to do odd jobs for seniors
15 interaction with local schools and school children
17 having deceased veterans names placed on the memorial
31 hearing devices
52 more connection with the churches
53 Jr. and senior high school orchestra playing for the seniors
55 volunteer opportunities
60 watching out for the kids
76 more support groups
104 Catholic Charities help
119 keeping children considerate

Cluster 4: Affordable Community Living
2 lower rent
18 spraying for bugs
20 lower utility bills
24 keeping the community nice looking
40 increase in social security
46 keeping motor-homes and trailers out of front yard and driveways
57 no school tax
69 an agency to provide a healthcare aide to help with spouse
80 more affordable single floor housing options
89 desire to stay in the neighborhood
94 funds available to keep people in their home rather go into a nursing home
103 more low cost housing
108 no solicitors after dark

Cluster 5: Medical Home Care
3 keeping the police presence in the community
29 helpers who are checked to make sure they are honest
32 non-medical senior care
49 doctors and physicians assistants making in home visits
66 someone to call daily to make sure you're okay
75 reliable services
78 people willing to come into a home if help is needed
107 getting drug dealers out of the neighborhood
120 traveling nurse in the area to check blood pressure

Cluster 6: Reliable services
8 in home help for cooking and house cleaning
10 in home nursing care
26 home ownership
35 having trash taken from the front of the house down the driveway to the truck
36 aging-in-place products in a home
38 little cluster of rental homes with about four rooms each
62 help with groceries
64 list of honest repairmen
73 having mail delivered to the door instead of the box at the end of the driveway
81 someone to check fire and install fire alarms
85 DPW continuing garbage pick-up and cleaning the road
88 someone to help with yard work, snow shoveling, etc.
91 home care services
99 help with window washing, light bulb replacement and pet care when you’re away
111 registration of all solicitors
112 help with home maintenance and repairs
123 a safe place to live
127 an excellent fire and police department

**Cluster 7: Access to Medical Centers**
4 fixing the tri-county mall area and making it useable
12 apartment buildings with handicap access
19 delivery service for groceries
25 completion of the bridge at Lions Park
27 local medical center
47 having newspaper delivered to your door
67 local medical center
74 fixing the highways and roads
77 an urgent care center
82 greater access for walkers
97 more local doctors and specialists closer by so you can visit them
116 more benches and places to sit
126 better lighting in shopping areas, in the parking lots and walk areas

**Cluster 8: Expanded Opportunities**
6 a roving library van
28 access to other senior centers
34 easier access to continuing education programs
42 expanding the senior center
44 a publication that gives information for seniors
50 closeness to medical facilities
56 keeping the inexpensive movie house
61 a better understanding that when seniors call for help that they are calling a clearing house
63 access to community events for senior
79 senior center staying open one or two evenings a week
83 more art supplies
90 more outreach programs for shut ins
101 raise eligibility limits for services
113 a new YMCA

**Cluster 9: Local Businesses**
23 more access to shopping
39 a movie theatre
48 access to grocery stores
54 more local businesses, stores and restaurants
59 another grocery store
71 a bakery
95 closer bar room
105 a casino
106 a dollar store
124 an ice cream store

**Cluster 10: Transportation**
7 transportation to health centers, doctors and dentists
22 scat van service
30 more local transportation
70 bus to take seniors shopping to different stores
100 more buses for the casino
102 new bus for catholic charities
121 taxi cab service to help with transportations
125 increase hours for buses if you need transportation
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