

## PROFILE OF PEOPLE 60 AND OLDER IN CHARLOTTE AND MECKLENBURG COUNTY

### Section 3: Community Satisfaction Information

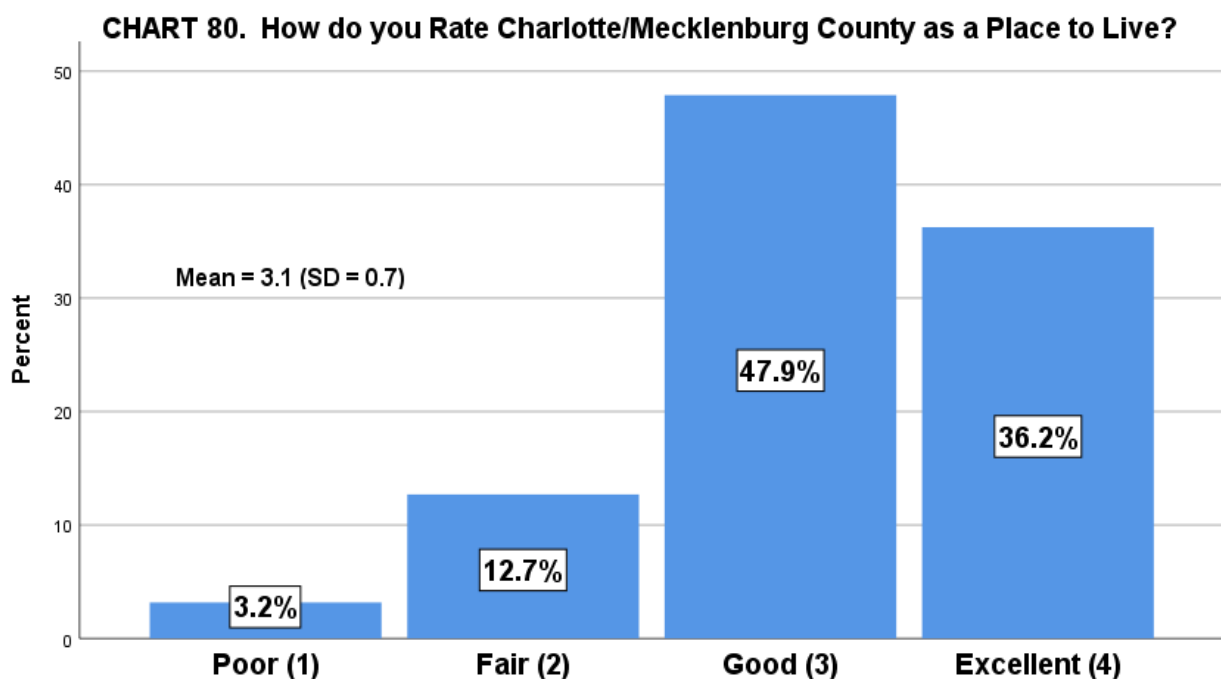
In this section, we provide information on community life satisfaction for participants in the Meck60+ sample of adults 60 and older in Charlotte/Mecklenburg County (N=758).

We also examine their familiarity with community services, degree of community participation and use of services by older adults. We present a variety of graphs, charts and statistical procedures to illustrate the data.

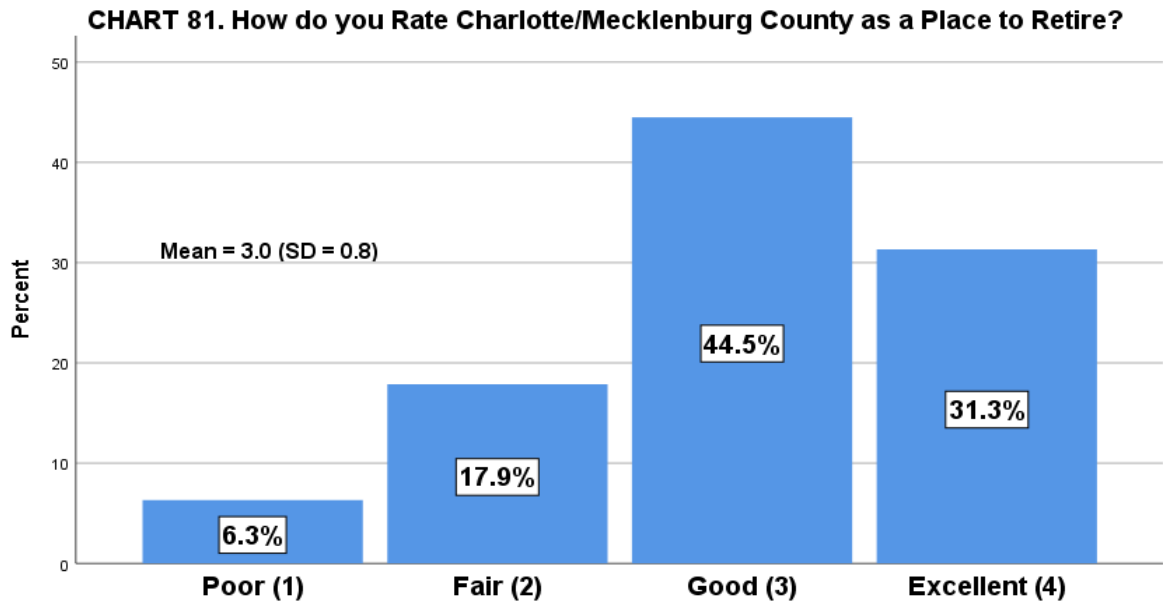
In Appendixes, we include all frequency data distributions on indicators of community satisfaction and service utilization.

### COMMUNITY SATISFACTION PROFILE

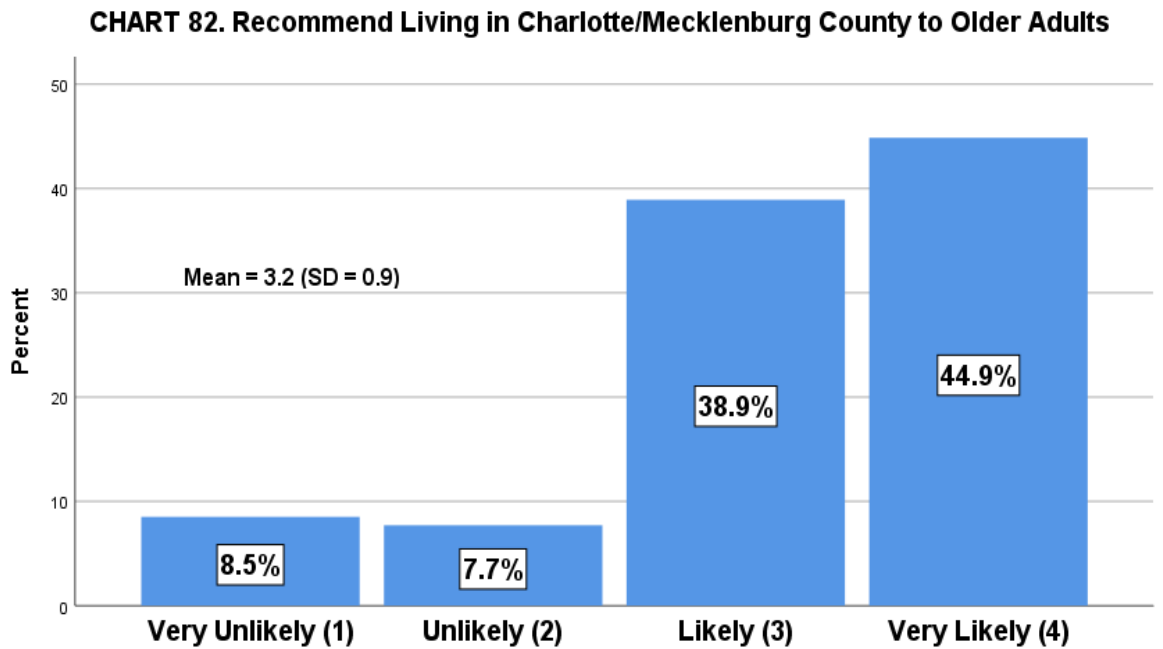
- 1. *Ratings about the County:*** Overall most adults 60 and older in the sample report that Charlotte/Mecklenburg County is a good or excellent place to live (84.1%), ([Chart 80](#)).



Likewise, participants rated Charlotte/Mecklenburg County as a good or excellent place to retire (75.8%), ([Chart 81](#)).

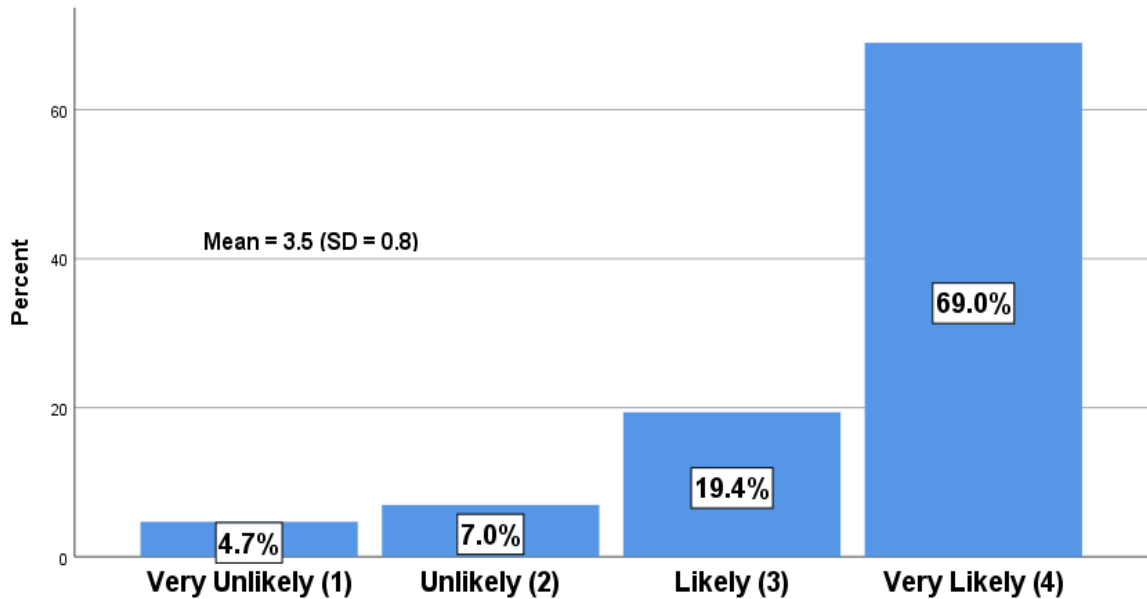


Most participants are somewhat likely or very likely to recommend living in Charlotte/Mecklenburg County to older adults (83.8%), ([Chart 82](#)).

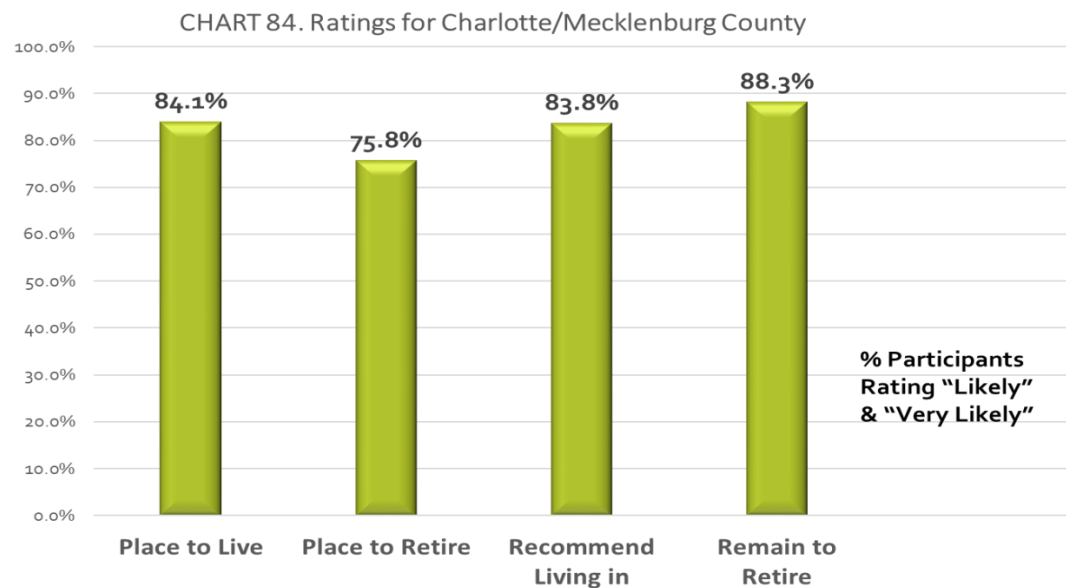


The majority of older adults in the sample indicated that they are likely or very likely to remain in Charlotte/ Mecklenburg County throughout their retirement (88.3%), ([Chart 83](#)).

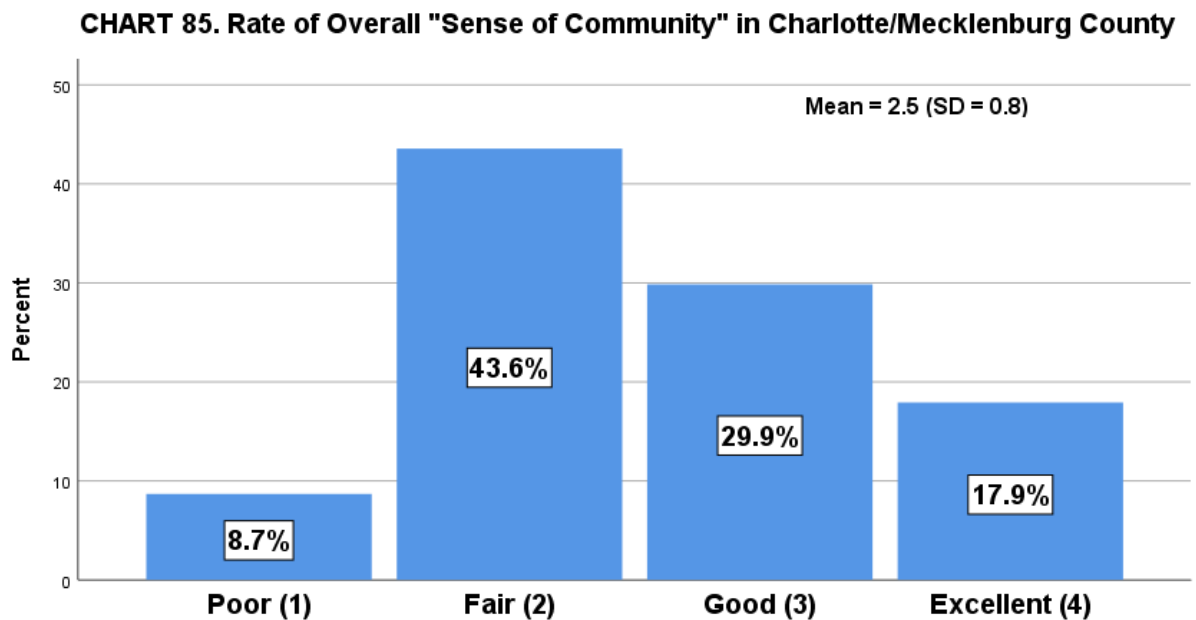
**CHART 83. Remain in Charlotte/Mecklenburg County throughout your Retirement**



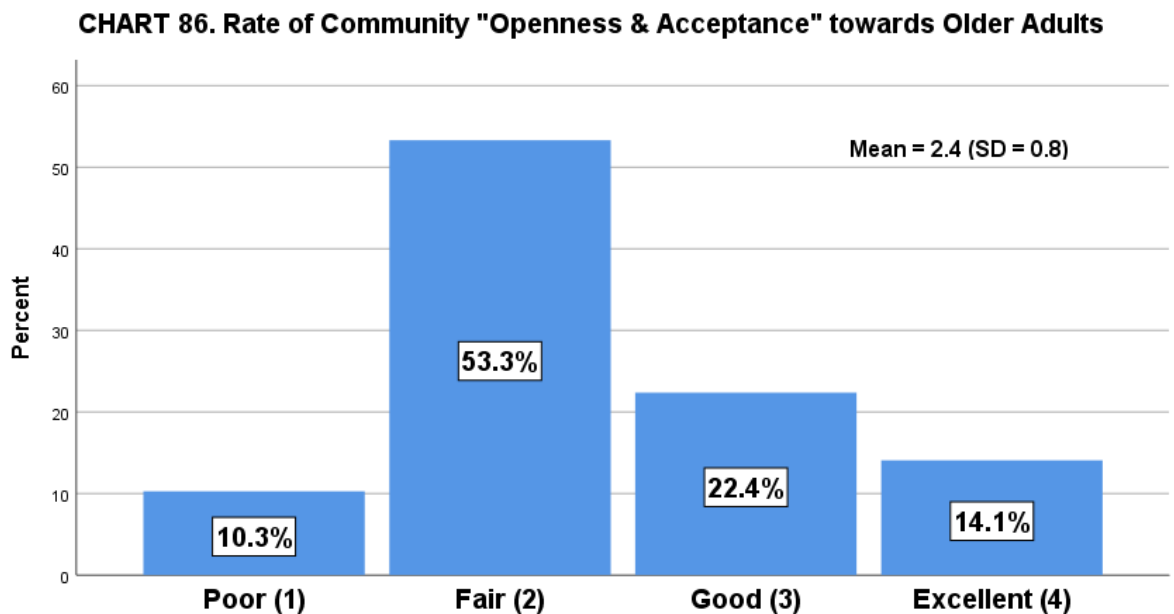
Overall participants rated Charlotte/Mecklenburg County very positive in terms of a place to live (84.1%) and to retire (75.8%). They not only recommend to others to live in the County (83.8%) but also plan overwhelmingly to remain throughout their retirement in the County (88.3%), ([Chart 84](#)).



**2. Rating of Community Attitudes:** About half of older adults in the sample (53.2%) rated the “Sense of Community” in Charlotte/Mecklenburg County as good or excellent ([Chart 85](#)).

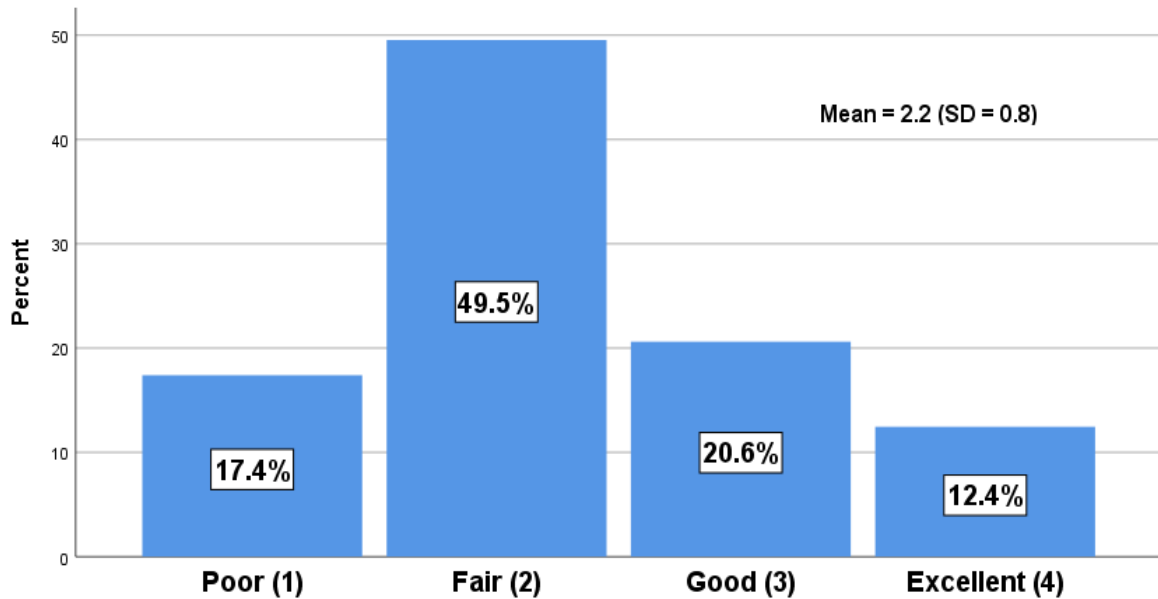


Slightly over one third of participants (36.4%) rated as good or excellent the “Openness and Acceptance” of the community towards older adult residents of diverse backgrounds in Charlotte/Mecklenburg County ([Chart 86](#)).



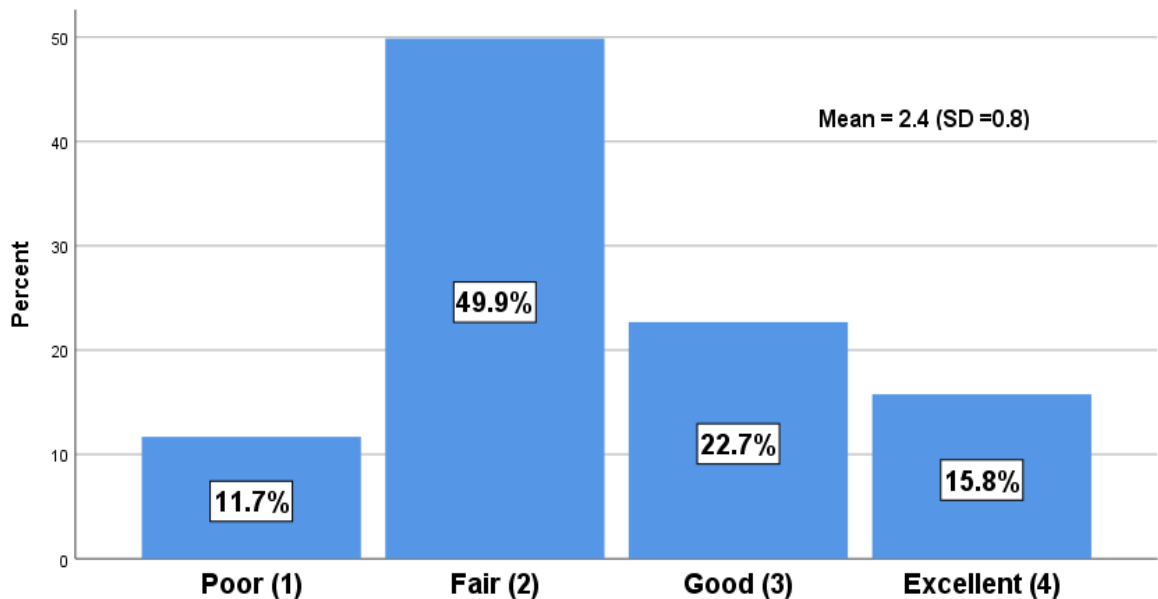
About one third of participants (33.1%) rated the overall “Feeling of Safety” of the community as good or excellent ([Chart 87](#)).

**CHART 87. Rate of Overall "Feeling of Safety of the Community" in County**

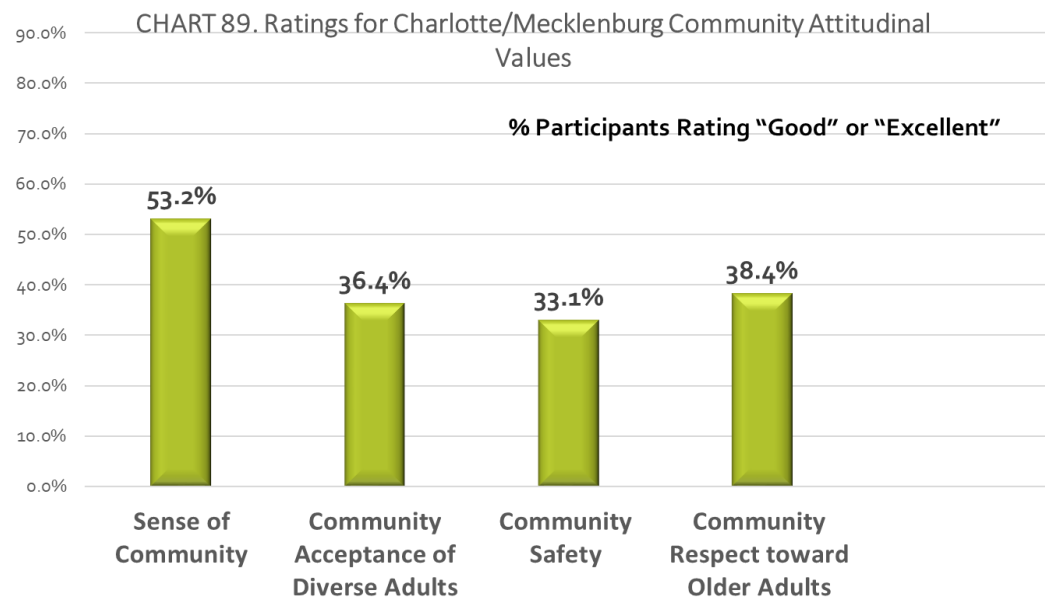


Less than half of participants in the sample (38.4%) rated the level of “Respect for Older Adults” in the community as good or excellent ([Chart 88](#)).

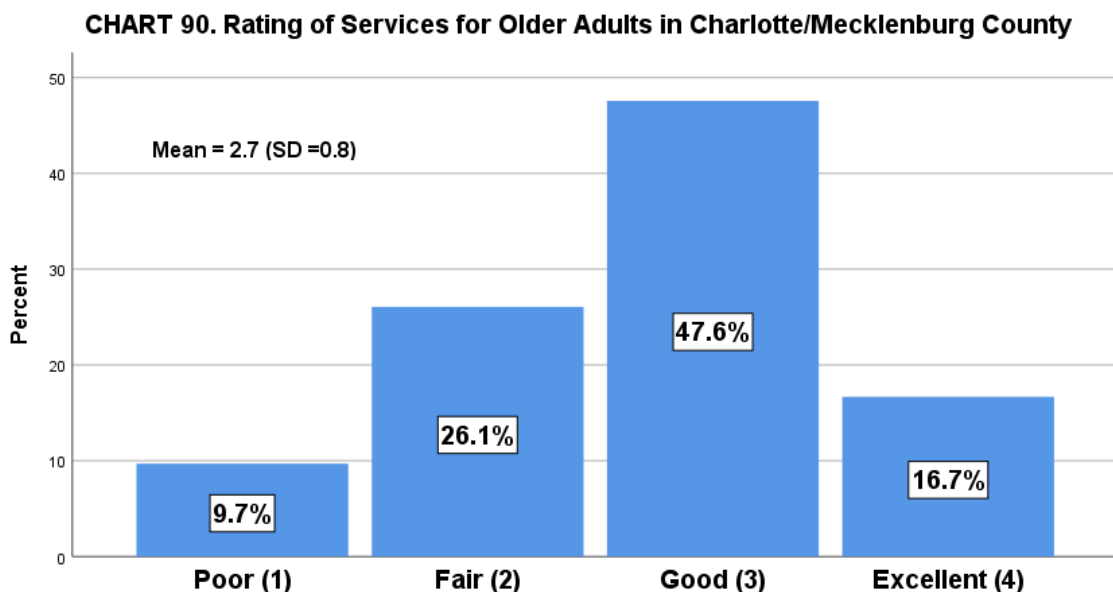
**CHART 88. Rate of Level of "Respect for Older Adults" in the Community**



Overall ratings for attitudinal values in Charlotte/Mecklenburg County were mixed, with only the indicator of the overall “sense of community” above 50% endorsement among those rating good and very good. Other aspects were below that, such as “respect for older adults” (38.4%), “acceptance of diverse older adults” (36.4%) and “community safety” (33.1%), ([Chart 89](#)).

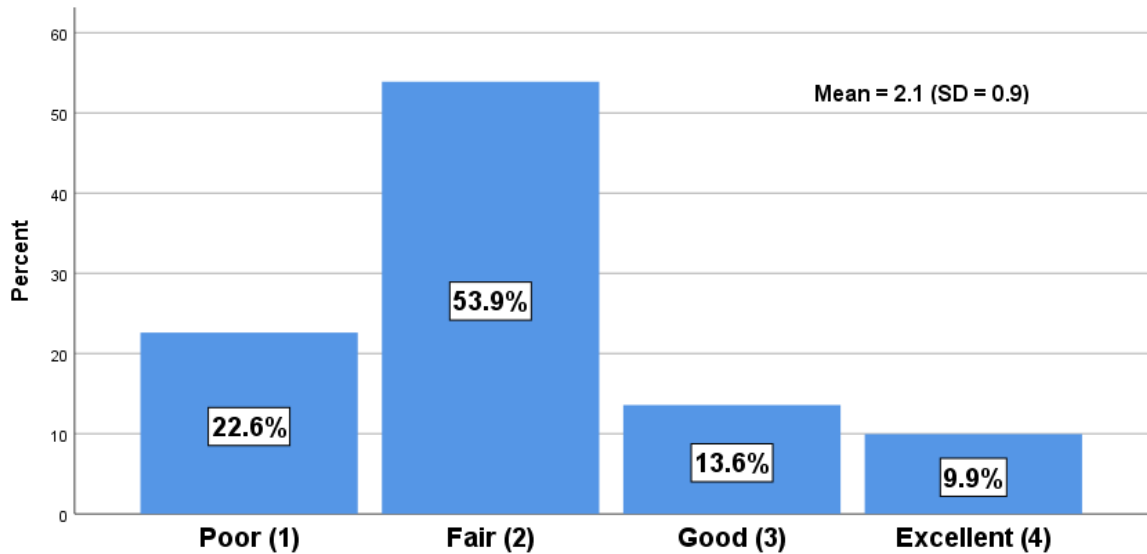


- 3. Ratings of Community Services:** More than two thirds of participants (64.2%) in the sample rated the overall services provided to older adults in Charlotte/Mecklenburg County as good or excellent ([Chart 90](#)).



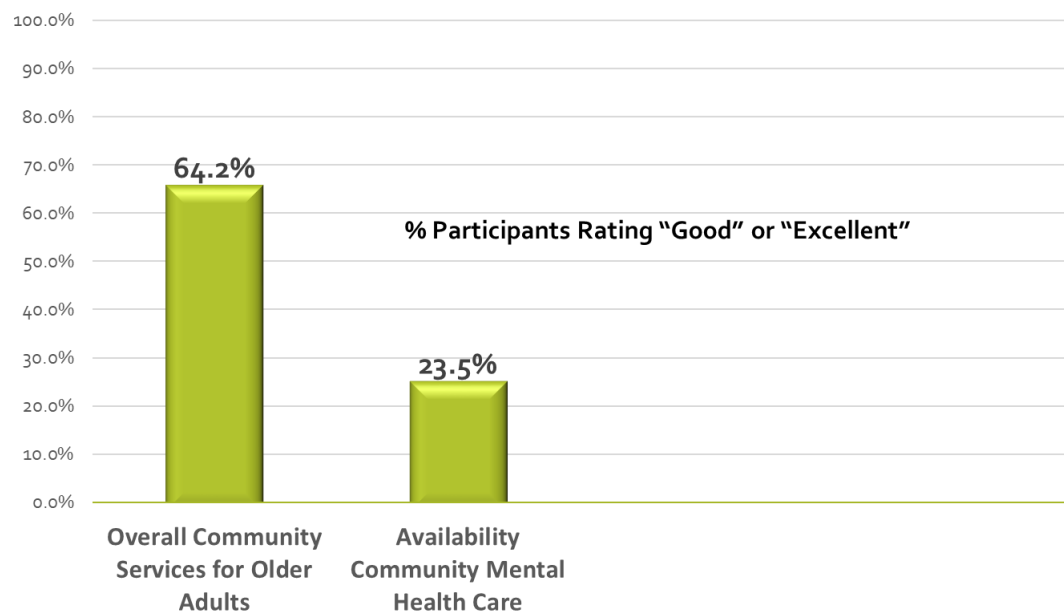
Less than one-third of participants in the sample (23.5%) rated the “availability of Affordable Quality Mental Health Care” for older adults in the County as good or excellent ([Chart 91](#)).

**CHART 91. Availability of Affordable Quality Mental Health Care for Older Adults**



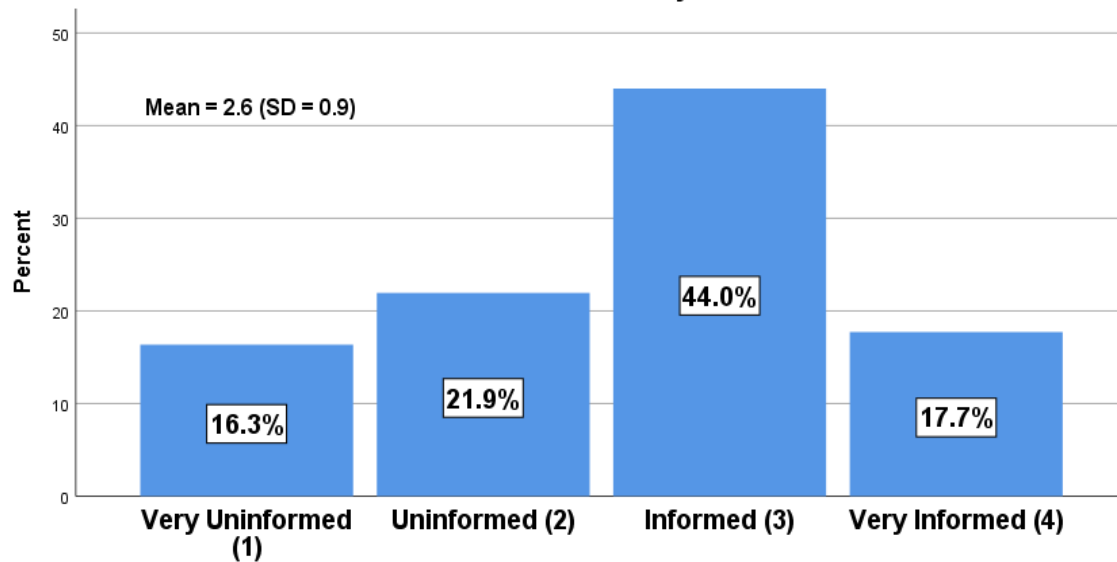
Overall ratings for Community services Charlotte/Mecklenburg County very mixed, with only about two-thirds of participants indicating that overall services are good or excellent (64.2%), and less than one quarter of them rating positively the availability of community quality Mental Health Services (23.5%), ([Chart 92](#)).

**CHART 92. Ratings for Community Services in Charlotte/Mecklenburg**



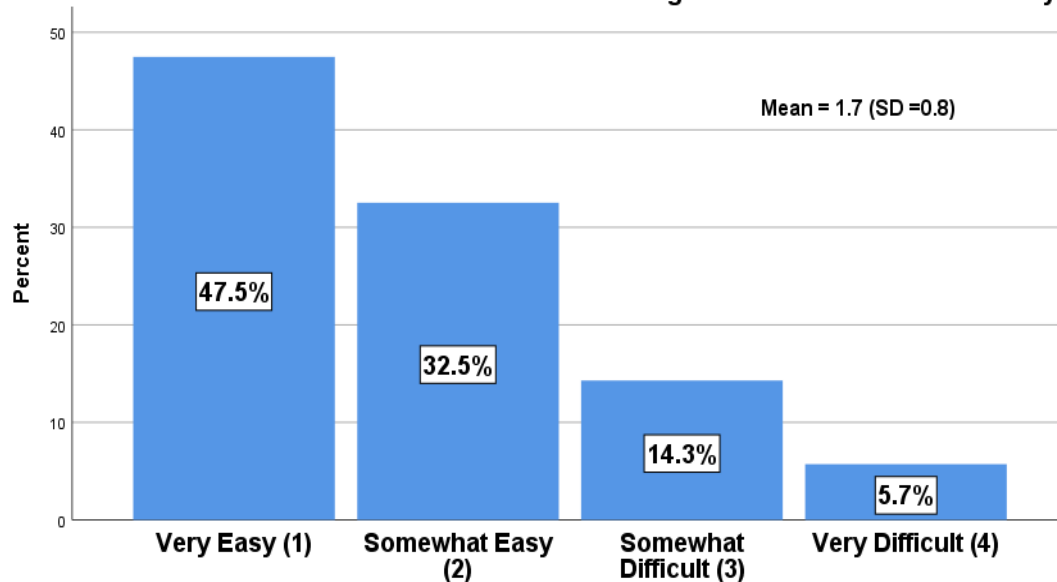
4. **Satisfaction with Community Services:** Participants reported moderate levels of familiarity with community services for older adults in the County. Only about two-thirds of respondents indicate they are “informed” or “very informed” about services (61.8%), ([Chart 93](#)).

**CHART 93. How Informed do you Feel about Services and Activities Available to Older Adults in the County**



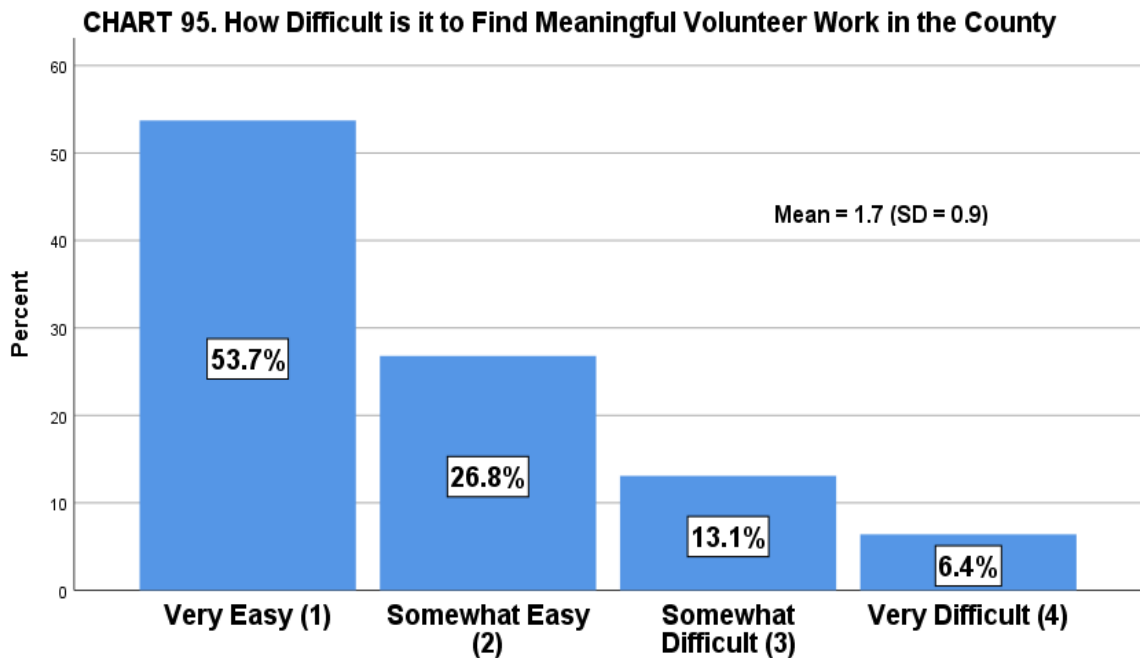
Most participants reported that it was not too difficult to find productive or meaningful activities to do. Those reporting that it was “easy” or “very easy” were the majority (80%), ([Chart 94](#)).

**CHART 94. How Difficult is to Find Productive or Meaningful Activities to do in the County**

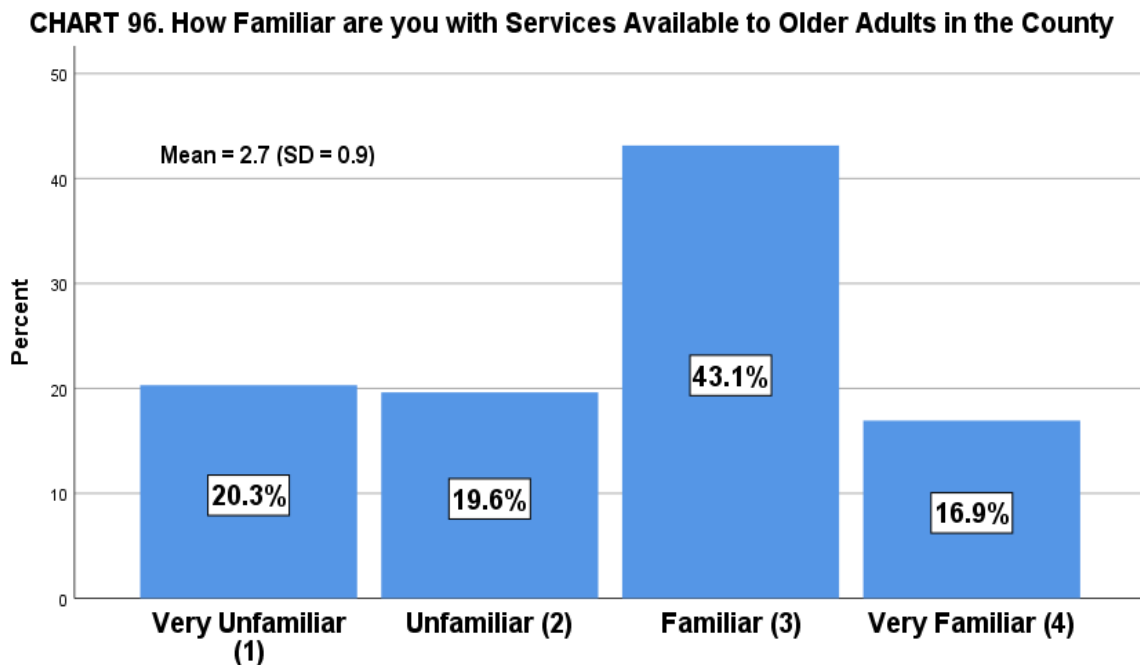




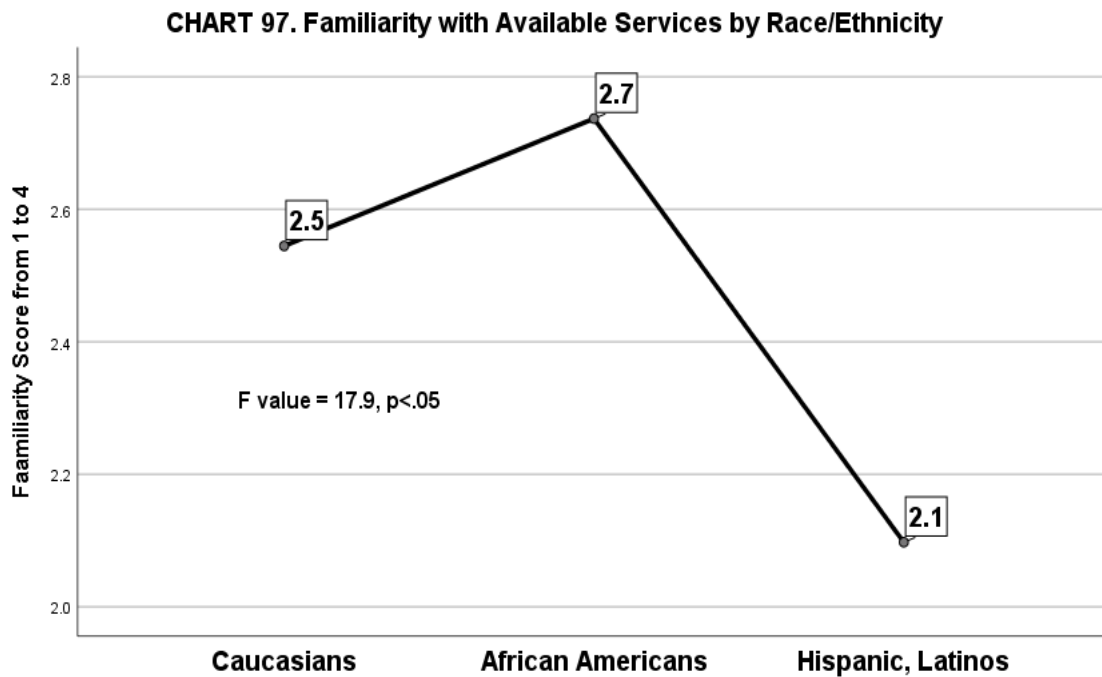
Similarly, participants declared that it was easy to find meaningful volunteer work in the County. Most of them indicated that it was “easy” or “very easy” (80.3%), ([Chart 95](#)).



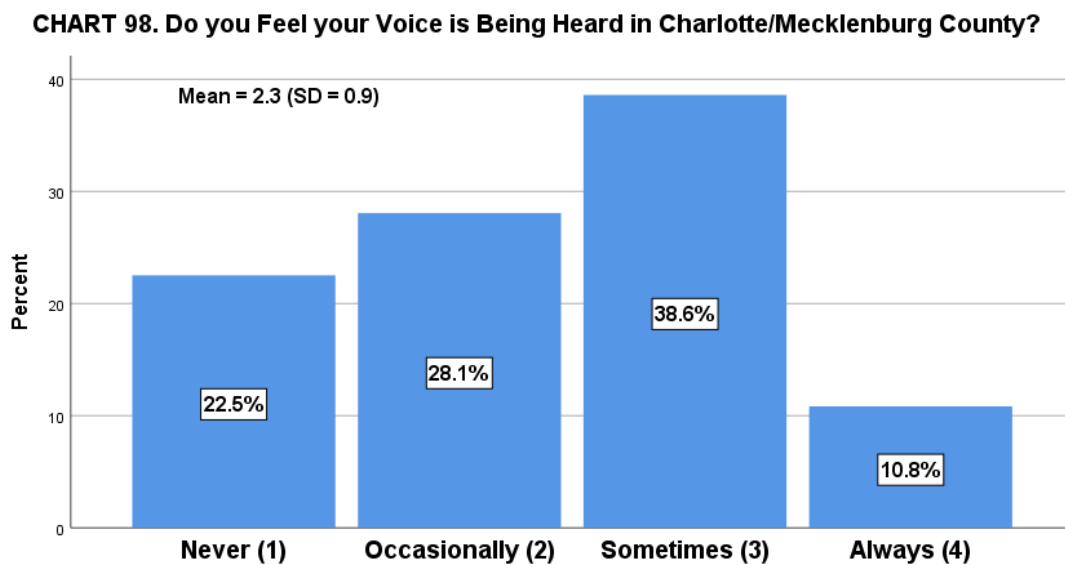
Participants also indicated that they are somewhat familiar with community services available in the County. About two-thirds of them indicated that they are “familiar” or “very familiar” with services (60.1%), ([Chart 96](#)).



There are significant race/ethnic differences regarding level of familiarity with community available services. African Americans (mean = 2.7) and Caucasians (mean = 2.5) are more familiar than Hispanic or Latinos older adults (mean = 2.1), ([Chart 97](#)).

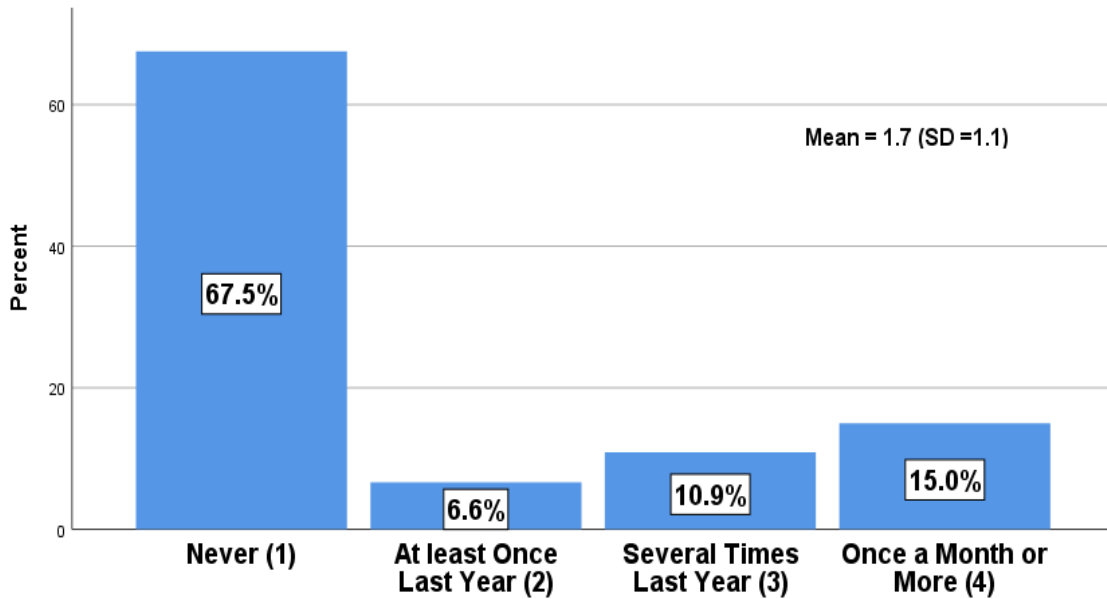


Adults in the sample do not seem to feel that their voice is being heard when it comes to community matters related to Charlotte/Mecklenburg County. Only about half of them reported that their voices are “sometimes” or “always” heard (50.6%), ([Chart 98](#)).



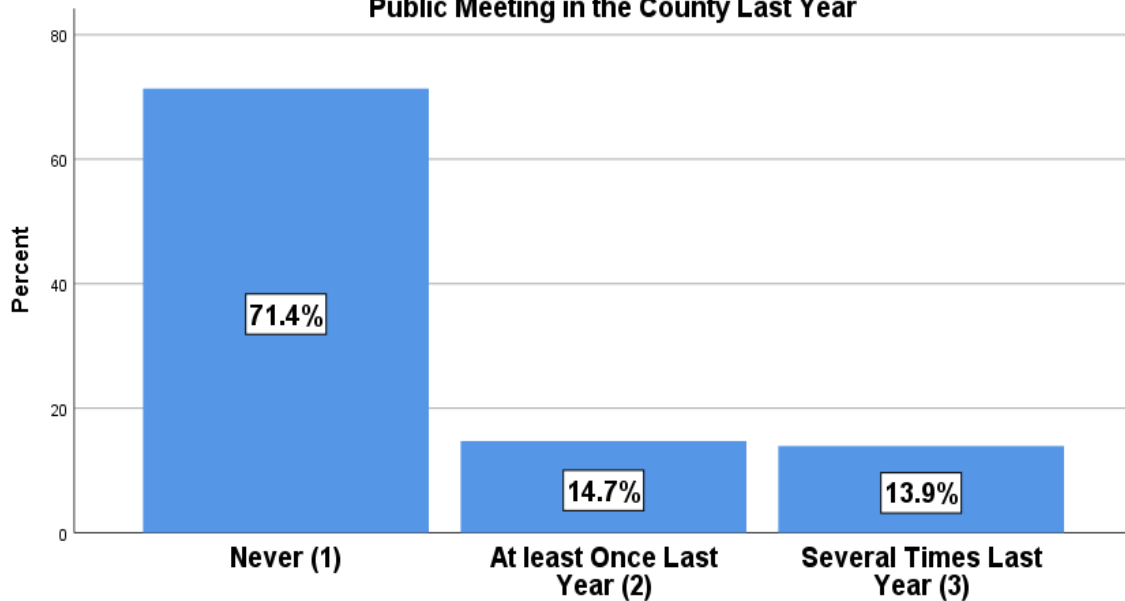
**5. Community Participation and Use of Services:** Only about one third of participants (32.5%) reported to have participated as volunteer in activities for older adults in the County during the previous year ([Chart 99](#)).

**CHART 99. Participated as Volunteer in Activities for Older Adults in the County Last Year**

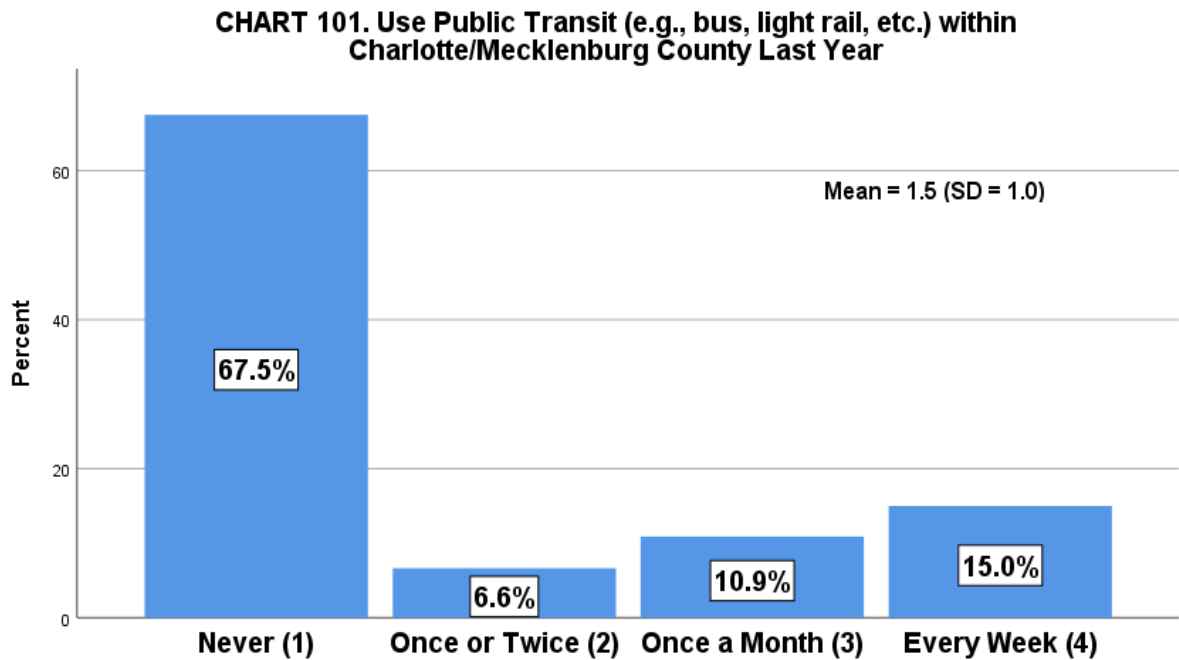


A fewer number of older adults declared (28.6) that they have attended local elected officials or other local public meetings in the County ([Chart 100](#)).

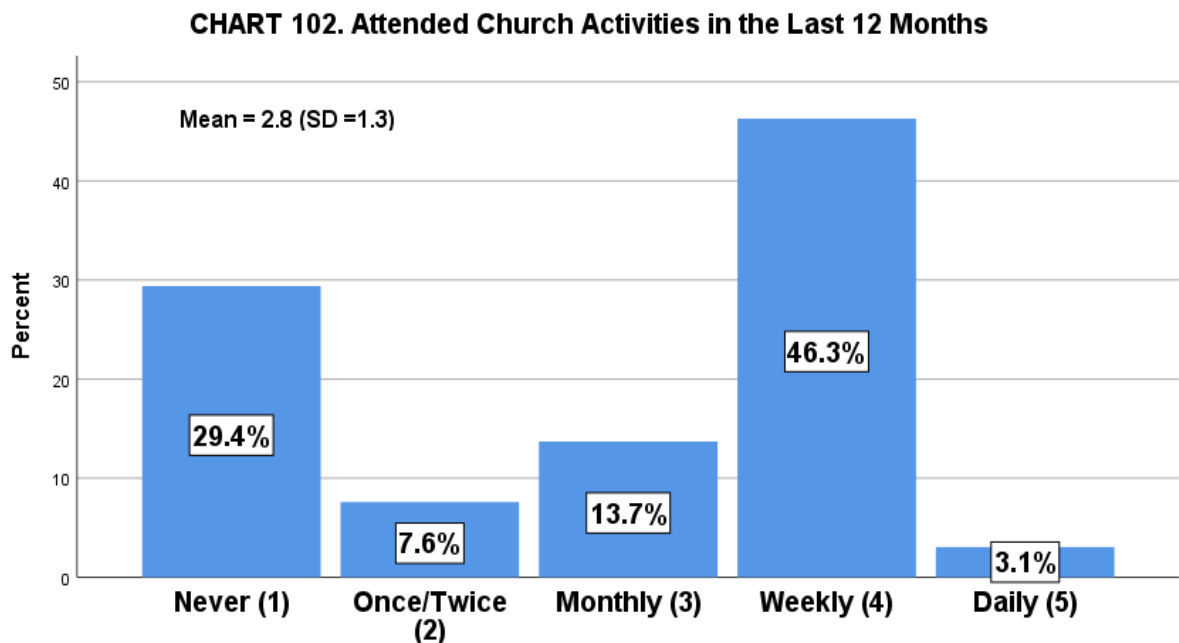
**CHART 100. Attended a Meeting of Local Elected Officials or Other Local Public Meeting in the County Last Year**



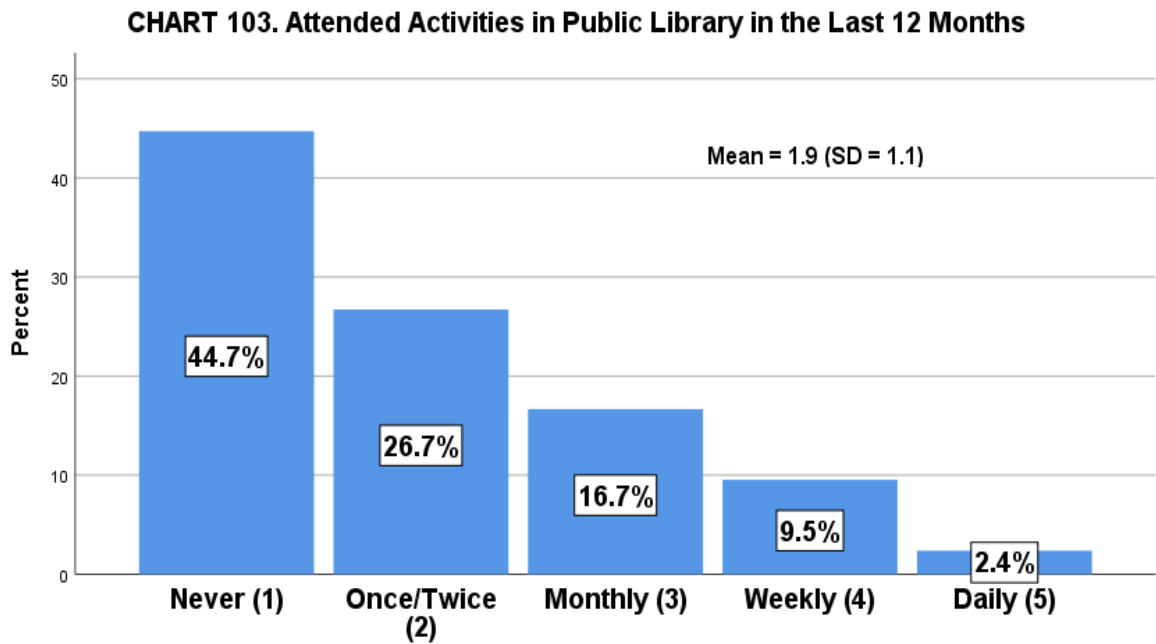
The use of any public transportation for the last year reported by older adults in the sample was very limited (32.5%), ([Chart 101](#)).



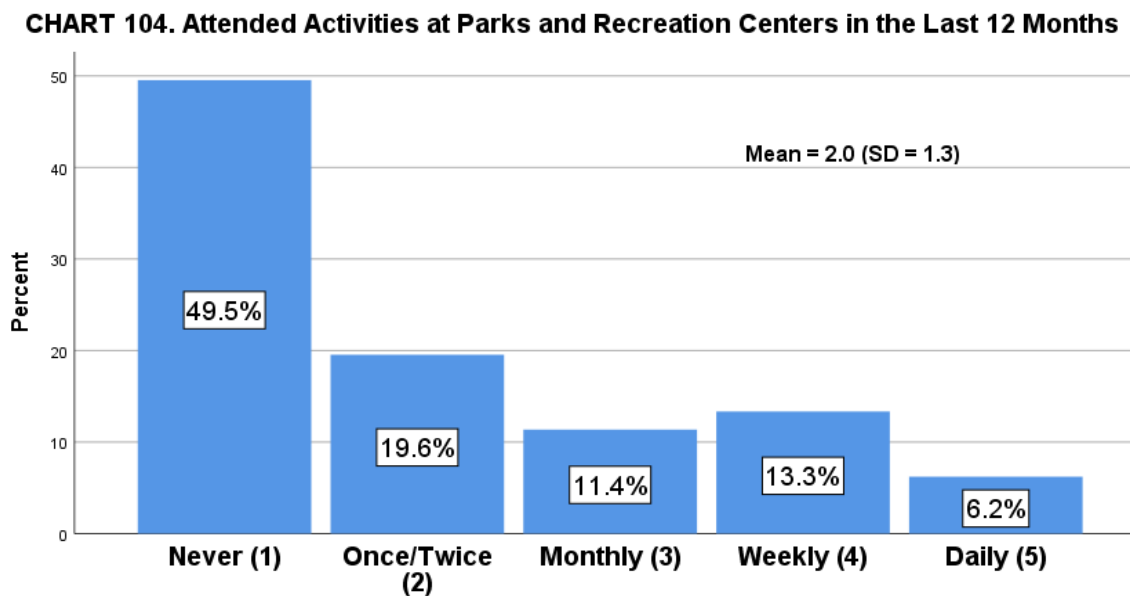
Attendance at Church activities in the past year was very consistent with almost half of the sample participants attending weekly (49.4%), and about one-third declaring no attendance at all ([Chart 102](#)). Overall most adults attended church activities sometime during the year (70.6%).



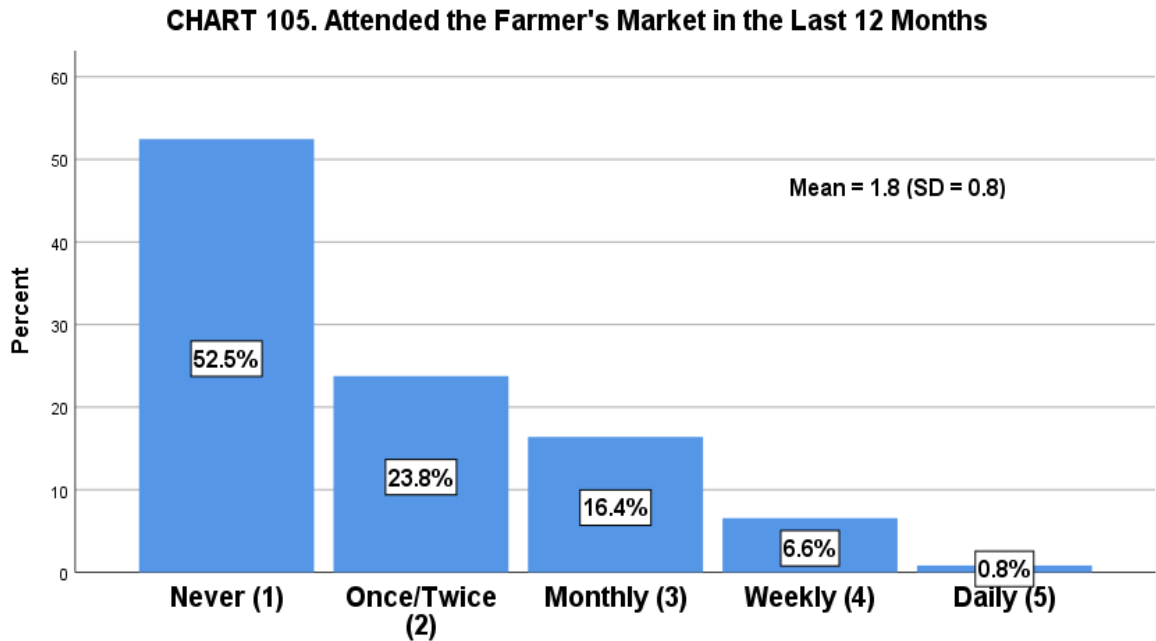
Over half of participants reported that they attend activities in the Public Libraries (55.3%). About one-third do so monthly or weekly ([Chart 103](#)).



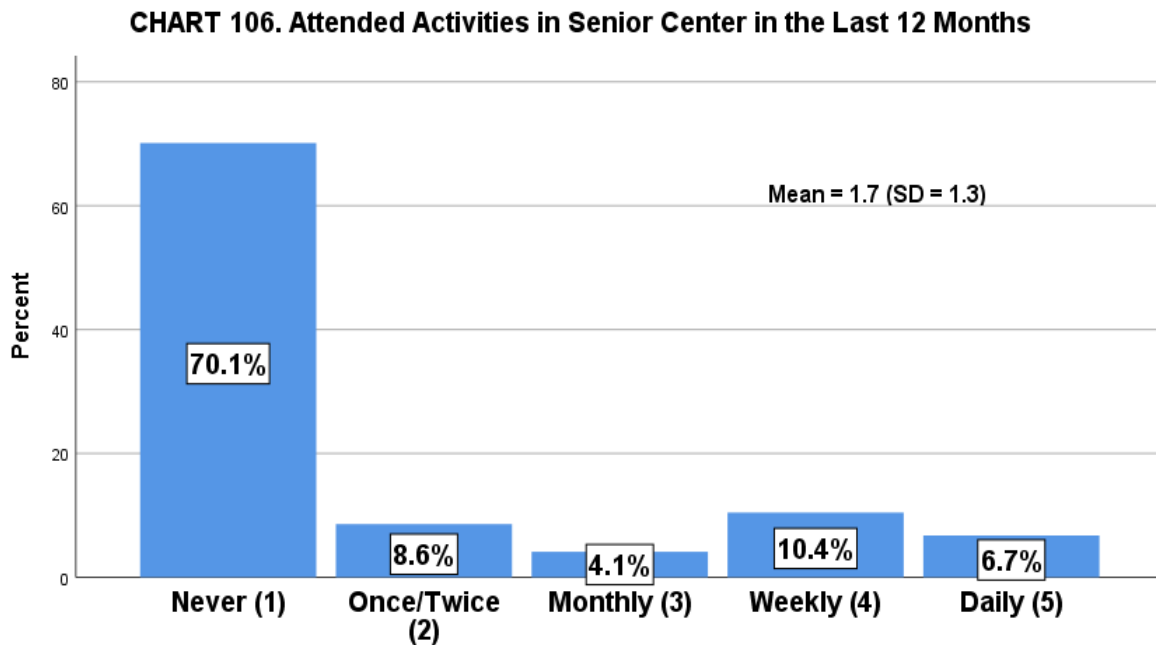
One third of older adults reported attending activities at Parks and Recreation Centers during last year (30.0%) at least once a month. However, only about half of participants reported attending any activity at Parks and Recreations Centers last year ([Chart 104](#)).



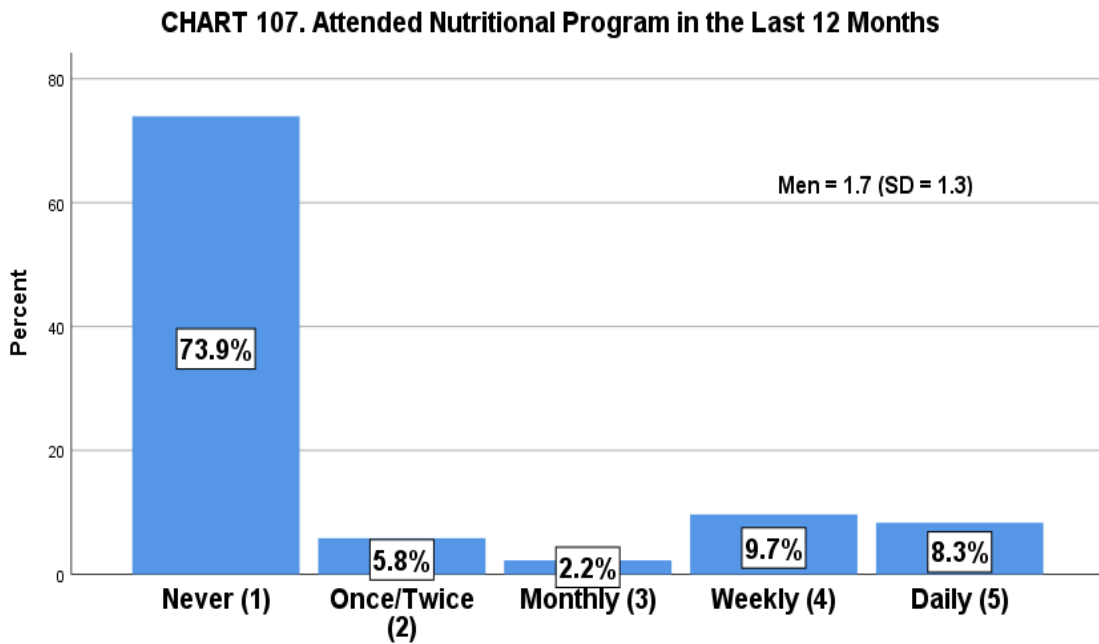
Attending a Farmer's Market during last year is an activity reported about half of the respondents (47.5%), and half of that number (23.8%) only attended once or twice during the year ([Chart 105](#)).



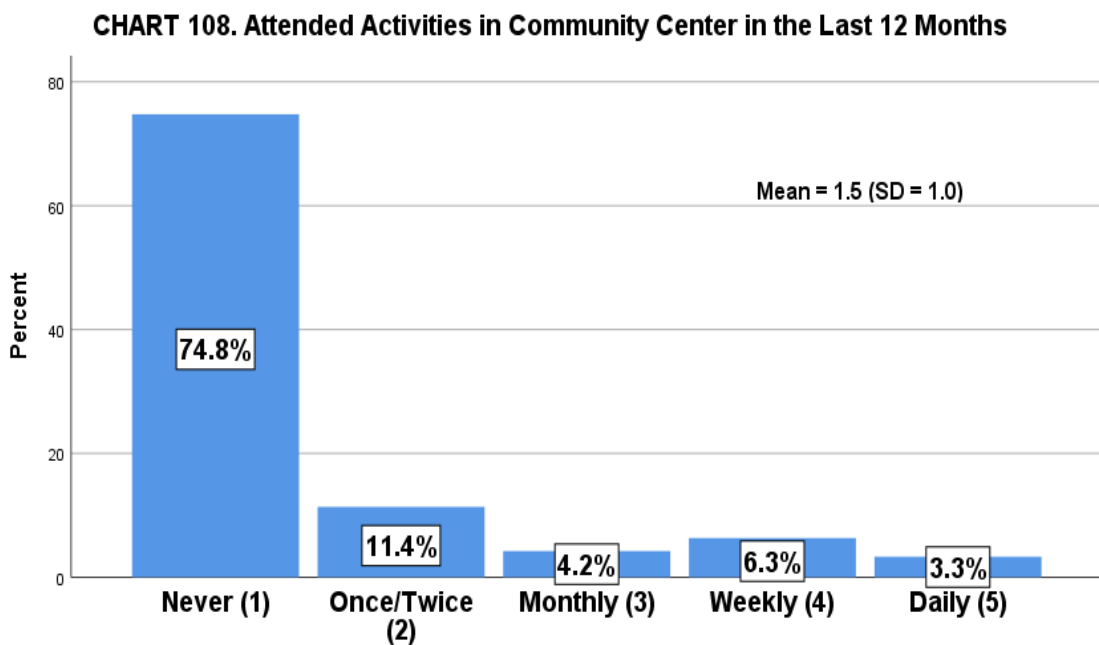
Few older adults reported attending activities at Senior Centers (70.1% never attended during the year). Only a few attended the Senior Centers weekly or daily (17.1%), ([Chart 106](#)).



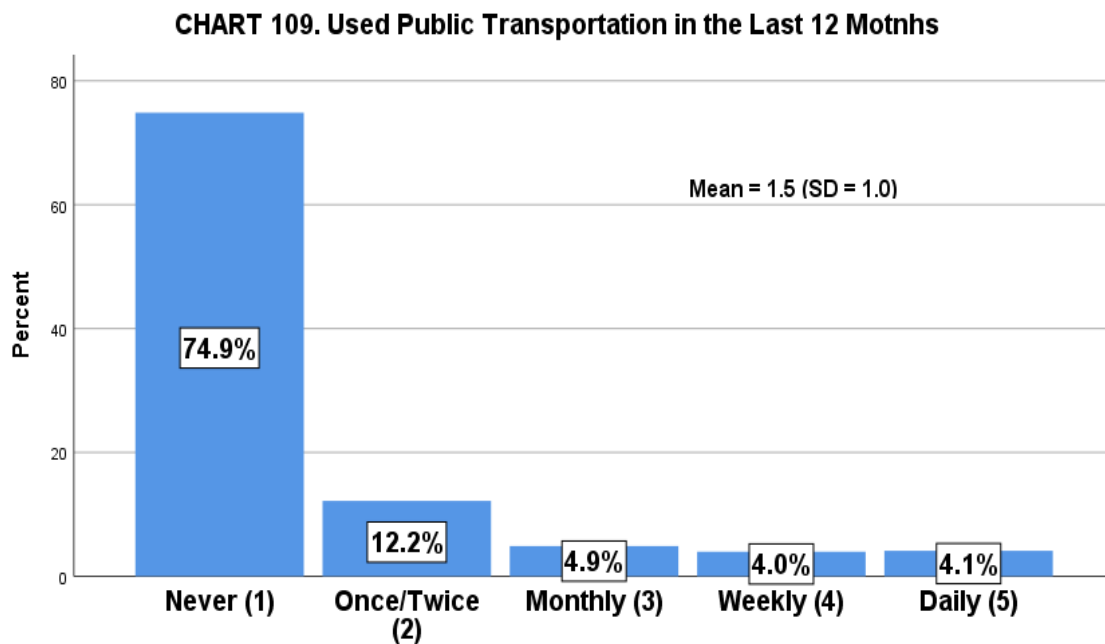
Attendance at Nutritional programs follow the same pattern as seen in the previous charts (73.9% never attended a program with 18% doing so either weekly or daily ([Chart 107](#)).



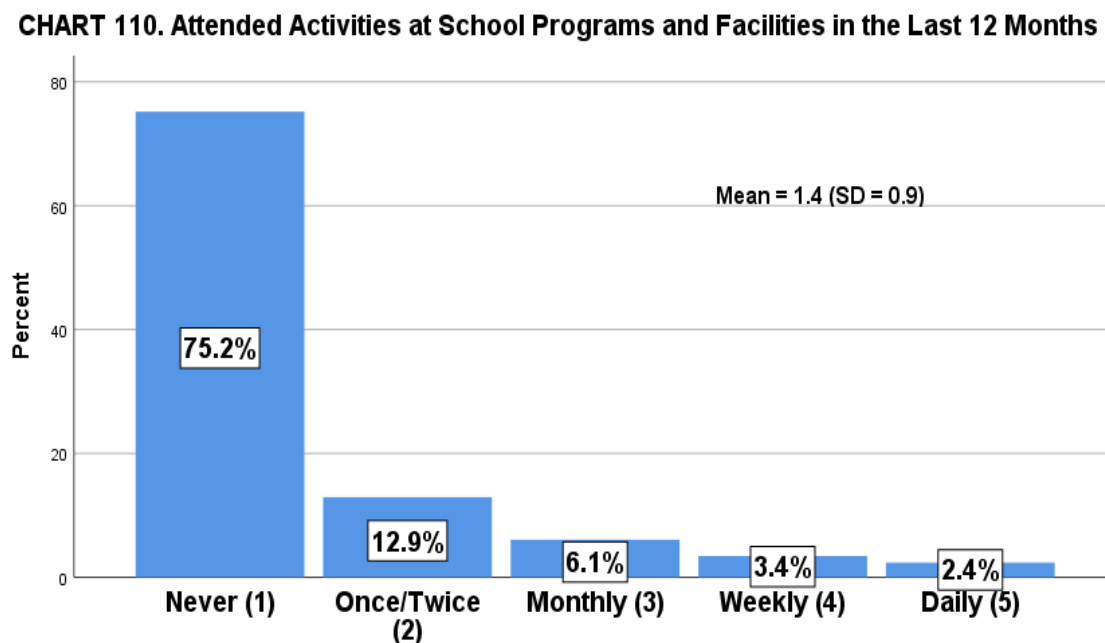
Attendance at Community Centers exhibits similar pattern, with only about one quarter of adults reporting attendance (25.2%), ([Chart 108](#)).



Most older adults indicated that they did not use Public Transportation during last year (70.6%). Only a few report using public transportation on a monthly base (13%), ([Chart 109](#)).

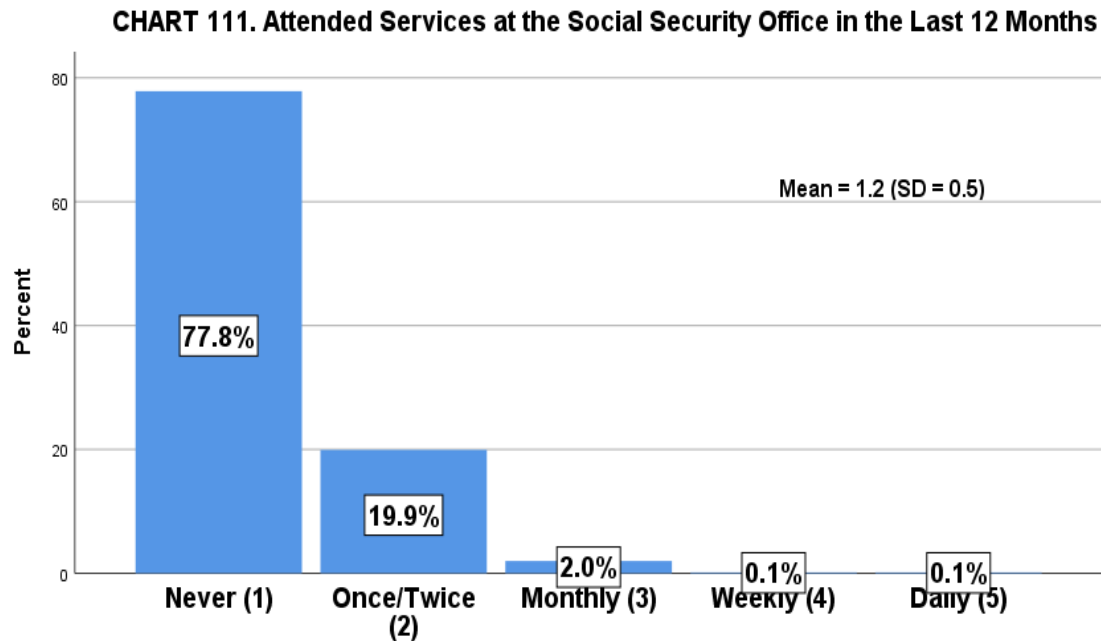


Many participants report not attending activities at school (75.2%). Only a few (11.9%) participate in activities at school on a monthly base ([Chart 110](#)).





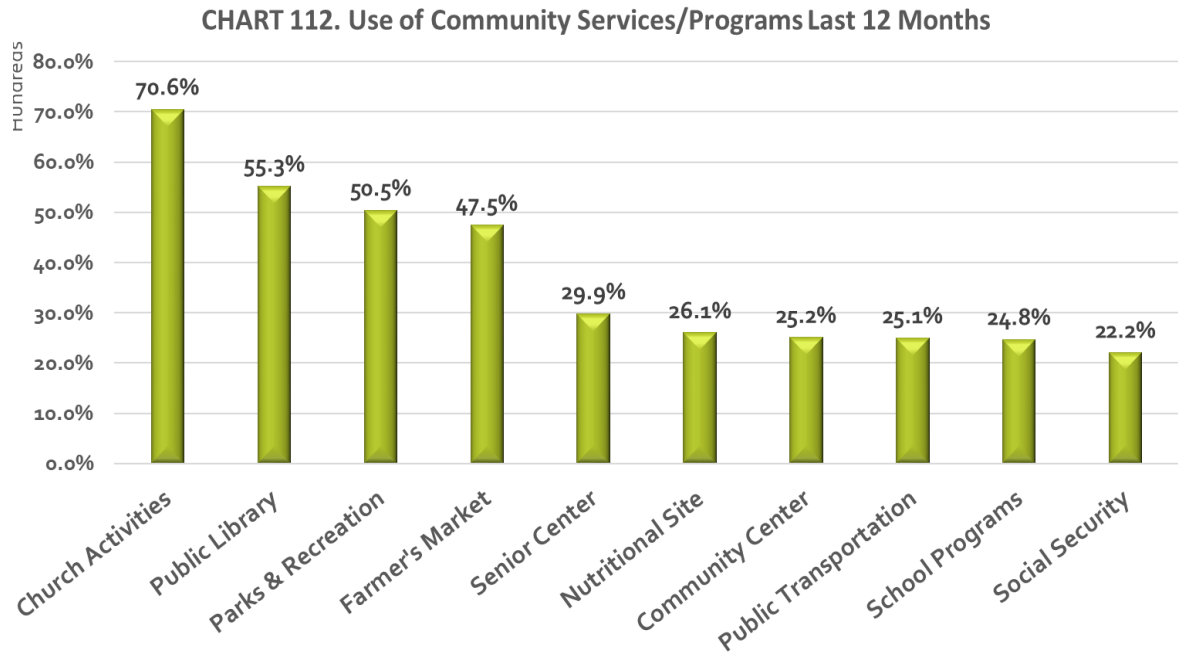
Older adults seldom visited a Social Security Office during last year (22.2%), ([Chart 111](#)).



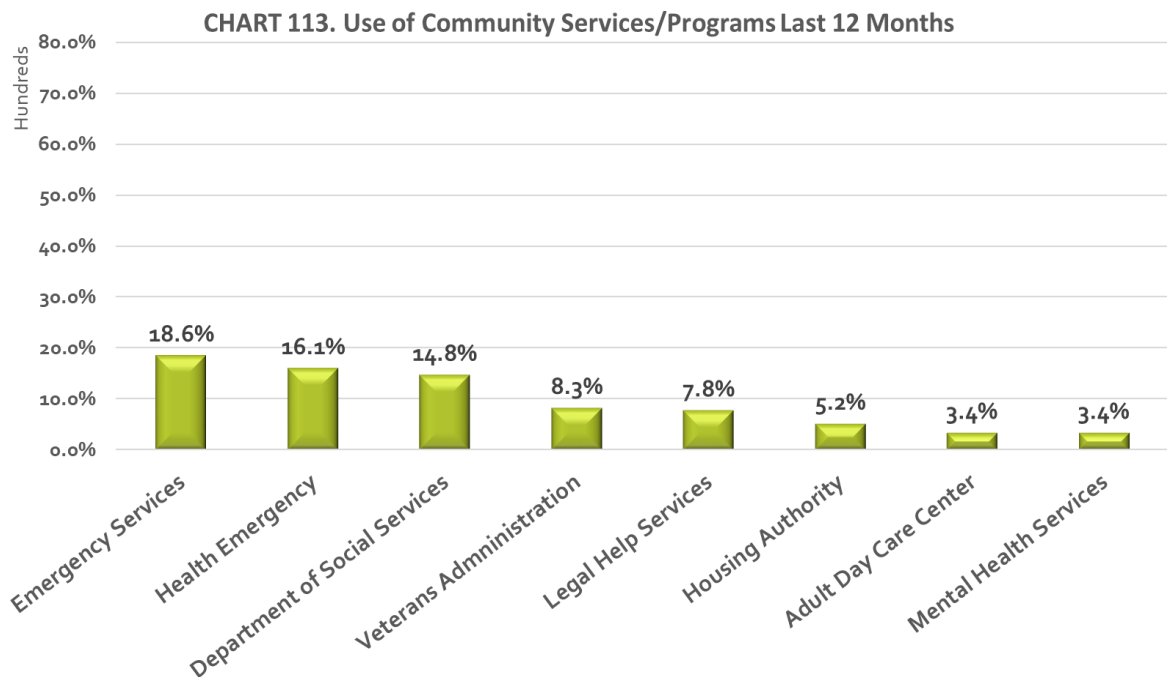
Overall use of services and activity participation during the past year among adults in the sample was highest for attendance of Church activities (70.6%), followed by use of Public Libraries (55.3%), Parks and Recreation Centers (50.5%), and the Farmer's Market (47.5%), ([Chart 112](#)).

Participants reported a lower frequency of use for other services such as Senior Centers (29.9%), Nutritional programs (26.1%), Community Centers (25.2%), and Public transportation (25.1%), ([Chart 112](#)).

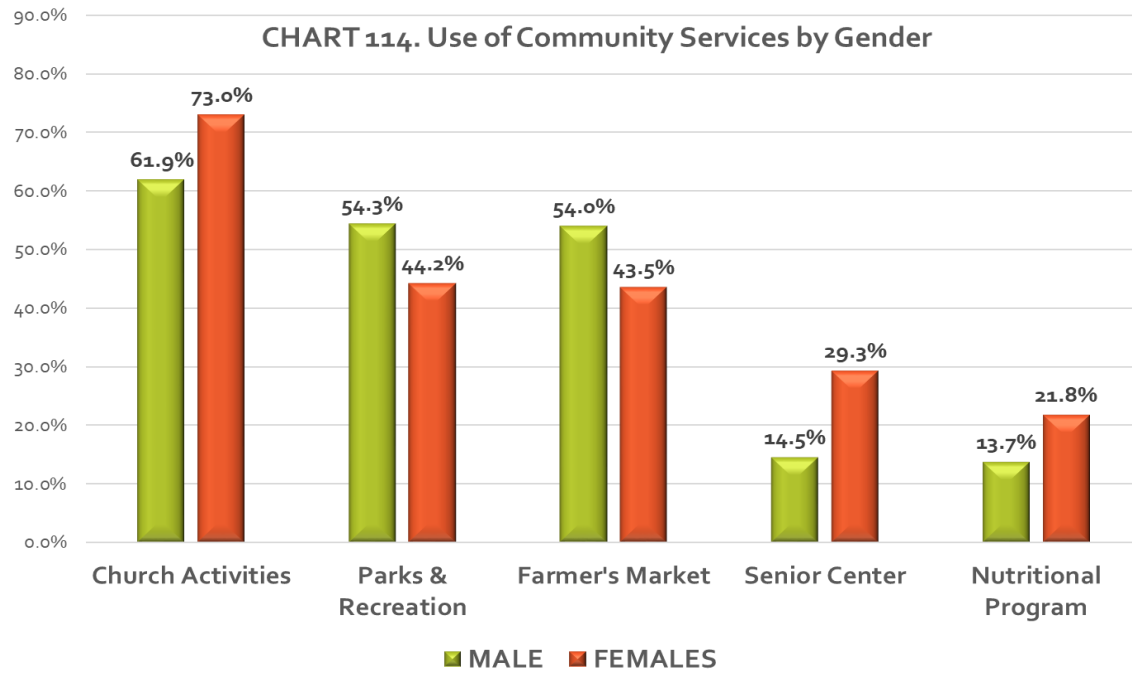
Participants reported a much lower use of services for School programs (24.8%), Social Security Office (22.2%), Emergency services (18.6), Health Emergency services (16.1%) or the Department of Social Services (14.8%), ([Chart 112](#) and [Chart 113](#)).



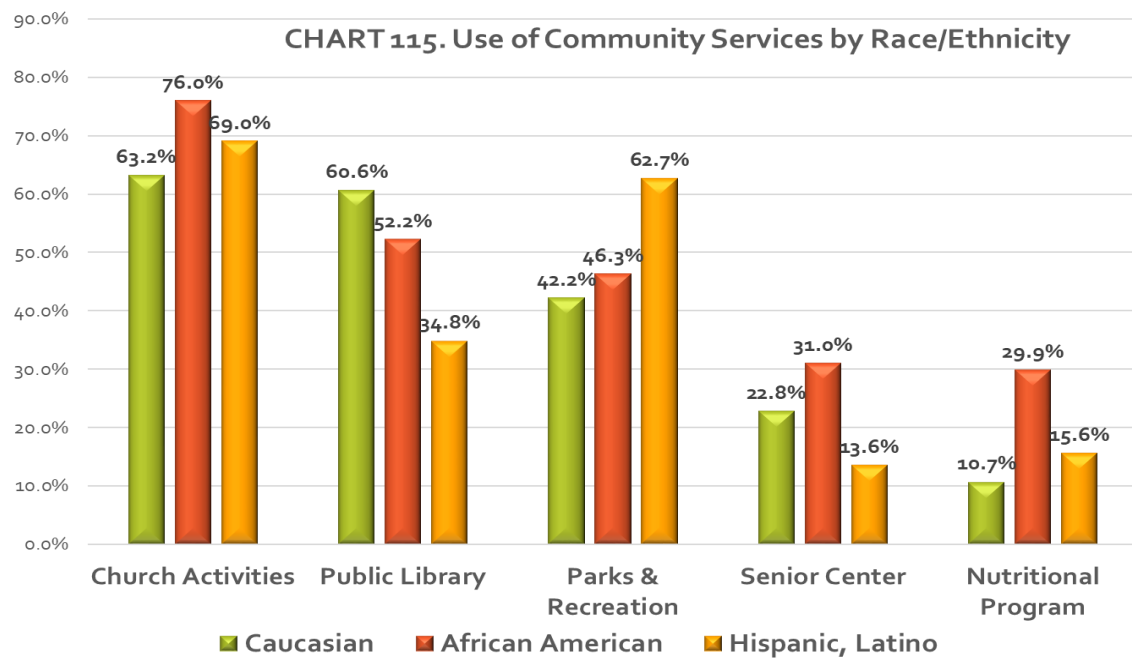
Very few participants reported other services, including Veterans Administration services (8.3%), Legal Health services (7.8%), Housing Authority (5.2%), Adult Day Care Center (3.4%) and Mental Health Services (3.4%), ([Chart 113](#)).



There are significant differences by gender when examining use of services. Women are more likely to attend Church activities, Senior Centers and Nutritional programs than males. On the other hand, males reported more attendance at Parks and Recreation Centers and Farmer's Markets than females ([Chart 114](#)).



Differences on frequency of service use are significant across racial/ethnic groups, ([Chart 115](#)).



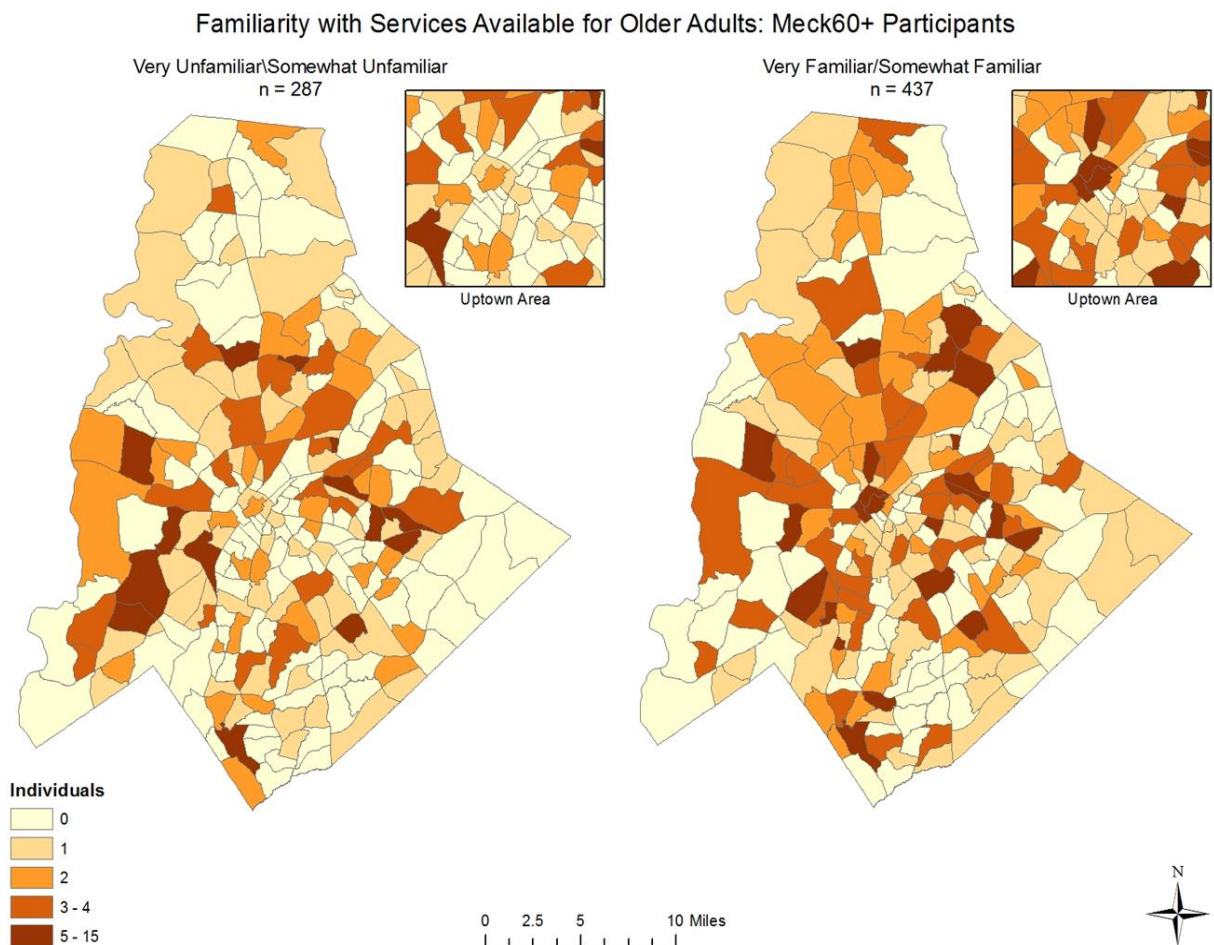
Caucasians reported higher attendance to Public Libraries than other groups. African Americans exhibit higher attendance to Church activities, Senior Centers and Nutritional programs than the other groups. Finally, Latinos expressed a greater preference for Parks and Recreation community centers ([Chart 115](#)).

## 6. Community Satisfaction and Geographical Distribution

The spatial distribution of adults in the survey regarding their opinions about use and satisfaction with services provide additional insights to understand the needs of older adults in Charlotte and Mecklenburg County.

Regarding overall level of familiarity with available community services in the County, most adults in the sample report that they are familiar with services. However, many participants are not familiar with available community services and they appear to live in low-income areas where greater demand for such services might be needed ([Figure 24](#)).

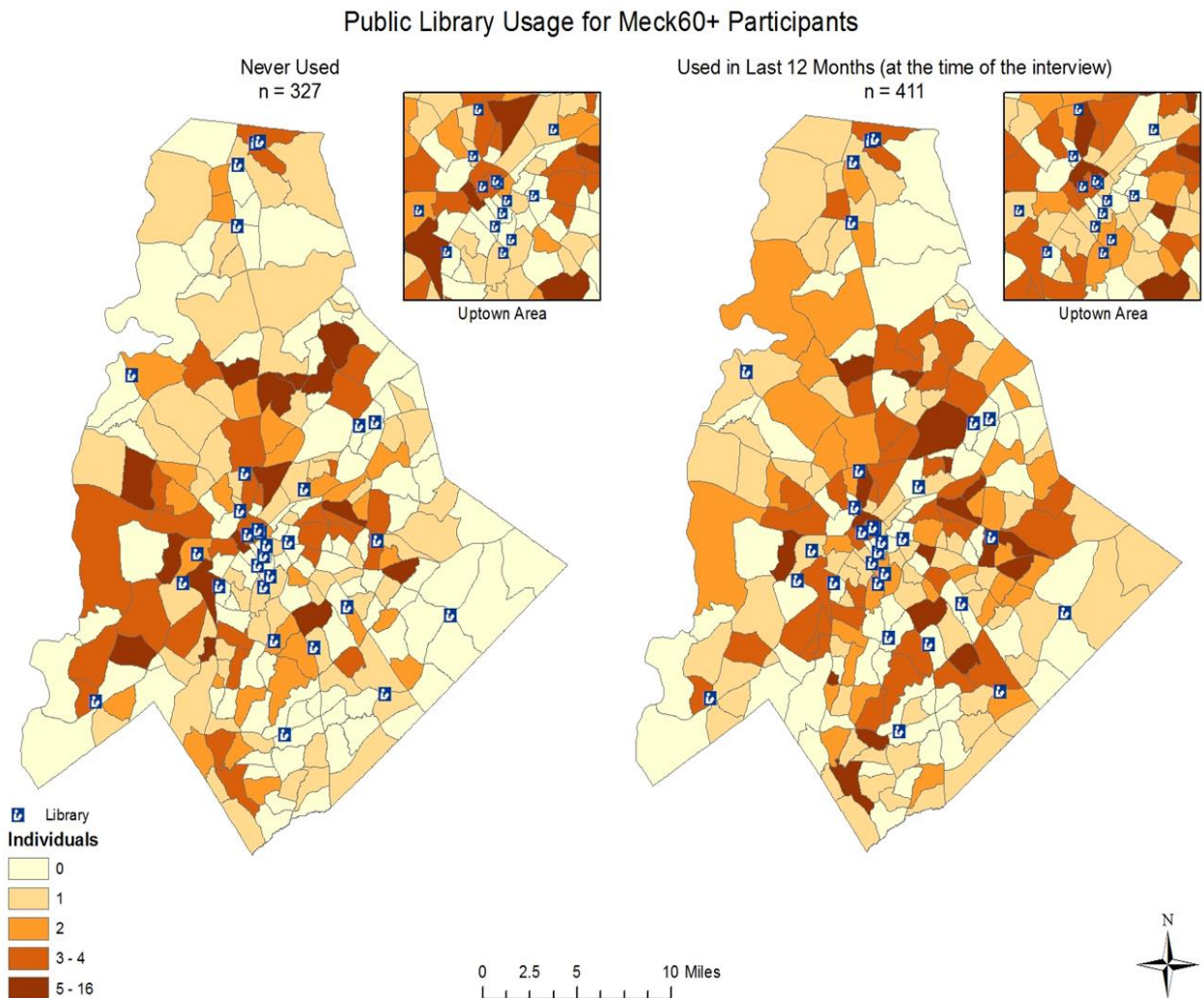
**Figure 24 - Familiarity with Community Services**



Older adults in the county reported using community services such as Public Libraries often.

The geographic distribution of those using Public Libraries indicates that proximity to the libraries may play an important role. There are more users where a library is close by and fewer where libraries are not close by ([Figure 25](#)).

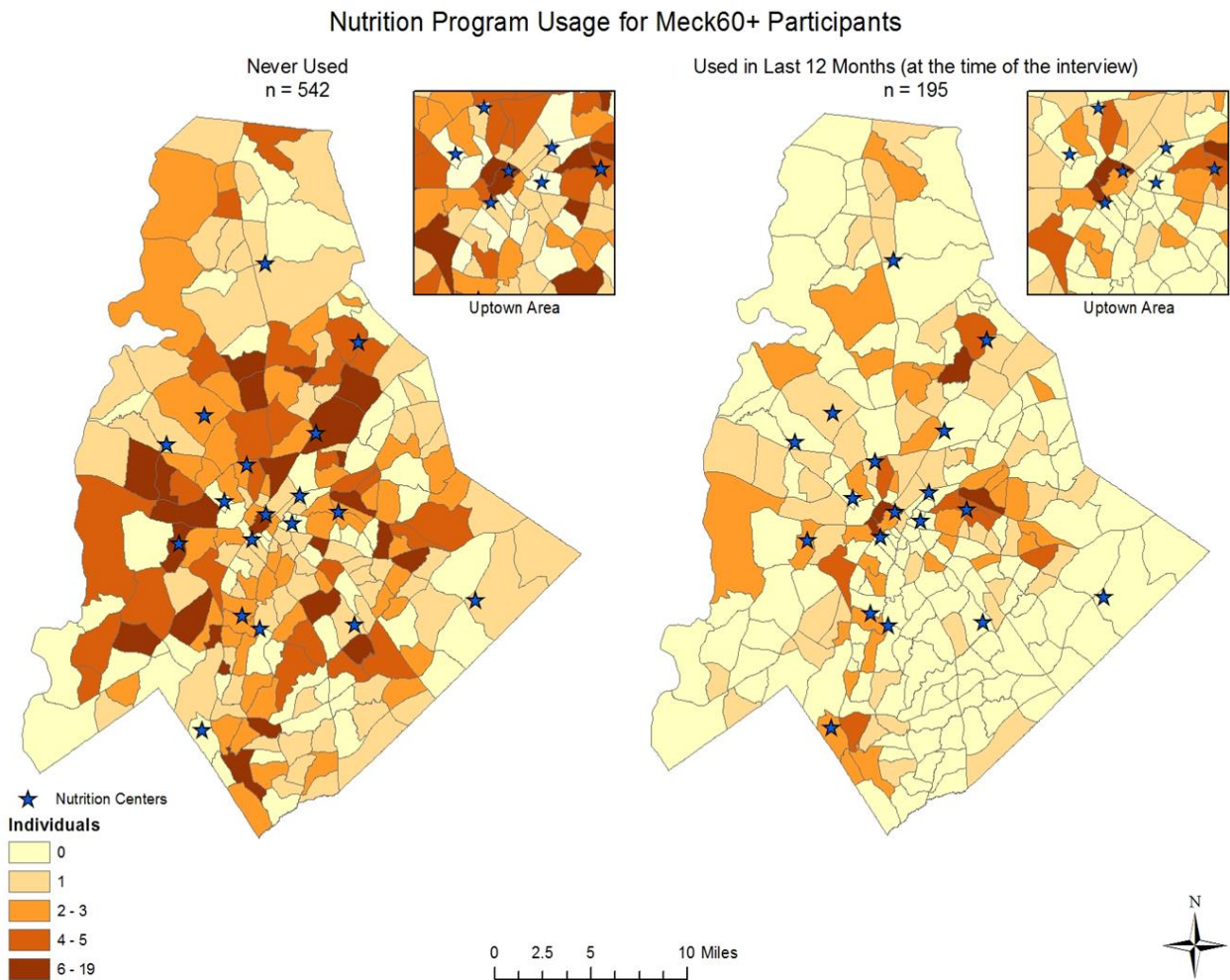
**Figure 25 - Public Library Usage**





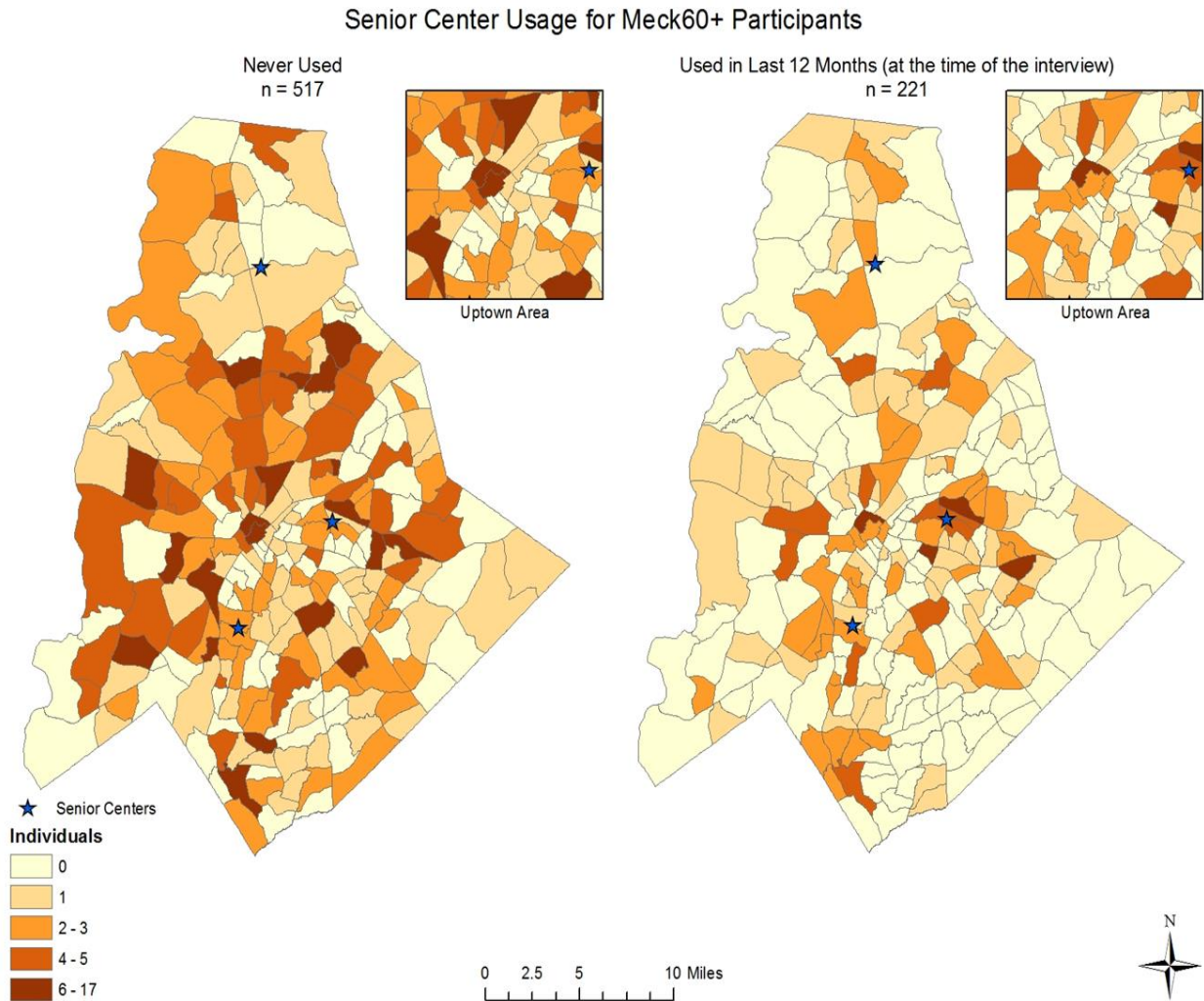
Older adults reported using nutritional programs during the last year in the county. Proximity to sites and community centers seem to facilitate use (Figure 26).

**Figure 26 - Nutrition Programs Usage**



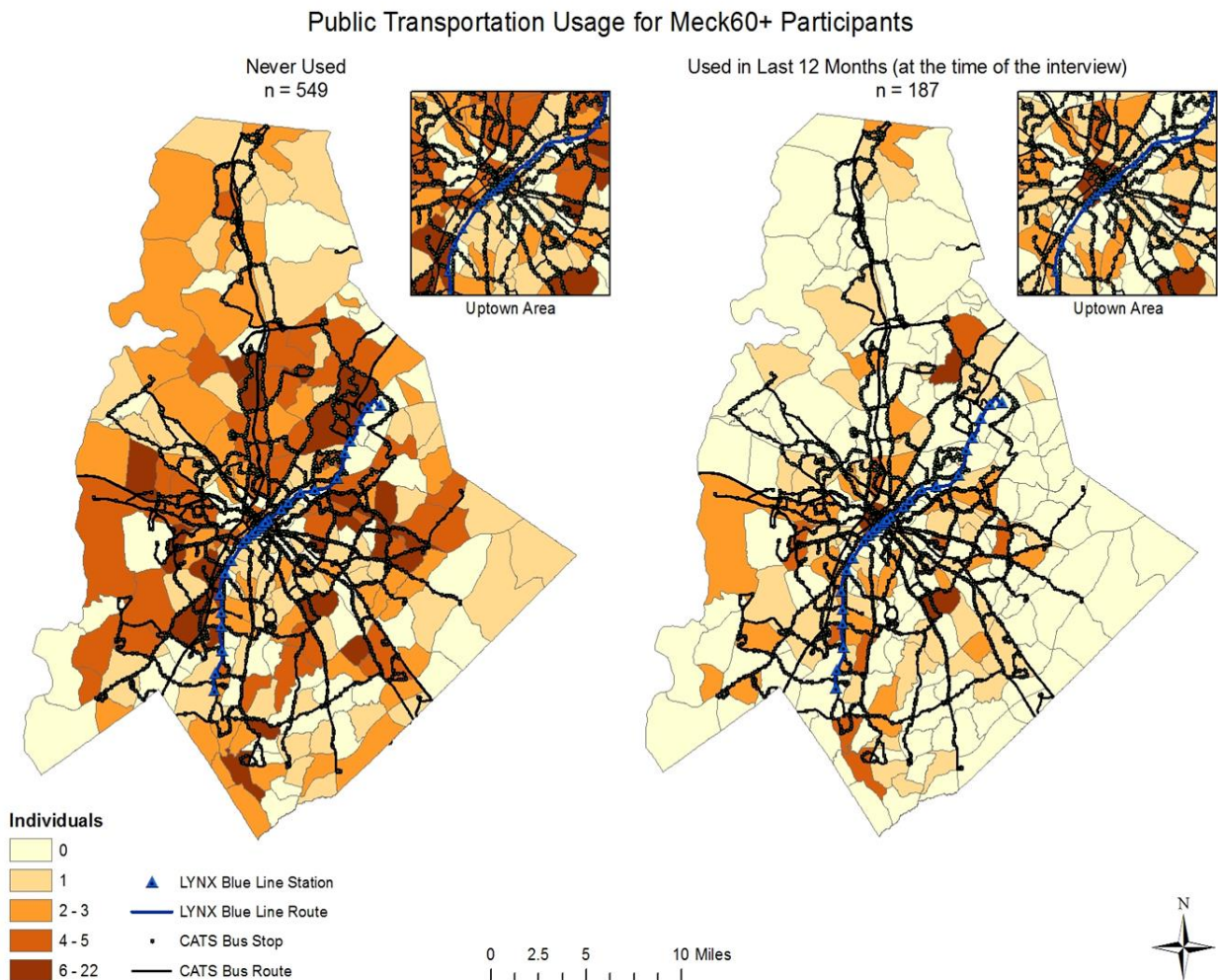
The spatial distribution of older adults and the use of Senior Centers indicate that proximity to such centers might be the main drive for usage ([Figure 27](#)).

**Figure 27 - Senior Center Usage**



Few participants in the study reported using Public Transportation during the past year. Those indicating that they use Public Transportation appear to be those along the main bus/train routes (Figure 28).

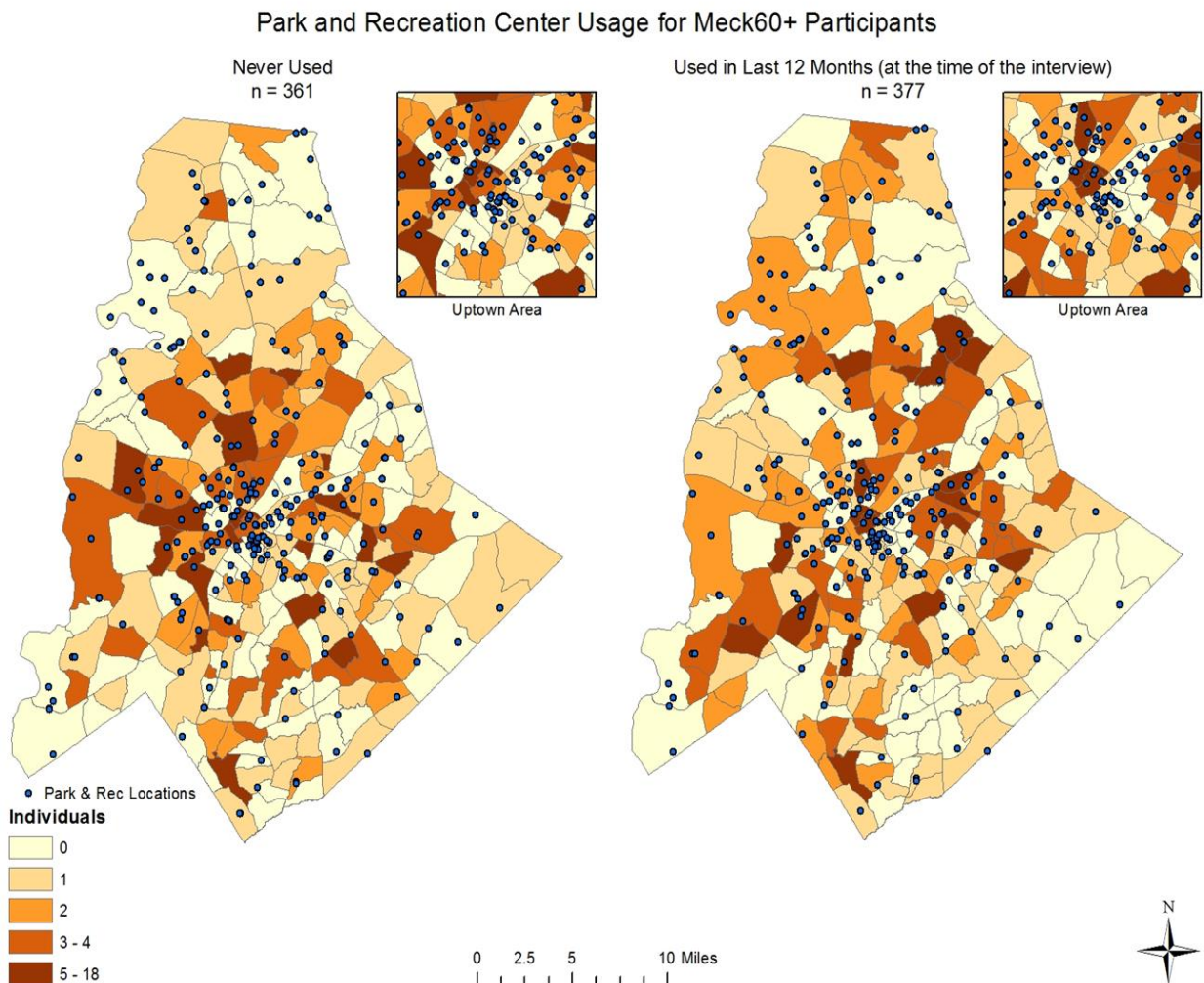
**Figure 28 - Public Transportation Usage**





Participants reported using Parks and Recreation Centers across the county. The use of these centers however appears to be uneven where in certain areas older adults are not using the existing recreational facilities ([Figure 29](#))

**Figure 29 - Park & Recreation Centers Usage**



Additionally, when examining patterns of usage of Parks and Recreation center in terms of their location and median age of users, it appears that oldest participants who use them more frequently are located in the North and Southern areas of the county. However, those areas also contain generally lower density of Parks and Recreational facilities ([Figure 30](#)).

Figure 30 - Familiarity with Community Services

