

Appendix B

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Full Results (60+ Only)

In July 2025, the NYC Department for the Aging (NYC Aging) released The State of Older New Yorkers, a report on the findings from the Service Needs Assessment (SNA). The SNA garnered 8,600 responses from older New Yorkers and caregivers across the city. For information on background, methods, and any additional findings, please see the 2025 State of Older New Yorkers.

The following tables report the weighted percentage of responses from older adults (60+) for each answer choice (except for Questions 9-13, which report the unweighted percentages for caregivers of all ages) and the raw number of responses for each question included on the Service Needs Assessment. In some cases, response options were modified from the original survey for analysis (see individual questions below for more details).

Answer choices that express no opinion, such as “I don’t know” or “not applicable” are treated as missing data and not included in the following calculations. Additionally, the sum of the raw number of responses may not always equal the total number of responses where the question allowed for multiple selection.

1. Please select the borough where you live.

Answer Choice	Percent (Weighted)	N (Unweighted)
Bronx	14.5%	807
Brooklyn	29.2%	1,598
Manhattan	20.6%	1,973
Queens	29.3%	1,904
Staten Island	6.4%	438
Total N	--	6,720

2. What is your zip code?

This data was collected for mapping purposes only and is not included in this report.

3. What is your age?

Answer Choice	Percent (Weighted)	N (Unweighted)
Under 60 years old	--	--
60 – 64 years old	28.1%	1,404
65 – 74 years old	41.8%	3,010
75 – 84 years old	21.2%	1,763
85 years old and older	8.9%	543
Total N	--	6,720

4. What is your race/ethnicity?¹

Answer Choice	Percent (Unweighted) ¹	N (Unweighted)
American Indian or Alaskan Native	1.1%	75
Asian	15.5%	1,043
Black or African American	26.4%	1,774
Hispanic or Latino	17.3%	1,161
Middle Eastern or North African	0.7%	49
Native Hawaiian or Pacific Islander	0.2%	12
White or Caucasian	40.3%	2,709
I identify my race in a different way	2.6%	171
Total N	--	6,720

¹ The multi-select race/ethnicity response categories are reported here as they were listed on the original survey. In order to appropriately weight the data by race/ethnicity in accordance with the U.S. Census data, these variables were combined into the 5-item mutually exclusive race/ethnicity variable used for analysis in the primary report. The 5-item weighted response data is included in the Expanded Methods section in Appendix A.

5. What is your employment status?

Answer Choice	Percent (Weighted)	N (Unweighted)
Employed – full time	24.5%	1,307
Employed – part time	6.2%	454
Unemployed, seeking work	4.1%	238
Unable to work and receiving disability benefits	4.7%	289
Retired – by choice	49.0%	3,537
Retired – not by choice (e.g., laid off and no longer looking for work, medical issue, disability, accident, or family situation)	11.6%	823
Student	0.2%	11
Homemaker	1.4%	126
Total N	--	6,720

6. What is your annual individual income?

Answer Choice	Percent (Weighted)	N (Unweighted)
Less than \$15,000	25.9%	1,550
Greater than or equal to \$15,000 and less than \$30,000	23.6%	1,525
Greater than or equal to \$30,000 and less than \$60,000	21.2%	1,470
Greater than or equal to \$60,000 and less than \$100,000	18.6%	1,113
Greater than or equal to \$100,000	10.7%	581
Total N	--	6,239

7. What is your sexual orientation?

Answer Choice	Percent (Weighted)	N (Unweighted)
Straight or heterosexual	91.6%	5,605
Gay or lesbian	5.9%	245
Bisexual	0.8%	47
My sexual orientation is not listed	1.3%	86
Not sure / questioning	0.3%	21
Total N	--	6,004

8. What is your current gender identity?²

Answer Choice	Percent (Weighted)	N (Unweighted)
Female / Woman	56.8%	5,130
Male / Man	43.2%	1,590
Total N	--	6,720

² In the original survey, participants could select one of 7 possible gender identity options. Though sex and gender identity are different, we weighted the data by sex in accordance with the U.S. Census data to maximize generalizability. Therefore, all responses except for “Female / Woman” and “Male / Man” were treated as missing data.

9. Are you currently a caregiver for a family member, friend, neighbor (providing financial, physical, emotional support)? Check all that apply.³

Answer Choice	Percent (Unweighted)³	N (Unweighted)
Yes, I care for an older family member, friend, or neighbor	39.2%	1,883
Yes, I care for an adult with disabilities	13.9%	669
Yes, I care for an older adult with Alzheimer’s Disease or related dementia	11.1%	535
Yes, I am the caregiver of a minor	8.7%	417
Yes, I help care for a minor but I am not the primary caregiver	6.5%	313
Yes, I care for someone else, not listed	5.7%	276
No	32.0%	1,536
Total N	--	4,799

³ Due to a lack of reliable demographic data of the citywide population of caregivers, the caregiver data reflected in Questions 9-13 was not weighted.

10. Do you often spend time assisting others with any of the following activities? Check all that apply.

Answer Choice	Percent (Unweighted)	N (Unweighted)
Administering medication	25.6%	1,230
Childcare	14.7%	707
Helping to maintain their religious practices, hobbies, or other interests	22.3%	1,071
Home maintenance or repairs	30.3%	1,456
Household chores	51.7%	2,480
Language translation	17.8%	855
Lawn care/snow removal	10.9%	524
Managing personal care (for example, bathing, dressing, or feeding)	22.4%	1,076
Managing their finances	32.8%	1,575
Meal preparation/cooking	40.7%	1,951
Pet care	12.5%	598
Providing help in emergency situations	44.6%	2,139
Scheduling appointments	38.4%	1,842
Shopping (including groceries, toiletries, clothing, and other necessities)	49.8%	2,390
Transportation	34.9%	1,677
Utilizing technology, electronics, and/or other communication	37.0%	1,777
Other	6.2%	301
Total N	--	4,799

11. Who do you provide assistance to? Check all that apply.

Answer Choice	Percent (Unweighted)	N (Unweighted)
Older family member	53.2%	2,555
Family member who is under the age of 18	14.2%	680
Friend	18.5%	888
Neighbor	15.0%	721
Community member	9.0%	430
Coworker	2.0%	97
Other	11.8%	562
Total N	--	4,799

12. On average, how often do you provide assistance?

Answer Choice	Percent (Unweighted)	N (Unweighted)
More than 30 hours per week	25.0%	979
15 – 30 hours per week	18.2%	712
7 – 14 hours per week	23.1%	902
Less than 7 hours per week	33.7%	1,319
Total N	--	3,912

13. How much do you estimate that it costs you per month to provide care, estimating both direct costs and costs as a result of loss in wages?

Answer Choice	Percent (Unweighted)	N (Unweighted)
It doesn't cost me anything	20.2%	718
Under \$100 per month	12.9%	459
\$100 - \$499 per month	23.6%	837
\$500 - \$999 per month	10.2%	363
\$1000 and over per month	10.9%	386
I can't estimate	22.1%	783
Total N	--	3,546

14. Do you speak with family members, friends, or members of your community as often as you would like to?

Answer Choice	Percent (Weighted)	N (Unweighted)
Yes	77.9%	5,101
No	22.1%	1,367
Total N	--	6,468

15. How often do you speak with family members, friends, or members of your community?

Answer Choice	Percent (Weighted)	N (Unweighted)
Daily	61.3%	4,049
Weekly	26.4%	1,740
Monthly	6.4%	398
Every few months	3.2%	182
Once a year	0.7%	35
Never	1.9%	94
Total N	--	6,498

16. Do you currently engage in volunteer work in your community?

Answer Choice	Percent (Weighted)	N (Unweighted)
Yes, I am currently engaged in volunteer work	26.5%	1,864
No, but I would like to engage in volunteer work	30.0%	1,878
No, and I have no interest in engaging in volunteer work	43.4%	2,591
Total N	--	6,333

17. Do you have internet access in your home?

Answer Choice	Percent (Weighted)	N (Unweighted)
Yes	88.0%	5,726
No	11.1%	707
I don't know	0.9%	67
Total N	--	6,500

18. Why do you not have internet access in your home? Select all that apply.

Answer Choice	Percent (Weighted)	N (Unweighted)
Cannot afford internet	41.7%	298
I do not want or need internet ⁴	20.4%	156
I don't know how to obtain internet	13.2%	100
I am not sure what it is or how to use it ⁵	6.8%	53
Internet connection is not available or reliable in my area	1.8%	20
Other	6.4%	52
Total N	--	774

19. Do you own and use a computer or tablet?

Answer Choice	Percent (Weighted)	N (Unweighted)
I have a computer/tablet and use it	66.7%	4,548
I don't have a computer/tablet	21.5%	1,286
I have a computer/tablet, but I do not know how to use it or choose not to use it	9.0%	624
Total N	--	6,458

⁴ This response option was expanded to include some of the responses written into the "Other" category. On the original questionnaire, this response item read "I do not want internet."

⁵ This response option was expanded to include some of the responses written into the "Other" category. On the original questionnaire, this response item read "I am not sure what it is."

20. Why don't you own and/or use a tablet? Select all that apply.

Answer Choice	Percent (Weighted)	N (Unweighted)
Cannot afford a computer/tablet	31.3%	523
I need someone to set it up for me and to teach me how to use it ⁶	25.4%	520
I do not want or see the need for a computer/tablet ⁷	21.0%	408
Internet service is not available or reliable in my area	2.4%	42
I can't travel to purchase a computer/tablet	1.8%	40
Other	4.3%	97
Total N	--	1,910

⁶ The original response options, "I need someone to set it up for me" and "I need someone to teach me how to use it" were combined for analyses, as they both reflect the need for technology training and assistance.

⁷ The original response options, "I don't see the need" and "I do not want a computer/tablet" were combined for analyses, as they both reflect a lack of desire for a computer or tablet.

21. Which of the following best describes your housing situation? Please check all that apply.⁸

Answer Choice	Percent (Weighted)	N (Unweighted)
I have reliable housing	69.2%	4,764
I currently have housing, but I am worried that might change in the future	19.3%	1,270
I do not have housing, but I stay with family, friends, neighbors, or others	4.5%	270
I am currently unhoused/homeless	1.4%	62
I currently am staying in a shelter or motel	1.3%	56
Total N	--	6,720

⁸ Any differences between these results and those reported in Table 3 of the main report are due to the removal of the 1.5% of participants who indicated that they both had and lacked stable, reliable housing.

22. Which, if any, of the following reasons impact your ability to access and use as intended any of the rooms or spaces in your home environment? Please select all that apply.

Answer Choice	Percent (Weighted)	N (Unweighted)
Too much clutter	10.5%	696
No safety/grab bars where I need them	7.3%	533
Counters/cabinets are too high or low for me to use safely	6.2%	458
Spaces in my home environment are not wheelchair accessible	5.7%	383
Lack of a working air conditioner	5.5%	357
No working elevator in my building	3.6%	217
Lack of clear pathways to navigate (inside and/or outside)	3.5%	220
Poor lighting	3.2%	219
Slippery or uneven floor surfaces	2.7%	181
Lack of heat	2.5%	170
Other	6.0%	366
Total N	--	6,720

23. Do you have a plan in place in case of an emergency (for example, a blackout in your area or flooding)?

Answer Choice	Percent (Weighted)	N (Unweighted)
Yes	43.6%	2,755
No	43.7%	2,653
I don't know	12.6%	884
Total N	--	6,292

24. Do you have any trouble paying for any of the following? Please select all that apply.

Answer Choice	Percent (Weighted)	N (Unweighted)
Rent, mortgage	16.3%	1,014
Food	15.2%	943
Credit card bills	14.9%	943
Utilities	13.6%	879
Medication	11.5%	712
Medical appointments	9.7%	631
Other	6.1%	421
Total N	--	6,720

25. Are there stores in your community where you can purchase healthy food?

Answer Choice	Percent (Weighted)	N (Unweighted)
Yes, I can purchase healthy food in my community	69.5%	4,408
Yes, but the options in the stores are too expensive for me to purchase healthy food	17.6%	1,080
Yes, but the stores have limited options	7.6%	473
No, there is not a store in my community that I can easily travel to for healthy food.	5.2%	341
Total N	--	6,302

26. Which of the following services have you heard of before? Check all that apply.

Answer Choice	Percent (Weighted)	N (Unweighted)
Adult Day Care (i.e., social programs for impaired older adults) ⁹	52.4%	3,568
Assistance with home maintenance and home repairs	22.7%	1,485
Bill payer assistance (i.e., help and organization of bill payment via personal account manager) ¹⁰	18.2%	1,109
Crime victim services	25.5%	1,806
Employment opportunities	26.1%	1,703
Health insurance assistance	38.0%	2,480
Help with obtaining benefits or entitlements, such as Medicaid or SNAP	42.5%	2,921
Homecare / Housekeeping	37.6%	2,492
Home-delivered meals / meals on wheels	50.5%	3,527
Information services through NY Connects or Aging Connect	20.7%	1,374
Legal assistance	27.2%	1,828
Mental health services (e.g., counseling)	31.3%	2,091
Rent control assistance	26.5%	1,693
Senior center (older adult center)	59.9%	4,254
Service for caregivers (e.g., support groups, counseling, respite care, financial assistance)	23.3%	1,521
Technology classes / individual support for technology	29.0%	2,057
Transportation services (not Access-A-Ride)	30.4%	2,004
Volunteer Opportunities	25.0%	1,728
Other	3.8%	203
Total N	--	6,720

⁹ The high proportion of people who indicated they have heard of Adult Day Care, compared to the much smaller percentage of people who use the program, suggests that people may have confused Adult Day Care with other types of aging services (e.g., Older Adult Centers). This finding should therefore be interpreted cautiously.

¹⁰ NYC Aging no longer provides this service.

27. Which of the following services do you need, but don't currently receive? Check all that apply.¹¹

Answer Choice	Percent (Weighted)	N (Unweighted)
Adult Day Care (i.e., social programs for impaired older adults) ¹²	8.4%	430
Assistance with home maintenance and home repairs	18.2%	1,236
Bill payer assistance (i.e., help and organization of bill payment via personal account manager) ¹³	9.3%	518
Crime victim services	5.1%	256
Employment opportunities	9.5%	535
Health insurance assistance	9.3%	529
Help with obtaining benefits or entitlements, such as Medicaid or SNAP	12.0%	715
Homecare / Housekeeping	14.7%	979
Home-delivered meals / meals on wheels	9.3%	540
Information services through NY Connects or Aging Connect	12.8%	834
Legal assistance	12.5%	756
Mental health services (e.g., counseling)	8.6%	516
Rent control assistance	10.9%	646
Senior center (older adult center)	11.0%	642
Service for caregivers (e.g., support groups, counseling, respite care, financial assistance)	8.6%	510
Technology classes / individual support for technology	9.5%	674
Transportation services (not Access-A-Ride)	12.8%	941
Volunteer opportunities	6.5%	433
Other	2.2%	153
Total N	--	6,720

¹¹ Anecdotally, many participants expressed confusion over how to interpret this question and many choose not to complete it. Therefore, these findings should be interpreted cautiously as they likely undercount the true need for services among older adult SNA respondents.

¹² The high proportion of people who indicated they have heard of Adult Day Care, compared to the much smaller percentage of people who use the program, suggests that people may have confused Adult Day Care with other types of aging services (e.g., Older Adult Centers). This finding should therefore be interpreted cautiously.

¹³ NYC Aging no longer provides this service

28. In the last year, have you been to a senior center or older adult center?

Answer Choice	Percent (Weighted)	N (Unweighted)
Yes, I regularly attend	29.2%	2,068
Yes, but I don't regularly attend	16.6%	1,139
No	53.2%	2,933
I don't know	0.9%	55
Total N	--	6,195

29. Why don't you regularly attend a senior center or older adult center? Please select all that apply.

Answer Choice	Percent (Weighted)	N (Unweighted)
I feel too young to attend a center	17.8%	502
I am not familiar with what senior centers (OACs) offer	16.1%	219
I don't know where one is in my neighborhood	15.3%	424
The center is not open when I can attend (evenings or weekends)	13.2%	435
I don't like and/or am not interested in the activities	11.6%	341
I cannot travel to the center	9.1%	436
I am afraid of getting sick/COVID concerns	6.6%	262
I can't physically access the center	6.0%	178
Food-related reasons ¹⁴	4.3%	150
I do not travel to the center because of crime in my neighborhood	2.5%	79
No one speaks my language at the center	1.9%	46
The members at the center are not friendly/don't like them	1.9%	61
Other	9.1%	306
Total N	--	2,933

¹⁴ The original response options, "I don't like the food" and "I have dietary needs where I can't eat at the center (e.g., diabetic diet)" were combined for analyses, as they both relate to the food served at OACs.

30. Have you ever been impacted by discrimination because of your age in any of the following categories? Check all that apply.

Answer Choice	Percent (Weighted)	N (Unweighted)
Workplace discrimination (e.g., passed over for promotions or jobs because of your age)	11.9%	787
Interpersonal discrimination (e.g., people using demeaning phrases or ageist stereotypes or jokes)	12.3%	854
Other	2.9%	208
Total N	--	6,720

31. Are you currently worried that someone you live with or spend a lot of time with may hurt you, mistreat you, or may steal money or property from you?

Answer Choice	Percent (Weighted)	N (Unweighted)
Yes	3.2%	173
No	92.6%	5,607
I don't know	4.2%	263
Total N	--	6,043

32. Do you feel emotionally and/or physically unsafe at home?

Answer Choice	Percent (Weighted)	N (Unweighted)
Yes	7.8%	434
No	88.4%	5,405
I don't know	3.7%	242
Total N	--	6,081

33. Since you turned 60 years of age, have you been the victim of a crime committed by a stranger or somebody you do not know very well?

Answer Choice	Percent (Weighted)	N (Unweighted)
Yes	9.7%	574
No	87.5%	5,369
I don't know	2.8%	158
Total N	--	6,101

34. Did you report your experience of elder crime or abuse to the police?

Answer Choice	Percent (Weighted)	N (Unweighted)
Yes	46.3%	316
No	50.7%	354
I don't know	3.0%	20
Total N	--	690

35. Please tell us a little about your experience reporting elder crime or abuse to the police. Select all that apply.

Answer Choice	Percent (Weighted)	N (Unweighted)
Nothing happened	38.1%	116
The police were helpful	34.5%	112
I heard back from the police	28.4%	85
The incident was resolved to my satisfaction	14.1%	47
I was referred to another organization for help	11.6%	34
I don't know	7.1%	20
Other	7.6%	18
Total N	--	314

36. Why didn't you report your experience of elder crime or abuse to the police? Select all that apply.

Answer Choice	Percent (Weighted)	N (Unweighted)
I didn't think they would help	38.3%	141
I don't feel comfortable going to the police	14.3%	59
I didn't know that I could report it to them	12.5%	46
I didn't want to get my family member in trouble	12.1%	37
I tried to work it out with the individual first	10.7%	42
I was referred to another agency for help	3.5%	13
Other	14.7%	55
Total N	--	375

37. Are you currently receiving help from a family member, friend, neighbor for any of the following? Please check all that apply.¹⁵

Answer Choice	Percent (Unweighted)	N (Unweighted)
Household chores	14.3%	717
Shopping (including groceries, toiletries, clothing, and other necessities)	13.5%	725
Meal preparation/cooking	10.7%	525
Receiving help in emergency situations	10.7%	568
Transportation	10.8%	554
Utilizing technology, electronics, and/or other communication	9.2%	508
Home maintenance or repairs	8.8%	468
Scheduling appointments	7.4%	357
Managing your finances	6.9%	341
Administering medication	4.9%	228
Managing personal care (for example, bathing, dressing, or feeding)	4.8%	251
Language translation	4.7%	238
Lawn care/snow removal	4.1%	236
Helping to maintain their religious practices, hobbies, or other interests	3.8%	189
Pet care	2.4%	125
Childcare	0.7%	31
Other	2.5%	117
Total N	--	5,055

¹⁵ Content analysis of the write-in responses is still ongoing for Question 37, so these numbers will be updated upon completion of analyses.

38. In the last year, have you seen a health care provider?

Answer Choice	Percent (Weighted)	N (Unweighted)
Yes	93.5%	4,709
No	5.8%	267
I don't know	0.7%	30
Total N	--	5,006

39. Why have you not seen a health care provider in the last year? Select all that apply.

Answer Choice	Percent (Weighted)	N (Unweighted)
No need	29.8%	90
I can't find a medical provider that I like	12.6%	39
Too expensive	12.4%	38
Hard to travel for appointments	7.2%	15
I can't find one that speaks my language	1.7%	6
Other	14.3%	28
Total N	--	297

40. Which of the following screenings or vaccines have you had in the past year? Select all that apply.

Answer Choice	Percent (Weighted)	N (Unweighted)
Flu vaccine	66.4%	3,471
Cancer screenings (e.g., colonoscopy, mammogram)	42.8%	2,383
Pneumonia vaccine	32.6%	1,635
Shingles vaccine	28.7%	1,384
RSV vaccine	20.6%	1,034
COVID vaccine ¹⁶¹⁶	15.3%	865
Other	7.6%	342
Total N	--	5,055

¹⁶ The COVID-19 vaccine was not included as an option in the original survey, but enough people wrote it in that we added it as a separate section. However, as we are only reporting the responses from people who took the time to write in the vaccine, this is likely an undercount of the number of older adults who actually received the COVID-19 vaccine in the past year.

41. Why have you not received any of the above screenings or vaccines in the past year? Select all that apply.

Answer Choice	Percent (Weighted)	N (Unweighted)
I don't think they will be helpful	15.9%	104
I don't trust that the doctors or that the vaccines are safe	9.9%	85
I haven't been to a health care professional in a long time	3.7%	28
I can't travel to get the screenings or vaccines	2.5%	20
I don't have insurance that covers the screenings or vaccines	1.1%	13
I cannot afford the necessary screenings or vaccines	0.7%	10
Other	11.7%	94
Total N	--	753

42. Do any of the following apply to you? Check all that apply.

Answer Choice	Percent (Weighted)	N (Unweighted)
I am deaf or have serious difficulty hearing	8.9%	403
I am blind or have serious difficulty seeing, even when wearing glasses	4.4%	219
Total N	--	5,055

43. Do you wear hearing aids?

Answer Choice	Percent (Weighted)	N (Unweighted)
Yes	43.7%	212
No	41.5%	166
Total N	--	403

44. Has any of the following limited your ability to go places out of your home? Please check all that apply.

Answer Choice	Percent (Weighted)	N (Unweighted)
Physical limitations making it difficult to get around	20.1%	979
Concerns of falling	15.3%	776
Fear of crime	14.1%	747
Lack of transportation in my neighborhood	4.7%	248
Other	3.4%	184
Total N	--	5,055

45. If you are sexually active, do you use safe practices to prevent sexually transmitted disease (for example, use of a condom)?

Answer Choice	Percent (Weighted)	N (Unweighted)
I am not sexually active	61.0%	2,986
Yes	19.3%	710
No ¹⁷	15.2%	673
Unsure	4.5%	149
Total N	--	4,518

¹⁷ Many people were confused by this question and may have responded “No” when they meant “I am not sexually active.” These findings should therefore be interpreted cautiously.

46. In a typical week, how often do you feel lonely?

Answer Choice	Percent (Weighted)	N (Unweighted)
Rarely or none of the time (less than 1 day)	61.0%	2,926
Some or little of the time (1 – 2 days)	22.0%	1,050
Occasionally or a moderate amount of the time (3 – 4 days)	11.9%	562
All of the time (5 – 7 days)	5.1%	234
Total N	--	4,431

47. Over the last 2 weeks, how often have you been bothered by the following problems? Please check the option that best corresponds to your answers below.

Answer Choice	Percent (Weighted)	N (Unweighted)
Feeling nervous, anxious, or on edge	--	--
Not at all	61.9%	2,838
Several days	25.8%	1,223
More than half the days	6.7%	296
Nearly every day	5.6%	263
Total N	--	4,620
Not being able to stop or control worrying	--	--
Not at all	65.9%	2,985
Several days	22.6%	1,031
More than half the days	6.2%	278
Nearly every day	5.3%	230
Total N	--	4,524
Little interest or pleasure in doing things	--	--
Not at all	68.7%	3,153
Several days	21.5%	911
More than half the days	5.6%	239
Nearly every day	4.2%	179
Total N	--	4,482
Feeling down, depressed, or hopeless	--	--
Not at all	67.3%	3,051
Several days	22.9%	990
More than half the days	5.8%	250
Nearly every day	4.0%	182
Total N	--	4,473

48. Have you ever been formally incarcerated?

Answer Choice	Percent (Weighted)	N (Unweighted)
Yes, in the last year	0.3%	14
Yes, but not in the last year	3.0%	89
No	96.7%	4,690
Total N	--	4,793