

# Needs Assessment Survey Results 2024

For Both Caregivers & Older Adults



Highland Valley  
ELDER SERVICES

© 2025 Highland Valley Elder Services. All rights reserved.

# DISCLAIMER

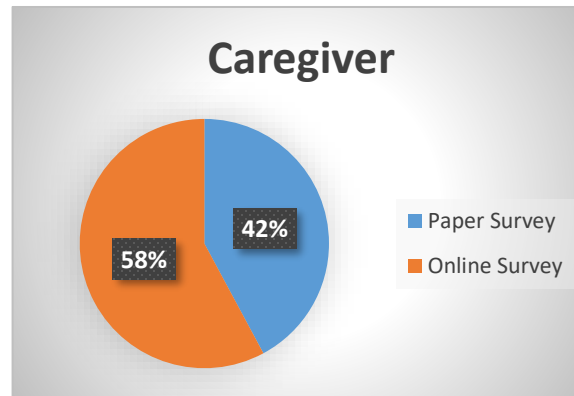
The results presented in this report are based on survey responses from older adults and caregivers who chose to participate. As respondents were not randomly sampled from all older adults or caregivers, the findings do not fully represent all older adults or caregivers in Massachusetts. In this case, because AAAs surveyed people who attended certain events, were easy to contact, and so on, certain groups may be overrepresented or underrepresented based on who was surveyed. For example, if more survey respondents were people who attend senior centers, the results may not fully reflect the needs of homebound older adults or those who are less engaged with services. The data should be interpreted as insights from those who participated rather than a complete picture of all older adults in Massachusetts.

In this report, on slides 19-23 "N" represents the total number of survey respondents for each specific question or category. Since not all participants may have answered every question, N can vary across different sections of the report. It provides context for interpreting the percentages, ensuring that the reported findings accurately reflect the number of individuals who responded to each specific item.

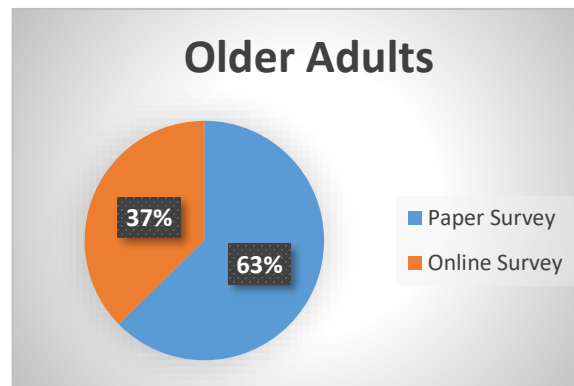
# Needs Assessment Received Paper VS Online

Total number of assessments received: 813

- Caregivers: 140  
Paper Survey: 59  
Online Survey: 81

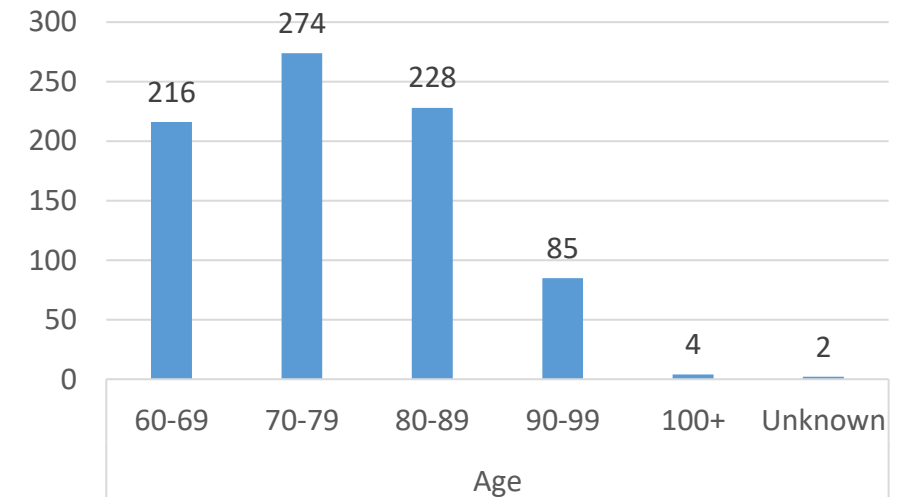


- Older Adults: 673  
Paper Survey: 422  
Online Survey: 251



Average Age: 77yrs

Age Reported by Older Adults and Caregivers

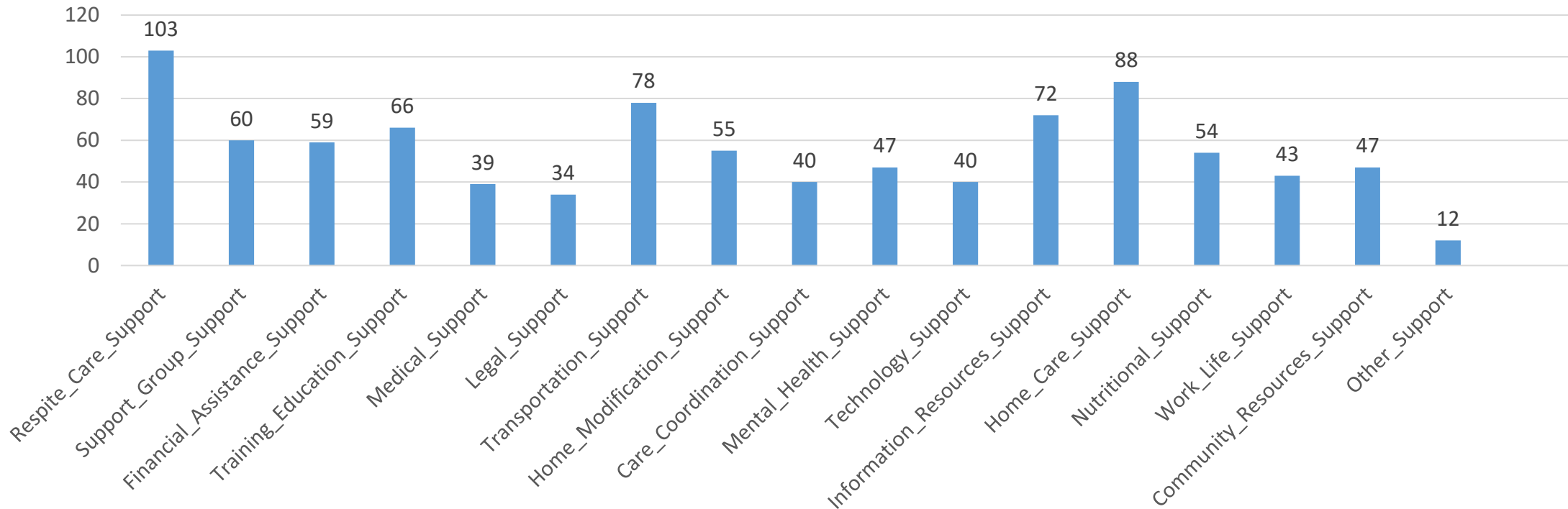


# Questions Asked for Caregiver Needs

- Respite Care
- Support Groups
- Financial Assistance
- Training and Education
- Medical Support
- Legal Assistance
- Transportation
- Home Modifications
- Care Coordination
- Mental Health Support
- Technology Support
- Information and Resources
- In-Home Care Services
- Nutrition Support
- Work-Life Balance
- Community Resources
- Other Needs

# HVES Caregiver Needs

Caregiver Needs



The top 5 of what caregivers feel the greatest needs are for themselves

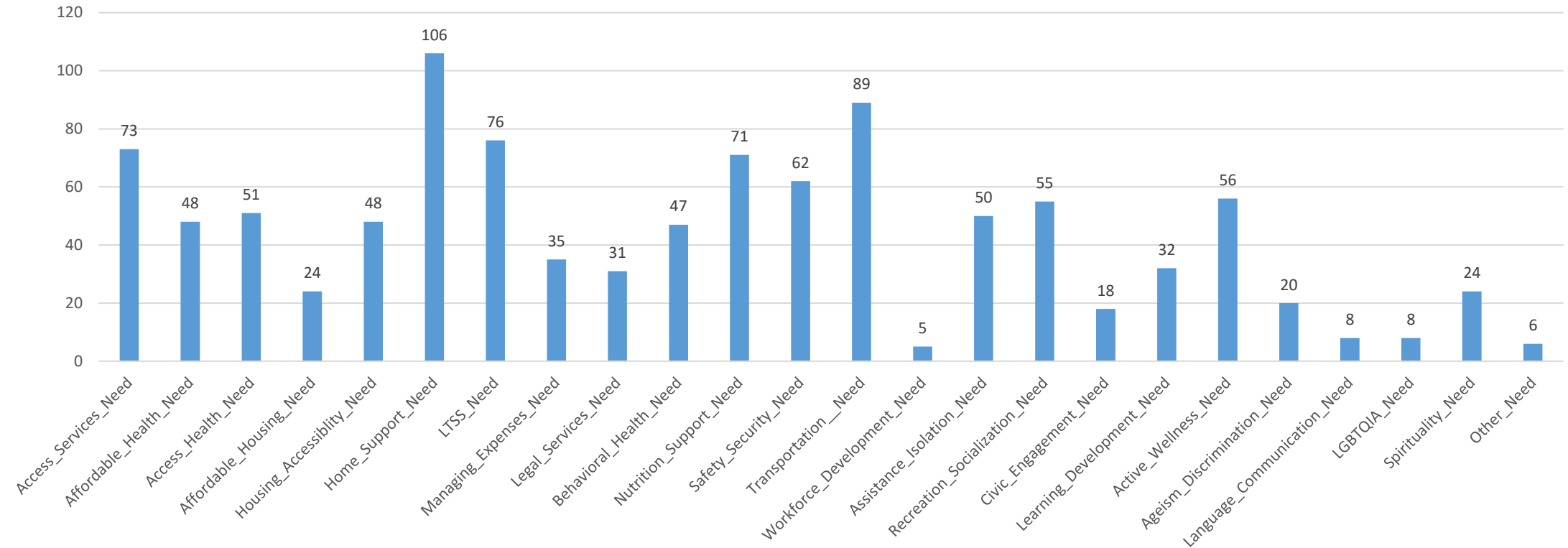
1. Respite Care
2. Home Care Support
3. Transportation
4. Information and Resource Support
5. Training and Education Support

# Questions Asked for Caregivers about what they feel the greatest needs are for Older Adults

- Access to Services
- Affordable Health Care
- Access to Health Care
- Housing Accessibility and Maintenance
- Long Term Services and Supports
- Assistance Managing Other Expenses
- Legal Services
- Mental Health and Behavioral Support
- Nutritional Support
- Safety and Security
- Transportation
- Workforce Development
- Addressing Social Isolation
- Recreation and Socialization
- Learning and Development
- Staying Active
- Addressing Ageism
- Language and Communication Barriers
- LGBTQIA+ Support
- Spirituality Support
- Other Needs

# What Caregivers Feel Older Adults Need Help With

What Caregivers Feel Elders Need Help With

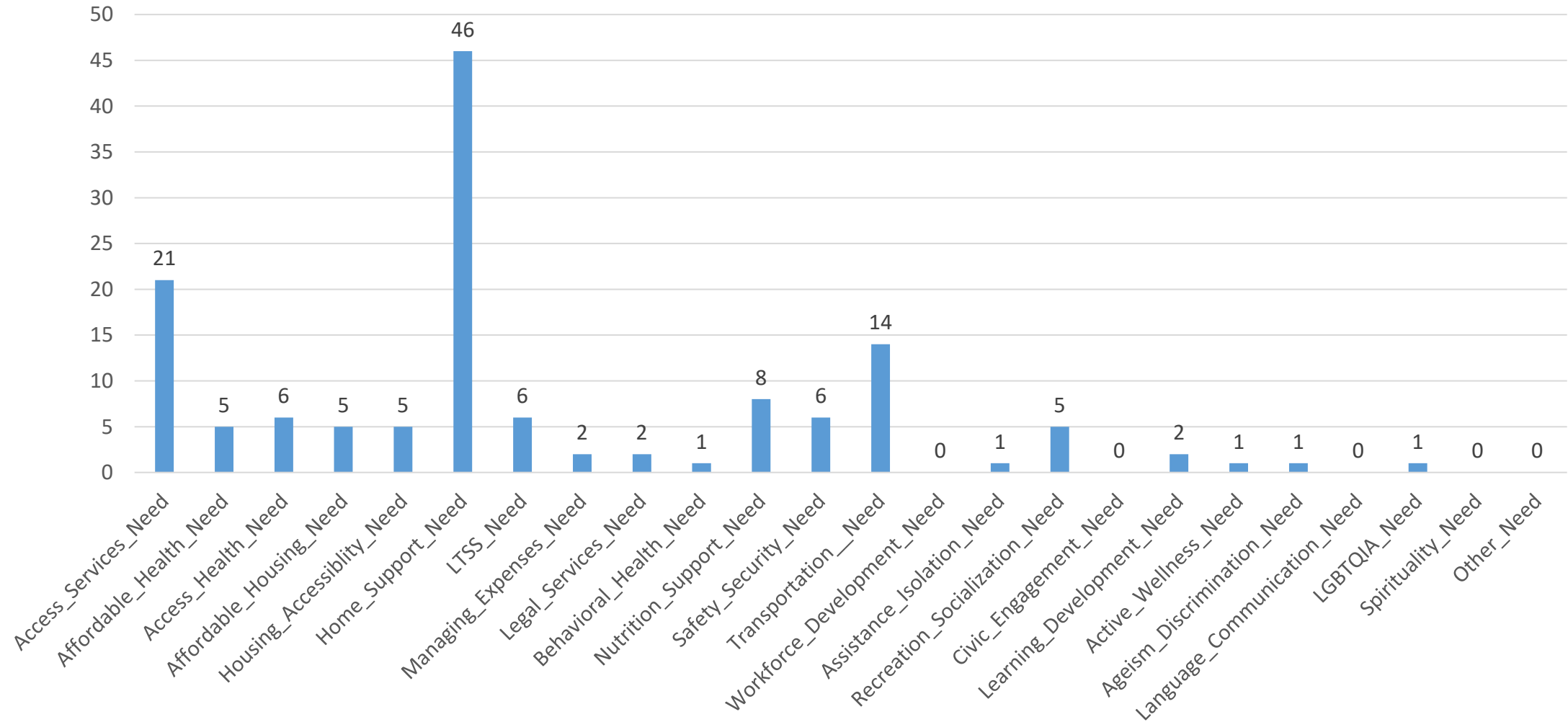


## The top 5 of what caregivers feel the greatest needs are for Older Adults

1. In Home Support
2. Transportation
3. Long Term Services and Supports
4. Access to Services
5. Nutrition

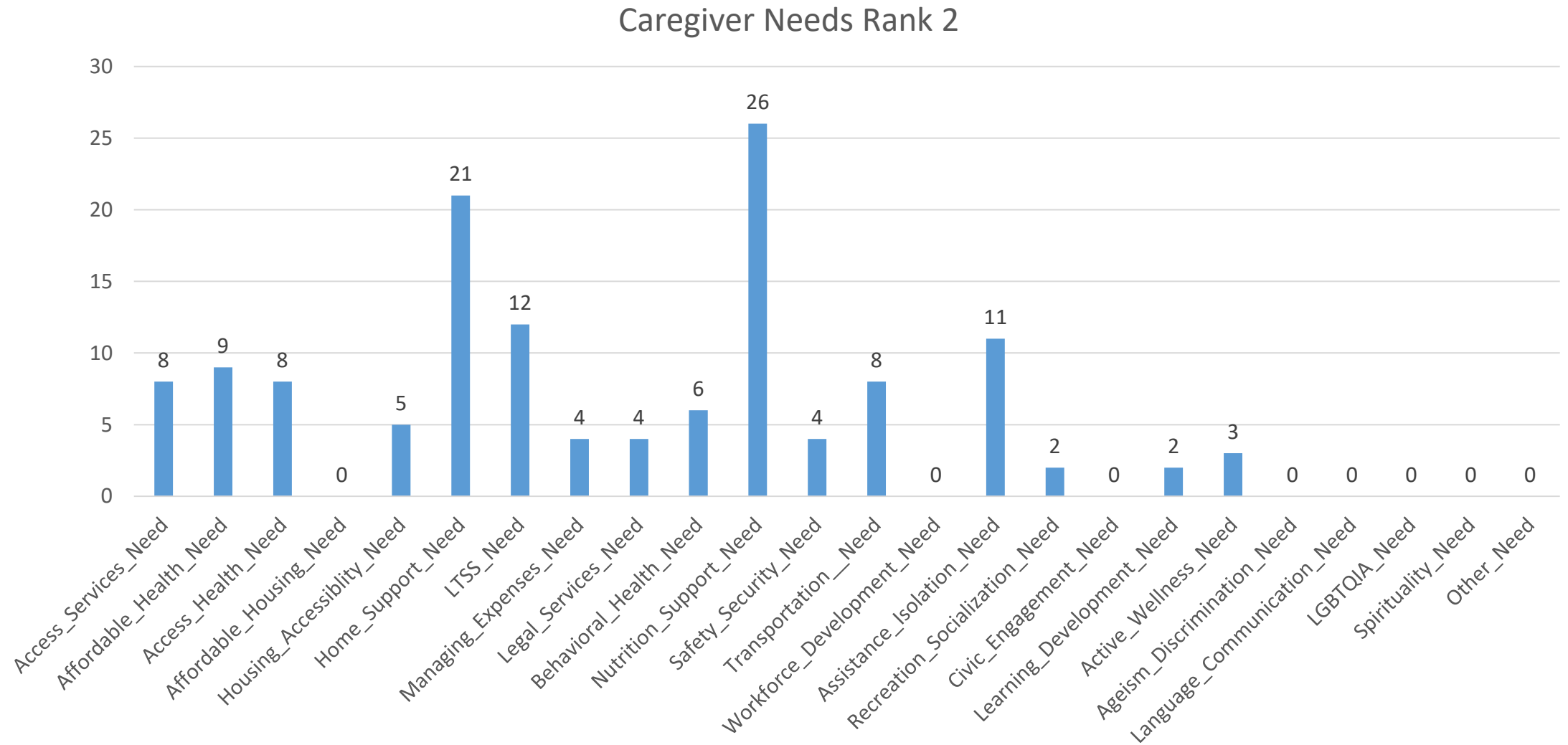
# HVES Caregiver Greatest Needs Rank 1

Caregiver Needs Rank 1



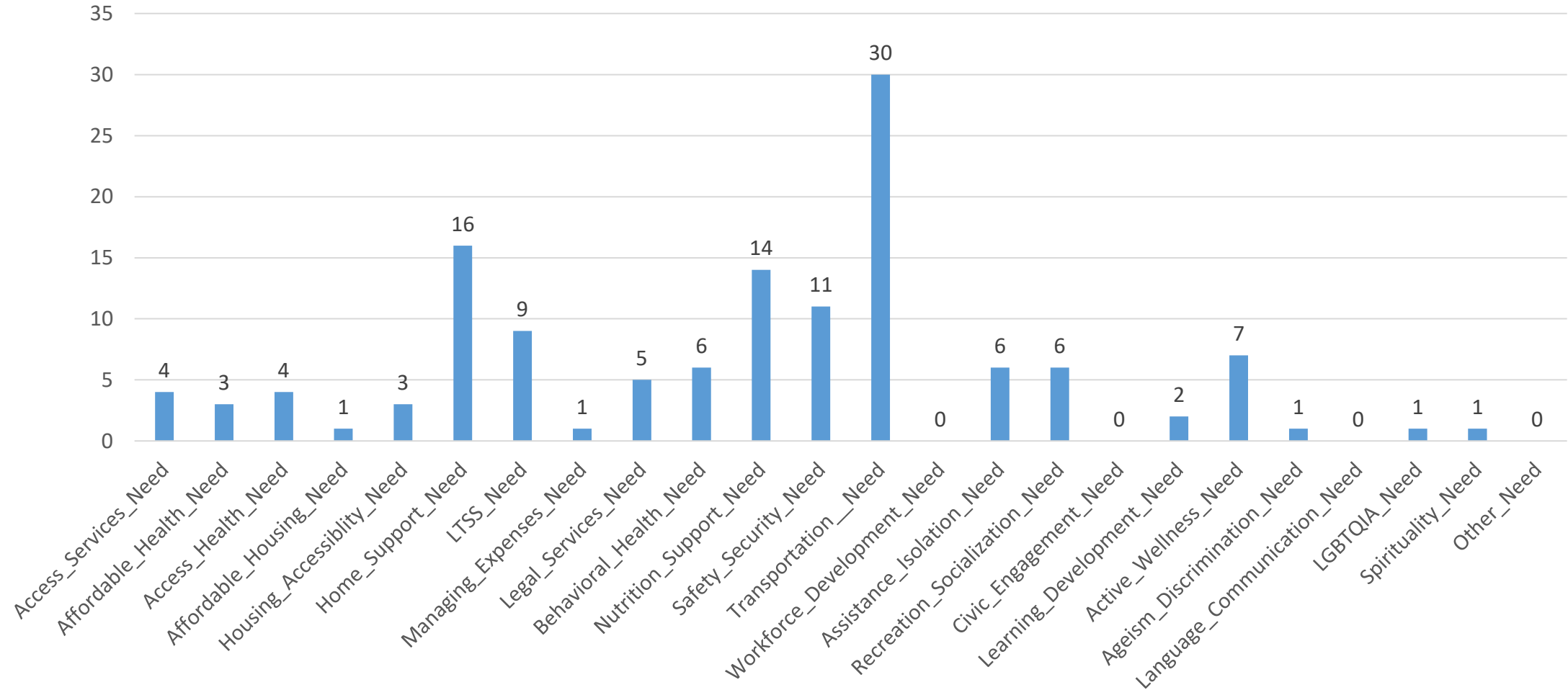


# HVES Caregiver Greatest Needs Rank 2



# HVES Caregiver Greatest Needs Rank 3

Caregiver Needs Rank 3

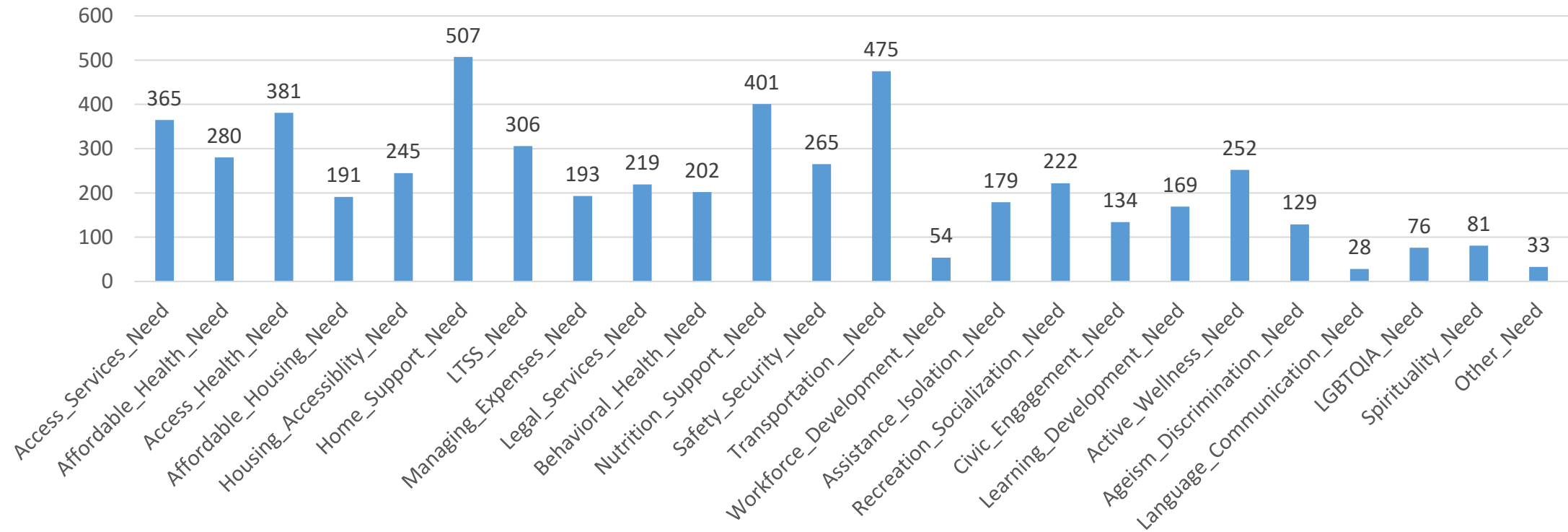


# Questions asked Older Adults regarding what their greatest needs are

- Access to Services
- Affordable Health Care
- Access to Health Care
- Housing Accessibility and Maintenance
- Long Term Services and Supports
- Assistance Managing Other Expenses
- Legal Services
- Mental Health and Behavioral Support
- Nutritional Support
- Safety and Security
- Transportation
- Workforce Development
- Addressing Social Isolation
- Recreation and Socialization
- Learning and Development
- Staying Active
- Addressing Ageism
- Language and Communication Barriers
- LGBTQIA+ Support
- Spirituality Support
- Other Needs

# What Older Adults Reported They Need Help With

Older Adults Needs

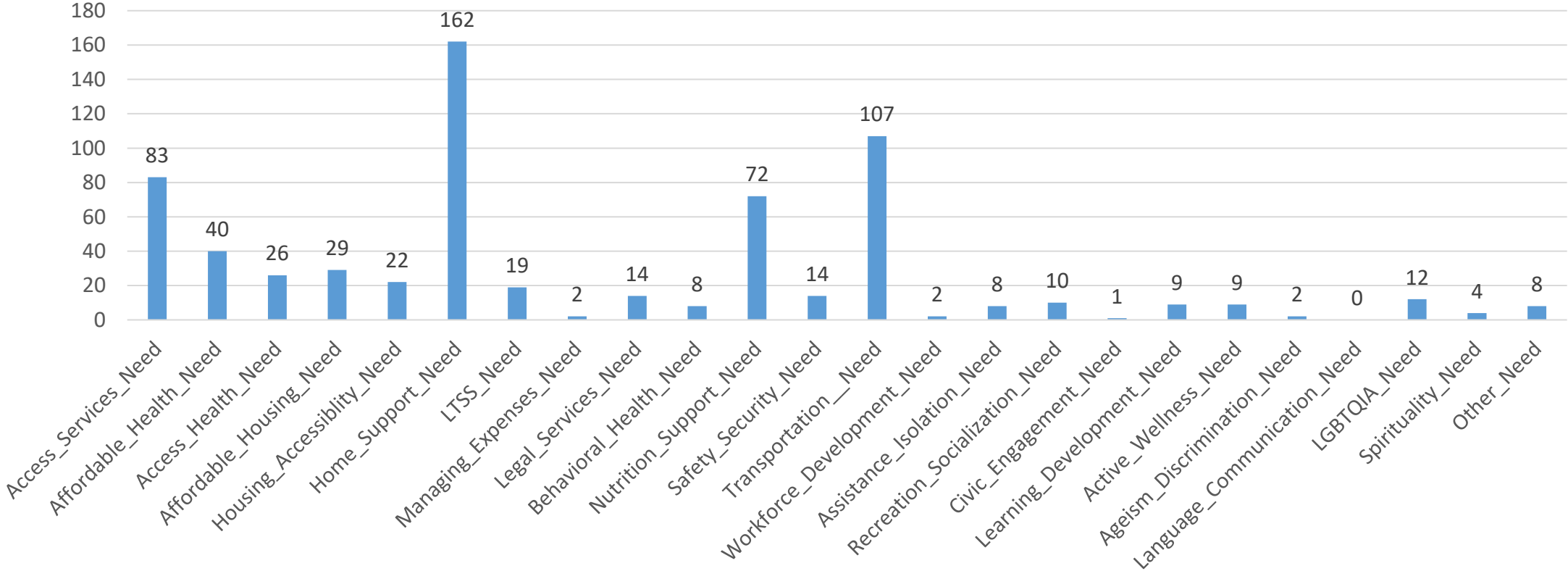


## The top 5 of what Older Adults feel the greatest needs are

1. In Home Support
2. Transportation
3. Nutrition
4. Access to Health Care
5. Access to Services

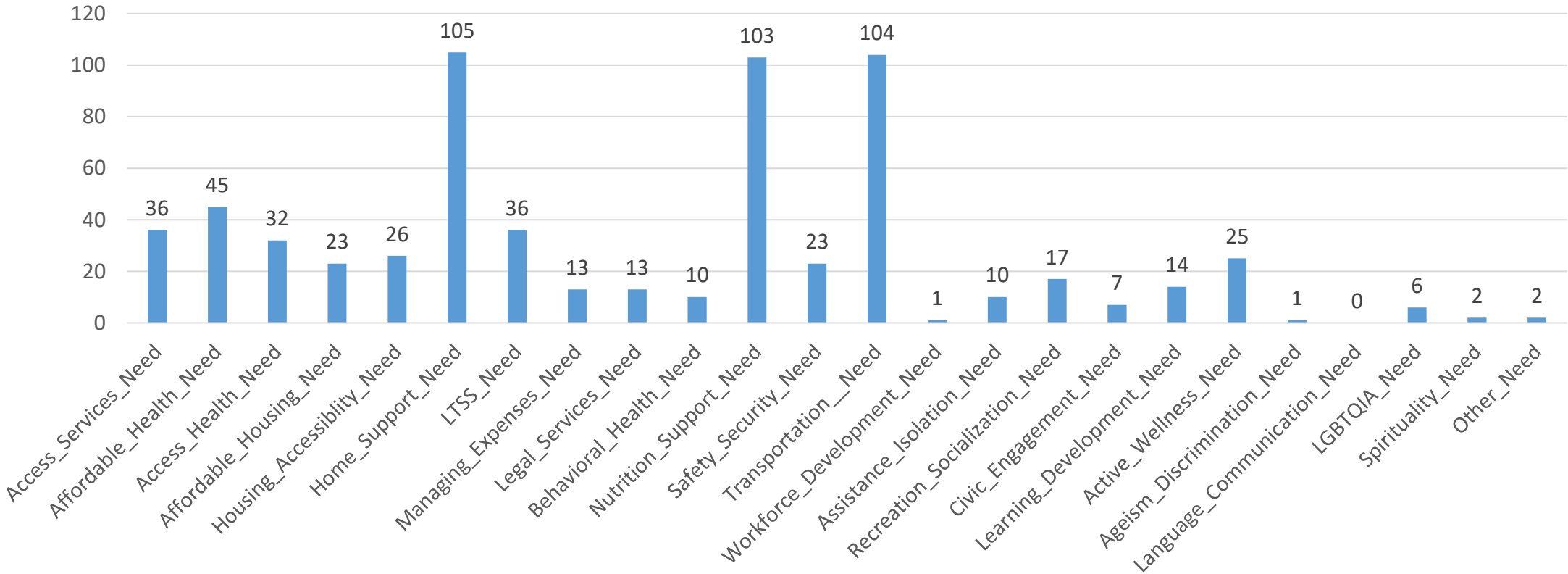
# HVES Older Adults Greatest Needs Rank 1

Older Adults Greatest Needs Rank 1



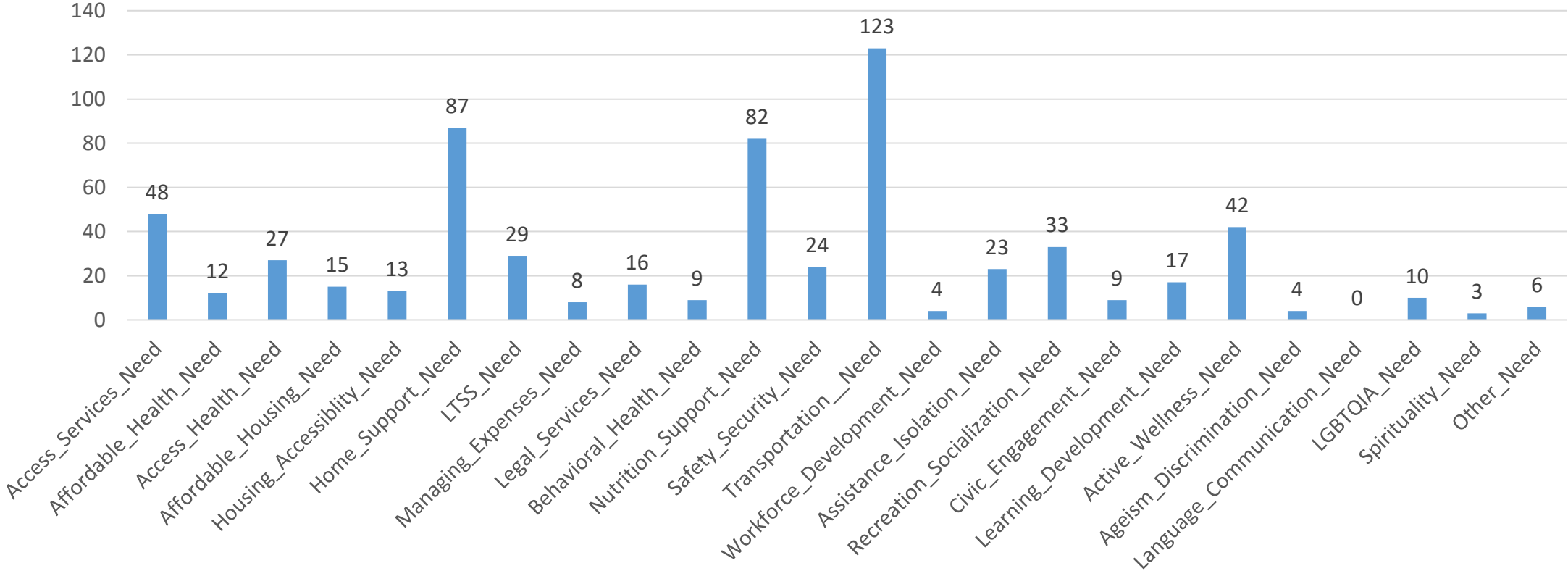
# HVES Older Adults Greatest Needs Rank 2

Older Adults Greatest Needs Rank 2



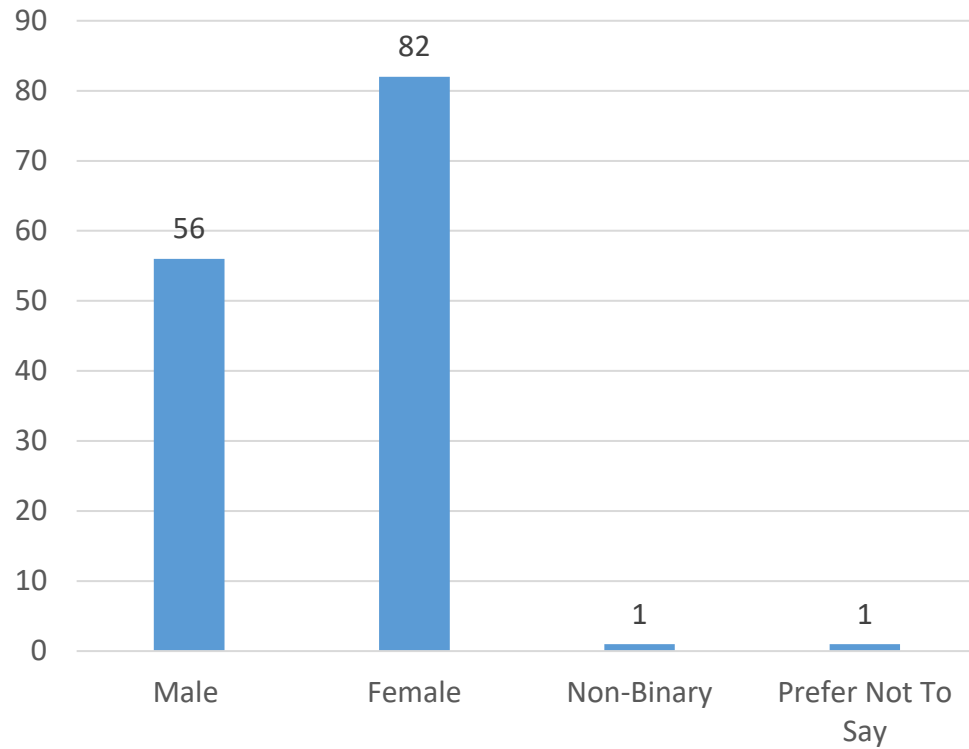
# HVES Older Adults Greatest Needs Rank 3

Older Adults Greatest Needs Rank 3

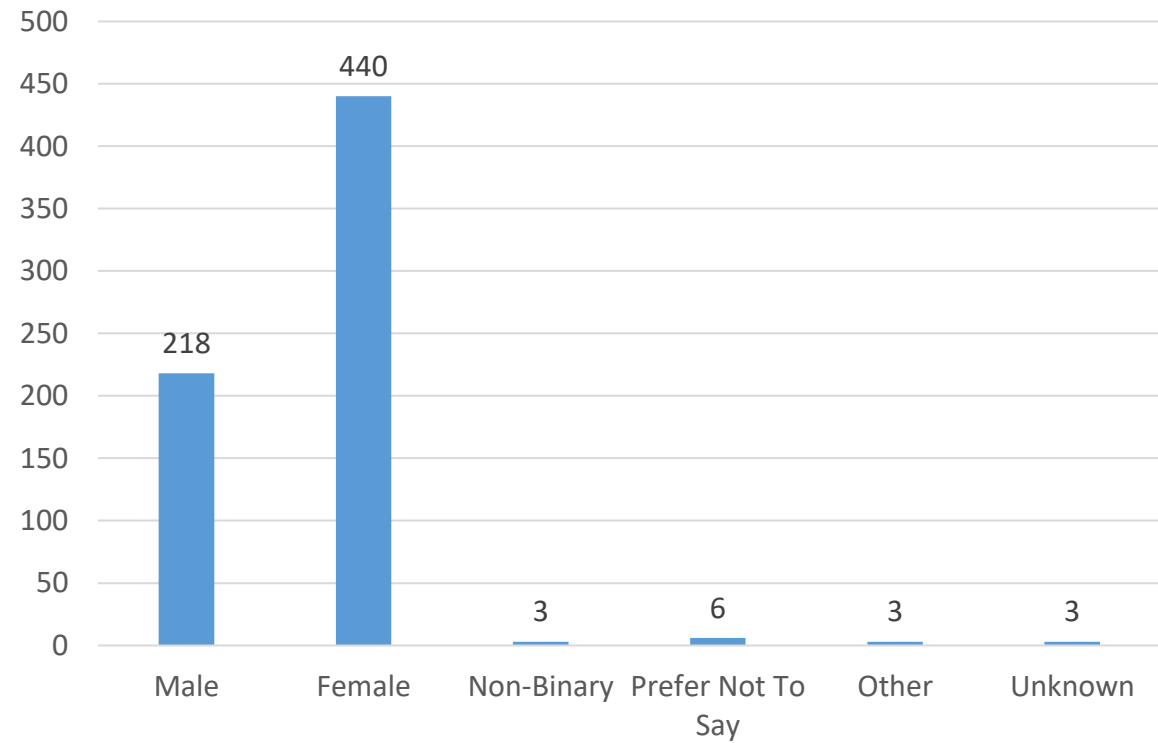


# Gender Reported by HVES Caregivers and Older Adults

## Gender Reported by Caregivers



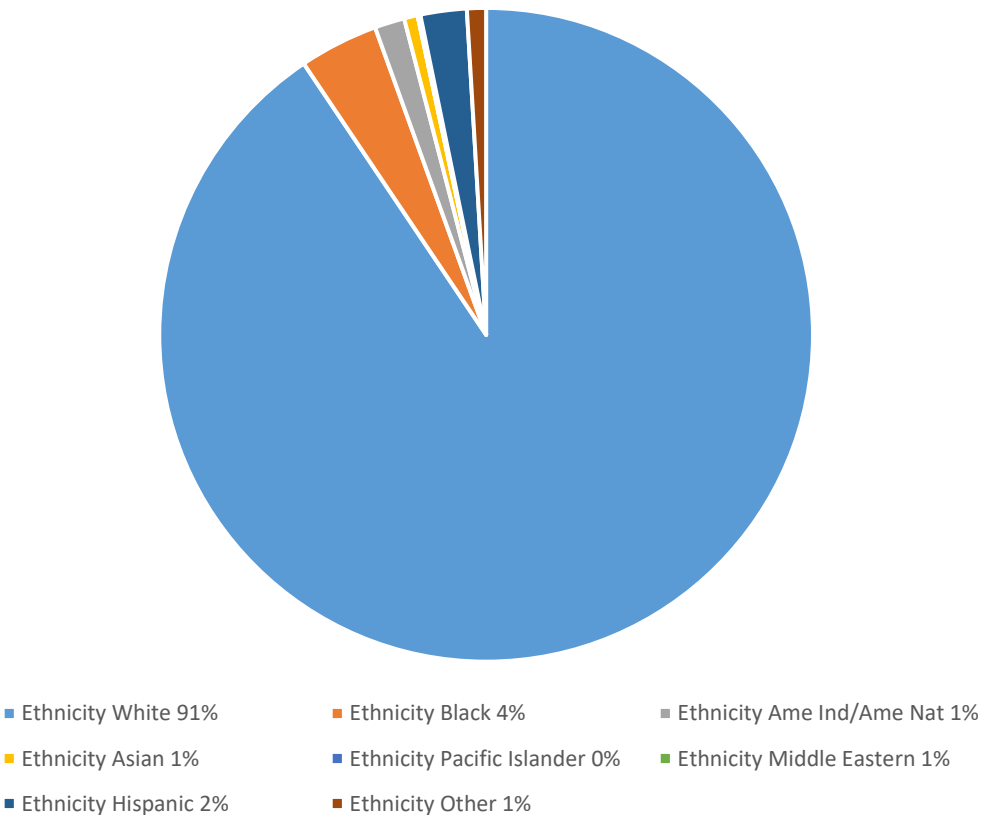
## Gender Reported by Older Adults



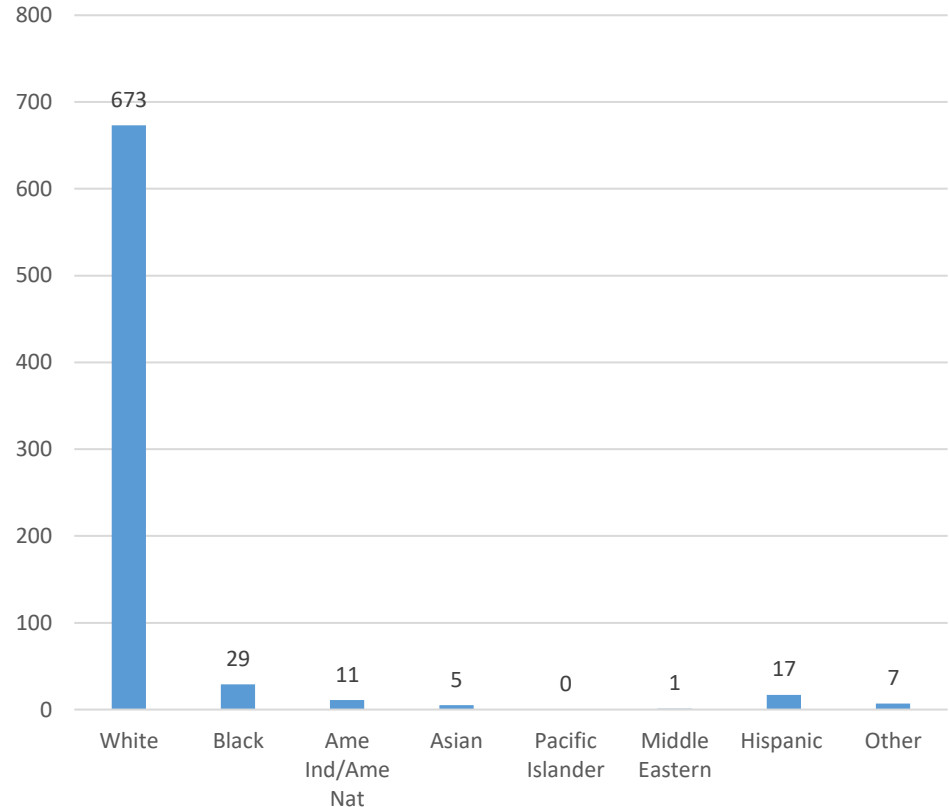


# Ethnicity Reported by HVES Older Adults

ETHNICITY REPORTED BY OLDER ADULTS

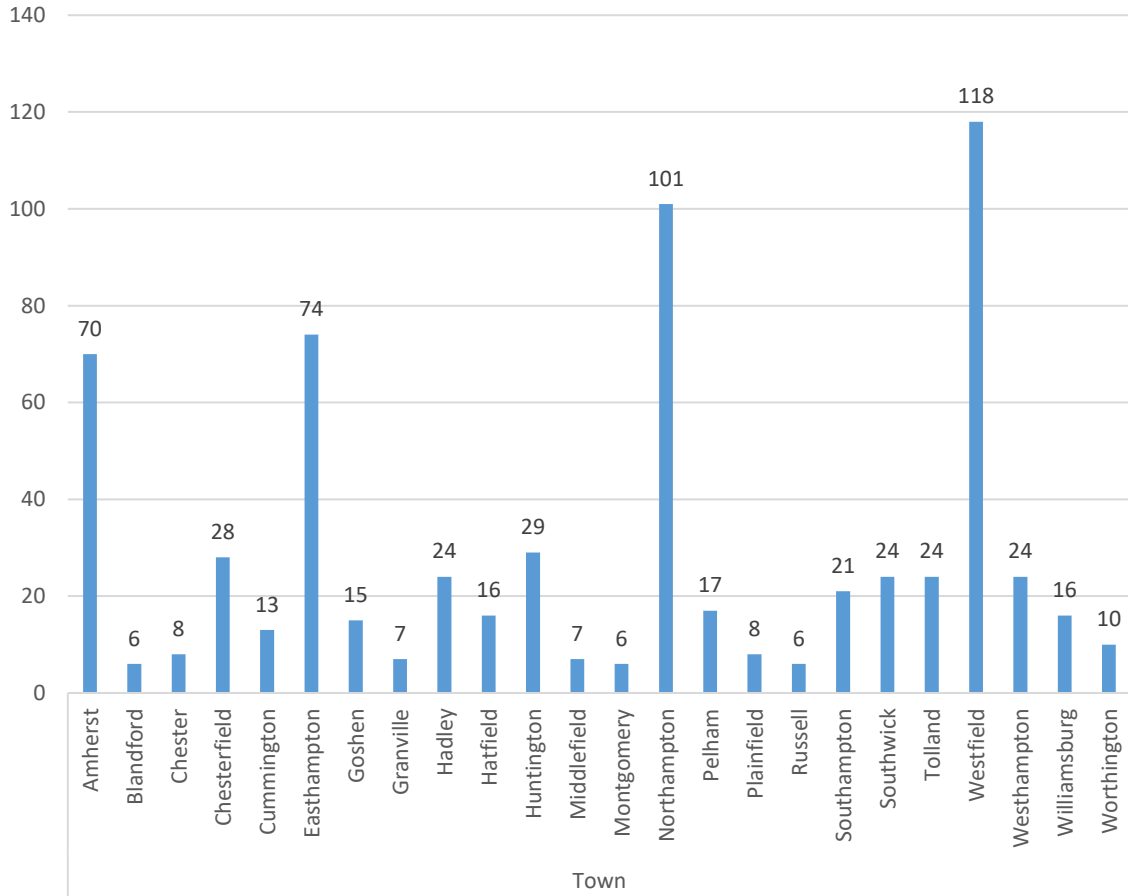


ETHNICITY REPORTED BY OLDER ADULTS

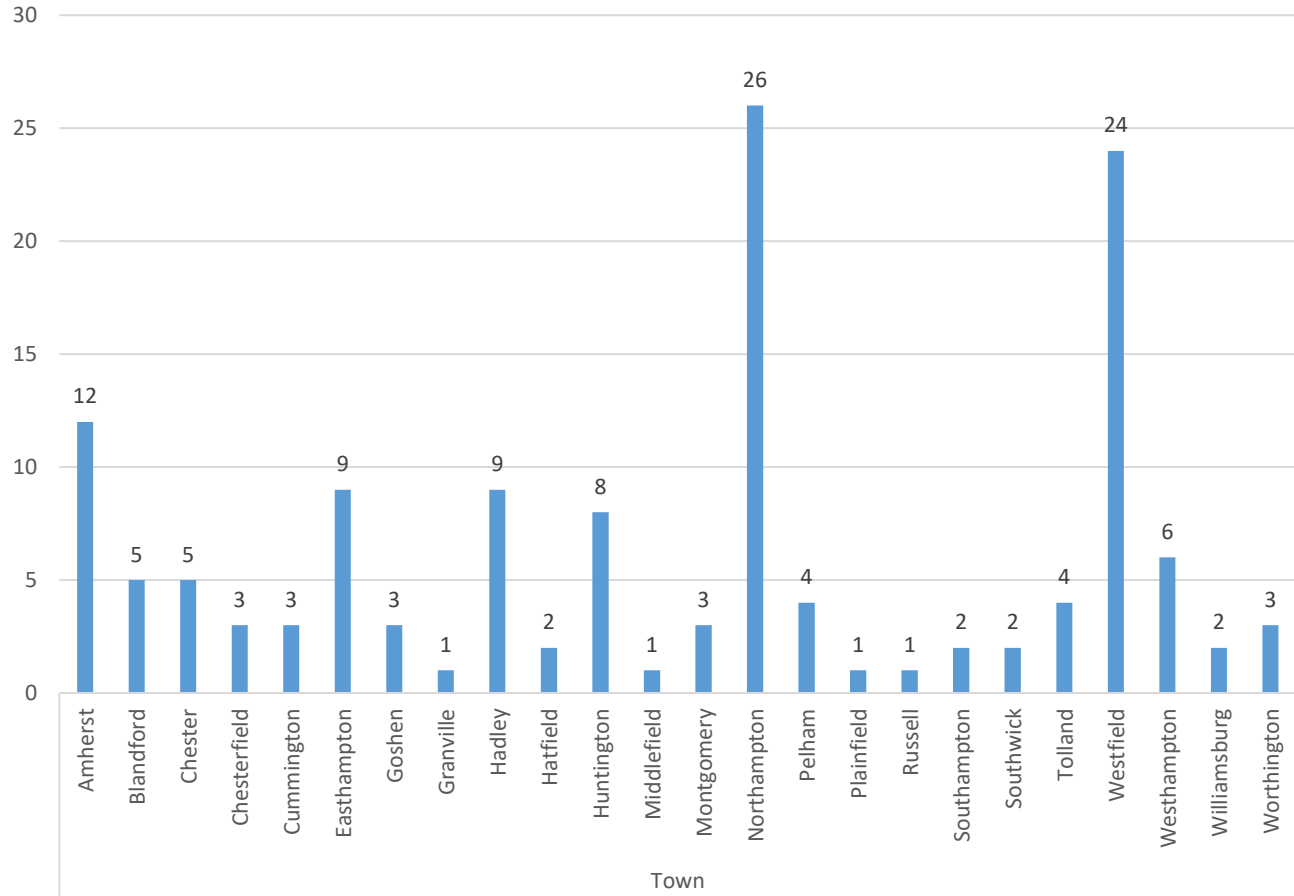


# Total Surveys by HVES Towns

## Older Adult Survey by Town



## Caregiver Survey by Town



# Reported Caregiver Supports Statewide

Support	Older Adults (%)
Respite Care	61.6%
Support Groups	40.6%
Financial Assistance	47.4%
Training and Education	45.1%
Medical Support	35.4%
Legal Assistance	31.3%
Transportation Services	42.6%
Home Modifications	35.2%
Care Coordination	38%
Mental Health Support	34.5%
Technology Support	23.1%
Information and Resources	44.1%
In-Home Care	54.8%
Nutritional Support	27%
Work-Life Balance Support	32.5%
Community Resources	41%
N = 1155	
Notes. The reported sample size (N) is the number of respondents who reported at least one support.	

# Overall Needs Reported Statewide

Need	Older Adults (%)
Access to Services	49.6%
Affordable Health Care	51.1%
Access to Health Care	47.9%
Affordable Housing	36.5%
Housing Accessibility & Maintenance	37.9%
In-Home Support for Independence	61.4%
Long-Term Services & Supports	39.5%
Assistance Managing Other Expenses	30.8%
Legal Services	33.3%
Mental & Behavioral Health Support	32.7%
Nutrition Support	43.5%
Safety & Security	36.9%
Transportation Access	53.6%
Workforce Development	11.8%
Social Isolation	31.8%
Leisure, Recreation, & Socialization	42.6%
Civic Engagement/Volunteer Opportunities	22.2%
Learning & Development Opportunities	28.9%
Staying Active/Wellness Promotion	47.2%
Addressing Ageism	23.5%
Overcoming Language/Communication Barriers	13.7%
LGBTQIA+ Support	9.5%
Spirituality Support	16.5%
N = 8928	
Notes. The reported sample size (N) is the number of respondents who reported at least one need.	

# Reported Needs by Race/Ethnicity Statewide

Need	Asian (%)	Black or African American (%)	Hispanic or Latino (%)	White (%)
Access to Services	71.9%	58.8%	64.9%	45.8%
Affordable Health Care	61%	61.3%	60.4%	48.6%
Access to Health Care	67.9%	50.3%	56.8%	45.5%
Affordable Housing	46.2%	52.2%	59%	31.9%
Housing Accessibility & Maintenance	30.9%	47.1%	39.4%	37.1%
In-Home Support for Independence	54.5%	55.3%	63.7%	62.8%
Long-Term Services & Supports	48.4%	42.8%	45.8%	37.9%
Assistance Managing Other Expenses	28.4%	41.9%	48.4%	28.6%
Legal Services	30.9%	45.8%	39.4%	31.3%
Mental & Behavioral Health Support	35.3%	40.3%	47.8%	30.4%
Nutrition Support	49.1%	50.8%	53.8%	41.8%
Safety & Security	37.9%	46.7%	45%	35.4%
Transportation Access	56.6%	61.1%	59.6%	52.7%
Workforce Development	9.7%	21.7%	21.5%	10%
Social Isolation	30%	36.5%	39.4%	31.1%
Leisure, Recreation, & Socialization	40.2%	49.7%	45.4%	42.1%
Civic Engagement/Volunteer Opportunities	18.6%	31.6%	28.1%	20.9%
Learning & Development Opportunities	25%	41%	35.9%	27.4%
Staying Active/Wellness Promotion	42.1%	58.3%	48.4%	46.7%
Addressing Ageism	22.2%	36.2%	34.5%	21.3%
Overcoming Language/Communication Barriers	48.4%	19.8%	39.2%	7.8%
LGBTQIA+ Support	5.3%	14.1%	13.7%	8.8%
Spirituality Support	19.8%	30.5%	34.5%	13.2%

N (Asian) = 580; N (Black or African American) = 561; N (Hispanic or Latino) = 498; N (White) = 6652

Notes. Percentages reflect respondents who reported at least one need.

# Total Needs Ranked Overall Statewide

Needs Ranked	Ranked 1 (%)	Ranked 2 (%)	Ranked 3 (%)
Access to Services	12%	5%	5.2%
Affordable Health Care	11.1%	8.4%	3.4%
Access to Health Care	5.9%	6.5%	4.6%
Affordable Housing	8.8%	5.5%	3.8%
Housing Accessibility and Maintenance	5.1%	5%	3.3%
In-Home Support for Maintaining Independence	19%	12.9%	9.1%
Long Term Services & Supports	3.2%	6%	5.3%
Assistance Managing Other Expenses	1.5%	2.9%	3.1%
Legal Services	1.5%	2.7%	4.7%
Mental & Behavioral Health Support	2%	3.6%	3.9%
Nutrition Support	4.6%	6.7%	6.6%
Safety & Security	2.3%	4%	4.5%
Transportation Access & Availability	7.9%	8.8%	10.7%
Workforce Development	0.5%	0.6%	0.7%
Assistance Addressing Social Isolation	1.8%	2.8%	3.7%
Opportunities for Leisure, Recreation, & Socialization	2.9%	5.3%	6.2%
Civic Engagement / Volunteer Opportunities	0.5%	1.5%	1.8%
Learning & Development Opportunities	0.9%	2.3%	3.8%
Staying Active / Wellness Promotion	4.6%	5.3%	8.3%
Addressing Ageism and Age Discrimination	0.6%	0.7%	1.5%
Overcoming Language / Communication Barriers	0.5%	0.3%	0.8%
LGBTQIA+ Support	0.8%	0.5%	1.1%
Spirituality Support	0.6%	0.4%	1%
Other	1.6%	2.1%	2.8%
N = 5642			
Notes. The reported sample size (N) is the number of respondents who ranked at least one need. Columns 2-4 might not sum to 100% due to rounding.			

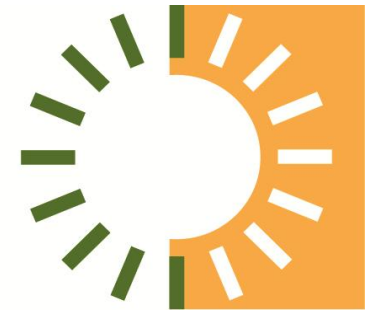
# Total Reported Characteristics Statewide

Characteristic	Older Adults (%)
Experience issues with abuse, neglect, or exploitation	3.9%
Live with Alzheimer's or dementia	13%
Experience memory or thinking problems	30.5%
Need access to cultural or social activities	20.4%
Live with vision loss	19.7%
Live with hearing loss	30.1%
Live with physical disabilities	49%
Are in frail or weak health	22.4%
Are a grandparent raising grandchildren	3.9%
Have housing concerns	13.6%
Often feel lonely or isolated	24.2%
Need legal services	16.9%
Are part of the LGBTQIA+ community	5.7%
Have mental or emotional health issues	30.1%
Need help with meals or nutrition	28%
Live in a rural area	10.4%
Have employment or job-related needs	3.8%
N = 7596	
Notes. The reported sample size (N) is the number of respondents who reported at least one characteristic	

For questions on the data presented, please contact:

Kelly Ensor, Associate Director of Quality Assurance

[Kensor@highlandvalley.org](mailto:Kensor@highlandvalley.org)



Highland Valley  
ELDER SERVICES