

SERVICE USE

61%

have heard of information and referral services for older adults

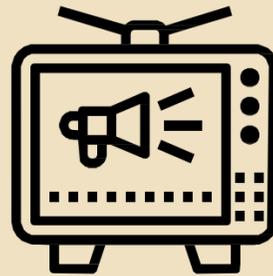
HOW FOUND OUT ABOUT SERVICES



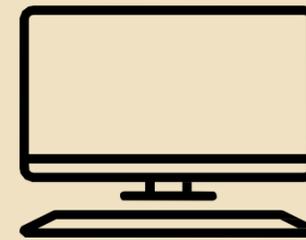
Word of mouth (34%)



A print publication (e.g. Pittsburgh Senior News; 22%)



A television advertisement (21%)



The internet (20%)



Formal referrals (20%)

USING INFORMATION FROM REFERRAL

17%

actually used services

30%

The disabled

26%

Those with incomes of \$25k or less

23%

Those who live alone

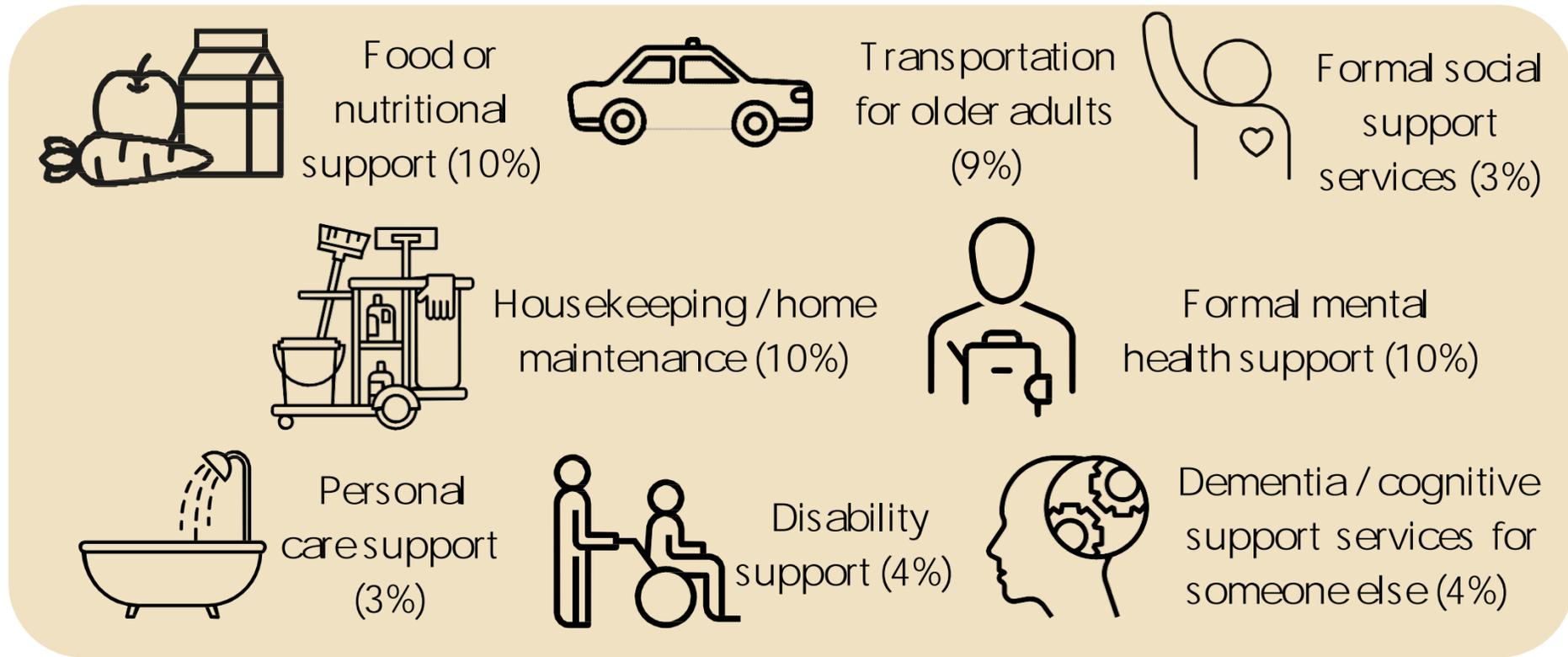
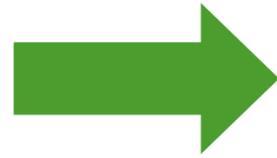
22%

Family caregivers

SERVICE USE

33%

older adults report receiving at least one formal service in the past year



USING COMMUNITY CENTERS

45%

have ever visited a senior community center

24%

say the Coronavirus pandemic has prevented them from visiting a senior community center

54%

Those age 75 and older are more likely to have visited a senior community center

30%

Family caregivers are more likely to say the pandemic has prevented visits to senior community centers

38%

Plan to visit a senior community center in the future

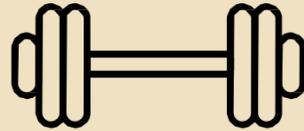
Those age 65-74 are more likely to have plans to visit a senior community center in the future

SERVICE USE

REASON FOR VISITING THE COMMUNITY CENTERS



Social activities /
socialization (45%)



Fitness activities
(15%)



Volunteer
opportunities (12%)

SATISFACTION WITH FORMAL SERVICES



are "very satisfied" with
the services they've
received



are "somewhat
satisfied"



are somewhat
dissatisfied



are
dissatisfied



are very
dissatisfied with
services

SERVICE USE

OLDER ADULT PROTECTIVE SERVICES



of older adults have heard of Older Adult Protective Services (APS)



report knowing how to contact the agency



LIMITATIONS IN SERVICES



report that there are services and supports they need, but are not getting



Among those not getting need services / supports, 56% say they know where to get them