



---

north dakota  
**department of  
human services**

**NORTH DAKOTA STATE PLAN ON AGING  
PUBLIC HEARING SURVEY**

**RESULTS**

April 2006

Compiled June 2006

PREPARED BY  
ELIZABETH CUNNINGHAM,  
RESEARCH ANALYST

## TABLE OF CONTENTS

Introduction .....	1
Statewide .....	3
Regional .....	6
Region 1 .....	6
Region 2 .....	8
Region 3 .....	10
Region 4 .....	12
Region 5 .....	14
Region 6 .....	16
Region 7 .....	18
Region 8 .....	20
Responses by Region .....	22
Reservation/Indian Service Area .....	31
Appendix .....	33
North Dakota State Plan on Aging Survey Document.....	34
Common Responses to ND State Plan on Aging Survey Document .....	37

## INTRODUCTION

Every four years, the Department of Human Services, Aging Services Division conducts a Public Hearing Survey in order to determine which services are most needed by the public, and to aid in the process of drafting the State Plan on Aging. In 2006, thirteen public meetings were conducted between April 3 and April 27, including one in each of the eight regions and at each Indian reservation. The schedule of these meetings is shown below.

Date	Location	Number of Participants
April 7	Region I - Tioga	35
April 6	Region I - Trenton	21
April 18	Region II - Minot	14
April 4	Region II - New Town	27
April 26	Region III - Rolla	44
April 24	Region III - St Michael	67
April 25	Region III - Belcourt	36
April 20	Region IV - Grafton	25
April 21	Region V - Embden	44
April 19	Region VI - Jamestown	33
April 27	Region VII - Bismarck	81
April 10	Region VII - Fort Yates	44
April 3	Region VIII - Dickinson	36
<b>TOTALS</b>	<b>13 HEARINGS</b>	<b>507</b>

Surveys were made available at these meetings to be filled out by attendees, who were encouraged to complete one before leaving. If they were not able to finish the survey at the meeting, they were given a self-addressed stamped envelope so they could take it home and mail it back to the Division when finished. Surveys were also sent to the homebound with a self-addressed stamped envelope. A total of 895 surveys were returned to Aging Services.

The survey consisted of nine questions, each referring to a different type of service, followed by an opportunity to offer comments. Respondents were also asked for any other comments they would like to add at the end of the survey. The following table displays the questions on the survey. The left column lists the category of the question, with the actual question following in the right column. A copy of the complete Public Hearing Survey and the common responses to questions can be found in the Appendix.

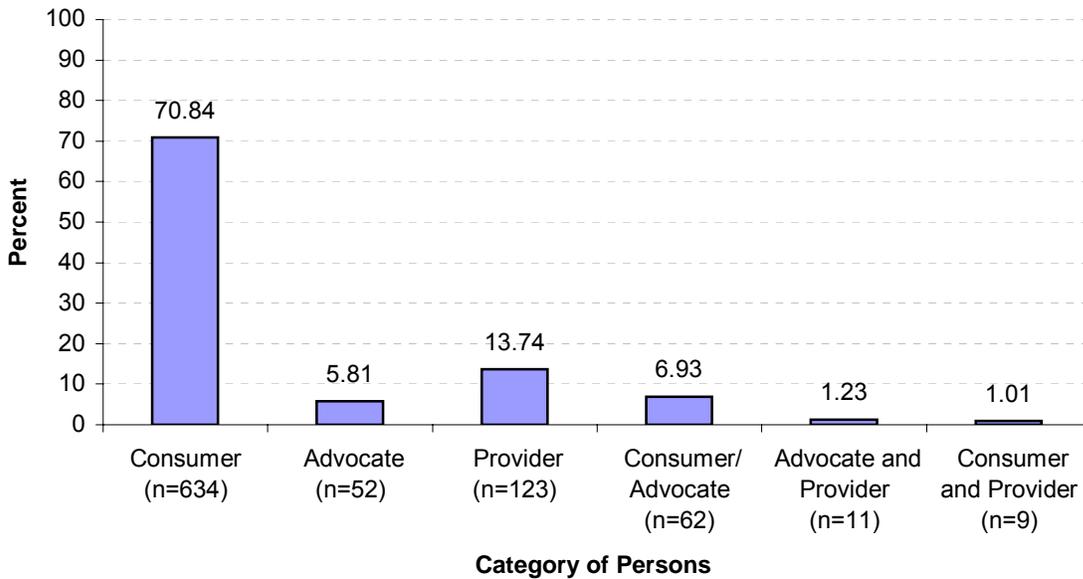
<i><b>In your opinion...</b></i>	
<b>HEALTHY AGING</b>	does ND need to expand activities to educate older individuals and persons with physical disabilities on the importance of healthy lifestyles?
<b>MEDICAL</b>	are ND's older individuals and persons with physical disabilities facing any problems with their medical care?
<b>TRANSPORTATION</b>	are ND's older individuals and persons with physical disabilities facing any transportation problems?
<b>HOUSING</b>	are ND's older individuals and persons with physical disabilities facing any housing problems?
<b>NUTRITION</b>	are ND's older individuals and persons with physical disabilities facing any nutrition problems?
<b>CAREGIVING</b>	are caregivers (paid or non-paid) in ND facing any problems in providing care to older individuals and persons with physical disabilities (related or not related)?
<b>CONSUMER INFORMATION</b>	do ND's older individuals and persons with physical disabilities have any problems obtaining information about available services?
<b>OMBUDSMAN</b>	are ND's older individuals and persons with physical disabilities facing any problems with the Ombudsman services?
<b>ABUSE/NEGLECT</b>	are ND's older individuals and persons with physical disabilities facing abuse and/or neglect problems?

This report will discuss the results of these surveys by first looking at an overall statewide view of the responses. Second, the results will be broken down by region, and finally, by reservation/Indian Service Area.

## STATEWIDE

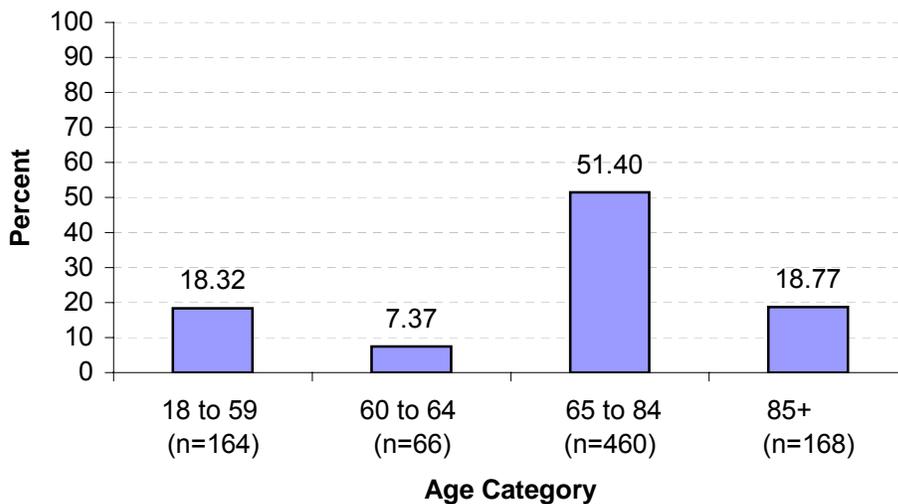
The following graphs give an overview of the respondents on a statewide level. The total number of respondents is given in the heading of each graph, while the number of persons reporting each response follows the category title.

**Percent of Persons Completing Survey by Category, n = 895**



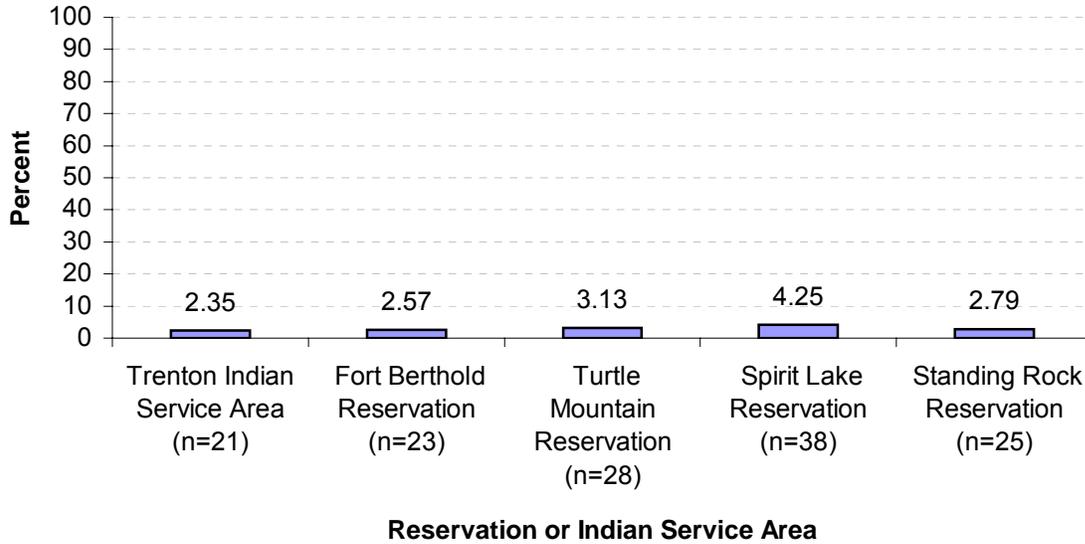
The majority of respondents to the survey fell into the “Consumer” category, with 70.84%. Eleven respondents (1.23%) reported that they were both an advocate and a provider, while nine (1.01%) reported being both a consumer and a provider.

**Percent of Persons by Age Category, n = 895**



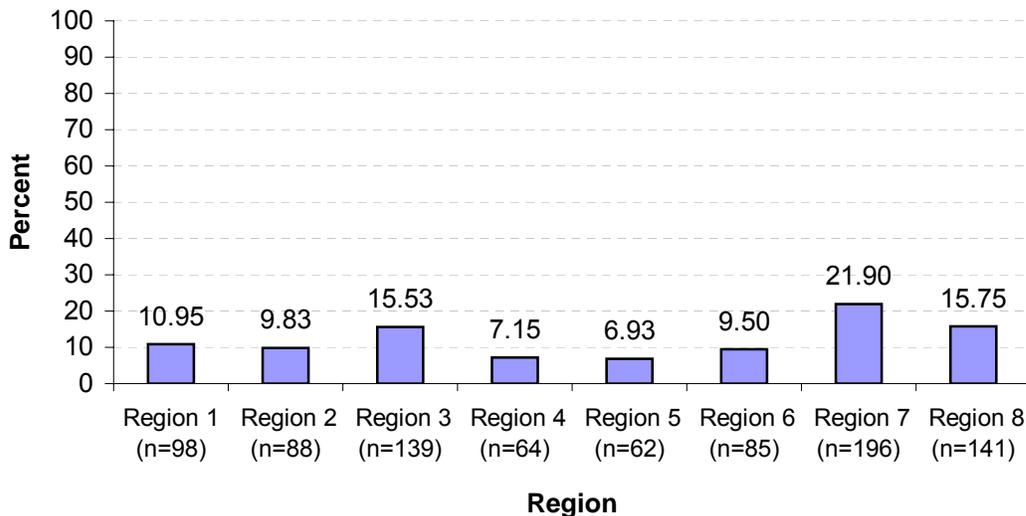
Approximately half of all respondents (51.4%) were between 65 and 84 years old, the highest percentage of any age group. There were no respondents under the age of 18.

**Percent of Persons from Reservations or Indian Service Areas, n = 895**



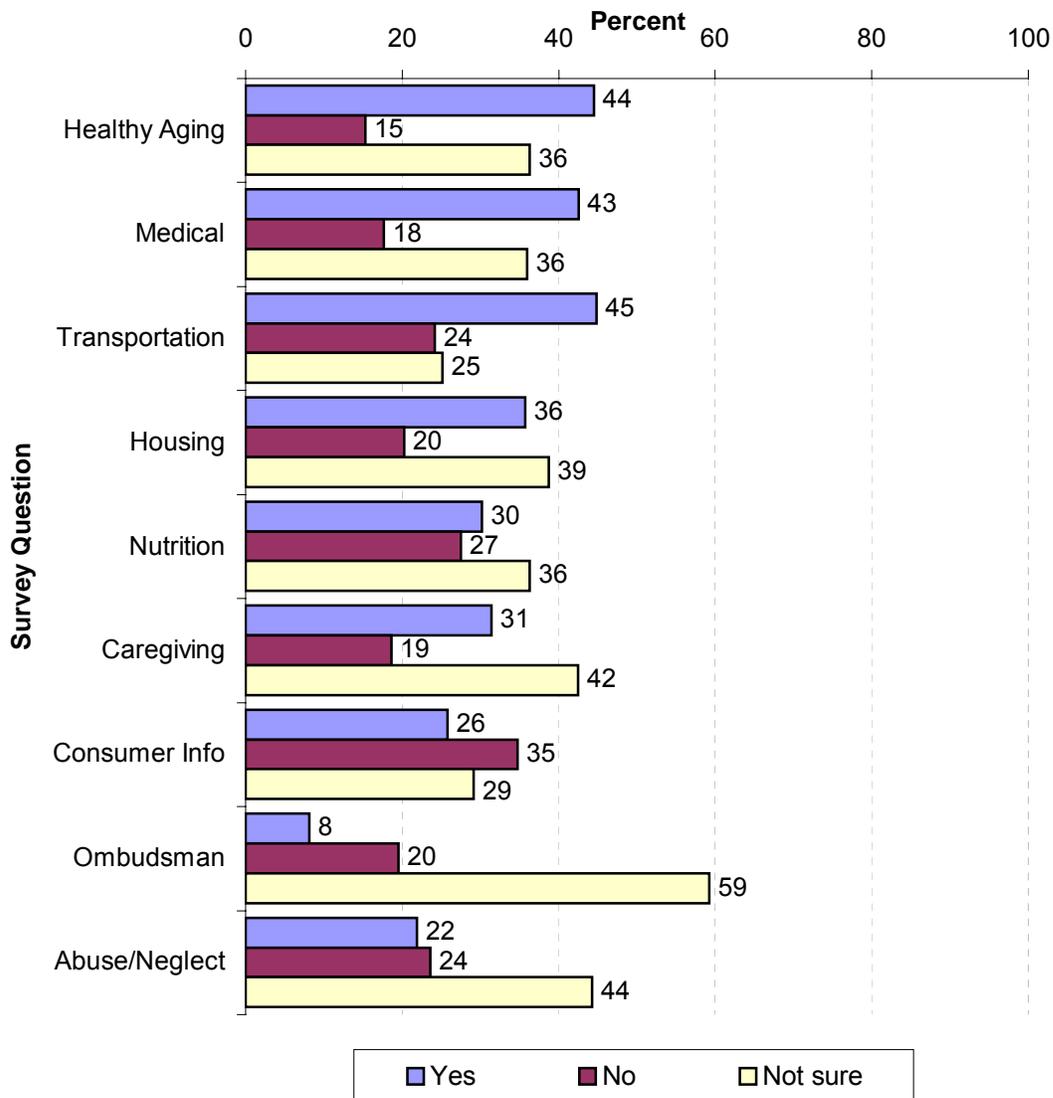
Of the 895 respondents, 135 (15.08%) reported residing on a reservation or in an Indian Service Area. Spirit Lake Reservation had the highest percentage with 4.25% of respondents, followed by Turtle Mountain Reservation, with 3.13%.

**Percent of Persons from Each Region, n = 895**



Region 7 had the highest number of respondents, with 21.90% of the total. The fewest came from Region 5, with 6.93%. Twenty-two respondents (2.46%) did not report a county or reservation/Indian Service Area of residence.

**Percent of Each Answer to Survey Questions Statewide, n = 895**



There were three questions to which respondents answered “yes” more than “no” or “not sure.” These questions were Healthy Aging (44%), Medical (43%), and Transportation (45%). Only one question had a higher percentage of “no’s” than either “yes” or “not sure” – Consumer Information (35%). More respondents reported “not sure” than either “yes” or “no” on a number of questions, including Ombudsman, where 59% chose “not sure,” the highest percentage of “not sure’s” reported. The next highest was Abuse/Neglect, with 44%.<sup>1</sup>

**REGIONAL**

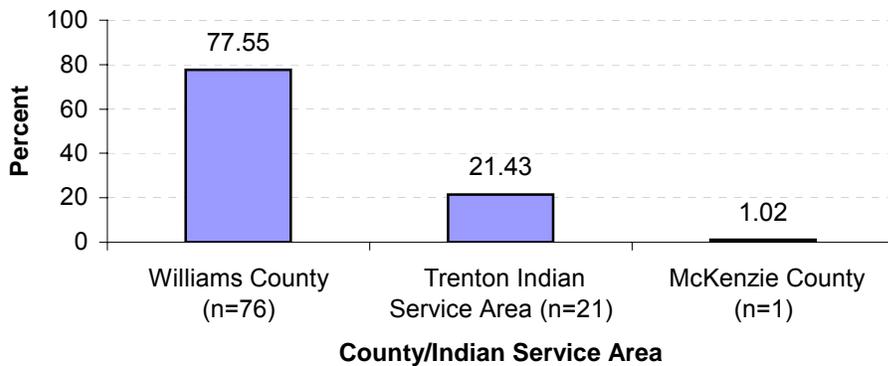
<sup>1</sup> The percents in the graph above may not add up to 100% for each question. The difference can be attributed to the number of respondents who did not answer that particular question (i.e. the number that would fall into the “missing” category).

The following graphs give an overview of the respondents on a regional level, including reservations and Indian Service Areas. The total number of respondents is given in the heading of each graph, while the number of persons reporting each response follows the category title.

**REGION 1**

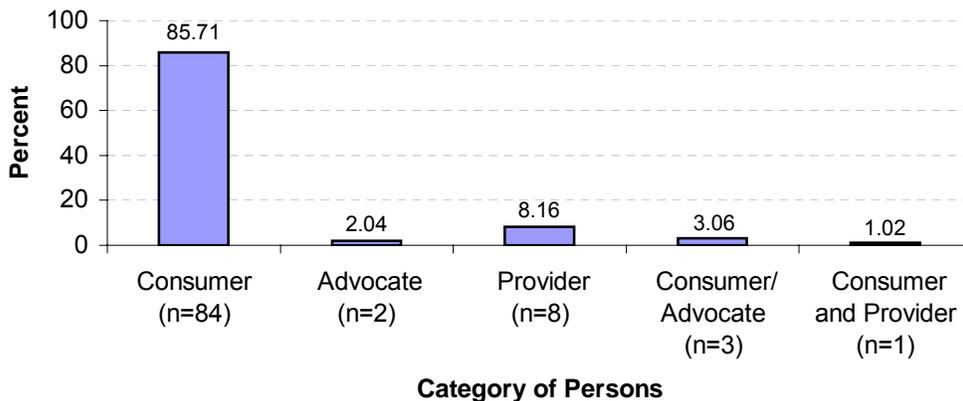
A total of 98 persons responded to the survey from Region 1. This region includes Williams, Divide, McKenzie counties, and Trenton Indian Service Area.

**Region 1:  
Percent of Persons by County/Indian Service Area, n = 98**



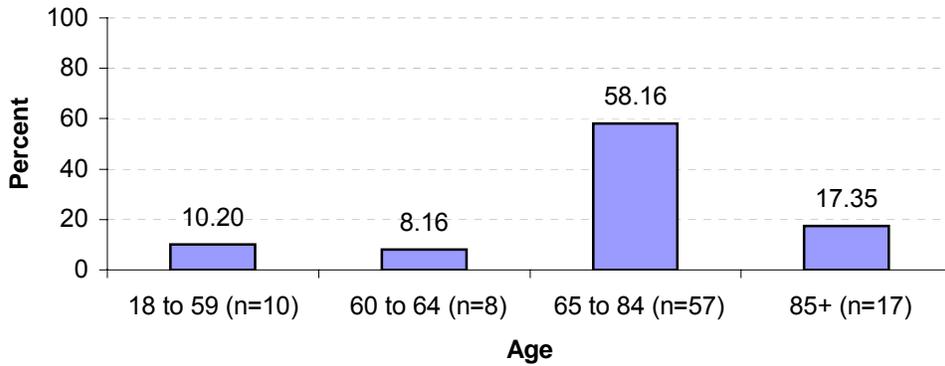
There were no respondents from Divide County.

**Region 1:  
Percent of Persons Completing Survey by Category, n = 98**

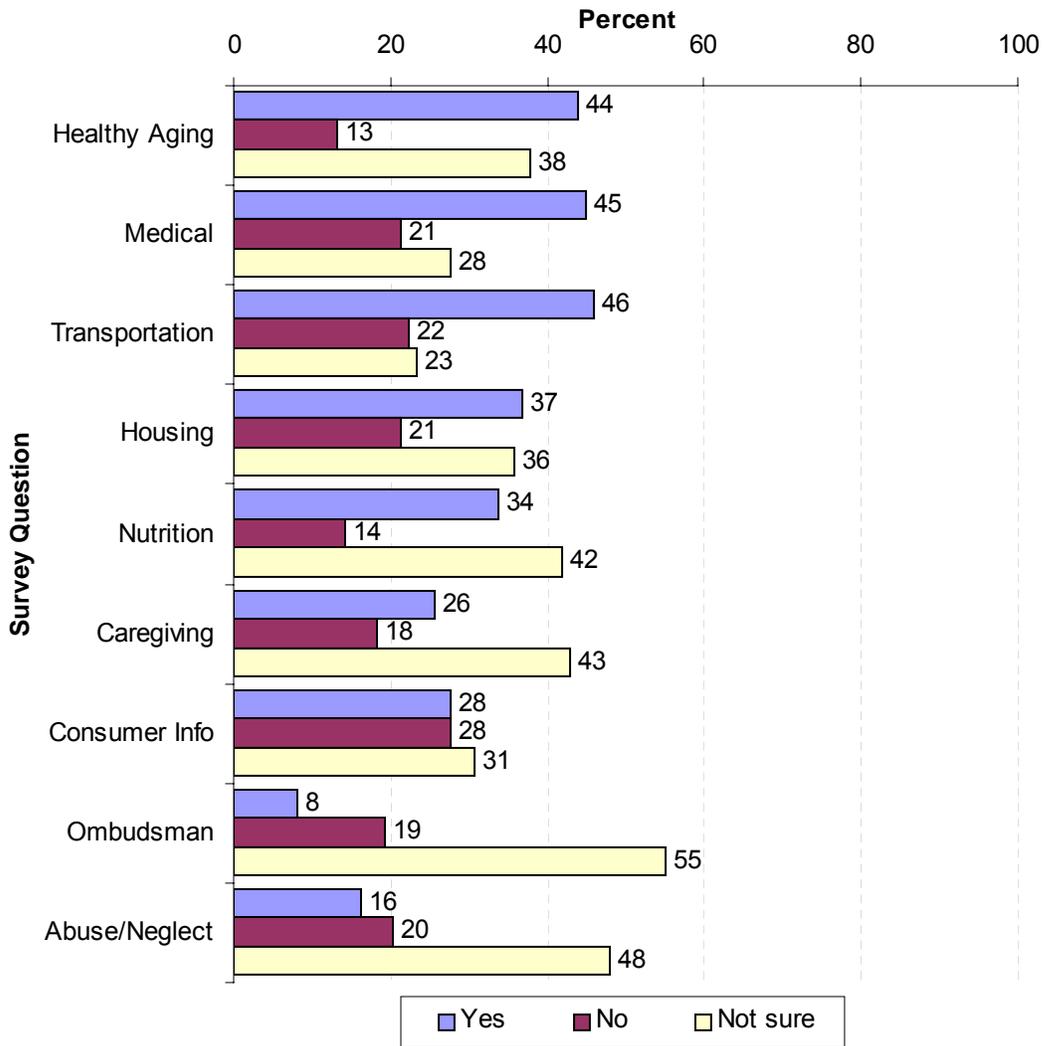


No respondents reported being both an Advocate and a Provider.

**Region 1:  
Percent of Persons by Age Category, n = 98**



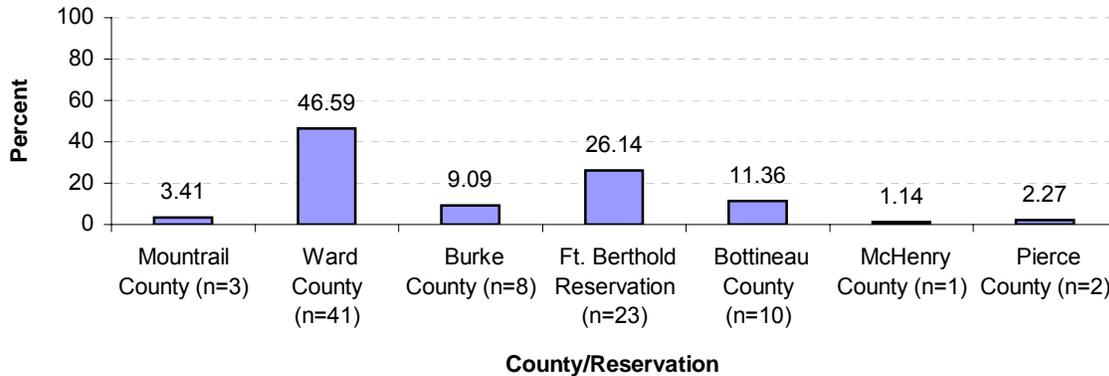
**Region 1:  
Percent of Each Answer to Survey Questions, n = 98**



## REGION 2

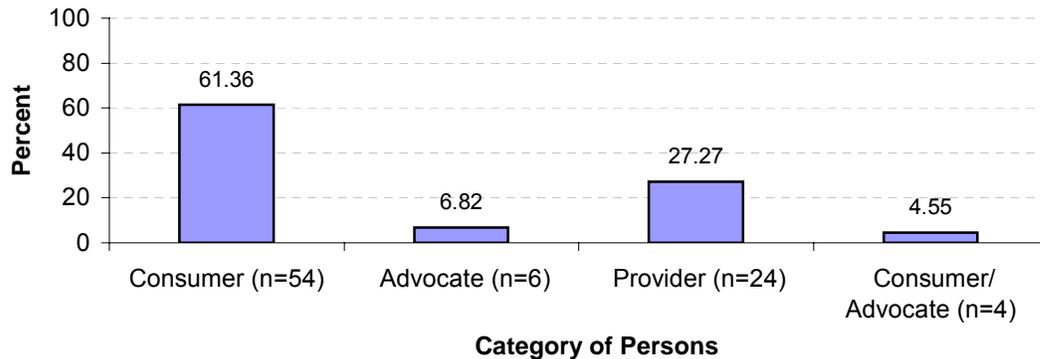
A total of 88 persons responded to the survey from Region 2. This region includes Mountrail, Ward, Burke, Renville, Bottineau, McHenry, Pierce counties, and Fort Berthold Reservation.

**Region 2:**  
**Percent of Persons by County/Reservation, n = 88**



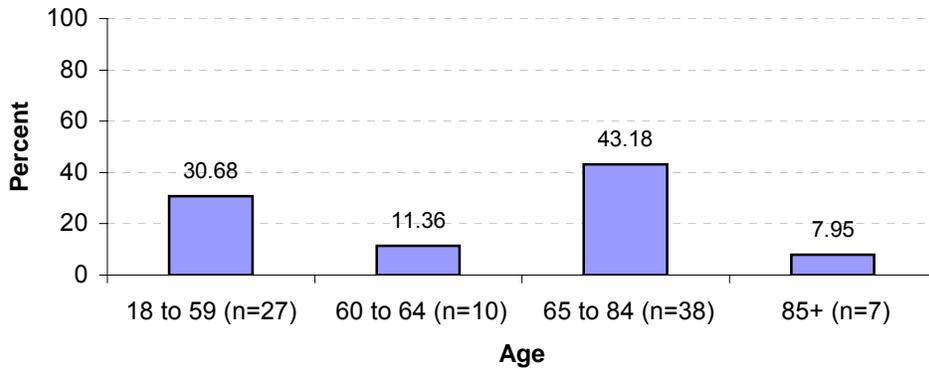
There were no respondents from Renville County.

**Region 2:**  
**Percent of Persons Completing Survey by Category, n = 88**

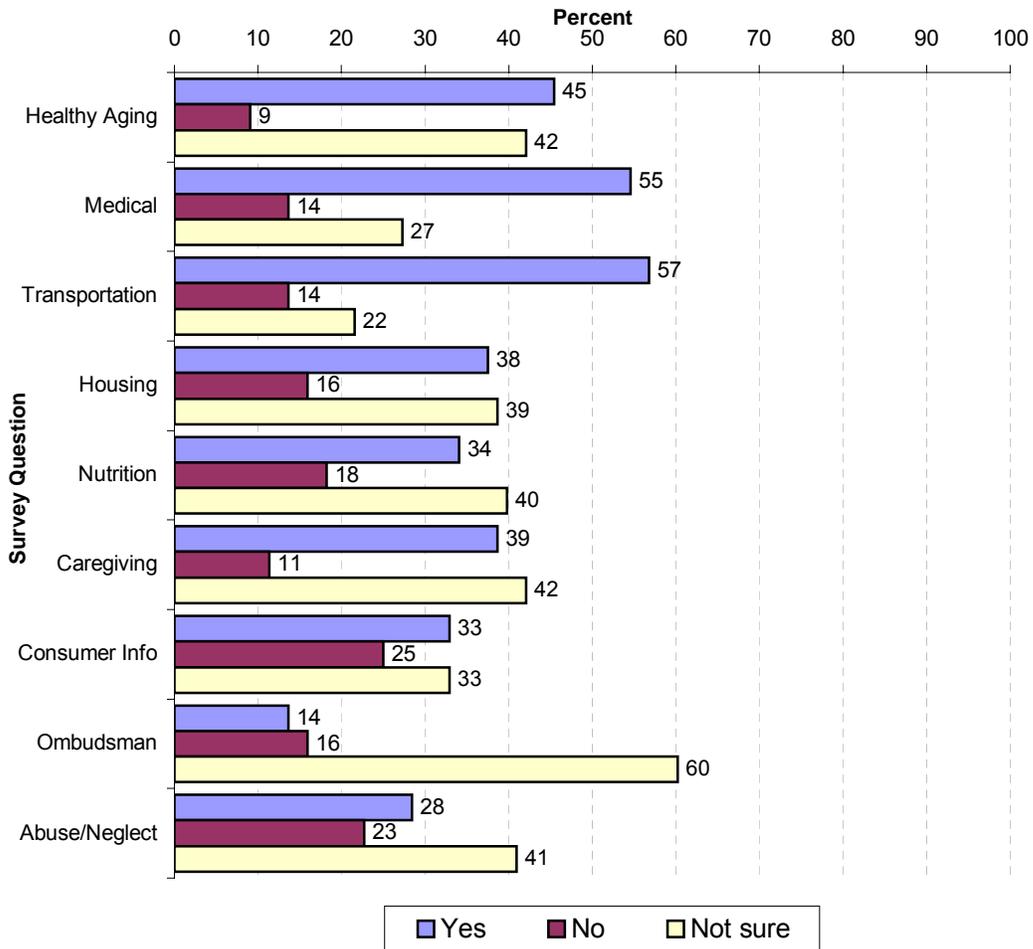


No respondents reported being an Advocate and Provider, or a Consumer and Provider.

**Region 2:  
Percent of Persons by Age Category, n = 88**



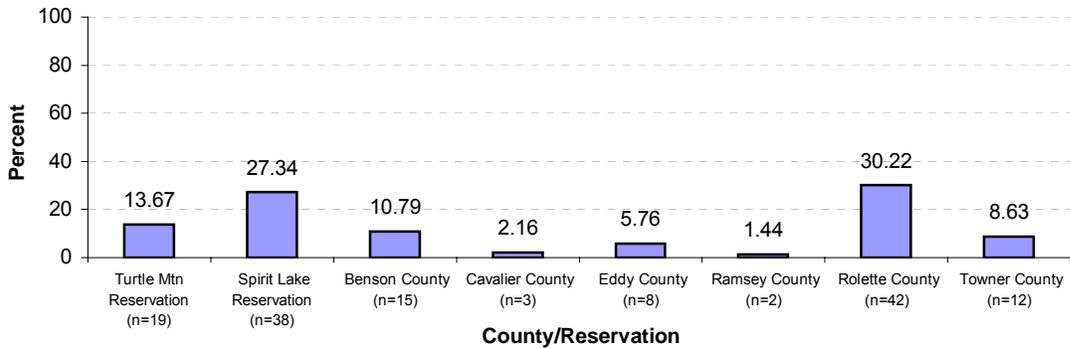
**Region 2:  
Percent of Each Answer to Survey Questions, n = 88**



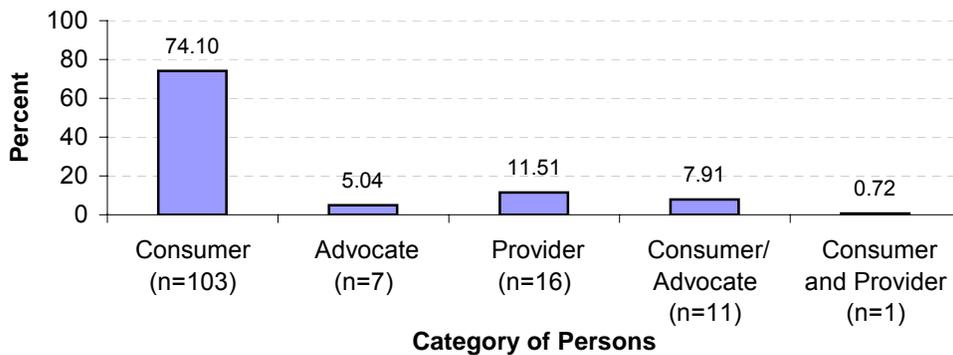
### REGION 3

A total of 139 persons responded to the survey from Region 3. This region includes Benson, Cavalier, Eddy, Ramsey, Towner counties, Turtle Mountain Reservation, and Spirit Lake Reservation.

**Region 3:**  
**Percent of Persons by County/Reservation, n = 139**

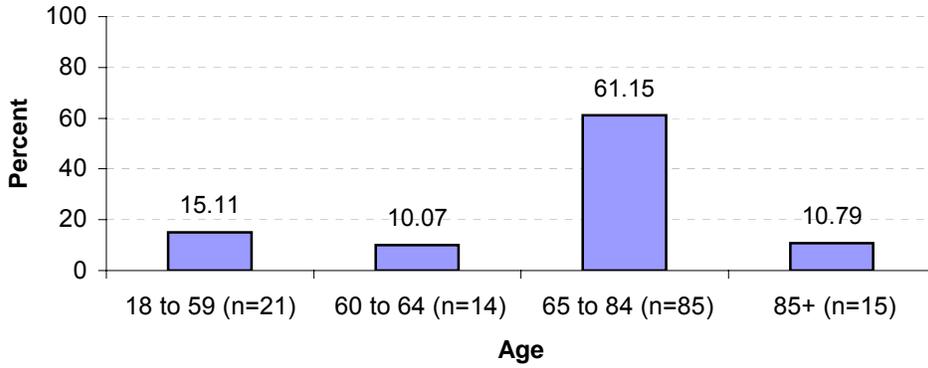


**Region 3:**  
**Percent of Persons Completing Survey by Category, n = 139**

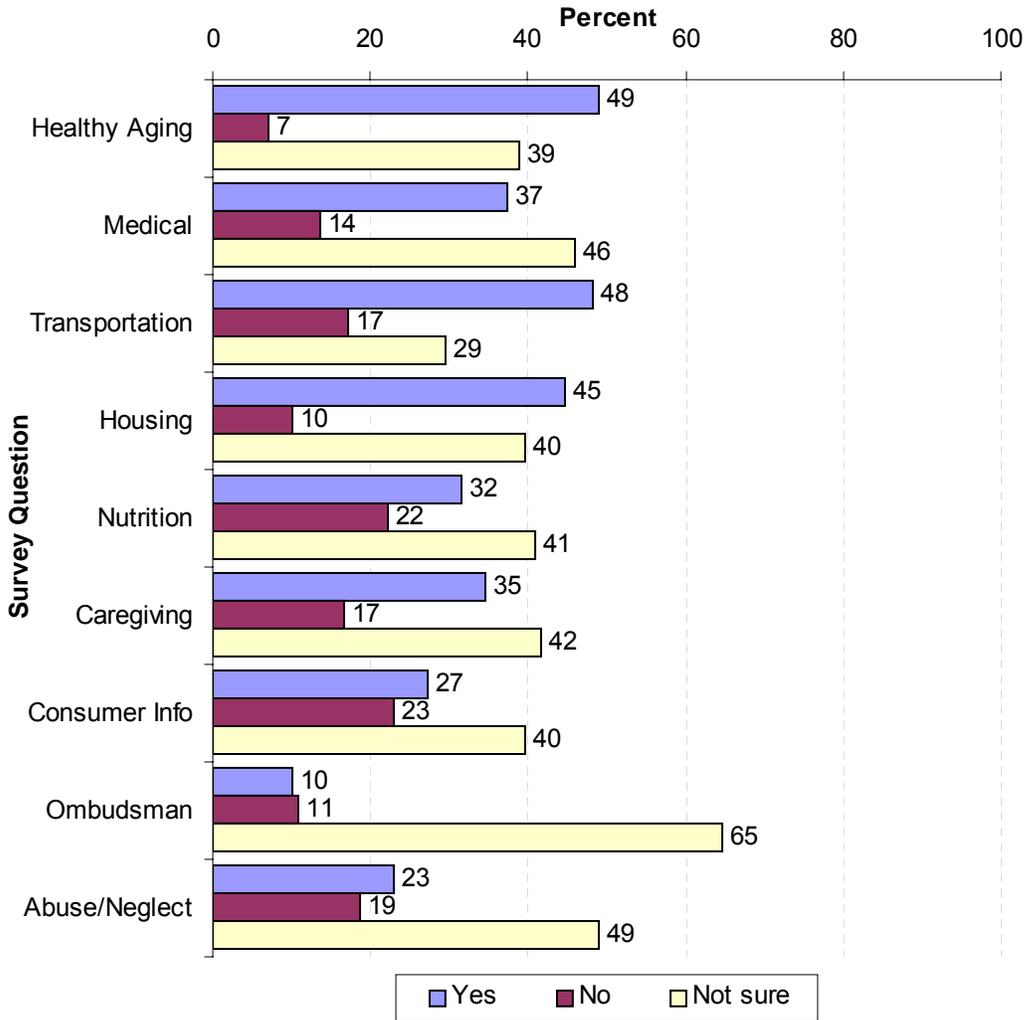


No respondents reported being both an Advocate and Provider.

**Region 3:  
Percent of Persons by Age Category, n = 139**



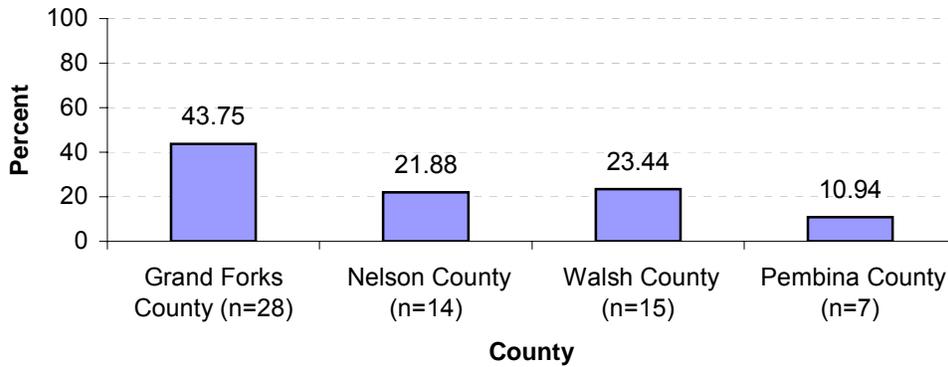
**Region 3:  
Percent of Each Answer to Survey Questions, n = 139**



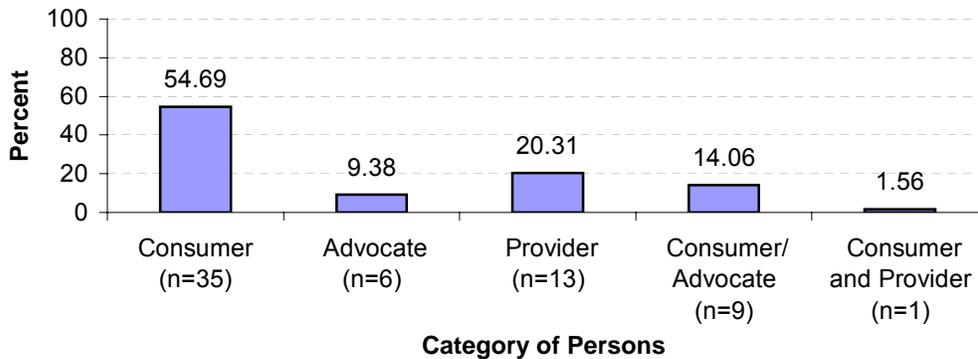
## REGION 4

A total of 64 persons responded to the survey from Region 4. This region includes Pembina, Walsh, Nelson, and Grand Forks counties.

**Region 4:  
Percent of Persons by County, n = 64**

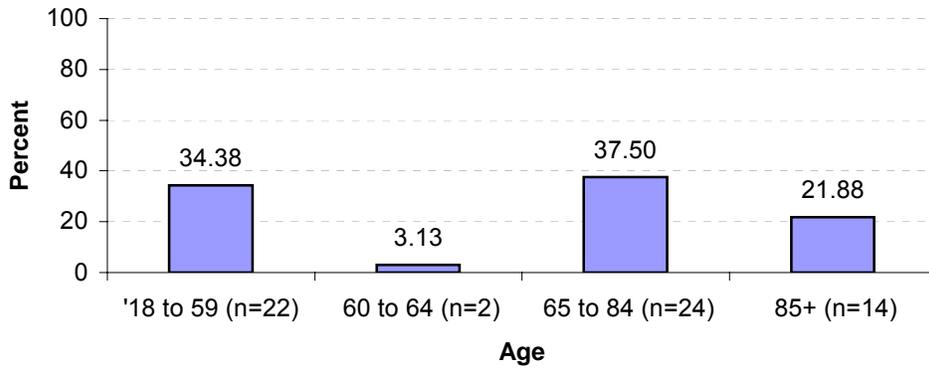


**Region 4:  
Percent of Persons Completing Survey by Category, n = 64**

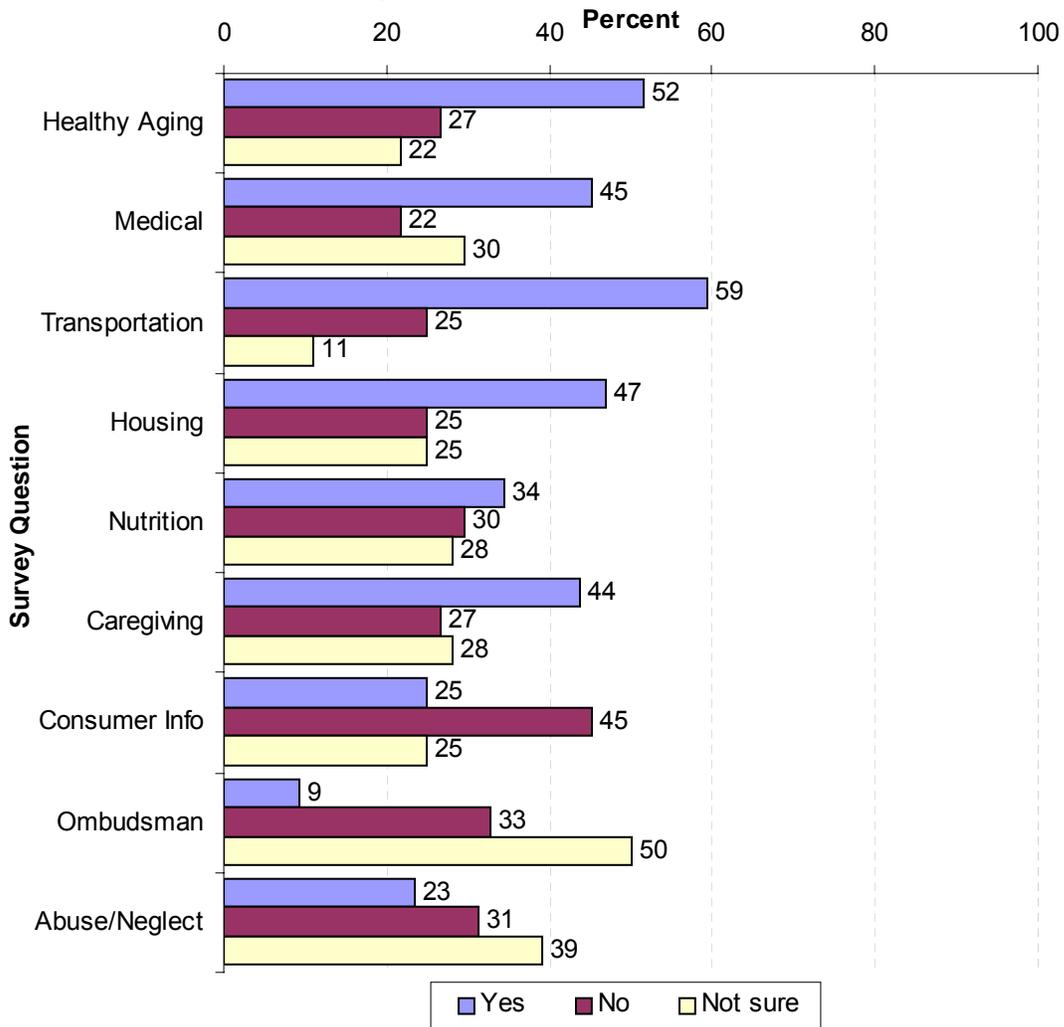


No respondents reported being both an Advocate and Provider.

**Region 4:  
Percent of Persons by Age Category, n = 64**



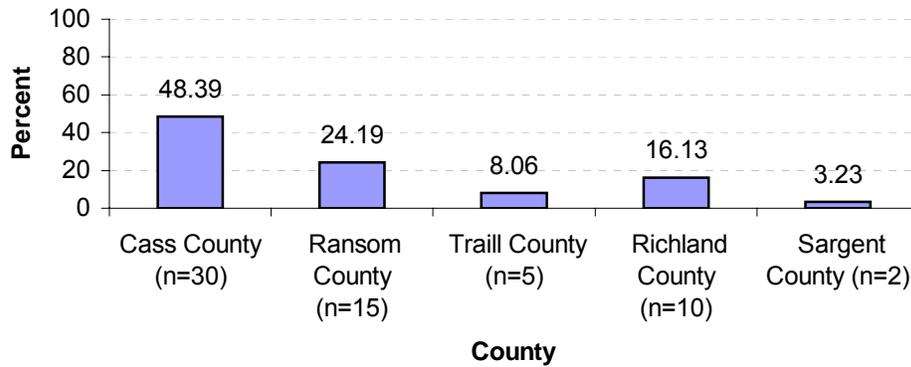
**Region 4:  
Percent of Each Answer to Survey Questions, n = 64**



## REGION 5

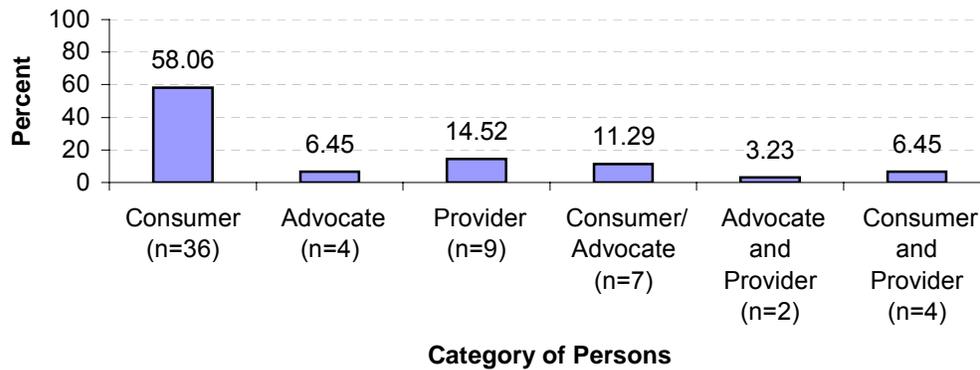
A total of 62 persons responded to the survey from Region 5. This region includes Cass, Ransom, Traill, Richland, Sargent, and Steele counties.

**Region 5:  
Percent of Persons by County, n = 62**

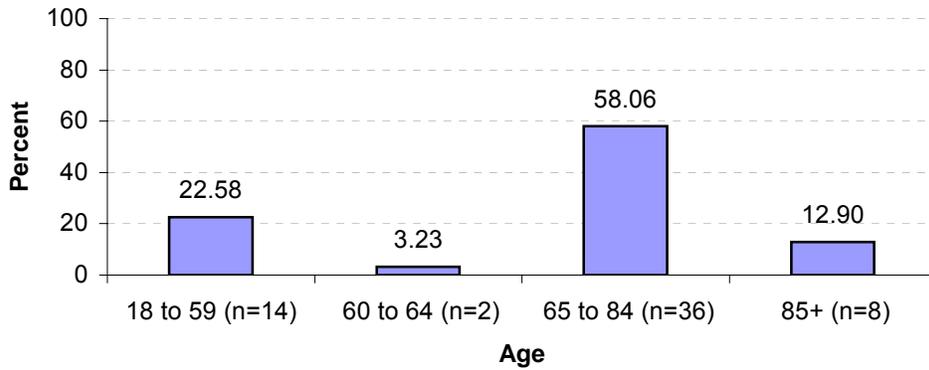


There were no respondents from Steele County.

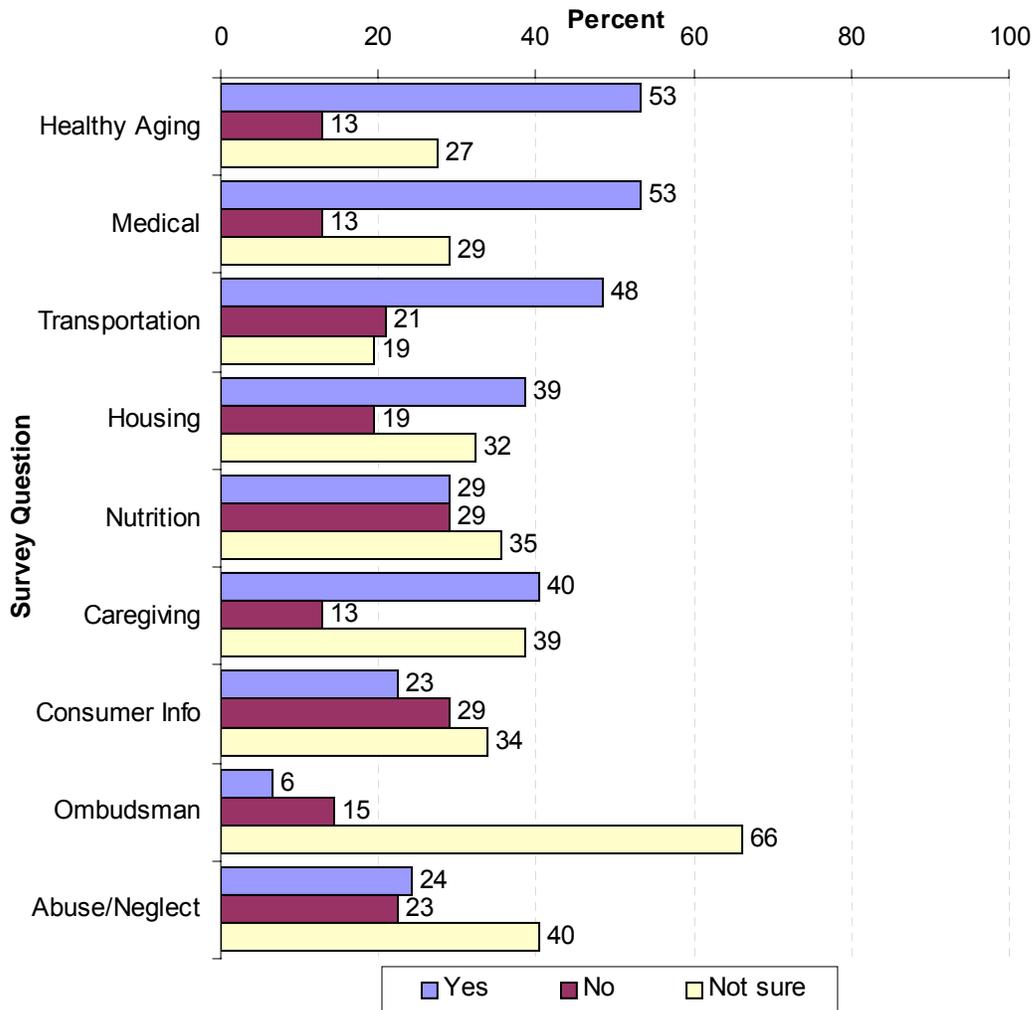
**Region 5:  
Percent of Persons Completing Survey by Category, n = 62**



**Region 5:  
Percent of Persons by Age Category**



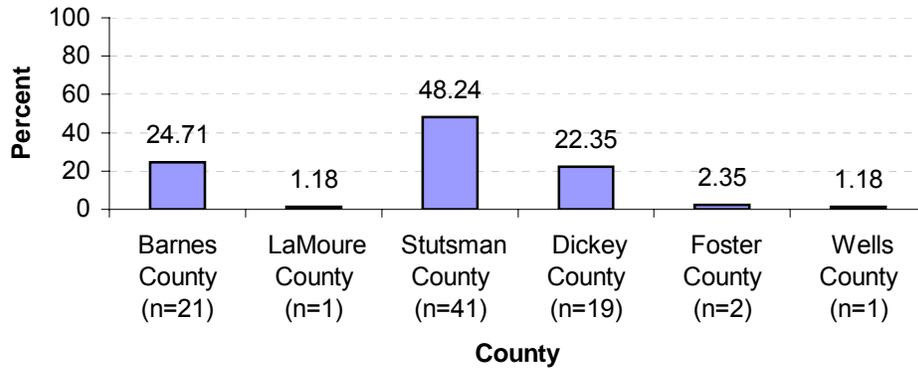
**Region 5:  
Percent of Each Answer to Survey Questions, n = 62**



## REGION 6

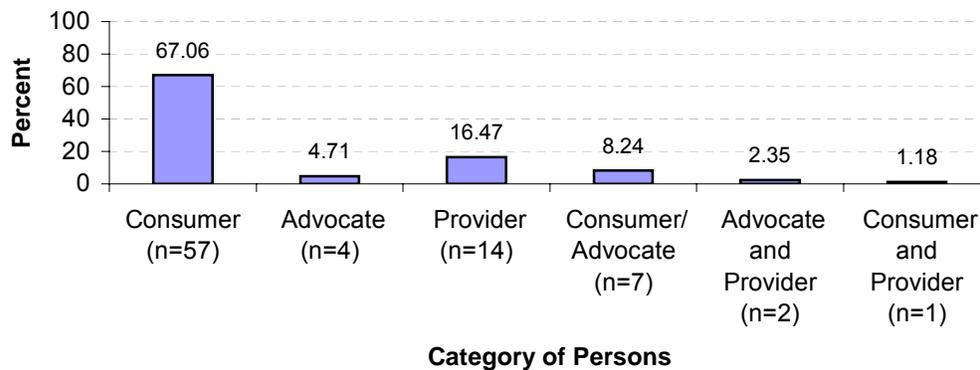
A total of 85 persons responded to the survey from Region 6. This region includes Barnes, LaMoure, Stutsman, Dickey, Foster, Wells, Griggs, Logan, and McIntosh counties.

**Region 6:  
Percent of Persons by County, n = 85**

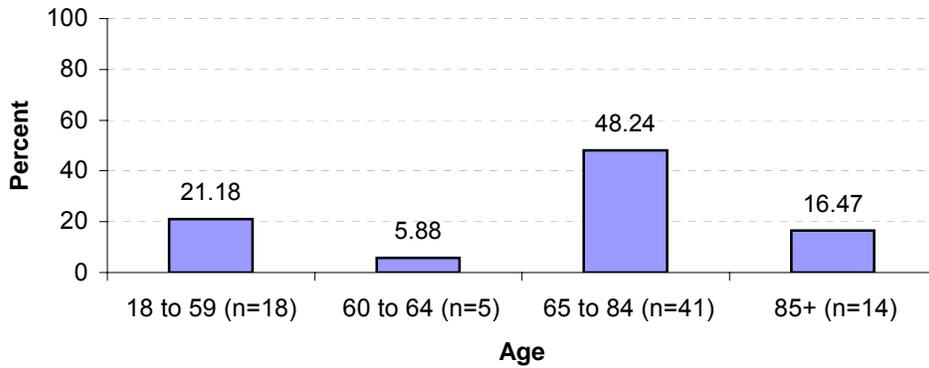


There were no respondents from Griggs, Logan, or McIntosh County.

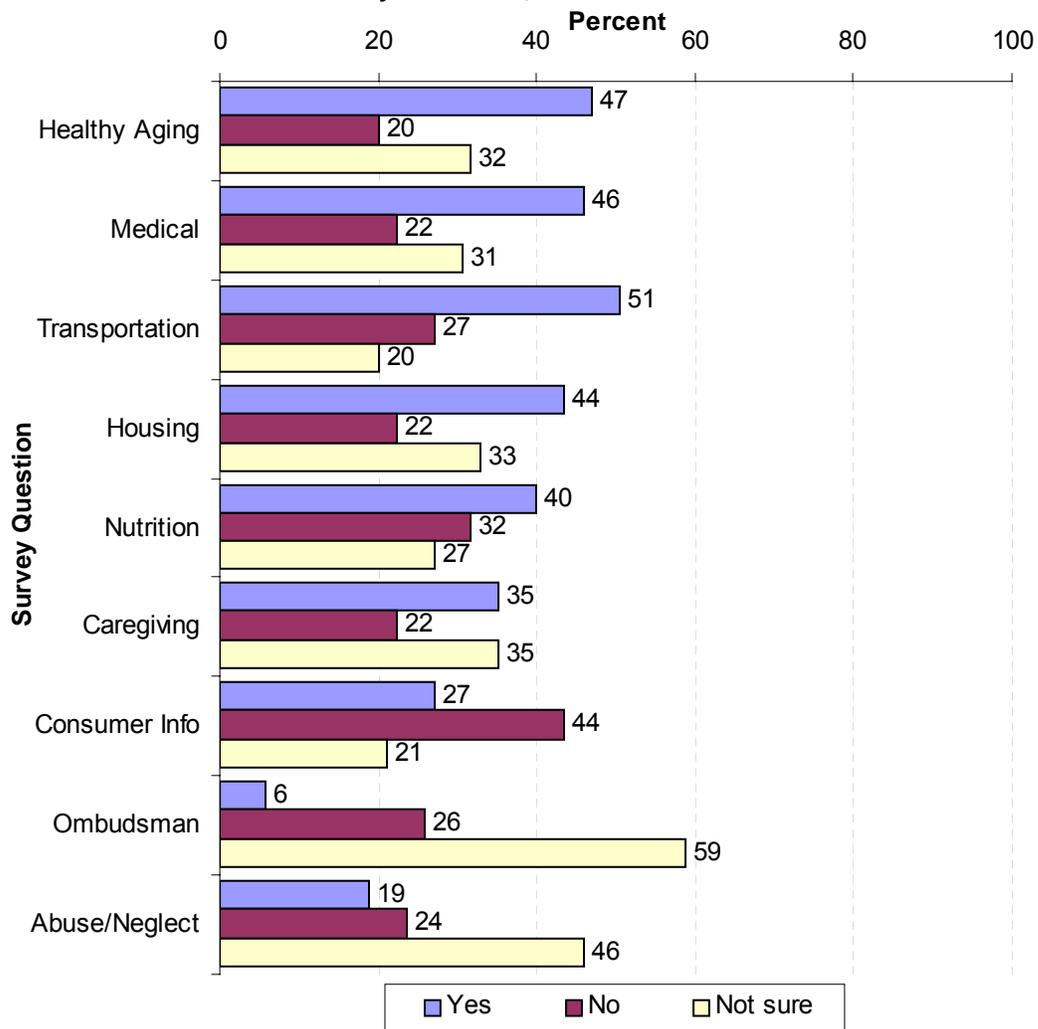
**Region 6:  
Percent of Persons Completing Survey by Category, n = 85**



**Region 6:  
Percent of Persons by Age Category, n = 85**



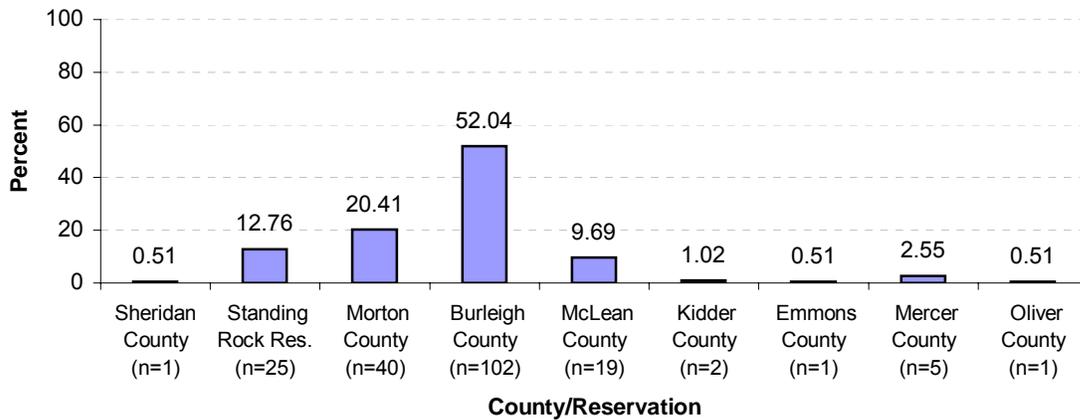
**Region 6:  
Percent of Each Answer to Survey Questions, n = 85**



## REGION 7

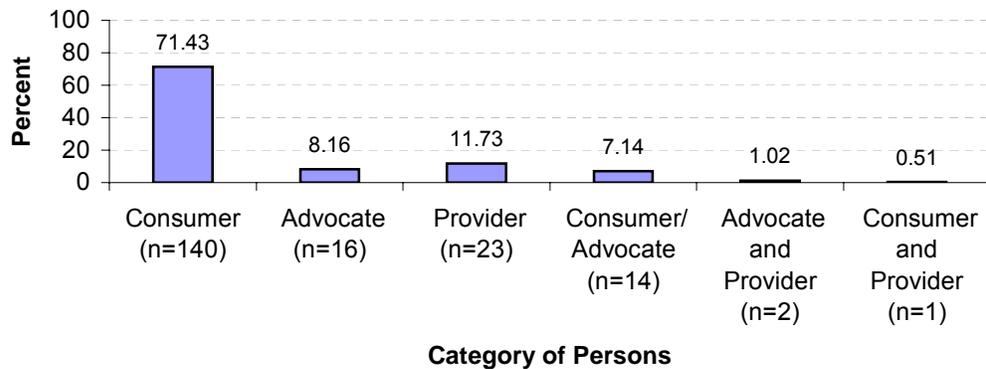
A total of 196 persons responded to the survey from Region 7. This region includes Sheridan, Morton, Burleigh, McLean, Kidder, Emmons, Mercer, Oliver, Grant, Sioux counties, and Standing Rock Reservation.

**Region 7:  
Percent of Persons by County/Reservation, n = 196**

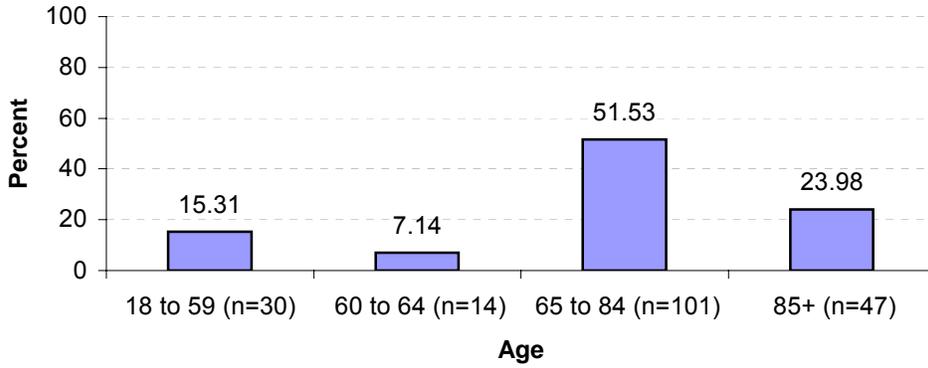


There were no respondents from Grant or Sioux County.

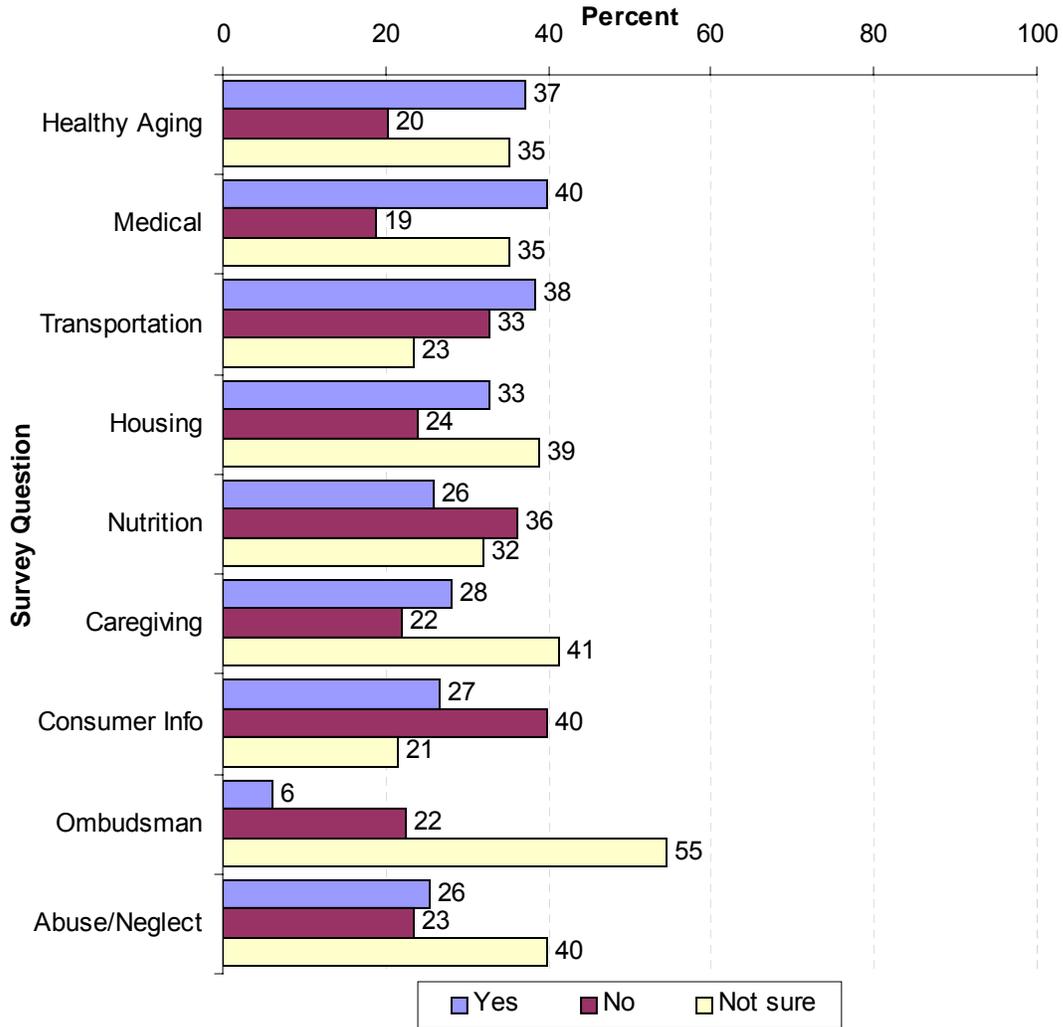
**Region 7:  
Percent of Persons Completing Survey by Category, n = 196**



**Region 7:  
Percent of Persons by Age Category, n = 196**



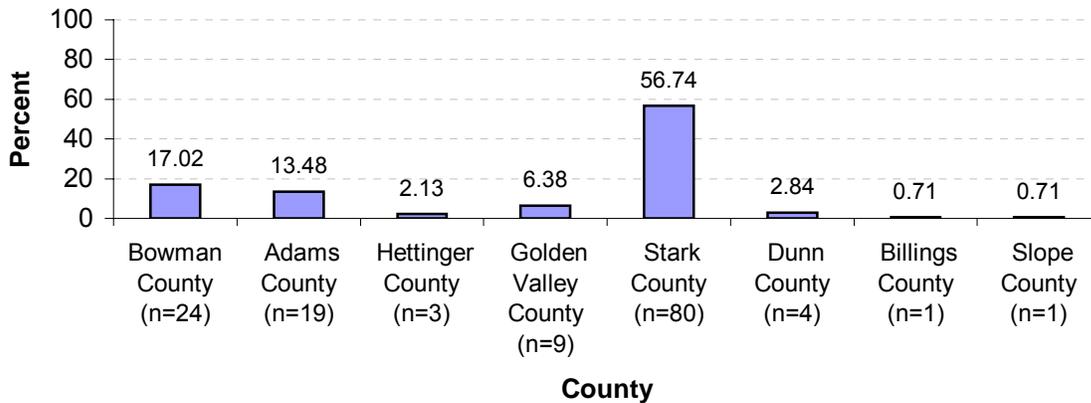
**Region 7:  
Percent of Each Answer to Survey Questions, n = 196**



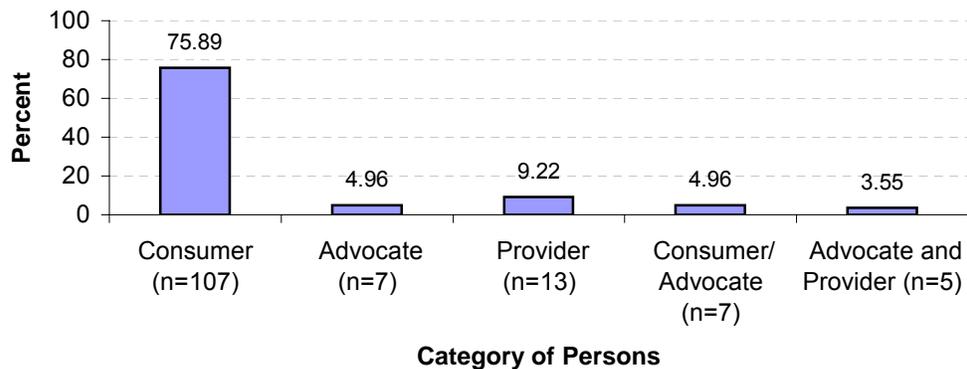
## REGION 8

A total of 141 persons responded to the survey from Region 8. This region includes Bowman, Adams, Hettinger, Golden Valley, Stark, Dunn, Billings, and Slope counties.

**Region 8:  
Percent of Persons by County, n = 141**

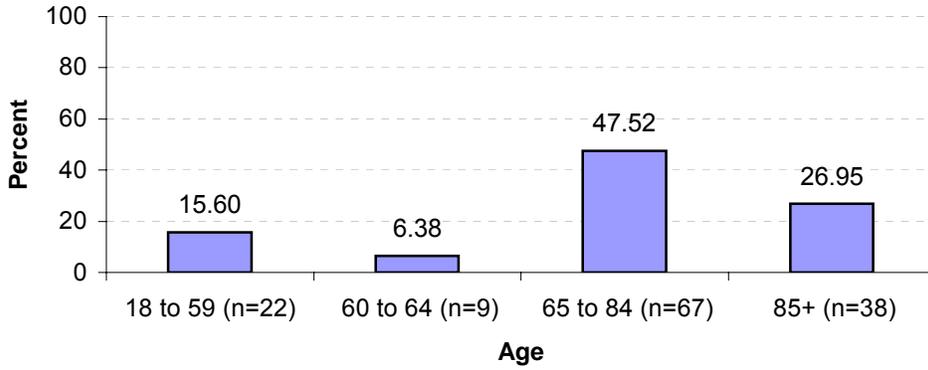


**Region 8:  
Percent of Persons Completing Survey by Category, n = 141**

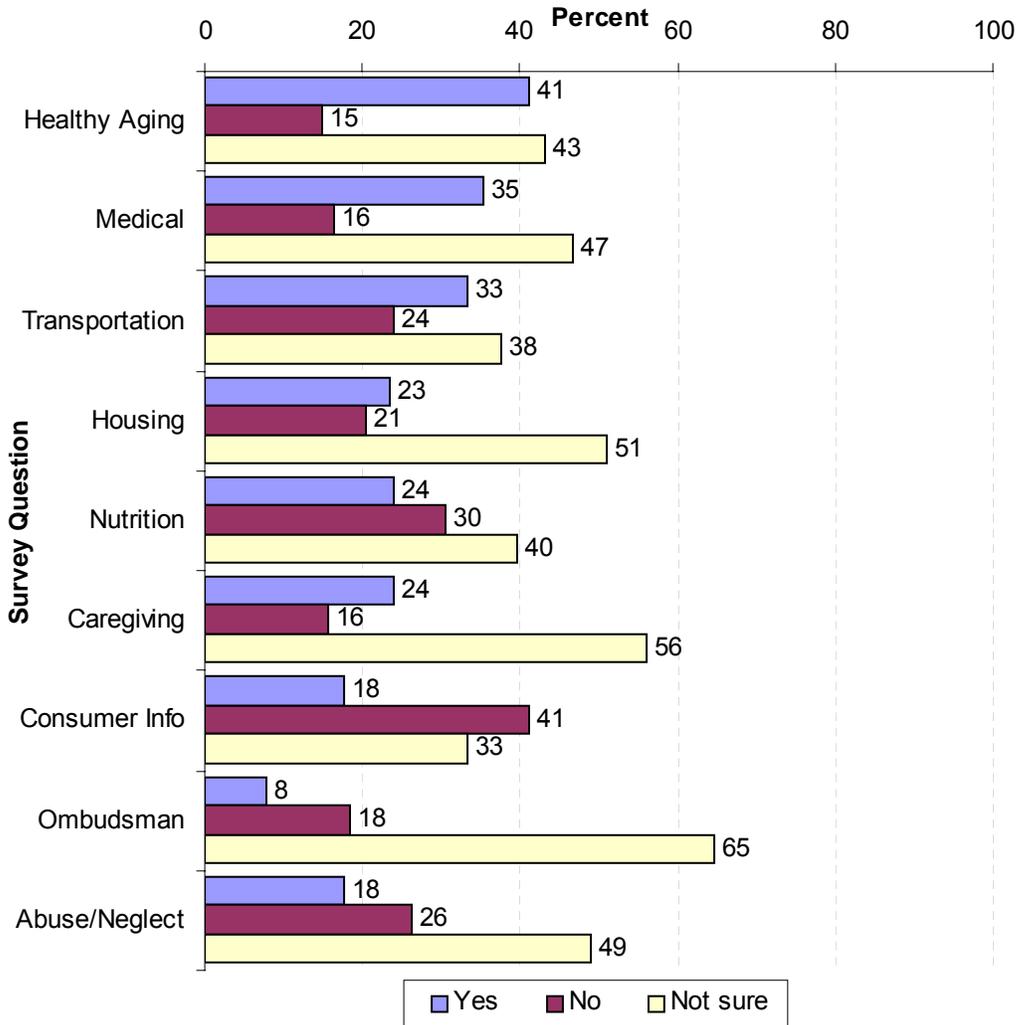


No respondents reported being both a Consumer and Provider.

**Region 8:  
Percent of Persons by Age Category, n = 141**



**Region 8:  
Percent of Each Answer to Survey Questions, n = 141**



## RESPONSES BY REGION

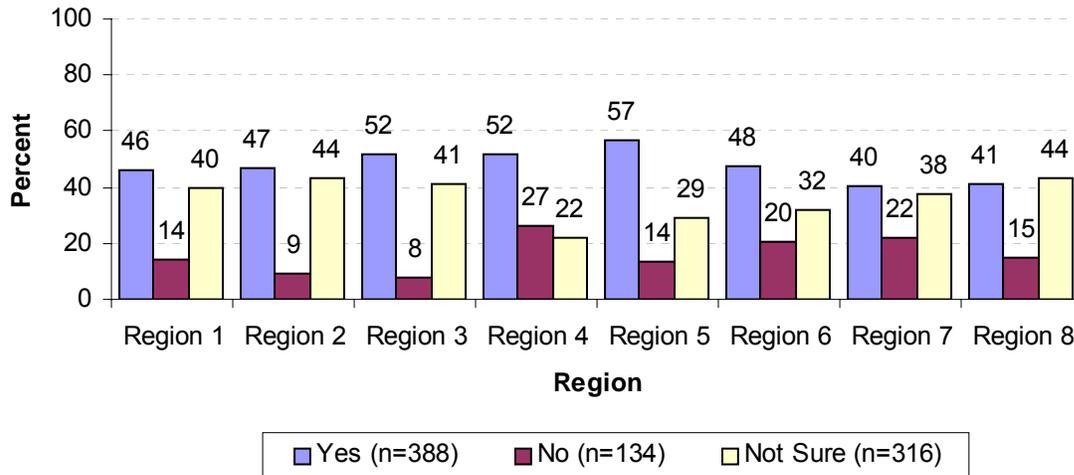
The tables and graphs that follow show the responses to each survey question by region. For each of the questions the number of “yes,” “no,” and “not sure” responses were totaled for each region. A percent was then calculated, based on that total, for each of the three responses to the question. This format allows for comparisons among the regions, in order to determine the differences in needed services across the state.

### HEALTHY AGING

Healthy Aging Responses by Region

	Yes		No		Not sure		Total	
	#	%	#	%	#	%	#	%
Region 1	43	46.24	13	13.98	37	39.78	93	100.00
Region 2	40	47.06	8	9.41	37	43.53	85	100.00
Region 3	68	51.52	10	7.58	54	40.91	132	100.00
Region 4	33	51.56	17	26.56	14	21.88	64	100.00
Region 5	33	56.90	8	13.79	17	29.31	58	100.00
Region 6	40	47.62	17	20.24	27	32.14	84	100.00
Region 7	73	40.11	40	21.98	69	37.91	182	100.00
Region 8	58	41.43	21	15.00	61	43.57	140	100.00
Total	388	46.30	134	15.99	316	37.71	838	100.00

Percent of Healthy Aging Responses by Region, n = 838

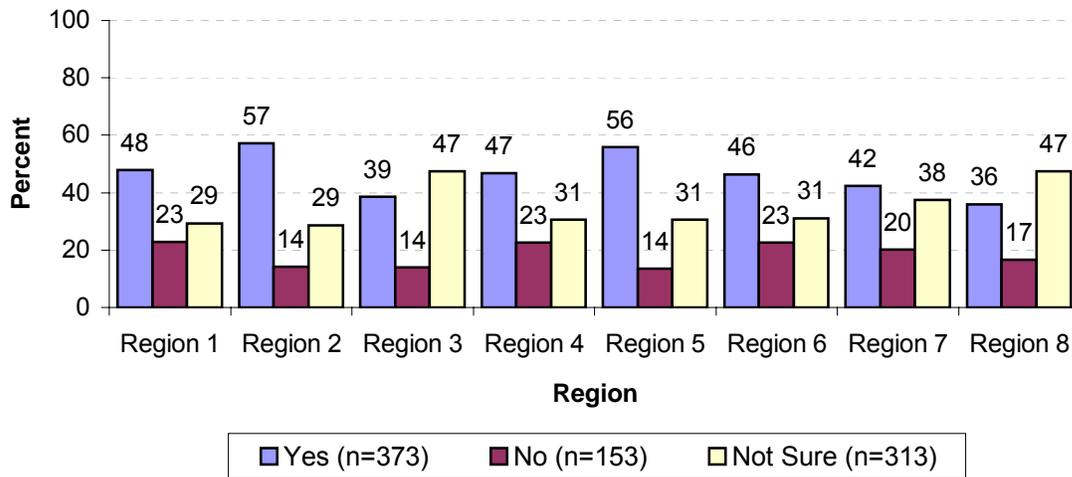


## MEDICAL

Medical Responses by Region

	Yes		No		Not sure		Total	
	#	%	#	%	#	%	#	%
Region 1	44	47.83	21	22.83	27	29.35	92	100.00
Region 2	48	57.14	12	14.29	24	28.57	84	100.00
Region 3	52	38.52	19	14.07	64	47.41	135	100.00
Region 4	29	46.77	14	22.58	19	30.65	62	100.00
Region 5	33	55.93	8	13.56	18	30.51	59	100.00
Region 6	39	46.43	19	22.62	26	30.95	84	100.00
Region 7	78	42.39	37	20.11	69	37.50	184	100.00
Region 8	50	35.97	23	16.55	66	47.48	139	100.00
Total	373	44.46	153	18.24	313	37.31	839	100.00

Percent of Medical Responses by Region, n = 839

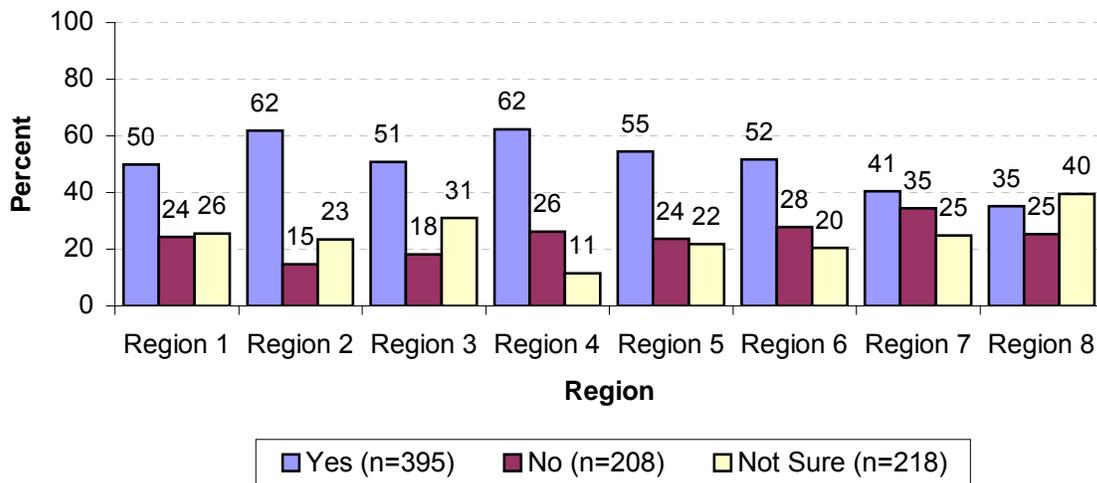


## TRANSPORTATION

Transportation Responses by Region

	Yes		No		Not sure		Total	
	#	%	#	%	#	%	#	%
Region 1	45	50.00	22	24.44	23	25.56	90	100.00
Region 2	50	61.73	12	14.81	19	23.46	81	100.00
Region 3	67	50.76	24	18.18	41	31.06	132	100.00
Region 4	38	62.30	16	26.23	7	11.48	61	100.00
Region 5	30	54.55	13	23.64	12	21.82	55	100.00
Region 6	43	51.81	23	27.71	17	20.48	83	100.00
Region 7	75	40.54	64	34.59	46	24.86	185	100.00
Region 8	47	35.07	34	25.37	53	39.55	134	100.00
Total	395	48.11	208	25.33	218	26.55	821	100.00

Percent of Transportation Responses by Region, n = 821

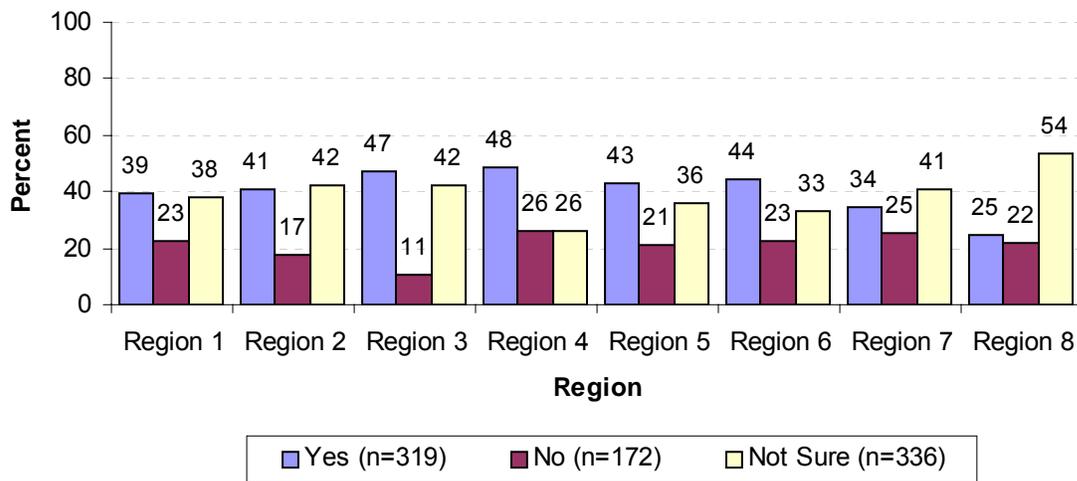


## HOUSING

Housing Responses by Region

	Yes		No		Not sure		Total	
	#	%	#	%	#	%	#	%
Region 1	36	39.13	21	22.83	35	38.04	92	100.00
Region 2	33	40.74	14	17.28	34	41.98	81	100.00
Region 3	62	47.33	14	10.69	55	41.98	131	100.00
Region 4	30	48.39	16	25.81	16	25.81	62	100.00
Region 5	24	42.86	12	21.43	20	35.71	56	100.00
Region 6	37	44.05	19	22.62	28	33.33	84	100.00
Region 7	64	34.22	47	25.13	76	40.64	187	100.00
Region 8	33	24.63	29	21.64	72	53.73	134	100.00
Total	319	38.57	172	20.80	336	40.63	827	100.00

Percent of Housing Responses by Region, n = 827

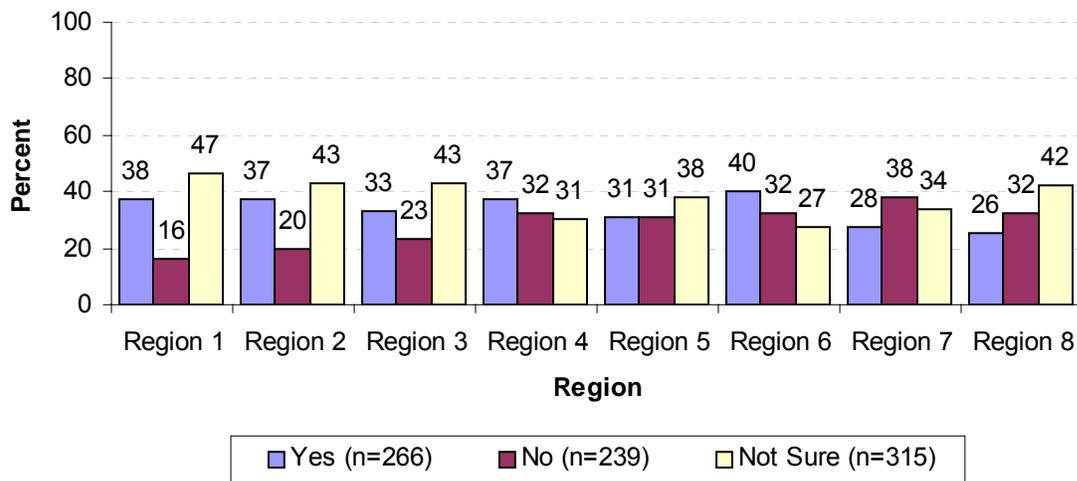


## NUTRITION

Nutrition Responses by Region

	Yes		No		Not sure		Total	
	#	%	#	%	#	%	#	%
Region 1	33	37.50	14	15.91	41	46.59	88	100.00
Region 2	30	37.04	16	19.75	35	43.21	81	100.00
Region 3	44	33.33	31	23.48	57	43.18	132	100.00
Region 4	22	37.29	19	32.20	18	30.51	59	100.00
Region 5	18	31.03	18	31.03	22	37.93	58	100.00
Region 6	34	40.48	27	32.14	23	27.38	84	100.00
Region 7	51	27.57	71	38.38	63	34.05	185	100.00
Region 8	34	25.56	43	32.33	56	42.11	133	100.00
Total	266	32.44	239	29.15	315	38.41	820	100.00

Percent of Nutrition Responses by Region, n =820

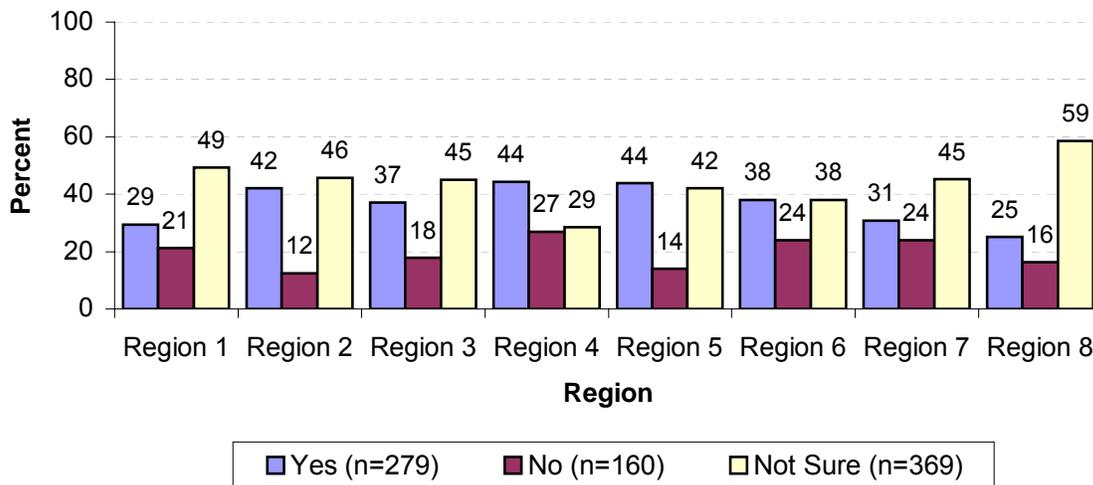


## CAREGIVING

Caregiving Responses by Region

	Yes		No		Not sure		Total	
	#	%	#	%	#	%	#	%
Region 1	25	29.41	18	21.18	42	49.41	85	100.00
Region 2	34	41.98	10	12.35	37	45.68	81	100.00
Region 3	48	37.21	23	17.83	58	44.96	129	100.00
Region 4	28	44.44	17	26.98	18	28.57	63	100.00
Region 5	25	43.86	8	14.04	24	42.11	57	100.00
Region 6	30	37.97	19	24.05	30	37.97	79	100.00
Region 7	55	30.73	43	24.02	81	45.25	179	100.00
Region 8	34	25.19	22	16.30	79	58.52	135	100.00
Total	279	34.53	160	19.80	369	45.67	808	100.00

Percent of Caregiving Responses by Region, n = 808

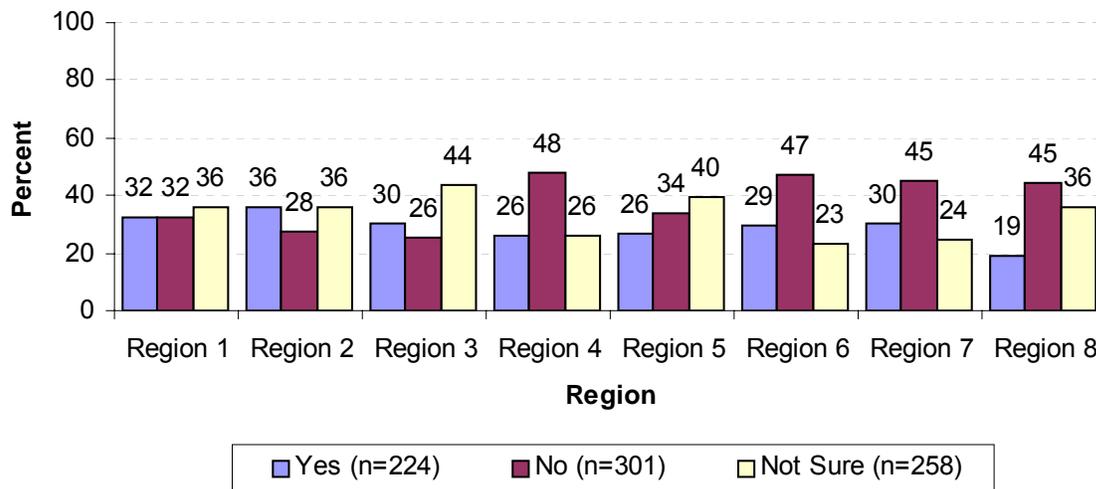


## CONSUMER INFORMATION

Consumer Information Responses by Region

	Yes		No		Not sure		Total	
	#	%	#	%	#	%	#	%
Region 1	27	32.14	27	32.14	30	35.71	84	100.00
Region 2	29	36.25	22	27.50	29	36.25	80	100.00
Region 3	38	30.40	32	25.60	55	44.00	125	100.00
Region 4	16	26.23	29	47.54	16	26.23	61	100.00
Region 5	14	26.42	18	33.96	21	39.62	53	100.00
Region 6	23	29.49	37	47.44	18	23.08	78	100.00
Region 7	52	30.23	78	45.35	42	24.42	172	100.00
Region 8	25	19.23	58	44.62	47	36.15	130	100.00
Total	224	28.61	301	38.44	258	32.95	783	100.00

Percent of Consumer Information Responses by Region, n = 783

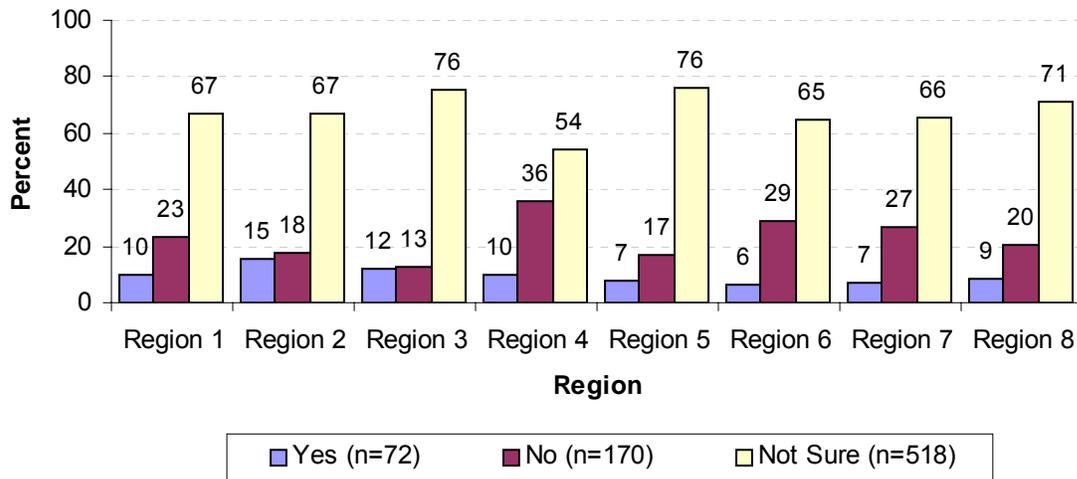


## OMBUDSMAN

### Ombudsman Responses by Region

	Yes		No		Not sure		Total	
	#	%	#	%	#	%	#	%
Region 1	8	9.88	19	23.46	54	66.67	81	100.00
Region 2	12	15.19	14	17.72	53	67.09	79	100.00
Region 3	14	11.76	15	12.61	90	75.63	119	100.00
Region 4	6	10.17	21	35.59	32	54.24	59	100.00
Region 5	4	7.41	9	16.67	41	75.93	54	100.00
Region 6	5	6.49	22	28.57	50	64.94	77	100.00
Region 7	12	7.36	44	26.99	107	65.64	163	100.00
Region 8	11	8.59	26	20.31	91	71.09	128	100.00
Total	72	9.47	170	22.37	518	68.16	760	100.00

### Percent of Ombudsman Responses by Region, n = 760

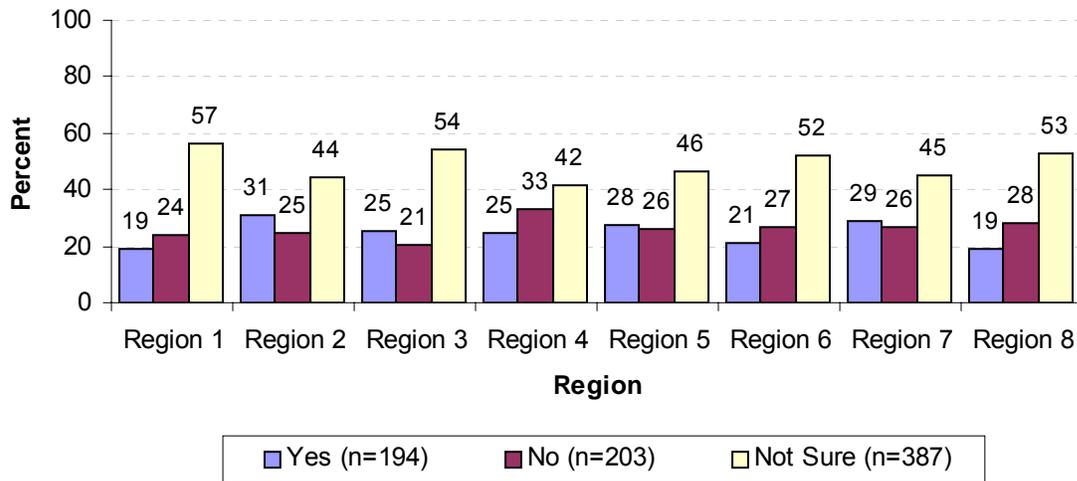


## ABUSE/NEGLECT

Abuse/Neglect Responses by Region

	Yes		No		Not sure		Total	
	#	%	#	%	#	%	#	%
Region 1	16	19.28	20	24.10	47	56.63	83	100.00
Region 2	25	30.86	20	24.69	36	44.44	81	100.00
Region 3	32	25.40	26	20.63	68	53.97	126	100.00
Region 4	15	25.00	20	33.33	25	41.67	60	100.00
Region 5	15	27.78	14	25.93	25	46.30	54	100.00
Region 6	16	21.33	20	26.67	39	52.00	75	100.00
Region 7	50	28.74	46	26.44	78	44.83	174	100.00
Region 8	25	19.08	37	28.24	69	52.67	131	100.00
Total	194	24.74	203	25.89	387	49.36	784	100.00

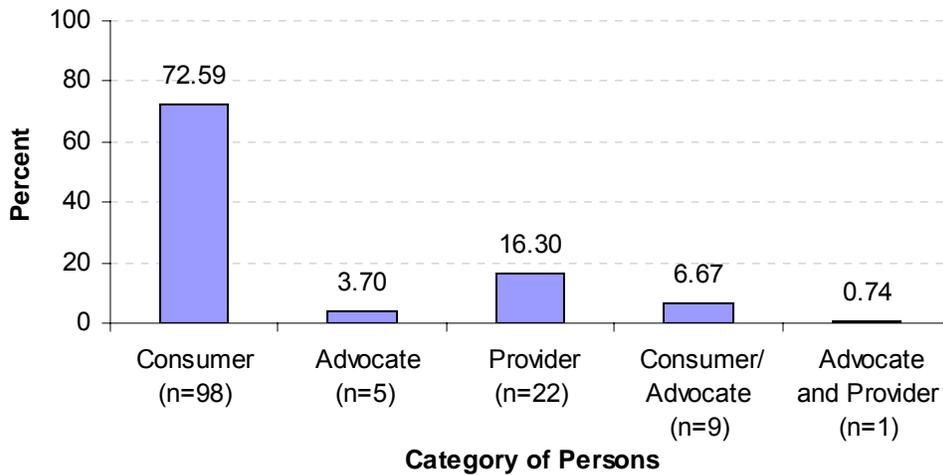
Percent of Abuse/Neglect Responses by Region, n = 784



## RESERVATION/INDIAN SERVICE AREA

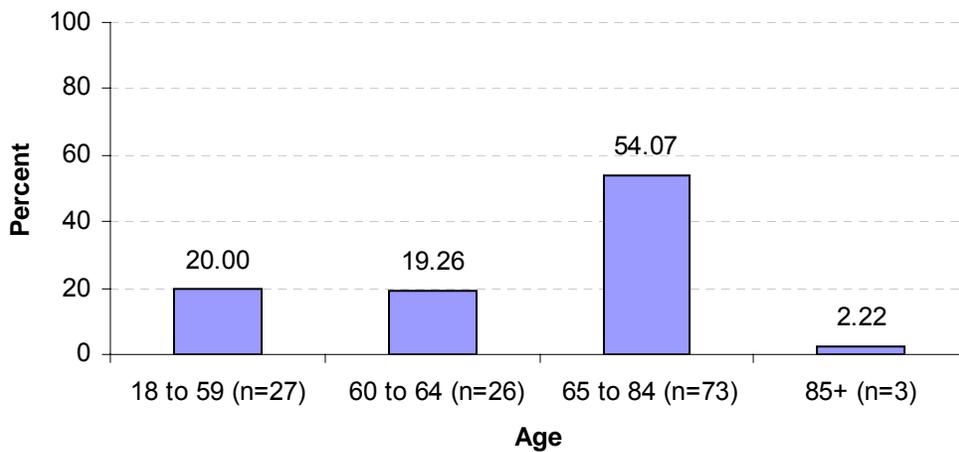
The following graphs give a summary of the 135 respondents who reported residing on a reservation or Indian Service Area. Given the small number from each area, they have been combined in these graphs.

**Percent of Persons Completing Survey by Category, n = 135**

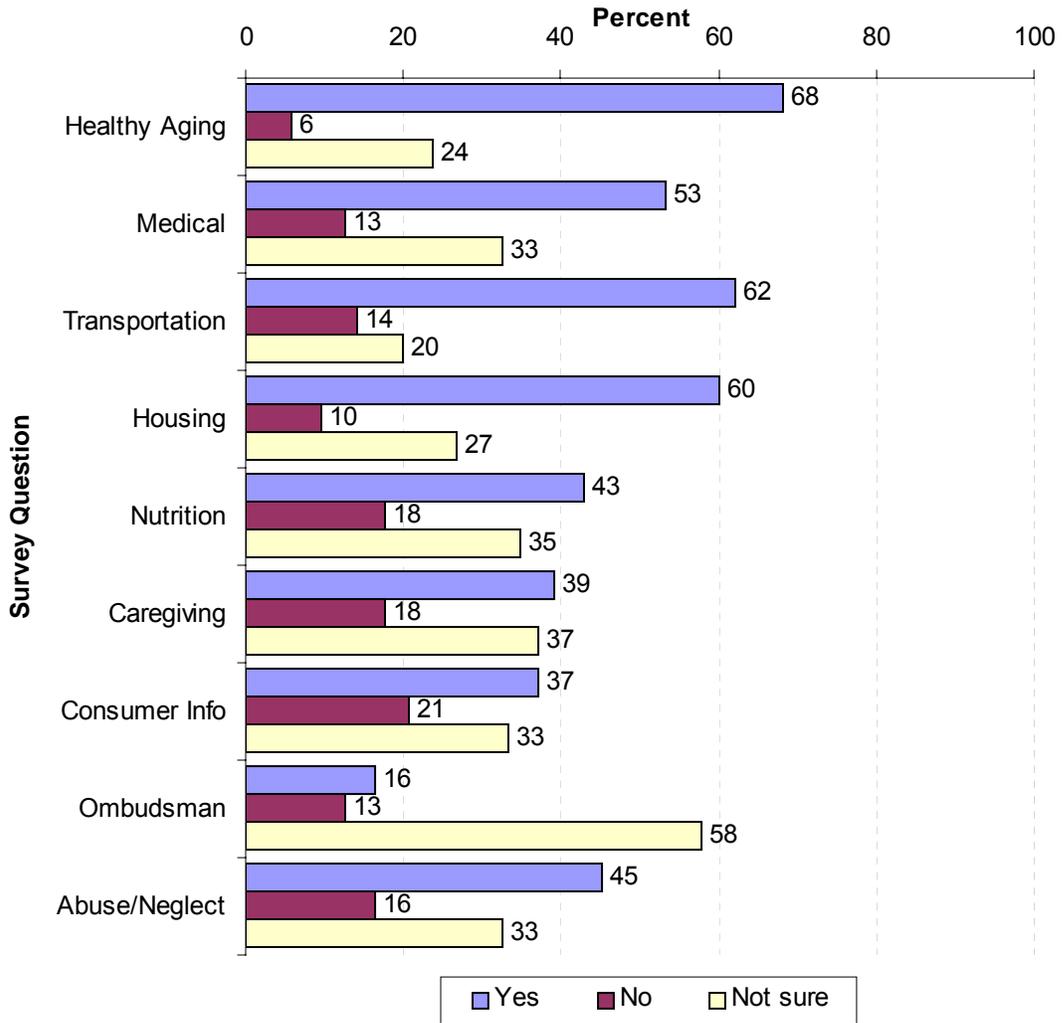


No respondents reported being both a Consumer and Provider.

**Percent of Persons by Age Category, n = 135**



**Percent of Each Answer to Survey Questions, n = 135**



## APPENDIX

## North Dakota State Plan on Aging Public Hearing Survey

Every four years, the North Dakota Department of Human Services, Aging Services Division seeks out public comments to update its State Plan on Aging. This plan will guide the delivery of Older Americans Act Services such as home delivered meals, senior center meals, transportation, outreach, family caregiver support, ombudsman, and vulnerable adult protective services. With this in mind, the Division requests your input in the following survey.

**Completed by:**     Consumer                       Provider  
                                  Advocate                       Consumer/Advocate

**Age:**                       Under Age 18                       18 to 59                       60 to 64  
                                  65 to 84                       85 and older

**County or Reservation/Indian Service Area** where you live.

---

### HEALTHY AGING

In your opinion, does North Dakota need to expand activities to educate older individuals and persons with physical disabilities on the importance of healthy lifestyles?

Yes     No     I am not sure

If "Yes," what should be included in that education campaign?

### MEDICAL

In your opinion, are North Dakota's older individuals and persons with physical disabilities facing any problems with their medical care?

Yes     No     I am not sure

If "Yes," please describe these medical care problems.

## **TRANSPORTATION**

In your opinion, are North Dakota's older individuals and persons with physical disabilities facing any transportation problems?

Yes     No     I am not sure

If "Yes," please describe these transportation problems.

## **HOUSING**

In your opinion, are North Dakota's older individuals and persons with physical disabilities facing any housing problems?

Yes     No     I am not sure

If "Yes," please describe these housing problems.

## **NUTRITION**

In your opinion, are North Dakota's older individuals and persons with physical disabilities facing any nutrition problems?

Yes     No     I am not sure

If "Yes," please describe these nutrition problems.

## **CAREGIVING**

In your opinion, are caregivers (paid or non-paid) in North Dakota facing any problems in providing care to older individuals and persons with physical disabilities (related or not related)?

Yes     No     I am not sure

If "Yes," please describe these caregiver problems.

**CONSUMER INFORMATION**

In your opinion, do North Dakota's older individuals and persons with physical disabilities have any problems obtaining information about available services?

Yes     No     I am not sure

If "Yes," please described the problems encountered with obtaining information about available services?

**OMBUDSMAN**

In your opinion, are North Dakota's older individuals and persons with physical disabilities facing any problems with the Ombudsman services?

Yes     No     I am not sure

If "Yes," please describe these problems with Ombudsman services.

**ABUSE/NEGLECT**

In your opinion, are North Dakota's older individuals and persons with physical disabilities facing abuse and/or neglect problems?

Yes     No     I am not sure

If "Yes," please describe these problems with abuse and/or neglect.

**OTHER COMMENTS:**

**Please return to Aging Services Division by April 28, 2006.**

## **North Dakota State Plan on Aging Public Hearing Survey – April 2006 Common Responses from Input Documents**

### **HEALTHY AGING**

**In your opinion, does North Dakota need to expand activities to educate older individuals and persons with physical disabilities on the importance of healthy lifestyles?**

**If “Yes,” what should be included in that education campaign?**

- Exercise (how-to, education)
- Nutrition (healthy eating, food choices, diet)
- Diabetes education
- Need more advertisements

### **MEDICAL**

**In your opinion, are North Dakota’s older individuals and persons with physical disabilities facing any problems with their medical care?**

**If “Yes,” please describe these medical care problems.**

- Transportation to clinics out of town or out of state
- High cost of medications
- Need help taking medications
- Doctors and medical personnel need to take more time and show more respect
- Medicare part D is confusing
- Accessibility in remote areas
- Lack of choices
- High costs of nursing and assisted living facilities
- Overmedication, taking medicine that is not necessary
- Insurance is too high

### **TRANSPORTATION**

**In your opinion, are North Dakota’s older individuals and persons with physical disabilities facing any transportation problems?**

**If “Yes,” please describe these transportation problems.**

- Lack of service on weekends and holidays
- Limited times of availability (appointments are running past bus times)
- More handicapped accessible vehicles
- Cost factor, can’t afford the service
- Rely on family and friends for rides
- Inadequate service in rural areas
- Having to walk too far to catch a bus/standing for long periods of time waiting for a bus
- Difficulty getting into vehicles (bus, vans, etc)

## **HOUSING**

**In your opinion, are North Dakota's older individuals and persons with physical disabilities facing any housing problems?**

**If "Yes," please describe these housing problems.**

- Long waiting lists
- Need more handicapped accessible units
- Lack of affordable housing
- Not enough housing on ground level
- Need help with repairs/housekeeping
- More assisted living facilities needed

## **NUTRITION**

**In your opinion, are North Dakota's older individuals and persons with physical disabilities facing any nutrition problems?**

**If "Yes," please describe these nutrition problems.**

- Cost of fresh fruits and vegetables is high – unable to afford
- Need encouragement to eat
- Not eating proper/balanced meals
- Home Delivered Meals is a great program
- Younger adults with disabilities don't qualify for congregate meals and have to pay full price
- People with diabetes aren't getting proper food
- Money goes towards meds, can't afford to buy the "right" food

## **CAREGIVING**

**In your opinion, are caregivers (paid or non-paid) in North Dakota facing any problems in providing care to older individuals and persons with physical disabilities (related or not related)?**

**If "Yes," please describe these caregiver problems.**

- A lot of work, little pay
- Poor pay
- Lack of caregivers
- Caregiver burn out
- Mileage should be reimbursed, high gas prices
- Need more respite

## **CONSUMER INFORMATION**

**In your opinion, do North Dakota's older individuals and persons with physical disabilities have any problems obtaining information about available services?**

**If "Yes," please described the problems encountered with obtaining information about available services?**

- Don't know where to go for help
- Don't know what's available
- Don't think about services until they are needed
- Healthcare professionals need to be educated on what programs are available
- Too much reliance on the Web – many older individuals do not have access

## **OMBUDSMAN**

**In your opinion, are North Dakota's older individuals and persons with physical disabilities facing any problems with the Ombudsman services?**

**If "Yes," please describe these problems with Ombudsman services.**

- Don't know what this is/who is the service for
- Need more ombudsman and volunteer ombudsman

## **ABUSE/NEGLECT**

**In your opinion, are North Dakota's older individuals and persons with physical disabilities facing abuse and/or neglect problems?**

**If "Yes," please describe these problems with abuse and/or neglect.**

- People take advantage of the elderly
- Neglect by family members and caregivers
- Lack of care
- Financial exploitation
- Victims are scared to report any abuse/neglect

## **OTHER COMMENTS:**

- Need for assistive devices statewide
- Concern regarding fee for transportation services rather than a donation
- Need for additional mental health services for older individuals
- Single point of entry would be beneficial
- Positive comments regarding the Alzheimer's project
- Positive comments regarding the caregiver program
- Comments expressing satisfaction and "thanks" for the services being provided