



Cambridge Area Senior Resource Network 2020-21 Community Survey

Mary Gjerme, Marriage & Family Therapist and Life Coach

Co-Chair Kate McGinnity, Dane County Board Supervisor District 37

Mark McNally, Village of Cambridge President

Secretary Sharon Mason-Boersma, Retired Dane County Social Worker

Lisa Moen, Village of Cambridge Administrator/Clerk/Treasurer

Co-Chair Laura Payne, Jefferson County Board Supervisor

Bob Salov, Former Dane County Board Supervisor

Jesse Heer, UW-Madison Social Work Graduate Student

Mission

- Cambridge community volunteers who worked on saving the senior meal site program saw the need for better awareness and coordination of existing services and resources for older adults. These individual volunteers formed a grass roots committee called the Cambridge Area Senior Resource Network (CASRN) for that purpose.
- CASRN focused on two initial projects. The first involved mapping existing services and resources with the goal of creating a senior resource directory. The second focus was on the development of a survey.
- This survey was distributed to the community in Nov-Dec 2020 and the results were tallied in January 2021.

Cambridge Area Senior Resource Network
Needs Assessment Survey
Click [here](#) for the survey

Dear Cambridge Area Residents 55 & Older,

In what began as a grass roots effort to save our senior lunch program, we formed the Cambridge Area Senior Resource Network which expanded to look more broadly at the needs of and services available for seniors in the Cambridge area.

If you are 55 and older and live in the Cambridge school district, we need your input about your specific needs and how well they are being met. Each person 55 and older in your household is invited to participate in our need's assessment survey. **You can take the survey online at <https://forms.gle/JaE6ZaYr5uKw4ikp9> or download a paper copy.** Paper copies are also available for pick up and drop off at the offices of the Villages of Cambridge and Rockdale, the offices of the townships of Christiana and Oakland, the Cambridge Community Library, CART Office, local banks, and most of the local churches.

We have engaged Jesse Heer, a UW graduate student in social work, to help us prepare, distribute, and analyze our survey results.

Your participation is voluntary and confidential. If you need help filling out the survey, Jesse or a local volunteer can assist you. Your name will not be attached to your survey form.

Please complete the needs assessment by December 21, 2020. The data will be used to provide a better picture of the needs of our senior citizens and how well they are being met.

If you have questions, please contact Mary Gjerme (608) 423-4272 or Bob Salov (608) 513-4046 or send an email inquiry to cambridgeseniorsurvey@gmail.com

Thank you for your participation in our survey,

*Mary Gjerme, Marriage & Family Therapist and Life Coach
Co-Chair Kate McGinnity, Dane County Board Supervisor District 37
Mark McNally, Village of Cambridge President
Secretary Sharon Mason-Boersma, Retired Dane County Social Worker
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Co-Chair Laura Payne, Jefferson County Board Supervisor
Bob Salov, Former Dane County Board Supervisor
Advisors: Sandra Harter, Dane County Social Worker, Joining Forces for Families
Sharon Olson, Manager of ADRC of Jefferson County*

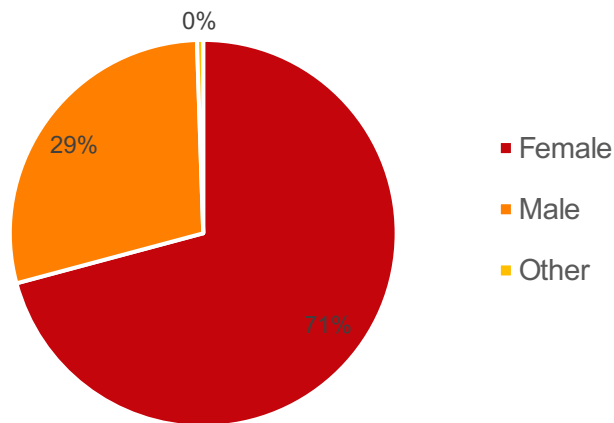


Executive Summary

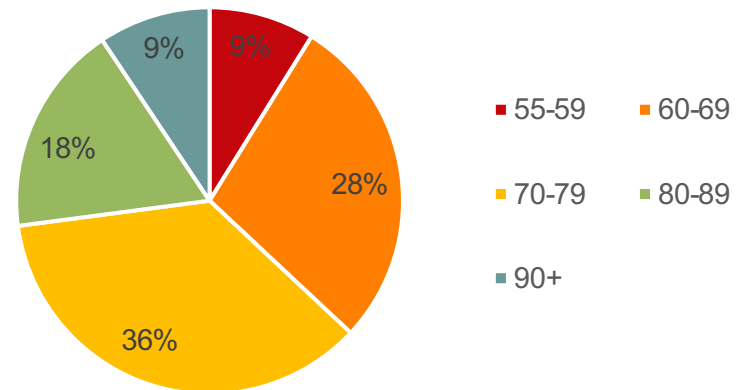
- The 2020 Needs Assessment Survey was distributed to over 40 local churches, business, and online forums who in turn passed them along to consumers and parishioners.
- The CASRN distributed over 700 paper surveys and with 192 individuals electing to complete the survey online or on paper. It is worth noting that although there were 192 participants 105 of these participants indicated they lived with a spouse and based on our analysis this would push survey participation to 252 – 275 accounting for couples who answered together on a single survey.
- The strongest complaint and/or suggestion voiced by participants was the need for a resource directory and/or website. 36 (19%) survey participants described the need for a directory in some capacity.

Demographic Breakdown

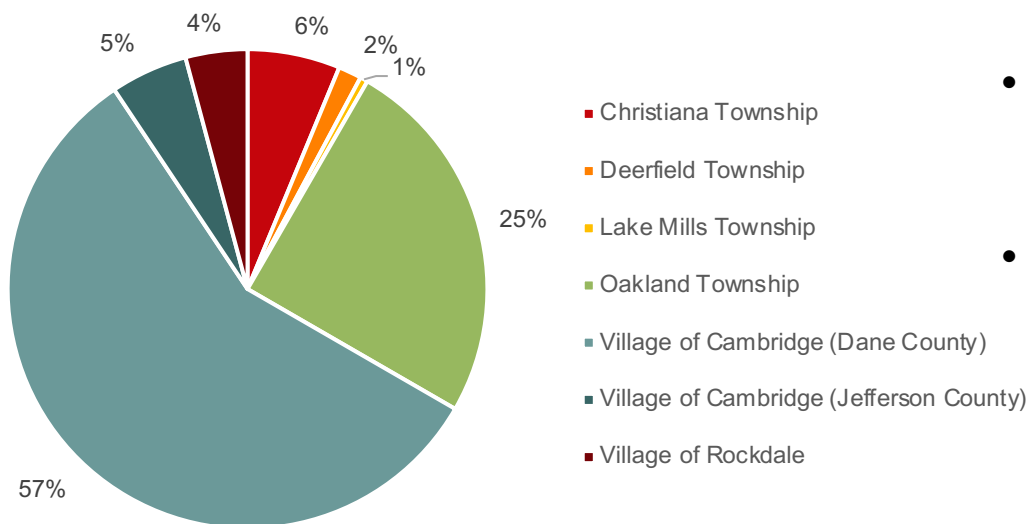
Gender



Age



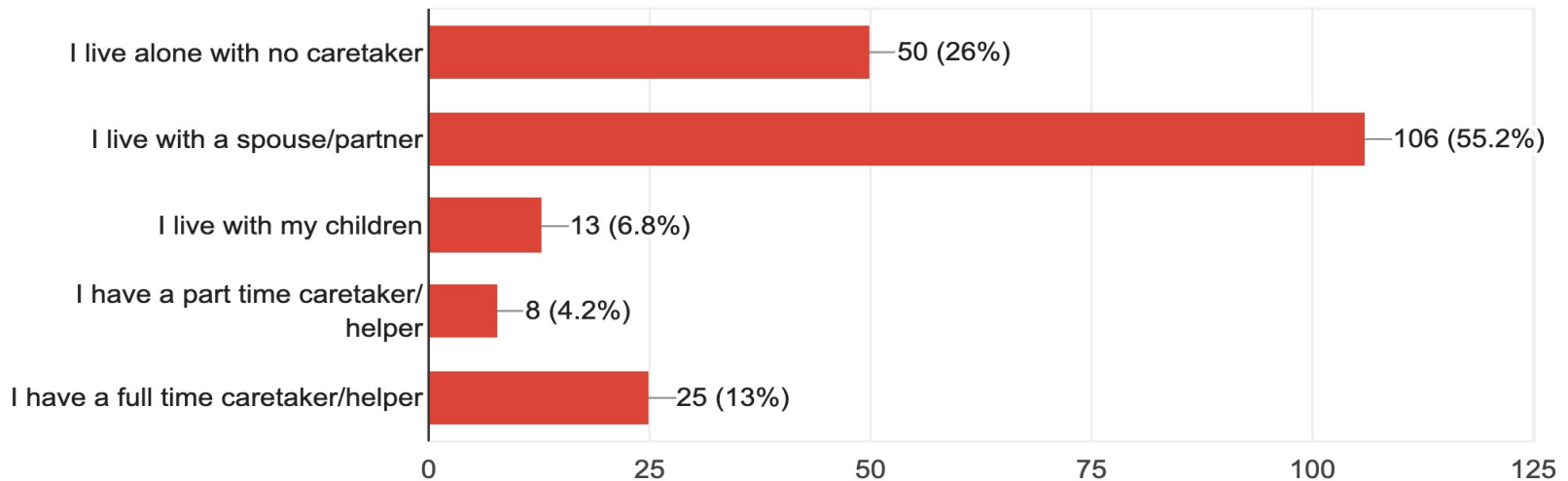
Municipality



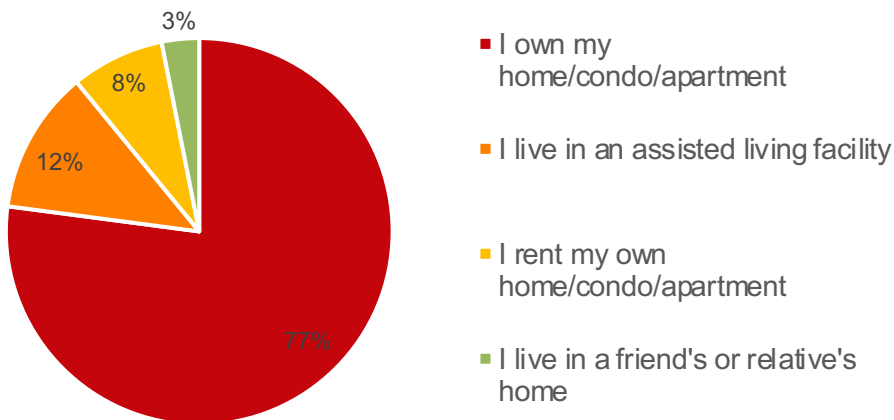
- 136:55 Female to Male ratio
- 27% of Senior responses from individuals over age 80
- 82% of responses from Oakland or Village of Cambridge (Dane County)

Housing Breakdown

What is your current living situation?

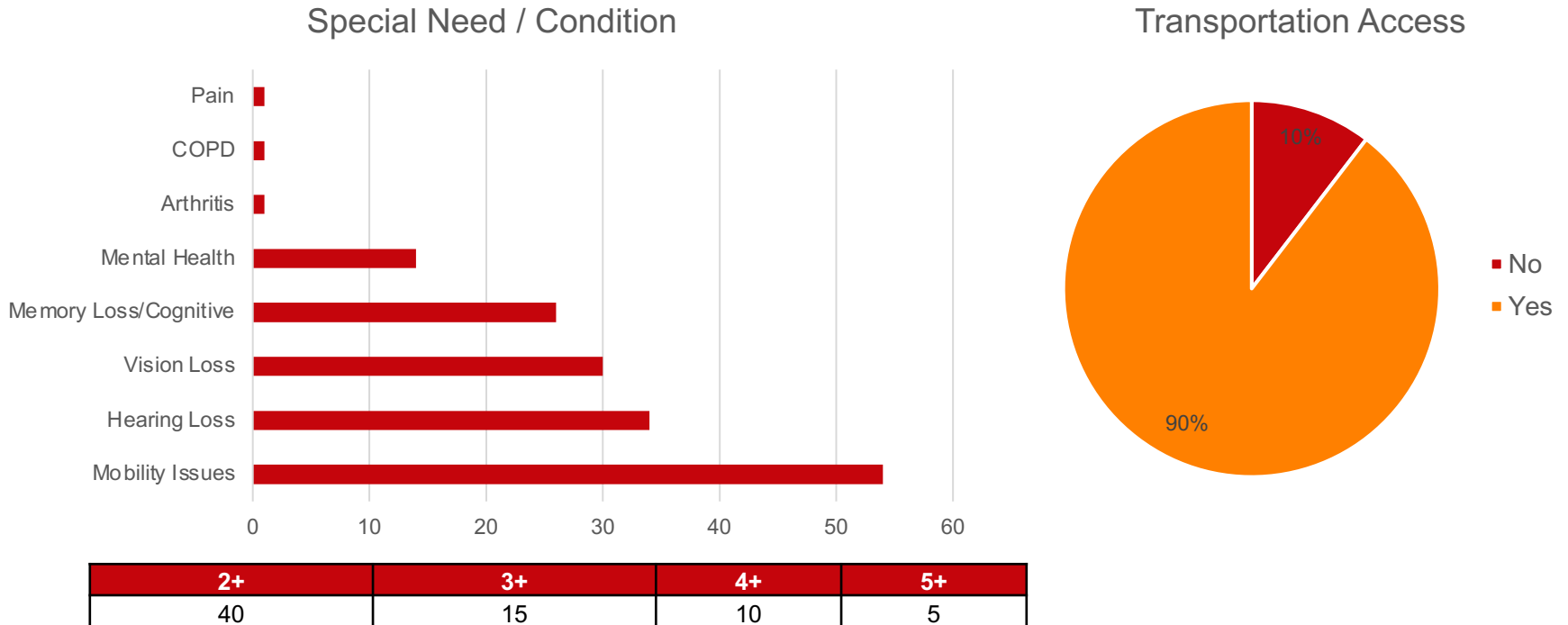


Current Residence



- 105 participants live with a spouse
- Our analysis this would push survey participation to 252 – 275 accounting for couples who answered together on a single survey.

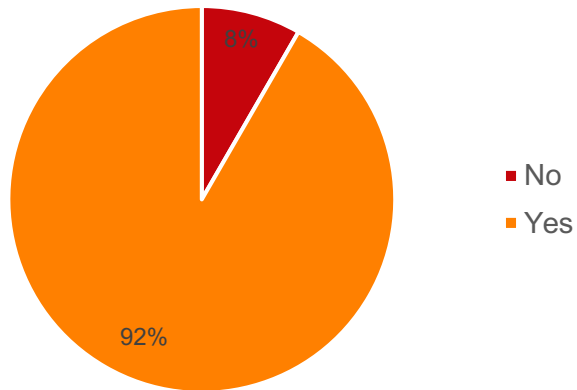
Special Needs & Transportation



- 161 (84%) of respondents indicated they have at least one special need. Among the 161, 70 (43%) individuals indicated they had 2+ special needs.
- Mobility Issues affect 28% of senior respondents
- Only 90% of respondents have access to consistent and reliable transportation

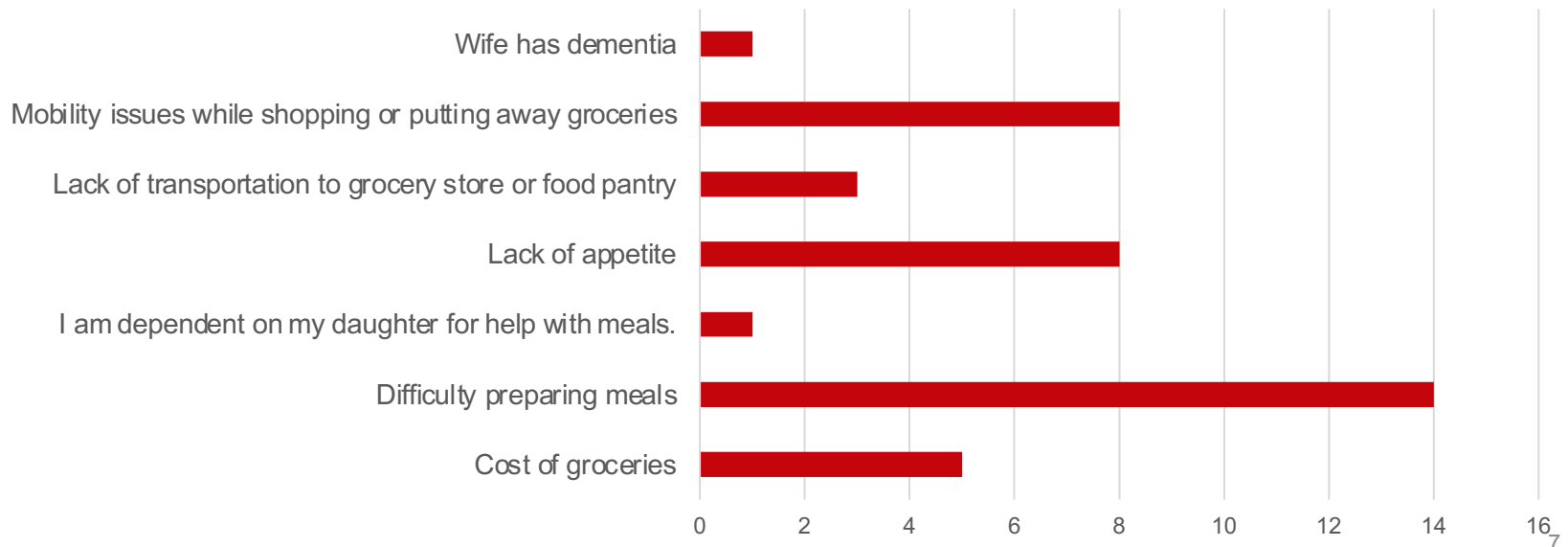
Meal Access

3 Nutritious meals per day?



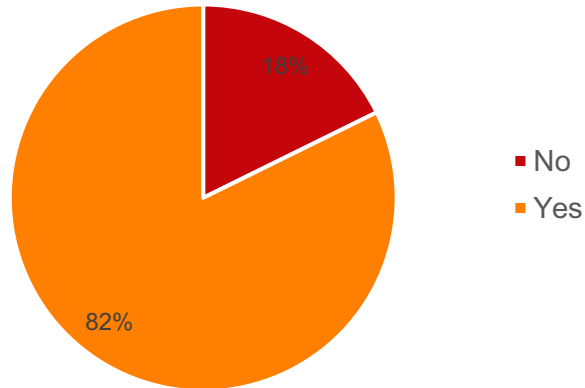
- Of the 16 individuals who indicated that they do not eat at least three nutritious meals per/day 14 indicated they had difficulty preparing meals.

Reasons for lack of meal access



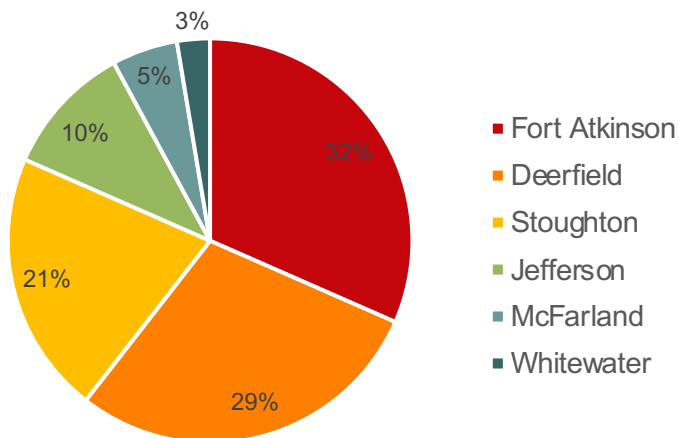
Senior Center & Internet Access

Reliable % Affordable Internet Access

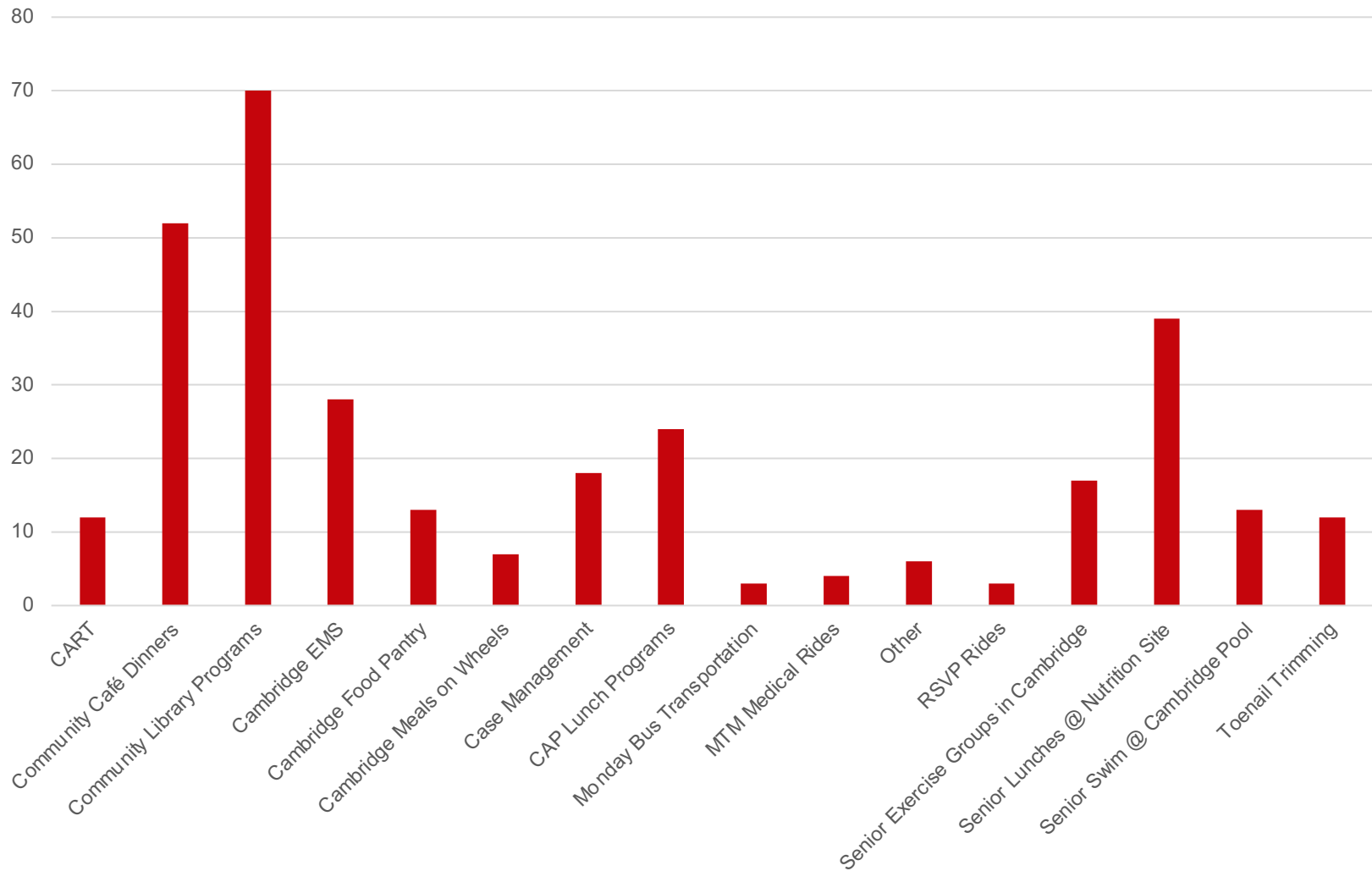


- 34 individuals indicated they did not have reliable and affordable internet access.
- 38 individuals indicated that they used an area senior center in the past 24 months.
- Of the 38 individuals 12 used the Fort Atkinson Center and 11 used Deerfield Center for the past 24 months.

Senior Center used in past 24 months



Cambridge Services Utilized – 2019-2020



Average Program Utilization - 2019-2020

Program	1	2	3	4	5	AVG
Cambridge Community Library Programs	115	21	26	11	19	1.95
Cambridge Community Cafe Dinners	129	20	9	8	26	1.86
Senior Lunches @ Cambridge Nutrition Site	152	21	5	3	11	1.44
Senior Exercise Groups in Cambridge	171	3	1	0	16	1.35
Community Activity Program (CAP) Lunch Programs	165	8	8	1	10	1.35
Cambridge Emergency Medical Transportation (EMS)	158	23	3	4	4	1.30
Cambridge Food Pantry	176	6	2	3	5	1.20
Toenail Trimming Clinic at Amundson Community Center	179	5	2	2	4	1.16
Senior Swim @ Cambridge Pool	177	8	3	0	4	1.16
Case Mgmt - SW Services from McFarland Sr Outreach or Jefferson County	173	13	3	3	0	1.15
Cambridge Area Resource Team Services (CART)	180	4	3	3	2	1.14
Cambridge Meals on Wheels	187	2	0	1	2	1.07
Monday Bus Transportation to Madison Malls from Cambridge	189	0	0	0	3	1.06
RSVP Rides	187	2	1	1	1	1.06
MTM Medical Rides (Non-Emergency)	185	5	2	0	0	1.05
Community Ride Sharing to Cambridge Stores & Clinics	192	0	0	0	0	1.00

- 6 programs were utilized over that cumulative average for all programs, with the Community Library Programs and the Café Dinners showing by far the most utilization.
- The 4 least utilized services were related to transportation, which a large % of seniors indicated was one of their biggest needs. And with 10% of individuals indicating they do not have access to transportation these programs should be utilized more frequently.

Most Beneficial Community Programs

Most Reviewed Programs	Number of Responses
Library Programs	33
Senior Lunches @ Cambridge Nutrition Site	20
EMS	17
Senior Swim and Exercise Programs	16
MTM, RSVP, & Other Transportation	9
Café Dinners	9
CAP	7
CART	6
Food Pantry	4
Case Management	3
Meals on Wheels	2
All Programs	2
Toenail Clinic	1

- The Library system is the friendliest and most complete we have experienced.
- Community meals are a great source of friendship and we hope they continue.
- We have excellent EMS services, and it's comforting to know they are available.
- I really like the senior lunches. Offer a variety and a break in cooking for oneself.
- RSVP rides because my husband prefers not to drive in Madison, and I need to get to Madison and Milwaukee to see my doctors.
- Senior Exercise groups provide good work outs and socialization.
- CART - they have referred me to some resources at my home before COVID.
- CAP was great until COVID.

Concerns about Current Programs

Program	Community Members Expressing Concerned
Directory & Increased Program Info	16
Meals on Wheels	9
Transportation Programs	6
Other	6
Exercise Programs	5
More Socialization	3

What do you like least about the current programs?

- All are beneficial, did not know that most of them existed!
- Don't hear about available programs!
- Don't hear about programs available.
- I did not know that most of these existed.
- I don't know enough about the other programs to have a preference.
- I have no idea what is available. I would do senior swim possibly. I would love to see senior trips advertised so I would know what's going on.
- I really don't know much about them.
- Lack of information about senior swim and other programs.
- Not aware of them.
- Not many people use them or know about them.
- That we were not aware of most of these services.
- The fact that I was unaware of most of them.
- Unaware of most programs.
- Unsure who to ask about some of these programs.
- We need more information on the programs that are available to seniors. Especially for seniors who don't have the internet.
- We need more information on these programs.

Concerns about Current Programs

What do you like least about the current programs that are listed above?

- Better meals on wheels
- Better Meals on Wheels options even if they are frozen to be reheated later
- I wish I was able to get meals on wheels
- Meals on Wheels
- Meals on Wheels are bad and too salty
- Meals on wheels are bad nutritional meals and do not account for food allergies heart health diabetes gluten free etc.
- Meals on Wheels local food too salty or burnt. it is inedible too.
- The Meals on Wheels have horrible disgusting inedible food. Servings are too small and not worth the price and not nutritional
- The Meals on Wheels program does not follow the guidelines of the official Meals on Wheels program. They have too many carbs. The soups are too salty. Neither of those are good for most seniors.
- CAP too school oriented
- I cannot use nail-trimming service because I am diabetic
- Library closure due to covid
- More programs about fall prevention
- Most programs are geared for older seniors. Services are important when needed.
- Not enough musical entertainment
- Keep Senior services affordable. Increase access to exercise programs for Seniors.
- The hours and availability of the swim & exercise program
- The senior exercise group was not physical enough for me.
- We don't always have a facility for indoor exercising.
- I dont have time for bingo and other programs at Cap lunches and just go for the meal. Community rides need to be greatly expanded.
- MTM rides are unreliable, and some vehicles are too cramped
- My lack of mobility to be able to access
- Since I don't always have transportation, it would be good if Senior lunch meals could be delivered to my home.
- That they discontinued the mall rides
- The Dane County transportation program took over RSVP rides. I don't have transportation to my Milwaukee Dr. the Dane County transportation program will not take me to Stoughton for the PD exercise group.
- I could use a social outlet to talk to other older guys.
- I do not like the community cafe. We went once and didn't know a soul there, and no one spoke to us at all.
- We need more socialization and access to books
- They aren't often enough

Recommended Changes and Requests

Comment Theme	# of Responses
Directory	14
Exercise Programs	10
Meals On Wheels	8
Socialization & Entertainment	5
Transportation Services	4
Other	4
Senior Center	4
Keep All Programs	2
Senior Meals	3
Safety Programs	1

What recommendations or changes to the programs listed above would you like to see implemented in the future?

- A resource directory
- I feel that there are people who do not use these programs for reasons other than they don't need them. Unaware, embarrassed, fear, no one to go with, no way to get there
- Information regarding each of the programs
- More coordination and a directory
- More coordination diversity and inclusivity. Certain segments of the community even within these services are condescending and I believe this is the reason for some non-use.
- More info about programs to Cambridge residents through mail, handouts, etc.
- More information about the services offered.
- More information on what is available
- More publicity and advertising
- Online info/directory of all of these programs
- Online or paper directory of services. Perhaps a monthly activity list in the newspaper like church bulletin. Also, could be something that could be picked up at the village office or library.
- Publicize the programs more to make people aware
- Tai Chi Class, better advertising in news and online and directory
- Weekly paper list these services available and how to use them
- A way to have safe visitors in my home
- Keep all the current programs and add a senior group ride to Madison/MKE/Rockford to visit museums and other cultural centers
- More cultural activities with senior lunches
- More entertainment - cards, bingo, etc
- Social gathering or club could resolve many needs internally

Recommendations or Changes to Current Programs

What recommendations or changes to the programs listed above would you like to see implemented in the future?

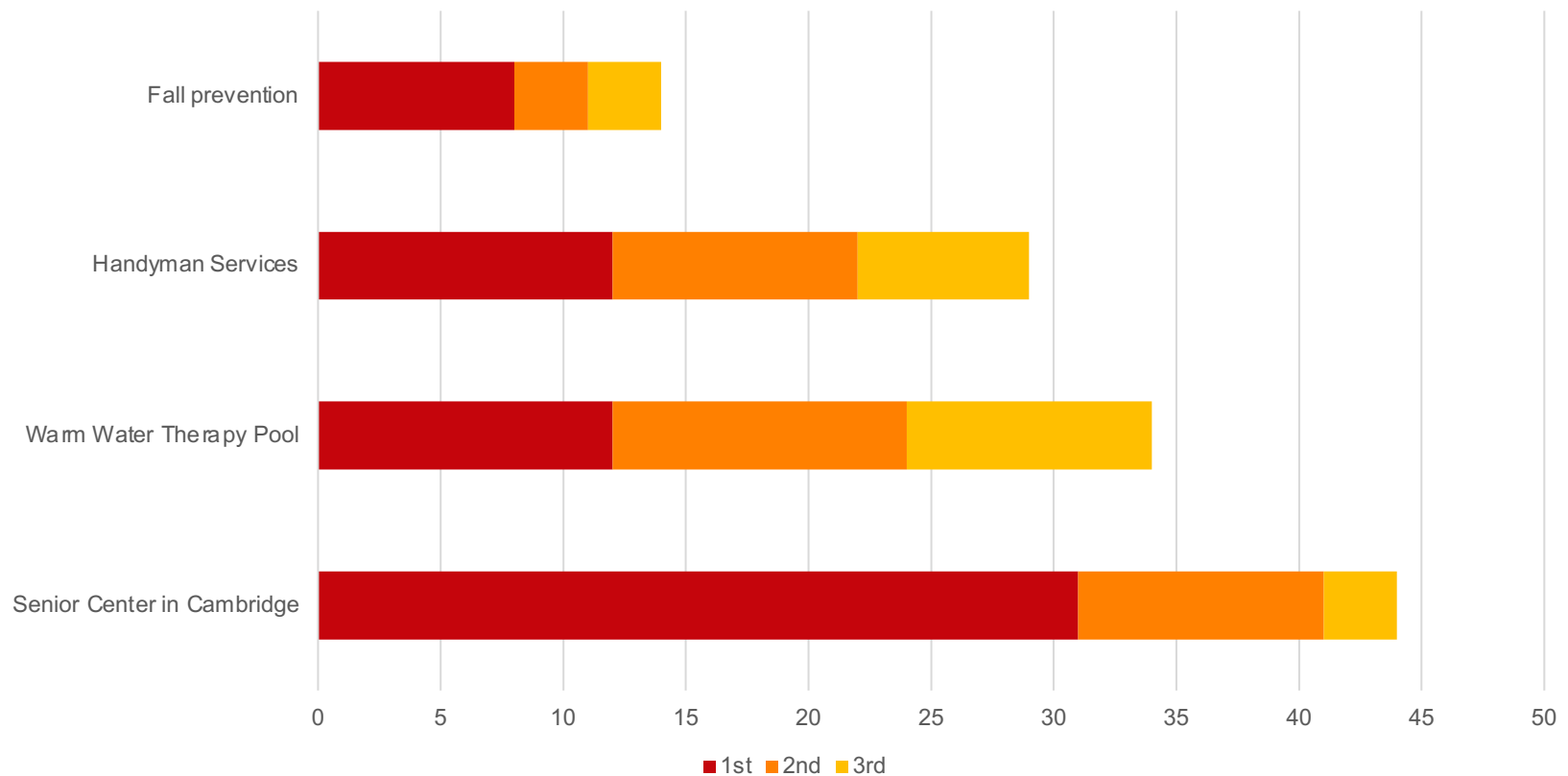
- Better Meals
 - Better meals on wheels and Cambridge Senior Center
 - Better Meals on wheels meals and keep RSVP Rides
 - Evening meals on wheels
 - Larger portions for meals on wheels, with food that is good and nourishing.
 - Meals delivered that are the main meal of the day, not a hot meal one day and a sandwich the next. With people who contract covid some people may need more meals delivered during the recovery period
 - Meals on Wheels for evening meals
 - See above. Fewer carbs and lower salt in meals.
- A ride service that can take people outside of Cambridge to Milwaukee and Stoughton
 - More transportation to other communities such as Stoughton especially for those without a vehicle.
 - Restart the mall rides
 - Rides to Dr. appointments in Madison
- Continue Exercise group
 - Educational opportunities, lifelong learning, wellness, fitness/yoga for active older adults, ways to meet others if we are still working (not a lunch meal), hiking, biking or walking groups, ways to volunteer and share our talents.
 - I wish Cambridge had an all-activities center for exercise, classes, special programs, etc.
 - More affordable exercise offerings for Seniors.
 - More exercise programs for seniors
 - More exercise programs. Yoga for Seniors, etc. Keep free Pickleball at NMS!
 - more time for swimming
 - Perhaps two levels of activity could be offered within the senior exercise group time frame.
 - Senior swim and exercise in the afternoons. Meal site 5 days a week. Local shopping bus 5 days a week.
 - Would like year-round workout locations
- A Senior Center would be nice
 - Community Cafe is great for people who've lived here all their lives and know each other. Transplants, not so easy to mix in. A senior center might provide the latter a place to meet up.
 - I would like to see a Senior Center
 - Senior Center
- Programs (volunteer or low cost) assist getting up after falls
 - Have senior meals more often
 - Senior meal site lunches more than twice a week and take out option continuing after the pandemic ends.
 - Senior meals are rather "stilted"; not much socializing. Maybe add speakers of interesting topics, maybe locals provide entertainment or discussion.

Requested Programs

Requested Program	# of Requests
Senior Center in Cambridge	68
Home Repair (Handyman) Services	49
Warm Water Therapy Pool	46
Affordable & Safe Housing	40
House Cleaning	39
Caregiver Respite Service	29
Local Loan Closet for Assistive Devices	29
Technology Assistance	29
Weekly Card Games & Board Games	29
Fall Prevention Assessment & Training	27
Snow Removal/Garden & Lawn Care	26
Theater Bus	25
Chore Services	23
Medicare Related Questions	23
Recreation Services	23
Taxi Service	20
Meals on Wheels for the Evening Meal	18
Friendly Visitor Services	16
Personal Shopper	16
Use Golf Carts on Village Streets	13
Dog Walker	12
Safety Programs	10
Nursing Home (Local)	8
Dog Walker	4
Managing Finances	3
Someone to read books or magazines to me	2
Other (single responses)	17

- 68 individuals stated that there was a need for a senior center in Cambridge
- 49 individuals indicated they would utilize a Handyman Service for Home Repairs and 46 individuals requested a Warm Water Therapy Pool.
- Like the biggest concerns, the most requested programs were focused on the need for a Senior Center, Housekeeping services, and Exercise programs.

Top Program Requests



- The top 4 programs based on rank choice voting were as follows
 - 1. Senior Center in Cambridge 2. Warm Water Therapy Pool 3. Handyman Services 4. Fall Prevention
- Although more individuals indicated needs like Affordable & Safe Housing, House Cleaning, and Caregiver Respite they were not ranked in most individuals top 3 program requests.

Relevant Comments

- I worry that there may not be enough affordable, safe, barrier free housing for Seniors that wish to remain as independent as possible.
- Social gatherings place or club once Covid-19 is resolved
- We need a Senior Center in Cambridge, many people in apartments are lonely.
- Comments around needing a directory that explains services and provides locations and contact information
- How do I find out more information about these programs
- Need to better communicate what is available, I didn't know that there was a ride to Madison Malls program and Community Ride Sharing.
- We need to know how to get these services and how much they cost. Long comment about tripping on the sidewalk 3 times.
- Transportation is a huge problem for many of us
- When I say “affordable and safe housing” I am mostly referring to keeping property taxes on par with neighboring towns.
- Why not connect Cambridge Seniors with Deerfield Seniors for some activities
- Would love to have a senior center in Cambridge and better advertising of what is available.
- We don't need any of these programs yet, but we look forward to using them in the future
- We greatly appreciate the various lunch/dinner programs in the community. The staffing and helpers at all the very good people that authentically care for the community. Thanks specially to Dawn at the Senior Lunch Program for her great work!
- There is no service in Cambridge to get my glasses straightened and tightened



Questions?

