AARP Network of Age-Friendly States and Communities  COVID-19 Survey (2020)

**Community Type**

- **25%** Urban
- **30%** Suburban (with offices, apartments and shops)
- **37%** Small Town
- **8%** Rural
- **Other**

AARP.org/AgeFriendly | Survey conducted in July 2020
Lead Organization(s) Coordinating the Age-Friendly Work

- Government agency: 51
- Council on aging/area agency on aging: 44
- Volunteers: 29
- Senior center: 31
- Local non-profit: 22
- Institute of higher education: 14
- Regional planning organization or MPO: 8
- Businesses: 6
- Chamber of Commerce: 6
- Foundation: 4

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To what extent has the community been impacted by COVID-19?

- A great extent (58%)
- A moderate extent (24%)
- Some extent (8%)
- A small extent (6%)
- It’s too soon to tell (4%)

AARP.org/AgeFriendly | Survey conducted in July 2020
Did age-friendly efforts or commitments help the community’s response to COVID-19?

- Yes: 54%
- No: 14%
- Not sure: 32%

Survey conducted in July 2020
What element of the age-friendly work has been the most helpful to the community’s COVID-19 response?

- **Partnerships with diverse organizations**: 46%
- **Prior efforts to improve communications with residents**: 26%
- **Prior efforts to understand residents’ needs through surveys or other means**: 14%
- **Recruiting and deploying volunteers**: 7%
- **Other**: 6%

AARP.org/AgeFriendly | Survey conducted in July 2020
What are the community’s most urgent needs in its COVID-19 response and recovery?

- Ensuring access to information: 85%
- Keeping older adults engaged in social/civic activities: 90%
- Ensuring access to food and/or medicine: 65%
- Ensuring access to health care, including telemedicine: 57%
- Addressing mental health: 53%
- Preparing for emergencies or disasters: 47%
- Supporting local businesses and economic activity: 42%
- Ensuring access to transportation and mobility: 88%
- Addressing housing supports and services: 68%
- Addressing the safety of congregate senior living facilities: 23%
- Addressing disparities and systemic inequities: 47%
- Ensuring access to adequate housing: 70%
- Expanding access to work and volunteer opportunities: 77%

The responses were already part of the age-friendly action plan.

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Will the community’s experience with COVID-19 change its age-friendly approach?

- Yes: 65%
- No: 6%
- Not Sure: 29%

Survey conducted in July 2020

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• “For many communities, identifying the most isolated residents is always challenging. However, this pandemic has forced many people to seek out assistance and support who wouldn’t have in the past.”

• “Now after COVID and the nation’s response to the murder of George Floyd, it has never been more clear that our action plan needs to adjust dramatically and ensure that a lens of equity is throughout the plan.”

• “COVID-19 has changed everything. There is no possible way it will not change our approach. It has underscored the need to address inequities, made us more conscious of the need to see congregate settings as ‘community’ settings, and made us realize the need for a voice to be dedicated to combatting ageism.”

• “The pandemic has shown us how we need to improve communication systems so we can reach all town residents with critical information.”

• “The self-isolation recommendation as a way to protect against the virus has shown there’s a tremendous need for connections to recreation and nature for all people. Access to the internet and technology has been a large barrier to many older people during this time.”

• “We have been largely reactive. We need to take a more proactive approach. We’re lacking community-based partnerships. Businesses and organizations exist in silos. It’s time to change that.”

• “Walkability, aging-in-place, and communications infrastructure are now higher priorities than before.”