

Appendix 2

Your Community Voice – World Cafes

During the world cafes held in different communities, the voice of the members of the community were recorded. Many of these voices include creative solutions to problems identified.

Domain 1: Outdoor Spaces and Buildings

<i>Air Quality</i>
“Enforce the regulation about not burning after 6pm.” <i>Community Member, Shelby and Henry County World Cafe</i>
“Educate people about the dangers of burning after 6pm.” <i>Community Member, Shelby and Henry County World Cafe</i>
“Air quality awareness days so people do not use diesel cars.” <i>Community Member, Shelby and Henry County World Cafe</i>
“Farmers cannot work without diesel.” <i>Community Member, Shelby and Henry County World Cafe</i>
“We need to increase wind speed because air stagnates.” <i>Community Member, Shelby and Henry County World Cafe</i>
“Shelby County has a lot of industry. They have to go by CDC standards.” <i>Community Member, Shelby and Henry County World Cafe</i>
“Alert elderly on air quality alert days.” <i>Community Member, Shelby and Henry County World Cafe</i>
“Is the West End the only place having a problem with air quality? MSD has been called and they say to put Clorox down the drain to get rid of the rotten egg smell. I am allergic to Clorox.” <i>Community Member, Jefferson County World Cafe</i>
“Those businesses [causing the smell] need to be relocated away from people.” <i>Community Member, Jefferson County World Cafe</i>
“We need to create an environmental-friendly policy.” <i>Community Member, Jefferson County World Cafe</i>
“The odor on Algonquin Parkway was cleaned up so why can’t it be done in Rubbertown?” <i>Community Member, Jefferson County World Cafe</i>
“In Old Louisville a coalition was started to create a budget to replace pipes. The same can be done for Rubbertown.” <i>Community Member, Jefferson County World Cafe</i>
“Does Shelby and Henry County World Cafe have pollution laws?” <i>Community Member, Shelby and Henry County World Cafe</i>
<i>Weather</i>
“Provide box fans to the elderly.”

<i>Community Member, Shelby and Henry County World Cafe</i>
“I used to work for Community Action where they offered fans and A/C – there was an income requirement.”
<i>Community Member, Shelby and Henry County World Cafe</i>
Neighbors need to check on the elderly and invite them into the A/C.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“People drink during hot weather and do not realize how hot they are getting.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“Our church is open 24 hours for anyone wanting to come cool off at Port Royal UMC. In small towns we need to get the word out about cooling centers.”
<i>Community Member, Shelby and Henry County World Cafe</i>
Parks
“We can incentivize tree planting.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“Lawns can be plants rather than grass to eliminate mower usage.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“Develop communal green spaces.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“We have a lot of parks but cannot walk to them.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“Little towns and cities have parks. Everyone else lives on a farm.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“Boy Scouts or Girl Scouts or the Rotary Club could be responsible for planting trees.” <i>Community Member, Shelby and Henry County World Cafe</i>
“Henry County has a good forest on the northwest side of the county. We need greenery in other areas.” <i>Community Member, Shelby and Henry County World Cafe</i>
“Arbor Day used to be celebrated by giving a tree to kids.”
<i>Community Member, Shelby and Henry County World Cafe</i>
Road Safety
“Lower the speed limit by 5 mph.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“Washington Street is very hazardous. People are speeding.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“Road maintenance is an issue. We have low DUI but high death rate. All the money is put into high traffic roads. All roads are a mess.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“Henry County is no longer dry so DUI rate could increase.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“Main Street in Shelbyville is 35 mph but people speed. Speed limits are enforced in Simpsonville.”

<i>Community Member, Shelby and Henry County World Cafe</i>
“Pedestrians need to be aware of safety when they walk out between parked cars.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“Jaywalkers are a problem. I almost hit someone in the dark.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“Mental health patients walk right out on the street even in daytime.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“There is not enough light on some roads in Shelbyville.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“People drive too fast along the back roads. Alcohol or drugs are involved.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“Driver education in the high schools needs to continue.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“Most seniors do not drive at night.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“The white headlights are blinding to oncoming traffic. The white headlights see farther than the yellow headlights.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“Potholes on Madison and Chestnut are a problem. 22nd Street is smooth after being fixed.”
<i>Community Member, Jefferson County World Cafe</i>
“We need to determine causes of accidents then address that issue (texting, DUI, drugs)”
<i>Community Member, Jefferson County World Cafe</i>
“A Friend has 5 DUIs, we need to enforce the DUI law.”
<i>Community Member, Jefferson County World Cafe</i>
“There is a law against texting while driving but is hard to enforce because of all the exceptions.”
<i>Community Member, Jefferson County World Cafe</i>
“It is a long process to lose your license after DUI’s and even then people still drive.”
<i>Community Member, Jefferson County World Cafe</i>
Walkability
Shelby County was not designed to be walkable. I was hit by a truck crossing the street recently.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“Sidewalks are not friendly for walkers or those in wheelchairs.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“We need to enforce leash laws.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“People have to drive to parks. Sidewalks are not safe for walking to parks.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“I will not use the walking trail alone with all those trees around. No walking trails are downtown”
<i>Community Member, Shelby and Henry County World Cafe</i>
“People can ride bikes more. We need more bike lanes.”

<i>Community Member, Shelby and Henry County World Cafe</i>
“Businesses do not clear sidewalks covered in ice and snow.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“Seniors do not want to walk on uncleared sidewalks.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“There is sidewalks in only half of 40075.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“Eminence has made a walking trail out of the river bed. Benches are placed along the trail.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“Henry County has several walking events.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“Sidewalks will help to decrease driving.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“Henry County had a grant for sidewalks that was not used.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“Sidewalks, in Bedford, don’t even go to the essential places in town like the library, grocery, etc.”
<i>Older person, Trimble County World Café at Senior Center</i>
<i>Neighborhood Safety</i>
“The heroin problem has a lot to do with the crime rate.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“The police presence needs to increase – funding needs to increase.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“There is no organized watch but neighbors watch out for each other.” <i>Community Member, Shelby and Henry County World Cafe</i>
<i>Accessible and well-maintained restrooms</i>
“You need to pay to use the public restrooms.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“Restrooms are in businesses where you need to be a customer to use it. Older adults need to be allowed in.”
<i>Community Member, Shelby and Henry County World Cafe</i>
“There are no public restrooms. Businesses will allow you to use theirs and they are handicapped-accessible.”
<i>Community Member, Shelby and Henry County World Cafe</i>

Domain 2: Transportation

<i>Commute to Work</i>
“The bus does not come close. I used to go to Jefferson County to catch a bus to work. I would use a bus if available.”
<i>Older Person, Bullitt County World Cafe at Senior Center</i>

<p>“TARC needs to be revamped. The routes are the same as in 1945.” <i>Community Member, Jefferson County World Cafe</i></p>
<p>“TARC tried to expand into rural areas but utilization was not good” <i>Community Member, Jefferson County World Cafe</i></p>
<p>“TARC may not be in touch with the community.” <i>Community Member, Jefferson County World Cafe</i></p>
<p>“Absolutely nothing is handicapped accessible NOT one bus in the county.” <i>Older person, Trimble County World Cafe at Senior Center</i></p>
<p>“In the 70s & 80s we had carpooling businesses. We could incentivize carpooling.” <i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“We have 7 industrial parks – many people commute from other counties.” <i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“Companies can offer park & ride locations or a van.” <i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>General Transportation Needs</p>
<p>“I want to go to church but have no transportation. Churches say insurance would not cover their passengers. I do not want to get anyone in trouble.” <i>Older Person, Bullitt County World Cafe at Senior Center</i></p>
<p>“There is fear of a lawsuit. A Good Samaritan Law for Kentucky is needed.” <i>Older Person, Bullitt County World Cafe at Senior Center</i></p>
<p>“My daughter takes me to the doctor and grocery. I take the bus to the Senior Center. She cannot do everything, she has to work.” <i>Older Person, Bullitt County World Cafe at Senior Center</i></p>
<p>“WHEELS charges \$29 per person to come to the senior center MWF.” <i>Older Person, Bullitt County World Cafe at Senior Center</i></p>
<p>“Transportation to the Senior Center is not available on Tuesdays.” <i>Older Person, Bullitt County World Cafe at Senior Center</i></p>
<p>“There are more people who need a transport bus.” <i>Community Member, Jefferson County World Cafe</i></p>
<p>“If you don’t have a car you cannot get around.” <i>Older Person, Trimble County World Café at Senior Center</i></p>
<p>“Have to hire someone to take you where you need to go. Or have to rely on family.” <i>Older Person, Trimble County World Café at Senior Center</i></p>
<p>“Would be nice to have a bus go through Madison. There is also no cab.” <i>Older Person, Trimble County World Café at Senior Center</i></p>
<p>“I pay someone money to get somewhere.” <i>Older Person, Trimble County World Café at Senior Center</i></p>
<p>“A taxi is too expensive.” <i>Older Person, Bullitt County World Café at Senior Center</i></p>

“Transportation services are the #1 issue in Trimble County. There needs to be a transportation program established, even one with certain days of the week such as Tuesdays and Thursdays would be a tremendous improvement. It is very difficult to get a ride to Madison or LaGrange. There is not a lot of philanthropy going on. Why can’t there be some sort of contracting with existing providers in Louisville for transportation here? People cannot get to a grocery store and until Poppies came to Bedford there was NO place to get any fresh fruits and vegetables.”

Older Person, Trimble County World Café at Senior Center

“The transportation is a huge issue. Transportation contributes to social isolation. Transportation is difficult to find and when found no one takes them to the grocery. Uber is present, but too expensive. There needs to be more federal and state funds to support transportation.”

Community Member, Shelby and Henry County World Cafe

“Transportation is the greatest barrier to community access, particularly in rural counties.”

Community Member, Shelby and Henry County World Cafe

“Church vans will get people.”

Community Member, Jefferson County World Cafe

“There is a local cab business in Shelby where the businesses in the area can sponsor rides for 5 seniors for a month, week, etc. Get organizations involved with supporting their community needs so that one business is not supporting all things, but they are supporting many things in small ways. That way a business can contribute and still pay the bills in small communities.”

Community Member, Shelby and Henry County World Cafe

“A trolley or a bus downtown.”

Community Member, Shelby and Henry County World Cafe

“Most people in small communities still need to drive.”

Community Member, Shelby and Henry County World Cafe

Non-Emergency Medical Transportation Needs

“Carollton has someone at their hospital who will come and get them. Not enough people there who can drive you.”

Older Person, Trimble County World Café at Senior Center

“I use WHEELS but sometimes I cannot get doctor appointments during the specific time period WHEELS operates.”

Older Person, Bullitt County World Cafe at Senior Center

“If you are on Medicaid you can get a driver to take you to the doctor.”

Older Person, Trimble County World Café at Senior Center

Using Rider Apps (Uber or Lyft)

“Funding is needed to provide transportation. Seniors are suspicious of services like uber and they do not have the money to pay for such services. Seniors are leery of Uber and in general it takes some time to establish trust.”

Community Member, Shelby and Henry County World Cafe

“I heard Uber is not a reliable way to get to appointments.”
Older Person, Bullitt County World Cafe at Senior Center

Domain 3: Housing

Affordability of Housing

“They let heat assistance go so they can afford house payments. Also let go of medication to afford house payments.”

Community Member, Shelby and Henry County World Cafe

“Also with medications, they can get coupons so they can afford it and then can pay for their homes.”

Community Member, Shelby and Henry County World Cafe

“Manufacturers do have assistance plans for medication. The company making the meds sometimes do have assistance plans.”

Community Member, Shelby and Henry County World Cafe

“The company provide saving programs to older adults. Some can guide you over the phone how to become part of it.”

Community Member, Shelby and Henry County World Cafe

“Many times they don’t have transportation and cannot drive, so we need to go there so we can help them sign up for these support program.”

Community Member, Shelby and Henry County World Cafe

“KIPDA could help enroll them into some of these programs. They should be able to guide them into these medication cost reductions.”

Community Member, Shelby and Henry County World Cafe

“Help them with budgeting and financial counseling. Many people use emergency assistance but it is more because they don’t know how to manage their budget.”

Community Member, Shelby and Henry County World Cafe

“Ministries in Jefferson counties can provide emergency assistance. Need to check if they do have it rural areas as well.”

Community Member, Shelby and Henry County World Cafe

“Seniors are bombarded with collections for bills. They cannot afford what they need.” *Community Member, Shelby and Henry County World Cafe*

Availability of Housing Assistance

“Housing is for the most part inadequate.”

Older person, Trimble County World Cafe at Senior Center

“NOT enough housing in the county to help with housing for elderly.”

Older Person, Trimble County World Cafe at Senior Center

“Low housing units for older adults are in unsafe areas.”

Community Member, Shelby and Henry County World Cafe

“Making housing available for older adults in lower income areas. This is all they can afford, but this is not safe. There are services that insurance will pay to make the home better. Lack of resources, they

don't know how to find out if their insurance can be part of that. Medicare can also do some changes to your house. Maybe we need to make sure we inform people more."

Community Member, Shelby and Henry County World Cafe

"Talking to landlords to help them stay within safer areas."

Community Member, Shelby and Henry County World Cafe

Housing Conditions and Quality of Living

"Vacant houses are clustered in West Louisville which breeds crime."

Community Member, Jefferson County World Cafe

"Landlords provide substandard housing here and there isn't much if anything that anyone can do about it."

Older person, Trimble County World Cafe at Senior Center

"Habitat for humanities – we could tap into their home repair service. They tried to secure vacant homes, try to find the owner, then purchase it and rebuild it. Maybe this was a service they tried to set up. We should find out about it. The city could buy the house or they could reclaim it. Then set it up for seniors to live in."

Community Member, Shelby and Henry County World Cafe

Housing Related Resources

"Seniors cannot access services."

Community Member, Jefferson County World Cafe

"We need to address resources for seniors living with family."

Community Member, Jefferson County World Cafe

"Paying for lawn service is a problem for seniors. Many get a code violation and end up in the nursing home."

Community Member, Jefferson County World Cafe

"Repair Affair is very limited. There is a focus on things a group can do like painting. There is no regular lawn mowing or furnace replacement."

Community Member, Jefferson County World Cafe

"The Center for Accessible Living builds ramps on houses but the Waiting List is very long."

Community Member, Jefferson County World Cafe

"There has been no increase in KIPDA funding for lawn care."

Community Member, Jefferson County World Cafe

"There is no funding for programs."

Community Member, Jefferson County World Cafe

"We need a sense of community. Make kids mow their elderly neighbor's grass."

Community Member, Jefferson County World Cafe

"Volunteers need to be recruited but there is no money for background checks and other administrative tasks involved with volunteering."

Community Member, Jefferson County World Cafe

"I have asked for help doing housework but do not qualify for free assistance."

Community Member, Jefferson County World Cafe

<p>“Services are available on a sliding scale and we [KIPDA] work with people.” <i>Community Member, Jefferson County World Cafe</i></p>
<p>“There is no help to put bars in bathroom or ramps to the house.” <i>Older Person, Trimble County World Café at Senior Center</i></p>
<p>“Housekeeping – need help with home cleaning.” <i>Older Person, Trimble County World Café at Senior Center</i></p>
<p>“We have to do our own lawn cleaning and lawn mowing, but if we cannot do it we need to pay for it.” <i>Older Person, Trimble County</i></p>
<p>“Start small and try to help out. Try to get resources into the house. Ask the people what they think are the solution.” <i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“In Shelbyville there is a church Shelbyville Methodist who is doing ramp ministry.” <i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“You need to trust people to come into your house to help them.” <i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“Neighborhood development funds – go to the council members and make a plea for things like ramps and approach contractors. You ask for a fund that can provide funding for repairs from contractors.” <i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“Building permits needed, however they can waive it.” <i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“Community action agencies do have services where people can quality for certain repair services. They would do minor home repair things. But not ramps or grab bar. Weatherization program. Home repair had to be gear toward weatherization.” <i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“We need a resource system by county that can provide information on housing and repair services.” <i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“Senior centers sometimes are in partnership with agencies that can provide retrofit equipment and partnerships to make homes ready for aging.” <i>Community Member, Shelby and Henry County World Cafe</i></p>
<p><i>Living Independently as Age</i></p>
<p>“Not all elderly want to live with family, many want to remain independent.” <i>Community Member, Jefferson County World Cafe</i></p>
<p>“Intergenerational housing is needed for people to age in place. Drug abuse and domestic violence are the negatives.” <i>Community Member, Jefferson County World Cafe</i></p>
<p>“My sister is in a senior building and it is great. They bring activities to them.” <i>Community Member, Jefferson County World Cafe</i></p>
<p>“It is a hard decision to put someone in a nursing home.” <i>Community Member, Jefferson County World Cafe</i></p>

“It is possible for people to stay at home if there is a good support system. Need to have a community of support. Also a friend support system – maybe a buddy system for older adults. Use the boys scouts and girls scouts in our counties. ROTC – reserve officer training core – in both high schools.”

Community Member, Shelby and Henry County World Cafe

Domain 4: Social Participation, Respect and Inclusion

Socialization

“I did not know about this Senior Center until 3 years ago. I started attending because of depression. None of my neighbors are home during the day. My doctor noticed a change in me when I started coming here. The bus is very important, and I do not mind the long ride. I enjoy chatting during the ride.”

Older Person, Bullitt County World Cafe at Senior Center

“I would be sitting at home if I were not able to come to the Senior Center. I enjoy the puzzles, games, exercise, information and talking to people.”

Older Person, Bullitt County World Cafe at Senior Center

“I hope they do not close down the Senior Centers.”

Older Person, Bullitt County World Cafe at Senior Center

“Community events – there may be some events advertised at senior center and then they take you there.”

Older Person, Trimble County World Café at Senior Center

“This is one of the best senior centers where we can find what we need.”

Older Person, Trimble County World Café at Senior Center

“The senior center is a wonderful thing and the highlight of the week for our seniors served.”

Community Member, Shelby and Henry County World Cafe

“Good friends to help each other, not really family members.”

Older Person, Trimble County World Café at Senior Center

“Social isolation is underreported. One member of the community was dead in their home since December and no one found them. Everyone knows someone who lives near them, but we do not take the time to go see them. People don't ask for help because they believe they are a burden.”

Community Member, Shelby and Henry County World Cafe

“People feel awkward or like they are a burden.”

Community Member, Shelby and Henry County World Cafe

“Not really any church outreach. They only pray.”

Older Person, Trimble County World Café at Senior Center

“Meals on Wheels helps prevent social isolation.”

Community Member, Shelby and Henry County World Cafe

Social Membership Associations

“A few people are ruling the roost in clubs, access needs to be expanded.”

Community Member, Jefferson County World Cafe

“Civic clubs take up a lot of projects. Chamber of commerce in SC is very good. We need to use children service hours... We have to do it right if children are involved.”

Community Member, Shelby and Henry County World Cafe

Continuing Education and Self-Improvement Classes

“Our schools don’t offer Adult Education, but they should.”

Community Member, Shelby and Henry County World Cafe

“The bookmobile goes to people’s homes, let that set the standard!”

Community Member, Shelby and Henry County World Cafe

Social Participation Resources

“We need resources to address crime, lack of jobs, lack of grocery stores, lack of recreation centers, lack of Boys & Girls Clubs. The Boys & Girls Club in the West End was closed but reopened after community pressure.”

Community Member, Jefferson County World Cafe

“The key to ending social isolation is transportation which needs funding.”

Community Member, Jefferson County World Cafe

“Current transportation takes people to doctor appointments. People need to go to the grocery and see friends.”

Community Member, Jefferson County World Cafe

“A mandated caregiver benefit program with federal and state funding would be a great benefit.”

Community Member, Shelby and Henry County World Cafe

“To the funders: Support the aging agencies in the communities and STOP cutting services and funding. Give agencies permission to do what they need to do. Work with agencies to get processes going and continue to support those processes and programs. Churches can be an asset.”

Community Member, Shelby and Henry County World Cafe

“The biggest argument in Henry Co. is that people say Shelby Co. has more resources. Well, Shelby Co. has a bigger tax base and businesses than Henry. Henry Co has mom-and-pop organizations and not corporate organizations. Henry Co. does the best it can and then has to cope with the rest. Why can’t we work together?”

Community Member, Shelby and Henry County World Cafe

“You have to win the trust of the community in order to provide services.”

Community Member, Shelby and Henry County World Cafe

“Senior Centers need to partner with discharge planners at hospitals and other agencies do to. If there was more partnering then there would be less isolation.”

Community Member, Shelby and Henry County World Cafe

“There needs to be more programs connecting seniors (grandparents) to schools, gardening programs, career days, etc... Many agencies, organizations, etc... don’t want to be involved, but some do.”

Community Member, Shelby and Henry County World Cafe

“Local schools could have grandparents read to children, share stories about their careers, start gardening programs. Seniors are an asset that is untapped.”

<i>Community Member, Shelby and Henry County World Cafe</i>
“Intergenerational programs are important.” <i>Community Member, Shelby and Henry County World Cafe</i>
“Due to funding for transportation for seniors getting cut, social isolation increases. Fund senior services, especially transportation.” <i>Community Member, Shelby and Henry County World Cafe</i>
“Provide projects for Nursing Facility residents that keep them engaged. For instance, the residents help us stuff easter eggs for easter.” <i>Community Member, Shelby and Henry County World Cafe</i>
“A lot of people look to the churches for help in our community, but memberships in churches are dropping. Churches are older buildings and cannot afford to build ramps and make themselves more accessible. These are small community churches. People leave their homes for doctors visits, but nothing else. It’s a huge challenge and it takes a lot of physical effort for some. Schools and youth programs schedule too many things that interfere with other community activities. Not that those activities aren’t important too, but we really need to work together as a community to schedule for the whole community and not just a part of the community. Teach people-set expectations about community involvement from the beginning- show the youth what should be the standard, not the exception. Send someone a card or a letter instead of an email. Create buddy systems where people do visit in shifts of 10-15 minutes here and there so that one person doesn’t stay an hour, but the isolated person knows they will have someone else stopping in.” <i>Community Member, Shelby and Henry County World Cafe</i>
“Average church in HC and SC is about 50 church members so not much capacity.” <i>Community Member, Shelby and Henry County World Cafe</i>
“Pair people with older adults for school credit or service hours for an organization like boy scouts or girl scouts.” <i>Community Member, Shelby and Henry County World Cafe</i>
“Church memberships are dropping nationwide, especially in small communities. Coordination is extremely important if we want to decrease social isolation.” <i>Community Member, Shelby and Henry County World Cafe</i>
“Make resources available, they don’t know what they are or where they are. Face-to-face contact may be the ONLY way to reach some people and establish a connection and trust. People WANT to talk to people.” <i>Community Member, Shelby and Henry County World Cafe</i>
“2-3 people doing 15-20 minute visits with a person instead of one person doing it all can make a positive impact and help prevent the caregiver(visitor) from being overburdened.” <i>Community Member, Shelby and Henry County World Cafe</i>
“Go to senior service facilities – active day care is available through their systems.” <i>Community Member, Shelby and Henry County World Cafe</i>
“Adopt a grandparent program! You can learn so much.” <i>Community Member, Shelby and Henry County World Cafe</i>

“We need to find the champions of the community.”
Community Member, Jefferson County World Cafe

Domain 5: Civic Participation and Employment

Engagement in Active Workforce 65+

“We need more jobs in the county for seniors so that people can earn something while helping others.”
Older Person, Trimble County World Café at Senior Center

“There are not enough job opportunities.”
Community Member, Jefferson County World Cafe

“How many seniors are able to work? There is a preconceived notion that seniors cannot or will not work.”
Community Member, Jefferson County World Cafe

“The type of position is important. Seniors are ostracized because of the learning curve with technology.”
Community Member, Jefferson County World Cafe

“The most successful people at Elderserve are retirees. Transportation can be an issue. There are Federal barriers to employment.”
Community Member, Jefferson County World Cafe

Voter Participation

“People indicate that they are voting for making changes.”
Older Person, Trimble County World Café at Senior Center

“Emerge Kentucky prepares Democratic women to run for office.”
Community Member, Jefferson County World Cafe

“I will wait until my son finishes college before I run for office but I will still need money.”
Community Member, Jefferson County World Cafe

“We need decent people to vote for.”
Community Member, Jefferson County World Cafe

Civic Participation and Employment Resources

“Income and sustainability is a huge problem in Trimble Co. People do not have the funds to support themselves. What do we need to survive? City or County involvement, government involvement state or federal, or grants?”
Older person, Trimble County World Cafe at Senior Center

“A man with an autistic son who could not get hired opened a carwash and only hires autistic employees. Those employees will not need services.”
Community Member, Jefferson County World Cafe

“Job opportunities should not be demeaning.”
Community Member, Jefferson County World Cafe

“The Urban League has a program for older adults to learn job skills (computer).”
Community Member, Jefferson County World Cafe

<p>“There is a 4-year limit to the jobs [See above comment]” <i>Community Member, Jefferson County World Cafe</i></p>
<p>“Elderserve is on a Wait List at the Urban League program. It has been very successful in the past.” <i>Community Member, Jefferson County World Cafe</i></p>
<p>“Seniors and youth are forgotten.” <i>Community Member, Jefferson County World Cafe</i></p>

Domain 6: Communication and Information

<p><i>Phone, Computer and Internet Access</i></p>
<p>“ATT is biggest line out there, Verizon is VERY expensive, almost no way to fix it. Some on satellite.” <i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“Internet repair is almost nonexistent, good luck.” <i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“Internet providers are just bringing out fiber optics” <i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“How can people know what resources are out there if they don’t have a computer?” <i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“Shelby county has the free computer access at the library but it’s not utilized.” <i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“In 3 years, the phone lines will no longer be serviced, people will all have to turn to cell phones, it is too costly to maintain rural lines.” <i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“Internet and cell service is non-existent, it only works IN the town of Bedford for some. What is preventing internet and cell service here? County law? State? Taxes? Access points (land)?” <i>Older person, Trimble County World Cafe at Senior Center</i></p>
<p><i>Communication Resources</i></p>
<p>“Start a mission to pass out information to church members.” <i>Community Member, Jefferson County World Cafe</i></p>
<p>“Most of the seniors don’t have family or friends anymore in Henry county.” <i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“Senior centers provide information about resources and we call each other when we hear about things. Informal communication network system.” <i>Older Person, Trimble County World Café at Senior Center</i></p>
<p>“Central contact needed for aging, need phone number to call with information.” <i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“Mentoring projects in homes can help seniors get information.” <i>Community Member, Shelby and Henry County World Cafe</i></p>

<p>“Agencies have conduits who can make community connections and bring back information to the larger agencies.”</p> <p><i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“Extension offices are very active.”</p> <p><i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“Henry county is not as needed in community information because their library is so active”</p> <p><i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“We have to figure out a way to make sure that 211 is utilized in Henry County.”</p> <p><i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“Don’t do marketing services in blue! Seniors can’t read it.”</p> <p><i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“Serenity Center in Shelby County helps seniors and should become a collaborative partner.”</p> <p><i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>““Buddy System Program” in HIV programs would be a great program, it’s a phone call and it’s an intergenerational program – In my experience, organize a group of young people who are already organized like in school systems.”</p> <p><i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“Diabetes self-management classes cannot be interpreted/translated, not allowed.”</p> <p><i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“The old retired, the new came in, and the library made some wonderful changes.”</p> <p><i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“Our young people are going to get us into the 21st century if we let them.”</p> <p><i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“What is the literacy of the seniors?”</p> <p><i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“Medicare requires 12pt font for all literature.”</p> <p><i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“You may have someone that can read, but how much are they comprehending of that?”</p> <p><i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“Color code medications for Seniors who may not be able to read.”</p> <p><i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“I think all that we (Extension) use a 6th grade level reading level.”</p> <p><i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“Prepare to care training and curriculum. AARP has the book, and extension has the PowerPoint. 1-3 hours. It’s not just for the caregivers, it’s for the older people to know what decisions are going to be made. AARP has a large free notebook.”</p> <p><i>Community Member, Shelby and Henry County World Cafe</i></p>
<p>“A booklet could be created with students’ service hours spent to keep the resource booklet updated. Big picture academy – opportunity for students to come into the workplace while they</p>

are working there. They get an onsite learning experience. They can create it. They have computers and software. Keep it simple and easy for seniors to read.”

Community Member, Shelby and Henry County World Cafe

“The information we get at the Senior Centers is important.”

Older Person, Bullitt County World Cafe at Senior Center

Domain 7: Community Support and Health Services

Access to Health Care Services

“I had to wait 3 months for a wellness appointment with my primary care doctor.”

Older Person, Bullitt County World Cafe at Senior Center

“Many doctors are not taking new patients. Some people have to go to Louisville.”

Older Person, Bullitt County World Cafe at Senior Center

“Doctors will work sick patients into the schedule.”

Older Person, Bullitt County World Cafe at Senior Center

“I travel to Louisville for mental health services.”

Older Person, Bullitt County World Cafe at Senior Center

“Low income prevents people from affording the cost of produce.”

Older Person, Bullitt County World Cafe at Senior Center

“It’s a 30 day wait for a 10 minute doctors appointment, it’s a good thing I’m not dying.”

Community Member, Shelby County

“My mother had a prescription that cost \$200 when all she needed was a \$.99 bottle of aspirin. The doctor did not tell her this.” *Community Member, Jefferson County World Cafe*

“The pharmaceutical companies get kickbacks.” *Community Member, Jefferson County World Cafe*

“The health navigator model is helpful.” *Community Member, Jefferson County World Cafe*

“Elderserve has 2 social workers for all Jefferson County.” *Community Member, Jefferson County World Cafe*

“The social workers are so stressed it causes problems with turnover.” *Community Member, Jefferson County World Cafe*

“Health insurance companies make more money when not used.” *Community Member, Jefferson County World Cafe*

“Doctors need to participate in keeping people well. They want to get paid.” *Community Member, Jefferson County World Cafe*

“Pharmacies and hospitals want you sick.” *Community Member, Jefferson County World Cafe*

“We should go after big pharma because their pills have side effects.” *Community Member, Jefferson County World Cafe*

“We do have 2-3 doctors here. There is also a health clinic but need transportation.”

Older Person, Trimble County World Cafe at Senior Center

Health Behaviors

“Fruit is expensive.”

<i>Older Person, Bullitt County World Cafe at Senior Center</i>
“People are buying underwear at Walmart instead of produce.” <i>Older Person, Bullitt County World Cafe at Senior Center</i>
“Food pantries do not always have healthy food. Sometimes it is expired.” <i>Older Person, Bullitt County World Cafe at Senior Center</i>
“Senior commodity boxes could be healthier.” <i>Older Person, Bullitt County World Cafe at Senior Center</i>
“Lack of transportation prevents people from visiting farmers markets.” <i>Older Person, Bullitt County World Cafe at Senior Center</i>
“Someone from UK said canned vegetable and fruits are better than nothing.” <i>Older Person, Bullitt County World Cafe at Senior Center</i>
“People who make decisions do not have a clue about how to decide between medication or food.” <i>Community Member, Jefferson County World Cafe</i>
“NO Exercise facility available with machines. Need massage therapist for any massage needs. Madison has the most resources available but hard to get there?” <i>Older Person, Trimble County World Cafe at Senior Center</i>
“Madison is the place where we can find the cheapest food. However, it is closing down. Now only Aldi’s.” <i>Older Person, Trimble County World Cafe at Senior Center</i>
“There are small stores but they are more expensive. Some dollar stores do have milk and cereal but not fruit and veggies.” <i>Older Person, Trimble County World Cafe at Senior Center</i>
“I have seen vegetable gardens in front yards. Neighborhood Associations may not allow that.” <i>Community Member, Shelby and Henry County World Cafe</i>
“Encourage people to grow food.” <i>Community Member, Shelby and Henry County World Cafe</i>
“Neighborhood grocery stores are dying out.” <i>Community Member, Shelby and Henry County World Cafe</i>
“With the food resource centers in HC, that would be an excellent source where people can identify their needs.” <i>Community Member, Shelby and Henry County World Cafe</i>
“People in the community need to spread the need. Our church tried a food pantry in HC, but it did not work because they did it by committee. One person then just did it and now provides meals around the county – in Eminence.” <i>Community Member, Shelby and Henry County World Cafe</i>
<i>Health Services Resources</i>
“Affordable homecare providers are needed.” <i>Older Person, Bullitt County World Cafe at Senior Center</i>
“People in positions of power do not support societal changes.” <i>Community Member, Jefferson County World Cafe</i>
“Humana wants Elderserve to run friendly visiting for clients.”

Community Member, Jefferson County World Cafe