1. 2025 Needs Assessment: Massachusetts

The results presented in this report are based on survey responses from older adults and caregivers who chose to participate. As respondents were not randomly sampled from all older adults or caregivers, the findings do not fully represent all older adults or caregivers in Massachusetts. In this case, because AAAs surveyed people who attended certain events, were easy to contact, and so on, certain groups may be overrepresented or underrepresented based on who was surveyed. For example, if more survey respondents were people who attend senior centers, the results may not fully reflect the needs of homebound older adults or those who are less engaged with services. The data should be interpreted as insights from those who participated rather than a complete picture of all older adults in Massachusetts.

In this report, N represents the total number of survey respondents for each specific question or category. Since not all participants may have answered every question, N can vary across different sections of the report. It provides context for interpreting the percentages, ensuring that the reported findings accurately reflect the number of individuals who responded to each specific item.

1.1. Reported Caregiver Supports

Support	Older Adults (%)
Respite Care	61.6%
Support Groups	40.6%
Financial Assistance	47.4%
Training and Education	45.1%
Medical Support	35.4%
Legal Assistance	31.3%
Transportation Services	42.6%
Home Modifications	35.2%
Care Coordination	38%
Mental Health Support	34.5%
Technology Support	23.1%
Information and Resources	44.1%
In-Home Care	54.8%
Nutritional Support	27%
Work-Life Balance Support	32.5%
Community Resources	41%

N = 1155

Notes. The reported sample size (N) is the number of respondents who reported at least one support.

1.2. Reported Needs

Need	Older Adults (%)
Access to Services	49.6%
Affordable Health Care	51.1%
Access to Health Care	47.9%
Affordable Housing	36.5%
Housing Accessibility & Maintenance	37.9%
In-Home Support for Independence	61.4%
Long-Term Services & Supports	39.5%
Assistance Managing Other Expenses	30.8%
Legal Services	33.3%
Mental & Behavioral Health Support	32.7%
Nutrition Support	43.5%
Safety & Security	36.9%
Transportation Access	53.6%
Workforce Development	11.8%
Social Isolation	31.8%
Leisure, Recreation, & Socialization	42.6%
Civic Engagement/Volunteer Opportunities	22.2%
Learning & Development Opportunities	28.9%
Staying Active/Wellness Promotion	47.2%
Addressing Ageism	23.5%
Overcoming Language/Communication Barriers	13.7%
LGBTQIA+ Support	9.5%
Spirituality Support	16.5%

N = 8928

Notes. The reported sample size (N) is the number of respondents who reported at least one need.

1.3. Reported Needs by Income

Need	Household Income < $20,000 (%)	Household Income >= $20,000 (%)
Access to Services	65.1%	40.1%
Affordable Health Care	58.6%	46.7%
Access to Health Care	55.6%	44.5%
Affordable Housing	48.3%	29.2%
Housing Accessibility & Maintenance	40.4%	36.6%
In-Home Support for Independence	62.3%	60.6%
Long-Term Services & Supports	42.3%	38.7%
Assistance Managing Other Expenses	37.5%	25.4%
Legal Services	37.8%	29.8%
Mental & Behavioral Health Support	37.2%	29.8%
Nutrition Support	50.6%	37.6%
Safety & Security	40.2%	34.6%
Transportation Access	59%	49.9%
Workforce Development	13.8%	10.1%
Social Isolation	35.6%	29.5%
Leisure, Recreation, & Socialization	41%	44.8%
Civic Engagement/Volunteer Opportunities	21.3%	23.5%
Learning & Development Opportunities	29.4%	28.6%
Staying Active/Wellness Promotion	44.7%	50.6%
Addressing Ageism	25.2%	23.2%
Overcoming Language/Communication Barriers	22.2%	7.1%
LGBTQIA+ Support	10%	9.3%
Spirituality Support	21.4%	12.4%

N (Income < $20,000) = 2725; N (Income >= $20,000) = 3860

Notes. Percentages reflect respondents who reported at least one need. Respondents who did not report household income are not included.

1.4. Reported Needs by Race/Ethnicity

Need	Asian (%)	Black or African American (%)	Hispanic or Latino (%)	White (%)
Access to Services	71.9%	58.8%	64.9%	45.8%
Affordable Health Care	61%	61.3%	60.4%	48.6%
Access to Health Care	67.9%	50.3%	56.8%	45.5%
Affordable Housing	46.2%	52.2%	59%	31.9%
Housing Accessibility & Maintenance	30.9%	47.1%	39.4%	37.1%
In-Home Support for Independence	54.5%	55.3%	63.7%	62.8%
Long-Term Services & Supports	48.4%	42.8%	45.8%	37.9%
Assistance Managing Other Expenses	28.4%	41.9%	48.4%	28.6%
Legal Services	30.9%	45.8%	39.4%	31.3%
Mental & Behavioral Health Support	35.3%	40.3%	47.8%	30.4%
Nutrition Support	49.1%	50.8%	53.8%	41.8%
Safety & Security	37.9%	46.7%	45%	35.4%
Transportation Access	56.6%	61.1%	59.6%	52.7%
Workforce Development	9.7%	21.7%	21.5%	10%
Social Isolation	30%	36.5%	39.4%	31.1%
Leisure, Recreation, & Socialization	40.2%	49.7%	45.4%	42.1%
Civic Engagement/Volunteer Opportunities	18.6%	31.6%	28.1%	20.9%
Learning & Development Opportunities	25%	41%	35.9%	27.4%
Staying Active/Wellness Promotion	42.1%	58.3%	48.4%	46.7%
Addressing Ageism	22.2%	36.2%	34.5%	21.3%
Overcoming Language/Communication Barriers	48.4%	19.8%	39.2%	7.8%
LGBTQIA+ Support	5.3%	14.1%	13.7%	8.8%
Spirituality Support	19.8%	30.5%	34.5%	13.2%

N (Asian) = 580; N (Black or African American) = 561; N (Hispanic or Latino) = 498; N (White) = 6652

Notes. Percentages reflect respondents who reported at least one need.

1.5. Reported Needs by English Proficiency

Need	Not Well/ Not At All (%)	Very Well/ Well (%)
Access to Services	73.7%	54.8%
Affordable Health Care	62.6%	58.9%
Access to Health Care	64.7%	54.3%
Affordable Housing	51.6%	45.3%
Housing Accessibility & Maintenance	36.1%	38.7%
In-Home Support for Independence	60.8%	60.9%
Long-Term Services & Supports	47.6%	41.8%
Assistance Managing Other Expenses	38.3%	39.4%
Legal Services	34.6%	36.5%
Mental & Behavioral Health Support	40.1%	37.9%
Nutrition Support	52.2%	52.7%
Safety & Security	42.3%	41.1%
Transportation Access	58.4%	59.3%
Workforce Development	12.4%	17.6%
Social Isolation	33.2%	39.2%
Leisure, Recreation, & Socialization	39.9%	46.3%
Civic Engagement/Volunteer Opportunities	21%	25.5%
Learning & Development Opportunities	27.2%	33.9%
Staying Active/Wellness Promotion	44.2%	51.1%
Addressing Ageism	24.7%	27.2%
Overcoming Language/Communication Barriers	52.2%	21.9%
LGBTQIA+ Support	7.3%	11.9%
Spirituality Support	23.5%	25%

N (Not Well/Not at All) = 892; N (Very Well/Well) = 808

This table only includes respondents who indicated that they did not speak English at home or did not report what language they spoke at home.

Needs Ranked	Ranked 1 (%)	Ranked 2 (%)	Ranked 3 (%)
Access to Services	12%	5%	5.2%
Affordable Health Care	11.1%	8.4%	3.4%
Access to Health Care	5.9%	6.5%	4.6%
Affordable Housing	8.8%	5.5%	3.8%
Housing Accessibility and Maintenance	5.1%	5%	3.3%
In-Home Support for Maintaining Independence	19%	12.9%	9.1%
Long Term Services & Supports	3.2%	6%	5.3%
Assistance Managing Other Expenses	1.5%	2.9%	3.1%
Legal Services	1.5%	2.7%	4.7%
Mental & Behavioral Health Support	2%	3.6%	3.9%
Nutrition Support	4.6%	6.7%	6.6%
Safety & Security	2.3%	4%	4.5%
Transportation Access & Availability	7.9%	8.8%	10.7%
Workforce Development	0.5%	0.6%	0.7%
Assistance Addressing Social Isolation	1.8%	2.8%	3.7%
Opportunities for Leisure, Recreation, & Socialization	2.9%	5.3%	6.2%
Civic Engagement / Volunteer Opportunities	0.5%	1.5%	1.8%
Learning & Development Opportunities	0.9%	2.3%	3.8%
Staying Active / Wellness Promotion	4.6%	5.3%	8.3%
Addressing Ageism and Age Discrimination	0.6%	0.7%	1.5%
Overcoming Language / Communication Barriers	0.5%	0.3%	0.8%
LGBTQIA+ Support	0.8%	0.5%	1.1%
Spirituality Support	0.6%	0.4%	1%
Other	1.6%	2.1%	2.8%

N = 5642

Notes. The reported sample size (N) is the number of respondents who ranked at least one need. Columns 2-4 might not sum to 100% due to rounding.

1.6. Respondent Demographics

Age	Older Adults (%)
Less than 60	2.2%
60-69	23%
70-79	37.1%
80-89	28.1%
90 or older	9.6%

N = 8603

Gender Identity	Older Adults (%)
Woman	68.4%
Man	29.5%
Non-Binary, Gender Non-Conforming, or Genderqueer	0.3%
Other Specified	0.7%
Don't Know	0.1%
Prefer Not To Say	0.9%

N = 9019

Race/Ethnicity	Older Adults (%)
American Indian or Alaska Native	0.3%
Asian	6.7%
Black or African American	6.4%
Latino	6%
Middle Eastern or North African	0.2%
Native Hawaiian or Other Pacific Islander	0.1%
White	77.3%
More than One	1.6%
Other Race/Ethnicity Listed	1.3%

N = 8862

Notes. AGE classified a respondent as “More Than One Race or Ethnicity” when the respondent selected more than one race or ethnicity. AGE classified respondents as “Other Race/Ethnicity” when they selected “Some other race or ethnicity” and no other category.

Language Spoken at Home	Older Adults (%)
English	80.7%
American Sign Language	0.1%
Arabic	0.3%
Armenian	0.1%
Cape Verdean Creole	0.3%
Chinese (including Mandarin, Cantonese)	4.5%
French	0.9%
German	0.2%
Greek	0.2%
Gujarati	0.1%
Haitian Creole	0.5%
Hindi	0.1%
Hindi, Gujarati	0.1%
Italian	0.7%

Language Spoken at Home	Older Adults (%)
Japanese	0.1%
Khmer	0.4%
Korean	0.1%
Language Unclear	0.1%
Nepali	0.1%
Polish	0.3%
Portuguese	0.9%
Portuguese, Other	0.1%
Russian	1.2%
Spanish	6.5%
Tagalog	0.1%
Taishanese	0.1%
Vietnamese	0.3%

N = 8694

Notes. Only languages spoken by at least 0.1% of respondents are listed.

English Proficiency	Older Adults (%)
Very Well	46.8%
Well	15.8%
Not Well	16.9%
Not At All	20.5%

N = 2708

Household Income < $20,000	Older Adults (%)
Yes	34.9%
No	48.5%
Prefer Not to Answer	16.5%

N = 8244

MassHealth Membership	Older Adults (%)
Yes	36.4%
No	55.8%
I Don't Know	7.8%

N = 8738

1.7. Reported Characteristics

Characteristic	Older Adults (%)
Experience issues with abuse, neglect, or exploitation	3.9%
Live with Alzheimer's or dementia	13%
Experience memory or thinking problems	30.5%
Need access to cultural or social activities	20.4%
Live with vision loss	19.7%
Live with hearing loss	30.1%
Live with physical disabilities	49%
Are in frail or weak health	22.4%
Are a grandparent raising grandchildren	3.9%
Have housing concerns	13.6%
Often feel lonely or isolated	24.2%
Need legal services	16.9%
Are part of the LGBTQIA+ community	5.7%
Have mental or emotional health issues	30.1%
Need help with meals or nutrition	28%
Live in a rural area	10.4%
Have employment or job-related needs	3.8%

N = 7596

Notes. The reported sample size (N) is the number of respondents who reported at least one characteristic