

FY 2025-2026

Mid-Term

Needs Assessment



SOURCEWISE
COMMUNITY RESOURCE SOLUTIONS



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Introduction

Sourcewise partnered with Evalcorp, an evaluation and consulting firm, in Summer 2023 to conduct a comprehensive needs assessment as part of the 2024-2028 Area Plan. This initial assessment provided insight into several key topics, including perceived interest in and availability of services, local issues/concerns, and areas of need. Results suggested that support services were the highest priority need among Santa Clara County (SCC) older adults in 2023. This finding has provided a helpful roadmap for the past three years. However, recent political and regulatory changes have directly affected funding streams, equity, and access.

These changes warrant a better understanding of the community's evolving needs. To assess potential changes in SCC older adults' needs, Sourcewise conducted a mid-term reassessment to determine whether community priorities have shifted since 2023 and whether resources should be reprioritized accordingly. This follow-up assessment focused on core topics from 2023 and new areas of interest such as preferred locations for service delivery and artificial intelligence (AI)-related perceptions. This current mid-term evaluation will help ensure that programs and services continue to remain aligned with the needs of older adults in the community.

Methods

To explore whether the needs of SCC older adults have changed since 2023, a survey was developed and shared with older adults in the county. Sourcewise contracted with Evalcorp to develop this primary data collection tool to ensure that all data elements were relevant and reflected the County's informational needs. The Sourcewise Advisory Council members also supported in the development of the primary data collection tool.

A countywide survey of older adults was conducted in Winter 2025/2026. The survey was comprised of 38 questions that addressed topics such as employment/volunteerism, housing/residence, caregiving, health and wellness, priority concerns and needs, services, sources of information, artificial intelligence (AI), transportation, and demographics. This survey also included the three state-mandated sexual orientation and gender identity questions. To detect any changing needs of SCC older adults, several items from the 2023 survey were included in the survey conducted in Winter 2025/2026. New survey items were also developed to identify possible emergent needs of the County's older adults. **Table 1** provides a summary of topics measured in 2023 and topics new to the current survey.

Table 1. Recurring and Emerging Survey Topics

Topics measured in 2023	New Topics in 2026
Internet usage	Service location comfortability
Transportation	AI use and comfort
Caregiver challenges	Experience with scams/frauds
Information sources	New challenges/barriers
Primary concerns/needs	Updated priority concerns/needs

The survey collected both quantitative and qualitative data, was available in digital and paper formats, and across multiple threshold languages (i.e., English, Spanish, Vietnamese, and Simplified Chinese) to maximize reach and accessibility. An online survey link was distributed to approximately 47,850 individuals, and 2,572 paper surveys were delivered to 10 organizations for distribution to their clients.

Data collection began on December 9, 2025, and continued through January 30, 2026. A total of 1,885 survey submissions were received (1,402 online and 483 paper surveys). Responses were received from 14 cities throughout SCC, though more than half of respondents resided in San Jose (57%). Prior to analysis, all data submissions were reviewed and verified to ensure each submission represented a unique individual.

Quantitative Data Analysis

Quantitative data were submitted to a statistical method called “rake weighting” or “iterative proportional fitting.” The variables for weighting were age, sex at birth, and race. Weighting data helps adjust the proportion of individuals within specific age, sex at birth, and/or race groups that may be under or overrepresented within a survey sample. Rake weighting utilizes a step-by-step process that adjusts weights for one variable (e.g., age) at a time until all chosen variables (i.e., age, sex at birth, and race) align with established population totals.

The population totals from the 2024 US Census Bureau’s American Community Survey (ACS) were used in this weighting process. All quantitative findings from the survey are reported in a weighted fashion to ensure that they more accurately reflect the true older adult population in SCC. The statistical software package IBM SPSS Statistics was used to assign weights to each survey respondent.

Qualitative Data

Qualitative data from open-ended survey responses were analyzed using the software, ATLAS.ti. The codebook was derived from the structured survey items to ensure that the

coding framework was grounded in the same conceptual categories (e.g., topics of interest) that shaped the broader survey and allow for alignment between quantitative and qualitative findings. Responses were organized into five code categories (recreational and social activities, physical activities, health services, general information on aging, and educational classes). Thematic analysis was then conducted within each category using Evalcorp’s customized AI qualitative analysis platform, which supported the identification of patterns across the coded data.

Respondent Characteristics

A total of 995 survey respondents provided their age, sex at birth, and race; therefore, only these respondents were included in the weighting calculations and all subsequent survey analyses. **Table 2** provides an overview of the survey respondents who were included in the analysis.

Table 2. Demographic Characteristics of Survey Respondents (Weighted Variables)

Characteristic	Survey Respondents (N=995)
Sex at Birth	
Female	53%
Male	47%
Race	
Caucasian/White	42%
Asian	39%
Two or More Races	9%
Some Other Race	7%
Black	2%
American Indian/Alaska Native	1%
Hawaiian/Other Pacific Islander	<1%
Ethnicity	
Non-Hispanic/Latino	83%
Hispanic/Latino	17%
Age Group	
60-64	26%
65-69	23%
70-74	18%
75-79	13%
80-84	10%
85 and over	10%

The survey collected further information on respondent characteristics in addition to the demographic variables used for weighting. More than half of respondents identified as female (52%) and nearly 80% identified as straight/heterosexual. English was the primary language among most survey respondents (63%). Many respondents are retired (54%), rent (45%), and reside in a single-family home (47%), with their spouse or partner (44%). Almost half of respondents (48%) reported a monthly income of \$2,500 or less, and more than one third reported having a disability (39%).

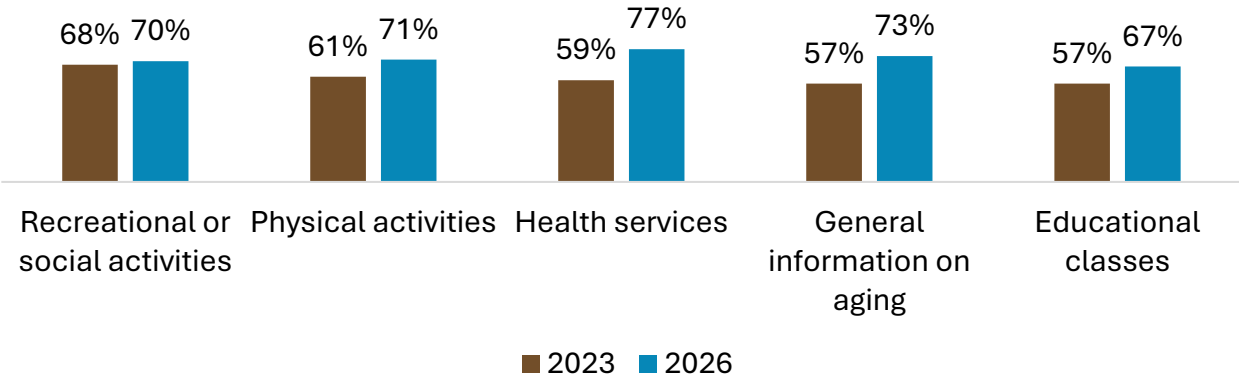
Findings: Trends Over Time

Several topics measured in 2023 were reassessed in 2026, including priority concerns/needs, internet usage, perceived safety of various modes of transportation, and service accessibility. The findings that follow compare data from Summer 2023 and Winter 2025/2026. These findings are also broken down by different racial/ethnic and age categories to highlight potential differences across groups where applicable. Note that percentages may not total to 100% for several items as respondents were able to select more than one response option. Percentages also may not sum to 100% due to rounding.

Priority Concerns/Needs

To identify priority needs among older adults, the survey asked respondents about services they were interested in receiving and issues they viewed as most concerning. There has been a slight shift in topics of interest among older adults (**Figure 1**). While the top 5 services older adults were interested in receiving remained the same from 2023 to 2026, the services of most interest have changed. In 2023, older adults were most interested in receiving services related to recreational/social activities; in 2026, that shifted to health services.

Figure 1. Interest in Receiving Services Over Time (2023 & 2026)



Overall, interest in these services tends to be higher among racial/ethnic minority groups compared with White/Caucasians (**Table 3**). When comparing age groups, more older adults aged 60-74 reported interest in recreational/social, physical activities, and educational classes than those aged 75 years and older (**Table 3.1**).

Table 3. Interest in Receiving Services by Race (2023 & 2026)

Service	Asian/ Asian American		Hispanic or Latino/a		African American		White or Caucasian	
	2023	2026	2023	2026	2023	2026	2023	2026
Recreational or social activities	63%	78%	71%	75%	70%	71%	66%	64%
Physical activities	61%	75%	66%	81%	71%	82%	54%	63%
Health services	77%	92%	61%	83%	49%	81%	52%	62%
General information on aging	68%	81%	80%	81%	69%	62%	53%	62%
Educational classes	55%	70%	62%	79%	50%	86%	51%	58%

Table 3.1. Interest in Receiving Services by Age (2023 & 2026)

Service	Age 60-74		Age 75 and Older	
	2023	2026	2023	2026
Recreational or social activities	75%	75%	52%	61%
Physical activities	68%	77%	47%	58%
Health services	59%	79%	60%	70%
General information on aging	57%	76%	58%	67%
Educational classes	65%	75%	41%	49%

In both years, respondents were asked about their level of concern related to various issues they may be experiencing (**Tables 4 and 4.1**). Additional response options were added to this survey item in 2026 to capture new areas of concern or needs that may have emerged since the 2023 assessment. The tables below highlight only the top 5 concerns from each year.

There was a shift in issues perceived as serious concerns from crime in 2023 to healthcare costs in 2026. In general, costs (e.g., energy/utilities, having money to live on) remain top priority concerns. More Hispanic or Latino/a older adults identified these as concerns than older adults of other race/ethnicities. Priority concerns did not differ across age groups in either year.

Table 4. Priority Concerns/Needs (2023)

Area of Concern	Overall	Asian/Asian American	Hispanic or Latino/a	African American	White or Caucasian	Age 60-74	Age 75 and Older
Crime	45%	49%	60%	53%	37%	45%	47%
COVID-19	37%	52%	48%	25%	25%	38%	36%
Healthcare	36%	47%	37%	30%	28%	39%	30%
Energy/utilities	29%	36%	37%	30%	21%	29%	27%
Money to live on	29%	53%	26%	27%	14%	31%	25%

Table 4.1. Priority Concerns/Needs (2026)

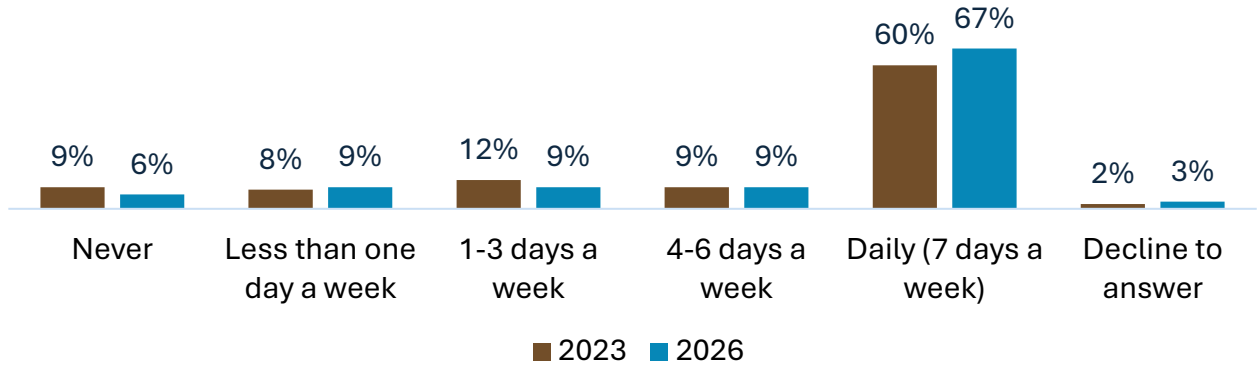
Area of Concern	Overall	Asian/Asian American	Hispanic or Latino/a	African American	White or Caucasian	Age 60-74	Age 75 and Older
Healthcare costs	51%	51%	66%	50%	41%	56%	39%
Housing costs	45%	44%	43%	55%	37%	51%	32%
Having money to live on	43%	47%	67%	62%	34%	49%	30%
Medication costs	41%	46%	61%	43%	29%	44%	33%
Energy/utilities	38%	36%	61%	48%	33%	42%	31%

Technology and Communication

The survey examined older adults’ experience with technology and communication to better understand how internet usage, preferred communication channels, and experience with language barriers may have changed since the last assessment.

In 2023 and 2026, respondents were asked to share how often they used the internet. Across both years, around two-thirds of respondents reported using the internet daily (60-67%; **Figure 2**).

Figure 2. Overall Frequency of Internet of Use Over Time (2023 & 2026)



Daily usage was higher among Asian/Asian Americans and White or Caucasians compared with Hispanic or Latinos/as and African Americans (**Table 5**). Fewer older adults aged 75 years and older reported daily internet use compared with respondents between the ages of 60-74 years (**Table 5.1**). These differences remained consistent in 2026. Digital literacy was the primary barrier to internet usage among 2026 respondents who indicated they never use the internet. Fifty-six percent of these respondents reported that they do not use the internet because they do not know how.

Table 5. Frequency of Internet Use by Race (2023 & 2026)

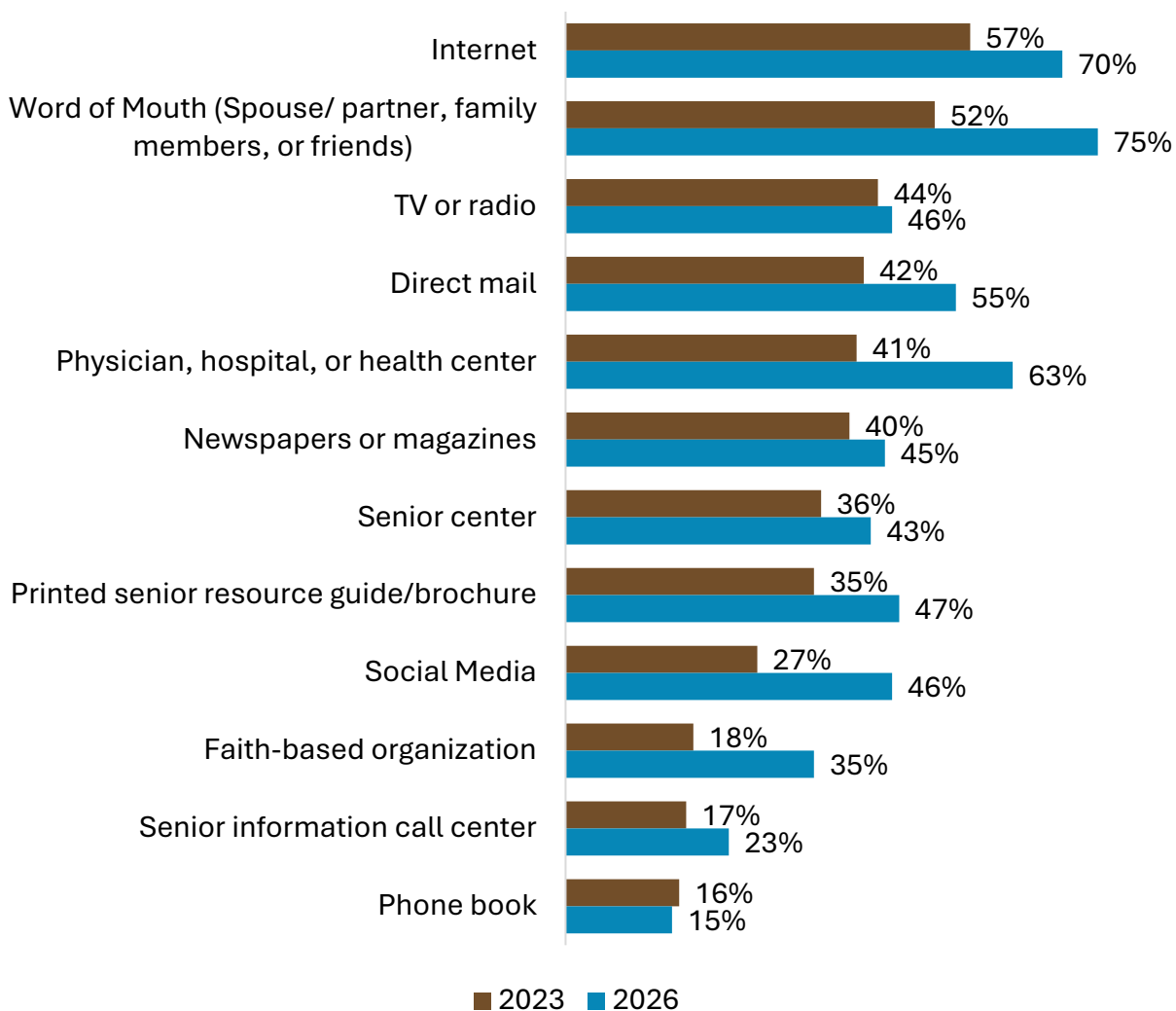
Frequency	Asian/ Asian American		Hispanic or Latino/a		African American		White or Caucasian	
	2023	2026	2023	2026	2023	2026	2023	2026
Never	15%	8%	7%	8%	13%	14%	6%	7%
Less than one day a week	4%	7%	26%	35%	14%	14%	8%	4%
1-3 days a week	12%	9%	35%	12%	15%	18%	11%	9%
4-6 days a week	10%	10%	9%	7%	26%	9%	8%	9%
Daily (7 days a week)	56%	65%	21%	38%	30%	45%	64%	71%
Decline to answer	3%	5%	2%	2%	2%	4%	3%	1%

Table 5.1. Frequency of Internet Use by Age (2023 & 2026)

Frequency	Age 60-74		Age 75 and Older	
	2023	2026	2023	2026
Never	4%	2%	20%	15%
Less than one day a week	8%	11%	7%	6%
1-3 days a week	13%	7%	10%	12%
4-6 days a week	9%	8%	9%	9%
Daily (7 days a week)	64%	71%	50%	58%
Decline to answer	2%	1%	4%	5%

Respondents were asked to indicate where they currently get information about services for older adults. In line with their frequent internet usage, older adults reported they prefer to learn about information online or from others they are close to, such as spouse/partners, family members, and friends (**Figure 3**). Internet and word of mouth remained the primary communication channels in 2026. In both years, older adults were least likely to obtain information from faith-based organizations, senior information call centers, and phone books.

Figure 3. Overall Preferred Sources of Information Over Time (2023 & 2026)



Between 2023 and 2026, notable shifts occurred in how different communities preferred to receive information (**Table 6**). Asian/Asian Americans moved away from the internet as their primary source of information, turning instead to word of mouth in 2026. African American older adults showed an opposite trend, shifting from senior centers to the

internet in 2026. Faith-based organizations tend to be more preferred among Hispanic or Latino/a and African American older adults compared with Asian/Asian Americans and White or Caucasians. There was a shift in preferred source of information from the internet to word of mouth among older adults aged 60-74, while word of mouth remained the most preferred source for those 75 years and older (**Table 6.1**).

Table 6. Preferred Sources of Information by Race (2023 & 2026)

Source of Information	Asian/ Asian American		Hispanic or Latino/a		African American		White or Caucasian	
	2023	2026	2023	2026	2023	2026	2023	2026
Internet	47%	65%	54%	41%	49%	80%	61%	76%
Word of Mouth (Spouse/ partner, family members, or friends)	43%	77%	64%	86%	57%	71%	51%	71%
TV or radio	35%	52%	55%	38%	52%	67%	39%	49%
Direct mail	37%	55%	42%	71%	60%	67%	39%	52%
Physician, hospital, or health center	37%	66%	63%	46%	55%	77%	48%	73%
Newspapers or magazines	35%	43%	57%	32%	41%	43%	46%	51%
Senior center	33%	56%	54%	33%	62%	57%	38%	37%
Printed senior resource guide/brochure	28%	52%	49%	42%	46%	55%	29%	50%
Social Media	25%	54%	45%	28%	48%	57%	30%	44%
Faith-based organization	15%	35%	40%	65%	45%	50%	17%	26%
Senior information call center	14%	34%	41%	18%	42%	43%	17%	21%
Phone book	14%	21%	44%	18%	27%	19%	16%	12%

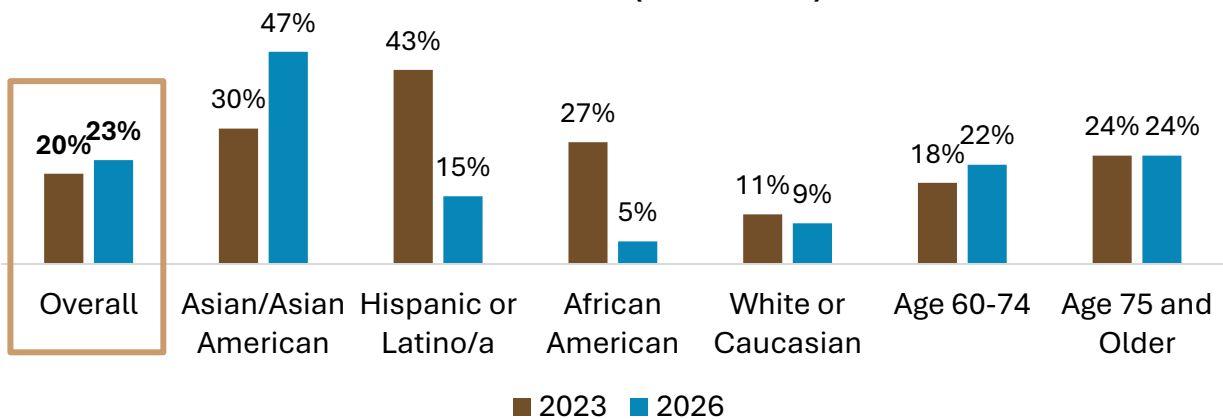
Table 6.1. Preferred Sources of Information by Age (2023 & 2026)

Source of Information	Age 60-74		Age 75 and Older	
	2023	2026	2023	2026
Internet	64%	71%	43%	67%
Word of Mouth (Spouse/ partner, family members, or friends)	55%	74%	46%	76%
TV or radio	45%	41%	39%	59%
Direct mail	45%	52%	37%	61%
Physician, hospital, or health center	39%	56%	45%	78%
Newspapers or magazines	39%	40%	40%	56%
Senior center	36%	40%	35%	49%

Printed senior resource guide/brochure	38%	33%	27%	55%
Social Media	30%	47%	22%	43%
Faith-based organization	19%	36%	14%	32%
Senior information call center	18%	22%	12%	26%
Phone book	18%	15%	14%	14%

Although many older adults prefer to obtain information through word of mouth, about one-fifth of respondents reported experiencing language barriers when accessing information in both years (**Figure 4**). More Asian/Asian American and Hispanic or Latino/a older adults reported experiencing this barrier than African American and White or Caucasian older adults. More Asian/Asian American older adults experienced a language barrier in 2026 (47%) than in 2023 (30%), whereas fewer Hispanic or Latino/a older adults experienced a language barrier in 2026. There were no differences in the proportion of older adults experiencing a language barrier based on age.

Figure 4. Experience with Language Barriers by Respondent Characteristics (2023 & 2026)

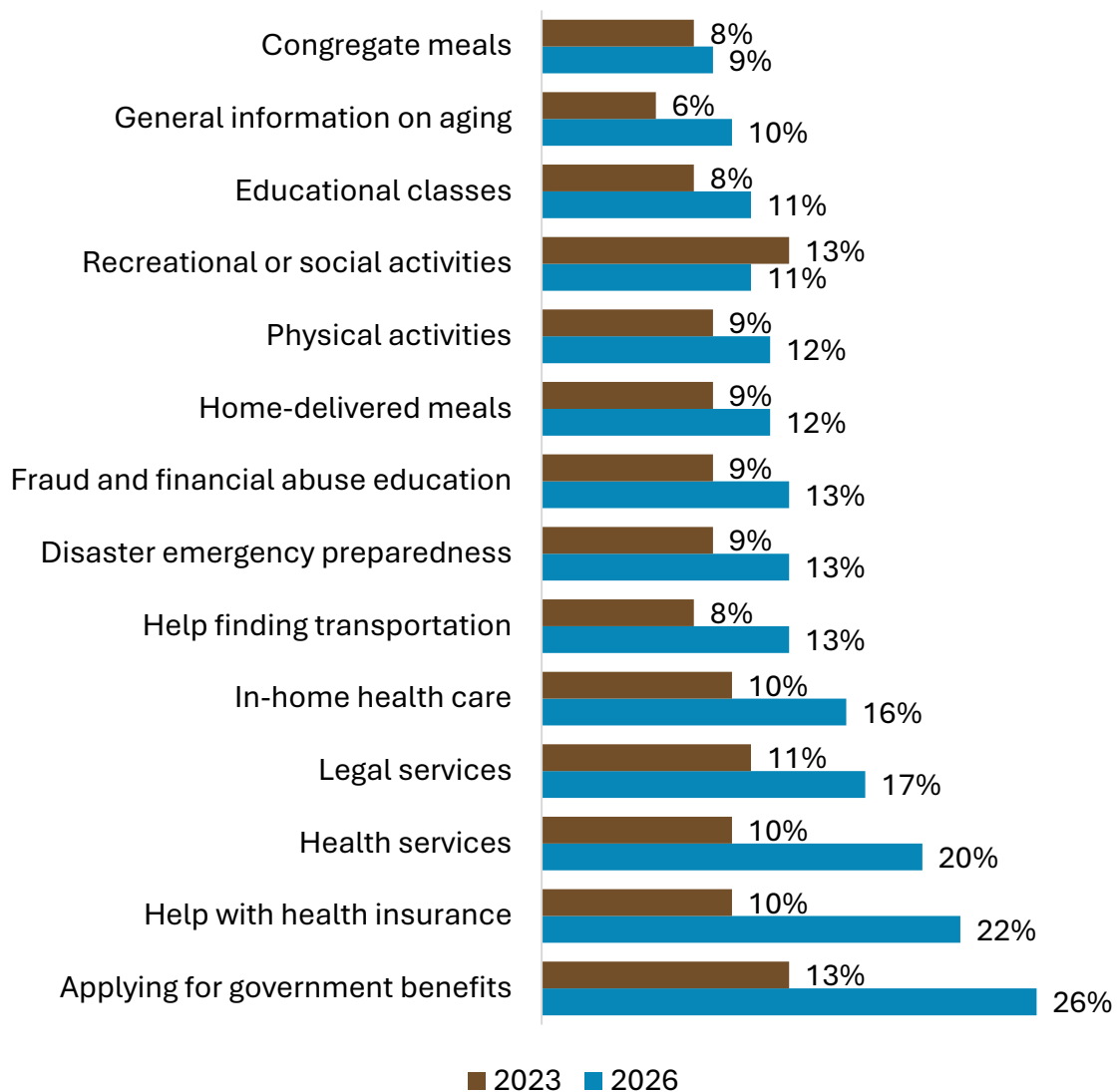


Accessibility of Services

This midterm assessment also sought to understand the accessibility of services. Respondents were asked to indicate whether it was easy or hard to access different types of services. Where applicable, respondents could also indicate that they have not tried to access a specific service in the past year. A larger proportion of older adults reported that nearly all services were hard to access in 2026 compared with 2023 (**Figure 5**). The proportion of older adults who found these services easy to access also increased from 2023.

In 2026, the assessment asked about two additional services not included in the 2023 survey: help finding caregiver support services and help finding in-home caregiving services. Most respondents reported they have not tried to access these types of services in the past year (63% and 62%, respectively). Of those who tried, a larger proportion of respondents found them hard to access (21% for both) than easy to access (16% and 18%, respectively).

Figure 5. Services Rated as Difficult to Access



In 2026, fewer respondents indicated they had not tried to access services, suggesting greater service utilization than in 2023. Several service categories showed a 5% or greater drop in the proportion of respondents who reported they haven't tried to access that

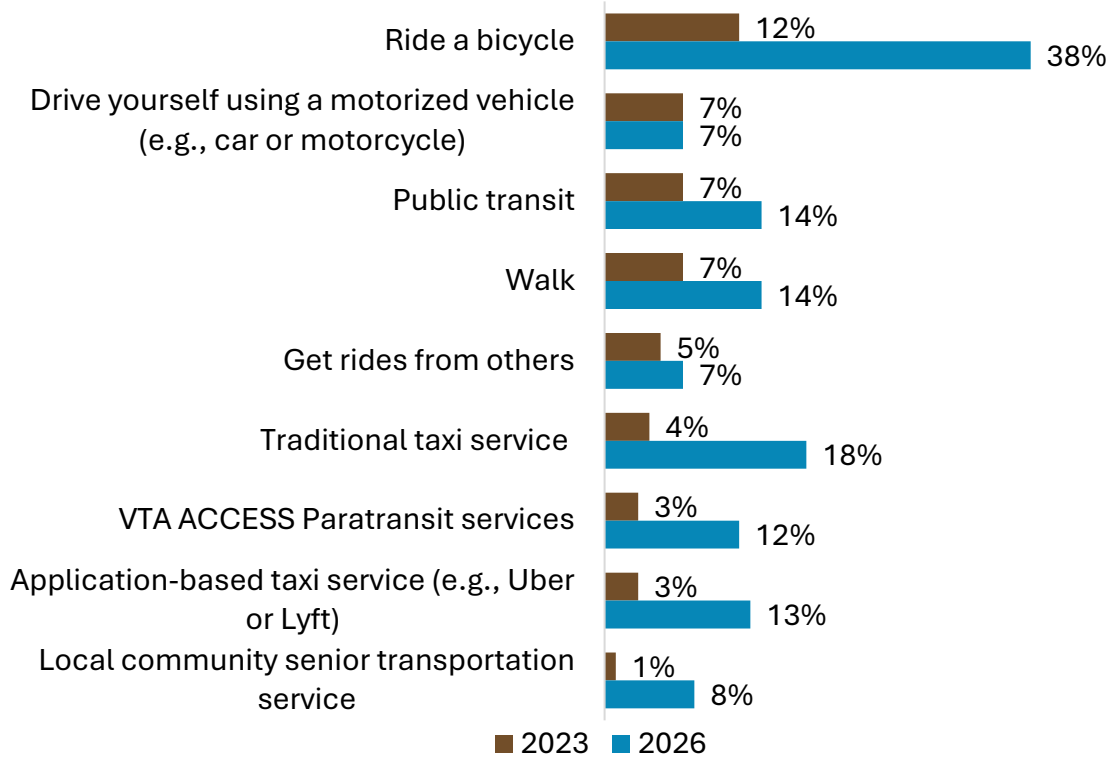
service in the past year, including applying for services, accessing services, educational classes, and general information on aging (Table 7).

Table 7. Services Not Accessed in the Past Year (2023 & 2026)

Service	Haven't used in the past year	
	2023	2026
Help finding housing	77%	69%
Home-delivered meals	71%	65%
Counseling or care management	71%	61%
In-home health care	68%	62%
Educational classes	66%	58%
General information on aging	65%	56%
Applying for government benefits	64%	56%
Help with health insurance	56%	47%
Health services	47%	38%

Understanding safety perceptions across various modes of travel is essential to this assessment (Figure 6), as transportation is a key determinant to accessing services. Overall, every mode of transportation, except for driving oneself, was rated as more unsafe in 2026 than in 2023. In both years, older adults considered riding a bicycle to be the most unsafe way to travel. In 2023, application-based taxi services and local community senior transport were rated as safer alternatives. In 2026, however, older adults feel safer getting rides from others or driving themselves.

Figure 6. Modes of Transportation Perceived as Unsafe Over Time (2023 & 2026)



In 2023, more Hispanic or Latino/a and African American older adults than Asian/Asian Americans and White or Caucasians rated getting rides from others as unsafe (**Table 8**). Respondents 75 years and older were more likely to rate walking as unsafe than those aged 60-74 years (**Table 8.1**). In 2026, riding a bike was considered the most unsafe mode of transportation across all races and age groups.

Table 8. Modes of Transportation Perceived as Unsafe by Race (2023 & 2026)

Mode of Transportation	Asian/ Asian American		Hispanic or Latino/a		African American		White or Caucasian	
	2023	2026	2023	2026	2023	2026	2023	2026
Ride a bicycle	13%	39%	9%	38%	7%	50%	13%	37%
Drive yourself using a motorized vehicle (e.g., car or motorcycle)	4%	8%	9%	7%	13%	26%	9%	7%
Public transit	8%	8%	5%	24%	1%	33%	8%	19%
Walk	10%	15%	9%	16%	1%	24%	7%	17%
Get rides from others	3%	8%	22%	13%	19%	6%	5%	6%
Traditional taxi service	3%	6%	10%	25%	10%	8%	3%	15%
VTA ACCESS Paratransit services	3%	8%	6%	21%	0%	23%	3%	14%
Application-based taxi service (e.g., Uber or Lyft)	2%	5%	11%	13%	7%	15%	4%	12%
Local community senior transportation service	0%	4%	9%	20%	0%	0%	2%	12%

Table 8.1. Modes of Transportation Perceived as Unsafe by Age (2023 & 2026)

Mode of Transportation	Age 60-74		Age 75 and Older	
	2023	2026	2023	2026
Ride a bicycle	13%	36%	11%	45%
Drive yourself using a motorized vehicle (e.g., car or motorcycle)	8%	6%	4%	9%
Public transit	8%	14%	5%	15%
Walk	4%	13%	13%	17%
Get rides from others	7%	7%	2%	8%
Traditional taxi service	4%	21%	3%	11%
VTA ACCESS Paratransit services	3%	13%	3%	10%
Application-based taxi service (e.g., Uber or Lyft)	4%	14%	3%	11%
Local community senior transportation service	2%	9%	0%	6%

Caregiving

Specific challenges related to caregiving were assessed at both timepoints, though the item was updated in the 2026 survey to improve clarity and capture new challenges caregivers may be facing since the 2023 survey (**Figure 7**). There was also a new response option to capture those who do not have immediate caregiving service needs. More than one-third (36%) of respondents identified as a caregiver (i.e., provides regular care to a family member or friend) in 2026 compared with 21% in 2023. Approximately half of caregiver respondents in 2026 (49%) indicated they are not facing any major challenges.

For the 51% of caregivers experiencing a major challenge in 2026, help managing difficult behaviors/situations was the top need, a shift from general information on caregiving in 2023. Other challenges reported in 2026 included the need for respite care and financial stress from caregiving costs.

Figure 7. Caregiving Challenges (2026)



For all three top challenges identified in 2026 (i.e., managing difficult behaviors/situations, respite care, and financial stress), individuals identifying as African American faced them at the highest rate (**Table 9**). Caregiving challenges did not differ based on age group (**Table 9.1**).

Table 9. Caregiving Challenges by Race (2026)

Challenge	Asian/ Asian American	Hispanic or Latino/a	African American	White or Caucasian
I'm doing okay, no major challenges right now	46%	28%	50%	44%
I need help managing difficult behaviors or situations	21%	30%	63%	34%
I need a break from caregiving (respite care)	21%	26%	38%	22%
Financial stress from caregiving costs	15%	37%	38%	24%
I need someone to talk to or emotional support	14%	23%	13%	12%
I need help coordinating medical care or services	20%	14%	38%	15%
I need help supporting someone with Alzheimer's/dementia	17%	16%	0%	15%
I need information or training on how to provide care	13%	16%	13%	11%
I don't know where to find caregiver support services	8%	5%	0%	11%
Other	5%	2%	13%	8%

Table 9.1. Caregiving Challenges by Age (2026)

Challenge	Age 60-74	Age 75 and Older
I'm doing okay, no major challenges right now	50%	40%
I need help managing difficult behaviors or situations	22%	26%
I need a break from caregiving (respite care)	19%	24%
Financial stress from caregiving costs	21%	16%
I need someone to talk to or emotional support	19%	16%
I need help coordinating medical care or services	15%	22%
I need help supporting someone with Alzheimer's/dementia	10%	25%
I need information or training on how to provide care	14%	10%
I don't know where to find caregiver support services	7%	10%
Other	4%	10%

Findings: Emerging Topics in 2026

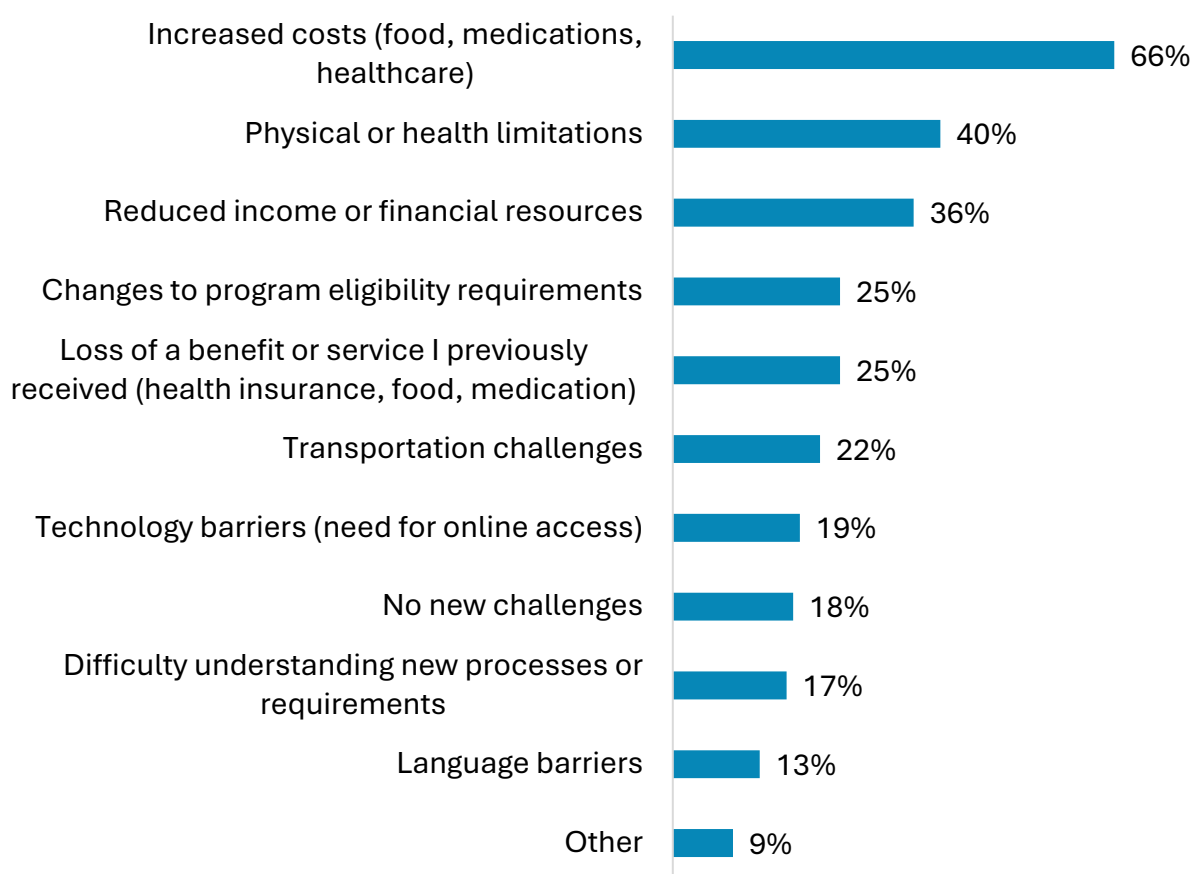
To build on the 2023 assessment and develop greater understanding of the evolving needs of older adults, the 2026 survey asked about several new topics that were not previously measured. These new topics include emerging needs and locations older adults are most comfortable receiving services. The additional information gained from these topics will help ensure that services remain responsive and relevant.

Emerging Needs

The survey assessed older adults' overall well-being and new challenges they may be experiencing. Nearly half of older adults (47%) reported that they are in good health, and more than half (55%) indicated they are satisfied or very satisfied with their daily social interactions. Nonetheless, 58% of respondents reported experiencing at least a little difficulty caring for their personal needs, and more than 80% are experiencing some level of stress.

Respondents were asked if they had faced any new challenges in the past 6 months. Most respondents reported facing a new challenge related to increased costs of food, medications, and healthcare (**Figure 8**). Other challenges affecting one quarter or more of older adults include physical/health limitations, reduced income/financial resources, changes to program eligibility, and loss of a benefit/service.

Figure 8. New Challenges or Barriers (2026)



This pattern of responses was similar across race/ethnicity groups, with two exceptions: these challenges tend to affect Hispanic or Latino/a older adults at higher rates, and a larger proportion of Asian/Asian American older adults reported new challenges with language barriers compared with other races/ethnicities (**Table 10**). When looking at age, a higher percentage of older adults age 75 and older reported new challenges related to physical or health limitations, transportation, and difficulty understanding new processes or requirements (**Table 10.1**).

Table 10. New Challenges or Barriers by Race (2026)

Issue/Situation	Asian/ Asian American	Hispanic or Latino/a	African American	White or Caucasian
Increased costs (food, medications, healthcare)	58%	73%	61%	60%
Physical or health limitations	38%	57%	30%	36%
Reduced income or financial resources	33%	53%	39%	22%
Changes to program eligibility requirements	18%	43%	35%	16%
Loss of a benefit or service I previously received (health insurance, food, medication)	19%	43%	26%	15%
Transportation challenges	25%	18%	22%	20%
Technology barriers (need for online access)	25%	14%	22%	16%
No new challenges	14%	12%	17%	23%
Difficulty understanding new processes or requirements	21%	20%	17%	15%
Language barriers	26%	7%	9%	5%
Other	3%	37%	0%	8%

Table 10.1. New Challenges or Barriers by Age (2026)

Issue/Situation	Age 60-74	Age 75 and Older
Increased costs (food, medications, healthcare)	67%	54%
Physical or health limitations	35%	46%
Reduced income or financial resources	42%	19%
Changes to program eligibility requirements	28%	15%
Loss of a benefit or service I previously received (health insurance, food, medication)	27%	16%
Transportation challenges	17%	29%
Technology barriers (need for online access)	14%	26%
No new challenges	17%	18%
Difficulty understanding new processes or requirements	15%	20%
Language barriers	10%	17%
Other	10%	6%

Respondents were asked how Sourcewise can best support their needs in the next two years. Their responses indicated six areas of need: Learning and digital skills, information and services on aging, health services, physical activities, social/recreational activities, and basic needs and stability.

LEARNING & DIGITAL SKILLS

There was widespread interest in structured technology classes, including hands-on training in digital literacy, AI basics, and online safety. These skills are relevant to everyday tasks such as managing finances, accessing health information, and identifying fraud or scams.

INFORMATION ON AGING & SERVICES

Older adults expressed a need for more awareness of available services. Many respondents were unsure what programs exist or where to begin looking for information/services. Topics of interest included benefits eligibility, Medicare enrollment, housing transitions, long-term care planning, and caregiving support for family members living with dementia or Alzheimer's. A preference for direct, person-to-person communication over automated systems was noted throughout their responses.

HEALTH SERVICES

Support with Medicare and insurance navigation, affordable medications, and access to dental and mental health care were frequently reported needs. Respondents indicated a need for reliable transportation to get to medical appointments. Meal delivery was a prominent theme that is also related to diet management and health conditions. Home-delivered meals are the only source of food for many older adults.

PHYSICAL ACTIVITIES

Condition-specific programs were highly valued. Many older adults described these activities as supporting both their physical and mental well-being. Affordable or subsidized access to these services was noted as an important factor in their continued participation.

SOCIAL & RECREATIONAL ACTIVITIES

Older adults find value in activities that combine physical movement with opportunities for community interaction, highlighting a connection between social/recreational programs and overall health and quality of life. There was interest in culturally and linguistically diverse activities, including Spanish, Korean, and Chinese language programming.

BASIC NEEDS & STABILITY

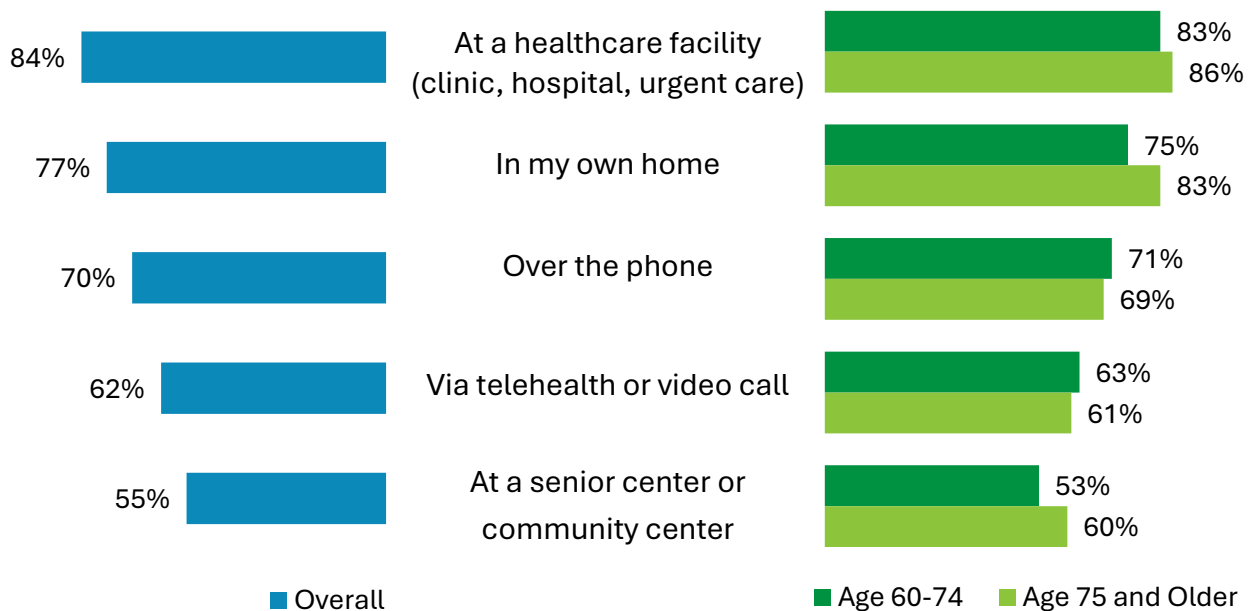
The need for affordable housing, reliable transportation, food security through meal delivery, in-home support services, and employment or income assistance was evident. Fixed incomes make it difficult to cover housing costs, and accessible, door-to-door transportation would help connect older adults to services.

The most prominent area of need was information on aging and services. Older adults indicated that knowing what support is available and how to access it is a precondition for benefiting from any program Sourcewise offers. Basic needs and stability, including housing, transportation, food security, and income support, followed closely. These two categories suggest that over the next two years, Sourcewise can have the greatest impact by strengthening how older adults learn about and connect with existing services, while continuing to address the foundational needs that shape daily life. Across all six areas, the needs described are often interrelated: progress in one area, such as accessible information or reliable transportation, has the potential to improve outcomes in several other domains.

Service Delivery and Providers

Older adults were asked to rate their comfort level in receiving services in different locations to better understand preferred places for service delivery. These preferences differed based on the type of service provided. Designated healthcare facilities were the most preferred locations for health and medical services, such as health screenings, physical therapy, mental health counseling, and care management (**Figure 9**). This preference was consistent for all respondents regardless of age group.

Figure 9. Comfortability Receiving Health and Medical Services in Different Locations Overall and by Age (2026)



Fewer Hispanic or Latino/a and African American older adults expressed a preference for receiving health and medical services at healthcare facilities than Asian/Asian American and White or Caucasian older adults (**Table 11**). Hispanic or Latino/a older adults are most comfortable receiving these services in their own home, whereas African American older adults prefer to receive these services over the phone.

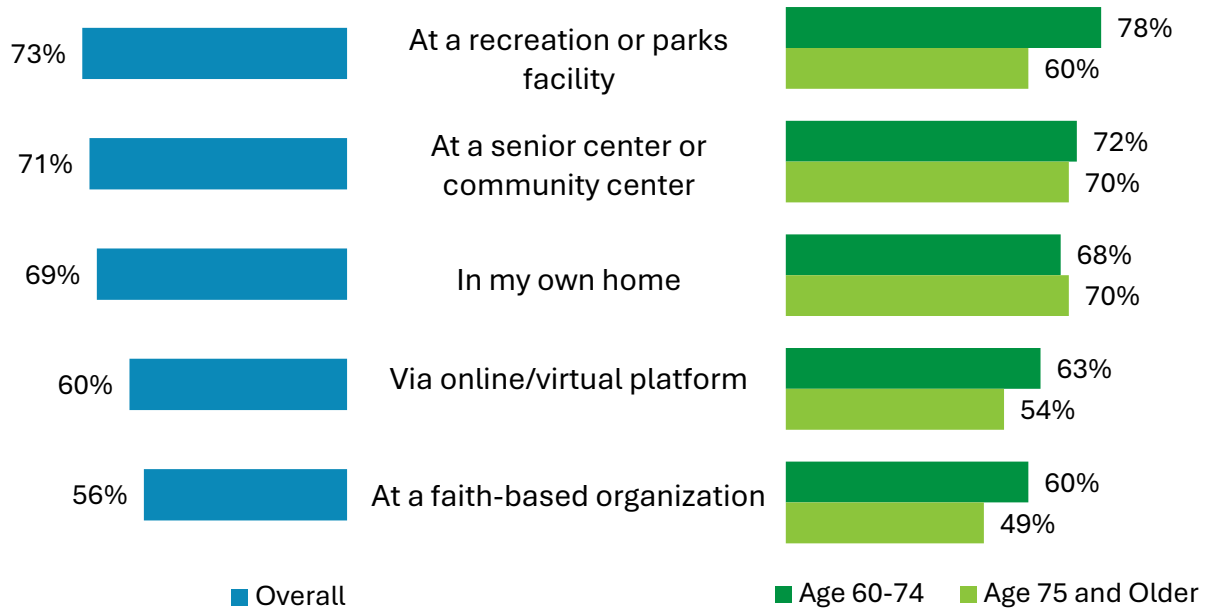
Table 11. Comfortability Receiving Health and Medical Services in Different Locations by Race (2026)

Location/Setting	Asian/ Asian American	Hispanic or Latino/a	African American	White or Caucasian
At a healthcare facility (clinic, hospital, urgent care)	84%	81%	90%	86%
In my own home	82%	86%	71%	81%
Over the phone	70%	84%	95%	77%
Via telehealth or video call	62%	44%	84%	70%
At a senior center or community center	65%	41%	67%	57%

The preferred location for social and recreational services, such as exercise classes, social activities, shared or group meals, and education programs, was a recreation or parks

facility (**Figure 10**). This preference tends to be stronger for older adults between 60-74 years than those 75 years and older, who are more comfortable receiving these services at a senior center or at home.

Figure 10. Comfortability Receiving Social and Recreational Services in Different Locations Overall and by Age (2026)



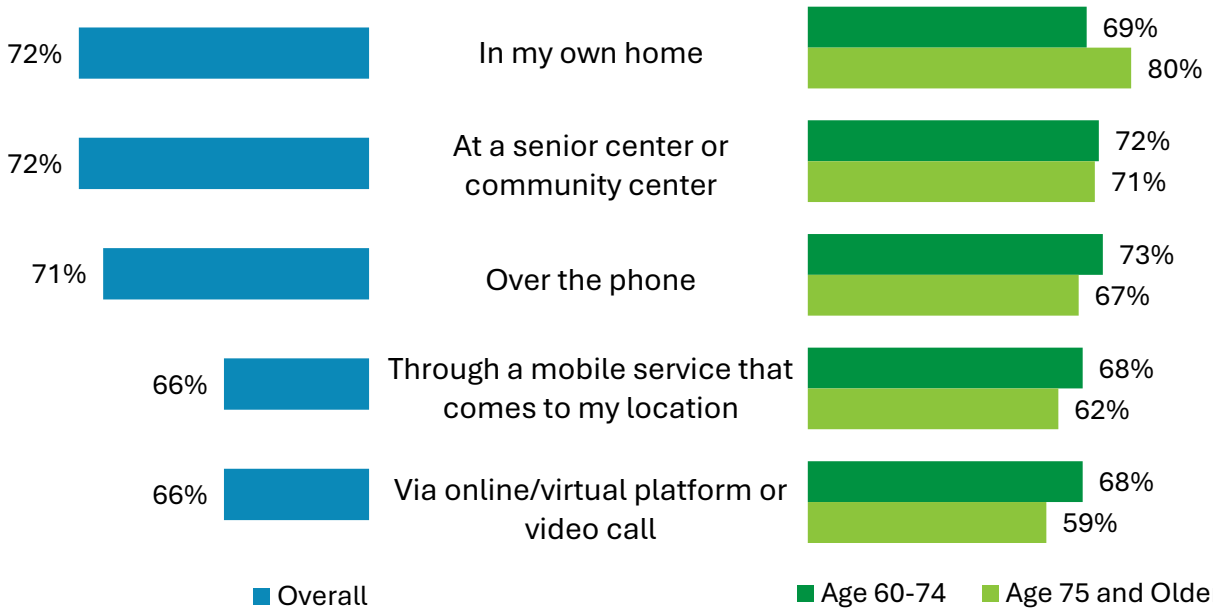
Comfort level in receiving social and recreational services also differed by race. Hispanic or Latino/a and White or Caucasian older adults prefer to receive these services at a recreation or parks facility, while Asian/Asian American older adults are more comfortable receiving them at a senior/community center, and African American older adults prefer these services be delivered online (**Table 12**).

Table 12. Comfortability Receiving Social and Recreational Services in Different Locations by Race (2026)

Location/Setting	Asian/ Asian American	Hispanic or Latino/a	African American	White or Caucasian
At a recreation or parks facility	68%	77%	58%	70%
At a senior center or community center	77%	45%	75%	70%
In my own home	76%	74%	62%	63%
Via online/virtual platform	60%	46%	84%	65%
At a faith-based organization	60%	69%	80%	50%

Overall, older adults are most comfortable receiving information and assistance services, such as getting information about programs, help with applications, legal services, and benefits counseling, in their own homes or at a senior/community center (**Figure 11**). These preferences, however, vary based on age group. Older adults 75 years and older feel most comfortable receiving these services at home, whereas those between 60-74 years prefer service delivery via phone.

Figure 11. Comfortability Receiving Informational Assistance Services in Different Locations Overall and by Age (2026)



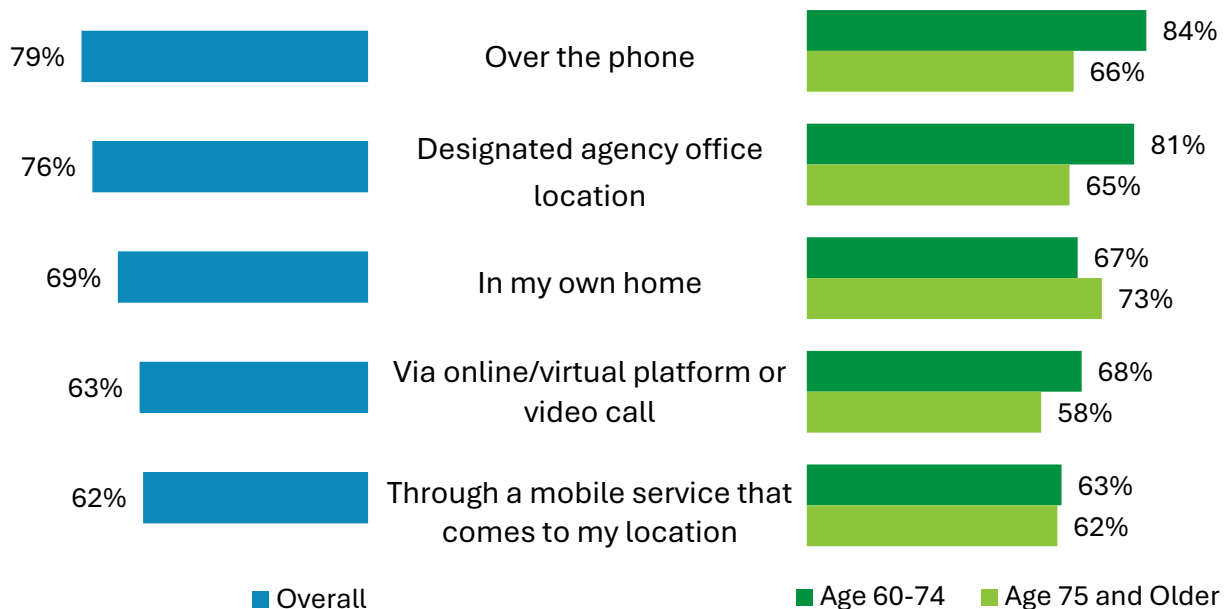
Hispanic or Latino/a and White or Caucasian older adults prefer to receive information and assistance services at home, whereas Asian/Asian American older adults prefer these services be delivered at a senior center. Compared with other racial groups, African American older adults expressed stronger preference for online services (**Table 13**).

Table 13. Comfortability Receiving Informational and Assistance Services in Different Locations by Race (2026)

Location/Setting	Asian/ Asian American	Hispanic or Latino/a	African American	White or Caucasian
In my own home	77%	82%	67%	77%
At a senior center or community center	78%	47%	68%	69%
Over the phone	71%	53%	75%	76%
Through a mobile service that comes to my location	74%	73%	76%	64%
Via online/virtual platform or video call	66%	44%	85%	72%

Overall, respondents were most comfortable receiving services from government agencies, benefit centers, or county public agencies over the phone (**Figure 12**). However, more older adults aged 75 years and older than those between 60-74 years preferred to receive these services at home.

Figure 12. Comfortability Receiving Services from Government Agencies, Benefit Center/County Public Agency in Different Locations Overall and by Age (2026)



Preference for receiving services from government agencies via phone was consistent among Hispanic or Latino/a, African American, and White or Caucasian older adults.

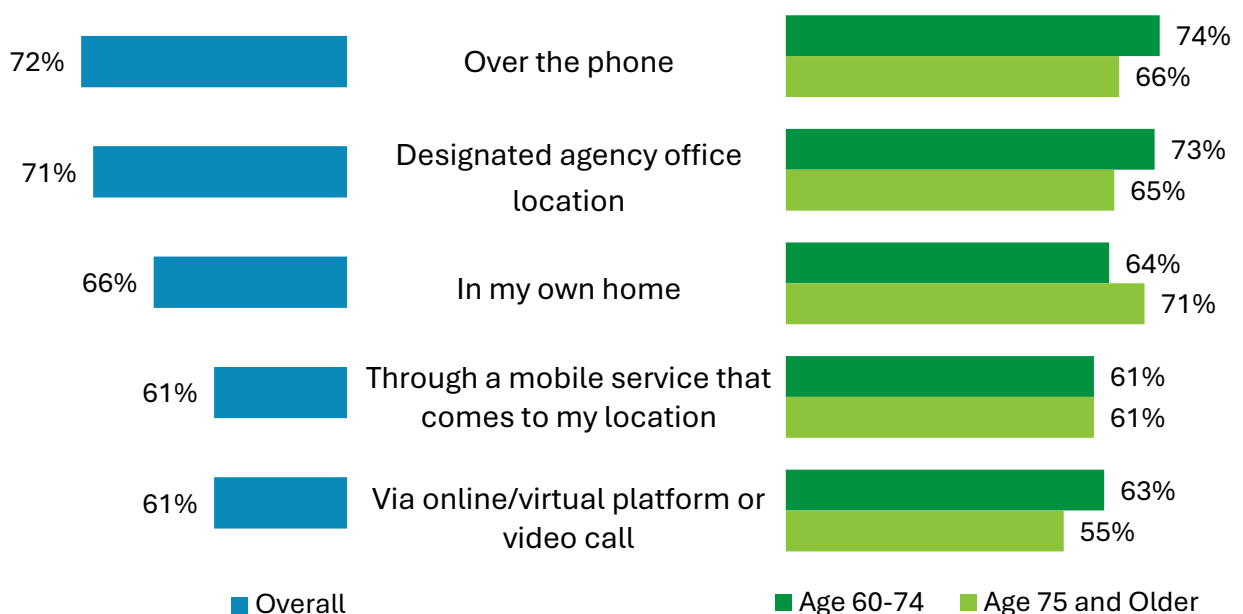
However, Asian/Asian American older adults feel more comfortable receiving these services at a designated agency office or at home (Table 14).

Table 14. Comfortability Receiving Services from Government Agencies, Benefit Center/County Public Agency in Different Locations by Race (2026)

Location/Setting	Asian/ Asian American	Hispanic or Latino/a	African American	White or Caucasian
Over the phone	72%	87%	89%	79%
Designated agency office location	77%	67%	70%	72%
In my own home	77%	84%	67%	70%
Via online/virtual platform or video call	64%	42%	80%	71%
Through a mobile service that comes to my location	73%	66%	70%	64%

Overall, respondents were most comfortable receiving services from community-based organizations or non-profit organizations over the phone (Figure 13). However, there were age-based differences; more older adults 75 years and older than those between 60-74 years reported they are most comfortable receiving these services at home.

Figure 13. Comfortability Receiving Services from Community Based Organizations (Non-Profit Agencies) in Different Locations Overall and by Age (2026)



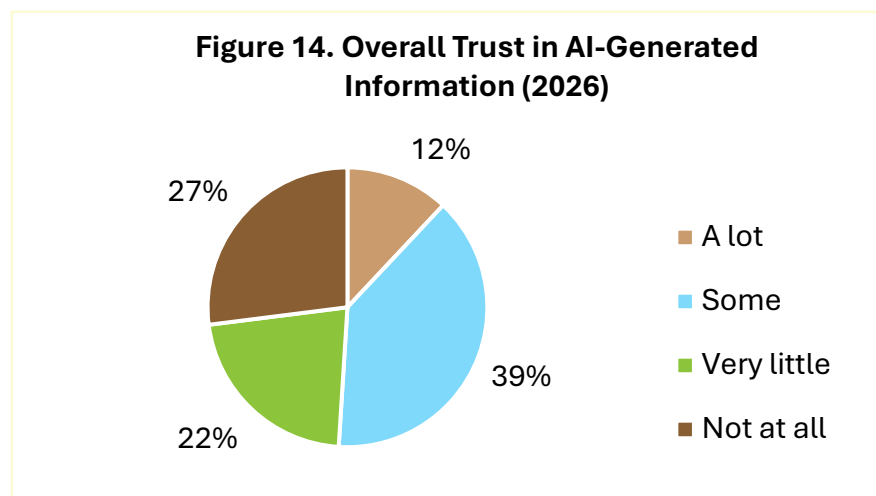
African American and White or Caucasian older adults prefer to receive services from community-based organizations via phone, while Asian/Asian American older adults prefer designated locations, and Hispanic or Latino/a older adults prefer service delivery at home (Table 15).

Table 15. Comfortability Receiving Services from Community Based Organizations (Non-Profit Agencies) in Different Locations by Race (2026)

Location/Setting	Asian/ Asian American	Hispanic or Latino/a	African American	White or Caucasian
Over the phone	70%	54%	86%	77%
Designated agency office location	74%	48%	79%	75%
In my own home	73%	81%	70%	67%
Through a mobile service that comes to my location	73%	45%	81%	64%
Via online/virtual platform or video call	60%	42%	83%	70%

Perceptions of Artificial Intelligence

As technology becomes more integrated with service delivery, it is increasingly more important to understand older adults' perceptions of AI. Findings indicate that while just over one-quarter of older adults do not trust AI at all, many older adults have some degree of trust in AI-generated information (Figure 14).



Trust in AI-generated information varies by racial identity, with more Asian/Asian American and White or Caucasian older adults reporting greater trust in AI than Hispanic or Latino/a and African American older adults (Table 16). Nearly half of Hispanic or Latino/a older adults (46%) indicated they did not trust AI-generated information at all. Trust level did not differ based on age, with older adults ages 60-74 and those 75 years and older reporting they have some trust in AI-generated information (Table 16.1).

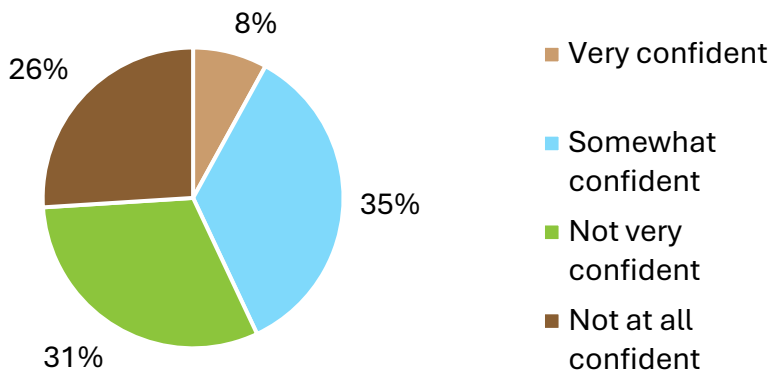
Table 16. Trust in AI-Generated Information by Race (2026)

Trust Level	Asian/ Asian American	Hispanic or Latino/a	African American	White or Caucasian
A lot	14%	14%	18%	10%
Some	51%	19%	27%	40%
Very little	19%	21%	36%	27%
Not at all	16%	46%	18%	23%

Table 16.1. Trust in AI-Generated Information by Age (2026)

Trust Level	Age 60-74	Age 75 and Older
A lot	13%	10%
Some	39%	40%
Very little	19%	29%
Not at all	29%	22%

Figure 15. Overall Confidence in Identifying AI-Generated Errors (2026)



More than half (57%) of older adults do not feel confident they can identify AI-generated errors (**Figure 15**). This may contribute to earlier findings, in which respondents shared that Sourcewise can best support them over the next two years by providing structured

technology classes, including hands-on training in digital literacy, AI basics, and online safety.

Level of confidence also differed based on racial identity (**Table 17**). Older adults who identify as racial/ethnic minorities reported having lower confidence in detecting AI-generated errors than White or Caucasian older adults. In particular, more than half of Hispanic or Latino/a respondents indicated they were not at all confident they could identify AI-generated error. Older adults aged 60-74 years reported more confidence in identifying AI-generated errors than those aged 75 and older (**Table 17.1**).

Table 17. Confidence in Identifying AI-Generated Error by Race (2026)

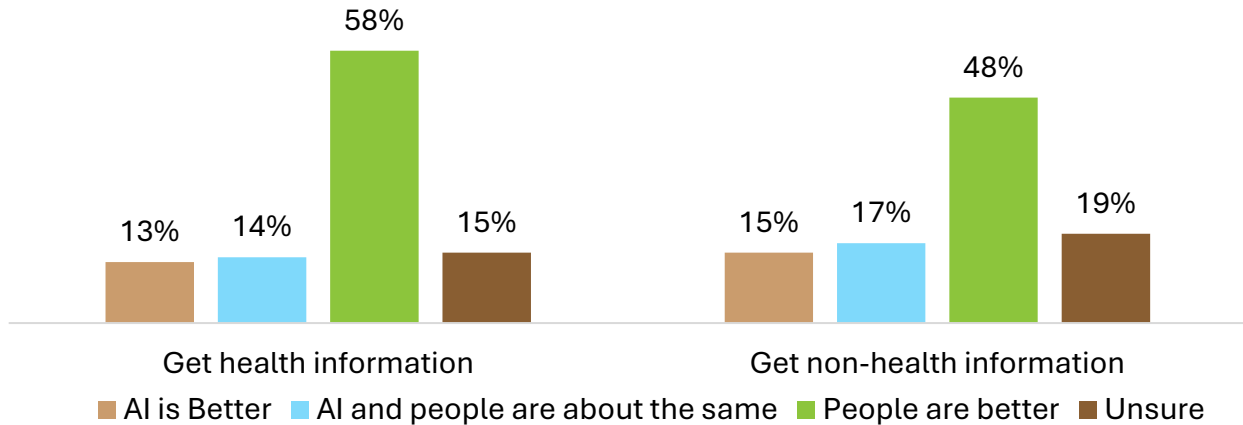
Confidence Level	Asian/ Asian American	Hispanic or Latino/a	African American	White or Caucasian
Very confident	7%	12%	24%	9%
Somewhat confident	36%	17%	29%	34%
Not very confident	38%	20%	33%	27%
Not at all confident	19%	51%	14%	30%

Table 17.1. Confidence in Identifying AI-Generated Error by Age (2026)

Confidence Level	Age 60-74	Age 75 and Older
Very confident	9%	7%
Somewhat confident	37%	30%
Not very confident	29%	34%
Not at all confident	24%	29%

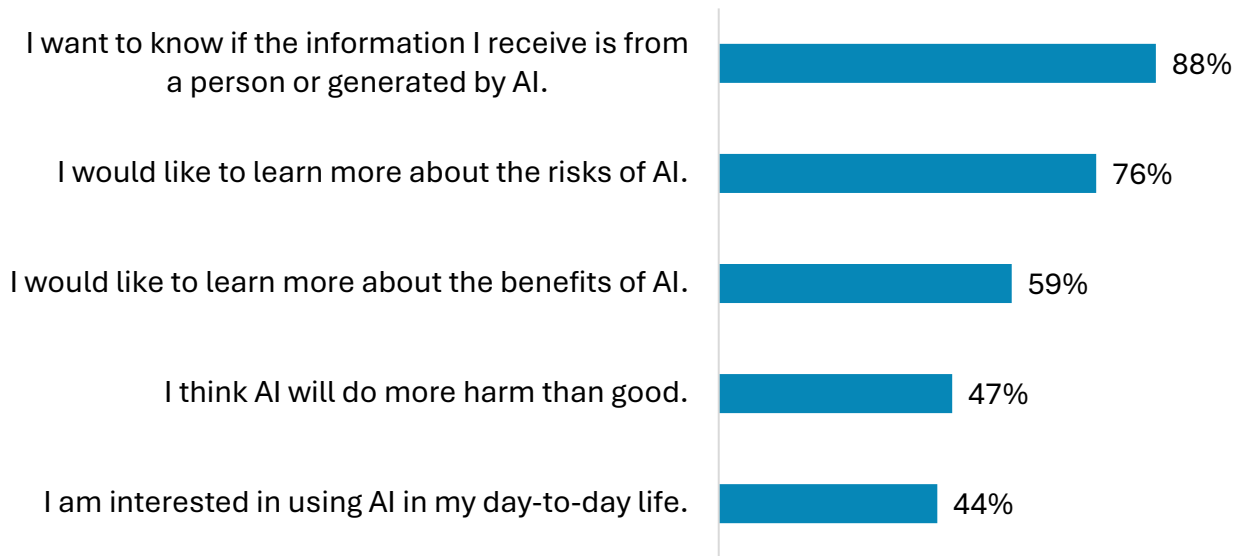
Many older adults prefer to interact with a live person over AI when accessing health and non-health information (**Figure 16**).

Figure 16. Perception of AI Usage Compared with Interacting with a Person (2026)



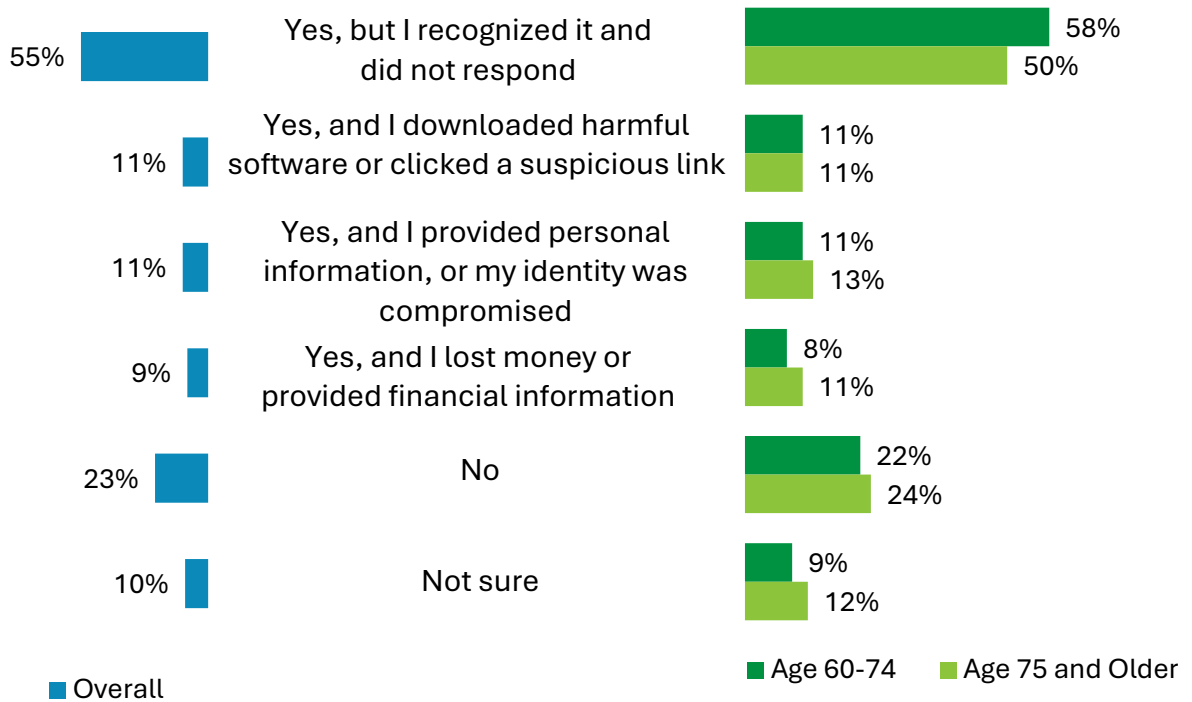
Overall, older adults want to know when they receive information from AI. The majority of respondents are also interested in learning more about the risks and benefits of AI (**Figure 17**).

Figure 17. Level of Agreement with AI-Related Statements (2026)



Although many older adults are cautiously open to interacting with AI, perceptions around risk and harm may be related to digital security (or lack thereof). Most survey respondents (86%) reported they have been the target of scams or fraud, though just over half (55%) were able to recognize it and did not respond (**Figure 18**). Prior experience with scams/fraud did not differ by age, with most older adults aged 60-74 years and those 75 and older indicating they have been targeted by scams but did not respond.

Figure 18. Prior Experience with Scams/Fraud Overall and by Age (2026)



African American older adults were more likely than other racial/ethnic subgroups to have responded to a scam or fraudulent attempt by downloading a harmful software or clicking a suspicious link and providing personal information (**Table 18**).

Table 18. Prior Experience with Scams/Fraud by Race (2026)

Scam/Fraud Experience	Asian/ Asian American	Hispanic or Latino/a	African American	White or Caucasian
Yes, but I recognized it and did not respond	52%	34%	45%	56%
Yes, and I downloaded harmful software or clicked a suspicious link	14%	11%	32%	11%
Yes, and I provided personal information, or my identity was compromised	13%	13%	23%	9%
Yes, and I lost money or provided financial information	9%	9%	9%	10%
No	17%	51%	27%	22%
Not sure	13%	9%	0%	10%

Summary

Sourcewise conducted a mid-term assessment in response to changing legal and regulatory landscapes. By reevaluating priorities and examining evolving needs, this follow-up ensures resources and programs remain aligned with the current needs of SCC older adults. The overall trends suggest that many topics have remained consistent since 2023 (e.g., frequency of internet use, language barriers, preferred sources of information). The primary shift in 2026 centered around healthcare needs and cost-related concerns. In 2026, interests in health services replaced those related to recreational/social activities. All top 5 priority needs in 2026 were related to cost-of-living, such as the cost of healthcare, housing, medications, and utilities. In addition to these increased costs, older adults are also facing new challenges with reduced income and loss of specific benefits and program eligibility.

The new topics examined in 2026 provide greater insight into the community's changing needs, such as how and where older adults prefer to receive information and services. Health and recreational services are preferred at their respective facilities, whereas information and assistance services are best received at home or in local community centers. The need for greater awareness of available services was emphasized, with many older adults noting they were unsure of what programs exist or where to begin their search for services. While older adults prefer live human interactions, there is an openness to interacting with AI. Older adults expressed widespread interest in technology classes focused on digital literacy, AI basics, and online safety. Overall, the mid-term assessment highlights that financial stability and health security are among the most critical needs among older adults in SCC.