



2024 Community Convening Reports

Aging Services Coalition of Greater Syracuse

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Aging Services Coalition of Greater Syracuse

Mission

The Aging Services Coalition of Greater Syracuse, a project of InterFaith Works, works to advance opportunities and social connection for all older adults in Onondaga County. Together with aging service providers, community members, and anyone who cares about aging, we develop initiatives that help all older adults thrive.

Objectives for the Community Convenings

A Community Convening is a gathering of key stakeholders and community members from a designated geographic area. It provides an opportunity to hear the opinions and recommendations of community members in terms of specific conditions of community well-being.

The Aging Services Coalition of Greater Syracuse held four (4) Community Convenings throughout the Spring of 2024 specifically geared towards the well-being of older adults. These gatherings were attended by over 70 people who provided recommendations on how best to ensure that: "All older adults in Greater Syracuse are socially connected and age with dignity."

The Coalition's Community Convenings focused on three specific and measurable indicators for older adults aged 65 years and over that contribute to social connection:

Safe and Affordable Housing: 53% of older adults in Onondaga County spent more than 30% of their income on housing costs (2023).

Access to Transportation: 14.4% of older adults in Onondaga County live in a household with no vehicle (2023).

Financial Insecurity and Poverty: 10% of older adults in Onondaga County live below the poverty line (2023).

Turn the Curve Thinking

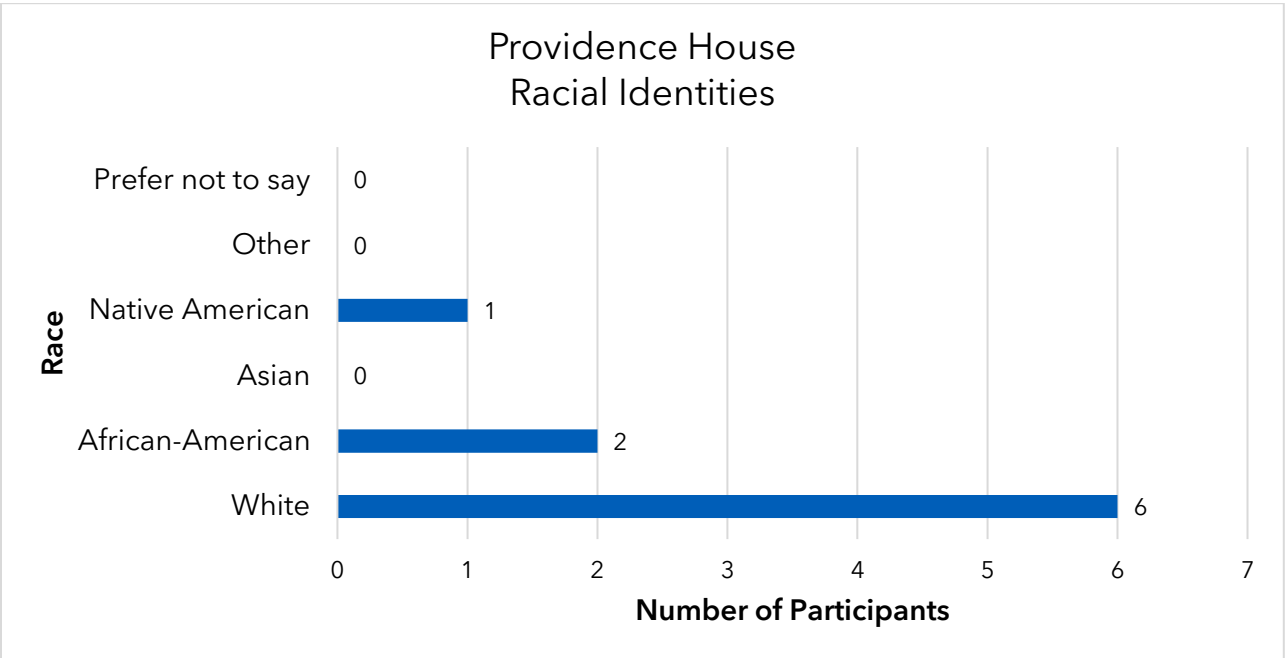
Turn the Curve Thinking is a simple way to solve problems by looking at what's going wrong and making a plan to help. First, we look at the data related to a topic to see if the situation is getting better, worse, or staying the same. Then, we talk to people to understand why the problem is happening and what's really going on. Next, we think about who could help fix it—this could be neighbors, organizations, or local groups. After that, we come up with ideas that might work. These can be things that worked in the past or new ideas we want to try. Finally, we choose a few steps we can take right away to make things better. The goal is to “turn the curve,” which means stopping the problem from getting worse and starting to make things better—one step at a time.

Providence House Report



Background and Demographics

We visited Providence House on April 1st, 2024 to learn from older adults about their experiences and ideas. Out of the 9 participants, most were women (78%).



To start, participants looked at a data graph related to one of these two topics:

 Safe and Affordable Housing

 Access to Transportation




Safe and Affordable Housing


1. The Story Behind the Data

First, we asked participants to talk about the difficulties they face in finding safe and affordable housing.

Older adults at Providence House face structural and personal barriers to safe, affordable housing. The conversation reflected deep frustration with both long-standing inequalities and everyday burdens of aging.

◆ Key Trends:




Theme	What Older Adults Shared
 Money Problems	Many older adults can't afford rent because they live on small Social Security checks. Those who are single or widowed often have debt and not many money choices.
 Hard to Own a Home	It's tough for older adults to keep a home. It's expensive and difficult to maintain if you can't move around well.
 Unfair Systems	People talked about unfair rules, like redlining and not enough help

	to find housing. They say their ability to find information is limited due to their health.
 Feeling Alone and Needing Help	Being widowed or single makes housing less stable. Caregivers try their best, but they're tired and need more support too.

2. Potential Partners

Then, we asked participants to name some important partners in the community who can help older adults find safe and affordable housing.






◆ Key Trends:

Partner Groups	Examples	What They Can Do to Help
 Care & Support Networks	Caregivers, family members	They already provide care to older loved ones, but they need more training and support to do their jobs well.
 Policy & Legal Helpers	Lawyers, people in charge of housing programs like Christopher Community	Make sure housing is safe and fair, and protect the rights of older adults
 Resource Guides	Insurance workers, Neighborhood advisors	Help people find and understand resources and services.

3. What Works (Prioritized by Community Vote)

Based on what was shared, we asked participants to come up with ways to solve the problems they face.

 **Top Priorities (Votes):**

Proposed Solution	Votes	What It Means
 Paper and online handout on available housing and ratings	3	People want clear and easy-to-find information about housing all in one spot.
 Better support for caregivers; teach them about housing	2	Caregivers help older adults every day but need to learn more about housing so they can guide others.
 Teach older adults how to use the internet and technology	1	Knowing how to use technology can help people find housing and other important resources.
 Make sure the government focuses on older adults	1	People want leaders to pay more attention to the needs of seniors when making rules and programs.
 Make landlords follow the rules	1	Renters want landlords to keep homes safe, clean, and fair.

 **Other Ideas (No votes, but still important):**

- Financial support and programs
- Call local and state representatives
- Expand subsidized housing

- Continue COVID-19 monthly stipends and SNAP benefit
- More people who search for and educate about resources and information

Access to Transportation




1. The Story Behind the Data



First, we asked participants to talk about the difficulties they face in getting around.

Older adults shared that getting around is really hard without a car. Many feel stuck at home because ride services are either too slow, too strict, or too expensive. People with disabilities say it's tough to use buses or apps, and new tools often make things more confusing. A big problem is that many don't even know what help is available or how to use it.

Overall, they want safer, easier, and more affordable ways to get where they need to go.

◆ **Key Trends:**





Theme	What Older Adults Shared
 Loss of Independence	"Take away the car, independence goes down." Many don't have family support nearby and feel stuck at home.
 Problems with Ride Services	Call-A-Bus has strict rules—it only goes certain places, you have to book early, and it doesn't help if you're late. Free medical rides are slow and can make people miss their appointments. "People without kids/family are homebound and they suffer the most."
 Too Expensive or Hard to Get To	Uber, taxis, and driving your own car cost too much. Even bus rides are pricey, and some places you need to go are hard to reach.

 Hard to Use for People with Disabilities	<p>Some older adults need help getting on buses, using ramps, or figuring out apps for food and rides. New vans or phone tools can make things harder, not easier. "I need someone to teach me how to use it."</p>
 Lack of Information	<p>Older adults and caregivers often don't know what services are out there. Even when help exists, it's hard to find or use.</p>

2. Potential Partners

Then, we asked participants to name some important partners in the community who can help older adults with transportation.




◆ Key Trends:

Partner Groups	Examples	What They Can Do to Help
 Healthcare workers	Doctors	Give older adults referrals for Call-A-Bus passes so they can get around.
 Helpers & Coordinators	Case managers, social workers, building coordinators	Help people sign up for and understand transportation services.
 Family & Friends	Adult children, caregivers	Give rides and help with technology—but not everyone has someone to help.
 Transportation Services	Call-A-Bus, medical transport	Need to make their services easier to use, faster, and cover more areas.

3. What Works (Prioritized by Community Vote)

Based on what was shared, we asked participants to come up with ways to solve the problems they face.

Top Priorities (Votes):

Proposed Solution	Votes	What It Means
 Share information with people who are homebound	2	People can't use services if they don't know they exist. We need to make sure doctors, caregivers, and homebound older adults get this information.
 Changes to Call-A-Bus & Medical Transport	2	Older adults want more vehicles and drivers for Call-A-Bus. For medical transport they also want more drivers but with shorter wait times and more flexibility (i.e., changing the return trip if the appointment runs late).
 Better bus options for grocery shopping	1	Getting food is hard when buses don't go often or stop at the right places. People need more flexible ways to get groceries.

 **Other Ideas (No votes, but still important):**

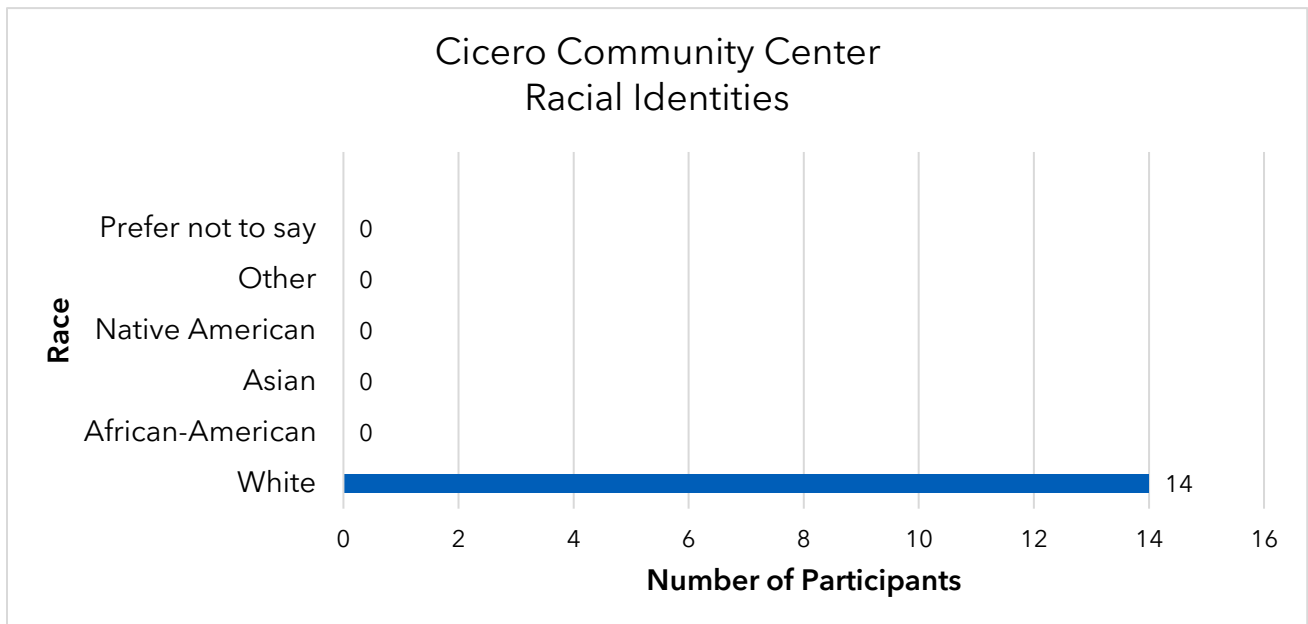
- Teach older adults how to use grocery delivery apps
- Personal drivers or on-demand transport
- Evening and out-of-county transit
- Reduced reliance on transit ID cards (easily lost)
- More pharmacy delivery options

Cicero Community Center Report



Background and Demographics

We visited the Cicero Community Center on April 10th, 2024 to learn from older adults about their experiences and ideas. Out of 14 participants, most were women (93%) and their average age was 82 years old.



To start, participants looked at a data graph related to one of these three topics:

 Safe and Affordable Housing

 Access to Transportation

 Financial Insecurity and Poverty



Safe and Affordable Housing




1. The Story Behind the Data

First, we asked participants to talk about the difficulties they face in finding safe and affordable housing.

At the Cicero Community Center, participants feel stuck in a housing system that costs too much, is hard to get into, and doesn't help them when they need it. Their stories show that the problems are frustrating to deal with.

◆ Key Trends:




Theme	What Older Adults Shared
 Not Enough Money	"Everything is double in cost since COVID" and Social Security income has remained fixed
 Homes Are Unsafe or Broken	Fixing up homes is sometimes the only option, but it's hard to do. Renters often live in places with bugs, leaks, or no heat, and landlords don't fix problems.


 Hard to Move	Moving is scary and tough—there are long waitlists (“you are one in a million”) and packing alone is a cost and a chore.
 Feeling Isolated or Alone	“I feel like a burden and find it hard to ask for help;” children may not live close and/or have families of their own.
 Don’t Trust the System	“Syracuse is not lifting people out of poverty.”

2. Potential Partners

Then, we asked participants to name some important partners in the community who can help older adults find safe and affordable housing.

◆ **Key Trends:**






Suggested Partners	Examples	What They Can Do to Help
 Government & Aging Services	Onondaga County Office for Aging, PACE, Meals on Wheels, adult day programs	Help older adults find services and make sure they work well.
 Helpful Contractors	Builders and repair workers who care about safety and fairness	Fix homes and make them easier to live in.
 Family & Friends	Family members, neighbors	Give love, help, and rides—but they can get tired or busy.


 Community Places	Senior centers, churches, SUNY programs	A place to meet people and get help or information.
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3. What Works (Prioritized by Community Vote)

Based on what was shared, we asked participants to come up with ways to solve the problems they face.

Top Priorities (Votes):

Proposed Solution	Votes	What It Means
 Lower utility bills and more discounts	6	Saving money on things like heat and electricity is the biggest way to help older adults right now.
 Fair and affordable home repair (through the Office for Aging)	5	Helps older adults fix their homes safely. People want workers they can trust.
 Better transportation in every way	2	Getting around is still a big problem. Without rides, it's hard to visit family, grocery shop, or see friends.
 Age-Friendly Communities	1	People want to live in places that feel safe, friendly, and are easy to get around.
 Nursing homes and care places run by the government	1	People are worried that private companies don't care enough about quality or cost.

 More low-cost and easy-to-access housing	1	It's not just about cheaper rent—older adults need homes that are safe and in good locations.
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 **Other Ideas (No votes, but still important):**

- More senior or day centers
- More workers and better pay
- Shorter emergency room wait times
- Trusted information on low- or no-cost services
- One place to go for help (like calling 211)
- Local AARP chapter
- Build more homes that follow ADA rules (for wheelchairs, etc.)
- Housing that's available in the right places, like North Syracuse






Access to Transportation

1. The Story Behind the Data

First, we asked participants to talk about the difficulties they face in getting around.

Older adults often keep their cars because they don't have another choice. But cars are expensive and hard to manage. Without better buses or ride options, many seniors feel stuck and alone.







◆ **Key Trends:**

Theme	What Older Adults Shared
 Cars Cost Too Much	"Cars are expensive to maintain". But many older adults still need a car because there aren't enough other ways to get around.
 Harder to Drive as You Get Older	Driving in the dark or in bad weather, using new technology or even getting into the car can be tough for older adults.
 Roads and Sidewalks Are a Problem	"Streets are crowded" with traffic and safety is a big concern. The I-81 construction will make getting around even more difficult.
 Needing Help from Family or Friends	When they stop driving, older adults often ask loved ones for rides—but sometimes those people are too busy or can't help.
 Hard to Find Rides That Work for Everyone	Some people live just outside where the bus or Call-A-Bus goes. Others need special vans that can fit wheelchairs or walkers.

2. Potential Partners

Then, we asked participants to name some important partners in the community who can help older adults with transportation.





◆ Key Trends:

Suggested Partners	Examples	What They Can Do to Help
 Seniors Helping Seniors	AmeriCorps Senior Companions	Can help homebound older adults by giving rides and running errands.
 Family & Friends	Informal caregivers	When available, can give rides.
 Transportation Providers	Taxis, Uber, Call-A-Bus	Help older adults who don't have a car to get around.
 Housing/Community Organizations	Tenant associations	"Can help get needed services for transportation in place"
 Delivery Services	Instacart, pharmacy delivery	Reduce the need to travel for essentials
 Driver's Education	Driver's Ed courses	Help seniors maintain licenses and lower insurance costs

3. What Works (Prioritized by Community Vote)

Based on what was shared, we asked participants to come up with ways to solve the problems they face.

 **Top Priorities (Votes)**

Proposed Solution	Votes	What It Means
 Government needs to help more	7	People want the city and country to do more to fix transportation problems for older adults.
 Make Call-A-Bus go more places	2	Some people live just outside the areas Call-A-Bus goes. Making it go farther than $\frac{3}{4}$ of a mile from a fixed bus route would help right away.
 Teach how to use phones or apps to get rides	2	Classes could help older adults use technology to find rides.
 More taxis or ride programs for older adults	1	Cheaper or special rides (i.e., to the grocery store, doctor visits) just for older adults would help them get where they need to go.

 **Other Ideas (No votes, but still important):**

- Better bike paths
- Expand eligibility to qualify for ride services

- Share more information so people know what's out there





Financial Insecurity


1. The Story Behind the Data

First, we asked participants to talk about the difficulties they face in affording the things they need.

Older adults at Cicero Community Center say that poverty is not just about having little money. It's also about feeling left out, confused, and having to get by without enough help. Their stories show how big problems in the system affect their everyday lives.

◆ Key Trends:




Theme	Insights
 Fixed Incomes & Rising Costs	Many older adults live on the same small amount of money each month. Prices for food, rent, and other things keep going up, but their income does not. Even earning extra income can cause them to lose benefits.
 Confusing and Unfair Systems	The rules for getting help are hard to understand. Getting help in one area (like food) might mean losing help in another (like housing). People worry that new companies like Micron will make things more expensive.
 Too Much Information & Hard to Get Help	It's hard to find and understand the help that's out there, especially for people who don't use computers or have disabilities. People want clear and kind support.
 Family Can't Always Help	"Family unit is not the same anymore." Adult children can't help their parents and caregivers are stretched thin.

 Health Problems Make Things Harder	Health issues, especially hearing problems, make life harder. Some can't afford hearing aids or other care, which makes them feel alone and unsafe.
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2. Potential Partners

Then, we asked participants to name some important partners in the community who can help older adults reduce their financial burden.


◆ Key Trends:

Suggested Partners	Examples	What They Can Do to Help
 Faith and Community Groups	InterFaith Works	Opportunities to socialize and receive support.
 Senior Centers & Local Places	Cicero Senior Center	Help older adults make friends and feel connected, especially if they have trouble hearing.
 Health & Insurance Helpers	OVIA Insurance, Medicare support	Teach older adults how to get hearing aids and understand their health insurance.

3. What Works (Prioritized by Community Vote)

Based on what was shared, we asked participants to come up with ways to solve the problems they face.

 **Top Priorities (Votes):**

Proposed Solution	Votes	What It Means
 "One-on-one information sessions" with older adults	4	Private conversations reduce stigma and confusion—participants are more likely to open up and receive help.

 **Other Ideas (No votes, but still important):**

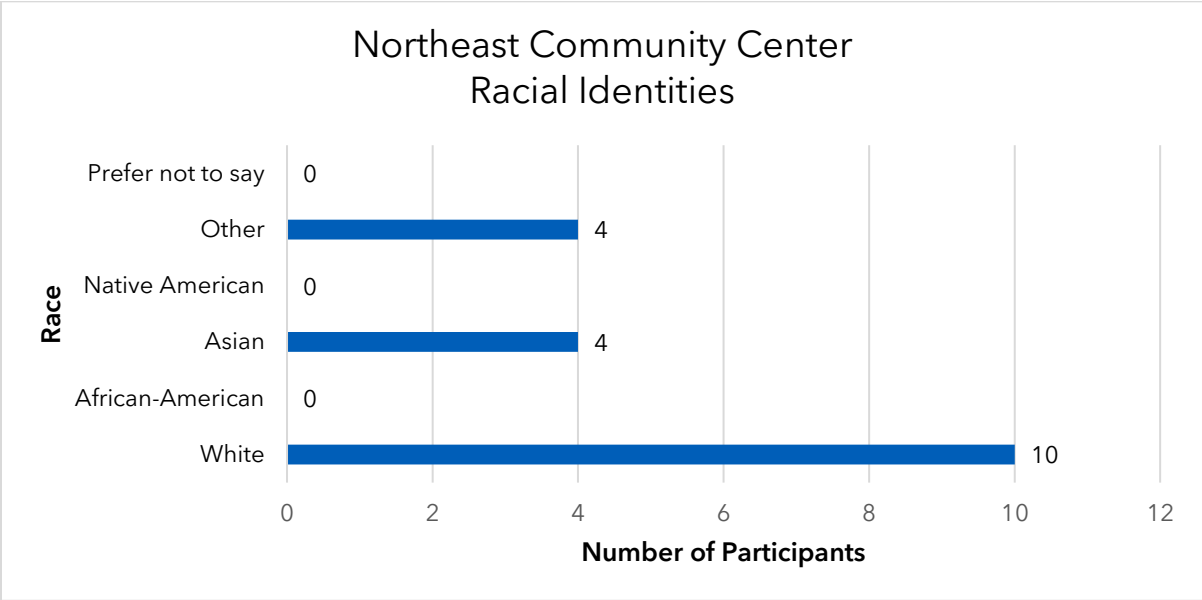
- "More caregivers"
- "Call-A-Volunteer" program
- Outreach to homebound older adults
- Reduce the cost of living

Northeast Community Center Report



Background and Demographics

We visited the Syracuse Northeast Community Center on April 15th, 2024 to learn from older adults about their experiences and ideas. Out of 19 participants, half were women (47%) and their average age was 65 years old. All of the participants' first language was Arabic and interpreters were used. Groups were also organized by gender.



To start, participants looked at a data graph related to one of these two topics:

 Safe and Affordable Housing

 Access to Transportation



Safe and Affordable Housing


1. The Story Behind the Data

First, we asked participants to talk about the difficulties they face in finding safe and affordable housing.

Older adults at Community Center C—many of whom rent their homes, moved here from other countries, or receive Social Security income (SSI)—talked about how hard housing is for them. They shared that it’s tough to afford housing, understand the rules, or get help when they need it. Many feel left out because of money problems, confusing systems, or not having information in their language.

◆ Key Trends:





Theme	What Older Adults Shared
 Cost Burden & Benefit Gaps	SSI doesn’t cover living expenses, especially as prices increase. This mostly affects women who want to buy hygiene products but can’t.
 Inadequate & Inaccessible Housing	Rent has gone up a lot (from \$800 to \$1400), taking all of people’s SSI checks. Utility bills are too

	high, and help from programs like HEAP isn't enough. If caregivers get paid, it can mess up SSI.
 Language & Navigation Barriers	Not speaking English well makes things like shopping or filling out forms really hard. Translations are often wrong or missing.

2. Potential Partners

Then, we asked participants to name some important partners in the community who can help older adults find safe and affordable housing.



◆ Key Trends:

Partner Group	Examples	What They Can Do to Help
 Family & Informal Networks	Children, friends	Help with filling out forms, handling money, and understanding services.
 Local Community Centers	Northeast Community Center	Help with mail, applying for benefits, and organizing services.
 Government & Welfare System	Local/federal offices	Make it easier to get help, fix benefit rules, and improve service.
 One-Stop Navigation	Central place for information and benefits	Give people one easy place to go for all their needs.

3. What Works (Prioritized by Community Vote)

Based on what was shared, we asked participants to come up with ways to solve the problems they face.

Top Priorities:

Proposed Solution	What It Means
 More translators who understand different languages and dialects	Helps people better understand forms and services, especially when English isn't their first language.
 One agency that offers many types of help in one place	Makes it easier to get support for things like housing and money by going to one place instead of many.




Access to Transportation



1. The Story Behind the Data

First, we asked participants to talk about the difficulties they face in getting around.

Older adults at the Northeast Community Center shared that getting around is hard because buses take a long time and don't run often. People who speak other languages or aren't good with technology have trouble using bus apps and asking for help. Many depend on cars, but not everyone has one—especially women or those living alone. Most use cash for food and rides, which makes using cards or apps harder. Even though many have smartphones, using them for transportation is still confusing.

◆ Key Trends:


Theme	What Older Adults Shared
 Limited & Inflexible Transit Options	Bus rides with Centro take a long time. Call-A-Bus and Northeast Community Center shuttles help. It's hard to get to the store or doctor.
 Language and Technology Challenges	It's hard for people who speak other languages (like Arabic) to use bus apps, GPS, or ask for discounts.
 Independence Depends on Driving	Having a car makes getting around easier. Men usually drive, so women or people living alone have a harder time.

 Using Mostly Cash	Many people use cash for food and rides. This makes it harder to use apps or cards. Losing a bus card is a big problem.
 Smartphones Are Used but Hard to Navigate	Many people have smartphones, but it's hard to use them for things like bus schedules or medical rides.

2. Potential Partners

Then, we asked participants to name some important partners in the community who can help older adults with transportation.


◆ Key Trends:




Partner Group	Examples	What They Can Do to Help
 Local Community Centers	Northeast Community Center Bus	Give people rides and have drivers the older adults know and trust.

3. What Works (Prioritized by Community Vote)

Based on what was shared, we asked participants to come up with ways to solve the problems they face.

↑ Top Priorities (Votes):

Proposed Solution	Votes	What It Means
 Weekly Northeast Community Center school buses	10	A favorite idea—people like the door-

		to-door rides with a trusted driver.
 Digital training for GPS & bus apps	8	People want to learn how to use technology so they don't have to always ask for help.
 More driving classes	6	Being able to drive helps older adults, especially women, stay independent.
 Age ID cards for discounts	5-6	Makes it easier to get discounts—helpful when asking in English is hard.

 **Other Ideas (No votes, but still important):**

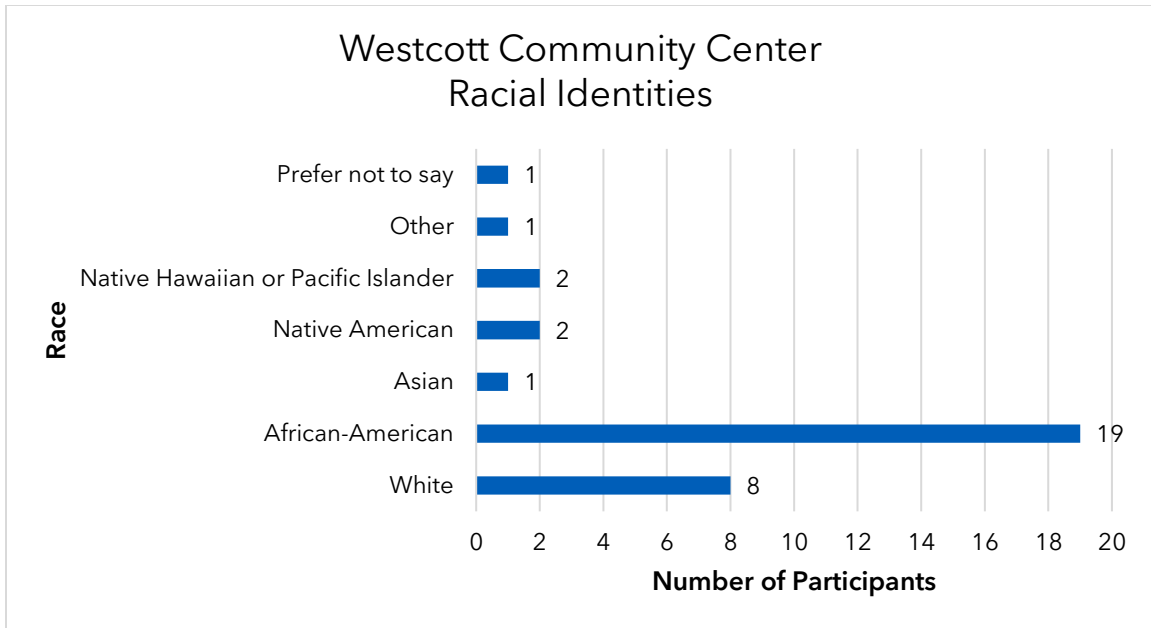
- Peer learning for bus apps and schedules

Westcott Community Center Report






Background and Demographics

We visited the Westcott Community Center in April 2024 to learn from older adults about their experiences and ideas. Out of 30 participants, half were women (53%) and their average age was 72 years old. Challenges with organization may have impacted the data.



To start, participants looked at a data graph related to one of these three topics:

-  Safe and Affordable Housing
-  Access to Transportation
-  Financial Insecurity and Poverty






Safe and Affordable Housing

1. The Story Behind the Data

First, we asked participants to talk about the difficulties they face in finding safe and affordable housing.

Older adults at the Westcott Community Center feel very frustrated with the housing system. They said the housing system isn't fair and doesn't meet their needs. Their stories show that money is tight and they often feel powerless.

◆ **Key Trends:**

Theme	What Older Adults Shared
 Costs Are Going Up	Older adults say rent, heat, and food are getting too expensive. They don't get as much help as they used to after COVID, and their money doesn't go as far.
 Long Waitlists, Little Choice	It takes a long time to get into low-cost housing like Section 8. Many feel like they are not treated as a priority and that the system is unfair. "You can't be picky"
 Homes That Are Not Safe	Many apartments have bugs, are not maintained, or have no ramps or elevators. People who own homes can't always afford to fix them.
 Lack of Dignity & Control	Older adults feel like they don't get to choose where they live. "I'm staying at a friend's place because I can't find an apartment."
 Distrust in Systems	People don't trust landlords or the county to fix problems. They also say new SU is buying available units and pushing out places where they could live.






2. Potential Partners

No data was gathered on partners during this convening.

3. What Works (Prioritized by Community Vote)

Based on what was shared, we asked participants to come up with ways to solve the problems they face.

 **Top Priorities:**

Proposed Solution	What It Means
 "Make more money"	People want better Social Security or chances to make money, so they can afford basic needs.
 "Don't leave apartments empty"	People are upset by vacant lots when many need a place to live. They want apartments to be built for older adults.
 "Teach renters their rights"	People want to know how to speak up when things go wrong. They also want landlords to be more honest and clear.
 "Landlords who care and put money into their buildings"	People want someone local and kind to take care of their homes and respond when there are problems. Apartments should also be clean and safe. That means no bugs, working heat, and security.
 Help for people who own homes	Older homeowners need trusted workers who can repair their homes at a fair price.






Access to Transportation


1. The Story Behind the Data

First, we asked participants to talk about the difficulties they face in getting around.

Older adults shared that getting around is really hard. Buses are slow, hard to reach, and feel unsafe. Some people have cars but are too afraid or unable to drive, and there aren't enough other choices. Many don't qualify for help even though they need it, and they feel bad asking friends or neighbors all the time.

◆ Key Trends:





Theme	What Older Adults Shared
 Public buses aren't reliable	Buses take too long, don't come often, and the places to wait are unsafe or hard to get to.
 Owning a car doesn't mean they can drive	Some have cars but are too afraid or unable to drive. Without other ways to get around, they end up stuck at home.
 Too many rules for getting help	"Everything is based on income"; Many services only help if you make very little money. People who just miss the cut-off don't get what they need.
 Depending on others can be hard	Older adults often ask staff, neighbors, or friends for rides. It helps, but they feel bad or like they're asking too much.
 Tired of speaking up and not being heard	They keep trying to ask for help or make things better, but nothing

	changes. It makes them feel tired and ignored. "I feel like a pest."
 No one available to help older adults find resources	"NO Neighborhood Advisor at the Westcott Community Center."

2. Potential Partners

Then, we asked participants to name some important partners in the community who can help older adults with transportation.





◆ Key Trends:

Suggested Partners	Examples	What They Can Do to Help
 Local Community Centers	Westcott Community Center	Can give rides to older adults without needing to qualify; a trusted place where older adults already go.
 Neighbors & Grassroots Networks	Peer carpooling, word of mouth	Help people share rides and look out for each other in their neighborhoods.
 Organizations with History	PEACE Inc.	Older adults say they were helpful before—they want these groups to come back and get more support.
 Nontraditional Partners	Banks	Help spread the word or teach people how to plan and save for getting around.

3. What Works (Prioritized by Community Vote)

Based on what was shared, we asked participants to come up with ways to solve the problems they face.

Top Priorities (Votes):

Proposed Solution	Votes	What It Means
 Share information clearly and train neighbors to help	6	Teach trusted people in the community to spread the word and help others understand their choices.
 Make Centro more open and honest	3	Older adults want clear, regular updates from the bus company so they know what's going on. They also want coupons and discounts
 Support neighborhood groups (like PEACE Inc.)	3	People want to take action in their neighborhoods—not just get help, but be part of the solution.
 Automatic notifications for resources	1	Don't wait for people to ask—send updates so no one misses out on programs.

Other Ideas (No votes but still important):

- Open Westcott Community Center on Saturdays

- Teach older adults how to budget for transportation






Financial Insecurity and Poverty

1. The Story Behind the Data

First, we asked participants to talk about the difficulties they face in affording the things they need.

Older adults at the Westcott Community Center are facing many problems at once—like low income, trouble getting healthcare, unfair treatment, and unstable housing. Even though they try hard to budget, rising prices and confusing rules make life really hard.




◆ Key Trends:

Theme	What Older Adults Shared
 Fixed Incomes, Growing Expenses	Social Security and Medicaid don't cover all the bills. Rent, food, and medicine keep getting more expensive. "It's hard to do anything fun or nice for my family or myself."
 Losing Eligibility and Benefits	If they earn a little more money, you can no longer be eligible for things like Medicaid.
 Hard to Get Medical Care When You Need It	It's hard to find doctors or dentists who take Medicaid. Medicine costs are also going up.
 Race & Poverty	Black seniors said they've faced unfair treatment in the past and still do now.
 Run-Down Neighborhoods	Empty or broken houses make the area feel unsafe and uncared for.

2. Potential Partners

Then, we asked participants to name some important partners in the community who can help older adults reduce their financial burden.



◆ Key Trends:





Suggested Partners	Examples	What They Can Do to Help
 Local Organizations	PEACE Inc., Boys and Girls Club	Trusted and known in the community and offer opportunities for socialization.
 Local Food Pantries	Westcott Community Center	Helps older adults get access to basic needs.
 Healthcare Agents	Fidelis Insurance Nurse Navigator	Helps older adults find affordable insurance and healthcare.

3. What Works (Prioritized by Community Vote)

Based on what was shared, we asked participants to come up with ways to solve the problems they face.

📌 Top Priorities (Votes):

Proposed Solution	What It Means
 Shared housing for older adults	Living with others saves money (sharing the cost of groceries) and helps people feel less lonely.
 Jobs that don't take away benefits	Older adults want to work a little without losing their health or money help.

 Local Senior/Grandparent discounts	<p>Lower prices for things they need—and shows respect for their role as a caregiver.</p>
 “Helping Hands” for people who live alone	<p>Help with chores, repairs, and daily tasks for older adults without support at home.</p>
 Clear information from the city and Onondaga County	<p>Older adults often can’t find information or trust what they hear. They need one place to go to for information. They are also looking for services that are reliable and fair</p>
 Build stronger community support	<p>When neighbors and organizations help each other, it makes life easier during tough times.</p>