

# Stakeholder Priorities for an Elder Friendly Community

Results of Care for Elders  
2009/10 Consumer Input Initiative

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# Introduction to Consumer Input Initiative

- Care for Elders participated in a process lead by the City of Houston Health and Human Services Dept to create an Aging Agenda for Houston and Harris County (in 2008)
- The leadership team for this effort identified 8 domains that would be evaluated to determine how elder-friendly our community is. The domains included:
  - Health and Well-Being
  - Access to Quality Care
  - Basic Needs
  - Housing
  - Transportation and Mobility
  - Safety and Security
  - Civic Engagement/Volunteerism and Employment
  - Spirituality, Culture, Recreation, and Lifelong Learning

# Intro to Consumer Input Initiative - Continued

- A report was produced that included the following about each domain:
  - A Vision Statement
  - Summary of the Issue
  - Key Indicators of the Current Status and Challenges
  - Promising Practices
  - Recommendations for Action
- A total of 48 recommendations for ways to improve our community's elder friendliness resulted from this process
- BUT, most recommendations were written in “the language of professionals” and there was no priority ranking of the recommendations
- Care for Elders “translated” the recommendations to “lay language” and categorized 40 of them into 10 different domain categories
- Care for Elders then conducted extensive community outreach to get input from seniors and other stakeholders about **priorities**

# Care for Elders Survey and Input Process

- Stakeholder meetings were held and surveys conducted at:
  - Senior and community centers
  - Subsidized senior apartment communities
  - Assisted living facilities
  - Retirement communities
  - Other congregate settings
- Surveys were also distributed:
  - To home delivered meals clients
  - Via Survey Monkey to professionals, retirees, etc
- Time Frame
  - Surveys were conducted from September 2009 – March 2010

# Who Completed Surveys

Total # of Surveys Completed = 1,198

- Age of Respondents
  - Less than 24 1.01%
  - 25 – 34 4.9%
  - 35 – 49 8.7%
  - 50 – 64 26.04%
  - 65 – 74 27.05%
  - 75 – 84 23.25%
  - 85+ 9.04%
  
- Gender of Respondents
  - 73% Female
  - 27% Male

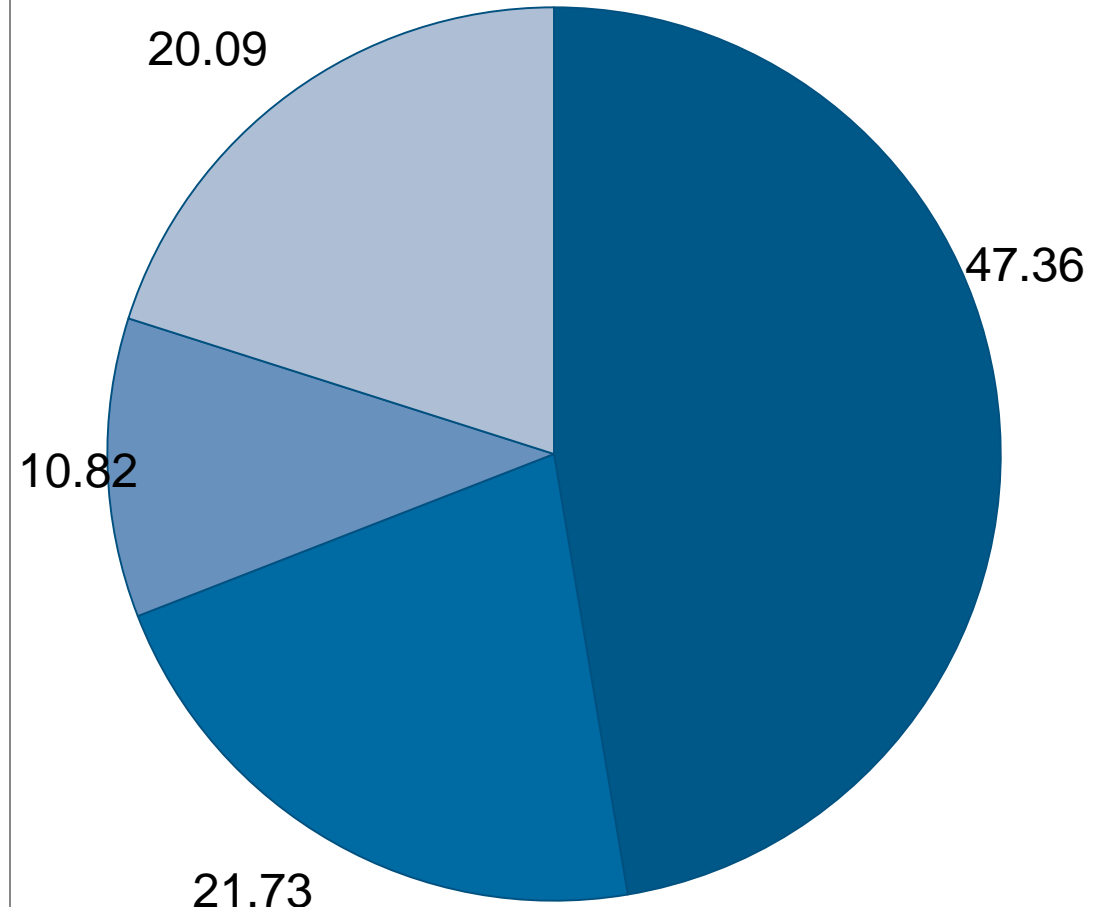
# More About Survey Respondents

- Household Income
  - Under \$20,000 43.09%
  - \$20,000 - \$34,999 16%
  - \$35,00 - \$49,999 14.02%
  - \$50,000 - \$74,999 10.89%
  - \$75,000 and Over 16%
  
- County of Residence
  - Harris 90%
  - Fort Bend 5.0%
  - Brazoria 2.4%
  - Galveston 1.7%
  - Montgomery 0.9%

# How Respondents Described Themselves

## Categories

- Senior – no outside help: 47.36%
- Senior – that needs help: 21.73%
- Professional - 20.09%
- Caregiver – 10.82%



# Domain: Health & Well - Being

Health & Well Being – Recommendations	Frequency	Percent
<b>Make sure older adults get annual physical and dental check ups</b>	<b>314</b>	<b>26.84</b>
Require that doctors, nurses and social workers get more training re: older adults	308	26.32
Require doctors to share medical information about a patient with other doctors	307	26.24
Sign seniors up for programs that teach them how to take better care of themselves	241	20.60
<b>Total</b>	<b>1,170</b>	<b>100</b>



# Domain: Access to Services

Access to Services – Recommendations	Frequency	Percent
<b>Establish one application to reduce the number of times a senior provides the same information</b>	<b>400</b>	<b>34.04</b>
Provide more assistance to seniors with finding community services	354	30.13
Create a fund to address problems when no other help is available	305	25.96
Create a website that lists senior services in the community	116	9.87
<b>Total</b>	<b>1,175</b>	<b>100</b>

# Domain: Quality & Direct Care Workforce

Quality & Direct Care Workforce – Recommendations	Frequency	Percent
<b>Make it a law that all home care and “hands on” workers must be trained <i>before</i> they help a senior</b>	<b>484</b>	<b>41.30</b>
Establish <i>one agency</i> to handle all the recruitment, screening and training of hands-on workers for the community	278	23.72
Ask elected officials to give more money to service providers so they can increase the wages of personal care assistants	228	19.45
Find ways to reduce the turnover of home care workers and others who provide hands on care to seniors	182	15.53
<b>Total</b>	<b>1172</b>	<b>100</b>

# Domain: Services & Support for Caregivers

Services & Support for Caregivers - Recommendations	Frequency	Percent
<b>Require all service providers to check on how both the senior and the caregiver are doing.</b>	<b>391</b>	<b>33.94</b>
Provide more individualized training and help to family caregivers.	286	24.83
Study what we are already doing for caregivers and come together on new projects to meet unmet needs.	265	23.00
Ask companies to create programs to help their employees manage care giving responsibilities.	210	18.23
<b>Total</b>	<b>1,152</b>	<b>100</b>

# Domain: Basic Needs

Basic Needs – Recommendations	Frequency	Percent
<b>Make it easier to get help with paying electric and utility bills.</b>	<b>504</b>	<b>43.49</b>
Utilize volunteers to help with home repair of seniors' homes.	383	33.05
Create places in neighborhoods to give out supplies like food, clothing and other necessities.	222	19.15
Create a program to help pay telephone bills.	50	4.31
<b>Total</b>	<b>1,159</b>	<b>100</b>

# Domain: Housing

	Frequency	Percent
<b>Housing – Recommendations</b>		
<b>Teach seniors about different types of senior housing as well as ways to make their homes easier to stay in as they age.</b>	<b>418</b>	<b>36.10</b>
Come up with some new ideas and plans to meet the housing needs of seniors.	352	30.40
Teach seniors how to keep from being scammed by home repair companies.	213	18.39
Create a website that includes information about housing options for seniors, along with a rating about how good they are & what needs they can meet.	175	15.11
<b>Total</b>	<b>1,158</b>	<b>100</b>

# Domain: Transportation & Mobility

Transportation & Mobility – Recommendations	Frequency	Percent
<b>Improve how current transportation programs operate so that they better meet seniors' needs.</b>	<b>669</b>	<b>58.22</b>
Make it safer for seniors to get around outside their homes by doing things like putting in sidewalks and allowing more time to cross the street.	205	17.84
Provide helpers on Metro buses and other transit vehicles to help riders get on/off, carry packages, etc.	173	15.06
Reduce the cost of current transportation programs.	102	8.88
<b>Total</b>	<b>1,149</b>	<b>100</b>

# Domain: Safety & Security

Safety & Security – Recommendations	Frequency	Percent
<b>Teach older adults about scams and how to protect themselves from being taken advantage of.</b>	<b>484</b>	<b>41.90</b>
Take persons who commit crimes against seniors to court. Punish them more severely.	303	26.24
Educate fire, police and ambulance services on how to better help seniors.	231	20.00
Make a list of anybody who commits a crime against a senior so that future employers could know about it.	137	11.86
<b>Total</b>	<b>1,155</b>	<b>100</b>

# Domain: Civic Engagement, Volunteering & Employment

Civic Engagement, Volunteering & Employment – Recommendations	Frequency	Percent
<b>Work with businesses to encourage them to hire older workers.</b>	<b>456</b>	<b>40.07</b>
Help seniors pay the expenses they have when they volunteer.	269	23.64
Help seniors know more about <i>volunteer</i> opportunities.	220	19.33
Help seniors know more about <i>work</i> opportunities.	193	16.96
<b>Total</b>	<b>1,138</b>	<b>100</b>



# Domain: Spirituality, Recreation & Lifelong Learning

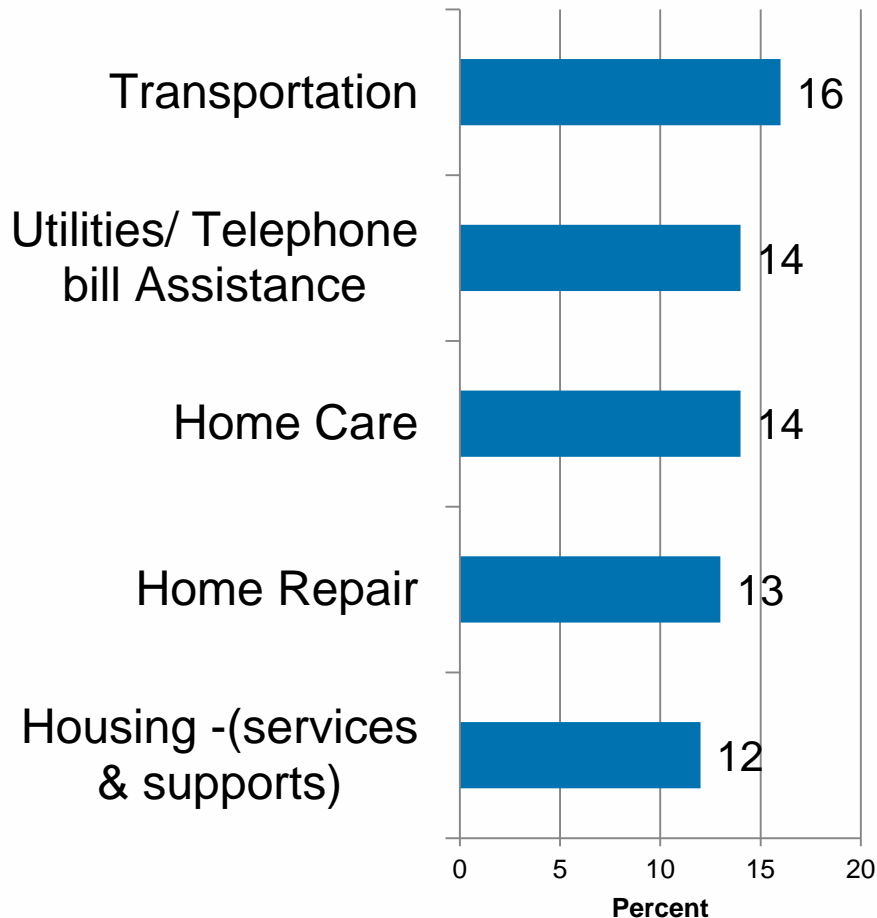
Spirituality, Culture, Recreation & Lifelong Learning	Frequency	Percent
<b>Work with organizations and businesses to help them make their facilities and businesses easier for seniors to use.</b>	<b>384</b>	<b>33.92</b>
Offer activities and classes for seniors at neighborhood businesses like bookstores and coffee shops.	274	24.21
Come up with new ways to help seniors meet their spiritual needs.	250	22.08
Work with non-profits and universities to create more opportunities for seniors to take classes.	224	19.79
<b>Total</b>	<b>1,132</b>	<b>100</b>

# Top Five Priorities

## Ranked #1 by At Least 40% of Respondents

- **Improve how current transportation programs operate so that they better meet seniors' needs – 58.22%**
- **Make it easier to get help with paying electric and utility bills – 43.49%**
- **Teach older adults about scams and how to protect themselves from being taken advantage of – 41.90%**
- **Make it a law that all home care and “hands on” workers must be trained *before* they help a senior – 41.30%**
- **Work with businesses to encourage them to hire older workers. – 40.07%**

# Priorities for Service Expansion



**Consumers asked to select 3 areas that need expansion:**

- 1. Transportation 16%**
- 2. Utilities/Tel Assistance 14%**
- 3. Home Care 14%**
- 4. Home Repair 13%**
- 5. Housing 12%**

# Comparing Priorities of Seniors

Vulnerable Seniors	Ages 65-74	Ages 75-84	Ages 85+
<b>Basic Needs:</b> Make it easier to get help with paying electric and utility bills	<b>Transportation:</b> Improve current transportation programs	<b>Transportation:</b> Improve current transportation programs	<b>Transportation:</b> Improve current transportation programs
<b>Transportation:</b> Improve how current transportation programs operate so that they better meet seniors' needs	<b>Quality &amp; DC Workforce:</b> Mandatory training for hands on & home care workers	<b>Quality &amp; DC Workforce:</b> Mandatory training for hands on & home care workers	<b>Safety &amp; Security:</b> Teach elders about scams & how to protect themselves
<b>Safety &amp; Security:</b> Teach older adults about scams and how to protect themselves from being taken advantage of	<b>Basic Needs:</b> Make it easier to get help with utility assistance	<b>Safe &amp; Security:</b> Teach elders about scams & how to protect themselves	<b>Civic Engagement, Volunteerism &amp; Employment:</b> Hire older workers
<b>Services &amp; Support for Caregivers:</b> Require service providers to check on senior & caregiver	<b>Safe &amp; Security:</b> Teach elders about scams & how to protect themselves	<b>Basic Needs:</b> Utilize volunteers to help with home repair	<b>Basic Needs:</b> Make it easier to get help with utility assistance
<b>Housing:</b> Come up with some new ideas and plans to meet the housing needs of seniors	<b>Services &amp; Support for Caregiver:</b> Require service providers to check on senior & caregiver	<b>Services &amp; Support Caregivers:</b> Require service providers to check on senior & caregiver	<b>Access to Services:</b> Develop one application for different service providers

# Comparing Caregivers, Professionals and Seniors' Priorities

Caregivers	Professionals	Seniors (65+)
<b>Transportation:</b> Improve how current transportation programs operate so that they better meet seniors' needs	<b>Transportation:</b> Improve current transportation programs to better meet seniors' needs	<b>Transportation:</b> Improve current transportation programs to better meet seniors' needs
<b>Safety &amp; Security:</b> Teach older adults about scams & how to protect themselves	<b>Basic Needs:</b> Make it easier to get help with paying electric & utility bills	<b>Quality &amp; Direct Care Workforce :</b> Make it a law that all home care and "hands on" workers must be trained
<b>Basic Needs:</b> Make it easier to get help with paying electric and utility bills	<b>Civic Engagement, Volunteering &amp; Employment:</b> Encourage businesses to hire older workers	<b>Safety &amp; Security:</b> Teach older adults about scams and how to protect themselves from being taken advantage of
<b>Housing:</b> Teach seniors about different types of senior housing as well as ways to make their homes easier to stay in	<b>Safety and Security:</b> Teach older adults about scams and how to protect themselves	<b>Basic Needs:</b> Easier to get help with paying electric and utility bills
<b>Health and Well Being:</b> Require doctors to share patient information with other doctors.	<b>Housing:</b> Teach seniors about different types of senior housing as well as ways to make their homes easier to stay in	<b>Services &amp; Support for Caregivers:</b> Require all service providers to check both the senior and the caregiver
	<b>Housing:</b> Come up with new ideas and plans to meet the housing needs of seniors	
	<b>Quality &amp; Direct Workforce:</b> Make it a law that all home care and "hands on" workers must be trained <i>before</i> they help a senior	

# Questions or to Request Copies of Final Survey Report:

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