

Stakeholder Priorities for an Elder Friendly
Community:

Survey Results from Asian Respondents

Part of Care for Elders 2009/10 Consumer Input Initiative



Outline of this Presentation

- Background that led to Care for Elders Consumer Input Process
- Demographics of Asian respondents
- Top 5 Priorities
- Top 5 Areas for Expansion
- Comparing Asian Feedback to Overall Survey Sample

Background

- Care for Elders participated in a process lead by the City of Houston's Department of Health & Human Services to create an *Aging Agenda* for Houston & Harris County (in 2008).
- In creating the *Aging Agenda*, experts consolidated different issues/concerns into 8 domains or themes, which were used to evaluate the extent to which Houston/Harris County is elder-friendly.
- The domains:
 - 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

Background Information

- The *Aging Agenda* had a total of 48 recommendations to improve our community's elder friendliness.
- However, most recommendations were written in “the language of professionals”, there was no priority ranking of the recommendations and community-dwelling elders did not have any input in the *Aging Agenda*.
- Care for Elders “translated” the 40 recommendations into “lay language” and re-categorized them into 10 domains /categories.
- Care for Elders then conducted extensive community outreach to get input from seniors and other stakeholders about ***priorities for action.***

Process of Gaining Stakeholder Input

- CFE, with its partners, identified many opportunities to meet with stakeholders and gain their input. Surveys were administered at the following locations:
 - Senior and community centers
 - Subsidized senior apartment communities
 - Assisted living facilities
 - Retirement communities
 - And more
- Surveys were also distributed:
 - To homebound elders (who were meals on wheels clients)
 - Via Survey Monkey (electronic survey)
- Time Frame
 - Surveys were conducted from September 2009 – March 2010

Demographics of Asian Respondents in CFE's Consumer Input Survey

- CFE reached 1198 survey participants through its process.
- **227 (or 19%)** of respondents self-selected **Asian** as their race/ethnicity
- The survey was translated into Chinese and administered in local Chinese community centers around Harris County.
- Asian category includes individuals from the **Chinese community, Indian subcontinent and Vietnamese community.**

Demographics of Asian Survey Respondents

Gender:

- **61%** female
- **39%** male (Asians had the highest percentage of male participation than any other sub-group)

No Homebound elders

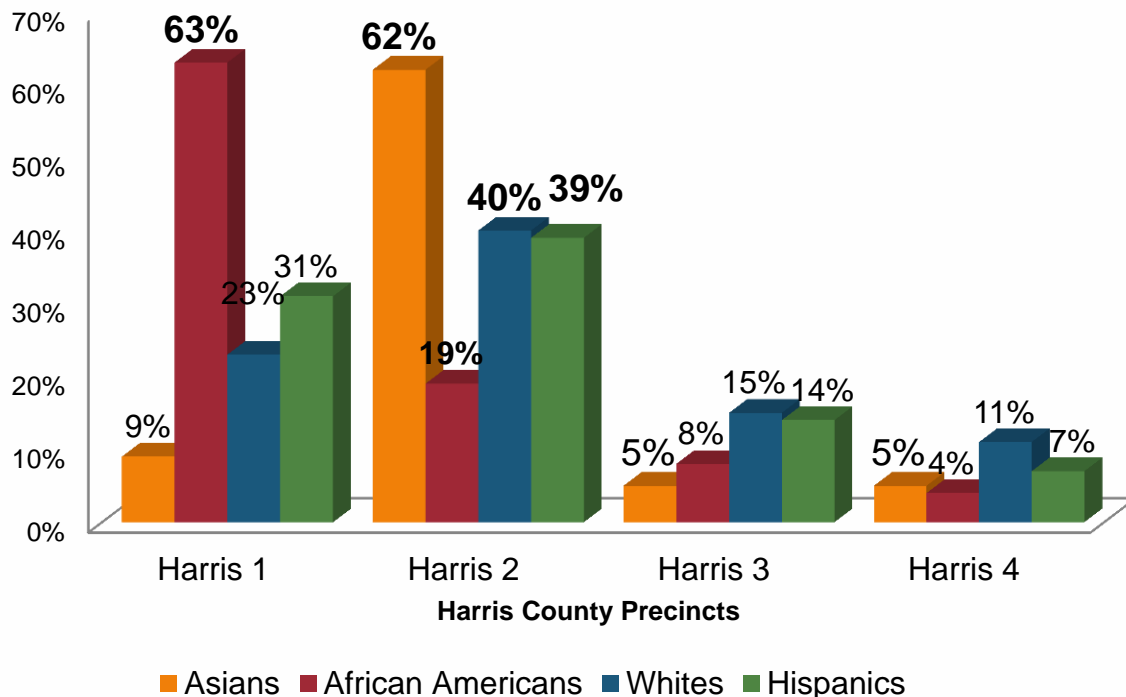
Residence:

- **62%** from Harris County, Precinct 3
- **19%** from Harris County, Precinct 1
- Most Asians live in Precinct 3; African Americans in Precinct 1; and Whites & Hispanics are concentrated in Precinct 2

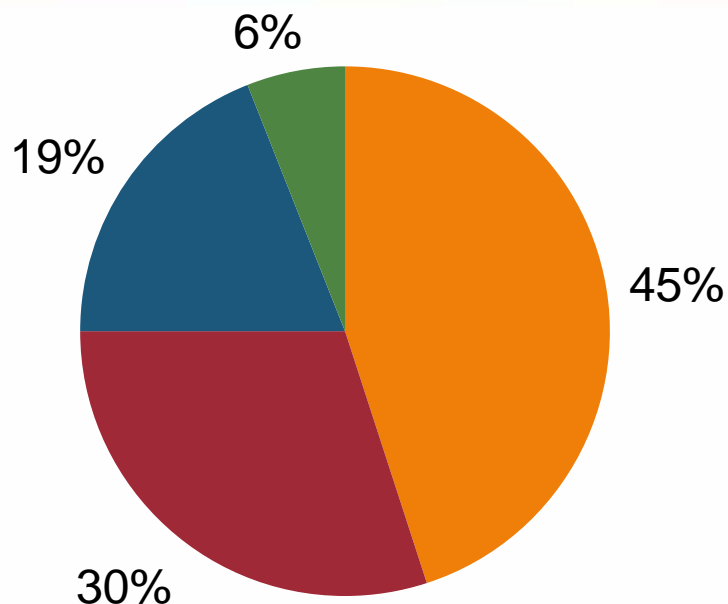
Age:

- **37%** of participants are between ages 50 -64 years;
- **52%** are seniors age 65 years or more

Race and Residence in Harris County



How respondents describe themselves (choice of 4 categories)



- Senior no outside help
- Senior gets help from outside agency
- Family or informal caregiver
- Professional

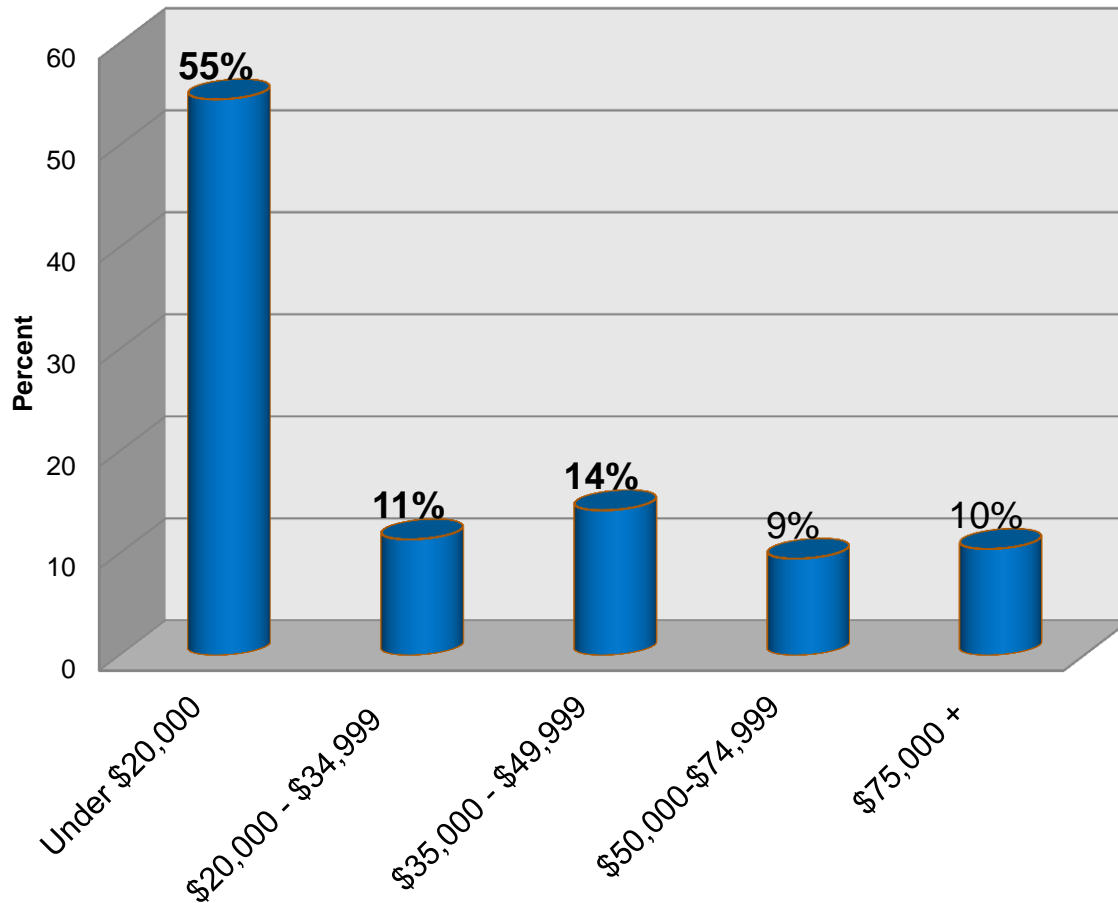
Respondents were asked to select one of the 4 categories that best described them:

- A senior that does not receive help from an outside agency
- A senior that gets help from an outside agency
- A family or informal caregiver for an older adults
- A Professional that works with or for older adults

Therefore **75%** are seniors.

Demographics: Income

Annual Income - Asian Respondents



Most Asian respondents made up a significant percentage of the lower income brackets.

Income pattern for Asian respondents is more similar to that of African Americans than Caucasians or Hispanics.

Most of individuals in **<\$20,000/yr bracket or <\$35,000 are seniors.**

Top Recommendation for Each Domain

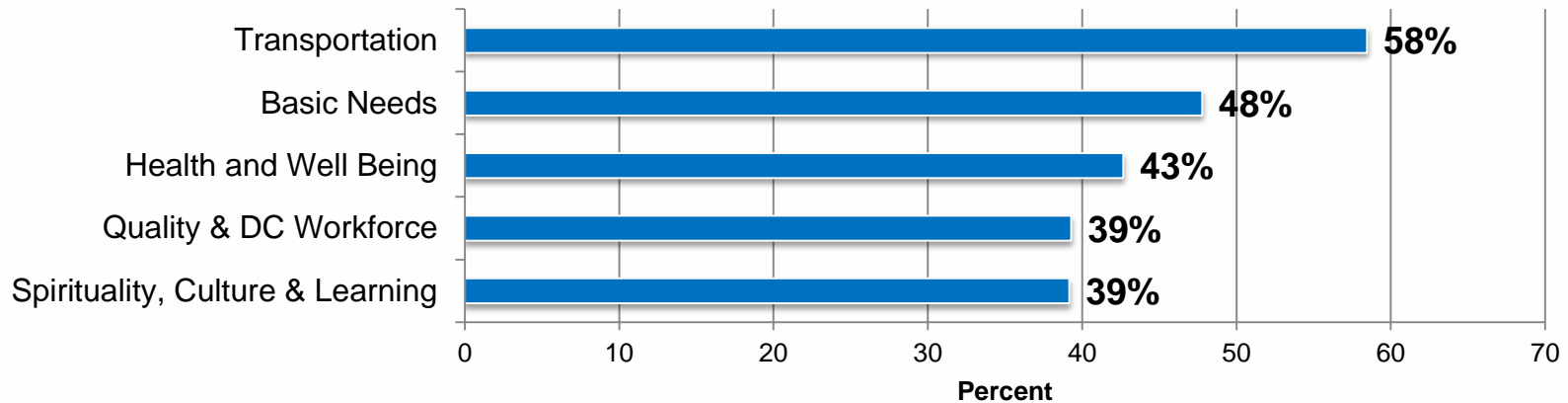
| Domain | Top Ranked Recommendation |
|--|--|
| <i>Health and Well Being</i> | Make sure older adults get annual physical and dental check-ups. |
| <i>Access to Services</i> | Provide more assistance to seniors with finding and applying for community services |
| <i>Quality of Direct Workforce</i> | Make it a law that all home care and “hands on” workers must be trained <i>before</i> they help a senior |
| <i>Services and Support for Caregivers</i> | Provide more individualized training and help to family caregivers |
| <i>Basic Needs</i> | Make it easier to get help with paying electric and utility bills |

Top Recommendation for Each Domain

| Domain | Top Ranked Recommendation |
|--|---|
| <i>Housing</i> | Come up with some new ideas and plans to meet the housing needs of seniors |
| <i>Transportation and Mobility</i> | Improve how current transportation programs operate so that they better meet seniors' needs |
| <i>Safety and Security</i> | Teach older adults about scams and how to protect themselves from being taken advantage of |
| <i>Civic Engagement, Volunteering and Employment</i> | Help seniors pay the expenses they have when they volunteer |
| <i>Spirituality, Culture, Recreation and Lifelong Learning</i> | Come up with new ways to meet seniors spiritual needs. |

Asian Respondents: Top 5 Priorities to Make Houston/Harris County 'Elder-Friendly'

Top 5 Priorities: Asian Respondents

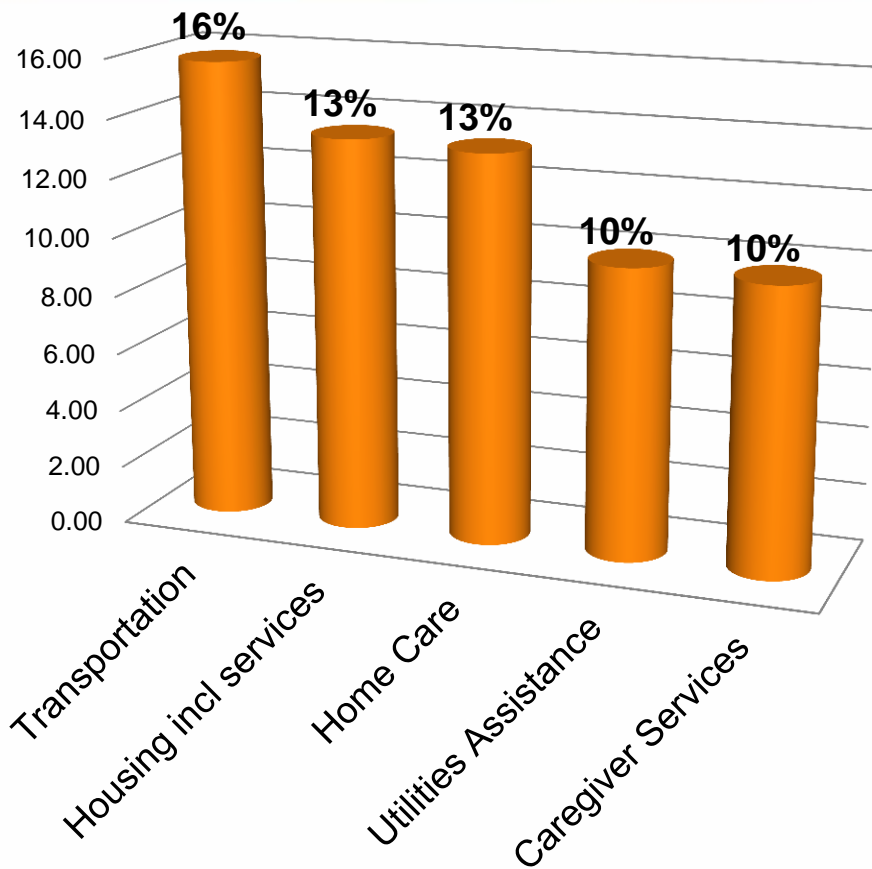


| Rank | Recommendation | % |
|------|---|-----|
| 1 | Transportation and Mobility : Improve how current transportation programs operate so that they better meet seniors' needs. | 58% |
| 2 | Basic Needs : Make it easier to get help with paying electric and utility bills. | 48% |
| 3 | Health and Well Being : Make sure older adults get annual physicals and checkups | 43% |
| 4 | Quality & Direct Care Workforce : Make it a law that all home care and "hands on" workers must be trained <i>before</i> they help a senior | 39% |
| 5 | Spirituality, Culture, Life Long Learning : Come up with new ways to help seniors meet their spiritual needs | 39% |

Comparing Priorities for Asian Respondents to Overall Group of Survey Respondents

| Rank | Feedback from Asian Respondents Domain & Recommendation | Overall Survey Group Domain & Recommendation |
|------|---|---|
| 1 | Transportation: Improve how current transportation programs operate so that they better meet seniors' needs | Transportation: Improve how current transportation programs operate so that they better meet seniors' needs |
| 2 | Basic Needs: Make it easier to get help with paying electric and utility bills | Basic Needs: Make it easier to get help with paying electric and utility bills |
| 3 | Health & Well Being: Make sure older adults get annual physicals and checkups | Safety & Security: Teach older adults about scams and how to protect themselves from being taken advantage of |
| 4 | Quality & Direct Workforce: Make it a law that all home care and "hands on" workers must be trained <i>before</i> they help a senior | Quality & Direct Workforce: Make it a law that all home care and "hands on" workers must be trained <i>before</i> they help a senior |
| 5 | Spirituality, Culture, Life Long Learning: Come up with new ways to help seniors meet their spiritual needs | Civic Engagement, Volunteering and Employment: Work with businesses to encourage them to hire older workers. |

Which Areas Do Asians Believe Need to be Expanded?



If resources permitted, which areas should be expanded?

Asian Respondents selected the following:

1. Transportation – 15.75%
2. Housing & services – 13.46%
3. Home Care -13.30%
4. Utilities Bill Assistance – 9.94%
5. Caregiver Services – 9.79%

Most ethnic groups agree on the top areas for expansion

What did we learn about Asian Respondents?

- While Asian participants made up 19% of this survey sample, in general, Asians make up less than 6% of Harris county residents (City of Houston, 2007).
- The Asian sample was unique in that it had the **highest participation of male respondents (39%)**. Like other ethnic groups, most Asian survey participants were seniors aged 65 years or more.
- In this sample, it is apparent how ethnic groups are concentrated in different Precincts of Harris County; **most Asians live in Precinct 3**.
- The majority of Asian respondents represented the **lowest income brackets**.

What did we learn from Asian Respondents?

- Compared to the five priorities selected by the overall sample, Asians agreed on three of them:
 - more transportation that caters to seniors' needs;
 - the need for help with utility bills; and
 - that direct care workers need to have training before working with an elder.
- Asians had two unique priorities: **access to medical/health check ups and finding ways to fulfill their spiritual needs.** These two priorities are unique to this sub group.

What did we learn from Asian survey respondents?

- **Asians** and **vulnerable seniors** voted for the same recommendation on **8 out of 10 categories**.
- In terms of areas for expansion, **Asian participants' top priorities were very similar to all other sub-groups**. Transportation leads the top recommendations consistently across all ethnicities and age groups.

For more information, please contact
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