

Stakeholder Priorities for an Elder Friendly
Community:

Survey Results from Caucasian 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 **White/Caucasian respondents**
- Top 5 Priorities
- Top 5 Areas for Expansion
- Comparing Feedback from Caucasian participants to Overall 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

Caucasian/ White Respondent Participation in CFE's Consumer Input Survey

- CFE reached 1198 survey participants through its process.
- **449 (or 53%)** of respondents self-selected **White** as their race/ethnicity
- This is a summary of the input from **White/Caucasian** respondents.

Demographics of White/Caucasian Survey Respondents

Gender:

- **73%** female
- **27%** male

Residence:

- **40%** from Harris County, **Precinct 2**
- **23%** from Harris County, **Precinct 1**

Age:

- **69%** of participants are **seniors age 65 years or more**

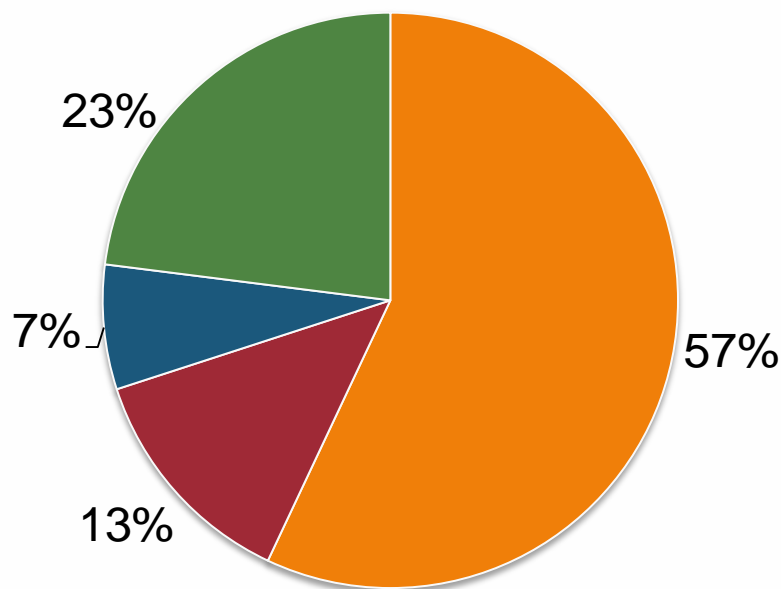
Caucasian Seniors:

- **83%** of White respondents in Harris County Precinct **2 are seniors**

AGE	PERCENT
Under 24 yrs	1.12
25 - 34	2.91
35 - 49	6.05
50- 64	21.08
65- 74	24.66
75 - 84	32.06
85 +	12.11
Total	100

How respondents describe themselves (choice of 4 categories)

How White Respondents Described Themselves



- Senior No Outside Help
- Senior Gets Help from Agency
- Family or informal caregiver
- Professional

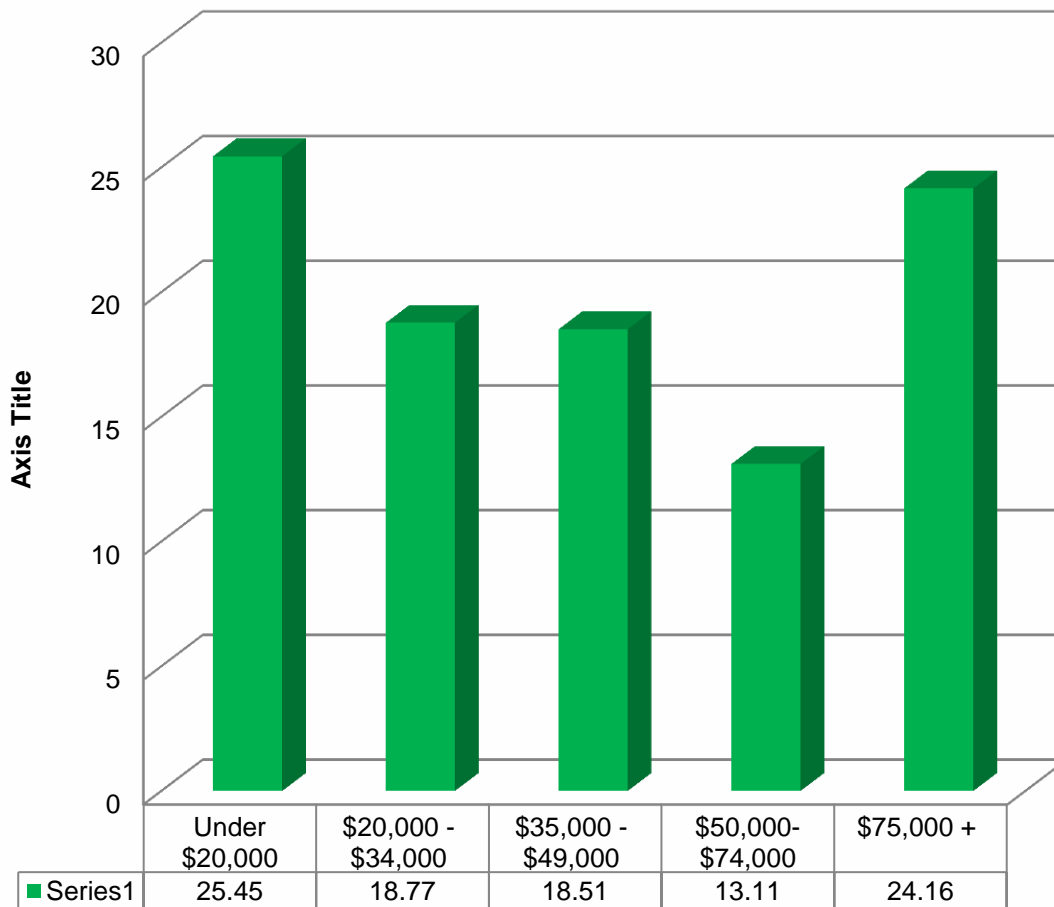
Respondents were asked to select one of the 4 categories that best described them:

- 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 most were either seniors or professionals.

Demographics: Income

Annual Income for White Respondents



White survey respondents make up a fair share of both the lowest and highest income brackets.

White seniors however are mostly below \$35,000; a trend similar to other racial groups. The \$75,000+ income category mostly consists of white professionals.

Top Recommendation for Each Domain

Domain	Recommendation
<i>Health and Well Being</i>	Require that doctors share medical information about a patient with other doctors who are also treating that patient so everyone understands the senior's needs
<i>Access to Services</i>	Establish one application form that can be used for various services to reduce the number of times a senior has to provide the same information
<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>	Require all service providers to check on how both the senior and the caregiver are doing
<i>Basic Needs</i>	Make it easier to get help with paying electric and utility bills

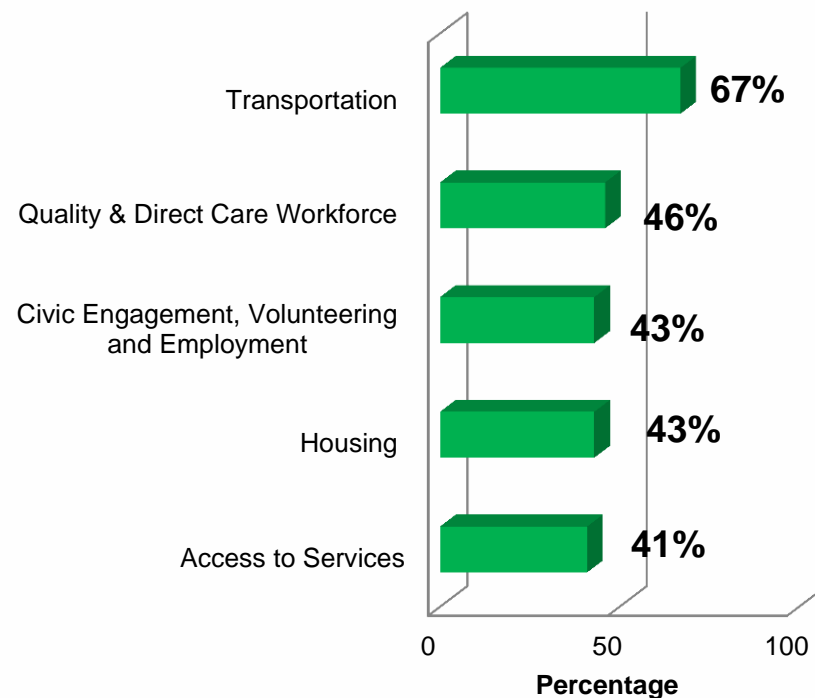
Top Recommendation for Each Domain

Domain	Recommendation
<i>Housing</i>	Teach seniors about different types of senior housing as well as ways to make their homes easier to stay in as they age.
<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>	Work with businesses to encourage them to hire older workers.
<i>Spirituality, Culture, Recreation and Lifelong Learning</i>	Work with organizations and businesses to help them make their facilities and businesses easier for seniors to use

Top 5 Priorities by White Respondents: Making Harris County 'Elder Friendly'

Rank	Domain & Recommendation	%
1	Transportation: Improve how current transportation programs operate so that they better meet seniors' needs	66.67
2	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	45.68
3	Civic Engagement, Volunteering and Employment: Work with businesses to encourage them to hire older workers.	43.06
4	Housing: Teach seniors about different types of senior housing as well as ways to make their homes easier to stay in as they age	42.95
5	Access to Services: Establish one (1) application form that can be used for various services to reduce the number of times a senior has to provide the same information	41.19

Top 5 Priorities for Caucasian Respondents

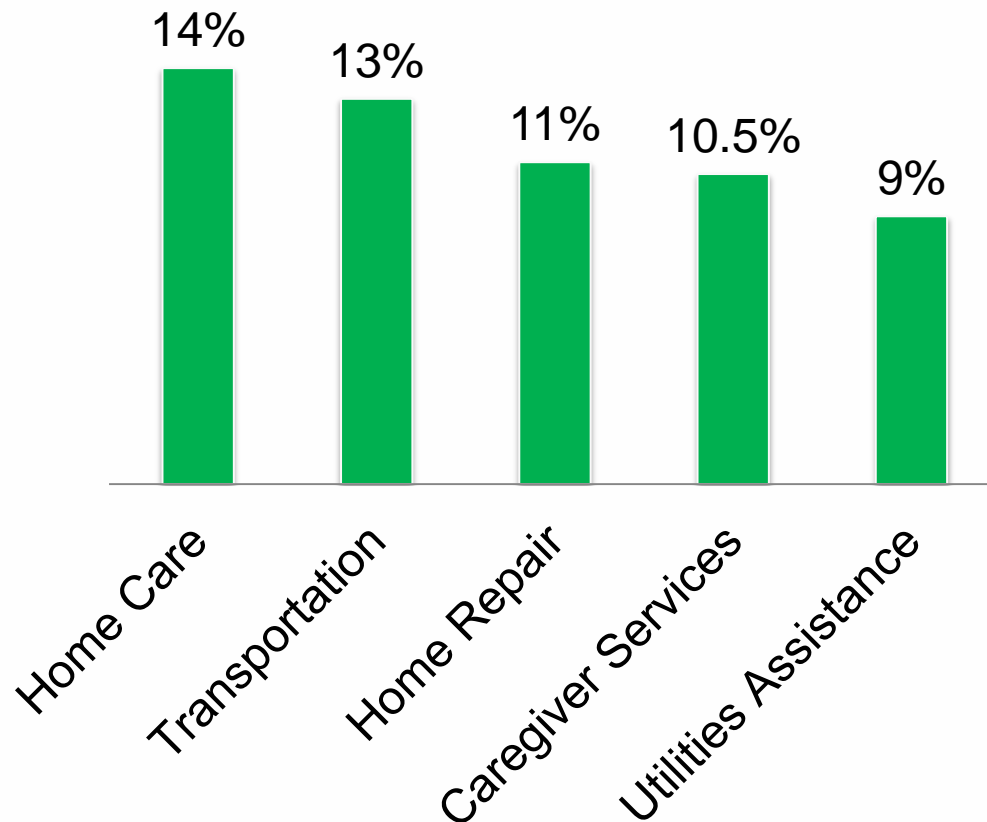


Comparing Priorities for White Respondents to Overall Group of Survey Respondents

Rank	Feedback from White 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	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	Basic Needs: Make it easier to get help with paying electric and utility bills
3	Civic Engagement, Volunteering and Employment: Work with businesses to encourage them to hire older workers.	Safety & Security: Teach older adults about scams and how to protect themselves from being taken advantage of
4	Housing: Teach seniors about different types of senior housing as well as ways to make their homes easier to stay in as they age	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	Access to Services: Establish one (1) application form that can be used for various services to reduce the number of times a senior has to provide the same information	Civic Engagement, Volunteering and Employment: Work with businesses to encourage them to hire older workers.

Which Areas Do Caucasians Believe Need to be Expanded?

Top 5 Areas for Expansion



If resources permitted, which areas should be expanded?

White Respondents selected the following:

1. **Home Care - 14%**
2. **Transportation - 13%**
3. **Home Repair - 11%**
4. **Caregiver Services – 10.5%**
5. **Utilities Assistance - 9%**

What did we learn about White/ Caucasian Respondents?

- White respondents represented 37% of the overall survey sample; Whites make up approx the same proportion of Harris County residents.
- Most white respondents reside in Precinct 2, Harris County; most of these were seniors.
- Among the top five priorities, White respondents had three similar priorities to the overall survey sample: ***transportation, mandatory training for direct care workers and encouraging employers to hire older workers.***

What did we learn from White/Caucasian Survey Respondents?

- White survey respondents were equally concerned about **housing options and enabling seniors to remain in their personal homes**. This concern was shared by professionals and caregivers.
- White respondents expressed concern about **sharing information among community agencies** so that an elder does not need to repeatedly provide the same information. Hispanic/Latino respondents felt this was also a top priority.

What did we learn from White/ Caucasian Survey Respondents?

- Of the five areas for expansion, White respondents selected **four of the same areas** as the total sample and other sub-groups (**transportation, homecare, housing, utilities assistance**). This is indicative of how important these areas are to Harris County elders.
- However, one category, increasing **caregiver services**, was unique to this group; this is surprising since only 7% of White respondents consisted of caregivers.

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