

Stakeholder Priorities for an Elder Friendly Community:

Results for Vulnerable Seniors

*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 Vulnerable Seniors
- Top 6 Priorities
- Top 5 Areas for Expansion
- Comparing **Vulnerable Seniors** to Other Groups

Background Information

- 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

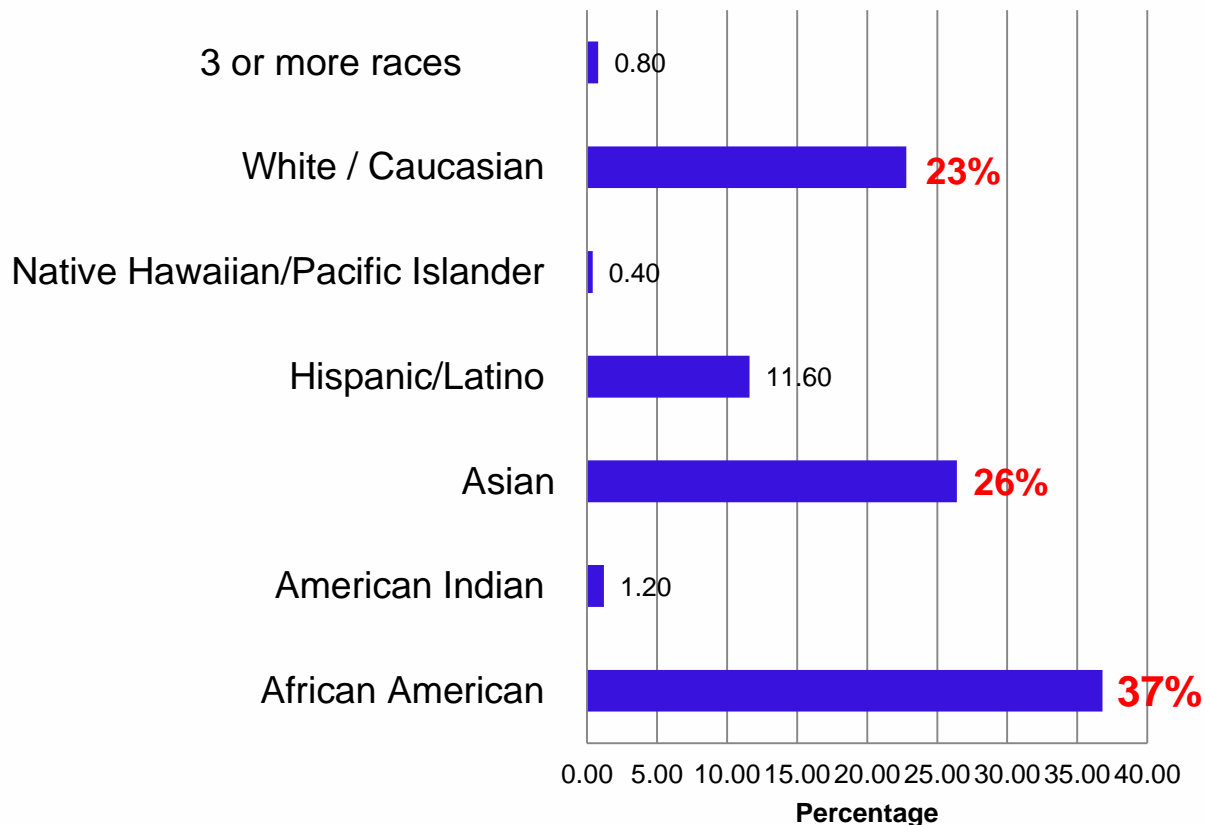
- CFE, with its partners, identified many opportunities to meet with stakeholders and gain their input. Surveys were administered at the following locations:
 - Senior and community centers
 - Subsidized senior apartment communities
 - Assisted living facilities
 - Retirement communities
 - And more
- 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

Definition of Vulnerable

- CFE reached 1198 survey participants through its process.
- One question asked respondents to select one of 4 categories that best described themselves;
- This presentation summarizes the **22%** who described themselves as an '*elder who receives assistance from an external agency*'.
- Elders who lean on external support were defined as “vulnerable”

Demographics: Self- Reported Race, Gender and Age

Racial Background of Vulnerable Seniors



3 main ethnic groups: African American, Asian & White

Vulnerable Elders Sample

N=251 or **22% of overall sample**

Gender:

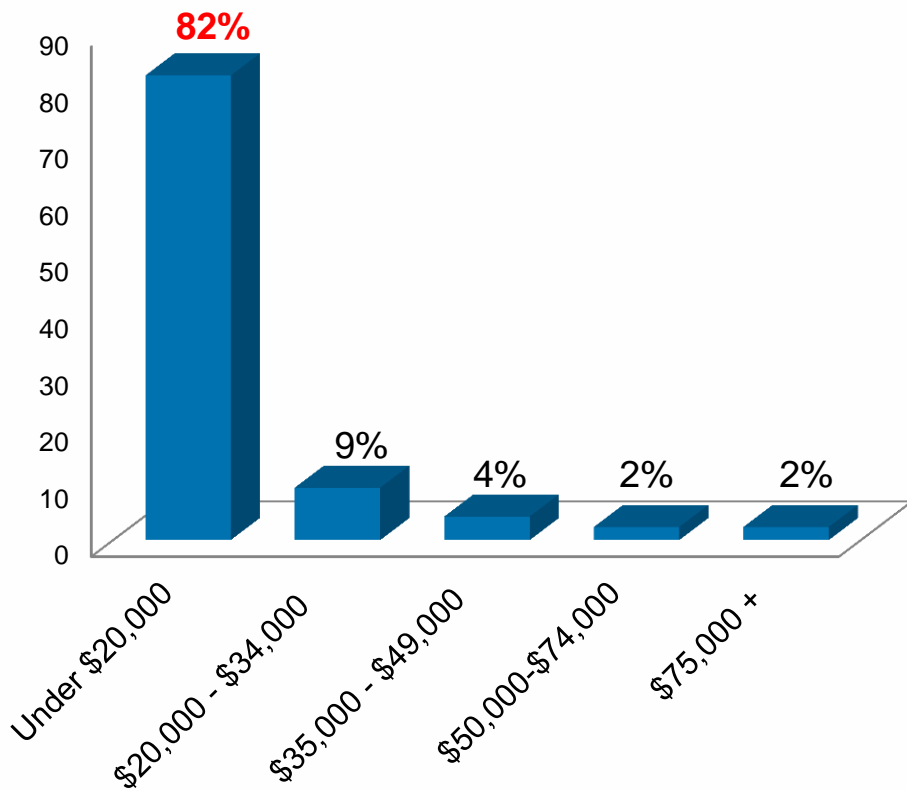
- 74% female
- 26% male

20% of vulnerable elders were *homebound*

Age: **83%** of vulnerable elders were 65 years or over

Demographics: Income and Residence

Annual Income for Vulnerable Elders



Where do they live?

County of Residence	Percent
Harris Precinct 1	42.32%
Harris Precinct 3	29.46%
Harris Precinct 2	19.09%
Harris Precinct 4	3.32%
Montgomery County	2.90%
Fort Bend County	2.49%
Galveston County	0.41%
Total	100

Vulnerable Elders' Top Recommendation for Each Domain

Domain	Recommendation Selected by Vulnerable Seniors
<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>	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

Vulnerable Elders' Top Recommendation for Each Domain

Domain	Top 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 & Employment</i>	Work with businesses to encourage them to hire older workers.
<i>Spirituality, Culture, Recreation and Lifelong Learning</i>	Come up with new ways to help seniors meet their spiritual needs

Top 6 Priorities According to Vulnerable Elder Survey Respondents

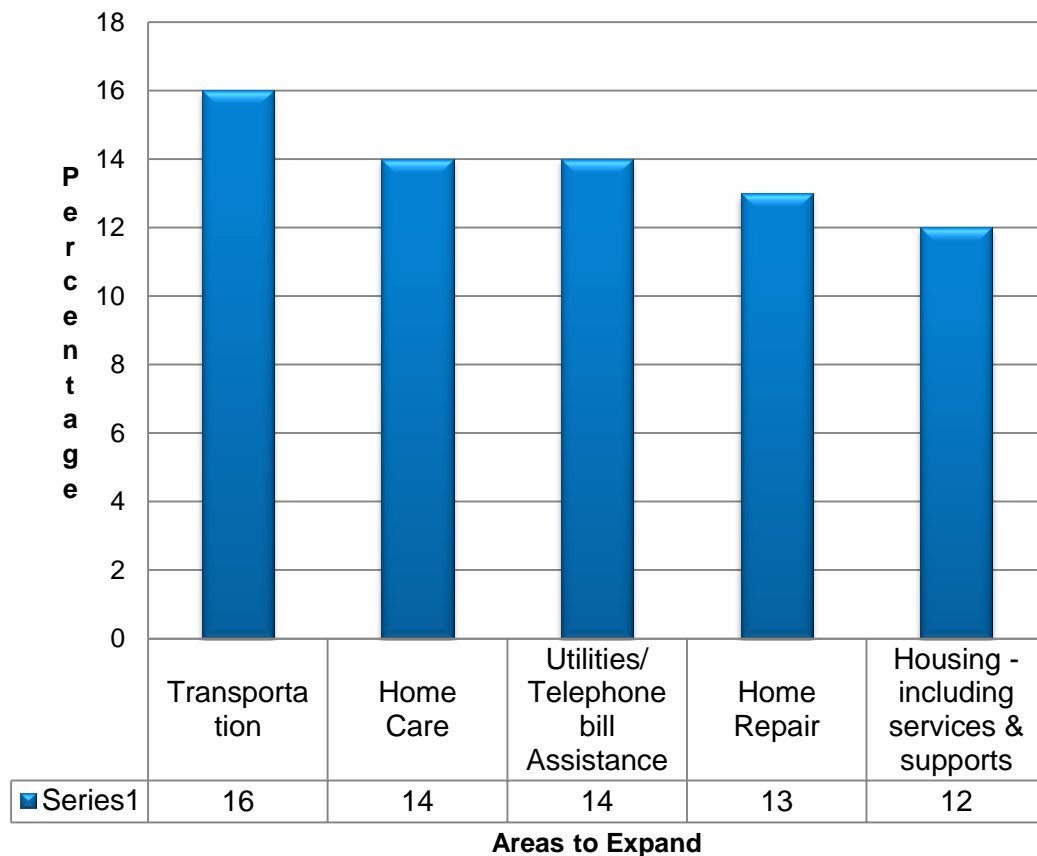
Rank	Domain & Recommendation	Percentage
1	Basic Needs: Make it easier to get help with paying electric and utility bills	48.35%
2	Transportation: Improve how current transportation programs operate so that they better meet seniors' needs	47.70%
3	Safety & Security: Teach older adults about scams and how to protect themselves from being taken advantage of	42.26%
4	Services & Support for Caregivers: Require all service providers to check on how both the senior and the caregiver are doing	39.83%
5	Housing: Come up with some new ideas and plans to meet the housing needs of seniors	38.91%
6	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	38.62%

Comparing Priorities: Vulnerable Elders vs. Overall Survey Respondents

Rank	Vulnerable Elders Domain & Recommendation	Overall Survey Group Domain & Recommendation
1	Basic Needs: Make it easier to get help with paying electric and utility bills	Transportation: Improve how current transportation programs operate so that they better meet seniors' needs
2	Transportation: Improve how current transportation programs operate so that they better meet seniors' needs	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
3	Safety & Security: Teach older adults about scams and how to protect themselves from being taken advantage of	Safety & Security : Teach older adults about scams and how to protect themselves from being taken advantage of
4	Services & Support for Caregivers: Require all service providers to check on how both the senior and the caregiver are doing	Basic Needs : Make it easier to get help with paying electric and utility bills
5	Housing: Come up with some new ideas and plans to meet the housing needs of seniors.	Services & Support for Caregivers: Require all service providers to check on how both the senior and the caregiver are doing
6	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	Housing: Come up with some new ideas and plans to meet the housing needs of seniors.

Areas to Expand

Top 5 Areas to Expand



If resources permitted, which areas should be expanded? Vulnerable elders selected the following:

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

What did we learn about Vulnerable Adults?

- Vulnerable elders may rely on an external agency for support, but 81% are able to leave home
- Their low income (under \$20,000/yr) also makes them 'vulnerable'
- 3 largest ethnic groups represented in Vulnerable Elder Respondents: African Americans, Asians, Caucasians (in that order)
- While the top priorities of Vulnerable Elders are similar to the overall group of respondents, the order of priorities is different.

What did we learn about Vulnerable Adults?

- Assistance for utility bills is slightly more of a priority over transportation; this is unique to this group of elders
- Vulnerable elders are most concerned about access to resources/services (e.g. bill assistance, transportation) and their safety.
- They expressed a strong preference for remaining in their own home.
- Compared to overall group of seniors, they are less concerned about employment opportunities.
- Concern for caregivers is one of their top five (also a unique priority compared to other groups).

What did we learn about Vulnerable Elders?

- They identified the same areas for expansion as the overall survey group, however, they prioritized utility/telephone bill assistance more than the larger sample.
- One other difference, looking at the top recommendation per domain, under *Spirituality, Life Long Learning & Recreation*, vulnerable elders were more concerned with the meeting their spiritual needs (compared to the overall sample which was more concerned that businesses should be elder-friendly).

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