

CARE for ELDERS
Stakeholder Meetings – Final Results

Stakeholders came to participate in the Care for Elders' planning sessions from across the county. In 29 meetings conducted primarily in those geographic areas with the highest number of older adults, 753 individuals, including 553 consumers and 200 providers, provided input and recommendations about long-term care priorities.

Meetings Conducted

Total:	29 Meetings	753 Participants
Provider/Advocacy Groups:	7 Meetings	200 Participants
Consumer/Senior Groups:	22 Meetings	553 Participants

Meeting Participants

Demographics	Consumers		Providers		Total	
	Number	Percentage	Number	Percentage	Number	Percentage
Total Number	553	73%	200	27%	753	100%
Women	313	57%	93	47%	406	54%
Men	175	32%	27	14%	202	27%
Unknown	65	12%	80	40%	145	19%
White	175	32%	69	34%	244	32%
African American	106	19%	25	13%	131	17%
Hispanic	98	18%	16	8%	114	15%
Asian	94	17%	9	5%	103	14%
Other	9	2%	0	0%	9	1%
Unknown	71	13%	81	41%	152	20%
Age – Average	69		46			
Range	33-98		21-76			

Zip Codes Represented (93 total)

Northwest (N of I-10, W of 45): 77449, 77084, 77041, 77043, 77080, 77055, 77040, 77018, 77091, 77088, 77086, 77014, 77388, 77379, 77095, 77065, 77429, 77375, 77355, 77070, 77389, 77379, 77388, 77022, 77093

Northeast (N of I-10, E of 45): 77016, 77078, 77050, 77093, 77028

Central (Inside 610): 77027, 77025, 77054, 77021, 77030, 77004, 77005, 77007, 77009, 77008, 77026, 77020, 77023, 77011, 77003, 77019, 77098, 77002

Southwest (S of I-10, W of 288): 77478, 77083, 77072, 77077, 77079, 77036, 77071, 77074, 77081, 77401, 77096, 77035, 77053, 77072, 77024, 77042, 77063, 77057, 77489, 77477, 77031

Southeast (S of I-10, E of 288): 77520, 77506, 77029, 77547, 77012, 77017, 77504, 77586, 77051, 77033, 77087, 77075, 77505, 77058, 77059, 77062, 77539, 77573, 77598, 77089, 77047, 77521, 77051, 77033

RANKING OF ALL STRATEGIES**Top 10 Priorities – Overall (Total Votes = 3,566)**

1) Make sure aides are screened and trained	289
2) Provide help with things like completing paperwork, standing in line, etc	276
3) Establish and promote one number to call	219
4) Make sure elected officials understand the problems	162
5) Expand services that link elders to needed services	159
6) Conduct seminars and other activities to make sure everyone is aware	157
7) Help providers implement ways to retain good workers	148
8) Services to make homes more safe, like grab bars	141
9) Expand transportation services	141
10) Expand services so they are available throughout the County	133

Top 10 Priorities – Consumers (Total Votes = 2,578)

1) Make sure aides are screened and trained	222
2) Provide help with things like completing paperwork, standing in line, etc	217
3) Establish and promote one number to call	157
4) Expand services to make homes more safe and secure/install locks, etc	125
5) Make sure elected officials understand the problems	116
6) Help providers implement ways to retain good workers	111
7) Conduct seminars and other activities to make sure everyone is aware	110
8) Services that link older people to the help they need	101
9) Expand services so they are available throughout the County	97
10) Make sure services are available in evenings and weekends	92

Top 10 Priorities – Providers (Total Votes = 988)

1) Make sure aides are screened and trained	67
2) Develop a computerized community resource database	64
3) Establish and promote one number to call	62
4) Work to expand transportation services	60
5) Provide help with things like completing paperwork, standing in line, etc	59
6) Expand services that link elders to needed services	58
7) Conduct seminars and other activities to make sure everyone is aware	47
8) Make sure elected officials understand the problems	46
9) Expand housing/apartments that include services	42
10) All long term care services available throughout Harris County	36

RANKING OF ACCESS STRATEGIES**Top 3 Access Strategies – Overall (Total Votes = 1,265)**

- | | |
|------------------------------------------------------------------------------|-----|
| 1) Provide help with things like completing paperwork, standing in line, etc | 275 |
| 2) Establish and promote one number to call | 216 |
| 3) Make sure elected officials understand the problems | 161 |

Top 3 Access Strategies – Consumers (Total Votes = 879)

- | | |
|------------------------------------------------------------------------------|-----|
| 1) Provide help with things like completing paperwork, standing in line, etc | 217 |
| 2) Establish and promote one number to call | 157 |
| 3) Make sure elected officials understand the problems | 116 |

Top 3 Access Strategies – Providers (Total Votes = 386)

- | | |
|-------------------------------------------------------|----|
| 1) Develop a computerized community resource database | 64 |
| 2) Establish and promote one number to call | 62 |
| 3) Work to expand transportation services | 60 |

RANKING OF AVAILABILITY STRATEGIES**Top 3 Availability Strategies – Overall (Total Votes = 1,254)**

- | | |
|--------------------------------------------------------------------------|-----|
| 1) Expand services that link elders to needed services | 155 |
| 2) Expand services to make homes more safe and secure/install locks, etc | 141 |
| 3) All long term care services so available throughout Harris County | 133 |

Top 3 Availability Strategies – Consumers (Total Votes = 888)

- | | |
|--------------------------------------------------------------------------|-----|
| 1) Expand services to make homes more safe and secure/install locks, etc | 125 |
| 2) Expand services that link elders to needed services | 101 |
| 3) All long term care services so available throughout Harris County | 97 |

Top 3 Availability Strategies – Providers (Total Votes = 366)

- | | |
|----------------------------------------------------------------------|----|
| 1) Expand services that link elders to needed services | 58 |
| 2) Expand housing/apartments that include services | 42 |
| 3) All long term care services so available throughout Harris County | 36 |

RANKING OF QUALITY STRATEGIES**Top 3 Quality Strategies – Overall (Total Votes = 1,047)**

- | | |
|-----------------------------------------------------------------------|-----|
| 1) Make sure aides are screened and trained | 289 |
| 2) Help providers implement ways to retain good workers | 148 |
| 3) Make sure providers can accommodate various languages and cultures | 119 |

Top 3 Quality Strategies – Consumers (Total Votes = 811)

- | | |
|--------------------------------------------------------------|-----|
| 1) Make sure aides are screened and trained | 222 |
| 2) Help providers implement ways to retain good workers | 111 |
| 3) Make sure services are available in evenings and weekends | 92 |

Top 3 Quality Strategies – Providers (Total Votes = 236)

- | | |
|-----------------------------------------------------------------------|----|
| 1) Make sure aides are screened and trained | 67 |
| 2) Help providers implement ways to retain good workers | 37 |
| 3) Make sure providers can accommodate various languages and cultures | 35 |

OVERALL RANKINGS – GOAL AREAS

Overall:	Availability Issues	152 of 421 votes
	Access Issues	146 of 421 votes
	Quality Issues	123 of 421 votes
Consumers:	Access Issues	125 of 369 votes
	Availability Issues	125 of 369 votes
	Quality Issues	119 of 369 votes
Providers:	Availability Issues	27 of 52 votes
	Access Issues	21 of 52 votes
	Quality Issues	4 of 52 votes