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

<table>
<thead>
<tr>
<th></th>
<th>Total:</th>
<th>29 Meetings</th>
<th>753 Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider/Advocacy Groups:</td>
<td>7 Meetings</td>
<td>200 Participants</td>
<td></td>
</tr>
<tr>
<td>Consumer/Senior Groups:</td>
<td>22 Meetings</td>
<td>553 Participants</td>
<td></td>
</tr>
</tbody>
</table>

Meeting Participants

<table>
<thead>
<tr>
<th>Demographics</th>
<th>Consumers</th>
<th>Providers</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percentage</td>
<td>Number</td>
</tr>
<tr>
<td>Total Number</td>
<td>553</td>
<td>73%</td>
<td>200</td>
</tr>
<tr>
<td>Women</td>
<td>313</td>
<td>57%</td>
<td>93</td>
</tr>
<tr>
<td>Men</td>
<td>175</td>
<td>32%</td>
<td>27</td>
</tr>
<tr>
<td>Unknown</td>
<td>65</td>
<td>12%</td>
<td>80</td>
</tr>
<tr>
<td>White</td>
<td>175</td>
<td>32%</td>
<td>69</td>
</tr>
<tr>
<td>African American</td>
<td>106</td>
<td>19%</td>
<td>25</td>
</tr>
<tr>
<td>Hispanic</td>
<td>98</td>
<td>18%</td>
<td>16</td>
</tr>
<tr>
<td>Asian</td>
<td>94</td>
<td>17%</td>
<td>9</td>
</tr>
<tr>
<td>Other</td>
<td>9</td>
<td>2%</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>71</td>
<td>13%</td>
<td>81</td>
</tr>
</tbody>
</table>

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

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

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

**Top 10 Priorities – Providers**  *(Total Votes = 988)*

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