



# Department of Aging and Adult Services

## Dignity Fund Community Needs Assessment (DFCNA)

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Kira Gunther, MSW

Amy Cole, PhD



Population Survey Findings

# Agenda

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# Overall Goals and Objectives

Conduct a participatory DFCNA process rooted in robust data collection that will identify the strengths, opportunities, challenges, and gaps present in the current services landscape to support an equitable and data-informed Service and Allocation Plan

Review literature and conduct initial research

Develop a robust data collection plan

Conduct community forums, survey, and focus groups

Complete equity and gaps analysis

Create DFCNA to support the Fund's Plan

# What was the purpose of the survey?

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## Service engagement

- What services are consumers engaged in, how do they rate them, and what keeps them from accessing services?

## Health and well-being

- What types of activities do consumers engage in and how frequently? What are their concerns?

## Unmet needs

- What do consumers, caregivers, and service providers see as needs in the community?

# How was the survey administered?

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## Phone Survey

- Contracted with Davis Research
- Probability sample



## Online & Paper Survey

- Extensive outreach by DAAS and partners
- Survey link emailed to forum and early focus group attendees
- Convenience sample

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# Consumer Survey

# Who took the consumer survey? (1 of 5)

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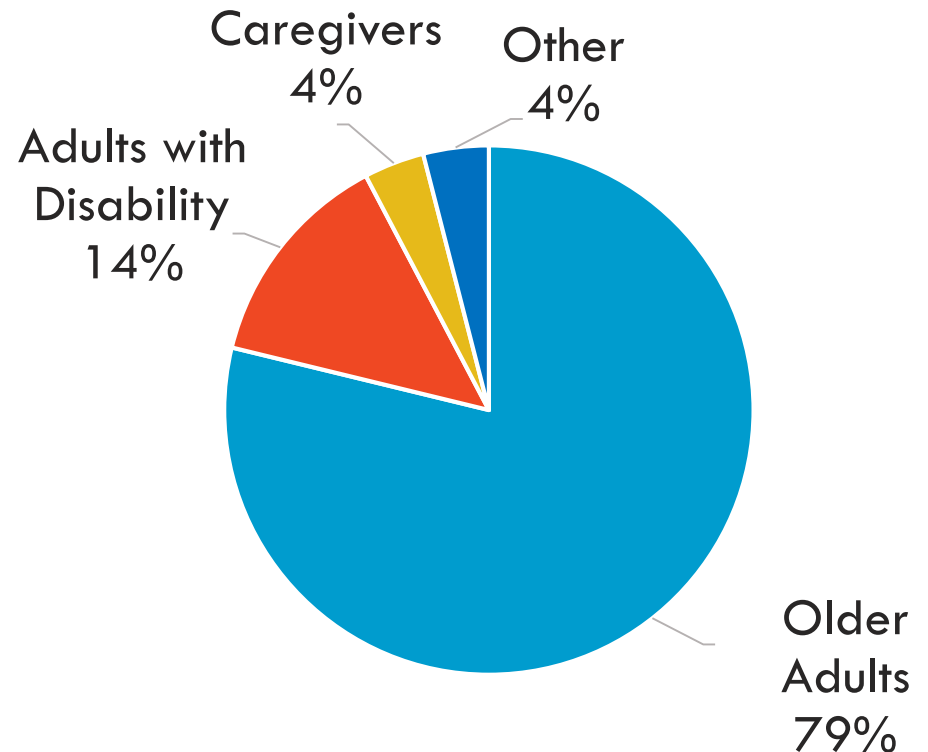
- 1,127 individuals completed the survey



170 via phone



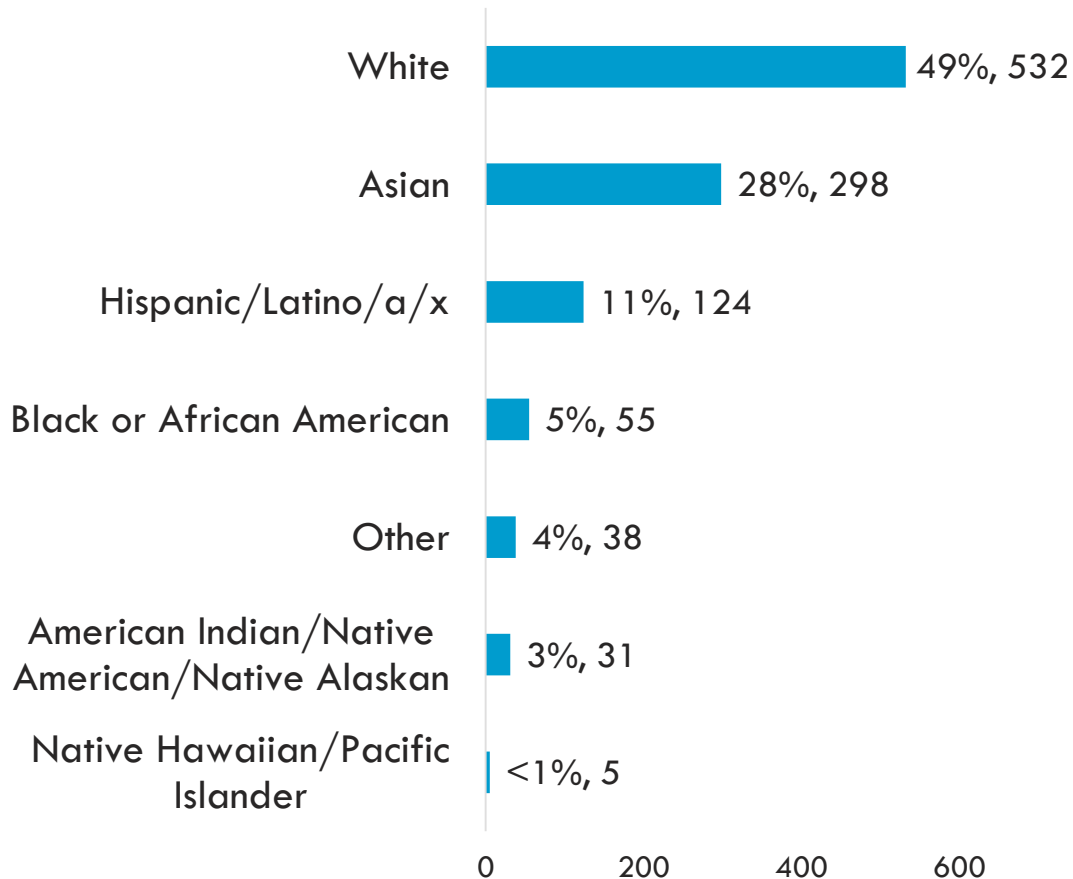
957 via online and paper



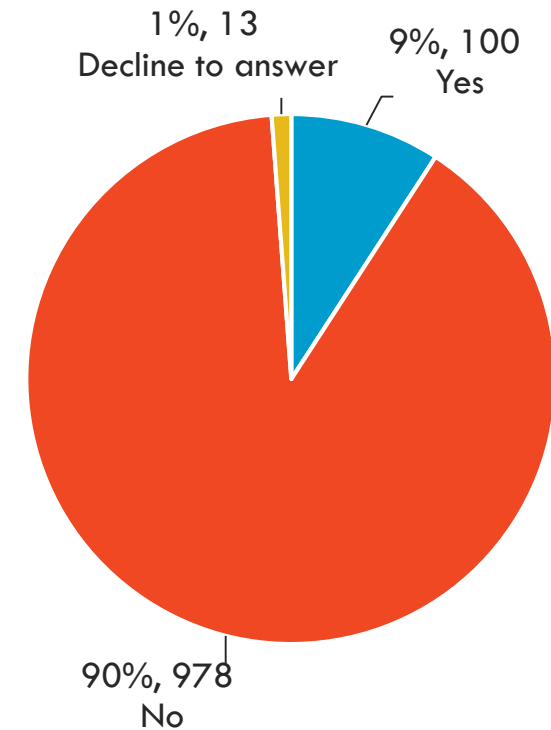
# Who took the consumer survey? (2 of 5)

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### Race/Ethnicity (N = 1,083)



### Military Service (N = 1,091)

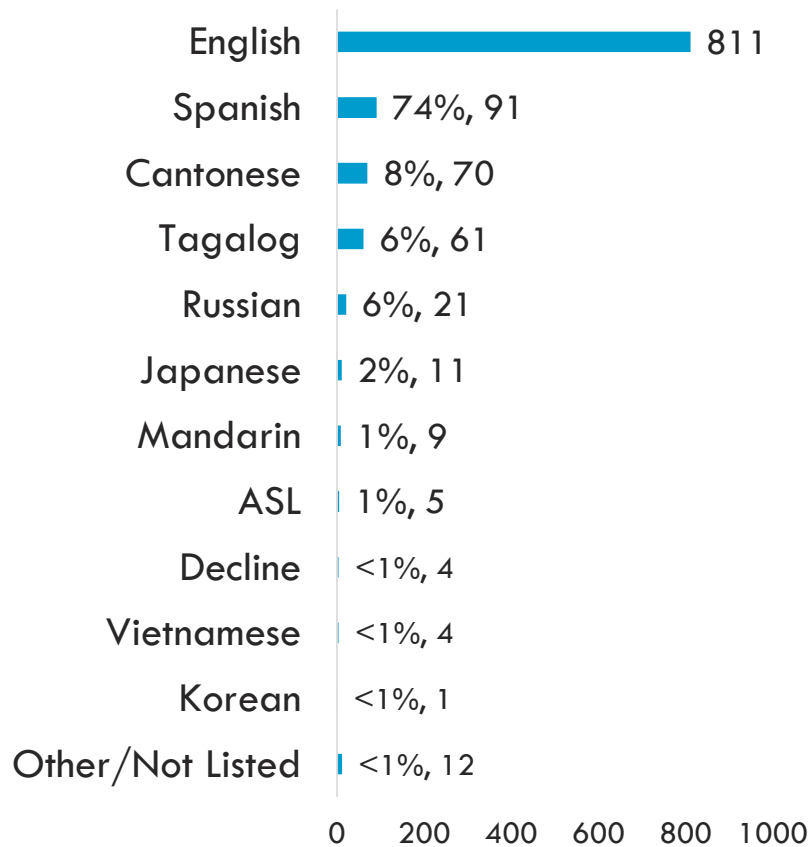




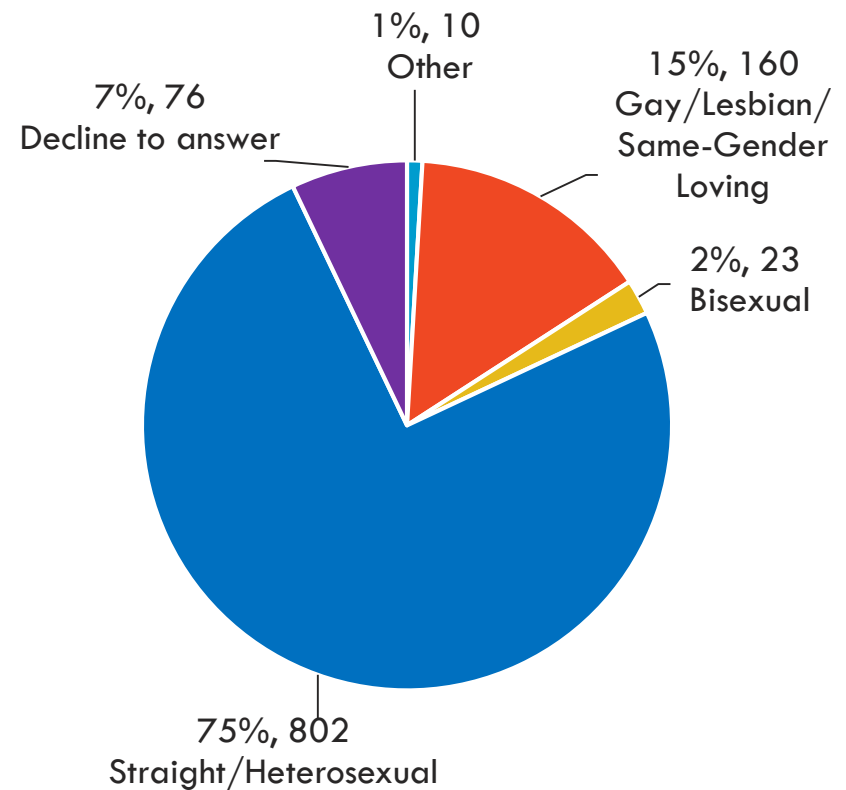
# Who took the consumer survey? (3 of 5)

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## Primary Language (N = 1,100)



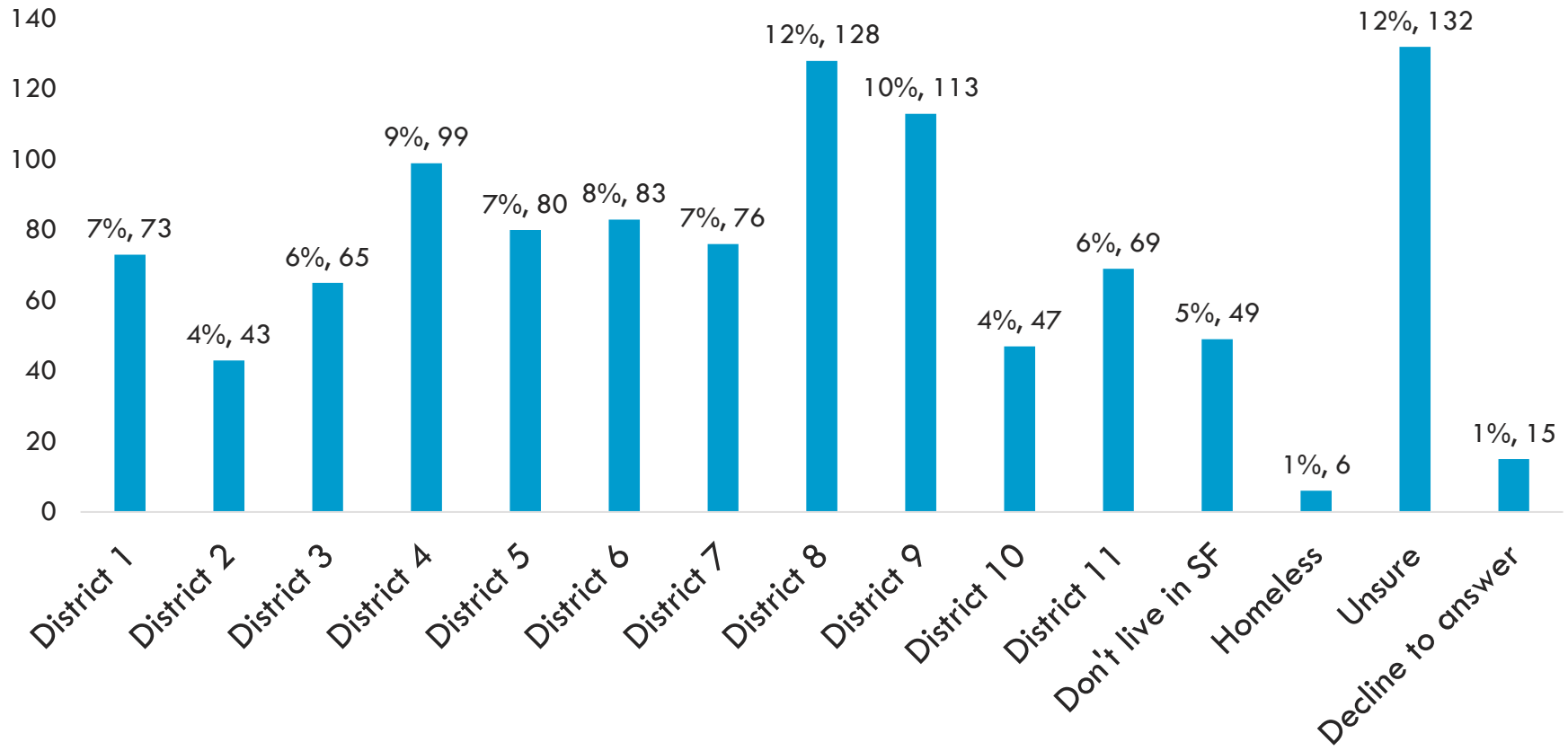
## Sexual Orientation (N = 1,071)



# Who took the consumer survey? (4 of 5)

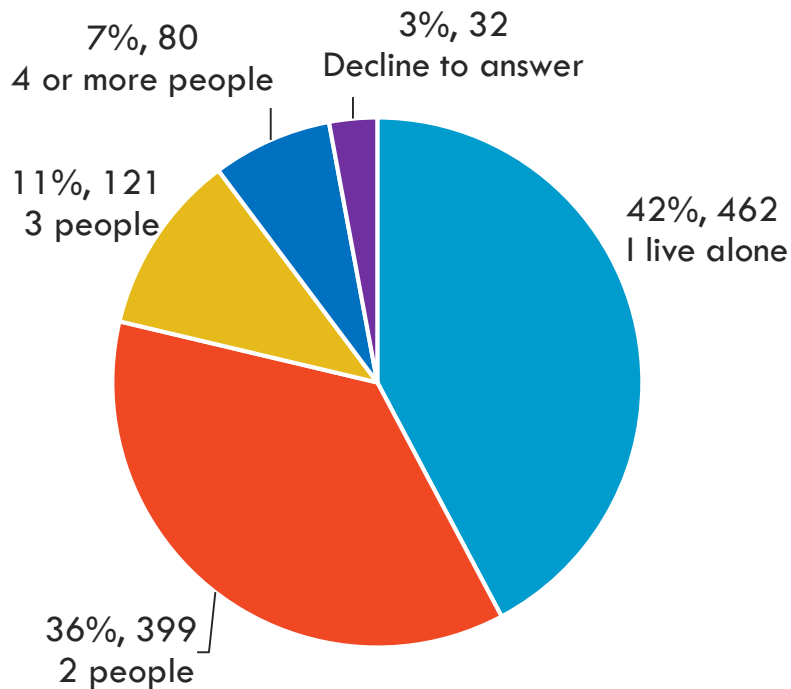
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## District of Residence (N = 1,078)

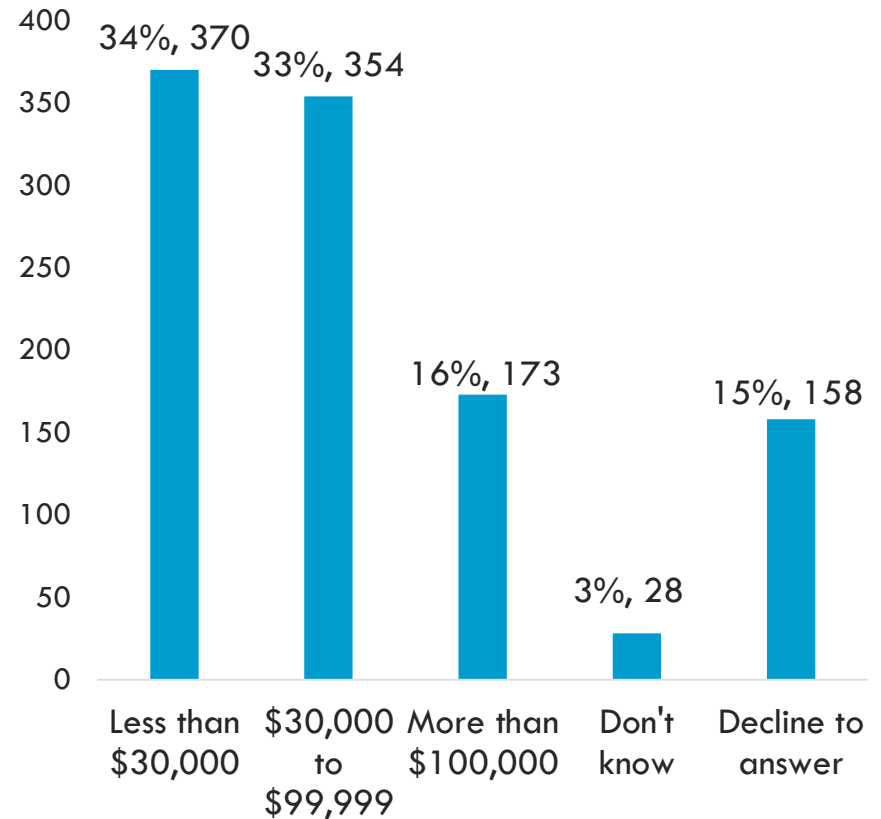


# Who took the consumer survey? (5 of 5)

### Household Size (N = 1,094)



### Household Income (N = 1,083)



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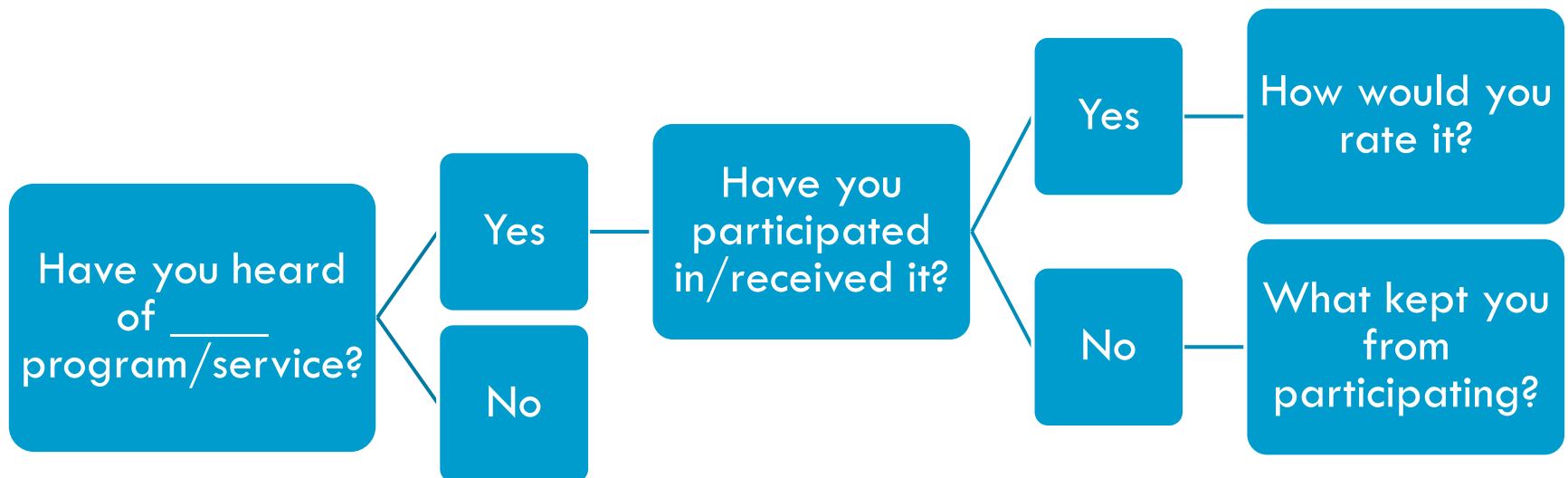
What were the key findings from the consumer survey?

# Service Engagement

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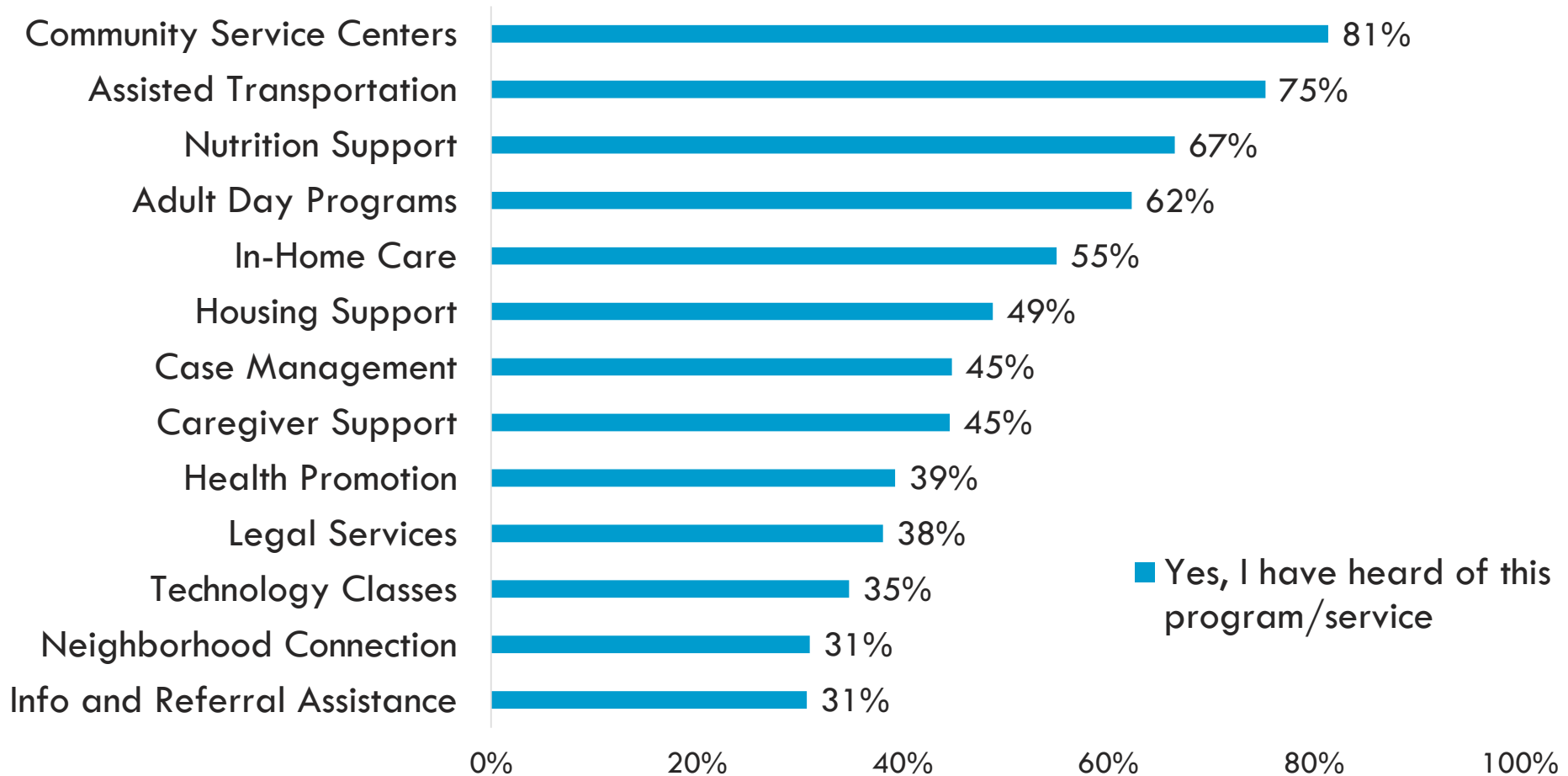
## SERVICE AREAS:

- Adult day programs
- Assisted transportation
- Caregiver support
- Case management
- Community service centers
- Health promotion
- Housing support
- Information and referral assistance
- In-home care
- Legal services
- Neighborhood-based connection programs
- Nutrition support
- Technology classes



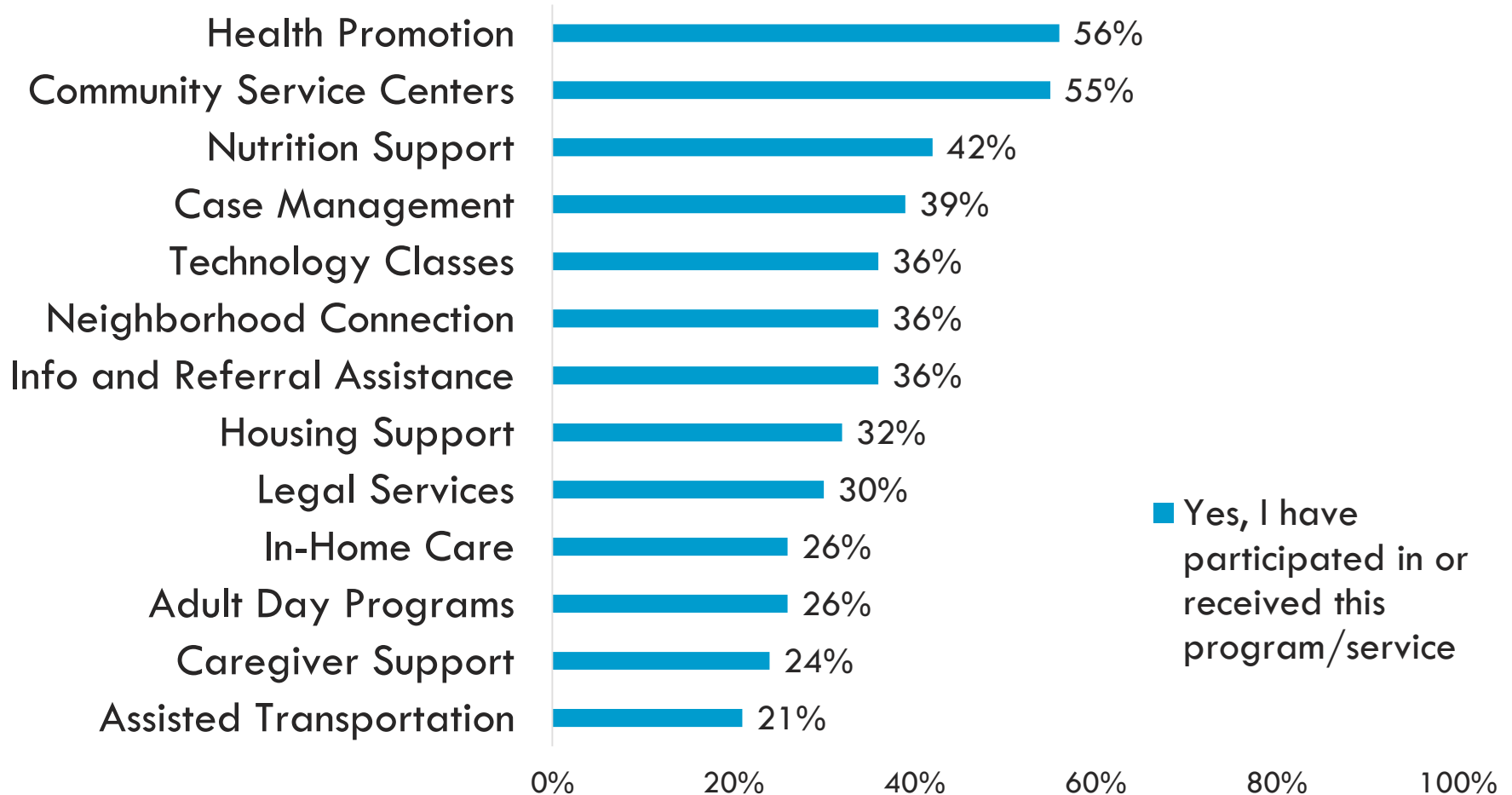
# Some services and programs are better known than others.

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# Over 700 respondents had participated in at least one program or service.

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# The most common reason for not participating was not needing the program or service.

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- Other reasons for not participating include
  - ▣ Eligibility concerns
  - ▣ Lack of awareness
  - ▣ Location
    - Community Service Centers
    - Health promotion
    - Neighborhood-based connection programs
  - ▣ Other



# There are few differences between older adults and adults with disabilities' service engagement.

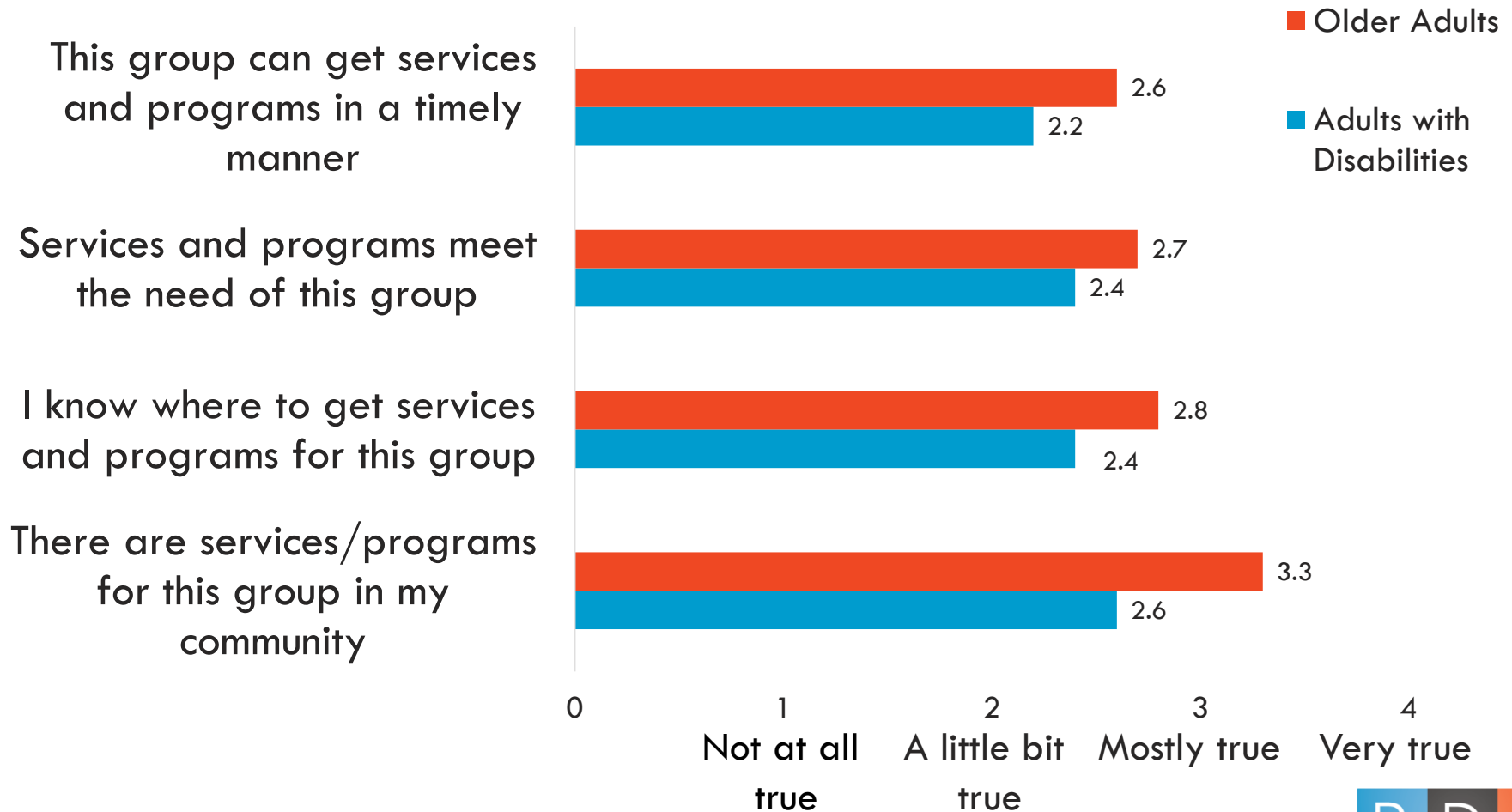
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- Older adults are generally more aware of programs and services
  - ▣ Adults with disabilities were less likely to have heard of adult day programs, community service centers, health promotion programs, and nutrition support services
- Few differences in service engagement
  - ▣ Adults with disabilities more likely to receive assisted transportation and legal services
  - ▣ Older adults more likely to use community service centers and neighborhood-based connection programs

# Older adults are more likely to believe existing services meet their needs.

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## How true are the following statements?



# Health and Well-being

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## How frequently do you...

- Leave home or go outside
- Visit with friends/family
- Provide help to friends/family
- Volunteer
- Provide care for others
- Work for pay
- Participate in...
  - A club or group
  - Activities at a CSC
  - Religious/spiritual activities

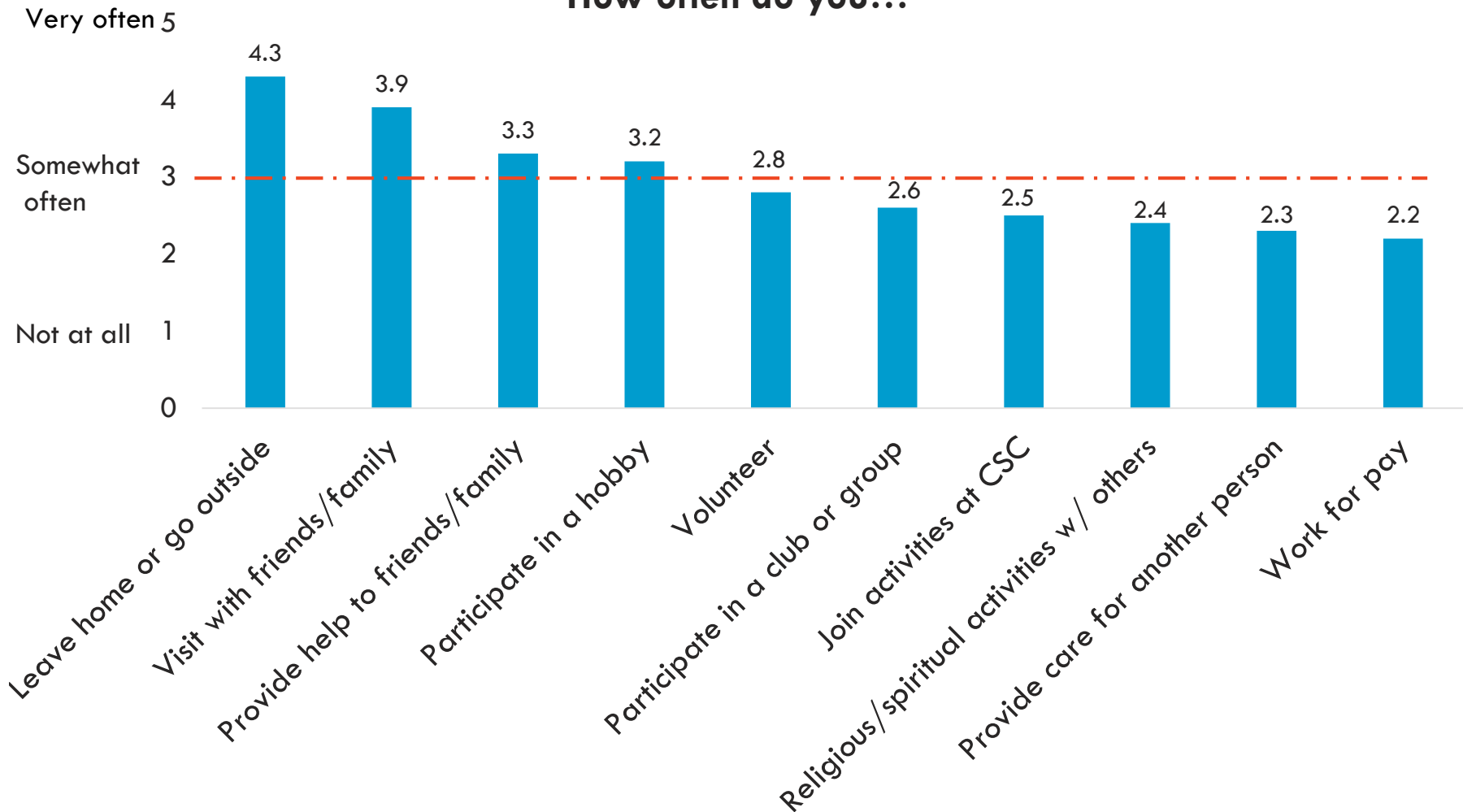
## How frequently are you concerned about...

- Physical health
- Accessing healthcare/Rx
- Isolation/loneliness
- Mobility or walking
- Finances
- Having enough to eat
- Everyday activities
- Accessing transportation
- Feeling bored
- Legal issues

# Respondents leave home or go outside and visit with friends and/or family the most frequently.

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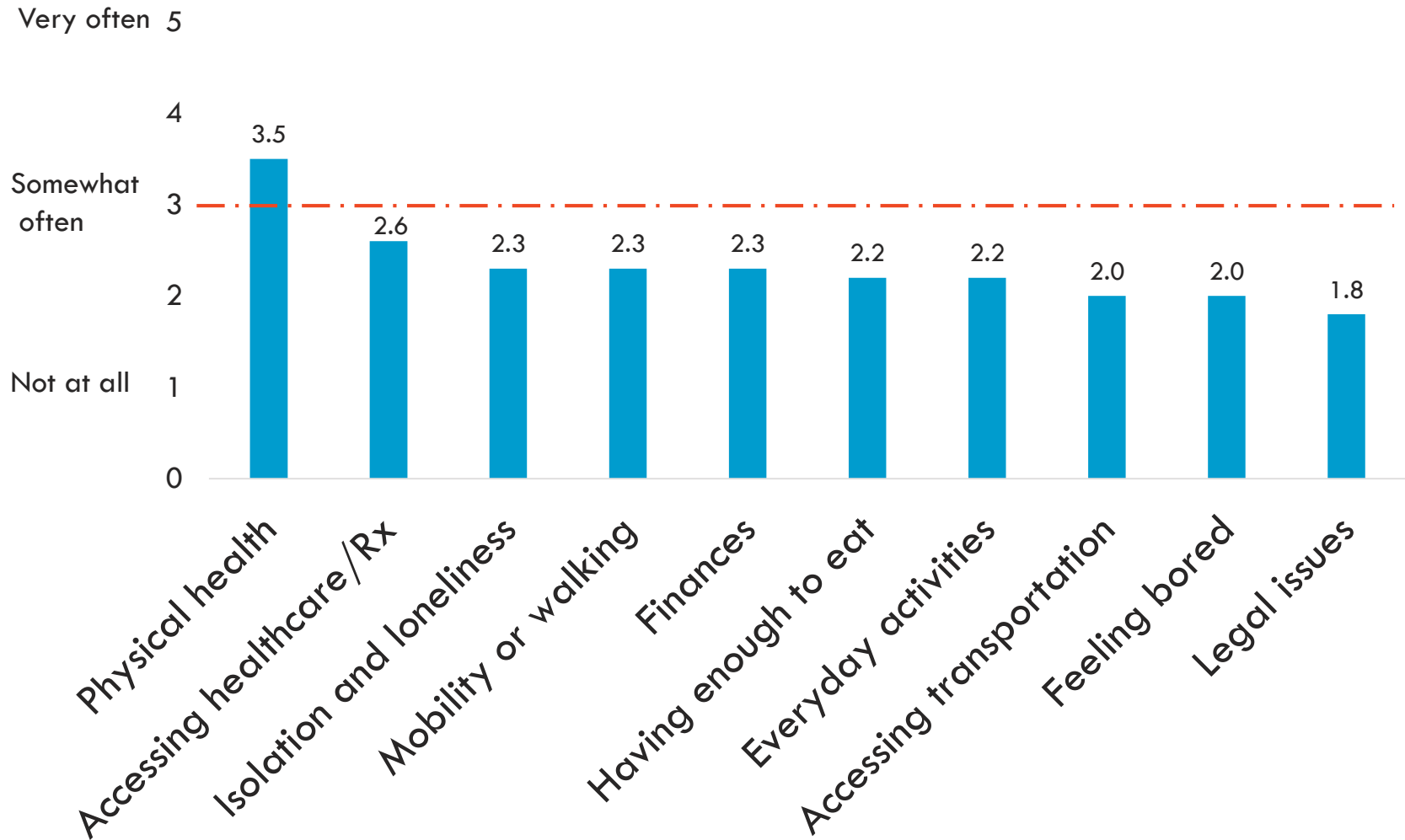
## How often do you...



# Respondents' most common concern is their physical health.

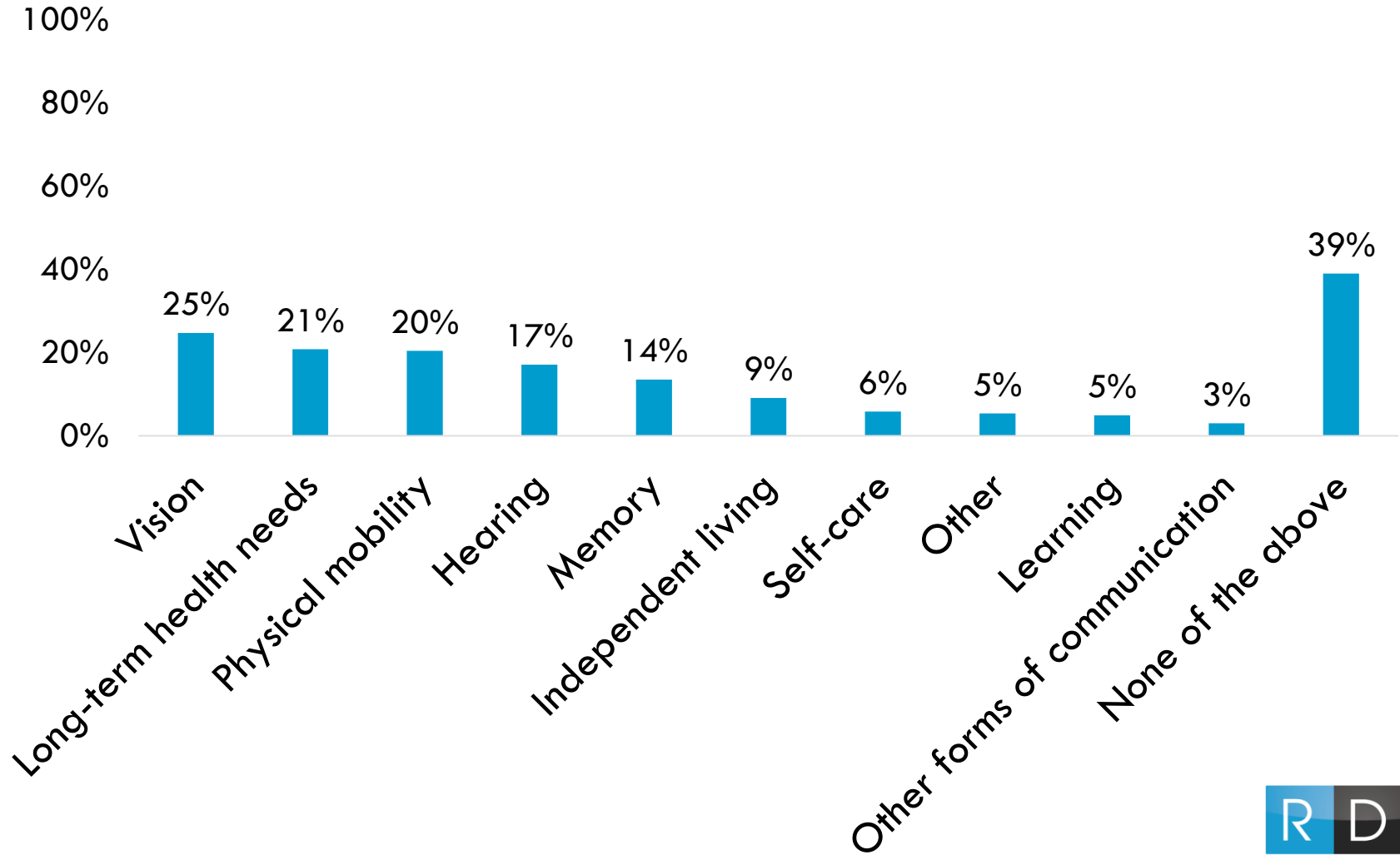
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## How often are you concerned about...



# Over 60% of respondents reported needing some type of accommodation

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# Adults with disabilities are more concerned about their health and healthcare access.

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- Older adults are more likely to engage in different activities
  - ▣ Leave home or go outside
  - ▣ Visit with friends or family
- Adults with disabilities consistently expressed higher levels of concern
  - ▣ Physical health
  - ▣ Getting the healthcare or medications I need

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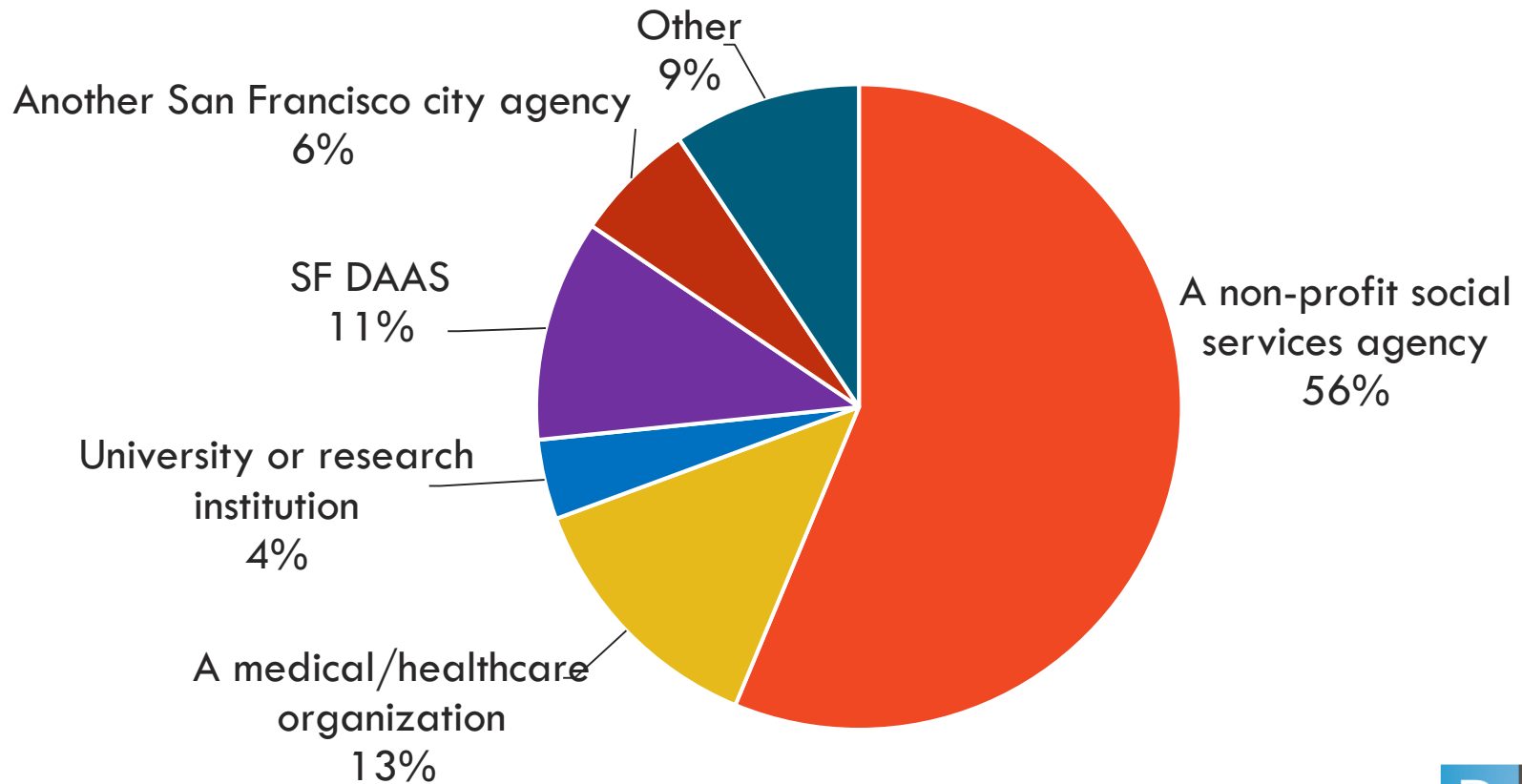
# Provider Findings



# Who took the provider survey?

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- 296 service providers took the survey



# Service areas with the greatest need?

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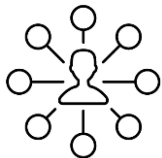
- Providers identified the top service areas with the greatest unmet need



Housing support



In-home care



Case management



Assisted transportation

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How did responses to the consumer survey differ?

# Service Engagement

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**Some differences exist in service participation and barriers to access.**



- Less likely to participate in programs and services
- More likely to report not needing services
- More likely to select “other” as a barrier



- More likely to participate in programs and services
- More likely to select eligibility as a barrier

# Health and Well-being

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## Online/paper respondents...

- Engage in activities more frequently
  - Visit with and provide help to friends/family
  - Participate in Community Services Center activities
  - Work for pay
  - Volunteer
- Are more likely to be concerned about a variety of issues
  - Physical health
  - Isolation and loneliness
  - Access to healthcare/Rx
  - Food security
  - Transportation
  - Finances
  - Boredom

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# Discussion

# Thank you!

Kira Gunther, MSW

[kgunther@resourcedevelopment.net](mailto:kgunther@resourcedevelopment.net)

510.488.4345 x135

Amy Cole, PhD

[acole@resourcedevelopment.net](mailto:acole@resourcedevelopment.net)

510.488.4345 x133