



Department of Aging and Adult Services

Dignity Fund Community Needs Assessment (DFCNA)

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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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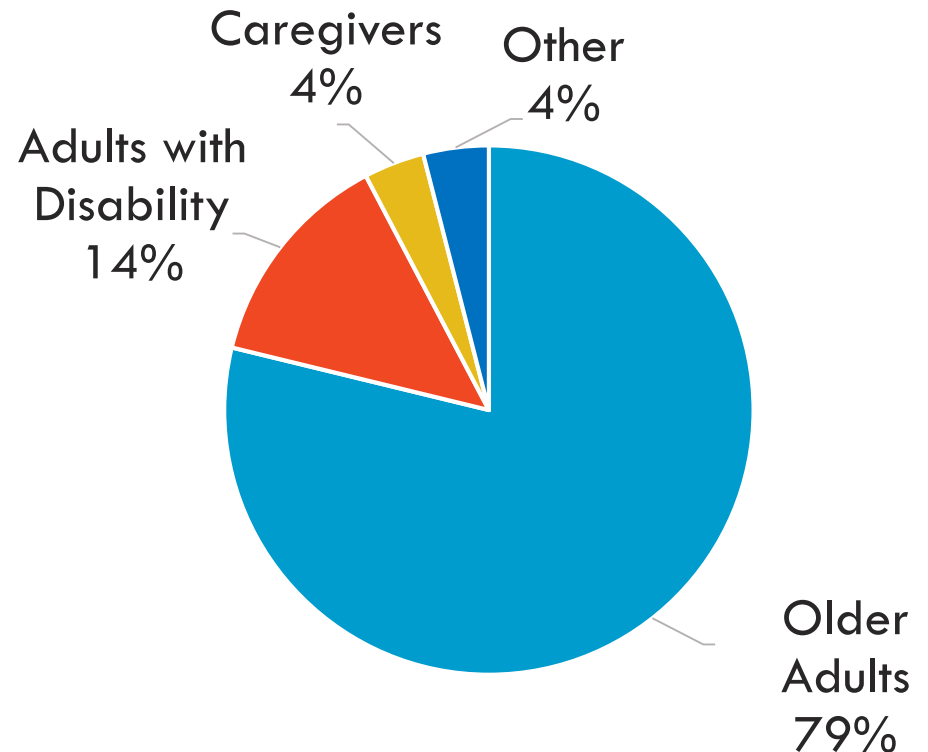
- 1,127 individuals completed the survey



170 via phone



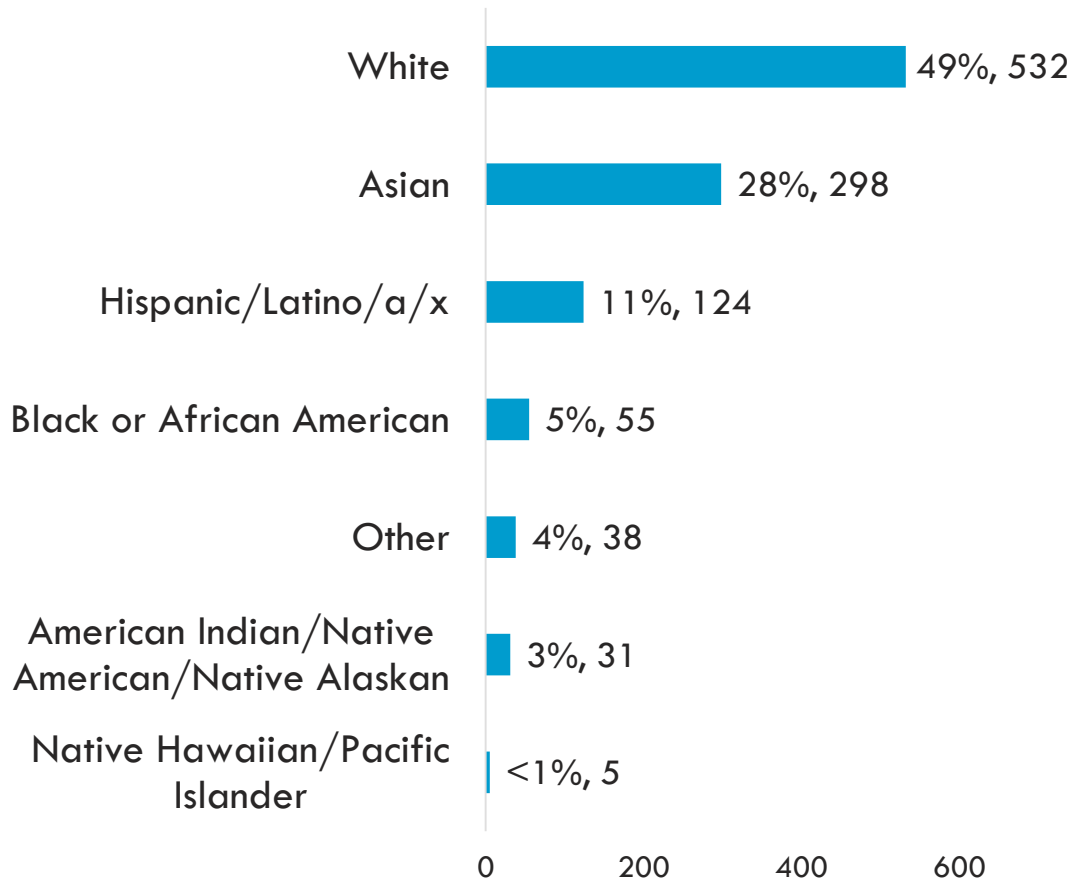
957 via online and paper



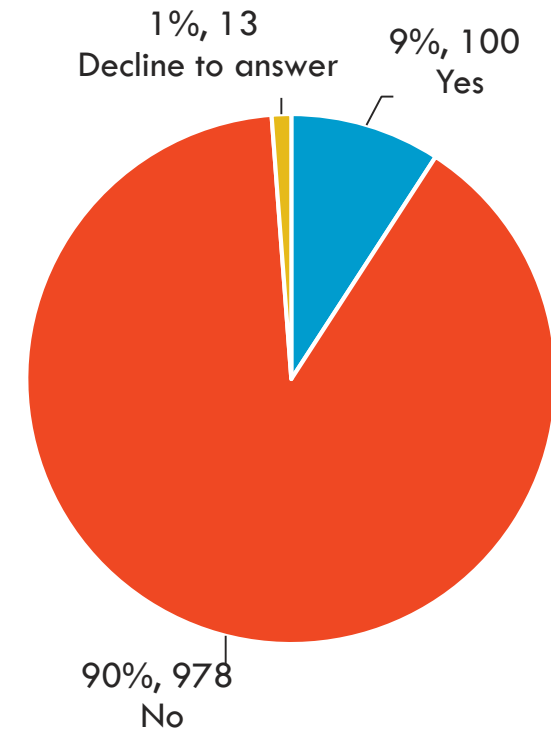
Who took the consumer survey? (2 of 5)

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Race/Ethnicity (N = 1,083)

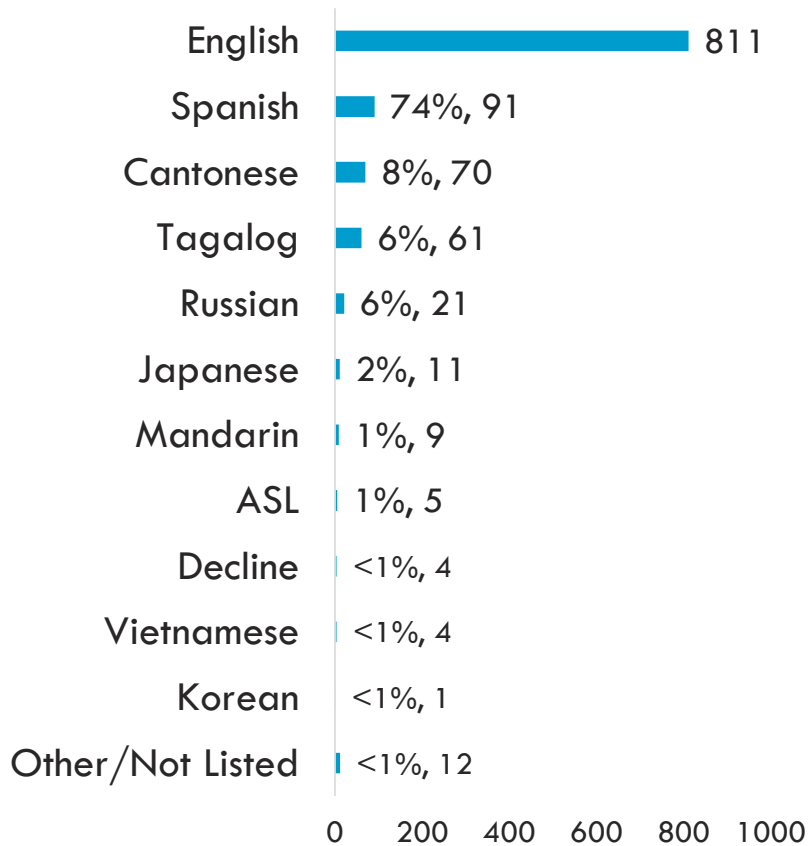


Military Service (N = 1,091)

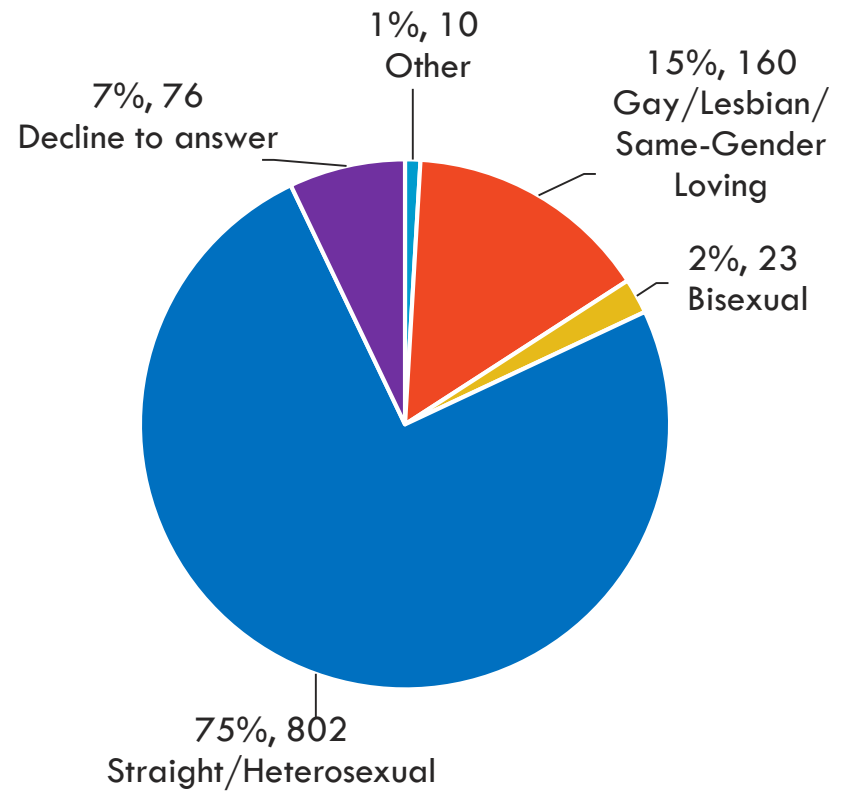


Who took the consumer survey? (3 of 5)

Primary Language (N = 1,100)



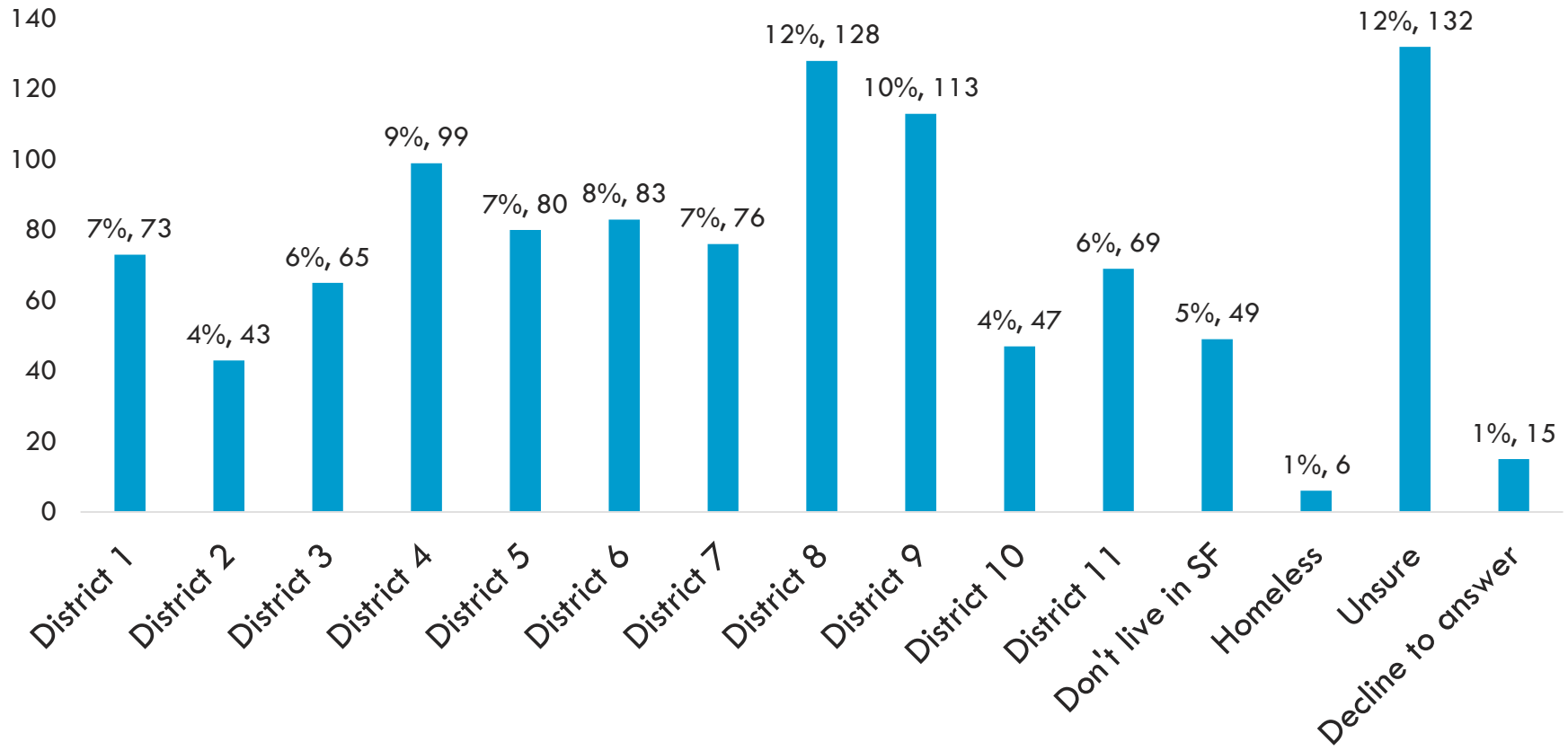
Sexual Orientation (N = 1,071)



Who took the consumer survey? (4 of 5)

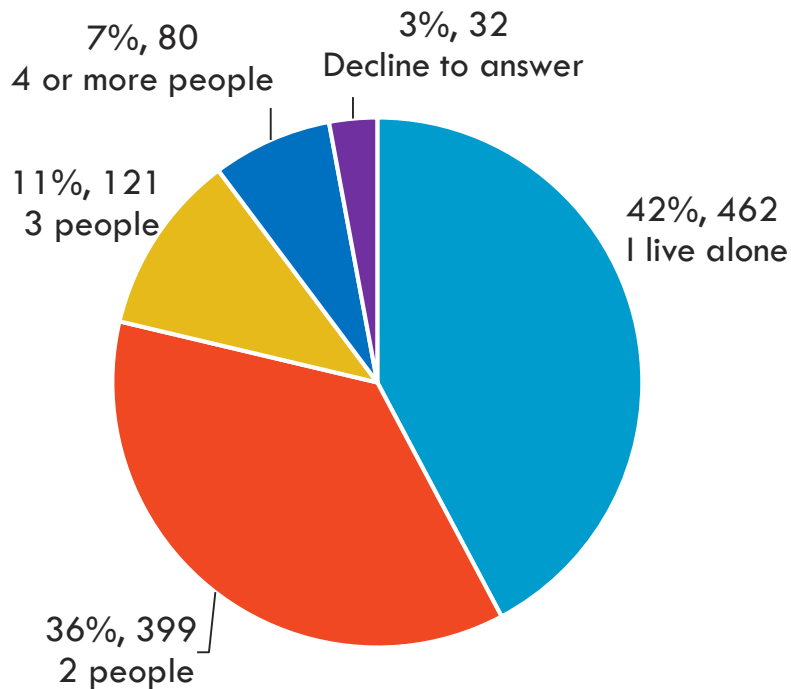
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District of Residence (N = 1,078)

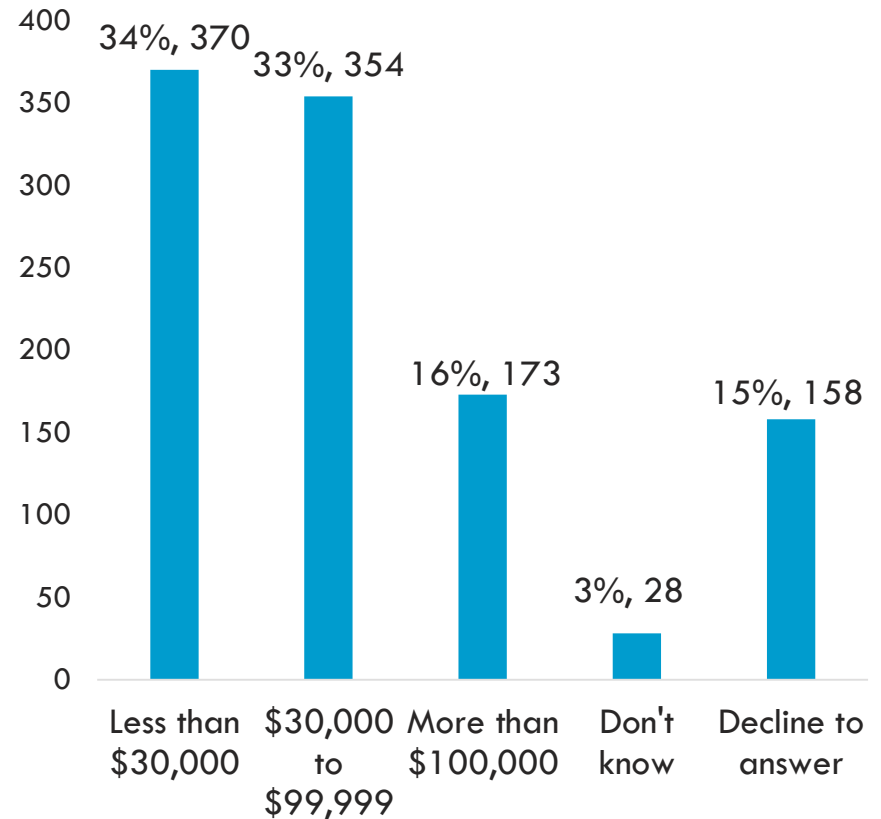


Who took the consumer survey? (5 of 5)

Household Size (N = 1,094)



Household Income (N = 1,083)



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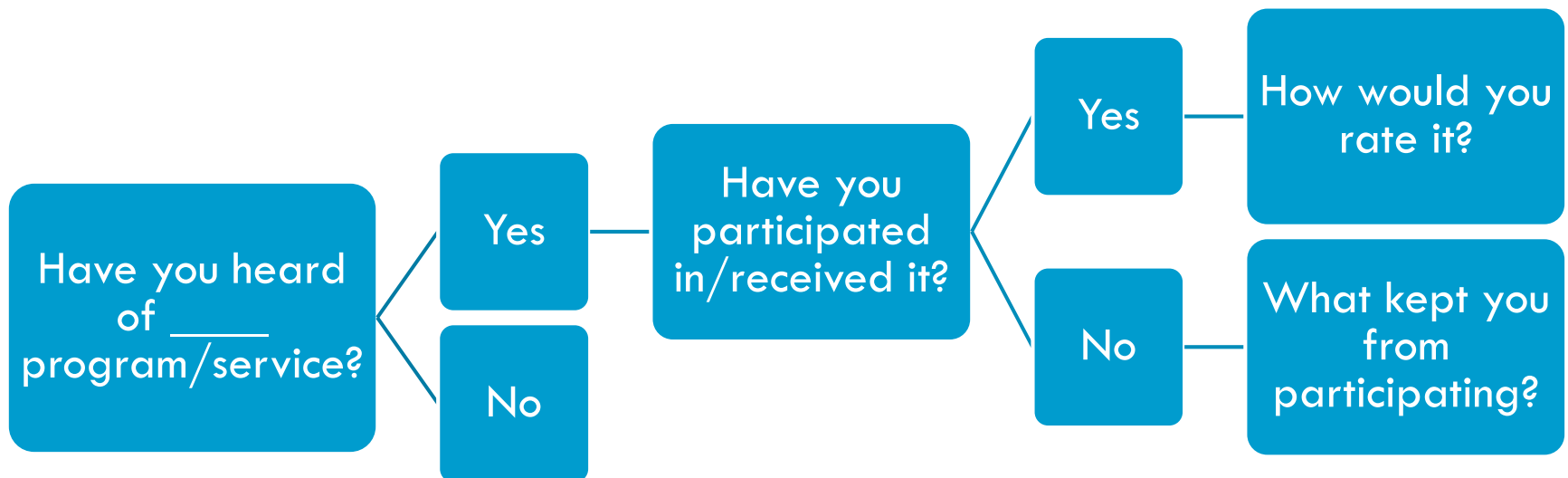
What were the key findings from the consumer survey?

Service Engagement

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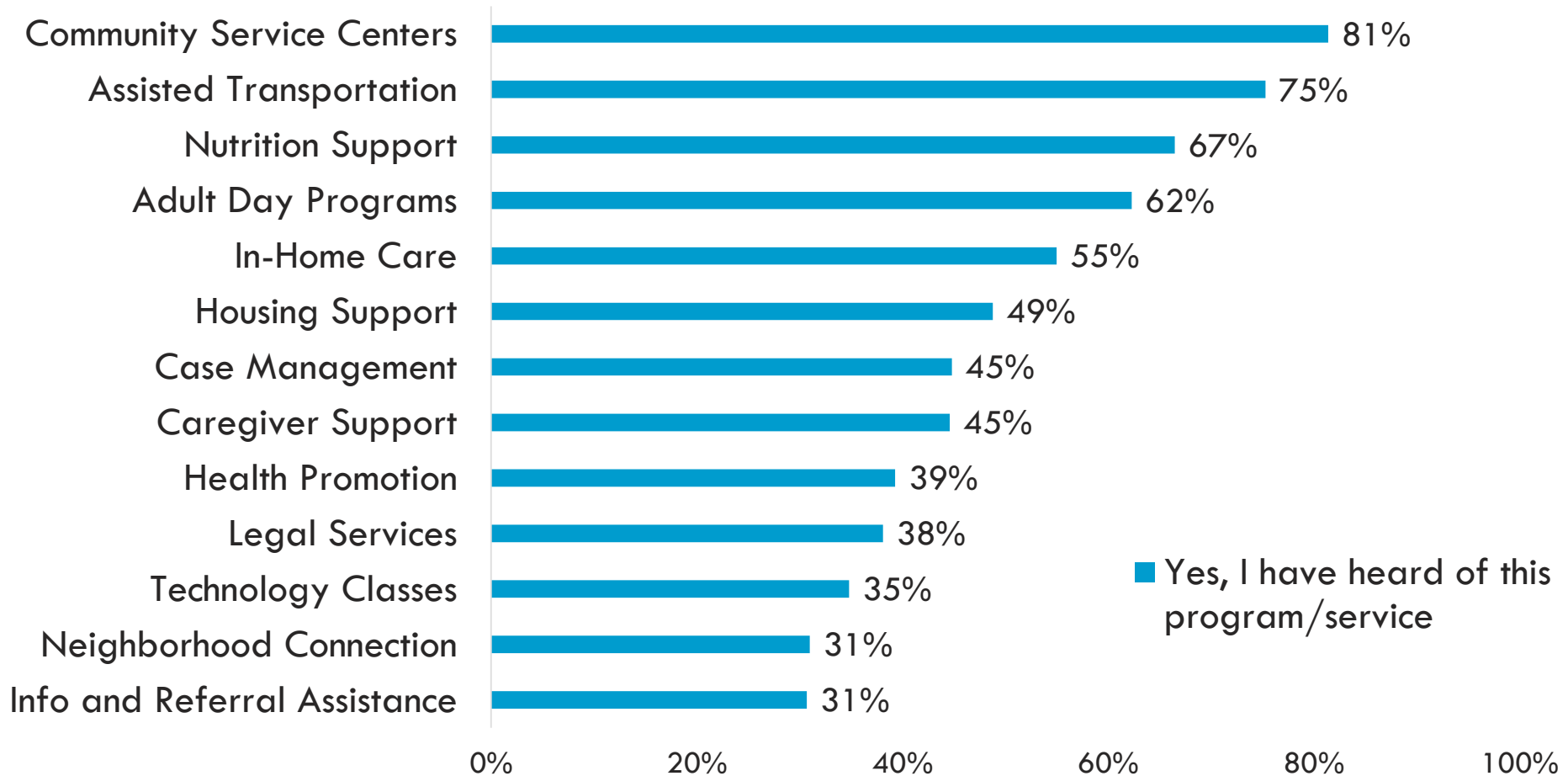
SERVICE AREAS:

- 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



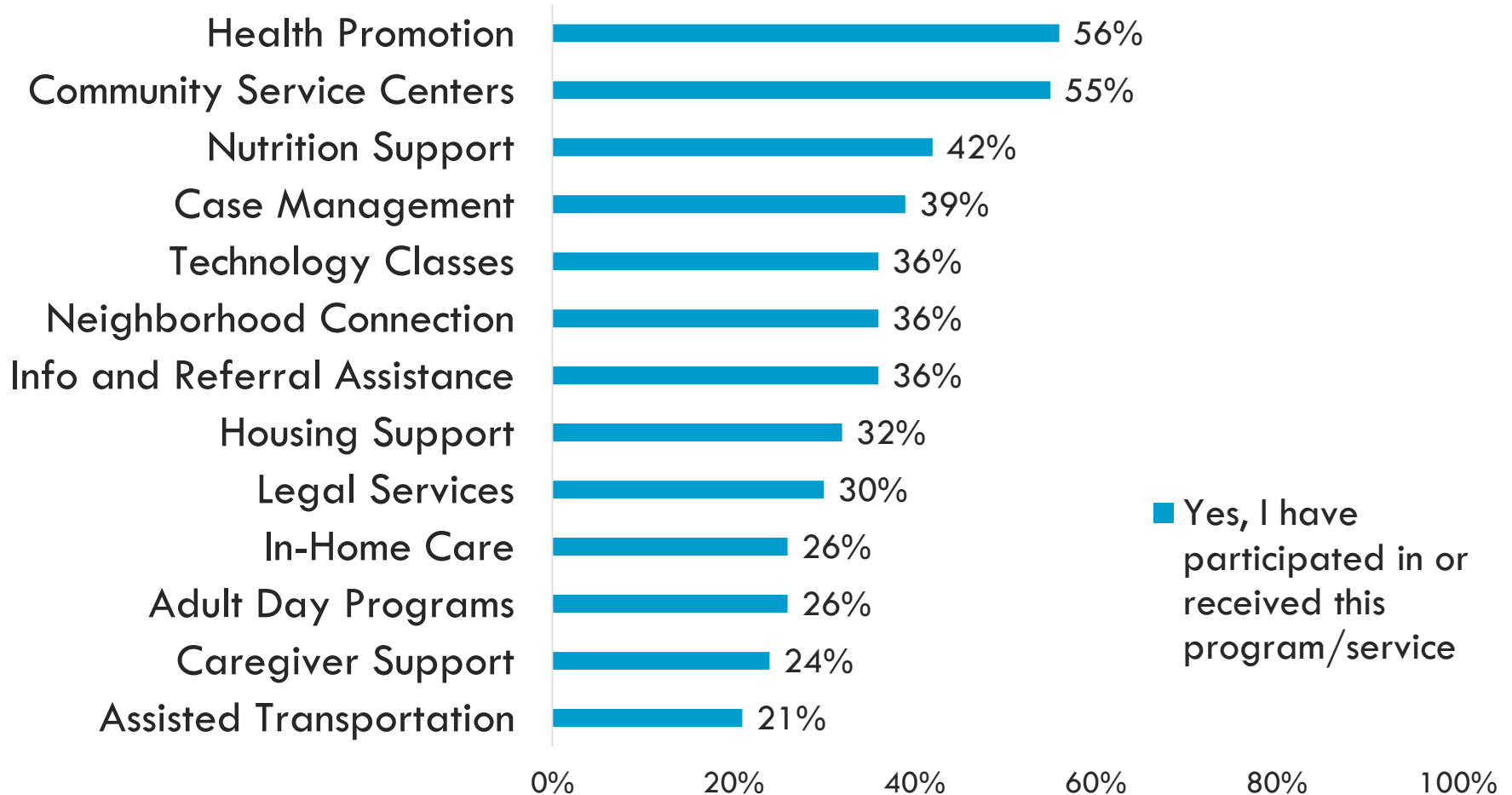
Some services and programs are better known than others.

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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.

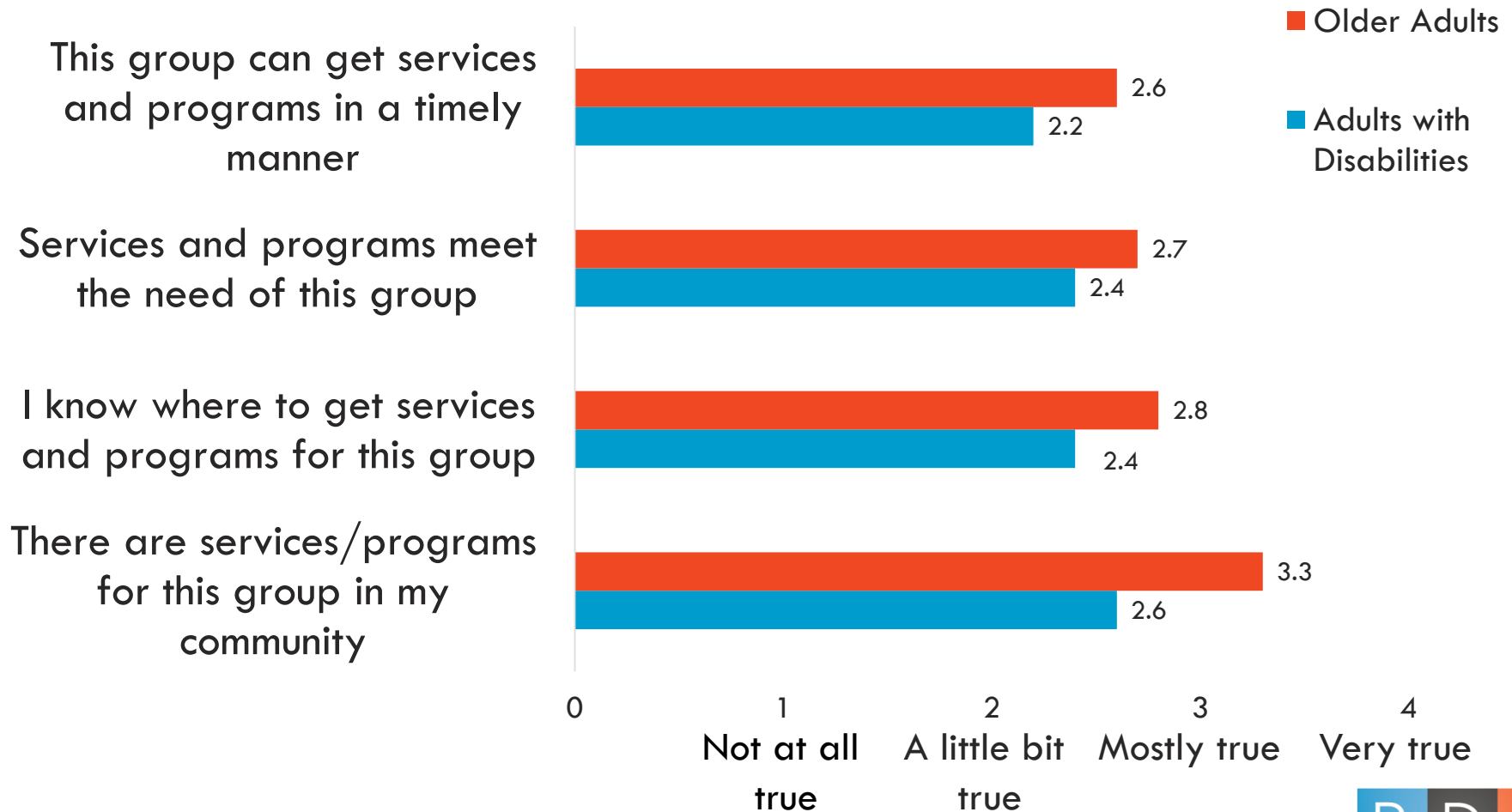
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- Older adults are generally more aware of programs and services
 - ▣ Adults with disabilities were less likely to have heard of adult day programs, community service centers, health promotion programs, and nutrition support services
- Few differences 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

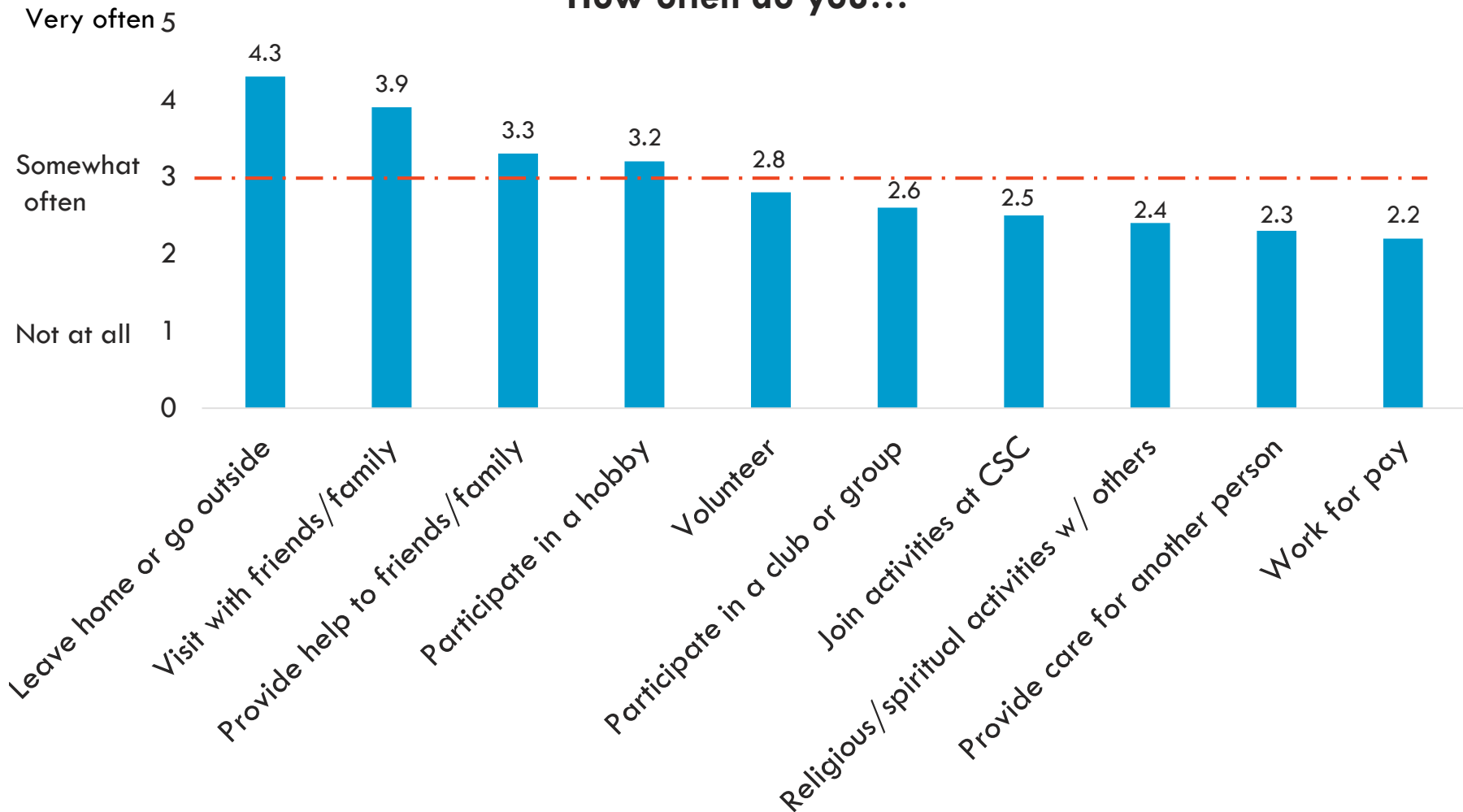
How frequently are you concerned about...

- 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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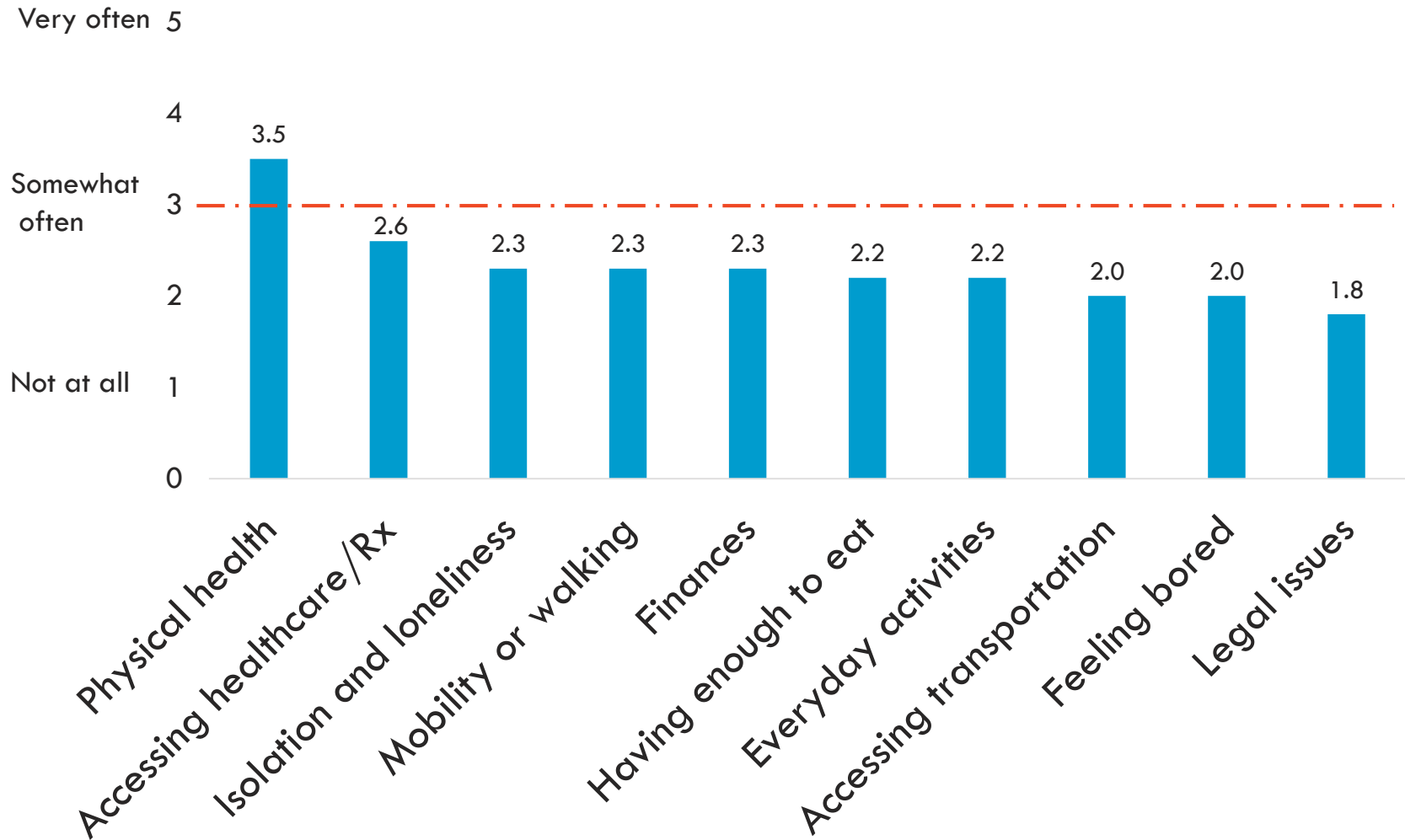
How often do you...



Respondents' most common concern is their physical health.

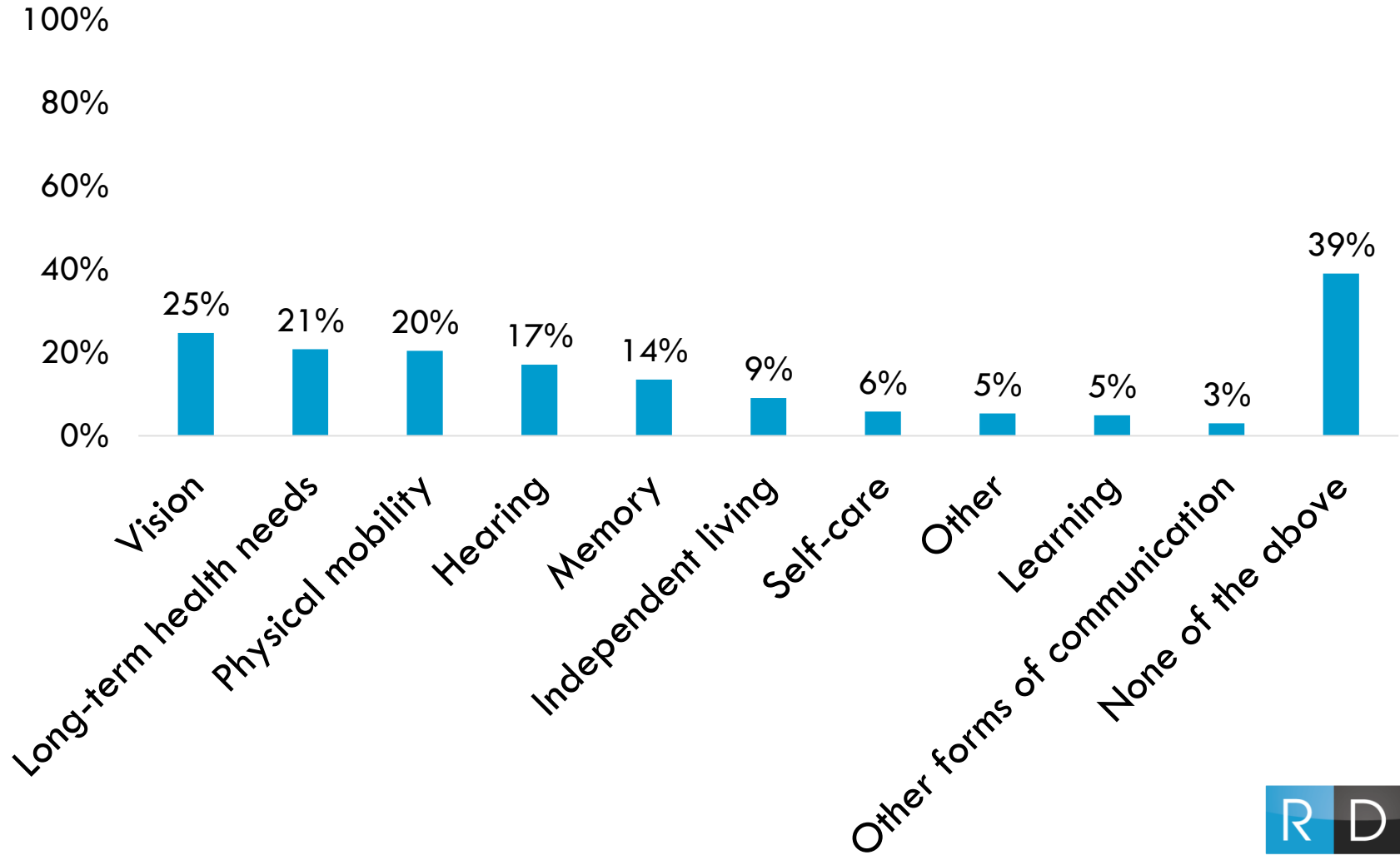
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How often are you concerned about...



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

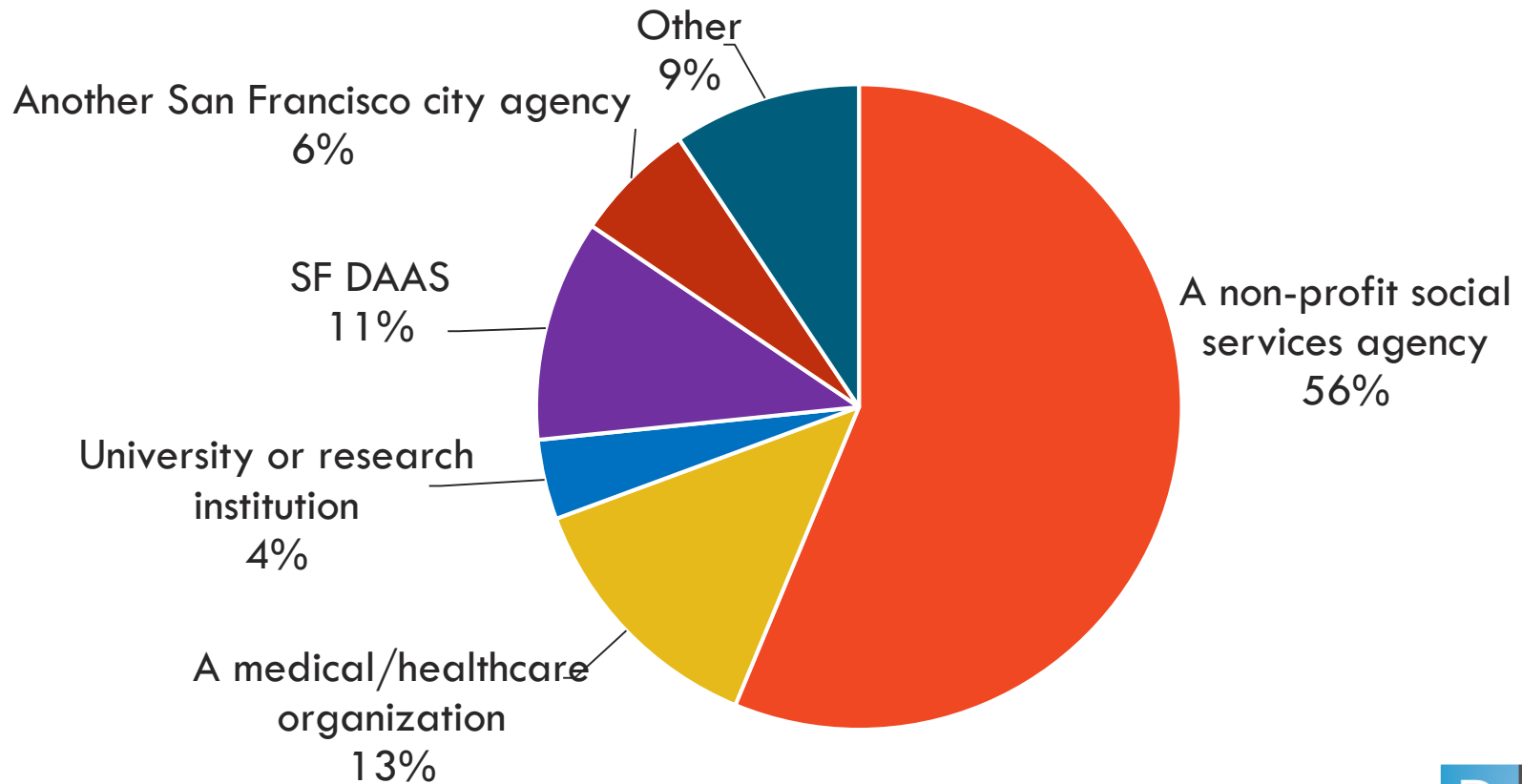
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Provider Findings

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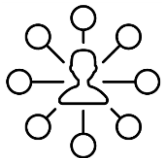
- Providers identified the top service areas with the greatest unmet need



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!

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