



2012 Supplemental Needs Assessment Report

Introduction

Area 4 Agency on Aging (A4AA) routinely assesses what types of services are needed most by older adults and family caregivers in the seven county planning and service area (PSA). The last comprehensive needs assessment was completed in 2009. Several different techniques were used to collect first-hand information, including surveys, interviews, focus groups and Town Hall Meetings. The distinguishing characteristic of a *comprehensive* needs assessment is the widespread distribution of a detailed Senior Survey. The next comprehensive assessment is scheduled to begin in 2014.

In the summer of 2012, Town Hall Meetings were held in order to gather additional community feedback on senior needs prior to issuing a Request for Proposals (RFP) for the upcoming contract cycle. During each Town Hall, attendees were asked to complete a brief Community Services Questionnaire. These Questionnaires were also made available to interested persons who were unable to attend their Town Hall Meeting. In addition, twelve months of needs data from the Senior Information & Assistance providers in the PSA was collected and analyzed. This report summarizes the information gathered from all three of these data sources.

When setting priorities and making funding decisions, A4AA considers a number of factors, including the area's most pressing needs, gaps in the service system, and service impact. Emphasis is placed on serving those with the greatest economic need as well as those who have traditionally been hard to reach, including seniors who are homebound, ethnically or culturally diverse (including persons with differing sexual orientations and gender identities), geographically isolated, non-English speaking and/or those with disabilities.

Area 4 Agency on Aging (A4AA) is responsible for administering Older Americans Act and Older Californians Act programs, including programs for family caregivers. A4AA is a joint powers authority with non-profit status.

Serving Nevada, Placer, Sacramento, Sierra, Sutter, Yolo & Yuba Counties

The Methods

The 2012 Supplemental Needs Assessment included three data-gathering methods. The following section briefly explains how these methods were carried out.

Town Hall Meetings: Beginning on June 4 and ending on September 7, 2012, eight Town Hall Meetings were held, including two in Sacramento County and one in the other six counties in the service area. Each 90-minute meeting was held in partnership with the County Commission on Aging (or equivalent organization). A local County Supervisor participated as a panelist at every meeting, alongside a Commission on Aging and an A4AA representative.

The format of each Town Hall Meeting was the same. First, the A4AA meeting facilitator gave an introduction to the aging services network. Second, the meeting attendees were given five minutes to complete the Community Services Questionnaire (CSQ); the questionnaires were collected, and a volunteer began tallying Question #10 immediately. Next, the three panelists were asked to briefly address the following questions:

- A) **In an atmosphere of diminishing dollars, what has your organization been able to do to preserve services that seniors use now?**
- B) **Has your organization been able to expand services or improve access to services for senior citizens?**
- C) **Has your organization been able to prepare for the needs of aging Baby Boomers?**

When the panelists completed their remarks, the results of Question #10 were shared with the attendees. This triggered the final segment of the meeting – a group discussion about specific challenges, solutions and potential next steps with regard to their top-rated issues.

10) Suppose that it were entirely up to you to decide where your local leaders would focus their energies in order to help all the senior citizens in your community live more independently. Which issues would you choose? (*Circle the best answers*)

Transportation

Health Care

Housing

In-Home Care

Something Else (*please describe*): _____

Altogether, 279 people attended a Town Hall Meeting. Attendance at each meeting varied considerably, from a low of 22 (Sierra County) to a high of 64 (Nevada County). The average attendance was 35 people (up from 23 people in 2008 when 10 similar meetings were held).

The Community Services Questionnaire: From a data collection standpoint, the Community Services Questionnaire (CSQ) was the core of the 2012 Supplemental Needs Assessment (see Appendix A). Although there were seven versions of the questionnaire (one for each county), all seven were identical except for the county name and due date.

The questionnaire was designed to be completed in about 5 minutes and to collect three types of information: 1) simple demographics, including the respondent's age and the name of "their" community; 2) opinions about the availability, importance and cost of home and community-based services; and, 3) which senior issues matter most to the respondent and to his/her community as a whole. The confidential questionnaire was also used to obtain contact information from individuals with an interest in volunteering, advocating, donating or otherwise getting more involved in their local aging services network.

For four weeks after each Town Hall Meeting, interested individuals who were unable to attend were encouraged to complete the CSQ. The survey was available at www.a4aa.com and paper copies were available at the major senior/community centers in each county. This information was conveyed by Area 4, by Area 4-funded service providers and by the local commissions on aging, largely via e-mail blasts.

Data entry was done by A4AA staff in Sacramento. The results were entered online using the *Survey Monkey* website and were compiled by the A4AA Planner. A total of 372 valid surveys were collected.

Senior Information & Assistance Data: A4AA contracts with six different organizations to provide Senior Information & Assistance throughout the service area. Each of those providers uses a computer database to track requests. To add depth to the 2012 Needs Assessment, the top needs expressed by senior citizens in each county during the entire 2011-12 fiscal year (totaling 33,653 contacts) were calculated and ranked.

Because of the Great Recession, the aging services network has been forced to shift its focus from expansion to preservation. For this reason, the 2012 Needs Assessment report included top needs expressed by Information & Assistance callers rather than top gaps in service. This represents a key conceptual difference between the 2008-09 and 2012 Assessments – a difference that is reflected in each of the county needs charts.

Limitations

Like most small agencies, A4AA lacks sufficient resources to perform ideal research projects, let alone purchase advertising to promote our programs and events. Social scientists consider the best research projects to be those that use a variety of methods, and they consider the most reliable findings to be those that emerge from all of the methods used. This principle, known as convergence, was applied to the 2008-09 Needs Assessment. The 2012 Supplemental Needs Assessment was done as similarly as possible to maximize the reliability of the results, despite having a significantly smaller sample of surveys. Because the 2012 results are highly consistent with those from 2008-09, A4AA is confident that the major issues identified in this report are a good estimation of the true top concerns of older adults in the seven county service area.

The Findings

This section summarizes the major, aggregate findings for each of the data-gathering methods.

Town Hall Meetings: As described in the previous section, group discussions took place at each Town Hall Meeting based upon the issue(s) of greatest concern to the attendees. At some meetings, only the top rated issue was discussed in detail. At others, all four core issues (Transportation, Health Care, Housing and In-Home Care) were touched upon. The most frequently cited and most innovative solutions to the core issues are listed below.

Transportation Solutions:

- Reduce the cost of transit services and/or provide more vouchers (*3 comments*)
- Explore alternative approaches to meet seniors' travel needs (*3 comments*)
 - Carpooling
 - A "Neighborhood Watch" style pilot project
 - Public-private partnerships (e.g. the "Driver Please" program)
- Expand Regional Transit routes (*2 comments*)
- More countywide collaboration/coordination (*2 comments*)
- Increased advocacy (*2 comments*)
- Improved accessibility for people with disabilities (*2 comments*)

Health Care Solutions:

- Increased education (*4 comments*)
 - *More health education for individual self-care and prevention*
 - *Continued education about health insurance benefits/options*
 - *Better education of hospital staff about home and community services*
- More wellness programs for seniors (*2 comments*)

Housing Solutions:

- Explore alternative approaches to meet seniors' housing needs (*3 comments*)
 - *Multi-generational housing*
 - *Shared housing*
 - *Co-Housing*
- Increased advocacy in the following areas: (*7 comments*)
 - More affordable housing units for seniors
 - Participation in the Housing Element Update process
 - Request day-time meetings for increased senior input
 - Build senior housing on/near transit routes
 - Build senior housing using principles of Universal Design
- Introduce a "skills training" program to help seniors remain at home (*1 comment*)

In-Home Care Solutions:

- Increased volunteerism (*4 comments*)
 - Develop/expand volunteer-based visiting/helping programs for seniors
 - Recruit more volunteers
- Increased community involvement from rotary and church groups (*2 comments*)
- Use new technologies such as remote monitoring (*1 comment*)
- Develop/expand Caregiver Registries (*1 comment*)

The Community Services Questionnaire: Due to limited sample sizes in individual counties, only the aggregate results from the Community Services Questionnaire (CSQ) have been compiled for the purposes of this report. Those results appear in Appendix A. Some noteworthy findings are highlighted below:

- Most respondents (77.6%) were seniors (age 60 or older); however, just 59.9% self-identified as being a “senior citizen”.
- Just 21.5% of respondents self-identified as being a “service provider”.
- A strong majority of respondents (85.5%) either agreed or strongly agreed that more seniors may lose their ability to live independently unless their community plays a larger role in supporting them (*Question #6*).
- A much slimmer majority (58.5%) favored a sliding-scale fee for those who can afford to pay for services (*Question #7*).
- Questions #9 and #10 yielded different rankings; health care was the greatest concern to individual respondents (*#9*), and transportation was seen as the highest priority for the community to address (*#10*).
- 140 respondents expressed an interest in volunteering, advocating, donating or otherwise getting more involved in aging issues.

Senior Information & Assistance Data: As stated previously, the 2012 Needs Assessment report considered top needs expressed by Information & Assistance (I&A) callers rather than top gaps in service. With the exception of Yuba and Sutter which has one I&A provider serving both counties, the results for each county are unique. The variations do not appear to be related to whether the county is rural or urban. The most frequently cited categories of need were Legal Advice/Assistance and Health Care. One or both of these issues rank highly in every county but Sierra.

The County Senior Needs Charts

A Senior Needs Chart was constructed for each of the seven counties within Area 4 Agency on Aging's service area. As examples, the Nevada and Sacramento County charts appear below. Each Senior Needs Chart is built with first-hand information from the following three sources which appear in the corresponding columns on the right-hand side of the page:

- 1) Responses from Town Hall Meeting attendees of any age who answered Question #10 on the Community Services Questionnaire regarding "What should leaders focus on?" *(See Appendix A for exact wording)*
- 2) Responses from everyone age 60 or older who answered Question #9 on the Community Services Questionnaire regarding "Which senior issues are most important to you personally?" *(See Appendix A for exact wording)*
- 3) Top needs expressed from FY 2011-12 Senior Information & Assistance call data

All three data-gathering methods were weighted equally because they represent three different (albeit overlapping) audiences: aging services stakeholders, concerned seniors and seniors who are actively seeking assistance. The rankings for each county Needs Chart were computed using a simple point system. The ranks that appear in the columns to the right of the page (ranging from 1 to 5) are converted into points so that high ranks get high points and low ranks get low points. Then, the total points are used to determine the overall rankings.

This particular technique was used because it is easy to apply and to understand; no complex statistical knowledge is required. However, the simplicity of the computations often results in a tie in the rankings (indicated by the letter "T") no matter how large the sample may be.

In contrast to the 2008-09 Needs Charts which listed nearly 30 individual items, broad categories of issues (including the four core issues) were used for the 2012 Charts. This approach lent itself much better to an abbreviated assessment process with a Town Hall-driven format and just a ten-item questionnaire. Nearly every community issue is also a senior issue in one way or another. The strength of this approach (and the reason it was chosen) is that it quickly provides a picture of what stakeholders, service users and seniors in general view as the top set of concerns at a particular point in time. The weakness of this approach is that it does not provide as much county-level specificity as may be needed or desired.

The reader should also note that the Needs Charts measure the scope and frequency of needs, not necessarily the severity or importance of those needs. Elder abuse is clearly a great concern, yet it does not appear at all on most Charts because a comparatively small percentage of seniors are in abusive situations at any given time.

To download a 2012 Senior Needs Chart for any county in Area 4, go to: www.a4aa.com ,then click on "Professionals," then "Data & Resources"

NEVADA COUNTY

2012 Senior Needs Chart

Most of the needs fall into broad categories of issues commonly reported by older adults. The descriptions below are general; not every example within a category was cited.

The first column to the right represents input from all attendees at the Town Hall Meeting (n=62). The second column reflects Community Services Questionnaire results from people age 60+ only (n=44). The third column represents data from HelpLine (n=3,864).

The overall rankings were computed using a simple point system. The letter "T" indicates a tie. For more details, see the 2012 Supplemental Needs Assessment Report (www.a4aa.com)

What should leaders focus on?
(2012 Town Hall Meeting)

Issues Important to Seniors (2012
Community Services Questionnaire)

Top needs expressed, FY 2011-12
(Senior Information & Assistance)

Overall Rank

1	IN-HOME CARE (Non-Medical) Including but not limited to: understanding insurance and care options; access to reliable and reputable in-home care workers; and, ability to pay for in-home care or adult day care.	1	2	4
2	HEALTH CARE Including but not limited to: understanding health insurance and care options; access to appropriate medical care; ability to pay for medical care, dental care and medicines; coping with chronic health problems; and, coping with mental health problems such as depression.	3	1	
3	TRANSPORTATION Including but not limited to: understanding options & programs; access to clean, safe, reliable choices, including public transit, non-emergency medical transit, private transit services and not-for-profit programs; and, ability to pay for transportation costs (both car owners and transit riders).	2	3	
T-4	HOUSING Including but not limited to: shelter for homeless seniors; understanding housing options & programs; an adequate supply of clean, safe, accessible housing units; ability to paying for housing costs (rent/mortgage/taxes/repairs); and, access to reliable and reputable handymen/contractors.	4	4	5
T-4	LEGAL ADVICE/ASSISTANCE Including but not limited to: understanding options & programs; access to reliable and reputable legal advisors; and, ability to pay for legal costs.			1
T-4	FOOD Including but not limited to: understanding options & programs; access to healthy food sources; an adequate supply of healthy food through a variety of channels, including senior lunch sites, home delivered meals, surplus and commodities programs and soup kitchens; and, ability to pay for food.	5		2
7	OTHER: FIREWOOD STOCKPILING			3
8	FINANCIAL ADVICE Including but not limited to: understanding options & programs; access to reliable and reputable financial advisors, tax preparers, and money managers; and, ability to pay for financial assistance costs.		5	

Overall Rank	<h1 style="text-align: center;">SACRAMENTO COUNTY</h1> <h2 style="text-align: center;">2012 Senior Needs Chart</h2> <p>Most of the needs fall into broad categories of issues commonly reported by older adults. The descriptions below are general; not every example within a category was cited.</p> <p>The first column to the right represents input from all attendees at the Town Hall Meetings (n=46). The second column reflects Community Services Questionnaire results from people age 60+ only (n=89). The third column represents data from 2-1-1 Sacramento (n=16,403).</p> <p>The overall rankings were computed using a simple point system. The letter "T" indicates a tie. For more details, see the 2012 Supplemental Needs Assessment Report (www.a4aa.com)</p>	What should leaders focus on? (2012 Town Hall Meetings)	Issues Important to Seniors (2012 Community Services Questionnaire)	Top needs expressed, FY 2011-12 (Senior Information & Assistance)
T-1	TRANSPORTATION Including but not limited to: understanding options & programs; access to clean, safe, reliable choices, including public transit, non-emergency medical transit, private transit services and not-for-profit programs; and, ability to pay for transportation costs (both car owners and transit riders).	1	2	
T-1	HEALTH CARE Including but not limited to: understanding health insurance and care options; access to appropriate medical care; ability to pay for medical care, dental care and medicines; coping with chronic health problems; and, coping with mental health problems such as depression.	T-2	1	
3	HOUSING Including but not limited to: shelter for homeless seniors; understanding housing options & programs; an adequate supply of clean, safe, accessible housing units; ability to paying for housing costs (rent/mortgage/taxes/repairs); and, access to reliable and reputable handymen/contractors.	4	4	2
4	IN-HOME CARE (Non-Medical) Including but not limited to: understanding insurance and care options; access to reliable and reputable in-home care workers; and, ability to pay for in-home care or adult day care.	T-2	3	
5	FINANCIAL ADVICE Including but not limited to: understanding options & programs; access to reliable and reputable financial advisors, tax preparers, and money managers; and, ability to pay for financial assistance costs.			1
6	FOOD Including but not limited to: understanding options & programs; access to healthy food sources; an adequate supply of healthy food through a variety of channels, including senior lunch sites, home delivered meals, surplus and commodities programs and soup kitchens; and, ability to pay for food.			3
T-7	LEGAL ADVICE/ASSISTANCE Including but not limited to: understanding options & programs; access to reliable and reputable legal advisors; and, ability to pay for legal costs.			4
T-7	OTHER: OPPORTUNITIES FOR SOCIALIZATION and/or EDUCATION	5	5	
9	OTHER: CONSUMER PROTECTION			5

The Area 4 Agency on Aging Senior Needs Chart

The Planning & Service Area 4 (PSA 4) Senior Needs Chart on page 10 is a compilation of the seven, separate county Needs Charts. To arrive at an overall ranking of the top ten needs in PSA 4, the rankings from each of the counties were combined using the same type of point system described above. All seven counties were weighted equally, partly to prevent the concerns of the most populous counties (Sacramento and Placer) from eclipsing the concerns of the other five.

This summary PSA 4 Chart illustrates the great diversity of priorities that exist within Area 4. None of the counties even ranked their top two issues in exactly the same way, let alone all ten. Certainly, each county has a different mix of people, resources and concerns, and each community within those counties approaches the needs of their eldest citizens in slightly different ways. This also leads us to weigh the needs of each county equally.

Having said this, there is also a great deal of common ground among the counties in PSA 4. When considered together, there are six issues that rise to the top of the list and stand above the others, either ranking highly in every county or in every county but one. They are:

- 1. Health Care**
- 2. Transportation**
- 3. In-Home Care (Non-Medical)**
- 4. Housing**
- 5. Legal Advice/Assistance**
- 6. Food**

These overall results are consistent with those noted in the 2008-09 Needs Assessment Report, especially when focusing just upon the data-gathering methods used in 2012. This suggests that the small number of questionnaires collected in many counties did not substantially impact the credibility of this supplemental study, and that the major needs of older adults in our region have, for the most part, remained stable over the past 4 years.

The most striking difference between the 2008-09 and 2012 Senior Needs Charts is the elevation of food as a major concern. In the prior study, “Having enough food to eat” ranked last (22nd overall); in our abbreviated assessment, it has risen to the 6th position. The topic arose both in Town Hall meetings and in the Senior I&A data. There appear to be a variety of recession-related reasons for this trend, including shortages of surplus food for homeless seniors, shortages of food commodities for low-income seniors and increasing waiting lists for A4AA-funded home-delivered meals.

Overall Rank	<h2>Planning & Service Area 4 2012 Senior Needs Chart</h2> <p>Most of the needs fall into broad categories of issues commonly reported by older adults. The descriptions below are general; not every example within a category was cited.</p> <p>The overall rankings were computed using a simple point system. The letter "T" indicates a tie. For more details, see the 2012 Supplemental Needs Assessment Report (www.a4aa.com)</p>	Nevada County	Placer County	Sacramento County	Sierra County	Sutter County	Yolo County	Yuba County
		1	HEALTH CARE Including but not limited to: understanding health insurance and care options; access to appropriate medical care; ability to pay for medical care, dental care and medicines; coping with chronic health problems; and, coping with mental health problems such as depression.	2	T-2	T-1	T-2	1
2	TRANSPORTATION Including but not limited to: understanding options & programs; access to clean, safe, reliable choices, including public transit, non-emergency medical transit, private transit services and not-for-profit programs; and, ability to pay for transportation costs (both car owners and transit riders).	3	T-2	T-1	1	4	2	T-2
3	IN-HOME CARE (Non-Medical) Including but not limited to: understanding insurance and care options; access to reliable and reputable in-home care workers; and, ability to pay for in-home care or adult day care.	1	1	4	T-2	T-2	3	4
4	HOUSING Including but not limited to: shelter for homeless seniors; understanding housing options & programs; an adequate supply of clean, safe, accessible housing units; ability to paying for housing costs (rent/mortgage/taxes/repairs); and, access to reliable and reputable handymen/contractors.	T-4	4	3	T-4	T-2	T-4	T-2
5	LEGAL ADVICE/ASSISTANCE Including but not limited to: understanding options & programs; access to reliable and reputable legal advisors; and, ability to pay for legal costs.	T-4	T-6	T-7		5	T-4	5
6	FOOD Including but not limited to: understanding options & programs; access to healthy food sources; an adequate supply of healthy food through a variety of channels, including senior lunch sites, home delivered meals, surplus and commodities programs and soup kitchens; and, ability to pay for food.	T-4		6	T-6	T-6	T-7	T-7
7	FINANCIAL ADVICE Including but not limited to: understanding options & programs; access to reliable and reputable financial advisors, tax preparers, and money managers; and, ability to pay for financial assistance costs.	8		5		T-6		6
8	OTHER: FINDING INFORMATION ABOUT SERVICES/EVENTS		5		T-4		9	
9	OTHER: Miscellaneous Responses		T-6			8		T-7
10	OTHER: OPPORTUNITIES for SOCIALIZATION and/or EDUCATION		T-6	T-7				

Conclusion: How Local Communities can Respond

There is no question that as a whole, local aging services providers are falling behind. Sources of revenue continue to shrink; the demand for home and community-based programs continues to grow. As stated on page five, 85.5% of the people who completed the Community Services Questionnaire agreed that more seniors will lose their ability to live independently unless their community plays a larger role in supporting them.

The good news is members of the community are willing to help. By simply hosting public meetings and placing our questionnaires at the major senior centers, we found 140 people who are interested in personally volunteering, advocating, donating or otherwise tackling senior issues. The rest of the news is that we also found 140 different perspectives on *how* and *when* and *where* those senior issues should be tackled.

The ongoing challenge is to harness those general desires to help and to channel them into specific projects and tasks for people to do. At the regional level, this is one element of the overall role of Area 4 Agency on Aging (A4AA). At the local level, City and County Commissions on Aging are the most logical organizations to facilitate this. We are all non-partisan groups with direct communication links to elected officials. Yet one must recognize we all face substantial difficulties, simply by virtue of our missions.

Aside from the daunting “core” issues we have identified in this report (i.e., Transportation, Health Care, Housing and In-Home Care), any advisory or advocacy group whose focus is to represent seniors must also determine how it will:

- Clearly define its scope of work. Virtually every major human problem/crisis/concern affects older adults in one way or another;
- Be responsive to the most diverse population imaginable. Even in an area where most of the residents *might* be of the same ethnicity, religion, income and political persuasion, how much do a 60 year-old and a 96-year old really have in common? Do they need and want the same kind of support from their community?
- Overcome the likelihood of having relatively little funding and influence compared to other groups (such as those that represent children, for example). This tendency can be attributed in part to the persistent stigma associated with growing old.

Despite these challenges, three local organizations are doing some exciting work.

1. Senior Living Group of the Sierra Foothills

This independent group was formed by several members of a local Municipal Advisory Council (MAC). {MACs represent rural areas and report to County Supervisors, usually on development-related issues.} They are working to address a gap in medical transportation services for seniors in the Colfax area.

Conclusion *(continued)*

2. Roseville Commission on Aging

This group has been working to have the City of Roseville officially designated as an “Age-friendly City” by the World Health Organization. If approved, Roseville would join an international network of communities each “committed to creating inclusive and accessible urban environments to benefit their ageing populations.” www.who.int

3. Yolo Healthy Aging Alliance (YHAA)

YHAA was formed to independently advocate and raise funds for special projects in the County. It is the result of several years of efforts that first began with the Yolo County Commission on Aging – to our knowledge, the only such Supervisor-chaired commission in California. {Consequently, the Supervisor at that time is now State Assemblywoman Mariko Yamada, Chair of the Committee on Aging and Long-Term Care.} YHAA has secured funding from The SCAN Foundation to hire an Executive Director and is in the process of becoming a 501(c)3 non-profit organization. With 30 participating agencies, they are poised to make unprecedented strides in Yolo County.

These three groups have one thing in common: Strong Leadership. In every case, it was one or more individuals with a deep commitment to aging issues that was the driving force behind these evolving success stories. Local leaders who (individually or collectively) possessed the vision, experience, knowledge and ability to do what it takes to get results – results that will make a difference in the lives of older adults fighting to hold on to their independence.

A4AA staff are experts in an extraordinarily broad and complicated field. We can, and we do support fellow service providers, Commissions on Aging and other partner agencies through information sharing and networking as well as offering guidance in the areas of project development, funding, promotion and advocacy.

Given just a little more administrative support from local municipalities, cooperation with community and faith-based organizations and financial assistance from the private sector, we can all work together to fully utilize the talents of those who are already willing to help, and we can accomplish a great deal more than we do today. The positive momentum gained from those types of efforts will attract new outstanding leaders to the cause.

For free information about programs and services for senior and caregivers in your area, call (800) 510-2020 or call Area 4 Agency on Aging at (916) 486-1876.

APPENDIX A

(pages 14 – 17)



Community Services Questionnaire

What do older adults need to live independently?

SUMMARY REPORT PLANNING & SERVICE AREA 4 (372 Responses) October 2012

Instructions: Please complete this questionnaire if you have input you want to share. It takes most people about 5 minutes to finish the questions. You are **not** required to write your name on this form. If you voluntarily decide to do so (see Section D), then your information will only be used by staff to refer you to appropriate sources, based upon the interest areas you select.

How to Return the Questionnaire: Completed forms should be received by Area 4 Agency on Aging no later than **August 20, 2012**. Forms may be submitted by mail or fax (*see footer*) or by sending an e-mail to: wtift@a4aa.com. For an electronic copy of this questionnaire, go to www.a4aa.com and click on "Town Hall Meetings" in the upper left-hand corner of any page.

Serving Nevada, Placer, Sacramento, Sierra, Sutter, Yolo & Yuba Counties

2260 Park Towne Circle, Suite 100 / Sacramento, California 95825 / Phone: (916) 486-1876 / Fax: (916) 486-9454 / Website: www.a4aa.com

Part A: About You

1) Which age group are you in? *(Circle your answer)*

4.2%	Under 40	16.2%	80 - 89
18.2%	40 - 59	1.7%	90 - 99
36.4%	60 - 69	----	100+
23.2%	70 - 79		Missing Data (15)
			99.9% Total (357)

2) Which terms best describe you with regard to aging issues? *(Circle the best answers)*

59.9%	Senior citizen	14.5%	Friend/Neighbor	0.5%	Media person
29.0%	Volunteer	2.7%	Elected official	21.5%	Service provider
22.6%	An advocate	12.9%	Caregiver	8.9%	Other professional
22.0%	Family member	3.5%	Care receiver	5.1%	Student/educator
					Total (756 circled)
					Avg. = 2.0/person

3) What do you consider to be “your community”? 339 responses; 33 missing
(Please name your housing complex, neighborhood, town or city)

Part B: About Services for Senior Citizens in Your Community

Older adults in every community in the county have some access to free and/or low-cost services that are designed to help them stay independent in later life. These are known as Home & Community-Based Services, and they include things like Senior Information & Assistance, In-Home Supportive Services (IHSS), Meals on Wheels, Transportation programs and many others. Based on what you know about these particular types of services, please respond to the following statements. *(Circle the best answer)*

4) Overall, senior citizens in my community have as much access as they need to Home & Community-Based Services that can help them stay independent.

4.4%	Strongly Agree		
20.3%	Agree		
14.0%	Neutral		
31.2%	Disagree	16.4%	I don't know
13.7%	Strongly Disagree		Missing (7)
			100.0% Total (365)

5) Senior citizens in my community have about the same amount of access to Home & Community-Based Services as they did 5 years ago.

2.5%	Strongly Agree		
18.5%	Agree		
13.3%	Neutral		
28.7%	Disagree	24.0%	I don't know
13.0%	Strongly Disagree		Missing (10)
<hr/>		<hr/>	
		100.0%	Total (362)

6) As the population ages over time, more senior citizens may lose their ability to live independently unless my community plays a larger role in assisting them.

36.2%	Strongly Agree		
49.3%	Agree		
5.5%	Neutral		
2.2%	Disagree	4.9%	I don't know
1.9%	Strongly Disagree		Missing (7)
<hr/>		<hr/>	
		100.0%	Total (365)

7) Senior citizens in my community who receive free Home & Community-Based Services should be required to pay a sliding-scale fee for those services, if they can afford to do so.

8.5%	Strongly Agree		
50.0%	Agree		
20.6%	Neutral		
10.7%	Disagree	4.9%	I don't know
5.2%	Strongly Disagree		Missing (8)
<hr/>		<hr/>	
		99.9%	Total (364)

8) In my community, preparing for the future needs of elderly Baby Boomers is not as critical as trying to meet the needs of those who are elderly right now.

6.6%	Strongly Agree		
27.7%	Agree		
12.5%	Neutral		
34.6%	Disagree	4.4%	I don't know
14.1%	Strongly Disagree		Missing (11)
<hr/>		<hr/>	
		99.9%	Total (361)

Part C: What Matters Most?

9) Which senior issues are most important to you personally? (*Circle the best answers*)

43.8% Transportation

51.9% Health Care

29.8% Housing

38.4% In-Home Care 19.6% Something Else (*please describe*)

Total (610 circled)

Avg. = 1.6/person

10) Suppose that it were entirely up to you to decide where your local leaders would focus their energies in order to help all the senior citizens in your community live more independently. Which issues would you choose? (*Circle the best answers*)

46.0% Transportation

39.8% Health Care

31.2% Housing

45.7% In-Home Care 11.8% Something Else (*please describe*)

Total (605 circled)

Avg. = 1.6/person

Part D: Making a Difference {This section is **OPTIONAL**}

Are you willing to help senior citizens in your community live more independently? If so, please check the appropriate boxes, and let us know how to contact you.

14.2% I am interested in volunteering

10.5% I am interested in writing letters of support on senior issues

17.5% I am interested in joining a commission or task force

4.6% I am interested in donating to a worthy organization

5.9% Something else (*please describe*):

Total (196 circled)

Avg. = 0.5/person

Your Name: 140 unduplicated names were collected

~ Thank You for Completing this Questionnaire ~

Acknowledgements

A4AA thanks the many individuals and organizations who helped make this project possible.

NEVADA COUNTY

The Town Hall Meeting

Partner Agency:

Adult and Family Services Commission (AFSC)

Meeting Host:

Nevada County Board of Supervisors Office

Guest Panelists:

Supervisor Nate Beason, District 1

Lori Burkart Frank, AFSC Chair

Additional Supporters:

*Terry Boyer, Tamaran Cook, Sarah Deardorff,
Eve Diamond, Alison Lehman, Kimberly Parker,
Susan Stratman and Vickie Victor*

Community Questionnaire Sites

*Gold Country Community Center
North Gold Senior Mountaineers
San Juan Ridge Family Resource Center
Sierra Senior Services*

Senior Information & Assistance Provider

HelpLine (Area 4 Agency on Aging)

PLACER COUNTY

The Town Hall Meeting

Partner Agency:

Older Adult Advisory Commission (OAAC)

Meeting Host:

Loomis Veteran's Memorial Hall

Guest Panelists:

Supervisor Jim Holmes, District 3

Karla Gustafson, Vice Chair, Placer County OAAC

Additional Supporters:

*Ruth Alves, Lisa Dale, Fred Hitchens, Pauline
Moreno, Gloria Plasencia, Candace Roeder,
William Reed, Margaret Reilly, Cheryl Trenwith,
Town of Loomis Councilman Miguel Ucovich,
David Wiltsee and Bryan Woodhouse*

Community Questionnaire Sites

*Maidu Community Center (Roseville)
Multipurpose Senior Center (Auburn)*

Senior Information & Assistance Provider

Seniors First

SACRAMENTO COUNTY

The Town Hall Meetings

Partner Agency:

Adult and Aging Commission (AAC)

Meeting Hosts:

*The Senior Center of Elk Grove
Stanford Settlement*

Guest Panelists:

Supervisor Don Nottoli, District 5

Supervisor Phil Serna, District 1

*Rosanne Bernardy, Supervisor for Older Adult
Services, City of Sacramento
Beth Mann, Chair AAC*

Additional Supporters:

*Pat Braziel, Janine Brown, Susan Carlson, Susan
Carson, Celia Coronado, Alex Eng, Sister Jeanne
Felion, Michelle Molden, Darby Lee Patterson and
Peter Reed*

Community Questionnaire Sites

*Asian Community Center
Cordova Senior Center
Ethel McLeod Hart Multipurpose Senior Center
Mission Oaks Community Center
Samuel C. Pannell Meadowview Community Center
Senior Center of Elk Grove
Stanford Settlement*

Senior Information & Assistance Provider

Community Link, 2-1-1 Sacramento

SIERRA COUNTY

The Town Hall Meeting

Partner Agency:

The County of Sierra

Meeting Host:

Loyalton Senior Center

Guest Panelists:

*Supervisor Scott Schlefstein, District 5
Josie Marie Silver, Chair, A4AA Advisory Council*

Additional Supporters:

*Sherrie Allen, Liz Fisher, Jo Percy, City of
Loyalton Mayor Patricia Whitley and Lori Wright*

Community Questionnaire Sites

*Loyalton Senior Center
Western Sierra Residential Care and Senior Services
Center*

Senior Information & Assistance Provider

Inc. Senior Citizens of Sierra County

SUTTER COUNTY

The Town Hall Meeting

Partner Agency:

Sutter County Commission on Aging (CoA)

Meeting Host:

Yuba City Senior Center

Guest Panelists:

*Supervisor Stanley Cleveland, District 2
Judith Stout, Chair, Sutter County CoA*

Additional Supporters:

*Ellen Addison, Rita Bardwell, Verna Cook-
Stoddard, Pam Epley and Keith Martin*

Community Questionnaire Sites

Yuba City Senior Center

Senior Information & Assistance Provider

Yuba-Sutter Legal Center for Seniors

YOLO COUNTY

The Town Hall Meeting

Partner Agency:

Commission on Aging and Adult Services

Meeting Host:

The County of Yolo, Davis District Office

Guest Panelists:

*Supervisor Jim Provenza, District 4
Elaine Roberts Musser, Chair, Triad Task Force*

Additional Supporters:

*Sheila Allen, Gina Daleiden, Charlotte Dorsey,
Peggy Goldstein, Sandra Rodriguez and Frances
Smith*

Community Questionnaire Sites

*Davis Senior Center
City of West Sacramento Senior Center
Woodland Community and Senior Center*

Senior Information & Assistance Provider

Senior Link (Legal Services of Northern CA)

YUBA COUNTY

The Town Hall Meeting

Partner Agency:

Yuba County Commission on Aging (CoA)

Meeting Host:

*County of Yuba, Health & Human Services
Department (Linda Office)*

Guest Panelists:

*Supervisor John Nicoletti, District 2
Sue Cejner-Moyers, Chair, Yuba County CoA*

Additional Supporters:

*Rita Bardwell, Shirley Baker, Irene Broome, John
Hollis and Keith Martin*

Community Questionnaire Sites

Olivehurst Community Center

Senior Information & Assistance Provider

Yuba-Sutter Legal Center for Seniors

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To download this report or Senior Needs Charts for any county in Area 4,
go to: www.a4aa.com ,then click on “Professionals,” then “Data & Resources”