

Community Needs Assessment

Spring 2018



Torch
AWARD
2010 WINNER



On-line survey open for 6 weeks March – April 2018

- n Website
- n COA newsletter blast
- n Email distribution lists
- n Third party group distribution
- n Facebook

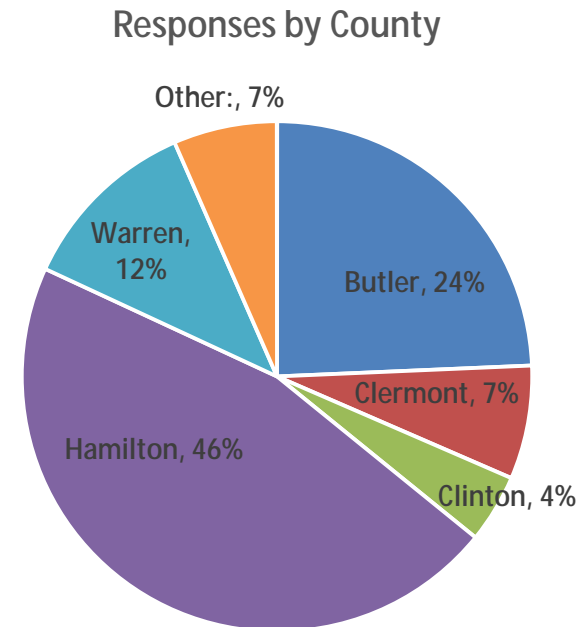


[Goals of the survey to identify]

1. Service needs & gaps
2. Priorities
3. Where more or less financial investment is needed
4. Which services are working and not working

Who Responded?

- n 627 responses
- n 45% 60+
- n 22% COA provider
- n 18% family caregiver





[Highest Priority Services

1. Transportation to Medical Appointments
2. Home Delivered Meals
3. Information and Referral, Guidance, Advice, Connection to resources
4. Assistance applying for benefits
5. Homemaking and Personal Care

Highest Priority Services continued

6. Grab bar installation, ramps, bathroom modifications
7. Emergency Response Systems
8. Housing options
9. Adult Day Services
10. Ombudsman



[Mid Level Priority Services]

11. Counseling/Mental Health
12. Family Caregiver Support
13. Assistance with health insurance
14. Emergency furnace, plumbing, electrical repair
15. Alzheimer Support
16. Legal Assistance
17. Classes on managing chronic diseases

[Lowest Priority Services]

18. Transportation to senior centers
19. Transportation to other locations
20. Wellness programs
21. Congregate Meals
22. Recreation/ Activities

[Higher Levels of Funding]

1. Housing Options
2. Transportation to medical appointments
3. Homemaking/Personal Care
4. Adult Day Services
5. Transportation to other settings
6. Information and Referral



Top Unmet Community Needs

(open ended responses)

- ü Transportation
- ü Housing
- ü Home Care (staffing problem)
- ü “Affordable” services
- ü Mental Health



[Common Comments]

- n Transportation and Housing needs
- n Home care aide problems
- n Grandparents raising grandchildren
- n Fixed income, rising costs
- n Lack of knowledge about what is available, complicated system