

SECTION 5 - NEEDS ASSESSMENT

To inform the development of our original four-year plan, RCOoA conducted a community needs assessment to gauge the needs of older adults, disabled adults, and their caregivers and determine potential service gaps. This process involved analyzing population projections from the U.S. Census and other similar demographic data sources, administering surveys (in person, by phone, and by mail), holding public hearings, conducting focus groups, and reviewing reports, assessments, and current research on issues impacting our client populations. Below is a summary of sources and activities involved in each main component of our community needs assessment for the 2020-2024 Area Plan on Aging:

1. *Demographic Data* – Secondary data was obtained from: the U.S. 2020 Census; the 2019 American Community Surveys; California Department of Finance’s Demographic reporting; U.S. Bureau of Labor Statistics; Public Policy Institute of California; Riverside University Health System; Public Health; California Employment Development Department; California Health Care Foundation; Joint Center for Housing Studies of Harvard University; Health Assessment and Research for Communities; UCLA Williams Institute; and the California Department of Aging.
2. *Review of Existing Data* – RCOoA reviewed existing data compiled by the county, state, national networks, and communities related to aging. RCOoA also reviewed information from the National Council on Aging, AARP, Gay and Lesbian Medical Association, Center for Disease Control, UCLA Health Policy Publications, UC Berkley Health and Policy Publications, the Alzheimer’s Association, and peer reviewed journals.
3. *Focus Groups and Discussions* – Through interactive discussions, surveys conducted throughout the community, and focus groups, the priorities identified on the following pages were discussed with:
 - Senior center directors and staff
 - The LGBTQ+ community
 - Caregivers
 - RCOoA contracted service providers.
4. *Public Hearings and Assessment Surveys* – Information was compiled from surveys completed by Riverside County older adults and care providers. Our surveys focused on individual health, wellness, nutrition, and service needs. Public hearings were held to share outcomes and obtain public feedback and input.

RCOoA also conducted a cultural and linguistic assessment to identify the language needs of the county’s older and disabled adult population and determine what adjustments our agency should make to provide equitable access to services and activities. To better reach and serve the monolingual Spanish speaking population, PSA 21 performs the following: employ fulltime bilingual staff in our call center and every one of our programs or services; translate all program and information materials; translate and make all surveys available in Spanish; develop and add culturally and linguistically appropriate services; and make appropriate referrals.

A full summary of the Community Needs Assessment completed to develop the original Area Plan on Aging can be found in previous versions of our Area Plan which are located on our website, www.rcaging.org

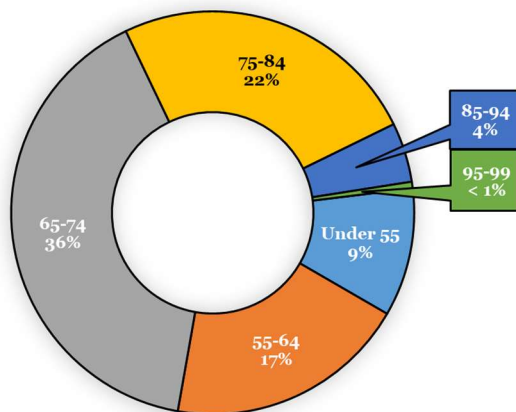
A. 2022 Survey Demographic Data

RCOoA collected a total of 1,246 surveys across four primary surveys in 2022. The surveys administered in 2022, along with the individual response totals, are as follows:

- Community Needs Assessments – **995**
- Health and Nutrition Assessments¹¹⁵ - **69**
- Multipurpose Senior Services Program (MSSP) Satisfaction Surveys – **78**
- Care Pathways Program Satisfaction Surveys – 104

To get a sense of the demographic backgrounds of our survey respondents, the charts below detail compiled data from our two most wide-reaching surveys, our Community Assessment and Health and Nutrition Assessment surveys:

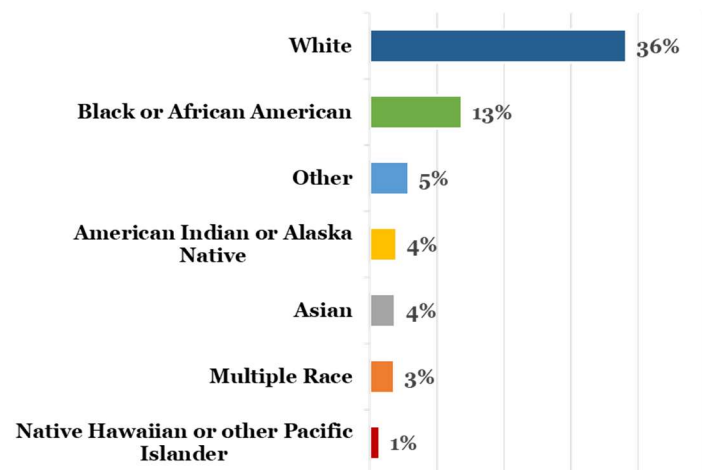
Age Range



The majority of survey respondents (62%) were over the age of 65

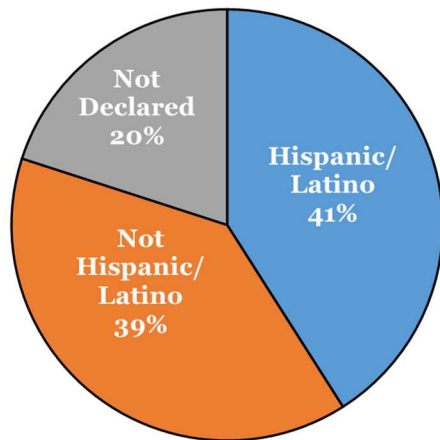
Most respondents are white, with Black/African Americans being the second most represented racial group.

Race



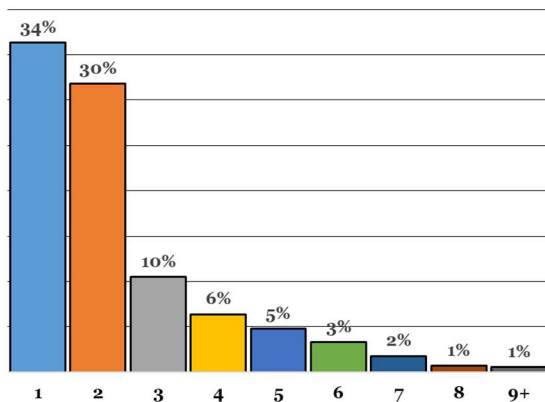
¹¹⁵ Health and Nutrition Assessments collected in 2022 were an updated version of the 2021 Nutrition Assessment but the same demographic questions were asked.

Ethnicity

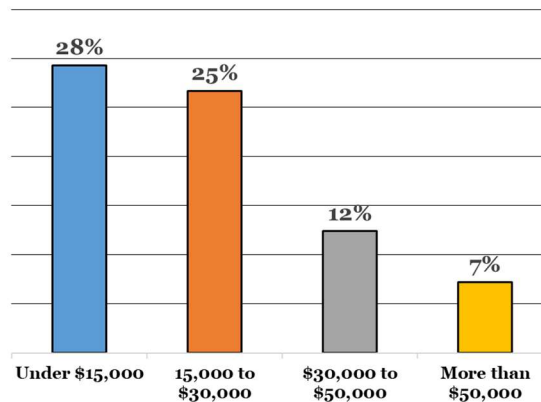


Survey responses were represented by a near even split between Hispanic and Non-Hispanic respondents, at close to 40% each.

Household Size



Household Income



Most surveys were completed by smaller and lower-income households with nearly two-thirds of participants coming from a 1- or 2-person household, and more than 50% of respondents earning less than \$30,000 per year.

B. Community Needs Assessment Survey

Our Community Needs Assessment is a survey that gives us insight into the needs and quality of life of older adults, disabled adults, and their caregivers, as well as identifying any potential barriers to obtaining services. Questions focus on an individual's general health and well-being, care they may receive or provide, and their current perspectives on their lives.

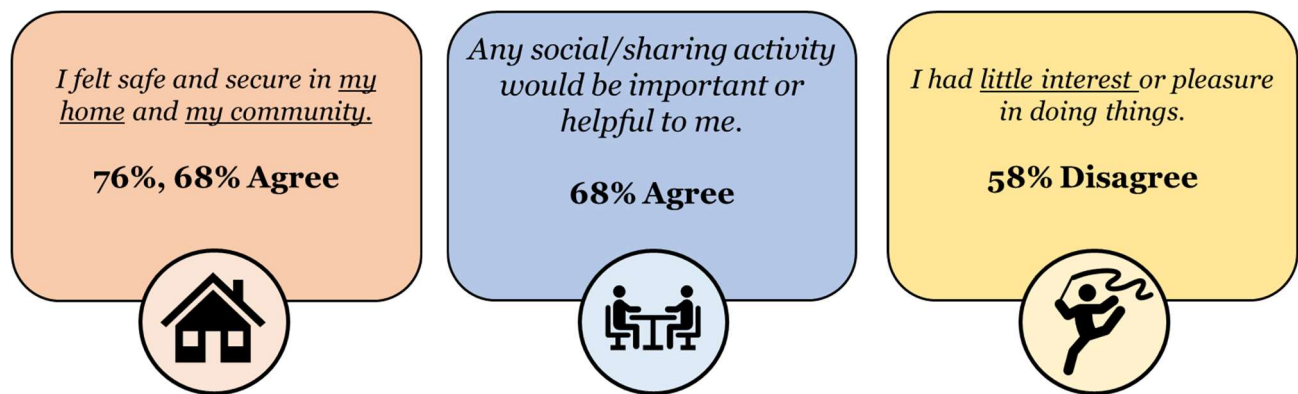
Surveys from three of the four years in this planning cycle included a question asking respondents to indicate if they agreed or disagreed with statements/circumstances to describe their lives in the past six months. A year-by-year comparison of results is shown in the chart below:

STATEMENT	2019		2021		2022	
	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE
I had little interest or pleasure in doing things.	28%	61%	23%	29%	31%	51%
Someone in my life encouraged me to be healthy.	77%	14%	42%	10%	68%	15%
My friends and family gave me positive energy every day.	78%	13%	41%	9%	68%	14%
I had a life event that continues to worry me.	41%	47%	28%	26%	28%	26%
I felt safe and secure in my home.	84%	8%	39%	4%	76%	7%
I felt safe and secure in my community.	76%	14%	42%	8%	68%	13%
I had a utility shut off due to my inability to pay the bill.	14%	73%	9%	29%	13%	65%
I did not have enough money to pay my rent or mortgage.	18%	70%	12%	29%	19%	58%
I had to choose between my basic needs (housing, food, medication) because I did not have enough money to pay for it all.	23%	70%	15%	27%	24%	54%
Any social or sharing activity would be important or helpful to me.	70%	19%	41%	10%	63%	16%
I did not have transportation to get to medical appointments or treatments.	20%	66%	11%	30%	17%	61%

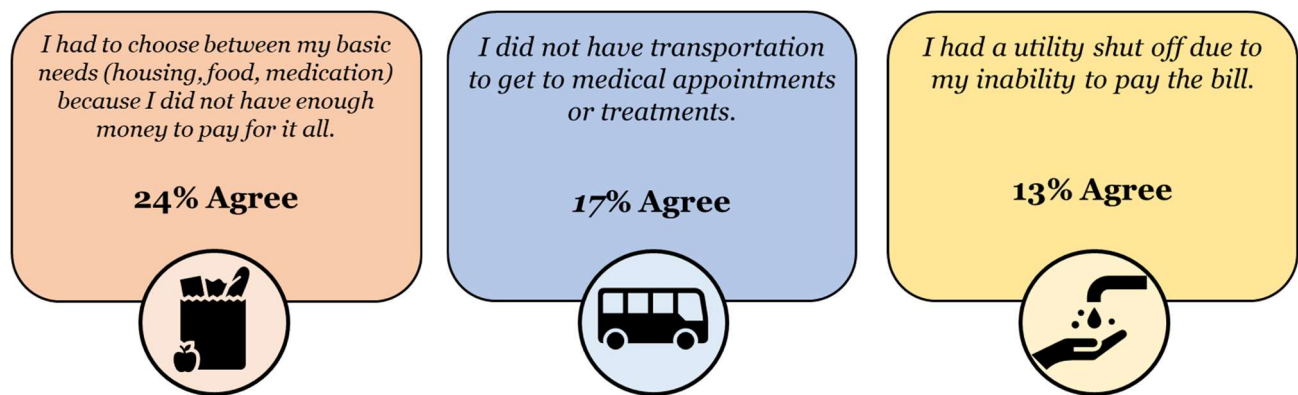
*Surveys were not collected in 2020 due to the COVID-19 Pandemic.

B. Community Needs Assessment Survey (cont.)

Some of the trends that stood out from this question are detailed below:



As a whole, responses to each of the statements featured in this question resembled pre-covid sentiments when comparing results from 2019 with those from surveys collected in 2022. In each of the statements shown in the graphics above, there was an increase in the percentage of respondents agreeing/disagreeing with the statements in 2022 as compared to 2021. People seem to be feeling safer in their communities, they seem to be looking to engage and connect with their peers, friends, and family, and are maintaining positive sentiments. It may be too early to connect this to the transition away from the heavy COVID pandemic periods of 2020 and 2021, but it is a trend RCOoA will monitor as surveys are conducted in 2023.



On the contrary, we noted an increase in the proportion of respondents struggling with meeting or balancing their basic needs. With some of the subsidies and assistance that characterized the pandemic periods ending, it falls on agencies like ours to deliver solutions for those in need. Seeing these types of trends materialize in survey responses provides our agency with some direction on how we should consider expanding existing programs or developing new ones.

B. Community Needs Assessment Survey (cont.)

Our Community Needs Assessment is an essential survey as it gives us an understanding of the needs of two important sets of clients, care recipients and care providers. About 1/5th of individuals indicated that they receive care from another person and Meal Preparation, Housework, and Transportation were the most frequent responses to our question asking about types of assistance received.

Do you receive assistance from someone?

15% - Family Member
6% - Non-Family Member

Top 3 types of assistance:

58% Meal Preparation
52% Housework
50% Transportation



Similarly, about 18% of survey takers indicated they provide care with Meal Preparation, Transportation, Housework as the most provided forms of assistance. These responses are notable as our agency offers several programs to address these three service needs that consistently rank amongst the most requested forms of assistance.

Do you provide assistance to someone?

10% Spouse/Partner
4% Adult Child/Dependent
4% Parent/In-Law

Top 3 types of assistance:

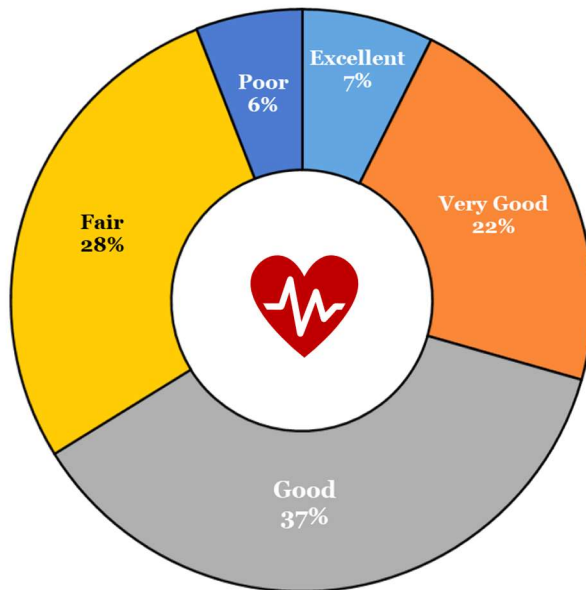
57% Meal Preparation
43% Transportation
43% Housework



C. Health and Nutrition Assessment Survey

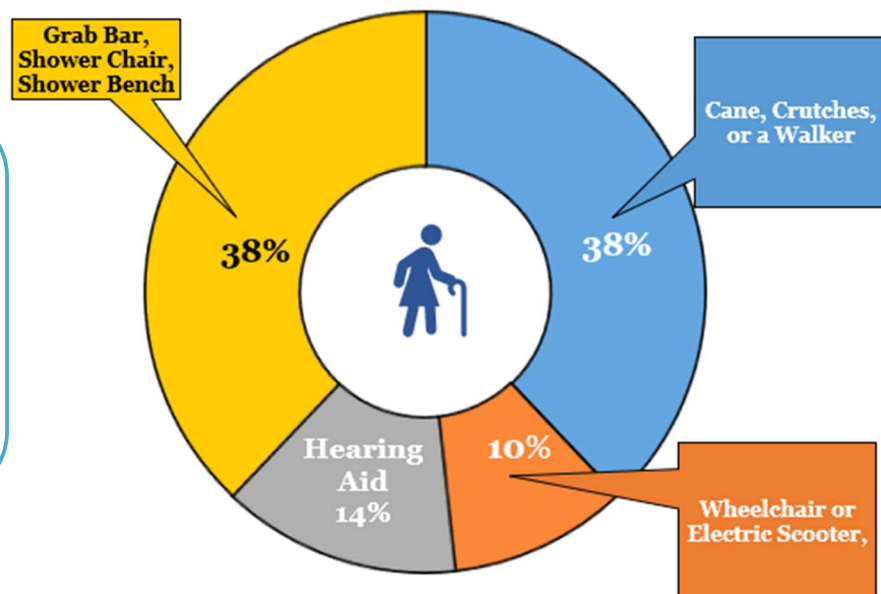
Questions in our Health and Nutrition Assessment survey center on learning about the respondent's physical health, diet, and access to nutrition resources. Highlights of the response data are displayed below:

How would you rate your physical health?



For the most part, respondents felt positive about their physical health as 66% rated it from good to excellent.

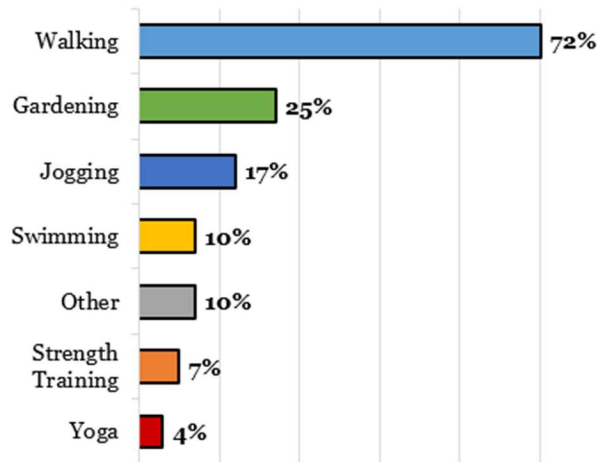
Do you use any aids?



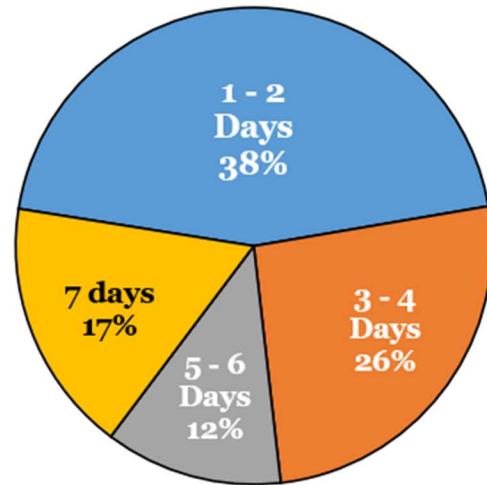
45% of respondents indicated they use an adaptive device.

C. Health and Nutrition Assessment Survey (cont.)

What types of physical activities do you participate in?

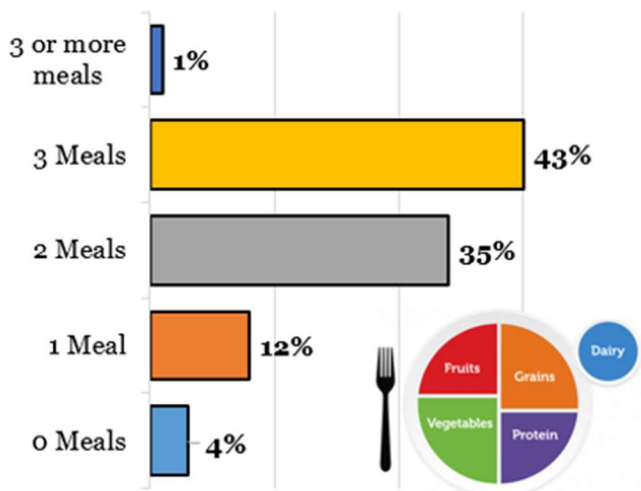


How often do you participate in physical activities?

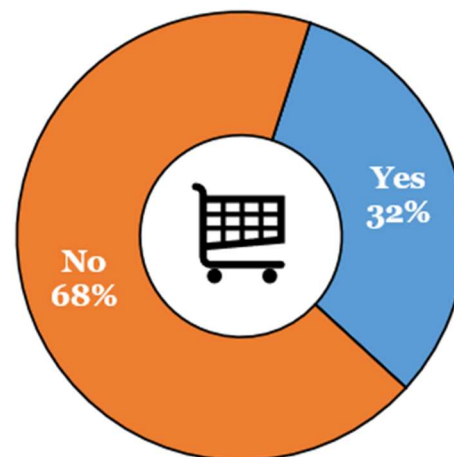


Most persons surveyed are trying to stay active by mixing in physical activities like walking, gardening, and jogging into their daily routines in between 1 – 4 days of their week.

How many meals do you usually eat in one day?



Do you receive assistance to buy your food?



C. Health and Nutrition Assessment Survey (cont.)

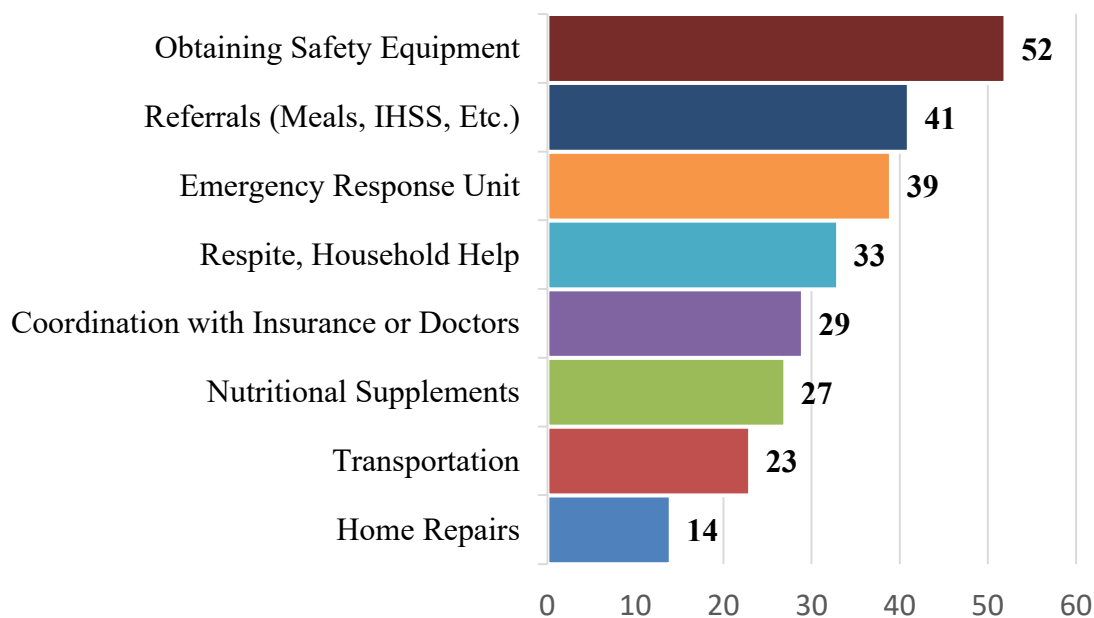
Response data from questions on an individual's diet and access to food, as with the two featured in the charts above, is particularly important to us as our home delivered and congregate meal programs reach more than 10,000 clients per year. As noted above, 51% of respondents are getting two or fewer full meals per day, which is defined by the U.S. Department of Agriculture (USDA) as a meal containing four of the five major food groups. Additionally, most are not receiving any form of assistance to obtain their food or meals. Keeping in mind that most respondents were from smaller, lower-income households, there remains a gap in directly providing full meals to individuals that need them, providing information on or helping individuals access available resources to reduce food insecurity, and in providing nutrition education to stress the importance of eating a full, balanced diet.

D. Multipurpose Senior Services Program (MSSP) Satisfaction Survey

MSSP provides comprehensive care coordination services to Medi-Cal beneficiaries and their families to help adults aged 65 years and older remain in their own homes. Social workers and nurse care managers provide an in-home assessment to develop an individualized plan of care to address identified problems and unique service needs. MSSP participants are some of the most vulnerable individuals that RCOoA serves and the MSSP Satisfaction Survey allows these clients to provide RCOoA with valuable input on how they have benefited from MSSP.

In 2022, 78 MSSP participants completed our survey and 97% of those surveyed indicated that they found the program to be helpful.

Participants were asked to indicate which MSSP services were most useful to them:



Open-ended feedback from surveyed participants included the following:

- *“At 68 and grieving important people in my life...the MSSP program has been a blessing to me.”*
- *“MSSP was very helpful with my needs.”*
- *“All the MSSP Staff and my case manager have been amazing.”*

E. Care Pathways Satisfaction Survey

Care Pathways is a program designed for family caregivers who face challenges managing their caregiving responsibilities for a senior in their lives by offering training and group support. The program provides twelve, weekly, two-hour workshops with a goal of creating a group therapy atmosphere and decreasing the risk of depression among caregivers.

In 2022, 104 Care Pathways participants completed our post-program satisfaction survey and responses were overwhelmingly positive:

- 99% of those surveyed felt that their support group helped them reduce some of the stress associated with being a caregiver.
- 96% of those surveyed felt that their support group helped them cope more effectively as a caregiver.
- All participants felt that their support group gave them problem-solving methods in their role as a caregiver.

Open-ended feedback from surveyed participants included the following:

- *“I took this class with my mom as we are both caregivers for my dad. Being able to share with other women my mom's age has been beneficial. I am so grateful to have had this class to help guide us both in our roles.*
- *“This course has helped in so many ways. Eye opening as knowing I am not the only one going through this. I truly appreciate this class, students, material, and support throughout this course. Knowing we are not alone in this journey is a blessing.”*