SECTION 5. NEEDS ASSESSMENT & TARGETING
PSA 21

The Riverside County Office on Aging applied various approaches to thoroughly understand the community's requirements and challenges to services. Up-to-date demographic data, trend analysis, community assessments, partner feedback, and third-party resources were compiled to help focus engagement efforts on groups and communities with the greatest needs. Insights regarding the needs of older adults, persons with disabilities, and family caregivers were gathered as described below:

- Reviewing population projections from the U.S. Census, the 2022 American Community Surveys, Riverside University Health System - Public Health Strategic Health Alliance Pursuing Equity (SHAPE) data and other similar demographic data sources.
- Administering surveys to older adults, disabled adults, their care providers and RCOoA contracted service providers in person, online, and by mail.
- Hosting a public hearing to shared data compiled from our community surveys to demonstrate trends, their influence on our Area Plan goals and objectives, along with providing an opportunity to gain public feedback and input.
- Reviewing reports, assessments, and current research on issues impacting our County's vulnerable adult population.

As guided by the Older Americans and Older Californians acts, RCOoA works to include input and consider the needs of "Target Populations" in its evaluation of the community's needs, our advocacy efforts, and coordinating the delivery of services. The Older Americans and Older Californians acts define a number of "Target Populations" to include:

- Low-income individuals with special emphasis on those who are frail, isolated, neglected, and/or exploited
- Ethnic minorities
- Limited English speakers
- Individuals residing in rural or isolated areas
- Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex, Asexual (LGBTQIA+) older adults
- Individuals living with human immunodeficiency virus (HIV) or Acquired Immunodeficiency Syndrome (AIDS) or other chronic conditions

Active and open dialogue are cornerstones for gathering insights to the multifaceted needs of each community.

SECTION 5. NEEDS ASSESSMENT & TARGETING
PSA 21

RCOoA sought to engage the populations listed above and include their input in our needs assessment process through each, but not limited to, the following:

- Cultural diversity training for all staff.
- Outreach, educational events, support groups, focus groups, and services for limited English speakers.
- Employing fulltime bilingual staff in our call center and every one of our programs or services.
- Translating all surveys, program and information materials as needed.
- Providing reasonable alternative communication services at key points of contact. (telephone, office visits, and in-home visits) to non-English speaking individuals or those with limited English proficiency.
- Focus meetings special interest groups and "design thinking" sessions with partner providers, county department leaders, and stakeholders
- Developing culturally and linguistically appropriate services and making appropriate referrals.
- Conducting surveys in partnership with community organizations that provide services to these communities.
- Providing direct service delivery in isolated areas, such as Blythe, where contracted providers are not available.
- Participating in events and conferences that seek to identify the needs of current and future older adults.
- Serving as an Aging and Disability Resource Connection (ADRC) to provide a one-stop resource for information, assistance, and referrals throughout Riverside County.
- Conducting free on-going evidence-based and health promotion programming that fosters prolonged health and independence.
- Conducting and participating in disaster preparedness and elder justice initiatives.
- Participating in state-level service integration discussions and providing leadership in county level service integration initiatives.

2023 Survey Data
RCOoA collected over 1400 responses across five different surveys in 2023. The surveys administered in 2023, along with the individual response totals, are as follows:

- The POLCO Community Assessment Survey for Older Adults (CASOA), delivered in partnership with CDA and POLCO, a community engagement and polling organization, older adult residents in Riverside County were surveyed to gain insight on service needs and the strengths of our community. Along with assessing overall community quality, questions were based around six aspects: Community Design, Employment and Finances, Equity and Inclusivity, Health and Wellness, Information and Assistance, and Productive Activities. (387)
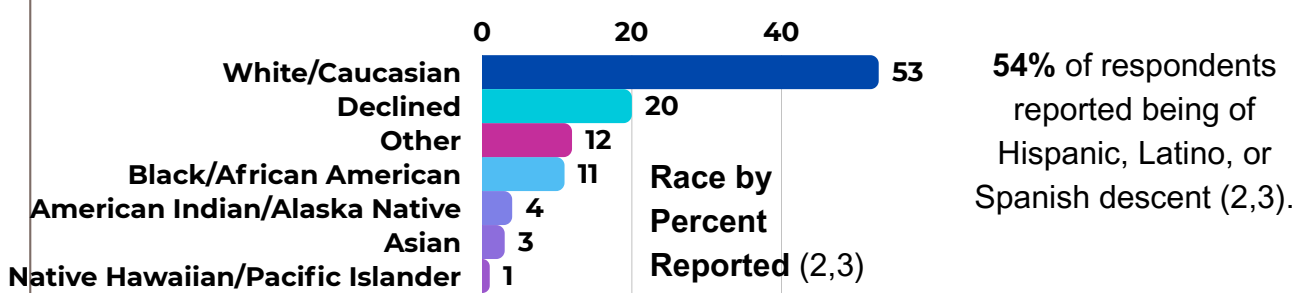
SECTION 5. NEEDS ASSESSMENT & TARGETING
PSA 21

- RCOoA's Community Needs Assessment survey, which 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 current sentiments on their lives. (279)

- RCOoA's Health and Nutrition survey, which centers on learning about the respondent's physical health, diet, and access to nutrition resources. (736)

- RCOoA's Caregiver Experience survey, which sought feedback from caregivers on their role as a care provider, their needs and those of their clients, and the challenges they encounter. (59)

- RCOoA's OOA Service Provider Survey, which was completed by our contracted service providers, as these are organizations in a significant position to obtain feedback from the community we collectively serve and provide insight on how service delivery can improve. (9)

Findings and trends from each of our surveys are shared in the infographics on the following pages.
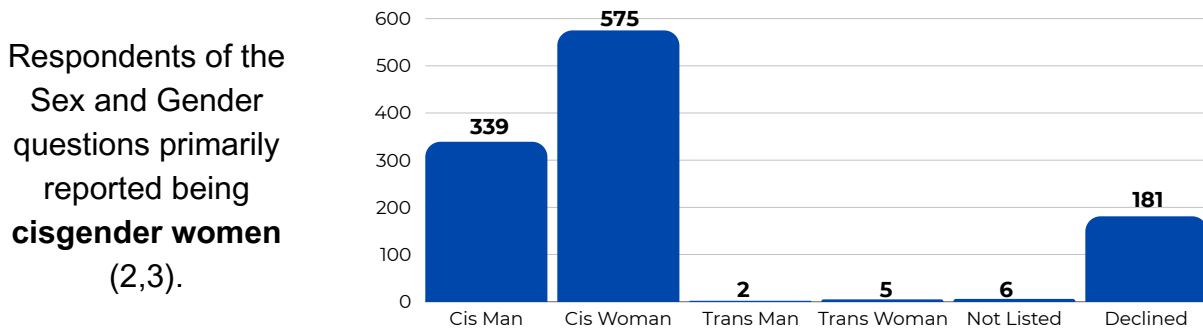
SECTION 5. NEEDS ASSESSMENT & TARGETING
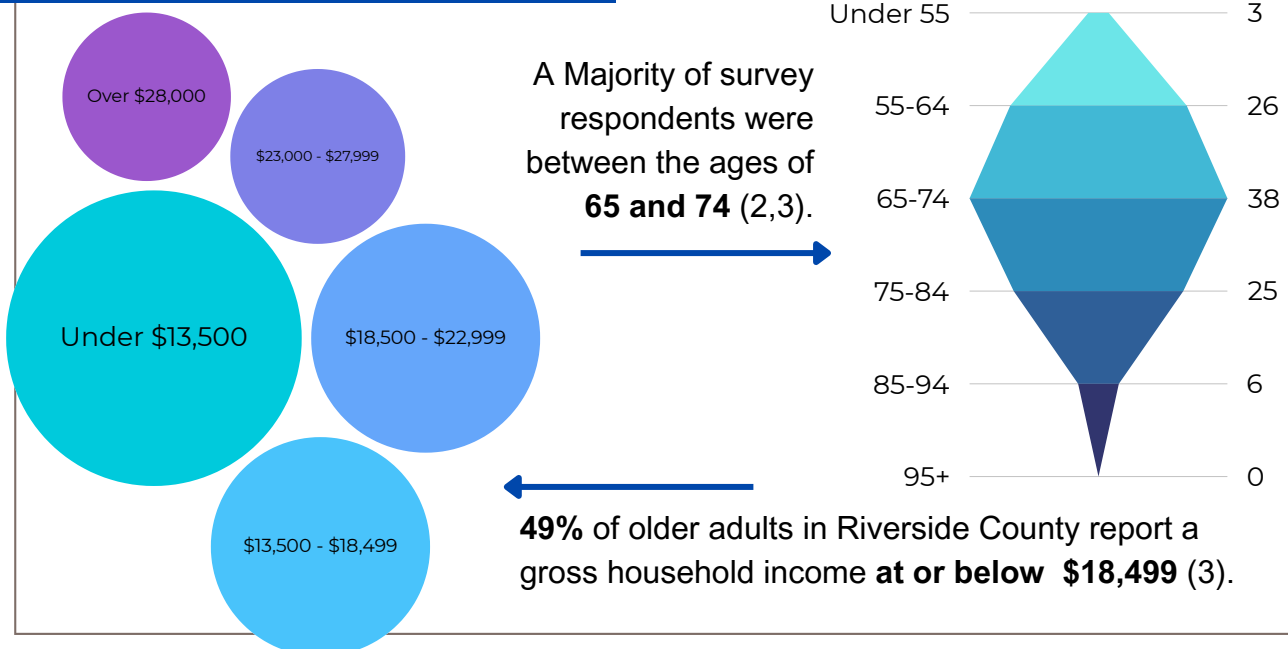## SURVEY RESPONDENT DEMOGRAPHICS

RACE & ETHNICITY

Race by Percent Reported (2,3)

Race	Percent
White/Caucasian	53
Declined	20
Other	12
Black/African American	11
American Indian/Alaska Native	4
Asian	3
Native Hawaiian/Pacific Islander	1

54% of respondents reported being of Hispanic, Latino, or Spanish descent (2,3).

SEX, GENDER & SEXUALITY

Respondents of the Sex and Gender questions primarily reported being **cisgender women** (2,3).

Category	Count
Cis Man	339
Cis Woman	575
Trans Man	2
Trans Woman	5
Not Listed	6
Declined	181

8% of respondents identified as Gay, Lesbian, Bisexual, or Asexual. The national average of LGBA seniors 50+ is reported to be **7%** (1,2,3).

AGE & INCOME

Income categories:
- Over $28,000
- $23,000 - $27,999
- Under $13,500
- $18,500 - $22,999
- $13,500 - $18,499

A Majority of survey respondents were between the ages of **65 and 74** (2,3).

Age	Count
Under 55	3
55-64	26
65-74	38
75-84	25
85-94	6
95+	0

49% of older adults in Riverside County report a gross household income **at or below $18,499** (3).
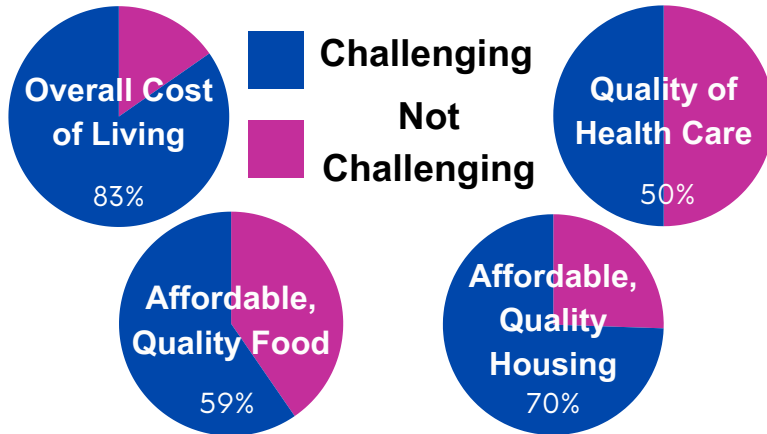
REFERENCES
(1) Pew Research Center, 5 Key Findings About LGBTQ+ Americans. June 2023.
(2) 2023 Polco Community Assessment Survey for Older Adults in Riverside County.
(3) 2023 Riverside County Office on Aging Health and Nutrition Survey.

QUALITY OF LIFE & NEEDS

Older adults in Riverside County reported facing **challenges** obtaining several community needs (1,2).

Overall Cost of Living
83%

Challenging

Not Challenging

Quality of Health Care
50%

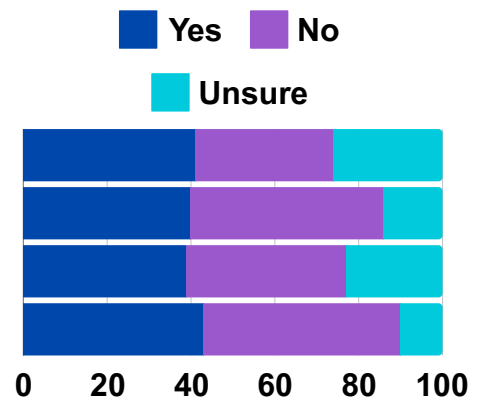**Affordable, Quality Food**
59%

Affordable, Quality Housing
70%

48% of older adults reported difficulty finding information on **senior resources**, and **59%** reported this for **public assistance programs**.
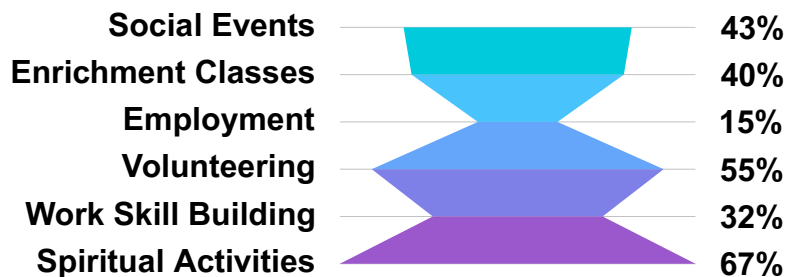
SOCIALITY & CONNECTIVITY

Respondents generally **agreed** that Riverside County is **an open and accepting community** (1,2):

Yes **No** **Unsure**

Diversity is Accepted
Residents Feel Welcome
Older Residents are Valued
Community is Neighborly

0   20   40   60   80   100

What **opportunities** do older adults feel are available to them (2)?

Social Events — 43%
Enrichment Classes — 40%
Employment — 15%
Volunteering — 55%
Work Skill Building — 32%
Spiritual Activities — 67%

68% of respondents **WOULD RECOMMEND** living in Riverside County to other older adults (2).

REFERENCES
(1) 2023 Riverside County Health and Nutrition Survey.
(2) 2023 Polco Community Assessment Survey for Older Adults in Riverside County.
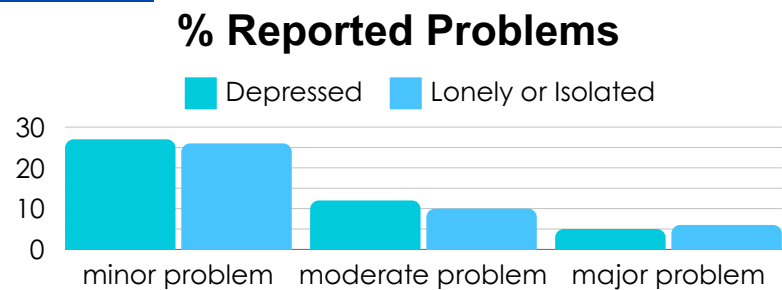
FALLS & CHRONIC ILLNESS

59% of older adults in Riverside County reported having a **chronic health condition** (2).

———

1 in 3 older adults report falling at least once in the previous 12 months (1).

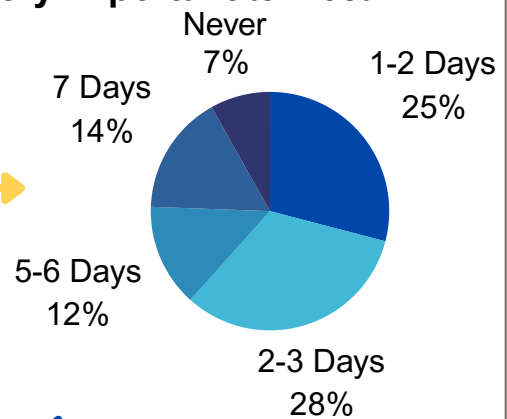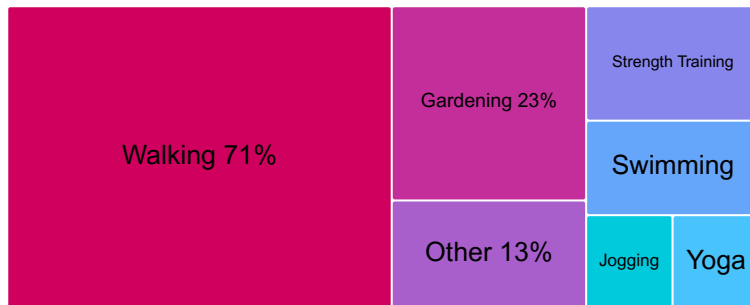|	
Diabetes	207
Heart Disease	93
Asthma/COPD	92
Cancer	42
Chronic Pain	128
Falls	133
Other	89
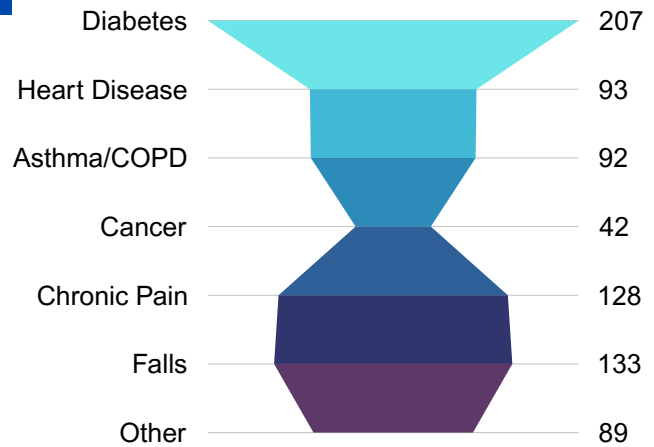
SOCIAL ISOLATION

42% of senior respondents reported **feeling lonely or isolated** (1). **44%** of older adults reported feeling **depressed** (1):

% Reported Problems

Legend: Depressed | Lonely or Isolated

(Bar chart categories: minor problem, moderate problem, major problem; y-axis 0–30)

ABILITY & MOBILITY

Physical activities and wellness appear to be **very important** to most Riverside County older adults.

How often are older adults active (2)?

- Walking 71%
- Gardening 23%
- Other 13%
- Strength Training
- Swimming
- Jogging
- Yoga

Pie chart "How often are older adults active":
- Never 7%
- 7 Days 14%
- 1-2 Days 25%
- 5-6 Days 12%
- 2-3 Days 28%

Which physical activities are older adults performing (2)?

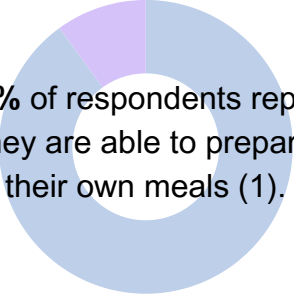**67% of older adults report confidence that they can have a positive impact on their own health (2).**

REFERENCES
(1) 2023 Polco Community Assessment Survey for Older Adults in Riverside County.
(2) 2023 Riverside County Health and Nutrition Survey.
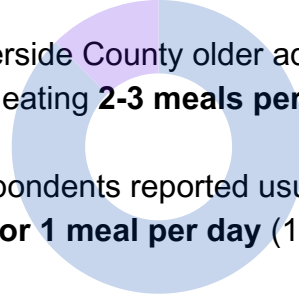
DAILY MEALS

81% of respondents report they are able to prepare their own meals (1).

78% of Riverside County older adults reported usually eating **2-3 meals per day** (1).
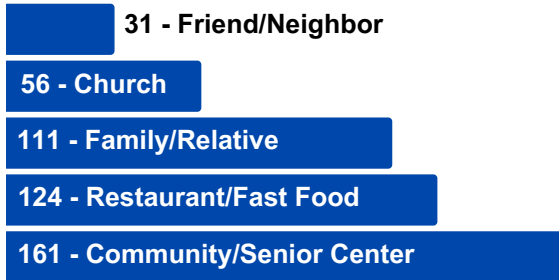
11% of respondents reported usually eating **0 or 1 meal per day** (1).

OBTAINING NECESSITIES

1 in 5 respondents report lacking transportation to the grocery store, to get meals from a senior center, or attend medical appointments (1).
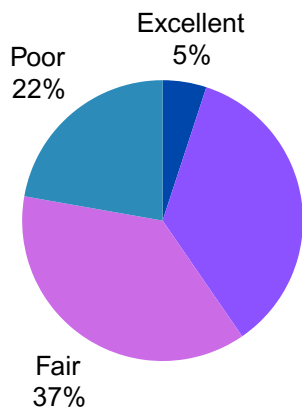
Where are older adults getting their meals (1)?

- 31 - Friend/Neighbor
- 56 - Church
- 111 - Family/Relative
- 124 - Restaurant/Fast Food
- 161 - Community/Senior Center

AFFORDABILITY

Some Riverside County Seniors reported making **tough choices between important necessities**.

Between buying food OR:

buying medication (1/10)   **paying bills (2/10)**

Ratings on the availability of affordable, quality food (2).

- Excellent 5%
- Poor 22%
- Good 35%
- Fair 37%

One quarter of respondents report receiving food assistance from **CalFresh** (1).

**One fifth** of respondents report help affording food from **food banks, family, or friends** (1).

REFERENCES
(1) 2023 Riverside County Health and Nutrition Survey.
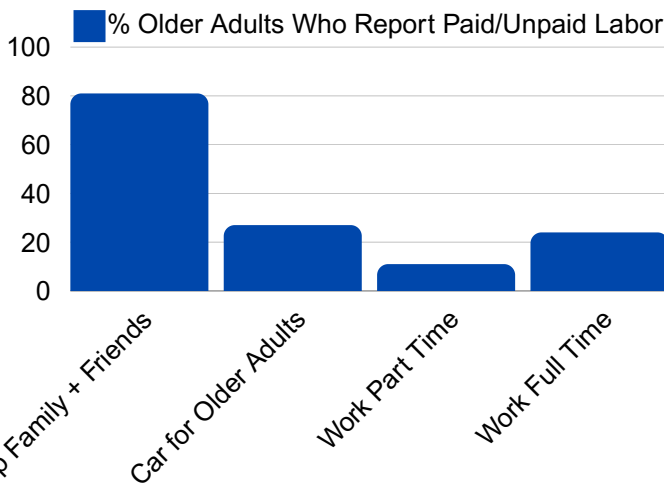(2) 2023 Polco Community Assessment Survey for Older Adults in Riverside County.

VOLUNTEERING

Volunteering is an important part of many Riverside County seniors' lives.

39% of older adults report participating in **volunteer work** (1).

39%
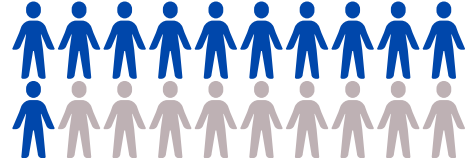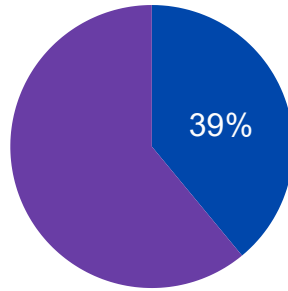
55% of older adults reported they had **"excellent" or "good"** volunteer opportunities (1).

ECONOMIC CONTRIBUTIONS

■ % Older Adults Who Report Paid/Unpaid Labor

Bar chart with values approximately: Help Family + Friends ≈ 80, Car for Older Adults ≈ 27, Work Part Time ≈ 10, Work Full Time ≈ 24 (y-axis 0 to 100)

Older residents contribute an estimated **$14.8 BILLION** annually to Riverside County through paid and unpaid work (1).

Much of this work involves helping others, and nearly **a quarter of older adults report working full time** (1).

FINANCIAL STABILITY

60% of older adults in Riverside County reported having a minor to major problem meeting daily expenses (1).

Major Problem 14%

No Problem 40%

Moderate Problem 24%

Minor Problem 22%
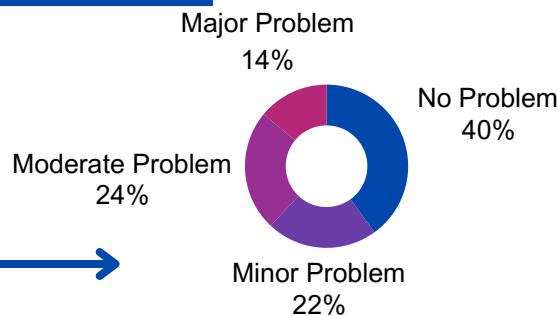
Only **17%** of older adults reported a belief that the economy will positively impact their finances (1).
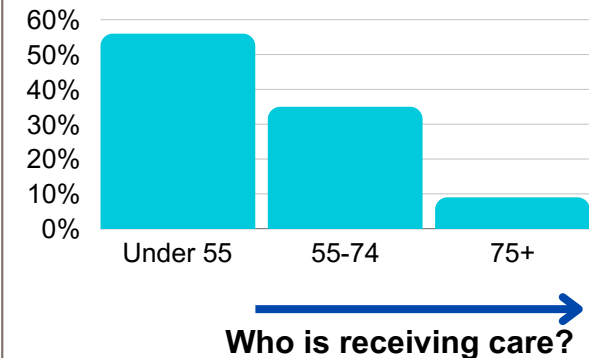
1 in 4 older adults report trouble getting enough food to eat (1,2).

REFERENCES
(1) 2023 Polco Community Assessment Survey for Older Adults in Riverside County.
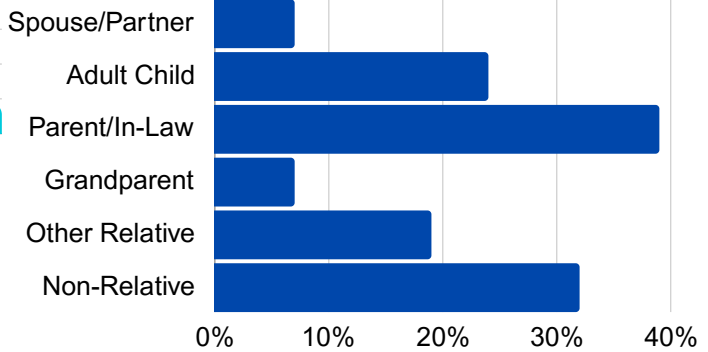(2) 2023 Riverside County Health and Nutrition Survey.

AGES & RELATIONSHIPS

How old are caregiving respondents?

Who is receiving care?

BARRIERS & RESOURCES

Older adults shared their biggest caregiving barriers and resources needed.

Barriers to Caregiving:
- Balancing caregiving responsibilities with other responsibilities.
- Lack of time to care for self.
- Lack of pay/income for providing care.

Resources Needed:
- Payment for services.
- Education/training on providing care.
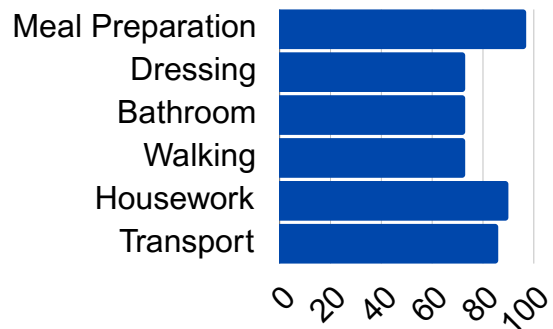- Time off to care for self.
- Information on caring for others

CARE & PERSONAL BURDENS

Caregivers reported that providing care is:
- Physically Difficult - 51%
- Emotionally Difficult - 41%
- Financially Difficult - 41%

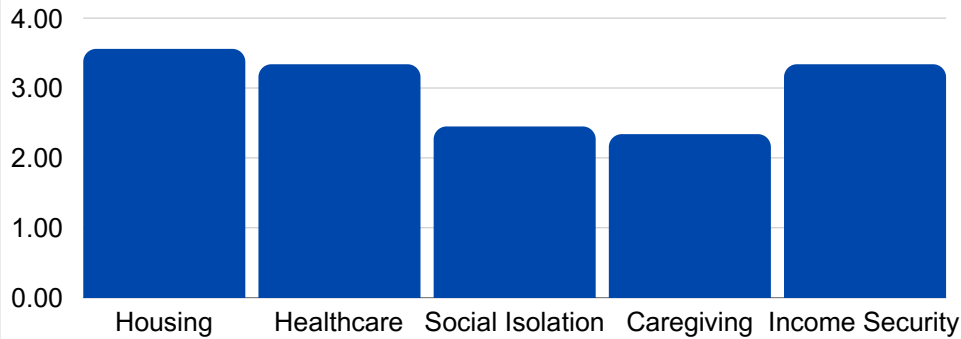**25%** of respondents felt providing care was difficult in **all three aspects.**

Types of Care Provided (%)

REFERENCES (1) 2023 Riverside County Caregiver Experience Survey.

CHALLENGES

Service Providers ranked several key challenges faced by older adults they serve on a scale of 1-5. These are the top issues (1):

Housing was ranked as the most important issue on average, followed closely by income security and healthcare (1).

GAPS IN CARE

Service Providers gave direct feedback on the gaps in service they've noticed (1).

"Transportation and mental health."

"Service to unincorporated areas."

"More funding."

"Remote areas are not easy for food vendors to reach."

"They all intertwine in some way and affect one another."

"Transportation needs."

PROVIDER RECOMMENDATIONS

Service Providers gave suggestions on how programs for older and disabled adults can improve:

- Clear Eligibility Guidelines
- More Support Professionals
- Telehealth Options
- Improved Senior Centers
- Better Transportation
- Coordination and Collaboration
- More Housing Options
- Increased Funding

REFERENCES   (1) 2023 Riverside County Service Providers Survey.