



# **Home and Community Based Services Survey**

**May, 2015**



# Background

---

## Long Term Care Study

- Identified Need for More Information

## Developed Consumer Survey

- Identify Service Needs
- Awareness of Services
- Natural Supports



# Survey Distribution

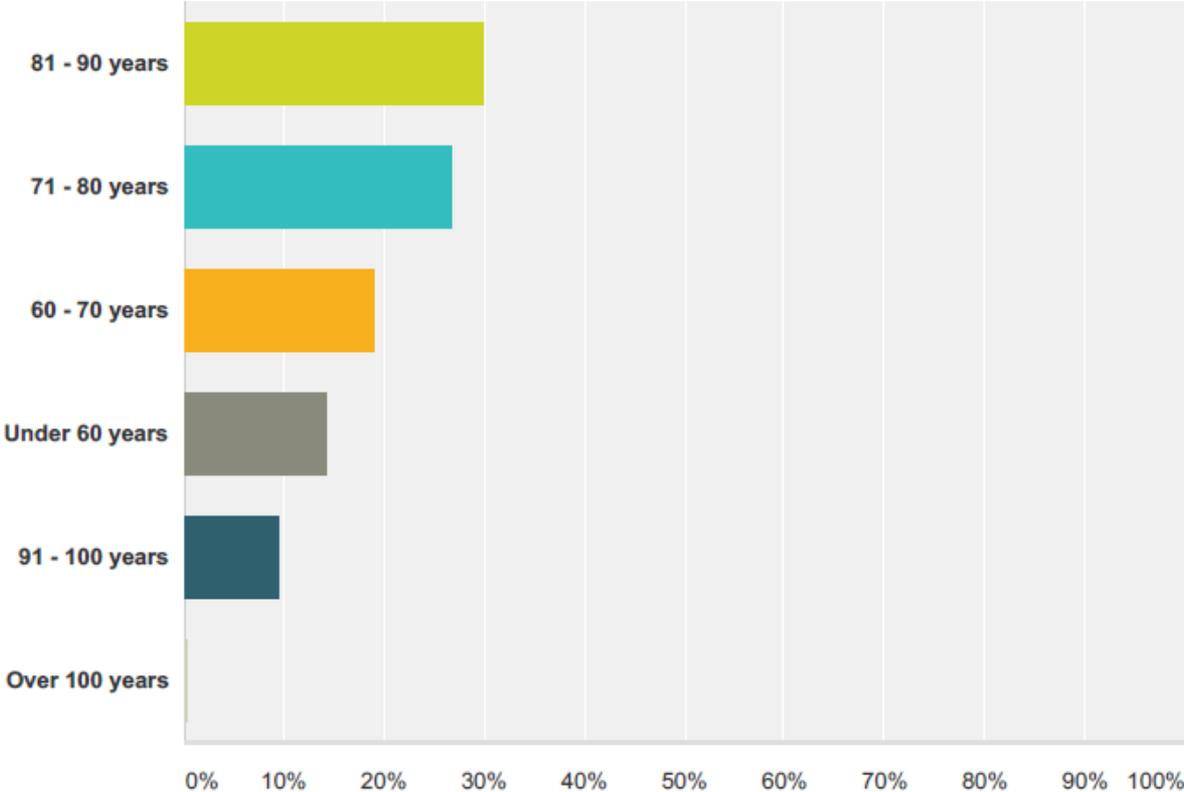
## Distribution Methods:

- Website
- Mailing to current consumers
- Adult Services and Aging Outreach Events
- SHIINE presentations and meetings
- Nutrition Sites and Senior Centers
- Other Partners

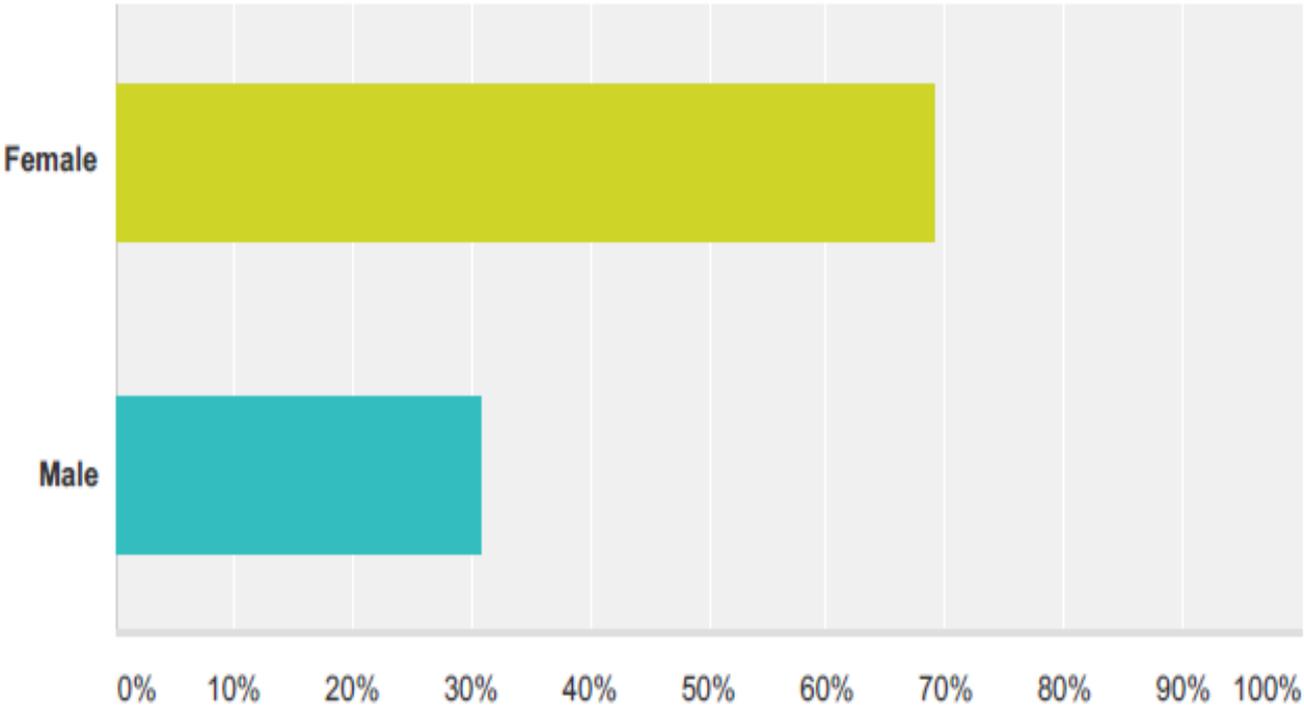
# Survey Distribution & Responses

- Distribution: 7,500 paper copies
- Responses received: approx. 1,000
- Categories of individuals surveyed:
  - Currently receiving services
  - Not a current recipient of services

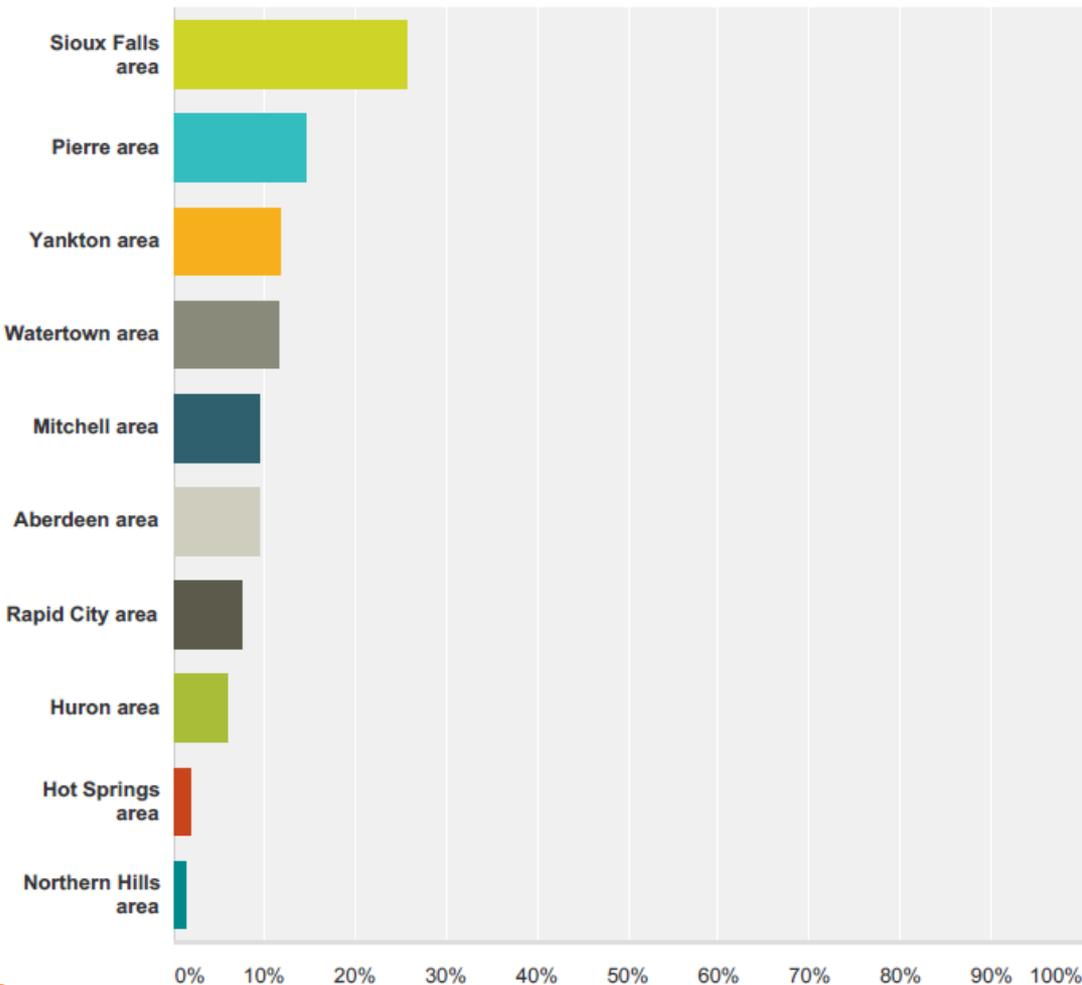
# Age of Respondents



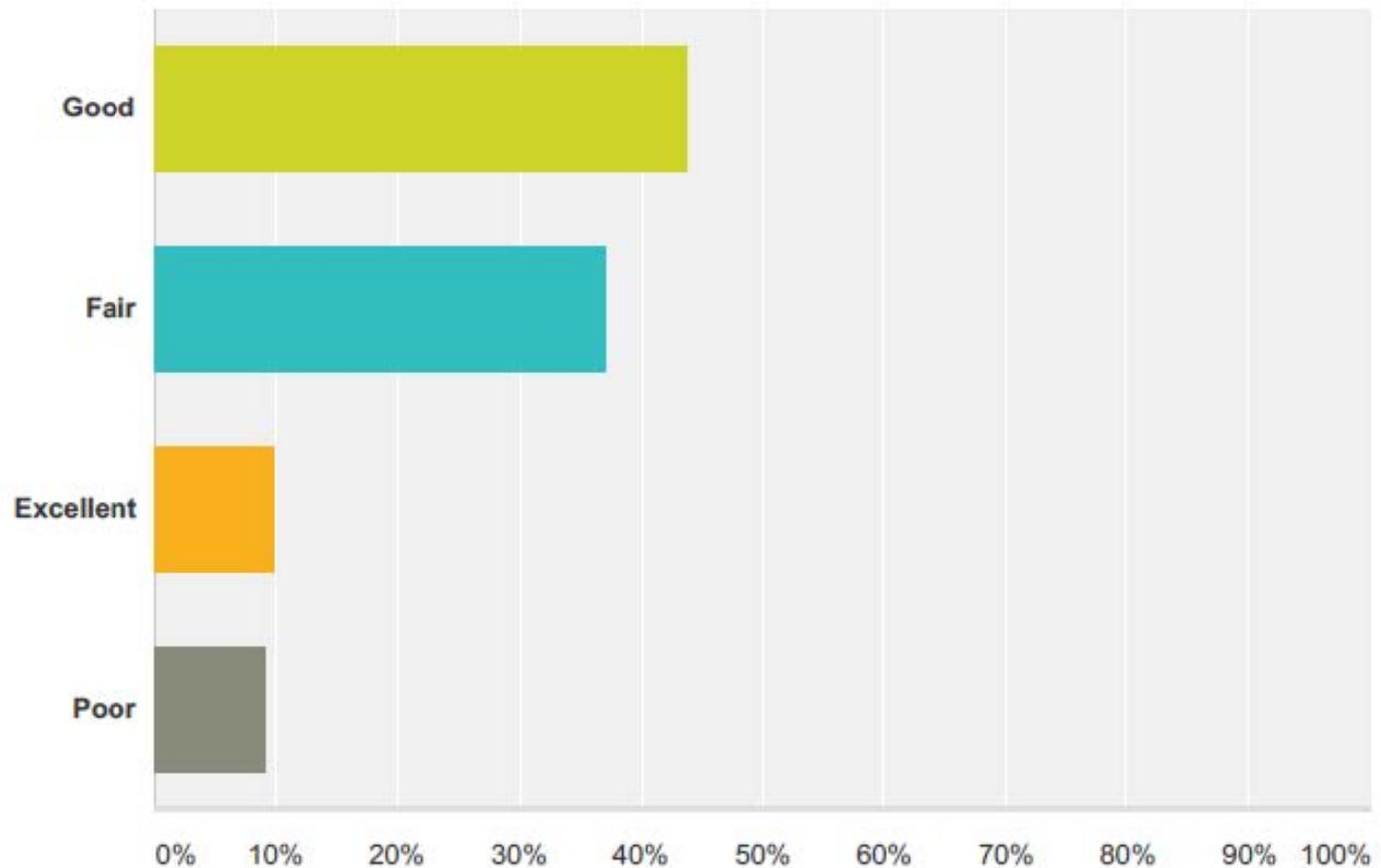
# Gender of Respondents



# Home Location



# How would you rate your overall health?

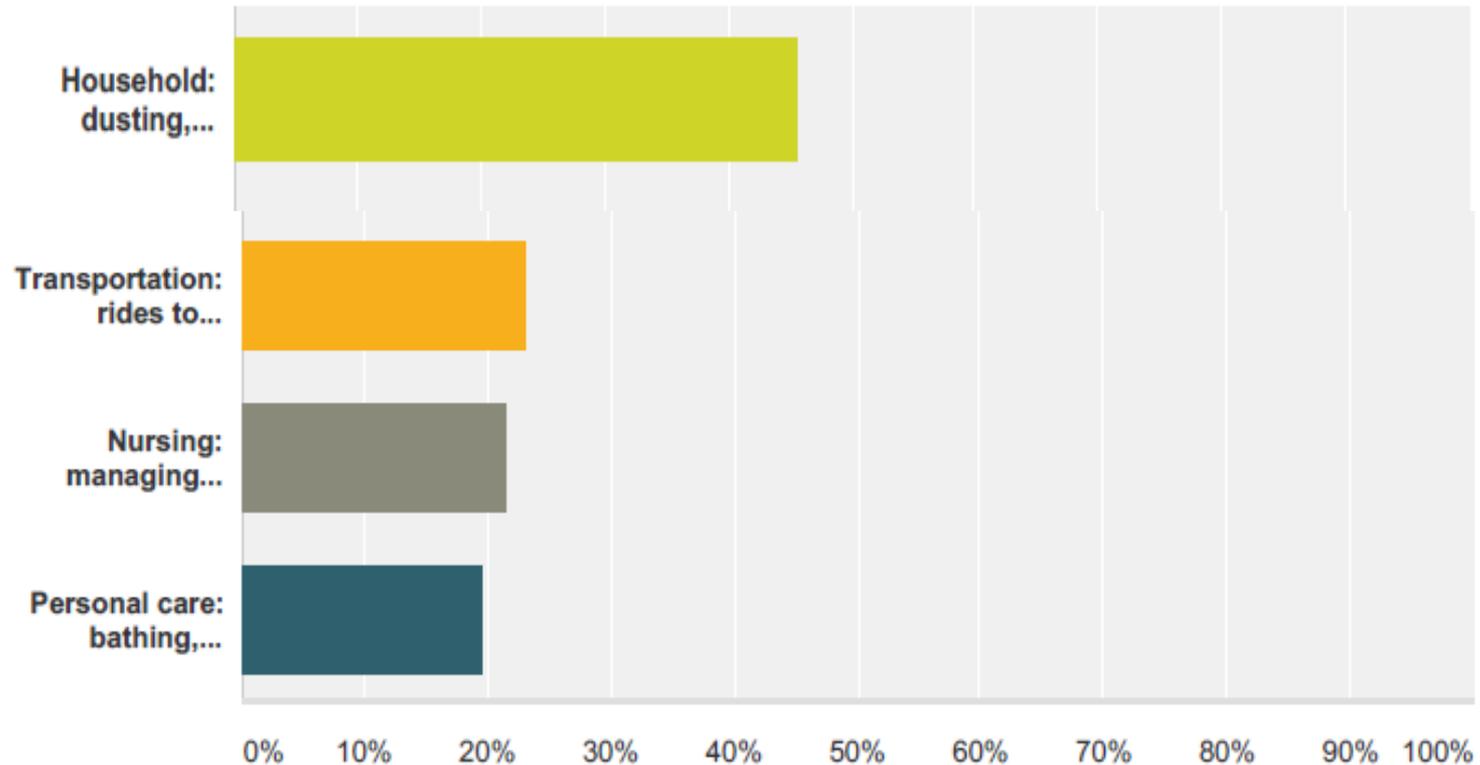


# Individuals Currently Receiving Services

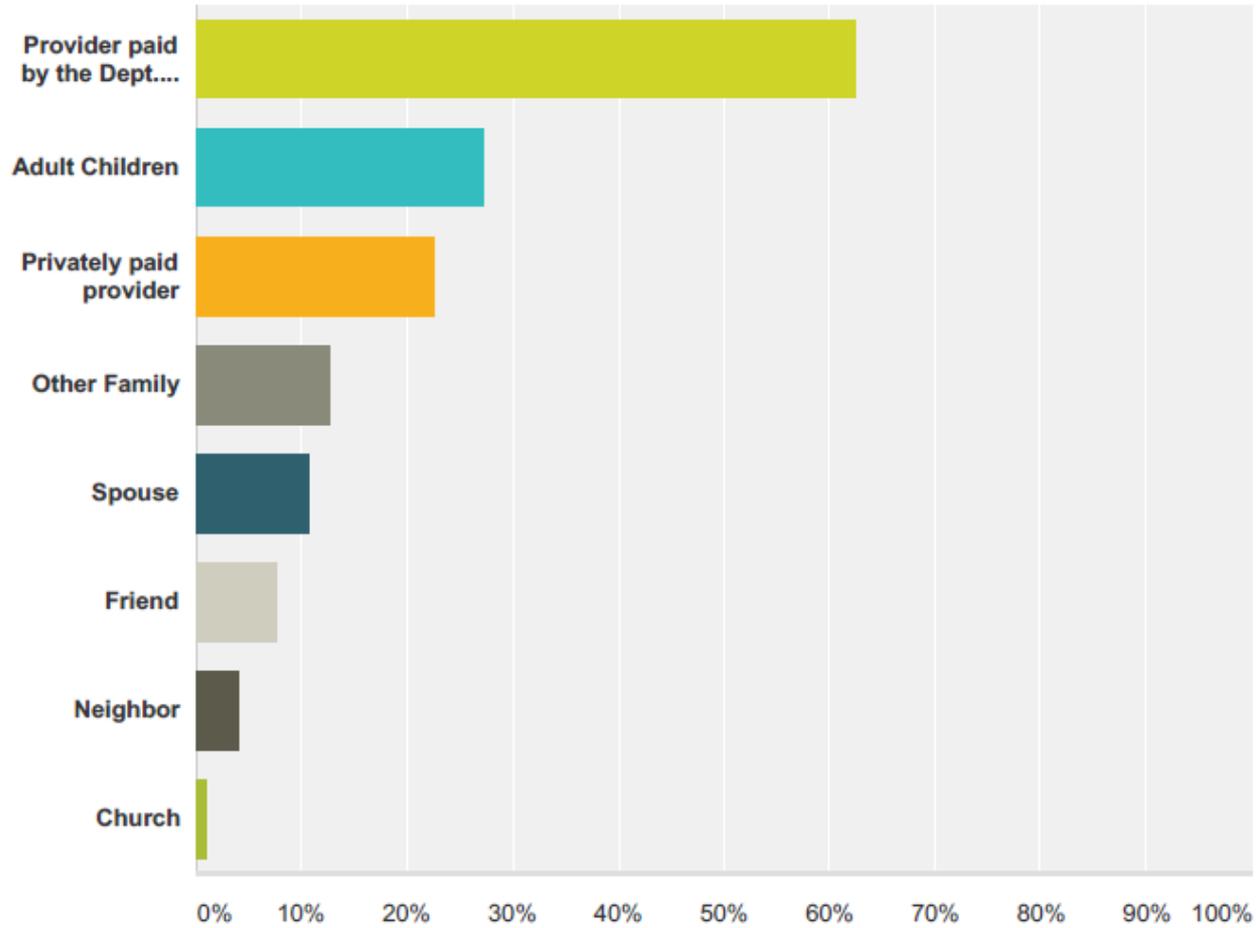
Included a combination of:

- Private pay for formal services
- Formal services supported through DSS programs
- Informal supports (family/friends)

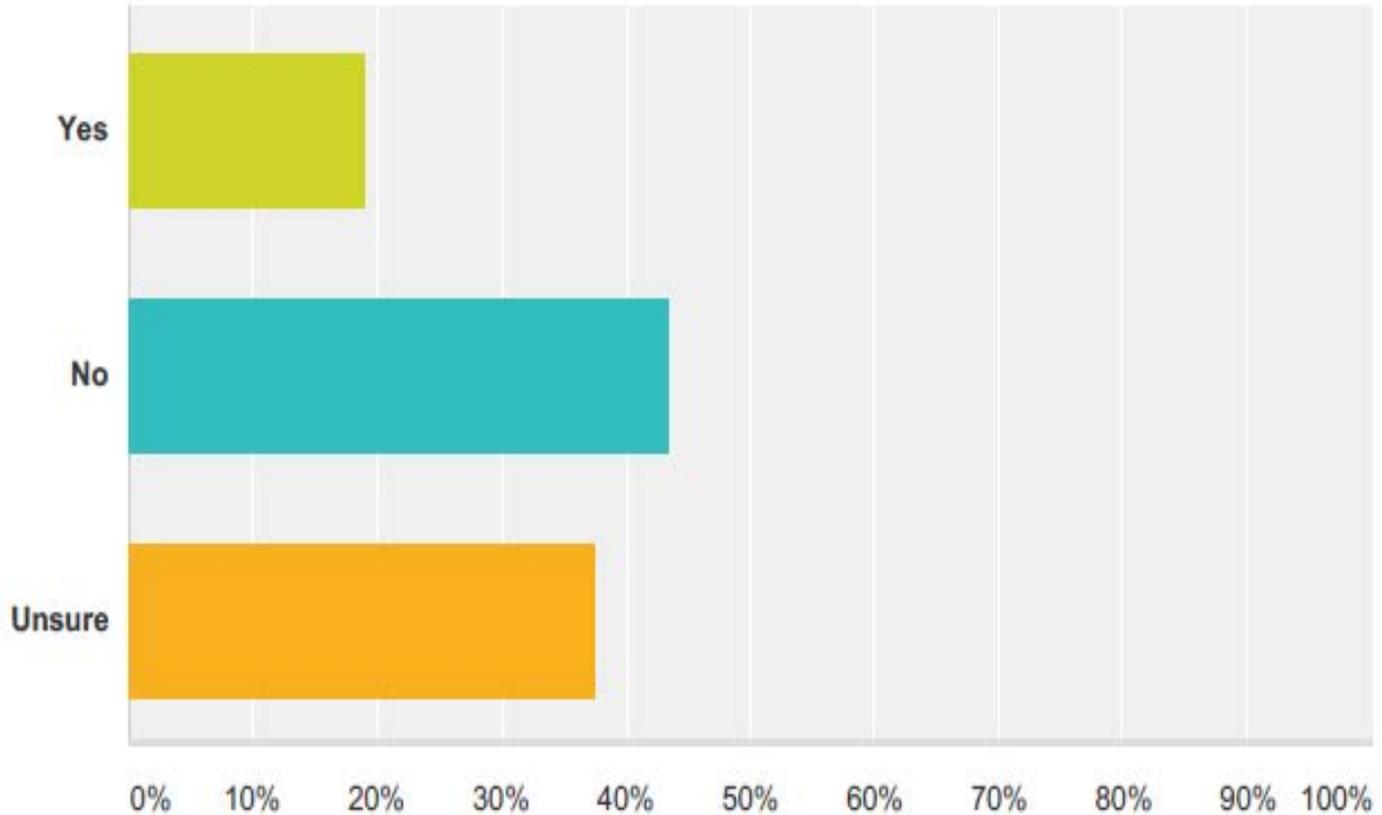
# Current in-home assistance received



# Provider of current services



# Without services, I could remain at home





# Points to consider

---

- Basic homemaking services are the most important element in keeping people in their homes (nearly 50% of respondents)
- Transportation is also important to keeping people in their homes
- Validated assumptions about assistance provided by adult children
- 81% of respondents weren't confident they could remain at home without services

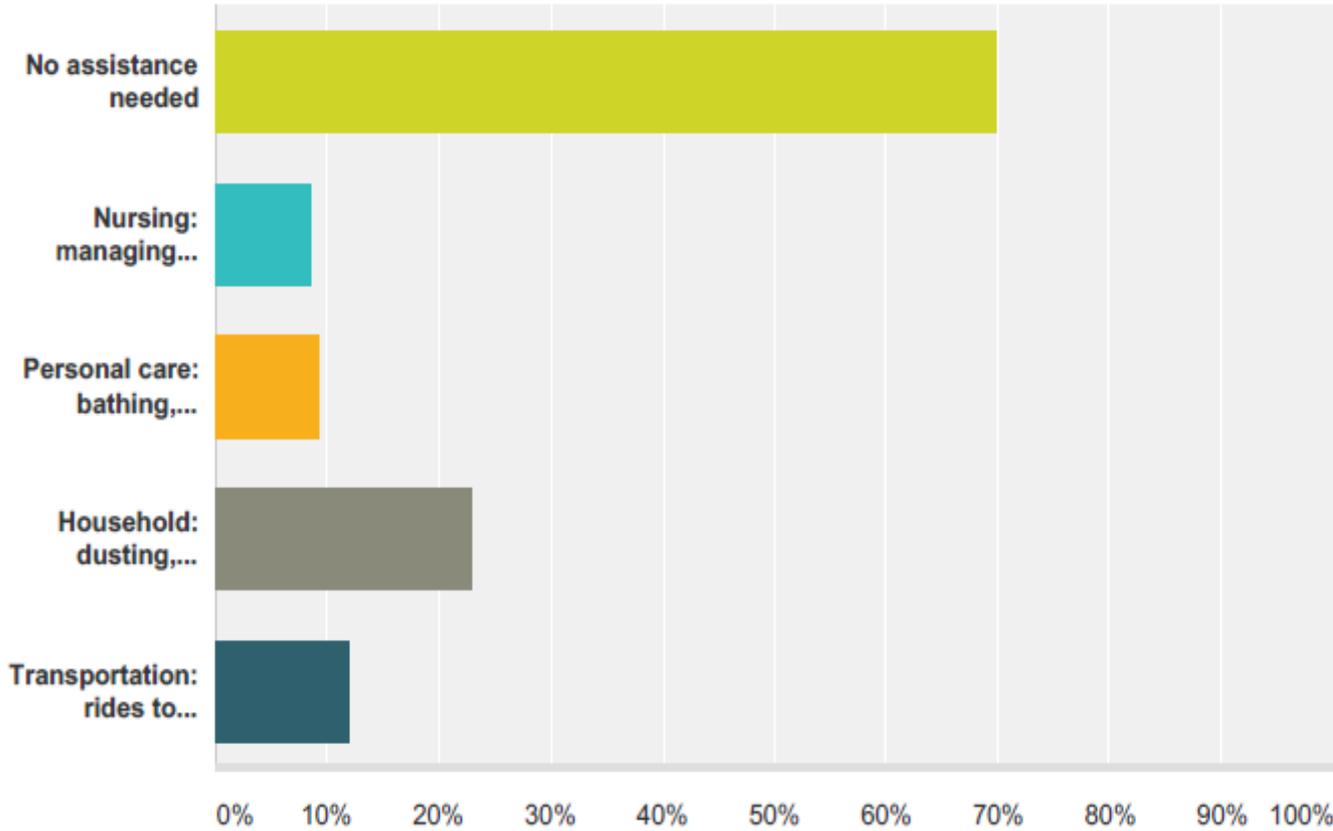


# Individuals Not Currently Receiving Services

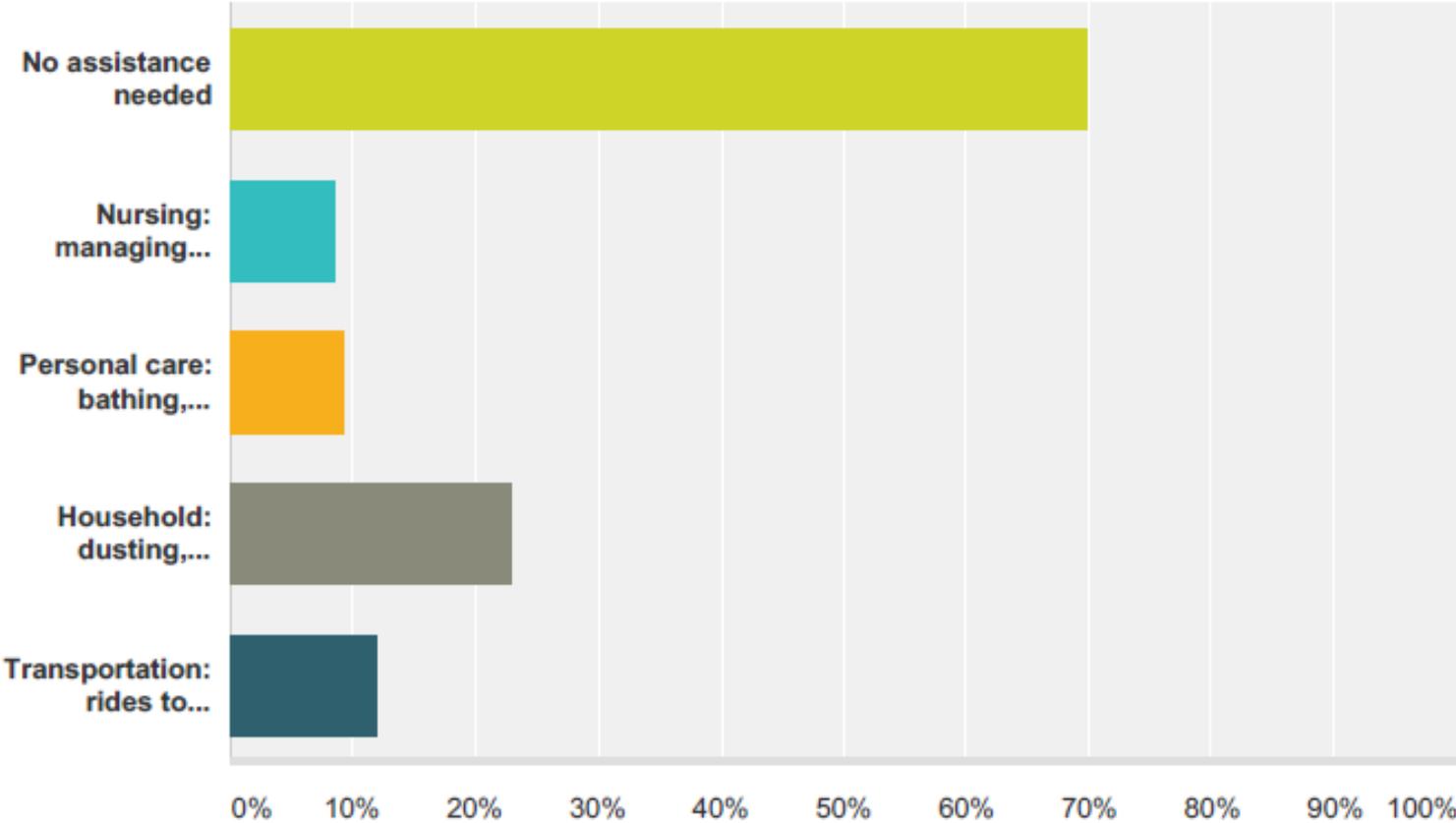
---

- The majority consider themselves independent and doing well

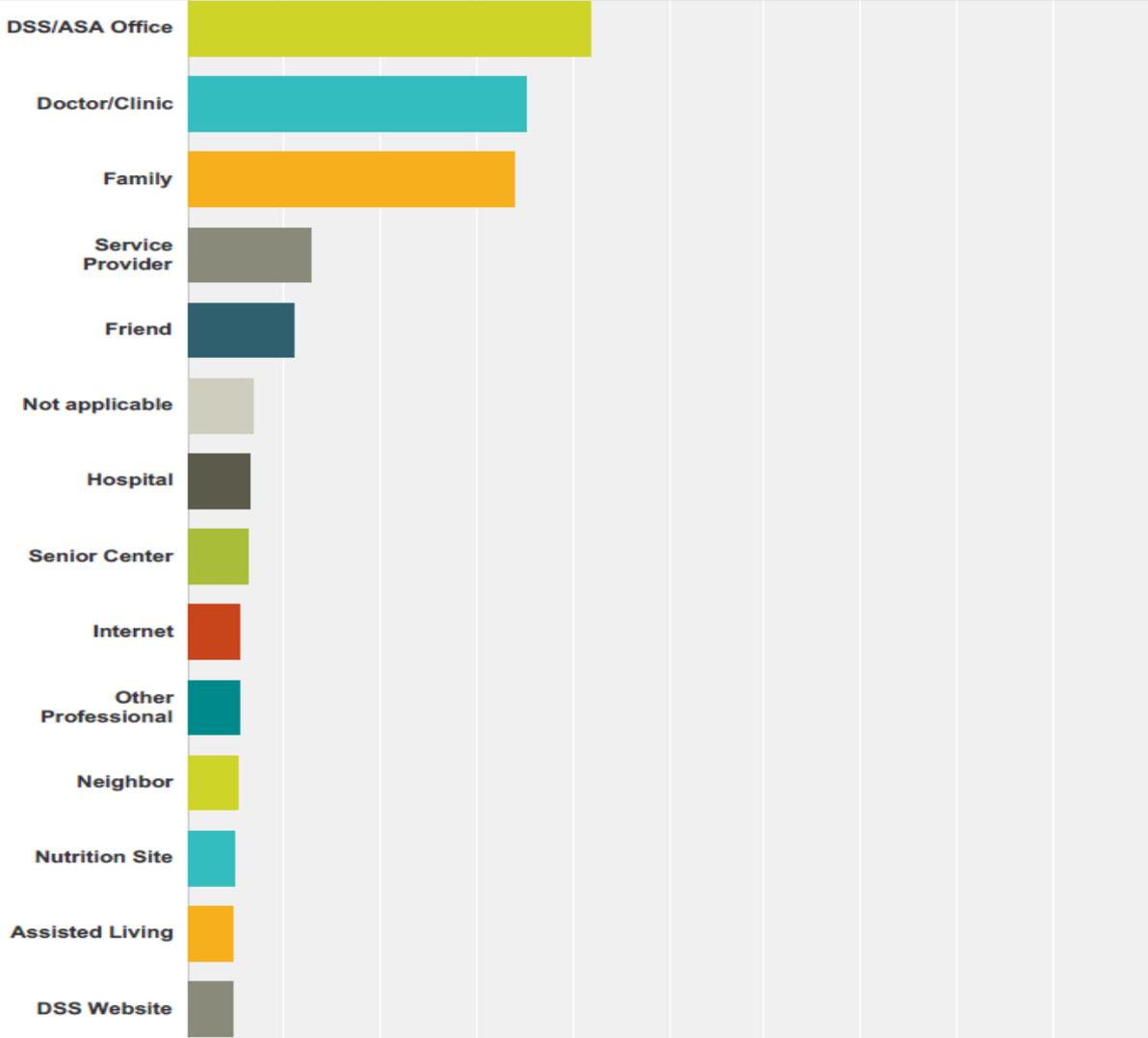
# What would help you remain at home?



# Services received in the past that were helpful



# If I need assistance, I would call.....





# Points to consider

---

- Many people don't see a need for themselves (nearly 80% indicated no assistance needed)
- Of those respondents indicating an assistance need or who had received assistance in the past:
  - Basic homemaking services identified as the most important
  - Transportation rated second
- Majority of people knew how/where to reach out



# Excerpts from a survey response

---

- **Responses:**
  - No assistance being received
  - No assistance needed
  - Female 81-90 years of age
- **Letter describes:**
  - how she gets through her chores
  - how she does her cleaning and laundry
  - how she mostly uses the microwave
  - how her daughter helps her



# Excerpts from a survey response

---

**“So, I’m sorry but I really don’t need anyone, I’m getting along fine and next month will do the rugs and cleaning again. Yes, I am 85 and getting by, so thank you so much for caring about me, I’m fine.”**



**Thank you.**