

Old Colony Planning Council – Area Agency on Aging



Brockton, Massachusetts



**2012 ELDER NEEDS ASSESSMENT**

## ACKNOWLEDGEMENTS

The Old Colony Planning Council-Area Agency on Aging wishes to extend sincere gratitude and appreciation to all agencies and individuals who assisted with this project. First and foremost, we would like to acknowledge the older people of the OCPC-AAA region who willingly participated in this survey process. Many older people from throughout the region (and even some outside our service region) were kind enough to share their perspective and circumstances with the OCPC-AAA and we are sincerely grateful for their participation and candor. We thank you and seek to continue serving your needs.

Resource limitations restrict the capacity of the OCPC-AAA to conduct such research projects without extensive assistance from numerous agencies and individuals. Many of our partners in the elder service network willingly assisted us with this project, lending their time, energy and expertise to help us identify and understand the needs of older people in the region. We would like to thank and acknowledge all participating Provider Agencies, Councils on Aging, and Housing Authorities for their priceless assistance. We would also like to extend a special thank you to Old Colony Elder Services, who provided a significant amount of work and assistance with this project.

**OCPC-AAA 2012 Elder Needs Assessment**

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**Introduction:**

The Old Colony Planning Council – Area Agency on Aging (OCPC-AAA) is responsible for administering Older Americans Act (OAA) funding in Greater Plymouth County. As part of this responsibility, we seek to maintain an ongoing understanding of the needs and issues facing older people from throughout the region. We accomplish this in various ways, including maintaining an understanding of existing elder service agency experiences and demands, the type of requests for information and assistance that different information and referral sources receive, the mandates and requirements of the OAA, and most importantly, the views, perspectives and needs of elders from the region. One method of gathering information directly from older people is to conduct periodic needs assessment surveys in the region. This report provides information on findings from our most recent needs assessment survey project. The information provided in this preliminary report will be used in conjunction with other information to help establish the Area Plan Priorities for the OCPC-AAA.

**Project Methodology:**

In 2012, The OCPC-AAA sought to conduct surveys of both elder service provider agencies and older people.

*Provider Agencies:* We asked 63 different elder service provider agencies to complete a written survey prioritizing the ten (10) greatest unmet or under met needs of the elders they had served over the past 12 to 15 months. A copy of the cover letter and survey tool are provided in the Appendix. Respondents were asked to rank order ten specific service categories in terms of the greatest unmet or under met needs of elders served. Ranking scores are reversed to calculate a raw score. For example, a ranking of 1 receives a raw score value of 10, a ranking of 2 receives a raw score value of 9, a ranking of 3 receives a raw score value of 8, etc. Service categories were then ranked based upon their total raw score. We received 129 responses from 32 different agencies.

*Older People:* We asked Councils on Aging (COA's) Housing Authorities (HA's), Old Colony Elder Services, and Dorn-Davies Senior Center to assist us by distributing and collecting surveys to as many older persons as possible. We used the same survey tool for older people, with the inclusion of an optional section on demographic information. An approximate age for respondents was calculated by subtracting the year of birth (if provided) from 2012. A copy of the cover letter and survey tool is included in the Appendix. Through December 31, 2012, we received a total of eight-hundred sixty-seven (867) surveys. Seventy (70) of these surveys were not usable. Five-hundred (500) of the surveys were completed in the manner intended, and two-hundred fifty-five (255) surveys were completed, but not in the manner intended. We also received forty-two (42) surveys from people who indicated no needs, but returned a survey nevertheless.

**Project Findings:**

Below, we provide the findings from the survey project. Specifically, there are three tables showing results from three different categories of surveys- Table I: Older Persons – Ranked; Table II: Older Persons – Unranked; Table III: Provider Agencies – Ranked. Following the three tables, there is narrative information on demographics, and other relevant findings, and a section on the narrative comments received from respondents.

**FFY 2012 Elder Needs Assessment Results**

**Table I - Older Persons - Ranked**

<b>Service Category:</b>	<b>Ranking:</b>	<b>Raw Score:</b>	<b>Respondents indicating this as a need:</b>	<b>Respondents who ranked this in top five needs:</b>	<b>Respondents who ranked this as number one need:</b>
Affordable Housing	1	2100	268 (53.7%)	216 (43.3%)	118 (24%)
Transportation	2	2035	316 (63.3%)	212 (42.4%)	43 (9%)
Information and Assistance	3	1397	224 (44.8%)	133 (26.6%)	35 (7%)
Financial Assistance	4	1352	240 (48%)	115 (23%)	27 (5%)
Homemaker	5	1337	216 (43.2%)	131 (26.2%)	33 (7%)
Shopping	6	1295	211 (42.2%)	133 (26.6%)	9 (2%)
In-Home Personal Care	7	1245	193 (38.6%)	126 (25.2%)	35 (7%)
Home Repairs	8	1127	191 (38.2%)	104 (20.8%)	21 (4%)
Case Management	9	1036	171 (34.2%)	106 (21.2%)	13 (3%)
Day Programs	10	983	160 (32%)	103 (20.6%)	18 (4%)
Legal Assistance	11	891	183 (36.6%)	82 (16.4%)	6 (1%)
Medication Management	12	848	156 (31.2%)	76 (15.2%)	16 (3%)
Friendly Visiting	13	814	148 (29.6%)	71 (14.2%)	16 (3%)
Recreation	14	801	143 (28.6%)	74 (14.8%)	7 (1%)
Home Delivered Meals	15	763	146 (29.2%)	70 (14%)	3 (.6%)
Exercise/Fitness	16	758	136 (27.2%)	68 (13.6%)	17 (3%)
Bill Paying	17	627	115 (23%)	56 (11.2%)	11 (2%)
Chore	18	598	124 (24.8%)	46 (9.2%)	6 (1%)
Home Modification	19	594	110 (22%)	54 (10.8%)	4 (.8%)
Nutrition Education	20	593	118 (23.6%)	48 (9.6%)	7 (1%)
Outreach	21	556	120 (24%)	43 (8.6%)	4 (.8%)
Mental Health Care	22	526	100 (20%)	48 (9.6%)	5 (1%)
Health Education	23	441	84 (16.8%)	41 (8.2%)	2 (.4%)
Telephone Reassurance	24	386	87 (17.4%)	28 (5.6%)	2 (.4%)
Employment	25	322	52 (10.4%)	33 (6.6%)	1 (.2%)
Protective Services	26	309	71 (14.2%)	22 (4.4%)	2 (.4%)
Other 1	27	294	42 (8.4%)	28 (5.6%)	14 (2.8%)
Letter Writing	28	163	31 (6.2%)	15 (3%)	2 (.4%)
Other 2	29	89	15 (3%)	10 (2%)	1 (.2%)
Roommate Matching	30	61	12 (2.4%)	6 (1%)	2 (.4%)

N=500

***FFY 2012 Elder Needs Assessment Results***

**Table II - Older Persons - Unranked**

<b>Service Category:</b>	<b>Respondents indicating this as a need:</b>
Transportation	137 (53.7%)
Affordable Housing	119 (46.6%)
Information and Assistance	108 (42.3%)
Exercise/Fitness	107 (41.9%)
Friendly Visiting	103 (40.3%)
Legal Assistance	99 (38.8%)
Recreation	93 (36.4%)
Homemaker	91 (35.6%)
Home Repairs	87 (34.1%)
Day Programs	85 (33.3%)
Home Delivered Meals	84 (32.9%)
Financial Assistance	80 (31.3%)
Shopping	77 (30.1%)
Health Education	73 (28.6%)
In-Home Personal Care	70 (27.4%)
Nutrition Education	69 (27%)
Employment	69 (27%)
Chore	64 (25%)
Bill Paying	57 (22.3%)
Medication Management	57 (22.3%)
Outreach	57 (22.3%)
Mental Health Care	49 (19.2%)
Telephone Reassurance	42 (16.4%)
Protective Services	41 (16%)
Letter Writing	38 (14.9%)
Home Modification	35 (13.7%)
Case Management	26 (10.1%)
Other 1	10 (3.9%)
Roommate Matching	10 (3.9%)
Other 2	3 (1.1%)

N=255

***FFY 2012 Elder Needs Assessment Results***

**Table III - Provider Agencies**

<b>Service Category:</b>	<b>Ranking:</b>	<b>Raw Score:</b>	<b>Respondents indicating this as a need:</b>	<b>Respondents who ranked this in top five needs:</b>	<b>Respondents who ranked this as number one need:</b>
Affordable Housing	1	819	99 (76.7%)	84 (65.1%)	45 (34.8%)
Transportation	2	643	93 (72%)	65 (50.3%)	18 (13.9%)
Financial Assistance	3	554	89 (68.9%)	51 (39.5%)	9 (6.9%)
Mental Health Care	4	412	71 (55%)	38 (29.4%)	11 (8.5%)
Medication Management	5	404	72 (55.8%)	41 (31.7%)	2 (1.5%)
In-Home Personal Care	6	356	64 (49.6%)	37 (28.6%)	3 (2.3%)
Home Repairs	7	333	66 (51.1%)	30 (23.2%)	0
Homemaker	8	304	60 (46.5%)	26 (20.1%)	2 (1.5%)
Information and Assistance	9	290	49 (37.9%)	26 (20.1%)	11 (8.5%)
Legal Assistance	10	285	61 (47.2%)	22 (17%)	2 (1.5%)
Protective Services	11	245	45 (34.8%)	21 (16.2%)	4 (3.1%)
Day Programs	12	209	43 (33.3%)	20 (15.5%)	2 (1.5%)
Bill Paying	13	208	47 (36.4%)	17 (13.1%)	2 (1.5%)
Outreach	14	206	36 (27.9%)	19 (14.7%)	4 (3.1%)
Chore	15	201	42 (32.5%)	18 (13.9%)	1 (.7%)
Case Management	16	193	32 (24.8%)	19 (14.7%)	3 (2.3%)
Friendly Visiting	17	182	41 (31.7%)	13 (10%)	2 (1.5%)
Shopping	18	166	40 (31%)	12 (9.3%)	0
Home Modification	19	158	34 (26.3%)	12 (9.3%)	0
Home Delivered Meals	20	138	26 (20.1%)	14 (10.8%)	0
Recreation	21	112	19 (14.7%)	10 (7.7%)	2 (1.5%)
Employment	22	110	27 (20.9%)	8 (6.2%)	0
Other 1	23	108	14 (10.8%)	11 (8.5%)	6 (4.6%)
Nutrition Education	24	102	24 (18.6%)	8 (6.2%)	1 (.7%)
Health Education	25	95	21 (16.2%)	7 (5.4%)	0
Letter Writing	26	56	14 (10.8%)	2 (1.5%)	0
Telephone Reassurance	27	55	15 (11.6%)	4 (3.1%)	0
Exercise/Fitness	28	44	13 (10%)	3 (2.3%)	0
Other 2	29	23	4 (3.1%)	2 (1.5%)	0
Roommate Matching	30	22	9 (6.9%)	0	0

32 agencies; 129 respondents

N=129

## Demographic Information:

Older Persons – Ranked: Total respondents = 500

*Gender:* Female =362 (72.4%) Male =85 (17%) missing=53 (10.6%)

*Household Size:* 1=206 (41.2%) 2=105 (21%) 3=27 (5.4%)  
4+=31 (6.2%) missing=131 (26.2%)

### *Income:*

\$0 to \$9,999 = 144 (28.8%)  
\$10,000 to \$34,999 = 152 (30.4%)  
\$35,000 to \$44,999 = 32 (6.4%)  
\$45,000 to \$54,999 = 12 (2.4%)  
\$55,000 and over = 27 (5.4%)  
Missing = 108 (21.6%)

*Ethnicity:* Non-minority = 256 (51.2%)  
Black = 108 (21.6%)  
Hispanic = 25 (5%)  
Asian = 4 (.8%)  
Missing = 107 (21.4%)

*Approximate Age:* under 60 = 4 (.8%)  
60 to 64 = 20 (.4%)  
65 to 69 = 71 (14.2%)  
70 to 74 = 85 (17%)  
75 to 79 = 95 (19%)  
80+ = 134 (26.8%)  
Missing = 91 (18.2%)  
Range = 43 years old to 98 years old

### *ADL/IADL's:*

(Persons indicating that they require assistance with the ADL/IADL)

Eating =	15 (3%)	Money Management =	89 (17.8%)
Dressing =	85 (17%)	Using Telephone =	23 (4.6%)
Bathing =	108 (21.6%)	Doing Housework =	201 (40.2%)
Toileting =	25 (5%)	Using Transportation =	162 (32.4%)
Transferring =	25 (5%)		
Walking =	36 (7.2%)		
Preparing			
Meals =	149 (29.8%)		
Shopping =	175 (35%)		



## Demographic Information:

Older Persons – Unranked: Total respondents = 255

*Gender:* Female =146 (57.2%) Male =63 (24.7%) missing=46 (18%)

*Household Size:* 1=91 (35.6%) 2=57 (22.3%) 3=3 (1.1%)  
4+=17 (6.6%) missing=87 (34%)

### *Income:*

\$0 to \$9,999 = 59 (23.1%)  
\$10,000 to \$34,999 = 73 (28.6%)  
\$35,000 to \$44,999 = 16 (6.2%)  
\$45,000 to \$54,999 = 8 (3.1%)  
\$55,000 and over = 11 (4.3%)  
Missing = 88 (34.5%)

### *Ethnicity:*

Non-minority = 126 (49.4%)  
Black = 35 (13.7%)  
Hispanic = 2 (.7%)  
Asian = 7 (2.7%)  
Missing = 85 (33.3%)

*Approximate Age:* under 60 = 10 (3.9%)  
60 to 64 = 8 (3.1%)  
65 to 69 = 25 (9.8%)  
70 to 74 = 39 (15.3%)  
75 to 79 = 28 (11%)  
80+ = 69 (27%)  
Missing = 76 (29.8%)  
Range = 45 years old to 100 years old

### *ADL/IADL's:*

(Persons indicating that they require assistance with the ADL/IADL)

Eating =	9 (3.5%)	Money Management =	43 (16.8%)
Dressing =	18 (7%)	Using Telephone =	28 (11%)
Bathing =	29 (11.3%)	Doing Housework =	83 (32.5%)
Toileting =	9 (3.5%)	Using Transportation =	62 (24.3%)
Transferring =	19 (7.4%)		
Walking =	37 (14.5%)		
Preparing			
Meals =	41 (16%)		
Shopping =	75 (29.4%)		

## **RESPONDENT COMMENTS:**

This section provides a complete listing of all comments received by respondents. Where possible, we have listed the ranking assigned and the community where the respondent resides.

*Comments left under “Other” category of survey:*

- “Learn another language/Play other games, do some dynamics” (no ranking)-Brockton.
- “Early a.m. and late p.m. transportation to and from Boston Hospitals – allow time for x-rays, etc. A friend had to delay an operation because of the time limit on transportation” (no ranking)-Brockton.
- “Trips other than Casino’s” (no ranking)-Hanover.
- “Driveway needs repaving” (ranked 4)-Easton.
- “Large capacity washer and dryer – always broken. Building outside needs painting and broken screens repaired” (ranked 5)-Easton.
- “Lectures – history, art, etc.” (no ranking)-Easton.
- “Minor home repair/maintenance instruction (how to...)” (ranked 6)-Easton.
- “Technology assistance (telephone, computer, digital camera)” (ranked 7)-Easton.
- “Educational programs (lectures, etc.)” (ranked 3)-Easton.
- “Foreign language instruction” (ranked 10)-Easton.
- “Stove replacement, bugs, floor replacement” (no ranking)-Easton.
- “Pavement on Elise Circle needs re-doing, Elsie Circle screens on porches need repainting outside buildings, large capacity washer for Elise Circle currently washer is always broken. Re-screening local hardware store does them cheap” (ranked 1, 2, and 3)-Easton.
- “Day trips, pizza parties, movies @ COA” (ranked 1)-Easton.
- “visiting nurse” (ranked 7)-Rockland.
- “Shopping is only needed and unmet” (ranked 1)-Halifax.
- “Laundry” (ranked 2)-Brockton.
- “VNA” (no ranking)-Stoughton.
- “Life Line/C.O.B.” (ranked 8 and 9)-Stoughton.
- “Trans. To Boston Dr’s” (ranked 7)-Stoughton.
- “Rebuild housing in Haiti” (ranked 1)-Brockton.
- “SNAPS Benefits/Money Benefits” (ranked 1 and 10)-Brockton.
- “Giving money” (ranked 9)-Brockton.
- “SNAP (increase)/Money (activities)” (ranked 8 and 9)-community unknown.
- “SNAP benefits” (ranked 1)-Stoughton.
- “Bed needed” (ranked 1)-Brockton.
- “Language within building/Money for furnishings” (ranked 6 and 9)-Brockton.
- “Rides/Socialization” (ranked 10 and 5)-Pembroke.
- “More affordable in-home personal care and homemaking” (ranked 2)-community unknown.
- “Affordable Respite care for my spouse with Alzheimer’s Disease” (ranked 3)-community unknown.
- “dog walking/All the help I can get” (no ranking)-Kingston.
- “Lifelong learning” (ranked 10)-Marshfield.

- “adult learning classes” (no ranking)-community unknown.
- “Lifelong learning/Social Connections” (ranked 4 and 3)-Marshfield.
- “lunch program very important/making friendships at Center” (no rankings)-Marshfield.
- “A support group for people with chronic pain/Lectures on the aging process” (no rankings)-Marshfield.
- “Pet care service (walking, feeding, medication)” (ranked 4)-Humarock.
- “More social opportunities-day trips, weekend trips” (ranked 1)-Humarock.
- “SHINE Counselors” (ranked 1)-Marshfield.
- “SHINE Counselors” (no ranking)-Marshfield.
- “Activities” (ranked 3)-Marshfield.
- “House supplies and groceries” (ranked 3)-Brockton.
- “PCA” (ranked 1)-Brockton.
- “In-home Counseling” (ranked 10)-Stoughton.
- “Clothing” (ranked 1)-Brockton.
- “Bed bug removal/Chore help” (ranked 2)-Brockton.
- “day trip to a fun activity” (no ranking)-Hanson.
- “Ensure and Depends” (no ranking)-community unknown.
- “moving services” (no ranking)-community unknown.
- “music/dancing” (no ranking)-Pembroke.
- “Access to wild women” (no ranking)-Pembroke.
- “gift shop” (no ranking)-Pembroke.
- “gift shop” (no ranking)-Marshfield.
- “Foreign Language classes” (no ranking)-community unknown.
- “Zumba” (no ranking)-Marshfield.
- “I have been harassed for 3 ½ years and no one would help” (no ranking)-Hanson.
- “Landscaping Companys” (ranked 1)-Brockton.
- “food stamps” (no ranking)-Brockton.
- “AARP and Food Stamps” (no ranking)-community unknown.
- “food stamps” (no ranking)-West Bridgewater.
- “Art” (no ranking)-community unknown.
- “Social Entertainment” (no ranking)-Brockton.
- “Art continue” (no ranking)-Stoughton.
- “food stamps” (no ranking)-Brockton.
- “Computer Assistance” (no ranking)-Brockton.
- “Need help with floors” (no ranking)-Brockton.
- “Reasonable, reliable auto maintenance person who will not rip off seniors” (no ranking)-Brockton.
- “Chaperone for medical appointments” (no ranking)-community unknown.
- “It is unsettling to make changes for the elderly. The support group has changed and now there are new people who don’t know me or my needs. I wish I had been given advanced notice and a say in deciding to keep/not keep the people I have become comfortable with.” (no ranking)-Brockton.
- “Line Dancing and Chorus” (no ranking)-Plymouth.
- “help with computer” (no ranking)-Easton.

- “More tours sponsored by COA and subsidized by COA-\$10 off tours” (no ranking)-Easton.
- “Put info. in the Coordinator for Assessment.” (no ranking)-Easton.
- “Rides to appointments, shopping errands. Financially strapped and public transportation is limited” (no ranking)-Bridgewater.
- “Hair dresser/Barber for men” (no ranking)-Kingston.
- “Mowing lawns and snow plowing rates should be cheaper” (no ranking)-Kingston.
- “Hair Dresser for women and barber for men” (no ranking)-Kingston.
- “Daily activities i.e. chair yoga, knitting, speakers re: nutrition and overall health” (no ranking)-Pembroke.
- “Cleaner laundry machines, machine money slots inoperable at times” (no ranking)-Pembroke.
- “This doesn’t seem to fit myself. But this staff could definitely use another maintenance person – there are many others that could use this information.” (no ranking)-Pembroke.
- “Security system front and back. Doors, especially back, not that strong.” (no ranking)-Pembroke.
- “Apple picking, Butterfly World, museums, etc.” (no ranking)-Easton.
- “Walkway needs repair on some places.” (no ranking)-Abington.
- “Line Dancing/Chorus” (no ranking)-Plymouth.
- “More day trips would be great. Many of us are not interested in Foxwoods, etc.” (no ranking)-Hanover.
- “Functionally adequate COA.” (no ranking)-Halifax.
- “Need a new, larger COA in Halifax MA.” (no ranking)-Halifax.
- “Need easy access for all ages to offer programs.” (ranked 1)-Halifax.
- “Work ability of present building structure.” (ranked 2)-Halifax.
- “Adequate and good COA facilities.” (ranked 10)-Halifax.
- “Outside trips” (ranked 4)-Halifax.
- “Yardwork” (ranked 2)-Halifax.
- “snow shoveling/plowing” (ranked 3)-Halifax.
- “companions” (ranked 9)-Halifax.
- “Moving” (ranked 6)-Brockton.
- “Interpretation service” (ranked 8)-Brockton.
- “Emergency transportation/services” (ranked 4)-Brockton
- “Clothing” (ranked 5)-Brockton.
- “Fuel Assistance” (ranked 1)-Brockton.
- “Private nursing home rooms” (ranked 1)-Brockton.
- “companion” (ranked 1)-Rockland.
- “Interpreters” (ranked 10)-Brockton.
- “Assistance with food” (ranked 3)-Brockton.
- “Transportation for visits to DMEs stores” (ranked 5)-community unknown.

*Comments left in response to different service categories:*

- Recreation (ranked 2), Easton – “Boston Art Museum, day trips to Boston”
- Medication Management (ranked 6), Easton – “interactions, what the Dr. doesn’t tell you”
- Affordable Housing (ranked 3), Easton – “other than EHA???”
- Mental Health Care (ranked 5), Easton – “depression”
- Recreation (ranked 6), Easton – “at Elise Circle”
- Financial Assistance (ranked 5), Hanover – “need more \$”
- Recreation (ranked 4), Easton – “day trips”
- Legal Assistance (ranked 8), Easton – “Maintaining financial resources, Navigating health care (Medicare, etc.), Senior Issues – long term care, etc.”
- Medication Management (ranked 5), Easton – “Information on side effects, interactions, recommended supplements for health maintenance”
- Information and Assistance (ranked 2), Easton – “better newsletter like the one in Stoughton”
- Employment Opportunities (ranked 1), Pembroke – “specifically, tutoring children”
- Adult Day Programs (ranked 9), community unknown- “affordable”
- Roommate Matching (ranked 5), Humarock- “George Clooney lookalike”
- In-Home Personal Care (no ranking), Brockton- “need to have my own people”
- Roommate Matching (no ranking), Brockton- “more like a companion to sleep over”
- Legal Assistance (no ranking), Brockton – “setting up a living trust”
- Friendly Visiting (no ranking), Brockton – “A cup of tea from a trusted/known worker”
- Telephone Reassurance (no ranking), Brockton – “would like nighttime”
- Home Repairs (no ranking), Brockton-“as necessary for small repairs/fix-ups. Would appreciate a call or visit to check any repairs needed vs. having to call.”
- Employment Opportunities (no ranking), Easton – “part-time 20 hrs/wk”

*General Comments:*

- In response to Ethnicity question – “White-it should be first. We are in America!” – Easton.
- “Can you please get a step to put down on the pavement so when stepping onto the 1<sup>st</sup> step of the van, it is easier? All the other buses/elderly vans have this – for SAFETY! I assume you don’t want a lawsuit!” – Easton.
- In response to ethnicity question – “White” – Marshfield.
- “I do not need any of these services but am aware of them and think they are all important.”-Marshfield.
- “These are only things I am looking at in the future. I am capable and satisfied with my living arrangements.” - Hanson.
- “It is very difficult for me to assess needs which do not apply to me at this time. This COA does provide excellent services/activities for me.” – Marshfield.
- “Fortunately, at this time, I am able to assist myself.” – Pembroke.
- “Need help to move heavy furniture to clean behind it. Need help to dispose or carry heavy items out to trash or new items into house” – Pembroke.

- “At this time of my life fortunately I do not need these important services therefore I truly cannot prioritize these services.” – Marshfield.
- “Have no experience in the last 12-15 months with these.” – Marshfield.
- “My needs are met.” - Marshfield.
- “So far I’m not very needy. So far I feel COA provides excellent services.” – Pembroke.
- “Fortunately, I have never found it necessary to apply for any of the above, other than affordable housing. Therefore, I am unable to complete the survey.” – Halifax.
- “I do not need services at this time – so I did not rate it.” – Halifax
- “I don’t need any of these services at this time.” – Pembroke.
- “Thank you, but none of the above choices apply to me at this time.” – community unknown.
- “I do not need any help at this time.” – Pembroke.
- “None, and thank you for asking.” – Pembroke.
- “I am still very capable at 94 years old.” – Rockland.
- “No unmet at time.” – Marshfield.
- “No unmet services.” – Hanover.
- “I have no unmet needs and do not know of any that are not met. I am very happy where I am. Thank you!” – Hanson.
- “At this time, I am on my own.” – community unknown.

### **Project Limitations:**

This survey project did not use a random sample of older people or provider agencies. Resource limitations prevent the OCPC-AAA from conducting a scientifically valid, random-sample survey. However, the information received from this project is valuable in that it gives a snapshot picture of the needs and preferences of the older people who responded. While the OCPC-AAA cannot imply that the findings of the project are applicable to all older people in the region, we are confident that the findings presented are a reasonable reflection of the greatest unmet or under-met needs of many older people in the region.

### Service Category Definitions:

The project did not provide definitions of the different service categories listed on the survey. While many of the service categories might seem self-explanatory, it is possible and likely that some respondents did not understand the nature or context of the service category listed. For example, a significant number of older people indicated an unmet need of Information and Assistance. This service category listing was intended to reflect services provided through information and referral telephone contact. It is possible that many older people who indicated this as a need did not realize that it was referring to telephone contact, not face-to-face information and direct, hands-on assistance. Another example of this situation is the category of Day Programs. This service category listing was intended to reflect day program services provided to persons suffering from mild forms of dementia which require non-medical supervision and oversight. Many respondents who indicated this as a need may have misunderstood the category to mean day programs intended for personal education and enrichment. A third example is Protective Services. Many older people indicated this as a need, but may have interpreted the service category as referring to personal or property protection, rather than the intended category of adult protective services to investigate and resolve issues of abuse, exploitation, and neglect.

### Other:

- It is likely that many elders who had no unmet or under-met needs choose not to complete a survey.
- It is likely that many of the respondents have received services or are currently receiving services.
- It is unknown whether or not respondents (older persons) have tried to access the services and/or programs that they indicate a need for. It is also unknown whether or not they would meet eligibility requirements for such assistance, if any exist.
- Provider agency responses are more likely to reflect the particular field of expertise in which they work. For example, a visiting nurse agency is more likely to be responding to issues that their homebound, medically needy clients have, which may not be an accurate reflection of the larger elder population in general.

If you have any questions, would like more information, or wish to discuss this project in greater detail, please feel free to contact Patrick Hamilton, OCPC-AAA administrator at (508) 583-1833 x204 or [phamilton@ocpcrpa.org](mailto:phamilton@ocpcrpa.org).

# APPENDIX:



2012 Elder Needs Assessment  
 OCPC-AAA

**Respondents by Community:**  
**Older Persons-Ranked**

<b>Community:</b>	<b>Number of Respondents:</b>	<b>Percent of Respondents:</b>
Braintree*	1	0.20%
Bridgewater	5	0.10%
Brockton	193	38.60%
Carver	3	0.60%
Duxbury	13	2.60%
East Bridgewater	6	1.20%
Easton	18	3.60%
Halifax	28	5.60%
Hanover	11	2.20%
Hanson	9	1.80%
Hull*	1	0.20%
Kingston	2	0.4%
Lakeville	1	0.20%
Marshfield	80	16.00%
Middleborough	2	0.40%
Norwell*	3	0.60%
Pembroke	10	2.00%
Plymouth	14	2.80%
Rockland	15	3.00%
Scituate*	3	0.60%
Wareham	2	0.40%
West Bridgewater	1	0.20%
Whitman	2	0.40%
unknown	77	15.40%
<b>Total:</b>	<b>500</b>	

\* = Not in OCPC-AAA Region

2012 Elder Needs Assessment  
 OCPC-AAA

**Respondents by Community:**  
**Older Persons-Unranked**

<b>Community:</b>	<b>Number of Respondents:</b>	<b>Percent of Respondents:</b>
Abington	5	1.96%
Avon	3	1.17%
Bridgewater	7	2.74%
Brockton	69	27.00%
Canton*	1	0.39%
Duxbury	2	0.78%
Easton	13	5.00%
Halifax	5	1.96%
Hanson	7	2.74%
Kingston	13	5.0%
Marshfield	27	10.58%
Middleborough	3	1.17%
Pembroke	22	8.62%
Plymouth	8	3.13%
Rockland	3	1.17%
Scituate*	2	0.78%
Stoughton	5	1.96%
West Bridgewater	1	0.39%
unknown	59	23.13%
Total:	255	

\* = Not in OCPC-AAA Region

**FFY 2012 Elder Needs Assessment  
OCPC-AAA**

Agencies asked to participate in Needs Assessment survey project

<b>Provider Agencies:</b>
BAMSI, Inc.
Brockton Hospital
Brockton Neighborhood Health Center
Brockton Visiting Nurse Association
Catholic Charities South
CURA Visiting Nurse Association
Dorn-Davies Senior Center
Good Samaritan Medical Center
Jordan Hospital
Justice Center (legal services)
LIFE Center
Massachusetts Department of Mental Health
Massasoit Senior Center
Old Colony Elder Services, Inc.
Preferred Home Services
Tobey Hospital

<b>Housing Authorities:</b>
Abington
Avon
Bridgewater
Brockton
Carver
East Bridgewater
Easton
Halifax
Hanover
Hanson
Marshfield
Middleborough
Pembroke
Plymouth
Rockland
Stoughton
West Bridgewater
Whitman

<b>Councils on Aging:</b>
Abington
Avon
Bridgewater
Brockton
Carver
Duxbury
East Bridgewater
Halifax
Hanover
Hanson
Kingston
Lakeville
Marshfield
Middleborough
Easton
Pembroke
Plymouth
Plympton
Rockland
Stoughton
West Bridgewater
Whitman

# OCPC-AAA

2010 Census Data

Community:	Total			60+ as percentage of total population:
	Population:	60+ Population:	85+ Population:	
Abington	15985	2795	245	17.49%
Avon	4356	1020	100	23.42%
Bridgewater	26563	4086	334	15.38%
Brockton	93810	15883	1651	16.93%
Carver	11509	2525	206	21.94%
Duxbury	15059	3530	448	23.44%
E. Bridgewater	13794	1181	56	8.56%
Easton	23112	4163	320	18.01%
Halifax	7518	1561	134	20.76%
Hanover	13879	2704	205	19.48%
Hanson	10209	1793	110	17.56%
Kingston	12629	2668	378	21.13%
Lakeville	10602	1991	168	18.78%
Marshfield	25132	5143	319	20.46%
Middleboro	23116	4935	439	21.35%
Pembroke	17837	3013	176	16.89%
Plymouth	56468	12016	1192	21.28%
Plympton	2820	588	29	20.85%
Rockland	17489	3408	356	19.49%
Stoughton	26962	6166	645	22.87%
Wareham	21822	5331	468	24.43%
W. Bridgewater	6916	1682	238	24.32%
Whitman	14489	2417	165	16.68%
<b>Totals:</b>	<b>472076</b>	<b>90599</b>	<b>8382</b>	<b>19.19%</b>

## **Cover Letters and Survey Tools:**

September, 2012

Dear Community Member,

The Old Colony Planning Council Area Agency on Aging (OCPC-AAA) is requesting your assistance with an important project.

The OCPC-AAA is responsible for administering over \$1 million dollars in Older Americans Act funding annually for elder services in the Greater Plymouth County region. In order to make the best choices for prioritizing funding, we need to know the greatest unmet needs of elders from throughout the region. We are asking you to assist us in identifying unmet needs.

Please take a few minutes to complete the attached survey and tell us about your current needs. The information you provide will be strictly confidential, and will help us to make the best choices for addressing the greatest elder needs in the region.

Please complete only one survey, and return your completed survey to your local Council on Aging.

Thank you for your time and willingness to assist us with this important project. If you have any questions, or would like to discuss this matter in greater detail, please feel free to contact Patrick Hamilton at (508) 583-1833.

Sincerely,

Patrick Hamilton, Administrator  
OCPC-AAA

Jane Doe, Director  
Anytown, Council on Aging

# Old Colony Planning Council – Area Agency on Aging

## 2012 Elder Needs Assessment

Out of the twenty-eight service categories below, please prioritize the **TEN** most needed and unmet services or service areas that you have experienced over the past 12 to 15 months. Please rank only ten specific service categories (1=most needed and unmet; 2=2<sup>nd</sup> most needed and unmet; 3=3<sup>rd</sup> most needed/unmet..... 10=less needed and unmet).

### Service Categories:

\_\_\_\_\_ Information and Assistance

\_\_\_\_\_ Chore Services

\_\_\_\_\_ Affordable Housing

\_\_\_\_\_ Transportation

\_\_\_\_\_ Outreach

\_\_\_\_\_ Home Repairs

\_\_\_\_\_ Friendly Visiting

\_\_\_\_\_ Home Modification

\_\_\_\_\_ Telephone Reassurance

\_\_\_\_\_ Roommate Matching

\_\_\_\_\_ Letter Writing

\_\_\_\_\_ Mental Health Care

\_\_\_\_\_ Recreation

\_\_\_\_\_ Home Delivered Meals

\_\_\_\_\_ Shopping

\_\_\_\_\_ Nutrition Education

\_\_\_\_\_ Adult Day Programs

\_\_\_\_\_ Employment Opportunities

\_\_\_\_\_ Case Management

\_\_\_\_\_ Financial Assistance

\_\_\_\_\_ In-Home Personal Care

\_\_\_\_\_ Homemaker Services

\_\_\_\_\_ Health Education/Screenings

\_\_\_\_\_ Exercise/Fitness Opportunities

\_\_\_\_\_ Legal Assistance

\_\_\_\_\_ Protective Services

\_\_\_\_\_ Bill Paying Services

\_\_\_\_\_ Medication Management

\_\_\_\_\_ Other (please specify): \_\_\_\_\_

\_\_\_\_\_ Other (please specify): \_\_\_\_\_

**PLEASE RETURN COMPLETED SURVEY TO YOUR COA/HA/Provider. THANK YOU!**

Demographic Information (optional):

Community where you reside: \_\_\_\_\_

Gender:         Female                       Male

Year of Birth: \_\_\_\_\_

Ethnicity:             Asian  
                          Black  
                          Hispanic  
                          Non-Minority

Size of Household (number of people living under one roof): \_\_\_\_\_

Annual Household Income:         \$0 to \$9,999  
    \$10,000 to \$34,999  
    \$35,000 to \$44,999  
    \$45,000 to \$54,999  
    \$55,000 or over

Limitations: Please place a check mark next to the **activities that you cannot perform** without assistance.

<input type="checkbox"/> Eating	<input type="checkbox"/> Preparing meals
<input type="checkbox"/> Dressing	<input type="checkbox"/> Shopping
<input type="checkbox"/> Bathing	<input type="checkbox"/> Money Management
<input type="checkbox"/> Toileting	<input type="checkbox"/> Using Telephone
<input type="checkbox"/> Transferring in/out of bed/chair	<input type="checkbox"/> Doing Housework
<input type="checkbox"/> Walking	<input type="checkbox"/> Using Transportation

Thank you for your assistance with this project. Your input will help the OCPC Area Agency on Aging to better serve the elders of our region. If you have any questions, please contact Patrick Hamilton at OCPC-AAA at (508) 583-1833 or phamilton@ocpcrpa.org. Please return the completed survey to your OCES CM or GSSC.

June 11, 2012

Dear Colleague:

The Old Colony Planning Council – Area Agency on Aging is seeking your assistance and expertise in helping us to identify the greatest, most pressing unmet needs of elders in our region. Your assistance in completing the attached survey will help us to better utilize Older Americans Act funding to address the most critical needs of frail elders. The OCPC-AAA will use the information gathered from this survey, in combination with information from other sources, to develop a comprehensive elder services Area Plan for the Old Colony region for 2014 through 2017.

Please distribute copies of this survey to as many different staff members that you feel are appropriate to respond. Please fax completed surveys to the attention of Patrick Hamilton at (508) 559-8768 by July 13, 2012.

Thank you for your time and assistance with this important project. If you have any questions, or would like to discuss this matter in greater detail, please feel free to contact me at your convenience.

Sincerely,

Patrick Hamilton, Administrator  
OCPC Area Agency on Aging

Enclosure (survey)



# Old Colony Planning Council – Area Agency on Aging

## 2012 Elder Needs Assessment

Out of the twenty-eight service categories below, please prioritize the **TEN** most needed and unmet services or service areas facing the elders (and their caregivers) that you have served over the past 12 to 15 months. Please rank only ten specific service categories (1=most needed and unmet; 2=2<sup>nd</sup> most needed and unmet; 3=3<sup>rd</sup> most needed/unmet..... 10=less needed and unmet).

Service Categories:

- |                                     |                                      |
|-------------------------------------|--------------------------------------|
| _____ Information and Assistance    | _____ Chore Services                 |
| _____ Affordable Housing            | _____ Transportation                 |
| _____ Outreach                      | _____ Home Repairs                   |
| _____ Friendly Visiting             | _____ Home Modification              |
| _____ Telephone Reassurance         | _____ Roommate Matching              |
| _____ Letter Writing                | _____ Mental Health Care             |
| _____ Recreation                    | _____ Home Delivered Meals           |
| _____ Shopping                      | _____ Nutrition Education            |
| _____ Adult Day Programs            | _____ Employment Opportunities       |
| _____ Case Management               | _____ Financial Assistance           |
| _____ In-Home Personal Care         | _____ Homemaker Services             |
| _____ Health Education/Screenings   | _____ Exercise/Fitness Opportunities |
| _____ Legal Assistance              | _____ Protective Services            |
| _____ Bill Paying Services          | _____ Medication Management          |
| _____ Other (please specify): _____ |                                      |
| _____ Other (please specify): _____ |                                      |

Agency: \_\_\_\_\_

Thank you for your assistance with this project. Your input will help the OCPC Area Agency on Aging to better serve the elders of our region. If you have any questions, please contact Patrick Hamilton at OCPC-AAA at (508) 583-1833 or [phamilton@ocpcrpa.org](mailto:phamilton@ocpcrpa.org). Please fax completed surveys to Patrick Hamilton at (508) 559-8768 by July 13, 2012.