

2016 OLDER PERSON NEEDS ASSESSMENT



Old Colony Planning Council – Area Agency on Aging



Brockton, Massachusetts

ACKNOWLEDGEMENTS

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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 2016 Older Person 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 report will be used in conjunction with other information to help establish the Area Plan Priorities for the OCPC-AAA.

Service Region and Demographics:

The OCPC-AAA planning and service area is comprised of the following communities in Southeastern Massachusetts:

Abington	Halifax	Plymouth
Avon	Hanover	Plympton
Bridgewater	Hanson	Rockland
Brockton	Kingston	Stoughton
Carver	Lakeville	Wareham
Duxbury	Marshfield	W. Bridgewater
E. Bridgewater	Middleborough	Whitman
Easton	Pembroke	

A map of the planning and service area is provided below.

Old Colony Planning Council Region IV-A

Area Agency on Aging



2010 Regional Census Data:

2010 U.S. Census indicates that the OCPC-AAA region had a total population of 472,076 persons. Of this total, 92,069 persons (19.5%) were age 60 or over.

*OCPC-AAA
2010 Census Data*

Community:	Total Population:	60+:	85+:	60+ as % of total 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	2651	201	19.21%
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%
Totals:	472076	92069	8527	19.50%

The overall population of Massachusetts is expected to increase by approximately 4.4% from 2010 to 2030. The 65 and over population is expected to grow from 14% of the total population in 2010 to 17% in 2020, and increase even more in the period from 2020 to 2030. By 2030, the over 65 population will represent 21% of the State's population, compared to 14% in 2010 (UMass – Donahue Institute, 2013).

2016 Survey Project Method:

In October of 2016, The OCPC-AAA conducted an older person needs assessment survey of both elder service provider agencies and older people. We used both an on-line survey and printed copy versions. The survey period ran from October 1 through December 31, 2016.

Older People: In an effort to reach the greatest number of older people, we asked for assistance in publicizing the survey project and distributing surveys from Council's on Aging (Senior Centers), Housing Authorities, our regional Aging Service Access Point-Old Colony Elder Services (OCES), and various provider agencies that have regular contact with older people. Additionally, we used an on-line survey service that allowed people to access the survey through a web address.

We were extremely fortunate to have our ASAP, OCES agree to distribute surveys to their existing clients, with cover letters and postage-paid return envelopes. This approach proved to be very successful and resulted in a significant number (the majority of the responses) of OCES clients participating in the project.

Provider Agencies: We asked all COA's, Housing Authorities, OCES, and an additional 25 service agencies to respond to the on-line version of the provider agency survey.

Survey Tool: The survey tool that we used asked respondents to rank order the ten (10) greatest unmet or under-met needs that they have experienced over the past 12 to 15 months. The provider agency survey asked providers to rank order the greatest unmet or under-met needs their clients had experienced over the past 12 to 15 months. The survey tool listed 30 different service categories or areas, and allowed additional needs to be entered in manually by the respondent. Respondents were asked to rank order their ten greatest needs from highest (score of 1) to lowest (score of 10). Older people were also given the option of adding confidential demographic information about themselves. We also encouraged respondents to add any additional comments or feedback they felt was important. A summary of these comments is included in a later section of this report. A copy of the survey tool, and cover letters is included in the Appendix of this report.

Survey Results:

Older Persons: We received a total of 1,166 responses from older persons. 12 of these surveys were unusable for various reasons. All surveys were divided into three (3) different groups, 1-Ranked; 2-Unranked; and 3-No Needs. Ranked surveys were those that were completed in the intended manner, with service categories being rank ordered in importance from highest (1) to lowest (10). Unranked surveys were responses where the individual did not numerically rank order service categories, but gave some indication of need in a given category by placing an X or check mark next to a corresponding service. Finally, we received responses from individuals that indicated no unmet or under-met needs. The total populations for the three different groups is as follows: Ranked = 520 responses; Unranked = 439 responses; No Needs = 195.

Provider Agencies: We received a total of 38 responses from provider agencies. 36 of these responses were ranked, and 2 were unranked.

In order to formulate a raw score for the survey process, rank ordered surveys simply had their numerical rank order reversed. With this approach, a ranking of 1 received a raw score value of 10, a ranking of 2 received a raw score value of 9, a ranking of 3 received a raw score value of 8, etc. With this approach, for Ranked surveys, the highest total score that any service category could have received would have been 5200 (if all 520 respondents ranked the same service category as #1). The findings from the survey project are provided in Tables below.

Table #1 - 2106 Older Person Needs Assessment (Ranked)

N=520						Top Five Rated Needs:
Category:	Ranking:	Raw Score:	Number of Persons:	% of Persons:	Top Rated Need:	
Transportation	1	1744	259	49%	46	177
Homemaker	2	1507	221	42%	46	152
Affordable Housing	3	1423	179	34%	84	143
In-Home Personal Care	4	1422	187	35%	57	149
Information and Assistance	5	1244	187	35%	49	119
Financial Assistance	6	1243	195	37%	22	128
Shopping	7	1240	194	37%	18	130
Home Repairs	8	1186	184	35%	27	123
Day Programs (medical and social)	9	1069	166	31%	19	112
Chore	10	961	172	33%	9	87
Exercise/Fitness	11	881	154	29%	15	84
Friendly Visiting	12	809	154	27%	13	72
Legal Assistance	13	771	137	26%	8	74
Home Delivered Meals	14	725	131	25%	8	67
Recreation	15	704	132	25%	10	54
Mental Health Care	16	681	129	24%	9	57
Medication Management	17	589	98	18%	12	57
Nutrition Education	18	526	97	18%	2	47
Home Modification	19	494	94	18%	3	49
Case Management	20	460	71	13%	9	47
Bill Paying Service	21	457	76	14%	11	48
Outreach	22	420	82	15%	5	37
Health Education	23	365	70	13%	2	34
Other	24	350	47	9%	16	37
Telephone Reassurance	25	280	62	11%	3	21
Letter Writing/Form Completion	26	276	54	10%	3	25
Protective Services	27	238	55	10%	4	19
Employment	28	230	41	7%	6	22
Other 2	29	57	8	1%	1	6
Roommate Matching	30	49	7	1%	0	6

Table #1-Provides a summary of the survey project findings for ranked surveys. The greatest unmet/under-met need is identified as Transportation. A total of 259 of the 520 respondents indicated this as one of their top 10 needs. 46 respondents indicated Transportation as their top need, and 177 indicated this as one of their top 5 needs.

Table #2-Older Person Needs Assessment (Unranked)

N=439		Number of Persons Indicating Need:	% of Persons:
Category:	Ranking:		
Homemaker	1	212	48%
Transportation	2	194	44%
Home Repairs	3	174	39%
Shopping	4	161	36%
In-Home Personal Care	5	152	34%
Chore	6	148	33%
Affordable Housing	7	144	32%
Information and Assistance	8	139	31%
Exercise/Fitness	9	130	29%
Legal Assistance	10	129	29%
Friendly Visiting	11	117	26%
Home Delivered Meals	12	109	24%
Recreation	13	108	24%
Adult Day Programs (medical and social)	14	103	23%
Financial Assistance	15	98	22%
Nutrition Education	16	88	20%
Mental Health Care	17	67	15%
Outreach	18	60	13%
Telephone Reassurance	19	58	13%
Bill Paying Service	19	58	13%
Home Modification	21	56	12%
Case Management	22	55	12%
Health Education	23	53	12%
Medication Management	24	47	10%
Protective Services	25	45	10%
Employment	26	41	9%
Letter Writing/Form Completion	27	36	8%
Other	28	15	3%
Roommate Matching	28	15	3%
Other 2	30	1	

Table #2-Provides a summary of the survey project findings for unranked surveys. The greatest unmet/under-met need is identified as Homemaker. A total of 212 of the 439 respondents indicated this as an unmet or under-met need

Table #3-Older Person Needs Assessment-Provider Agencies (Ranked)

N=36		Raw	Number of	% of	Top	Top Five
Category:	Ranking:	Score:	Respondents:	Respondents:	Rated	Rated
					Need:	Needs:
Affordable Housing	1	221	28	77%	9	24
Transportation	2	176	27	75%	4	18
Mental Health Care	3	165	24	66%	6	16
Outreach	4	126	18	50%	5	14
Legal Assistance	5	110	21	58%	1	10
Information and Assistance	6	108	18	50%	3	10
Financial Assistance	7	99	19	52%	1	9
Home Repairs	8	86	18	50%	0	7
Friendly Visiting	9	82	15	41%	1	8
Case Management	10	79	12	33%	0	6
Day Programs (health /social)	11	64	12	33%	1	6
Letter Writing/Form Completion	12	61	10	27%	1	6
Home Modification	12	61	14	38%	0	3
Protective Services	14	60	17	47%	0	3
In-Home Personal Care	15	58	11	30%	1	4
Bill Paying Service	16	54	10	27%	0	5
Medication Management	17	51	13	36%	1	3
Chore	18	46	10	27%	0	3
Recreation	19	34	6	16%	0	0
Homemaker	20	32	8	22%	0	2
Telephone Reassurance	21	30	4	11%	0	4
HDM	22	27	8	22%	0	3
Health Education	23	25	4	11%	0	3
Shopping	24	23	7	19%	0	2
Exercise/Fitness	24	23	4	11%	1	2
Employment	26	12	5	13%	0	1
Nutrition Education	27	9	1	2%	0	1
Roommate Matching	28	8	2	5%	0	1

Table #3-Provides a summary of the greatest unmet or under-met needs of older persons as identified by provider agencies. Affordable housing is identified as the greatest need, with 28 of 36 respondents identifying this as one of the top 10 needs. Nine of the respondents indicates this as the number one need, and 24 ranked it in the top 5 needs.

Table #4-Responses By Community

Community:	Total Responses:	Ranked Surveys:	Unranked Surveys:	No Needs:
Abington	13	7	5	1
Avon	22	17	5	0
Braintree*	1	1	0	0
Bridgewater	41	18	10	13
Brockton	424	135	195	94
Carver	17	9	5	3
Duxbury	16	3	9	4
East Bridgewater	28	11	12	5
Easton	25	13	7	5
Franklin*	1	0	1	0
Halifax	23	16	6	1
Hanover	14	11	1	2
Hanson	17	8	8	1
Kingston	20	11	8	1
Lakeville	14	6	3	5
Marshfield	44	23	16	5
Middleborough	29	16	10	3
Pembroke	22	11	6	5
Plymouth	87	42	30	15
Plympton	15	13	2	0
Rockland	30	18	8	4
Stoughton	40	17	16	7
unknown	152	83	56	13
Wareham	37	21	12	4
West Bridgewater	11	4	4	3
Whitman	8	4	3	1

*=community not in OCPC-AAA service region

Table #4-Provides a summary of survey responses, by community. The majority of responses were from the City of Brockton, with a significant number of additional responses coming from unidentified communities.

<i>Table #5-Gender</i>			
	Female	Male	Unknown
Ranked	346	112	62
Unranked	305	93	41
No Needs	140	48	7
Total:	791	253	110

Table #5-Provides a summary of the gender of respondents. Results indicate that 68% of respondents were female, 21% male, and 9% unidentified.

<i>Table #6 - Age Range:</i>							
	<u>0-59</u>	<u>60-65</u>	<u>66-70</u>	<u>71-79</u>	<u>80-90</u>	<u>91+</u>	<u>missing</u>
Ranked	5	39	57	136	136	49	98
Unranked	3	28	59	125	121	35	68
No Needs	0	12	18	53	75	16	21
Total:	8	79	134	314	332	100	187

Table #6-Provides a summary of the age ranges of respondents. The majority of respondents were in the age range of 71 to 90 (55%). A significant percentage (64%) of respondents could be classified as “old-old” (age 80 and over). Age range ran from a low of 38 years to a high of 102 years.

<i>Table #7 - Household Size:</i>						
	1 person	2 persons	3 persons	4 persons	5+	missing
Ranked	236	122	32	13	13	104
Unranked	208	87	29	11	7	97
No Needs	96	44	15	1	6	33
Total:	540	253	76	25	26	234

Table #7-Provides a summary of household size by respondent. 46% of respondents indicated that they live alone.

<u>Table #8 - Ethnicity:</u>						
	<u>Asian</u>	<u>Black</u>	<u>Hispanic</u>	<u>White</u>	<u>Other</u>	<u>missing</u>
Ranked	3	52	12	374	5	74
Unranked	5	48	7	314	16	49
No Needs	0	15	3	160	3	14
Total:	8	115	22	848	24	137

Table #8-Provides a summary of ethnicity for respondents. The majority of respondents (73%) identified themselves as white, 9% as black, 1% Hispanic, 1% Asian, and 11% unidentified.

<u>Table #9 - Household Income:</u>						
	0-\$9,999	\$10,000-\$34,999	\$35,000-\$44,999	\$45,000-\$54,999	\$55,000 and over	missing
Ranked	79	234	37	14	34	122
Unranked	73	205	30	13	22	96
No Needs	13	91	13	6	18	54
Total:	165	530	80	33	74	272

Table #9-Provides a summary of household income for respondents. 45% of respondents indicated a household income of \$10,000 to \$34,999. A notable percentage of respondents (14%) indicated a household income of less than \$10,000 per year.

<u>Table #10-Persons requiring assistance with ADL's/IADL's:</u>												
	eating	dressing	bathing	toileting	transferring	walking	preparing meals	shopping	money management	using telephone	doing housework	using transportation
Ranked	23	79	151	54	41	126	151	203	98	45	277	175
Unranked	16	42	97	21	20	128	103	174	54	25	232	125
No Needs	3	13	25	7	9	28	31	53	14	10	75	36
Total	42	134	273	82	70	282	285	430	166	80	584	336

Table #10-Provides a summary of ADL/IADL limitations of respondents. Respondents were asked to identify those activities (ADL/IADL) for which they required some form of assistance or had some limitation in performing the task. For example, 273 of the 1154 respondents (23%) indicated that they required assistance with bathing. A significant percentage of respondents (50%) indicated that they could not perform housework without assistance, and could not use transportation without some form of assistance (29%).

Respondent Comments:

This section includes all comments provided by respondents. We include these comments because we believe they are useful and important in adding context and perspective to the needs and circumstances of older persons in the region. The comments are primarily taken verbatim from the surveys. Where necessary to ensure confidentiality, names have been redacted. Readers are advised that some comments are of a personal and/or medical nature.

FFY 2016 Elder Needs Assessment
Respondent comments

- BCOA10-Brockton (unranked) – “on home repairs: have meetings to direct people to legitimate businesses within the Brockton area.”
- BCOA20-Brockton (no needs) – “I am lucky enough not to need any of the above.”
- BCOA60-Brockton (unranked) – “Dotty has helped me {letter writing/form completion}; I have problems with balance and falls so I will begin tai chi soon; I’m alone much of the time so I like to come and socialize.”
- BCOA71-Brockton (ranked) – “Home repairs – different people to contact, helpful hints.”
- BCOA97-Brockton (ranked) – “COA affords many adults with social interaction, information, education, exercise, mobility and flexibility. To fund the COA keeps seniors keen of mind, body and spirit. Also, assists in plugging seniors into services needed.”
- BCOA105-Brockton (unranked) – “More space (Bldg.), more crafts, more cookouts = make meat very well done, no pink, etc. Please!! Sing-a-longs, especially 50’s.”
- BCOA130-Brockton (ranked) – “Need support and service staff @ COA. Great one stop shopping for some assistance.”
- BCOA192-Brockton (no needs) – “Thank you! I thank my god I need none of these services.” (90 year old male)
- BCOA203-Brockton (unranked) – “Law enforcement visible in neighborhoods, cycling, on foot.”
- BCOA213-Brockton (no Needs) – “Everything I needed I got help with.”
- BCOA228-Brockton (ranked) – “If can’t afford, help to get to Sr Ctr.”
- BCOA244-Brockton (no needs) – “Love the COA – Have had great health and body improvement from yoga and aerobics.”

- BCOA249-Brockton (ranked) – “Due to fatigue caused by chemotherapy, my daughter and son live with me and take over tasks I cannot do.”
- OCES290-Halifax (ranked)- “Quality homemaker services people who are trained, follow directions, return mops, brooms to where they got them.”
- OCES291-Brockton (unranked) – “I have been in Lifecare in Raynham since June 1 of 2016 – Brockton Hospital May 31-2016 – was always active w/family and volunteering, VA Brockton & Rose Hawthorne Cancer Home when I was in Fall River years ago. Took care of granddaughter until I was 32 years old. She was in a wheelchair and had one leg. Took care of her when mom passed in 1940.”
- OCES295-Plymouth (no needs) – “I really can’t answer this as I only receive help with my housecleaning and am very happy with the services I’m receiving. The only thing I might add is that the girls get paid a little better, so they might stay longer. In a little over a year, I have had 5 different girls. Thank you.”
- OCES304-Rockland (unranked) – “I have chair now” comment next to bathing ADL/IADL.
- OCES305-West Bridgewater (no needs) – “Up to this point, all of my mother’s needs have been met, so it is difficult to rank any of the above as unmet. All the services are needed by many people and I thank you for meeting my mother’s needs.” (signed by son)
- OCES310-Stoughton (ranked) – “Music, bingo, etc.” comment left next to Adult Day Program category.
- OCES324-Kingston (ranked) – “We are pleased with the personal care we are getting and the homemaker services provided. If we had more money we would extend the hours needed for these services (we have 3 days/one hour a day per week right now, we would extend it to 5 days).”
- OCES326-unknown (ranked) – priority #1 “help elderly stay in their home!”; priority #2 “affordable housing & care without draining savings and losing home”.
- OCES329-Rockland (no needs) – comments left next to service categories – Information “family seeks required information”, Shopping “done by family/outside help”, Adult Day programs “currently enrolled in Adult Day Care 3 days per week”, Bill Paying “family /POA handles this, Transportation “handled by family”, HDM “family provides dinner daily”, Medication Management “family handles this”. Most of these services are either not being used or are handled by OCES and family. Comments left next to ADL/IADL listing “These needs are being met by family. Housekeeping and showering are being met by OCES personnel.”
- OCES335-Lakeville (unranked) – “I may be 65, but I don’t look like it, or act it. COA is good but some things are too old for me! Sorry I didn’t understand the instructions but this has hit me hard over the years. Dr.’s secretary should take care of their own Pt’s. I have

missed more appointments because its all left up to my PCP's secretary. She forgets and she is overworked. She can't get to them on a timely manner. It is not fair to her. More selection on VNA that visit with you!"

- OCES341-unknown (no needs) – “I can do most all above. I get a little help to fil out applications.”
- OCES349-unknown (ranked) – comment next to Other category “More Personalized care on an individual basis.”
- OCES352-unknown (ranked) – comment next to Other category “Billing/payments calls are not returned”.
- OCES353-Stoughton (unranked) – comment next to Other category “Watch me dispense my 19 meds in 7 day planner set – I tend to make mistakes. Companion on Tuesday and Friday as I suffer from chronic depression and suicidality”.
- OCES360-Plymouth (ranked) – “I am very happy with the services provided. My mother gets lonely and without driving anymore she tends to be homebound. Thank you for everything you do”.
- OCES365-Plymouth (ranked) – comment left next to other category ranked 10 – “Adult education re. Self Advancement.”
- OCES369-Kingston (no needs) – 94 years old, female, lives alone – “At the present time, I have a homemaker one day a week for 2 hours. This seems to be working out so far. I might need extra help in the future.”
- OCES373-unknown (unranked) – “Need back washed and creamed.”
- OCES374-Plymouth (ranked) – comments left under Other categories – ranked 6 “Legally blind, assist w/oxygen cord while walking.” Ranked 7 “occasional bowel accident, clean clothes and washing.”
- OCES388-Brockton (ranked) – “Really don't know which is the most important. Would be lost without any of these services. Thank you.” (ranked #1-homemaker, #2-medication management, #3-chore services, #4-case management).
- OCES394-unknown (ranked) – comment left under Other category ranked #9 – “snow removal from car.”
- OCES403-Easton (no needs) – “Not unhappy with my services – all needs have been met.”
- OCES416-Hanover (ranked) – Respondent ranked transportation #1 and affordable housing #2 – “re #2-I need a first floor apartment, I am handicapped, no stairs. re #1-I need to get assistance to Dr's appointments.”

- OCES420-Stoughton (no needs) – “None of items needed were not unmet, some thanks to Old Colony agency.”
- OCES424-Wareham (no needs) – “This list is for unmet needs – I receive quality homecare assistance from the CAN provided for me by Old Colony. The only area of need I would like is a homemaker to help with cleaning my fridge out/stove cleaning.”
- OCES425-Wareham (unranked) – Comments left next to categories with checkmark “shopping-to be taken shopping, chore-besides light housekeeping.”
- OCES426-unknown (no needs) – “Ride GATRA bus with health aide-I am paraplegic.”
- OCES430-Duxbury (ranked) – Comments left next to ranked services “1-case management (former caseworker), 2-friendly visiting (not enough hours to meet needs), 3-legal assistance (for mass health benefits). It took a while (6 mos.) for good service (housekeeper/companion). We now have a great person who I hope will stay with us.”
- OCES432-Plymouth (no needs) – “I am so thankful for the help I receive. The whole program has such helpful & cheerful people to deal with. I know I can call if needed and get help right away.”
- OCES435-Kingston (ranked) – Comments left next to Other categories ranked 3 and 4 – “3-Yard work for safety and security ex. Snow removal from steps, leaf removal from walk ways. 4-Repair of steps.”
- OCES436-Marshfield (ranked) – Comments left next to activities that you cannot perform: “doing dishes, laundry because I don’t have a dryer so my clothes have to dry hanging around the house until they are dry. 100% disabled due to accident on a beach.”
- OCES441-unknown (unranked) – “puts clean clothes away, goes to mailbox – picks up mail” Comments may be referring to services provided by homemaker.
- OCES442-Lakeville (ranked) – “Faster response/call backs”
- OCES444-Hanover (ranked) – Comment next to #1 priority Friendly Visiting “male”
- OCES447-Pembroke (unranked) – “I can prepare meals and shop but it is very tiring.”
- OCES459-Hanson (ranked) – Comment left next to Other category ranked 5 – “Grief counseling (deceased spouse).”
- OCES460-Bridgewater (ranked) – Comments left next to ranked service categories 1- Information “Required many phone calls and much discussion to increase services and find out what available to us. 2-case management – difficult to reach no return calls. 3-in-home

personal care – would like to increase services but told 2hr/d is max. We really didn't require more services than Home Health Aid. Do not need to go to #10.”

- OCES461-Middleborough (no needs) – “Having problems doing laundry. Too depressed to cook.”
- OCES466-unknown (unranked) – “When your wife has a stroke and your world is turned upside down and you have to choose working or caring for your spouse, life becomes overwhelming and I would give anything for a couple of nights of uninterrupted sleep – husband.”
- OCES477-Bridgewater (ranked) – Comment left under Other category ranked 1 – “Alzheimer’s/dementia services.”
- OCES478-Carver (ranked) – “Need a long bath chair.”
- OCES479-unknown (ranked) – “Difficult to rank importance.”
- OCES488-Brockton (ranked) – Comment under Other category ranked #1 – “Yard work”
- OCES491-Bridgewater (unranked) – “Transportation to hospital in Dorchester”
- OCES500-Brockton (ranked) – Comment left under Other category ranked #8 – “Lots are lonely – support groups.”
- OCES501-Kingston (ranked) – Comment left next to in-home personal care ranked #1 – “Now receiving small subsidy for maximum 4hrs/week and have been told cannot receive more than this amount.”
- OCES503-Lakeville (no needs) – “I reached out for help with chores and got a really great homemaker, she had been with me for a while when I started getting shaky in the bath, so she was able to come a different day for personal care, so Old Colony has been there when I have reached out for help. Thank you.”
- OCES506-Pembroke (no needs) – “All of the above have been taken care of by you and my family.”
- OCES507-unknown (unranked) – “I have good help as of now. I like more time but thank you for what I have. Please make sure you tell everyone I payed.”
- OCES508-Duxbury (no needs) – “I desperately need a parking space near my apartment.”
- OCES511-East Bridgewater (ranked) – Comment next to #1 In-home Personal Care “Lack of in home reliable care leaving elders at risk.”

- OCES512-Carver (ranked) – “The boxes that are checked are services I receive {Information, Recreation, In-Home Personal Care, Chore, HDM, Homemaker}. They are met as much as I need them. The ones I numbered are ones I would like to use if I qualify {1-Affordable Housing, 2-Home repairs, 3-Financial Assistance}.”
- OCES514-unknown (ranked) – Comment next to Other category ranked #1 Heating assistance “I make too much for fuel assistance, my mother can’t live alone. My mother, xxxx, has 24/7 care due to advancing Alzheimer’s. Due to my income fuel assistance is impossible (our house is large). I filled this out for her, she can’t comprehend these questions.”
- OCES515-Plymouth (no needs) – “I am grateful to receive proper services for my needs at this time, thank you.”
- OCES516-Plymouth (no needs) – “Have not used any of above.”
- OCES535-Plymouth (no needs) – “Everything I need is met.”
- OCES536-Plymouth (ranked) – “I am very satisfied with the services you are providing – and the help is excellent – thank you.”
- OCES540-Marshfield (ranked) – “More help would be needed if family didn’t help.”
- OCES542-Brockton (no needs) – “My homecare worker helps me so much, I don’t know what I would do without her. I don’t have any unmet problems.”
- OCES548-East Bridgewater (no needs) – “I have all the things I need. I am not needing anything else. I am very satisfied so far.”
- OCES551-Stoughton (no needs) – “Survey above doesn’t apply to me! Confusing! My services at this time have been met – and very grateful for. Thank you.”
- OCES552-unknown (unranked) – “I have whats called spinal cerebellum atrophe, all muscles retract.”
- OCES560-Bridgewater (no needs) – “Reside with my daughter.”
- OCES561-Easton (no needs) – “This is the most confusing survey I have ever seen. I honestly don’t know how to accurately address what you are asking for.”
- OCES562-Pembroke (ranked) – Comment under Other category ranked #10 “On demand ride service.”
- OCES564-Stoughton (unranked) – Comment left under other category “Someone to take your vitals.”

- OCES567-Hanover (ranked) – “Getting Christmas things out of closet, someone to help clean out fridge, no heavy lifting. ADHD is harder as you age, clutter can and does happen more easily – need help with organizing. Thanks!”
- OCES568-Abington (no needs) – “I am my mother’s caregiver. I take care of all these services, so this does not pertain to her. Thank you for all your hard work on this project and for all the care given to the elderly.”
- OCES569-Plymouth (no needs) – “At this time all of my needs are being met. I am especially grateful for the medication dispenser – it allows me to remain independent and ensure I take my medications in a timely manner. I also appreciate the follow-up whenever there is an issue. Thank you.”
- OCES570-West Bridgewater (no needs) – “My only source of income is my social security check for xxxx-monthly. I have a home health aide and a homemaker to assist me. I receive meals-on-wheels daily. I am very satisfied and appreciative of services.”
- OCES574-unknown (no needs) – “At this time client has no complaints. She would like to have a companion 1 hour 1x daily.”
- OCES584-Bridgewater (ranked) – “Overall, we are very pleased with and thankful for OCES’ services. I just looked at this as a wish list. Thank you for all you do.” Respondent also ranked Adult Day programs for non-English speaking people as #2.
- OCES585-Brockton (no needs) – “I personally have not had a problem with Old Colony except drawing a clock. That’s a joke. Thank you.”
- OCES586-Plymouth (no needs) – “I don’t think there is one service here that isn’t 100% perfect. God bless all of you. All your services are not only excellent but also excel.”
- OCES590-Brockton (unranked) – “All services have been well met, but are most needed. I use Dial-A-Bat cost +35.00 to Dr.”
- OCES591-Stoughton (unranked) – “Laundry”
- OCES594-Plymouth (no needs) – “My son assists me with all of the above.”
- OCES612-Lakeville (ranked) – Comment next to only checked service-Bill Paying “Not able to keep up with my heating and electric. I have to puree foods due to cancer – haven’t had solid foods in 15 years.”
- OCES616-Pembroke (no needs) – “Mary Hxxxxxxx is great and does what I need.”
- OCES622-Middleborough (ranked) – Comment next to only ranked service category-Other “Occasional extra help for shopping or errands.”

- OCES625-Lakeville (no needs) – “The only services that I have had a need for were homemaker services and I have been very satisfied with those provided through Old Colony.”
- OCES628-Middleborough (no needs) – “Sir, I am a white female born in 1941. I live in Middleboro. My needs: transportation to medical appointments, meals on wheels, and a homemaker have all been met. Thank you for your concern.”
- OCES630-Pembroke (no needs) – “Currently as of 11/16 – I receive the following services, (1) Housekeeper 1x a week (2) Food shopper 1x weekly (3) Meals on wheels 5x a week. That’s all I require at this point in time. If and when my health declines further I may require more services. Thank you very much.”
- OCES632-Lakeville (ranked) – “My 96 year old grandmother had her bill increased due to a “mistake” in recording her income from Old Colony. It went from \$12 a month to \$1200. I had to quit work to care for her. It was very hard on her.”
- OCES645-Plymouth (ranked) – “The program my mom is eligible for is not enough hours. 1 hour a day is not enough meal times are difficult. Yearly income should be raised people cannot afford private pay nursing. Lives in an in-law apartment in daughters home, unable to walk, in a wheelchair, left sided paralysis.”
- OCES655-Brockton (no needs) – “My mom is not a candidate she lives with me (dtr.), so @ this time all her needs are met 😊.”
- OCES658-Bridgewater (no needs) – “Dear Patrick, My brother and I do not feel confident in completing this form. We do not and have not used your services for very long. I do say, however, that the services we have used have been very helpful. We have a homemaker for 1 hour a week and it has been helpful. Also I have sought legal advice and it was very helpful. The back of the form is filled out. Thank you for your help.”
- OCES660-Plymouth (ranked) – Comments left under Other category – ranked #8-Assistance with yard – mowing, flower and vegetable beds, etc.; ranked #9-Fall cleanup of yard.
- OCES665-Brockton (no needs) – “Thanks but I am receiving homemaker services already. I personally don’t need the other services. I am receiving affordable housing also.”
- OCES672-Wareham (no needs) – “All needs are met.”
- OCES673-Wareham (unranked) – “Comparing COA (Wareham) with COA (Bourne) is so different. Not only my opinion but from several sources in our area. Not many people of color attend the Wareham COA. The first thing they encounter – discrimination. The facility is outdated. The personnel (Director, etc.) take their position to a higher level they don’t have and create the notion that people of color are not welcomed. The camaraderie is one of separation which makes people very uncomfortable. Hope things get better in the future. We need these services.”

- OCES679-Wareham (unranked) – Comment left under other category “depends on health issues especially when cancer active.”
- OCES680-Wareham (ranked) – Comment left next to Other category but unranked – “affordable assisted living facilities.”
- OCES683-Wareham (ranked) – “Note: Form completed with assistance from daughter Dxxxx who provides all above services. She is ill from multiple diseases herself.”
- OCES684-Carver (ranked) – “Rides on GATRA end at 3-4 pm most trips for seniors arrive back at 5-6 pm, with my chair I cannot return on time. Unable to attend evening meeting in Town – no transportation services. I am handicapped and rely on motorized chair.”
- OCES686-unknown (ranked) – “We would like to continue with the services we have, plus additional services when needed, in order to be able to keep Rxxx home.”
- OCES692-East Bridgewater (unranked) – Comment left next to unranked Other category “Pet help.”
- OCES696-unknown (unranked) – “Home organizing (heavy cleaning – paper filing).”
- OCES697-Easton (unranked) – “Thank goodness I have good social workers that help me. I had severe stomach surgery was in hospital for a month but social workers visited me daily gave me the will to live! Old Colony is also there when I need them.”
- OCES698-Easton (ranked) – “There isn’t adequate transportation in Easton.”
- OCES700-Pembroke (unranked) – Comment left next to Other category – “Grief support”
- OCES709-Plymouth (no needs) – “I don’t require or need anything above (for now) except homemaking assistance. All of the above is N/A at this time.”
- OCES713-unknown (ranked) – Comment left next to Other category ranked #2- “medical supplies (daughter has to help pay for) only has medicare unable to afford most services.”
- OCES714-Abington (ranked) – Comment left next to Other category ranked #1 – “free home health (wash and dressing) on weekends.”
- OCES715-Plymouth (unranked) – Comment left next to Other category – “Need help in finding a unit on first floor that will accept a good dog. Stairs are getting too hard.”
- OCES718-unknown (no needs) – “I am pleased, no complaints.”
- OCES737-unknown (ranked) – Comment left next to Other category ranked #2 – “laundry”

- OCES750-Brockton (unranked) - Comment left next to Other category – “Transportation for doctor appointments.”
- OCES751-Plymouth (ranked) – Comments left next to ranked and unranked categories – Information “please send a list, hours open, location”; Transportation “Trans to out of town doctors is complicated”; Exercise “inexpensive nearby water aerobics”; Other “SNOW REMOVAL! (Shoveling, snowblow, etc.)
- OCES759-Plymouth (unranked)- Comments left next to service categories: Transportation- “sometimes”; Financial Assistance-“am on extreme budget”; Other-“need help checking mail.”
- OCES761-Marshfield (unranked) – “Transportation for church attendance and shopping with me along.”
- OCES770-Marshfield (ranked) – “Daughter-in-law filling this out. Have dementia, don’t know anyone. She can no longer care for herself, lives with son and his family.”
- OCES778-Middleborough (ranked) – “Ride to Dr.’s appointments”
- OCES783-unknown (no needs) – “Aware of services offered and extremely satisfied with those we have requested. Everyone with whom we’ve spoken and those who have directly met with our needs have been professional, courteous and compassionate. Very sincere in providing assistance.” Signed by daughter (caregiver)
- OCES790-Brockton (unranked) – “I wish these services were in the afternoon or evening.”
- OCES797-Middleborough (no needs) – “Most needed: Adult Day program but my need has been met at cozy corner thanks to OCES.”
- OCES806-Duxbury (no needs) – “All needs being met.”
- OCES810-Duxbury (no needs) – “All services are fine.”
- OCES811-Abington (ranked) – Comment left next to Transportation ranked #1 – “Finding transportation for doctors visits.”
- OCES816-Plymouth (no needs) – “I currently have homemaking service and call button. OCES has been very helpful. At this point I do not need other services: They are all very important services – particularly affordable housing, financial services, legal assistance.”
- OCES818-unknown (unranked) – Comment under Other category: “Heavy work, windows, frig, stove.”

- OCES821-unknown (ranked) – Comment on only category ranked-Case Management “haven’t had one in 4 years I contacted August 2016 and he tells me I can have meals on wheels once a week to get mass health – I’ve got 3 insurance and they take ½ off my SSI – September I turned 71 years old, zerox copy too my physician for 6 years and attorney for 4 years.”
- OCES822-Stoughton (ranked) – “The above have been met. Thank you so much for these services.”
- OCES824-unknown (no needs) – “I am satisfied with services I am receiving.”
- OCES831-Plymouth (unranked) – “My current homemaker does nothing! She sits next to me and plays on her phone.”
- OCES832-Kingston (unranked) – “Need company – all alone.”
- OCES837-Carver (ranked) – “The items listed above are the most important. My daughter and Son-in-law help me with shopping and money management.”
- OCES839-Plymouth (ranked) – “Thanks to everyone at Old Colony for all you do!”
- OCES842-Plympton (ranked) – Comment as an addendum to Home repairs ranked #1 – “Nothing major – spot painting, gutter cleaning, etc. Plympton is sometimes thought of as a rich town. The rich seem to help themselves and form click like groups.”
- OCES843-Hanover (no needs) – “All of my needs are being met. Thank you.”
- OCES846-unknown (unranked) – Comment left next to Other category unranked – “Laundry”
- OCES847-Wareham (no needs) – “Everything except homemaker services are ok. Homemaker Services are being made greatly.”
- OCES848-Easton (no needs) – “Happy with all.”
- OCES862-Brockton (ranked) – Comment left next to unranked category Outreach – “This could be anything, what is it?”
- OCES869-unknown (ranked) – Comment left next to category In-Home Personal Care, ranked #1 – “Too many people call in sick, not enough people to cover shifts.”
- OCES870-unknown (ranked) – Comment left next to Other category ranked #7 – “rescue pet matching. Ranked #6, Shopping bag carrying, ranked #5, transportation for Rx’s.”

- OCES873-unknown (no needs) – “I really don’t know how to fill this out because everything I asked for has been resolved.”
- OCES875-Plymouth (unranked) – Comments left next to checked service categories – Telephone Reassurance “When we called, no one ever responded”; Adult Day Programs “We’ve been trying to get another day for husband”; Case Management “Never returned calls”; Home Repairs “Still waiting to hear about the washing machine” – “I believe if the case manager will notify us to let us know about the things she is going to work on it would help. Been waiting to long about the washer since we started this program.”
- OCES879-unknown (ranked) – “At this time, I can manage most of my activities – I have difficulty climbing stairs (mostly live on one floor) as my legs are not dependable!! Thank you for Kxxx – she’s very thoughtful and attentive to my needs. p.s. laundry is in the basement”
- OCES880-Stoughton (ranked) – “I’m at the stage where, thankfully, I don’t need that many services. I already receive homemaker services, so the two I listed {Home Repairs & Exercise} are the only areas I could use help with. Small home repairs, which I used to do myself before I had 8 hand surgeries.”
- OCES892-Easton (unranked) – “The categories I checked are my (disabled) husband’s most needed areas – they have been met however by home health aides help – he has definitely made progress since getting this help in his personal care plus improved attitude. Thanks!”
- OCES896-Hanover (ranked) – Comments left next to Other categories – Ranked #1- Transportation for the disabled elderly; #2-Wheelchair transportation for the disabled elderly; other comment – ranked #8 – Legal Assistance “free”
- OCES903-Duxbury (unranked) – “Most important is to be taken food shopping when my daughter and son can’t take me.”
- OCES905-Carver (no needs) – “I wasn’t sure how to fill out this survey. I am currently receiving housekeeping assistance which I appreciate and need. Thank you”
- OCES916-unknown (no needs) – “All of my needs are currently being met.”
- OCES924-unknown (ranked) – Other – ranked #1 “Needed help with insurance (health) for qualifications and never got any.”
- OCES927-unknown (no needs) – “I do not feel qualified for this survey. The help I received from OCES was more than sufficient.”
- OCES928-Brockton (unranked) – “Right now we need to move. My apartment has gotten mice infested. Landlord does nothing. Board of Health was here last year n/a. Thank you.”
- OCES934-unknown (ranked) – “I get by pretty good, but I have trouble writing.”

- OCES937-Stoughton (ranked) – “Stoughton MA – has a very very good transportation system. All cities and towns should model senior citizen or disabled trans. The way Stoughton MA does theirs. TRANSPORTATION – Stoughton transportation system for sr. citizens or disabled persons (1) you call & make an appointment, you give the date of your appointment and time (2) A small bus comes & picks you up at the door, the driver checks for your name, destination, etc. & is very pleasant and helpful getting you into the bus (3) He checks to make sure your buckeled in etc. (4) You give him your ticket or tickets which you have paid for in advance (5) You are driven to your destination & if necessary helped to the Dr’s office or wherever you are going (6) You give a time you will be ready to be picked up when you call in for appointment (7) He also checks to make sure of the time and reminds you to call if your going to be early or late leaving your appointments.”
- OCES939-Lakeville (no needs) – “As of today, I have the services I really need. Thank you for your concern.”
- OCES941-Plymouth (no needs) – “At present, needs being met by occasional visits, MOW, housekeeping service”
- OCES942-Plymouth (no needs) – “At present his needs are being met by wife, daughter (with financial assistance and his transportation also), MOW, Alert button and home visits when needed by VNA OCES.”
- OCES943-Middleborough (unranked) – “Adult Day Programs – Never want to sit over 1 hr at a time; re: oil – free, all want money don’t help poor; computer or phone, can’t see to use; Chore Services-No one wants to do this help; Transportation-To Dr. can’t do any driving plus no steps to climb or car or money; Home Modification – Can’t afford windows steps; need people to come in can’t get out without help; getting mail-can’t walk outside to mailbox; need railing to hold front door; people are too nosey! Open your drawers steal – workers to old to do what is out in organizations – can’t trust people.”
- OCES944-unknown (ranked) – Comment left next to Other category ranked #1 – Transportation and consult @ apt help. This survey makes no sense each client has different needs you are reassigning “unmet”.
- OCES945-Stoughton (no needs) – “Most needed and being met. Thank you (shopping); HDM-We could use this I am 75 and sometimes have trouble making meals. I do all the services on the list with Lxx I am not well. Person doing services tht Lxx lives with is XXXXX XXXXX.”
- PLYMPCOA958-Plympton (ranked) – No ranking – “snow shoveling”
- ROCCOA986-Rockland (ranked) – Comment left next to Other category with no ranking – “Care for my dog.”
- ROCCOA990-Rockland (unranked) – “No other – Peggy does a good job.”

- MARCOA1015-Marshfield (ranked) – “I live only on my Social Security chk. I’m saving money for a roof & some outside wood trim. I could use help with that. I’m 74 years old.”
- MARCOA1016-Marshfield (unranked) – “TRIPS! All other COA have many day trips overnight trips & travel! Hook up goodtimes.com for lunch & shows (day trips) & O/N travel. Does anyone here even have the job or coordinating trips??? Let’s do it!! Marshfield COA does no trips.”
- MARCOA1023-Marshfield (unranked) – “No needed services at this time. Put together a paper booklet on info. services. Like the booklets we did in grammar school keep them at the council and advertise them in the LINK. Not very expensive.”
- OCES1028-Marshfield (ranked) – “Need more friendly visitor time so that life partner may leave house to do shopping and errands. Life partner provides all assistance with these activities!” (ADL’s/IADL’s)
- OCES1031-Stoughton (ranked)- “I only need the above {HDM & Homemaker Services} & have no knowledge about the other categories.”
- OCES1032- unknown (ranked)-Comments left next to ranked categories: #2 Information about Services “not knowing what available was sad and frustrating”; #1 Case Management “consistent workers would be great”; #3 Legal Assistance “help with Medicaid is needed/prices for assistance is outrageous.”
- OCES1034-Plymouth (ranked)-“Presently in hospital, then rehab, then needs housing.”
- MARCOA1044-Marshfield (ranked)-Comment left next to Chore Services “handyman, some yard work”, comment left next to Other category ranked #3-“dating service for widowed/divorced over 60.”
- PEMCOA1045-Pembroke (ranked)-“I am very fortunate for my age – I am quite independent!”
- BRICOA1057-Bridgewater (ranked)-Comments left next to ranked Other categories: #1- Excessive cable t.v. & internet cost; #2-Excessive medication cost; #3-Affordable hearing aids & dental work.”
- OCES1093-Plympton (ranked)- “I cannot thank you enough for your wonderful care – all your employees are kind and curious to me. Due to health issues there is much that I can not do – ex. Bend-lift. I am so fortunate to be able to live in my own home, and have people like you who care about old people and make their world a happier, secure world – with appreciation (signed by client).”
- WEB1094-Plymouth (ranked) - “This is a good survey.”

- WEB1097-Middleborough (ranked) – Additional thoughts- “Making plans for long term end of life issues – letting family members know your wishes – planning financially for those choices.”
- WEB1098-East Bridgewater (ranked) – Additional needs – “Housework affordable for people that don’t have money to pay for private services. Like dusting, vacuuming, laundry and making beds.”
- WEB1100-West Bridgewater (no needs) – Additional needs – “policing”
- WEB1102-Plymouth (ranked) – Comment – “The Council is doing a great job. Friendly and helpful. Too bad they now charge for classes.”
- WEB1103-Halifax (ranked) – Comment – “The need is for a network of services and programs that will allow me to remain healthy and involved and to live in my own home.”
- WEB1104-Plymouth (ranked) – Comment – “I cannot put a ‘value’ (number) on the first section. For some time (4 years), I have secluded myself, not venturing out into the ‘real’ world. If I’d had more courage, I could have availed myself of many opportunities – But, alas, my hermit-like state would not allow me to do so.”
- WEB1107-Plymouth (ranked) – Comment – “The Home Help agency in this area (Bayada) is very unreliable. There are days when no one show up as promised. Some (not all) aids totally oblivious to needs of Alzheimer’s patients.”
- WEB1108-unknown (ranked) – Comment – “I think we need better quality home delivered meals, better quality homemaker services. All the services I have used this year have been very low quality. Better quality services, not more services.”
- WEB1112-Pembroke (ranked) – Additional needs – “Legal Aid”
- OCES1117-West Bridgewater (ranked) – “You are doing a wonderful job. Couldn’t even come up with four unmet services. Those picked are more of a wish list. Thank you.”
- OCES1120-Plymouth (unranked) – “I apologize for not sending sooner. Impaired use of right hand/arm, also been ill. I really need more help. I try to do what I can.”
- OCES1123-Lakeville (unranked) – Comments left under “Other” – “Help for prescriptions, help with health insurance.”
- HANSCOA1126-Hanson (no needs) – “We are both in relatively good health and do not have any unmet needs at this time.”
- AVCOA1140-Avon (ranked) – Comments left next to “Other” category – “Book discussion groups/sing-a-long’s”

- BRICOA1155-Bridgewater (unranked) – “I just had my teeth out and I have a hard time eating. I am going to get some false teeth. I hope they will help as I only eat soft food.”

Provider Agency Comments:

- PROV5 – “Expanded medical transportation to Boston is needed. Also, we get frequent requests for assistance with shoveling, yard work, etc.”
- PROV6 – “Elders always need assistance with housing and transportation. They are the top two requests.”
- PROV9 – “Hoarding clean up financial support and providers with mental health counseling.”
- PROV10 – “In need of more workers for HMS, PC, HHA, etc.”
- PROV11 – “Social, recreational and educational programs are important to keep our residents informed, to have affordable and relevant programs to keep them fit and aware of the importance of self-care and provide a purpose. However, greater concerns are how to help our residents thrive in the community, this includes knowledgeable Outreach who can build trust and rapport with our residents so they can live safely in the community. Of greatest concern is affordable housing for seniors that are overqualified for our public housing authority, yet no longer want to (or are overwhelmed by) maintain a large home and yard, however, there is no place to go in their community.”
- PROV12 – “There are many services available to seniors in the state, however the Case management workers need to be better trained to encompass an advocacy role and not just authorizing services & monitoring service delivery. Although I realize this is often not possible due to the constraints of funding.”
- PROV15- Comment under Other category: “Assistance with organizing papers/documents and bills. Health insurance information. I see Outreach as #2 on this list b/c many seniors know they need help but do not know what to ask for, what is available and how to access that help.”
- PROV19- “Seniors for the most part are isolated and in need of many services to keep them in their homes. More importantly, seniors need what will increase the quality of their life.”
- PROV24- Comment under other category: “Help on computer recertifying annually for the medical marijuana.” Additional comment: “This is a difficult task because there are so many needs and we can only pick ten.”

- PROV27- Comment under Other category: “Assisted medical transportation in town and out of town, assisted food shopping.” Additional comments: “The lack of long term care planning is astounding leaving family members without plans for burial and service wishes, bill paying and estate planning. Also that elders do not make good use of hospice and the wider range of services they offer.”
- PROV28- Comment under other category: “Financial assistance for medications when in donut hole. Transportation to Boston for appointments and to visit loved ones.”

Project Limitations and General Comments:

A random sample size of 1154 respondents relative to a total population of 92,069 would produce a confidence rate of 95%. However, 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. Nevertheless, 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.

The existing elder service network in the region (family member caregivers, COA's/Senior Centers, OCES, and numerous private agencies and individuals) constitutes an extremely important support system for many people. The network is not perfect, and there are gaps where older persons' needs go unmet. Still, without the existing network, there would be many more people in unacceptable situations. Resource limitations, at all levels, restrict the capacity and ability of the network presently, and will likely do so in the future.

Other:

- It is understood that most older people do not have unmet or under-met needs. It is likely that many elders who had no unmet or under-met needs choose not to participate in the survey project.
- The majority of respondents were past or present OCES clients (57% of respondents). These individuals are likely to have more significant needs than older people who are not OCES clients.
- 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.
- 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.
- The response rate for success of this survey project was largely dependent on providing postage-paid, self-addressed envelopes to respondents. Efforts to have surveys distributed from and returned to central locations had only limited success. Also, our effort at an on-line survey was almost non-existent for older people, with less than 60 persons responding.

- There are a number of service needs areas that are unmet and are of concern to the OCPC-AAA and the elder service network as a whole. Specifically, there are ongoing unmet needs for basic yard care and snow removal, and home maintenance and repairs. Both types of needs are generally costly, and finding reliable, guaranteed assistance is challenging. Both areas of need, when left unmet, can quickly lead to more serious problems and concerns. We encourage the network to think locally and creatively in trying to find solutions to these types of needs.
- Affordable housing for many older people is a crisis situation. This is not an exaggerated statement. This is a very real problem affecting people of all ages from throughout the region. This need, too, is an expensive and daunting task to resolve. We encourage people at all levels (Local, State, Federal) to continue to advocate for more affordable housing options.
- Mental health concerns (depression, grief, isolation) continue to be a significant need for many older people. We encourage providers, and anyone who has contact with older people who are suffering, to assist them/encourage them in accessing mental health/behavioral health services through their formal health care provider.
- Transportation remains a top priority and unmet/under-met for older people. Reasonable transportation options generally help to ensure independence for older people. Transportation needs are many, varied, and expensive. It is unlikely that public transportation options will ever be sufficient to meet all needs. Nevertheless, we encourage the network to continue seeking creative solutions to this ongoing need.

All of the needs and concerns of older people in the region are a concern to the OCPC-AAA, and the elder service network as a whole. The existing network is an essential, critically important and effective system that helps to ensure independence for many. As the older population continues to grow, this system becomes more important and essential. The OCPC-AAA, in conjunction with our partners in the elder service network, will continue to advocate for the needs of older people, and seek solutions to their most pressing needs and concerns.

The individuals who work and volunteer within this system are commended for their efforts.

Past Survey Results

Greatest Needs - 2001:	
1	Transportation
2	Affordable Housing
3	Friendly Visiting
4	Personal Care
5	Mental Health Care

Greatest Needs - 2005:	
1	Transportation
2	Affordable Housing
3	Financial Assistance
4	Personal Care
5	Homemaker
6	Mental Health Care

Greatest Needs - 2008:	
1	Transportation
2	Affordable Housing
3	Financial Assistance
4	Personal Care
5	Medication Management
6	Mental Health Care

Greatest Needs - 2012:	
1	Affordable Housing
2	Transportation
3	Information and Assistance
4	Financial Assistance
5	Homemaker

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.

APPENDIX:

October, 2016

Dear Community Member,

The Old Colony Planning Council Area Agency on Aging (OCPC-AAA) and Old Colony Elder Services (OCES) are requesting your assistance with an important project.

The OCPC-AAA is responsible for administering over \$1.5 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 understand the greatest unmet or undermet needs of elders from throughout the region. We are asking you to assist us in identifying such needs. OCES staff are assisting in this project by delivering a survey to you.

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 OCES Care Manager (CM) or Geriatric Support Services Coordinator (GSSC) by December 31, 2016.

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 or phamilton@ocpcrpa.org.

Sincerely,

Patrick Hamilton, Administrator
OCPC-AAA

Diana L. DiGiorgi, ED/CEO
Old Colony Elder Services, Inc.

Old Colony Planning Council – Area Agency on Aging

2016 Older Person Needs Assessment

Please prioritize the **TEN** most needed and unmet or undermet 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=2nd most needed and unmet; 3=3rd most needed/unmet, etc.)

Service Categories:

_____ Information about services

_____ Chore Services

_____ Affordable Housing

_____ Transportation

_____ Outreach

_____ Home Repairs

_____ Friendly Visiting

_____ Home Modification

_____ Telephone Reassurance

_____ Roommate Matching

_____ Letter Writing/Form Completion

_____ Mental Health Care

_____ Recreation

_____ Home Delivered Meals

_____ Shopping

_____ Nutrition Education

_____ Adult Day Programs (medical and social)

_____ Employment Opportunities

_____ Case Management

_____ Financial Assistance

_____ In-Home Personal Care

_____ Homemaker Services

_____ Health Education/Screenings

_____ Exercise/Fitness

_____ Legal Assistance

_____ Protective Services
(abuse, neglect, exploitation)

_____ Bill Paying Services

_____ Medication Management

_____ Other (please specify): _____

_____ Other (please specify): _____

(please see reverse side)

Demographic Information (optional):

Community where you reside: _____

Gender: _____ Female _____ Male

Year of Birth: _____

Ethnicity: _____ African-American (black)
 _____ Asian
 _____ Caucasian (white)
 _____ Hispanic
 _____ Other (please identify): _____

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.

_____ Eating	_____ Preparing meals
_____ Dressing	_____ Shopping
_____ Bathing	_____ Money Management
_____ Toileting	_____ Using Telephone
_____ Transferring in/out of bed/chair	_____ Doing Housework
_____ Walking	_____ Using Transportation

PLEASE RETURN COMPLETED SURVEY TO YOUR OCES CARE MANAGER BY DECEMBER 31, 2016. THANK YOU!!

Thank you for your assistance with this project. Your input will help the OCPC Area Agency on Aging and your local Council 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@ocpcpa.org. Please return the completed survey to Old Colony Elder Services staff.

September 5, 2016

Dear Colleague:

The Old Colony Planning Council – Area Agency on Aging (OCPC-AAA) is seeking your assistance and expertise in helping us to identify the most critical unmet or under met needs of older people in our region. Your assistance in completing the online survey will help us to better utilize Older Americans Act funding to address the most important needs of elders. The OCPC-AAA will use the information gathered from this survey, in combination with information from other sources, to make informed decisions about funding priorities for the region. Please distribute copies of this flyer to as many different staff members that you feel are appropriate to respond.

Thank you for your time and assistance with this important project. The information gathered from this project will be valuable for planning and elder service purposes. We will post a final report of this survey project on our web site in 2017. If you have any questions, or would like to discuss this matter in greater detail, please feel free to contact me at (508) 583-1833 x204, or phamilton@ocpcrpa.org.

Sincerely,

Patrick Hamilton, Administrator
OCPC Area Agency on Aging

Enclosure (flyer)

September, 2016

Dear Community Member,

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

The OCPC-AAA is responsible for administering over \$1.5 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 understand the greatest unmet needs of elders from throughout the region. We are asking you to assist us in identifying unmet or undermet 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 it to your Council on Aging by December 31, 2016.

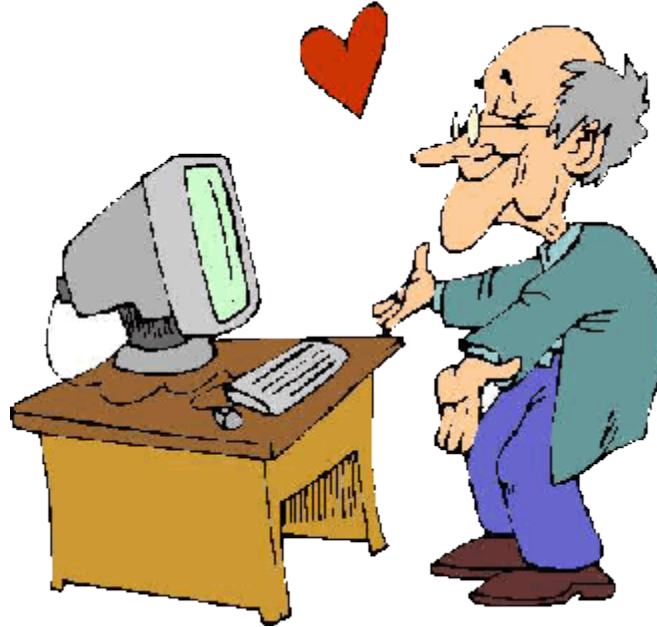
Thank you for your time and willingness to assist us with this important project. If you have any questions, or would like to discuss this matter in greater detail, please feel free to contact Patrick Hamilton at (508) 583-1833 or phamilton@ocpcrpa.org.

Sincerely,

Patrick Hamilton, Administrator
OCPC-AAA

OLD COLONY PLANNING COUNCIL - AREA AGENCY ON AGING
OLDER PERSON NEEDS ASSESSMENT

PLEASE PARTICIPATE!



VISIT: www.surveymonkey.com/r/OlderPersonNeeds

The OCPC-AAA is requesting your assistance with an important project. The OCPC-AAA is responsible for administering over \$1.5 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 understand and identify the greatest needs of older people (age 60 and over) throughout the region.

We are asking you to assist us in identifying unmet and/or under met needs of older persons. Please visit the web site listed above and take a few minutes to complete the survey and tell us about your needs over the last year. The information you provide will be kept anonymous and confidential and will help us to make the best choices for the older people of the region.

The survey will be available from September 1 through December 31, 2016. If you have any questions, please feel free to contact Patrick Hamilton, OCPC-AAA Administrator at phamilton@ocpcrpa.org or (508) 583-1833 x204.

OLD COLONY PLANNING COUNCIL - AREA AGENCY ON AGING
OLDER PERSON NEEDS ASSESSMENT

PROVIDER AGENCIES

PLEASE PARTICIPATE!



VISIT: www.surveymonkey.com/r/ProviderAgencies-OPNA

The OCPC–AAA is requesting your assistance with an important project. The OCPC-AAA is responsible for administering over \$1.5 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 understand and identify the greatest needs of older people (age 60 and over) throughout the region.

We are asking you to assist us in identifying unmet and/or under met needs of older persons your agency serves. Please have all appropriate staff visit the site above and take a few minutes to complete the survey to tell us about the needs of the clients you serve. The information you provide will be kept anonymous and confidential, and will help us to make the best choices for the older people of the region.

The survey will be available from September 1 through December 31, 2016. If you have any questions, please feel free to contact Patrick Hamilton, OCPC-AAA Administrator at phamilton@ocpcrpa.org or (508) 583-1833 x204.