2019 Area Agency on Aging 3C Community Needs Assessment
Laura Sutter, AAA Director
## POPULATION CHANGES

<table>
<thead>
<tr>
<th>Indicator</th>
<th>AAA 2010</th>
<th>AAA 2014</th>
<th>Projections for 2040</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAA Total Population</td>
<td>106,423</td>
<td>104,491</td>
<td>103,257</td>
</tr>
<tr>
<td>% Population Over 65 Years</td>
<td>15.4%</td>
<td>16%</td>
<td>19.1%</td>
</tr>
<tr>
<td>% Males Over 65 Years</td>
<td>12.9%</td>
<td>14.7%</td>
<td>17.2%</td>
</tr>
<tr>
<td>% Females Over 65 Years</td>
<td>16.8%</td>
<td>18.5%</td>
<td>21%</td>
</tr>
</tbody>
</table>
# POPULATION BREAKOUTS

According to the Michigan Department of Health and Human Services Vital Records for 2014 population data:

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Branch</th>
<th>St. Joseph</th>
<th>AAA C 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Population</td>
<td>43,545</td>
<td>60,946</td>
<td>104,491</td>
</tr>
<tr>
<td>% Population Over 60 Years</td>
<td>23.1%</td>
<td>23.1%</td>
<td>23.1%</td>
</tr>
<tr>
<td>% Males Over 60 Years</td>
<td>21%</td>
<td>21.3%</td>
<td>21.2%</td>
</tr>
<tr>
<td>% Females Over 60 Years</td>
<td>25.4%</td>
<td>24.8%</td>
<td>25%</td>
</tr>
<tr>
<td>% Over 60 Years - White</td>
<td>23.7%</td>
<td>23.6%</td>
<td>23.6%</td>
</tr>
<tr>
<td>% Over 60 Years - African American</td>
<td>7.7%</td>
<td>13.1%</td>
<td>11.3%</td>
</tr>
<tr>
<td>% Over 60 Years - American Indian</td>
<td>12.4%</td>
<td>13.4%</td>
<td>13%</td>
</tr>
<tr>
<td>% Over 60 Years - Asian</td>
<td>10.6%</td>
<td>15.5%</td>
<td>13.7%</td>
</tr>
<tr>
<td>% Over 60 Years - Hispanic</td>
<td>5.1%</td>
<td>4.5%</td>
<td>4.7%</td>
</tr>
</tbody>
</table>
The 2019 AAA 3C Needs Assessment was conducted both in paper form and electronically.

Two Survey Monkey electronic surveys were posted: one for Key Community Leaders and Service Providers and one for Older Adults/Caregivers. Surveys were accessed by going to the following URLs:

https://www.surveymonkey.com/r/AAA3CNeedsAssessmentFY19

and

https://www.surveymonkey.com/r/AAA3CKeyCommunityLeaderFY19

In addition, paper surveys were distributed through multiple direct service providers and via input forum events in both counties. All surveys were input by AAA staff, or via the telephone with the respondent.

The survey was opened for four weeks (April 22nd to May 27th) and promoted through the health department’s website, news media and through various email lists.

Respondents were assured that their survey responses were anonymous.
SURVEY BASICS

- In total, 234 surveys were completed by both providers/community leaders and older adults/caregivers:
  - Consumers – 145
    - Branch County – 77
    - St. Joseph County – 66
    - Other - 2
  - Providers – 89
    - Branch – 52
    - St. Joseph – 31
    - Other - 6

Rebecca Burns, Health Officer of the Branch-Hillsdale-St. Joseph Community Health Agency and Andrejs Rozentals, resident of Three Rivers complete the Needs Assessment survey online at the Input Forum which was held at the Three Rivers Community Center on Friday, May 3, 2019 at 2:00pm.
SURVEY TOTALS, N = 234

- All Surveys Completed: 129 (Branch) + 97 (St. Joseph) = 226
- Older adult/Caregivers: 77 (Branch) + 66 (St. Joseph) = 143
- Providers/Community Leaders: 31 (Branch) + 52 (St. Joseph) = 83
OLDER ADULT/CAREGIVER ONLY - RACE/ETHNICITY*
N=142 RESPONDENTS

* Check all that apply
OLDER ADULT/CAREGIVER ONLY – GENDER
N=144 RESPONDENTS

- Female: 72.2%
- Male: 27.8%
OLDER ADULT/CAREGIVER ONLY – EDUCATION LEVEL
N=143 RESPONDENTS

- Less than high School diploma: 14.7%
- High School Diploma/GED: 38.5%
- Some college, including associate degree: 26.6%
- Bachelor's Degree: 11.2%
- Some post-graduate work or advanced degree: 9.1%
OLDER ADULT/CAREGIVER ONLY – HOUSEHOLD INCOME
N=142 RESPONDENTS

- At or below $20,000 ($1,666 per month or less): 42.3%
- Above $20,000 ($1,667 per month or more): 35.9%
- Prefer not to answer: 21.8%
OLDER ADULT/CAREGIVER ONLY – HAVE DISABILITY
N=136 RESPONDENTS

Disability: 54.4%
No Disability: 45.6%
OLDER ADULT/CAREGIVER ONLY – A VETERAN
N=130 RESPONDENTS

- Veteran: 17.7%
- Not A Veteran: 82.3%
OLDER ADULT/CAREGIVER ONLY – AGE DISTRIBUTION

N=132 RESPONDENTS

- 56.8% of Respondents are 75+ years
- 18.9% 75 to 79 years
- 14.7% 70 to 74 years
- 14.7% 65 to 69 years
- 11.2% 60 to 64 years
- 23.8% 55 to 59 years
- 0.7% 50 to 54 years
- 1.4% Under 55 years
- 85 years +
OLDER ADULT/CAREGIVER ONLY – LIVING SITUATION
N=130 RESPONDENTS

- 59.6% Alone
- 28.4% With a spouse
- 5.0% With relatives, other than a spouse
- 5.7% With non-relatives
- 1.4% With long-time partner
- Other
A list of 25 services and supports were provided. The list was based on Office of Services to the Aging’s list of Standardized Services.

Respondents were asked to rank them on a three point scale ranging from little need (1 point) to moderate need (2 points) to great need (3 points).

No points were assigned for responses of ‘Don’t Know”.

A natural breaking point was observed between those that were highest need and those that were considered lower needs.

Highest overall needs among all respondents ranged between 2.59 and 2.4 and include:

- Home Delivered Meals
- Transportation within the county
- MMAP
- Personal Emergency Response System
- Personal Care

The newest members of the AAA staff are the Elder Abuse Victim Specialists:
- Abigail Reardon, BSW, EAVS (St. Joseph County)
- Joshua Englehart, EAVS (Branch County)

EAVS staff are funded by a special Victim of Crimes Act grant from the Division of Victim Services at MDHHS. They directly serve victims of elder/dependent adult abuse, neglect and/or exploitation.
LEADING SERVICES AND SUPPORT NEEDS – OLDER ADULTS/CAREGIVERS
N= 137 RESPONDENTS

Priority of Services Offered

- Home delivered meals
- Transportation within county
- Personal Emergency Response System
- MMAP
- Personal Care
- Abuse, Neglect, Exploitation, Awareness...
- Homemaker services
- Transportation out of county
- Caregiver supplemental services
- Medication Management

Weighted Average
LEADING SERVICES AND SUPPORT NEEDS – COMMUNITY LEADERS

N= 89 RESPONDENTS

Priority of Services Offered

- Abuse, Neglect, Exploitation, Awareness
- Home delivered meals
- Personal Emergency Response System
- Care management/in-home assessment &...
- MMAP
- Medication Management
- Transportation out of county
- Respite Care
- Adult Day Program

Weighted Average
SERVICE EXPANSION IMPROVEMENTS – OLDER ADULTS/CAREGIVERS

N=144 RESPONDENTS

- Offer more services on the weekends/evening hours: 2.15
- Make people more aware of services that are available: 2.64
- Offer more information specific to Veteran's benefits and services: 2.41
- Offer more MMAP information: 2.55
- Offer more education programs: 2.29
TRUSTED SOURCES OF INFORMATION – OLDER ADULTS/CAREGIVERS

N=133 RESPONDENTS

- Friends or Family: 78.2%
- Health Care Provider: 63.9%
- Service Agency: 61.6%
- Television: 36.1%
- Internet: 33.8%
- Church/Faith Based Organization: 32.3%
- Other Service Agency: 32.3%
- Newspaper: 26.3%
- Radio: 26.3%
- Health Fair/Community Event: 19.6%
- Community Groups/Clubs: 18.8%
- Social Media: 12.8%
- Library: 11.3%
- "2-1-1/"278-SAFE": 6.8%
- Other: 6%
OLDER ADULTS/CARE GIVERS WHO SOUGHT OUT SERVICES AND RECEIVED THEM

N = 133 RESPONDENTS

- Yes: 51.1%
- No: 6.0%
- Did not call: 42.9%
OLDER ADULTS/CARE GIVERS WHO SOUGHT OUT SERVICES AND RECEIVED THEM – DID THE SERVICE/SUPPORT START WHEN YOU EXPECTED?
N= 67 RESPONDENTS

88% Yes
6.0% No
6.0% Not Sure
OLDER ADULTS/CARE GIVERS WHO SOUGHT OUT SERVICES AND RECEIVED THEM – WERE YOU SATISFIED WITH THE QUALITY OF SERVICE?

N= 68 RESPONDENTS

- Yes: 92.7%
- No: 2.9%
- Not Sure: 4.4%
OLDER ADULTS/CARE GIVERS WHO SOUGHT OUT SERVICES AND RECEIVED THEM – WERE YOU SATISFIED WITH THE AMOUNT OF SERVICE?
N= 67 RESPONDENTS

- Yes: 86.6%
- No: 6.0%
- Not Sure: 7.5%
OLDER ADULTS/CARE GIVERS WHO DID NOT RECEIVE SERVICES REASONS WHY
N= 5-8 RESPONDENTS

Service/Support not offered locally? 50.0% 0%
Waiting list for the service/support? 62.5% 25.0%
Cost too much/was not affordable? 85.7% 14.3%
Told Not Eligible for Services/Support? 40.0% 60.0%
I don’t know what I would do without my girl coming in twice a week. She and COA are heaven sent. God bless her, my meals on wheels driver and everyone at COA. You are very special people. Thank you all.

I have been very satisfied. The most important for me at this time - cleaning my 1st floor. My aid is dependable and very good. A lovely, Christian person. The medical transport was a life saver. Driver knew his way around Ann Arbor and U of M hospital. Would give low grade on leaf removal. They were not thorough and were not dependable on the day to work.

For those of who live in HUD housing and have no one in the resident office on weekends, having a weekend contact is important as seniors.

There's not a Parkinson's Disease support group in St. Joseph or Branch county.

It would be great to have lunch served at the senior center.

Appreciate so much the COA- Lots of fun and great people working here.

I believe that we need more grief counseling services in the area.

Need rides to other medical facilities like Bronson Hospital, when elderly patients need surgeries and are going to be put under and unable to drive. Letter submitted concerns were related to: Transportation Common Chores Communication- newsletter, website, phone number. Lists of services in the community Legal aide Nutrition Tax info Caregiver information Good meals Companionship

The staff, management etc. at COA have been great in explaining and assisting me when ever I needed help or had question. COA staff has been very attentive to my needs.

Need additional service for injury/wound care. Changing dressing (band aids) etc. More detailed on services qualification specifics and more detailed time line as to when services will start.
CONTACT & ADDITIONAL INFORMATION

For more information or to discuss the 2019 Needs Assessment Survey results in greater detail, please contact:

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