



Coastline

Caring for the community.

2021 Needs Assessment

Coastline Elderly Services, Inc.

Area Agency on Aging &
Aging Services Access Points



Serving the communities of

Acushnet • Dartmouth • Fairhaven • Gosnold • Marion
Mattapoissett • New Bedford • Rochester

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Foreword

In preparation of the Area Plan on Aging 2022-2025, Coastline's Area Agency on Aging (AAA), in concert with 20 Area Agencies on Aging throughout the state, were asked to conduct their needs assessment study between September 1 and December 18, 2020.

The Needs Assessment data assists in the formation of a local Area Plan, which helps to shape how programs will be delivered by the AAA. The plan becomes a valuable tool to demonstrate the priorities that will be utilized in order to help fund programs. These components will be established to address the identified needs and to fill any gaps that may exist.

Instructions from the Executive Office of Elder Affairs (EOEA) were provided to the AAAs relating to the methodologies and strategies the AAA could utilize to target populations, such as the socially isolated, those with the greatest economic need, LGBTQ+ individuals, those with limited English proficiency, rural communities, and others.

The Area Agency on Aging was asked to complete community sessions, such as forums, large or small gatherings, focus groups, listening sessions, to name a few. Due to the pandemic and social distancing, this year our needs assessment study could not be conducted in-person as it has in the past. While we were able to have some semblance of a focus group or listening session, this was done virtually by Zoom.

We also realized that the very population we wanted to hear from – older adults – may not have access to a computer or the internet, and, for those who may have computers with internet capabilities, they did not have the technical skills to use computer software, such as Zoom.

We conducted a focus group with our Senior Community Service Employment Program consumers, the LGBTQ population, and a transportation group. Through coordination with our legal services provider, South Coastal Counties Legal Services, we were able to conduct a listening session to hear the myriad cases from legal service providers regarding the type of issues that were presented to their offices.

In addition to conducting virtual events, Coastline mailed surveys, both random and targeted, to specific populations in English, Spanish, and Portuguese, throughout our planning and service area. These are included as Appendix A.

The AAA distributed 950 surveys to elders, caregivers, the Mashpee Wampanoag Tribe, rural Cuttyhunk, and LGBTQ+ elders, with a 48 percent return. With coordination from the University of Massachusetts Dartmouth's Gerontology Department, we had a student who conducted the needs assessment by phone to elders who were identified as having the greatest economic need.

Coastline coordinated six virtual sessions to gather information from elders, caregivers, and from organizations which provide services to older individuals. We conducted sessions for our stakeholders, including our Advisory Council. We also met virtually with our Councils on Aging.

Additionally, each AAA was asked by EOEa to complete and electronically record a Needs Assessment Reporting Form FFY2021, for each session that was conducted. This would help EOEa with a "snapshot" of the number of people who participated in sessions throughout the state, including some of the issues and concerns that were addressed. The survey form is attached as Appendix B.

This year's survey also incorporates results from similar surveys conducted in 2013 and or 2017, including statistical data obtained from numerous secondary sources.

This report reflects the Area Agency on Aging's commitment in identifying pertinent data that will aid in the development of the Area Plan on Aging, and will also aid in the development of new programs and services for our region's elders and caregivers.

Justin Lees
Chief Executive Officer

Ann McCrillis
Area Agency on Aging Planner

Acknowledgements

We offer our sincere gratitude to those who helped host focus groups or coordinated the delivery of our survey, and entered statistical data.

Andrew **Bardetti, Esq.**, South Coastal Counties Legal Services, coordinated a listening session with community providers.

Zachary Boyer, Mass Senior Action Council Bristol Coordinator, assisted with identifying survey respondents.

Jordan Feijo, Coastline's Assistant Planner, coordinated mailing of surveys.

Joseph Hamilton, UMass Dartmouth student, participated in the credit course "Community Companions" and conducted surveys by telephone.

Helena DaSilva Hughes, AAA Advisory Council member and Executive Director of the Immigrants' Assistance Center, coordinated delivery of surveys to non-English speaking older adults.

Latoya Green, Transportation Coordinator, Mashpee Wampanoag Tribe, coordinated survey delivery to Tribal elders.

Krisanne Lombard, Gosnold Council on Aging Director, coordinated the survey delivery to our rural community, Cuttyhunk.

Jacqueline Medeiros, Foster Grandparent Program Director, coordinated FGP listing for phone surveys.

Andrew Revell, Ph.D., AAA Advisory Council member and Associate Professor of Psychology at UMass Dartmouth, coordinated student activities for surveys by phone.

Karyl Ryan, Coastline Senior Community Service Employment Program Director, coordinated the Senior Community Service Employment Program focus group.

George Smith, Chairman of the AAA Advisory Council, facilitated a listening session for our LGBTQ and Senior Employment elders.

Jason Steiding, AAA Advisory Council member and Mashpee Wampanoag Tribe Public Works Director, assisted with coordination for delivery to local tribal members.

Anne Sylvia, Fairhaven Council on Aging Director, coordinated the LGBTQ listening session.

Seth Thomas, Coastline's "Senior Scope" Editor, assisted in compiling data results of the surveys.

Information About This Report

Accuracy of the Estimates

This report utilized a paper survey, which is attached in the Appendices of this report. This report also utilized the web-based survey tool, Wufoo, which is a product of Survey Monkey.

Please be aware that this report may have a range of years that varies because data availability was not uniform across the data sources. Some data in this report is based on a sample of the population and is, therefore, subject to sampling error. The data in some indicators may not sum to totals because of rounding.

All demographic and population data is U.S. Census data unless otherwise noted.

What is a Need?

Needs are social definitions representing what a person or group requires in order to play a role, meet a commitment, participate in a social process, and retain an adequate level of energy and productivity.

Perceived Need: Felt

Normative Need: Reflects "normal standards, value laden shaped by environment."

Expressed Need: Based on those who seek services, consumers and potential consumers.

Relative Need: Seek equity of services between geographic areas.

What does a Needs Assessment study?

Minimally, the study should look for:

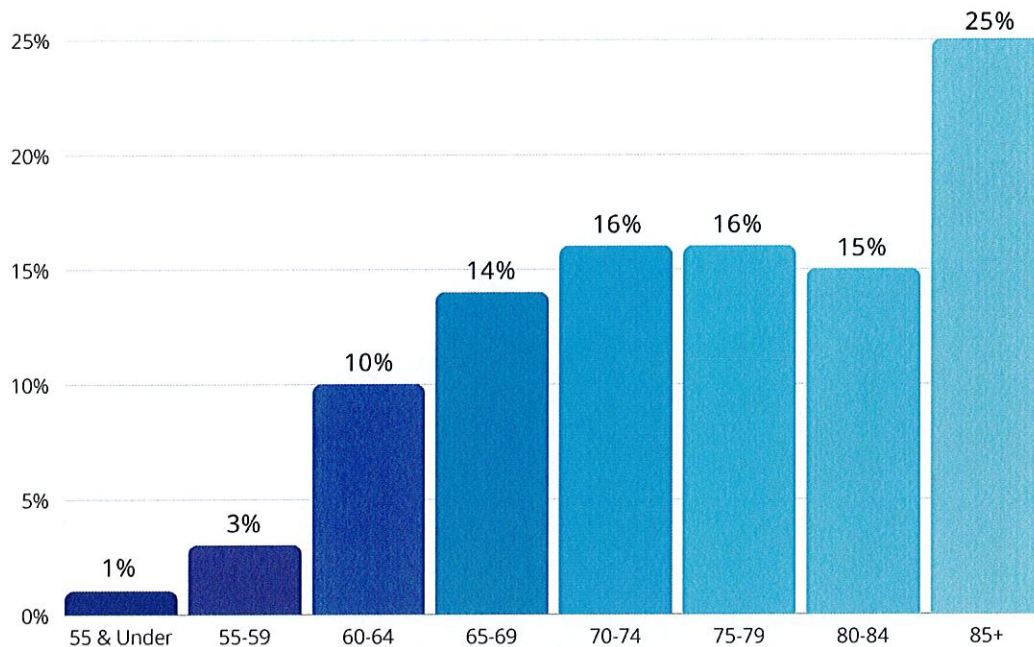
- Who is in need?
- What is lacking or needed?
- What are the goods/services needed?
- How much of each good/service is needed?
- Is the problem supply and demand or access and distribution?
- What is not needed or less needed?
- What will it cost to provide?
- How can it be funded?

(N=460)

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Age of Survey Respondents

Figure 1.



Close to 25 percent of respondents said they were age 85 plus in this survey, and 16 percent said they were between ages 70-79.

In 2020, around 1 in 6 Americans were age 65 and over, and this is projected to rise to 1 in 5 as soon as 2030. This not only represents a change in age composition, but a large increase in the number of older Americans, from 56 million in 2020 to 73 million in 2030.

As the Baby Boomers (those born between 1946 and 1964) age, they create dramatic shifts in America's age composition. The 65-and-over age group is expected to continue to increase, though this growth will likely begin decreasing around 2030 as the Baby Boomers age into the 85-and-over age group.

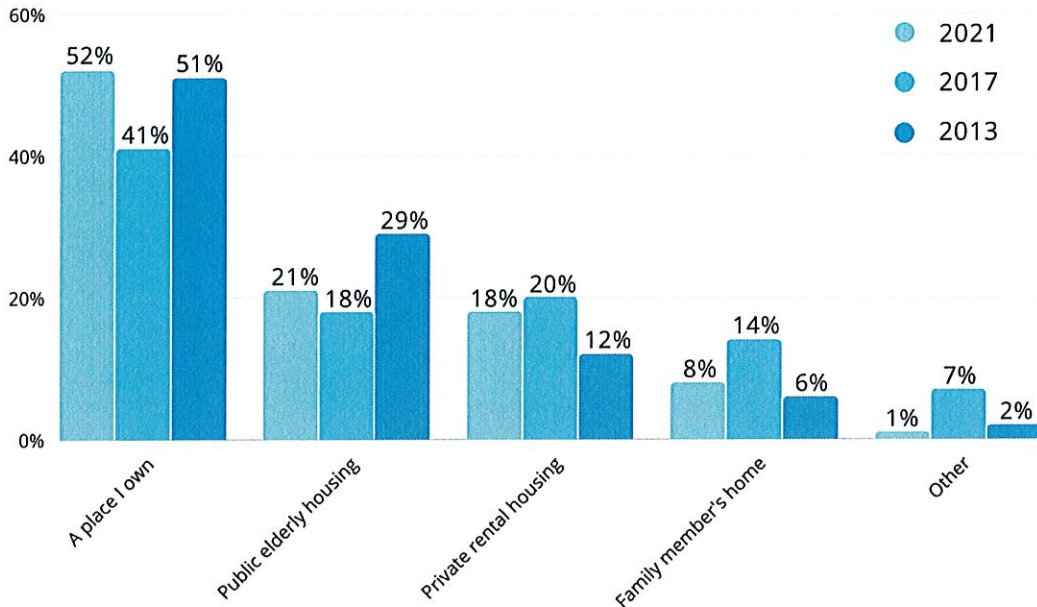
Reference population: This data refers to the civilian non-institutionalized population.

SOURCES: Annual Estimates of the Resident Population for Selected Age Groups by Sex for the United States U.S. Census Bureau, Table 3: Projections of the Population by Sex and Selected Age Groups for the United States: 2017 to 2060 (NP2017-T3)

Federal Interagency Forum on Aging-Related Statistics. (2020). *Older Americans 2020: Key indicators of well-being*. Washington, DC: U.S. Government Printing Office.

Housing Status

Figure 2.



The survey identified 52 percent of elders who live in a place they own, in contrast to 41 percent in 2017. Approximately 21 percent said they live in public elderly housing in 2021. For those who said "other," they listed trailers, mobile homes or tribal housing.

Most older Americans live in adequate, affordable housing. Some, however, live in costly, physically inadequate, and/or crowded housing, which can pose serious problems for an older person's physical or psychological well-being.

Housing cost burden has remained the most prevalent housing problem for all older American households over the years.

Housing cost burden refers to expenditures on housing and utilities that exceed 30 percent of household income.

Reference Population: This data refers to the civilian non-institutionalized population.

SOURCES: U.S. Department of Housing and Urban Development, American Housing Survey.

U.S. Census Bureau, *Households and Families*,

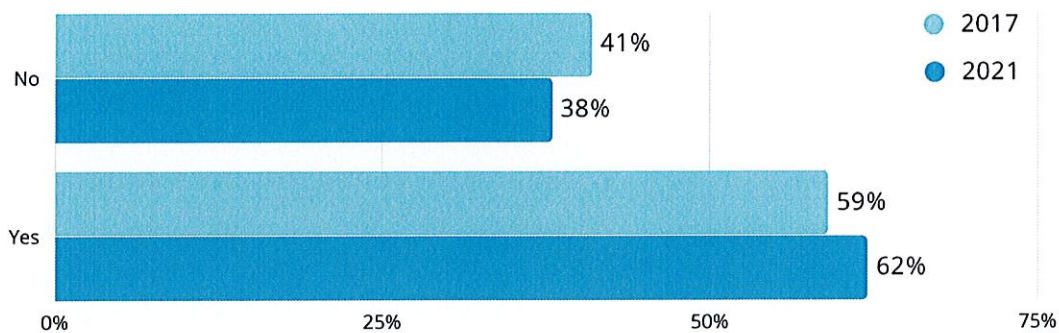
Federal Interagency Forum on Aging-Related Statistics. (2020). *Older Americans 2020: Key indicators of well-being*.

Washington, DC: U.S. Government Printing Office.

Living Situation

Figure 3.

Do you live alone?



In this survey, 62 percent of elders said they live alone. This subpopulation of older adults – individuals who live alone and have no children or siblings – may be most likely to use formal services.

In 2018, nationally, older men were more likely to live with a spouse than were older women. About 67 percent of older men lived with a spouse, while less than half (47 percent) of older women did.

In contrast, older women were more likely than older men to live alone (31 percent versus 19 percent).

According to a recent Pew Research Center study, living with an extended circle of relatives is the most common type of household arrangement for older people around the world, but in the United States, older people are far less likely to live this way – and far more likely to live alone or with only a spouse or partner.

Reference Population: This data refers to the civilian non-institutionalized population.

SOURCES: U.S. Census Bureau: 2020 Population Estimates and Projections; Demography and the Economy Federal Interagency Forum on Aging-Related Statistics. (2020). *Older Americans 2020: Key indicators of well-being*. Washington, DC: U.S. Government Printing Office.

Pew Research Center analysis of 2010-2018 census and survey data. <https://pewrsr.ch/2TV01ao>

Number of People Living in a household in the 2020 Survey

Table 1.

Number of people living in households in 2021 Needs Assessment	Percentages
2	77%
3	13%
4	7%
5	2%
6	0
7	.50%
8+	.50%



Of the 38 percent of people who identified that they do not live alone, (page 9), 77 percent of those respondents said they live in a "two-person" household. The living arrangements of America's older population are linked to income, health status, and the availability of caregivers.

Living alone, for example, often leads to conditions of social isolation and loneliness, which, in turn, are linked to higher risks for a variety of physical and mental conditions: high blood pressure, heart disease, obesity, a weakened immune system, anxiety, depression, and cognitive decline.

A relatively small number of people (1.2 million) age 65 and older lived in nursing homes in 2018. However, the percentage increases dramatically with age, ranging from 1% for persons ages 65-74 to 2% for persons ages 75-84 and 7% for persons over age 85.

Reference Population: This data refers to the civilian non-institutionalized population.

SOURCES: U.S. Census Bureau: 2020 Population Estimates and Projections; Demography and the Economy.

Federal Interagency Forum on Aging-Related Statistics. (2020). *Older Americans 2020: Key indicators of well-being*.

Washington, DC: U.S. Government Printing Office.

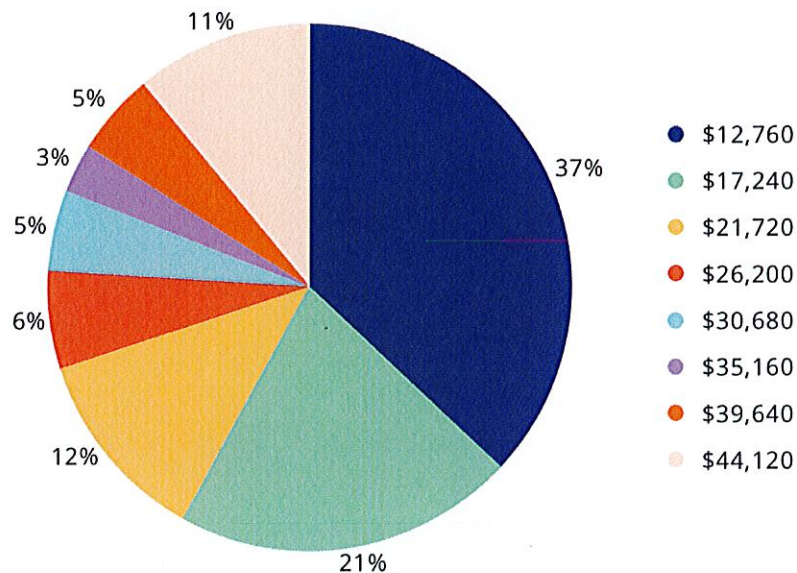
The Administration of Community Living. U.S. Department of Health and Human Services. (2020). *2019 Profile of Older Americans*. Washington, DC.

Household Income

The rate of poverty is defined as a one-person household with an annual income of \$12,760 or below in 2020, or a two person household with an annual income of \$17,240 in 2020.

In the chart below, 37 percent of elders, in this survey, said their income was \$12,760 or below.

Figure 4.



Most older Americans are retired from full-time work. Social Security was developed as a floor of protection for their incomes to be supplemented by other pension income, income from assets, and to some extent, continued earnings. Over time, Social Security has taken on greater importance to many older Americans.

Nationally, of new Social Security retired worker beneficiaries in 2018, 28 percent of men and 32 percent of women became entitled at age 62, and about one-quarter of men and women became entitled at ages 63–65. In contrast, 19 percent of men and 14 percent of women became entitled at Full Retirement Age, (FRA) and few (12 percent of both men and women) became entitled post-FRA.

Reference Population: This data refers to the civilian non-institutionalized population.

SOURCE: Federal Interagency Forum on Aging-Related Statistics. (2020). *Older Americans 2020: Key indicators of well-being*. Washington, DC: U.S. Government Printing Office.

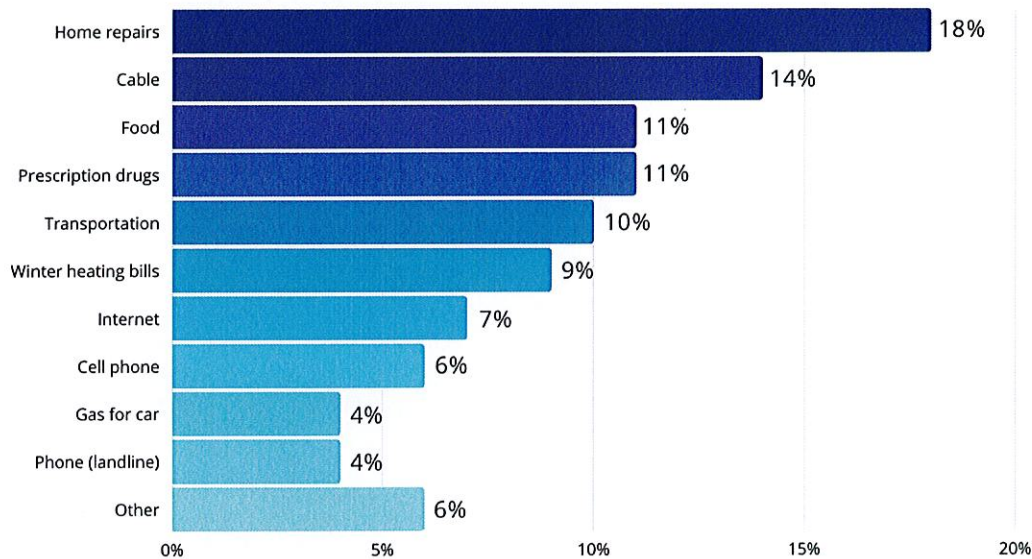
U.S. Census Bureau, Current Population Survey, Annual Social and Economic Supplement.

Skipped Essentials

In the last 12 months leading up to the survey, respondents said they skipped essentials due to their inability to afford them.

Figure 5.

In the last 12 months, have you had to skip any of the following because you did NOT have money for:



The poverty rate for all age groups among the older population generally declined in the past four decades. People age 80 and older, however, have a higher poverty rate than individuals under the age of 80.

Some legislative proposals have been introduced to increase income for people age 80 and above. For example, the Social Security Enhancement and Protection Act of 2019 (H.R. 5392, 116th Congress) included a provision to provide additional benefits to certain older or long-term Social Security beneficiaries.

Reference Population: This data refers to the civilian non-institutionalized population.

SOURCE: Congressional Research Service (CRS Report): (2021). *Poverty Among the Population Aged 65 and Older*. Washington, D.C.: U.S.

2020 Health and Human Services Poverty Guidelines

These poverty guidelines vary by family and are updated annually to account for changes in the cost of living as measured by the change in the average annual value of the Consumer Price Index (CPI) or CPI-U (Consumer Price Index for All Urban Consumers).

The guidelines in this 2020 notice reflect the 0.1 percent price increase between calendar years 2018 and 2019. After this inflation adjustment, the guidelines are rounded and adjusted to standardize the difference between family sizes. Please see the chart below.

These guidelines were used to determine poverty levels for the 2021 Community Needs Assessment.

Table 2.

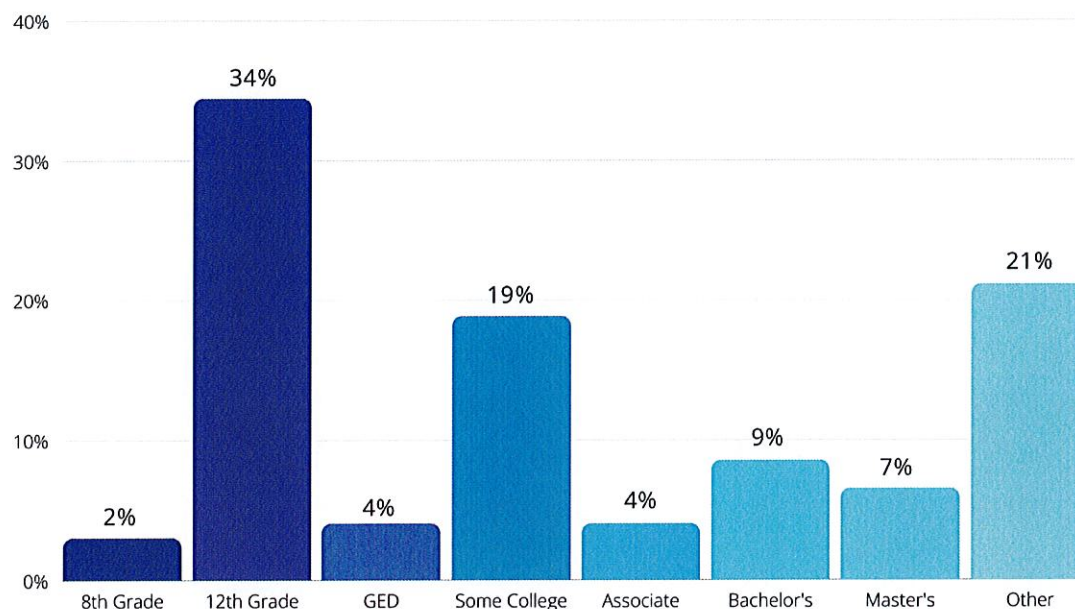
Persons in family/household	48 Contiguous States and the District of Colombia	Or Monthly Average
1	\$12,760	\$1,063
2	\$17,240	\$1,436
3	\$21,720	\$1,810
4	\$26,200	\$2,183
5	\$30,680	\$2,557
6	\$35,160	\$2,930
7	\$39,640	\$3,303
8	\$44,120	\$3,677

For families/households with more than 8 persons, add \$4,480 for each additional person.

SOURCE: Federal Register: Document Number: 2020-00858: Pages:3060-3061

Educational Attainment

Figure 6:



Educational attainment has effects throughout the life course, which plays a role in well-being at older ages. Higher levels of education are usually associated with higher incomes, higher standards of living, and above average health.

In this survey, 34 percent completed 12th grade. For those responding to "other," 21 percent went only as far as 11th Grade.

Massachusetts topped the ranking for the highest percentage of bachelor's degree holders and the highest percentage of graduate- or professional-degree holders, with 20.30% of Massachusetts residents holding an advanced degree of any type in 2019,

Reference Population: This data refers to the civilian non-institutionalized population.

SOURCES: U.S. Census Bureau. Current Population Survey, Annual Social and Economic Supplement.

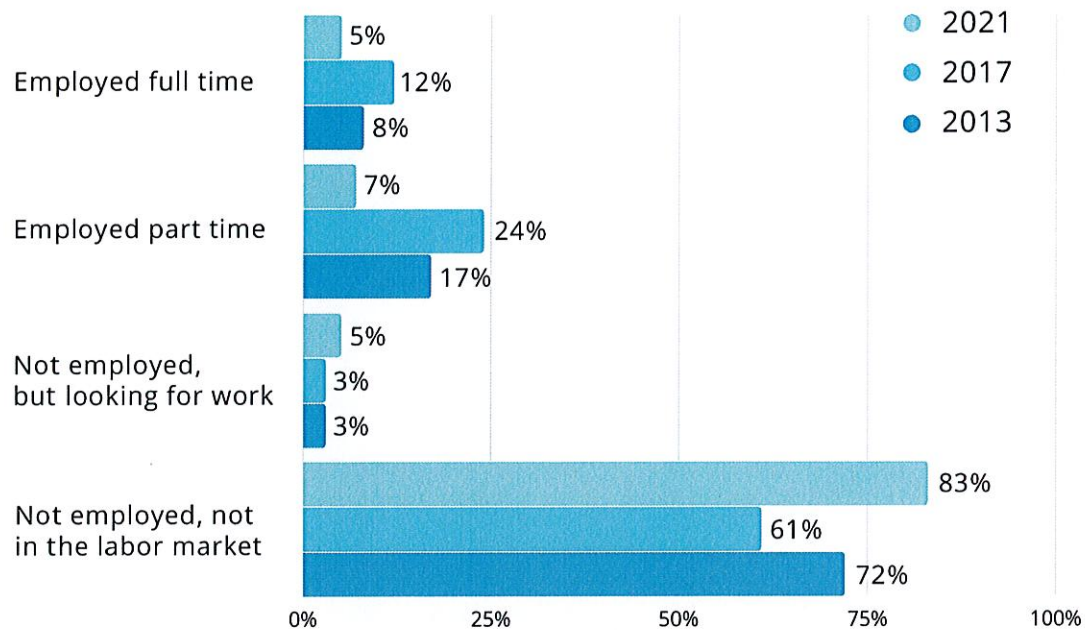
U.S. Census Bureau's American Community Survey in 2019.

Federal Interagency Forum on Aging-Related Statistics. (2020). *Older Americans 2020: Key indicators of well-being.*

Washington, DC: U.S. Government Printing Office.

Labor Force Participation

Figure 7.



Labor force participation is measured by the percentage of a group that is in the labor force that is either working (employed) or actively looking for work (unemployed). Education and training continue to be the most effective path to sustained employment.

In this 2021 survey, 83 percent of respondents indicated that they were not employed and not in the labor market, in contrast to 61 percent in 2017, who responded that they were not looking for work.

This survey was also conducted during the pandemic, which may also play a role in the number of elders who were not employed, due to the closure of many businesses.

Reference population: This data refer to the civilian noninstitutionalized population.

SOURCES: Bureau of Labor Statistics, Current Population Survey.

Federal Interagency Forum on Aging-Related Statistics. (2020). *Older Americans 2020: Key indicators of well-being*.

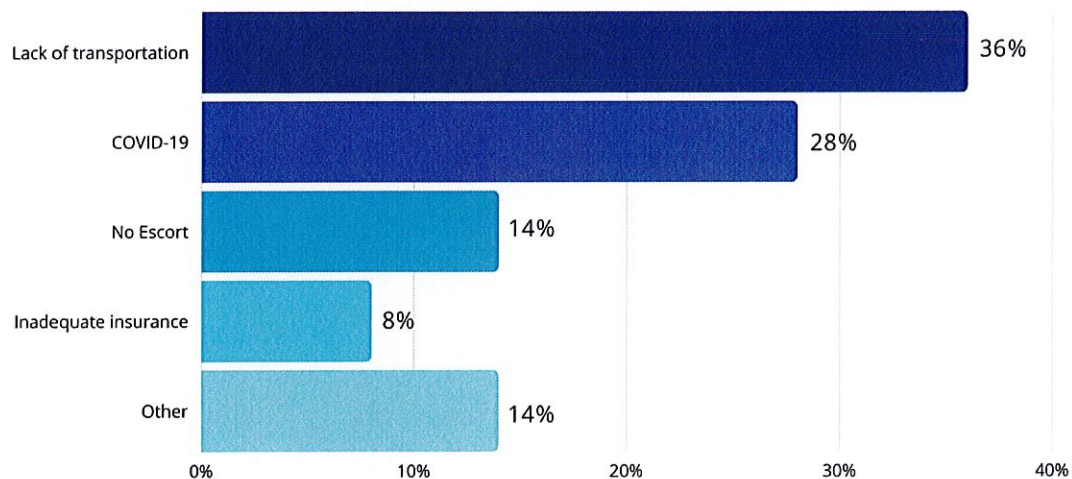
Washington, DC: U.S. Government Printing Office.

Missed a Medical Appointment

Respondents were asked if they had missed a medical appointment in the last 12 months leading up to the survey. Twenty-eight percent said they had missed an appointment due to COVID-19.

Figure 8.

In the last 12 months, have you missed a medical appointment due to:



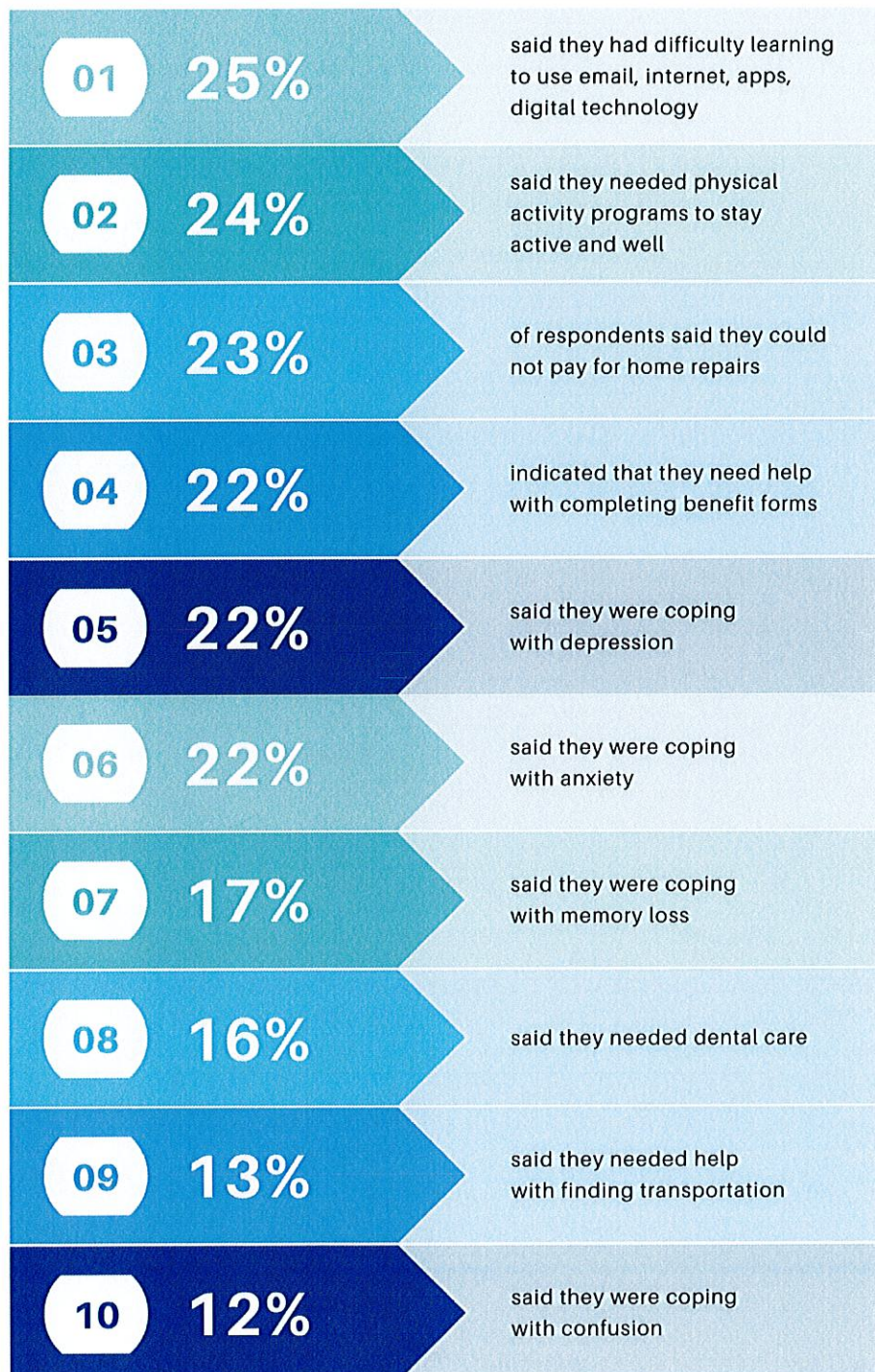
In this survey, lack of transportation, with 36 percent responding, was the primary reason for missing a medical appointment.

Other reasons for missing appointments included: unaffordable copay, weather conditions; surveyors said they were too ill or were taking care of someone who was ill, etc.

Reference population: These data refer to the noninstitutionalized population.

Table 3.

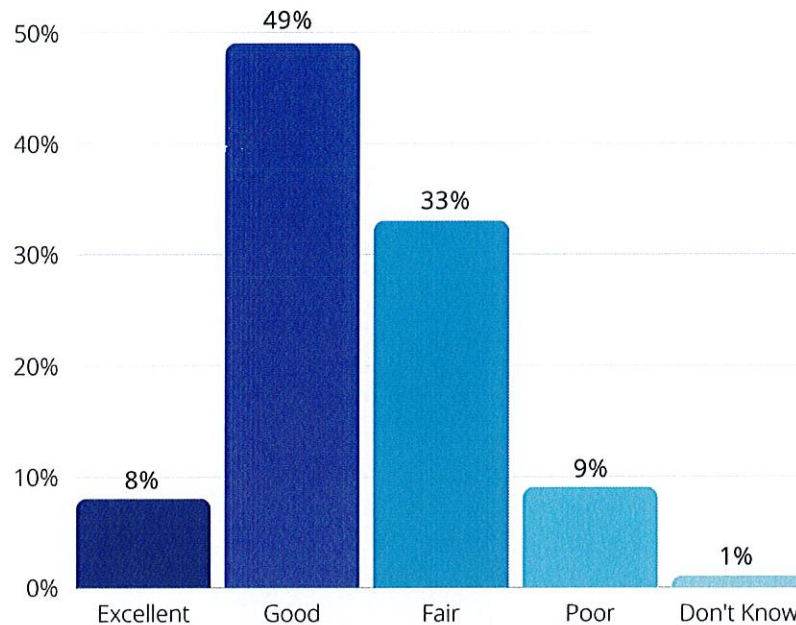
Top 10 Identified Needs



Perception of Health

Figure 9.

In general, how do you rate your health?



When asked to rate their health, 49 percent of respondents said they were in good health, and 9 percent listed their health as poor. According to researchers, asking people to rate their health as excellent, very good, fair, or poor provides a common indicator of health easily measured in surveys, and represents physical, emotional, and social aspects of health and well-being. Respondent-assessed health ratings of "poor" correlates with higher risk of mortality.

Respondents, 24 percent, said they needed assistance with staying active and well with physical activity programs. Nationally, the percentage of older people meeting the physical activity guidelines decreased with age, ranging from 16 percent among people ages 65–74 to 7 percent among people age 85 and over.

Reference Population: This data refers to the civilian non-institutionalized population

SOURCES: National Center for Health Statistics, National Health Interview Survey.

Federal Interagency Forum on Aging-Related Statistics. (2020). *Older Americans 2020: Key indicators of well-being*. Washington, DC: U.S. Government Printing Office.

DeSalvo, K. B., Bloser, N., Reynolds, K., He, J., & Muntner, P. (2006). Mortality prediction with a single general self-rated health question. *Journal of General Internal Medicine*, 21(3), 267–275.

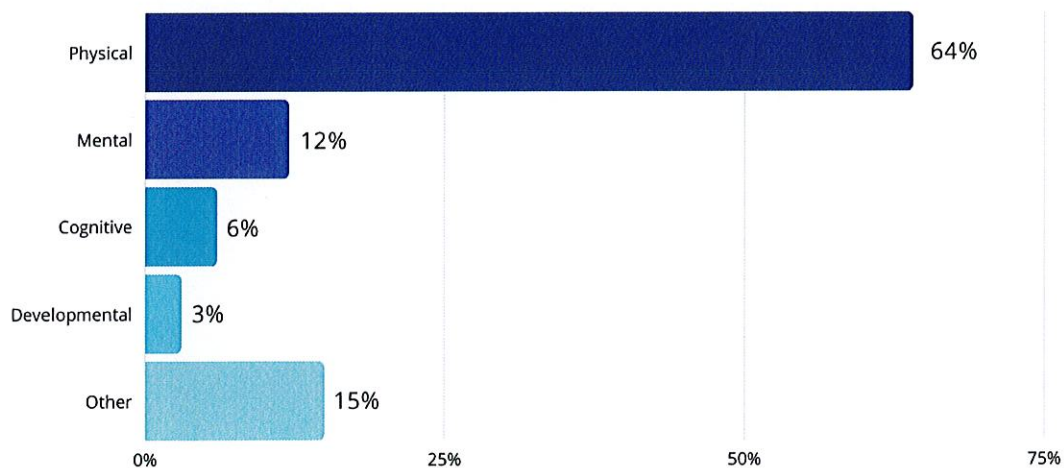
Diener, E., & Chan, M. Y. (2011). Happy people live longer: Subjective well-being contributes to health and longevity. *Applied Psychology: Health and Well-Being*, 3(1), 1–43.

Disability

Chronic conditions usually require ongoing medical care and are a major contributor to health care costs. The majority of older adults have multiple chronic conditions, which contribute to frailty and disability.

When asked if they had a disability, 53 percent of respondents reported that they had a disability. They were then asked to identify the type of disability. This is what they said:

Figure 10.



Disability increases with age. In 2018, 46 percent of people age 85 and over reported having a disability, compared with only 16 percent of people ages 65–74. People age 85 and over also had higher levels of disability than people ages 65–74 in all the individual domains of functioning.

Many older adults have difficulty using some element of their home; roughly 8 million older households (28 percent) reported such difficulty.

The most common difficulty was walking around the house or climbing stairs, followed by getting into and out of the shower, and reaching kitchen cabinets.

Reference Population: This data refers to the civilian non-institutionalized population.

SOURCES: Center for Health Statistics, National Health Interview Survey.

Vespa, Jonathan, Jeremy Engelberg, and Wan He U.S. Census Bureau, *Old Housing, New Needs: Are U.S. Homes Ready for an Aging Population?* P23–217, U.S. Government Printing Office, Washington, DC, 2020

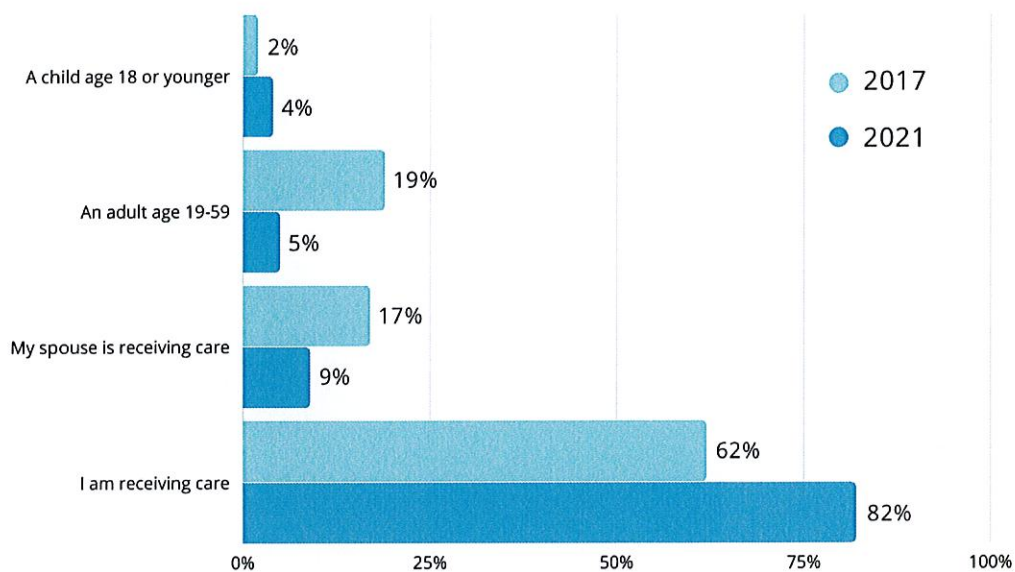
Federal Interagency Forum on Aging-Related Statistics. (2020). *Older Americans 2020: Key indicators of well-being*. Washington, DC: U.S. Government Printing Office.

Who Receives Care in the Household?

Over 25 percent of those responding to the survey indicated that someone was receiving care in the household. Seven percent said they needed assistance in finding caregiver information and services.

Respondents, 82 percent, said they are receiving care, in contrast to 62 percent in 2017. The responses on who receives care in the household are below.

Figure 11.



The need for caregiving services increases with age. People who are frail or disabled may require help with basic activities of daily living (ADLs). These services can differ from informal care delivered by a family member or friend, to more formal services from a home care agency, assisted living, or nursing home.

Long-term care (LTC) refers to broad range services and supports to meet the needs of frail older adults, and other people who are limited in their abilities for self-care, because of chronic illness or disability.

Reference Population: This data refers to the civilian non-institutionalized population.

SOURCE: Federal Interagency Forum on Aging-Related Statistics. (2020). *Older Americans 2020: Key indicators of well-being*. Washington, DC: U.S. Government Printing Office.

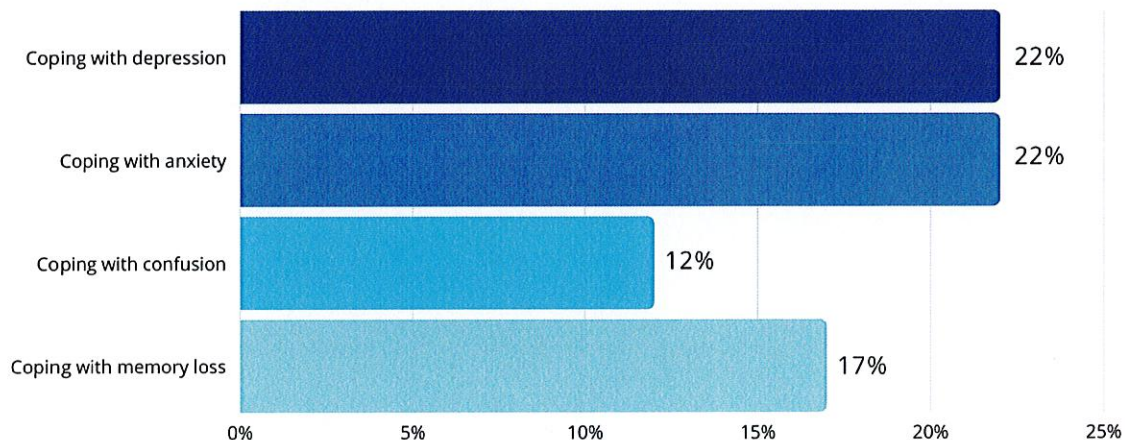
Mental Health Status

Depressive symptoms are an important indicator of general well-being and mental health among older adults. People who report many depressive symptoms often experience higher areas of physical illness, greater functional disability, higher health care resource utilization, and dementia.

In this survey, 22 percent of respondents said they were coping with depression and anxiety. Older women were more likely to report clinically relevant depressive symptoms than older men. In 2018, 13 percent of women age 65 and over reported clinically relevant depressive symptoms compared with 9 percent of men.

According to the WHO (World Health Organization), approximately 15 percent of adults aged 60 and over suffer from a mental disorder. Mental health problems are under-identified by health care professionals and older people themselves, and the stigma surrounding these conditions makes people reluctant to seek help. Mental health problems have a large health and social impact on societies. Depression is ranked by WHO as the single largest contributor to global disability.

Figure 12.



Reference Population: This data refers to the civilian non-institutionalized population.

SOURCES: Federal Interagency Forum on Aging-Related Statistics. (2020). *Older Americans 2020: Key indicators of well-being*. Washington, DC: U.S. Government Printing Office.

<https://www.who.int/research-observatory/analyses/mentalhealth/en/>

Local Community Need

Table 4.

Identified Needs	I Do Need Help
Completing benefit forms for health insurance , SSI, SANP, etc.	22%
Coping with abuse, neglect, exploitation & mistreatment	2%
Coping with alcohol/substance abuse	1%
Coping with anxiety	22%
Coping with confusion	12%
Coping with depression	22%
Coping with memory loss	17%
Coping with hoarding	2%
Coping with transphobia	.35%
Coping with homophobia	.35%
Coping with racism	2%
Finding affordable housing	8%
Finding caregiver information and services	7%
Finding education learning courses/skill development	4%
Finding employment	4%
Finding faith-based activities	5%
Finding handicap modification	4%
Finding legal assistance for:	
Consumer Complaints	2%
Identity theft or fraud	.34%
Tenants' rights	2%
Wills, medical directives	7%
Information on retirement planning	3%
Finding leisure recreation activities	12%
Finding long-term support services in the home	9%
Finding programs/services for older LGBTQ adults	.35%
Finding transportation	13%
Finding volunteer opportunities	6%
Getting health care:	
Heart	3%
Dental care	16%
Diabetes	6%
Hearing care	9%
Prescription drugs	4%
Vision care	11%
Other	4%
Help with home repairs	23%
Help with improving food and nutrition	10%
Receiving home delivered meals	9%
Receiving congregate meals	1%
Receiving dietary information	5%
Learning to use email, internet, apps; digital technology	25%
Managing money and finances	4%
Staying active and well with physical activity programs	24%

Population Data in Planning and Service Area

Town or City	Total Population 2020	Persons 65 years and over	Persons under 18	Female persons all ages	White alone	Black or African American	American Indian & Alaska Native	Asian	Native Hawaiian & Other Pacific Islander	Two or More Races	Hispanic Or Latino	White alone Not Hispanic or Latino
Acushnet	10,559	22.9%	16.9%	52.8%	91.3%	0.2%	0.0%	2.0%	0.0%	3.3%	2.1%	89.3
Dartmouth	33,783	20.2%	15.9%	52.4%	89.3%	3.1%	0.1%	2.4%	0.0%	3.6%	4.6%	86.7
Fairhaven	15,924	22.0%	18.3%	53.4%	93.5%	0.7%	0.0%	1.4%	0.1%	1.0%	2.3%	92.7%
Gosnold	70	31.4%	0.0%	45.7%	87.14%	0.4%	0.0%	0.0%	0.0%	0.7%	0.4%	95.7%
Marion	5,347	25.5%	21.6%	51.6%	83.4%	1.6%	0.0%	1.5%	0.0%	10.5%	3.7%	80.5%
Mattapoisett	6,508	18.6%	14.2%	50.1%	96.1%	0.0%	0.0%	0.0%	0.0%	3.3%	4.0%	94.6%
New Bedford	101,079	15.1%	23.4%	51.1%	62.4%	6.7%	0.1%	1.6%	0.0%	9.3%	21.9%	59.1%
Rochester	5,717	16.3%	22.9%	48.5%	98.4%	0.2%	0.0%	0.4%	0.0%	0.1%	0.5%	98.1%
State	7,029,917	17.0%	19.6%	51.5%	80.6%	9.0%	0.5%	7.2%	0.1%	2.6%	12.4%	71.1%

Nationally, among six age groups — 0 to 4, 5 to 19, 20 to 34, 35 to 49, 50 to 64, and 65 and older — the 65+ group was the fastest growing between 2010 and 2021 with its population increasing 34%. The 35 to 49 age group declined the most dropping 6.4% between 2010 and 2021.

The share of the population that is 65 and older increased from 13.8% in 2010 to 17.4% in 2021.

Source: 2020 Decennial Census (<https://www.census.gov/programs-surveys/deccennial-census/about/rdo.html>)

HOUSEHOLD INCOME, EMPLOYMENT and HOUSING DATA

Town or City	Median Household Income	Persons in Poverty	Veteran Status	Bachelor's Degree or higher	Employment Rate	Total Housing Units	Without Health Care Coverage	Total Households
Acushnet	\$74,035	4.8%	700	20.6%	61%	4,291	0.7%	4,158
Dartmouth	\$85,783	5.4%	1,462	35.2%	56.4%	13,188	2.0%	11,723
Fairhaven	\$75,645	6.5%	959	28.6%	57.8%	7,670	1.8%	6,767
Gosnold	\$69,167	5.4%	3	54.1%	56.8%	218	24.3%	22
Marion	\$85,636	2.8%	146	45.6%	56.6%	2,692	1.4%	1,946
Mattapoisett	\$90,747	2.0%	684	54.5%	57.6%	3,512	0.9%	2,895
New Bedford	\$48,999	18.6%	3,317	16.9%	58.1%	44,588	4.9%	39,059
Rochester	\$107,212	3.3%	226	53.8%	66.1%	2,105	0.9%	1,955
State	\$89,645	10.4%	290,648	46.6%	62.3%	2,998,537	2.5%	2,759,018

Conclusion

The pandemic undoubtedly was top-of-mind for many survey respondents and for those who participated in our group discussions. The City of New Bedford was especially impacted by COVID-19, and the case count remained relatively high in the city compared to surrounding towns throughout 2020 and the first half of 2021.

While we heard from hundreds of people, one participant's story typified the specific challenges that confronted older adults during the pandemic. Joan Stratton, who participated in our group discussion for LGBTQ+ individuals in December 2020, had been cautious. As a mental health provider and transwoman, she specialized in the concerns of LGBTQ+ individuals. At the time, she said she had been counseling clients in the region who were experiencing anxiety and depression, which she attributed to the isolation and fear brought on by the pandemic. She said that clients were unable to "get out and do the things they used to do." She, too, said she was feeling isolated.

Moreover, Joan had chronic obstructive pulmonary disease (COPD) which made her especially at-risk for the respiratory complications associated with COVID-19. Though she felt isolated, she adhered to the pandemic precautions to maintain her health, so she provided counseling by phone or virtually. Regardless, Joan was diagnosed with COVID-19 in early February and was immediately hospitalized. She died days later on February 12, 2021.

Her story illustrates the crux of the issue: the pandemic imperiled older adults perhaps more than any other age group, and the key to prevention – social distancing – drove mental health issues.

The participants in the focus groups noted that a lack of computer skills drove older adults further into isolation and created a barrier to accessing online support services, including health care.

Many of the top ten needs identified in our Needs Assessment survey could be linked to the pandemic, including the need for exercise programs (which often help older adults stay social and active) and coping with depression and anxiety. Furthermore, as society shifted to remote services, older adults were left behind.

In one of our focus groups, the directors of the councils on aging in the Greater New Bedford region agreed, that social isolation and the mental health problems that came with it were top concerns. Technology created a barrier to services at the councils on aging and elsewhere in the community.

For example, consumers enrolled in the Senior Community Service Employment Program reported struggling with signing up for MassHealth online. Lawyers from South Coastal Counties Legal Services noted that older clients did not have the ability to access court hearings because all cases were being conducted via video conferencing technology.

The participants in the focus groups noted that a lack of computer skills drove older adults further into isolation and created a barrier to accessing online support services, including health care. Without the internet or the skills needed to navigate a computer, older adults were

unable to receive those most up-to-date information regarding changes to federal and state programs, which occurred frequently throughout the pandemic, and they may have been unaware of the numerous support services available to them.

The division between those who have access to a computer and the internet and those who do not, often referred to as the "digital divide," existed well before the pandemic. For nearly two decades, the Pew Research Center has tracked the number of high-speed internet (or "broadband") users, and the data has consistently shown that people over the age of 65 are more likely to not have a broadband connection at home compared to other age groups.

A broadband connection allows users to perform tasks that require a high transfer of data, such as communicating over video. With many services offered remotely, including telehealth check-ups with physicians and specialists, and with many opportunities for socialization happening over video conferencing apps, having access to broadband during the pandemic became essential.

However, as the top need in our survey indicated, older adults reported they lack the skills necessary to utilize this technology. This knowledge gap contributed to the digital divide, creating a barrier between older adults and critical support services.



APPENDIX A

Needs Assessment Surveys in English, Spanish and Portuguese



THIS IS NOT A BILL

October 8, 2020

Dear Friend,

Coastline Elderly Services, Inc. the region's Area Agency on Aging, in coordination with the Executive Office of Elder Affairs, is conducting a Needs Assessment Survey to gather information on the needs of older people. Our purpose is to improve elderly services and fulfil federal requirements.

Your response is **VERY** important to us, but participation in this survey is entirely voluntary. You do not need to provide your name. Your refusal to participate will not affect any services you are currently receiving from Coastline, or may apply for in the future.

Please mail your completed survey in the enclosed stamped addressed envelope by November 20, 2020.

Should you have any questions, you may contact Ann McCrillis, Area Agency on Aging Planner, at 508-742-9160. Thank you.

Sincerely,

Justin Lees
Chief Executive Officer
Coastline Elderly Services, Inc.

Acushnet • Dartmouth • Fairhaven • Gosnold • Marion • Mattapoisett • New Bedford • Rochester

2021 COMMUNITY NEEDS ASSESSMENT OF OLDER PEOPLE

Coastline Elderly Services, Inc., your local Area Agency on Aging, would like to assess the status of older persons. To ensure that you are represented, please take a few moments to complete this questionnaire. This information will help us to address services that are needed the most. Your feedback is entirely voluntary.

1. Please tell us your age:

____ Under 55 ____ 55-59
____ 60-64 ____ 65-69
____ 70-74 ____ 75-79
____ 80-84 ____ 85+

2. Are you:

____ Male ____ Female

3. Do you identify as LGBT (lesbian, gay, bisexual or transgender)?

____ Yes ____ No

4. Which of the following best represents your racial or ethnic heritage?

____ American Indian / Alaska Native
____ Native Hawaiian / other Pacific Islander
____ Asian
____ White (non-Hispanic)
____ Black or African American
____ Two or more races
____ Some other race

5. Are you of Hispanic/Latino heritage?

☐ Yes ☐ No

11

6. What language do you speak at home?

____ English ____ Spanish ____ Portuguese
Other (please specify) _____

7. Highest grade or college level completed?

8. In general, how do you rate your health?

____ Excellent ____ Good ____ Fair
____ Poor ____ Don't know

9. Do you live alone?

☐

Yes

☐

No

10. If you **DO NOT** live alone, how many are in the household?

____ 1 ____ 2 ____ 3 ____ 4
____ 5 ____ 6 ____ 7 ____ 8+

11. What is your housing status?

____ Own
____ Family member's home
____ Public elderly housing
____ Private rental housing
____ Other (please specify):

12. Is anyone in your household receiving care from a relative or friend?

☐

Yes

☐

No

13. If **YES**, who receives care?

- ☐ I am getting care
- ☐ My spouse is getting care
- ☐ An adult age 19-59
- ☐ A child age 18 or younger

14. What is your employment status?

- ☐ Employed, full-time
- ☐ Employed, part-time
- ☐ Not employed, but looking for work
- ☐ Not employed, not in the labor market

15. Please estimate your Total Family Income in the last 12 months, including wage, pension, Social Security, and interest, etc. (**PLEASE CHECK ONE**)

Annually

- ☐ \$12,760 or below
- ☐ \$17,240 to \$21,720
- ☐ \$21,720 to \$26,200
- ☐ \$26,200 to \$30,680
- ☐ \$30,680 to \$ 35,160
- ☐ \$35,160 to \$39,640
- ☐ \$39,640 to \$44,120
- ☐ \$44,120 and over

(or Monthly Average)

- ☐ \$1,063 or below
- ☐ \$1,436 to \$1,810
- ☐ \$1,810 to \$2,183
- ☐ \$2,183 to \$2,556
- ☐ \$2,557 to \$2,930
- ☐ \$2,930 to \$3,303
- ☐ \$3,303 to \$3,676
- ☐ \$3,677 and over

16. In the last 12 months, have you missed a medical appointment due to:

- ☐ Lack of transportation
- ☐ No escort
- ☐ Inadequate insurance
- ☐ Other (please specify)

19. In the last 12 months, have you had to skip any of the following because you **DID NOT** have money for: (*Please check all that apply*)

- ☐ Food
- ☐ Transportation
- ☐ Gas for car
- ☐ Prescription drugs
- ☐ Home repairs
- ☐ Cable
- ☐ Internet
- ☐ Phone (landline)
- ☐ Cell phone
- ☐ Winter heating bills
- ☐ Other (please specify)

17. Do you consider yourself to have a disability?

- ☐ Yes ☐ No

18. If your response to #17 is **YES**, please identify your disability. (*Please check all that apply*)

- ☐ Cognitive ☐ Developmental
- ☐ Mental ☐ Physical
- ☐ Other (please specify)

20. Do you **NEED HELP** with any of the following? (*Please check all that apply*)

- | | |
|---|---|
| <input type="checkbox"/> Completing benefit forms for health insurance, SSI, SNAP, etc. | <input type="checkbox"/> Finding volunteer opportunities |
| <input type="checkbox"/> Coping with abuse, neglect, exploitation & mistreatment | <input type="checkbox"/> Getting health care |
| <input type="checkbox"/> Coping with alcohol/substance abuse | <input type="checkbox"/> <input type="checkbox"/> Heart |
| <input type="checkbox"/> Coping with anxiety | <input type="checkbox"/> <input type="checkbox"/> Dental care |
| <input type="checkbox"/> Coping with confusion | <input type="checkbox"/> <input type="checkbox"/> Diabetes |
| <input type="checkbox"/> Coping with depression | <input type="checkbox"/> <input type="checkbox"/> Hearing care |
| <input type="checkbox"/> Coping with hoarding | <input type="checkbox"/> <input type="checkbox"/> Prescription drugs |
| <input type="checkbox"/> Coping with homophobia | <input type="checkbox"/> <input type="checkbox"/> Vision care |
| <input type="checkbox"/> Coping with transphobia | <input type="checkbox"/> <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Coping with memory loss | <input type="checkbox"/> _____ |
| <input type="checkbox"/> Coping with racism | <input type="checkbox"/> Home Repairs |
| <input type="checkbox"/> Finding affordable housing | <input type="checkbox"/> Improving food and nutrition |
| <input type="checkbox"/> Finding caregiver information and services | <input type="checkbox"/> Receiving home delivered meals |
| <input type="checkbox"/> Finding education learning courses/skill development | <input type="checkbox"/> Receiving congregate meals |
| <input type="checkbox"/> Finding employment | <input type="checkbox"/> Receiving dietary information |
| <input type="checkbox"/> Finding faith-based activities | <input type="checkbox"/> Learning to use email, internet, apps., digital technology |
| <input type="checkbox"/> Finding handicap modification | <input type="checkbox"/> Managing money/finances |
| <input type="checkbox"/> Finding legal assistance for: | <input type="checkbox"/> Retirement planning |
| <input type="checkbox"/> <input type="checkbox"/> Consumer complaints | <input type="checkbox"/> Staying active and well with physical activity programs |
| <input type="checkbox"/> <input type="checkbox"/> Identify theft or fraud | |
| <input type="checkbox"/> <input type="checkbox"/> Tenants' rights | |
| <input type="checkbox"/> <input type="checkbox"/> Wills, medical directives | |
| <input type="checkbox"/> Finding leisure and recreation activities | |
| <input type="checkbox"/> Finding long-term support services in the home | |
| <input type="checkbox"/> Finding programs/services for older lesbian, gay, bisexual or transgender people | |
| <input type="checkbox"/> Finding transportation | |

21. Do you have access to the internet?

☐

Yes

☐

No

22. How do you get information? (*Please check all that apply*)

____ Daily/weekly newspapers

____ Radio

____ Internet

____ Council on Aging newsletters

____ Television

____ *Senior Scope*

____ Social media: Facebook, Twitter,
Instagram, etc.

____ Other

Comments:

*Thank you for your participation in the 2021 Needs Assessment
of Older People and their Caregivers.*

EVALUACIÓN PARA EL 2021 DE LAS NECESIDADES DE LAS PERSONAS MAYORES DE LA COMUNIDAD

Coastline Elderly Services, Inc., su Agencia de Área local sobre el envejecimiento, desea evaluar el estado de las personas mayores. Para asegurarse de que está representado, dedique unos minutos para completar este cuestionario. Esta información nos ayudará a abordar los servicios que más se necesitan. Su información es totalmente voluntaria.

1. Díganos su edad:

____ Menor de 55 ____ 55-59
____ 60-64 ____ 65-69
____ 70-74 ____ 75-79
____ 80-84 ____ 85+

2. Es usted:

____ Hombre ____ Mujer

3. ¿Se identifica como LGBT (lesbiana, homosexual, bisexual o transgénero)?

____ Sí ____ No

4. ¿Cuál de las siguientes opciones representa mejor su herencia racial o étnica?

____ Indio Americano / Oriundo de Alaska
____ Oriundo de Hawái / otra isla del Pacífico
____ Asiático
____ Blanco (no hispano)
____ Negro o Afroamericano
____ Dos o más razas
____ Alguna otra raza

5. ¿Es usted de ascendencia hispana/latina?

☐ Sí ☐ No

11

6. ¿Qué idioma habla en casa?

____ Inglés ____ Español ____ Portugués

Otro (especifique) _____

7. ¿Grado más alto o nivel universitario completado?

8. En general, ¿cómo califica su salud?

____ Excelente ____ Buena ____ Regular
____ Deficiente ____ No sé

9. ¿Vive solo?

☐

Sí

☐

No

10. Si **NO vive** solo, ¿cuántas personas hay en el hogar?

____ 1 ____ 2 ____ 3 ____ 4
____ 5 ____ 6 ____ 7 ____ 8+

11. ¿Cuál es su situación de vivienda?

____ Propia
____ Hogar de un familiar
____ Vivienda pública para personas mayores

____ Vivienda de alquiler privada
____ Otro (especifique)

12. ¿Alguien de su hogar recibe atención de un familiar o amigo?

☐

Sí

☐

No

13. En **CASO AFIRMATIVO**, ¿quién recibe atención?

- ☐ Yo estoy recibiendo atención
- ☐ Mi cónyuge está recibiendo atención
- ☐ Un adulto de 19-59 años
- ☐ Un niño de 18 años o menos

14. ¿Cuál es su situación laboral?

- ☐ Empleado, tiempo completo
- ☐ Empleado, a tiempo parcial
- ☐ No tiene empleo, pero busca trabajo
- ☐ No tiene empleo, no está en el mercado laboral

15. Por favor, calcule su ingreso familiar total en los últimos 12 meses, incluyendo salario, pensión, Seguro Social e intereses, etc. (**MARQUE UNO**)

Anualmente

- ☐ \$12,760 o menos
- ☐ \$17,240 a \$21,720
- ☐ \$21,720 a \$26,200
- ☐ \$26,200 a \$30,680
- ☐ \$30,680 a \$35,160
- ☐ \$35,160 a \$39,640
- ☐ \$39,640 a \$44,120
- ☐ \$44,120 y más

(o promedio mensual)

- ☐ \$1,063 o menos
- ☐ \$1,436 a \$1,810
- ☐ \$1,810 a \$2,183
- ☐ \$2,183 a \$2,556
- ☐ \$2,557 a \$2,930
- ☐ \$2,930 a \$3,303
- ☐ \$3,303 a \$3,676
- ☐ \$3,677 y más

16. En los últimos 12 meses, ha faltado a una cita médica debido a:

- ☐ Falta de transporte
- ☐ Falta de acompañante
- ☐ Seguro inadecuado
- ☐ Otro (especifique)

al

co

19. En los últimos 12 meses, ha tenido que omitir alguno de los siguientes porque **NO** tiene dinero para: (*Por favor marque todos los que correspondan*)

- ☐ Comida
- ☐ Transporte
- ☐ Gasolina para el coche
- ☐ Medicamentos recetados
- ☐ Reparaciones de vivienda
- ☐ Cable
- ☐ Internet
- ☐ Teléfono (fijo)
- ☐ Teléfono móvil
- ☐ Facturas de calefacción en invierno
- ☐ Otro (especifique)

17. ¿Considera que tiene una discapacidad?

☐ Sí ☐ No

18. Si su respuesta a #17 es **SÍ**, identifique su discapacidad. (*Por favor marque todos los que apliquen*)

- ☐ Cognitivo ☐ Del desarrollo
- ☐ Mental ☐ Físico
- ☐ Otro (especifique)

20. **¿NECESITA AYUDA** con alguno de los siguientes? (*Marque todos los que apliquen*)

___ Llenar formularios de beneficios de seguro de salud, SSI, SNAP, etc.

___ Hacer frente al abuso, negligencia, explotación y maltrato

___ Afrontar el abuso de alcohol/sustancias

___ Sobrellevar la ansiedad

___ Afrontar la confusión

___ Sobrellevar la depresión

___ Hacer frente al acaparamiento

___ Hacer frente a la homofobia

___ Hacer frente a la transfobia

___ Sobrellevar la pérdida de memoria

___ Hacer frente al racismo

___ Encontrar vivienda asequible

___ Encontrar información sobre

encargados de cuidado y servicios

___ Encontrar cursos de aprendizaje educativo/desarrollo de habilidades

___ Encontrar empleo

___ Encontrar actividades basadas en la

fe

___ Encontrar adaptación de discapacidad

___ Encontrar asistencia legal para:

___ Quejas de consumidores

___ Identificar robo o fraude

___ Derechos de los inquilinos

___ Testamentos, directivas

médicas

___ Encontrar actividades de ocio y recreación

___ Encontrar servicios de apoyo a largo plazo en el hogar

___ Encontrar programas/servicios para lesbianas, homosexuales, bisexuales o

transgénero de edad avanzada

___ Encontrar transporte

___ Encontrar oportunidades de voluntariado

___ Recibir atención médica

___ Corazón

___ Cuidado dental

___ Diabetes

___ Cuidado auditivo

___ Medicamentos recetados

___ Cuidado de la vista

___ Otro (especifique)

___ Reparaciones de vivienda

___ Mejorar la alimentación y la nutrición

___ Recibir comidas a domicilio

___ Recibir comidas en grupo

___ Recibir información dietética

___ Aprender a usar el correo electrónico, internet, Aplicaciones, tecnología digital

___ Administración de dinero/finanzas

___ Planificación de jubilación

___ Mantenerse activo y bien con programas de actividades físicas

21. ¿Tiene acceso a Internet?

☐

Sí

☐

No

22. ¿Cómo obtiene información? (*Por favor marque todos los que apliquen*)

____ Periódicos diarios/semanales

____ Radio

____ Internet

____ Boletines del Consejo sobre el Envejecimiento

____ Televisión

____ *Publicaciones de Senior Scope*

____ Redes sociales: Facebook, Twitter, Instagram, etc.

____ Otro

Comentarios:

*Gracias por su participación en la Evaluación de necesidades de 2021
de las personas mayores y sus encargados de cuidado.*

AValiação Comunitária das Necessidades dos Idosos 2021

A Coastline Elderly Services, Inc., Agência Local dos Idosos, gostaria de avaliar o status dos idosos. Para assegurar que você é representado, por favor dedique alguns momentos para completar esse questionário. Essas informações nos ajudarão a tratar dos serviços que são necessários para os que mais precisam. Seu feedback é totalmente voluntário.

1. Por favor indique sua idade:

_____ Abaixo de 55 _____ 55-59

_____ 60-64 _____ 65-69

_____ 70-74 _____ 75-79

_____ 80-84 _____ 85+

2. Você é:

_____ Homem _____ Mulher

3. Você se identifica como LGBT (lésbica, gay, bissexual ou transexual)?

_____ Sim _____ Não

4. Qual das seguintes opções melhor representa sua herança racial ou étnica?

_____ Indígena Americano / Nativo do Alaska

_____ Nativo do Havaí / outra ilha do Pacífico

_____ Asiático

_____ Branco (não-Hispânico)

_____ Negro ou Americano Africano

_____ Duas ou mais raças

_____ Outra raça

5. Você tem herança étnica Hispânica/Latina?

☐

Sim

☐

Não

11

um

6. Que língua você fala em casa?

_____ Inglês _____ Espanhol _____ Português

Outra (por favor especifique) _____

7. Nível educacional mais alto que você completou?

8. Em geral, como você classifica sua saúde?

_____ Excelente _____ Boa _____ Razoável

_____ Ruim _____ Não Sei

9. Você mora sozinho? ☐ Sim ☐ Não

10. Se você **NÃO** mora sozinho, quantas pessoas moram em sua casa?

_____ 1 _____ 2 _____ 3 _____ 4

_____ 5 _____ 6 _____ 7 _____ 8+

11. Qual é seu status de moradia?

_____ Casa própria

_____ Casa de membro da família

_____ Moradia pública para idosos

_____ Aluguel particular de casa

_____ Outro (por favor especifique):

12. Alguém em sua casa recebe cuidados de um parente ou amigo?

☐

Sim

☐

Não

13. Se **SIM**, quem recebe cuidados?

- ☐ Eu recebo cuidados
- ☐ Meu cônjuge recebe cuidados
- ☐ Um adulto de 19-59 de idade
- ☐ Uma criança de até 18 anos

de

14. Qual é seu status de trabalho?

- ☐ Empregado, tempo integral
- ☐ Empregado, meio período
- ☐ Não está empregado, mas procurando trabalho
- ☐ Não está empregado, não está no mercado de trabalho

15. Por favor forneça uma estimativa da Renda Familiar Total nos últimos 12 meses, incluindo salários, pensões, benefícios do Social Security, e juros, etc. (**POR FAVOR ESCOLHA UM**)

Anualmente

- ☐ \$12,760 ou menos
- ☐ \$17,240 a \$21,720
- ☐ \$21,720 a \$26,200
- ☐ \$26,200 a \$30,680
- ☐ \$30,680 a \$ 35,160
- ☐ \$35,160 a \$39,640
- ☐ \$39,640 a \$44,120
- ☐ \$44,120 ou mais

(ou Média Mensal)

- ☐ \$1,063 ou menos
- ☐ \$1,436 a \$1,810
- ☐ \$1,810 a \$2,183
- ☐ \$2,183 a \$2,556
- ☐ \$2,557 a \$2,930
- ☐ \$2,930 a \$3,303
- ☐ \$3,303 a \$3,676
- ☐ \$3,677 ou mais

16. Nos últimos 12 meses, você faltou em alguma consulta médica devido a:

- ☐ Falta de transporte
- ☐ Não ter acompanhante
- ☐ Plano de saúde inadequado
- ☐ Outro (por favor especifique)

17. Você se considera como tendo alguma deficiência?

☐

Sim

☐

Não

18. Se sua resposta à pergunta 17 é **SIM**, por favor identifique sua deficiência. (*Por favor indique todos os aplicáveis a você*)

- ☐ Cognitiva
- ☐ De desenvolvimento
- ☐ Mental
- ☐ Física
- ☐ Outra (por favor especifique)

19. Nos últimos 12 meses, você **NÃO** teve algum dos seguintes devido à falta de dinheiro: (*Por favor indique todos os aplicáveis a você*)

- ☐ Alimento
- ☐ Transporte
- ☐ Gasolina para o carro
- ☐ Remédios prescritos
- ☐ Reparos na casa
- ☐ TV a cabo
- ☐ Internet
- ☐ Telefone (residencial)
- ☐ Telefone celular
- ☐ Contas de aquecimento no inverno
- ☐ Outro (por favor especifique)

20. Você **PRECISA DE AJUDA** para algum dos seguintes? (Por favor indique todos os aplicáveis a você)

___ Completar formulários de benefícios para planos de saúde, SSI, SNAP, etc.

___ Lidar com abuso, negligência, maus-tratos & abandono

___ Lidar com abuso de álcool/drogas

___ Lidar com ansiedade

___ Lidar com confusão

___ Lidar com depressão

___ Lidar com hoarding (acumulação)

___ Lidar com homofobia

___ Lidar com transfobia

___ Lidar com perda da memória

___ Lidar com racismo

___ Encontrar habitação acessível

___ Encontrar informações sobre cuidados e fornecedores (home care)

___ Encontrar cursos educativos/de desenvolvimento de habilidades

___ Encontrar trabalho/emprego

___ Encontrar atividades religiosas

___ Encontrar modificações para deficientes

___ Encontrar assistência jurídica para:

___ Reclamações de Consumidor

___ Identificação de roubo ou fraude

___ Direitos de Inquilino

___ Testamentos, orientações médicas

___ Encontrar atividades de recreação e lazer

___ Encontrar serviços domésticos de suporte de longo prazo

___ Encontrar programas/serviços para pessoas lésbicas, gays, bissexuais ou transexuais mais velhas

___ Encontrar transporte

___ Encontrar oportunidades para ser voluntário

___ Obter cuidados médicos

___ Cardíacos

___ Dentários

___ para Diabetes

___ Auditivos

___ para obter Remédios prescritos

___ Visuais

___ Outros (por favor especifique)

___ Reformas em casa

___ Melhoria da alimentação e nutrição

___ Receber refeições prontas em casa

___ Receber refeições em grupo

___ Receber informações nutricionais

___ Aprender a usar e-mail, internet, aplicativos, tecnologia digital

___ Gerenciar dinheiro/finanças

___ Planejamento para se aposentar

___ Continuar ativo e saudável com programas de atividades físicas

21. Você tem acesso à internet?

☐

Sim

☐

Não

22. Como você se mantém informado? (*Por favor indique todas as aplicáveis a você*)

____ Jornais diários/semanais

____ Rádio

____ Internet

____ Jornais do Council on Aging
(Conselho dos Idosos)

____ Televisão

____ *Senior Scope (Informações a Sêniores)*

____ Redes Sociais: Facebook, Twitter,
Instagram, etc.

____ Outra

Comentários:

*Obrigado pela sua participação na Avaliação das Necessidades de Idosos
e os Profissionais que Cuidam Deles de 2021*

APPENDIX B

FFY 2021 Needs Assessment Reporting Form -
Executive Office of Elder Affairs



Executive Office of Elder Affairs

State & Area Plans Title III Programs

FFY2021 Needs Assessment Reporting Form

1. Select the location's AAA Name:

Please select one ...

2. Enter the following Session Information:

Select the approximate Start & End Times that best matches

	Date	Start Time	End Time
Session Date & Time:	<input type="text"/>	<input type="text"/>	<input type="text"/>

3. Enter the following Session Details:

Facilitator Name:

Location Held:

4. Participants: Number & Types of Participants

Enter all applicable items

Older Adults

Caregivers

Providers

Advocates

AAA Staff Members

Other

Total

5. Target Population: Race

Check applicable items

☐ White

☐ Black / African American

☐ American Indian / Alaskan Native

☐ Asian

☐ Native Hawaiian / Other Pacific Islander

☐ Multi-Racial

☐ Other

☐ Unknown

6. Target Population: Ethnicity

Is the Target Population comprised of those with Hispanic / Latino origins?

☐ Yes

☐ No

☐ Unknown

7. Target Population: Language

Is the Target Population comprised of Linguistic Minorities?

- ☐ Yes
- ☐ No
- ☐ Unknown

Completed: 



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8. Target Population: Language

If selecting "Yes, Linguistic Minorities comprise the population" please specify.

Check all that apply

- ☐ Arabic
- ☐ Chinese (Mandarin or Cantonese)
- ☐ Haitian Creole
- ☐ Hindi
- ☐ Italian
- ☐ Khmer
- ☐ Portuguese
- ☐ Russian
- ☐ Spanish
- ☐ Other Please Specify:

Completed:



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9. Target Population: Economic Needs

Is the Target Population comprised of Low Income Older Adults?

- ☐ Yes
- ☐ No

Completed:



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10. Target Population: Economic Needs

If selecting "Yes, Low Income Older Adults comprise the population" please specify:

- ☐ Low Income Elders
- ☐ Low Income Minority Elders
- ☐ Other Please Specify:

Completed:

**FFY2021 Needs Assessment Reporting Form****11. Target Population: Social Needs***Check applicable items*

- ☐ Abuse, Neglect, Exploitation
- ☐ Alzheimer's / Dementia
- ☐ Caregiver Support
- ☐ Cognitive Impairment
- ☐ Cultural / Social
- ☐ Disabled Older Adults
- ☐ Frail Older Adults
- ☐ Grandparents
- ☐ Hearing Impairment
- ☐ Housing Concerns
- ☐ Isolation
- ☐ Legal Services
- ☐ LGBTQ+
- ☐ Low Vision
- ☐ Mental / Behavioral Health
- ☐ Mobility
- ☐ Nutrition / Meals
- ☐ Rural Older Adults
- ☐ Workforce
- ☐ Other Please Specify:

12. Methodology / Strategy: Methods of Input Collection

In the matrix below, please provide the following details in regards to the approaches utilized for gathering & capturing input of the population's needs.

- Select any relevant **Method Category Types** utilized as modes of collection
* The option for Specify Other is available only if there is not a best fit
- If the **Specify Other** choice is used, enter the general **Category Type of the Activity**
- Choose an option to distinguish between various **Communication Means** that are currently being employed
- In the last column **Define the specific Activity held or Strategy used**

	Method Category Type	Specify Other Category Type Only	Communication Means	Briefly Define Activity/Strategy
Session	<input type="text"/>		<input type="text"/>	

Method Category Type Options

Commission / Taskforce
Conference (Professional Non-Consumers)
Expert Input
Interview
Meeting / Gathering: Large (>15)
Meeting / Gathering: Small (<15)

Communication Means Options

Audio / Phone
Email
In Person
Mail
Virtual (Zoom, GoToMeeting, WebEx, etc.)

13. Needs / Concerns: Communicated Areas of Concern

In the area below, please report on all Identified Needs & Concerns that were indicated during the Session.

- Select all applicable Need/Concern Areas Identified through the Session's engagement
 - The option for Other is available only if there is not a best fit
- Of the areas selected, provide a Top 3 Ranking based on the feedback received
 - Only 3 items may be highlighted as a top concern
- In the last column Describe the specifics of the vocalized issue or the particulars of the need

	Areas Identified	Ranking Top 3	Briefly Describe the Specific Concern
Access to Social Assistance Services	<input type="checkbox"/>	<input type="checkbox"/>	
Caregiver Support	<input type="checkbox"/>	<input type="checkbox"/>	
Civic Engagement / Volunteer Opportunities	<input type="checkbox"/>	<input type="checkbox"/>	
Cultural Competency on LGBTQ+ Issues	<input type="checkbox"/>	<input type="checkbox"/>	
Economic & Financial Security	<input type="checkbox"/>	<input type="checkbox"/>	
Health Care	<input type="checkbox"/>	<input type="checkbox"/>	
Housing	<input type="checkbox"/>	<input type="checkbox"/>	
Language / Communication Barriers	<input type="checkbox"/>	<input type="checkbox"/>	
Learning & Development	<input type="checkbox"/>	<input type="checkbox"/>	
Legal Services	<input type="checkbox"/>	<input type="checkbox"/>	
Leisure, Recreation, & Socialization	<input type="checkbox"/>	<input type="checkbox"/>	
Long Term Services & Supports	<input type="checkbox"/>	<input type="checkbox"/>	
Maintaining Independence	<input type="checkbox"/>	<input type="checkbox"/>	
Mental & Behavioral Health	<input type="checkbox"/>	<input type="checkbox"/>	
Nutrition	<input type="checkbox"/>	<input type="checkbox"/>	
Safety & Security	<input type="checkbox"/>	<input type="checkbox"/>	
Spirituality	<input type="checkbox"/>	<input type="checkbox"/>	
Social Isolation	<input type="checkbox"/>	<input type="checkbox"/>	
Staying Active / Wellness Promotion	<input type="checkbox"/>	<input type="checkbox"/>	
Transportation	<input type="checkbox"/>	<input type="checkbox"/>	
Workforce Development	<input type="checkbox"/>	<input type="checkbox"/>	
Other	<input type="checkbox"/>	<input type="checkbox"/>	

Completed:



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Thank You!

All required Question Items for this Session have now been completed & the data is almost ready to be submitted.

Changes & Modifications

If there are any updates or corrections required to the entered data, please click the "Back" option to return to the relevant page(s).

Any changes or modifications to the submitted information should be made now before selecting Submit.

Submitting & Saving

*If the Response is completed, select "Submit" at the bottom of this screen. Once clicked, a window will appear allowing for the optional ability to **Save/Print** a copy of this entry for record purposes.*

Completed: [REDACTED]