



DAVS Area Plan Community Input Session

November 19, 2020

Meeting agenda

- Director welcome
- Introductions and meeting logistics
- Goals and outcomes for today
- Area Plan overview
- Review needs assessment background
- Review Area Plan issue areas
- Small group review
- Discuss survey findings
- Next steps and closing

Introduction

- Type in the chat
- Your name, affiliation, any tips for screen fatigue



DAVS Programs & Services



Area Plan overview

- What is it?
- Older Americans Act
- Guides 2021-2025 Area Agency on Aging Area Plan
- Community Needs, Strengths, Priorities
- One Piece of Puzzle
- Required Issue Areas



- **October-November:** Disability Aging and Veteran Services draft goals and objectives
- **November 19:** Present to Aging and Veteran Services Advisory (AVSAC) and solicit community input
- **November 20- December 15:** Review and revise the area plan, incorporating needs assessment data and community input.
- **December 15-31:** Formal public hearing during this period TBD
- **January 21:** Submit to AVSAC for approval
- **February 23:** Board of County Commissioners for approval
- **March 19:** Submit to Community Services Support Unit

Assessment background

- Formed steering committee in 2019 to help inform the focus populations, process and data collection tools
- Online survey and paper survey about services, areas of need in the community and specific issue areas
- Phone based key participant interviews

Priority Populations

- Race & Ethnicity of Priority Populations
 - Latinx
 - Asian (Korean, Vietnamese, Chinese)
 - African American/Black
 - Immigrants & Refugees
 - Middle Eastern, Somalian, Russian
 - Native American
- Priority Languages
 - Spanish, Chinese (Mandarin, Cantonese), Korean, Vietnamese, Arabic, Russian, English
- Additional Priority Populations
 - LGBTQ+
 - Veterans
 - Family Caregivers
 - Stakeholders/professionals

683 of the 866 participants shared race/ethnicity information.

Race/Ethnicity	Count of 60 and Over	Percentage of People 60 and over	Count of All Ages	Percentage of All People
Hispanic or Latino/a/x	20	5.4%	76	8.8%
American Indian/ Alaskan Native	7	1.9%	16	1.8%
Asian	53	14.2%	88	10.2%
Black or African American	2	0.5%	11	1.3%
Native Hawaiian/ other Pacific Islander	4	1.1%	11	1.3%
White	294	79.0%	427	49.3%
Other Categories	22	5.9%	26	3.0%
Don't know/Unknown	2	0.5%	3	0.3%
Don't want to answer/Decline	20	5.4%	25	2.9%

2020	2016
English, Spanish, Russian, Arabic, Korean, Somali, Vietnamese, Chinese	English, Spanish
866 responses (includes interviews)	439 responses
3 in 5 veterans	1 in 5 veterans
1 in 2 female	2 in 3 female
60% White, non-Hispanic	92% White, non-Hispanic
6% LGBT	4% LGBT

Needs Assessment — Interviews

Contracted with culturally specific organizations

- Immigrant & Refugee Community Organization (12-15)
- Asian Health & Service Center (16-20)
- Centro Cultural (12-15)
- SAGE/Friendly House (4-6)

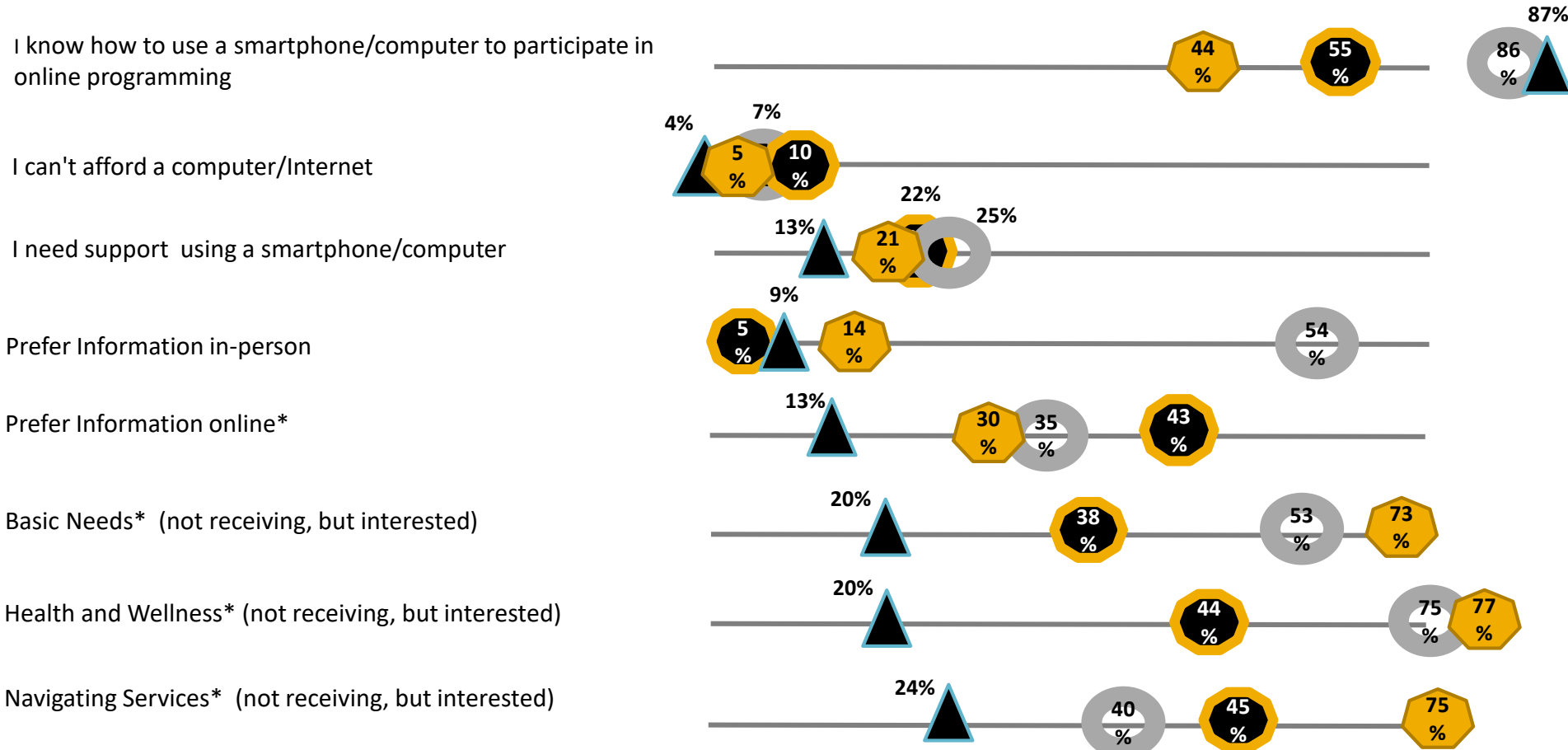
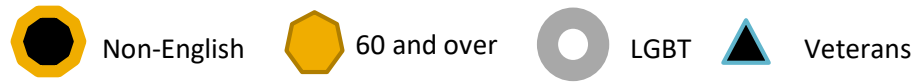
Conducted interviews using interns

- Veterans (3)
- Family Caregivers (4)

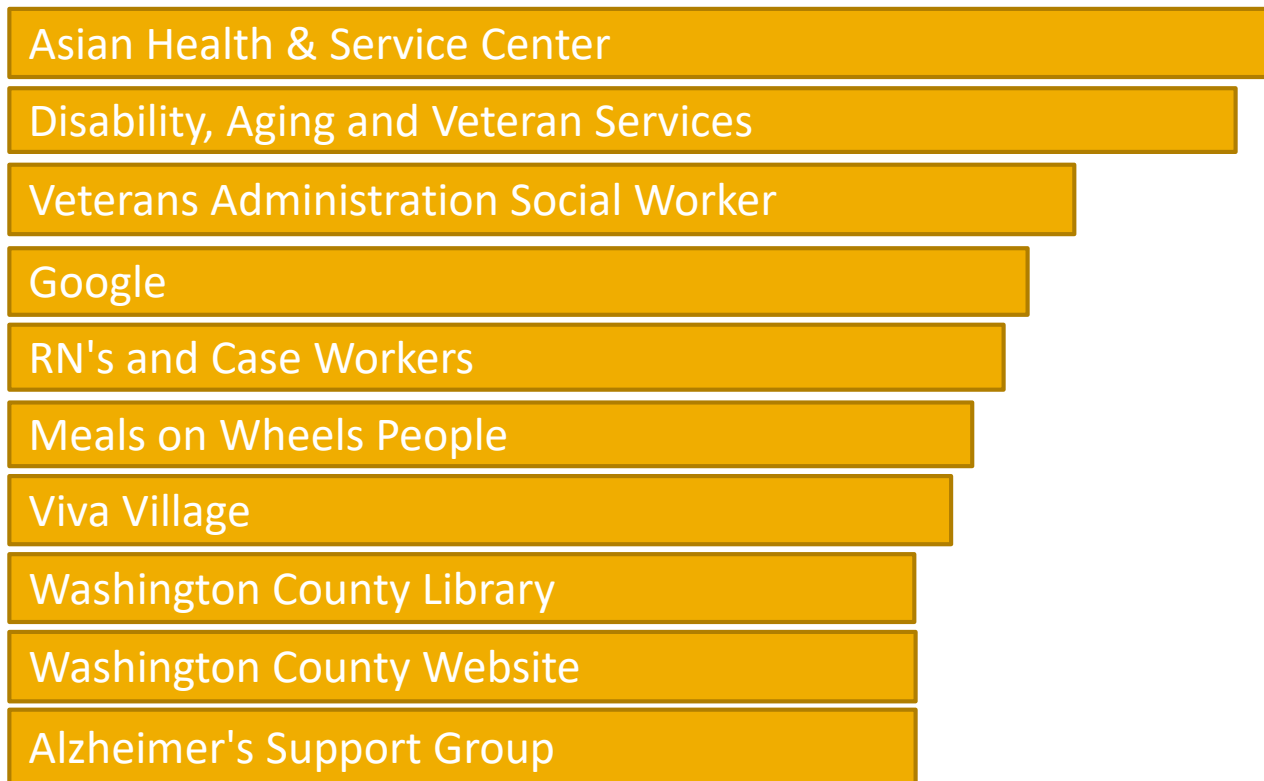
Issue area review

- Elder rights and legal assistance
- Family/unpaid caregiver
- Health promotion
- Information and assistance services and Aging & Disability Resource Connection (ADRC)
- Nutrition
- Veterans

Information and Assistance/Referral and Aging & Disability Resource Connection (ADRC)



How Do You Receive Information About Services: Top 10 Responses



"I was fortunate to have a veterans services officer reach out me or I never would have known."

Information and Assistance services and Aging Disability Resource Connections (ADRC)

Goal – Increase core function capacity in the Aging & Disability Resource Connection

Objective

- Optimize workloads and service delivery of Washington County Disability, Aging and Veteran programs

Goal – Increase Aging & Disability Resource Connection visibility and utilization

Objective

- Raise the presence of the Aging & Disability Resource Connection in Washington County

Health Promotion



31% of **all participants** would like the DAVS to directly provide Behavioral Health (Mental Health and Addictions) services.

25% of those **60 years old and over** do not currently receive information/services to help Managing Chronic Illness or pain but *are* interested.

18% of caregivers **60 years old and over** would like getting help with caregiving so they can get a break (respite).

"Being in nature either through a field trip, walking in a park or visiting and sitting in a natural setting is very important."

Health Promotion

Goal: Washington County Disability Aging Veteran Services will enhance outreach and access to evidence-based health promotion programs for older adults most at-risk, vulnerable, and hard to reach.

Objectives:

- Increase outreach activities for health promotion programs to under-served/under-represented populations by 5% each year
- Increase availability of Chronic Disease Self Management Program (CDSMP) in Washington County with a goal of increasing the number of workshops by 10% over the four-year period

Veterans



299 Veterans or their family members participated

63%

Living with a disability



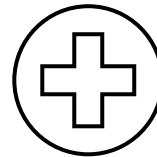
38.5%

Cares for a friend or family member



21%

Not receiving benefits but would like to know more



If not receiving benefits, why?

"Too complicated. When I did use (VA) medical, I had a different doctor every time, so there was no continuity of care."

What other supports are needed?

"Support for chronic illnesses and caregiver support. Not money, but support groups."

Veterans

Goal: Enhance the overall level of services to the veterans' community through strategies to increase advocacy, outreach and innovative services to Washington County veterans and their survivors.

- **Objective** – Develop an outreach plan to educate, advocate and support veterans in seeking services and programs available through county, state and federal entities.

Goal: Re-engage/engage veterans in the community in which they live

- **Objective** – The veteran community can access our services in a way that meets their needs.

Goal: Provide education and resources around Veteran Suicide and Prevention

- **Objective** – Veterans are provided a path to connect in community.
- **Objective** – X number of people receive training and resources.

Nutrition



Interested in and currently receiving services to get enough food to eat was cited most frequently by people 60 years of age and older.



Culturally-specific communities identified food portions are too small or not representative of their cultural diet, e.g. Halal, vegetarian, Chinese, Vietnamese, and Slavic.

"I really love the activities at Centro-the exercise, the food-except that the food portions are too small...I get home and am hungry again."--Age 72

What is most Important for your well-being?

"Healthy affordable food choices and access to a dietician specialists who can help with healthy diet advice."

Nutrition

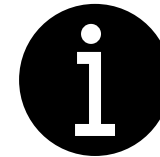
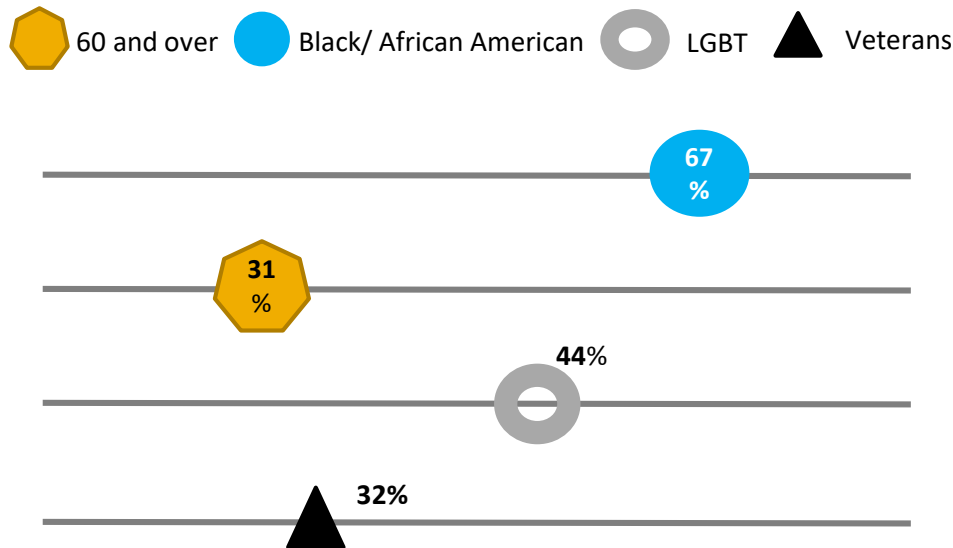
Goal – Increase capacity to serve more individuals in Washington County

Objectives

- Increase availability of culturally specific meals by exploring 1 new culturally specific site per year, as funding allows
- Increase capacity and access to food boxes or other supplemental foods
- Reconfigure Request for Proposal process to support contractors

Elder Rights and Legal Assistance

Legal Services: Not Receiving, but interested



22.3% of participants 60 and over expressed they do not receive information/services related to **keeping older adults safe from abuse and fraud** but are interested. 31% said they are currently receiving information/services in this focus area.

"A lot of Slavic senior citizens don't have very good knowledge about local laws, so access to free or low-cost legal advice and help would be beneficial to protect people from criminal elements."

Elder Rights and Legal Assistance

Goal – Increase public awareness of Elder Abuse.

Objective

- Increase Elder Abuse awareness and reporting by expanding the Gatekeeper Program

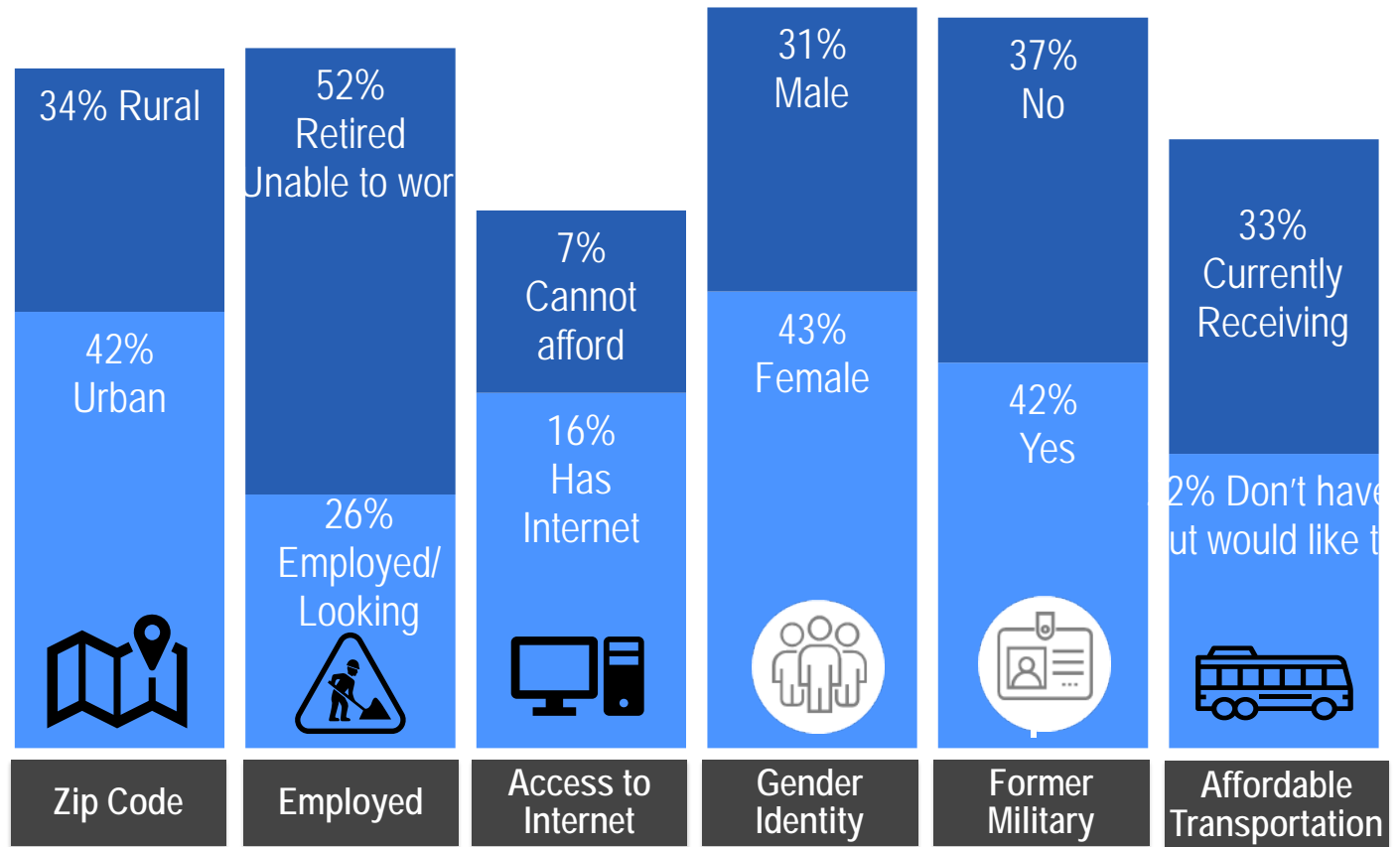
Goal – Promote use and access to legal services provider, Oregon Law Center.

Objective

Review and update outreach plan in partnership with contractor, Oregon Law Center

Family/Unpaid Caregiver

- **31%** of all survey participants are Caregivers
- **45%** between the ages of 65 and 84
- **44%** care for a *spouse, significant other, or other partner*



Family/Unpaid Caregiver

- **Goal** – Increase program capacity using volunteers and staff
 - Objective**
 - Explore capacity building through volunteers, staffing adjustments, and community partnerships, resulting in more support.
- **Goal** – Evaluating accessibility using a person-centered and service equitable lens
 - Objective**
 - Increase family caregivers and Relatives as Parents Program (RAPP) participants accessing program elements.
- **Goal** – Enhance communication around the Family Caregiver Support Program.
 - Objective**
 - Development of program materials & communication models increasing awareness of Family Caregiver services.

Review issue area in depth



Issue Area Review-Behavioral Health

Goal: To improve older adult behavioral health outcomes by addressing loneliness and isolation.

Objectives

- Improve identification process of older adults at risk for loneliness and isolation
- Provide community education and workforce development to increase awareness of loneliness and isolation 1-2X/monthly
- Increase referrals to intentional, community-based social connection programs and projects.
- Reduce barriers to social connection

Breakout Groups

- Elder rights and legal assistance
- Family/unpaid caregiver
- Health promotion
- Information and assistance services and Aging & Disability Resource Connection (ADRC)
- Nutrition
- Veterans

Small group plan

- Review goals and objectives for your issue area on your own
- Group discussion
- Write down other input you want to share on your worksheet



Come back together



Take a quick break!



Reviewing Additional Data



Loading more...

Structured Interviews

About the Survey

An open-ended telephone questionnaire consisting of 6 questions with the following focus areas:

- Community Assessment
- Social Connectedness
- Aging in Place
- Health and Wellbeing
- COVID19 Assessment
- Additional Feedback

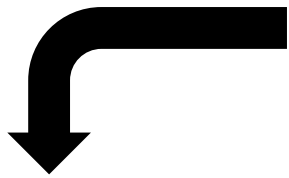
Results

- **97 participants.** Responses were collected from 97 community members, though participants did not respond to every question.
- **Diverse Representation.** Consisting of 9 racial and ethnic communities, 12 preferred languages, military families and veterans, LGBT members of the community, and individuals living with a disability.

Race/Ethnicity	Count	Percent
Chinese	11	11.3%
Korean	5	5.2%
Vietnamese	6	6.2%
African	2	2.1%
Hispanic and Latino/a/x	37	38.1%
South American	1	1%
Middle Eastern	7	7.2%
Eastern European	11	11.2%
Slavic	1	1%
Total	81	83.3%

Coding the Structured Interviews with Themes

12 →
Themes



46 Sub-themes

Examples:
Nutrition,
Language,
Utilities, and
Discrimination

1. Community Identity
2. Community Needs
3. Reasons for Engaging in Services
4. Interest to Engage in Services/Programs
5. Barriers to Services/Programs
6. Social Connectedness
7. Social Isolation
8. Covid-19-Based References
9. Community Information and Communication
10. Cultural Referencing
11. Aging in Place
12. Health and Wellness



Interview Highlights



Individuals with limited English proficiency cited Food and Nutrition most frequently as their Reason for Engaging in Services.



Stigma and discrimination toward members of the LGBT community was identified as a barrier to accessing services and programs, particularly relating to safe social activities and accessing meal sites.



English speaking and those with limited English proficiency stated their community feels safe, offers many resources and working well for them. LGBT members frequently mentioned they would like assistance making their home safe.



Legal assistance was expressed as a need for people who identified as Asian, LGBT, and as a Veteran.

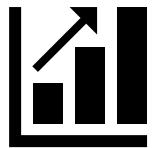


Overall, Behavioral Health Services was the number one response in the Community Needs Category



Limited language resources and culturally specific health care were cited as barriers to engaging with services.

Additional Areas of Focus



People with limited English proficiency frequently stated that they either currently live in or will age in place within a multi-generational household.



Members of Asian communities expressed the most interest/need for learning how to use a smartphone.

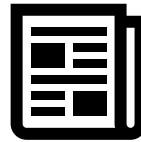


100% of the Russian participants expressed a need/interest in affordable childcare.

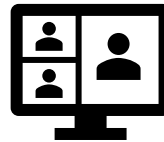
SARS-CoV2 and COVID-19

COVID-19 Related Concerns

- Age** is high-risk.
- Chronic Illness** is a risk factor.
- Dying alone** due to COVID-19.
- Can't visit family**, especially grandchildren.
- Social Isolation**-- missing events like the Asian Healthy Friends Club.
- People not following** the safety guidelines, e.g. social distancing, wearing masks, and staying home.



"feels that information shared via news is conflicting with one another. Not sure where to get accurate information"



"Does district/county have any new activity styles for senior within community?"



"Corona is getting in the way of everything, it's very sad that I can't enjoy hugging my grandkids anymore or take them to fun places."



A TIME TO REFLECT

Closing and Next Steps

- Thank you!
- Please send your worksheet to [Julie Galstad@co.washington.or.us](mailto:Julie_Galstad@co.washington.or.us) following the meeting.