



CSP 2017 SENIOR NEEDS ASSESSMENT

This Report was prepared by the Senior Services Unit of the Community Services & Parks Department (CSP) at the City of Glendale.



TABLE OF CONTENTS

Letter to City Council.....	3
About Community Services & Parks Department.....	4-5
Financial Profile.....	5
Purpose/Background.....	5-7
Focal Question.....	7
Methodology.....	8
Survey Creation/Analysis Plan.....	9
Target Population.....	9
Senior Services Network of Stakeholders.....	10
Senior Survey Dissemination Plan.....	11
Results.....	11
Domains.....	12-23
Major Findings.....	24
Key Recommendations.....	24
Conclusion.....	25
Demographic Characteristics of Seniors in Glendale.....	26
References.....	27
Appendix 1: List of Abbreviations.....	28-29
Appendix 2: Focus Group Invitation Flyer... ..	30
Appendix 3: Focus Group Stakeholder Questions.....	31
Appendix 4: Focus Group Stakeholders.....	32-34
Appendix 5: Senior Survey.....	35-37
Appendix 6: Senior Survey Delivery Locations.....	38
Contact Information.....	39



City of Glendale Community Services & Parks Department
Senior Services Unit
Adult Recreation Center
201 E Colorado Street
Glendale, CA 91205

February 22, 2017

City of Glendale
City Council
614 E. Broadway Street
Glendale, CA 91206

Dear Mayor and City Councilmembers,

The Community Services & Parks (CSP) would like to thank City Council for authorizing the CSP 2017 Senior Needs Assessment which aligns with the City's mission of "exceptional customer service through precision execution and innovative leadership". Through Council's vision, the City of Glendale's Senior Services Unit and its community-based partners play a key role in making our City a better place for the constituents who live here. The CSP 2017 Senior Needs Assessment provides an opportunity to highlight the needs of our older adults, persons with disabilities, caregivers, and service providers.

The report includes primary research with residents and community stakeholders who provide services to older adults. Staff utilized national and local research, focus groups, surveys, and interviews to assess the Glendale seniors' needs. This assessment provides data to address the present and changing demographics and needs within the City of Glendale. This information will prove to be instrumental as CSP and stakeholders prepare to meet the diverse needs of the more than 45,000 older adults living in City of Glendale. Additionally, best practices from Age-Friendly networks are presented to provide future recommendations and direction for CSP operations.

Thank you for taking the time to review the CSP 2017 Senior Needs Assessment of older adults in Glendale.

Sincerely,

Onnig Bulanikian, Director
Community Services & Parks

ABOUT COMMUNITY SERVICES & PARKS DEPARTMENT (CSP)

The Community Services & Parks Department's (CSP) mission is to enhance the quality of life by providing safe, and well-maintained parks and public spaces; preserving open space and historic resources; providing services that address the physical, recreational, social, and economic needs of the community; and creating opportunities for renewal, growth and enrichment.

CSP is responsible for 286 acres of developed park land and over 5,000 acres of open space. The department consists of 47 parks and park facilities, including the Civic Auditorium, 4 community centers, 6 sports facilities, and 4 historic buildings.

In carrying out its mission, the department is responsible for: the safety, security and maintenance of the park facilities; planning, design and development of new parks and park facilities, and the rehabilitation and expansion of existing parks and park facilities; youth recreation programs, including at-risk youth programs; a comprehensive summer and year-round youth employment program, employing over 400 youth per year; senior recreation programs, including nutritional meals and case management; youth and adult sports programs; an aquatics program consisting of one pool, swim and water polo teams and 5 wading pools; operation of and programming at four community centers, which experience over 155,000 drop-in visits per year; monitoring and maintenance of over 5,000 acres of open space and trails, including volunteer trail safety patrol, trail maintenance, wilderness park restoration, and interpretive programs; youth, adult, and senior life-long learning classes; 9 day camps at 6 different locations; facility reservations and rentals, including operation and rental of the Civic Auditorium; event planning and equipment rental; job training and business assistance through the operation of the Verdugo Jobs Center, a one-stop employment and training center which serves over 30,000 walk-in visitors; planning and administration of state and federal grants, including technical assistance and funding to non-profit organizations to provide social services; and homeless programs.

CSP SENIOR SERVICES UNIT BACKGROUND

The Senior Services Unit has been administering the Elderly Nutrition Program (ENP) since 1979 and Supportive Services Program (Case Management) since 1992 to seniors in the greater Glendale area with grant funds awarded by the Los Angeles County Workforce Development, Aging and Community Services, Community Development Block Grant funding, one-time-only funding and City of Glendale's General Fund.

The Elderly Nutrition Program is composed of two programs: 1) the congregate meals program which provides an important opportunity for social contact and is the only meal of the day for many seniors, and 2) the home delivered meals program which is important to the health of many of Glendale's at-risk seniors who without this service might not be able to remain independent in their homes while they recover from injuries or post-hospitalization. Over 40,000 hot meals are prepared annually at three City-operated meal sites, the Adult Recreation Center, Sparr Heights Community Center, and Pacific Park Community Center. Over 11,000 home-delivered meals are delivered annually to frail, homebound seniors.

The Supportive Services Program (SSP) provides assistance to seniors sixty (60) years and older for services as follows: Intake screening, in-home assessment, care planning, service

authorization, case monitoring and inter-agency coordination. Program service areas include the greater Glendale area including La Crescenta, Montrose, and Verdugo City. The program has the capacity to assist over 120 unduplicated seniors each year. SSP employs two full-time bilingual SSP case managers who speak Armenian and Spanish to serve the needs of seniors.

CSP has been providing the Senior Case Management Program since 1992. The Senior Case Management program provides comprehensive, long term services that utilize the care manager’s professional skills and competence to serve the client and link the client to a full range of appropriate services using all available informal support and funding source. The primary goal is to assist the elderly in maintaining their independence and living in their own home.

FINANCIAL PROFILE

Funding for Senior Services Programs is allocated within the City’s General Fund and Nutritional Meals Fund which comprises of LA County grant funds, participant donations and occasional one-time-only grant funding.

Table 1. Senior Services Unit Financials FY17-18

General Fund (101) Senior Programs	
Salaries & Benefits	\$229,915
Maintenance & Operating Expenses	\$15,831
Total Expenditures	(\$245,746)
Senior Nutrition Grant Fund (270) Expense	
Salaries & Benefits	\$224,067
Maintenance & Operating Expenses	\$218,645
Total Expenditures	(\$442,712)
Senior Nutrition Grant (270) Revenue	
LA County Grants	(\$311,530)
Donations	(\$46,605)
City Funds	(\$84,577)
Total Revenue	\$442,712
Gross Revenue/ (Expenditure)	(\$0)

PURPOSE

The **CSP 2017 SENIOR NEEDS ASSESSMENT** was conducted to:

1. Identify needs and gaps in senior services.
2. Improve overall section efficiency, identify high-value areas for improvement, expansion or innovation,
3. Evaluate the need to create and implement a Senior Services Committee, and
4. Identify a sustainable approach for establishing priorities and procedures to meet the needs of individuals 60 years and older in Glendale.

BACKGROUND

There are currently over 45,000 seniors living in the greater Glendale area. About 1,500 unduplicated seniors (3%) utilize the programs and services offered through Community Services & Parks (CSP). The other 43,500 older adults who do not directly use CSP services indirectly benefit from CSP services, through advocacy and information that is widely available to elders and their families at our community centers, network of community partners, and online. However, the extent to which CSP advocacy and information impacts these older adults is unknown. The traditional view of CSP's domain has been limited to the services CSP provides or funds to the clients receiving those services. However, this is only a part of the full scope of services that elders use to maintain and enhance their quality of life.

The CSP client constituency may be roughly seen as three overlapping groups, each of whom has different needs and resources. First group is the **well elderly** who are living in the community and are hoping to maintain or enhance their quality of life. About half of the elderly in Glendale live alone. The needs of the well elderly are for information and referral (i.e. advance care planning information, information about caregiving, referral services), support for enhancing quality of life (i.e. socialization, civic participation), preventive services to preserve health and functioning (such as fall prevention), support for staying in the community (i.e. accessible/affordable housing), and advocacy to address a variety of impediments to "age friendly" living.

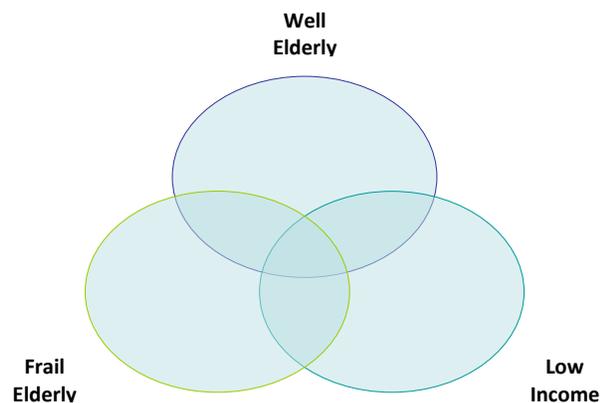
The second group is the **frail elderly**. These are elders with significant health conditions that may bring them into reoccurring contact with the health care system (i.e. 911 calls, ER visits). A third of Glendale's elder residents are disabled. Many of the frail elders are home bound or socially isolated. Their needs are for wrap-around services that are used to build constructive relationships and support networks. These networks are for health and social services, rapid delivery of services during crisis, and sustained and coordinated support to keep them in the community.

Finally, there is the **subgroup of elders with limited economic power**. Currently, approximately half of all Glendale seniors have incomes less than 150% of the federal poverty level. For these residents, poverty compounds age-associated problems by making it harder to afford basic services such as housing and food. The assessment recognized a common theme: many of these residents experience significant economic barriers that are not primarily about aging issues, but that are exacerbated by – and in turn exacerbate – the challenges of living well and happily as one ages.

The stark contrast between the rapid increase in the elderly population and the static governmental funding for aging services is well known. Faced with this challenge, the Community Services & Parks department prioritized assessing the population through a Senior Needs Assessment to identify areas of need and collaborate with community partners to better serve the aging population with the collaboration of a Senior Services Committee whose members will discuss aging issues to tackle domains presented in this report.

See **Appendix 1** for List of Senior terminology and abbreviations.

Figure 1. Senior Client Constituents



FOCAL QUESTION

How do we serve more seniors, and/or service seniors more effectively, including:

1. Keeping seniors in their homes longer,
2. Providing an array of services to optimize quality of life, and
3. Ensuring that the people who are most frail and sick are identified and accessing resources.

The focal question the CSP 2017 SENIOR NEEDS ASSESSMENT endeavors to answer is:

METHODOLOGY

The conceptual framework of the eight age friendly domains developed as part of Glendale's impending participation in the AARP Network of Age-Friendly Cities and Community Programs was utilized to address the questions posed by the **CSP 2017 Senior Needs Assessment**.

Staff supplemented these domains with four additional domains that have proven to be of importance based on experience and knowledge: Food Security, Activities of Daily Living, Legal/Advocacy and Emergency Preparedness.

Table 2. CSP 2017 SENIOR NEEDS ASSESSMENT 12 DOMAINS

1	Communication/Information
2	Transportation
3	Food Security
4	Social Participation/Life Long Learning
5	Activities of Daily Living
6	Legal/Advocacy
7	Civic Participation/Employment
8	Outdoor Spaces, Buildings, Facilities
9	Health Care/ Caregiver Support
10	Housing
11	Emergency Preparedness
12	Respect/Social Inclusion

The Four Data Pathways used to collect relevant data addressing the focal question were:

1. Senior Surveys
2. Focus Group meeting with Community Stakeholders
3. Interviews with Aging Care leaders; and
4. Identification of Best Practices

The **Senior Survey** asked seniors/and or their caregivers to rate 47 services using the 12 domains identified above, rating them based on a level of concern and priority

- *High Priority*
- *Medium Priority*
- *Low Priority*
- *Don't Know*

This report includes the analysis of 149 resident surveys completed in hard copy between October 5, 2017 and November 9, 2017.

The **Focus Group Stakeholder Meeting** mirrored the Senior Survey in the items queried. The facilitators asked questions regarding the 12 domains. The meeting was held on October 25, 2017 with 37 participants in attendance. These 37 individuals self-identified as providing services to older adults in Glendale.

The Senior Services Unit had the 37 individuals break out into five (5) respective session groups each group answered questions related to the 12 domains. The individuals then regrouped to discuss their top three (3) domains per breakout session group.

See **Appendix 2** for Stakeholder Meeting Flyer.

See **Appendix 3** for Stakeholder Questions.

Interviews with Aging Care Leaders were conducted with three key geriatric/gerontology healthcare providers in Glendale to ask about their opinion on a Senior Services Committee. This exchange was to inquire about each agency's evidence-based practices, contacts, and to explore opportunities for collaboration with CSP in caring for seniors in Glendale. These agency providers are practicing in Glendale hospitals, outpatient clinics, geriatric practices, hospice, and community outreach programs.

Best Practices were identified by reviewing professional literature, websites and organizational information. These best practices came from City of Glendale priorities, staff knowledge and training, and implementing strategies learning from trainings and workshops. A search was conducted for best practices in each of the age friendly domains and the practices were evaluated based on the AARP Network of Age Friendly Cities and Communities online toolkit.

SURVEY CREATION AND ANALYSIS PLAN

The Senior Survey was developed by CSP's Senior Services Unit, to address the focal question "***How do we serve more seniors, and/or service seniors more effectively***". The survey questions were developed using the 12 domains identified, 8 of which are from the AARP Network of Age-friendly Cities and Community Programs and 4 were identified by staff based on experience serving Glendale seniors. Furthermore, the survey asked an open-ended question allowing surveyors to respond, "***What are the 3 top priorities affecting seniors in the Glendale community?***"

Although Information Services Department (ISD) helped create an online version of the senior survey, staff chose to ONLY distribute hard copies and manually input the survey submission on the online portal because the majority of Glendale seniors are not internet savvy.

TARGET POPULATION

While various internal and external stakeholders exist, this study endeavored to specifically include:

- Older adults and caregivers receiving services
- Older adults and caregivers not currently receiving services
- Older adults who are frail and homebound
- Older adults who are underserved and disadvantaged

SENIOR SERVICES NETWORK OF STAKEHOLDERS

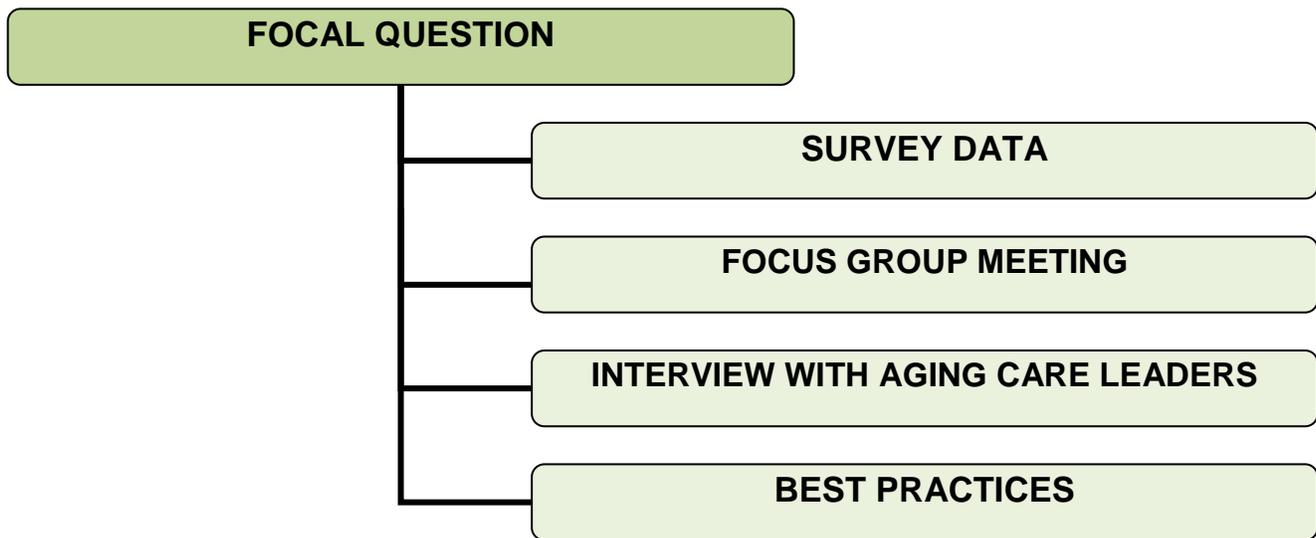
The Focus Group meeting with the community stakeholders was held on October 25, 2017 with over 37 attendees. The questions asked during this meeting mirrored the Senior Survey to a large extent in the items queried. Focus Group participants included 37 individuals who self-identified as providing services to older adults in Glendale. Most of the participants were City of Glendale employees, private entities, non-profit organizations, and for-profit organizations. The service areas in which these participants provided services were roughly equally distributed across all of greater Glendale and its outlying areas. Over half of the participants reported their provider organizations served Glendale exclusively, while the rest served the entire Los Angeles Metro area. Around half of participants reported providing direct services to seniors, caregiver support, respite care, advocacy, and case management. Several providers stated a history of service dating back many years, some for several decades. Many stated they maintain a wait list to provide services, including subsidized handicap accessible housing, case management services, home-bound services, emergency shelters, home modifications, delivery of meals for home-bound clients, housekeeping services, delivery of medical supplies, and adult day care.

Nearly 50% of the Focus Group participants were not familiar with all of the services provided by Community Services & Parks. The majority worked with programs funded by LA County and private grants, and the top 5 services provided were case management, health care in-home support, transportation, public safety, and housing.

Most of the participants responded that CSP has a good relationship with the community and stakeholders, and stressed that these types of meetings are important for the Senior Services Network of Stakeholders to give/receive information on behalf of seniors and to advocate for them through the sharing of resources.

See **Appendix 4** for a list of organizations that attended the Focus Group Meeting with Stakeholders.

SENIOR SURVEY DISSEMINATION PLAN



The Senior Survey was distributed in hard copy form throughout Glendale. If older adults were unable to complete the survey themselves, a caregiver was encouraged to complete it from the older adult's perspective. The Senior Services Unit Case Managers also served as translators to assist the seniors who need help in Spanish and in Armenian.

Several strategies were used for disseminating the surveys, to reach as many older adults in diverse settings as possible, including service users and nonusers. The first wave of surveys was distributed to the four Community Centers in the City of Glendale, to Home Delivered Meals program participants, and to Senior Services Network Program participants. The second wave of surveys was distributed to the Public Libraries, Senior Adult Day Health Cares, Assisted Living Facilities, and Senior non-profit organizations. The third wave for survey distribution was Senior Apartment Complexes, and faith-based organizations in Glendale. In addition, the surveys were also made available to focus group attendees to distribute to Home Owner Associations in Glendale and other miscellaneous programs.

See **Appendix 6** for a comprehensive listing of organizations that assisted in survey distribution and collection.

RESULTS

It was important to target both individuals who are currently using Community Service & Parks (CSP) services, and those who are not currently using CSP services.

More than 200 hard copies of the 2017 CSP Senior Needs Assessment Survey were distributed. **149** individuals completed the survey and **73** individuals replied to the narrative portion of the survey. Over 49% of the surveys completed were from seniors using CSP services and facilities. 89% of the survey respondents were seniors completing the survey on their own behalf.

The following is a breakdown of the survey results for each of the 12 domains:

DOMAINS

Domain 1: Communication and Information

Knowing what services are available.
Benefits Enrollment (both Medical and Non-Medical)

Senior Results...

66.13% of respondents feel this domain is a high priority

23.39% feel it's a medium priority.

Less than 10.48% of respondents feel it's a low priority or they don't know.

Of the 146 surveys returned, 73 filled out the narrative portion and only 2 specifically mentioned the Communication/Information domain.

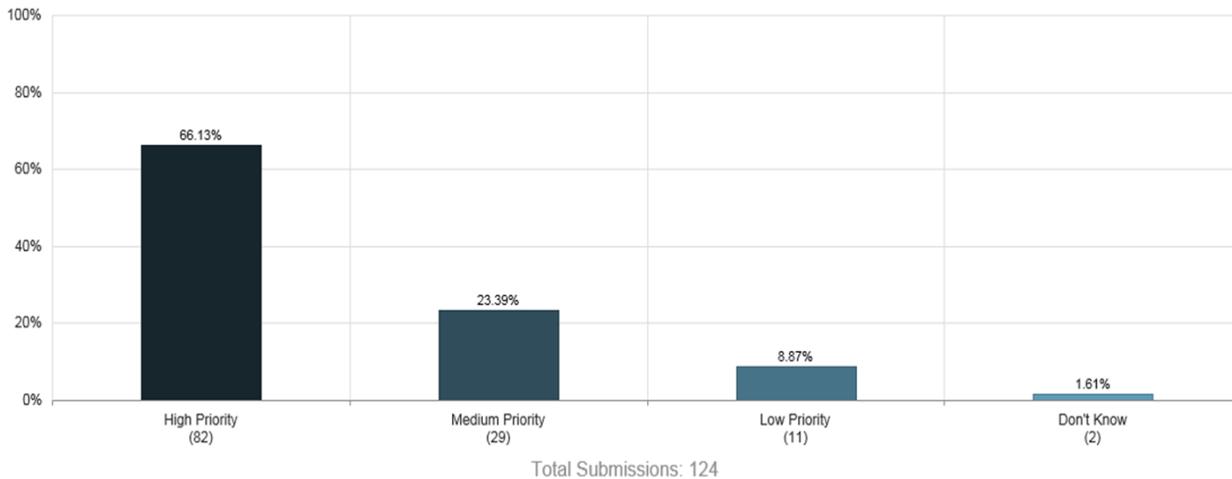
Focus Group Stakeholder Results...

This domain was considered highly important for the stakeholders.

3 out of the 5 breakout groups chose Communication as a top three domain.

Of the 3 breakout groups who chose Communication and Information, all 3 considered it a 2nd priority, after Housing.

Senior Survey Results: COMMUNICATION AND INFORMATION



Focus Group Stakeholder Comments...

"Seniors are in isolation and are not tech savvy."

"As stakeholders, we need more communication with other agencies."

"Social Service agencies should share information to better assist seniors."

"Seniors do not have access to available services."

Domain 2: Transportation

Transportation to healthcare related appointments, grocery store, errands, social excursions, community and senior center.

Senior Results...

46.23% of respondents feel this domain is a high priority
20.75% feel it's a medium priority.

Over **33.02%** of respondents feel it's a low priority or they don't know.

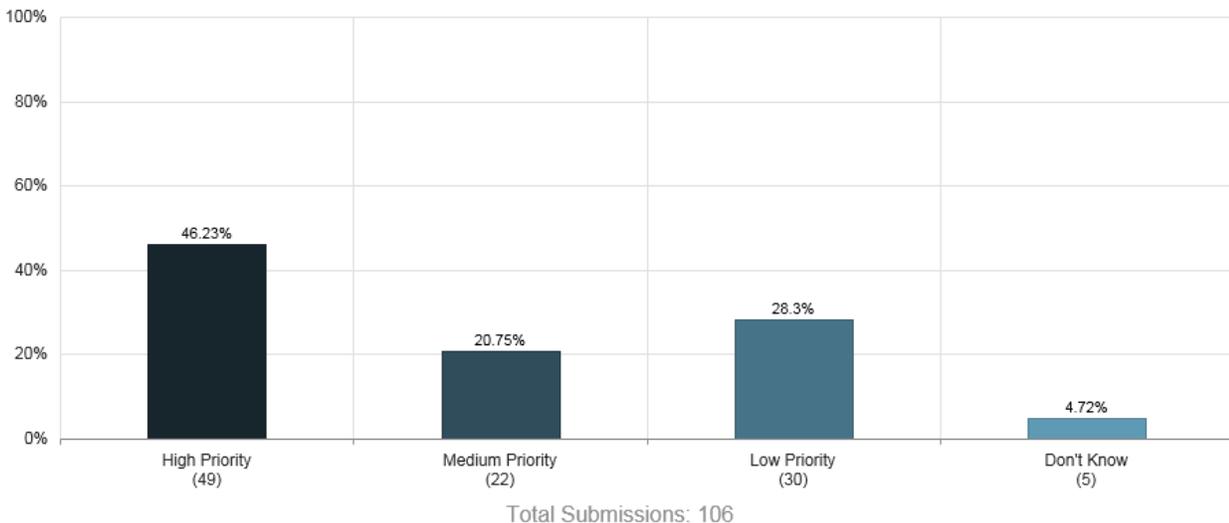
Of the 146 surveys returned, 73 filled out the narrative portion and 14 responses specifically mentioned transportation as a major senior issue facing Glendale Seniors.

Focus Group Stakeholder Results...

3 out of the 5 breakout groups chose Transportation as a top three domain.

Of the 3 breakout groups who chose Transportation, two considered it 3rd as a priority and 1 considered it 2nd as a priority.

Senior Survey Results: TRANSPORTATION



Focus Group Stakeholder Comments...

"Access and Glendale Dial A Ride are not 100% reliable in regards to time."

"There is a lack of ridership on Glendale Beeline."

"Curb to Curb service is difficult for many seniors using Access or Dial A Ride."

"We need to seriously discuss training our seniors on how to use Uber and Lyft type services."

"Access is a problem for Glendale seniors living in the foothill communities."

Narrative comments of seniors:

"Good Transportation services for a community senior to healthcare related appointments."

"Pedestrian safety is an issue. Too many aggressive drivers speeding. Difficult to drive as a senior on the streets."

"We need affordable transportation."

Domain 3: Food Security

Having a meal with friends, information on how to eat healthy, having a meal brought to my home, being able to afford groceries

Senior Results...

53% of respondents feel this domain is a high priority

20% feel it's a medium priority.

Over 26.96% of respondents feel it's a low priority or they don't know.

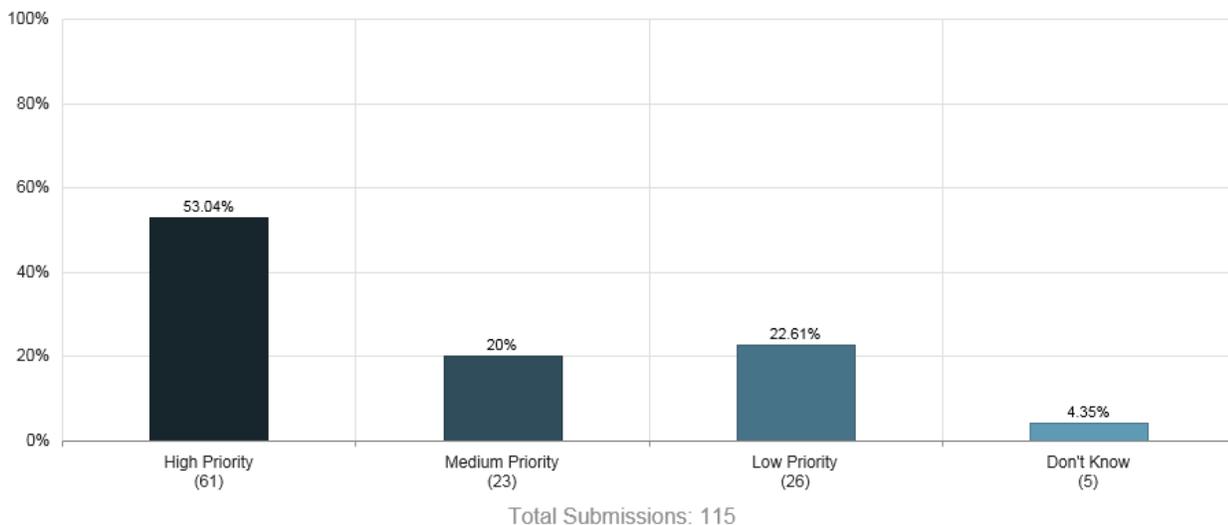
Of the 146 surveys returned, 73 filled out the narrative portion and 7 responses specifically mentioned food security as a major senior issue facing Glendale Seniors.

Focus Group Stakeholder Results...

Only 1 out of the 5 breakout groups chose Food Security as a top three domain.

The 1 breakout group who chose Food Security, considered it 3rd as a priority.

Senior Survey Results: FOOD SECURITY



Focus Group Stakeholder Comments...

"Seniors do not have enough money to afford a nutritious meal."

"We need to promote more of the food programs because seniors do not know what's available."

"Forgetting to eat and being isolated is a problem."

"Homebound seniors would need help with getting food."

Narrative comments of seniors:

"Food prep is a priority."

"Food sufficiency is a priority for me."

"I need food to eat."

Domain 4: Social Participation-Lifelong Learning

Recreation, Education programming, Holiday, Special events, someone to talk to, attending religious services, Involvement of family in daily life.

Senior Results...

44% of respondents feel this domain is a high priority

26.61% feel it's a medium priority.

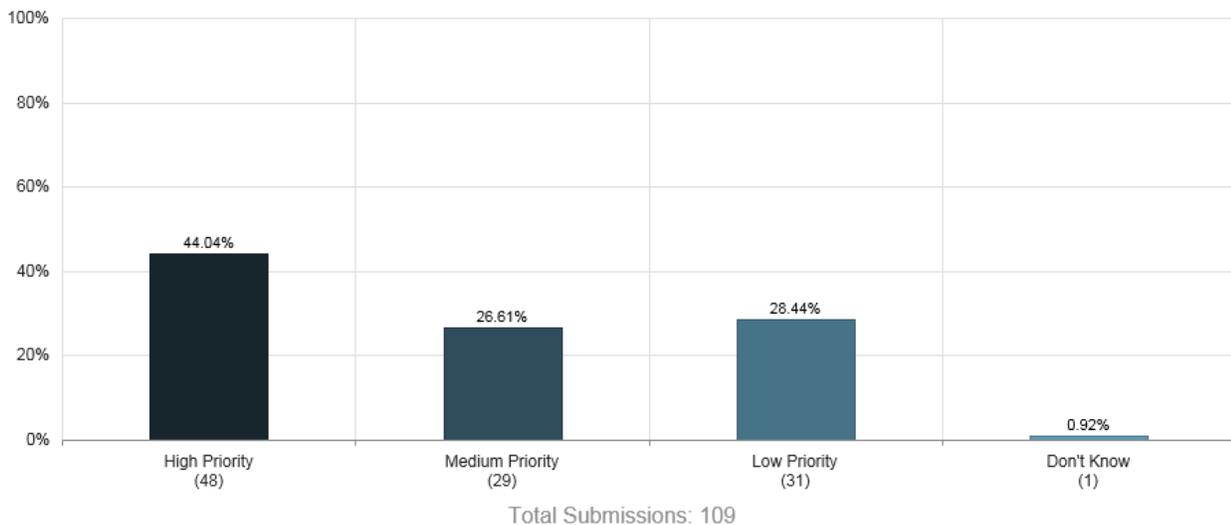
Over 29.35% of respondents feel it's a low priority or they don't know.

Of the 146 surveys returned, 73 filled out the narrative portion and 9 responses specifically mentioned Social Participation as a major senior issue facing Glendale Seniors.

Focus Group Stakeholder Results...

None of the breakout groups felt that Social Participation and Life Long Learning was a high priority domain.

Senior Survey Results: SOCIAL PARTICIPATION-LIFELONG LEARNING



Focus Group Stakeholder Comments...

"Seniors need and want more computer classes."

"Social excursions and outings are not available to Glendale seniors."

"More health related classes and programs are important for seniors."

"There are cultural and lifestyle reasons for low participation of certain programs for seniors in the Glendale area."

Narrative comments of seniors:

"Socialization is good to reduce stress."

"Social opportunities are important."

"Access to Senior Recreation is important."

Domain 5: Activities of Daily Living

Assistance with home cleaning, personal care, bathing, laundry, medication, controlling pests

Senior Results...

48.18% of respondents feel this domain is a high priority
28.18% feel it's a medium priority.

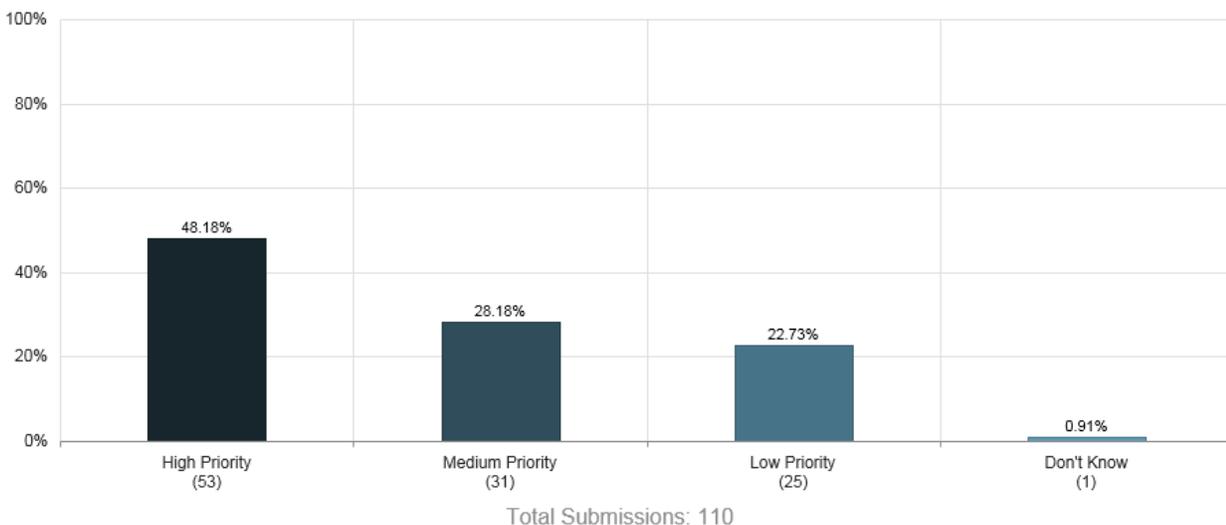
Less than **23.64%** of respondents feel it's a low priority or they don't know.

Of the 146 surveys returned, 73 filled out the narrative portion and only 4 specifically mentioned the Activities of Daily Living domain.

Focus Group Stakeholder Results...

None of the breakout groups felt that Activities of Daily Living was a priority domain.

Senior Survey Results: ACTIVITIES OF DAILY LIVING



Focus Group Stakeholder Comments...

"ADL's are a challenge for those who cannot afford home care but don't fit the IHSS criteria for low-income status."

"There is resistance to getting help due to mistrust."

"Medication management is a huge issue for seniors."

"Pest control, mainly bed bugs are a problem for Glendale seniors who lack home care for ADL's."

Domain 6: Legal/Advocacy

Someone to call when I feel taken advantage of, making choices for end-of-life decisions, protection of rights, will and legal document preparation

Senior Results...

50% of respondents feel this domain is a high priority

25% feel it's a medium priority.

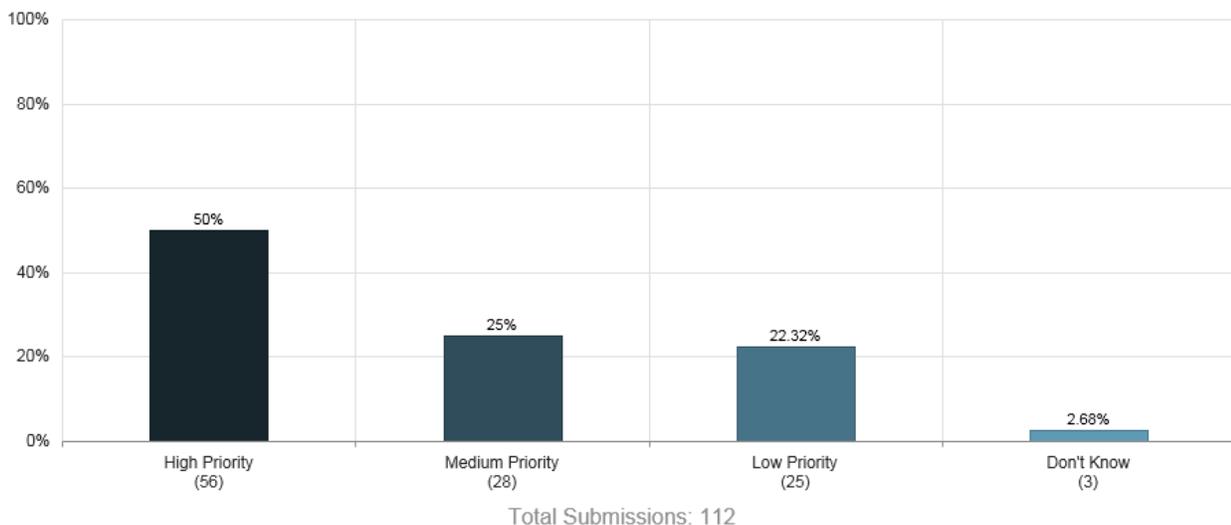
More than 25% of respondents feel it's a low priority or they don't know.

Of the 146 surveys returned, 73 filled out the narrative portion and only 3 specifically mentioned the Legal/Advocacy domain.

Focus Group Stakeholder Results...

None of the breakout groups felt that Legal/Advocacy was a priority domain.

Senior Survey Results: LEGAL/ADVOCACY



Focus Group Stakeholder Comments...

"Tenant-Landlord Rights Attorney is needed for low income Glendale Seniors"

"Fraud is a big concern for seniors living in Glendale."

"Predatory system of pressure to sell homes/property is worrisome."

"Hospital admission-LACK of advocacy."

Narrative comments of seniors:

"Someone to protect my rights."

"End of Life information and assistance."

"Someone to help me protect my rights, safety, housing, property, and finances."

Domain 7: Civic Participation/Employment

Assistance with job training, search, placement, assistance with registering to vote/voting.

Senior Results...

Only 18.58% of respondents feel this domain is a high priority

16.81% feel it's a medium priority.

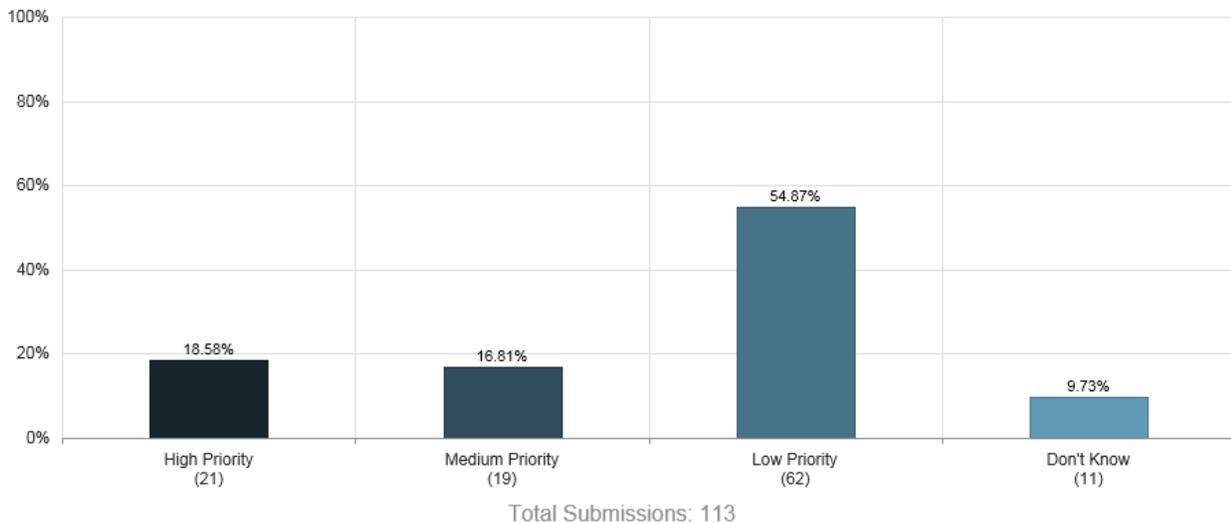
More than **64.6%** of respondents feel it's a low priority or they don't know.

Of the total of 146 surveys returned and 73 filled out, not one senior mentioned Civic Participation/Employment in the narrative portion as a high priority domain.

Focus Group Stakeholder Results...

None of the breakout groups felt that Civic Participation/Employment was a priority.

Senior Survey Results: CIVIC PARTICIPATION/EMPLOYMENT



Focus Group Stakeholder Comments...

"Most are on Supplemental Income, so it's not worth it to work."

"The Verdugo Jobs Center sees many seniors seeking employment, but need training due to lack of skills."

"Seniors want to volunteer, more than work."

"Seniors want to work, but afraid benefits will be taken away."

Domain 8: Outdoor Spaces, Buildings, Facilities

Safe Place to Live,
Pedestrian Safety,
Parks, Libraries and
Recreational facilities

Senior Results...

46.73% of respondents feel this domain is a high priority
15.89% feel it's a medium priority.

More than **37.38%** of respondents feel it's a low priority or they don't know.

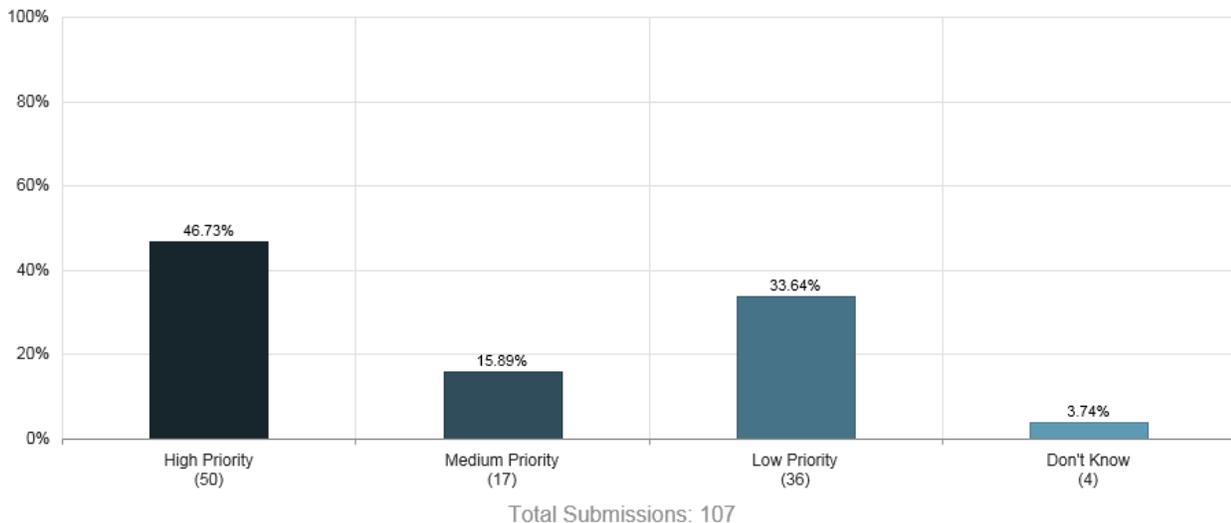
Of the 146 surveys returned, 73 filled out the narrative portion with 21 specifically mentioning Outdoor Spaces, Buildings, Facilities domain as a priority for seniors.

Focus Group Stakeholder Results...

Only 1 out of the 5 breakout groups chose Outdoor Spaces, Buildings, and Facilities as a top three domain.

The 1 breakout group who chose Outdoor Spaces, Buildings, and Facilities as a priority considered it a 3rd priority.

Senior Survey Results: OUTDOOR SPACES, BUILDINGS, FACILITIES



Focus Group Stakeholder Comments...

"Traffic is a problem; Distractions on the street."

"Need parks with exercise equipment for seniors."

"No shade structures at the park for seniors."

"Glendale has a campaign to teach people how to be 'good pedestrians'."

Narrative comments of seniors:

"Pedestrian safety is important in Glendale."

"Safe streets for walking."

"Drivers are going too fast. Disrespectful!"

Domain 9: Health Caregiver Support

Affordable Dental, Mental health, Substance Abuse, IHSS, Medical Care, and maintained hospitals.

Senior Results...

60.55% of respondents feel this domain is a high priority
24.77% feel it's a medium priority.

Less than **14.68%** of respondents feel it's a low priority or they don't know.

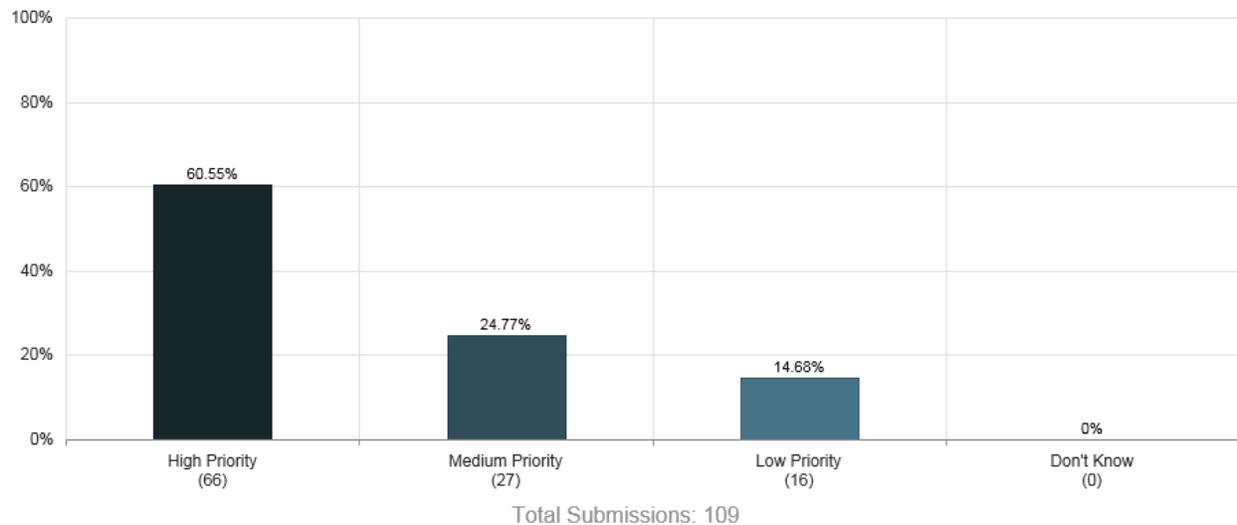
Of the 146 surveys returned, 73 filled out the narrative portion with 17 specifically mentioning Health Caregiver Support domain as a priority for seniors.

Focus Group Stakeholder Results...

2 out of the 5 breakout groups chose Health Caregiver Support as a top three domain.

Of the 2 breakout groups who chose Health Caregiver Support, one group considered it a 2nd priority and the other group a 3rd priority.

Senior Survey Results: HEALTH CAREGIVER SUPPORT



Focus Group Stakeholder Comments...

"Caregivers are not properly trained to assist seniors with dementia."

"There is a fear of the hospital and lack of proper facilities in Glendale."

"Lack of resources to educate and give support to caregivers."

"Need better access to medical devices."

Narrative comments of seniors:

"I need Mental Health, Affordable Medical and Dental Care."

"Good Medical Facilities are important in Glendale."

"Affordable and good health facilities, please."

Domain 10: Housing

Affordable housing, home modifications, affordable rent, keeping warm/cool with weather changes, Alternative Housing Options.

Senior Results...

76.99% of respondents feel this domain is a high priority
10.62% feel it's a medium priority.

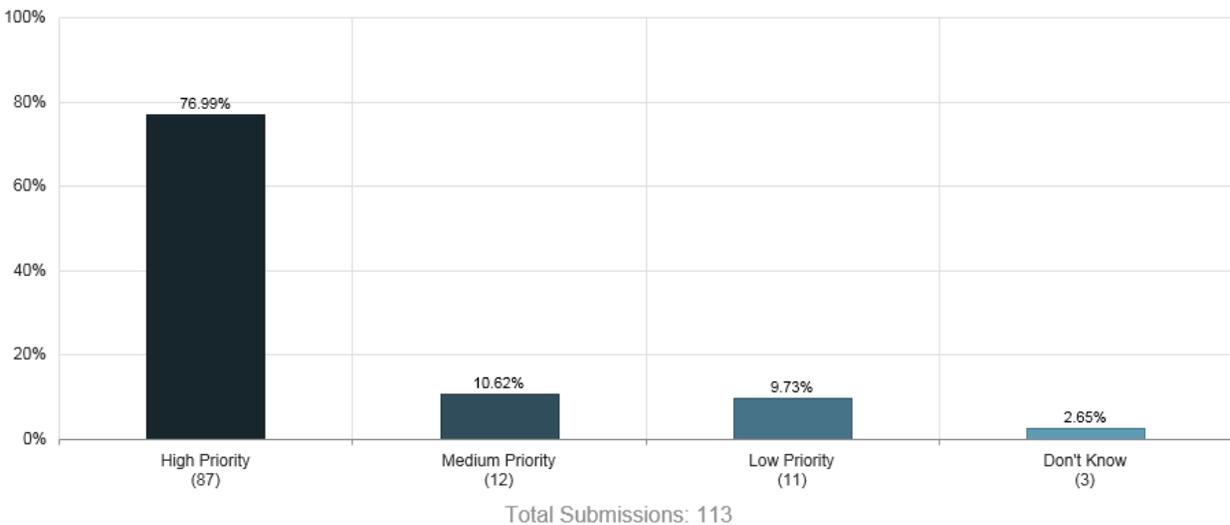
Less than **12.38%** of respondents feel it's a low priority or they don't know.

Of the 146 surveys returned, 73 filled out the narrative portion with 40 specifically mentioning the Housing domain as a priority for seniors.

Focus Group Stakeholder Results...

Of the 5 breakout groups, all 5 chose Housing as the highest priority domain.

Senior Survey Results: HOUSING



Focus Group Stakeholder Comments...

"Senior development is going outside of Glendale."

"Homelessness for seniors is on the rise."

"New housing complexes do not offer enough senior units/options."

"Glendale seniors feel as if they're being pushed out of their community."

Narrative comments of seniors:

"Affordable Housing is a crisis situation. Please do something!"

"Lower rent."

"High cost of housing."

"Major crises of affordable rental housing for self-efficiency."

"Rental Affordability is a problem."

Domain 11: Emergency Preparedness

Having an Earthquake kit, connecting to services in case of disaster, 3 days supply of water, food, supplies.

Senior Results...

62.28% of respondents feel this domain is a high priority

28.95% feel it's a medium priority.

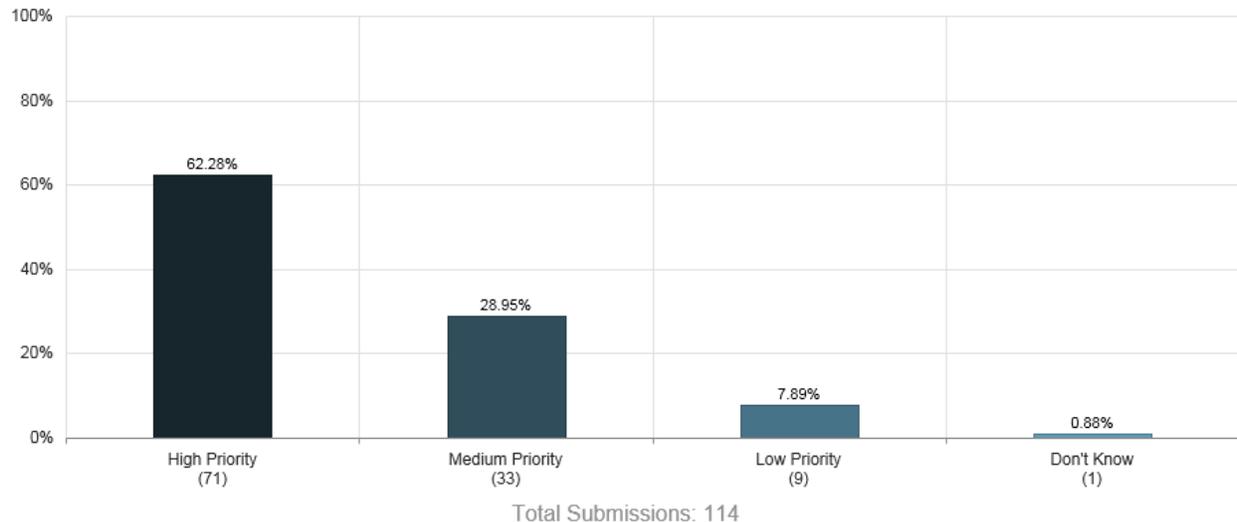
Less than **8.77%** of respondents feel it's a low priority or they don't know.

Of the total of 146 surveys returned and 73 filled out, 7 seniors mentioned Emergency Preparedness as a high priority domain in the narrative.

Focus Group Stakeholder Results...

None of the breakout groups felt that Emergency Preparedness was a priority domain.

Senior Survey Results: EMERGENCY PREPAREDNESS



Focus Group Stakeholder Comments...

"Need a plan with agency involvement."

"Linking city departments to assist during Emergency."

"Need more disaster coordination with agencies."

"Access of medications; back up medication plan."

"Educate community-mock drills, training from Fire Dept."

Narrative comments of seniors:

"Preparing for emergencies is important."

"Having a system for an emergency for seniors."

Domain 12: Respect/Social Inclusion

Combating ageism in your community, social participation in committees, civic groups, organizations.

Senior Results...

47.32% of respondents feel this domain is a high priority

27.68% feel it's a medium priority.

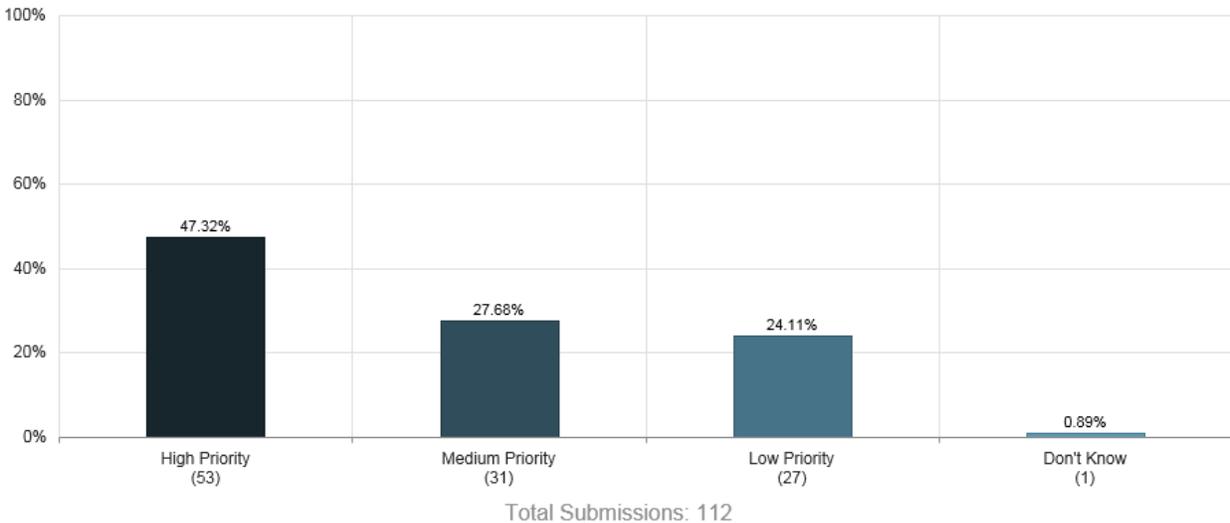
25% of respondents feel it's a low priority or they don't know.

Of the total of 146 surveys returned and 73 filled out, 3 seniors mentioned Respect/Social Inclusion as a high priority domain in the narrative.

Focus Group Stakeholder Results...

None of the breakout groups felt that Respect/Social Inclusion was a priority domain.

Senior Survey Results: RESPECT/ SOCIAL INCLUSION



Focus Group Stakeholder Comments...

"Need Intergenerational activities."

"Seniors want a sense of purpose."

"Although not a trend, seniors want inclusion."

"Feelings of being marginalized."

"Need Senior 'Social Campaign'."

Narrative comments of seniors:

"Respect from the youth."

MAJOR FINDINGS

Results of the Top 3 Priority Domains of Seniors Surveyed

Housing (76.99%)
Communication/Information (66.13%)
Emergency Preparedness (62.28%)

Results of the Top 3 Priority Domains for Focus Group Participants

Housing
Communication/Information
Transportation

Housing

The affordable housing crisis in Glendale and in the state of California has definitely left its mark on the senior survey and the focus group. Over 88% of senior respondents and ALL 5 focus groups felt housing domain is the highest priority for seniors in Glendale.

More communication and information needed

70% of the senior respondents and 3 out of 5 focus groups rated “knowing what services are available” as high priority.

Best Practices

Staff identified best practices from City of Glendale priorities such as pedestrian safety campaign, working with Glendale Police Department to collaborate on preventing elder abuse, and implementing strategies learned from workshops. Interviews conducted with aging care leaders showed that there is great support for the creation of a Senior Services Committee to meet periodically and discuss issues effecting seniors in Glendale.

KEY RECOMMENDATIONS

In order to address the needs identified through the CSP 2017 SENIOR NEEDS ASSESSMENT, the Senior Services Unit identified key opportunities. CSP needs to strengthen its capacity for advocacy and coordination so that it becomes a catalyst for helping the Senior Services Network of Stakeholders and foster healthy, fulfilled aging for all Glendale residents. The main recommendations are summarized.

1. Develop housing strategies for seniors to find Alternative Housing Options.
 - a. Work with Housing Section to educate and inform seniors on available dwellings in Glendale.
2. Create a Senior Services Committee to meet quarterly to share and receive information.
3. Develop an intra-agency plan with public safety to educate seniors on Emergency Preparedness of their homes and the facilities they frequent.
4. Work with Senior Services Network of Stakeholders to develop and provide trainings on healthcare and caregiver training/support.
5. Work with the Senior Services Network of Stakeholders to promote Senior Safety by providing educational workshops regarding senior fraud/scams, elder abuse and pedestrian safety

6. Become a member of the AARP Age-Friendly Network of Cities in 2018 to make a commitment to actively work toward making City of Glendale a great place for people of all ages.

CONCLUSION

The results of the CSP 2017 SENIOR NEEDS ASSESSMENT point out the significant challenges that the Senior Services Network faces to plan how to stretch finite and constrained resources to meet the growing needs. This study did NOT reveal any simple or quick solutions. Instead, the study suggests that an array of new approaches and collaborations are necessary to meet the challenges of serving Glendale's aging citizens. These collaborations are not simple and may require investment of substantial time and resources. Staff believes the collaboration to create a Senior Services Committee will pay off in helping the City of Glendale – and the Senior Services Network of Stakeholders - pivot from its historic role of serving pieces of the constrained contractual resources of the Older Americans Act pie, into a visionary agency that can marshal public and private energy to make enough pie to meet a larger portion of the need.

The recommendations based on the Needs Assessment for housing, communication, emergency preparedness, healthcare and senior safety are all multi-year projects. We recommend beginning the planning for project areas quarterly, so that those needs will be supported. The creation of a Senior Services Committee allows the network of community partners to identify the extent to which elders need access to information and communication to utilize desired services.

DEMOGRAPHIC CHARACTERISTICS OF SENIORS IN GLENDALE

The Glendale 2017 Needs Assessment was designed to target the population of individuals in Glendale who are 60 years and older. General demographic characteristics of seniors 60 years and older living in Glendale are illustrated in Table 3 and are provided by 2010 U.S. Census data and updated American Community Survey data. Additional demographic data on seniors is described in subsequent tables and includes breakdowns by seniors 65 years and older.

Generally, the senior population in Glendale has continued to increase in both numbers and percentage of population since 1990. Census data estimates that the number of seniors 60 years and older was 44,066 in 2015 or 22.6 percent of the total population. The number of seniors 65 years and older has increased over the last 25 years with seniors 65 years and older representing 16.2 percent of the total population. Trends indicate that the senior population will continue to grow, as middle adults (45-64) age.

In addition, Glendale's population is older than the population Countywide, Statewide, and nationally. The median age for the Glendale population was 41.2 in 2015 compared to 33 Countywide, 28 Statewide, and 55 nationally.

Based on the Census data reviewed, seniors also tend to live close to the downtown area compared to other areas. According to the 2010 Census, 25.7% of the population in Census Tract No. 3022.01 which is centered around the Adult Recreation Center (ARC) is age 62 years and older.

TABLE 3
Age Characteristics of Glendale Senior Population
1990, 2000, 2010 and 2015

AGE RANGE	1990		2000		2010		2015	
	NUMBER OF PERSONS	PERCENT OF TOTAL POP	NUMBER OF PERSONS	PERCENT OF TOTAL POP	NUMBER OF PERSONS	PERCENT OF TOTAL POP	NUMBER OF PERSONS	PERCENT OF TOTAL POP
Seniors (60+)	31,594	17.5%	35,187	18.0%	40,891	21.3%	44,066	22.6%
Seniors (65+)	23,977	13.3%	27,114	13.9%	29,918	15.6%	31,911	16.2%
Total	180,038		194,973		191,719		196,984	
Median Age	34.3		37.5		40.6		41.2	

Source: U.S. Census, 1990, 2000, 2010; American Community Survey, 2011-15

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APPENDIX 1: LIST OF AGING ACRONYMS AND FREQUENTLY USED TERMS

Access-A person's ability to obtain healthcare services.

(AAA) Area Agency on Aging- An Area agency is a public or private nonprofit agency, designated by the state to address the needs and concerns of all older Americans at the local level. Area Agencies on Aging may be part of a city or county government or a regional planning organization or a private non-profit agency.

(AARP) American Association of Retired Persons

(ACL) Administration for Community Living

(ADHC) Adult Day Health Care-Health support and rehabilitation services provided in the community to people who are unable to care for themselves independently during the day, but are able to live at home at night.

(ADL) Activities of Daily Living- Bathing, Personal Hygiene (toothbrushing/hair, etc.), Dressing, Mobility (Getting around),Toileting, Eating, Transfer (getting from toilet to chair to bed, etc.)

(APS) Adult Protective Services-Caseworkers assess an individual's situation whose health and safety are in question. Caseworkers assess these individual's needs for services and may assist in arranging needed services. Can provide money management for those who are unable to manage their finances.

(AoA) Administration on Aging- The Administration on Aging (AoA) is the Federal agency responsible for advancing the concerns and interests of older people and their caregivers. AoA is part of the Department of Health and Human Services and is headed by the Assistant Secretary for Aging, who reports directly to the Secretary.

Case Management-Case management is a service which is designed to make the service delivery system more accessible and responsive to the individual needs of clients and provide continuity of care, as client's needs change. Case management is defined as including the following separate but related activities: assessment of the client and informal caregiver(s); care planning; authorizing services; arranging for services; follow-up to assure that services are being delivered as planned; and reassessment of the client and/or informal caregivers, and as a means for maximizing all resources and services available in the community to meet these needs. It functions as a linkage between the client, informal caregivers, and service providers to facilitate an appropriate, comprehensive and coordinated response to needs.

(DD) Developmentally Disabled or Persons with DD-This term refers to someone of any age whose development is delayed physically, cognitively, or emotionally.

(FY) Fiscal year

Hospice Care-A program which provides palliative and supportive care for terminally ill patients and their families. Hospice provides expert guidance, support and services for families dealing with a

life-limiting illness. The goal is to help the patient live as fully and comfortably as possible.

(HDM) Home Delivered Meals

(HIICAP) Health Insurance Information Counseling & Assistance Program

(HIPAA) Health Insurance Portability and Accountability Act-Protects the privacy of individually identifiable health information

(IADL) Instrumental Activities of Daily Living-Housework/cleaning, Setting up and taking medications, Shopping, Laundry, Transportation, Preparing and cooking meals, Handling personal business and finances, Using the Telephone

Medicare-Medicare is a federal health insurance program in which most persons over the age of 65 participate. Medicare will pay for medical services, hospitalization and drug prescriptions (Medicaid D). Medicare will pay for nursing home care only in a certified skilled nursing facility (SNF), for short periods of time, under specific conditions.

Medicaid/MediCAL-A medical assistance program which pays certain medical expenses for eligible needy individuals with low incomes. Medicaid will pay for some home care/ personal care for eligible recipients. This is State and County funded.

(MOW) Meals on Wheels

Nursing Home-A facility that provides room and board and a planned, continuous medical treatment program, including 24hour-per-day skilled nursing, personal and custodial care.

(OAA) Older Americans Act

Respite Care-Short term inpatient or outpatient care delivered to an elderly person in lieu of his or her regular source of support.

(RFP) Request for Proposals

Stakeholders-Those served by the long term care system, as well as the individuals, groups, organizations and government agencies that provide services, funding, advocacy or hold a shared interest in the long term care system.

(SNF) Skilled Nursing Facility-A nursing home that provides 24 hour per day skilled nursing and rehabilitative care.

(VA) Veterans Administration



You're Invited!



SENIOR NEEDS ASSESSMENT STAKEHOLDERS MEETING October 25, 2017

THE CITY OF GLENDALE INVITES YOU TO VOICE YOUR IDEAS IN A FOCUS GROUP SETTING SEEKING INPUT ON THE NEEDS OF 45,000+ SENIORS WHO RESIDE IN THE GLENDALE AREA.

Who Should Attend?

We invite those who work with and advocate for seniors in the Glendale Area, and have a general interest in the issues affecting seniors today.

Date: Wednesday, October 25, 2017

Time: 10am to 12:00pm (Refreshments will be served)

Location: Adult Recreation Center (Multipurpose Rooms A&B)

Address: 201 East Colorado Street Glendale CA 91205

Parking: Parking available at Maryland Exchange Parking Structure.

Please **RSVP** to City of Glendale Senior Services at jmaghaguian@glendaleca.gov by **October 16, 2017**.

For more information regarding the Stakeholders Meeting call us at **(818) 548 3771**.

APPENDIX 3: FOCUS GROUP STAKEHOLDERS QUESTIONS

1. Communication/Information

- a. When thinking about information and communication for the senior community, what are your thoughts regarding access to services both Medical and Non-Medical?
- b. Do the seniors you come in contact with know what services are out there?

2. Transportation

- a. Do the seniors you come in contact with have specific transportation needs? If so, what are they?

3. Food Security

- a. In your professional opinion, do the seniors you come in contact with have physical, social and economic access to sufficient safe and nutritious food that meets their dietary needs and food preferences for an active and healthy life?
- b. Physical? Social? Economic?

4. Social Participation and Lifelong Learning

- a. What are your thoughts regarding the City of Glendale and other agencies throughout the area in providing seniors with recreation, education, religious, and family programming? Is it a priority? If so, what sticks out as important?

5. Activities of Daily Living

- a. In your professional opinion what is the most common challenge with ADL's?
- b. Examples: (Home cleaning, personal care, bathing, laundry, administering meds, controlling pests)

6. Legal/ Advocacy

- a. What are some "legal" requests you hear from seniors/their families in your professional lives? Do you think this is a priority?

7. Civic Participation/Employment

- a. Seniors in the workplace?
- b. Do you come across seniors seeking job training, search, and employment? Is this a trend?

8. Outdoor Spaces/Buildings/Facilities

- a. What are your thoughts about satisfaction and safety in regard to seniors using the city's outdoor spaces, buildings, facilities, and walkways?

9. Health/Caregiver Support

- a. In your professional opinion, do the seniors in Glendale have access to medical/health related services, whether in-home or in care facilities?
- b. What are your thoughts on the priorities affecting seniors regarding "Health Care"?

10. Housing

- a. When you hear the word "housing in Glendale" what comes to mind regarding seniors?
- b. What are your thoughts on the priorities affecting seniors regarding housing?

11. Emergency Preparedness

- a. How do we as professionals prepare and educate our seniors regarding Emergency Preparedness? What do we do in our respective agencies to help seniors prepare?

12. Respect/Social Inclusion

- a. Do you believe our community members experience ageism?
- b. Do you think it's a priority for your agency to combat ageism?
- c. Do you think seniors believe it's a priority in their lives?

APPENDIX 4: FOCUS GROUP STAKEHOLDERS

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APPENDIX 5: SENIOR SURVEY (pages 1-3)



**City of Glendale
SENIOR NEEDS SURVEY**

The City of Glendale is collecting information about municipal programs and services in your community. Based on your personal knowledge and opinion, please indicate your level of concern and priority.

	High Priority	Medium Priority	Low Priority	Don't Know
1. COMMUNICATION/INFORMATION	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowing what services are available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Applying for Health Insurance/ Coverage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Benefits Enrollment (non-medical)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. TRANSPORTATION	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation to healthcare related appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation to Grocery Store/Errands	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation to Social Excursion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation to a Community/Senior Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. FOOD SECURITY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having a meal with my friends or other seniors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on how to eat healthy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having a meal brought to or prepared at my home.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to afford groceries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. SOCIAL PARTICIPATION- LIFELONG LEARNING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessible recreation & education programming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Holiday & Special Events Programs in the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having someone to talk to when I'm lonely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to attend religious services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involvement of family in daily life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	High Priority	Medium Priority	Low Priority	Don't Know
5. ACTIVITIES OF DAILY LIVING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistance keeping my home clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistance with personal care/bathing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistance with washing/drying/laundry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistance to administer medication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistance with controlling pests, bed bugs, etc...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. LEGAL/ADVOCACY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Someone to call when I feel threatened or taken advantage of	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistance making choices regarding medical care/end-of-life decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Someone to protect my rights, safety, housing, property, finances, self	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Someone to help me prepare my will, legal documents, etc..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. CIVIC PARTICIPATION/ EMPLOYMENT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistance with Job Training, Search, and Placement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistance with Registering to Vote/Voting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. OUTDOOR SPACES, BUILDINGS, FACILITIES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safe Place to Live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pedestrian Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and Recreational Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. HEALTH/CAREGIVER SUPPORT	High Priority	Medium Priority	Low Priority	Don't Know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordable Dental Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health/Substance Abuse Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In-Home Supportive Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordable Medical Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Well maintained hospitals/health care facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. HOUSING				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordable Housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home Modifications for safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistance with repairs & maintenance of my home/yard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordability of rent or mortgage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping warm/cool as weather changes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alternative Housing Options (Assisted living, roommate, board and care)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. EMERGENCY PREPAREDNESS				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having an Earthquake Kit in my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connecting to services in case of a disaster	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having 3 days' worth of water, food, supplies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. RESPECT/SOCIAL INCLUSION				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Combating "agism" in your community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Participation in committees, civic groups, organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What are the top 3 priorities affecting seniors in the Glendale community?

1. _____
2. _____
3. _____

APPENDIX 6: SENIOR SURVEY DELIVERY LOCATIONS

Adult Recreation Center
201 E Colorado St, Glendale, CA 91205

Maple Park Community Center
820 E Maple St, Glendale, CA 91205

Sparr Heights Community Center
1613 Glencoe Way, Glendale, Ca 91208

Pacific Park Community Center
501 S Pacific Ave, Glendale, Ca 91204

Senior Nutrition Program-
(congregate and home delivered)
201 E Colorado St Glendale, CA 91205

City of Glendale Central Library
222 E Harvard St, Glendale, CA 91205

City of Glendale Montrose Library
2465 Honolulu Ave, Montrose, CA 91020

Glendale Gardens Adult Day Health Care
700 S Central Ave, Glendale, CA 91204

Glendale Adventist
Live Well Senior Program
1509 Wilson Terrace, Glendale, CA 91206

Dignity Health Glendale Memorial
50Plus Program
1420 S Central Ave, Glendale, CA 91204

Park Paseo
123 South Isabel, Glendale, CA 91205

St. Mary's Armenian Apostolic Church
500 S Central Ave, Glendale, CA 91204

St. Peter Armenian Church
632 W Stocker St, Glendale, CA 91202
(818) 244-9696

Casa De La Paloma – Retirement home
133 Kenwood St, Glendale, CA 91205
(818) 243-0337

Armenian Relief Society
517 W Glenoaks Blvd, Glendale, CA 91202

Autumn Hills Health Care
430 N Glendale Ave, Glendale, CA 91206

The Broadview Residential Living Community
535 W. Broadway Glendale, Ca 91204

Casa De La Amistad
6200 San Fernand Road, Glendale, CA 91204

Glendale City Lights
3673 San Fernando Road, Glendale, CA 91204

Heritage Park
420 East Harvard Street, Glendale, CA 91205

Otto Gruber
143 South Isabel Street, Glendale, CA 91205

Silvercrest
323 West Garfield Avenue, Glendale, CA 91204

CONTACT INFORMATION

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