

# **Seniors Count**

## *Summary of St. Louis City Needs Assessment Data*

DEVELOPED FOR ST. LOUIS CITY SENIOR FUND  
STRATEGIC PLANNING, 2017

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## Purpose of Report

Reassess and summarize key data collected during the 2015-2016 Seniors Count campaign to inform strategic planning for the St. Louis City Senior Fund Board. More detailed information on the data collected for the campaign can be found in two sources:

- 1) Greever-Rice T, Mayfield W, Blodgett J, Canfield S, Murray E, Wilson K (2015) *Seniors Count of Greater St. Louis: Needs Assessment*.
- 2) Jones ET, Palazzolo CJ. (2016). *Seniors Count: City of St. Louis 2016 Senior's Need Assessment*.

## Provider Survey

### Method

The survey was administered via an anonymous web-based survey tool. Potential survey respondents were identified to participate in the survey by the Seniors Count of Greater St. Louis Initiative, and were made up of the Initiative's member organizations and their contacts, and the Initiative's regional task force members and their contacts. In total, 220 senior service providers were contacted via email and asked to participate, with 157 completing the survey. Survey questions were divided into five sections including demographics, health and wellbeing, services and resources, economic security, and transportation, mobility, and access. Survey respondents answered questions specific to the geographies they serve, St. Louis City, St. Louis County, and/or St. Charles County.

### Data

Table 1 provides the "Availability of Affordable Services" items as rated by the providers of senior services, prioritized by their combined poor and very poor rating percentages. The "availability of affordable assisted living services in the community" was rated as poor/very poor by 49% of providers, followed by mental health care at 44%, and low-income housing for seniors at 43%.

**Table 1. Availability of Affordable Services as Rated by Providers Prioritized**

	Ratings						Combined
	Excellent	Good	Fair	Poor	Very Poor	DK/NA	Poor & Very Poor
Availability of affordable assisted living in the communities you serve	3%	0%	32%	28%	21%	17%	49%
Availability of affordable mental health care in the communities you serve	2%	11%	31%	36%	8%	11%	44%
Availability of affordable low-income housing for seniors in the communities you serve	2%	15%	31%	34%	8%	10%	43%
Availability of affordable quality food in the communities you serve	2%	15%	45%	27%	5%	6%	32%
Availability of affordable housing in the communities you serve	0%	11%	55%	18%	8%	8%	26%

	Ratings						Combined
	Excellent	Good	Fair	Poor	Very Poor	DK/NA	Poor & Very Poor
Availability of affordable physical health care in the communities you serve	0%	20%	48%	16%	5%	11%	21%

Table 2 provides the “Availability of Services” items as rated by the providers of senior services, prioritized by their combined poor and very poor rating percentages. The “availability of quality mental health care services in the community” was rated as poor/very poor by 44% of providers, followed by quality housing at 32%, and financial/legal planning at 26%.

**Table 2. Availability of Services as Rated by Providers- Prioritized**

	Ratings						Combined
	Excellent	Good	Fair	Poor	Very Poor	DK/NA	Poor & Very Poor
<b>Availability of quality mental health care in the communities you serve</b>	<b>4%</b>	<b>14%</b>	<b>26%</b>	<b>39%</b>	<b>6%</b>	<b>11%</b>	<b>44%</b>
<b>Availability of quality housing in the communities you serve</b>	<b>1%</b>	<b>13%</b>	<b>37%</b>	<b>25%</b>	<b>7%</b>	<b>16%</b>	<b>32%</b>
<b>Availability of financial or legal planning services for the communities you serve</b>	<b>5%</b>	<b>16%</b>	<b>25%</b>	<b>18%</b>	<b>9%</b>	<b>28%</b>	<b>26%</b>
Availability of adult day care options in the communities you serve	3%	21%	32%	14%	3%	29%	16%
Availability of quality food in the communities you serve	10%	21%	42%	13%	1%	13%	14%
Availability of quality physical health care in the communities you serve	11%	30%	33%	12%	1%	12%	14%
Availability of preventive health services (e.g., health screenings, flu shots, education)	6%	33%	39%	10%	0%	13%	10%
Availability of home health care /personal care services in the communities you serve	13%	28%	33%	7%	3%	17%	10%
Availability of homemaker services in the counties you serve	14%	35%	34%	6%	1%	9%	8%
Availability of information about resources for older adults in the counties you serve	14%	36%	34%	6%	1%	9%	8%

Table 3 identifies the six separate core services that may be needed for older adults in St. Louis City as defined by providers. It pairs each service with its combined poor/very poor ratings for availability of affordable services in addition to the availability of quality services (Table 1 and 2). Services that have a 30% or greater percentage in both availability of affordable and quality services should be a focal point for the seniors in St. Louis City. The two services that require attention include mental health care, and low-income housing (also related to affordable housing).

**Table 3: Core Services with Availability of Affordable & Quality Services Identified**

<b>In the Communities you serve/for older adults in the counties you serve</b>	<b>Availability of Affordable Services % of Poor &amp; Very Poor Ratings</b>	<b>Availability of Quality Services % of Poor &amp; Very Poor Ratings</b>
Assisted living	49%	10% (home health/personal care); 8% (info. on resources for older adults)
<b>Mental health care</b>	<b>44%</b>	<b>44%</b>
<b>Low income housing</b>	<b>43%</b>	<b>32% (quality housing)</b>
Quality food	32%	14%
Affordable housing	26%	32% (quality housing)
Physical health care	21%	14% (physical health); 10% (preventive care)

Table 4 highlights the senior services as rated by affordable and not affordable, and then paired with how providers rated this service in the community (combined poor and very poor ratings; see Table 9 in the Appendix). Summary findings for each category of service (home, health, mental health, physical activity and nutrition resources were assessed; social environment/networking services/resources were not assessed, and therefore not able to be included) are provided on this page, with other key findings presented on the next page.

**Table 4. Senior Services Prioritized by Percentage that are Not Affordable, Affordable, and Paired with Ratings of Service by Providers**

Services	Ratings of Affordability		Rating of Service
	Not Affordable	Affordable	% Poor & Very Poor
Home service-Respite care	62%	7%	27%
Home services-In-home medical care	61%	11%	23%
Home services-Home safety modifications (such as grab bars and wheelchair ramps)	60%	10%	24%
<b>Health services-Dental services</b>	<b>57%</b>	<b>10%</b>	<b>48%</b>

Services	Ratings of Affordability		Rating of Service
	Not Affordable	Affordable	% Poor & Very Poor
Home services-Adult Day Care	57%	18%	NA
<b>Mental health services-Mental health counseling</b>	<b>51%</b>	<b>23%</b>	<b>40%</b>
<b>Mental health services-Caregiver mental health counseling</b>	<b>50%</b>	<b>11%</b>	<b>35%</b>
Home services-Personal Emergency Response Systems (falls in the home, etc.)	50%	18%	20%
Mental health services-Memory care/dementia support services	48%	21%	21%
Health services-Vision screening/eye care	42%	19%	21%
Physical activity and nutrition resources-Fitness programs	39%	34%	22%
<b>Physical activity and nutrition resources - Nutrition counseling (one-on-one)</b>	<b>38%</b>	<b>16%</b>	<b>33%</b>
Health services-Hearing screening/services	31%	36%	20%
Physical activity and nutrition resources.- Nutrition education	28%	28%	22%
Physical activity and nutrition resources-Group meals (congregate dining sites)	13%	54%	22%
Physical activity and nutrition resource-Home delivered meals	13%	66%	16%
Health services-Immunizations	10%	60%	11%

*Note:* When reading the findings on this page, the underlined items are rated as the highest problems by seniors; rated as a moderate or major problem by 16% or more of seniors (see Table 6 titled “Prioritized Problems as Assessed by Seniors”).

### Findings from Provider Ratings

Focus on the areas that have a 30% or greater unaffordability rating, with a 30% or greater percentage for ratings of service as poor or very poor. This includes:

1. Dental Services – 57% not affordable, with 48% poor/very poor ratings of service. Ranked as two of the highest problems for seniors; tooth or mouth problems (86% moderate/major problem), and getting oral health (84% moderate/major problem).
2. Mental Health counseling – 51% not affordable, with 40% poor/very poor ratings of service. Three separate mental health items had a moderate/major problem percentage of 90% or greater and included: feeling lonely or isolated, depression, and dealing with the loss of a closer family member or friend.

3. Caregiver mental health counseling – 50% not affordable, with 35% poor/very poor ratings of service.
4. Nutrition counseling (one-on-one) – 38% not affordable, with 33% poor/very poor ratings of service. Three physical activity and nutrition items had a moderate/major problem percentage of 90% or greater, which included: maintaining their physical health (94%), staying physically fit (92%), and maintaining a healthy diet (92%).
5. Home services: Respite care services had the highest percentage of not being affordable at 62%, with 27% poor/very poor ratings of service, which was close to reaching the criteria. Most of the home services had a 50% or greater percentage for not being affordable, with a 20% or higher poor/very poor rating of service. Seniors rated maintaining their home (32% moderate/major problem) and yard (31.5% moderate/major problem) as two out of the three highest rated problems they deal with (see Table 6).

Other problems for seniors (as rated by the providers) emerged and are shown in Table 5 titled, “Highest Prioritized Problems for Seniors – Provider Assessment”.

Here are the key findings from this table that have not been previously identified:

1. Financial problems are significant for many older adults. The highest rated problem was having enough money to meet daily expenses (95% moderate/major rating), followed by affording medication (94%), having adequate information about public programs such as SSI, Medicare, and Medicaid (84%), and having enough money for property taxes (77%).
2. Physical activity and nutrition problems are present for older adults as well. In addition to trying to stay healthy and physically fit (92%), maintaining a healthy diet (92%) and falls/injuries are a problem (92%) in addition to doing heavy or intense housework (85%). Thirty-nine percent (39%) of Fitness programs and 38% of nutrition counseling and education services were rated as not affordable, so these services, in general, are available, just not affordable.
3. Social networks and environments are important to seniors as well. Their two highest problems are having friends or family to rely on (92% moderate/major problem), and a lack of productive or meaningful activities (92%). Not knowing what services are available to older adults in the community had an 84% combined moderate/major problem rating. Information and referral resources have an 80% positive rating (ratings of service in St. Louis City table). Interestingly, volunteer opportunities received a 72% positive rating (service rating items), with only 9% rating the education, socialization, and recreation activities as poor/very poor. So, activities may be present, but just not known.
4. Transportation. Having safe and affordable transportation available (94%) and no longer being able to drive (92%) are assessed by providers as moderate/major problems for seniors. Seniors were only given one transportation item to specifically rate as a problem, where 14% rated “affordable transportation available” as a problem (this item was not underlined since it didn’t reach the 15% threshold).

*Note:* Not all services were assessed equally in the provider and senior surveys. When items could be compared across categories and surveys, they were presented.

**Table 5. Highest Prioritized Problems for Seniors – Provider Assessment**

Problem Areas	Weighted Score	Major and Mod. Problem %	Major Problem %
<b>Finance: -Having enough money to meet daily expenses</b>	<b>170</b>	<b>98%</b>	<b>73%</b>
<b>Finance: -Affording their medications</b>	<b>166</b>	<b>94%</b>	<b>71%</b>
<b>Finance: -Having adequate information about or dealing with public programs such as Social Security, Medicare and Medicaid</b>	<b>147</b>	<b>84%</b>	<b>54%</b>
<b>Finance: -Having enough money to pay property taxes</b>	<b>133</b>	<b>77%</b>	<b>53%</b>
Health: -Tooth or mouth problems	149	86%	59%
Health: -Getting oral health care	143	84%	52%
Mental Health: -Feeling lonely or isolated	160	92%	74%
Mental Health: -Depression	155	93%	62%
Mental Health: -Dealing with the loss of a close family member or friend	153	90%	62%
Physical Activity and Nutrition: -Falls/injuries	154	92%	61%
Physical Activity and Nutrition: -Maintaining their physical health	154	94%	58%
Physical Activity and Nutrition: -Staying physically fit	154	92%	60%
Physical Activity and Nutrition: -Maintaining a healthy diet	150	92%	53%
Physical Activity and Nutrition: -Doing heavy or intense housework	138	85%	48%
Social Network/Social Environment: -Not knowing what services are available to older adults in their community	<u>150</u>	<u>84%</u>	<u>61%</u>
Social Network/Social Environment: -Having friends or family to rely on	<u>138</u>	<u>92%</u>	<u>34%</u>
Social Network/Social Environment: -A lack of productive or meaningful activities	<u>137</u>	<u>92%</u>	<u>32%</u>
Transportation: -Having safe and affordable transportation available	167	94%	77%
Transportation: -No longer being able to drive	161	92%	74%

*Note:* The weighted score is based on setting a numerical value for each rating that was provided by providers, and then totaling the values per item (points that were allocated to each response were: no problem = 0, minor problem = 1, moderate problem = 2; and major problem = 3). The major and moderate problem % column presents the combined rating percentage for the moderate and major problem options. The last column provides the total percentage of providers who rated the item as a major problem.

## Senior Survey

### Method

Surveys and postage-paid return envelopes were mailed August 5, 2016 to a probability sample of 2,000 voters age 60 or older drawn from the St. Louis City registered voter list. One hundred and forty-one surveys were returned as undeliverable either because of change of address or death. As of September 30, 2016, 436 surveys had been mailed back, a return rate of 23.5%. The questionnaire covered a range of topics including housing, meals, transportation, leisure activities, health, finances, and independent living.

### Data

**Table 6. Prioritized Problems as Assessed by Seniors – Combined Percentage for Moderate and Major Problem Ratings**

	<b>Moderate/ Major Problem %</b>
<b>Physical Activity and Nutrition</b> -Doing heavy housework	33.5
<b>Housing</b> -Maintaining your home	32.0
<b>Housing</b> -Maintaining your yard	31.5
<b>Social Network/Environment</b> -Not knowing what services are available for older adults in your area	31.3
<b>Physical Activity and Nutrition</b> - Staying physically fit	26.0
<b>Mental Health</b> - Feeling depressed	21.9
<b>Health</b> -Getting the dental care you need	21.9
<b>Social Network/Environment</b> -Finding interesting recreational or cultural activities to attend	20.0
<b>Physical Activity and Nutrition</b> -Maintaining a healthy diet	18.5
<b>Social Network/Environment</b> - Feeling like your voice is not heard in the community	18.2
<b>Finance</b> -Dealing with the paperwork with Social Security, Medicare, or Medicaid	16.9
<b>Physical Activity and Nutrition</b> - Falling or injuring yourself at home	16.0
<b>Social Network/Environment</b> - Finding meaningful activities to do	16.0



	<b>Moderate/ Major Problem %</b>
<b>Social Network/Environment-</b> Finding meaningful volunteer work	16.0
<b>Social Network/Environment -</b> Feeling bored	16.0
<b>Mental Health-</b> Frequently having trouble remembering things	14.8
<b>Transportation-</b> Affordable transportation available	14.1
<b>Mental Health-</b> Feeling lonely	13.9
<b>Physical Activity and Nutrition-</b> Preparing Meals	13.7
<b>Transportation-</b> No longer being able to drive	12.9
<b>Housing-</b> Having housing to meet your needs	12.8
<b>Finance-</b> Getting job training	11.7
<b>Social Network/Environment-</b> friends or family you can rely on	11.6
<b>Finance-</b> Finding work in retirement	11.6
<b>Social Network/Environment-</b> Being a victim of fraud or a scam	10.9
<b>Finance-</b> Dealing with legal issues like a will	10.4
<b>Health-</b> Getting the health care you need	10.3
<b>Physical Activity and Nutrition-</b> Having enough food to eat	8.4
<b>Health-</b> Managing your medications such as pills	6.1
<b>Finance-</b> Managing finances like balancing a checkbook	4.8
<b>Mental Health-</b> Being emotionally abused	3.0
<b>Health-</b> Being physically abused	1.4

Seniors were asked to assess the degree to which seven different services would improve their ability to remain living in their home (currently). Table 7 provides the prioritized services as rated by the seniors, with home modifications having a 33% combined great deal/somewhat rating, followed by financial help with rent, mortgage, or real estate taxes at 31%, and then housekeeping services like cleaning, laundry, and shopping at 30%.

**Table 7. Seniors' Assessment - How much Services Would Improve Ability of Seniors to Remain Living at Home (present)**

<b>Prioritized Services</b>	<b>Great Deal/ Somewhat %</b>	<b>Not very much/ Not at all %</b>
Home modifications like shower chairs and grab bars in bathroom	33%	67%
Financial help with your rent, mortgage, or real estate taxes	31%	69%

<b>Prioritized Services</b>	<b>Great Deal/ Somewhat %</b>	<b>Not very much/ Not at all %</b>
Housekeeping services like cleaning, laundry and shopping	30%	70%
Transportation for things like medical appointments and grocery shopping	16%	84%
Meals delivered to your home	14%	86%
Home health care visits to check your medications and take your blood pressure	14%	86%
Personal care like bathing, dressing, and help getting around the house	12%	88%

### Demographic Trends:

- Home modifications would improve the ability to remain living at home more for: North St. Louis City residents, African American/Black residents, and slightly more for women than men.
- Financial help with rent, mortgage, or real estate tax would improve ability to remain living at home more for: North St. Louis City, residents renting (or other ownership status), and African-American/Black residents (based on percentages provided by various demographic categories).
- Housekeeping services like cleaning, laundry and shopping, and transportation for things like medical appointments and essential shopping would also improve remaining in one's home for residents living in North St. Louis City, those 80 years or older, residents who are African American/Black, and women.
- Meals delivered to their home would improve ability to remain living at home more for those 80 years and older, and those living in North St. Louis City.
- Personal care like bathing, dressing, and help getting around the house would improve remaining in one's home for those 80 years and older the most.
- Home health care visits to check medication and to perform other essential health tests would improve remaining in one's home most for residents living in North St. Louis City, those who are 80 and over, residents renting, and residents who are African American/Black.

Seniors were asked to assess their level of concern for four reasons where they might need to move out of their current home. Table 8 provides the prioritized concerns as rated by the seniors, with no longer able to afford the financial upkeep of their home, and no longer being able to maintain their home rated as a great deal/somewhat concerned by 29% on both items. Here are some demographic trends.

**Table 8. Seniors' Assessment – Prioritized Ratings of Concern for Reasons Seniors Might need to Move out of Current Home**

<b>Concerns</b>	<b>Great Deal/ Somewhat %</b>	<b>Not Very Much/ Not at All %</b>
No longer can afford the financial upkeep of your home	29%	71%

Concerns	Great Deal/ Somewhat %	Not Very Much/ Not at All %
No longer being able to maintain your home	29%	71%
Limited ability to get around since home is not designed for a wheelchair or scooter	17%	83%
Need help with daily living tasks like dressing and bathing	11%	89%

### Demographic Trends:

- Older adult residents who are still paying their mortgage have the greatest concerns for no longer being able to afford the financial upkeep of their home (great deal/somewhat % = 37.8%). North St. Louis City residents = 46.2%. Residents 80 and older = 42%.
- Residents who are 80 or older have the greatest concern towards no longer being able to maintain their home out of any other demographic category (great deal/somewhat % = 47.8%).
- Concerns about having limited ability to get around the home since it is not designed for wheelchair or scooter is highest for residents 80 or older (36.8%).

## Appendix

**Table 9. Ratings of Services in St. Louis City by Providers**

Services	Excellent	Good	Fair	Poor	Very Poor	DK/ NA	Poor & Very Poor
Health Services-Dental services	3%	3%	20%	34%	14%	26%	48%
Mental Health-Mental health counseling	3%	13%	32%	34%	6%	11%	40%
Social Network/Social Environment-Design guidelines to encourage “visibility” of senior households	3%	5%	21%	33%	3%	35%	37%
Mental Health-Caregiver mental health counseling	2%	10%	32%	29%	6%	21%	35%
Physical Activity and Nutrition - Nutrition counseling (one-on-one)	3%	13%	27%	27%	6%	25%	33%
Home Services-Respite care	3%	12%	30%	18%	9%	27%	27%
Social Network/Social Environment-Caregiver support groups	5%	17%	29%	22%	3%	24%	25%
Social Network/Social Environment-Inter-generational programming, including volunteer opportunities	3%	13%	33%	22%	3%	27%	25%
Home Services-Home safety modifications (such as grab bars and wheelchair ramps)	6%	12%	35%	15%	9%	23%	24%
Home Services-In-home medical care	5%	14%	38%	18%	5%	21%	23%
Physical Activity and Nutrition-Group meals (congregate dining sites)	6%	27%	30%	21%	2%	14%	22%
Physical Activity and Nutrition-Nutrition education	3%	14%	33%	19%	3%	27%	22%
Physical Activity and Nutrition-Fitness programs	3%	13%	44%	19%	3%	19%	22%
Health Services-Vision screening/eye care	3%	12%	35%	21%	0%	29%	21%
Mental Health-Memory care/dementia support services	3%	19%	34%	21%	0%	23%	21%
Health Services-Hearing screening/services	5%	23%	30%	20%	0%	23%	20%
Home Services-Personal Emergency Response Systems (for falls in the home, etc.)	6%	21%	29%	15%	5%	24%	20%
Health Services-Health classes	2%	20%	35%	15%	2%	27%	17%

<b>Services</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Very Poor</b>	<b>DK/ NA</b>	<b>Poor &amp; Very Poor</b>
Social Network/Social Environment-Care/case management (one-on-one help accessing resources in the community)	8%	30%	34%	14%	2%	13%	16%
Physical Activity and Nutrition-Home delivered meals	8%	34%	31%	16%	0%	11%	16%
Social Network/Social Environment-Volunteer opportunities	5%	40%	27%	13%	0%	16%	13%
Health Services-Immunizations	2%	32%	36%	11%	0%	20%	11%
Social Network/Social Environment-Education, socialization, and recreational activities	8%	25%	36%	8%	2%	22%	9%
Social Network/Social Environment-Information and referral	14%	36%	30%	8%	0%	13%	8%

<b>Senior Survey</b> <i>N=436 residents St. Louis City</i>	<b>Provider Survey</b> <i>N=157 providers</i>	<b>St Louis City Focus Group</b> <i>N=22 City participants</i>	<b>Seniors Count Executive Committee</b> <i>N=15 Senior Service Agency Execs</i>
Financial problems/daily expenses	Oral Health		Oral Health
Affording medications	Mental Health/ Depression/ Caregiving Counseling		Behavioral Health
Information re: public programs & community services and activities		Lack of knowledge as to what resources and services are available in their areas	Case Management
Nutrition problems	Nutrition counseling/ healthy diet		Nutrition
Falls/Injury prevention/ Home Maintenance/Safety		Living in a safe, accessible, and comfortable home and neighborhood	Home Maintenance/Safety
Physical activity	Maintaining physical health		
Affordable Transportation		Developing reliable systems/ Transportation	Transportation
Social networks to support aging in place	Home services	Carrying out Activities of Daily Living (ADL) & Instrumental Activities of Daily Living (IADL),	Homemaker services
	Respite care		Respite Care