

**Focus on Elder Needs Roundtable
Breakout Group Summary**

Tuesday, December 9, 2008
Quincy City Hall

Question 1: What are the major issues facing the seniors you know and/or serve?

Category	Blue Group *indicates either greater importance for the group or was identified more than once	Green Group	Purple Group	Red Group
Mental Health	*Mental health needs; *Isolation/invisibility; An individual's sense of relevance in a post-retirement age; Elder overwhelmed and are often depressed and angry about financial/family stresses	Lack of meaningful activity in their lives; Lack of social activities/places to go; Loneliness/looking for companionship	Geographic isolation/socialization needs; Need enrichment opportunities/lifelong learning opportunities (different categories of programming for "new seniors" vs. "older seniors"); Seniors need to be in "familiar & safe surroundings"; Quality of life for homebound seniors	Isolation from society and City Hall

Physical Health & Personal Security	Elder abuse from adult children (some with substance abuse) in shared living arrangements; Elder substance abuse struggles	Need for affordable & accessible healthcare, esp for 75+ seniors; Affordable healthcare & prescription medications; Lack of affordable long-term care and in-home support services; Domestic violence/elder abuse; Becoming the victim of scams, identity theft & other crimes/lack of personal & home security	Health care issues; Rising number of seniors who require healthcare management programs; Homebound seniors who require daily healthcare; Need for healthcare education	Medication/affordable prescriptions
Financial Issues	Fear of financial destitution leads to tough choices by elders on fixed incomes; Noticeable increase in first time users of food pantry—client intake interviews identify elders feeding children/grandchildren	Living on fixed/low incomes, facing rising costs for goods & services (incl. medical/healthcare costs); Uncertainty of financial security; Financial security/identity fraud;	Rise in seniors needing food stamps/using food pantries; Energy issues/fuel assistance; Financing issues; Economic issues (loss of economic power/loss of retirement income); Need for financial education; Rise in seniors facing homelessness	Fuel services; Inform seniors of financial benefits they are entitled to; Overcome fear to get assistance; Middle income affected more; increasing # of seniors needing basic assistance.

Family	*Grandparents raising grandchildren and the associated stresses of group living conditions; Elder abuse from adult children in shared living arrangements	Multiple generations living in one household leads to inter-generational problems; Lack of effective grandparenting skills (esp among new immigrants); Domestic violence/elder abuse	Need adequate family support networks to address intergenerational issues; Grandparents as parents (need for daycare vouchers)	Transition needs (death of a spouse, Reaching out to next generation—children of elders—to provide information)
Outreach/Communication	*Lack of information on elder services, especially to independent individuals and non-English speaking groups;	Seniors too proud to ask for help/don't know how to ask; Lack of educational programming/services re topics such as social services, taxes, Social Security		Need information checklist with all programs available
Service Agency Issues	Increased prevention and treatment measures needed to combat destructive behavior (hoarding, substance abuse, isolation, depression, personal hygiene); Support services needed for grandparents	We do not know how to reach out to seniors and/or we do not have the resources to reach them	Inadequate funding to serve seniors; Inadequate political attention paid to seniors; Lack of healthcare staff specializing in geriatrics; We need to identify the different needs of “new seniors” vs “frail seniors”	Present available programs with follow-up one-on-one assistance; Budget cuts to programs for seniors

Limited English Elders	*Need for more bilingual materials and services; Lack of information on elder services;	Need for more interpretation services so elders can use transportation & other services; Seniors lack ability to access services because of language barriers; Lack of effective grandparenting skills in unfamiliar culture	Language barriers with minority populations; Translation needs; Citizenship training Bridging the cultural divides	Language/cultural barriers; More needs assessment targeted towards Asian elders
Transportation & Housing	Ability to maintain independent living arrangements	Need for medical & other transportation services; Need for transportation, esp for seniors living at home and/or alone and feeling shut in	Housing rehabilitation needs	Transportation; Emergency housing needs (more funds, raised costs, seniors do not want loans)
Miscellaneous		Need places for the less mobile seniors & seniors with disabilities to go where there are qualified caregivers		

Question 2: What are currently the most pressing unmet needs of the seniors you know and/or serve?

Category	Blue Group	Green Group	Purple Group	Red Group
Mental Health	Provide a place for seniors to gather	Lack of meaningful activity/social activities/places to go; Loneliness/looking for companionship	Recreational and mental stimulation opportunities; loss of independence and lifestyle	
Physical Health & Personal Security	Address issues of hoarding (health)	Medical/healthcare issues, incl affordable medications; Susceptible to identity fraud & other crimes; Lack of personal/home safety; Lack of long-term care & in-home support services	Help with navigating health insurance bureaucracy	
Financial Issues	Financial needs—fixed income in a fluctuating cost reality; Increase assistance to maintain independent living/engage family members	Rising costs of goods/services (incl healthcare and home repair for seniors in their own homes); Need for fuel assistance	Financial literacy—tax returns, reverse mortgage, income assistance; Address rising energy costs	

Family	Elder expectations of an empty nest has become a full nest reality			
Outreach/Communication	Outreach of all programs/services (create directory of all services); Some existing materials targeted to elders may contain outdated information (e.g. COA newsletter)	Lack of educational programming; We do not know how to reach out to seniors and/or we do not have the resources to reach out	Provide clearinghouse of information/coordination of outreach; Reach out/disseminate senior info/services in various languages	
Service Agency Issues	*Lack of qualified people to provide therapy or interventions and other mental health services; Underfunded/understaffed elder councilors/case managers; Current mental health/substance abuse services often have waiting lists and high turnover; Lack of advocates or advocacy for senior needs; need for an elderly census to better understand the elder population; Define the different interpretations of an “elder” person and what the requirements are for different services/programs (55+, 62+, 65+, income,..)	Need to provide services to seniors in private homes as well as those in group housing	Provide one-stop shopping for all senior services, programs, and assistance; Need adequate data analyses and trend projections to identify needs; Identify and address needs of older seniors vs. younger seniors; Provide a senior center	

Limited English Elders	Agencies providing services need bilingual capabilities	Lack of translation services, esp for transportation services and at hospitals (need 24-hour interpretation services for emergency healthcare)	Reaching out to other non-Asian minority seniors, e.g Brazilians, Albanians; More ESOL classes; Opportunities for assimilation for seniors in all minority groups; Disseminate senior info/services in various languages	
Transportation & Housing	*Mobility—transportation needed for medical, food pantry, work, personal;	Lack of city-funded transportation for medical & other purposes, esp for limited English seniors; Affordable housing; Difficulties with home repair and maintenance for seniors in their own homes	Address rising cost of housing rehab; Need adequate senior housing facilities	
Miscellaneous		Accessibility		

3. What programs or services could meet these needs?

Category	Blue Group	Green Group	Purple Group	Red Group
Outreach/Communication	*create a directory of all programs/services for the elderly	Implement better coordination of services & better communication among services providers/agencies; Improve outreach, communication & publicity to elders to increase awareness of services; Promote existing services via pamphlets/booklets sent to seniors, directory of info online (website)—up-to-date and for seniors; Increase use of QATV as communication medium	Build service provider [info] networks; Send information package from city at 55/60+; Media blitz—QATV, newspapers, brochures	Provide website for seniors (information hub; email list linked to site with updates sent); Reach out to younger generation who can reach elders and middle income elders; Methods of communication (translation, various avenues, collaboration of communication resources, send English info to Chinese newspapers)

<p>Recruiting Helpers</p>	<p>*engage & recruit other groups/organizations to provide volunteer, financial, info sharing & other assistance (e.g. faith-based orgs, city councilors & supporters, youth, boy/girl scouts, persons on probation, Quincy 2000, etc.); Enhance existing literature on volunteer or paid opportunities in the community; Identify senior individuals & promote as peer leaders; Tap into seniors' professional expertise (financial consulting, nutrition, safety) to volunteer their time to help other seniors</p>		<p>Tap into volunteers in the community; Tap into existing active and vibrant senior groups (e.g. Ward IV)</p>	<p>Recruiting and training volunteers and seniors for other programs beyond SHINE</p>
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Specific Services	<p>Enhance existing “Friendly Visitor” programs that check on independent living elders; Create packets/baskets with info on elder programs/services to be delivered/mailed to elders (on birthdays); Improve bilingual capacity of agencies working with elders; Improve home delivery services for homebound seniors; Study senior programs that have worked in other communities & adopt “best practices”</p>	<p>Expand interpretation & translation capacity at service agencies (COA van, MBTA Ride, community centers, Quincy Police, etc.); Expand educational services/programming; Provide TV converter box coupons to seniors; Provide additional in-home care services (in multiple languages); Expand city-funded transportation opportunities; Increase social services to elders; Implement better service coordination among elder service agencies; Educate community centers so they can share info with their senior users</p>	<p>Increase one-on-one activities with seniors; Introduce programs that bring all ethnicities of seniors together; Help minority seniors with basic skills (transportation, government services); Provide intergenerational programs; Increase cooking programs and Meals on Wheels programs for homebound seniors</p>	<p>Provide something/program for seniors (weekly movie downtown, gather together); Address mental health needs of elders (systemic crises, preventive care); Need consistency of programs for seniors; Provide basic cable/Internet for all city buildings</p>
Other	<p>*more money & more social workers needed; *COA needs social worker capacity</p>			