

MCS
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**2007 Community Needs
Assessment of Services for
Homebound Seniors in
Geauga County**

Submitted to
Geauga Community Impact Homebound Seniors Task Force
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EXECUTIVE SUMMARY

This report presents the results of the 2007 Community Needs Assessment of Services for Homebound Seniors in Geauga County through an e-survey conducted by MCS Consulting Service, LLC, on behalf of Geauga Community Impact (GCI). The purpose of the e-survey was to gather the opinions of stakeholders in Geauga County who are providers of services for homebound seniors or interact with them and their caregivers. Specifically, the e-survey sought to document what the stakeholders believe are very important or important services for homebound seniors in the county and the capacity of the county to provide those services. There were a total of 61 e-survey respondents.

Most Important Services for Homebound Seniors

E-survey respondents with valid responses found all 37 services very important or important and the difference between those who found them important and not very important was not trivial.*

Capacity of the Community to Provide Services for Homebound Seniors

The opinion of e-survey participants with valid responses regarding the county's capacity to provide the 37 services for homebound seniors included in the e-survey varies from 100 percent to 13 percent.

The 5 services most frequently reported to have sufficient capacity are Safety Services (Police, Fire, EMS) (96 percent), Home Library Services (92 percent), Home Delivered Meals (82

* 'Trivial' means NOT statistically significant or NOT reaching a pre-established or generally-accepted level as in the case of effect size lower than 0.2. In the present study, let's say we have 55 percent of the respondents saying 'yes' to a question and the remaining 45 percent saying 'no.' The question is: 'Can we affirmatively say that the % of respondents saying 'yes' is greater than those saying 'no'? If the difference between 55 percent and 50 percent (the percentage of respondents who would have said 'yes', if there is no difference) is statistically significant, then one concludes that the difference between those saying 'yes' and 'no' is not trivial (one way of saying statistically significant in plain English). However, if the difference between 55 percent and 50 percent is NOT statistically significant, the conclusion is that the difference is trivial.

Methodologists have explained statistical significance, say, at 0.05 in the following ways:

1. 95% certain that the documented difference exist;
2. That if the comparison is conducted 100 times, the documented difference will be observed at least 95 times;
3. The probability of observing the documented difference is 0.95.

percent), Personal Emergency Response Systems (79 percent), and Congregate Meals (78 percent).

The 5 services with the lowest percentage of valid respondents believing that there is sufficient capacity are: Homemaker Assistance (29 percent), Errand Running/Shopping Assistance (26 percent), Home Based Mental Health Services (24 percent), Yard Work (18 percent), and Transportation Expense Assistance (13 percent).

Survey respondents were neutral about the county's capacity to meet the needs of those needing the remaining 27 services.

It must be noted that there is a large percentage of respondents who reported "Don't Know" or did not answer these questions. Thus the findings should be used cautiously.

Analyses

Analyses that link the percent of e-survey respondents indicating capacity and importance of services for homebound seniors resulted in the following conclusions:

- Service is important and capacity is high for Safety Services (Police, Fire, EMS);
- Service is important and capacity is relatively high for Personal Emergency Response Systems, Home Delivered Meals, and Congregate Meals;
- Service is important and capacity is low for Errand Running/Shopping Assistance, Homemaker Assistance, Transportation Expense Assistance, Home Based Mental Health Services, and Yard Work; and
- Service is somewhat important and capacity is high for Home Library Services.

Demographics and Capacity of Services

The valid percentage of respondents reporting sufficient capacity to serve homebound seniors decreased with age of the consumer. With respect to income, the opinion of 100 percent of respondents is that the services needs of the highest income homebound seniors in the county are being met. On the other hand, they believe that there is insufficient capacity for low income homebound seniors and by frailty level, for those needing intermediate level of care.

It was not possible to draw conclusions about service capacity in the 21 communities within Geauga County because of the small sample size.

Additional Resources Needed

One hundred percent of respondents reported that additional funding was needed to increase capacity to provide services to homebound seniors.

Recommendations

The major recommendations from the e-survey analyses are to consider:

- Increasing the service level substantially for Errand Running/Shopping Assistance, Homemaker Assistance, Transportation Expense Assistance, Home Based Mental Health Services, and Yard Work;
- Maintaining the service level for Safety Services (Police, Fire, EMS) and Home Library Services;
- Maintaining current service levels or increasing them slightly for Personal Emergency Response Systems, Home Delivered Meals, and Congregate Meals;
- Either maintaining their current service level or conducting further research on the following services:

Adult Day Programs
Adult In Home/Out of Home
Respite Care
Assistive Technology/Durable
Equipment
Attendant Services for People with
Disabilities
Benefits Assistance
Benefit Screening
Caregiver Support
Case/Care Management
Drug and Alcohol Counseling
Escort Programs
Friendly Visiting
Home Barrier Evaluation/Removal
Home Health Aide Service
(Personal Care)

Home Management Instruction
Home Nursing
Home Occupational, Physical,
Speech Therapy
Home Rehab/Repair Services
Home Rehabilitation/Repair
Grant/Loan
In Home Hospice
Independent Living Skills
Instruction
Legal Services
Medical Transportation
Outreach Programs
Paratransit Programs
Telephone Reassurance
Visiting Physicians
Weatherization Program

- Ensuring that there are sufficient services for those who are the lowest income homebound seniors and those who need intermediate level of care, i.e., the level served by the PASSPORT program. Closing the service gap of the lowest income homebound seniors was also recommended in the comment section of the e-survey.
- Generating additional funding for services for homebound seniors. This was also recommended in the comment section of the e-survey.

There were several other suggestions made by respondents for improving the care of homebound seniors living in Geauga County in the comment section of the e-survey. Among these are:

- Design a system for early identification of at risk elderly.
- Improve consumer awareness and access to services.
- Improve transportation, monitoring of elderly with behavioral issues, home health aide services, assisted living for low income, home repair, and supported senior living environments.
- Ensure that family responsibility is the first resort for getting the needs of homebound seniors met and government assistance, the backup.
- Respond to the shortage of paraprofessional and professionals who work with homebound seniors.
- Engage faith-based organizations as supports to homebound seniors.
- Help seniors overcome their fear of losing their homes and their decision making ability if they use government programs.

I. FOREWORD

Geauga Community Impact, or GCI, is a collaboration of community leaders from local businesses, faith groups, law enforcement, health care, government and neighborhoods that have come together to plan for the future of Geauga County's health and human services. Funding for the collaboration has been provided in part by the Lake-Geauga Fund of The Cleveland Foundation, Geauga County Department on Aging, Geauga County Mental Health and Recovery Services Board, Geauga County Department of Job and Family Services, Geauga Family First Council and United Way Services of Geauga County.

After much research and community input, nine priority issues were identified as needs in the community. The nine issues include: affordable housing, transportation, services to homebound seniors, prevention of chronic physical diseases, support of persons who are unemployed or under-employed, addressing the basic needs of low income families, improving communications to promote a sense of community, ensuring that all students receive a high quality education, and improving coordination of the social service system.

One of the commitments made by GCI was to track the nine priority issues and provide progress reports on these issues. In addition, GCI agreed to develop task force groups for various issues, which would then be responsible for the development of strategy and resource plans. The focus of the strategy and resource plan is the formation of solutions to community issues that will create positive lasting change. It was determined by the GCI Steering Committee to move ahead with the top three priorities, but continue to monitor, as well as to serve as a resource, for any ongoing initiatives that address any of the remaining six issues.

One of the top three priorities to be addressed directly is services to homebound seniors. A task force has been established to develop and implement a plan for a system of services for homebound elderly in Geauga County. To assist with this particular part of the planning, GCI engaged MCS Consulting Services (MCS), a private research and planning consulting firm, to survey representatives of a broad range of agencies in Geauga County who are responsible for provision of services to homebound seniors.

Specifically, the e-survey sought to document what the major service providers believe to be important for older adults who are homebound and the capacity of the current service delivery system to meet the needs. Findings from the e-survey, along with those from key informant interviews, will guide GCI's planning to improve the lives of homebound older adults in Geauga County.

II. METHODOLOGY

PARTICIPANTS

The major providers of services to homebound seniors in Geauga County were the target population of this e-survey. The following stakeholder groups were invited to complete the e-survey:

- Churches;
- Community-based service providers;
- Elected officials and government administrators;
- Hospital and health service providers;
- In home service providers; and
- Nursing facilities, assisted living, and rehabilitation centers.

Of the known population of 193 (i.e., leaders of the home based service providers to seniors) 145 for whom email addresses were available were invited to participate in the e-survey. Sixty-one, or approximately 42 percent, of the 145 individuals invited to participate completed all or part of it. Participation rates vary substantially among the various stakeholder groups. In-Home Service Providers had the highest response rate at 61.5 percent followed by elected and government officials at 52.0 percent. Nursing Homes/Assisted Living and Rehabilitation Centers response rate was 44.4 percent, Community Based Service Providers, 35.5 percent, Churches, 33.3 percent, and Hospitals and Health Service Providers, 28.6 percent (See Table 1).

Table 1: E-survey Participation Rates by Provider Groups

Provider Groups	Sample	# Responding	Response Rate
In Home Service Providers	13	8	61.5%
Elected & Government Officials	25	13	52.0%
Nursing Homes/Assist Living/Rehab Centers	18	8	44.4%
Community Based Service Providers	31	11	35.5%
Churches	48	16	33.3%
Hospitals & Health Service Providers	7	2	28.6%
Unknown	3	3	100.0%
Total	145	61	42.1%

Although participation rates in the e-survey vary substantially among the provider groups, a Chi-square test of independence of response rate by type of stakeholder group (i.e., type of agency) suggests that the 61 respondents are, as a group, representative of the providers of home based services in Geauga County.[†] This implies that the data gathered from the completed e-surveys and the findings therein derived are generalizable to the population of home based service providers in Geauga County. A complete list of agencies whose representatives participated in the e-survey is provided in Appendix A. The representativeness of the respondents notwithstanding, the findings of the e-survey should be interpreted cautiously. This is because (1) not all stakeholder groups were included in the Chi-square test of independence (those with population of less than eight were not included), and (2) the subpopulation of some of the stakeholder groups included in the analysis was very small.

INSTRUMENT

MCS Consulting Service (MCS) designed the e-survey instrument with input from the Project Director of Geauga Community Impact, the Director of the Geauga County Department of Aging, and Dr. Kola Sunmonu, a sub-contractor of MCS. After the final draft was ready, the instrument was piloted with three individuals who had familiarity with the services. The e-survey instrument was revised accordingly. The final version of the e-survey instrument contains 9 items or questions, one of which is an open-ended question. The e-survey instrument used in this research is available in Appendix B.

The e-survey covered five primary areas: services provided for homebound seniors by the respondent's organization; a rating of the importance of the 37 services for homebound seniors on the list; a rating of the community's capacity to provide the 37 services, and more specifically by age, income, level of frailty, community; resources needed to increase the community's capacity; and suggestions for improving the care of homebound seniors living in Geauga County.

[†] Only stakeholder groups with population of eight or more individuals were included in the Chi-square test of independence. The Chi-square test cannot be used for small subpopulation, typically size ≤ 5 . In the present study, seven was used as the cutoff. The results of the Chi-square test are available from the author upon request.

The list of 37 services was generated from the services for the homebound senior population in the 211/First Call for Help database and an e-survey form supplied by the Geauga County Department of Aging. Services were organized around 10 major categories: Caregiver Support/Respite Care; Food; Housing/Shelter; Individual/Family Support Services; In Home Assistance; Information Services; Outpatient Behavioral Health Care; Rehabilitation/Habilitative Services, Specialized Treatment, and Transportation.

PROCEDURES

E-survey Administration

To attain a high participation rate, individuals in the sample were contacted several times, using various methods. First, a letter was mailed to all individuals in the sample informing them about the e-survey and its objectives. The letter also advised participants to expect an email with the e-survey's website address. A week later, the email was sent to the participants with the website address of the e-survey's location.

The e-survey was posted on the Internet on September 16, 2007, with a closing date of October 1, 2007. The e-survey was password-protected to ensure that respondents did not submit more than one completed e-survey. During the e-survey completion period, non-respondents received one additional email reminder. By the time the e-survey was taken off the Internet on October 3, 2007, 61 individuals had completed it. All responses were saved directly to a secured server.

E-survey responses were compiled from the server as a tab-delimited text file and exported to a statistical package (SPSS) for analyses. Before commencing with the analyses, responses were reviewed to identify duplicated respondents. All duplicated responses were excluded in the analyses presented in this report.

Analyses

Responses to each e-survey question were summarized as frequencies and percentages of the coded categories. For questions about importance of services for homebound seniors and capacity of the community to provide those services, a one-sample t-test was conducted to determine the statistical significance of responses to the questions. In reporting the findings, all

identified categories for each question are reported in tabular format in the findings section. However, the narrative in the findings section focuses on the categories with the highest frequencies that are considered non-trivial. Adopting this approach helps to focus on issues with high consensus among the respondents.

III. FINDINGS

SERVICES PROVIDED BY THE RESPONDENT ORGANIZATION

E-survey Question: Does your organization provide this service?

Of the 61 e-survey respondents, the largest proportion of respondents reported providing services in these categories: Caregiver Support/Respite Care (60; 32.8 percent); In Home Assistance (46; 25.1 percent); and Information Services (25; 20.5 percent).

More specifically, services most frequently reported to be provided by respondents are: Caregiver Support (28; 45.9 percent), Friendly Visiting (24; 39.3 percent), Telephone Reassurance (19; 31.1 percent), Errand Running/Shopping Assistance (18; 29.5 percent), Adult In Home/Out of Home Respite Care (18; 29.5 percent), and Outreach Programs (17; 27.9 percent). The smallest proportions of respondents included: Visiting Physicians (1; 1.6 percent), Home Based Mental Health Services, Home Rehabilitation/Repair Grant/Loans and Weatherization Programs (each 2; 3.3 percent), and Drug and Alcohol Counseling (3; 4.9 percent). (See Table 2.)

These frequencies have face validity given the broad nature of organizations included in the sample. Most of the high frequency services represent those that can be provided by the informal caregiving network of family, friends, and neighbors. This broad safety net of services represents a healthy foundation in the community from which the more professionally provided and specialized services are available to those with special needs.

Table 2: Number and Percentage of E-survey Respondents Reporting Providing Services for Homebound Seniors

Services for Homebound Seniors (n=61)	Count[‡]	Percentage
Caregiver Support/Respite Care Adult In Home/Out of Home Respite Care - 18 (29.5%) Caregiver Support - 28 (45.9%) Home Management Instruction - 14 (23.0%)	60	32.8%
Food Congregate Meals/Nutrition Sites – 5 (8.2%) Home Delivered Meals – 9 (14.8%)	14	11.5%
Housing/Shelter Home Barrier Evaluation/Removal - 7 (11.5%) Home Rehab/Repair Services – 7 (11.5%) Home Rehabilitation/Repair Grant/Loan – 2 (3.3%) Weatherization Programs – 2 (3.3%)	18	7.4%
Individual and Family Support Adult Day Programs – 9 (14.8%) Assistive Technology/Durable Equipment – 8 (13.1%) Attendant Services for People with Disabilities – 9 (14.8%) Benefit Screening – 7 (11.5%) Benefits Assistance – 12 (19.7%) Case/Care Management – 16 (26.2%) Escort Programs – 8 (13.1%) Friendly Visiting – 24 (39.3%) Legal Services – 6 (9.8%) Safety Services (Police, Fire, EMS) – 11 (18.0%) Personal Emergency Response Systems – 8 (13.1%) Telephone Reassurance – 19 (31.1%)	137	18.7%
In Home Assistance Errand Running/Shopping Assistance – 18 (29.5%) Homemaker Assistance – 13 (21.3%) Yard Work – 15 (24.6%)	46	25.1%
Information Services Home Library Services – 8 (13.1%) Outreach Programs – 17 (27.9%)	25	20.5%
Outpatient Behavioral Health Drug and Alcohol Counseling – 3 (4.9%) Home Based Mental Health Services – 2 (3.3%)	5	4.1%
Rehabilitation/Habilitation Independent Living Skills Instruction – 6 (9.8%)	6	9.8%
Specialized Treatment Home Health Aide Service (Personal Care) – 11 (18.0%) Home Nursing - 6 (9.8%) Home Occupational, Physical, Speech Therapy – 5 (8.2%) In Home Hospice – 5 (8.2%) Visiting Physicians – 1 – (1.6%)	28	9.2%
Transportation Medical Transportation – 15 (24.6%) Paratransit Programs – 3 (4.9%) Transportation Expense Assistance – 7 (11.5%)	25	13.7%

[‡] Formula: Total numbers reporting that they provide the service divided by 61 (the total sample) times number of services in cluster.

RATING THE IMPORTANCE OF SPECIFIC SERVICES FOR THE HOMEBOUND

E-survey Question: Please rate the importance of this service for homebound seniors in Geauga County.

E-survey respondents with valid responses found all 37 services very important or important and the difference between those who found them important and not very important was not trivial. (Statistical outputs are available in Appendix C.)

One hundred percent of e-survey participants found the following 9 services very important or important:

- Adult Day Programs;
- Attendant Services for People with Disabilities;
- Safety Services (Police, Fire, EMS);
- Personal Emergency Response Systems;
- Home Health Aide Services (Personal Care);
- Home Nursing;
- In Home Hospice;
- Visiting Physicians; and
- Medical Transportation.

With the exception of Home Library Services (74 percent), all of the remaining services had between 86 percent and 98 percent of e-survey respondents considering them to be very important or important.

GEAUGA COUNTY'S CAPACITY TO SERVE THE HOMEBOUND

E-survey Question: From your experience, please rate the capacity to provide these services for homebound seniors in Geauga County.

While e-survey participants ranked all 37 services for homebound seniors included in the e-survey as important or very important, the percentages of those ranking the county's capacity to provide the service ranged from 100 percent to 13 percent. Detail is available in Appendix C.

Services for Homebound Seniors with Sufficient Capacity

More than three-fourths of respondents believe there is sufficient capacity in Geauga County to meet the needs of homebound seniors who need the following 5 services and the difference from those who hold the opposing view was not trivial.

- Safety Services (Police, Fire, EMS) (96 percent);
- Home Library Services (92 percent);
- Home Delivered Meals (82 percent);
- Personal Emergency Response Systems (79 percent); and
- Congregate Meals (78 percent).

Services for Homebound Seniors with Insufficient Capacity

Only between 13 and 29 percent of e-survey participants with valid responses believe there is sufficient capacity in Geauga County to meet the needs of homebound seniors who need the following 5 services and the difference from those who hold the opposing view was not trivial.

- Homemaker Assistance (29 percent);
- Errand Running/Shopping Assistance (26 percent);
- Home Based Mental Health Services (24 percent);
- Yard Work (18 percent); and
- Transportation Expense Assistance (13 percent).

Analyses that compare the percent of e-survey respondents indicating non-trivial responses about importance of services for homebound seniors and capacity in the community on the 10 services above resulted in the following conclusions and recommendations:

- Service is important and capacity is low; consider increasing the service level substantially:
 - Errand Running/Shopping Assistance;
 - Homemaker Assistance;
 - Transportation Expense Assistance;
 - Home Based Mental Health Services; and
 - Yard Work.
- Service is important and capacity is high; consider maintaining the service level:
 - Safety Services (Police, Fire, EMS).
- Service is important and capacity is relatively high; consider maintaining current service levels or increasing them slightly:
 - Personal Emergency Response Systems;
 - Home Delivered Meals; and
 - Congregate Meals.
- Service is somewhat important and capacity is high; consider maintaining the service level:
 - Home Library Services.

(See Table 3.)

Table 3: E-survey Respondents with Non-Trivial Responses Indicating Importance of Services for Homebound Seniors and Capacity in the Community

Service	Percent of E-survey Respondents Indicating that the Service is Very Important/Important for Homebound Seniors (p<0.000)	Percent of E-survey Respondents Indicating there is Sufficient Capacity to Provide the Service in the Community (p<0.05)	Conclusion
Safety Services (Police, Fire, EMS)	100%	96%	Service is important and capacity is high
Personal Emergency Response Systems	100%	79%	Service is important and capacity is relatively high
Errand Running/Shopping Assistance	98%	26%	Service is important and capacity is low
Transportation Expense Assistance	96%	13%	Service is important and capacity is low
Home Based Mental Health Services	96%	24%	Service is important and capacity is low
Homemaker Assistance	92%	29%	Service is important and capacity is low
Home Delivered Meals	92%	82%	Service is important and capacity is relatively high
Congregate Meals	90%	78%	Service is important and capacity is relatively high
Yard Work	86%	18%	Service is important and capacity is low
Home Library Services	74%	92%	Service is somewhat important and capacity is high

Services for Homebound Seniors with No Conclusions Regarding Sufficiency of Capacity

While the one-sample t-test for all services rated on importance indicated that all 37 services are considered important for homebound seniors in Geauga County, and that the findings of the 10 services noted above were not trivial with respect to the county's capacity to provide the service, many were neutral about the county's capacity to meet the needs of the remaining 27 services.

The recommendation is to either maintain their current service level or conduct further research:

- | | |
|---|--|
| <ul style="list-style-type: none"> Adult Day Programs Adult In Home/Out of Home Respite Care Assistive Technology/Durable Equipment Attendant Services for People with Disabilities Benefits Assistance Benefit Screening Caregiver Support Case/Care Management Drug and Alcohol Counseling Escort Programs Friendly Visiting | <ul style="list-style-type: none"> Home Barrier Evaluation/Removal Home Health Aide Service (Personal Care) Home Management Instruction Home Nursing Home Occupational, Physical, Speech Therapy Home Rehab/Repair Services Home Rehabilitation/Repair Grant/Loan In Home Hospice Independent Living Skills Instruction Legal Services Medical Transportation |
|---|--|

Outreach Programs
Paratransit Programs
Telephone Reassurance

Visiting Physicians
Weatherization Programs

It must be noted that the number of e-survey participants with valid responses to the questions about service capacity was much smaller than the number of those responding to the questions about the importance of the service for homebound seniors. This is because the former either checked “Don’t Know” or did not answer the question. Thus the results should be used cautiously.

E-survey Questions: From your experience, please rate the capacity to provide services to homebound seniors in Geauga County by these age groups, income levels, and level of frailty.

The valid percentage of respondents reporting sufficient capacity to serve homebound seniors decreased with age of the consumer from 61.1 percent for those under 60 years to 42.1 percent for those 90 years and older. However, the findings are trivial. (Statistical outputs are available in Appendix D.)

The valid percentage of respondents reporting sufficient capacity to serve the specific income groups of homebound seniors increased dramatically by income level from 10.5 percent for low income to 100.0 percent for high income. The finding of insufficient capacity for low income homebound seniors was not trivial. Plus 100 percent of respondents believed there is sufficient capacity for high income homebound seniors.

The valid percentage of respondents reporting sufficient capacity to serve the specific frailty level groups of homebound seniors was 29 percent for those needing intermediate level of care and the finding was not trivial. Definitions:

- Protective Level of Care: 1 Activity of Daily Living (ADL) and 3 Instrumental Activities of Daily Living (IADLs) OR supervision of self-administered medications and IADLS OR supervision to prevent harm on less than a 24 hour basis;
- Intermediate Level of Care (ILOC): 2 ADLs & 3 IADLs;
- Skilled Care: “Higher level” of care provided by trained medical professionals.

This suggests that further attention should be given to serving those who are the lowest income homebound seniors and those who need intermediate level of care, which is the level served by the PASSPORT program.

Note that for all three of these variables, there were high proportions of respondents who checked “Don’t Know” and relatively large proportions who did not answer the questions. Together these totaled almost two-thirds of respondents. Thus the findings must be treated very cautiously.

From your experience, please rate the capacity to provide services to homebound seniors in Geauga County in its 21 communities.

Because the number of valid respondents for this question was so low, no conclusions can be reached. Further research may be needed. (See Appendix E.)

RESOURCES NEEDED TO INCREASE THE COMMUNITY’S SERVICE CAPACITY

Which of these are needed to increase the capacity to provide services to homebound seniors in Geauga County?

One hundred percent of valid e-survey respondents reported that additional funding was needed to increase capacity to provide services to homebound seniors. This was followed by those who believed that skilled staff was necessary (50.0 percent). The lowest percentage was for accessible facilities (28.3 percent). (See Table 4.)

These findings suggest that the community needs to generate additional funding for services for homebound seniors.

Table 4: Percentage of Valid E-survey Respondents Reporting the Resources Needed to Increase Capacity to Provide Services to Homebound Seniors

Resources Needed	n	Yes	No
Additional Funding	28	100.0%	0.00%
Skilled Staff	46	50.0%	50.0%
Available Facility	46	30.4%	69.6%
Accessible Facility	46	28.3%	71.7%
Public Policy Changes	46	32.6%	67.4%
Other	46	13.0%	87.0%

SUGGESTIONS FOR IMPROVING THE CARE OF HOMEBOUND SENIORS

What suggestions do you have for improving the care of homebound seniors living in Geauga County?

This question was open-ended; the following are comments from e-survey respondents categorized by the author.

Design a system for early identification of at risk elderly.

- Early identification of potentially at risk elderly is a challenge in Geauga County.

Improve consumer awareness and access to services, including a care directory, centralized information and referral, and education about available services.

- Educate caregivers and professionals on the scope and quality of service providers in Geauga County. Our nursing homes may provide respite services, consult with physical therapy or occupational therapy about home safety. Adult Group Homes do the same. Home care agencies such as Care Corps provide respite, homemaking services, etc. Hospital dieticians provide counseling.
- Educating the residents and caregivers as to what will be needed now and in the future with taking - care of our aging population – perhaps by committees with influential and knowledgeable people.
- The general public needs to know the conclusions of this e-survey as well as what is actually being done for our seniors. I don't think that the general public is aware of

what is being done and what shortfalls exist. If the general public was made aware of the shortfalls, perhaps they would support the various tax levies that would support seniors.

Decrease the service gap for low income seniors and their families.

- In referring families, I find that if they have money, you can get any service, but for those that don't, it's not that easy.

Improve transportation, monitoring of elderly with behavioral issues, home health aide services, assisted living for low income, home repair, and supported senior living environments.

- Public transportation services which are timely.
- The need for medical transportation is to bring people to the big health systems in Cleveland.
- Improvements in transportation; presently you cannot schedule in advance with Geauga Transit for medical appointments.
- Improvements in in-home monitoring of people with mental health or alcohol issues.
- Recently some situations have come to my attention that underscore the need for home health aid assistance.
- Assisted living housing is available in Chardon, but extremely expensive and does not meet the needs of low income seniors.
- Home repair services are also very valuable to seniors to stay in their own homes. If they exist, they need more.
- You need more supported senior living environments – apartments with services for an independent level – and something between independent and fully licensed assisted living that would provide meals, activities, wellness clinic, and transportation.

Ensure that family responsibility is the first resort and government assistance, the backup.

- Surprisingly we are finding that shopping is a service for which family responsibility is very important as the first resort. We don't encourage a "nanny" government except as a last resort. Relatives should be involved.

Respond to the shortage of homemakers, home health aides and skilled professionals, including nurses and therapists.

- Ensuring there are sufficient providers to deliver in-home services such as homemaking and personal care in Geauga. Like many communities, there are not enough direct service workers to fulfill demand.
- Find a way to impact the supply of skilled professionals: nurses and therapists.

Engage faith-based organizations as supports to homebound seniors.

- Churches should be trained to help provide these services. These services are offered, but many faith groups don't take proper advantage of them. That would include our church.
- I am a new pastor, but I'm 55 years old. I have eight years of schooling from Concordia College and Concordia Theological Seminary Fort Wayne to be a pastor. Our Lutheran church in Munson Township wants to serve their community in Geauga County.

Help seniors overcome their fear of losing their homes and their decision making ability if they use government programs.

- More options without the fear of having to give up your own home. A lot of seniors are afraid if they ask for help, it will start the snowball rolling and they will lose their decision making ability. We must emphasize the concept of good choices and seniors will be able to stay in their own homes longer and remain in better health.

Increase funding for homebound seniors from the county.

- Take 10 percent of the revenue of the county and supply for the needs of homebound seniors.

Build on the community's strengths.

- I think to try and continue to share the strengths of each community is vital.

Some respondents did not feel they had enough information to make suggestions for improvements of services for homebound seniors.

- I am new enough to Geauga County and need to learn how the current services are meeting the needs of homebound seniors before I can make meaningful suggestions.
- I answered this e-survey though I don't recall agreeing to do so. I am not well acquainted with the services for seniors in Geauga County, but agree they are important.
- I would love to make suggestions, but your questions have indicated that I don't know enough about the subject to offer anything that I could consider worthwhile.
- I'm sorry I have not been real helpful. I do know many of my parishioners love the senior center and are very happy with all the programs there.

IV. RECOMMENDATIONS

This report presents the results of the 2007 Community Needs Assessment of Services for Homebound Seniors in Geauga County e-survey conducted by MCS Consulting Service, LLC, on behalf of Geauga Community Impact (GCI). The e-survey was part of research conducted for the GCI Homebound Seniors Initiative whose objective is to develop a plan to meet the needs of homebound seniors in Geauga County.

The findings of the e-survey presented in this report are based on the responses of 61 individuals representing the major stakeholders who provide services to homebound seniors in Geauga County. The major recommendations from the e-survey findings are to consider:

- Increasing the service level substantially for:
 - Errand Running/Shopping Assistance;
 - Homemaker Assistance;
 - Transportation Expense Assistance;
 - Home Based Mental Health Services; and
 - Yard Work.
- Maintaining the service level for Safety Services (Police, Fire, EMS) and Home Library Services.
- Maintaining current service levels or increasing them slightly for:
 - Personal Emergency Response Systems;
 - Home Delivered Meals; and
 - Congregate Meals.
- Either maintaining their current service level or conducting further research on the following services:

Adult Day Programs
Adult In Home/Out of Home
Respite Care
Assistive Technology/Durable
Equipment
Attendant Services for People with
Disabilities
Benefits Assistance
Benefit Screening

Caregiver Support
Case/Care Management
Drug and Alcohol Counseling
Escort Programs
Friendly Visiting
Home Barrier Evaluation/Removal
Home Health Aide Service
(Personal Care)
Home Management Instruction

Home Nursing
Home Occupational, Physical,
Speech Therapy
Home Rehab/Repair Services
Home Rehabilitation/Repair
Grant/Loan
In Home Hospice
Independent Living Skills
Instruction

Legal Services
Medical Transportation
Outreach Programs
Paratransit Programs
Telephone Reassurance
Visiting Physicians
Weatherization Programs

- Ensuring that there are sufficient services for those who are the lowest income homebound seniors and those who need intermediate level of care, i.e., the level served by the PASSPORT program. Closing the service gap of the lowest income homebound seniors was also recommended in the comment section of the e-survey.
- Generating additional funding for services for homebound seniors. This was also recommended in the comment section of the e-survey.

In addition to the recommendations that came from the quantitative analysis of the e-survey, the following suggestions were made in the comment section:

- Design a system for early identification of at risk elderly.
- Improve consumer awareness and access to services, including a care directory, centralized information and referral, and education about available services.
- Improve transportation, monitoring of elderly with behavioral issues, home health aide services, assisted living for low income, home repair, and supported senior living environments.
- Ensure that family responsibility is the first resort and government assistance, the backup.
- Respond to the shortage of homemakers, home health aides and skilled professionals, including nurses and therapists.
- Engage faith-based organizations as supports to homebound seniors.
- Help seniors overcome their fear of losing their homes and their decision making ability if they use government programs.
- Build on the community's strengths.

V. APPENDICES

APPENDIX A: List of Geauga Community Impact E-survey Respondents Who Reported the Name of Organization

211 FCFH/United Way Services	Geauga Park District
Aging Matters LLC	Griswold Special Care
Alzheimer's Association	Harbor Light Hospice
Anna Maria Of Aurora	Home Instead Senior Care
Arden Courts	Huntsburg Township Board
Around the Clock Home Care	Joy's Place/Emerald Rose
Breckenridge Senior Independence	LakeWest Hospital Center
Burton Congregational UCC	Middlefield Mayor
Catholic Charities Services	OSU Extension
Chester Christian Center A	Pilgrim Christian Church
Chester Township	Ravenwood Mental Health Center
Comfort Keepers	Russell Township
Community Church of Christ	Schraff and King Co. LPA
First Baptist Church of Geauga County	Sheriff's Office
Geauga County	The Mental Health Association
Geauga County Department	Thompson Township
Geauga County Public Library	Valley Lutheran Church
Geauga County Public Library - Chardon Library	Western Reserve Area Agency on Aging
Geauga Department on Aging	Willow Counseling Service
Geauga Medical Center	
Geauga Metropolitan Housing Authority	

APPENDIX B: Geauga Community Impact E-survey Instrument

Geauga Community Impact Project

OF PROVIDERS OF SERVICES TO HOMEBOUND SENIORS

INSTRUCTIONS

Enter your first name initial and your last name (all as one word) as the password.
Your entries in each section are automatically saved when you click the “Go To Next Section” button.

In the event you cannot complete the e-survey at one time, simply close out the web page after clicking the “Go To Next Section” button. Do not click on the “Submit E-survey” button at the end of the e-survey because it will prevent you from returning to the e-survey.

Close out the web page by going to the “File” and then “Close” commands in the Windows toolbox at the top of your screen.

Return to the e-survey by using the web address: <http://www.kksconsulting.com/gchbe-survey.htm>
When you are finished, click “Submit E-survey.” Once you have done this, you will not be able to return to the e-survey.

The deadline for return of e-survey is Monday, October 1, 2007.

If you have questions, please contact Marlene Stoiber of MCS Consulting Service at 216-292-9798 or 216-554-1077. Thank you in advance for your participation.

Please enter your password below

Password

**Geauga Community Impact
E-survey of Providers of Services to Homebound Seniors**

Agency: _____ Date: _____

1) Services Provided for Homebound Seniors

Services for Homebound Seniors	(A) Does your organization provide this service?	
	(1) Yes	(2) No
CAREGIVER SUPPORT/RESPIRE CARE		
1. Adult In Home/Out of Home Respite Care		
2. Caregiver Support		
3. Home Management Instruction		
FOOD		
4. Congregate Meals/Nutrition Sites		
5. Home Delivered Meals		
HOUSING/SHELTER		
6. Home Barrier Evaluation/Removal		
7. Home Rehab/Repair Services		
8. Home Rehabilitation/Repair Grant/Loan		
9. Weatherization Programs		
INDIVIDUAL & FAMILY SUPPORT SERVICES		
10. Adult Day Programs		
11. Assistive Technology Equipment (Durable Medical Equipment; Mobility Aids)		
12. Attendant Services for People with Disabilities		
13. Benefit Screening		
14. Benefits Assistance		
15. Case/Care Management		
16. Escort Programs		
17. Friendly Visiting		
18. Legal Services		
19. Safety Services (Police, Fire, EMS)		
20. Personal Emergency Response Systems		
21. Telephone Reassurance		
IN HOME ASSISTANCE		
22. Errand Running/Shopping Assistance		
23. Homemaker Assistance		
24. Yard Work		
INFORMATION SERVICES		
25. Home Library Services		
26. Outreach Programs		
OUTPATIENT BEHAVIORAL HEALTH CARE		

Services for Homebound Seniors	(A) Does your organization provide this service?	
	(1) Yes	(2) No
27. Drug & Alcohol Counseling		
28. Home Based Mental Health Services		
REHABILITATION/HABILITATIVE SERVICES		
29. Independent Living Skills Instruction		
SPECIALIZED TREATMENT		
30. Home Health Aide Services (Personal Care)		
31. Home Nursing		
32. Home Occupational, Physical, Speech Therapy		
33. In Home Hospice		
34. Visiting Physicians		
TRANSPORTATION		
35. Medical Transportation		
36. Paratransit Programs		
37. Transportation Expense Assistance		
OTHER		
38. Other _____		

2) Importance of Services for Homebound Seniors

Services for Homebound Seniors	(C) Please rate the importance of this service for homebound seniors in Geauga County.		
	(1) Very Important	(2) Important	(3) Not Important
CAREGIVER SUPPORT/RESPIRE CARE			
39. Adult In Home/Out of Home Respite Care			
40. Caregiver Support			
41. Home Management Instruction			
FOOD			
42. Congregate Meals/Nutrition Sites			
43. Home Delivered Meals			
HOUSING/SHELTER			
44. Home Barrier Evaluation/Removal			
45. Home Rehab/Repair Services			
46. Home Rehabilitation/Repair Grant/Loan			
47. Weatherization Programs			
INDIVIDUAL & FAMILY SUPPORT SERVICES			
48. Adult Day Programs			
49. Assistive Technology Equipment (Durable Medical Equipment; Mobility Aids)			
50. Attendant Services for People with Disabilities			
51. Benefit Screening			
52. Benefits Assistance			
53. Case/Care Management			
54. Escort Programs			
55. Friendly Visiting			
56. Legal Services			
57. Safety Services (Police, Fire, EMS)			
58. Personal Emergency Response Systems			
59. Telephone Reassurance			
IN HOME ASSISTANCE			
60. Errand Running/Shopping Assistance			
61. Homemaker Assistance			
62. Yard Work			
INFORMATION SERVICES			
63. Home Library Services			
64. Outreach Programs			
OUTPATIENT BEHAVIORAL HEALTH CARE			
65. Drug & Alcohol Counseling			
66. Home Based Mental Health Services			
REHABILITATION/HABILITATIVE SERVICES			
67. Independent Living Skills Instruction			

Geauga Community Impact
*2007 Community Needs Assessment of Services for
 Homebound Seniors in Geauga County*

Services for Homebound Seniors	(C) Please rate the importance of this service for homebound seniors in Geauga County.		
	(1) Very Important	(2) Important	(3) Not Important
SPECIALIZED TREATMENT			
68.Home Health Aide Services (Personal Care)			
69.Home Nursing			
70. Home Occupational, Physical, Speech Therapy			
71. In Home Hospice			
72. Visiting Physicians			
TRANSPORTATION			
73.Medical Transportation			
74.Paratransit Programs			
75.Transportation Expense Assistance			
OTHER			
76.Other_____			

3) Community Capacity for Providing Services for Homebound Seniors

Services for Homebound Seniors	(B) From your experience, please rate the capacity to provide these services for homebound seniors in Geauga County?		
	(1) Sufficient Capacity	(2) Insufficient Capacity	(3) Don't Know
CAREGIVER SUPPORT/RESPITE CARE			
77. Adult In Home/Out of Home Respite Care			
78. Caregiver Support			
79. Home Management Instruction			
FOOD			
80. Congregate Meals/Nutrition Sites			
81. Home Delivered Meals			
HOUSING/SHELTER			
82. Home Barrier Evaluation/Removal			
83. Home Rehab/Repair Services			
84. Home Rehabilitation/Repair Grant/Loan			
85. Weatherization Programs			
INDIVIDUAL & FAMILY SUPPORT SERVICES			
86. Adult Day Programs			
87. Assistive Technology Equipment (Durable Medical Equipment; Mobility Aids)			
88. Attendant Services for People with Disabilities			
89. Benefit Screening			
90. Benefits Assistance			
91. Case/Care Management			
92. Escort Programs			
93. Friendly Visiting			
94. Legal Services			
95. Safety Services (Police, Fire, EMS)			
96. Personal Emergency Response Systems			
97. Telephone Reassurance			
IN HOME ASSISTANCE			
98. Errand Running/Shopping Assistance			
99. Homemaker Assistance			
100. Yard Work			
INFORMATION SERVICES			
101. Home Library Services			
102. Outreach Programs			
OUTPATIENT BEHAVIORAL HEALTH CARE			
103. Drug & Alcohol Counseling			
104. Home Based Mental Health Services			

Services for Homebound Seniors	(B) From your experience, please rate the capacity to provide these services for homebound seniors in Geauga County?		
	(1) Sufficient Capacity	(2) Insufficient Capacity	(3) Don't Know
REHABILITATION/HABILITATIVE SERVICES			
105. Independent Living Skills Instruction			
SPECIALIZED TREATMENT			
106. Home Health Aide Services (Personal Care)			
107. Home Nursing			
108. Home Occupational, Physical, Speech Therapy			
109. In Home Hospice			
110. Visiting Physicians			
TRANSPORTATION			
111. Medical Transportation			
112. Paratransit Programs			
113. Transportation Expense Assistance			
OTHER			
114. Other _____			

4) **Age:** From your experience, please rate the capacity to provide services to homebound seniors in Geauga County in these age groups?

	<u>(1)</u> Sufficient Capacity	<u>(2)</u> Insufficient Capacity	<u>(3)</u> Don't Know
A) Under 60 years	_____	_____	_____
(B) 60 to 69 years	_____	_____	_____
(C) 70 to 79 years	_____	_____	_____
(D) 80-89 years	_____	_____	_____
(E) 90+ years	_____	_____	_____

5) **Income:** From your experience, please rate the capacity needed to provide services for homebound seniors in Geauga County in these income groups?

	<u>(1)</u> Sufficient Capacity	<u>(2)</u> Insufficient Capacity	<u>(3)</u> Don't Know
(A) Low Income	_____	_____	_____
(B) Moderate Income	_____	_____	_____
(C) High Income	_____	_____	_____

6) **Level of Frailty:** From your experience, please rate the community's capacity to provide services to homebound seniors in Geauga County in these levels of frailty?

	<u>(1)</u> Sufficient Capacity	<u>(2)</u> Insufficient Capacity	<u>(3)</u> Don't Know
(A) Protective Level of Care: 1 ADL & 3 IADLs OR supervision of self-administered medications and IADLS OR supervision to prevent harm on less than a 24 hour basis.	_____	_____	_____
(B) Intermediate Level of Care (ILOC): 2 ADLs & 3 IADLs	_____	_____	_____
(C) Skilled Care: "Higher level" of care provided by trained medical professionals	_____	_____	_____

7) **Place of Residence:** From your experience, please rate the community's capacity to provide service to homebound seniors in Geauga County in these communities? (Check all that apply.)

	<u>(1)</u> Sufficient Capacity	<u>(2)</u> Insufficient Capacity	<u>(3)</u> Don't Know
(A) Auburn	_____	_____	_____
(B) Bainbridge	_____	_____	_____
(C) Aquila Vlg	_____	_____	_____
(D) Burton Vlg	_____	_____	_____
(E) Chardon City	_____	_____	_____
(F) Chardon Vlg	_____	_____	_____
(G) Chesterland	_____	_____	_____
(H) Claridon	_____	_____	_____
(I) Hambden	_____	_____	_____
(J) Hunting Valley	_____	_____	_____
(K) Huntsburg	_____	_____	_____
(L) Middlefield Twp	_____	_____	_____
(M) Middlefield Vlg	_____	_____	_____
(N) Montville	_____	_____	_____
(O) Munson	_____	_____	_____
(P) Newbury	_____	_____	_____
(Q) Parkman	_____	_____	_____
(R) Russell	_____	_____	_____
(S) South Russell	_____	_____	_____
(T) Thompson	_____	_____	_____
(U) Troy	_____	_____	_____

8) **Increased Capacity:** Which of these are needed to increase the capacity to provide services to homebound seniors in Geauga County? (Check all that apply.)

- (A) Additional Funding
- (B) Skilled Staff
- (C) Available Facility
- (D) Accessible Facility
- (E) Public Policy Changes
- (F) Other _____

9) **Suggestions:** What suggestions do you have for improving the care of homebound seniors living in Geauga County?

*Thank you very much for taking the time to complete this e-survey.
Your responses will help to better serve the Geauga County community.*

**APPENDIX C: Services for Homebound Seniors: Importance and County Capacity –
One-Sample t-test statistics**

Services for Homebound Seniors	n	Mean	t	Sig. (2-tailed)
Caregiver Support/Respite Care				
Adult In Home/Out of Home Respite Care	51	.92	11.088	.000*
Importance to Homebound Seniors	23	.39	-1.045	.308
County's Capacity to Provide the Service				
Caregiver Support	51	.92	11.088	.000*
Importance to Homebound Seniors	25	.56	.592	.559
County's Capacity to Provide the Service				
Home Management Instruction	49	.88	7.980	.000*
Importance to Homebound Seniors	14	.57	.520	.612
County's Capacity to Provide the Service				
Food				
Congregate Meals/Nutrition Sites	50	.90	9.333	.000*
Importance to Homebound Seniors	32	.78	3.788	.001*
County's Capacity to Provide the Service				
Home Delivered Meals	51	.92	11.088	.000*
Importance to Homebound Seniors	33	.82	4.667	.000*
County's Capacity to Provide the Service				
Housing/Shelter				
Home Barrier Evaluation/Removal	51	.88	8.391	.000*
Importance to Homebound Seniors	11	.55	.289	.779
County's Capacity to Provide the Service				
Home Rehab/Repair Services	51	.90	9.558	.000*
Importance to Homebound Seniors	17	.59	.717	.484
County's Capacity to Provide the Service				
Home Rehabilitation/Repair Grant/Loan	51	.88	8.391	.000*
Importance to Homebound Seniors	13	.38	-.822	.427
County's Capacity to Provide the Service				
Weatherization Programs	51	.90	9.558	.000*
Importance to Homebound Seniors	15	.47	-.250	.806
County's Capacity to Provide the Service				
Individual and Family Support				
Adult Day Programs	50	1.00	NA**	NA
Importance to Homebound Seniors	27	.41	-.961	.345
County's Capacity to Provide the Service				
Assistive Technology/Durable Equipment	51	.98	24.500	.000*
Importance to Homebound Seniors	17	.71	1.807	.090
County's Capacity to Provide the Service				
Attendant Services for People with Disabilities	51	1.00	NA	NA
Importance to Homebound Seniors	17	.53	.236	.817
County's Capacity to Provide the Service				
Benefit Screening	50	.96	16.432	.000*
Importance to Homebound Seniors	17	.65	1.231	.236
County's Capacity to Provide the Service				
Benefits Assistance	51	.98	24.500	.000*
Importance to Homebound Seniors	13	.46	-.267	.794
County's Capacity to Provide the Service				
Case/Care Management	50	.98	24.000	.000*
Importance to Homebound Seniors	18	.44	-.461	.651
County's Capacity to Provide the Service				

Services for Homebound Seniors	n	Mean	t	Sig. (2-tailed)	
Escort Programs	Importance to Homebound Seniors	51	.96	16.786	.000*
	County's Capacity to Provide the Service	13	.46	-.267	.794
Friendly Visiting	Importance to Homebound Seniors	51	.96	16.786	.000*
	County's Capacity to Provide the Service	18	.67	1.458	.163
Legal Services	Importance to Homebound Seniors	50	.96	16.432	.000*
	County's Capacity to Provide the Service	14	.43	-.520	.612
Safety Services (Police, Fire, EMS)	Importance to Homebound Seniors	51	1.00	NA	NA
	County's Capacity to Provide the Service	26	.96	12.000	.000*
Personal Emergency Response Systems	Importance to Homebound Seniors	51	1.00	NA	NA
	County's Capacity to Provide the Service	19	.79	3.012	.007*
Telephone Reassurance	Importance to Homebound Seniors	51	.98	24.500	.000*
	County's Capacity to Provide the Service	17	.71	1.807	.090
In Home Assistance					
Errand Running/Shopping Assistance	Importance to Homebound Seniors	50	.98	24.000	.000*
	County's Capacity to Provide the Service	19	.26	-2.282	.035*
Homemaker Assistance	Importance to Homebound Seniors	51	.92	11.088	.000*
	County's Capacity to Provide the Service	24	.29	-2.198	.038*
Yard Work	Importance to Homebound Seniors	51	.86	7.454	.000*
	County's Capacity to Provide the Service	17	.18	-3.395	.004*
Information Services					
Home Library Services	Importance to Homebound Seniors	50	.74	3.830	.000*
	County's Capacity to Provide the Service	13	.92	5.500	.000*
Outreach Programs	Importance to Homebound Seniors	50	.94	12.969	.000*
	County's Capacity to Provide the Service	17	.59	.717	.484
Outpatient Behavioral Health					
Drug and Alcohol Counseling	Importance to Homebound Seniors	51	.86	7.454	.000*
	County's Capacity to Provide the Service	16	.56	.488	.633
Home Based Mental Health Services	Importance to Homebound Seniors	51	.96	16.786	.000*
	County's Capacity to Provide the Service	17	.24	-2.496	.024*
Rehabilitation/Habilitation					
Independent Living Skills Instruction	Importance to Homebound Seniors	51	.96	16.786	.000*
	County's Capacity to Provide the Service	13	.46	-.267	.794
Specialized Treatment					
Home Health Aide Service (Personal Care)	Importance to Homebound Seniors	51	1.00	NA	NA
	County's Capacity to Provide the Service	25	.40	-1.000	.327
Home Nursing	Importance to Homebound Seniors	51	1.00	NA	NA
	County's Capacity to Provide the Service	24	.50	.000	1.000

Services for Homebound Seniors	n	Mean	t	Sig. (2-tailed)
Home Occupational, Physical, Speech Therapy	51	.98	24.500	.000*
Importance to Homebound Seniors	19	.47	-.224	.826
County's Capacity to Provide the Service				
In Home Hospice	50	1.00	NA	NA
Importance to Homebound Seniors	19	.63	1.157	.262
County's Capacity to Provide the Service				
Visiting Physicians	50	1.00	NA	NA
Importance to Homebound Seniors	21	.33	-1.581	.130
County's Capacity to Provide the Service				
Transportation				
Medical Transportation	51	1.00	NA	NA
Importance to Homebound Seniors	23	.39	-1.045	.308
County's Capacity to Provide the Service				
Paratransit Programs	50	.98	24.000	.000*
Importance to Homebound Seniors	20	.35	-1.371	.186
County's Capacity to Provide the Service				
Transportation Expense Assistance	50	.96	16.432	.000*
Importance to Homebound Seniors	16	.13	-4.392	.001*
County's Capacity to Provide the Service				

* Significant at p >.05

** NA – Not available. T cannot be calculated because the standard deviation is 0.

APPENDIX D: Services for Homebound Seniors: County Capacity by Age, Income, Level of Frailty – One-Sample t-test statistics

Demographics	n	Mean	t	Sig. (t-tailed)
Age				
Under 60 Years	18	.61	.940	.361
Between 60 and 69 Years	19	.58	.678	.506
Between 70 and 79 Years	19	.47	-.224	.826
Between 80 and 89 Years	20	.45	-.438	.666
90 Years and Over	19	.42	-.678	.506
Income				
Low Income	19	.11	-5.457	.000*
Moderate Income	19	.32	-1.681	.110
High Income	15	1.00	NA**	NA
Level of Frailty				
Protective Level of Care	20	.30	-1.902	.072
Intermediate Level of Care	21	.29	-2.121	.047*
Skilled Care	18	.33	-1.458	.163

* Significant at p >.05

** NA – Not available. T cannot be calculated because the standard deviation is 0.

APPENDIX E: Percentage of E-survey Respondents Rating Geauga County’s Capacity to Provide Services by Residential Community of Consumers

Communities	n	Sufficient Capacity	Insufficient Capacity
Aquilla Village	6	66.7%	33.3%
Auburn	9	55.6%	44.4%
Bainbridge	10	70.0%	30.0%
Burton Village	10	60.0%	40.0%
Chardon City	18	66.7%	33.3%
Chardon Village	17	64.7%	35.3%
Chesterland	13	76.9%	23.1%
Claridon	10	60.0%	40.0%
Hambden	10	50.0%	50.0%
Hunting Valley	7	100.0%	0.0%
Huntsburg	10	50.0%	50.0%
Middlefield Township	12	58.3%	41.7%
Middlefield Village	13	61.5%	38.5%
Montville	8	37.5%	62.5%
Munson	11	45.5%	54.5%
Newbury	14	50.0%	50.0%
Parkman	8	50.0%	50.0%
Russell	10	60.0%	40.0%
South Russell	9	77.8%	22.2%
Thompson	9	44.4%	55.6%
Troy	8	50.0%	50.0%

* Note: a one-sample t-test was not conducted on these data because of the limited size of the sample.