

## **Appendix J: 2011 Survey of Seniors and Citizens with Disabilities**

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The 2011 Survey of Seniors and Citizens with Disabilities was conducted to assist the Nevada Aging and Disability Services Division define and set priorities to meet the growing need for services as observed by service recipients and providers, and supported by the demographic information in Appendix B.

A total of 2,420 service recipients provided input. The total number of questionnaires returned and data entered for seniors, age 60 and older is 2,104. An additional 935 respondents indicated they had a “disability.” These respondents were of any age. It should be noted that the term “disability” was interpreted in a variety of ways by respondents. Those identifying with a disability may not have a specific type of disability for which “disability services” are provided. Rather, identifying as having a disability may also be considered as having need for some level of supportive services, or no services needed.

### **Methodology**

The survey instrument, both English and Spanish versions, is found on pages 49 through 56 of this document, and gathered information from both aging and disability services clients, as well as aging services providers. Survey questionnaires were completed in the timeframe from October 2011 through January 2012.

Three segments of population were surveyed for their input:

- Aging services recipients, including Native Americans in tribal areas through the Inter-Tribal Council of Nevada.
- Disability services recipients.
- Aging services providers.

All respondents answered questions that had a primary focus on: what services they believed were most important to prevent institutionalization in a nursing facility; what services they received and the adequacy of those services; and what services are needed but not received.

Senior services and disability services clients responded via paper questionnaires, to ensure their lack of computer access to respond electronically did not create a barrier for taking the survey.

Survey Monkey was used to gather input electronically from providers via computer, which eliminated the need for manual data entry. The total number of Survey Monkey respondents to the survey is 282. Although this survey was intended for providers, input was also received electronically from service recipients. The Survey Monkey responses are addressed separately, beginning on page 37 of this document, as it gathered information primarily from providers.

The senior service recipients had opportunity to provide survey input at several town hall meetings during a “Rural Tours” of senior centers from October through November, 2011. Two additional town halls were conducted in Washoe County in January 2012. While the former

town hall meetings were primarily attended by seniors and caregivers, the latter were attended by a mix of service provider and legislative stakeholders, as well as clients.

The survey questionnaires and return envelopes were also provided to senior center directors statewide, whose centers were not included in the Rural Tours. The directors were instructed to administer the survey between October 1 and December 15, 2011, to a 10 percent sample of their congregate and homebound meal recipients.

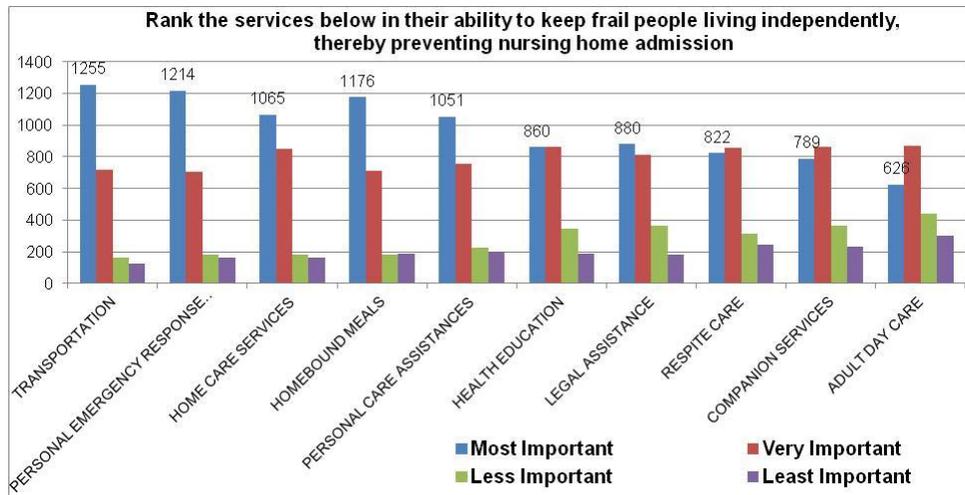
As a disclaimer for survey findings, gaps in service are “perceived” gaps in service indicated by survey participants. Actual programs may exist in these areas, but have not been accessed.

## Survey Results from Senior Citizens and Adults with Disabilities

**Question 1: Regarding seniors and persons with disability, please rank the [10] services below in their ability to keep frail people living independently, thereby preventing nursing home admission.**

**Note:** Survey asks seniors to indicate their opinion of the “importance” of each service identified below, between “most important” and “least important.” [Opinion and ranking results – Likert Scale]

### Statewide Ranking of Service Importance

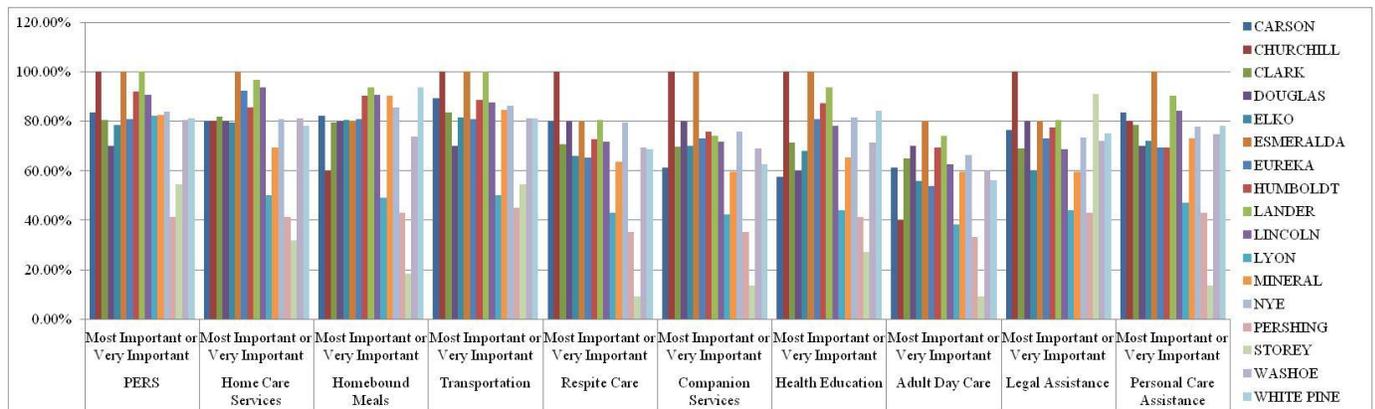


- Almost 75 percent of survey respondents marked all services as either “most important” or “important” to keep frail people living independently and prevent nursing facility admissions.
- The three highest ranking services, marked “most important” or “very important” to prevent nursing facility admission, are: Transportation (81.61 percent); Personal Emergency Response System (79.26 percent); and Home Care Services (79.21 percent).
- Homebound Meal Services (77.89 percent) and Personal Care Assistance (74.71 percent) were also considered either “most important” or “very important.”

- Participant’s responses identified five (5) services as either “less important” or “least important,” including: Adult Day Care (30.5 percent); Companion Services (24.6 percent); Respite Care (23.1 percent); Legal Assistance (22.7 percent); and Health Education (22.0 percent).
- Of the 2,420 surveys completed, 253 or approximately 10 percent identified all services as “most important.” 27 surveys indicated all services as “least important.”

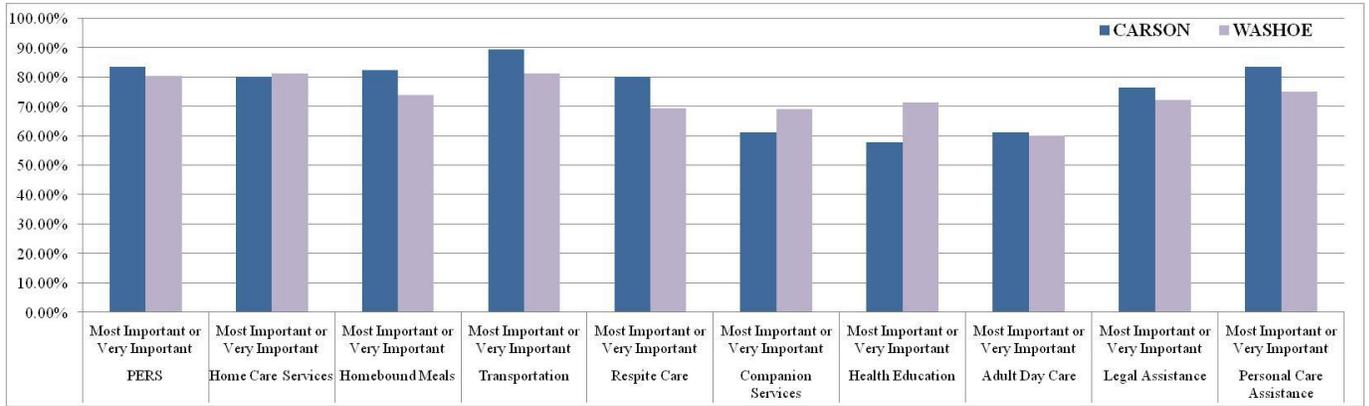
### Highest Ranked Services by County

Highest Ranked Services				
	1	2	3	4
<b>CARSON</b>	Transportation	Personal Care Assistance	Homebound Meals	Respite Care
<b>CHURCHILL</b>	PERS	Transportation	Respite Care	Companion Services
<b>CLARK</b>	Transportation	Home Care Services	PERS	Homebound Meals
<b>DOUGLAS</b>	Home Care Services	Homebound Meals	Companion Services	Legal Assistance
<b>ELKO</b>	Transportation	Homebound Meals	Home Care Services	PERS
<b>ESMERALDA</b>	PERS	Home Care Services	Transportation	Companion Services
<b>EUREKA</b>	Home Care Services	PERS	Homebound Meals	Transportation
<b>HUMBOLDT</b>	PERS	Homebound Meals	Transportation	Health Education
<b>LANDER</b>	PERS	Transportation	Home Care Services	Homebound Meals
<b>LINCOLN</b>	Home Care Services	PERS	Homebound Meals	Transportation
<b>LYON</b>	PERS	Home Care Services	Transportation	Homebound Meals
<b>MINERAL</b>	Homebound Meals	Transportation	PERS	Personal Care Assistance
<b>NYE</b>	Transportation	Homebound Meals	PERS	Health Education
<b>PERSHING</b>	Transportation	Homebound Meals	Legal Assistance	Personal Care Assistance
<b>STOREY</b>	Legal Assistance	PERS	Transportation	Home Care Services
<b>WASHOE</b>	Transportation	Home Care Services	PERS	Personal Care Assistance
<b>WHITE PINE</b>	Homebound Meals	Health Education	PERS	Home Care Services

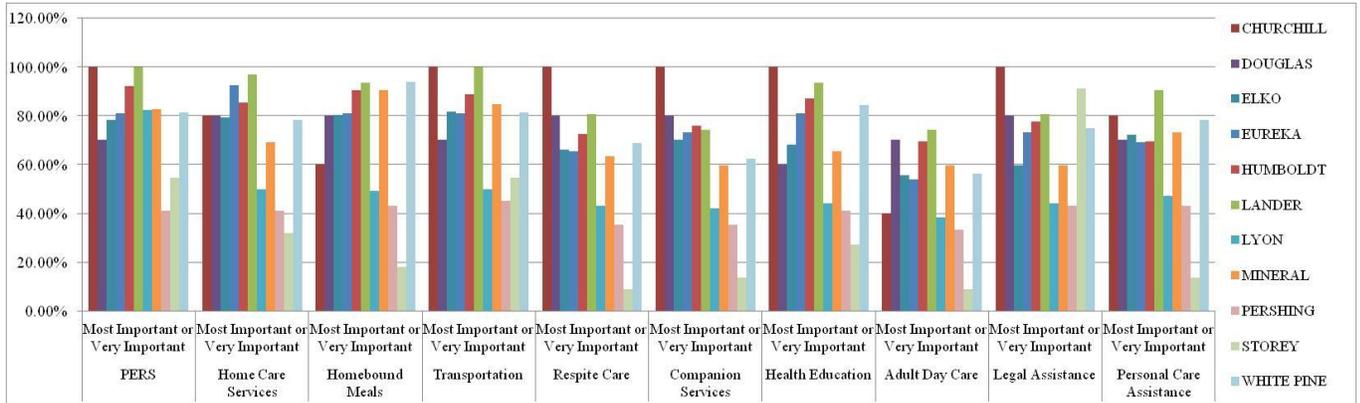


# Highest Ranked Services by Region of the State

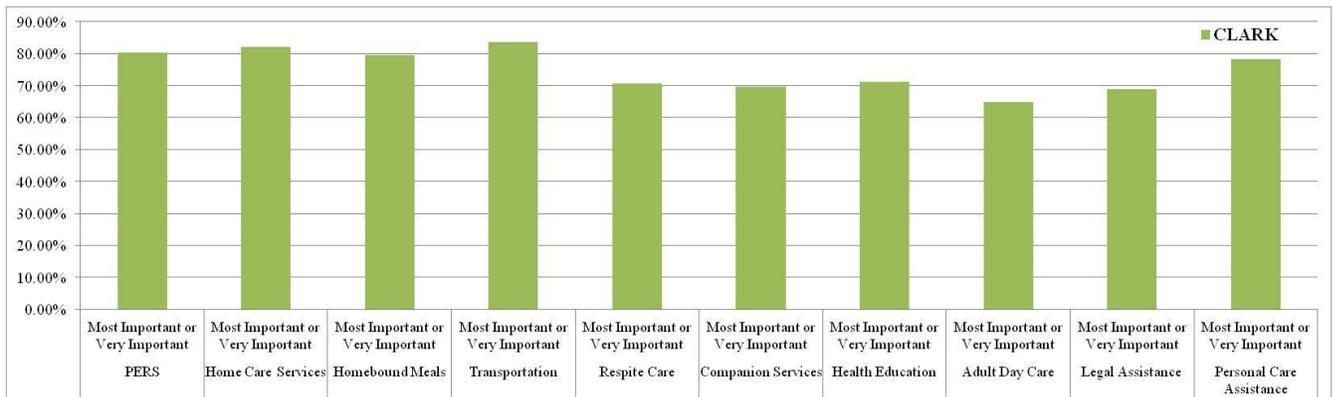
## Northern Urban – Washoe and Carson



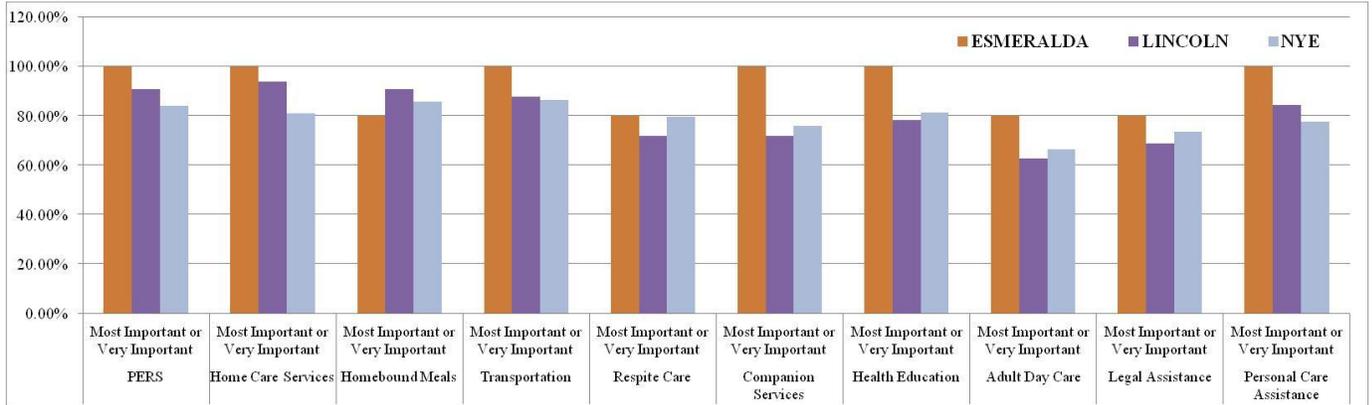
## Northern Rural



## Southern Urban – Clark



## Southern Rural – Esmeralda, Lincoln, Nye



## Lowest Ranked Services by County

Lowest Ranked Services				
	1 Lowest	2 Lowest	3 Lowest	4 Lowest
<b>CARSON</b>	Health Education	Adult Day Care	Companion Services	Legal Assistance
<b>CHURCHILL</b>	Adult Day Care	Homebound Meals	Personal Care Assistance	Home Care Services
<b>CLARK</b>	Adult Day Care	Legal Assistance	Companion Services	Respite Care
<b>DOUGLAS</b>	Health Education	Personal Care Assistance	Adult Day Care	Transportation
<b>ELKO</b>	Adult Day Care	Legal Assistance	Respite Care	Health Education
<b>ESMERALDA</b>	Legal Assistance	Adult Day Care	Respite Care	Homebound Meals
<b>EUREKA</b>	Adult Day Care	Respite Care	Personal Care Assistance	Legal Assistance
<b>HUMBOLDT</b>	Personal Care Assistance	Adult Day Care	Respite Care	Companion Services
<b>LANDER</b>	Adult Day Care	Companion Services	Legal Assistance	Respite Care
<b>LINCOLN</b>	Adult Day Care	Legal Assistance	Companion Services	Respite Care
<b>LYON</b>	Adult Day Care	Companion Services	Respite Care	Legal Assistance
<b>MINERAL</b>	Legal Assistance	Adult Day Care	Companion Services	Respite Care
<b>NYE</b>	Adult Day Care	Legal Assistance	Companion Services	Personal Care Assistance
<b>PERSHING</b>	Adult Day Care	Companion Services	Respite Care	Health Education
<b>STOREY</b>	Adult Day Care	Respite Care	Personal Care Assistance	Companion Services
<b>WASHOE</b>	Adult Day Care	Companion Services	Respite Care	Health Education
<b>WHITE PINE</b>	Adult Day Care	Companion Services	Respite Care	Legal Assistance

## Comparison of Statewide Ranking and County Ranking of Services

Carson	% Most important or Very Important	Churchill	% Most important or Very Important	Clark	% Most important or Very Important	Douglas	% Most important or Very Important	ELKO	% Most important or Very Important	ESMERALDA	% Most important or Very Important
Transportation	89.41%	PERS	100.00%	Transportation	83.53%	Home Care Services	80.00%	Transportation	81.44%	PERS	100.00%
Personal Care Assistance	83.53%	Transportation	100.00%	Home Care Services	81.94%	Homebound Meals	80.00%	Homebound Meals	80.41%	Home Care Services	100.00%
Homebound Meals	82.35%	Respite Care	100.00%	PERS	80.36%	Companion Services	80.00%	Home Care Services	79.38%	Transportation	100.00%
Respite Care	80.00%	Companion Services	100.00%	Homebound Meals	79.62%	Legal Assistance	80.00%	PERS	78.35%	Companion Services	100.00%
Home Care Services	80.00%	Health Education	100.00%	Personal Care Assistance	78.35%	Respite Care	80.00%	Personal Care Assistance	72.16%	Health Education	100.00%
PERS	78.82%	Legal Assistance	100.00%	Health Education	71.28%	PERS	70.00%	Companion Services	70.10%	Personal Care Assistance	100.00%
Legal Assistance	76.47%	Home Care Services	80.00%	Respite Care	70.64%	Transportation	70.00%	Health Education	68.04%	Homebound Meals	80.00%
Companion Services	61.18%	Personal Care Assistance	80.00%	Companion Services	69.59%	Adult Day Care	70.00%	Respite Care	65.98%	Respite Care	80.00%
Adult Day Care	61.18%	Homebound Meals	60.00%	Legal Assistance	68.95%	Personal Care Assistance	70.00%	Legal Assistance	59.79%	Adult Day Care	80.00%
Health Education	57.65%	Adult Day Care	40.00%	Adult Day Care	64.84%	Health Education	60.00%	Adult Day Care	55.67%	Legal Assistance	80.00%

EUREKA	% Most important or Very Important	HUMBOLDT	% Most important or Very Important	LANDER	% Most important or Very Important	LINCOLN	% Most important or Very Important	LYON	% Most important or Very Important	MINERAL	% Most important or Very Important
Home Care Services	92.31%	PERS	91.94%	PERS	100.00%	Home Care Services	93.75%	PERS	82.35%	Homebound Meals	90.38%
PERS	80.77%	Homebound Meals	90.32%	Transportation	100.00%	PERS	90.63%	Home Care Services	50.00%	Transportation	84.62%
Homebound Meals	80.77%	Transportation	88.71%	Home Care Services	96.77%	Homebound Meals	90.63%	Transportation	50.00%	PERS	82.69%
Transportation	80.77%	Health Education	87.10%	Homebound Meals	93.55%	Transportation	87.50%	Homebound Meals	49.02%	Personal Care Assistance	73.08%
Health Education	80.77%	Home Care Services	85.48%	Health Education	93.55%	Personal Care Assistance	84.38%	Personal Care Assistance	47.06%	Home Care Services	69.23%
Companion Services	73.08%	Legal Assistance	77.42%	Personal Care Assistance	90.32%	Health Education	78.13%	Health Education	44.12%	Health Education	65.38%
Legal Assistance	73.08%	Companion Services	75.81%	Respite Care	80.65%	Respite Care	71.88%	Legal Assistance	44.12%	Respite Care	63.46%
Personal Care Assistance	69.23%	Respite Care	72.58%	Legal Assistance	80.65%	Companion Services	71.88%	Respite Care	43.14%	Companion Services	59.62%
Respite Care	65.38%	Adult Day Care	69.35%	Companion Services	74.19%	Legal Assistance	68.75%	Companion Services	42.16%	Adult Day Care	59.62%
Adult Day Care	53.85%	Personal Care Assistance	69.35%	Adult Day Care	74.19%	Adult Day Care	62.50%	Adult Day Care	38.24%	Legal Assistance	59.62%

NYE	% Most important or Very Important	PERSHING	Adjusted % Most important or Very Important	STOREY	% Most important or Very Important	WASHOE	% Most important or Very Important	WHITE PINE	% Most important or Very Important
Transportation	86.34%	Transportation	92.00%	Legal Assistance	90.91%	Transportation	81.29%	Homebound Meals	93.75%
Homebound Meals	85.71%	Homebound Meals	88.00%	PERS	54.55%	Home Care Services	81.07%	Health Education	84.38%
PERS	83.85%	Legal Assistance	88.00%	Transportation	54.55%	PERS	80.40%	PERS	81.25%
Health Education	81.37%	Personal Care Assistance	88.00%	Home Care Services	31.82%	Personal Care Assistance	74.83%	Transportation	81.25%
Home Care Services	80.75%	PERS	84.00%	Health Education	27.27%	Homebound Meals	73.72%	Home Care Services	78.13%
Respite Care	79.50%	Home Care Services	84.00%	Homebound Meals	18.18%	Legal Assistance	72.16%	Personal Care Assistance	78.13%
Personal Care Assistance	77.64%	Health Education	84.00%	Companion Services	13.64%	Health Education	71.27%	Legal Assistance	75.00%
Companion Services	75.78%	Respite Care	72.00%	Personal Care Assistance	13.64%	Respite Care	69.27%	Respite Care	68.75%
Legal Assistance	73.29%	Companion Services	72.00%	Respite Care	9.09%	Companion Services	69.04%	Companion Services	62.50%
Adult Day Care	66.46%	Adult Day Care	68.00%	Adult Day Care	9.09%	Adult Day Care	60.13%	Adult Day Care	56.25%

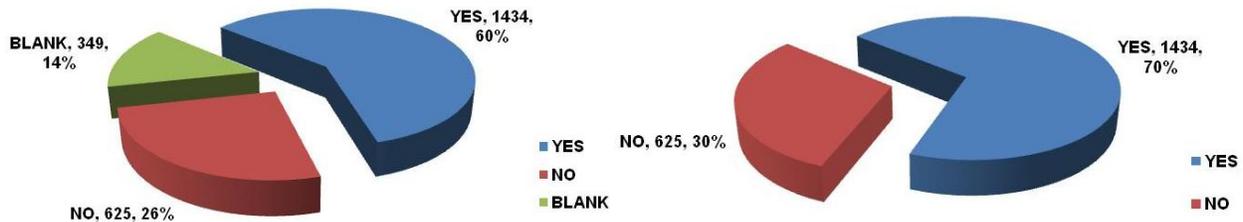
- Statewide Ranking 1 
- Statewide Ranking 2 
- Statewide Ranking 3 

**Question 2: What other services may be needed to prevent nursing home admission? Please list them below.**

Survey Question 2 asked respondents to list services *not* already addressed in Question 1 that may be needed to prevent nursing home admission. The eight most frequently listed additional services in rank order statewide, from most frequent (1) are:

1. Durable equipment
2. Home repairs and modifications
3. Financial assistance
4. Daily calls to check on frail clients well being
5. In home health services
6. Medication management
7. Socialization
8. Caregiver support

**Question 3: Would you be willing to contribute to the cost of your care, even if only partially?**



- 1,434 participants, or 70 percent of respondents, stated they would be willing to contribute to the cost of their care, even if only partially.
- 625 participants, or 30 percent of respondents, stated they would not be willing to contribute to the cost of care, even if only partially.
- 14 percent or (348) choose not to answer this question.

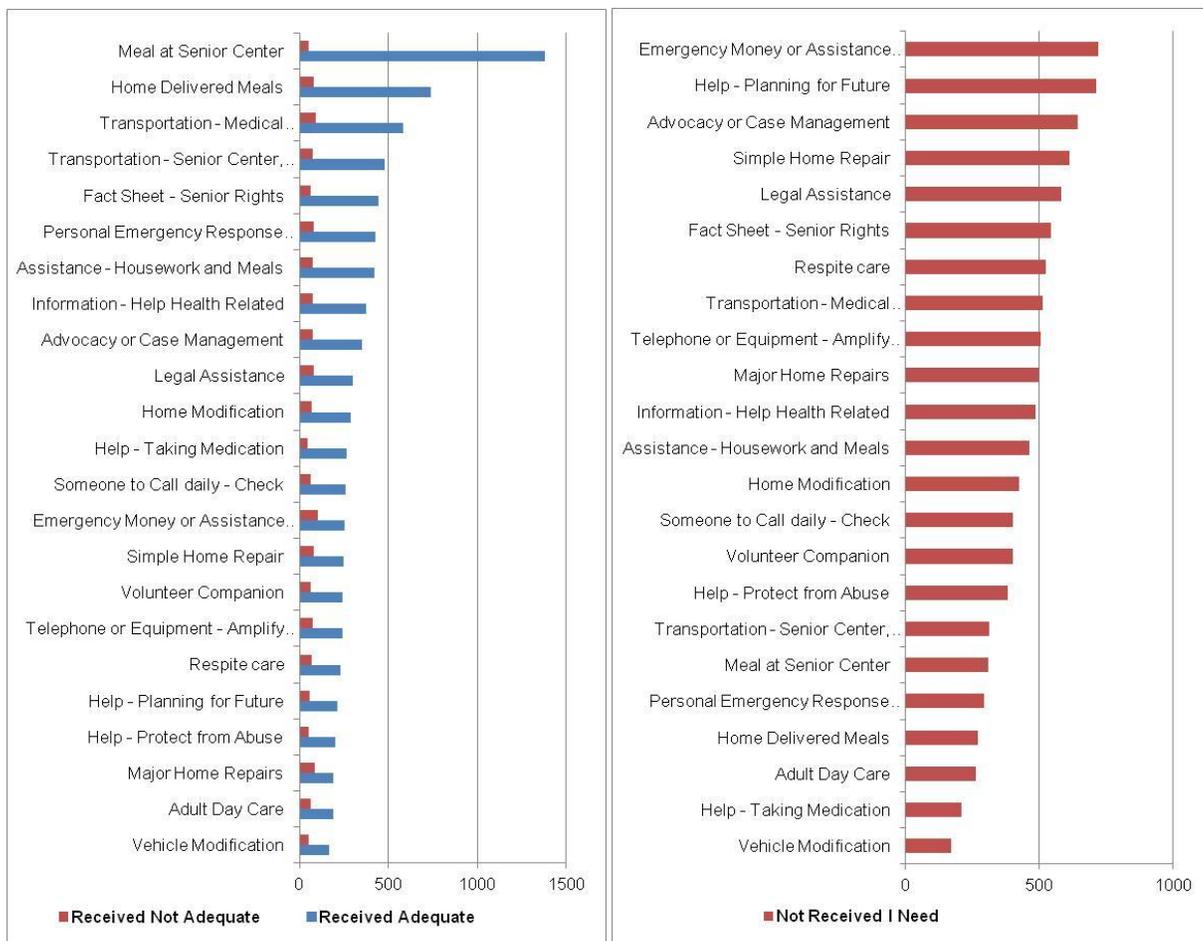
The majority of reasons for *not being willing to contribute* to their care related to not able to afford to contribute to cost of care. Other responses of interest include the following quotes:

- Can't afford; need to save money.
- Deaf; income is too low.
- Have Medicaid.
- When you are a senior, it should be like in Europe - the government takes care of you.
- Mother can't contribute, but I would.
- The government has a trust obligation to make sure Native Americans get treatment needed through Indian Health Services. This should not be an issue for Native Americans.
- My family helps me to afford living costs.
- Had renters rebate; now gone.
- We are providing financial aid to our son, because the state can't cover all of his expenses.
- I have worked many years; I feel I deserve these services at no cost to me.
- No money; I want the right to die when health goes, like in Oregon

**Question 4: Please tell us about *YOUR OWN* experience with services listed below, by checking the appropriate box for each service.**

Service recipients were asked this question to help determine current service adequacy and to identify services gaps where needs exist. Findings are on the following page.

## Statewide Data



- Survey respondents, for the most part, identified services they received as adequate to meet their needs.
- Services cited most frequently as received and inadequate are:
  - (1) Emergency Money or Assistances – Bill Help (102 respondents)
  - (2) Transportation – Medical Appointments (95)
  - (3) Major Home Repair (84)
  - (4) Simple Home Repair (83)
  - (5) Personal Emergency Response System (80)

## Data by County

### Referenced with Population and Demographic Information

The following pages provide the County-by-County data. Population information is located at <http://quickfacts.census.gov/qfd/states/32000.html>.

Carson City County		
Population	55,274	
Percent of Population 60 and Older	Percent of Population Minority	Percent Population Below Poverty Level
23.2 percent	29.3 percent	14.0 percent



#### Carson – Not Received But Needed Services

	Needed
<b>TOTAL</b>	390
Legal Assistance for issues I may encounter.	35
Fact sheets providing information on senior rights.	31
Simple home repairs.	25
Personal Emergency Response System.	25
Transportation to the doctor or other medical appointments	24
Emergency money or assistance with utility bills and or rent.	21
Transportation to a senior center for a meal, or to run errands.	20
An assistant to help me with housework or cooking meals.	20
Major home repairs.	19
Advocacy or case management to help me know about and receive the services I need.	19
Help in planning for future care.	18
Information to help me cope with chronic disease, such as heart problems, arthritis, cancer and breathing difficulties.	15
Home modifications, such as ramp, accessible bathroom.	15
Home Delivered Meals	14
A telephone that amplifies sound or other equipment, so that I can hear what callers are saying or receive emergency alerts.	14
Someone to call me daily to check if I'm OK.	13
Help, to protect me from abuse – physical, verbal, emotional or financial.	13
Adult day care for my loved one.	12
Respite care	12
A paid or volunteer companion, to visit me periodically, and to provide transportation.	9
Vehicle modification, such as a lift, ramp, or other.	8
Help with taking my medications.	6
Meal at Senior Center	2

Churchill County		
Population	24,877	
Percent of Population 60 and Older	Percent of Population Minority	Percent Population Below Poverty Level
21.7 percent	23.5 percent	8.8 percent



### Churchill – Not Received But Needed Services

	Needed
<b>TOTAL</b>	<b>18</b>
Fact sheets providing information on senior rights.	2
Simple home repairs.	2
Transportation to the doctor or other medical appointments.	2
Home modifications, such as ramp, accessible bathroom.	2
Legal Assistance for issues I may encounter.	1
Personal Emergency Response System.	1
Transportation to a senior center for a meal, or to run errands.	1
Major home repairs.	1
Advocacy or case management to help me know about and receive the services I need.	1
Help in planning for future care.	1
Information to help me cope with chronic disease, such as heart problems, arthritis, cancer and breathing difficulties.	1
Respite care.	1
A paid or volunteer companion, to visit me periodically, and to provide transportation.	1
Vehicle modification, such as a lift, ramp, or other.	1
Emergency money or assistance with utility bills and or rent.	0
An assistant to help me with housework or cooking meals.	0
Home Delivered Meals.	0
A telephone that amplifies sound or other equipment, so that I can hear what callers are saying or receive emergency alerts.	0
Someone to call me daily to check if I'm OK.	0
Help, to protect me from abuse – physical, verbal, emotional or financial.	0
Adult day care for my loved one.	0
Help with taking my medications.	0
Meal at Senior Center.	0

Clark County		
Population	1,951,2694	
Percent of Population 60 and Older	Percent of Population Minority	Percent Population Below Poverty Level
16.6 percent	52.0 percent	11.7 percent



### Clark - Not Received But Needed Services

	Needed
<b>TOTAL</b>	<b>4597</b>
Legal Assistance for issues I may encounter.	327
Fact sheets providing information on senior rights.	317
Advocacy or case management to help me know about and receive the services I need.	281
Emergency money or assistance with utility bills and or rent.	277
Simple home repairs.	271
An assistant to help me with housework or cooking meals.	257
Help in planning for future care.	243
Personal Emergency Response System.	241
Transportation to the doctor or other medical appointments.	238
A paid or volunteer companion, to visit me periodically, and to provide transportation.	224
Major home repairs.	211
A telephone that amplifies sound or other equipment, so that I can hear what callers are saying or receive emergency alerts.	208
Someone to call me daily to check if I'm OK.	190
Information to help me cope with chronic disease, such as heart problems, arthritis, cancer and breathing difficulties.	189
Transportation to a senior center for a meal, or to run errands.	182
Home modifications, such as ramp, accessible bathroom.	169
Vehicle modification, such as a lift, ramp, or other.	147
Help, to protect me from abuse – physical, verbal, emotional or financial.	132
Respite care.	126
Home Delivered Meals.	109
Adult day care for my loved one.	95
Help with taking my medications.	93
Meal at Senior Center.	70

<b>Douglas County</b>		
Population	46,997	
Percent of Population 60 and Older	Percent of Population Minority	Percent Population Below Poverty Level
28.6 percent	16.8 percent	7.9 percent



**Douglas – Not Received But Needed Services**

	<b>Needed</b>
<b>TOTAL</b>	<b>60</b>
Personal Emergency Response System.	5
Legal Assistance for issues I may encounter.	4
Advocacy or case management to help me know about and receive the services I need.	4
Simple home repairs.	4
Major home repairs.	4
Someone to call me daily to check if I'm OK.	4
Emergency money or assistance with utility bills and or rent.	3
Help in planning for future care.	3
A paid or volunteer companion, to visit me periodically, and to provide transportation.	3
Information to help me cope with chronic disease, such as heart problems, arthritis, cancer and breathing difficulties.	3
Home modifications, such as ramp, accessible bathroom.	3
Help, to protect me from abuse – physical, verbal, emotional or financial.	3
Fact sheets providing information on senior rights.	2
An assistant to help me with housework or cooking meals.	2
A telephone that amplifies sound or other equipment, so that I can hear what callers are saying or receive emergency alerts.	2
Vehicle modification, such as a lift, ramp, or other.	2
Respite care.	2
Home Delivered Meals.	2
Transportation to the doctor or other medical appointments.	1
Transportation to a senior center for a meal, or to run errands.	1
Adult day care for my loved one.	1
Help with taking my medications.	1
Meal at Senior Center.	1

<b>Elko County</b>		
Population	48,818	
Percent of Population 60 and Older	Percent of Population Minority	Percent Population Below Poverty Level
13.4 percent	30.9 percent	7.1 percent



**Elko – Not Received But Needed Services**

	<b>Needed</b>
<b>TOTAL</b>	<b>359</b>
Simple home repairs.	35
Fact sheets providing information on senior rights.	34
Major home repairs.	29
Legal Assistance for issues I may encounter.	28
Advocacy or case management to help me know about and receive the services I need.	24
Help in planning for future care.	24
Personal Emergency Response System.	19
Emergency money or assistance with utility bills and or rent.	19
A telephone that amplifies sound or other equipment, so that I can hear what callers are saying or receive emergency alerts.	16
Home modifications, such as ramp, accessible bathroom.	15
Information to help me cope with chronic disease, such as heart problems, arthritis, cancer and breathing difficulties.	14
Someone to call me daily to check if I'm OK.	13
A paid or volunteer companion, to visit me periodically, and to provide transportation.	12
Help, to protect me from abuse – physical, verbal, emotional or financial.	11
Transportation to the doctor or other medical appointments.	10
Adult day care for my loved one.	10
Transportation to a senior center for a meal, or to run errands.	9
Vehicle modification, such as a lift, ramp, or other.	8
An assistant to help me with housework or cooking meals.	7
Respite care.	7
Help with taking my medications.	7
Home Delivered Meals.	4
Meal at Senior Center.	4

Esmeralda County		
Population	783	
Percent of Population 60 and Older	Percent of Population Minority	Percent Population Below Poverty Level
38.8 percent	22.7 percent	11.2 percent



### Esmeralda – Not Received But Needed Services

	Needed
<b>TOTAL</b>	<b>18</b>
Simple home repairs.	2
Major home repairs.	2
Advocacy or case management to help me know about and receive the services I need.	2
Personal Emergency Response System.	2
A telephone that amplifies sound or other equipment, so that I can hear what callers are saying or receive emergency alerts.	2
Someone to call me daily to check if I'm OK.	2
Fact sheets providing information on senior rights.	1
Legal Assistance for issues I may encounter.	1
Help in planning for future care.	1
Emergency money or assistance with utility bills and or rent.	1
Home modifications, such as ramp, accessible bathroom.	1
A paid or volunteer companion, to visit me periodically, and to provide transportation.	1
Information to help me cope with chronic disease, such as heart problems, arthritis, cancer and breathing difficulties.	0
Help, to protect me from abuse – physical, verbal, emotional or financial.	0
Transportation to the doctor or other medical appointments.	0
Adult day care for my loved one.	0
Transportation to a senior center for a meal, or to run errands.	0
Vehicle modification, such as a lift, ramp, or other.	0
An assistant to help me with housework or cooking meals.	0
Respite care.	0
Help with taking my medications.	0
Home Delivered Meals.	0
Meal at Senior Center.	0

Eureka County		
Population	1,987	
Percent of Population 60 and Older	Percent of Population Minority	Percent Population Below Poverty Level
19.6 percent	16.4 percent	16.2 percent



### Eureka – Not Received But Needed Services

	Needed
<b>TOTAL</b>	<b>86</b>
Fact sheets providing information on senior rights.	8
Legal Assistance for issues I may encounter.	8
A telephone that amplifies sound or other equipment, so that I can hear what callers are saying or receive emergency alerts.	7
Advocacy or case management to help me know about and receive the services I need.	6
Help in planning for future care.	6
Major home repairs.	5
Personal Emergency Response System.	5
Transportation to the doctor or other medical appointments	5
Simple home repairs.	4
Emergency money or assistance with utility bills and or rent.	4
Home Delivered Meals.	4
Home modifications, such as ramp, accessible bathroom.	3
A paid or volunteer companion, to visit me periodically, and to provide transportation.	3
Transportation to a senior center for a meal, or to run errands.	3
An assistant to help me with housework or cooking meals.	3
Someone to call me daily to check if I'm OK.	2
Help, to protect me from abuse – physical, verbal, emotional or financial.	2
Vehicle modification, such as a lift, ramp, or other.	2
Meal at Senior Center.	2
Information to help me cope with chronic disease, such as heart problems, arthritis, cancer and breathing difficulties.	1
Adult day care for my loved one.	1
Respite care.	1
Help with taking my medications.	1

<b>Humboldt County</b>		
Population	16,528	
Percent of Population 60 and Older	Percent of Population Minority	Percent Population Below Poverty Level
15.9 percent	31.1 percent	12.0 percent



### Humboldt – Not Received But Needed Services

	<b>Needed</b>
<b>TOTAL</b>	<b>298</b>
Legal Assistance for issues I may encounter.	23
Simple home repairs.	23
Fact sheets providing information on senior rights.	22
Advocacy or case management to help me know about and receive the services I need.	20
Help in planning for future care.	18
Major home repairs.	17
Personal Emergency Response System.	17
A telephone that amplifies sound or other equipment, so that I can hear what callers are saying or receive emergency alerts.	16
A paid or volunteer companion, to visit me periodically, and to provide transportation.	16
Emergency money or assistance with utility bills and or rent.	15
An assistant to help me with housework or cooking meals.	14
Someone to call me daily to check if I'm OK.	13
Information to help me cope with chronic disease, such as heart problems, arthritis, cancer and breathing difficulties.	12
Transportation to the doctor or other medical appointments.	10
Vehicle modification, such as a lift, ramp, or other.	10
Home modifications, such as ramp, accessible bathroom.	9
Transportation to a senior center for a meal, or to run errands.	9
Help, to protect me from abuse – physical, verbal, emotional or financial.	8
Home Delivered Meals.	7
Adult day care for my loved one.	6
Respite care.	5
Help with taking my medications.	5
Meal at Senior Center.	3

<b>Lander County</b>		
Population	5,775	
Percent of Population 60 and Older	Percent of Population Minority	Percent Population Below Poverty Level
17.6 percent	26.3 percent	12.2 percent



**Lander – Not Received But Needed Services**

	<b>Needed</b>
<b>TOTAL</b>	<b>93</b>
A telephone that amplifies sound or other equipment, so that I can hear what callers are saying or receive emergency alerts.	8
Vehicle modification, such as a lift, ramp, or other.	8
Simple home repairs.	6
Advocacy or case management to help me know about and receive the services I need.	6
Home modifications, such as ramp, accessible bathroom.	6
A paid or volunteer companion, to visit me periodically, and to provide transportation.	5
Transportation to the doctor or other medical appointments.	5
Fact sheets providing information on senior rights.	4
An assistant to help me with housework or cooking meals.	4
Someone to call me daily to check if I'm OK.	4
Information to help me cope with chronic disease, such as heart problems, arthritis, cancer and breathing difficulties.	4
Help, to protect me from abuse – physical, verbal, emotional or financial.	4
Respite care.	4
Legal Assistance for issues I may encounter.	3
Major home repairs.	3
Personal Emergency Response System.	3
Home Delivered Meals.	3
Adult day care for my loved one.	3
Help with taking my medications.	3
Help in planning for future care.	2
Transportation to a senior center for a meal, or to run errands.	2
Meal at Senior Center.	2
Emergency money or assistance with utility bills and or rent.	1

<b>Lincoln County</b>		
Population	5,345	
Percent of Population 60 and Older	Percent of Population Minority	Percent Population Below Poverty Level
24.9 percent	12.1 percent	10.6 percent



### Lincoln – Not Received But Needed Services

	<b>Needed</b>
<b>TOTAL</b>	<b>102</b>
Simple home repairs.	12
Major home repairs.	9
Home modifications, such as ramp, accessible bathroom.	8
Legal Assistance for issues I may encounter.	8
Emergency money or assistance with utility bills and or rent.	8
Fact sheets providing information on senior rights.	7
Help in planning for future care.	6
Respite care.	5
Vehicle modification, such as a lift, ramp, or other.	4
Advocacy or case management to help me know about and receive the services I need.	4
A paid or volunteer companion, to visit me periodically, and to provide transportation.	4
Transportation to the doctor or other medical appointments.	4
Someone to call me daily to check if I'm OK.	4
Adult day care for my loved one.	4
A telephone that amplifies sound or other equipment, so that I can hear what callers are saying or receive emergency alerts.	3
Meal at Senior Center.	3
Information to help me cope with chronic disease, such as heart problems, arthritis, cancer and breathing difficulties.	2
Personal Emergency Response System.	2
Transportation to a senior center for a meal, or to run errands.	2
An assistant to help me with housework or cooking meals.	1
Help, to protect me from abuse – physical, verbal, emotional or financial.	1
Help with taking my medications.	1
Home Delivered Meals.	0

Lyon County		
Population	51,980	
Percent of Population 60 and Older	Percent of Population Minority	Percent Population Below Poverty Level
22.8 percent	21.8 percent	12.8 percent



### Lyon – Not Received But Needed Services

	Needed
<b>TOTAL</b>	<b>375</b>
Simple home repairs.	26
Fact sheets providing information on senior rights.	26
Major home repairs.	25
Transportation to the doctor or other medical appointments.	23
Legal Assistance for issues I may encounter.	22
Advocacy or case management to help me know about and receive the services I need.	21
Personal Emergency Response System.	21
Emergency money or assistance with utility bills and or rent.	20
Respite care.	18
Information to help me cope with chronic disease, such as heart problems, arthritis, cancer and breathing difficulties.	16
Help in planning for future care.	15
A telephone that amplifies sound or other equipment, so that I can hear what callers are saying or receive emergency alerts.	15
Home modifications, such as ramp, accessible bathroom.	14
A paid or volunteer companion, to visit me periodically, and to provide transportation.	14
Adult day care for my loved one.	14
Help, to protect me from abuse – physical, verbal, emotional or financial.	14
Someone to call me daily to check if I'm OK.	13
An assistant to help me with housework or cooking meals.	13
Transportation to a senior center for a meal, or to run errands.	11
Home Delivered Meals.	10
Vehicle modification, such as a lift, ramp, or other.	8
Meal at Senior Center.	8
Help with taking my medications.	8

<b>Mineral County</b>		
Population	4,772	
Percent of Population 60 and Older	Percent of Population Minority	Percent Population Below Poverty Level
31.7 percent	31.5 percent	19.1 percent



**Mineral – Not Received But Needed Services**

	<b>Needed</b>
<b>TOTAL</b>	<b>173</b>
Fact sheets providing information on senior rights.	13
Legal Assistance for issues I may encounter.	12
Personal Emergency Response System.	11
Emergency money or assistance with utility bills and or rent.	11
Advocacy or case management to help me know about and receive the services I need.	9
Help in planning for future care.	9
Transportation to a senior center for a meal, or to run errands.	9
Simple home repairs.	8
Information to help me cope with chronic disease, such as heart problems, arthritis, cancer and breathing difficulties.	8
A telephone that amplifies sound or other equipment, so that I can hear what callers are saying or receive emergency alerts.	8
Home modifications, such as ramp, accessible bathroom.	8
A paid or volunteer companion, to visit me periodically, and to provide transportation.	8
Major home repairs.	7
Transportation to the doctor or other medical appointments	7
Help with taking my medications.	7
Help, to protect me from abuse – physical, verbal, emotional or financial.	6
Someone to call me daily to check if I'm OK.	6
An assistant to help me with housework or cooking meals.	6
Home Delivered Meals.	6
Respite care.	5
Adult day care for my loved one.	4
Vehicle modification, such as a lift, ramp, or other.	3
Meal at Senior Center.	2

Nye County		
Population	43,946	
Percent of Population 60 and Older	Percent of Population Minority	Percent Population Below Poverty Level
31.9 percent	21.1 percent	18.9 percent



### Nye – Not Received But Needed Services

	Needed
<b>TOTAL</b>	<b>518</b>
Fact sheets providing information on senior rights.	39
Legal Assistance for issues I may encounter.	36
Simple home repairs.	33
A paid or volunteer companion, to visit me periodically, and to provide transportation.	32
Help in planning for future care.	30
Emergency money or assistance with utility bills and or rent.	29
An assistant to help me with housework or cooking meals.	28
Major home repairs.	27
Advocacy or case management to help me know about and receive the services I need.	26
A telephone that amplifies sound or other equipment, so that I can hear what callers are saying or receive emergency alerts.	26
Home modifications, such as ramp, accessible bathroom.	25
Someone to call me daily to check if I'm OK.	24
Personal Emergency Response System.	22
Information to help me cope with chronic disease, such as heart problems, arthritis, cancer and breathing difficulties.	19
Adult day care for my loved one.	17
Transportation to the doctor or other medical appointments	16
Respite care.	16
Vehicle modification, such as a lift, ramp, or other.	15
Transportation to a senior center for a meal, or to run errands.	14
Help, to protect me from abuse – physical, verbal, emotional or financial.	13
Help with taking my medications.	12
Home Delivered Meals.	10
Meal at Senior Center.	9

Pershing County		
Population	6,753	
Percent of Population 60 and Older	Percent of Population Minority	Percent Population Below Poverty Level
18.2 percent	31.8 percent	13.7 percent



### Pershing – Not Received But Needed Services

	Needed
<b>TOTAL</b>	97
Legal Assistance for issues I may encounter.	9
Advocacy or case management to help me know about and receive the services I need.	8
Fact sheets providing information on senior rights.	7
Help in planning for future care.	6
Personal Emergency Response System.	6
An assistant to help me with housework or cooking meals.	5
Information to help me cope with chronic disease, such as heart problems, arthritis, cancer and breathing difficulties.	5
Transportation to the doctor or other medical appointments.	5
Transportation to a senior center for a meal, or to run errands.	5
Home Delivered Meals.	5
Simple home repairs.	4
A paid or volunteer companion, to visit me periodically, and to provide transportation.	4
Adult day care for my loved one.	4
Respite care.	4
Emergency money or assistance with utility bills and or rent.	3
Major home repairs.	3
Home modifications, such as ramp, accessible bathroom.	3
Meal at Senior Center.	3
A telephone that amplifies sound or other equipment, so that I can hear what callers are saying or receive emergency alerts.	2
Someone to call me daily to check if I'm OK.	2
Vehicle modification, such as a lift, ramp, or other.	2
Help, to protect me from abuse – physical, verbal, emotional or financial.	1
Help with taking my medications.	1

Storey County		
Population	4,010	
Percent of Population 60 and Older	Percent of Population Minority	Percent Population Below Poverty Level
29.4 percent	11.9 percent	5.6 percent



### Storey – Not Received But Needed Services

	Needed
<b>TOTAL</b>	<b>7</b>
Legal Assistance for issues I may encounter.	1
Fact sheets providing information on senior rights.	1
Transportation to the doctor or other medical appointments.	1
Transportation to a senior center for a meal, or to run errands.	1
Simple home repairs.	1
A paid or volunteer companion, to visit me periodically, and to provide transportation.	1
A telephone that amplifies sound or other equipment, so that I can hear what callers are saying or receive emergency alerts.	1
Advocacy or case management to help me know about and receive the services I need.	0
Help in planning for future care.	0
Personal Emergency Response System.	0
An assistant to help me with housework or cooking meals.	0
Information to help me cope with chronic disease, such as heart problems, arthritis, cancer and breathing difficulties.	0
Home Delivered Meals.	0
Adult day care for my loved one.	0
Respite care.	0
Emergency money or assistance with utility bills and or rent.	0
Major home repairs.	0
Home modifications, such as ramp, accessible bathroom.	0
Meal at Senior Center.	0
Someone to call me daily to check if I'm OK.	0
Vehicle modification, such as a lift, ramp, or other.	0
Help, to protect me from abuse – physical, verbal, emotional or financial.	0
Help with taking my medications.	0

<b>Washoe County</b>		
Population	421,407	
Percent of Population 60 and Older	Percent of Population Minority	Percent Population Below Poverty Level
18.1 percent	34.0 percent	12.6 percent



### Washoe – Not Received But Needed Services

	<b>Needed</b>
<b>TOTAL</b>	<b>2111</b>
Fact sheets providing information on senior rights.	156
Legal Assistance for issues I may encounter.	146
Advocacy or case management to help me know about and receive the services I need.	146
Simple home repairs.	125
Help in planning for future care.	118
Personal Emergency Response System.	115
Emergency money or assistance with utility bills and or rent.	114
A telephone that amplifies sound or other equipment, so that I can hear what callers are saying or receive emergency alerts.	101
A paid or volunteer companion, to visit me periodically, and to provide transportation.	98
Major home repairs.	97
Transportation to the doctor or other medical appointments.	94
An assistant to help me with housework or cooking meals.	94
Home modifications, such as ramp, accessible bathroom.	91
Someone to call me daily to check if I'm OK.	90
Information to help me cope with chronic disease, such as heart problems, arthritis, cancer and breathing difficulties.	79
Transportation to a senior center for a meal, or to run errands.	66
Vehicle modification, such as a lift, ramp, or other.	64
Help, to protect me from abuse – physical, verbal, emotional or financial.	62
Respite care.	61
Adult day care for my loved one.	57
Home Delivered Meals.	52
Help with taking my medications.	46
Meal at Senior Center.	39

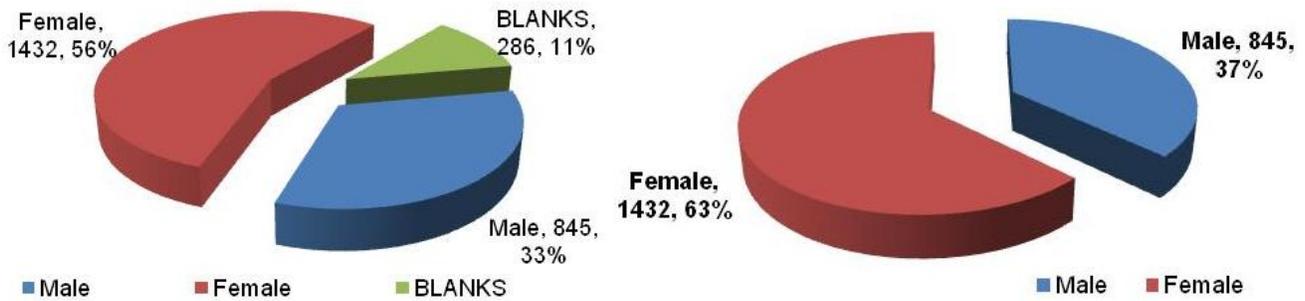
White Pine County		
Population	10,030	
Percent of Population 60 and Older	Percent of Population Minority	Percent Population Below Poverty Level
21.1 percent	23.7 percent	15.5 percent



### White Pine – Not Received But Needed Services

	Needed
<b>TOTAL</b>	<b>86</b>
Emergency money or assistance with utility bills and or rent.	8
Fact sheets providing information on senior rights.	6
Simple home repairs.	6
Home modifications, such as ramp, accessible bathroom.	6
Advocacy or case management to help me know about and receive the services I need.	5
Major home repairs.	5
Adult day care for my loved one.	5
Legal Assistance for issues I may encounter.	4
Help in planning for future care.	4
A paid or volunteer companion, to visit me periodically, and to provide transportation.	4
An assistant to help me with housework or cooking meals.	4
Someone to call me daily to check if I'm OK.	4
Help, to protect me from abuse – physical, verbal, emotional or financial.	4
A telephone that amplifies sound or other equipment, so that I can hear what callers are saying or receive emergency alerts.	3
Transportation to the doctor or other medical appointments.	3
Information to help me cope with chronic disease, such as heart problems, arthritis, cancer and breathing difficulties.	3
Transportation to a senior center for a meal, or to run errands.	3
Personal Emergency Response System.	2
Vehicle modification, such as a lift, ramp, or other.	2
Respite care.	2
Home Delivered Meals.	2
Help with taking my medications.	1
Meal at Senior Center.	0

**Question 5: What is your gender (Check ONE)**



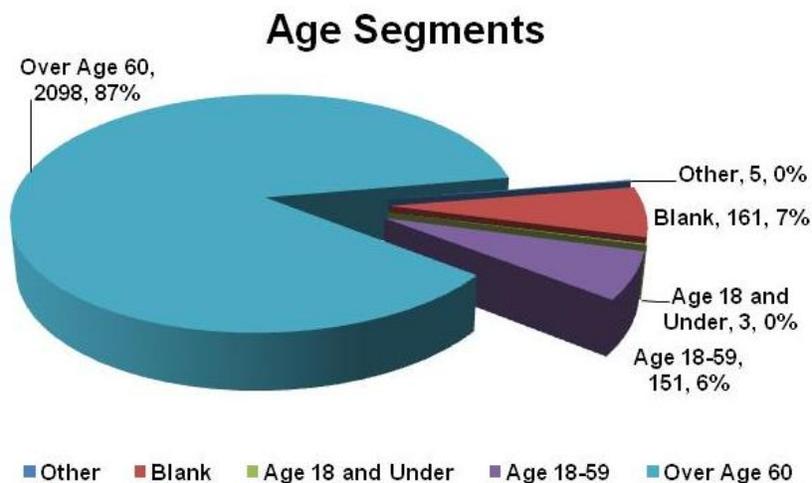
1,432 or 56 percent of survey respondents were female and 845 or 33 percent were male. 286, or 11 percent, of survey respondents chose not to answer.

**Question 6: What is your age \_\_\_\_\_ (Please specify)**

The average age of survey respondents is 73 with a minimum value of 17 and a maximum value of 102.

MEAN	MEDIAN	MODE	MIN	MAX
73.15	73	80	17	102

N= 2,420 (*Total Number* of respondents indicating age)



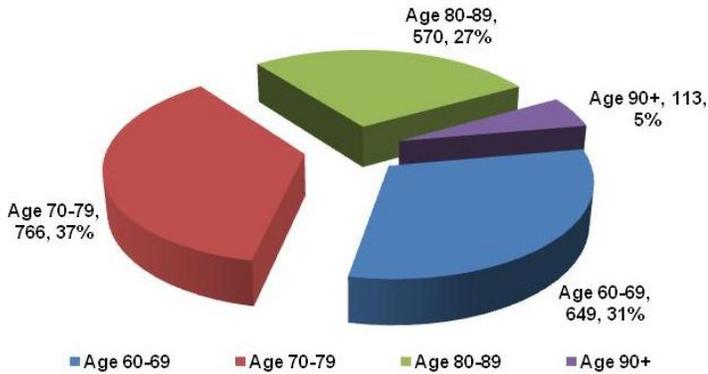
154 respondents identified their ages as less than age 60. Many of these respondents also indicated they had some sort of disability (99) or were caring for someone with a disability (30).

**Respondents Identifying Age Less than 60**

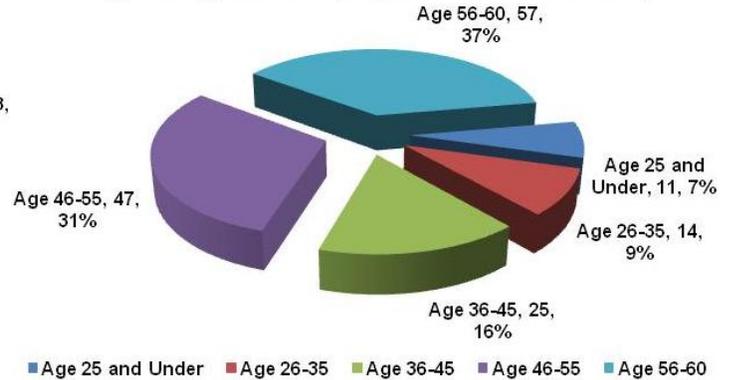
MEAN	MEDIAN	MODE	MIN	MAX
43.37	52	59	17	59

N= 154 (*Total Number* of respondents indicating age less than age 60)

### Age Segments Over Age 60

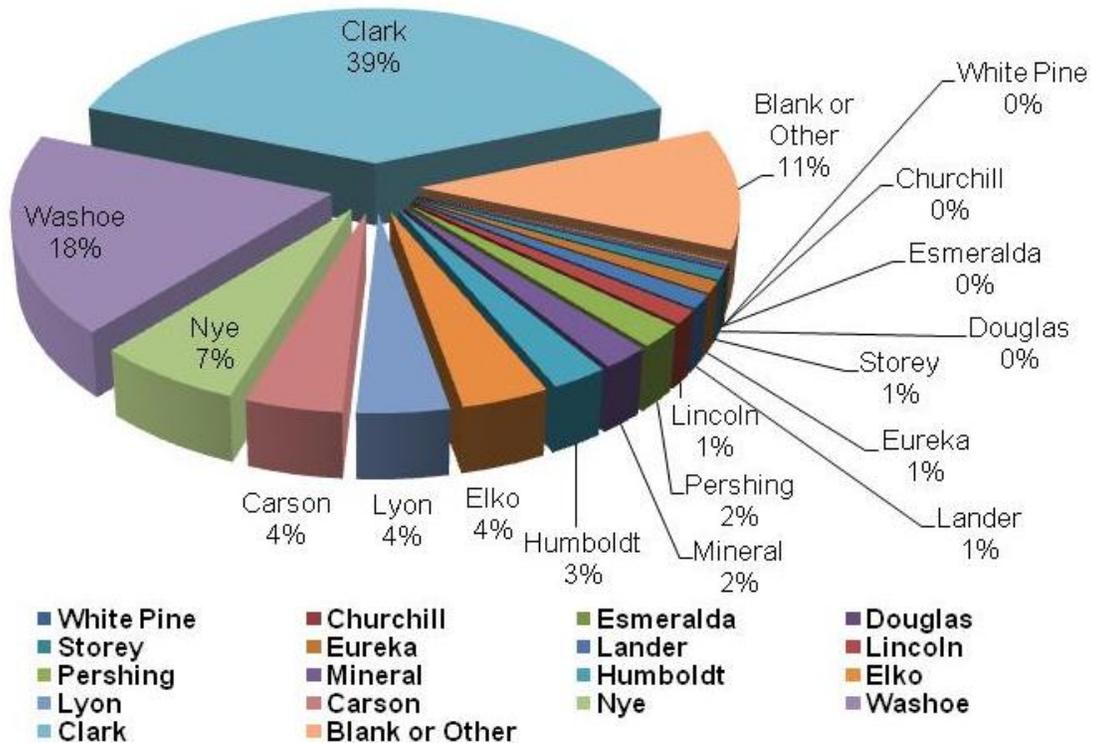


### Age Segments (Age 60 and Under)

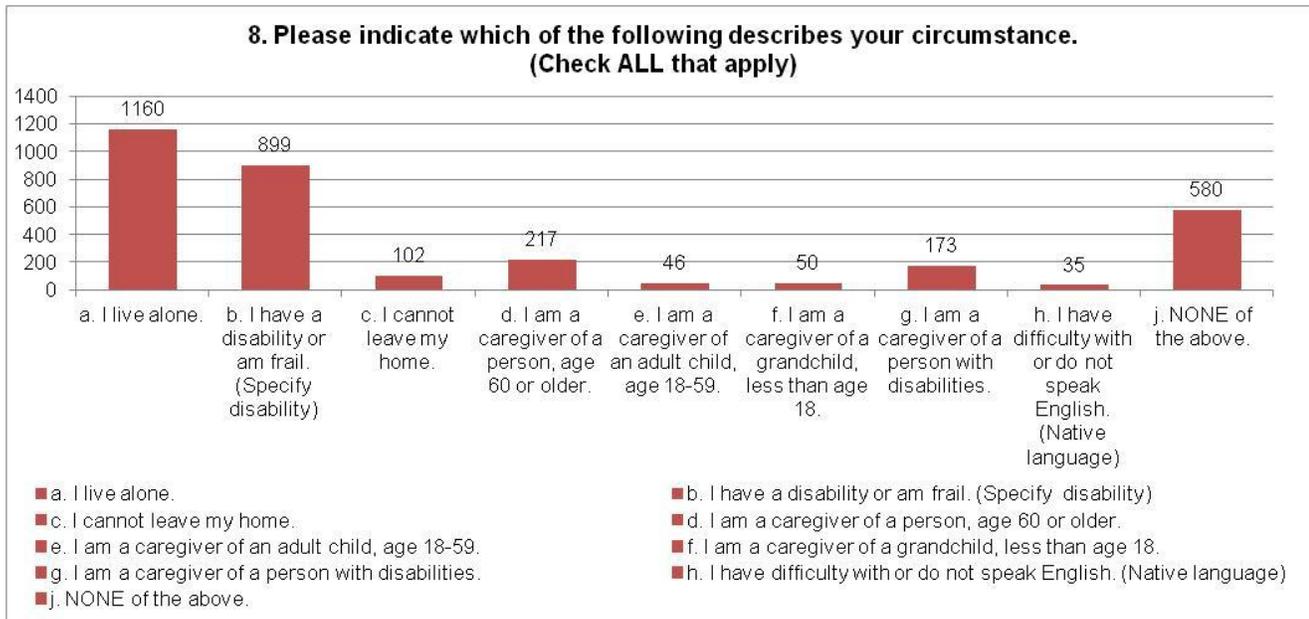


Question 7: County of residence \_\_\_\_\_ (Please specify)

### Participation By County



**Question 8: Please indicate which of the following describes your circumstance.  
(Check ALL that apply)**



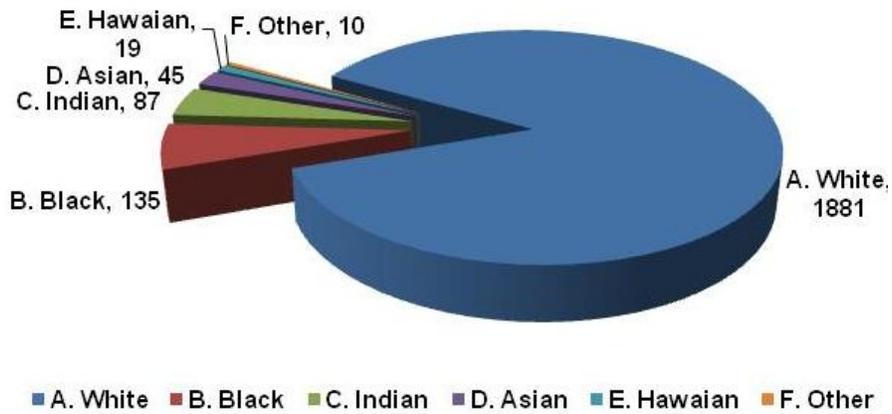
**Participants indicating they are frail or have a disability**

Disabilities cited in the survey, ranked from highest frequency, with number of respondents in parentheses:

- Arthritis (112)
  - Back
  - Hips
  - Knees
  - Ankles
  - Neck
- COPD (22)
- Cardiovascular (16)
- Cancer (15)
- Amputations (13)
- Alzheimer’s disease (12)
- Diabetes (6)

**Question 9: What is your race (Check ONE)**

A separate box to check asked: Are you Hispanic or Latino?



- 67 Participants (2.77 percent) self identified as Hispanic
- 64 Participants (2.64 percent) self identified as having more than one race

**Question 10:**

a. Approximately, what is your current *MONTHLY* income? per MONTH

**Statewide Results from All Survey Respondents**

**Monthly Income:**

MEAN	MEDIAN	MODE	MIN	MAX	BLANKS	OTHER	SSI	Poverty
\$1,667.08	\$1,200	\$2,000	\$0	\$67,000	597	59	11	12

**Results by Indicated Level Compared to Federal Poverty Level**

Income Below 100 percent Federal Poverty Level 2011			Income Above 100 percent Federal Poverty Level 2011		
Average Monthly Income	\$668.28		Average	\$ 1,936.31	
Median Monthly Income	\$730.00		Median	\$ 1,600.00	
Mode Monthly Income	\$800.00		Mode	\$ 2,000.00	
Max Monthly Income	\$903.00		Max	\$13,000.00	
Min Monthly Income	\$0.00		Min	\$ 910.00	
Count		494	Count		1192

b. How many people does your income support? \_\_\_\_\_

**Number of People Supported by Monthly Income**

MEAN	MEDIAN	MODE	MIN	MAX
1.411	1	1	0	8

*Thank you for providing information. Please use the remaining space to tell us anything further you would like us to know.*

Respondents provided the following information.

**a. Services for Seniors**

- As it looks as though Federal programs are going to be reduced I would like programs and plans for household consolidations.
- Help seniors with Social Security questions.
- Podiatry services without Medicare Fraud and high cost for toenail clippings.
- Senior Center should have more information about senior programs in White Pine County.
- First Aid & CPR Classes.
- Information for grandparents raising grandchildren.
- Senior services for health and social services.
- Senior Center is a big savior for many seniors. I think a call system might help some.
- I need affordable respite care so my daughter can get a break (mild dementia, frequent falls).
- Need respite care for families taking care of elderly parents who need 24-hour care.
- We need a physician at our clinic.
- Transportation from Humboldt County to Reno area for medical problems.
- More help filling out paperwork like AARP medical issues.
- Seniors in Lander need transportation for shopping and medical appointments out-of-town to locations like Elko/Winnemucca/Reno.
- Help with dental-vision-hearing.
- There is a severe lack of providers who accept Medicare in Elko & surrounding areas.
- We need better medical services in Elko County.
- Mammogram screening, notary service, property assistance, utility assistance, home repair assistance.
- Medical services which accept Medicare.
- Someone to clean.
- Seniors sometimes don't know the services that are available to them if they don't go to Senior Centers for lunch and if there is no family member involved to help them; or if seniors do not have children.
- Transportation in Lyon County is almost nonexistent, especially outside of limited senior center services.
- Ramps when needed. Hospital bed when needed.
- Repairs to house i.e. bathroom bars in tub.
- I really need home repair!
- Respite on the weekends - adult daycare.
- Dental & vision care needed for seniors like myself on low income levels.
- Washoe County has many wonderful services & people to help seniors.
- Meals on Wheels, great program, good meals.
- Appreciate case workers help. Having someone to help when you are ill is comforting because it can be hard to understand and frightening.

- People that can assist with moving, packing & unpacking.
- I like that I can rent movies from the library at the Senior Center.
- Could use outside help-clean windows & small outside RV space.
- Supply meals with food for diabetics.
- Companion thought she was a doctor and not careful with clients in wheelchairs.
- Our center needs financial help. Volunteers do most of the work. We would like dish up meals rather than pre-pack meals.
- Clubs for senior that have cards, dancing, games and provide rides.
- I feel they go out of their way to help us and give me a nice social life.
- Have a regular bus service to senior center.
- More day trips. More activities.
- Keep senior centers open at all costs. Keep names & phone # of all seniors who attend senior center in case of emergency.
- More and better adult day care, home health care nurses, home food deliveries.
- Have seniors a place for crafts & get together to visit. Plus information on health care, plus helpful suggestions for every day care.
- I would like to have internet access at the Sparks Senior Center. Not computers, just WIFI for a laptop that I bring.
- The center is a wonderful place to socialize, make contact. The exercise program is great so are the lunches. Don't know what we would do without them.
- People need social contacts even if not physical problems.
- Meals at senior center are very good.
- Need a way to get to doctor. Have no car. Live 120 miles or 70 miles to most doctors.
- I am 78 years old and in excellent health. I feel I owe a large part of this because I have eaten at the Elko Senior Center for over 20 years, and partaken in their exercise program, travel and other activities that the Senior Center offers.
- Need lady 2 hours per week, for help to keep my house in order (vacuum carpets and change my bed sheets), and for odd jobs. I can't raise my arms above my head.
- Is it possible for the Meals on Wheels program to use less salt in their prepared meals? We can always add salt to what they bring if the food needs it.
- Light housekeepers are hard to find. One just doesn't want complete strangers into their homes, even if it's only 2 times a month just to tidy up a bit.
- Get your act together as being a senior means you need lots of help. I have wasted so much time calling different people for help only to get the run around. Get coordinated please.
- Bigger Senior Center More access to free: legal advice & assistance, financial advice, guidance & counseling. Liaison to provide info to better and cheaper ways to live like efficient phone services, food banks and transportation as needed, senior law advisors and survivors benefits.
- Additional programs i.e. state help for utilities, reduction in property taxes for senior's legal right.
- Pressure Congress not to reduce Social Security & Medicare.
- Establish a service with a local market to be able to call for maybe 10 items that could be picked up. It's hard to walk thru the store; also it would really help during the winter when the parking lots are slippery.
- I am going to be moving and will need handicap accessible things installed.
- The service I get is really good. Thank you very much for it.
- Though I can drive, I have difficulty going to grocery store for fresh food produce. Since I live upstairs, in my senior condo - paid for, I cannot get purchases upstairs. I also need very much dental work done and there is nothing available for seniors in this state. Healthy eating is hard when you don't chew!
- I am a disabled veteran, retired w/limited income and sinking fast. I also have a serious back and vertebrae problems - limiting me from walking being mobile at all. My COPD and emphysema limits my ability to do the simples & of activities.
- I am fortunate to live in a senior subsidized facility staffed by caring efficient people.

Safety/ security/amenities and laundry equip/mail services meal and leisure activities/ access service/ garbage/parking and emergency communication are within reach. I appreciate the privacy of living alone but I am never alone or isolated.

- More care must be taken by the city to weed out some folks who happily take advantage of very limited resources... hard to do, but essential if resources are to cover real need.
- Senior music program is great social activity for seniors.
- Investigate nursing homes - bed should have braces - limit large people from being hurt in handling.
- Information on health care for seniors who can't take care of themselves - long-term care and cost.
- We need free dental badly! I still have my teeth at age 81 and cannot afford to go to the dentist.
- The Carson City Senior Center has many services for seniors which help, create or entertain. Very good!!!
- Transportation is the greatest problem- although I'm still driving. Having access to the senior center for longer hours, even weekends & evenings or early mornings - would be a great service.
- Meals have been very good cook - keep up the work - thank you.
- There is a great need for a reasonably priced day care with adequate supervision i.e. crafts, activities.
- Care giver five days a week to clean home and be a good listener.
- Would like to see a facility small but can assist elders who want to remain at home on (reservation) so they don't have to be placed away from love ones but still get the medical care they need.
- Services for sight disabilities.
- The balance program is excellent!
- Heritage Park Senior Facility is the best senior center.
- Where to go for medical if you are not over 65. No help for these people.
- More fitness classes, money management classes.
- Need more music entertainment for seniors. Dancing is good exercise.
- The services at this center are the best things I have come across in a long time. Without it, I would be lost. Thank you.
- This town needs more help for disabled seniors in a lot of areas - home repairs, construction, plumbing, and electric.
- Better selections of meals. Being diabetic, too many types of pasta.
- I need help to cut my toenails and fingernails.
- I'm OK to live alone; however, I miss people. There are no senior centers close by. For necessary rides, I have to pay. I think life is not easy for old people, but still OK. My dog is my protector and friend.
- I am quite satisfied with help that I am receiving. I'm thankful for the food and receive PCA services.
- Please limit the turkey/salisbury steak meals. Soft food is easier to digest. Pastas, chili, and tuna/mac are all great! Thank you very much!
- Hauling in the groceries from the car. So far, I am doing all right, but I don't know about the future.
- I need help finding service people who hardly give seniors a break. Right now, I have no heat!
- Dental Program to pull or fill teeth. This helps to prevent serious illnesses. Help with incontinence products (diapers, pads, bed liners).
- Companionship with people of senior age, with whom we can relate.
- It's very hard for us seniors that do not have or get enough income to pay copayments for meds and checkup with any facility.
- I need someone to drive me to the grocery store, and I need someone to make my insulin syringes. I cannot see well enough to read all of this form and fill it out.
- I have trouble getting up or down from a chair or a bed. I love Meals on Wheels as I am unable to cook except to heat in microwave.
- I need part-time assistance with dressing and personal hygiene due to age and limited mobility.

- My health is seriously bad, but my husband is very healthy but he has Alzheimer's. I need to be able to sleep a full night and nap in the daytime. But it is impossible because he has to be watched constantly.
- The Senior Center is a great place to work and volunteer. I am happy I am here. Thank you very much.
- I don't understand why I can't get help with more food stamps. I haven't had insurance for 2 yrs & am told I don't qualify for some or more help.
- Someone to run errands - check mail, etc.
- A lot of seniors don't drive and need a ride places, meals delivered to homebound people (1 good full meal a day). I think it's great that there is a service to take needy seniors to appointments, shopping, errands, etc. (a much-needed service).
- I would like to be able to get on Section 8 housing so I could afford to live like a normal person, not having to watch every single penny all the time and worry about paying bills.
- I feel that the Heritage Sr. Center goes above and beyond with the services they provide to the seniors of Henderson.
- Please find a way to lower the cost of drugs for seniors. Right now, the cost of medicines has a big bite in our monthly budget.
- Meals to seniors are a fantastic service; we really appreciate it.
- Need a larger senior center to accommodate senior population in Pahrump.
- I am lucky. I have my daughter that helps me with Dr. appt., groceries etc. The meals are very helpful & very good.
- Some services to help people sort out their health insurance issues whether they are on Medicaid, Medicare or other insurance.
- Critical need to get current info on services to caregivers (without income limitations).
- Have services in rural areas. Seniors shouldn't be driving 30-80 miles.
- Preserve Social Security and Medicare and reinstate the Seniors Real Estate Tax Refund!
- 
- Hire the people that are good that want to work. Help the seniors in every way you can. Be kind to them, give them good food and keep them clean. Do not hire people that don't know how to take care.
- I really enjoy the activities at the Sparks Center. The exercise provides both exercising plus the opportunity to visit with other seniors. The day trips are also great. Our Friends on the Go Club meet there to catch up on what is going on with everybody and then go to lunch. Seniors need a lot of chances to socialize with others.
- Bus service to the center public or other. Better co-operation from one center to another.
- I do not know much about insurance and coverage. I would like someone who can explain this so I can understand (i.e.) donut hole, payments for prescriptions, or maybe how to save money.
- Rating system for seniors, as to their awareness and intelligence-like we do with kids, and don't lump us over 65 in one pile regardless of intelligence and motor skills.
- Pershing County does well providing for its seniors, service-wise. The senior center is a hub of social activity for seniors, (as well as for) information and assistance.
- We need better transportation services for seniors to cover the entire Las Vegas Valley.
- Elko County is big and we need more help that covers us.
- Carlin Senior Center is good. Nevada has almost no help for seniors in this area.
- Expanded medical services in Hawthorne, utilities & heating help

#### **b. Services for Persons with Disabilities**

- Isolation and transportation are important issues to be addressed.
- Recharge stations for motorized wheelchairs.
- A certified state nurse is needed to check on the disabled person once a week.
- Increase funding for dental and medical.

- Help with errands, volunteer transportation, doctor, shopping, and companion.
- More doctors.
- The Silver Rider is a great service in Laughlin.
- Doing best we can with all the budget cutbacks.
- Sometimes bus drivers are very rude.
- Just take us on outing to say Grass Valley for a day or anywhere we like - but not too far.
- Info regarding support groups; where to obtain wheelchair etc. when I need same in future / information on transportation modifications to a vehicle / these types of data are very hard to track down. Very poor follow-up exists following hospital discharges - I was left "high and dry" when my spouse with late stage Parkinson's was discharged from hospital still recovering from pneumonia and I was solely responsible for all his care -- toileting, bathing, feeding him, doing transfers from bed to wheelchair, etc, despite my being a hemiplegic and spastic.
- Transportation paid to adult day care - monthly bus pass expensive!
- More respite care dollars.
- Help for someone with a drinking problem.
- Chair lift.
- It would be nice to have someone help me find a car. Not to help me buy, to help me find.
- Pool therapy for polio for upper body strength and weakened immune system.
- Same, free transportation to market, bank, etc.
- Equipment to help get around better.
- Wheelchair disposal (old) and repair for current wheelchair.
- Change bed & wash my hair.
- The daybreak program is fantastic, not only for need person but a lifesaver for the caregivers.
- Faster verification of income, etc. to receive help.
- I would like to know about a housekeeper. I am in a wheelchair & have a lot of difficulty in my home.
- Group homes are not clean and caregivers don't have enough time.
- Transportation, meal support, prep, cook. Would love to see exchange for medical appliances such as braces, crutches etc.
- Having worked with special needs kids I know services are needed for all ages.
- Is it possible for each disabled person to be issued a cell phone with their landline number listed on it? It would really help when we are out of the house shopping or whatever, so we don't miss any calls from our doctors or pharmacists.
- What about DVD training for the caregiver so they can watch the program at home.
- Physical therapy service / speech therapy services - very limited with Medicaid.
- Services for asthma/ COPD.
- Ramp, shower handles, emergency assistance, handyman work, all when I move out.
- Modified kitchen cupboards for w/c access, grab bars/ tub modification in bathroom, emergency pull cords throughout unit.
- Access to a real person on the phone on a well publicized number used exclusively by disabled people.
- I have lupus and am bipolar. Can I get help for these problems?
- We need those alert devices although the phone is handy. But sometimes cannot reach the phone.
- Continue of update of services on weekly schedule.
- Need weekend services or visits.
- To be able to have prepared meals to go or delivered to homes.
- Exercise equipment or sports activities.
- Low to very low cost services to people with disabilities.

- Companion services more than once a week. Handyman services. Low-cost or free housekeeping services. Help paying RX co pays.
- I'm 72 & I had a stroke years ago. I live alone. I would like someone to help me in and out of the tub, once a week.
- Access to good doctors and transportation to and from them.
- Rail for stairs inside and out.
- Thank you for being supportive and helpful.
- More home care.
- Thank you all who help work so hard.
- I am on oxygen; I have to drag my tanks around anywhere I go. Access is a good service; however, the time span at times can be too long. For instance, my last doctor's appointment with my primary took 3 hours. By the time I got home, my tank was empty and I was exhausted. Please don't get me wrong - I am very appreciative of this service. Also, I could really use a shower bench so I can sit in (the) shower. I am fearful of falling in the shower. When I take a shower, for some reason, it really wears me out, and sometimes I feel very weak and light-headed. I do not have a tub where I live, so a small shower bench would be great. My bones are brittle and I've broken both hips and both arms from falls.
- You are doing great - please keep up the good work!
- I have Meals on Wheels and weekly bed linen changes and vacuuming, which for now, it is very helpful as I cannot cook much, so meals are so much help and helps me to eat better than if I cooked for myself.
- I have never seen a county, or, rather, city that really tries to do for the seniors like Henderson does - I am very glad to live here.
- There are people with a disability that don't have any kind of medical assistant for their condition. How can we help people like that?
- Employment assistance, SSDI Advocacy.
- Financial Assistance, Respite Care.
- There needs to be more support groups for the paralyzed people. I have lived here for 6 years and have not found a support group to go to here in Clark County. There also needs to be dedicated counselors we can talk to that deal with what we are dealing with.
- Book reading or companion services are important for people.
- Give them good people to take care of them. Some need more attention because they cannot do for themselves. Get good people to take care of them, that they don't abuse them.
- More assistance with help in paying for extra caregivers as I cannot be alone during the day. I am unable to do normal things for myself, as I am confined to a wheelchair and my disability is getting worse.
- Help with pet care.
- Are there any services available that will or can provide heating system? The winter months have arrived again - unable financially to buy, to install.
- Too much red tape to get help with basic needs. If a disability has been stated by a doctor, just a card or disability passport should be enough as proof to receive help. One web page with all the sites for help. More dental assistance! Parent caregivers of an adult child should not be punished financially, so their child can have health insurance.
- More handicap parking & enforcement for persons using facilities when not needed!
- There needs to be more funds for families with a TBI, especially if their loved one is over 22 years old.
- The Alf Sorsen community pool needs to be open on Friday, four days a week is not sufficient. More disabled accessible pools are needed in Reno. Spinal cord injury support group for individuals and caregivers is needed in Washoe County!

- I do not know much about insurance and coverage. I would like someone who can explain this so I can understand (i.e.) donut hole, payments for prescriptions, or maybe how to save money.
- There seems to be no services for people with disabilities. I have seizures & can't drive. I must use oxygen & have it going 24/7 with resultant high electrical bills that I can't pay & there is no help. I cannot drive with this current condition & have trouble getting to doctors. What services are there for the disabled? Who are not over 65? Especially if you want to stay in your home?
- I currently receive PAS and am very satisfied. This service is essential to me.
- More handicapped parking & stopping all those perfectly healthy from using them (and they have HDCP cards). Push stores to have and maintain electric carts for shopping. Example: Grocery market has at least 10 carts, Fry's has none and my Smiths have one! The rest are broken but never fixed.
- Transportation is most important. I live in accessible space apartment but cannot leave apt. -Door is too heavy and cannot get in or out without assistance.
- Someone who come to home, for repair wheel chair.
- We should have info available to us regarding all services available to us through-home nursing, hospital, and the places that a disable person might have to go to.
- At the moment, I have a volunteer person as a keeper. Without this person, I am unable to take care of myself.
- Things seem adequate in this county, from what I have observed. The senior center caters to many handicapped people well.

## 2011 Provider Survey of Seniors and Citizens with Disabilities

The 2011 Provider Survey effort was spearheaded by Lyon County Health and Human Services (LCHS), with analysis conducted by ADSD management analysts. LCHS informed providers about the survey and encouraged them to complete it. A total of 282 questionnaires were completed and submitted.

**Disclaimers:** Gaps in service are “perceived” gaps in service indicated by survey participants. Actual programs may exist in these areas. Additionally, while this survey was intended for providers, some providers had their clients complete and submit the questionnaire.

**Question 1: Regarding seniors and persons with disability, please rank the services below in their ability to keep frail people living independently, thereby preventing nursing home admission.**

**Note:** Survey asks respondents to indicate their opinion of the “importance” of each service identified below between “Most Important” and “Least Important.” Opinion and Ranking Results (Likert Scale).

Ranking Most Important or Very Important	Carson	Churchill	Clark	Douglas	Elko	Eureka	Humboldt	Lander	Lyon	Mineral	Nye	Pershing	Storey	Washoe	White Pine	** Unidentified
<b>PERS</b>	100%	100%	84%	100%	100%	100%	100%	100%	87%	100%	100%	100%	100%	88%	100%	83%
<b>Home Care Services</b>	100%	100%	93%	100%	100%	100%	100%	100%	93%	100%	100%	100%	100%	87%	100%	83%
<b>Homebound Meals</b>	100%	100%	91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	87%	100%	90%
<b>Transportation</b>	0%	100%	94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	79%	100%	90%
<b>Respite Care</b>	50%	50%	81%	80%	80%	50%	100%	100%	80%	100%	50%	50%	100%	87%	100%	80%
<b>Companion Services</b>	50%	50%	71%	67%	80%	50%	100%	100%	80%	100%	50%	50%	100%	69%	100%	96%
<b>Health Education</b>	0%	0%	64%	83%	80%	50%	0%	100%	80%	0%	50%	50%	100%	79%	100%	56%
<b>Adult Day Care</b>	100%	0%	76%	80%	100%	50%	100%	100%	66%	100%	50%	50%	100%	69%	100%	78%
<b>Legal Assistance</b>	50%	100%	64%	67%	100%	100%	100%	100%	80%	50%	50%	50%	100%	64%	100%	49%
<b>Personal Care Assistance</b>	100%	100%	59%	100%	80%	100%	100%	100%	93%	100%	100%	100%	100%	89%	100%	93%
<b>Number of Respondents</b>	2	2	66	6	5	2	1	1	15	2	2	2	1	67	2	1.05

Highest ranked services statewide: Homebound Meals, Home Care Services, PERS (Personal Emergency Response Systems) and Personal Care Assistance

Ranking Less Important or Least Important	Carson	Churchill	Clark	Douglas	Elko	Eureka	Humboldt	Lander	Lyon	Mineral	Nye	Pershing	Storey	Washoe	White Pine	** Unidentified
PERS	0%	0%	16%	0%	0%	0%	0%	0%	13%	0%	0%	0%	0%	12%	0%	17%
Home Care Services	0%	0%	7%	0%	0%	0%	0%	0%	7%	0%	0%	0%	0%	13%	0%	17%
Homebound Meals	0%	0%	9%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	13%	0%	10%
Transportation	100%	0%	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	21%	0%	10%
Respite Care	50%	50%	19%	20%	20%	50%	0%	0%	20%	0%	50%	50%	0%	13%	0%	20%
Companion Services	50%	50%	29%	33%	20%	50%	0%	0%	20%	0%	50%	50%	0%	31%	0%	4%
Health Education	100%	100%	36%	17%	20%	50%	100%	0%	20%	10%	50%	50%	0%	21%	0%	44%
Adult Day Care	0%	100%	24%	20%	0%	50%	0%	0%	34%	0%	50%	50%	0%	31%	0%	22%
Legal Assistance	50%	0%	36%	33%	0%	0%	0%	0%	20%	50%	50%	50%	0%	36%	0%	51%
Personal Care Assistance	0%	0%	41%	0%	20%	0%	0%	0%	7%	0%	0%	0%	0%	11%	0%	7%
Number of Respondents	2	2	66	6	5	2	1	1	15	2	2	2	1	67	2	105

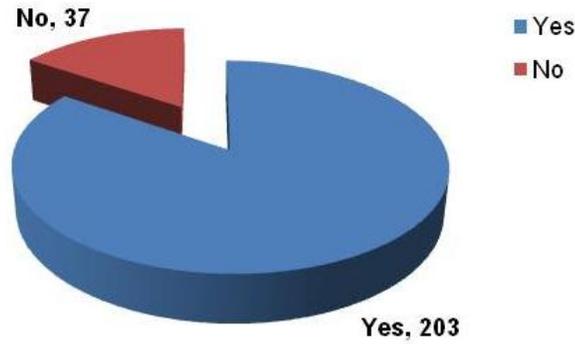
Lowest ranked services statewide: Health Education, Companion Services, Adult Day Care and Legal Assistance.

**Question 2: What other services may be needed to prevent nursing home admission? Please list them below.**

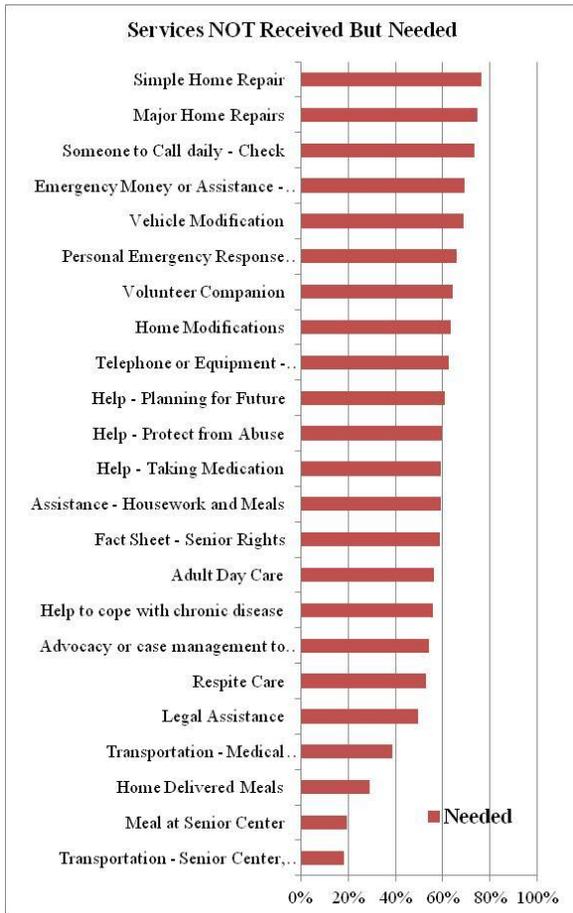
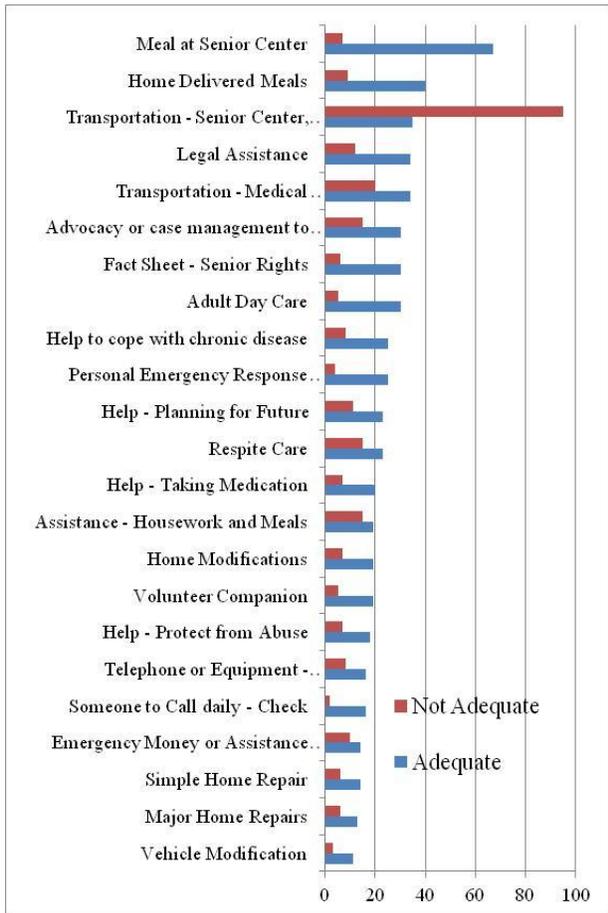
Survey Question number 2 asked respondents to list services not already addressed in Question 1 that may be needed to prevent nursing home admission. The most frequently listed services in rank order from most frequent are:

- Caregiver support (18)
- Increasing home visits by health care professional, also including physician visits. (17)
- Case management (17)
- Medication management (13)
- Financial assistance and planning to pay bills (12)
- Home maintenance and modification (12)
- Information and assistance (12)
- Socializing activities (9)
- Home safety evaluations (4)
- Exercise programs (4)
- Daily calls to check (3)
- Assistance with cost of prescriptions (3)

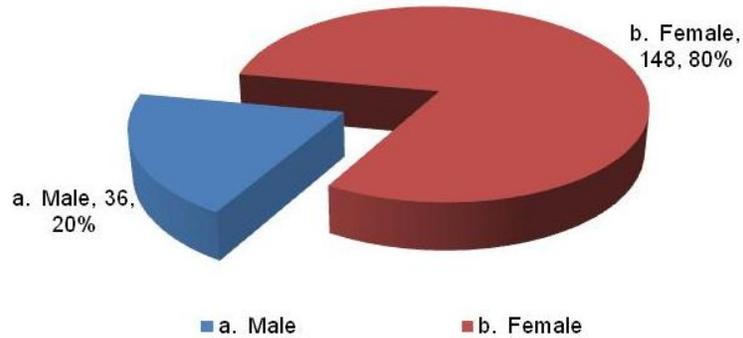
**Question 3: Would you be willing to contribute to the cost of your care, even if only partially?**



**Question 4: Please tell us about your experience with services listed below, by checking the appropriate box for each service.**



**Question 5: What is your gender (Check ONE)**



**Question 6: What is your age \_\_\_\_\_ (Please specify)**

The average age of survey respondents is 60 with a minimum value of 21 and a maximum value of 91.

MEAN	MEDIAN	MODE	MIN	MAX
60.36	62	65	21	91

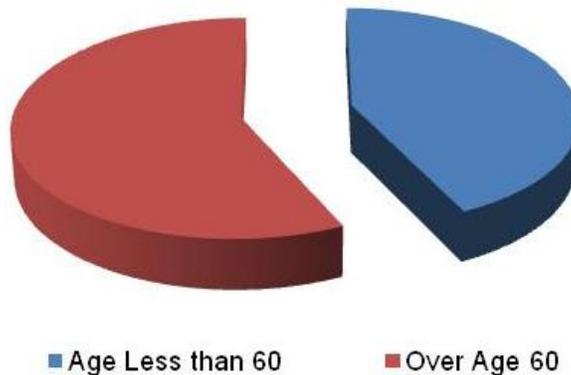
76 respondents identified their ages as less than age 60.

**Respondents Identifying Age Less than 60**

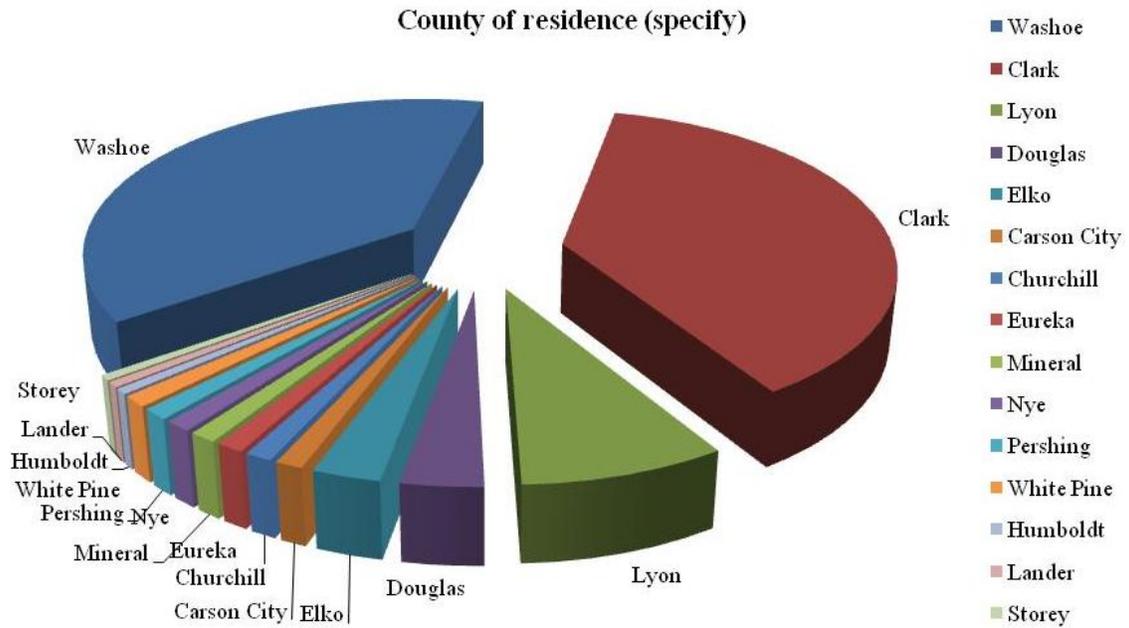
MEAN	MEDIAN	MODE	MIN	MAX
47.04	49	56	51	59

N= 76 (*Total Number* of respondents indicating age less than age 60)

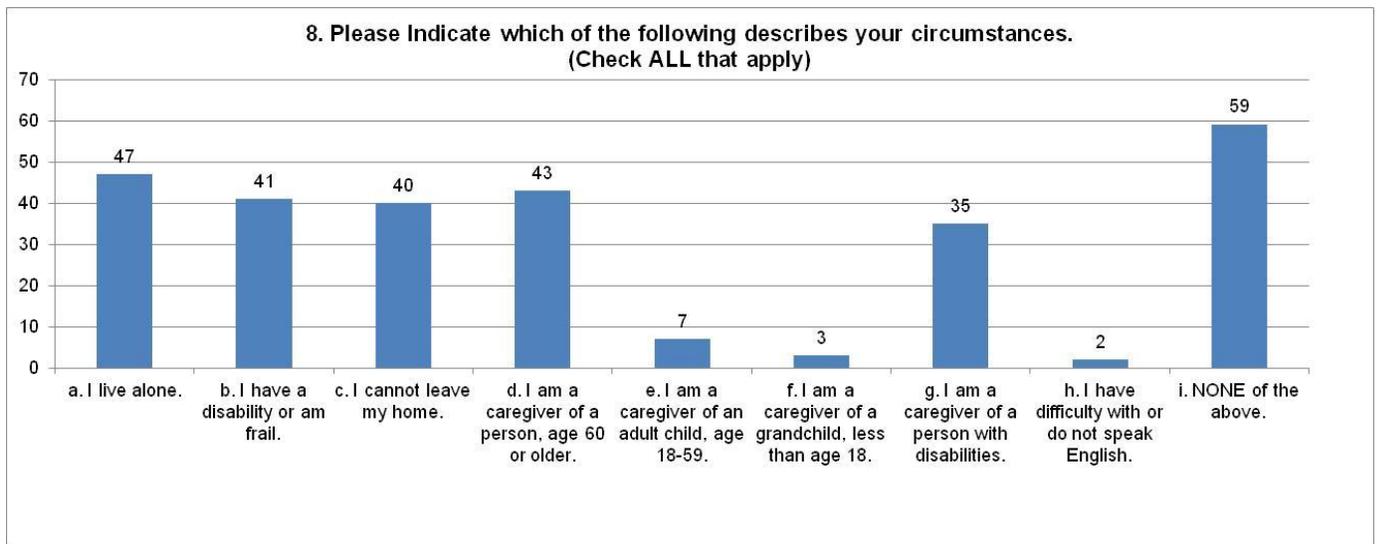
**Age Segments**



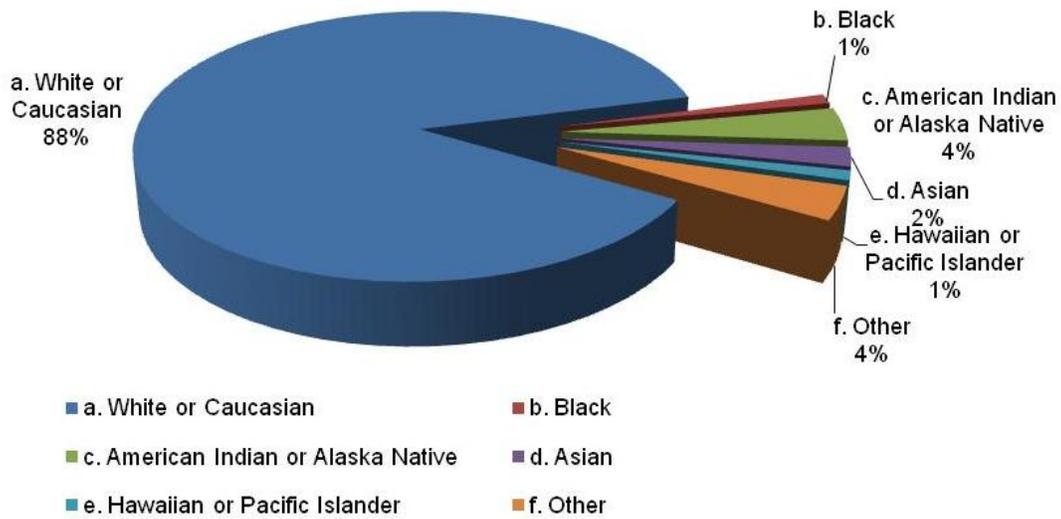
**Question 7: County of residence \_\_\_\_\_ (Please specify)**



**Question 8: Please indicate which of the following describes your circumstance. (Check ALL that apply)**



**Question 9: What is your race (Check ONE)**



- 13 Participants (7.3 percent) self identified as Hispanic
- 165 Participants (92.18 percent) self identified as having more than one race

**Question 10: a. Approximately, what is your current *MONTHLY* income?**

**Monthly Income:**

MEAN	MEDIAN	MODE	MIN	MAX
\$5,697.16	\$2,387.50	\$2,000	\$231	\$70,000

**Other Responses:**

\$5,150/mo  
 Gross  
 N/A  
 N/A  
 n/a  
 n/a  
 NA  
 none  
 Plenty  
 This is  
 personal  
 Zero

**Number of People Supported by Income**

MEAN	MEDIAN	MODE	MIN	MAX
2.144	2	1	1	1

### ***a. Services for seniors***

All comments were listed under response a, “***Services for Seniors;***” no comments provided under b. “***Services for persons with disabilities.***” However, many comments were related to populations with a disability. All comments are listed below.

- Although I am not in need of any of the services that you identified, I do work with persons who are in desperate need of these services. I hope that the State of Nevada continues to fund programs for seniors and the disabled, which are designed to assist them to remain independent and in their own homes for as long as possible. Thank you.
- Both are valuable services; the need is increasing daily in this area, especially for seniors.
- Churchill County lacks programming for seniors, including advocates.
- Emphasize and educate everyone of his / her personal responsibility for his / hers health. Educate them to be proactive of their health from young adult to senior stage, and to prepare for their senior years. as much as possible. The family has to be involved; it's its responsibility not the government's.
- Employment for disabled persons and those age 40 and above is severely limited in Nevada in all sectors: public, non-profit and private, to the point of overt discrimination. If there were more and better employment opportunities for these populations, the need for social and supportive services would be far less than it is now.
- Essential services need to be prioritized. The way they are currently categorized does not make sense.
- I am not disabled but both of my parents are elderly and not in good health. Although family checks on them and visits them, they do need assistance with medical issues. Their Medicare does not pay for their meds so all of that is paid for in cash. I have medical insurance which helps me. I would like to learn about vocational and or educational programs for when my son becomes an adult.
- I am very thankful for Adult Day Care for Dependent Adults. It makes it possible for me to work and know that my Mother is being wonderfully cared for by kind, compassionate, friendly people.
- I have two boys I adopted from California State. They are both on the Autism spectrum and I don't have the finance ability to support them the way they need to be.
- I believe that seniors in our community need personal care assistants. They are invaluable in giving seniors the ability to live at home. They provide personal care, housekeeping, errands, transportation, and companionship. Sometimes this one on one interaction is more calming and allows seniors to open up more and feel safe. Many like to stay home but would like company while getting things around the house accomplished. There will be many more seniors as the baby boom generation is getting older. Money used for personal care assistants would be the best possible solution. My hope is that the U.S. government, Medicare, and insurance companies realize the money they would save if they would approve payment for these services. Part time care, as with personal care assistants, would be extremely cheaper than live in facilities.
- I don't like the idea that people with disabilities and seniors are lumped in to the same survey. They may have some similar needs, but most often have very different needs. Services that people with disabilities require should be provided by and monitored by its own agency, separate from control from Aging.
- I have been very happy with the current Agencies I have so far but find that when it comes to Seniors the more services that are available the better it could be. There is always room for improvement. Sincerely, Current Baby Boomer.

- I cannot clean or cook. I get around the cooking by eating foods that require little to no preparation. I really do not get around the cleaning stuff. Clark County would provide the services except I am still able to shower on my own, and I have been found to be ineligible. Meals on Wheels denied my application because I told them I am able to get to my doctors and go to church. What that has to do with preparing meals is beyond my understanding. I sincerely realize that there must be a protocol to be followed. I am also wise enough to realize really; "Who would know if I did not really need assistance in the shower?" I am also wise enough to really know; "Who would know whether or not I attended church or when I did so?" Yes, I know how to 'game the system'! I just refuse to do so. This is not out of pride; it is out of a sense of decency, something that has been lost in society.
- I helped my father care for my mother for many years. I would have liked to know all the services that were available. Also, many of the services needed (e.g., PERS, medication dispensing devices, PCA's, etc.) are not covered by insurance and many folks can't afford to have what they need. We learned from the school of hard knocks - which is not the best way to learn when you are trying to care for someone. I also have a mentally ill son and I am his legal guardian. My son has had his disease for 11 years, now, and it's very frustrating how broken our mental health system is. I have ideas/solutions - however they fall on deaf ears - it costs money to change so we keep things status quo and it costs us MORE money and our persons who are older, frail, disabled, etc. suffer, as well! What a shame! We need to be more innovative and be responsive to new ideas and solutions. We have a lot to lose!!
- I provide care to individuals caring for loved ones with disabilities and/or special needs. I have also been the caregiver for my Aunt who has since passed away and answered based on her experience.
- I provide service coordination for low-income elderly/disabled residents. Personally, not using services at this time.
- I took a reverse mortgage; hope to live off of this money but due to the economy I don't know if I will make five years. What happens when the money runs out?
- I work with seniors and am concerned for the needs I see and the limited resources to address those needs. Seeking feedback about assessing needs and using that to prioritize need is a good step.
- If people, seniors were told information about their immune system and the dangers of taking a chance with some medications that might further their problem by effecting other parts of their body, it would help prevent autoimmune disorders. I think that most ailments with seniors come down to this area of health.
- Increase cultural awareness of staff toward minorities both seniors and others that are served by the ADRC.
- We have heard a lot of good things about Adult Day Care, but cannot afford to bring my father-in-law to one. And he really needs it.
- Individuals with cognitive impairments such as Alzheimer's and other forms of dementia are a high risk group for institutional placement. A range of supportive services targeted to their caregivers including support groups, social work, counseling and disease-based education, available throughout the course of the disease, are effective at delaying the decision to place a loved one. For example, the New York University Caregiver Intervention, an evidence-based program, comprised on 6 counseling sessions with spouse caregivers of individuals with Alzheimer's disease has demonstrated a delay in the decision to place their loved one, by an average of 18 months.
- It is time for Nevada to make more than empty promises for their disabled residents. The rehabilitation services in this state are a travesty; a disgrace.

- It would be wonderful to have more grants Rural areas have a hard time getting volunteers for programs like RSVP. Rural communities do not have transit programs available. Living at home could be done if I could get to the stores, doctors appointments etc. People in outlying areas (Golconda, Paradise etc.) have no services at all and often drive when they are no longer able because it is the only option. Cannot sell their homes in these areas and have nowhere to move where services are available. Larger aging populations make services that do exist stretch over more people - need to support the good things we do have, (in Winnemucca) and make these available to people in the rural areas. Also, people in Winnemucca need specialty care in Reno or other places - no way to get public transit for appointments in Reno or Elko. No specialty care available here - and hospital prices are 4 times the cost in Reno.
- or funding to help caregivers pay for respite care and adult day care facilities, with no restrictions on income or age!!
- Just planning ahead when I won't be able to do all the tasks.
- Just remember us; money is the problem; we are humans and did make the money, people are flesh and blood and deserve to be considered as much not a liability.
- My husband has Alzheimer's and I care for him 24 hours a day. I honestly believe having 2 1/2 days of respite has been very good for both him and me and is extending our quality of life. I am able to take care of things that I need to get done and he gets time out with a different environment and stimulation. I believe that Adult Day Care is very important.
- Nevada Hand's prison like atmosphere. Mistreating tenants in Building 3 of Bonanza Pines. Apartments not suited for elderly and disabled.
- Population of older people with vision loss is increasing. Money should be spent to: 1) provide SAs about services/providers who can help with adjustment; 2) provide more intensive blindness skills training that that provided by DETR.
- Protecting seniors with disabilities and poor income must be addressed. We hate to hear about people eating dog food or not being able to get medications or medical services due to lack of income.
- The Washoe Tribe Elderly Program staff work very hard to help us but the funding is very limited.
- Thank you for soliciting input.
- The cost of having a senior living in a nursing home versus his/her home is tremendous for everyone: individual, county, state, medical, and tax payer. On a personal level, a nursing home begins the deterioration of one's mental health, which in turn affects their physical health. At every level, keeping someone in their own home is far more beneficial to every family, agency and the well being of our society, not to mention the money it takes to keep someone in a nursing home versus at home.
- There are very little services for people under the age of 65 with disabilities. My husband requires 24/7 supervision and it has been difficult caring for him since he is only 41 years old. Might the funds be used for all persons who are in danger of being placed in a nursing facility instead of being age related?
- My independence is the result of the training, education and assistance I have received the past 20 from the Bureau of Services to the Blind. To date I have advanced the steps of babe, toddler, youth to the more independent - let me do it attitude - teenager -- thru the tears and anxiety -- packaged with calmness provided by the counselors, I am ready for the adult phase. I am richly blessed, to have family and friends to assist my world and do all I can to volunteer in the blindness community for those who are struggling -- there is life after blindness -- it is just a different way of accomplishing. Please enhance and continue the most needed services as the disability numbers increase. Thank you.

- The questions were answered "received and adequate" due to mom hiring a personal caregiver for three years. I, the daughter, provided the wheelchair ramps and home modifications to keep mom at home as long as possible. Mom is currently in a memory care facility since her care became too intense. There was no service to enable her to stay at home due to her night needs 8pm-6am. A 24 hour care service was too costly. Even though she is in a facility, I've arranged for them to shuttle her to adult day care (More to Life, Sparks) where she had been going for over a year. The facility is \$5200/month, but the day and night care at home plus utilities and food was estimated to run \$7200. She is living on Social Security and savings. I quit my full time job to take care of her. Even in the facility I must monitor their services. They are understaffed and things are neglected. I believe it would be a blessing for seniors to stay in their homes where they feel safe and comfortable and live out their lives in dignity.
- Seniors are a unique, special needs population. Emphasis in State is placed on children; emphasis also must be placed on senior needs. Next legislative session must find funding sources for senior programs. Prior session allocated \$\$ for children's projects and little \$ for seniors.
- Services for persons with disabilities. It is much needed for services to be adaptive to persons with disabilities. It is difficult to take my disabled child out into the community.
- The services we do receive are very much appreciated thank you.
- There are not a lot of service providers or funding in the rural areas.
- The biggest issue for me is finding employment along with the assurance of proper supervision of my two sons with Asperger's syndrome. Also, respite care while I go to night school or seminars and workshops on disabilities.
- The cheapest, most effective form of skilled help is to have nursing and therapies in the home providing home health services. Unskilled Caregivers are also a big help for immediate safety concerns. Education needs to be more of an emphasis for seniors to help prevent falls and potential safety hazards in the home.
- Where to go or who to call in case these services are needed in the future. The new automated phone systems in most government offices it is very difficult for many of us seniors to access services by phone.
- The senior center provides lunch discounts for seniors, but not people under 60. The senior center provides activities like bingo, movie nights and exercise classes for free for seniors. Where are people with disabilities supposed to go for recreation and entertainment on their budget? Housing people with disabilities in the community is just a beginning. Sure would be nice if people with disabilities were welcomed at the senior center, so they could benefit from reduced lunch prices and free recreational programs. But if not there, where? Movies are \$8.00, bowling is \$10.00, health club membership is \$58.00/mo, lunch at a restaurant can easily be \$8.00. It is nearly 2012 and society is sending a message that senior citizens are welcomed, but not so much people with disabilities - well, unless they are seniors.

**AARP Nevada Comments re: Senior Services at the GMAC Public Forum October 18, 2011:**

AARP Nevada has worked to protect Home and Community-Based Services during the legislative sessions.

During the last several legislative sessions there has been no growth, or small reductions in funding for some services. Funding for these critical services allows older adults and those with disabilities the opportunity to stay in their community – where they want to be. It allows them to live with independence and dignity.

The services that are delivered in the Medicaid waiver programs, Aging and Disability Services programs, and the Independent Living Grants must be adequately funded to ensure access, to keep individuals from being forced into institutional settings prematurely.

Nevada has one of the fastest growing senior populations, and providing services in the community is more cost effective will save the state budget both in the short and long term. Home and Community-Based Services must include a variety of options and services providing delivery in multiple settings for individuals, as much as possible. Home and Community-Based Services should recognize and support consumer choices to the maximum extent possible. Consumers have the right to decide on and direct the services they receive, unless it is determined that they are unable to do so.

Home and Community-Based Services should give meaningful support to families and friends who provide them. Programs should support—not necessarily replace—the care that families and friends currently give. Families and friends need access to assistance so they are not unreasonably burdened and can continue to provide care. This assistance should include respite care, and adult day services.

Access to a comprehensive range of Home and Community-Based Services should be guaranteed to all who need them, regardless of age or income. Programs should base eligibility on a person's physical and cognitive or other mental functioning and on the types of assistance a person needs.

Uniform assessments should determine whether a person meets the eligibility criteria for a program and what type and level of services a person requires. Furthermore, financial and functional eligibility should be determined in a timely manner.

Programs should be easy to access and affordable. Consumers and their families should have access to information about the full range of programs and services that are available to meet their needs. Single points of entry in each state should facilitate system navigation. Services should be responsive to the needs of the individual and be provided in the least restrictive setting appropriate and should enhance the ability of people of all ages and incomes to participate as fully as possible in all aspects of community living.

The federal and state governments must ensure the delivery of high-quality Home and Community-Based Services. The maintenance of quality of life is a critical component and all services should include measures of consumer satisfaction. Federal and state governments should protect consumers' health and safety by swiftly and vigorously applying sanctions to enforce laws and regulations against nursing homes and providers of home- and community-based care. Services should be organized to promote effective transitions between levels and types of care.

Provider payments should be adequate. Payment to providers must be reasonable and offer appropriate incentives to deliver high-quality services and supports, including incentives to attract and retain qualified workers and pay them a fair wage and benefits.

Consumers have a right to privacy and the rights of consumers should be protected. Consumers should have the right to timely information concerning care, including access to their records; to meet with advocates; and to express grievances without fear of reprisal.

Anyone receiving services from any provider should have a private right of action in court to pursue grievances. Public programs should include cost-containment mechanisms. Cost containment could focus on measures to combat fraud, waste, and abuse; promote efficiency in service delivery; and tie the amount of benefits to disability levels. The design and delivery of all Home and Community-Based Services should promote consumer independence, choice, dignity, autonomy, and privacy.

**2011 SENIORS & CITIZENS WITH DISABILITIES SURVEY**  
**Nevada Aging and Disability Services Division (ADSD)**

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*Your answers to the questions below are very important. They will help Nevada plan services for seniors and for persons with disabilities. This is a CONFIDENTIAL survey. Therefore, please do not write your name anywhere on this questionnaire.*

**1. Regarding seniors and persons with disability, please rank the services below in their ability to keep frail people living independently, thereby preventing nursing home admission.**

**a. Personal Emergency Response System:** a device to call for emergency help, by pressing an alert button, worn on the wrist or around the neck; also may be a call to check if the client is OK.

- 1) ***MOST*** Important
- 2) Very Important
- 3) Less Important
- 4) ***LEAST*** Important

**b. Home Care Services:** light housekeeping, grocery shopping, assistance with paying bills and correspondence, medication reminders, medical care advocacy, stand-by assistance for persons who are unable to perform personal self-care.

- 1) ***MOST*** Important
- 2) Very Important
- 3) Less Important
- 4) ***LEAST*** Important

**c. Homebound Meals:** meals provided at a person's home.

- 1) ***MOST*** Important
- 2) Very Important
- 3) Less Important
- 4) ***LEAST*** Important

**d. Transportation:** for medical and other important activities.

- 1) ***MOST*** Important
- 2) Very Important
- 3) Less Important
- 4) ***LEAST*** Important

**e. Respite Care:** frees family or other non professional caregivers for a break from caring for a loved one.

- 1) ***MOST*** Important
- 2) Very Important
- 3) Less Important
- 4) ***LEAST*** Important

**f. Companion Services:** a companion to be with a frail person at home, and to accompany the person for transportation to access services away from home.

- 1) ***MOST*** Important
- 2) Very Important
- 3) Less Important
- 4) ***LEAST*** Important

**g. Health Education:** helps individuals maintain good health and cope with chronic diseases, such as diabetes, heart problems, arthritis, etc.

- 1) ***MOST*** Important
- 2) Very Important
- 3) Less Important
- 4) ***LEAST*** Important

**h. Adult Day Care:** for dependent adults in a supervised, protective group setting for some portion of the day.

- 1) ***MOST*** Important
- 2) Very Important
- 3) Less Important
- 4) ***LEAST*** Important

**i. Legal Assistance:** for information and representation in legal matters.

- 1) ***MOST*** Important
- 2) Very Important
- 3) Less Important
- 4) ***LEAST*** Important

***PLEASE TURN PAGE OVER  
TO CONTINUE***

**j. Personal Care Assistance: Hands-on assistance with daily needs, such as bathing, dressing, cooking, eating and toileting.**

- 1) ***MOST*** Important
- 2) Very Important
- 3) Less Important
- 4) ***LEAST*** Important

**2. What other services may be needed to prevent nursing home admission? Please list them below.**

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_

**3. Would you be willing to contribute to the cost of your care, even if only partially?**

- a. YES
- b. NO

Please explain:

**4. Please tell us about *YOUR OWN* experience with services listed below, by checking the appropriate box for each service.**

SERVICES	RECEIVED and		NOT RECEIVED but	
	Adequate	NOT Adequate	Needed	Don't Need
a. Meal at a senior center.				
b. Home delivered meals.				
c. Transportation to medical appointments				
d. Transportation to a senior center for a meal, or to run errands.				
e. Help me with housework or cooking meals.				
f. Adult day care for my loved one.				
g. A companion, to visit me periodically, and to provide transportation.				
h. Someone to call me daily to check if I'm OK.				
i. Simple home repairs.				
j. Major home repairs.				
k. Help, to protect me from abuse – physical, verbal, emotional or financial.				

SERVICES	RECEIVED and		NOT RECEIVED but	
	Adequate	NOT Adequate	Needed	Don't Need
l. Help to cope with chronic disease, such as heart problems, arthritis and cancer.				
m. Help with taking my medications.				
n. Emergency money or assistance with utility bills and or rent.				
o. Help in planning for future care.				
p. Legal Assistance for issues I may encounter.				
q. Fact sheets providing information on senior rights.				
r. Personal Emergency Response System.				
s. Respite care				
t. Home modifications, such as ramp, accessible bathroom.				
u. A telephone that amplifies sound or other equipment, so that I can hear what callers are saying or receive emergency alerts.				
v. Vehicle modification, such as a lift, ramp, or other.				
w. Advocacy or case management to help me know about and receive the services I need.				

Remembering that this survey is *strictly confidential*, please provide us with the following information. This information will help us determine the estimated number of persons most in need for services and assistance, and what area of the state they live in.

**5. What is your gender (Check ONE)**

- a. Male       b. Female

**6. What is your age \_\_\_\_\_ (Please specify)**

**7. County of residence \_\_\_\_\_ (Please specify)**

***PLEASE TURN PAGE OVER TO CONTINUE***

**8. Please indicate which of the following describes your circumstance.**

**(Check ALL that apply)**

- a. I live alone.
- b. I have a disability or am frail. \_\_\_\_\_ (Please specify disability)
- c. I cannot leave my home.
- d. I am a caregiver of a person, age 60 or older.
- e. I am a caregiver of an adult child, age 18-59.
- f. I am a caregiver of a grandchild, less than age 18.
- g. I am a caregiver of a person with disabilities.
- h. I have difficulty with or do not speak English. \_\_\_\_\_ (Native language)
- i. NONE of the above.

**9. What is your race (Check ONE)**

- a. White or Caucasian
- b. Black
- c. American Indian or Alaska Native
- d. Asian
- e. Hawaiian or Pacific Islander
- f. Other \_\_\_\_\_ (Please specify)

**Are you Hispanic or Latino?**

- a. YES
- b. NO

**10. a. Approximately, what is your current *MONTHLY* income? \_\_\_\_\_ per MONTH**

**b. How many people does your income support? \_\_\_\_\_**

***Thank you for providing information. Please use the remaining space to tell us anything further you would like us to know about:***

***a. Services for seniors***

***b. Services for persons with disabilities***

# 2011 ENCUESTA PARA LOS DE LA TERCERA EDAD Y CIUDADANOS CON DISCAPACIDADES

## División de Nevada y Servicios de Envejecimiento y de Discapacidades (ADSD)

Sus respuestas a las preguntas ayudaran a planear servicios en Nevada para los de la tercera edad y personas con discapacidades. Esta encuesta es CONFIDENCIAL. Favor de no escribir su nombre en este cuestionario.

1. En respecto a las personas mayores y personas discapacitadas, favor de calificar el servicio en la capacidad de mantener a las personas frágiles en una vida independiente, para impedir la admisión en un asilo de ancianos.

a. **Sistema Personal De Respuesta a una Emergencia** ~ capacidad de llamar en una emergencia, o pedir ayuda con solo presionar un botón de alerta, puesto en la muñeca o alrededor del cuello, una llamada al cliente para consultar que este bien.

- 1) **EXTREMADAMENTE** importante
- 2) Muy importante
- 3) Menos importante
- 4) **SIN** importancia

b. **Servicios De Hogar** ~ Limpieza de hogar, compras de supermercado, ayuda en pago de facturas y correspondencia, recordatorios de medicamentos, defensa a la atención medica, mantener ayuda para una persona incapaz de su cuidado personal.

- 1) **EXTREMADAMENTE** importante
- 2) Muy importante
- 3) Menos importante
- 4) **SIN** importancia

c. **Comidas en la Casa** ~ comidas dadas en casa de la persona.

d. **Transportación** ~ para medico y otras actividades importantes.

- 1) **EXTREMADAMENTE** importante
- 2) Muy importante
- 3) Menos importante
- 4) **SIN** importancia

e. **Cuidado De Relevo** ~ para liberar a un familiar, otro cuidador no profesional, de sus responsabilidades del cuidado de un ser querido.

- 1) **EXTREMADAMENTE** importante
- 2) Muy importante
- 3) Menos importante
- 4) **SIN** importancia

f. **Servicios De Acompañante** ~ Una persona que acompaña a una persona frágil en casa, acompaña a la persona en servicios fuera de casa y transportación.

- 1) **EXTREMADAMENTE** importante
- 2) Muy importante
- 3) Menos importante
- 4) **SIN** importancia

g. **Educación Para La Salud** ~ ayudar a personas a vivir una vida saludable, y hacer frente a las enfermedades crónicas, como diabetes, problemas del corazón, alta presión, etc.

- 1) **EXTREMADAMENTE** importante
- 2) Muy importante
- 3) Menos importante
- 4) **SIN** importancia

h. **Guardería de Adultos** ~ cuidado para adultos dependientes en grupos supervisados y protegidos por parte del día.

- 1) **EXTREMADAMENTE** importante
- 2) Muy importante
- 3) Menos importante
- 4) **SIN** importancia

i. **Asistencia Legal** ~ para información y representación en asuntos legales.

- 1) **EXTREMADAMENTE** importante
- 2) Muy importante
- 3) Menos importante
- 4) **SIN** importancia

j. **Asistencia De Cuidado Personal** ~ Ayuda con las necesidades diarias, bañar, vestir, cocinar comidas, comer comidas, ir al baño.

- 1) **EXTREMADAMENTE** importante
- 2) Muy importante
- 3) Menos importante
- 4) **SIN** importancia

2. ¿Qué otros servicios son necesarios para prevenir admisión en un asilo de ancianos? Favor de listar:

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_

3. ¿Está dispuesto a contribuir al costo de su cuidado, aunque solo sea parcialmente?

- a. SI             b. NO

Por favor explique:

4. Por favor díganos de su experiencia a respecto a los servicios indicados, por favor marque la caja apropiada en cada pregunta.

SERVICIOS	RECIBIDO Y		NO RECIBIDO Y	
	Adecuado	NO Adecuado	Necesita	NO Necesita
a. Comidas en el centro para personas mayores.				
b. Comidas mandadas a su domicilio.				
c. Transportación al doctor y citas medicas.				
d. Transportación al centro para personas mayores para comidas, o mandados.				
e. Un asistente que me ayude en el hogar y en cocinar.				
f. Guardería de Adultos para su ser querido.				
g. Un compañero, pagado o voluntario, que me visite periódicamente, y poder dar transportación.				
h. Alguien que me pueda llamar diario para asegurar mi bienestar.				
i. Reparaciones sencillas en casa.				
j. Reparaciones mayores en casa.				
k. Ayuda, a protegerme de abuso – Físico, verbal, emocional o financiero.				
l. Información que me ayude a ser frente a enfermedades crónicas, como problemas del corazón, artritis, cáncer, y dificultades a respirar.				
m. Ayuda en tomar medicamentos.				
n. Emergencia con dinero o asistencia con las facturas de servicios públicos o renta.				

SERVICIOS	RECIBIDO Y		NO RECIBIDO Y	
	Adecuado	NO Adecuado	Necesita	NO Necesita
o. Ayuda en planear para el futuro de su cuidado.				
p. Asistencia legal para los problemas que me puedan suceder.				
q. Hoja de datos dando me la información de los derechos para las personas de la tercera edad.				
r. Sistema Personal De Responder a Emergencias.				
s. Cuidado de relevo.				
t. Modificación a su casa, como rampas, o un baño accesible.				
u. Un Teléfono que amplifica el sonido o otros equipos, que me ayude a escuchar lo que me dicen cuando me llaman y recibir alertas de emergencia.				
v. Modificación de vehículo, como rampas, o rampa para levantar, o otro.				
w. Asistencia o apoyo de una trabajadora social para saber y recibir los servicios que necesita.				

Recuerde que esta encuesta es estrictamente confidencial, por favor de continuar con la siguiente información. Esta información nos ayudara a determinar la cantidad de personas que están más necesitados en servicios y asistencia y en qué área del estado viven.

5. ¿Cuál es su sexo? (Marque **UNO**)

- a. Masculino       b. Femenino

6. ¿Cuál es su edad? \_\_\_\_\_ (Especifique)

7. Condado de residencia \_\_\_\_\_ (Especifique)

8. *Por favor indique cual describe sus circunstancias.*

(Marque **TODOS** los que le apliquen)

- a. Yo vivo solo.
- b. Yo tengo una discapacidad y estoy frágil. \_\_\_\_\_ (Especifique su discapacidad)
- c. Yo no puedo vivir solo.
- d. Yo soy cuidador de una persona de 60 o mayor.
- e. Yo soy cuidador de una persona niño adulto, edad de 18-59.
- f. Yo soy cuidador de un nieto, menos de 18 años de edad.
- g. Yo soy cuidador de una persona discapacitada.
- h. Se me dificulta entender o hablar el Inglés. \_\_\_\_\_ (lengua Nativo)
- j. Ningunas de las anteriores.

9. ¿Cuál es su raza/étnica? (Marque **UNA**)

- a. Blanco o Caucasiiano, *no* Hispano o Latino
- b. Negro, *no* Hispano o Latino
- c. Hispano o Latino
- d. Indio Americano o Nativo de Alaska
- e. Asiático
- f. Hawaiano o Isleño Pacifico
- g. Otro \_\_\_\_\_ (Especifique)

10. a. ¿Aproximadamente cuanto es su ingreso **MENSUAL**? \_\_\_\_\_

b. ¿Cuántas personas apoya con su ingreso? \_\_\_\_\_

***Gracias por darnos su información. Por favor de usar el resto del espacio para decirnos algún otro comentario que usted nos quiere decir:***

a. *Servicios para los de tercera edad.*

b. *Servicios para personas con discapacidades.*