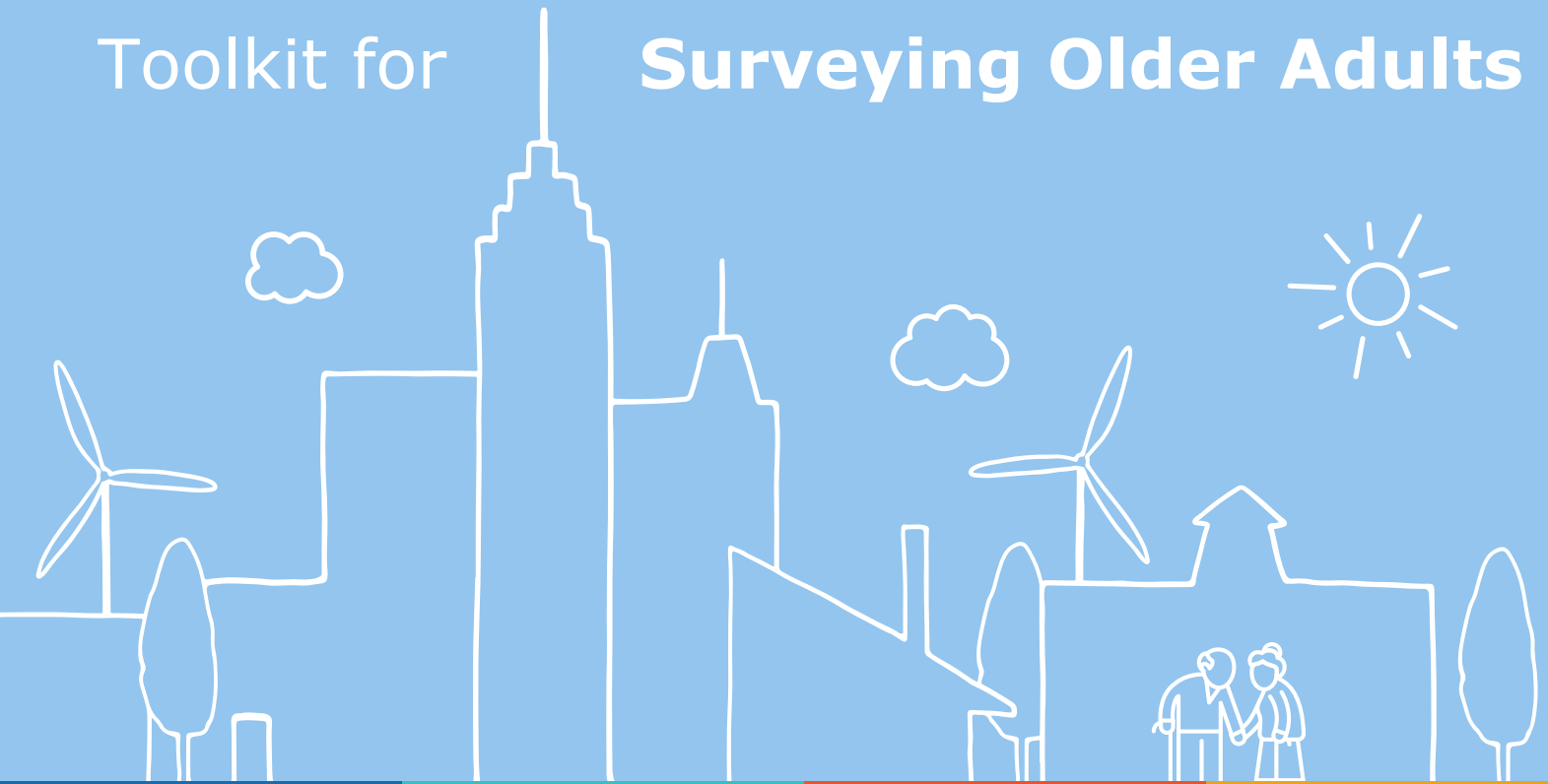


Toolkit for

Surveying Older Adults



Overview

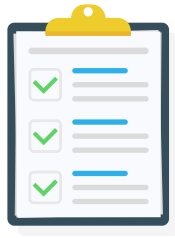
Many older adults across Contra Costa County, particularly East County, live in remote areas with restricted access to information and services. Research shows many Californians with legal problems often do not know their problem has a legal solution and are also unaware of free legal services. To better protect older adults' rights, Contra Costa Senior Legal Services (CCSLS) provides free legal advice, representation, and legal education to Contra Costa County residents aged 60 years and older.

CCSLS received a grant from the California Access to Justice Commission's Legal Aid Innovation & Infrastructure Program in March 2022. The purpose of this grant was to conduct a survey of older adults across Contra Costa County to learn about barriers to accessing legal services as well as how best to reach older adults in need of legal services. CCSLS engaged Harder + Company Community Research to help conduct this older adult community survey. The survey was disseminated via multiple methods (email distribution, flyers with QR codes, mailed surveys) and languages (English and Spanish) to reach a diverse audience from across the county. A total of 1,029 surveys were completed. The information gleaned from this survey will inform CCSLS's future outreach and engagement strategies, as well as program and service offerings.

This toolkit includes a summary of the older adult community survey methods, analytic and reporting approach, recommendations to consider when conducting similar surveys in the future, and copies of the survey questions, outreach flyer, and report brief. We encourage other legal aid and safety net organizations to use these findings and the tools as desired.

ToolKit Contents

- Methods
- Analytic and Reporting Approach
- Recommendations for future surveys
- Survey Questions
- Outreach Flyer
- Report Brief



Methods

The CCSLS Older Adult Community Survey was developed to collect quantifiable data from adults aged 60 and older who live in Contra Costa County. The survey was administered between August 2022 and January 2023 and was completed by a total of 1,029 older adults.

Most surveys (n=783) were completed online. The survey contained questions about awareness and utilization of CCSLS services, challenges accessing services, and survey respondent demographic characteristics. The following strategies helped ensure the data collection approach was culturally and linguistically relevant and considered the unique needs of older adults in Contra Costa County:

- The survey was available in English and Spanish.
- Respondents had the option to complete the survey online (via Qualtrics) or via paper and pencil. Hard copy surveys were entered by the data collection team into Qualtrics.
- CCSLS collaborated with other older adult-serving organizations to help distribute the survey. For example, flyers were shared with a QR code and link to the online survey (see Appendix). Additionally, surveys were printed, and postage-paid return envelopes were mailed to older adults in the county.
- Emails were sent to adults aged 60 years and older with a link to the online survey (email addresses were purchased from [SeniorSourceList.com](https://senior Sourcelist.com), a provider of senior mailing and telemarketing).
- The survey was formatted using fonts and colors that were accessible to individuals with vision impairments. Additionally, the online survey was available with a black background and used white font to emulate dark mode.
- Demographic questions were intentionally included at the end of the survey to avoid stereotype threat or discomfort for the respondent. In addition, all of the questions were optional and each question included a “decline to answer” response.
- Survey respondents had the option to be entered into a raffle to win one of twenty \$25 Target gift cards as an incentive.

Survey Tips

- Develop clear and measurable **research questions** that document what you want to learn from your project.
- Ensure data collection tools are **culturally relevant**, including pilot testing tools, translating them into the languages spoken by the community(-ies), making them available in different formats (e.g., online, paper and pencil), and using different fonts and symbols to increase readability.
- Be **flexible** to changing data collection methods in response to shifting circumstances and challenges. Being flexible is also critical to ensure the evaluation approach is culturally responsive and inclusive of all perspectives.
- **Review literature** to identify if data collection tools already exist that could inform your methodology.
- Collect data about the **demographic characteristics** of your respondents to identify if particular groups of people significantly varied in their responses.



Analytic and Reporting Approach

The research team used several strategies to clean and analyze the data followed by summarizing the data for reporting. Analyses included preparing an analysis plan that documented differences in the data by respondent characteristics such as race/ethnicity, gender identity, and disability status. The analyses were summarized in a 2-page brief and slide deck.

Track response rates in real time. To track the number of submitted online survey responses, we created a [report](#) in Qualtrics. This report provided real-time updates on the number of submitted online survey responses. We also included preliminary highlights and demographics of the respondents to provide CCSLS a preview of the results and identify any targeted outreach needed based on the demographic characteristics of the survey respondents.

Exclude responses that did not fit criteria. Part of the survey cleaning process included removing individuals that did not fit the priority audience criteria or did not fully complete the survey. The priority audience for this survey were individuals that lived in Contra Costa County and were 60 years old or older. Anyone in the survey who reported a zip code that fell outside Contra Costa County and/or indicated that they were under 60 years old were excluded from the analysis. The number of questions that respondents skipped were counted and anyone that did not complete 75% or more of the survey were excluded from the analysis.

Examine data trends by demographic characteristics. Data were examined by racial/ethnic identity, gender identity, disability status, language, age, and income to assess any differences in responses. When the sample size was too small to allow for comparisons across categories, data were aggregated into more broad categories to increase the stability of the data.

Test for significance. To understand how different groups of people responded to questions, we conducted statistical tests. If the p-value value was less than our significance level (at 0.05), we noted it was statistically significant, meaning that an effect exists. However, it does not take account of practical significance (e.g., whether this effect has practical implications). When we interpreted statistically significant results, we applied our subject area knowledge and experiences to unpack why there might be an effect and which systems might be causing this effect, to determine if effects were also practically significant.

Compare findings to the Census. The demographic characteristics of the survey respondents were compared to the Census to explore the extent to which they reflected the Contra Costa population overall.

Report findings back to CCSLS. To communicate the survey findings, we created a two-page report brief and accompanying slide deck. These deliverables highlighted the findings of the survey, key differences by respondent characteristics, and recommendations for CCSLS to move forward based on the results. We spent time to ensure the deliverables were easy to read and follow by considering font size, colors, and the use of infographics.



Recommendations for Future Surveys

Throughout the data collection and analysis process, the research team discussed key lessons learned and recommendations to consider when conducting similar surveys in the future.

Explore methods to reach a diverse group of older adults. While this survey was completed by older adults that overall reflected county demographics, future projects may want to consider oversampling older adults who are historically hard to reach (e.g., individuals who don't speak English, live in remote areas of the county, are low-income, etc.). This could include conducting in person data collection (with translators) at events where older adults gather, such as senior centers, food distribution sites, and health fairs. Though this mode requires quite a bit of resources (time, budget, etc.), older adults may find it useful to have someone read the survey aloud to them. This also allows for the survey respondent to ask questions for anything that is unclear.

Consider additional survey options for individuals with disabilities. Nearly one-quarter of the survey respondents reported having a disability. Older adults and individuals who identify as having a disability may have nuanced challenges, notably with accessibility, that researchers should attune to. These issues may include: issues with mobility (including hand mobility for writing) for handwritten responses; problems with vision or illiteracy, and other needs for people who identify as having a disability. Ways to address these nuanced challenges can include using large fonts for surveys, having large spaces in between questions (especially for write-in responses), and data collectors having the informed training to read the questions aloud to respondents and/or provide support by walking the respondent through each question.

Collect data about sexual orientation and gender identity. Even for an older adult survey, this information is vital to better understand and serve this population. In addition, sexual orientation and gender identity data collection requirements are being implemented at state, local, and federal levels.

Discuss relevant terminology for referring to adults aged 60 and older. There is not consensus about the preferred term(s) to refer to adults aged 60 and older. In addition, some of the terms are biased and can evoke negative stereotypes of older adults (e.g., elder, seniors, etc.). Reading the literature and talking to individuals about preferred terminology can help ensure the survey uses appropriate and relevant language.

Appendix

1) Survey Questions

English Survey Questions

Below is a table that includes the survey questions and response options.

Survey Question	Response Options
Awareness of services and programs	
Are you aware of any of the programs and services offered by Contra Costa Senior Legal Services?	<input type="radio"/> Yes, I have received their services. <input type="radio"/> Yes, I am aware of them but haven't received their services. <input type="radio"/> No, I am not aware of them.
Are you aware of any free services available to seniors in Contra Costa County, such as transportation, food and nutrition, caregiver support, and tax preparation?	<input type="radio"/> Yes, I have received their services. <input type="radio"/> Yes, I am aware of them but haven't received their services. <input type="radio"/> No, I am not aware of them.
Where do you usually get information about local community events, programs, or services? (Select your top three sources)	<input type="radio"/> 311 <input type="radio"/> AARP <input type="radio"/> Aging and Adult Services (County Agency) <input type="radio"/> City newsletters <input type="radio"/> Community centers <input type="radio"/> Doctor/health care provider/clinics <input type="radio"/> Friend/family members <input type="radio"/> Internet searches <input type="radio"/> Newspapers <input type="radio"/> Radio <input type="radio"/> Religious institutions (e.g., church, temple, mosque) <input type="radio"/> Senior centers <input type="radio"/> Social media <input type="radio"/> Television <input type="radio"/> Word of mouth <input type="radio"/> Another source (please explain):
Need for services and programs	
Preparing an Advance Health Care Directive (a document that includes your health care wishes, including a designated person to make health care decisions if you are unable)	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> I am already receiving help for this
Do you need help with any of the following?: Preparing a Durable Power of Attorney (a document that allows you to appoint a person to handle your financial affairs if you are unable)	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> I am already receiving help for this
Do you need help with any of the following?: Preparing a will (a document that explains what you want to happen with your property at the time of your death)	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> I am already receiving help for this
Do you need help with any of the following?: Debt protection (defending against lawsuits from debt collectors, providing advice and information on debtors' rights, assistance with Federal Student Loan forgiveness)	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> I am already receiving help for this
Do you need help with any of the following?: Elder abuse (assisting with identity theft, fraud, or scams)	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> I am already receiving help for this

Do you need help with any of the following?: Housing issues (evictions, issues with publicly subsidized housing, utility shut offs, poor housing conditions)	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> I am already receiving help for this
Do you need help with any of the following: Public benefits (enrolling in SNAP, SSI, or CalFresh)	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> I am already receiving help for this
Do you need help with any of the following?: Other legal services (please explain):	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> I am already receiving help for this
What challenges did you face the last time you tried to receive social services? (Select all that apply)	<input type="radio"/> I didn't have transportation/services are too far away. <input type="radio"/> I didn't have someone to care for my partner. <input type="radio"/> It was difficult to take time off from work. <input type="radio"/> The hours were not convenient. <input type="radio"/> The services were not available in my language. <input type="radio"/> I was too young to qualify. <input type="radio"/> I was too old to qualify. <input type="radio"/> I had physical or mental health problems. <input type="radio"/> I didn't feel welcome at the service center. <input type="radio"/> I was afraid staff would mistreat me. <input type="radio"/> I could not afford the services. <input type="radio"/> I have accessibility or mobility issues. <input type="radio"/> The services that I needed were not available. <input type="radio"/> Another challenge (please explain): <input type="radio"/> I never tried to receive social services. <input type="radio"/> I didn't have any challenges.
What would help you overcome these challenges?	Open-ended
Demographics	
How often do you use the internet?	<input type="radio"/> Several times a day <input type="radio"/> Several times a week <input type="radio"/> Several times a month <input type="radio"/> Several times a year <input type="radio"/> I don't have access to the internet.
What is your current zip code?	Open-ended
How old are you?	<input type="radio"/> Under 60 years <input type="radio"/> 60 to 69 years <input type="radio"/> 70 to 79 years <input type="radio"/> 80 to 89 years <input type="radio"/> 90 years and over <input type="radio"/> Decline to answer
Which of the following best describes your racial/ethnic identity? (Select all that apply)	<input type="radio"/> American Indian/Alaska Native <input type="radio"/> Asian <input type="radio"/> Arab/Middle Eastern <input type="radio"/> Black/African American <input type="radio"/> Latino/a/x/Hispanic/Chicano <input type="radio"/> Native Hawaiian/Other Pacific Islander <input type="radio"/> White <input type="radio"/> Another racial/ethnic identity (please explain): <input type="radio"/> Decline to answer
Which of the following best describes your current gender identity?	<input type="radio"/> Man <input type="radio"/> Woman <input type="radio"/> Transgender woman <input type="radio"/> Transgender man <input type="radio"/> Genderqueer/Non-Binary <input type="radio"/> Questioning or unsure of gender identity <input type="radio"/> Another gender identity (please explain): <input type="radio"/> Decline to answer

Which of the following best describes your current sexual orientation?

- ☐ Asexual
- ☐ Bisexual
- ☐ Gay
- ☐ Heterosexual / Straight
- ☐ Lesbian
- ☐ Pansexual
- ☐ Questioning / Unsure
- ☐ Queer
- ☐ Another sexual orientation (please explain):
- ☐ Decline to answer

Which language(s) do you speak? (Select all that apply)

- ☐ Chinese – Mandarin
- ☐ Chinese – Cantonese
- ☐ English
- ☐ Hindi
- ☐ Spanish
- ☐ Russian
- ☐ Persian
- ☐ Tagalog
- ☐ Vietnamese
- ☐ Another language (please explain):
- ☐ Decline to answer

Which best describes your current living situation?

- ☐ Apartment/house that you own or rent
- ☐ Live in a friend or family member's apartment or house
- ☐ Hotel/motel that you pay for
- ☐ Mobile Home
- ☐ Homeless (including living in a place not meant for human habitation such as a car, park or street; homeless shelter; hotel or motel paid for by a third party agency; couch surfing)
- ☐ Residential treatment, inpatient or substance abuse/addiction treatment facility
- ☐ Another living situation (please explain):
- ☐ Decline to answer

Which of the following best describes your employment status?

- ☐ Employed, part-time or full-time
- ☐ Not working and looking for a job
- ☐ Not working and not looking for a job
- ☐ Retired
- ☐ Unable to work (e.g., disability)
- ☐ Another employment status (please explain):
- ☐ Decline to answer

What is your total yearly household income?

- ☐ \$0 - \$9,999
- ☐ \$10,000 - \$19,999
- ☐ \$20,000 - \$29,999
- ☐ \$30,000 - \$39,999
- ☐ \$40,000 - \$49,999
- ☐ \$50,000 - \$59,999
- ☐ \$60,000 - \$69,999
- ☐ \$70,000 - \$79,999
- ☐ \$80,000 - \$89,999
- ☐ \$90,000 - \$99,999
- ☐ \$100,000 - \$149,000
- ☐ More than \$150,000
- ☐ Decline to answer

Do you have a disability (a physical or mental impairment that substantially limits one or more major life activity)?

- ☐ Yes
- ☐ No
- ☐ Decline to answer

Spanish Survey Questions

Below is a table that includes the survey questions and response options distributed in Spanish.

Survey Question	Response Options
Conocimiento de los servicios y programas	
¿Conoce alguno de los programas y servicios ofrecidos por Contra Costa Senior Legal Services?	<ul style="list-style-type: none"> <input type="radio"/> Sí, he recibido sus servicios. <input type="radio"/> Sí, los conozco, pero no he recibido sus servicios. <input type="radio"/> No, no los conozco.
¿Conoce algún servicio gratuito disponible para adultos mayores en el condado de Contra Costa, como transporte, alimentos y nutrición, apoyo para cuidadores y preparación de impuestos?	<ul style="list-style-type: none"> <input type="radio"/> Sí, he recibido estos servicios. <input type="radio"/> Sí, conozco estos servicios, pero no los he recibido. <input type="radio"/> No, no los conozco.
¿Dónde suele obtener información sobre eventos, programas o servicios de la comunidad local? (Seleccione sus tres fuentes principales)	<ul style="list-style-type: none"> <input type="radio"/> 311 <input type="radio"/> AARPA <input type="radio"/> Boletines informativos de la ciudad <input type="radio"/> Centros comunitarios <input type="radio"/> Médico/proveedor de atención médica/clínicas <input type="radio"/> Amistades/familiares <input type="radio"/> Búsquedas en Internet <input type="radio"/> Periódicos <input type="radio"/> Servicios para adultos y personas mayores (agencia del condado) <input type="radio"/> Radio <input type="radio"/> Instituciones religiosas (p. ej., iglesia, templo, mezquita) <input type="radio"/> Centros para adultos mayores <input type="radio"/> Redes sociales <input type="radio"/> Televisión <input type="radio"/> Boca a boca <input type="radio"/> Otra fuente (explique): _____
Necesidad de servicios y programas	
¿Necesita ayuda con algunas de las siguientes cosas?	
Preparación de una Directiva anticipada de atención médica (un documento que incluye sus deseos de atención médica, lo que incluye una persona designada para tomar decisiones de atención médica si usted no puede hacerlo)	<ul style="list-style-type: none"> <input type="radio"/> Sí <input type="radio"/> No <input type="radio"/> Ya estoy recibiendo ayuda para esto
Preparación de un Poder notarial duradero (un documento que le permite nombrar a una persona para que maneje sus asuntos financieros si usted no puede hacerlo)	<ul style="list-style-type: none"> <input type="radio"/> Sí <input type="radio"/> No <input type="radio"/> Ya estoy recibiendo ayuda para esto
Preparación de un testamento (un documento que explica lo que desea que suceda con su propiedad al momento de su fallecimiento)	<ul style="list-style-type: none"> <input type="radio"/> Sí <input type="radio"/> No <input type="radio"/> Ya estoy recibiendo ayuda para esto
Protección contra deudas (defensa contra demandas de cobradores de deudas, entrega de asesoría e información sobre los derechos de los deudores, asistencia con la condonación de préstamos estudiantiles federales)	<ul style="list-style-type: none"> <input type="radio"/> Sí <input type="radio"/> No <input type="radio"/> Ya estoy recibiendo ayuda para esto

Abuso de personas mayores (asistencia con robo de identidad, fraude o estafas)

o Sí
o No
o Ya estoy recibiendo ayuda para esto

Problemas de vivienda (desalojos, problemas con viviendas subsidiadas públicamente, cortes de servicios públicos, malas condiciones de vivienda)

o Sí
o No
o Ya estoy recibiendo ayuda para esto

Beneficios públicos (inscripción en SNAP, SSI o CalFresh)

o Sí
o No
o Ya estoy recibiendo ayuda para esto

Otros servicios legales (explique) _____

o Sí
o No
o Ya estoy recibiendo ayuda para esto

Si corresponde, ¿qué dificultades enfrentó la última vez que intentó recibir servicios sociales? (Seleccione todas las opciones que correspondan).

o No tenía transporte/los servicios están demasiado lejos.
o No tenía a nadie que cuidara a mi pareja.
o Era difícil ausentarme del trabajo.
o El horario no era conveniente.
o Los servicios no estaban disponibles en mi idioma.
o Yo era demasiado joven para calificar.
o Yo era demasiado mayor para calificar.
o Tuve problemas de salud física o mental.
o No me sentí bienvenido(a) en el centro de servicio.
o Tenía miedo de que el personal me maltratara.
o No podía pagar los servicios.
o Tengo problemas de accesibilidad o movilidad
o Los servicios que necesitaba no estaban disponibles.
o Otra dificultad (explique):
o Nunca intenté recibir servicios sociales.
o No tuve ninguna dificultad.

Si ha tenido una o más dificultades, ¿qué le ayudaría a superarlas?

o Respuesta abierta

Demográficas

¿Con qué frecuencia usa Internet?

o Varias veces al día
o Varias veces a la semana
o Varias veces al mes
o Varias veces al año
o No tengo acceso a Internet.

¿Cuál es su código postal actual?

o Respuesta abierta
o No desea responder

¿Cuántos años tiene?

o Menos de 60 años
o Entre 60 y 69 años
o Entre 70 y 79 años
o Entre 80 y 89 años
o 90 años o más
o No desea responder

¿Cuáles de las siguientes opciones describen mejor su identidad racial/étnica? (Seleccione todas las opciones que correspondan).

o Amerindio(a) o nativo(a) de Alaska
o Asiático(a)
o Árabe o de Oriente Medio
o Negro(a)/afroamericano(a)
o Latino(a)/Hispano(a)/Chicano(a)
o Nativo(a) de Hawái/otra isla del Pacífico
o Blanco(a)
o Otra identidad racial/étnica (explique): _____
o No desea responder

¿Cuáles de las siguientes opciones describen mejor su identidad de género?

- ☐ Hombre
- ☐ Mujer
- ☐ Mujer transgénero
- ☐ Hombre transgénero
- ☐ Genderqueer/No binario(a)
- ☐ Se cuestiona o no está seguro(a) de su identidad de género
- ☐ Otra identidad de género (explique): _____
- ☐ No desea responder

¿Cuáles de las siguientes opciones describen mejor su actual orientación sexual?

- ☐ Asexual
- ☐ Bisexual
- ☐ Gay
- ☐ Heterosexual
- ☐ Lesbiana
- ☐ Pansexual
- ☐ Se cuestiona/No está seguro(a)
- ☐ Queer
- ☐ Otra orientación sexual (explique): _____
- ☐ No desea responder

¿Qué idiomas habla? (Seleccione todas las opciones que correspondan).

- ☐ Chino (mandarín)
- ☐ Chino (cantonés)
- ☐ Inglés
- ☐ Hindi
- ☐ Español
- ☐ Ruso
- ☐ Persa
- ☐ Tagalo
- ☐ Vietnamita
- ☐ Otro idioma (explique): _____
- ☐ No desea responder

¿Qué opción describe mejor su situación de vida actual?

- ☐ Apartamento/casa que usted posee o alquila
- ☐ Vive en el apartamento o la casa de una amistad o familiar
- ☐ Hotel/motel que usted paga
- ☐ Casa rodante
- ☐ Personas sin hogar (lo que incluye vivir en un lugar que no está destinado a la vivienda humana, como un automóvil, parque o calle; refugio para personas sin hogar; hotel o motel pagado por una agencia externa; de sofá en sofá)
- ☐ Centro de tratamiento residencial o de tratamiento para pacientes hospitalizados o por abuso de sustancias/adicción
- ☐ Otra situación de vida (explique): _____
- ☐ No desea responder

¿Cuál de las siguientes opciones describe mejor su situación laboral?

- ☐ Empleado(a) a tiempo parcial o completo
- ☐ No está trabajando y está buscando trabajo
- ☐ No está trabajando y no está buscando trabajo
- ☐ Jubilado(a)
- ☐ No puede trabajar (p. ej., discapacidad)
- ☐ Otra situación laboral (explique): _____
- ☐ No desea responder

¿Cuál es el ingreso total anual de su hogar?

- ☐ De \$0 a \$9,999
- ☐ De \$10,000 a \$19,999
- ☐ De \$20,000 a \$29,999
- ☐ De \$30,000 a \$39,999
- ☐ De \$40,000 a \$49,999
- ☐ De \$50,000 a \$59,999
- ☐ De \$60,000 a \$69,999
- ☐ De \$70,000 a \$79,999
- ☐ De \$80,000 a \$89,999

- ☐ De \$90,000 a \$90,999
- ☐ De \$100,000 a \$149,000
- ☐ Más de \$150,000
- ☐ No desea responder

¿Tiene una discapacidad (un impedimento físico o mental que limita sustancialmente una o más actividades importantes de la vida)?

- ☐ Sí
- ☐ No
- ☐ No desea responder

2) Outreach Flyer

English Outreach Flyer

We want to
hear from you!

Take a short survey to
improve senior services.

SCAN this QR
code with your
phone to get
started



Or visit: <https://tinyurl.com/CCSLSSurvey>



Complete the survey and be
entered to win a \$25 gift card!



¡Nosotros queremos saber de ti!

Complete una breve encuesta
para mejorar los servicios
para personas mayores.

Escanee este
código QR con
su teléfono para
comenzar



O visite: <https://tinyurl.com/CCSLSSurveyES>



¡Complete la encuesta y participe para
ganar una tarjeta de regalo de \$25!

3) Report Brief

English Report Brief

Contra Costa Senior Legal Services Older Adult Community Survey | Key Findings

Overview. Many seniors across Contra Costa County, particularly East County, are in remote areas with restricted access to information and services. According to research studies, many Californians with legal problems do not know their problem has a legal solution or are completely unaware of free senior legal services. To better protect older adults' rights, Contra Costa Senior Legal Services (CCSLS) provides free legal advice, representation, and legal education to the residents of Contra Costa County aged 60 years and older.

To understand more about older adults' legal needs, awareness of available services, and barriers to accessing services, CCSLS contracted with Harder+Company Community Research to develop an older adult community survey. The purpose of the survey was to gather information that could inform CCSLS's future outreach and engagement strategies, and program and service offerings.

This summary presents key findings from the survey that was completed between August 2022 and January 2023 by a total of 1,029 older adults across Contra Costa County.

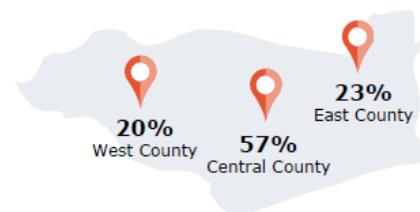
**When possible, respondent demographics were compared to the 2020 Census data for adults aged 60 and older.*



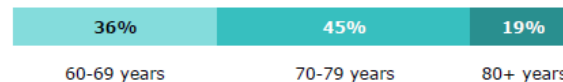
harder+co | community research

Respondents Characteristics

Location of Residence



Age

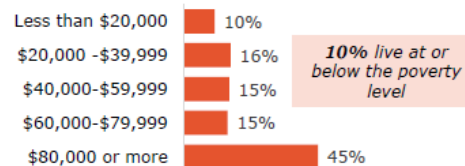


Disability Status

24% reported having a disability



Annual Income



10% live at or below the poverty level

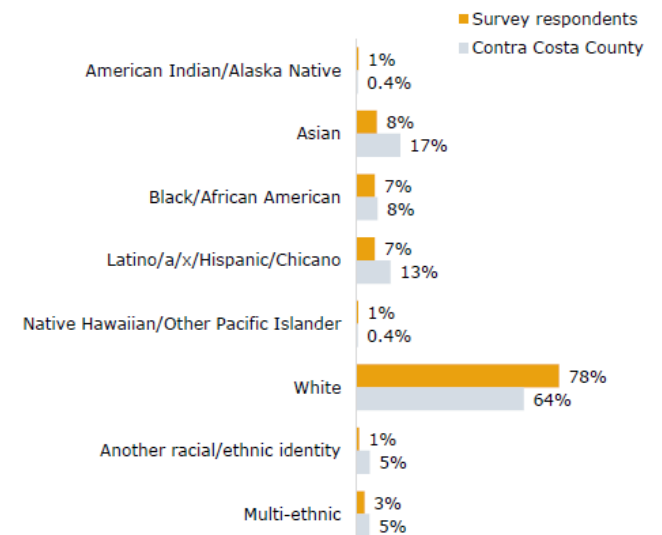
Languages

98% of respondents spoke English



19% of respondents spoke a language other than English

Racial and Ethnic Identity



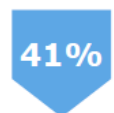
Gender Identity



identify as a woman



Less than 1% identify as genderqueer/non-binary



identify as a man

Awareness of CCSLS

Approximately 20% of respondents were aware of CCSLS

4%
had received
services



17%
were aware but
hadn't received
services

Respondents who were aware of or had received services from CCSLS were more likely to identify as female, be 80+ years old, or live at or below the poverty level.

Challenges Accessing Services

Transportation, accessibility, and availability of services were the top challenges noted by respondents



Transportation/
services too far away
(20%)



Accessibility or
mobility issues
(17%)



Services needed were
not available
(18%)

Historically disadvantaged groups were more likely to experience certain challenges



People with disabilities were the most likely to experience challenges. These challenges include physical or mental health problems, not feeling welcomed, or having accessibility or mobility issues.



Respondents who identified as **Black, Indigenous, or People of Color** were more likely to report being concerned staff would mistreat them compared to respondents who identified as white.



Respondents who identified as **women** were more likely to report having challenges with transportation compared to men.

Sources of Information

Respondents typically get their information about local community programs, or services from:



internet searches
(33%)



city newsletter
(29%)



word of mouth
(28%)



friends/family members
(27%)



newspapers
(27%)

Need for Legal Services



The most common services that respondents reported needing help with were:

- 1 Preparing an **Advance Health Care Directive**
- 2 Preparing a **Durable Power of Attorney**
- 3 Preparing a **Will**

Respondents who need legal services were more likely to identify as Black, Indigenous, or People of Color; live at or below the poverty level; be 60-79 years old; or have a disability.

Considerations for CCSLS Moving Forward

- **Expand outreach and marketing efforts** to increase older adults' awareness and utilization of CCSLS available programs and services; utilize the findings from this survey to tailor these efforts to the unique needs of individuals.
- Develop strategies to **minimize barriers** to utilizing services, particularly for historically disadvantaged people. This could include providing a case manager, transportation assistance, financial assistance, and person-centered care trainings for health care providers.
- **Share the community survey data** with key collaborators, including service providers, to inform how programs, services, and systems could be improved.
- For future data collection efforts, **engage a greater percentage of higher need older adults** including those who are low-income, speak a language other than English, and who identify as Black, Indigenous, or People of Color. This will allow for more comparisons and to even better document where disparities may exist.

Encuesta a la comunidad de adultos mayores de Contra Costa Senior Legal Services | Principales conclusiones

Resumen. Muchas personas mayores del condado de Contra Costa, en particular del este del condado, se encuentran en zonas remotas con acceso restringido a información y servicios. Según estudios de investigación, muchos californianos con problemas legales no saben que su problema tiene una solución legal o desconocen por completo los servicios legales gratuitos para adultos mayores. Para proteger mejor los derechos de los adultos mayores, Contra Costa Senior Legal Services (CCSLS) ofrece asesoramiento jurídico gratuito, representación y educación legal a los residentes del Condado de Contra Costa mayores de 60 años.

Para comprender mejor las necesidades legales de los adultos mayores, el conocimiento de los servicios disponibles y las barreras para acceder a los servicios, CCSLS contrató a Harder+Company Community Research para desarrollar una encuesta en la comunidad de adultos mayores. El propósito de la encuesta era recopilar información que pudiera servir de base para las futuras estrategias de divulgación y participación de CCSLS, así como para las ofertas de programas y servicios.

Este resumen presenta los hallazgos clave de la encuesta que fue completada entre agosto de 2022 y enero de 2023 por un total de 1,029 adultos mayores en todo el Condado de Contra Costa.

**Siempre que fue posible, los datos demográficos de los encuestados se compararon con los datos del Censo de 2020 para adultos de 60 años o más.*

CONTRA COSTA
SENIOR LEGAL SERVICES

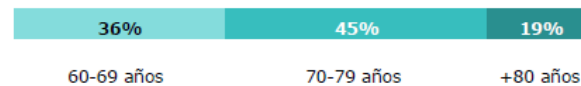
harder + co | community research

Características de los encuestados

Lugar de residencia



Edades

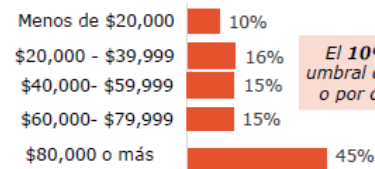


Situación de discapacidad

24% declaró tener una discapacidad



Ingresos anuales



El 10% vive en el umbral de la pobreza o por debajo de él

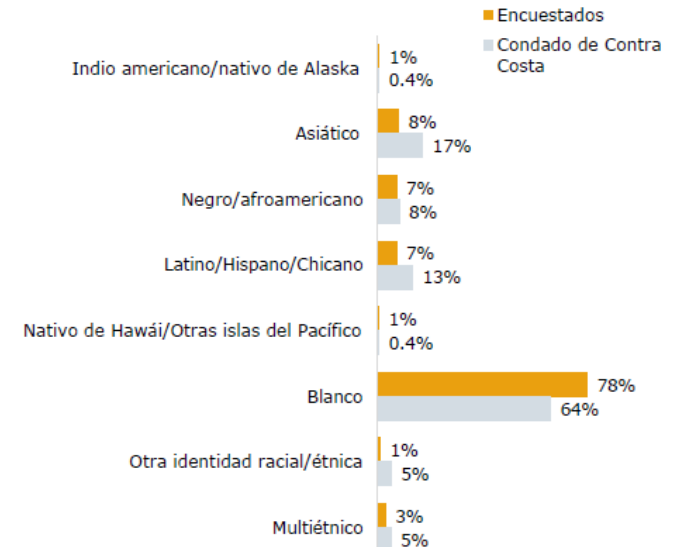
Idiomas

El **98%** de los encuestados hablaba inglés



El **19%** de los encuestados hablaba un idioma distinto del inglés

Identidad racial y étnica



Identidad de género



Conocimiento de CCSLS

Aproximadamente el 20% de los encuestados conocía CCSLS

4%
habían
recibido
servicios



17%
lo conocían pero
no habían
recibido
servicios

Los encuestados que conocían o habían recibido servicios de CCSLS tenían **más probabilidades** de identificarse como **mujer**, tener **más de 80 años** o vivir en el **umbral de la pobreza** o por debajo de él.

Dificultades para acceder a servicios

El transporte, la accesibilidad y la disponibilidad de servicios fueron los principales retos señalados por los encuestados



Transporte/servicios
demasiado alejados
(20%)



Problemas de
accesibilidad o movilidad
(17%)



Ausencia de servicios
necesarios
(18%)

Los grupos históricamente desfavorecidos tenían más probabilidades de experimentar ciertos retos



Las personas con discapacidad fueron las que más dificultades experimentaron. Entre ellas, problemas de salud física o mental, no sentirse bien acogidos o tener problemas de accesibilidad o movilidad.



Las personas encuestadas que se identificaban como **negros, indígenas o personas de color** eran más propensas a declarar que les preocupaba que el personal les maltratará, en comparación con los encuestados que se identificaban como blancos.



Las personas encuestadas que se identificaban como **mujeres** eran más propensas a declarar que tenían problemas de transporte en comparación con los hombres.

Fuentes de información

Por lo general, los encuestados obtienen información sobre los programas o servicios de la comunidad local a través de:



búsquedas en
internet
(33%)



boletín
municipal
(29%)



boca a boca
(28%)



amigos/familiares
(27%)



periódicos
(27%)

Necesidad de servicios legales



Los servicios más comunes para los que los encuestados declararon necesitar ayuda fueron:

- Preparación de un **Documento de Voluntades Anticipadas**
- Preparación de un **Poder Notarial Duradero**
- Preparación de un **Testamento**

Los encuestados que necesitaban servicios jurídicos tenían **más probabilidades** de identificarse como **negros, indígenas o personas de color**; de vivir en el **umbral de la pobreza** o por debajo de él; de tener entre 60 y 79 años; o de tener una **discapacidad**.

Consideraciones para el futuro de CCSLS

- Ampliar los esfuerzos de divulgación y mercadotecnia** para aumentar el conocimiento y la utilización por parte de los adultos mayores de los programas y servicios disponibles de CCSLS; utilizar los resultados de esta encuesta para adaptar estos esfuerzos a las necesidades únicas de las personas.
- Desarrollar estrategias para **minimizar los obstáculos** a la utilización de los servicios, especialmente para las personas históricamente desfavorecidas. Esto podría incluir proporcionar un gestor de casos, ayuda para el transporte, ayuda financiera y formación en atención centrada en la persona para los proveedores de atención médica.
- Compartir los datos de la encuesta comunitaria** con colaboradores clave, incluyendo proveedores de servicios, para informar sobre cómo podrían mejorarse los programas, servicios y sistemas.
- Para futuros esfuerzos de recopilación de datos, **involucrar a un mayor porcentaje de adultos mayores con necesidades especiales**, incluidos aquellos de bajos recursos, que hablen un idioma distinto al inglés y que se identifiquen como negros, indígenas o personas de color. Esto permitirá realizar más comparaciones y documentar mejor dónde pueden existir disparidades.

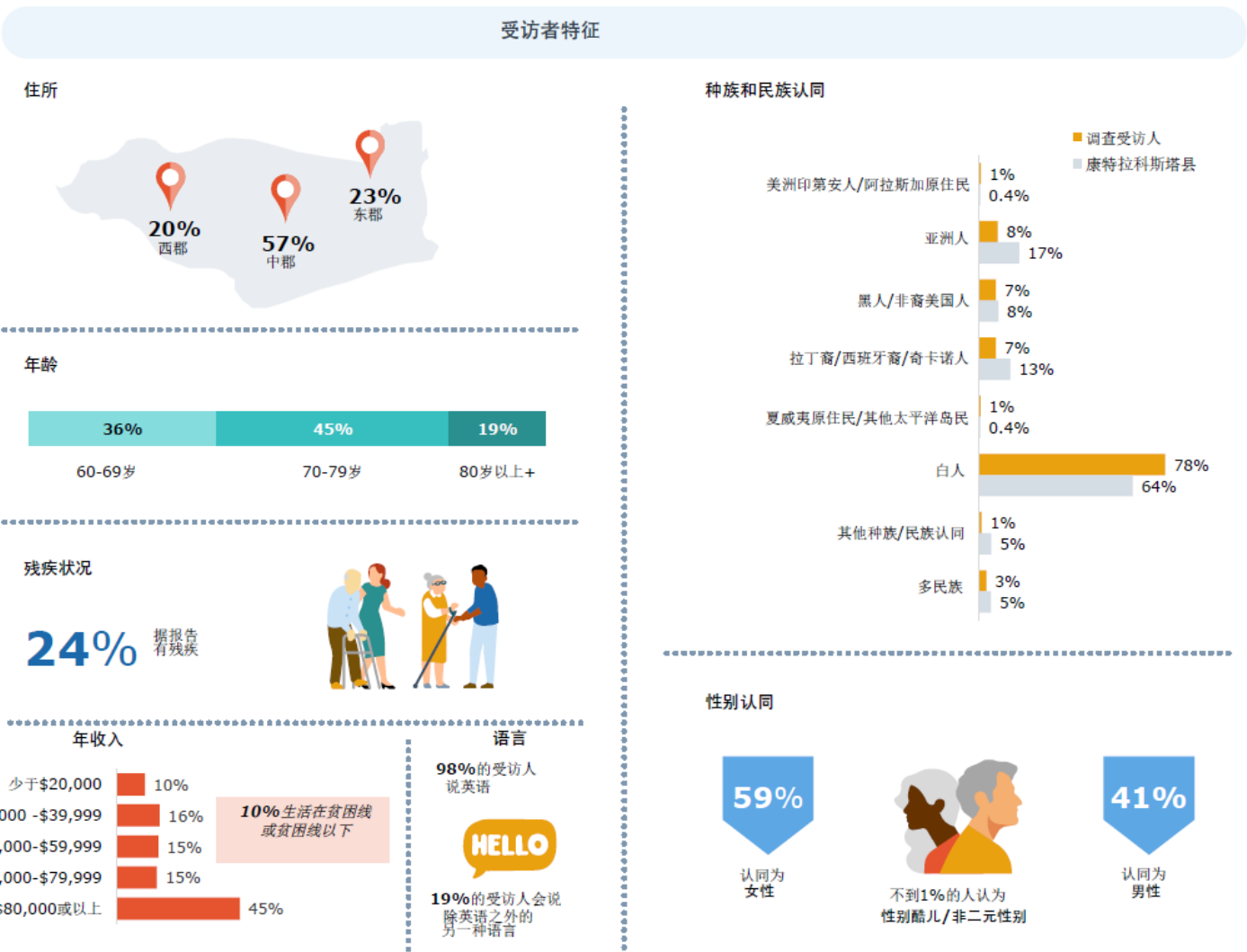
康特拉科斯塔高级法律服务老年人社区调查 | 主要发现

概述. 康特拉科斯塔县, 特别是东郡的许多老年人都生活在较为偏远地区, 他们获取信息和服务的机会也比较有限。根据研究表明, 许多面临法律问题的加州居民并不知道可以通过法律手段解决他们的问题, 或者完全不了解免费的高级法律服务。为了更好地保护老年人的权利, 康特拉科斯塔高级法律服务 (CCSLS) 为康特拉科斯塔县60岁及以上的居民提供免费的法律咨询、代理和法律教育。

为了更多地了解老年人的法律需求、对现有服务的认识以及获得服务时所遇到的障碍, 康特拉科斯塔高级法律服务与努力+公司社区调查签订了合同, 制定了一项老年人社区调查。调查的目的是收集信息, 为康特拉科斯塔高级法律服务未来的外联和参与战略以及计划和服务提供信息。

本摘要介绍了康特拉科斯塔县1029名老年人在2022年8月至2023年1月期间完成的调查的关键发现。

*在可能的情况下, 将受访者的统计数据与2020年60岁及以上成年人的人口普查数据进行比较。



对康特拉科斯塔高级法律服务的认知

大约20%的受访者知道康特拉科斯塔高级法律服务

4%
接受过服务



17%
知晓但是
没有接受过服务

了解或接受过康特拉科斯塔高级法律服务的受访者更可能是女性、80岁以上或生活在贫困水平或以下。

接受服务的挑战

交通、可达性和服务的可用性是受访者指出他们面临的最大挑战



交通/服务太远
(20%)



无障碍或移动性问题
(17%)



所需服务不可用
(18%)

历史上处于不利地位的群体更有可能面临某些挑战



残疾人最有可能遇到挑战。这些挑战包括身体或心理健康问题、感觉自己不受欢迎、行动受阻或行动不便。



黑人、土著人或有色人种的受访者在调查中表示，较白人受访者，他们更担心自己可能收到员工的歧视和不公正对待。



与男性相比，女性受访者更有可能报告在交通方面遇到挑战。

信息来源

受访者通常从以下渠道获取有关当地社区项目或服务的信息：



网络搜索
(33%)



城市时事通讯
(29%)



口口相传
(28%)



朋友/家人
(27%)



新闻
(27%)

法律服务需求



据受访者反映，他们需要的帮助的最常见服务是：

- 1 准备预先医疗保健指令
- 2 准备持久授权书
- 3 准备遗嘱

需要法律服务的受访者更有可能为黑人、土著人或有色人种；生活在贫困线以下；年龄60-79岁；或者有残疾。

康特拉科斯塔高级法律服务向前发展的注意事项

- 扩大外联和营销工作，以提高老年人对康特拉科斯塔高级法律服务现有计划和服务的认识和利用率；利用这项调查的结果，根据个人的独特需求进行调整。
- 制定战略，最大限度地减少在服务受惠方在尝试使用服务时可能遇到的障碍，特别是对历史上处于不利地位的人。这可能包括为医疗保健提供者提供病例管理、交通援助、财政援助和以人为中心的护理培训。
- 与包括服务提供商在内的主要合作者共享社区调查数据，以告知他们如何改进项目、服务和系统。
- 对于未来的数据收集工作，让更大比例的需求更高的老年人参与进来，包括那些低收入、说英语以外的语言以及认为自己黑人、土著人或有色人种的老年人。这将允许我们进行更多的比较，并更好地记录可能存在差异的地方。