

## A Survey of Wellness Education and Screening Needs of Senior Services Agencies in Santa Clara County\*

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## Agencies Surveyed By Telephone (15)

- Asian Americans for Community Involvement (AACI)
- Avenidas, Palo Alto
- Campbell Adult Center
- Catholic Charities of Santa Clara County (John 23 & Eastside Neighborhood Center)
- City of Fremont, Department of Human Services, Aging Division
- Community Services Agency, Mountain View
- Cupertino Senior Center
- Department of Adult & Aging Services (DAAS)
- Indian Health Center of Santa Clara Valley
- Jewish Family Services (JFS)
- ~~Korean American Community Services (KACS)~~
- Portuguese Organization for Social Services/Opps (POSSO)
- Santa Clara Senior Center, Health and Wellness Program
- Self Help For The Elderly, Santa Clara County (Chinese)
- Sunnyvale Senior Center & Therapeutic Recreation Programs
- Yu-Ai Kai Community Senior Center (Japanese)

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## Method

- IRB approval
- Telephone survey developed with faculty input
- Semi-structured – open-ended responses
- Three parts:
  - Specific health education and screenings provided in 9 areas; assistance needed from SJSU in these areas
  - Context of delivering education and screenings (specifically health fairs)
  - Specific language capabilities required

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## Findings: Nutrition



- *Almost all organizations provided nutrition screening or education services in some way.*
- *11 out of 15 agencies expressed a need for qualified volunteers to provide one-on-one nutritional screenings.*
- Some organizations provided food services off or on-site (meals on wheels or lunch programs).
- Some organizations oriented their screenings or education specific to diabetes particularly for their Hispanic clients (Catholic Charities and Indian Health Center).
- Nutrition education particularly on healthy eating and exercise was mentioned as a helpful service by a couple of agencies.

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## Depression



- Some agencies provide depression services and do not see the need further help (Avenidas, City of Fremont, AACI, POSSO, and Self-Help for the Elderly)
- *Agencies lack resources to outreach clients who are not proficient in English or those who are isolated (Catholic Charities and CSA in Mountain View).*
- Catholic Charities was interested in receiving help to expand depression screening to outreach more clients by providing materials or services in different languages.
- Jewish Family Services has a partnership with SJSU and like to continue to receive this from SJSU.

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## Balance and Home Safety



- *8 agencies offered balance and home safety services.*
- *Some agencies provided education and screenings on balance through their physical activity programs (Cupertino and Sunnyvale Centers).*
- *Others did these in the context of home visits for clients (DAAS & Yu-Ai-Kai).*
- Agencies requested more help with screenings and/or education with balance and home safety.
- Community Services Agency in Mountain View is currently receiving assistance from SFSU for balance and home safety services.

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## Hearing Screenings



- 9 agencies provide hearing screenings or education and almost all are interested in receiving hearing services from SJSU.
- Most organizations were also interested in including an educational component to their hearing services.
- An exception is Avenidas, the organization provides hearing services, and is not interested to receive extra assistance.

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## Blood Pressure



- Every organization provided blood pressure services for their clients – either through their own RNs or through SJSU School of Nursing.
- About half the sample received help from SJSU and wanted it to continue.
- Self-help for the Elderly was interested in receiving help from SJSU if they lose their staff/volunteer support.

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## Blood Sugar



- One common theme related to blood sugar was that the liability issue may prevent them from requesting outside help in providing blood sugar screenings.
- Nevertheless, some organizations are interested in receiving services from SJSU although the liability process may be an onerous process.

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## Physical Activity



- Almost all organizations provided physical activities for their client.
- Two-thirds of the sample were interested in receiving extra assistance from SJSU. Particularly for services that are different from what they currently provide. For instance, low-impact exercises may be helpful for clients who are less active.
- Also, culturally responsive exercises like hula dancing can be helpful.
- Other organizations requested no extra assistance because they were "well covered."

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## Elder abuse and exploitation



- Staff provided elder abuse and exploitation service at the majority of agencies.
- Among those organizations, half were interested in receiving education services from volunteers. Education related to financial abuse was specifically requested by two agencies.
- Other respondents who didn't request assistance specified that they have enough resources to support their clients.
- Interestingly, the Portuguese Community Center is presently not offering nor requested help in services related to elder abuse and exploitation.

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## Fall Prevention



- Most organizations provided fall prevention services through their exercise programs such as Spring Chicken or Healthy Steps or a referral to Stanford Fall Prevention Program.
- Most agencies were interested in expanding their services to reach more people more often.
- A minority who already provide services were not interested in requesting more assistance (Avenidas, Community Services in Mountain View, and Portuguese Community Center).

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## Top 3 Most Valued Services for Assistance from SJSU

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<b>Hearing</b>	<b>8</b>
(some already get this from SJSU- Communicative Disorders)	
Screening for <b>Depression</b>	<b>7</b>
<b>Physical activity</b>	<b>6</b>
<b>Fall prevention</b>	<b>5</b>
Screening or education for <b>Nutrition</b>	<b>5</b>
<b>Balance and home safety</b>	<b>4</b>
<b>Other</b>	<b>4</b>
<b>Blood pressure</b>	
(many already get this from SJSU- Nursing)	<b>2</b>
<b>Elder abuse and exploitation</b>	<b>1</b>
<b>Blood sugar screening</b>	<b>0</b>

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## How are health education & screenings delivered?

- One day health fairs and/or
- Ongoing monthly programming
- 4 had discontinued health fairs due lack of staff and/or funding
- No clearinghouse for all health fairs
- Too many health fairs in the community – agencies needed to be selective.
- Mall walks, legislators' events, specialty screenings – no need for developing another event!
- The largest health fair for seniors is run by DAAS

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## When are health fairs generally held?

- Generally once a year in the summer between late April and August – some on weekends;
- Typically one-day or half day event (3-4 hours) at their sites
- DAAS fair is late October –always on a weekday

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## Who comes to these health fairs?

- Mostly female
- Ethnically diverse including Caucasian, Chinese, Indian, Latino, Portuguese, and "Asian"
- Generally English-speaking
- Mostly well (active, healthy) elders

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## What are the common languages requested?

- Several agencies asked for help with translating their materials into other languages – e.g., Chinese (Mandarin and Cantonese), Spanish, Vietnamese, Hindi, Russian, Farsi (Iranian), & Portuguese.
- Screenings and education done through monthly programs in agencies may require special language capabilities whereas health fair attendees were generally English-speaking
- The most commonly requested bilingual capability was Mandarin

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## DAAS Resource Fair

- **Timing:** Usually in October/November. Always on a week day. The length varies but it is at least half a day (10 -2 or 10 -3)
- **Location:** The Santa Clara Convention Center –a little more central location and on a public transportation route. We used the San Jose Fairground last year because the space was free.
- **Size:** About 300 seniors came last year. (Didn't track the actual numbers but we gave bags only to seniors).
- **Partnership with SJSU:** Our goal is to increase the number of seniors and disabled individuals – would like to give them more reasons to attend. We can set up space for classes, speakers, or demonstrations for certain periods during the fair. We want to make it bigger next year. Invite you to be on planning committee.

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