
COMMUNITY SURVEY OF THE NEEDS OF OLDER ADULTS AND SENIORS IN CHULA VISTA AND THE SOUTH BAY

NOVEMBER 2020 REVISED

**Prepared for
Community Congregational
Development Corporation**

About LeSar Development Consultants



LeSar Development Consultants (LDC) is a mission-driven consulting firm that specializes in working with public, private, nonprofit, and philanthropic sector leaders to address complex public policy and planning issues with innovative and pragmatic solutions that support the development of physically, economically, and environmentally resilient communities. With our team's diverse expertise—which ranges from banking and real estate development to public sector and nonprofit management and strategic communications—we excel at aligning diverse interests to invest in large-scale, lasting social change. Founded in 2005 by Jennifer LeSar, LDC is a certified W/SBE with offices in San Diego, Los Angeles, and the Bay Area. To learn more about LDC, please visit www.lesardevelopment.com.

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Background

Established in 1969, the Community Congregational Development Corporation Board of Directors (the CCDC Board) has been proactively seeking opportunities to invest in senior housing in the City of Chula Vista since the sale of the Congregational Tower (the Tower) in 2013. During that time, the CCDC Board has explored a number of different options to deploy the funding from the sale in a new senior housing development, but none of the projects have ultimately come to fruition.

To fulfill the organization's mission to serve seniors in the community, in November 2019 the CCDC Board voted to set aside \$1 million of its assets to pursue non-housing projects benefiting seniors. The CCDC Board subsequently voted to contract with LeSar Development Consultants (LDC) to support strategic planning grounded in an objective research process and focused on assisting CCDC in identifying appropriate funding opportunities and implementing a grant management process to deploy these funds.

Initially, CCDC identified three potential funding priorities: affordable transportation, accommodations to support people with disabilities and aging in place, and projects to reduce social isolation and engage seniors in community activities. At a subsequent meeting, the CCDC Executive Board asked LDC to also gather information about seniors' housing needs as part of the research process.

This survey represents one component of the research and is augmented by a scan of community needs and interviews with local stakeholders that have insight on challenges and opportunities related to better serving older adults in Chula Vista and the South Bay.

Methodology

The survey was distributed to older adults in Chula Vista and the South Bay by the Community Congregational Development Corporation (CCDC), area nonprofit organizations, senior residences, faith-based organizations, City of Chula Vista Parks and Recreation Staff, and Deputy Mayor Jill Galvez. LDC distributed an estimated 2,056 print surveys through partner organizations, and an unknown number of individuals received the email link through a participating organizations' website, email, or social media. The link to the email survey was shared with partners in late August 2020 with a response deadline of October 2, 2020. The print surveys were distributed September 23-30, 2020, with a postmark deadline of October 16, 2020. The print surveys included a postage paid envelope so that respondents could return the surveys at no cost. Data for four print surveys received after the deadline is included in this report. Appendix A includes a list of organizations that helped distribute the survey.

The survey was printed in both English and in Spanish. Appendix B includes both the English and Spanish versions of the survey. Each survey asked respondents to volunteer their name, phone number, ZIP Code, race/ethnicity, and age and income range, as well as whether the survey respondent was a caregiver for one or more people age 55+. Of the remaining 16 questions, nine (9) were multiple choice questions, six (6) were Likert scale questions, and one (1) was a free-response question.

Questions using the Likert scale asked respondents to rate statements on a continuum from Much Worse to Much Better or from Not Effective to Very Effective. Respondents were able to

choose “I prefer not to answer” for questions asking about personal information. In addition, blank responses were not counted, and did not affect the mean score. Responses to the free-response questions were typed into the spreadsheet, with Spanish responses being translated by LDC staff during data entry.

Over a period of about two months, LDC received a total of 292 survey responses, including four duplicates. Of the 288 unduplicated responses, 251 were in English and 37 were in Spanish. Of the 112 responses to the email survey, 111 were in English and one (1) was in Spanish. Of the 176 responses to the print survey, 140 were in English and 36 were in Spanish. The percentage of Spanish language responses (12.8%) is disproportionately low compared to the percentage of individuals in Chula Vista (47.4%) and the County (24.7%) who identify as speaking Spanish at home.¹

Of the 288 unduplicated responses LDC received, 198 responses were from households with annual incomes below \$75,000, including 129 households with annual incomes below \$25,000. Among respondents from Chula Vista, 123 households had annual incomes below \$75,000, and 91 households had annual incomes below \$25,000. LDC performed additional analyses on this subset of responses from Chula Vista, which compares to households below the median income of \$76,354 for the City of Chula Vista and \$74,855 for the County of San Diego.² LDC also conducted analyses on households with incomes below \$25,000, because \$24,300 annual income is considered extremely low income for a household of one in San Diego County.³ Of the extremely low-income households, 13 responded to the survey in Spanish. Only one household with an income of \$25,000-\$75,000 responded in Spanish.

Limitations of the Survey

This survey has several limitations that should be considered when drawing conclusions and making recommendations. First, the COVID pandemic made it more difficult to make the survey available in everyday locations seniors frequent, because many older adults restricted their activities to follow public safety protocols related to quarantining. The original survey distribution plan would have allowed for print surveys to be dropped off in churches, health care waiting rooms, and senior centers. Instead, researchers relied on a narrower convenience sample that drew upon the researcher’s and CCDC’s existing relationship with nonprofit organizations, faith-based organizations, and other area partners. Partners were not asked to verify how many of the print surveys they requested had been distributed, and the constituents of partners with more effective processes for distributing print surveys and encouraging responses may be overrepresented in the survey.

¹ U.S. Census Bureau. (2018). American Community Survey 5-Year Estimate Subject Table S1601: Language Spoken at Home. Retrieved from https://data.census.gov/cedsci/table?g=0500000US06073_1600000US0613392&tid=ACSST5Y2018.S1601&hidePreview=true

² U.S. Census Bureau. U.S. Census Bureau, American Community Survey (ACS) and Puerto Rico Community Survey (PRCS), 5-Year Estimates. Retrieved from <https://www.census.gov/quickfacts/fact/table/chulavistacitycalifornia,sandiegocountycalifornia,CA/PT045219>

³ County of San Diego. (2020). San Diego County Area Median Income and Income Limits. Retrieved from [Income Limits AMI Chart \(sandiegocounty.gov\)](https://www.sandiegocounty.gov/income-limits-ami-chart)

Second, several organizations distributed only the email survey, which would have eliminated any prospective respondents who did not have a computer or internet access.

The convenience sample also resulted in responses that are not proportionally representative of the population, limiting the ability to generalize responses to the broader population. Specifically, responses from people who identify as White and those who identify as being from Chula Vista, in comparison to the broader South Bay region, are overrepresented in the survey data. Analysis of the responses of individual audience segments, however, can provide insight into how the needs of population subgroups differ.

In addition, some responses to the print survey were incomplete. To maximize the data set, the responses of individuals who returned an incomplete survey were included in the analysis. In other cases, respondents did not follow the directions on the print survey and selected more than three options from the list provided in response to some questions. The survey methodology did not include a mechanism for follow-up so all responses were included in the data to avoid arbitrarily eliminating data points, which would have required the researcher to make inferences about the respondents' intent without a method for validating the data.

The survey was available only in English and Spanish, which may have introduced a level of bias into the data because approximately 10.2% of the population living in Chula Vista and 8% Countywide identify as speaking Asian and Pacific Island languages. Therefore, the survey may not have reached older adults who only speak and/or read one of those languages.

Finally, all survey respondents self-reported the data, which is limited in that it cannot be independently verified. As a result, respondents may choose not to reveal private details, exaggerate, or answer in ways that reflect individual biases.

Survey Results

The follow section provides information on overall survey responses, as well as comparing differences between English and Spanish language responses and mail and email responses where applicable.

DEMOGRAPHICS

Figure 1 shows which Zip Codes are most prevalent among survey respondents. Response rates were highest from the following Zip Codes: 91910 (41%), 91911 (21%), 92154 (8%), 91932 (4%), 92173 (3%), 91950 (2%), and 91913 (2%). For 5% of surveys, no Zip Code was provided.

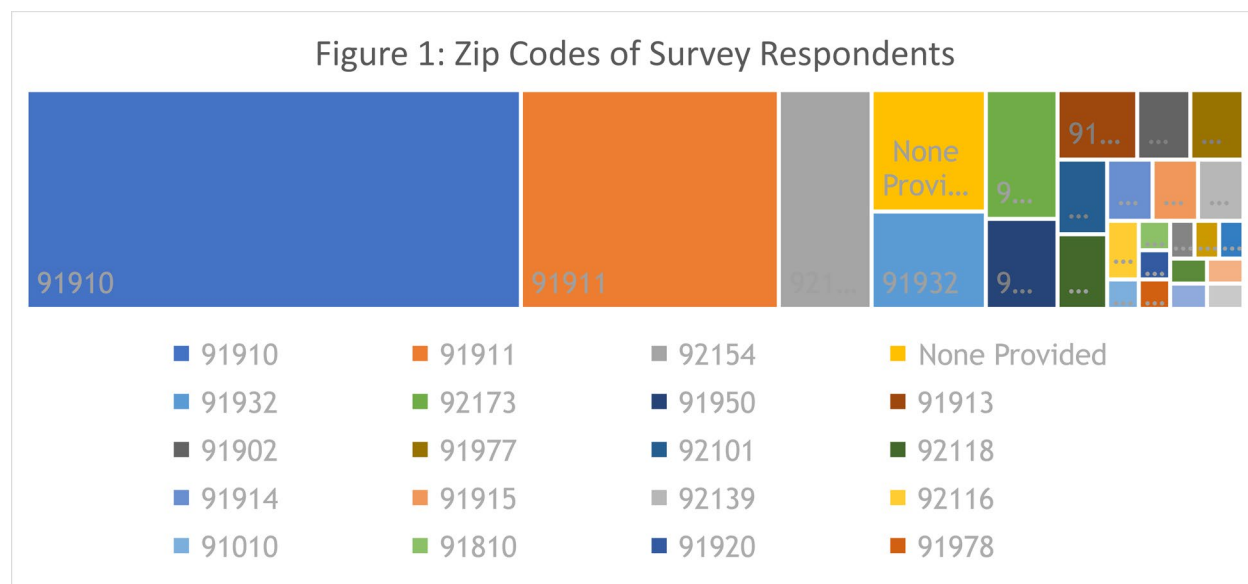


Figure 2 shows the top 10 Zip Codes of the English language survey respondents, and Figure 3 (next page) shows the top Zip Codes for the Spanish language survey respondents.

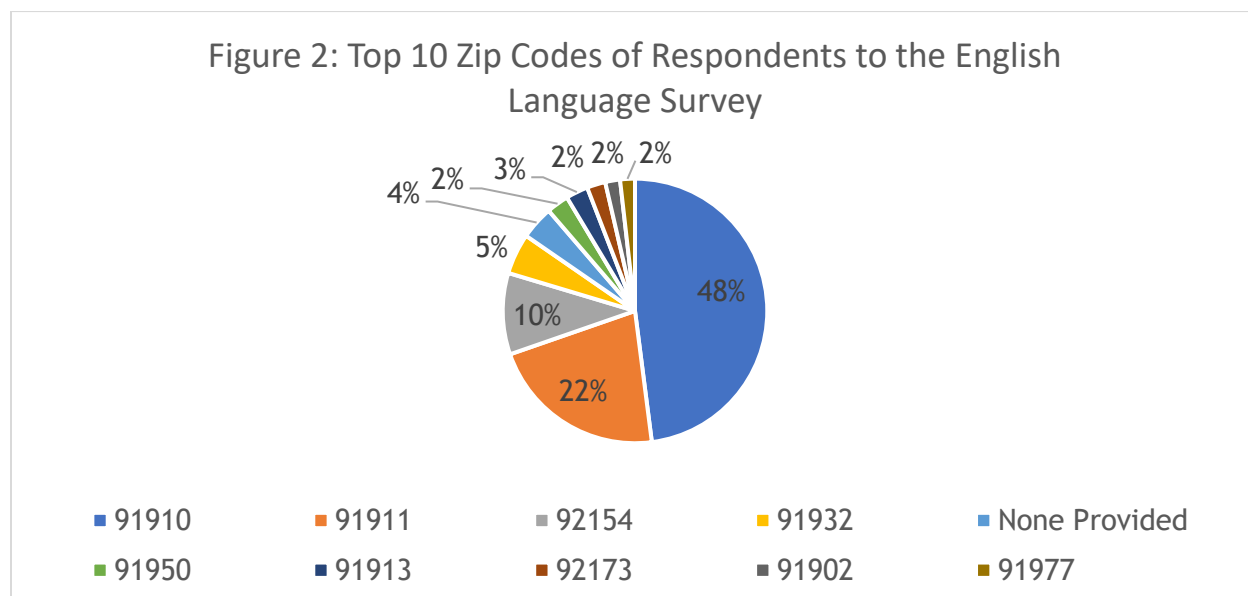
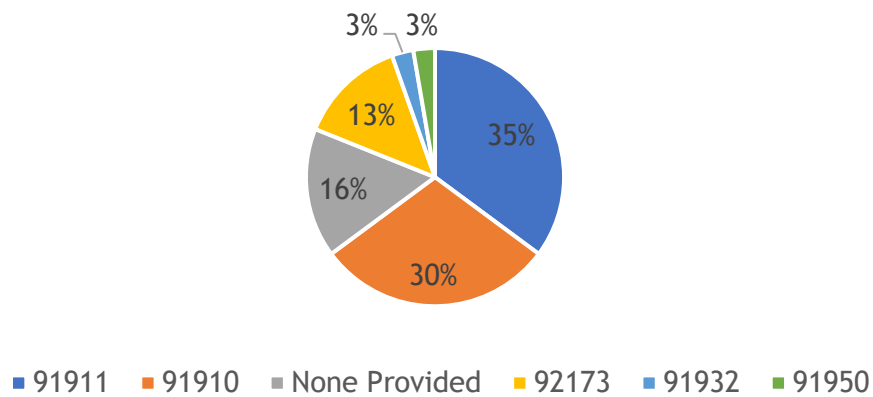


Figure 3: Zip Codes of Respondents to the Spanish Language Survey



These data show that the majority of both the English and Spanish language survey responses received were from within Chula Vista. Figure 2 shows that the next highest response rates for the English language survey were from the City of San Diego near the border with Mexico, Imperial Beach, and National City. Figure 3 shows that the next highest response rates for the Spanish language survey were from San Ysidro, Imperial Beach, and National City.

Figure 4 shows the race/ethnicity of all respondents. More than half the respondents (54%) identified as white and 25% identified as Hispanic or Latino.

Figure 4: Respondents' Description of Race/Ethnicity

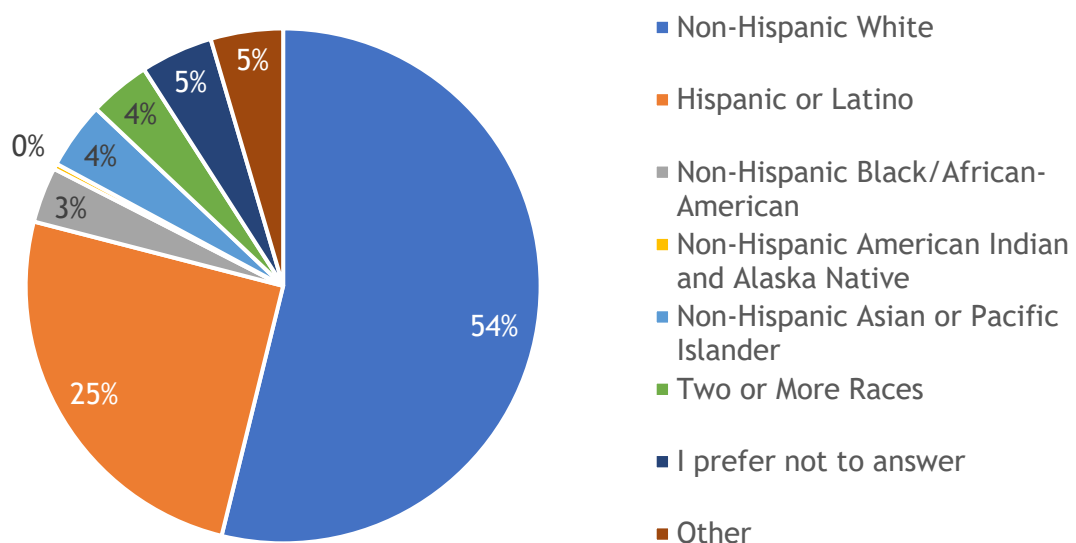
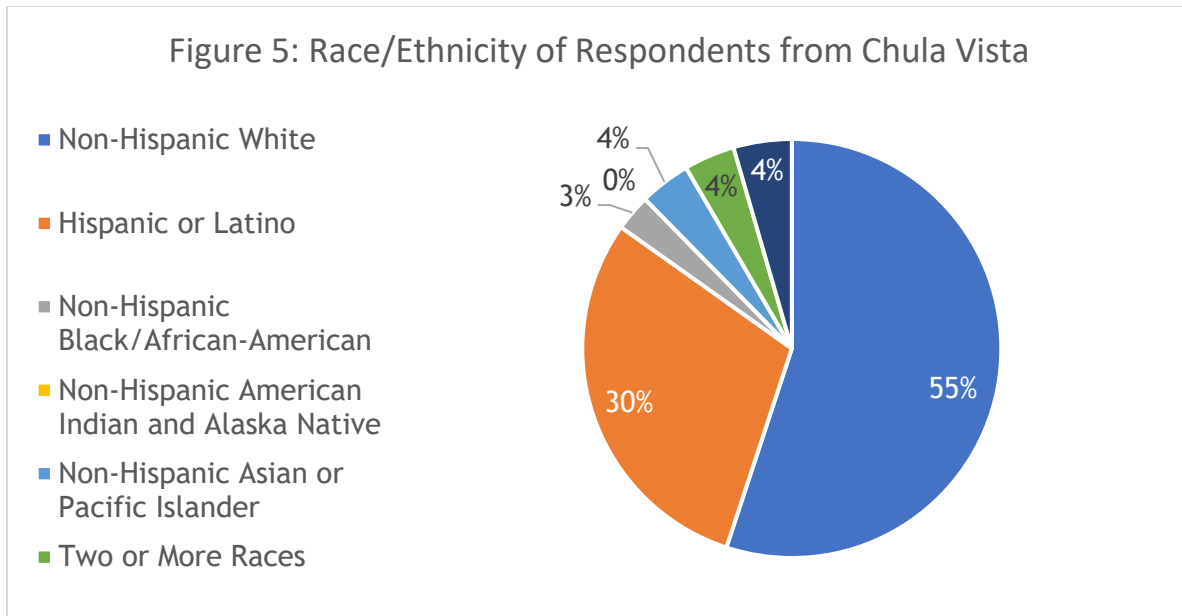


Figure 5 shows the race/ethnicity of the 178 respondents who identified as living in Chula Vista. The data in Figures 4-5 do not reflect the racial/ethnic composition of the South Bay,

which has a much smaller population that identifies as non-Hispanic White (16.3%) and a much larger population (16.3%) that identifies as Asian or Pacific Islander.



Figures 6-9 provide different ways of looking at the age of survey respondents. Figure 6 shows that the majority of survey respondents were ages 65-84. Figures 7-8 shows that people age 85 or older responded to the print survey at more than five times the rate as the email survey, whereas respondents age 64 or younger responded to the email survey at more than two-and-a-half times the rate as the print survey. Individuals were given the choice not to answer the question, though most respondents did.

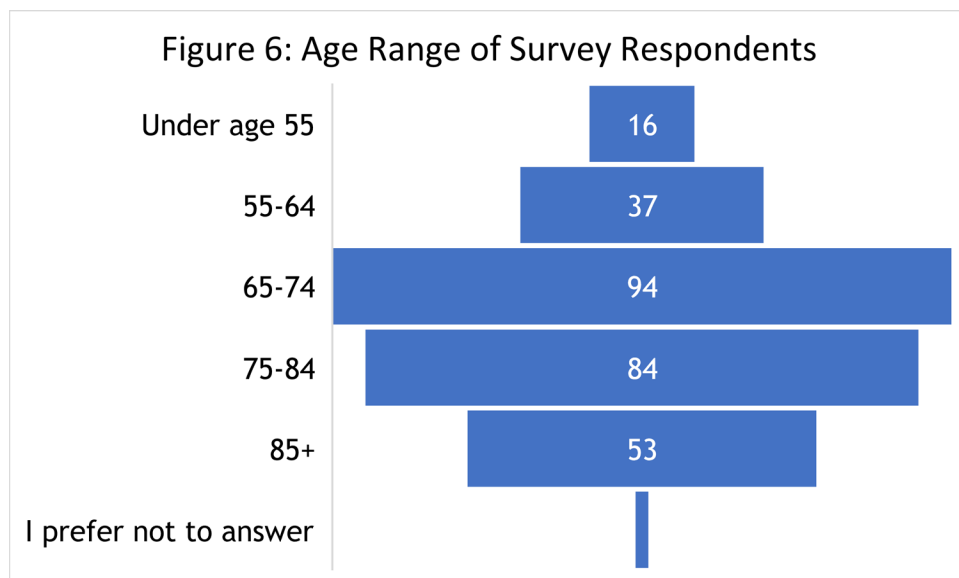


Figure 7: Age Range of Print Survey Respondents

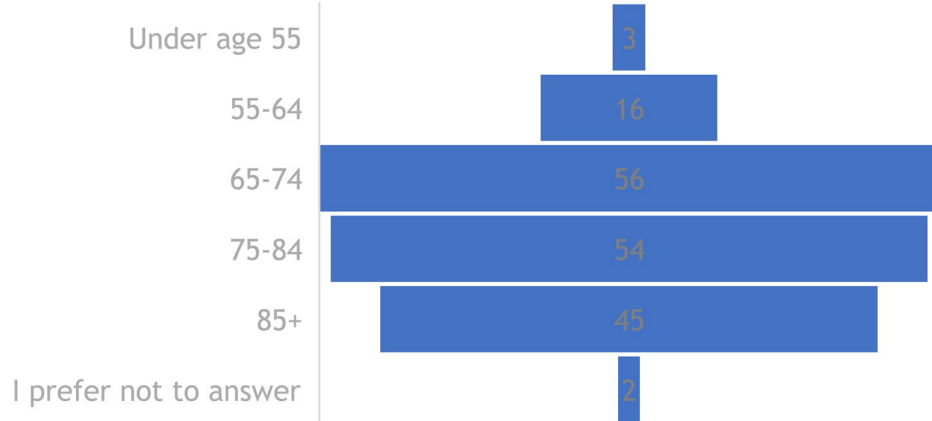


Figure 8: Age Range of Email Survey Respondents

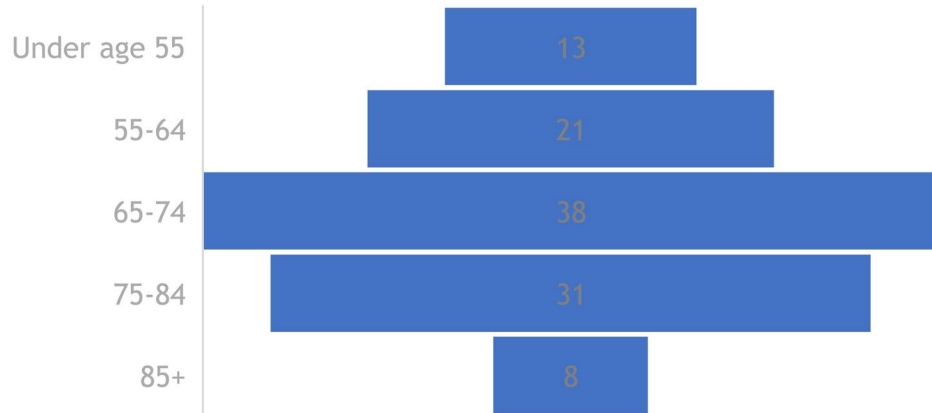
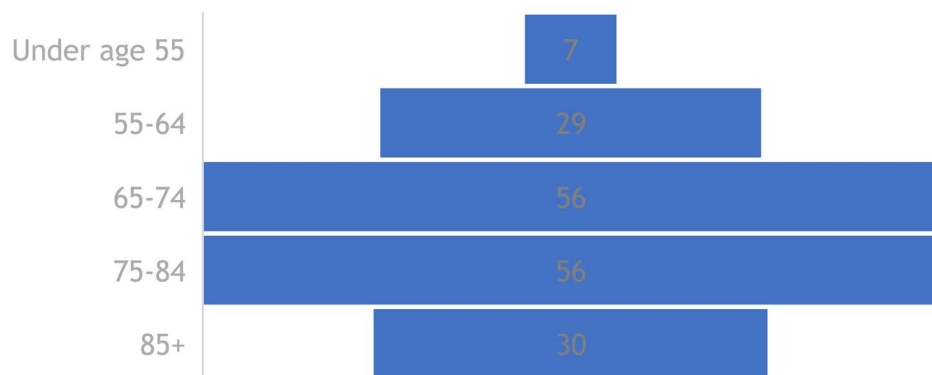
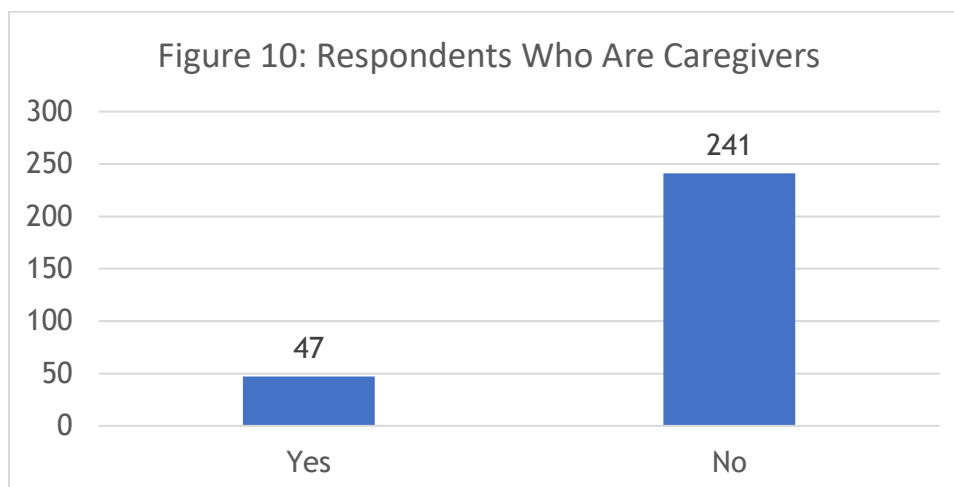


Figure 9 shows the age range of survey respondents from the City of Chula Vista, including a slightly higher proportion of respondents in the 55-64 and slightly lower proportion of respondents in the 85+ age ranges than the overall survey.

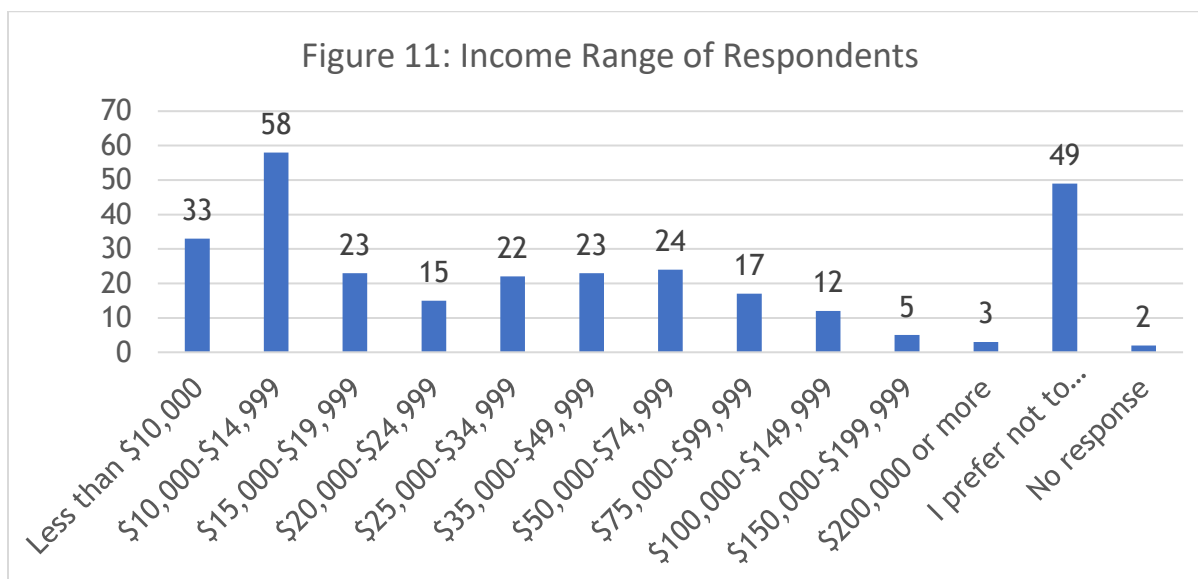
Figure 9: Age Range of Survey Respondents from Chula Vista



The survey also asked respondents whether they were caregivers for one or more people over age 55. The majority of respondents indicated that they were not caregivers, although 16% indicated that they were caregivers. Five respondents were caregivers only, and 42 respondents were age 55 or older and a caregiver for another older adult.

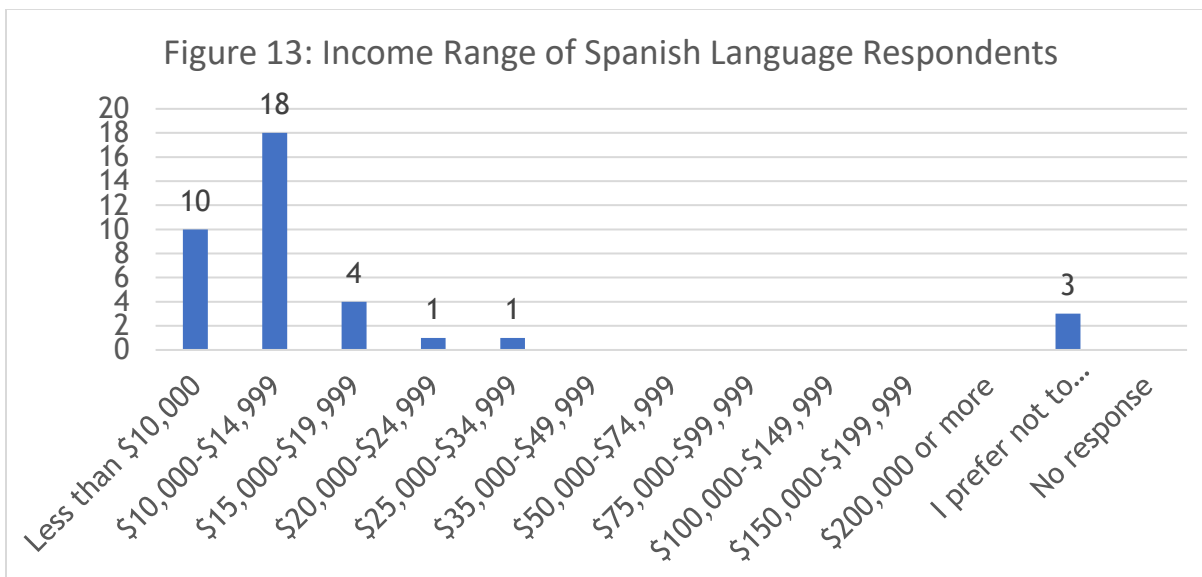
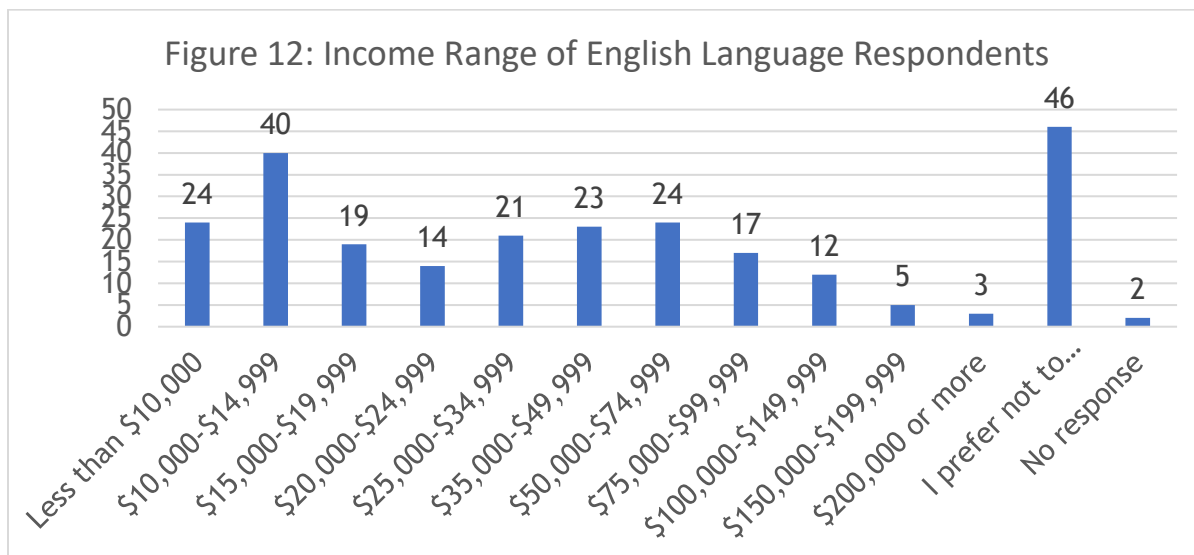


Figures 11-13 show the income range of respondents. Nearly one-third of respondents (32%) reported annual incomes of less than \$15,000 annually, whereas 13% reported annual incomes of \$75,000 or more. Census data shows that 29.3% of adults ages 55-64, 29.8% of adults ages 65-74, and 26.2% of adults ages 75+ in Chula Vista have incomes below the poverty level, which is significantly higher than the County of San Diego as a whole.⁴



⁴ U.S. Census Bureau (2019). ACS 5-Year Estimates Subject Tables, S1701 Poverty Status in the Past 12 Months. Retrieved from <https://data.census.gov/cedsci/table?q=United%20States&t=Income%20and%20Poverty&g=1600000US0613392&tid=ACST5Y2019.S1701>.

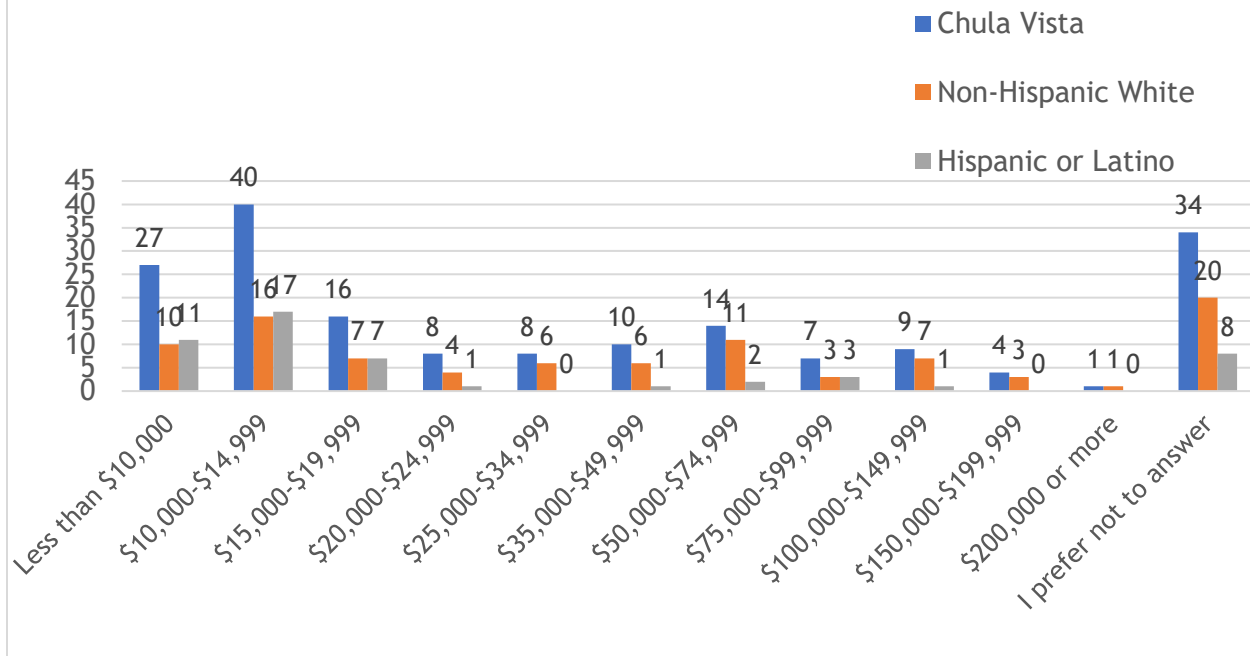
Figure 12 shows that all respondents who reported incomes above \$35,000 used the English language version of the survey. In comparison, all the respondents who provided income data for the Spanish language version of the survey reported annual incomes of less than \$35,000 as shown in Figure 13.



Further analysis showed that nearly all the households with incomes above \$75,000 responded to the email survey, whereas respondents with annual incomes below \$15,000 were more likely to respond to the print survey.

Figure 14 shows the income range of the 178 respondents from Chula Vista, as well as differences in the income ranges of the non-Hispanic White and Hispanic or Latino populations. The two groups were equally represented among households with incomes less than \$20,000, but the population of non-Hispanic White respondents with incomes above \$25,000 was five times that of the Hispanic or Latino respondents.

Figure 14: Income Range of Respondents from Chula Vista



SIGNIFICANT CHALLENGES

The survey asked respondents the three most significant challenges they personally experience as an older adult living in Chula Vista or the South Bay. The survey asked respondents to choose from the following options:

- I am not an adult age 55+
- Paying my rent/mortgage and utilities
- Getting to and from places I want to go (grocery shopping, medical appointments, social activities, family visits)
- Finding doctors and health care providers that meet my needs
- Paying for medical appointments and prescriptions
- Getting healthy food to eat
- Having affordable social and recreational activities at convenient times and locations
- Obtaining employment or volunteer roles that value my skills and experience
- Getting information in a format that is convenient for me
- I do not experience any significant challenges
- Other (please specify)

Many respondents to the print survey selected more than three options, and all selected options were included in the data for analysis. Figure 15 shows that the top three challenges experienced by all individuals are getting to and from places they want to go, having affordable social and recreational activities at convenient times and locations, and paying rent/mortgage and utilities. The overall response mirrors the responses to the English language version of the survey. The top three challenges experienced by individuals responding to the Spanish language version are paying rent/mortgage and utilities, getting to and from places I want to go, and finding doctors and health care providers that meet my needs. Many of the respondents to the English language version indicated that they do not experience significant challenges, although many still identified the challenges they did experience from the list.

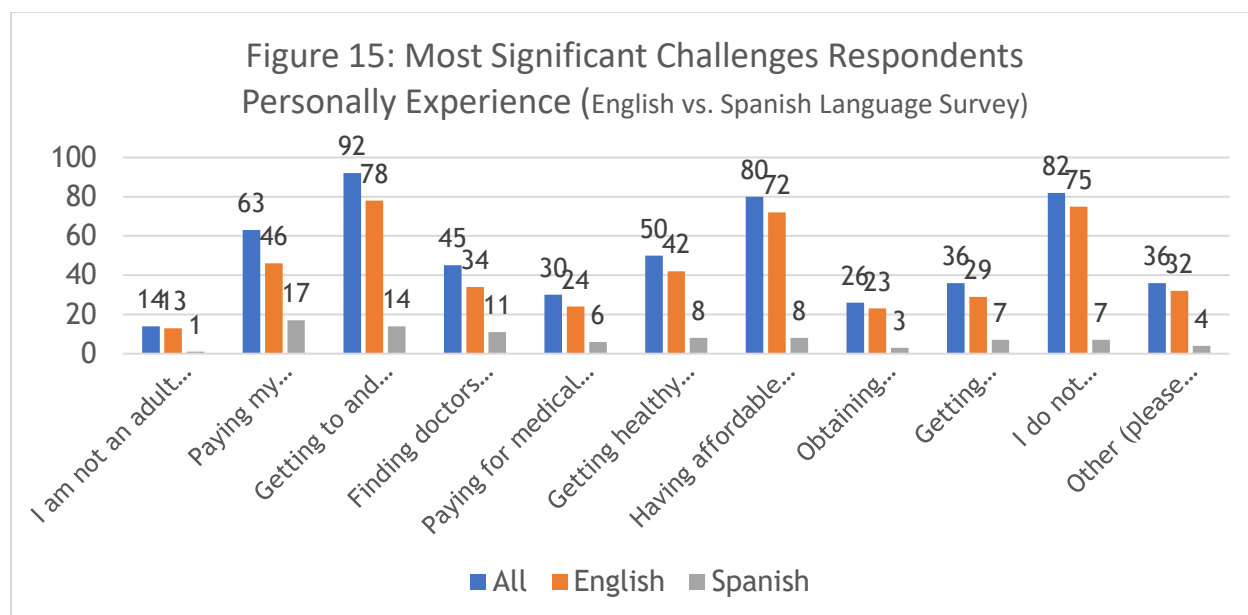
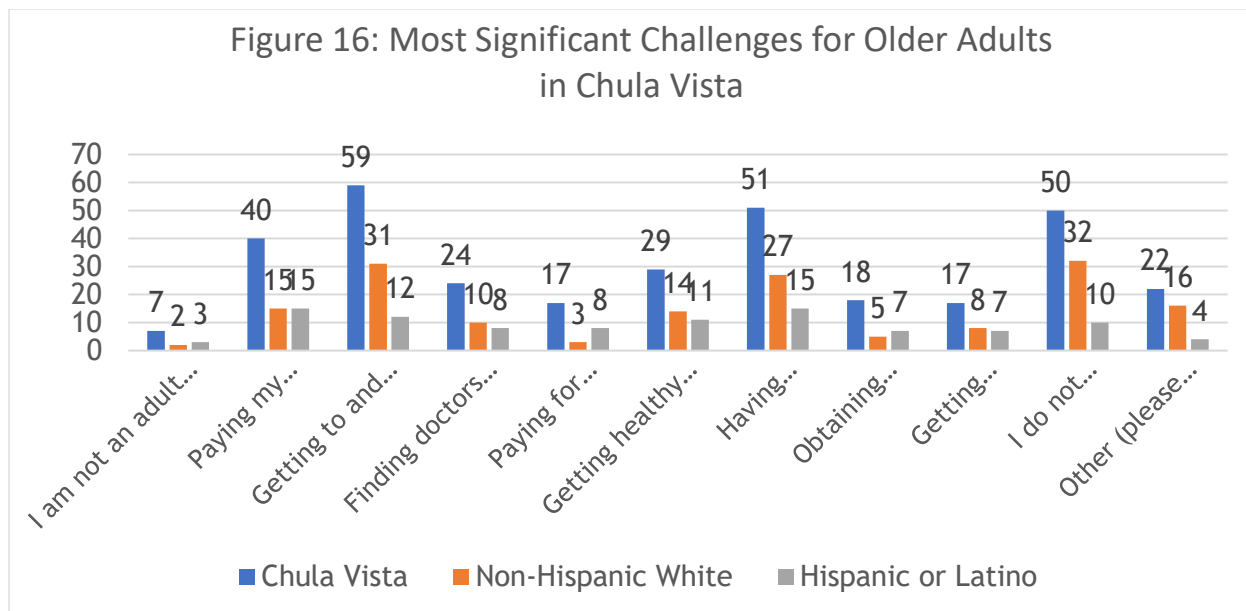


Figure 16 shows that the three most significant challenges older adults in Chula Vista personally experience are getting to and from places they want to go, having affordable social and recreational activities at convenient times and locations, and paying rent/mortgage and utilities. These priorities are shared by both the non-Hispanic White and the Hispanic or Latino populations. Fifty individuals indicated that they did not experience significant challenges, including 32 non-Hispanic White respondents and 10 Hispanic or Latino respondents.

Among respondents who listed other challenges, key themes were related to accessibility for individuals who use walkers, wheelchairs, and other mobility supports, as well as assistance with household tasks and improved transit.



The survey included a specific question about COVID's impact on older adults' quality of life. Figure 17 shows that nearly one-third of respondents to the English language version indicated that the impact of COVID on their quality of life was relatively neutral. In contrast, 35% of respondents to the Spanish language version indicated that COVID had a much worse impact on their quality of life.

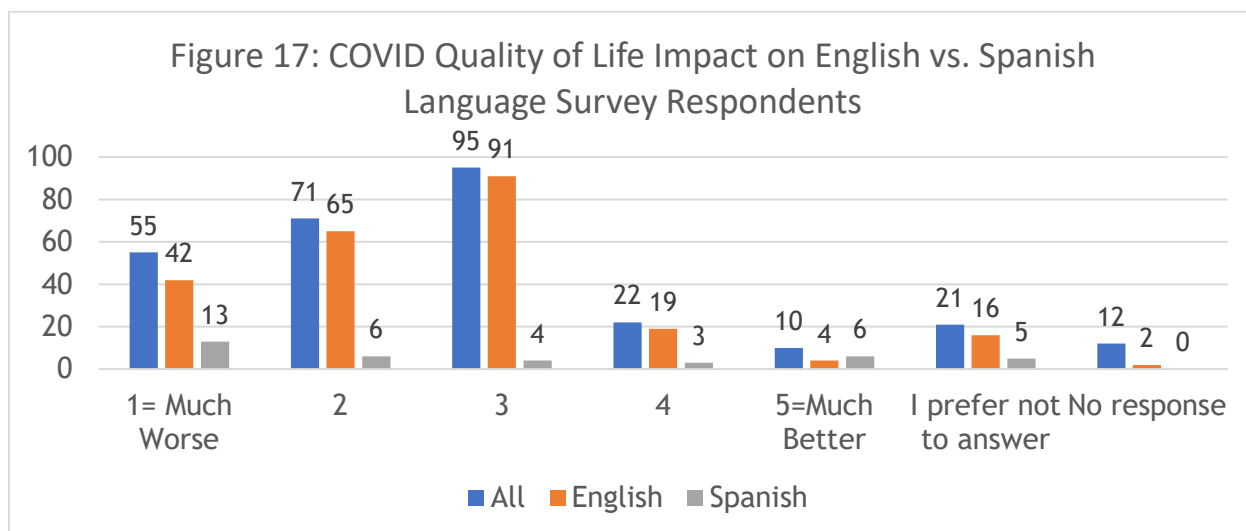
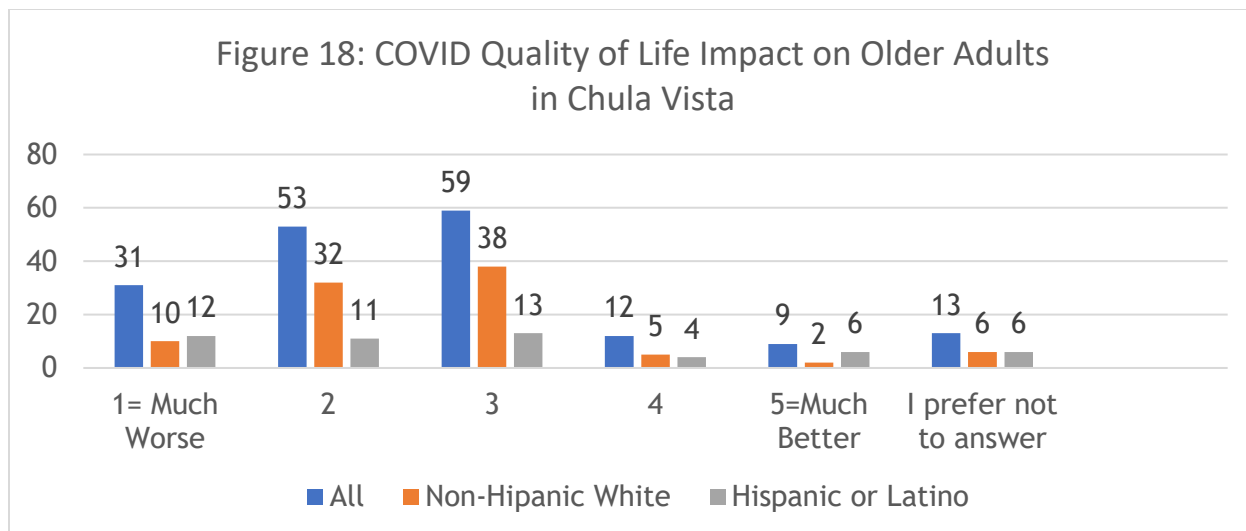


Figure 18 compares COVID's impact on the quality of life for the non-Hispanic White and Hispanic or Latino populations, as well as for all respondents from Chula Vista. While approximately 41% of White respondents indicated that COVID had a neutral impact on their quality of life, the same was true for only 25% of Hispanic or Latino respondents. Another 23% indicated that COVID had a much worse impact on their quality of life.



In addition to being asked about their own experiences, survey respondents were asked to consider the most significant challenges experienced by older adults as a group. Figure 19 shows that the top two priorities are the cost of rent/mortgage and utilities and having accessible, affordable social and recreational opportunities—closely aligning with the individual data shown in Figure 12. In contrast, respondents thought that other older adults were more likely to experience challenges with having healthy food to eat and paying for medical appointments and prescriptions.

Figure 19: Most Significant Challenges Seniors and Older Adults Experience

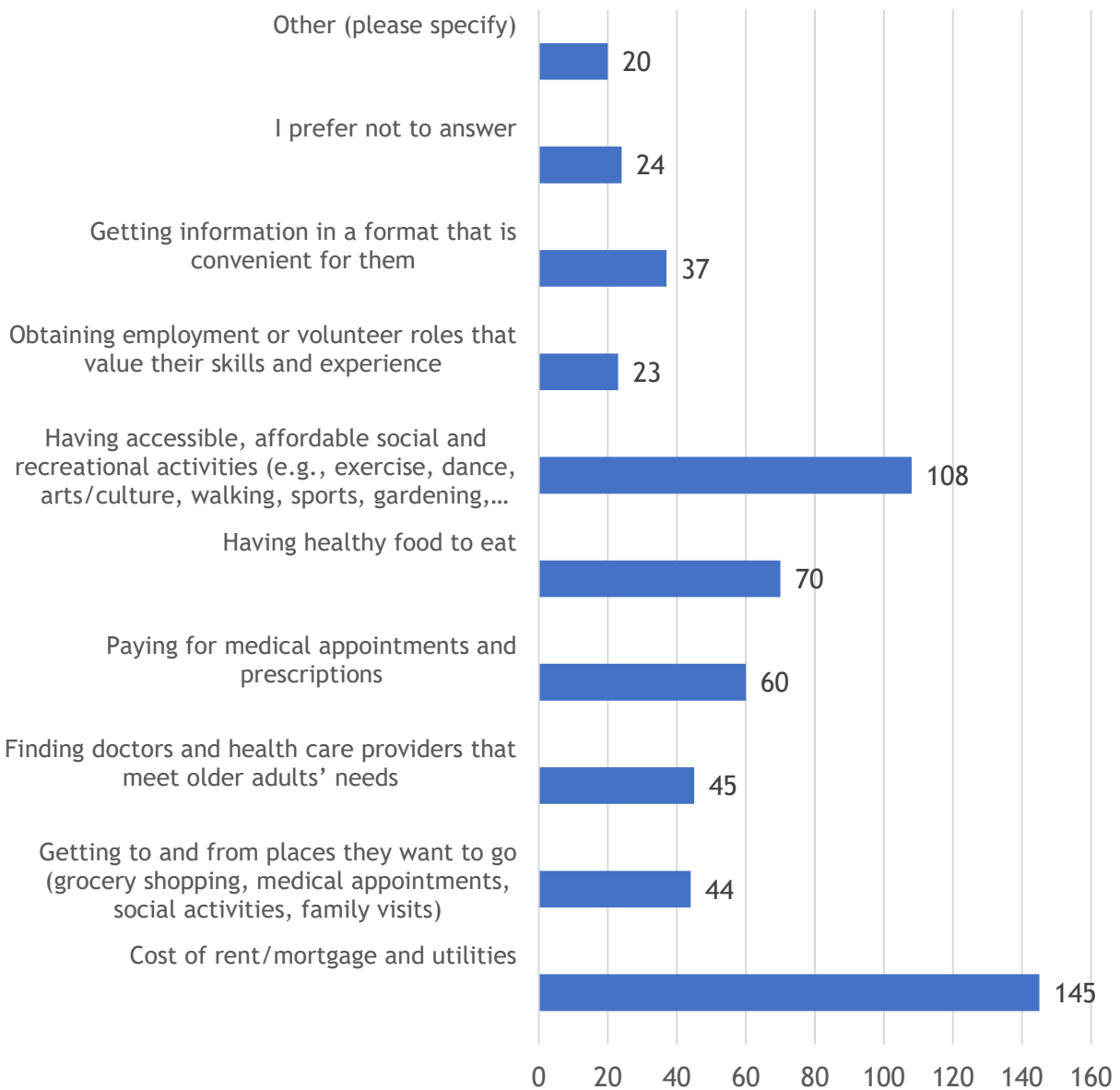
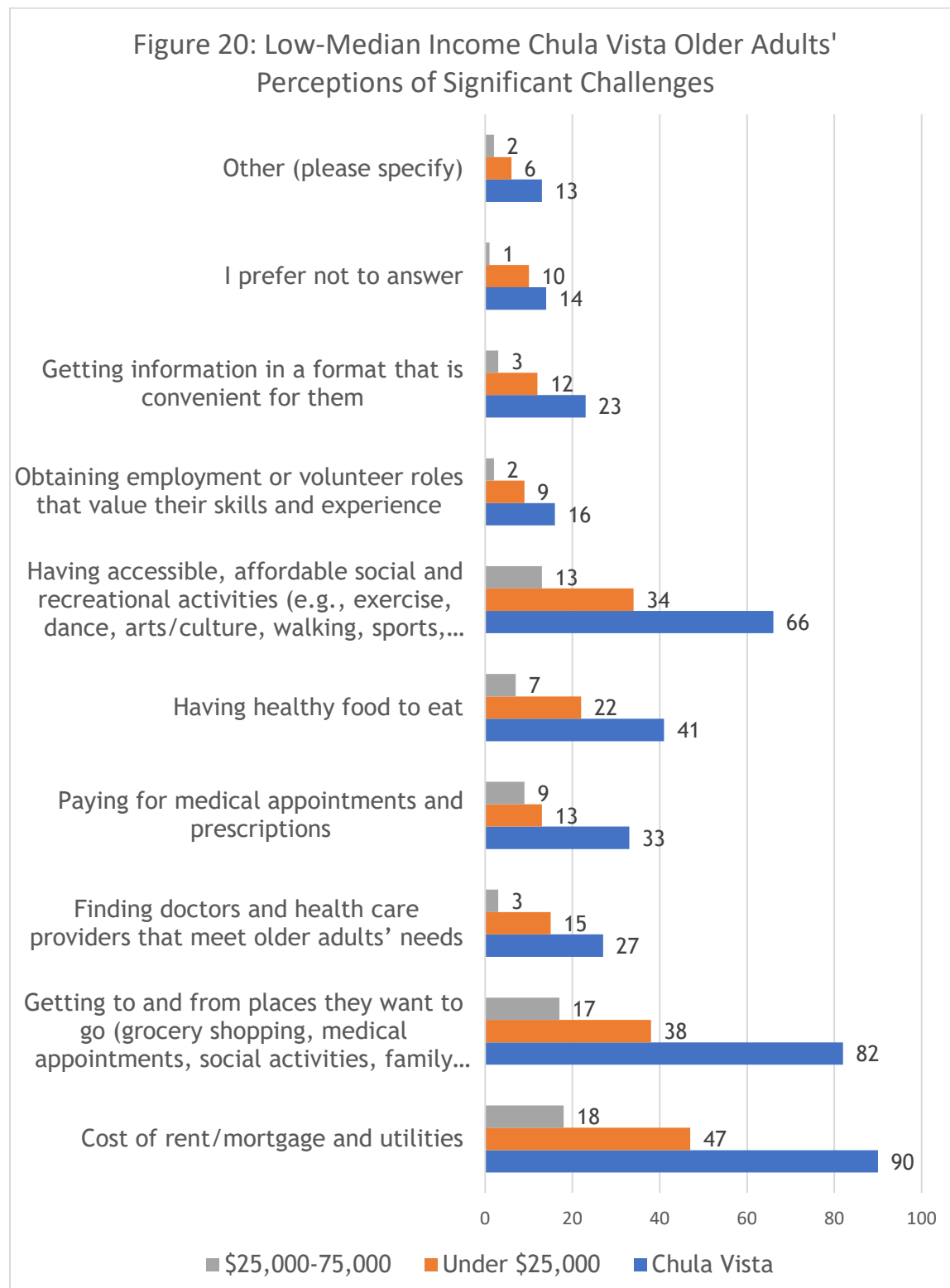


Figure 20 shows that respondents from Chula Vista perceive the cost of rent/mortgage and utilities as the primary concern for older adults, followed by getting to and from places and having accessible, affordable social and recreational activities. Households with incomes below \$75,000 share the priorities of the respondents overall.



HOUSING AND HOMELESSNESS

This section focuses on local organizations' effectiveness meeting older adults housing needs and addressing homelessness, as well as on older adults' priorities for addressing housing and homelessness.

Figures 21-22 focus on local organizations' effectiveness at meeting older adults' housing needs. While nearly a third of survey respondents provided no response or indicated that the question was not applicable to them, 45% of those who responded to the question indicated that local organizations were not as effective as they could be in addressing housing needs. This include 44.5% of respondents to the English language version and 50% of respondents to the Spanish language version. In contrast, respondents to the Spanish language version were split with more than one-third (31%) of respondents finding local organizations to be very effective.

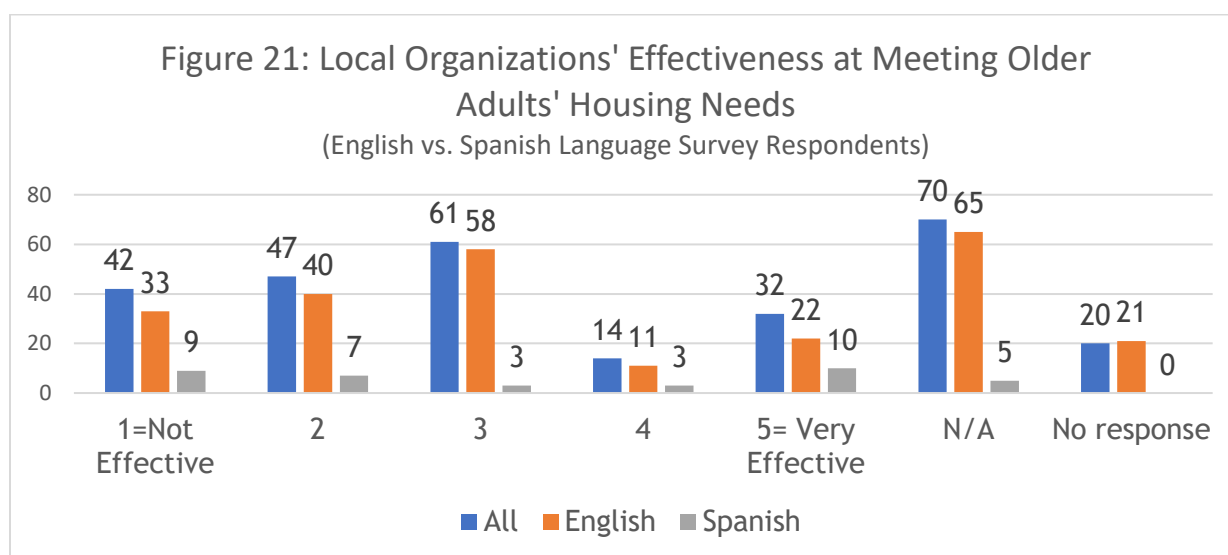


Figure 22 shows that similar percentages of print and email respondents found local organizations to be ineffective at addressing older adults' housing needs; however, nearly 21% of print survey respondents found local organizations to be very effective whereas only 9% of email survey respondents did.

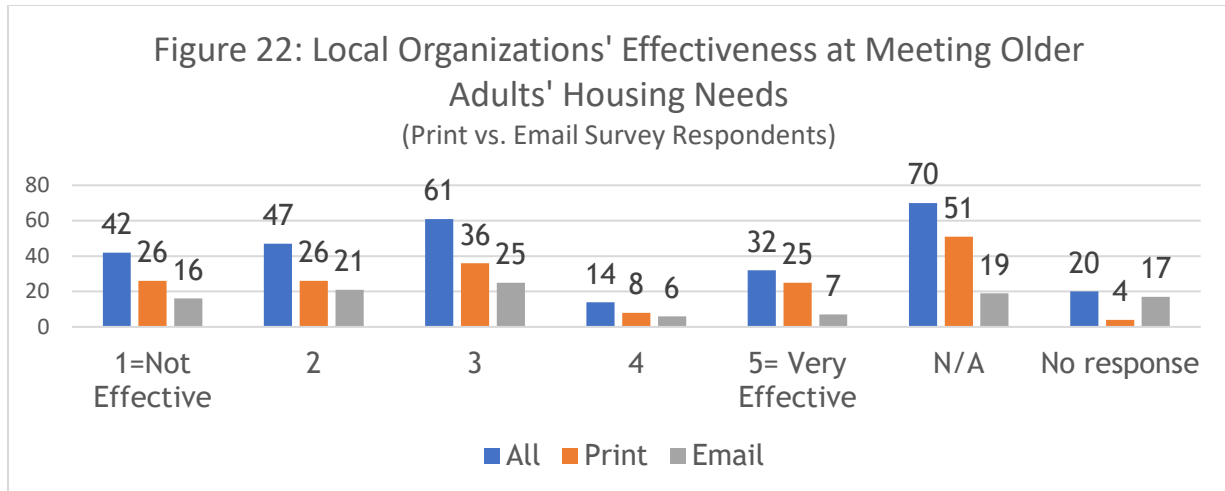


Figure 23 shows that 43% of Chula Vista survey respondents perceive local organizations to be ineffective at meeting older adults' housing needs with insignificant differences based on income level.

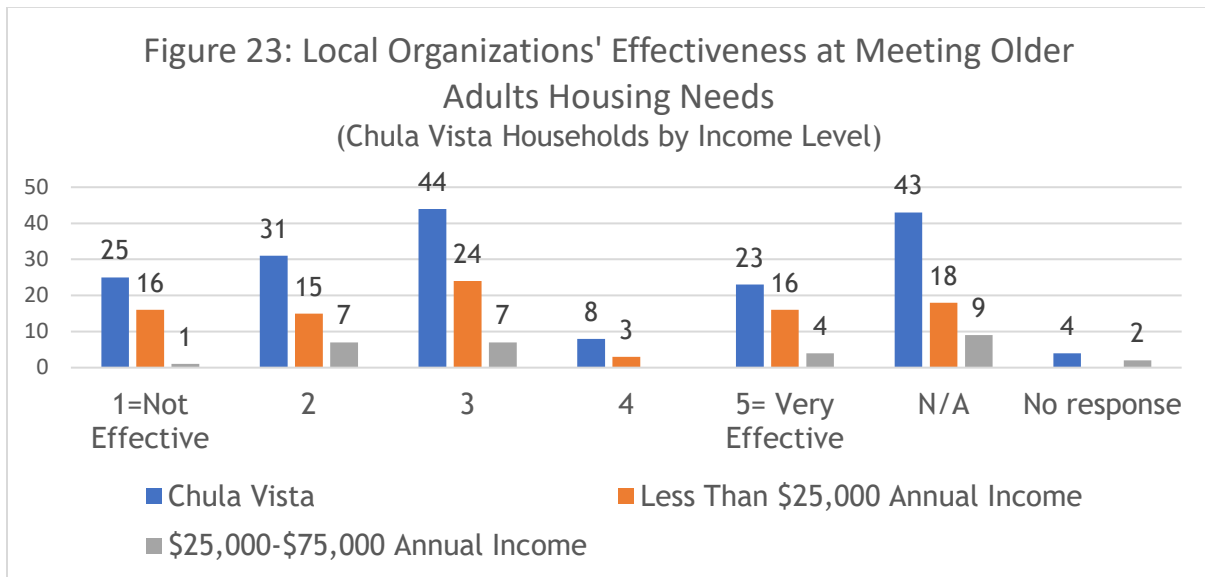


Figure 24 shows that nearly two-thirds (63%) of respondents think that local organizations are ineffective in addressing homelessness among older adults. These data include 64% of English language survey respondents and 53% of Spanish language survey respondents. Only 15% of all respondents reported that local organizations were effective or very effective. As with the previous question about housing, nearly 32% of respondents provided no response or indicated that the question was not applicable to them.

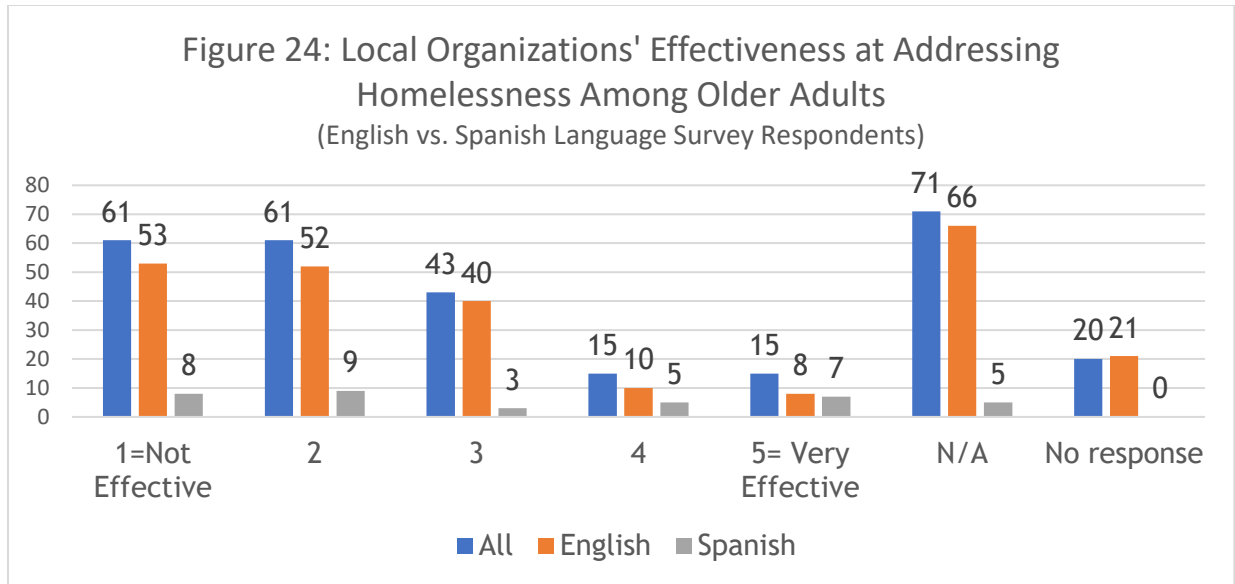


Figure 25 shows that print survey respondents were nearly three times more likely than email respondents to think that local organizations were effective or very effective at addressing homelessness.

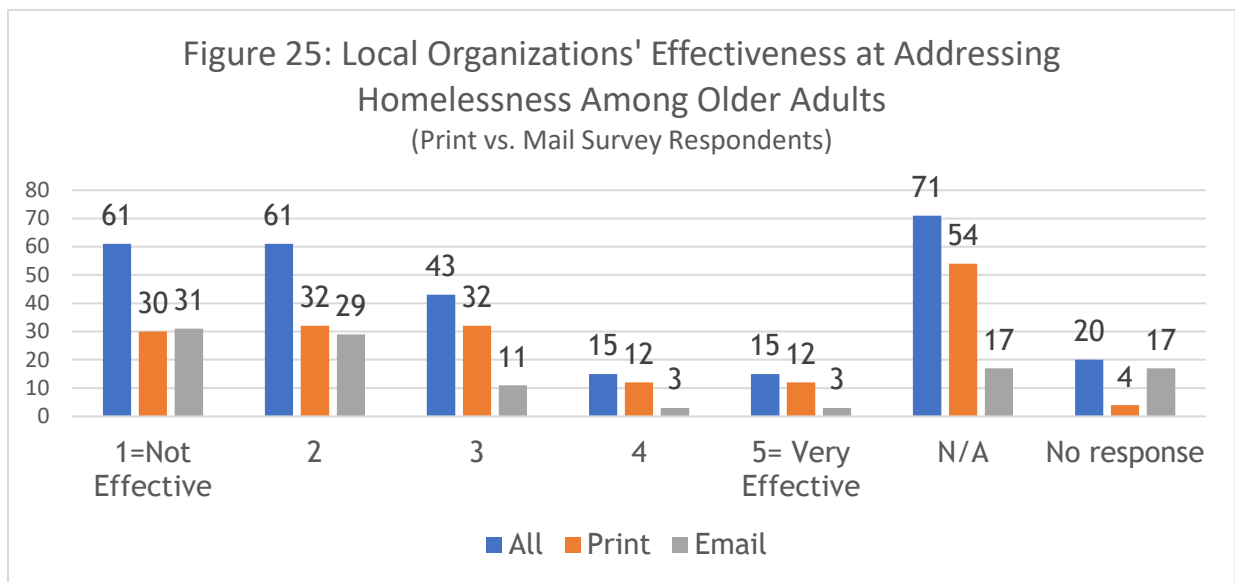
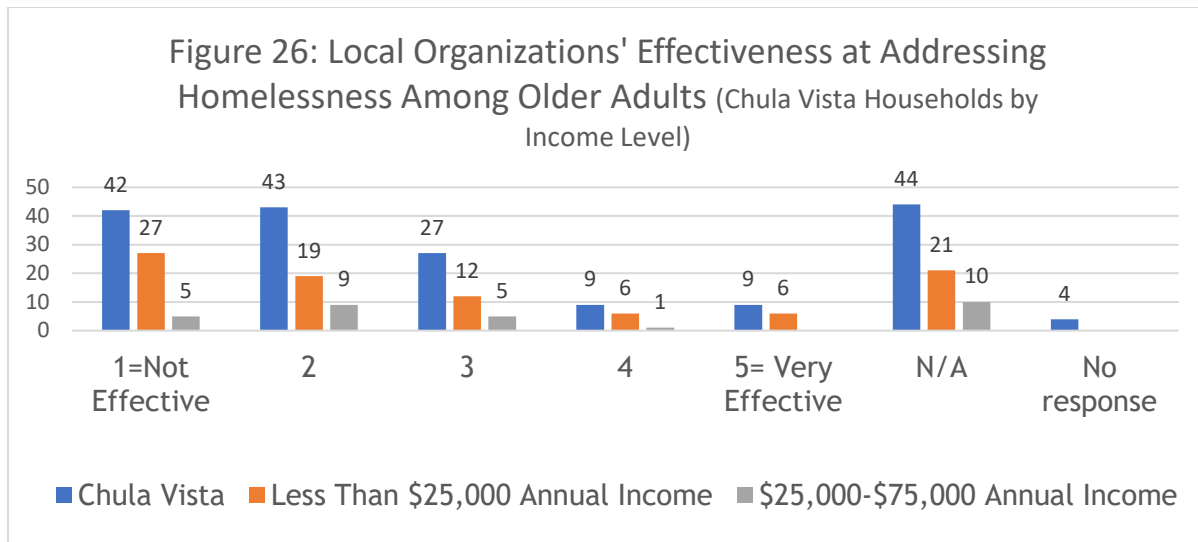


Figure 26 shows Chula Vista older adults' responses to the question about local organizations' effectiveness at addressing homelessness among older adults. Approximately 65% of Chula Vista survey respondents indicated that organizations are ineffective at addressing older adult homelessness.



To better understand how older adults prioritized different ways to address housing needs, the survey asked respondents to share their thoughts on what types of programs and services should be available. Many respondents to the print survey selected more than three options, and all selected options were included in the data for analysis.

Figure 27 shows English language survey respondents prioritized affordable housing, programs to help older adults keep their homes in good repair, and programs to help older adults make their homes accessible. Spanish language survey respondents placed the highest priority on helping order adults pay their rent/mortgage followed by affordable housing and programs to keep homes in good repair.

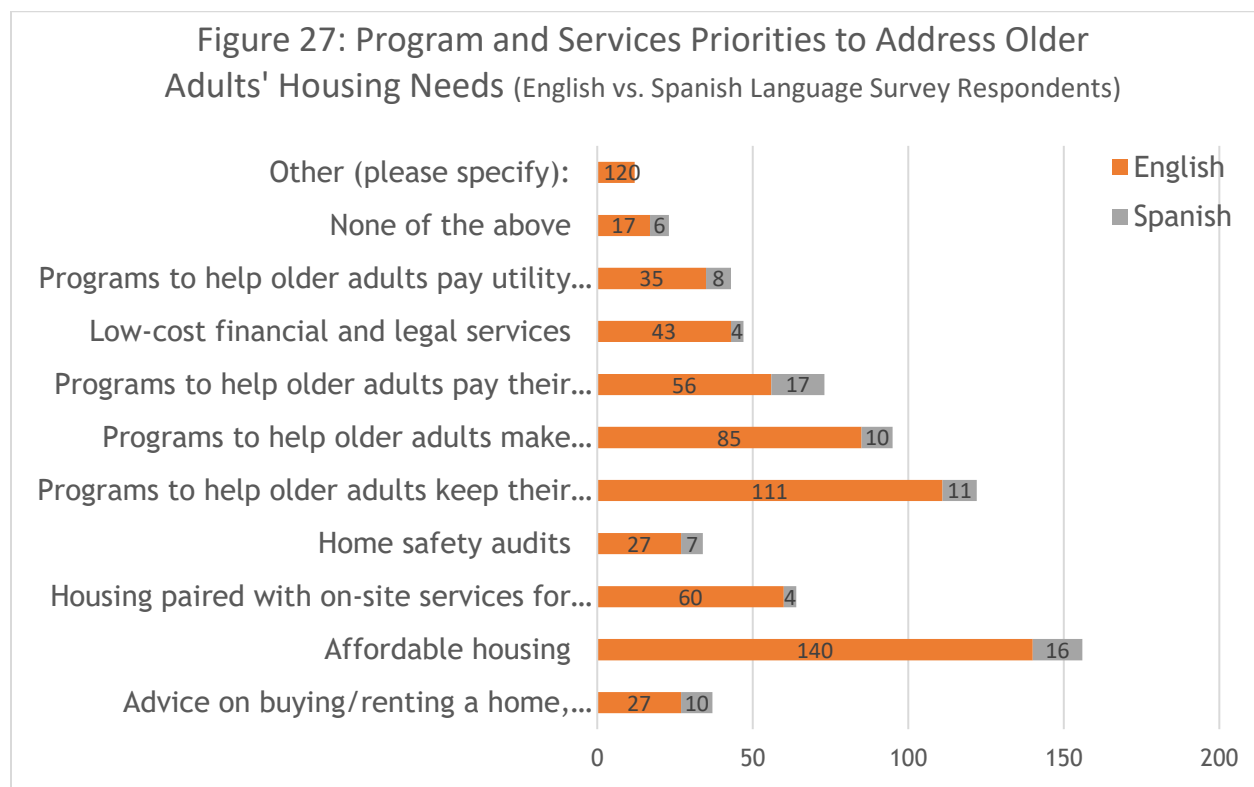


Figure 28 looks at differences in how print and email survey respondents prioritized ways to address housing. For example, print survey respondents prioritized affordable housing and programs to keep homes in good repair and make homes accessible. Email survey respondents also prioritized affordable housing and keeping homes in good repair, but the third ranked priority was housing paired with on-site services for older adults experiencing homelessness.

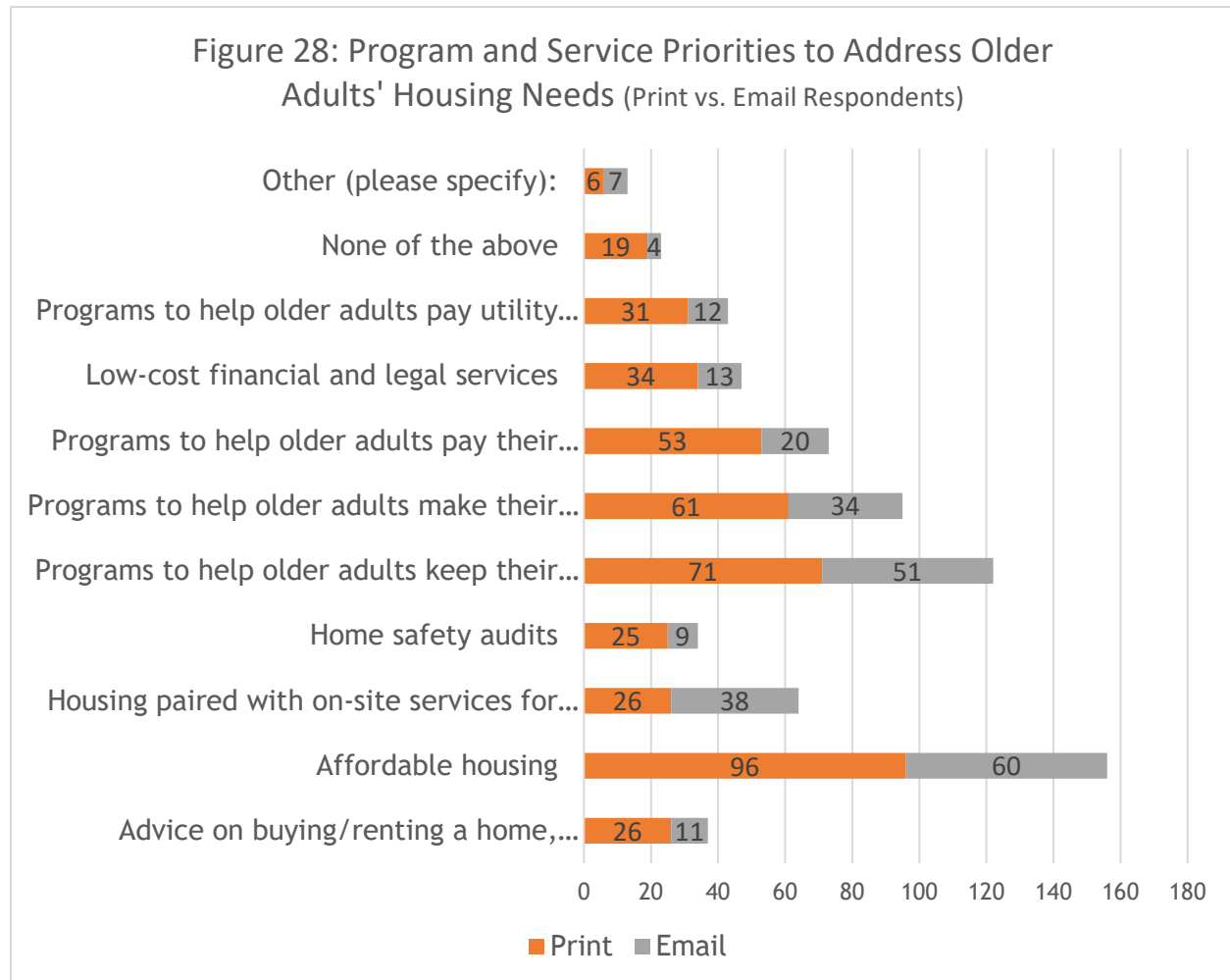
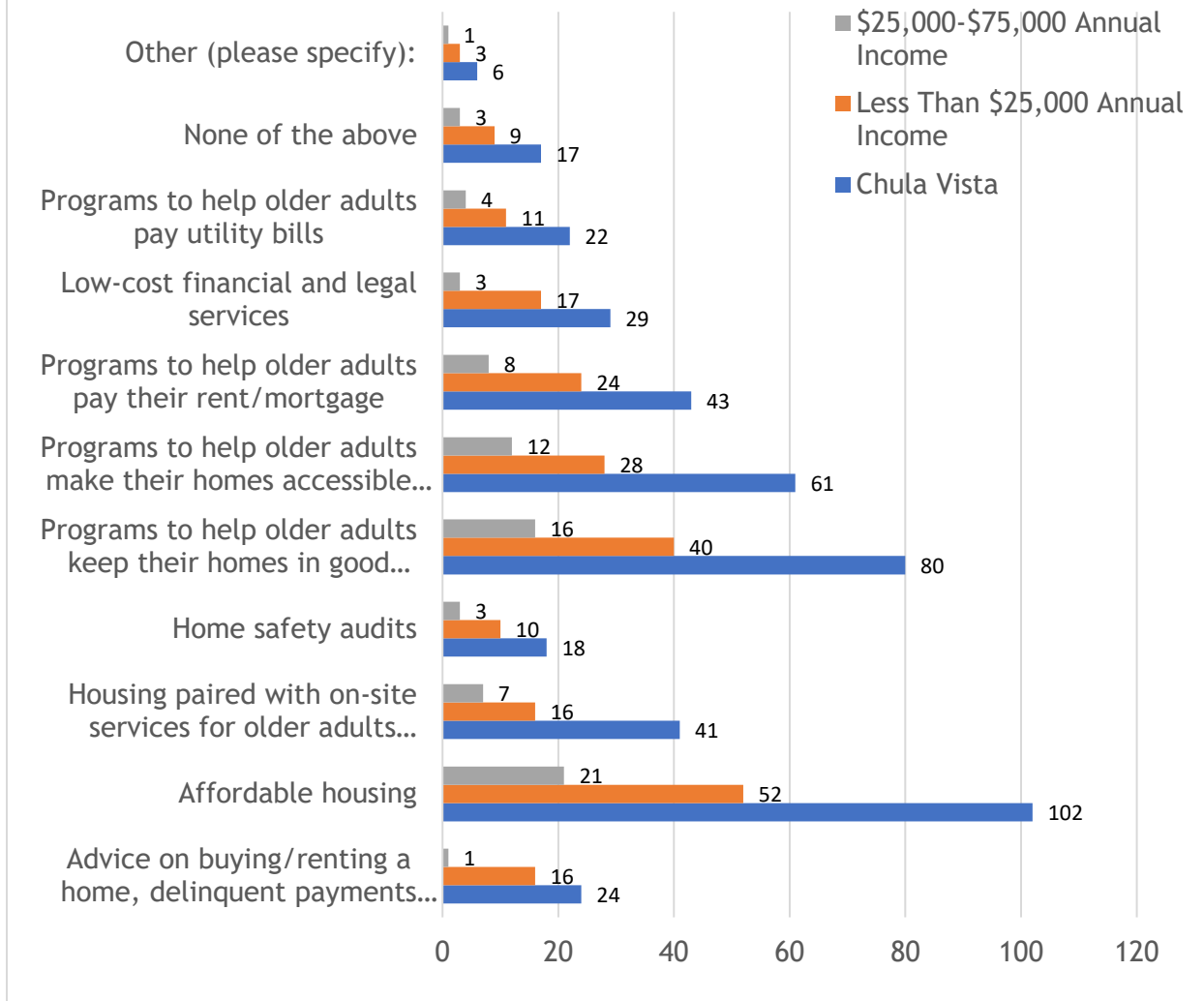


Figure 29 shows Chula Vista older adults' responses to the question about the types of programs and services they want to support older adults with their housing needs. Survey respondents across income levels prioritized affordable housing and programs to keep homes in good repair and make homes accessible.

Figure 29: Program and Service Priorities of Older Adults in Chula Vista

(By Household Income Level)



TRANSPORTATION

This section focuses on local organizations' effectiveness meeting older adults' transportation needs and priorities for transportation programs and services.

When asked about local organizations' effectiveness meeting transportation needs, slightly more than one-third (37%) of respondents indicated that they were slightly more ineffective rather than neutral or effective as shown in Figure 30. More than one-quarter (25.5%) of respondents provided no response or indicated that the question was not applicable to them.

Among English language survey respondents, 38% found current transportation programs to be ineffective, 36% were neutral, and the remaining 26% considered them effective. Among

Spanish language survey respondents, 58% found existing transportation programs and services to be effective and 35% found them to be ineffective with the remaining 6% being neutral.

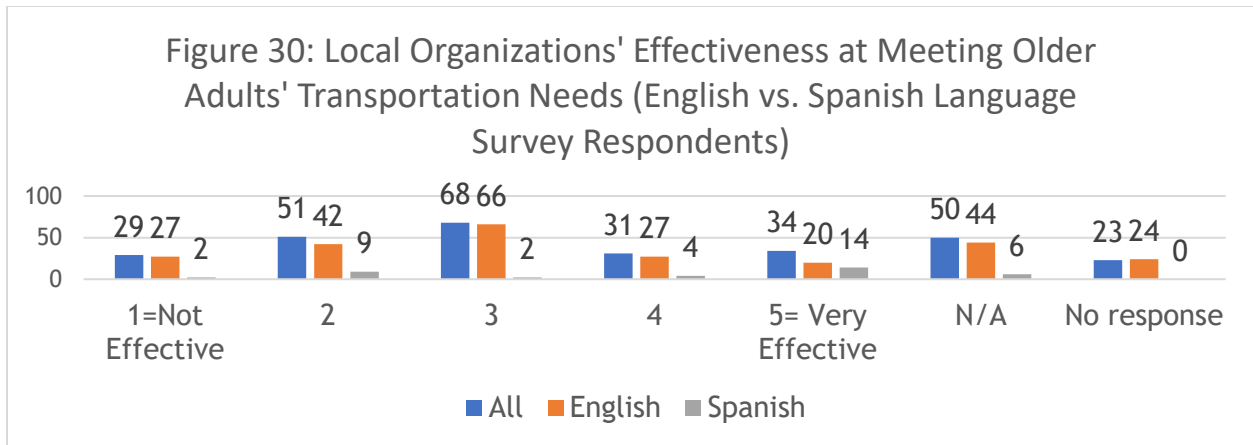


Figure 31 shows that 37% of print survey respondents found available transportation programs to be effective with 35% finding them ineffective and 28% neutral. Overall, email survey respondents reported a more negative view of available transportation programs with only 18% finding them effective, 43% finding them ineffective, and 39% neutral.

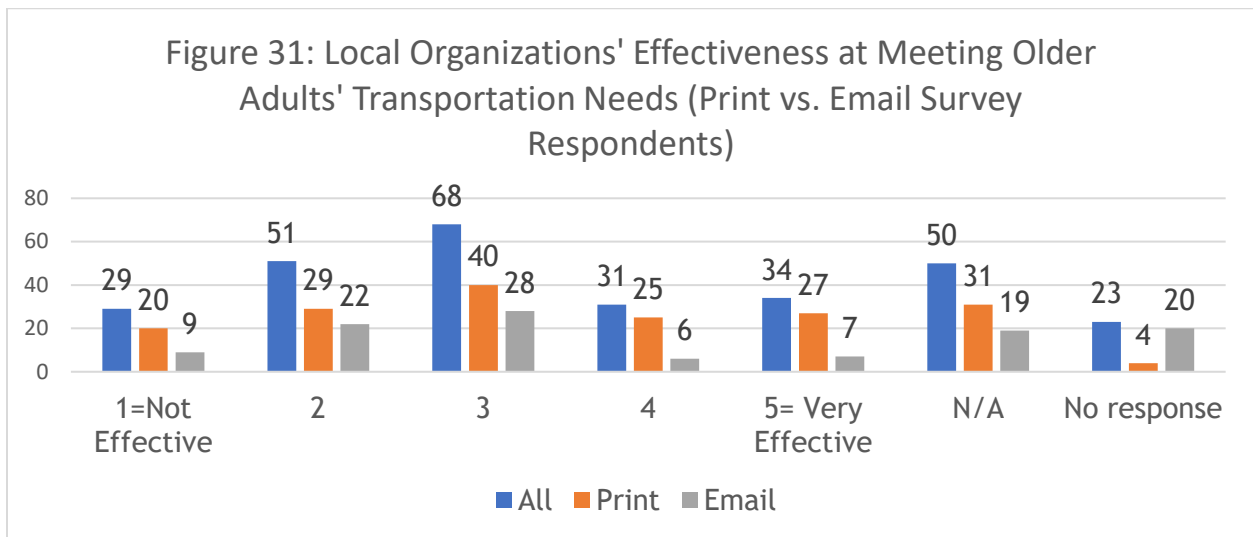
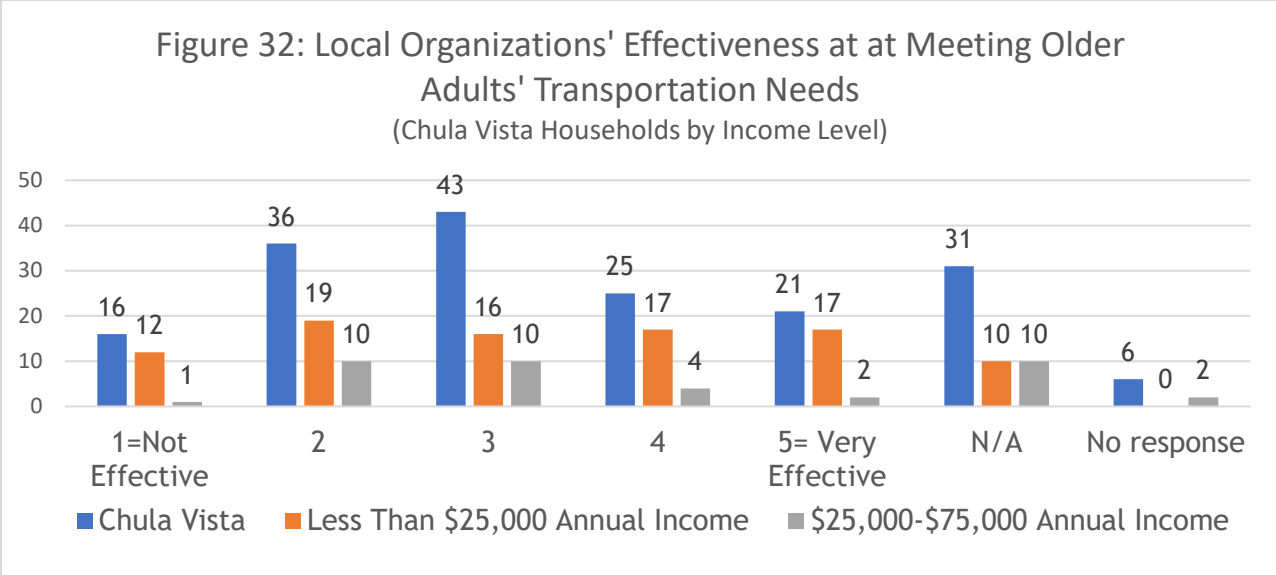
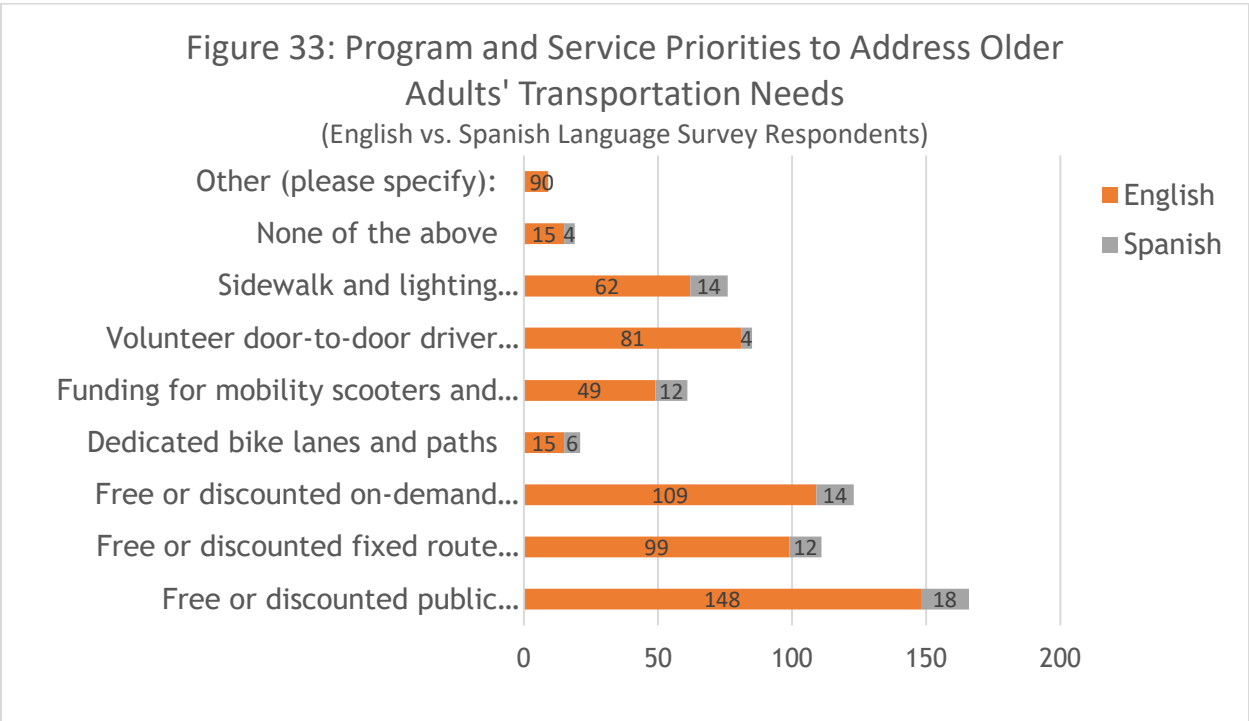


Figure 32 shows that only 35% of Chula Vista survey respondents considered local organizations to be effective at meeting older adults' transportation needs. However, nearly 42% of households with incomes of less than \$25,000 found local organizations to be effective as compared to 22% of households with incomes of \$25,000-75,000.



To better understand how older adults prioritized transportation needs, the survey asked respondents to share their thoughts on what types of programs and services should be available. Once again, many respondents to the print survey selected more than three options, and all selected options were included in the data for analysis.

Overall, survey respondents prioritized free or discounted public transportation, free or discounted on-demand rideshare programs, and free or discounted fixed route shuttles to/from senior living residences as shown in Figure 33. These priorities align with those of respondents to the English version of the survey. Respondents to the Spanish language version shared the first two priorities but ranked sidewalk and lighting improvements to increase walkability as the third priority.



Both print and email survey respondents shared the overall priorities as shown in Figure 34.

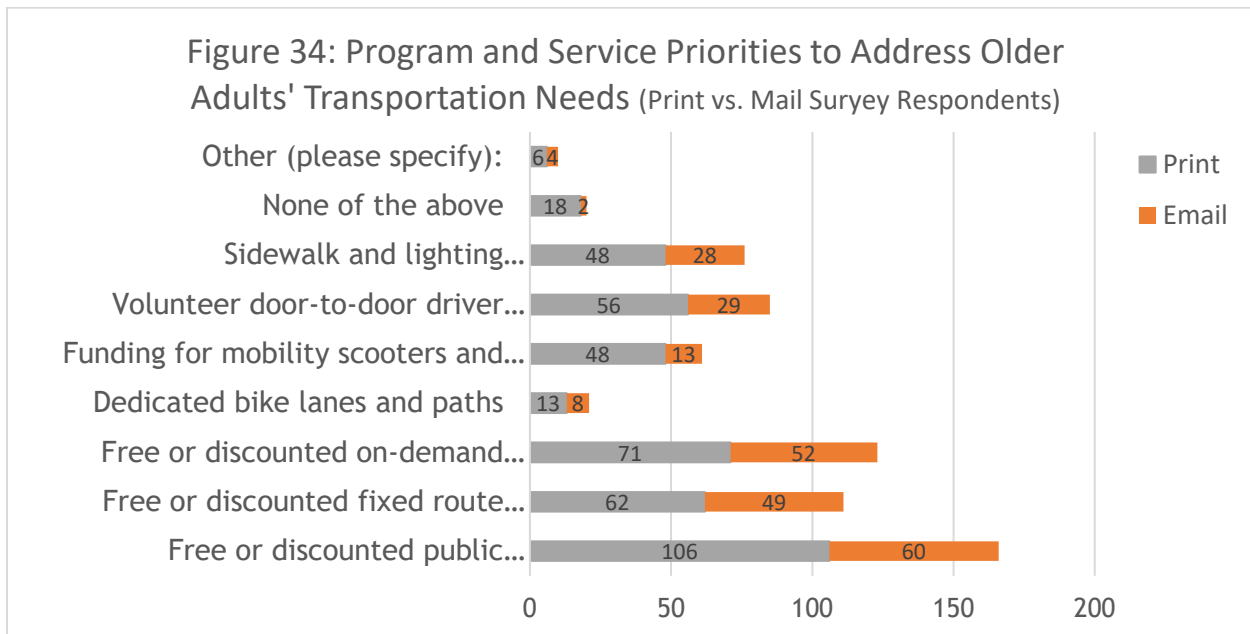
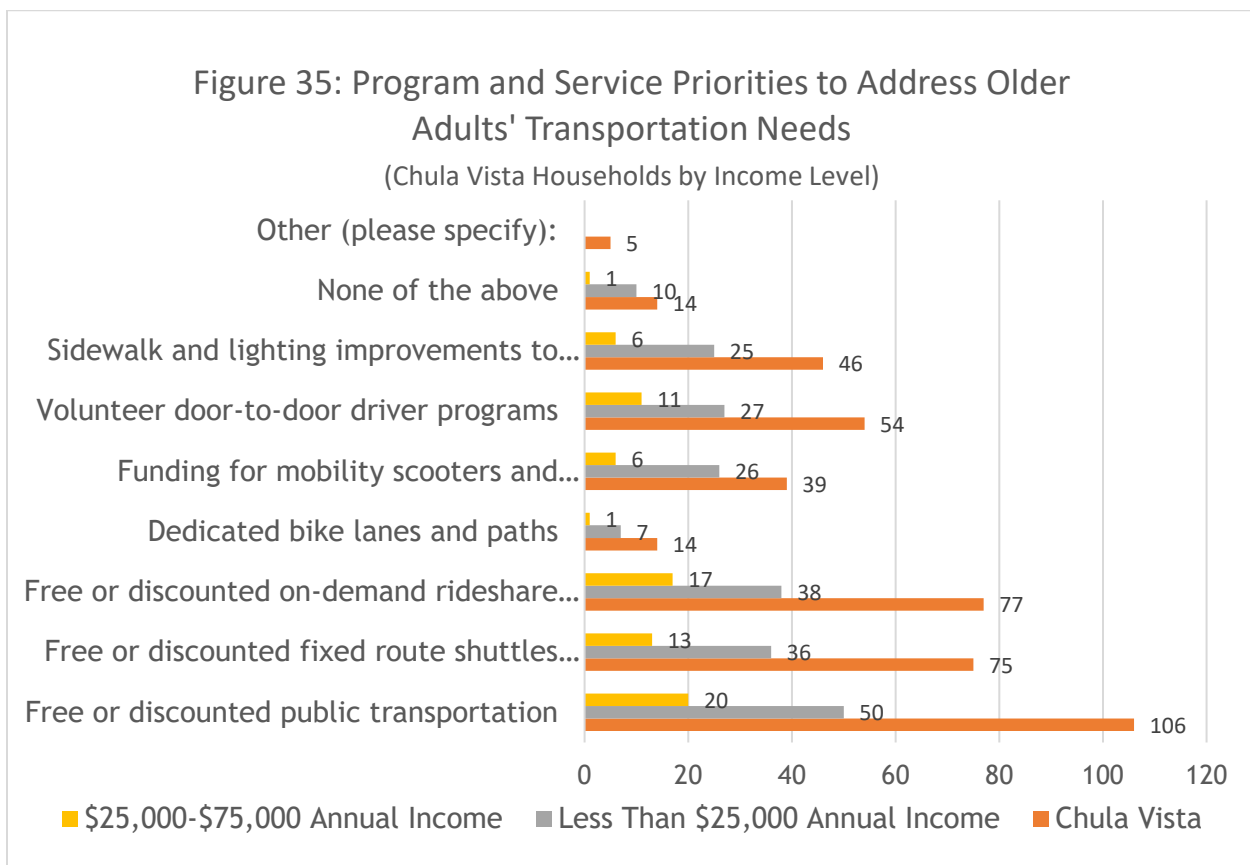


Figure 35 shows that Chula Vista survey respondents shared the same transportation priorities as the broader population.



SOCIAL AND RECREATIONAL ACTIVITIES

This section focuses on local organizations' effectiveness creating social and recreational opportunities for older adults, what types of activities are of interest to older adults, the best locations or delivery methods for those activities, and whether older adults want or need support to participate in online activities. The survey also includes a question about the degree to which the COVID pandemic affected participation in social and recreational activities.

Figure 36 shows that 33% of the total respondents find local organizations ineffective at creating social and recreational opportunities for older adults with 28% identifying them as effective and 38% as neutral. Nearly 22% of respondents provided no response or indicated that the question was not applicable to them.

A significantly higher percentage of Spanish language survey respondents found available programs and services to be effective (49%) than did English language survey respondents (25%). Nearly 40% of English language respondents indicated that programs and services were neither effective or ineffective.

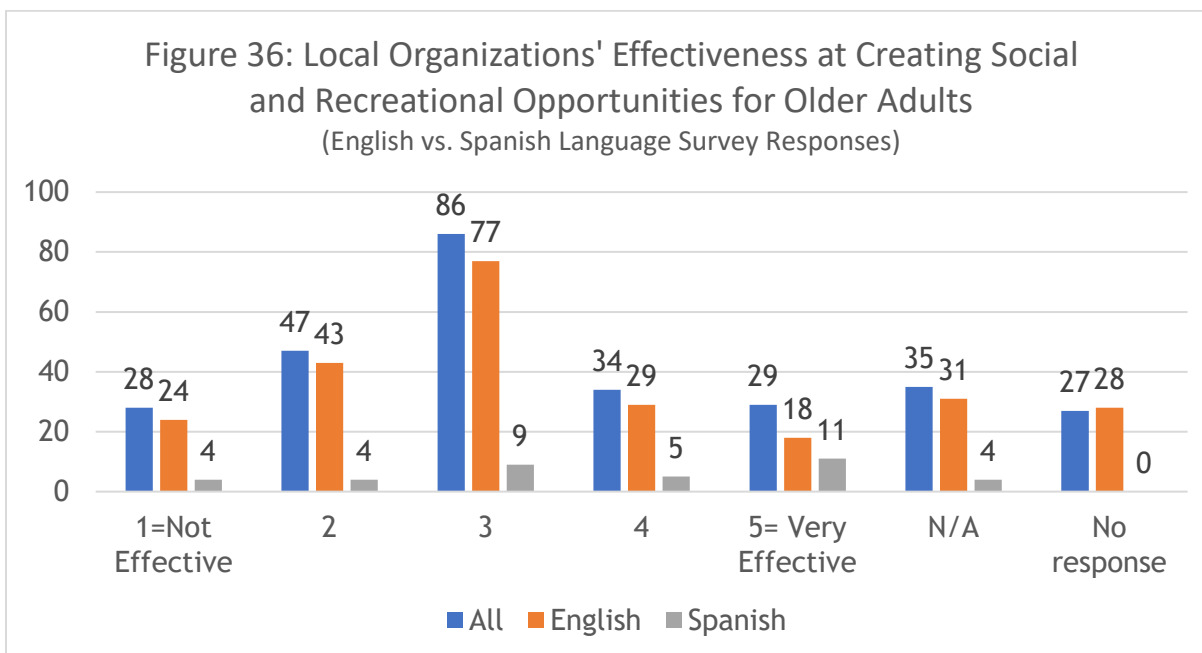


Figure 37 shows that a greater percentage of print survey respondents (31%) found local organizations effective at creating social and recreational opportunities for older adults than did email respondents (22%). A little more than 35% of print survey respondents and nearly 44% of email respondents found local organizations neither effective or ineffective at creating social and recreational opportunities

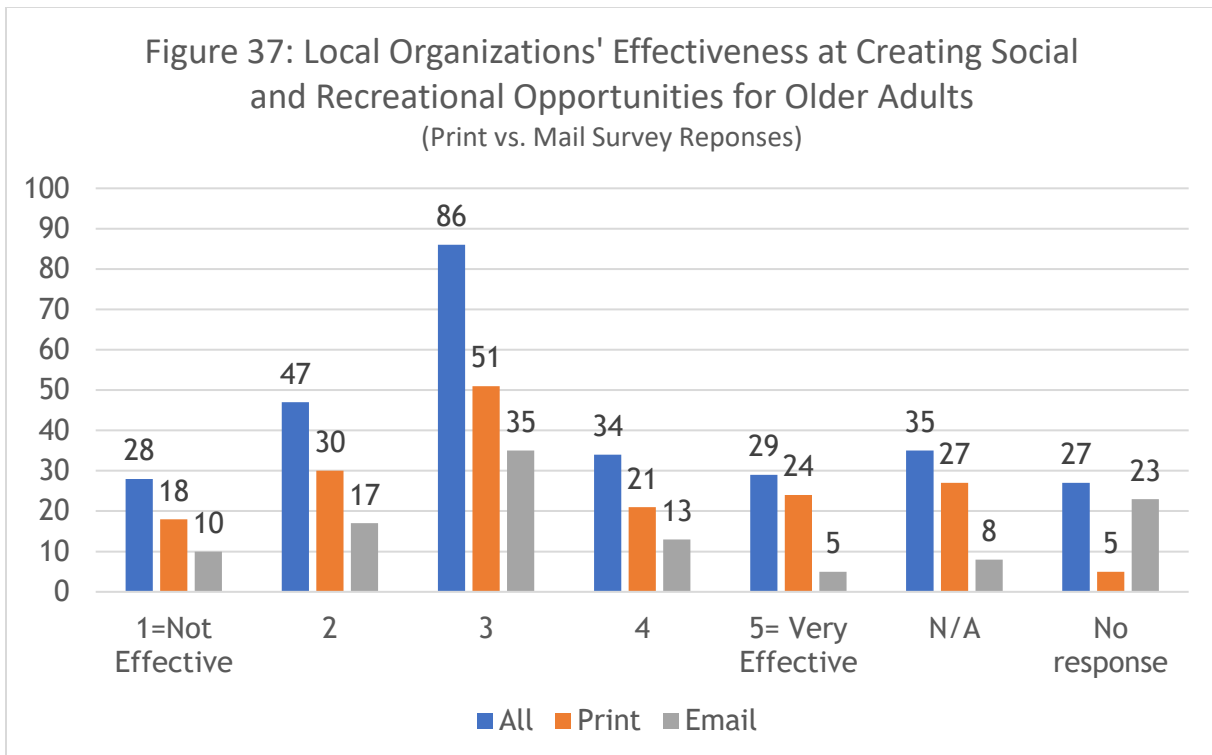
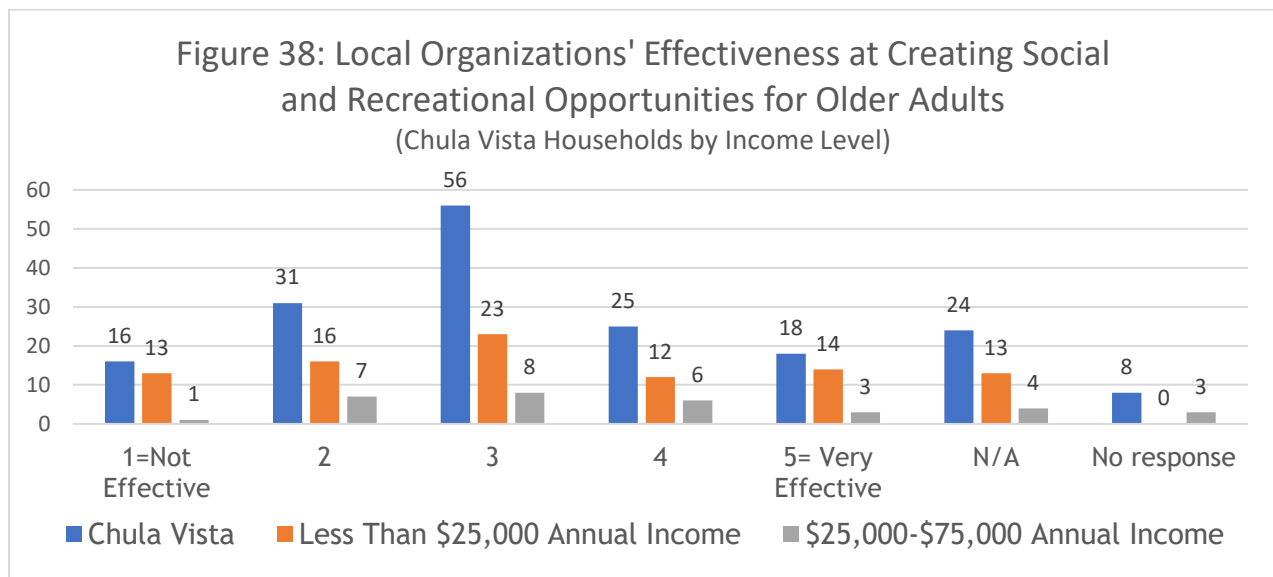


Figure 38 shows that only 29% of survey respondents from Chula Vista found local organizations to be effective at creating social and recreational opportunities, and that 32% found local organizations to be effective. One-third (33%) of Chula Vistans with household incomes below \$25,000 rated local organizations effective, but a larger percentage (37%) rated them ineffective.



Based on continuing public health guidance to quarantine during the pandemic, the survey asked about how COVID had affected respondents' participation in social and recreational opportunities. Nearly 79% of respondents indicated that their participation in social and recreational activities was worse than prior to the pandemic. Responses were similar across

the English language response group as shown in Figure 39, and the print and email response groups. In contrast, only 63% of the Spanish language response group indicated that their participation in activities was much worse.

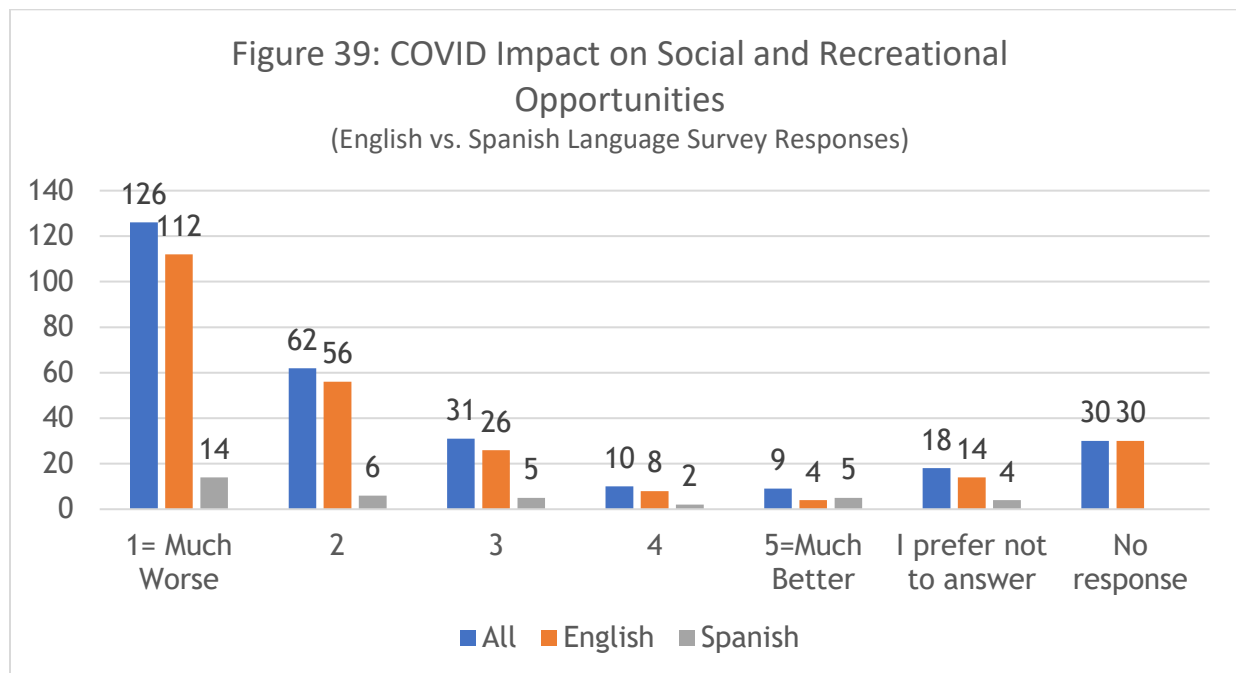


Figure 40 shows what types of social and recreational opportunities respondents think should be available to older adults. Many respondents to the print survey selected more than three options, and all selected options were included in the data for analysis. The top 3 priorities for social and recreational opportunities overall and among English language respondents included exercise and physical activity, arts and cultural activities, and crafts and hobbies. The top 3 priorities among Spanish language respondents were arts classes, arts and culture, and physical activity.

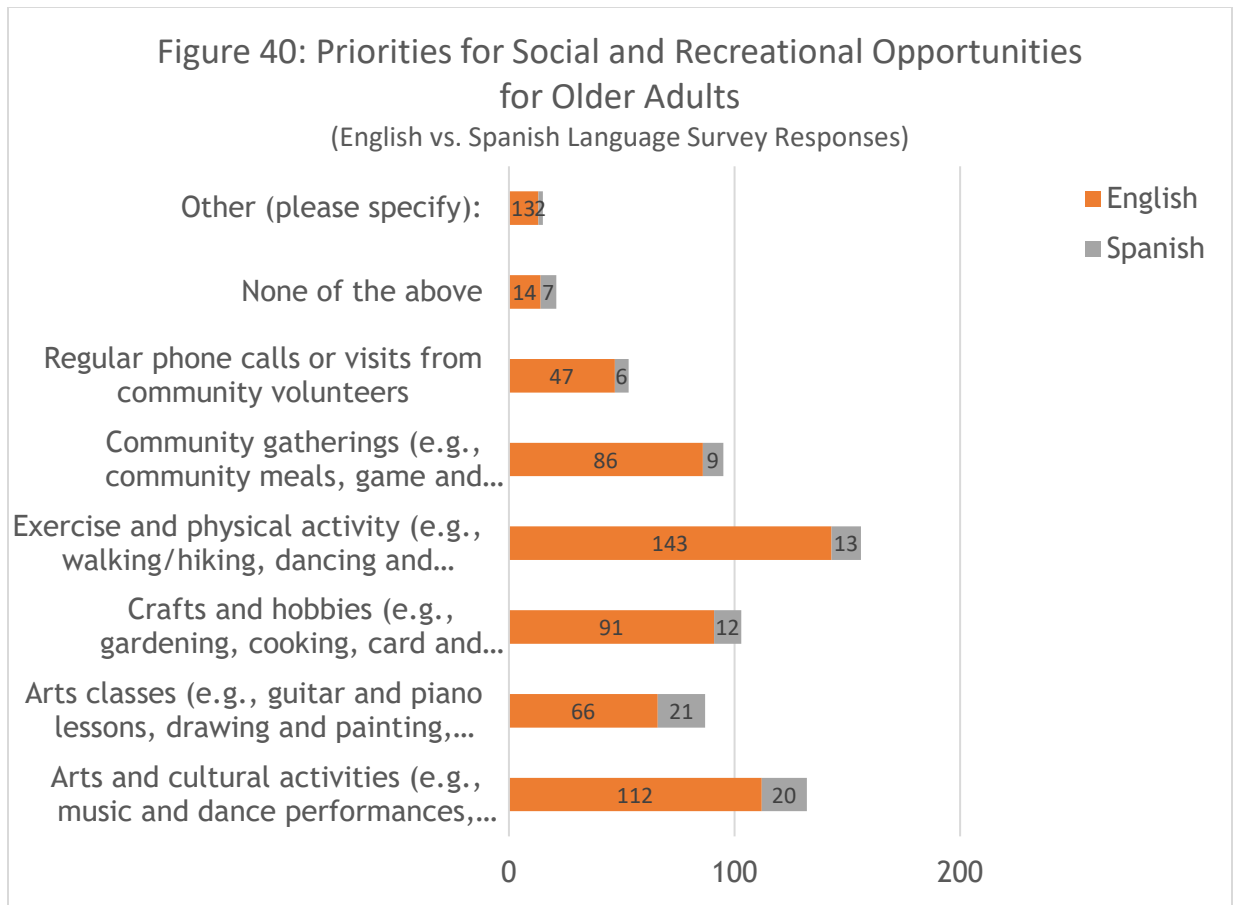


Figure 41 shows that print survey responses generally mirrored the overall response to this survey question. Respondents to the email survey, however, prioritized community gatherings over crafts and hobbies.

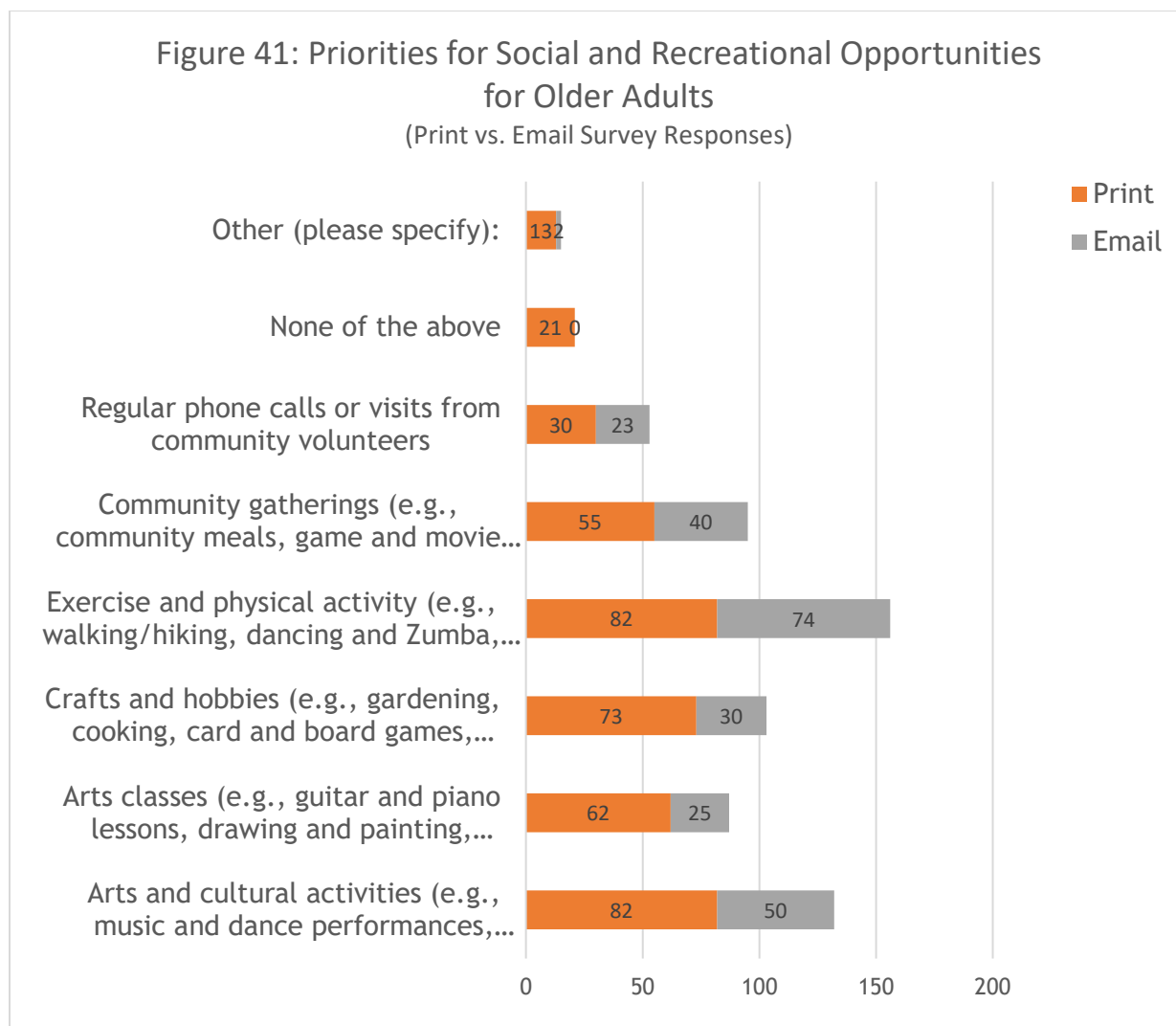
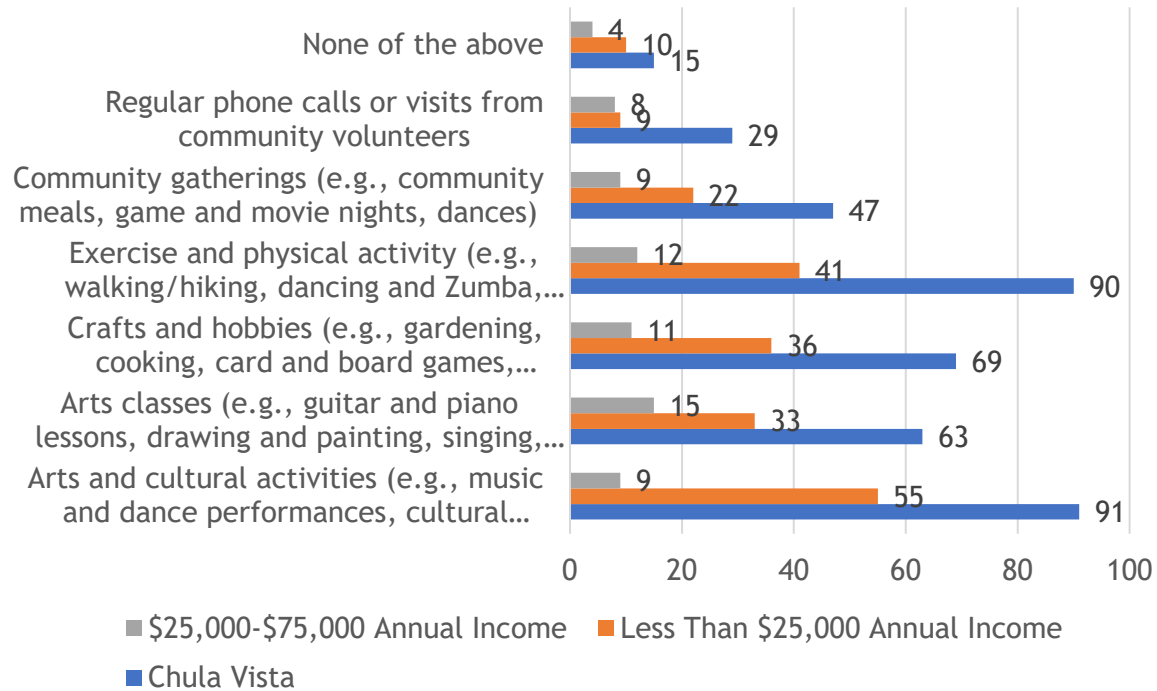


Figure 42 shows that the top three social and recreational interests of older adults in Chula Vista is similar across all income levels with one exception. Households with incomes of \$25,000-\$75,000 prioritized art classes slightly ahead of exercise and physical activity, arts and cultural activities, and crafts and hobbies.

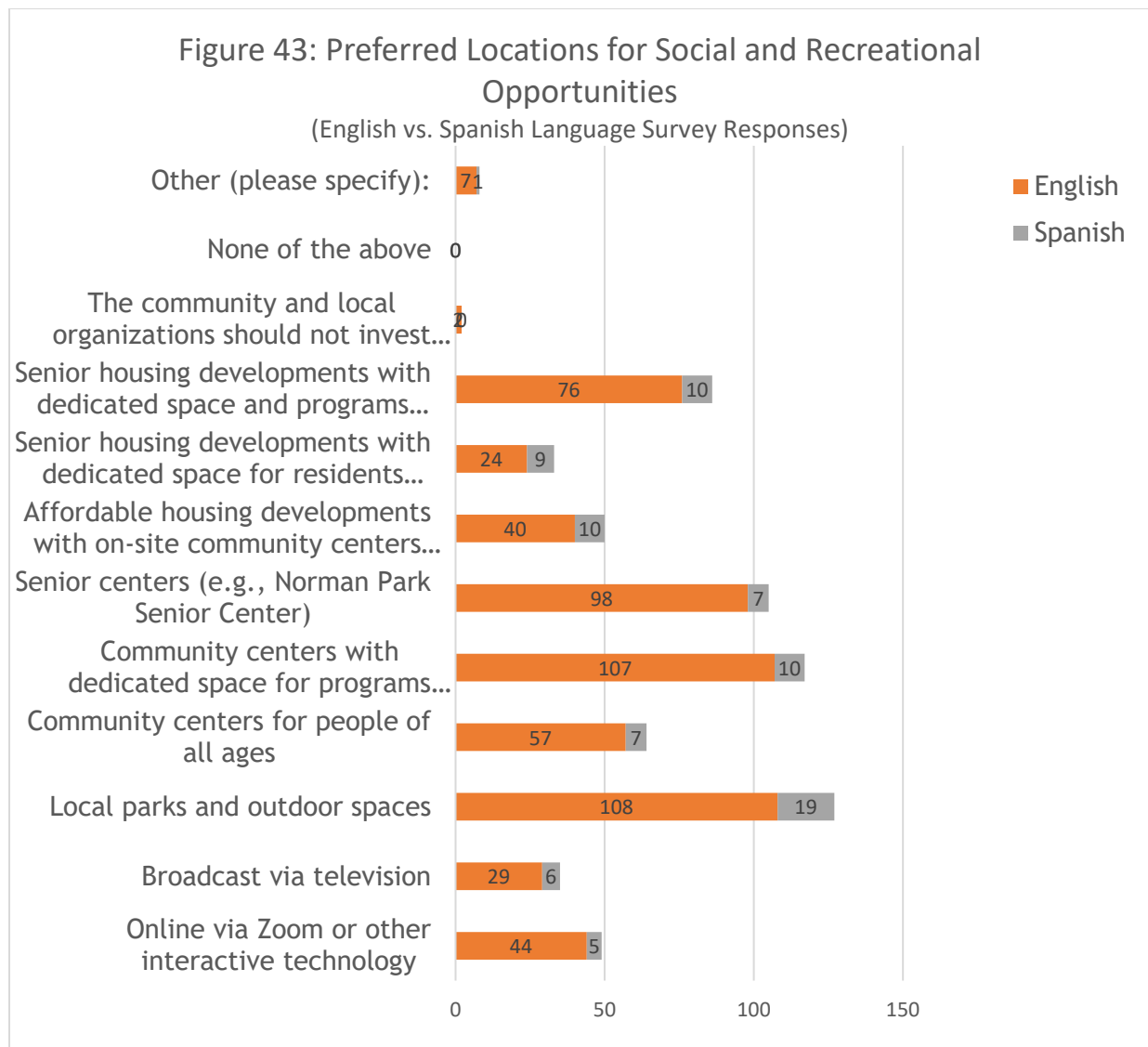
Figure 42: Priorities for Social and Recreational Opportunities for Older Adults

(Chula Vista Households by Income Level)



To better understand how respondents wanted to participate in activities, the survey asked a question about where social and recreational opportunities for adults should be offered. Figure 43 showed an overall preference for local parks and outdoor spaces, community centers with dedicated space for programs for adults, and senior centers such as the Norman Park Senior Center. The fourth most frequently selected option is senior housing developments with dedicated space and programs open to all older adults in the community.

The top three English language survey responses are the same as the overall priorities. The Spanish language survey responses shared the same top two priorities, but more respondents preferred senior housing developments with dedicated space and programs open to all older adults in the community ahead of community centers.

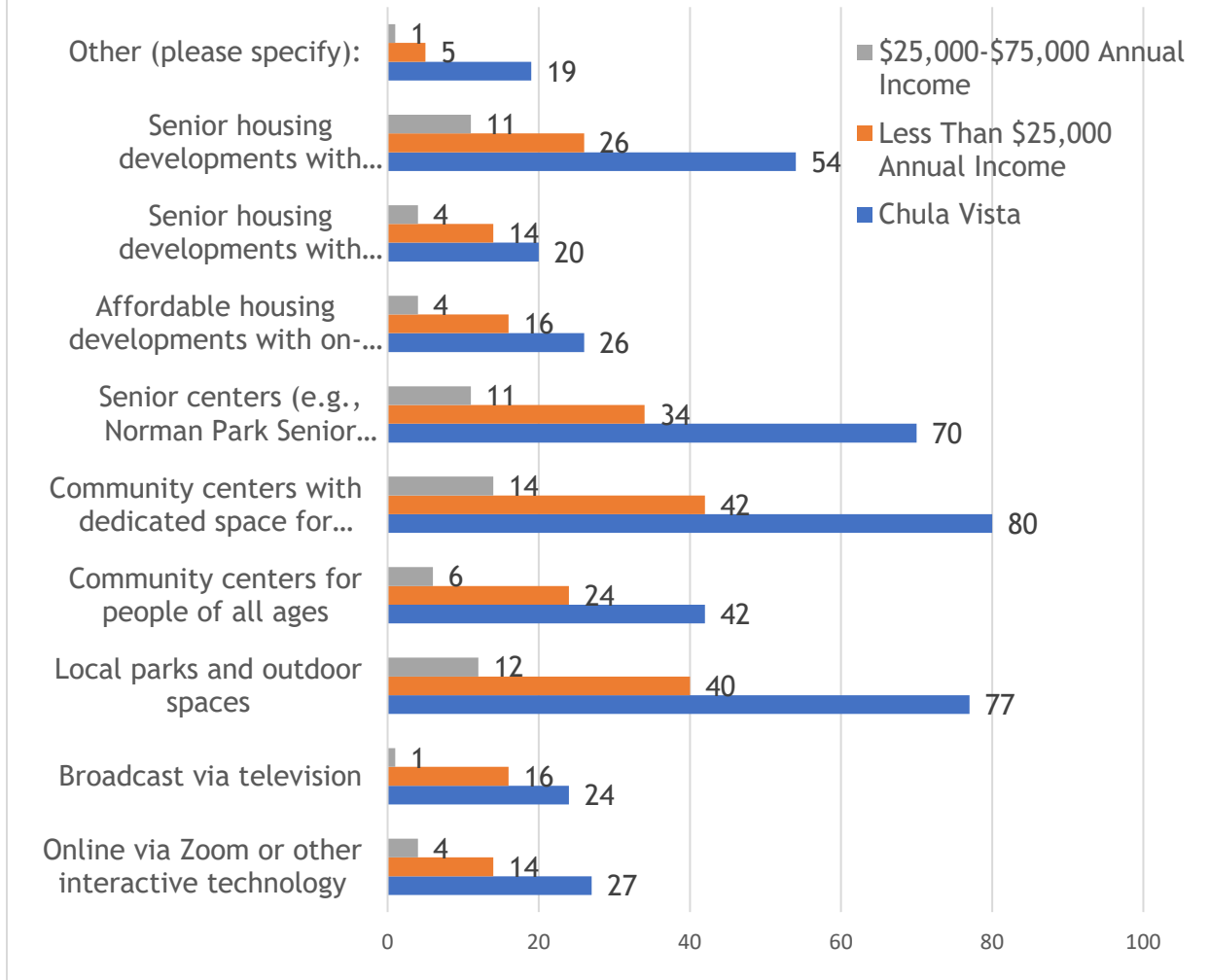


Both email and print survey respondents preferred the same top three locations for social and recreational opportunities as did respondents to the English language survey, with senior housing developments with space and programs for all older adults ranked fourth.

Figure 44 shows that, like all survey respondents, older adults in Chula Vista preferred activities to take place in community centers with dedicated space for programs for adults, local parks and outdoor spaces, and senior centers such as the Norman Park Senior Center. The fourth most frequently selected option is senior housing developments with dedicated space and programs open to all older adults in the community.

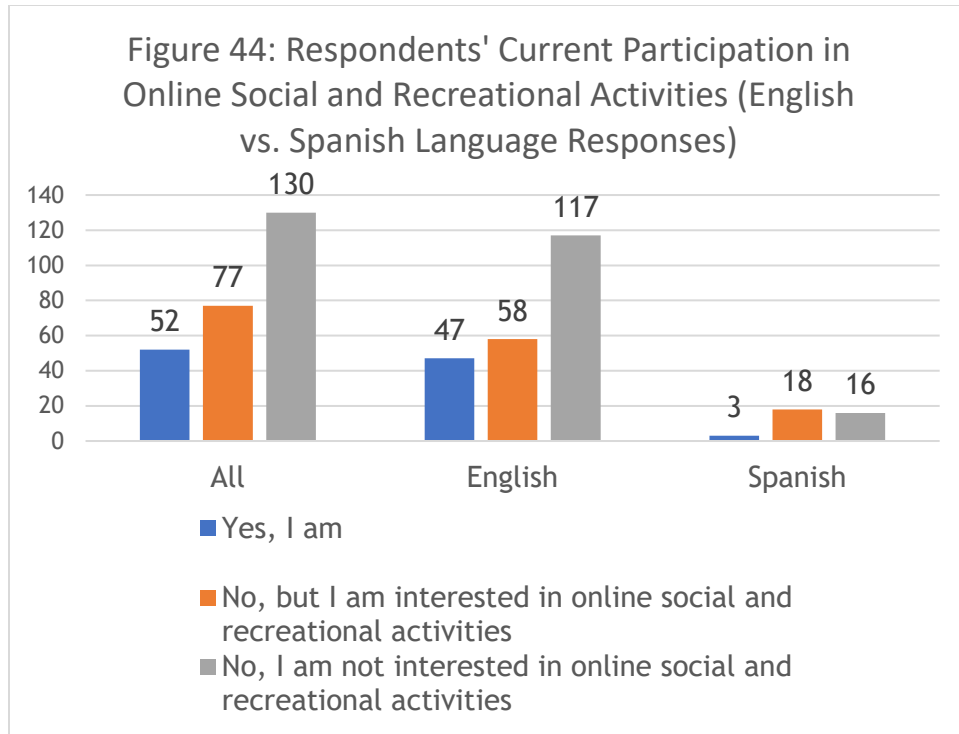
Figure 44: Preferred Locations for Social and Recreational Opportunities

(Chula Vista Households by Income Level)



Questions about the pandemic were added to the survey to understand the degree to which older adults are staying connected with family and friends online, and to determine what support they might want to participate in online social and recreational activities.

Figure 45 shows respondents' reported involvement in online social and recreational activities. Approximately 20% of respondents indicated that they are participating in online activities, and 50% indicated that they are not interested in online social and recreational activities. The remaining 30% indicated that they would be interested in online social and recreational activities. Of those who expressed future interest in participating in online activities, 23% responded to the Spanish language version of the survey.



In response to the question about the types of support respondents would need to participate in online social and recreational activities, the majority of respondents indicated that they did not need support. Of the remaining 268, 36% requested free training as shown in Figure 45, followed by a computer or tablet (25%). A relatively equal percentage of English and Spanish language respondents prioritized training.

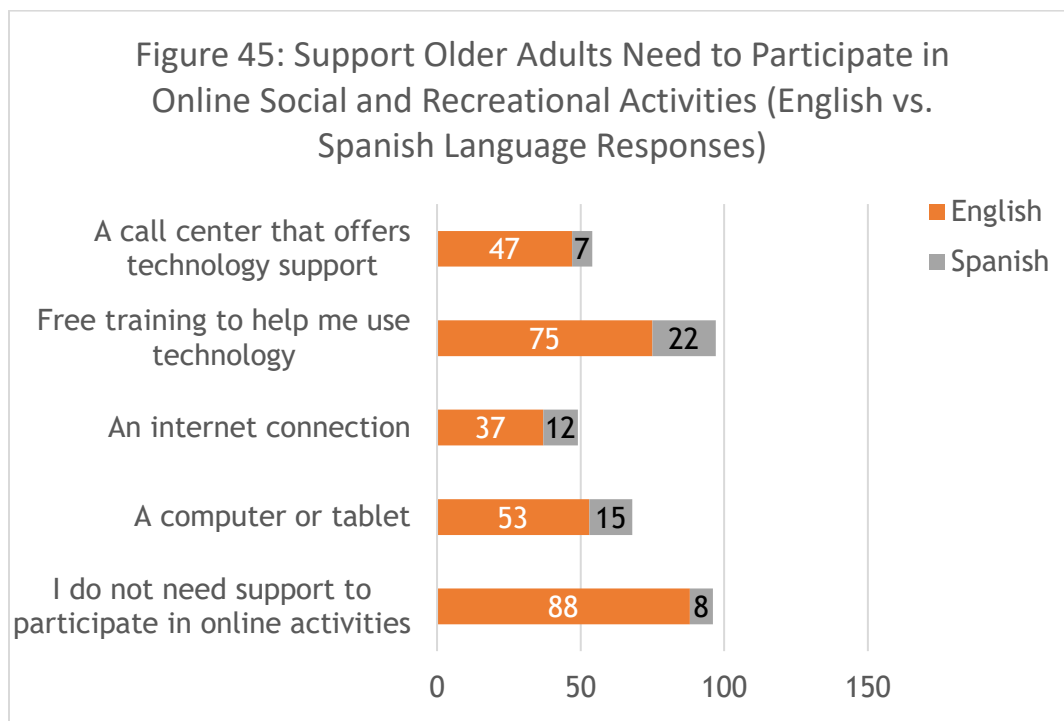
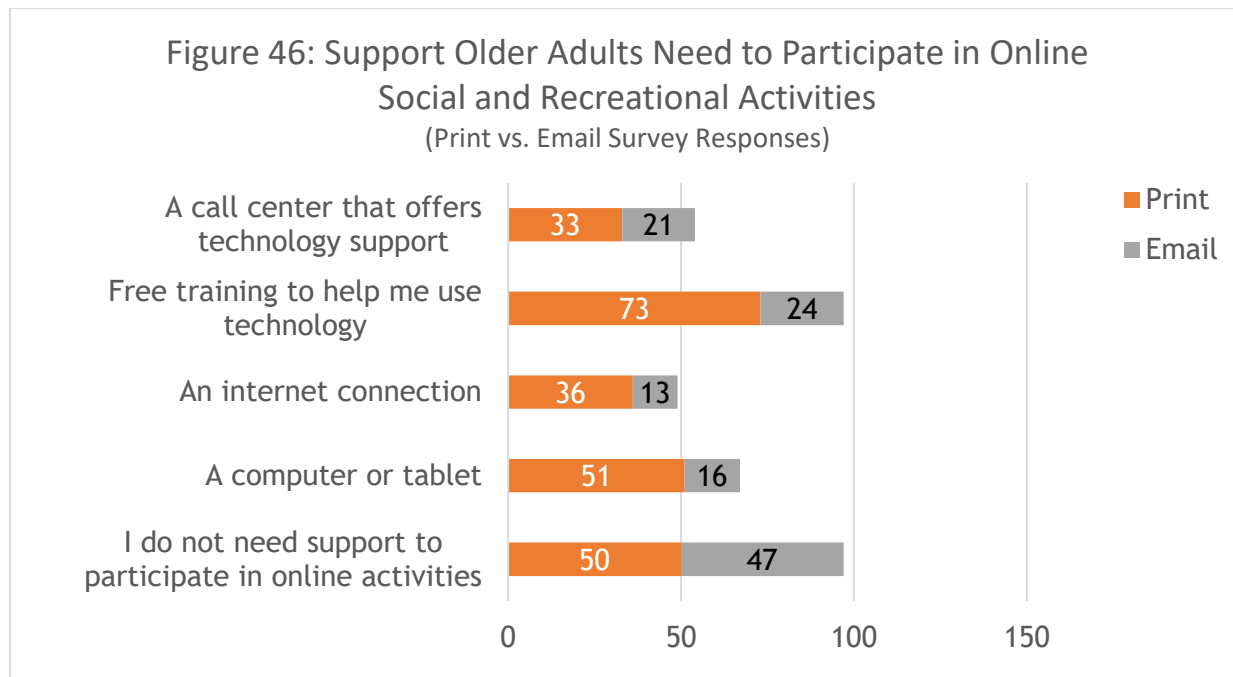


Figure 46 shows that 38% of print survey respondents and 32% of email respondents prioritized free training.



NONPROFIT ORGANIZATIONS

The last section of the survey asked respondents to list organizations they had contacted for assistance. Figures 47-49 shows that the most frequently contacted organizations overall were Meals on Wheels, 2-1-1 San Diego, and the Norman Park Senior Center.

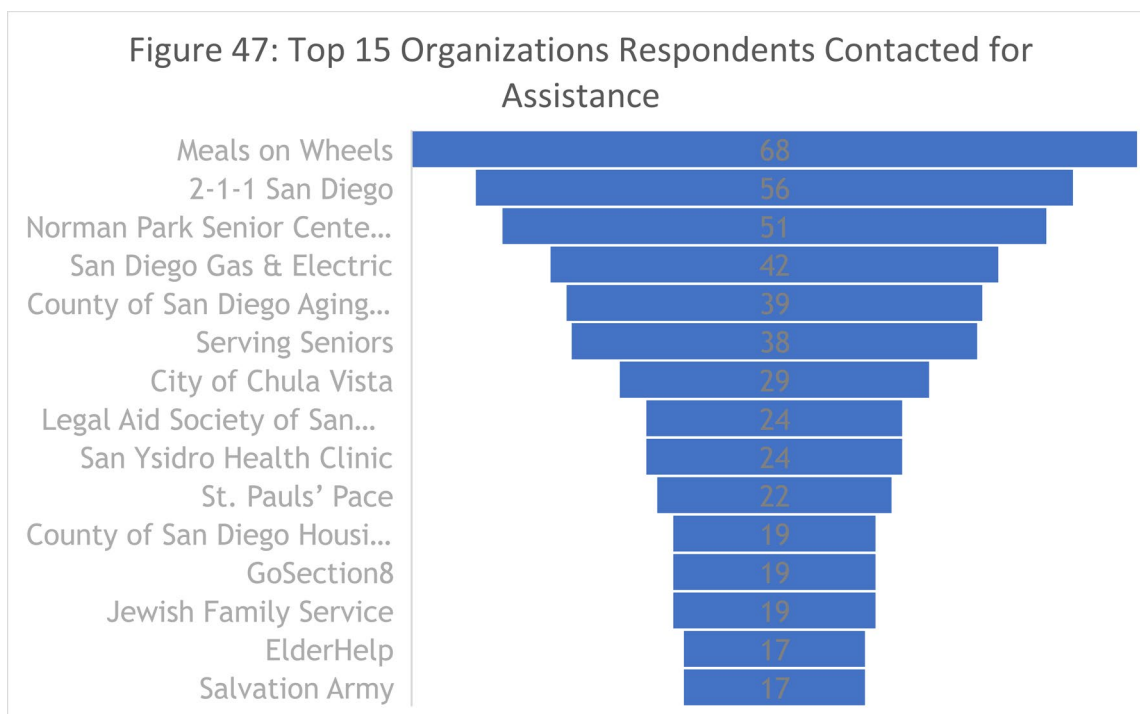
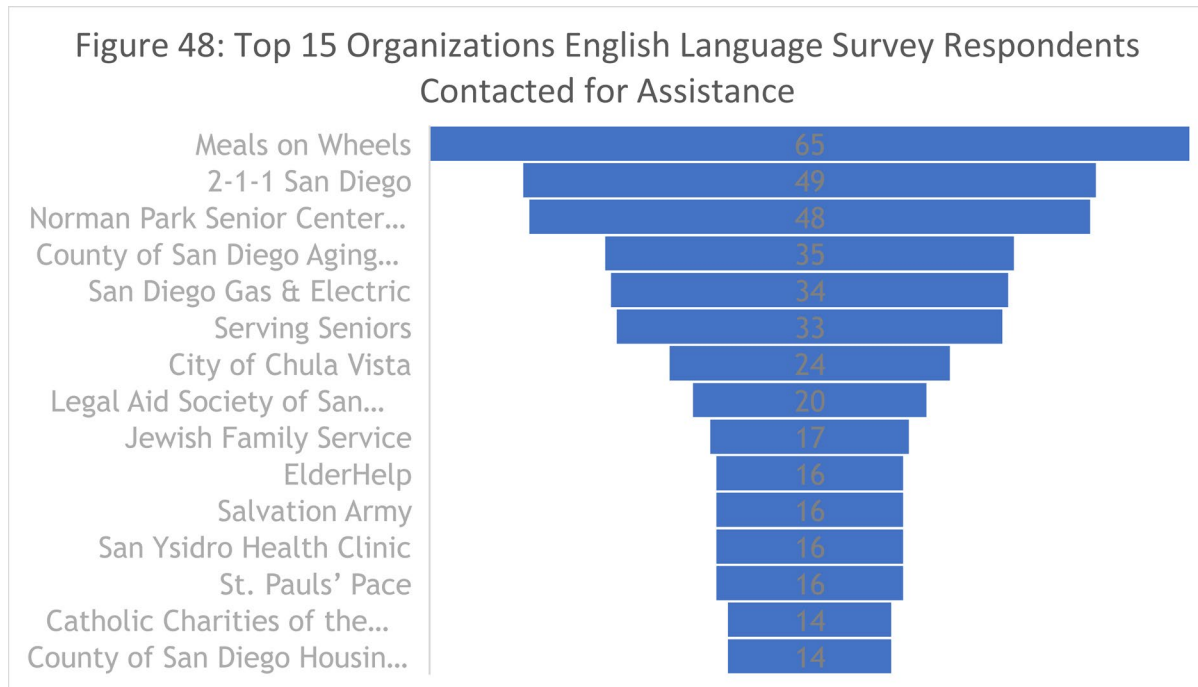
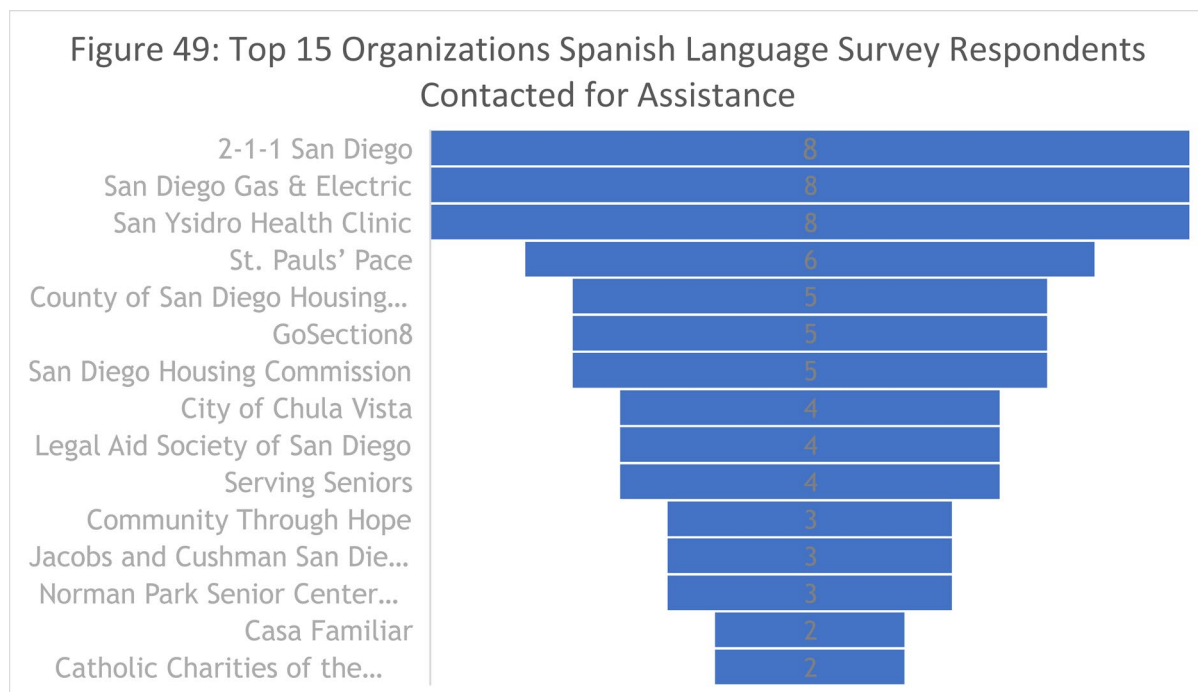


Figure 48 shows which organizations English language respondents have contacted for assistance. The organizations listed here but not on the overall list are Catholic Charities of San Diego and Go Section 8, although the order in which organizations appear differs.



Organizations that appear on the list of most frequently contacted organizations for Spanish language respondents include the San Diego Housing Commission, Community Through Hope, Jacobs and Cushman San Diego Food Bank, Casa Familiar, and Catholic Charities of San Diego.



Conclusions and Recommendations

DEMOGRAPHICS

- The highest percentages of survey responses were from Chula Vista (91910, 91911). Therefore, the data are more likely to be reflective of the needs of these Zip Codes than other areas in South Bay.
- White respondents are overrepresented in the data, and individuals who identify as Hispanic or Latino and Asian or Pacific Islander are underrepresented in the data. As a result, the overall data is more likely to reflect the needs and priorities of the White population and less likely to reflect the unique needs of the Hispanic or Latino population, which has historically experienced marginalization across sectors resulting in fewer programs and services designed to meet the population's specific sociocultural needs. An analysis of the subsets of responses from the 154 individuals who identify as White and the 72 individuals that identify as Hispanic or Latino did not reveal any stark differences in the populations' priority needs. The number of individuals who identified as other races and ethnicities is not sufficient to draw any conclusions about these groups' needs. When developing applications for funding, ask prospective grantees about the methods and the data used to identify program needs.
- All responses from households with incomes greater than \$75,000 completed the English language version of the survey, with 86% of those responses received online. This subgroup is less likely to rely on the support of local social service providers and is therefore less likely to have direct experience with many of the services described in the survey. A subsequent analysis of the 123 households in Chula Vista reporting incomes below the \$76,354 City median income was conducted to better understand the needs of households that are more likely to have direct experience with local social service providers.
- Survey responses included a sizeable subset of responses from individuals whose incomes are near or below the \$24,300 threshold for extreme poverty, which puts them at risk of housing instability and poor health outcomes.⁵ For example, 96% of respondents to the Spanish language version of the survey and 58% of respondents to the English language survey had annual incomes of less than \$25,000. Analysis of this subset of responses highlighted that the needs of households with incomes of less than \$25,000 largely aligned with the broader group of survey respondents.

Recommendations:

- Determine criteria for directing capital and program investments to align with the organization's mission, vision, and values. These criteria could be based on geography, income, population group, and other characteristics, and could include criteria to

⁵ County of San Diego Housing and Community Development Services. (2020). San Diego County Area Median Income and Income Limits. Retrieved from [Income Limits AMI Chart \(sandiegocounty.gov\)](https://www.sandiegocounty.gov/files/housing/Income+Limits+AMI+Chart.pdf)

address structural inequities that have historically resulted in better outcomes for the White population than other populations.

SIGNIFICANT CHALLENGES

- The top three challenges participants experienced themselves cover the spectrum of transportation and mobility, social and recreational opportunities, and housing. Specifically, the top three challenges experienced by all individuals are getting to and from places they want to go, having affordable social and recreational activities at convenient times and locations, and paying rent/mortgage and utilities. Respondents also perceived that the two most significant challenges they experience—the cost of rent/mortgage and utilities and access to affordable social and recreational opportunities—are also experienced by other older adults. However, they also indicated that they thought their peers were more likely to experience challenges accessing healthy food and paying for medical appointments and prescriptions than getting to/from places. Collectively, these data suggest that older adults experience a range of challenges in their everyday lives, and that solutions will be most effective if systems use a holistic, person-centered approach to assessing and meeting older adults' needs.
- The top three challenges experienced by individuals responding to the Spanish language version differed from the overall response and English language version. Specifically, Spanish language respondents placed a higher priority on paying rent/mortgage and utilities and identified finding doctors and health care providers that meet my needs as the third most significant need over social and recreational opportunities. These findings provide further confirmation that respondents to the Spanish language version experience greater difficulty accessing support to meet their most basic needs than do those who responded to the English language version.
- The COVID pandemic has had a significant negative impact on most respondents' quality of life, which has the potential to result in long-term negative impacts.

Recommendations:

- Survey responses confirm that CCDC should prioritize its investments to meet the following needs of older adults: getting to and from places they want to go, having affordable social and recreational activities at convenient times and locations, and paying rent/mortgage and utilities.
- When determining which needs to address, consider how the lived experiences of subpopulations based on race and income differ and focus grantmaking on investments that promote equitable outcomes based on how groups are differently situated.
- Develop capital and program investment criteria that address long-term impacts on quality of life, incorporating lessons learned from the COVID pandemic to support older adults in the event of future public health crises.

- Based on the range of needs experienced by older adults, focus on aligning capital and programmatic investments to support projects that have the potential to address multiple health and well-being outcomes.

HOUSING AND HOMELESSNESS

- A significant portion of respondents (45%) reported that local organizations are ineffective at addressing housing needs; however, nearly one-third of respondents—10 people—to the Spanish language survey found organizations to be very effective. A closer analysis of this small group of survey responses potentially coupled with an interview or focus group of individuals who shared their contact information could provide additional insight about which organizations they consider effective and why. This deeper analysis could inform investment criteria related to housing projects for older adults.
- In addition, nearly two-thirds of respondents (63%) reported that local organizations are ineffective at addressing homelessness. Coupled with data on housing costs relative to incomes and the perceived ineffectiveness of local organizations at addressing housing needs, these data indicate that greater attention and collaboration among local organizations will be necessary to prevent older adults from becoming homeless.
- Affordable housing, programs to help older adults keep their homes in good repair, and programs to help older adults make their homes accessible topped older adults' list of priority housing needs. The overall needs largely reflect the needs of a predominantly White population with relatively higher income levels, making them more likely to own a home. In contrast, Spanish language survey respondents, who reported significantly lower incomes, placed a higher priority on helping adults pay their rent/mortgage. These data reflect differences in how subpopulations of survey respondents are differently situated, and how different investment decisions can influence population outcomes.

Recommendations:

- Housing needs vary significantly across subpopulations, so it's critical to understand the impact of investment decisions on subpopulation outcomes. Develop investment criteria that support structured decision making that aligns with organizational goals and values related to priority populations.
- Based on overall responses, CCDC should prioritize its investments in this area in affordable housing and programs to keep homes in good repair and make them accessible. CCDC may also want to consider investing in programs to pay rent/mortgages, which was prioritized by Spanish language survey respondents whose incomes tended to be lower than those of English language respondents.
- Conduct a focus group of individuals who indicated on the Spanish language survey that local housing organizations were effective to better understand which

organizations they consider effective and why as part of developing investment criteria related to housing projects for older adults.

- Based on the data indicating high levels of dissatisfaction related to local organizations efforts to address homelessness, consider supporting local organizations in convening to collectively identify and implement local solutions to prevent older adults from becoming homeless. Investments could be structured to support ongoing collaboration and/or a specific project to catalyze the creation of housing paired with services to address the needs of individuals experiencing homelessness.

TRANSPORTATION

- Spanish language survey respondents found existing transportation programs and services to be much more effective than did English language survey respondents. Email survey respondents, which included the majority of respondents from higher income brackets, had a much more negative view of available transportation programs and services.
- Survey respondents concurred that free or discounted public transportation and free or discounted on-demand rideshare programs are a priority need within Chula Vista and the region. Respondents to the Spanish language survey, however, prioritized sidewalk and lighting improvements, which benefit the public, ahead of discounted fixed route shuttles to/from senior living residences, which tend to benefit only those who live there.

Recommendations:

- Transportation needs vary across population groups, making it imperative for CCDC to clarify its priorities and how CCDC measures its impact to inform effective investment decisions.
- Once CCDC has determined its priorities, leadership should consider convening population groups who have direct experience with the types of programs and services they want to fund to support the development of investment criteria for each program area.

SOCIAL AND RECREATIONAL ACTIVITIES

- Respondents' orientation to social and recreational activities, may have been influenced by the pandemic's impact on curtailing non-essential gatherings. Nearly 80% of respondents indicated that their participation in social and recreational activities was worse than prior to the pandemic.
- Survey respondents were generally neutral, leaning slightly negative, about local organizations' effectiveness in creating social and recreational opportunities. The subset of Spanish language survey respondents, however, were significantly more

likely (49%) to find local organizations to be effective.

- Respondents' were generally aligned in their social and recreational interests with exercise and physical activity, arts and cultural activities, and crafts and hobbies the top three preferences overall. Spanish language respondents also expressed an interest in arts classes, whereas email respondents prioritized community gatherings over crafts and hobbies. These data show that different offerings may be needed to reflect the unique preferences of different subgroups.
- Preferences about where and how respondents want to engage in activities differed slightly across subgroups. Respondents to the English language survey preferred local parks and outdoor spaces, community centers with dedicated space for programs for adults, and senior centers such as the Norman Park Senior Center. Spanish language respondents preferred senior housing developments with dedicated space and programs open to all older adults in the community ahead of community centers, which may reflect a greater focus on the need for housing paired with amenities.
- Approximately 20% of respondents indicated that they are already participating in online activities, and 30% of survey respondents expressed interest in online social and recreational activities. Among those who expressed interest in additional support, respondents prioritized the need for free training and a computer or tablet.

Recommendations:

- As with transportation needs, social and recreational needs vary across population groups. Setting criteria for the populations and geographies CCDC wants to serve will be necessary to guide investment decisions. When considering which social and recreational opportunities to fund, CCDC will want to ensure that it understands how prospective grantees incorporated community feedback into the program design, outreach, and implementation to ensure that programs reflect the needs of those most likely to participate in them.
- Providing funding for computer tablets and related training for seniors interested in building their capacity to engage in social and recreational activities online represents a specific area where CCDC can make an immediate, short-term impact in older adults' quality of life. CCDC will want to select a partner with the capacity to quickly design and deploy a program that follows COVID-safety protocols and factors in the varied needs of different population groups with respect to income level, language, and other potential barriers to participation.
- Preferences about where and how respondents want to engage in activities differed slightly across subgroups. Respondents to the English language survey preferred local parks and outdoor spaces, community centers with dedicated space for programs for adults, and senior centers such as the Norman Park Senior Center. Spanish language respondents preferred senior housing developments with dedicated space and programs open to all older adults in the community ahead of community centers, which may reflect a greater focus on the need for housing paired with amenities. If CCDC were to support development of a location where older adults can engage in

social and recreational activities, leadership will want to consider which populations and geographies it wants to impact to guide any investment decisions, and should also consider how to integrate its investments across housing, transportation, and social and recreational activities to achieve maximum impact.

NONPROFIT ORGANIZATIONS

- Survey respondents identified a variety of organizations that they have contacted for assistance, including several CCDC partner organizations that may be overrepresented among respondents because of their efforts to distribute the survey on CCDC's behalf. When broken down by language of response, slight differences in the lists of top 15 organizations contacted for assistance could be seen, which could be instructive for developing program criteria that ensure equitable opportunities for funding across organizations and populations.

Recommendations:

- As CCDC develops its capital and programmatic investment funding priorities and criteria, leadership should consider convening separate roundtables of existing and potential partners to gather feedback on the strengths and blind spots of the proposed criteria to inform revisions and final decisions.

Appendix A: Survey Partners

The following partners helped to distribute the survey either by mail or email:

- Casa Familiar
- City of Chula Vista and Deputy Mayor Jill Galvez
- Community Congregational Church
- Community Through Hope
- Congregational Towers
- First United Methodist Church of Chula Vista
- First Unitarian Church
- Loving You Through It
- MAAC Project/Seniors on Broadway
- Meals on Wheels
- Norman Park Senior Center
- Renewing Life Transportation Services
- Senior Community Foundation
- Serving Seniors
- St. Paul's PACE

Appendix B: Community Needs of Older Adults Survey



Community Needs of Older Adults Survey

The Community Congregational Development Corporation (CCDC) is sponsoring this survey to learn about the needs of older adults living in Chula Vista or the South Bay. Since 1970, CCDC has provided housing and services to improve the quality of life of older adults living in the region. Your answers to this survey will help inform how CCDC best works with community partners to fulfill its mission. Please submit your completed survey no later than Friday, September 18th, for the opportunity to win one of five \$25 gift cards.

LeSar Development Consultants (LDC) is conducting the survey for CCDC. Your individual answers and personal information will not be shared outside LDC. The combined results will be shared with CCDC and participating community groups to help enhance services for seniors. Thank you for completing the survey!

The survey should take approximately 10 minutes. The * means that an answer to the question is required. Answers to questions 1-3 are required to be entered into the gift card raffle.

1. First Name _____

2. Last Name _____

3. Phone _____

4. In what Zip Code do you live?* _____

5. How would you describe yourself?*

- | | |
|--|---|
| <input type="checkbox"/> Non-Hispanic White | <input type="checkbox"/> Non-Hispanic American Indian and Alaska Native |
| <input type="checkbox"/> Hispanic or Latino | <input type="checkbox"/> Non-Hispanic Asian or Pacific Islander |
| <input type="checkbox"/> Non-Hispanic Black/African American | <input type="checkbox"/> Two or More Races |
| <input type="checkbox"/> Other (please specify): | <input type="checkbox"/> I prefer not to answer |

6. What is your age?*

- | | |
|---------------------------------------|---|
| <input type="checkbox"/> Under age 55 | <input type="checkbox"/> 75-84 |
| <input type="checkbox"/> 55-64 | <input type="checkbox"/> 85+ |
| <input type="checkbox"/> 65-74 | <input type="checkbox"/> I prefer not to answer |

7. Are you a caregiver for one or more people age 55+?*

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

Survey conducted by:



Community Needs of Older Adults Survey

8. What is your annual household income?*

- | | |
|---|---|
| <input type="checkbox"/> Less than \$10,000 | <input type="checkbox"/> \$50,000-\$74,999 |
| <input type="checkbox"/> \$10,000-\$14,999 | <input type="checkbox"/> \$75,000-\$99,999 |
| <input type="checkbox"/> \$15,000-\$19,999 | <input type="checkbox"/> \$100,000-\$149,999 |
| <input type="checkbox"/> \$20,000-\$24,999 | <input type="checkbox"/> \$150,000-\$199,999 |
| <input type="checkbox"/> \$25,000-\$34,999 | <input type="checkbox"/> \$200,000 or more |
| <input type="checkbox"/> \$35,000-\$49,999 | <input type="checkbox"/> I prefer not to answer |

9. What are the three (3) most significant challenges you personally experience as an older adult living in Chula Vista or the South Bay? Choose up to three.*

- ☐ I am not an adult age 55+
- ☐ Paying my rent/mortgage and utilities
- ☐ Getting to and from places I want to go (grocery shopping, medical appointments, social activities, family visits)
- ☐ Finding doctors and health care providers that meet my needs
- ☐ Paying for medical appointments and prescriptions
- ☐ Getting healthy food to eat
- ☐ Having affordable social and recreational activities at convenient times and locations
- ☐ Obtaining employment or volunteer roles that value my skills and experience
- ☐ Getting information in a format that is convenient for me
- ☐ I do not experience any significant challenges
- ☐ Other (please specify): _____

Survey conducted by:

Community Needs of Older Adults Survey

10. On a scale of 1-5 (1= Much Worse, 5= Much Better), what impact has the COVID-19 pandemic had on your quality of life?*

1 =	2	3	4	5 =	I prefer not to answer
Much Worse				Much Better	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. What are the top three (3) challenges facing older adults as a group in Chula Vista or the South Bay? Choose up to three.*

- ☐ Cost of rent/mortgage and utilities
- ☐ Getting to and from places they want to go (grocery shopping, medical appointments, social activities, family visits)
- ☐ Finding doctors and health care providers that meet older adults' needs
- ☐ Paying for medical appointments and prescriptions
- ☐ Having healthy food to eat
- ☐ Having accessible, affordable social and recreational activities (e.g., exercise, dance, arts/culture, walking, sports, gardening, knitting) at convenient times and locations
- ☐ Obtaining employment or volunteer roles that value their skills and experience
- ☐ Getting information in a format that is convenient for them
- ☐ I prefer not to answer
- ☐ Other (please specify): _____

12. On a scale of 1-5 (1=Not Effective, 5= Very Effective), how effective are local organizations at meeting older adults' housing needs?*

1 =	2	3	4	5 =	N/A
Not Effective				Very Effective	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Survey conducted by:

Community Needs of Older Adults Survey

13. On a scale of 1-5 (1=Not Effective, 5= Very Effective), how effective are local organizations at addressing homelessness among older adults?*

1 =	2	3	4	5 =	N/A
Not Effective				Very Effective	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. When planning for the future, what types of programs and services should be available to meet older adults' housing needs? Choose up to three.*

- ☐ Advice on buying/renting a home, delinquent payments and credit issues, and foreclosures
- ☐ Affordable housing
- ☐ Housing paired with on-site services for older adults experiencing homelessness
- ☐ Home safety audits
- ☐ Programs to help older adults keep their homes in good repair (e.g., painting, roofing, plumbing)
- ☐ Programs to help older adults make their homes accessible for people with disabilities or mobility challenges (e.g., grab bars, scooter or wheelchair ramp, roll-in shower stall, lower counter tops)
- ☐ Programs to help older adults pay their rent/mortgage
- ☐ Programs to help older adults pay utility bills
- ☐ Low-cost financial and legal services
- ☐ None of the above
- ☐ Other (please specify): _____

15. On a scale of 1-5 (1=Not Effective, 5= Very Effective), how effective are local organizations at meeting older adults' transportation needs?*

1 =	2	3	4	5 =	N/A
Not Effective				Very Effective	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Survey conducted by:

Community Needs of Older Adults Survey

16. When planning for the future, what types of programs and services should be available to meet older adults' transportation needs? Choose up to three.*

- ☐ Free or discounted public transportation
- ☐ Free or discounted fixed route shuttles to/from serving senior living residences
- ☐ Free or discounted on-demand rideshare programs (e.g., Uber, Lyft, local service)
- ☐ Dedicated bike lanes and paths
- ☐ Funding for mobility scooters and powered wheelchairs
- ☐ Volunteer door-to-door driver programs
- ☐ Sidewalk and lighting improvements to make my community more walkable
- ☐ None of the above
- ☐ Other (please specify): _____

17. On a scale of 1-5 (1=Not Effective, 5= Very Effective), how effective are local organizations at creating social and recreational opportunities for older adults?*

1 =	2	3	4	5 =	N/A
Not Effective				Very Effective	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. On a scale of 1-5 (1= Much Worse, 5= Much Better), what impact has the COVID-19 pandemic had on your participation in social and recreational activities?*

1 =	2	3	4	5 =	I prefer not to answer
Much Worse				Much Better	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Survey conducted by:

Community Needs of Older Adults Survey

19. When planning for the future, what types of social and recreational opportunities should be available for older adults? Choose up to three.*

- ☐ Arts and cultural activities (e.g., music and dance performances, cultural festivals, history and heritage tours, author readings)
- ☐ Arts classes (e.g., guitar and piano lessons, drawing and painting, singing, writing workshops)
- ☐ Crafts and hobbies (e.g., gardening, cooking, card and board games, knitting/crocheting, genealogy, model building)
- ☐ Exercise and physical activity (e.g., walking/hiking, dancing and Zumba, bicycling, martial arts, tennis, bowling, yoga)
- ☐ Community gatherings (e.g., community meals, game and movie nights, dances)
- ☐ Regular phone calls or visits from community volunteers
- ☐ None of the above
- ☐ Other (please specify): _____

20. When planning for the future, where should social and recreational opportunities for older adults be offered? Choose up to three.*

- ☐ Online via Zoom or other interactive technology
- ☐ Broadcast via television
- ☐ Local parks and outdoor spaces
- ☐ Community centers for people of all ages
- ☐ Community centers with dedicated space for programs for older adults
- ☐ Senior centers (e.g., Norman Park Senior Center)
- ☐ Affordable housing developments with on-site community centers for people of all ages
- ☐ Senior housing developments with dedicated space for residents only
- ☐ Senior housing developments with dedicated space and programs open to all older adults in the community
- ☐ The community and local organizations should not invest in social and recreational opportunities.
- ☐ Other (please specify): _____

Survey conducted by:

Community Needs of Older Adults Survey

21. Are you currently participating in social and recreational activities online?

- ☐ Yes, I am.
- ☐ No, but I am interested in online social and recreational activities.
- ☐ No, I am not interested in online social and recreational activities.

22. What types of support would you want to participate in online social and recreational activities?

- ☐ I do not need support to participate in online activities
- ☐ A computer or tablet
- ☐ An internet connection
- ☐ Free training to help me use technology
- ☐ A call center that offers technology support

23. If you are an older adult age 55+ or a caregiver, which of the following organizations have you contacted for assistance? Please select all that apply.*

- | | |
|---|---|
| <input type="checkbox"/> I am not an adult age 55+ or a caregiver | <input type="checkbox"/> Chicano Federation of San Diego County |
| <input type="checkbox"/> 2-1-1 San Diego | <input type="checkbox"/> City of Chula Vista |
| <input type="checkbox"/> Access to Independence | <input type="checkbox"/> Community Through Hope |
| <input type="checkbox"/> Alpha Project | <input type="checkbox"/> County of San Diego Aging and Independence Services |
| <input type="checkbox"/> Alzheimer's San Diego | <input type="checkbox"/> County of San Diego Behavioral Health Services |
| <input type="checkbox"/> Arc of San Diego | <input type="checkbox"/> County of San Diego Housing and Community Development Services |
| <input type="checkbox"/> Casa Familiar | <input type="checkbox"/> ElderHelp |
| <input type="checkbox"/> Catholic Charities of the Diocese of San Diego | <input type="checkbox"/> Family Health Centers of San Diego |

(see next page)

Survey conducted by:

Community Needs of Older Adults Survey

- | | |
|---|---|
| <input type="checkbox"/> Father Joe's Villages/St. Vincent de Paul | <input type="checkbox"/> Reach Chula Vista |
| <input type="checkbox"/> George Glenner Alzheimer Family Centers | <input type="checkbox"/> Renewing Life Senior Transportation |
| <input type="checkbox"/> GoSection8 | <input type="checkbox"/> Salvation Army |
| <input type="checkbox"/> Habitat for Humanity | <input type="checkbox"/> San Diego County Health Improvement Partners |
| <input type="checkbox"/> Horizons Adult Day Health Center | <input type="checkbox"/> San Diego Gas & Electric |
| <input type="checkbox"/> Jacobs and Cushman San Diego Food Bank | <input type="checkbox"/> San Diego Housing Commission |
| <input type="checkbox"/> Jewish Family Service | <input type="checkbox"/> San Diego OASIS |
| <input type="checkbox"/> Legal Aid Society of San Diego | <input type="checkbox"/> San Ysidro Health Clinic |
| <input type="checkbox"/> Lutheran Social Services | <input type="checkbox"/> Serving Seniors |
| <input type="checkbox"/> Maximizing Access to Advance Our Communities (MAAC) | <input type="checkbox"/> Sharp Senior Resource Center |
| <input type="checkbox"/> Meals on Wheels | <input type="checkbox"/> South Bay Adult Day Health Center |
| <input type="checkbox"/> Mental Health America/Citizens Adversity Support Team | <input type="checkbox"/> South Bay Community Services |
| <input type="checkbox"/> National City/Waters Nutrition Center | <input type="checkbox"/> South Bay Family YMCA |
| <input type="checkbox"/> Norman Park Senior Center/City of Chula Vista Parks and Recreation | <input type="checkbox"/> Southern Caregiver Resource Center |
| <input type="checkbox"/> Operation Samahan | <input type="checkbox"/> St. Paul's PACE |
| <input type="checkbox"/> Project CARE | <input type="checkbox"/> United Way of San Diego County |
| <input type="checkbox"/> I have not contacted any organizations for assistance | <input type="checkbox"/> Other (please specify):
_____ |

24. What other needs do older adults have that were not the focus of this survey?

Survey conducted by:



Encuesta sobre las Necesidades Comunitarias de Adultos Mayores

La Corporación de Desarrollo Congregacional de la Comunidad (CCDC) es la patrocinadora de esta encuesta para informarse sobre las necesidades de los adultos mayores que viven en Chula Vista o en el sur de la bahía. Desde 1970, la CCDC ha proporcionado viviendas y servicios para mejorar la calidad de vida de los adultos mayores que viven en la región. Sus respuestas a esta encuesta ayudarán a informar cómo CCDC trabaja mejor con los socios de la comunidad para cumplir su misión. Por favor envíe su encuesta completa a más tardar el viernes 18 de septiembre para tener la oportunidad de ganar una de las cinco tarjetas de regalo de \$25.

LeSar Development Consultants (LDC) está llevando a cabo el estudio para la CCDC. Sus respuestas individuales e información personal no serán compartidas fuera de LDC. Los resultados combinados serán compartidos con CCDC y los grupos comunitarios participantes para ayudar a mejorar los servicios para las personas mayores. ¡Gracias por completar la encuesta!

La encuesta tomará aproximadamente 10 minutos. El * significa que es necesario responder a la pregunta. Las respuestas a las preguntas 1-3 se requieren para entrar en el sorteo de la tarjeta de regalo.

1. Nombre _____

2. Apellido _____

3. Teléfono _____

4. Código postal de residencia* _____

5. ¿Cómo se describiría a sí mismo? *

- | | |
|--|--|
| <input type="checkbox"/> Blanco No Hispano | <input type="checkbox"/> Indio Americano No Hispano y Nativo de Alaska |
| <input type="checkbox"/> Hispano No Latino | <input type="checkbox"/> Asiático No Hispano o Isleño del Pacífico |
| <input type="checkbox"/> Negro No Hispano/Afroamericano | <input type="checkbox"/> Dos o Más Razas |
| <input type="checkbox"/> Otro (por favor, sea específico): _____ | <input type="checkbox"/> Preferiría no contestar |

6. Edad*

- | | |
|--------------------------------------|--|
| <input type="checkbox"/> Menos de 55 | <input type="checkbox"/> 75-84 |
| <input type="checkbox"/> 55-64 | <input type="checkbox"/> 85+ |
| <input type="checkbox"/> 65-74 | <input type="checkbox"/> Preferiría no contestar |

7. ¿Es usted un cuidador de una o más personas de 55 años o más?

- | | |
|-----------------------------|-----------------------------|
| <input type="checkbox"/> Si | <input type="checkbox"/> No |
|-----------------------------|-----------------------------|

Encuesta realizada por:



Encuesta sobre las Necesidades Comunitarias de Adultos Mayores

8. ¿Cuál es su ingreso familia anual? *

- | | |
|--|--|
| <input type="checkbox"/> Menos de \$10,000 | <input type="checkbox"/> \$50,000-\$74,999 |
| <input type="checkbox"/> \$10,000-\$14,999 | <input type="checkbox"/> \$75,000-\$99,999 |
| <input type="checkbox"/> \$15,000-\$19,999 | <input type="checkbox"/> \$100,000-\$149,999 |
| <input type="checkbox"/> \$20,000-\$24,999 | <input type="checkbox"/> \$150,000-\$199,999 |
| <input type="checkbox"/> \$25,000-\$34,999 | <input type="checkbox"/> \$200,000 o más |
| <input type="checkbox"/> \$35,000-\$49,999 | <input type="checkbox"/> Preferiría no contestar |

9. ¿Cuáles son las tres dificultades más notables que experimenta usted como adulto mayor que vive en Chula Vista o en el sur de la bahía? Seleccione hasta tres. *

- ☐ No soy un adulto de más de 55 años
- ☐ Pagar la renta/hipoteca y los servicios públicos
- ☐ Ir y regresar de los lugares que deseo ir (Hacer las compras de víveres, acudir a citas médicas, actividades sociales, visitas familiares)
- ☐ Encontrar médicos y proveedores de atención médica que satisfagan mis necesidades
- ☐ Pagar las citas médicas y las prescripciones
- ☐ Obtener alimentos saludables para comer
- ☐ Tener actividades sociales y recreativas asequibles en horarios y lugares convenientes
- ☐ Obtener un empleo o rol voluntario donde valoren mis habilidades y experiencia
- ☐ Obtener información en un formato que sea conveniente para mí
- ☐ No experimento dificultades notables
- ☐ Otras (por favor, sea específico): _____

Encuesta realizada por:

Encuesta sobre las Necesidades Comunitarias de Adultos Mayores

10. En una escala del 1 al 5 (1 = Mucho Peor, 5 = Mucho Mejor), ¿cómo ha impactado la pandemia del COVID-19 en su calidad de vida? *

1 =	2	3	4	5 =	Preferiría no contestar
Mucho Peor				Mucho Mejor	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. ¿Cuáles son las tres dificultades más notables que experimentan los adultos mayores como grupo en Chula Vista o en el sur de la bahía? Seleccione hasta tres. *

- ☐ Pagar la renta/hipoteca y los servicios públicos
- ☐ Ir y regresar de los lugares que deseo ir (Hacer las compras de víveres, acudir a citas médicas, actividades sociales, visitas familiares)
- ☐ Encontrar médicos y proveedores de atención médica que satisfagan las necesidades de los adultos mayores
- ☐ Pagar las citas médicas y las prescripciones
- ☐ Tener alimentos saludables para comer
- ☐ Tener actividades sociales y recreativas asequibles (por ejemplo, ejercicio, danza, arte/cultura, caminatas, deportes, jardinería, tejido) en horarios y lugares convenientes
- ☐ Obtener un empleo o rol voluntario donde valoren mis habilidades y experiencia
- ☐ Obtener información en un formato que sea conveniente para mí
- ☐ Preferiría no contestar
- ☐ Otras (por favor, sea específico): _____

12. En una escala del 1 al 5 (1=No efectivo, 5= Muy efectivo), ¿qué tan efectivas son las organizaciones locales para satisfacer las necesidades de vivienda de los adultos mayores? *

1 =	2	3	4	5 =	N/A
No Efectivo				Muy Efectivo	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Encuesta realizada por:

Encuesta sobre las Necesidades Comunitarias de Adultos Mayores

13. En una escala del 1 al 5 (1 = No Efectivo, 5 = Muy Efectivo), ¿qué tan efectivas son las organizaciones locales en cuanto a abordar la falta de vivienda entre los adultos mayores? *

1 =	2	3	4	5 =	N/A
No Efectivo				Muy Efectivo	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Al planificar para el futuro, ¿qué tipos de programas y servicios deberían estar disponibles para satisfacer las necesidades de vivienda de los adultos mayores? Elija hasta tres. *

- ☐ Asesoramiento sobre la compra/alquiler de una casa, pagos atrasados y cuestiones de crédito, y las ejecuciones hipotecarias
- ☐ Viviendas asequibles
- ☐ Alojamiento emparejado con servicios in situ para los adultos mayores sin hogar
- ☐ Inspecciones de seguridad en el hogar
- ☐ Programas para ayudar a los adultos mayores a mantener sus casas en buen estado (por ejemplo, pintura, techo, plomería)
- ☐ Programas para ayudar a los adultos mayores a hacer que sus hogares sean accesibles para las personas con discapacidades o problemas de movilidad (por ejemplo, barras de agarre, rampa para scooters o sillas de ruedas, cabina de ducha enrollable, encimeras bajas)
- ☐ Programas para ayudar a los adultos mayores a pagar su alquiler/hipoteca
- ☐ Programas para ayudar a los adultos mayores a pagar las facturas de los servicios públicos
- ☐ Servicios financieros y jurídicos de bajo costo
- ☐ Ninguno de los anteriores
- ☐ Otras (por favor, sea específico): _____

15. En una escala del 1 al 5 (1=No Efectivo, 5= Muy Efectivo), ¿qué tan efectivas son las organizaciones locales en satisfacer las necesidades de transporte de los adultos mayores? *

1 =	2	3	4	5 =	N/A
No Efectivo				Muy Efectivo	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Encuesta realizada por:

Encuesta sobre las Necesidades Comunitarias de Adultos Mayores

16. Al planificar para el futuro, ¿qué tipos de programas y servicios deberían estar disponibles para satisfacer las necesidades de transporte de los adultos mayores? Elija hasta tres. *

- ☐ Transporte público gratis o con descuento
- ☐ Transporte de ruta fijo gratuito o con descuento hacia y desde las residencias de adultos mayores.
- ☐ Programas de viajes a pedido gratuitos o con descuento (por ejemplo, Uber, Lyft, servicios locales)
- ☐ Carriles y senderos dedicados a las bicicletas
- ☐ Financiación para scooters de movilidad y sillas de ruedas eléctricas
- ☐ Programas de conductores voluntarios puerta a puerta
- ☐ Mejoras en la acera y en la iluminación para hacer la comunidad más transitable.
- ☐ Ninguno de los anteriores
- ☐ Otras (por favor, sea específico): _____

17. En una escala del 1 al 5 (1=No Efectivo, 5= Muy Efectivo), ¿qué tan efectivas son las organizaciones locales en la creación de oportunidades sociales y recreativas para los adultos mayores? *

1 =	2	3	4	5 =	N/A
No Efectivo				Muy Efectivo	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. En una escala del 1 al 5 (1= Mucho peor, 5= Mucho mejor), ¿qué impacto ha tenido la pandemia COVID-19 en su participación en actividades sociales y recreativas? *

1 =	2	3	4	5 =	Preferiría no contestar
Mucho Peor				Mucho Mejor	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Encuesta realizada por:

Encuesta sobre las Necesidades Comunitarias de Adultos Mayores

19. Al planificar el futuro, ¿qué tipos de oportunidades sociales y recreativas deberían estar disponibles para los adultos mayores? Elija hasta tres. *

- ☐ Actividades artísticas y culturales (por ejemplo, espectáculos de música y danza, festivales culturales, recorridos históricos y de patrimonio, lectura)
- ☐ Clases de arte (por ejemplo, clases de guitarra y piano, dibujo y pintura, canto, talleres de escritura)
- ☐ Artesanías y pasatiempos (por ejemplo, jardinería, cocina, juegos de cartas y de mesa, tejido y crochet, genealogía, construcción de modelos)
- ☐ Ejercicio y actividad física (por ejemplo, caminatas, senderismo, baile y zumba, bicicletas, artes marciales, tenis, bolos, yoga)
- ☐ Reuniones con la comunidad (por ejemplo, comidas comunitarias, noches de juegos y películas, bailes)
- ☐ Llamadas telefónicas regulares o visitas de voluntarios de la comunidad
- ☐ Ninguna de las anteriores
- ☐ Otras (por favor, sea específico): _____

20. Al planificar el futuro, ¿dónde se deben ofrecer oportunidades sociales y recreativas para los adultos mayores? Elija hasta tres. *

- ☐ En línea a través de Zoom u otra tecnología interactiva
- ☐ Transmitido por televisión
- ☐ Parques locales y espacios al aire libre
- ☐ Centros comunitarios para personas de todas las edades
- ☐ Centros comunitarios con espacios dedicados a programas para adultos mayores
- ☐ Centros para adultos mayores (por ejemplo, el Centro para Adultos Mayores Norman Park)
- ☐ Viviendas asequibles con centros comunitarios integrados para personas de todas las edades.
- ☐ Residencias para adultos mayores con espacio dedicado a los residentes exclusivamente
- ☐ Residencias para adultos mayores con espacios dedicados y programas abiertos a todos los adultos mayores de la comunidad.
- ☐ La comunidad y las organizaciones locales no deben invertir en oportunidades sociales y recreativas.
- ☐ Otras (por favor, sea específico): _____

Encuesta realizada por:

Encuesta sobre las Necesidades Comunitarias de Adultos Mayores

21. ¿Actualmente participa en alguna actividad social y recreativa en línea?

- ☐ Sí.
- ☐ No, pero me interesan las actividades sociales y recreativas en línea.
- ☐ No, no me interesan las actividades sociales y recreativas en línea.

22. ¿Qué tipo de apoyo le gustaría recibir para participar en actividades sociales y recreativas en línea?

- ☐ No necesito apoyo para participar en actividades en línea
- ☐ Una computadora o una tableta
- ☐ Una conexión a Internet
- ☐ Entrenamiento gratuito para ayudarme a usar la tecnología
- ☐ Un centro de llamadas que ofrezca soporte tecnológico

23. Si usted es un adulto mayor de 55 años o un cuidador, ¿con cuál de las siguientes organizaciones se ha puesto en contacto para solicitar ayuda? Por favor, seleccione todas las que correspondan. *

- | | |
|---|--|
| <input type="checkbox"/> No soy un adulto de más de 55 años o un cuidador | <input type="checkbox"/> Federación Chicana del Condado de San Diego |
| <input type="checkbox"/> 2-1-1 San Diego | <input type="checkbox"/> Ciudad de Chula Vista |
| <input type="checkbox"/> Access to Independence | <input type="checkbox"/> Community Through Hope |
| <input type="checkbox"/> Alpha Project | <input type="checkbox"/> Servicios de Tercera Edad e Independencia del Condado de San Diego |
| <input type="checkbox"/> Alzheimer's San Diego | <input type="checkbox"/> Servicios de Salud Mental del Condado de San Diego |
| <input type="checkbox"/> Arca de San Diego | <input type="checkbox"/> Servicios de Vivienda y Desarrollo Comunitario del Condado de San Diego |
| <input type="checkbox"/> Casa Familiar | <input type="checkbox"/> ElderHelp |
| <input type="checkbox"/> Obras de Caridad Católicas de la Diócesis de San Diego | <input type="checkbox"/> Centros de Salud Familiar de San Diego |

(véase la siguiente página)

Encuesta realizada por:

Encuesta sobre las Necesidades Comunitarias de Adultos Mayores

- | | |
|--|---|
| <input type="checkbox"/> Father Joe's Villages/St. Vincent de Paul | <input type="checkbox"/> Reach Chula Vista |
| <input type="checkbox"/> Centros Familiares de Alzheimer George Glenner | <input type="checkbox"/> Transporte para Adultos Mayores Renewing Life |
| <input type="checkbox"/> GoSection8 | <input type="checkbox"/> Ejército de Salvación |
| <input type="checkbox"/> Hábitat para la Humanidad | <input type="checkbox"/> Socios para la Mejora de la Salud del Condado de San Diego |
| <input type="checkbox"/> Horizons Adult Day Health Center | <input type="checkbox"/> Electricidad y Gas de San Diego |
| <input type="checkbox"/> Banco de Alimentos de San Diego de Jacobs y Cushman | <input type="checkbox"/> Comisión de Vivienda de San Diego |
| <input type="checkbox"/> Servicio de la Familia Judía | <input type="checkbox"/> San Diego OASIS |
| <input type="checkbox"/> Sociedad de Ayuda Legal de San Diego | <input type="checkbox"/> Clínica de Salud de San Ysidro |
| <input type="checkbox"/> Servicios Sociales Luteranos | <input type="checkbox"/> Serving Seniors |
| <input type="checkbox"/> Maximizing Access to Advance Our Communities (MAAC) | <input type="checkbox"/> Sharp Senior Resource Center |
| <input type="checkbox"/> Meals on Wheels | <input type="checkbox"/> Centro de Salud South Bay Adult Day |
| <input type="checkbox"/> Mental Health America/Citizens Adversity Support Team | <input type="checkbox"/> Servicios Comunitarios de South Bay |
| <input type="checkbox"/> National City/Waters Nutrition Center | <input type="checkbox"/> South Bay Family YMCA |
| <input type="checkbox"/> Norman Park Senior Center/City of Chula Vista Parks and Recreation | <input type="checkbox"/> Centro de Recursos para Cuidadores del Sur |
| <input type="checkbox"/> Operation Samahan | <input type="checkbox"/> St. Paul's PACE |
| <input type="checkbox"/> Project CARE | <input type="checkbox"/> United Way del Condado de San Diego |
| <input type="checkbox"/> No me he puesto en contacto con ninguna organización para pedir ayuda | <input type="checkbox"/> Otras (por favor, sea específico):
_____ |

24. ¿Qué otras necesidades tienen los adultos mayores que la encuesta no haya abordado?

Encuesta realizada por: