

2008 Grantee Survey on Senior Services Nevada Division for Aging Services

Mission statement:

The mission of the Division for Aging Services is to develop, coordinate and deliver a comprehensive support service system in order for Nevada's senior citizens to lead independent, meaningful and dignified lives.

Purpose of Survey:

- Identify gaps in service.
- Identify areas where recipients are waiting for service.
- Identify new services which could enhance the ability of seniors to remain independent.

Total Survey Responses: 38

Survey Questions:

1. What, if any, additional services do your clients need to continue to live independently in their own houses. (Please list up to five priority services)
2. Waiting Lists:
 - a. Do you currently maintain a waiting list of any of your services?
 - b. If yes,
 - i. Which services have a waiting list
 - ii. How many clients are on the waiting list
 - iii. Once a client is put on the waiting list, about how long do they wait for services?
 - c. What is the reason for the wait list? (Check all that apply)
 - i. (Not Enough Money to Pay Providers of the Service)
 - ii. (Not Enough Providers to Deliver the Service)
 - iii. (Other)

SURVEY RESULTS:

Background:

The survey was distributed on short notice to 107 grantees, of which 38 responses were returned (36%). The responses identified 20 grantees (52%) using waiting lists; 17 grantees (45%) not using waiting lists, and one survey with no response.

Wait Lists:

The wait times on the survey ranged from 4 - 5 days to over a year or more with a total of 2024 individuals in a waiting status. "Not Enough Money to Pay Providers of the Service" was identified as a cause 28 times, "Not Enough Providers to Deliver the Service" was identified as a cause on 33 times, and "Other" was listed as a cause 11 times. Only three of the services identified wait times over a year: Senior Mental Health Outreach Direct Service Care (70 individuals waiting for service); Med Alert (10 individuals waiting for service); and Paper Goods (25 individuals waiting for service).

Out of 35 services with waiting lists, 7 services identified had in excess of 100 individuals on the list: **Senior Companion Program** 450 individuals (22% of total individuals waiting) waiting for service with a 3 month waiting time; **Lifeline Program** 300 individuals (15% of total individuals waiting) waiting for service with wait time depending on need; **Local Dental** 130 individuals (6% of total individuals waiting) waiting for service with wait time depending on need; **Transportation** 120 individuals (6% of total individuals waiting) waiting for service with a 2 month waiting time; **RSVP/SOS Program Services** 120

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individuals (6% of total individuals waiting) waiting for service with a 6 month waiting time; **Resistance Exercise Program** 100 individuals (5% of total individuals waiting) waiting for service wait time depending on need; and **Home Help** 100 individuals (5% of total individuals waiting) waiting for service with a 3 month waiting time.

Services Identified as Needed:

Services identified as “additional service needed” were grouped into generalized topics. Topics with the most frequency in occurrences were related to the following issues: Medical issues (25 identified), Transportation issues (20 identified); In Home Care (15 identified); Home Making (15 Identified); Housing (7 identified); and Hospice/Respite Issues (7 identified).

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Figure 1.1: Services using a wait list compared to services not using a wait list.



Figure 1.2: Total services identified as using waiting lists by number of individuals on list.



