



Office of the City Manager

## INFORMATION CALENDAR

October 26, 2021

To: Honorable Mayor and Members of the City Council  
From: Dee Williams-Ridley, City Manager  
Submitted by: Lisa Warhuus, Director, Health, Housing and Community Services  
Subject: Senior Center Survey Results – Fiscal Year 2021

### INTRODUCTION

This report provides information on the results of a senior center satisfaction survey conducted by the Aging Services Division in January 2021 to measure satisfaction with senior center services both prior to, and during, the COVID-19 pandemic.

### CURRENT SITUATION AND ITS EFFECTS

The Aging Services Division enhances the well-being and independence of older adults age 55 and older by offering social connections, activities, and lifelong learning. The Division operates two vibrant senior centers offering thousands of classes, events, workshops, and day trips. The senior centers also offer a nutritious weekday lunch for our older community members through our senior nutrition program.

During the COVID-19 pandemic, the Aging Services Division shifted its senior center operations to provide weekday lunches using a home-delivery model and complementary grab & go option for more mobile older adults who could pick up their food. The Division also conducted well checks by phone and Information and Assistance appointments by phone and internet.

Aging Services staff worked closely with the Office of the HHCS Director to develop performance measures using a Results-Based Accountability Framework. These performance measures will help staff measure the impact of senior center services in the Berkeley older adult community. The following are highlighted findings from the survey:

#### Satisfaction Before the COVID-19 pandemic:

- 93% of 314 total respondents are satisfied or very satisfied with overall experience at senior centers
- 92% of 314 total respondents are satisfied or very satisfied with recreational programs offered at senior centers

- 90% of total respondents are satisfied or very satisfied with food programs offered at senior centers
- 87% of total respondents are satisfied or very satisfied with transportation programs offered at senior centers

Impact of Services:

- 84% agreed or strongly agreed that, as a direct result of the senior centers, they feel more engaged in their community
- 92% agreed or strongly agreed that, as a direct result of the senior centers, they have improved health
- 82% agreed or strongly agreed that, as a direct result of the senior centers, they know where to find resources in the community

Satisfaction After Onset of the COVID-19 pandemic:

- 80% are satisfied or very satisfied with overall experience at senior centers
- 85% are satisfied with wellness checks by phone conducted by senior center staff, since senior centers were closed
- 77% are satisfied with Information and Assistance from staff, since senior centers were closed

On June 15, 2021 the South Berkeley Senior Center reopened to provide Information and Assistance services in-person. In July, in-person lunch dining service was added twice a week. Aging Services staff have collaborated closely with the Berkeley Adult School and volunteer instructors to re-introduce activities and exercise classes to the senior center, while simultaneously ensuring that masking and physical distancing protocols are followed. In-person participants are required to show proof that they are fully vaccinated against COVID-19 per current City of Berkeley Health Officer Order. Aging Services continues to maintain its Grab & Go option for lunches for those older adults not yet ready to participate in in-person dining. Grocery shopping trips on the senior center shuttle bus are also being offered 2-3 times weekly.

BACKGROUND

The Aging Services Division is one of five divisions in the Health, Housing, & Community Services Department. It consists of 27 FTE staff with a budget of approximately \$4.9 million. Approximately 47% of Aging Services Division staff are senior center staff.

In addition to the senior centers, the Aging Services Division also operates a case management unit, a nutrition program for older adults, and a transportation subsidy program. Case managers within the Division's Social Services Unit provide consultation, referral and linkage to community resources. The Division provides nutritious meals to home-bound seniors through the Meals on Wheels program. Taxi and van vouchers are offered to older adults and disabled Berkeley residents through the Division's Berkeley Rides paratransit services program to improve quality of life and access to community resources.

#### ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

The food programs operating out of Berkeley's two senior centers use compostable food packaging containers.

#### POSSIBLE FUTURE ACTION

The Aging Services Division will continue to survey senior center members on an annual basis, to assess quality of our services and identify service gaps. Receiving ongoing input from our senior center members will enable Aging Services staff to allocate staffing and financial resources appropriately and efficiently.

#### FISCAL IMPACTS OF POSSIBLE FUTURE ACTION

Senior center activities and staffing are funded by both General Fund and grants from the Alameda County Area on Aging. If there are specific and important resources that are identified in the future as a result of service gaps and program needs, then Aging Services will attempt to procure these resources using Alameda County Area on Aging funding.

#### CONTACT PERSON

Tanya Bustamante, Aging Services Manager, HHCS, (510) 981-5178

#### Attachments:

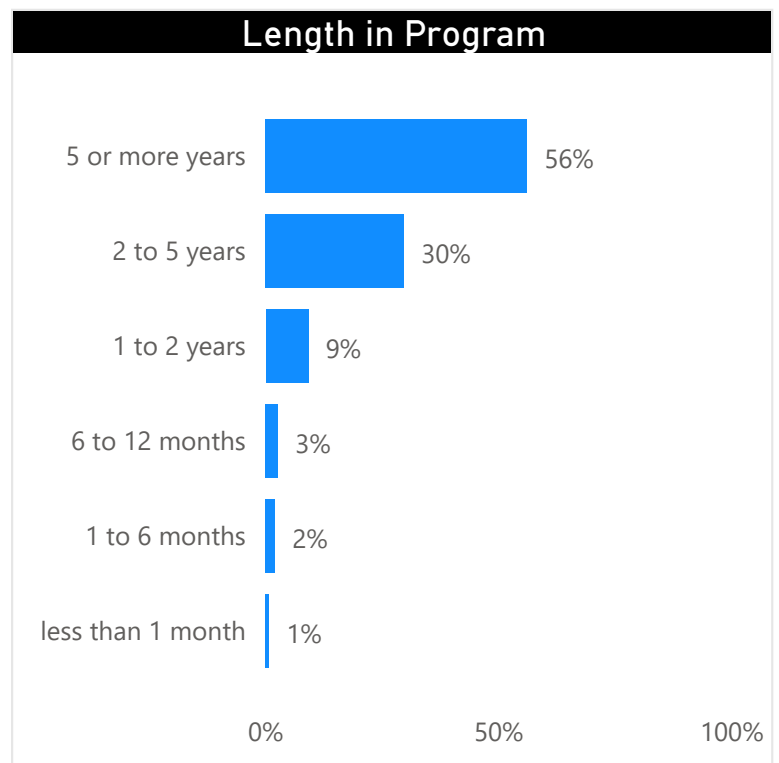
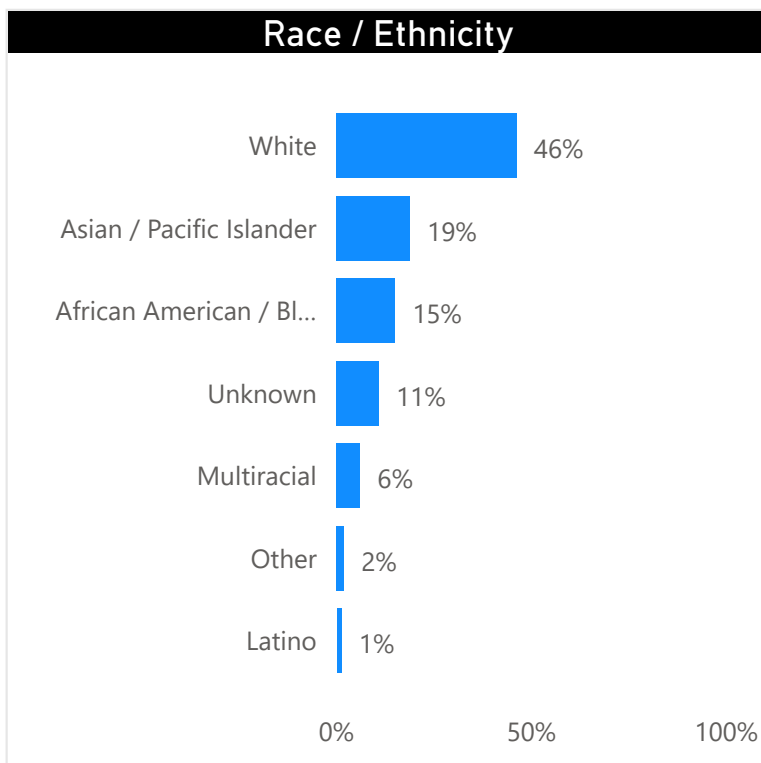
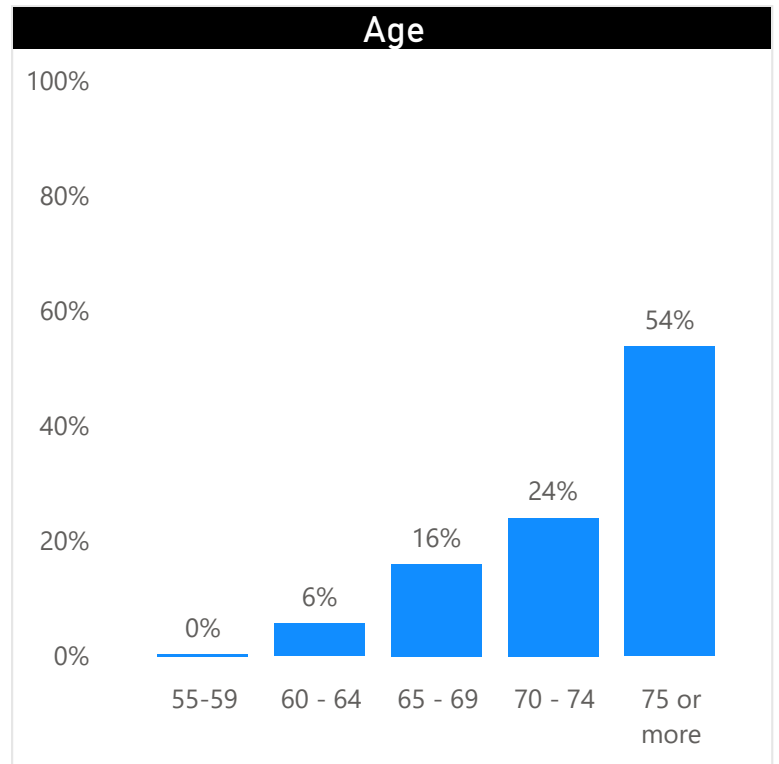
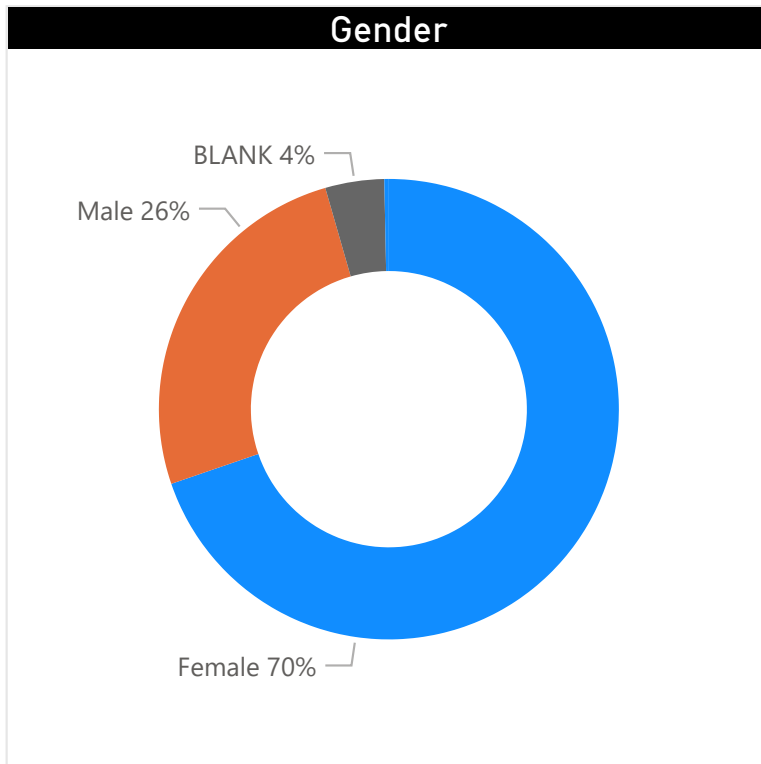
- 1: Senior Center Survey Results

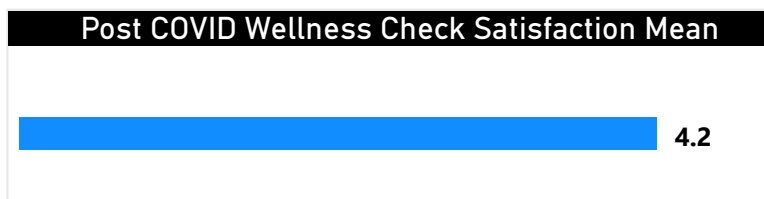
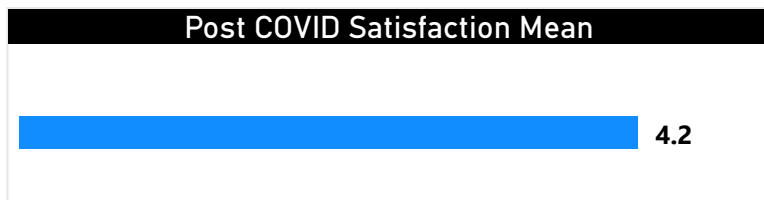
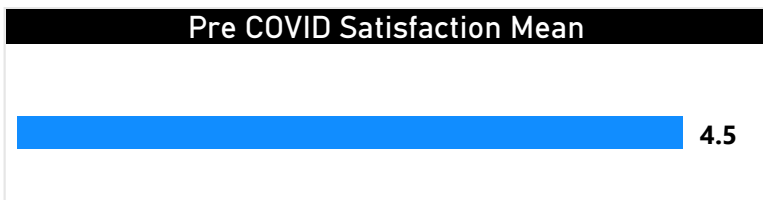
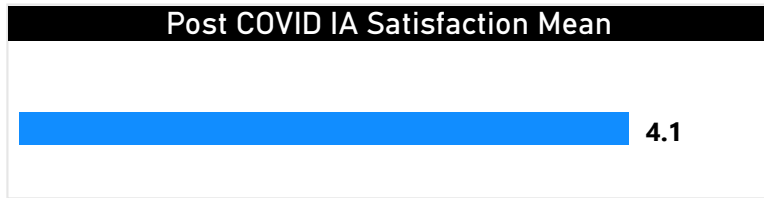
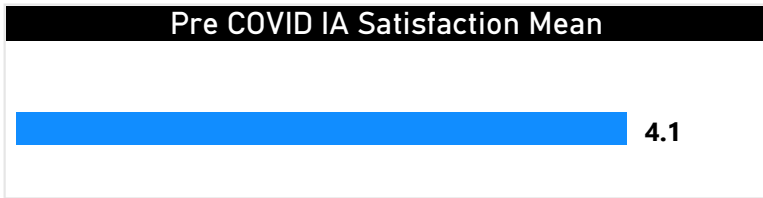
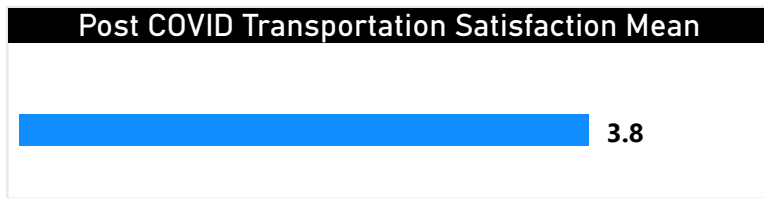
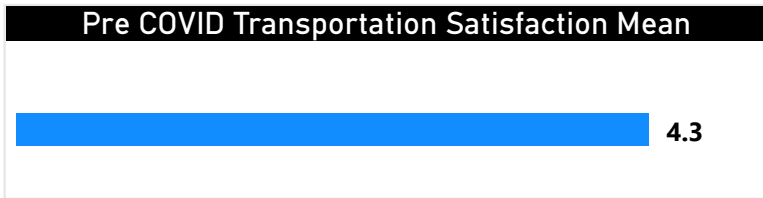
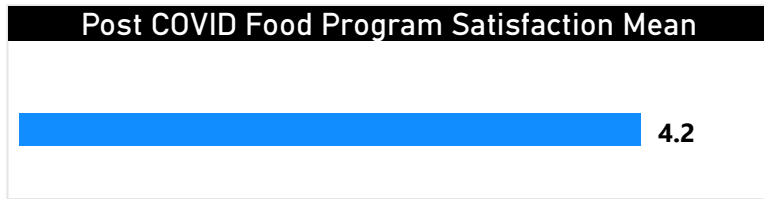
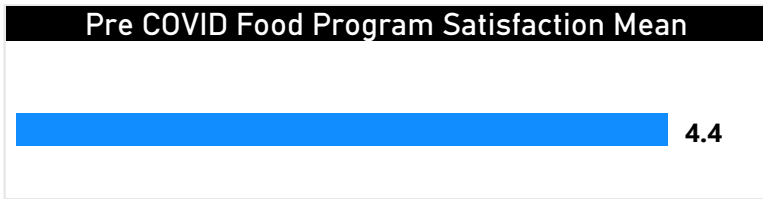
text here on survey

Number of Respondents

# 314

## Survey Respondents



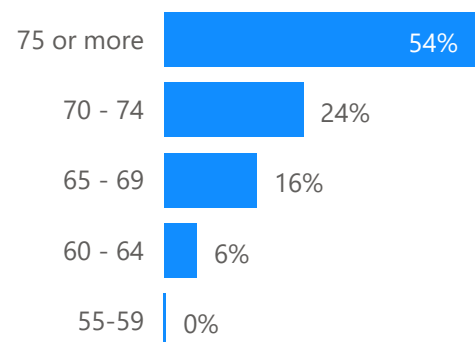
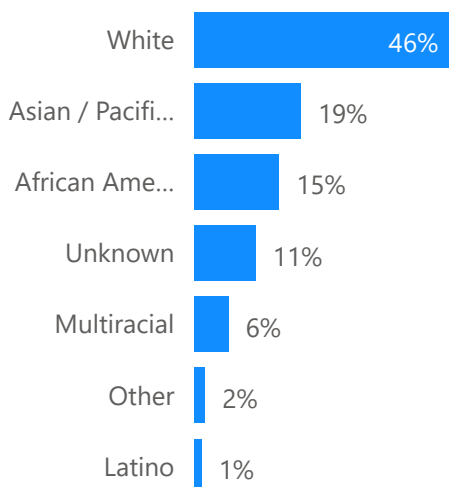
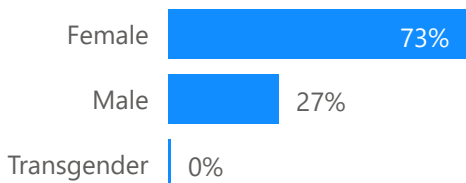


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**Gender**

**Race / Ethnicity**

**Age**

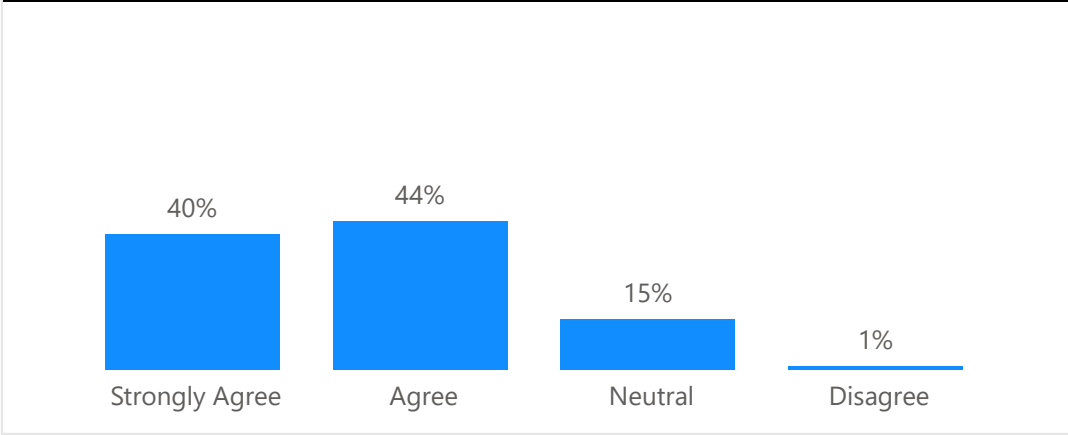


\* You can filter results by particular gender, race/ethnicity, and age group. Click on the bar to see the results filtered for that group

Number of Respondents  
**301**

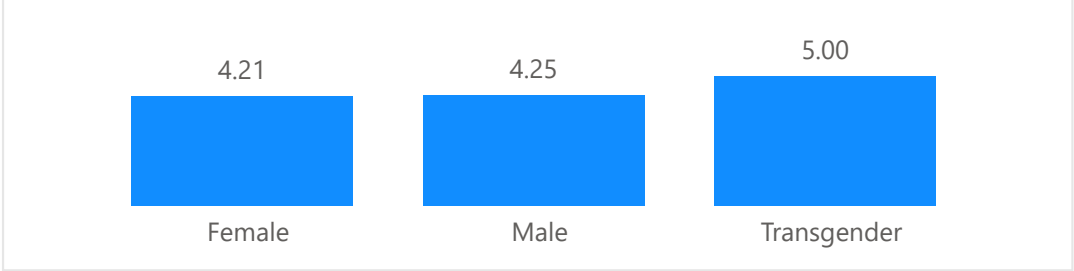
Average Mean Response  
**4.23**

**As a direct result of the senior center, I feel more engaged in my community**

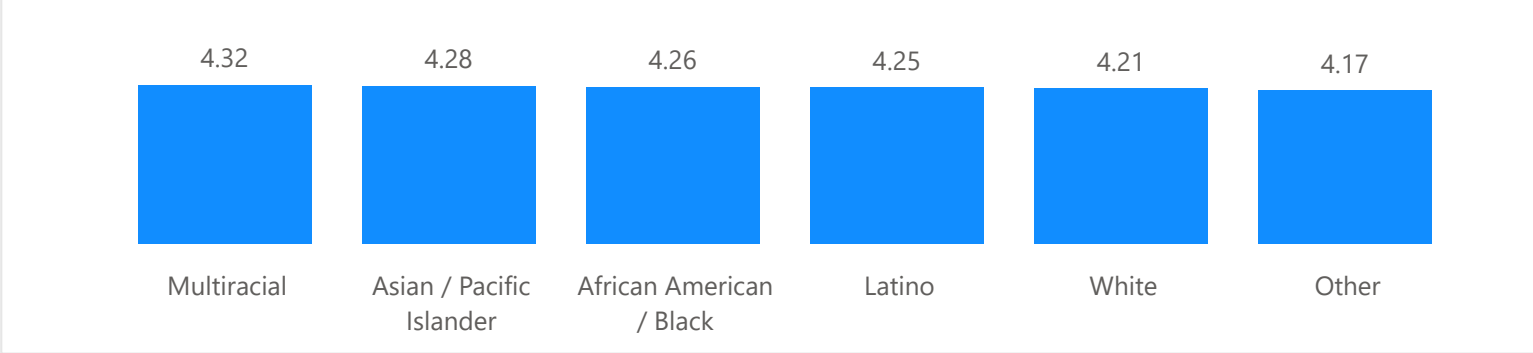


RESULTS DISAGGREGATED BY GENDER, RACE/ETHNICITY, AND AGE  
click on any category to further filter results

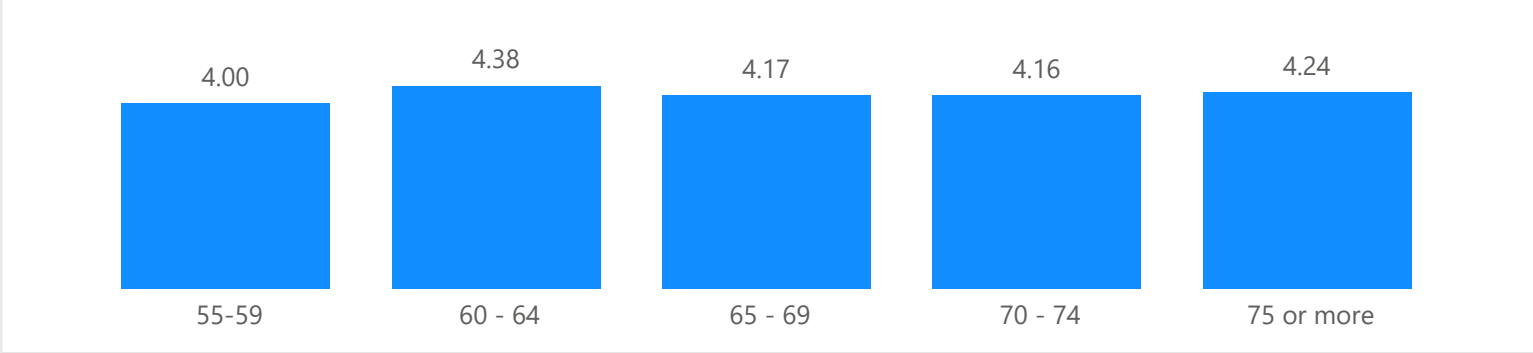
**Average Mean by Gender**



**Average Mean by Race/Ethnicity**

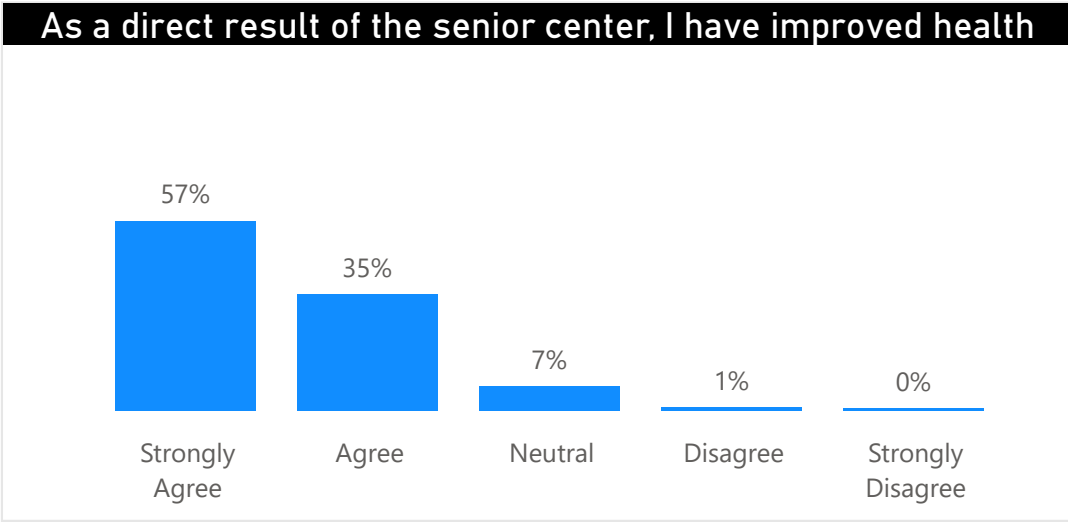


**Average Mean by Age**

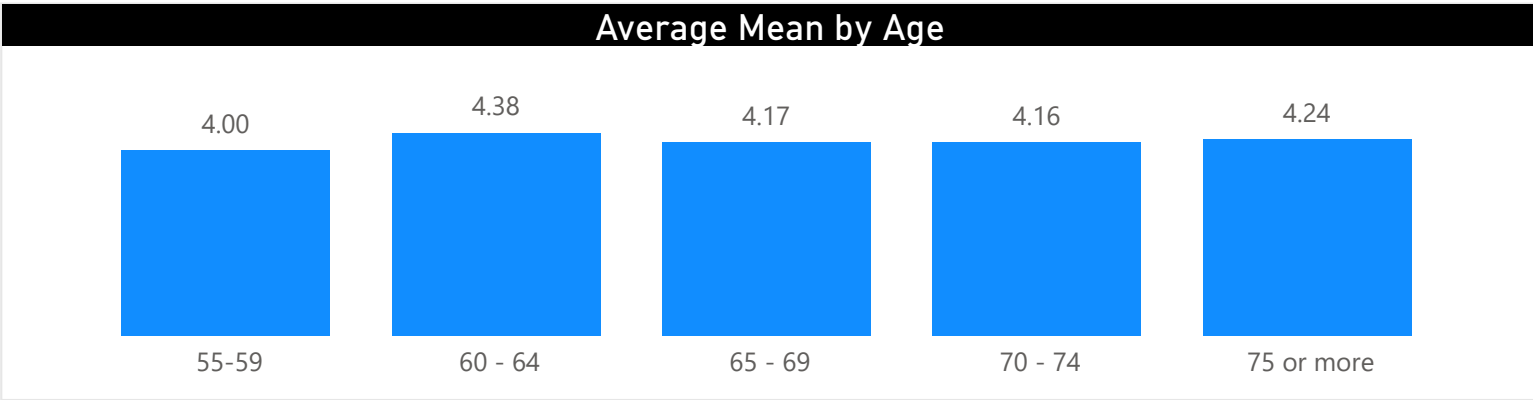
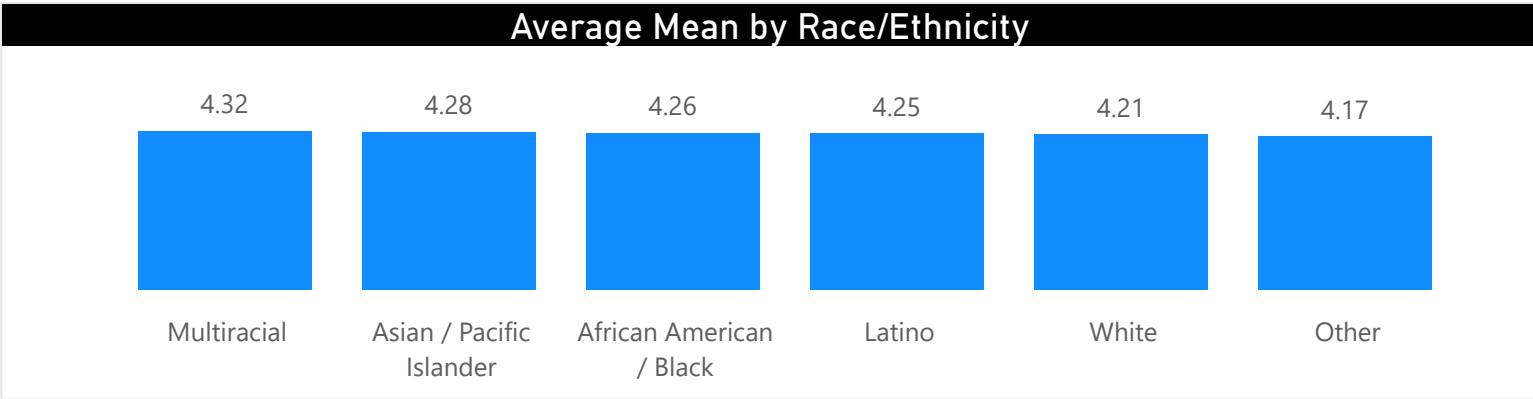
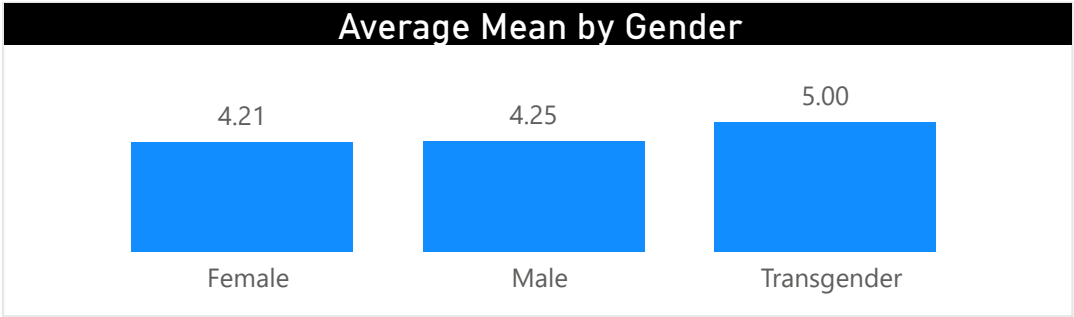


Number of Respondents  
**302**

Average Mean Response  
**4.46**

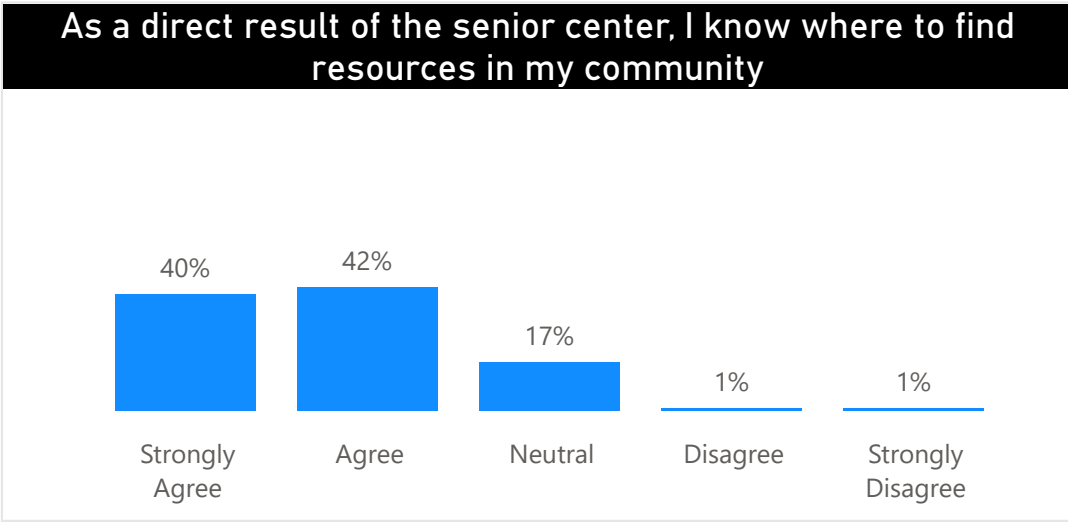


RESULTS DISAGGREGATED BY GENDER, RACE/ETHNICITY, AND AGE  
click on any category to further filter results

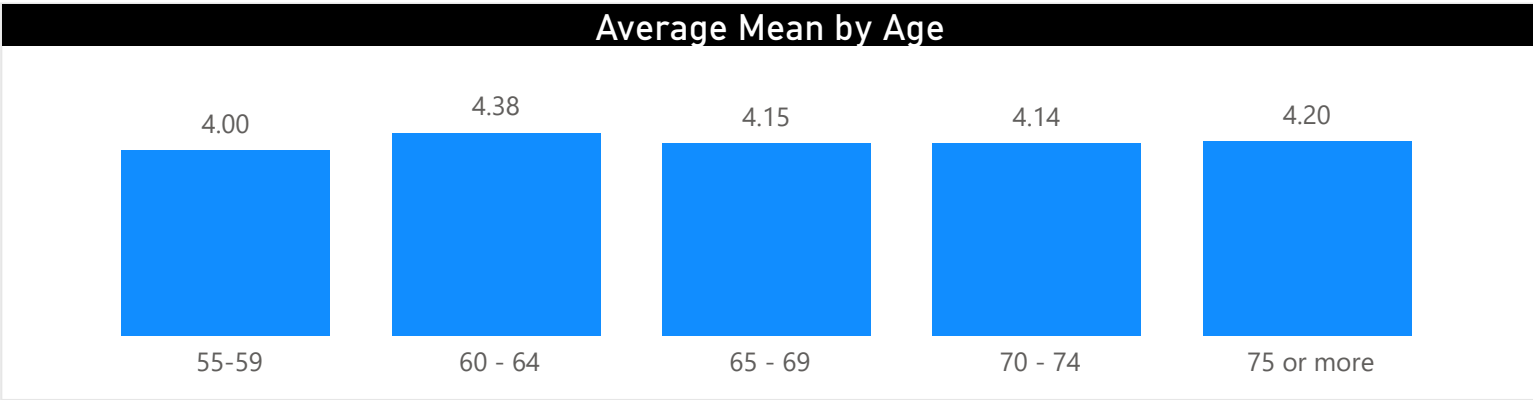
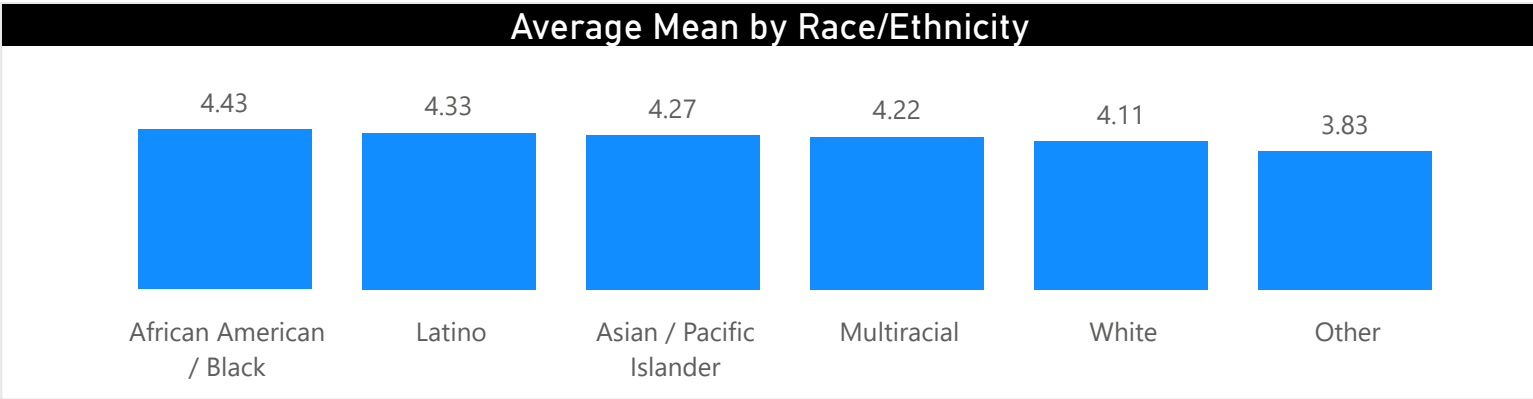
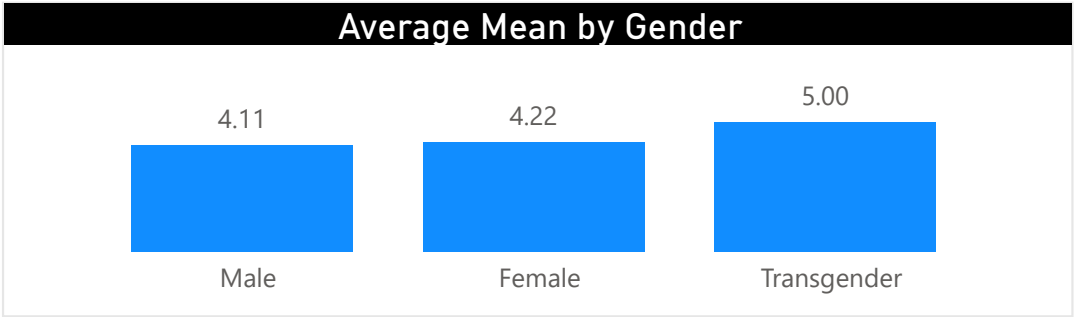


Number of Respondents  
**289**

Average Mean Response  
**4.20**



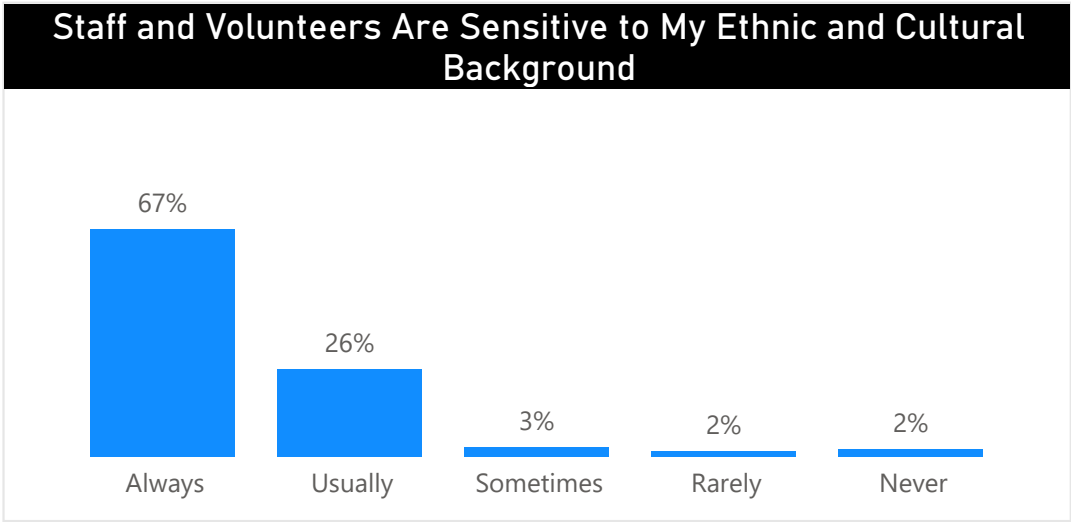
RESULTS DISAGGREGATED BY GENDER, RACE/ETHNICITY, AND AGE  
click on any category to further filter results



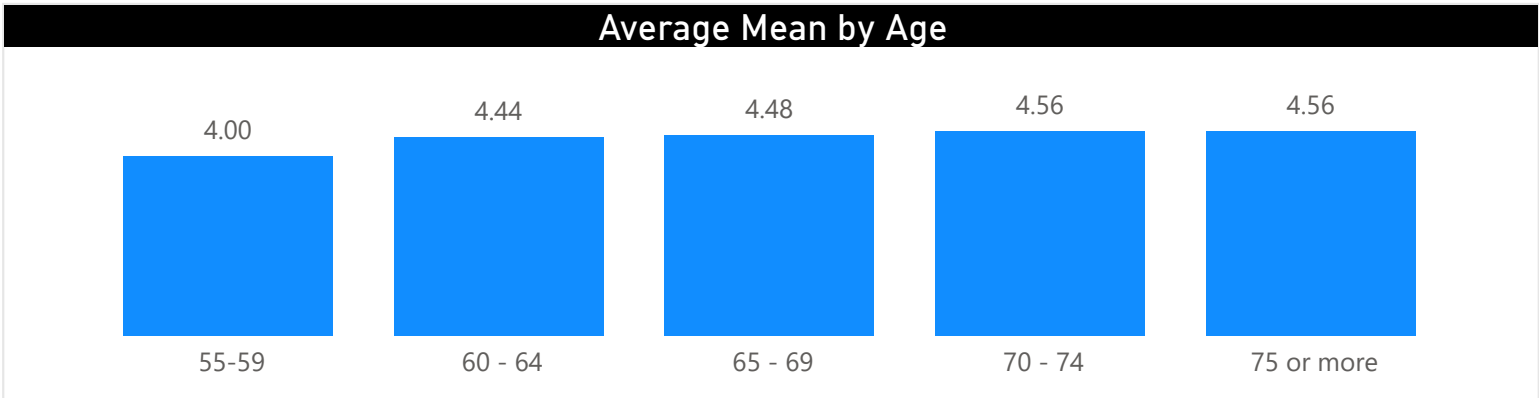
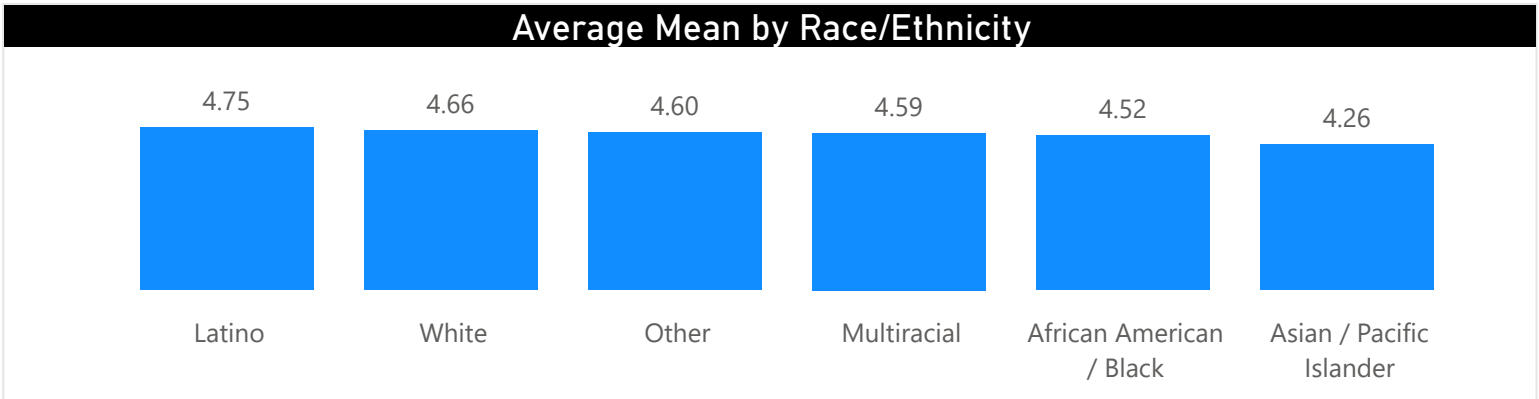
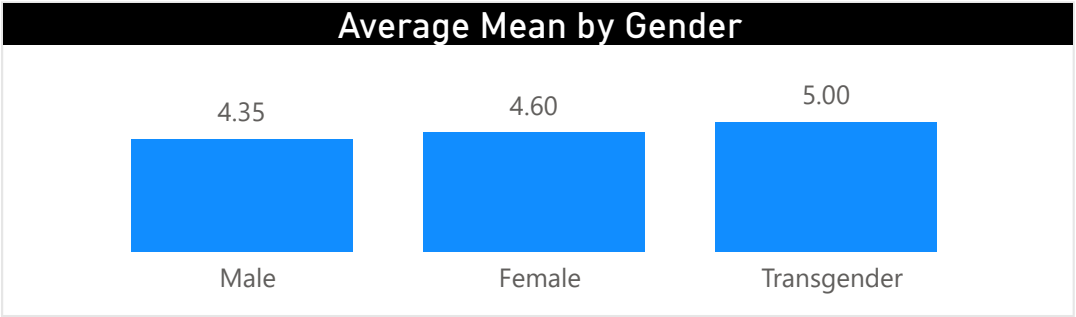


Number of Respondents  
**286**

Average Mean Response  
**4.55**

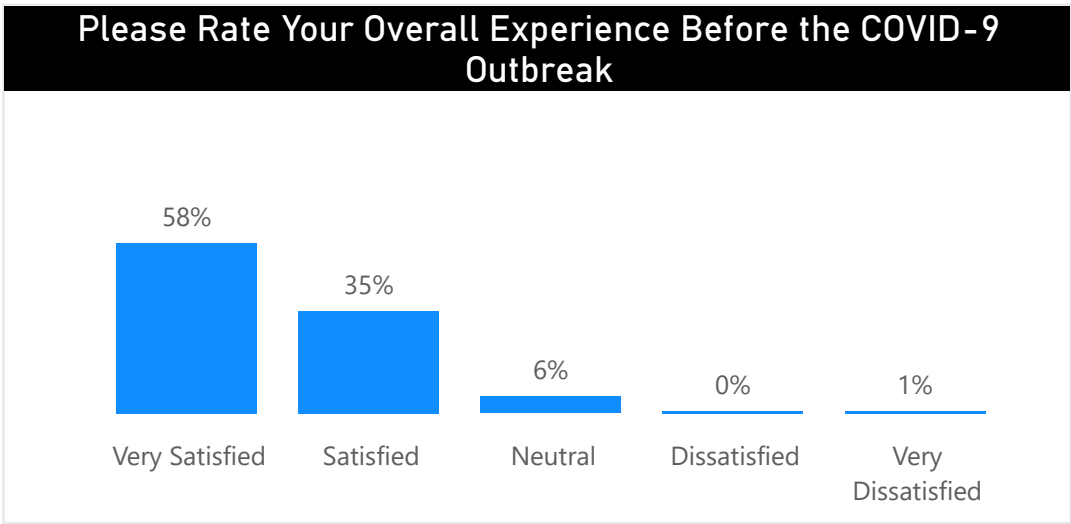


RESULTS DISAGGREGATED BY GENDER, RACE/ETHNICITY, AND AGE  
click on any category to further filter results

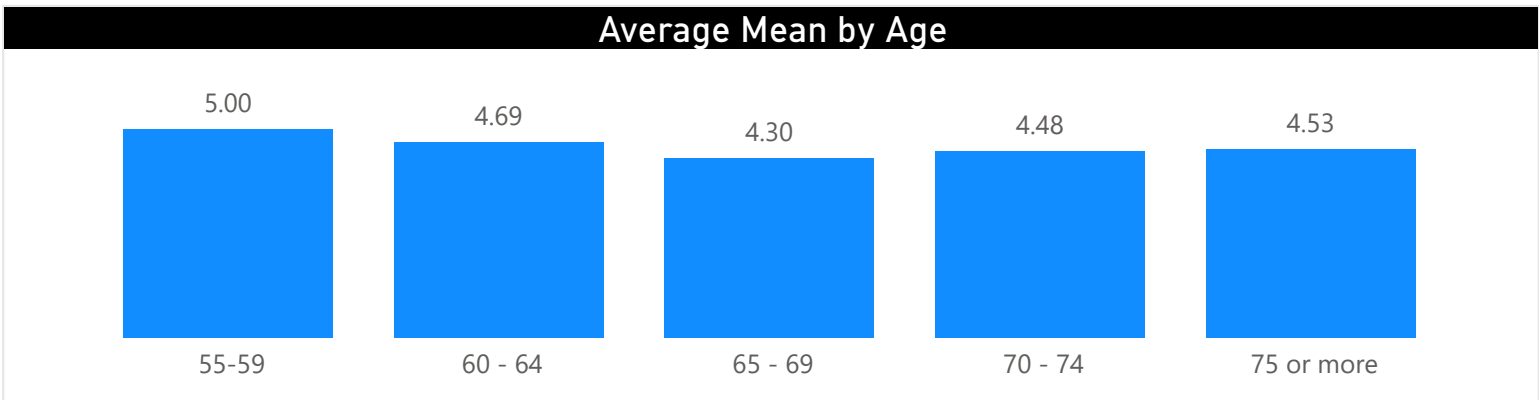
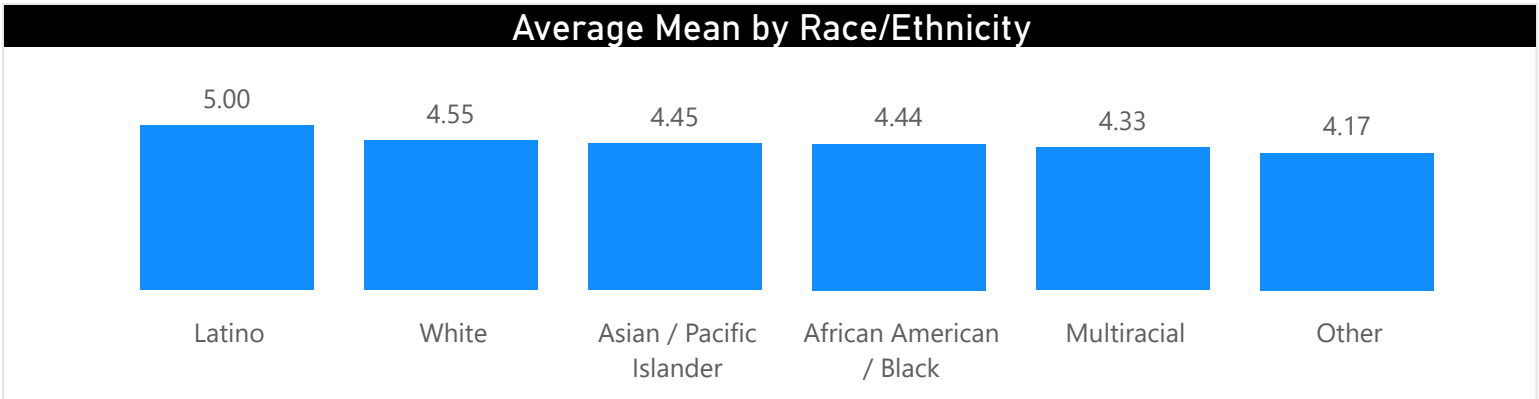
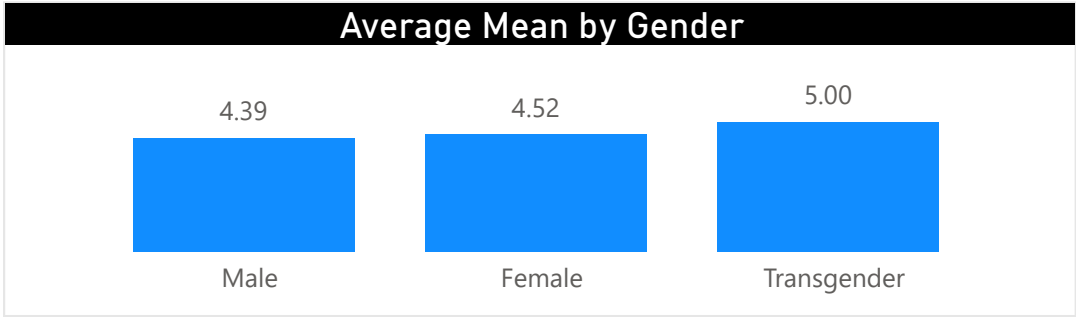


Number of Respondents  
**280**

Average Mean Response  
**4.50**

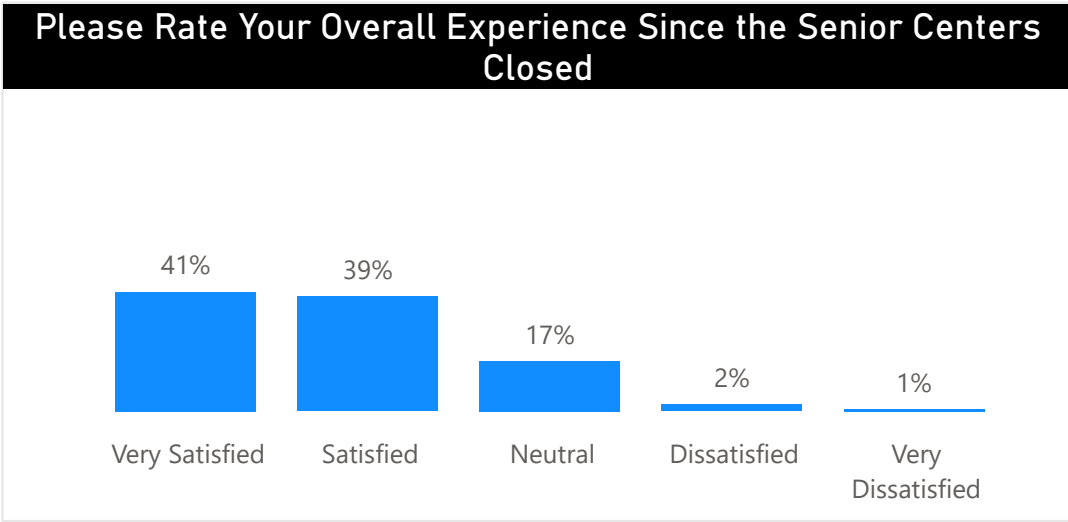


RESULTS DISAGGREGATED BY GENDER, RACE/ETHNICITY, AND AGE  
click on any category to further filter results



Number of Respondents  
**181**

Average Mean Response  
**4.18**



RESULTS DISAGGREGATED BY GENDER, RACE/ETHNICITY, AND AGE  
click on any category to further filter results

