

Appendix E

Documentation of Needs

Documentation of Needs

Leadership at ADSS decided that the Town Hall venue was a better way to collect grassroots information on what seniors feel like are their greatest needs. In the past ADSS conducted surveys and had public hearings after the plan was in final draft. This planning phase the agency decided it was important to change processes to engage the participants and other people of interest in the process early and, also, to solicit feedback in person as opposed to sending out a survey. There was a well-publicized meeting at a central location in the seven congressional districts of the state. The lowest attendance was around 30 people with the highest being over 100. The individuals who attended the meetings were engaging and participated in the process. This format was well received from the responses and the seniors felt empowered. The meetings were good for morale and a good venue to share important information. There was a brainstorming session to address what the greatest needs and concerns were among the group, then we discussed what is working and what is not and encouraged communication about solutions to resolve some issues. At the end the group determined their top ten issues for senior citizens and people with disabilities for their community. Detailed results are attached showing the responses from each region along with the format setting the stage for participants to become engaged in the process. The AAA Directors and their staff also followed a similar process and their information will be utilized in their area plans along with the information from the Town Hall meetings. The AAA Documentation of Needs was very similar to the issues addressed in all venues. The Elder Rights Council followed a similar process, but the duration of the meeting was much shorter.

ADSS partnered with the University of Alabama to conduct Caregiver Focus groups in six of the seven regions. The Caregiver Task Force also conducted a SWOT analysis as a needs assessment on Caregiving that is attached and will be utilized in a white paper to be developed for the FY17 Legislative Session.

**State Plan Town Hall Meeting
Auburn United Methodist Church
The Epworth Center
137 South Gay Street
Auburn, AL
September 30, 2015 @ 9:30 A.M.**

Agenda

1. Introductions/Welcome
2. State Plan Process
3. Greatest Needs
4. What is working
5. What is not working
6. Suggestions for improvement
7. Top 10-Prioritize
8. Comments

Top Needs/Concerns

Transportation

- Need other needs where we need transportation store-Dr.
- Vans-space between seats not enough-very uncomfortable
- Can driver load bus early so leave on time
- Like to ride bus- some people will not move no place to sit
- Need more seating space
- Transportation for recreation-7 days a week
- Would like field trips/not enough money for other transportation
- Bus cost
- Also you can only bring 2 sacks of groceries back

Employment

- Many seniors would like to work and they are dependable
- Can still think and function
- More SCSEP type programs to employ
- "volunteer-no because we are retired"
- There are companies who would hire experienced seniors- is there a way to connect?
- Seniors will help at senior center when needed

Community Support and Healthcare

- Dr. not accepting new patients on Medicaid
- Isolated seniors at home who want to come to centers but need some assistance with ADLs who can help.
- Updated booklet about services-what we have for self service
- All senior centers to train staff-CPR-etc. other issues in case of emergency

- Do not know how to speak to their doctor. Ask questions. How to get homecare. What they can choose-who pays? A list of questions to help talk to doctor/educator.
- Better access/motivation for more rural health clinics (monthly) or home visits. Mobile clinics.
- Medicare will not pay for medicine doctor prescribed- a way to get help with meds not covered.
- Some medication are over 150-200 dollars a month
- Dental services- transportation big issue for healthcare
- Eye care
- Hearing
- Assistance with incontinence supplies
- Diabetic supplies and shoes
- Verizon online in county- free phone only 250 minutes- have to drive into town to get service- what good is that?

Housing

- Communicate LTC choices with family
- Make your own choices
- Live alone- for safety-low income-need security and medical alerts- a way to pay for them
- More housing-affordable- less scrutinized by credit
- Limited income and trying to keep maintain up
- Not enough housing to accommodate elderly and disabled
- Public housing (475 at 1BR) ½ of income-long 203 waiting list
- More subsidized housing
- 2 story-afraid to live on 1st floor- pests
- Paying heat/power bills
- Competition for senior specific sub-housing not with all multi-generational-safety
- A way to check on people by themselves-many found dead
- A nurse checking on people
- Security in home and training on how to use app

Financial

- Need more subsidized services
- Not right insurance for medications
- Cannot get free bank statements for application for MWS, etc.
- Banks charge surcharges online
- More fraud training on how to use banking systems-specific and broad
- Not complicated training
- Bring these training sessions to seniors
- Better balancing of food stamp benefit \$17.00-21.00 a month
- Financial help to get house fixed
- What will \$10 a month buy in groceries?

Social Services

- More social workers
- Training, communication with computers
- TV-to learn what grandchildren know- email, family, etc.
- At senior center access to computer, news, etc.
- More than computer at centers
- Liaison with senior center to help center manager to help the seniors to call
- Needing help with buying medication

Legal Issues/Elder Rights

- Yes have issues
- Need to get message that it is ok to call

Other

- You have help but not always-lack of volunteers
- How can ADSS help when being harassed (senior bullying)
- Send request: state plan to centers
- Center close to park-uncomfortable- safety issues
- Plan/training
- Smith station- sometimes police say we should lock the door
- Safe areas for senior centers

Top 10 Issues

- Access to healthcare
- Housing
- Transportation
- Safety
- Food/nutrition
- Legal assistance
- Home healthcare
- Being informed about different programs and what is available
- Train staff in senior center
- Training seniors on computer and other electronic devices more computers in center

**State Plan Town Hall Meeting
Central Baldwin County Annex
22251 Palmer Street
Robertsdale, AL 36567
October 9, 2015 @ 10:00 a.m.**

Agenda

1. Introductions/Welcome
2. State Plan Process
3. Greatest Needs
4. What is working
5. What is not working
6. Suggestions for improvement
7. Top 10-Prioritize
8. Comments

Greatest Needs/Issues for seniors?

- Food Assistance- not enough money
- Ability to reach DHR on phone- especially the hotline. Access to a live person who can assist.
- Client has wrong birthday difficult to fix to help them get Public Benefits
- Transportation- rural, especially for those who are disabled
- BRATS Transportation-not conducive for seniors
- Companion services for those going to Dr. appointment or minor surgery who do not have family.
- People in between waiver-takes time-lost out there 60-90 days or longer if deeming
- Dialysis-transportation-caregiver needs assistance to help with Transporting
- Assisted transportation-need more for escort to Dr. or minor surgery, etc. No family or family works.
- Many seniors have no family or transportation: during disaster need assistance
- Need affordable adult day care
- Many people cannot afford the good services or sitter services even if the service is there
- Frozen meal program needs to be expanded
- A lot of problems with transition from Hospital to nursing home or Nursing Home to Hospital: especially with dementia. Often discharged too soon and Nursing Home says they do not have a bed and the family has to work.
- Issues hospital discharge to home: gap in time for appropriate service such as home health.
- Boarding homes not safe. They are thriving epidemic
- No resources for products such as ensure, adult diapers, other supplies that are not affordable. Agencies see numbers increasing for people trying to get assistance with supplies.
- Boarding homes are often mentally ill and elderly

- Nursing home sends patient out for a psychological examination-Nursing home will not take back because of Psych diagnosis- no safe discharge plan for hospital or nursing home.
- When you apply for Nursing home MCD-and you are still in the home it takes too long to get approved. Not an easy process- needs standardization. A big issue when there is no family to assist
- Lack of quality/immediate Geriatric Psychological services and doctors.
- Better Adult Protective Services-greater need for more workers. They are in home such a short time that their ability to determine competence is inaccurate. They do not have the resources to help anyone
- DHR says "Nothing they can do because the individual has not been adjudicated non-competent".
- New ACT waiver the case workers are four hours away and they have staff who are not aware of the resources/housing in the local area. Because of this no one gets to go home. Process not set up for success.
- Affordable housing
- Safe housing
- Public or elderly housing the managers are not taking care of maintenance
- Many seniors do not have enough money to meet today's needs or the growing needs for basic services like meals . . . transportation, etc.
- Medicare Part D or doctors on Medicare Advantage-companies drop the drugs mid-year! Then seniors go without their medicine.
- Hospital-people with dementia/cognitive-discharged home alone with no one to help take care of them. And with chronic condition/like ostomy bag. Hospital should have to tell someone and not just send them home alone. Also, hospital should alert someone if the caregiver is in the hospital to make sure the person at home (especially mentally challenged) are taken care of.
- Older Intellectually Disabled children are living longer and their caregivers are aging.
- OAA-Reauthorization!

What is not working?

- Not enough assisted transportation
- Not enough daycare and caregiver has to work
- Medicare rights with discharge. Patients and caregivers unaware of process.
- Not enough affordable living options for those with dementia
- Landlord / tenant Laws not working
- People are unaware of their tenant rights
- Medicare Part D enrollment
- Not enough funds for current services, much less expansion
- Awareness: There are resources/changes we might not be aware of
- Care providers might need to go into the home like navigators. Many people and caregivers need their health care in their home.

- DHR- low funds, antiquated law, not enough staff, budget over the past few years has caused no protective services to be paid for such as daycare, home care and homemaker.
- Education/access to information- for clients and providers

What is working?

- Frozen meals program works to reach otherwise underserved people, but not utilized enough due to funding
- Process for premature or inappropriate discharge, but people do not know MCR rights or how to appeal a discharge
- Good providers of services for people who can afford them, but lack of appropriate services for those who can not

Solutions

- Assisted transportation- shift budgets to provide more funding for escorts/companions
- More funds for transportation and a coordinated approach to transportation
- Try to get transportation for those with no family for disaster – have a plan ahead of time
- Adult daycare-MCR/MCD supplement
- MCR enrollment would work better if with SSN, we could see that they have a penalty- that would help to give the right amount they have to pay when we are providing assistance.
- More Home and Community Based Services and choices for services
- Communities to get together 1-2 times a year to share resources we might not be aware of
- When someone is discharged from Hospital/Nursing Home they could be provided with a navigator to provide guidance- help after discharge
- DHR-abolished and privatized

Top 10

- Increase Food assistance for Seniors
- Technology is exceeding ability/user friendly technical training
- More frozen meals for people who are isolated/unable to cook
- Transportation
- Housing/affordable and safe
- Not so long waiting periods Medicaid Waiver/Interim services while going through application process
- Appropriate hospital discharge to home/nursing home with services
- Part D revisions/difficult to navigate/penalty issues
- More home and community based services. Seniors do not have access to affordable services to stay at home.
- Education/Access to Information to make informed choices (seniors and providers)

**State Plan Town Hall Meeting
Exeter-Fairfax Senior Center
1500 Exeter Avenue South
Bessemer, AL 35020
October 16, 2015 @ 10:00 A.M.**

Agenda

1. Introductions/Welcome
2. State Plan Process
3. Greatest Needs
4. What is working
5. What is not working
6. Suggestions for improvement
7. Top 10-Prioritize
8. Comments

Top Needs/concerns

1. Transportation- expensive
2. Personal choices program
3. More accessible apartments
4. More respite-longer time periods
5. Home health that is long-term- not just for Rehabilitation- include Podiatry for home health visits paid for by Medicare
6. Affordable assisted living/housing choices to include Assisted Living paid for by Medicaid
7. Assistance in home for people who are independent and need some minimal assistance-help to go to Dr., shopping, etc. Especially important for people who have no family.
8. Safe housing-accessible
9. Assistance to ensure safe homes for people in their own homes. Someone to go in and do safe assessments for fall prevention, etc.
10. Reallocate money going to nursing homes to community based services
11. Crime-not safe anymore anywhere
12. No Cost of Living raise this year and even when there is the Health plans increase costs and many unable to cover high co-pays.
13. Co-pays high
14. Need dental health care- not affordable
15. Eye care
16. Hearing care
17. Advocacy organization for seniors
18. Advocacy organization for caregivers
19. Nursing home needs more advocates or residents need to know how to reach them
20. Not enough geriatric doctors
21. Some people need Doctors to do home visits
22. Durable medical equipment-bathtubs, etc. to help keep people at home
23. Fall Prevention
24. Washer/Dryers in Senior Housing Units
25. People will not go to ER, they refuse because they do not have a ride home

26. Not getting enough home health- only 1 time a week
27. 28 days rehab- sent home with MRSA and no help
28. Housing authority – no place to go as the resident gets more disabled- Dr. says still independent or health authority says they are not right level of care but nowhere to go
29. Discharge hospital-not adequate home care at the beginning of time coming home, many people do not have family or family does not care
30. Some people need three meals a day
31. Financial assistance-hard to make it
32. More knowledge of VA benefits and how to apply-include widow/spousal benefits
33. Domestic violence
34. Elder abuse
35. People discharged home and it take days to get home health started
36. More access to resources
37. Extended home health/medical home model, team of health care to visit in the home
38. Cheaper/better/less hospital/ER-if adult care in process at home
39. There needs to be an Ombudsman/advocate to help when people are discharged from Hospital to home.
40. Concerned about services based on income.
41. Dementia services not covered like those for bed ridden and dementia patients require constant 24 hour supervision or they are not safe

What is working?

1. VA benefits good if you know about them
2. Caregivers do great services for the state/save feds/state money
3. Supermarkets who will bring groceries to you

What is not working?

1. Home health- is not long term
2. Podiatry services only in office cannot get home visits
3. No Medicaid payment for assisted living
4. More money allocated to nursing homes than allocated to nursing home eligible in the home with caregiver
5. Programs like subsidized housing rent goes up when cost of living increase
6. Spousal benefits for VA – hard to access
7. Transportation-system- not affordable- seniors have a lot of trips to doctor
8. Health plans-part D not working
9. Caregivers are not united
10. Medications-not affordable to buy
11. Doctors don't do annual physicals like they used to/do not spend time with you
12. Cell phone- not enough minutes for seniors

Solutions/Suggestions

1. Be proactive
2. Advocacy group for seniors/caregivers
3. Education on how to be safe (buddy system/be vigilant)

4. Representative from each town hall- to represent each group- review info- and then respond back
5. More info on food banks- food bank delivery for homebound
6. Educate doctors on home health needs- why important for home health to high rise residential facilities. There is no other housing, yet they will not order home health. Individuals have to call security to get help in and out of bed, etc.
7. A program for Seniors similar to WIC instead of food stamps with a list of items like fruit, milk, cereal that are covered
8. Get more information out about how seniors can find out about services
9. Fulltime caregiver should have same insurance as government if not 62

Top 10 Issues/Concerns for seniors

1. Co-pays, cost of medicine
2. Transportation
3. Strong voice/advocate for seniors/people with disability
4. Oral/dental health
5. Respite
6. Discharge from hospital without help
7. Access to information
8. Affordable/safe and respectful housing
9. Personal choices and expand home health-medical home
10. Nutrition- 3 meals a day or food delivered

Demopolis State Plan Town Hall Meeting
Theo Ratliff Activity Center
306 1st Avenue
Demopolis, AL 36732
October 22, 2015 @ 10:00 a.m.-11:30 a.m.

Agenda

1. Introductions/Welcome
2. State Plan Process
3. Greatest Needs
4. What is working
5. What is not working
6. Suggestions for improvement
7. Top 10-Prioritize
8. Comments

Top Needs/Concerns

- Copayments on medicine
- Funds decreased for senior programs
- Advocacy for seniors-know how
- Concerned about cuts-senior centers especially homebound
- Need for grocery stores into their communities- walk easily accessible
- Transportation:
To all locations
- Less timeline have to stay at doctor's office- long wait all day
- People have to spend money to transport especially when far away (Mobile, Birmingham)
- State should provide buses to transport
- Disability-SSI cuts off at certain point
- No COLA yet other increases in insurance
- Cancer free faith in God
- Increase in food cost-have to choose between meds
- More support groups for seniors/caregivers
- Good assistance-too low \$15 average with no increase (some will not apply)
- Why do young people get more in food assistance- formula changed
- Looks like after being in workforce they disregard us-we worked to make country
- Those under 65 (not on Medicare) can't afford insurance
- People who do not qualify for benefits-they still struggle- retirement income means they cannot qualify and it does not meet needs especially those who worked minimum wage- 50s 60s-cannot get help struggle
- More senior discounts utilities, insurance
- Governor Legislature not covering ACA or covering increase senior services budgets
- Medicaid will change because Alabama does not participate in
- Better streets with accommodations for seniors/disability ACA
- Housing
- Money in drug rehab with younger people-kids not working-seniors left out

- More senior housing not mixed subsidized-lots
- Safe housing
- Mobile medical units in rural areas
- Light/power, etc.-no money to help people who need
- Access to information/benefits, reliable information (wrong information is worse than no information)
- Seniors need three meals a day
- Needs during disaster-non-perishable foods
- Call system to alert inclement weather
- Fire safety
- Where are storm shelters located
- Homeless-people
- Domestic abuse
- Elder abuse-financial exploitation
- Medicaid process too long and not so difficult
- Hospital/nursing home-discharge home without help
- More local areas to dine/eat because of travel
- Equitable treatment of all seniors statewide

What is working?

- Families help
- There are shelters
- Weather alert-free on phone
- Gateway to community
- Financially not work-not all treated the same

What is not working?

- no transportation for people with not family
- programs are abused-keep others from getting help
- don't know where shelters are

Solutions/Suggestions

- Change food assistance formula for seniors
- Urge legislators, governor to participate in AAA Care Act and to keep funding ADRC/AAA programs.
- Mobile medical units/cheaper
- Rolling stores back into rural communities
- Adequate funding
- More connection/streamlining of services/less duplication/single place
- Raise your own good
- Good jobs for young people so they could stay home and make a decent living and take care of family
- Higher education in counties so children would not have to move. More industry.

Top 10 Issues

- Cost of all goods and services without a cola increase
- More information
- Safe and secure affordable housing
- Adequate funding for senior services/Medicaid
- Good medical care-nutrition-mobile health
- Elder financial abuse and more prosecution of abusers
- Transportation
- Access to food-grocery-dining-etc.
- Copays for Medicine
- Help with utilities

**State Plan Town Hall Meeting
Florence Senior Center (The Club)
450 Country Club Road
Florence, AL 35630
October 27, 2015 @ 10:00 A.M.**

Agenda

1. Introductions/Welcome
2. State Plan Process
3. Greatest Needs
4. What is working
5. What is not working
6. Suggestions for improvement
7. Top 10-Prioritize
8. Comments

Top Needs/Concerns

1. How long before the new Senior Center is built?
2. Transportation is needed to:
 - Attend scheduled appointments.
 - Attend church, get groceries, and to shop in general (additional buses are needed).
 - To get to places due to lack of family support (nearby) and limited income.
 - Transport seniors who live in rural areas (expand transportation to rural residents).
3. Additional Respite funding for needed caregiver support.
4. Continue funding (level funding) without additional cuts to the budget.
5. Increase Food Assistance (Food Stamps).
6. Nutrition meals at senior centers; per elderly person more food choices/less white carbs.
7. Prescription assistance is needed due to co-pay increases.
8. Seek resources who will donate medicine (i.e. pharmaceuticals/refs could leave Med. samples).
9. Education/training on accessible equipment (i.e. wheelchairs, door entrances, ramps, etc.) for individuals with disabilities.
10. Calls to SenioRx staff are not answered (“not getting through; phone just rings”)
11. Lack senior activities in local community; how to locate activities.
12. Need a community resource to learn where activities for seniors exist.
13. Free fitness programs.
14. Geriatric doctors.
15. Lower property taxes.
16. Computers for all senior centers.
17. Computer classes at senior centers.

What is working?

1. Current Senior Center at the Club (because of the Directors at the Senior Center and Recreation Department).
2. Exercise program at the Senior Center.
3. Senior discounts (food/local restaurants, shopping places, and museums).

4. Seniors are taking less medicine due to participating in the fitness programs at the senior center.
5. New Wal-Mart is conveniently located in the local community.
6. Computers are available to seniors at the senior center, local library, and Northwest College.
7. An upcoming computer training is offered to seniors at no cost.
8. Free Tax Preparation services are offered to seniors.

What is not working?

1. Lack of transportation in rural areas.
2. Having to pay for transportation or for someone to transport with limited income.
3. Need for ADRC education/training for seniors.
4. Low senior participation at senior center.
5. Lack of free computer resources.
6. Lack of support from Florence's Mayor (mayor needs to know what's going on locally; not just at the state level) and others on committee at the Club Senior Center. Support benefits everyone in the community; not only seniors.

Solutions/Suggestions

1. Additional computer classes due to quick fill up or scheduling conflicts for seniors.
2. Upon request, library staff might offer computer classes in the community.
3. Large companies or local municipalities may donate computers upon request.
4. Seek donations

Top Ten Issues

1. New Senior Center.
2. Transportation.
3. No additional cuts to budget; need level funding to help Senior Centers remain operational; no cost of living increase.
4. Additional Respite Care funding for caregivers.
5. Senior rate for ambulance services.
6. Education/training on accessible equipment (i.e. wheelchairs, door entrances, ramps, etc.) for those with disabilities.
7. Medication management and assistance.
8. Need balanced nutritional meal absent of white carbs at senior centers.
9. Increase in activities for seniors (Master Games should be held in local community due to transportation barriers.
10. Eliminate tax on groceries for seniors.

**State Plan Town Hall Meeting
Guntersville Senior Center
1503 Sunset Drive
Guntersville, AL 35976
November 5, 2015 @ 10:00 A.M.**

Agenda

1. Introductions/Welcome
2. State Plan Process
3. Greatest Needs
4. What is working
5. What is not working
6. Suggestions for improvement
7. Top 10-Prioritize
8. Comments

Top Needs/concerns

- Need for more seniors to come to senior center and get involved in activities
- Affordable housing-no beds available in nursing home/assisted living in Marshall County that is affordable
- LTC-nursing home-state gets all the money assets 6000 MT
- Updated emergency and disaster plan-plan place-weather etc.
- Housing-senior apartments that are not income based but is affordable
- LTC costs- consulting an Elder Law Attorney
- Senior center meals should have a better nutritional value- less salt and sugar- not enough veggies
- Jobs available to those over 50/disabled
- Glencoe-142 carbs in one meal: processed-not healthy
- Need to know what help-where to get the help-screened
- Rural-emergency –no transportation if storm or other emergency, doctor, store
- Jobs for seniors
- Access to senior resources in the state/region discussed ADRC
- Assistive devices for hearing and lower costs for hearing-Hearing-cannot hear at center-sound system- cannot get hearing aid with money
- Medications not covered by the Insurance picked (how to choose)
- Deductibles- Part D- cost more-plans change- and then meds not covered
- Geri-Mental health services in the community
- Family do not help (case management for people who do not have family need help but not DHR)
- Aging staff understaffed-hard to get help
- Affordable household repairs
- Waiting list: community action-long waiting lists to get services through local agencies (CASA) after approval of assistance
- Tornado shelters-senior centers are shelters for locals-would like to have a call when inclement weather-awareness of the options-and how to sign up for oxygen

- Elder Abuse supports-mental, physical, financial
- Continued adequate funding for services
- Services for elders in donut hole
- Food assistance (\$15 month not worth it)- high cost of food
- More information on homebound meals
- Helps for shut ins
- Dental care/vision care
- Lack of treatment after hospital
- Increase in personal allowance in nursing home
- Services for elders in between too much and too little income (ER not admitted and sent home without help)
- Reports on unsuitable meals through senior center
- Weatherization qualified-but on waiting list-no contact 11 ½ months
- Home repairs
- Public unaware of VA benefits access-VA need staffing increase to provide information/assistance in the local areas
- Home health-advocate personal care allowance to increase- more information (how to get glasses)-hospital discharged-dying- no adequate discharge plan- people go home sick

What is working?

- Getting information from Elder Law Attorney
- Church who help including with transportation
- Rural
- During inclement weather senior centers are open as shelters
- Church programs- who give food bank
- Weatherization-checking on people
- Guardianship programs-GAP-DHR-Marshall County
- Auto call for weather alert to have updates for senior center
- Food stamp applications through ADRC-short form
- Farmers market vouchers
- Guardianship programs (GAP)

What is not working?

- Weatherization-up to four years
- Why so long community action
- Transportation
- Med/Part D plans not cover adequately
- Hospital-Adm-discharged with appropriate

Solutions/Suggestions

- More income-based housing like some-less just seniors-less lower cost all inclusive
- Reach seniors door to door
- We should check on our elder friends, neighbors, employee/co-worker, etc.
- Education more about meal process and how to make

- Access to better communication
- More funding for SC/outreach
- Access to better communication

Top 10 Issues

1. Funding
2. Housing
3. Food issues
4. Transportation
5. Lack of information on all programs for seniors
6. Dental/vision/hearing
7. Mediation issue/insurance
8. Jobs/financial
9. Mental health medical health/LTC
10. Emergency preparedness

**State Plan Town Hall Meeting
Tom Harbin Agriculture Center
816 Airport Road
Luverne, AL 36040
November 19, 2015 @ 10:00 A.M.**

Agenda

1. Introductions/Welcome
2. State Plan Process
3. Greatest Needs
4. What is working
5. What is not working
6. Suggestions for improvement
7. Top 10-Prioritize
8. Comments

Top Needs/Concerns

1. Food
2. Transportation-have to stay-outside city limits-only Luverne doctors (has to be in time from)-healthcare, grocery, meds-have to work/shop in city-out of city-dialysis-no caregiver problem
3. Money for medicine
4. Need someone to help with bills, etc. get turned around
5. Better health insurance
6. Hard to navigate health insurance
7. Homebound need sitters
8. Need help cooking because they forgot how-hard by self-hard to do for one
9. More hot meals delivered (more per day)
10. More people served meals and frozen meal routes (limit now)
11. Many times those who go to center-do not have meal at home
12. Caregivers need help: keeping patient housekeeping
13. Housekeeping as older
14. Home maintenance
15. Weatherization-2 years on wait list
16. Organizations/churches let seniors know about giving food, etc. (DHR did separate but did not notify senior centers)
17. Do not know where to get info
18. Dental care
19. Vision
20. Hearing
21. Hospital-lady has to pay for-help people disabled need help at home
22. Life alerts-many cannot pay
23. Disaster-centers shelters-how to get there or who to check on them (color code a public building)
24. Seniors get less food assistance than any other age group

25. Need phone service
26. Computers at the center
27. Have computer at center but no internet
28. Would like computer/smart phone training
29. Co-pays are an issue-can't pay on fixed income and premium
30. Why confined every day to center
31. Caregiver not family-bathroom not available
32. Crenshaw County does not have a FM stand. Peddler does not come to center.
33. Handicapped people cannot see the menu at grocery store, etc.

What is working?

1. center works
2. nothing ha ha ha

What is not working?

1. weatherization program- limited-long wait list
2. food assistance: inequity for seniors- 10-15 seniors- those who can work
3. budgets
4. transportation (limits)
5. visual/mobility- at restaurants- large print menu- at store (no price on the food-cannot see the prices on the shelves- contact Nancy King-Retail Rest. Assoc.
6. people who are not disabled-park in handicap spaces

Solutions/Suggestions

1. get on church, etc. contact list
2. weather, etc.- phone call list
3. notify/advocate for local transportation
4. be a good neighbor
5. day to take the seniors

Top Ten Issues

1. Transportation
2. Getting enough good
3. Dental
4. Vision and hearing
5. Better health insurance (not on Medicare)-co-pays/choice
6. Home maintenance/weatherization
7. Services in the home
8. Home phone access/cell/medical alert-emergency
9. Access to information
10. Affordable and safe housing
11. No broadband in rural county