

## **LTCCC Finance & Policy Workgroup Meeting Notes**

Wednesday, February 17, 2016

Present: Daniel Howell (D&A Communications), Catherine Omalev, Kendra Froshman, Cindy Kauffman, Megan Elliott, Carrie Wong, Kelly Hiramoto, Dan Kaplan, Margy Baran, Mike Wylie, Anne Quaintance, Melissa McGee  
Via phone: Rose Johns

LTC Middle Income Population Study: Preliminary Focus Group results -- Mike Wylie, Controller's Office, D&A Communications –

Daniel Howell from D&A Communications (contractor on project) presented an overview of the preliminary results of the middle-income focus groups. The final report is expected by the end of March. The final draft will be presented to this group at the next meeting on March 16. The final report will be presented to the Long Term Care Coordinating Council at the April 14 meeting. (Document also attached.)

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## Long-Term Care Middle-Income Focus Group Highlights

D&A Communications, in coordination with the City and County of San Francisco's Human Services Agency (HSA) and Office of the Controller (CON), conducted a series of seven focus groups for the purpose of engaging individuals age 65 and over, plus adults age 18-64 with disabilities, who are middle-income and do not qualify for publicly-funded programs nor can they afford to pay out of pocket for their long-term care (LTC). The City's goal is to obtain valuable information on how the target population's LTC needs are being met today and how they foresee them being met in the future.

### Focus Group Details

- Participating Community Based Organizations (CBOs): Independent Living Resource Center; The Aquatic Park Senior Center; Family Caregiver Alliance; 30<sup>th</sup> Street Senior Center; Bayview Hunters Point Network for the Elderly; San Francisco Village; Self-Help for the Elderly
- Dec. 2015 – Jan. 2016
- 1.5 hours in length
- Number of participants: 51; Average group size: 7
- Demographics: Average age: 74; 80% women, 20% men; Languages: English, Spanish, & Chinese; 63% homeowners, 37% renters

### Common Trends

- Majority do not have LTC insurance; Cost too expensive; Fixed income households
- Don't know where to obtain information; Too much information; Don't know credible sources; Are not prepared for the future
- Common Needs: Help around the house (cooking, cleaning); Transportation; Socialization; Help with Activities of Daily Living (ADLs); Low-cost nutritious food; Affordable housing; Access to affordable healthcare and medication
- Roughly 1/3 live with a spouse or relative
- Friends and family help with current needs (transportation, house maintenance)
- Most are currently in relatively good health, but worry about future health needs
- More services to be provided in multiple languages
- Participants eager to read study results; Want to know how the City will react

### Participant Quotes

- "We're the middle-class. We're the ones who pay the taxes and support the City, but we get the least amount of services from the City."
  - "We need a policy that allows us to buy insurance, we don't mind paying, but we need it to take care of us so we don't have to depend on our families."
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LTC Middle Income Population Study: Update on Survey Development -- *Mike Wylie, Controller's Office, Dan Kaplan, HSA* –

There was discussion on the phase of the project involving conducting of a survey. There are 2 options.

The first is a paper and on-line survey that would be administered by the CBOs to their clients. The CBO would identify and screen clients to ensure they meet the middle-income parameters of this project. This process would capture about 150 respondents. The CBO must have the bandwidth to administer the survey and it is not as randomized. The cost is about 18K for this option.

The second option is a phone interview survey. This provides a wider scope of respondents and would involve a pre-screening initially to ensure the individual meets the middle-income parameters. This process would capture about 400 respondents. It also removes the burden from the CBOs and could be completed in about 6-8 weeks. The cost for this option is about 31K with an additional 5K for each language other than English.

There was consensus that the second option should be used, and that either this option is used or the survey should not be part of this project.

It is suggested that we bring to the next meeting a list of the current data collection activities being done and dates of those projects so that efforts can be coordinated.

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Next meeting:

Wednesday, March 16, 2016, 11:00am – 12:30pm

1650 Mission Street, 3<sup>rd</sup> floor, Policy room