

PCA 2.0: Make Your Voices Heard

PCA wants to hear from you about the services and resources that could help you live better. We recently celebrated 50 years of serving older adults and adults with disabilities in the city, and now we're looking ahead to the next 50 years. To help plan for the future, we're starting PCA 2.0: Make Your Voices Heard. This includes a short survey and a series of community listening sessions this fall. Hearing from you is very important to us. The survey will take about 10 minutes, and your answers will help us understand what's working and what needs to improve in

Section 1/5: Community and Connection

Connection to the community provides significant positive impacts on one's physical, mental, and emotional health. Social isolation has been shown to have health risks comparable to smoking. PCA offers multiple services to help older adults and adults living with disabilities connect with others and their communities. Some services include assistance finding employment or volunteer activities, health and wellness activities and education, enjoyable programming through senior centers along with congregate meals, or simply providing information and referrals to relevant and needed opportunities.

1. Have you, your loved ones, or individuals you work with been helped by access to Community and Connection services through PCA?

- ☐ Yes
- ☐ No
- ☐ Choose not to disclose

2. If yes, which activities? (Select all that apply)

- ☐ Attending senior community centers
- ☐ Participating in health and wellness programs
- ☐ Eating meals at senior community centers
- ☐ Having coordinated transportation
- ☐ Helping with employment and volunteering
- ☐ Helping connect to other organizations or programs through the PCA Helpline or the Aging and Disabilities Resource Center
- ☐ Participating in advisory committees which represent various groups (such as the Latino Advisory Council or the Clergy and Interfaith Advisory Council)
- ☐ None of the above
- ☐ Other

3. How would you rate the experience **of the activities you have participated in?**

	Did not meet expectations or needs	Average	Good	Excellent	N/A
Attending senior community centers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participating in health and wellness programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eating meals at senior community centers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having coordinated transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helping with employment and volunteering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helping connect to other organizations or programs through the PCA Helpline or the Aging and Disabilities Resource Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participating in advisory committees which represent various groups (such as the Latino Advisory Council or the Clergy and Interfaith Advisory Council)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Please explain your answer(s)

5. What could PCA do to improve Community and Connection services/programs?

6. What additional ways would you like to see PCA help others engage in their communities?

- ☐ Creating intergenerational opportunities
- ☐ Creating more opportunities for civic engagement (i.e. advocacy days or voter registration)
- ☐ More hosting of educational events, resource fairs, or local events in my community
- ☐ Creating partnerships to address local community needs
- ☐ I have no suggestions, but would like to see some new ideas
- ☐ I am happy with PCA's current offerings
- ☐ Other

Section 2/5: Help in the Home

Aging in place provides significant benefits for individuals' independence, sense of well-being and overall quality of life. Providing services to allow individuals to remain in their home not only saves taxpayer funds, but also increases emotional, physical, and social well-being. PCA offers multiple services to help older adults and adults with disabilities remain in the home of their choice such as care management, connecting to home modification and repairs, home delivered meals, personal care aides, adult day services, and caregiver support, as well as access to additional home-like living opportunities.

7. Have you, your loved ones, or individuals you work with been helped by access to Help in the Home services through PCA?

- ☐ Yes
- ☐ No
- ☐ Choose not to disclose

8. If yes, which activities? (Select all that apply)

- ☐ Receiving an assessment (to determine eligibility for in-home care programs)
- ☐ Receiving care management that connects me to services in my home
- ☐ Receiving home-delivered meals
- ☐ Receiving resources through the Caregiver Support Program
- ☐ Finding housing through Domiciliary Care (family-like living arrangement, daily support, and supervision to adults age 18 and older)
- ☐ Providing housing through Domiciliary Care
- ☐ Receiving home repairs or modifications
- ☐ Connecting to additional organizations or programs
- ☐ None of the above
- ☐ Other

9. How would you rate your experience **of the activities you have participated in?**

	Did not meet expectations or needs	Average	Good	Excellent	N/A
Receiving an assessment (to determine eligibility for in- home care programs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Receiving care management that connects me to services in my home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Receiving home-delivered meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Receiving resources through the Caregiver Support Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding housing through Domiciliary Care (family-like living arrangement, daily support, and supervision to adults age 18 and older)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Receiving home repairs or modifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Connecting to additional organizations or programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Please explain your answer(s)

11. What could PCA do to improve Help in the Home services/programs?

12. What additional ways would you like to see PCA assist in individuals' abilities to safely remain in the homes of their choosing?

- ☐ Virtual activities
- ☐ Virtual health and wellness programming
- ☐ Classes for home maintenance and management
- ☐ Provision of affordable senior housing
- ☐ Providing services like home modifications and repairs even if I need to pay in full
- ☐ I have no suggestions, but would like to see some new ideas
- ☐ I am happy with PCA's current offerings
- ☐ Other

Section 3/5: Protection and Advocacy

Safeguarding vulnerable individuals and advocating for their rights and dignity is a cornerstone of the Older Americans Act and critical to keeping individuals safe and independent in the community. PCA provides these services through building awareness of the warning signs, investigating and providing appropriate intervention to reports of abuse, neglect, and exploitation; resolving complaints and advocating for the rights of residents in long-term care settings; connecting individuals to legal assistance; and engaging in advocacy efforts on the local, state and national levels.

13. Have you, your loved ones, or individuals you work with been helped by access to Protection and Advocacy services through PCA?

- ☐ Yes
- ☐ No
- ☐ Choose not to disclose

14. If yes, which activities? (Select all that apply)

- ☐ Received information or support in managing an issue in a long term care setting
- ☐ Received information or support regarding concerns of abuse, neglect, and exploitation
- ☐ Getting connected to legal services
- ☐ Receiving insurance and benefits counseling
- ☐ Receiving emergency financial assistance
- ☐ Connecting to additional organizations or programs
- ☐ None of the above
- ☐ Other

15. How would you rate your experience **of the activities you have participated in?**

	Did not meet expectations or needs	Average	Good	Excellent	N/A
Received information or support in managing an issue in a long term care setting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Received information or support regarding concerns of abuse, neglect, and exploitation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting connected to legal services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Receiving insurance and benefits counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Receiving emergency financial assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Connecting to additional organizations or programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Please explain your answer

17. What could PCA do to improve Protection and Advocacy services/programs?

18. What additional ways would you like to see PCA assist in individuals' abilities to safely remain in the homes of their choosing?

- ☐ Community advocacy efforts
- ☐ Connecting individuals to community or government groups and resources
- ☐ More education about warning signs of neglect and abuse
- ☐ I have no suggestions, but would like to see some new ideas
- ☐ I am happy with PCA's current offerings
- ☐ Other

Section 4/5: About You

19. Which statements describe you? (Select all that apply)

- ☐ I am an older adult (60+)
- ☐ I am a caregiver
- ☐ I work in aging services
- ☐ I work in disability services
- ☐ I live in Philadelphia, but I work outside of Philadelphia
- ☐ I live outside of Philadelphia, but I work in Philadelphia
- ☐ I live AND work in Philadelphia
- ☐ I live in Philadelphia, but I am not working

20. What is your age?

21. Where do you live (or work) with older adults?

Example: If you live in North Philadelphia but work in West Philadelphia, select both.

- ☐ North (19120, 19121, 19122, 19123, 19125, 19126, 19130, 19132, 19133, 19134, 19137, 19140, 19141)
- ☐ Northeast (19111, 19116, 19152, 19114, 19149, 19154, 19136, 19115, 19116)
- ☐ Northwest (19118, 19119, 19127, 19128, 19129, 19138, 19144, 19150)
- ☐ Center City (19102, 19103, 19106, 19107, 19109)
- ☐ South (19147, 19146, 19145, 19148, 19112)
- ☐ Southwest (19142, 19143, 19153)
- ☐ West (19104, 19131, 19139, 19143, 19151)
- ☐ Entire city (if you work with older adults across the city/region)

22. In the last year, have you, or the people you work with, ever:

- ☐ Skipped meals due to lack of money
- ☐ Had trouble paying rent or mortgage
- ☐ Skipped necessary home repairs or modifications because of cost
- ☐ Skipped a doctor visit because of cost
- ☐ Not been able to afford medicine

23. How would you prefer to access community services in the next 10 years? (Select all that apply)

- ☐ In person at senior community centers or other similar community sites
- ☐ Online through a website or app
- ☐ By phone or text messaging
- ☐ By attending community events
- ☐ Virtual classes or programs
- ☐ Other

Section 5: Staying Involved with PCA

24. Would you like to:

- ☐ Join a local group for older adults
- ☐ Take part in health or wellness activities
- ☐ Volunteer in the community
- ☐ Share your thoughts on new programs
- ☐ None of the above at this time

25. If you selected any of the above, please provide your name and email address below (if no email address, please provide your phone number)

26. If you would like to get PCA's Milestones eNews, please share your name and email address below:

PCA's Milestones is the premier print and electronic publication for older adults (55+) in Philadelphia, providing news, resources, events and inspiration about aging. It is published monthly and distributed for free by Philadelphia Corporation for Aging (PCA).

PCA's Milestones eNews is an electronic newsletter with highlights from the Milestones newspaper, upcoming events, and recent headlines about aging.

27. Are you attending a PCA event today?

- ☐ Yes
- ☐ No

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