

Aging & Disability Services – Meriden, CT

December 2022 - February 2023

The structure of the report

01. Methodology

The sample, distribution method, and the research tools

02. Services for Seniors

What senior services residents used, how they rate them, and what improvements they think should be made.

03. Services for Disabled Residents

What services for disabled residents used, how they rate them, and what improvements they think should be made.

Summary



01

Methodology

Methodology



567 sample survey
of Meriden adults,
18+



Respondents
recruited
online and using
print surveys



Fielded December
2022 – February
2023



Survey was
conducted in
English and Spanish



Data was weighted
to represent the
population in
Meriden

Methodology – how we ensure the sample is statistically valid

- 567 respondents were recruited between December 2022 and February 2023. 160 respondents were recruited by the city, either online or via print surveys. 407 were recruited by Zencity using targeted ads on various platforms (e.g., social media, apps for Android and IOS) as well as online survey panels.
- Using data from the Census Bureau, this survey employed quotas to match the demographic distribution of Meriden. To make sure the sample was representative, a technique called rake-weighting was used to balance out any remaining differences between the makeup of the survey respondents and the community. This process serves as a statistical safeguard against any demographic group being overrepresented or underrepresented in the final score calculations by giving overrepresented groups a lower weight and underrepresented groups a higher weight in the analysis.
- The survey was weighted on race and ethnicity; however, as this survey focused on a subset of the population that has a different distribution of age and gender than the general population, the data were not weighted on either of those variables.

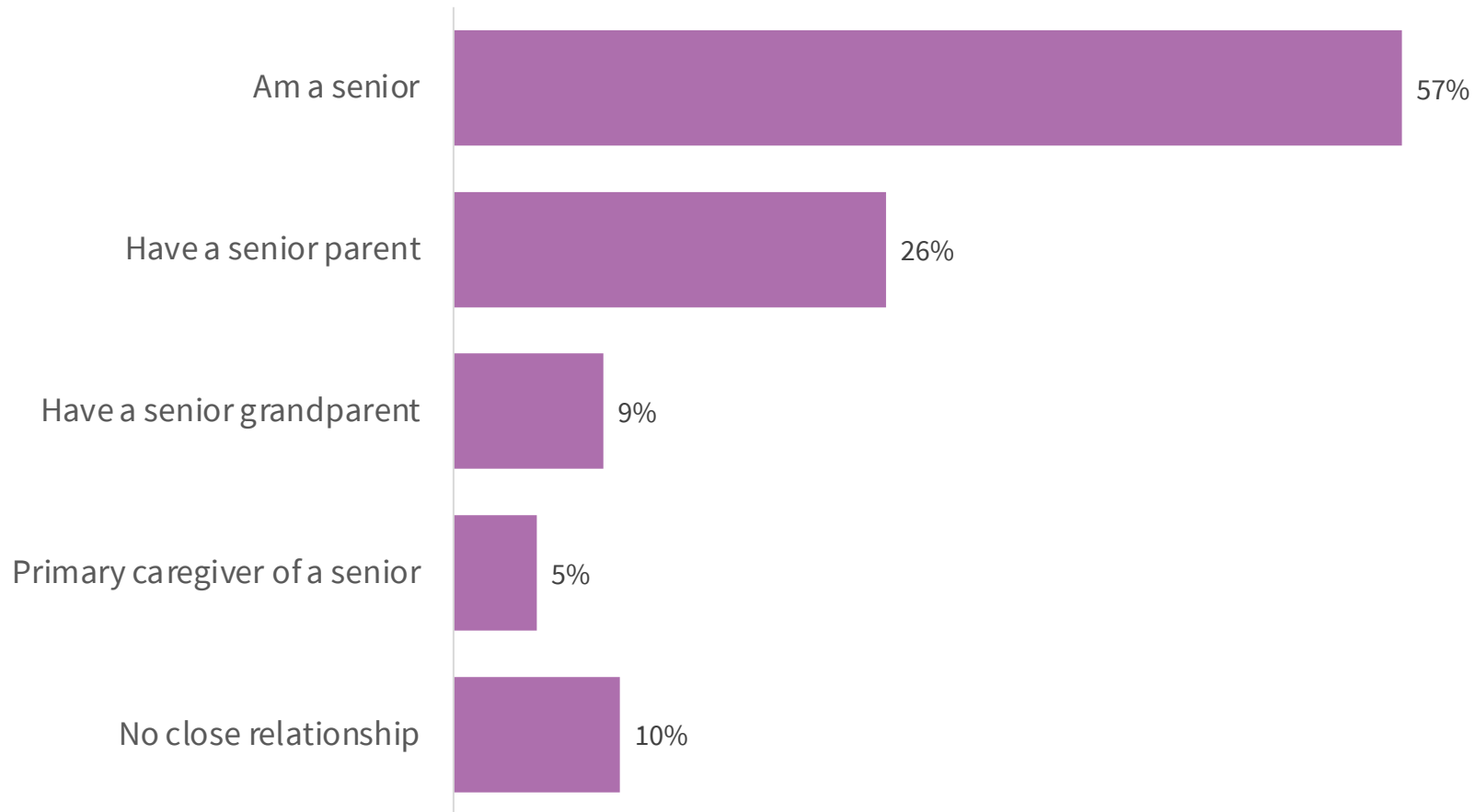
02

Services for Senior Residents



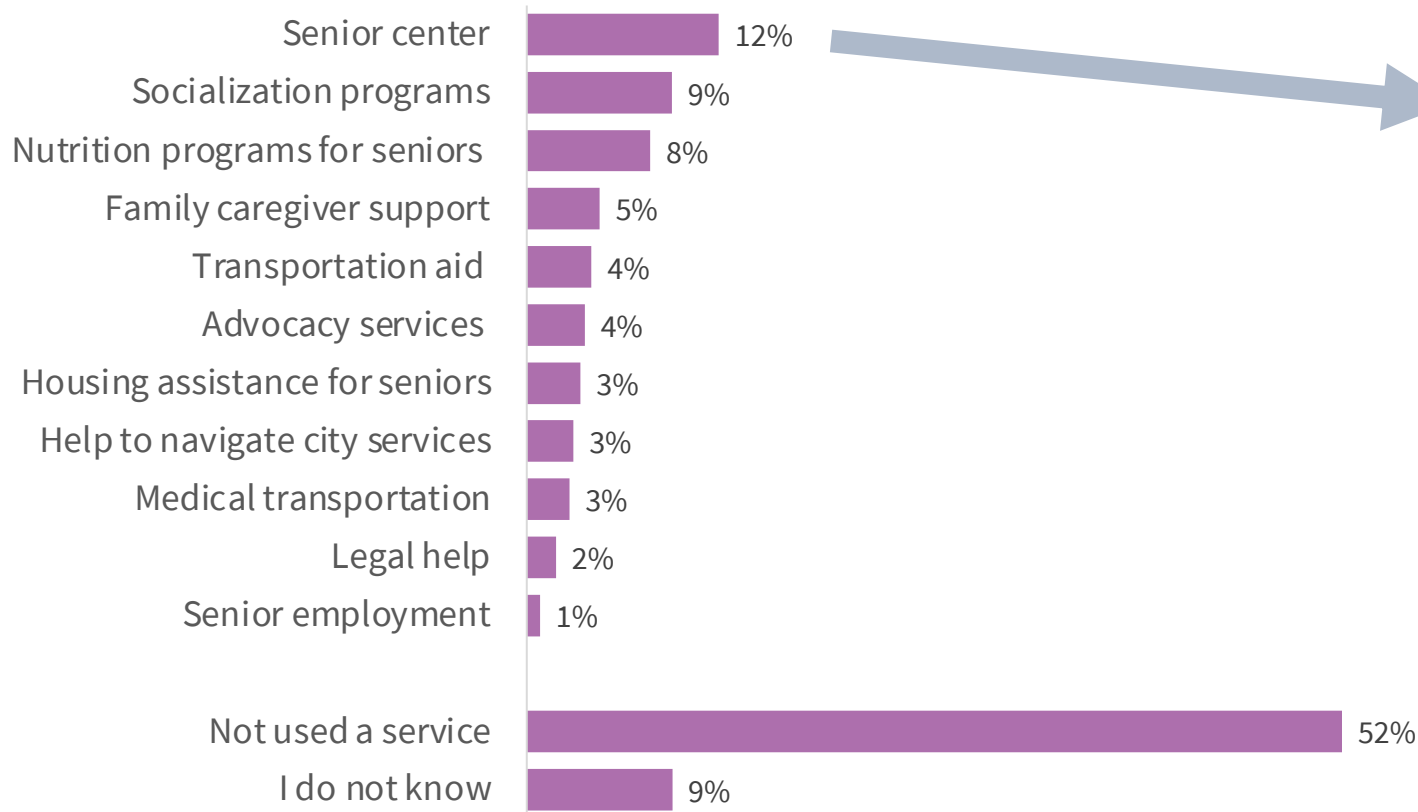
Senior residents: Of respondents who completed the survey, 57% reported being a senior resident, 26% reported having a parent that is a senior, and 9% reported having a grandparent who is a senior. The set of questions that are reported in the following few slides were asked to all respondents except the 10% who reported that they had no close relationship (518 respondents were asked, and 49 respondents were routed out).

**Q2: A senior resident is a resident over the age of 55.
Which of the following apply to you?**

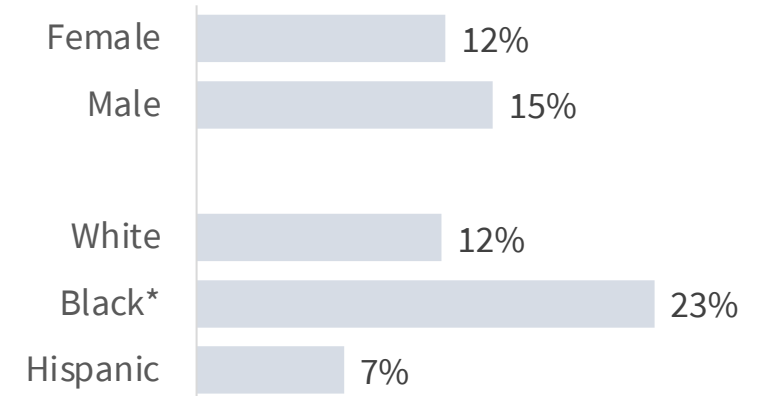


Senior services: The majority of respondents (52%) reported that they/the senior they personally know have not used a senior service in the past 12 months. However, those who have used a service most commonly reported having used the senior center (12%), socialization programs (9%), and nutrition programs (8%). Black respondents reported using/knowing someone who used the senior center more commonly than the other analyzed race/ethnicity group.

Q5: In the past 12 months, which of the following senior services have you or the senior resident you personally know used? (n = 518)



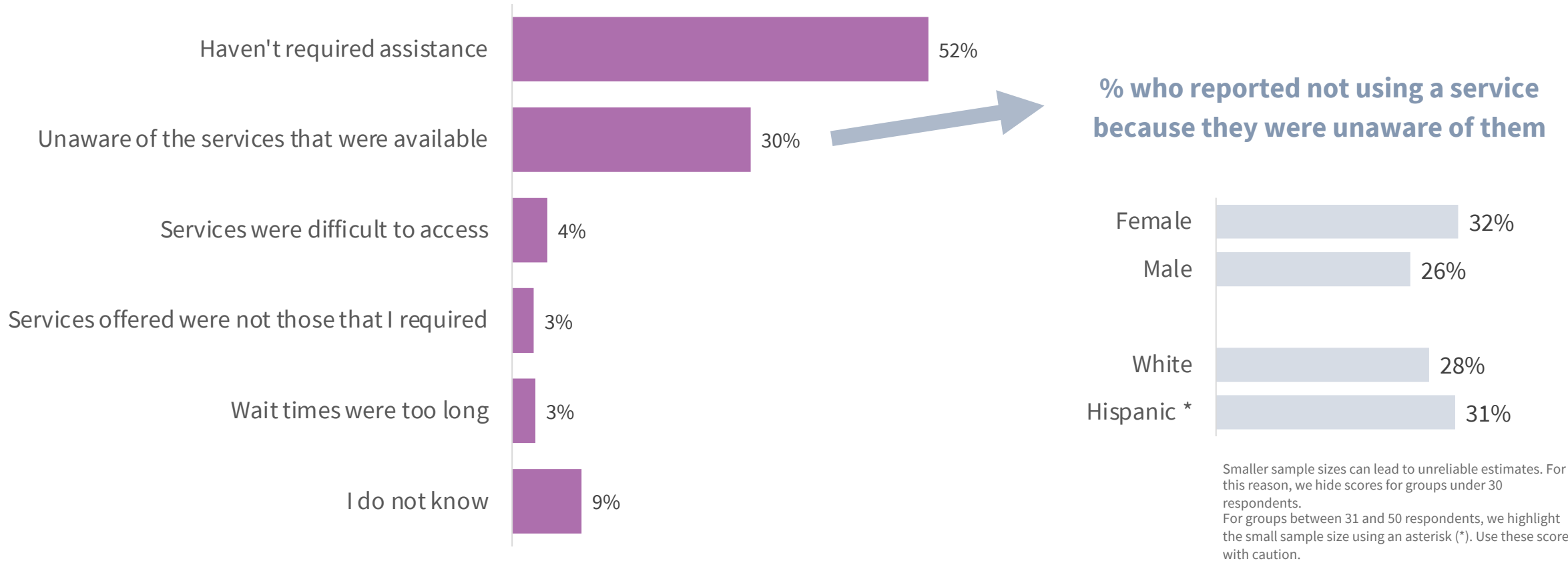
% who reported having used/knowing someone who has used the senior center



Smaller sample sizes can lead to unreliable estimates. For this reason, we hide scores for groups under 30 respondents. For groups between 31 and 50 respondents, we highlight the small sample size using an asterisk (*). Use these scores with caution.

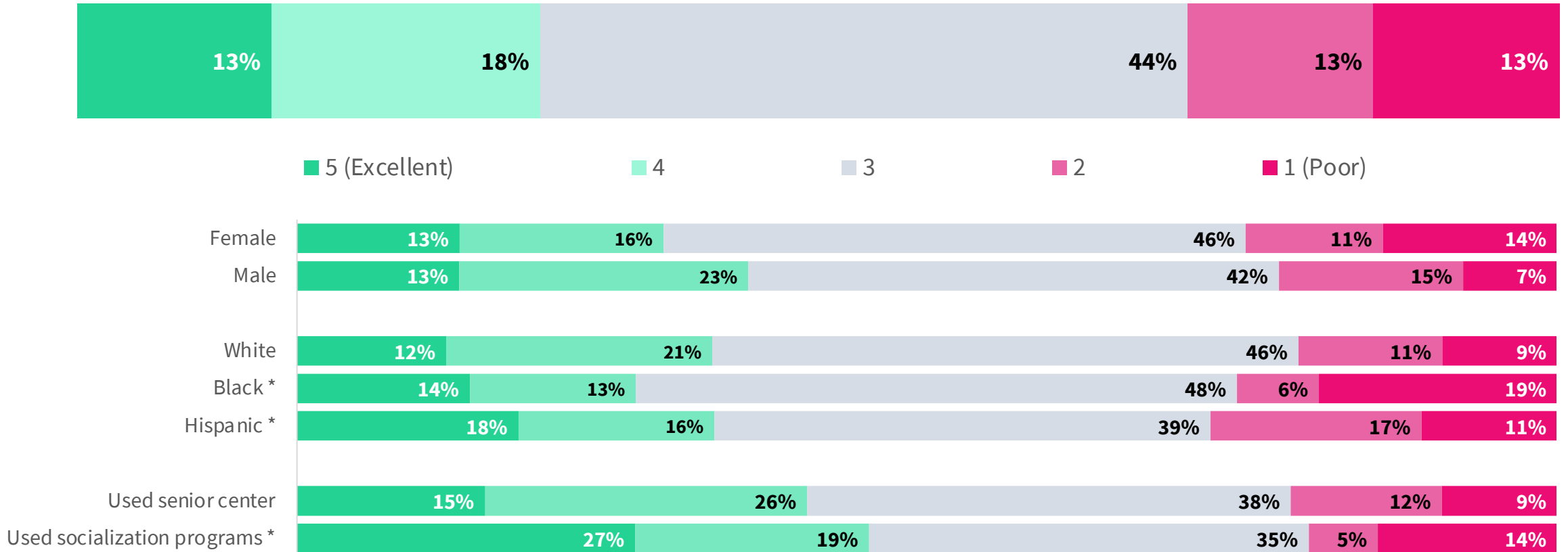
Lack of service use: The majority of respondents (52%) reported that they/the senior they personally know have not used a senior service in the past 12 months because they have not required assistance. However, just under a third of respondents (30%) reported that they hadn't used the services because they were unaware of them. Female respondents and Hispanic respondents reported not being aware of the services slightly more than male and White respondents.

Q6: Why have you or the senior resident you personally know not used any of the City of Meriden's services for senior residents in the past 12 months? (n = 283)



Service ratings: 31% of respondents rated the City of Meriden’s services for seniors positively (5 or 4 on the scale), as compared to 26% of respondents that rated them negatively (1 or 2 on the scale). Male respondents rated the services positively more often (36%), in contrast, for example, to Black respondents (27%). Interestingly, those who had used either the senior center or the socialization program also rated the services more positively than the sample as a whole (41%, and 46%, respectively).

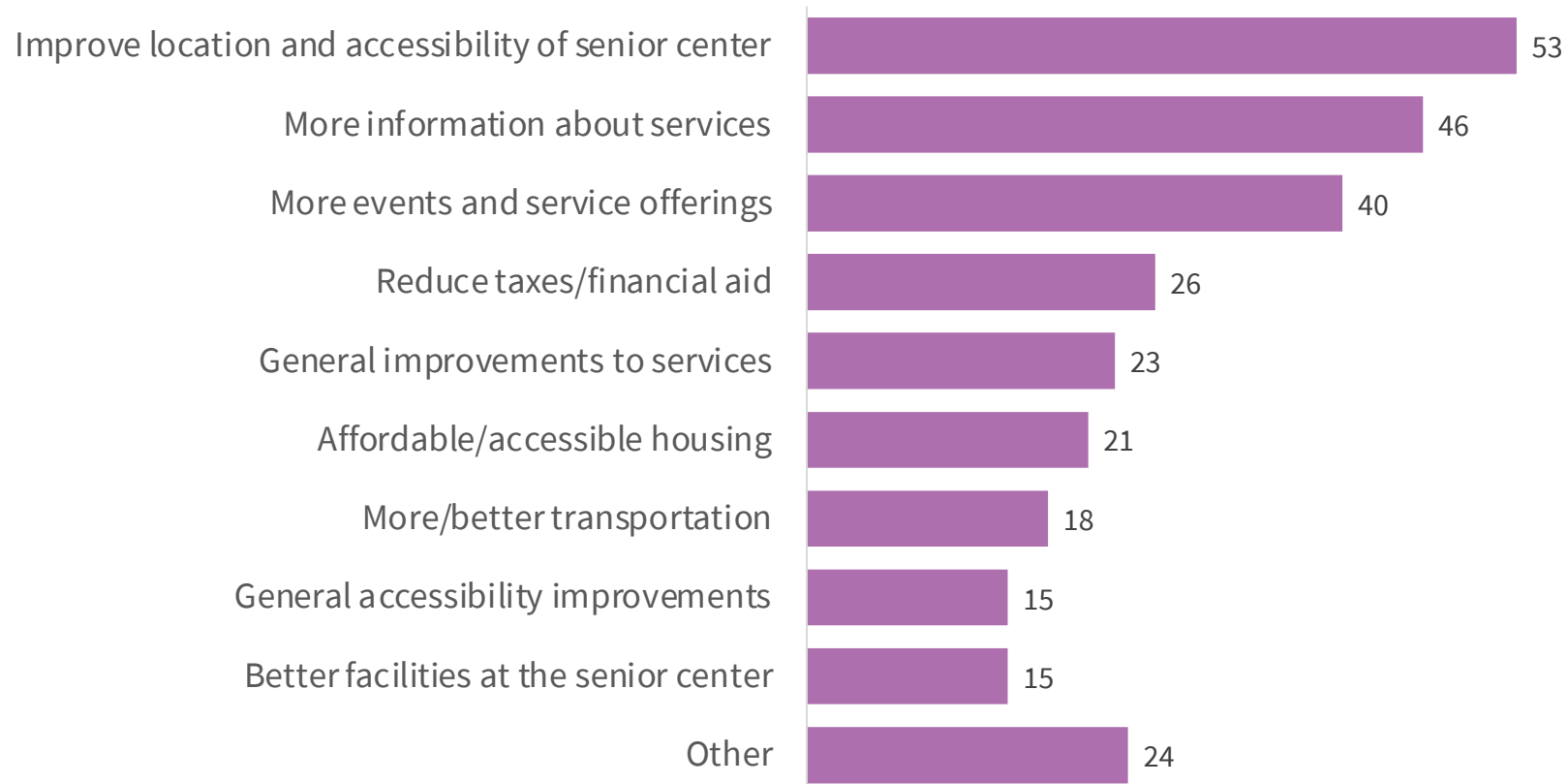
Q7: How would you rate the City of Meriden’s services for senior residents? (n = 319)



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Improvements (open text): Respondents most commonly reported wanting to see improvements to the location and accessibility of the senior center. Respondents also mentioned that they wanted to receive more information about the services (improve communications) and for there to be more events/better service offerings.

Q8: What is the one thing you would improve about the City of Meriden's services for senior residents? (n = 283)



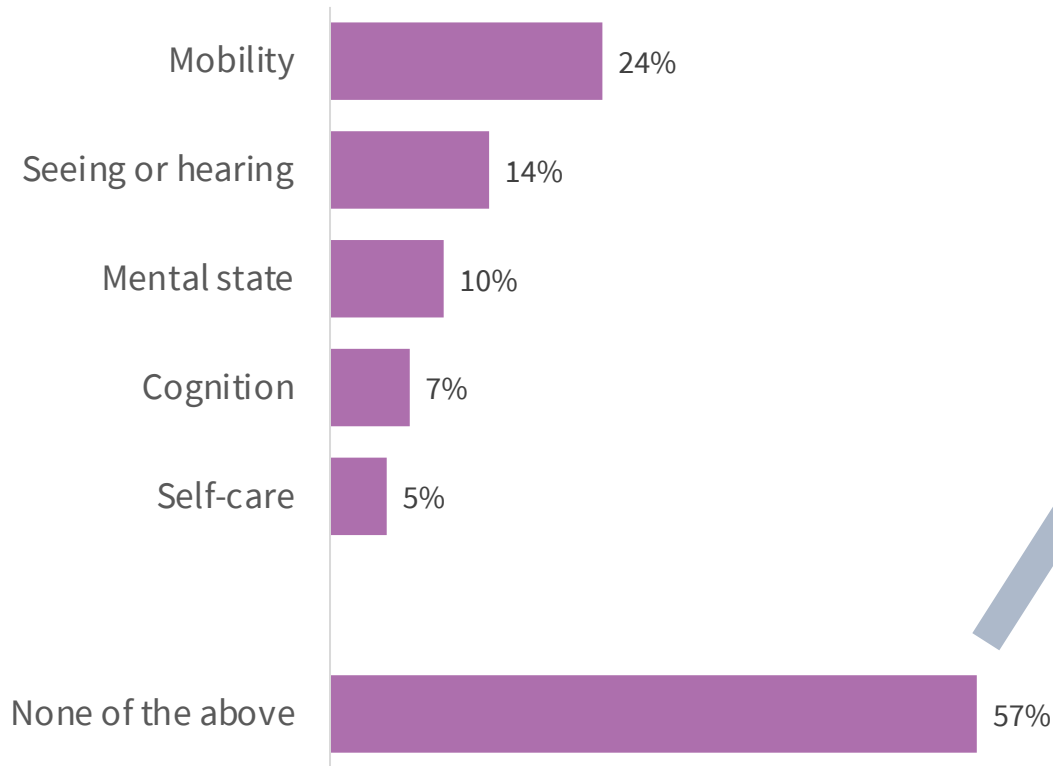
03

Services for Residents with Disabilities

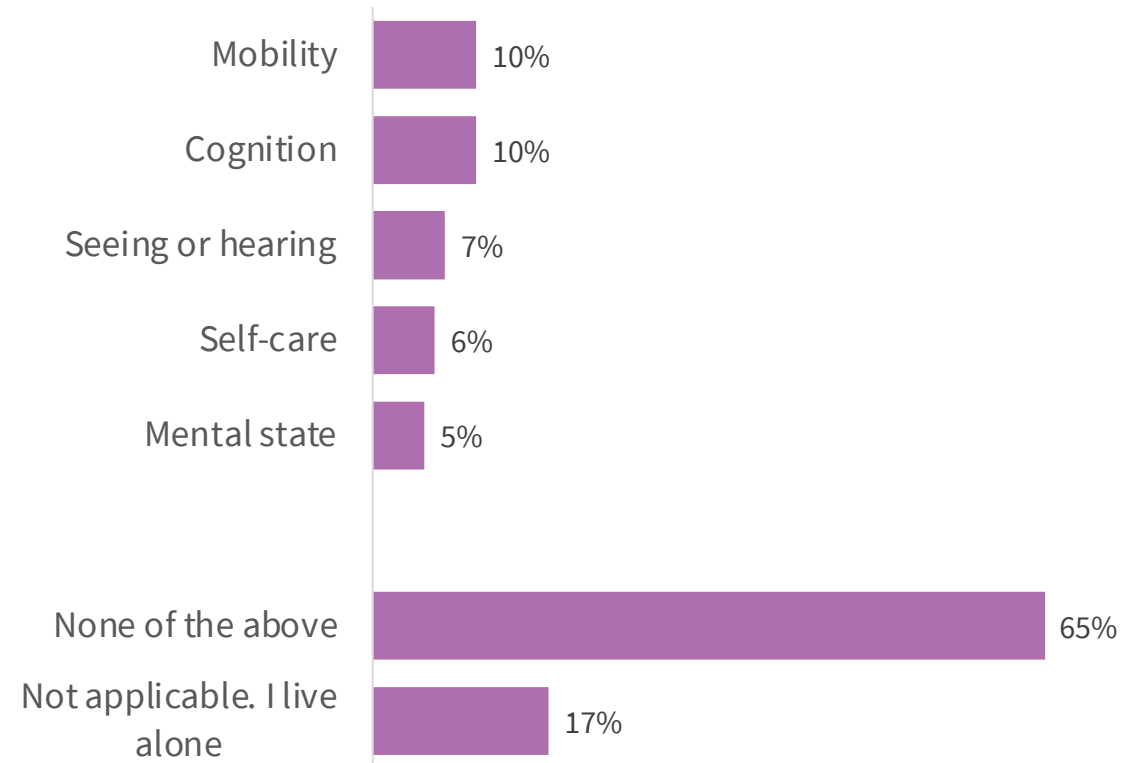


Residents with disability: Of respondents who answered the survey, 24% reported that they had difficulties with mobility, and 14% reported having difficulties with seeing or hearing. Respondents who reported having no difficulties with any of the categories listed were asked a follow-up question about family and household members who may have a disability. Of those who were asked that question, 10% reported having a family or household member who had mobility difficulties, and 10% reported having a family or household member with cognition difficulties.

Q3: Do you personally have difficulty with any of the following?

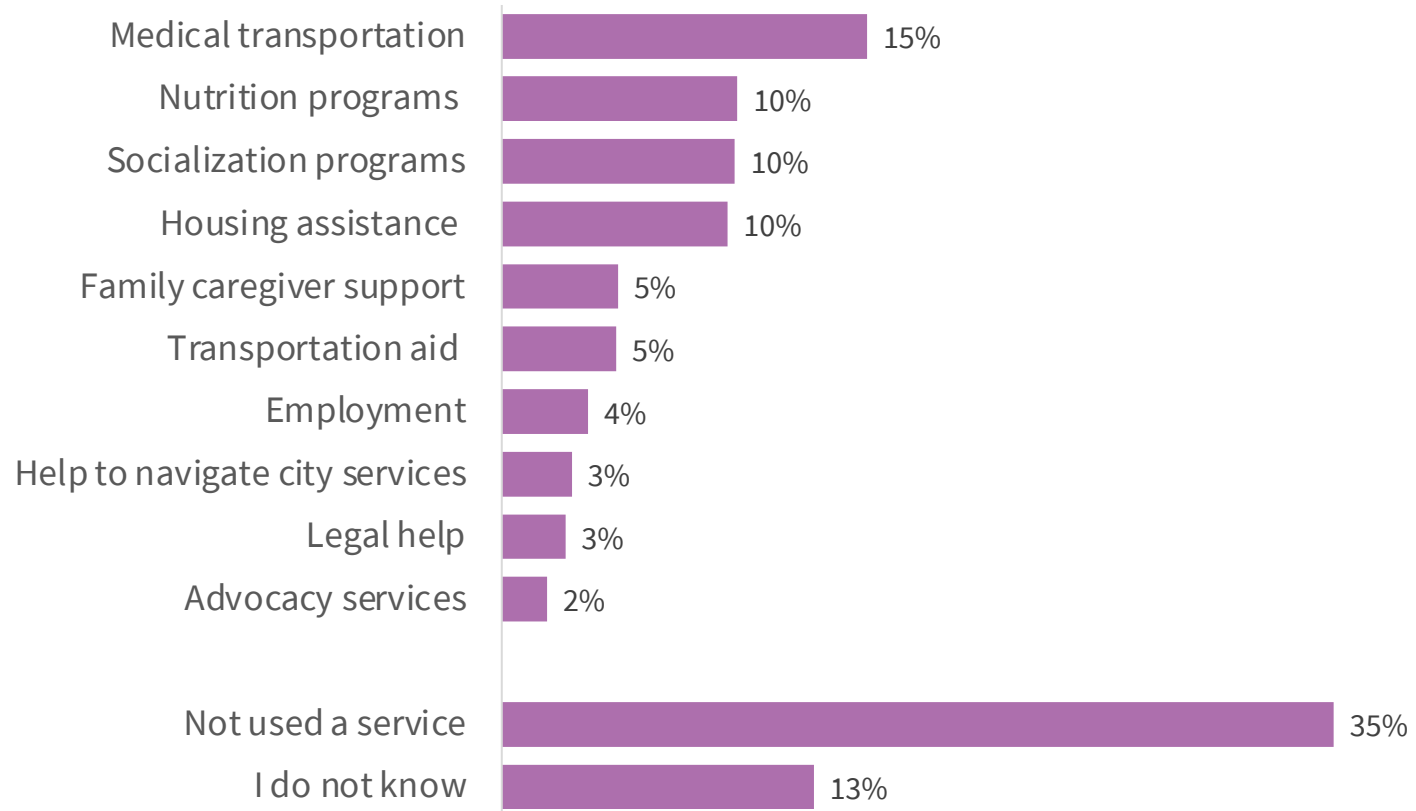


Q4: Do you live with a parent, child, spouse, partner, or other household member who has difficulty with any of the following? (n = 335)



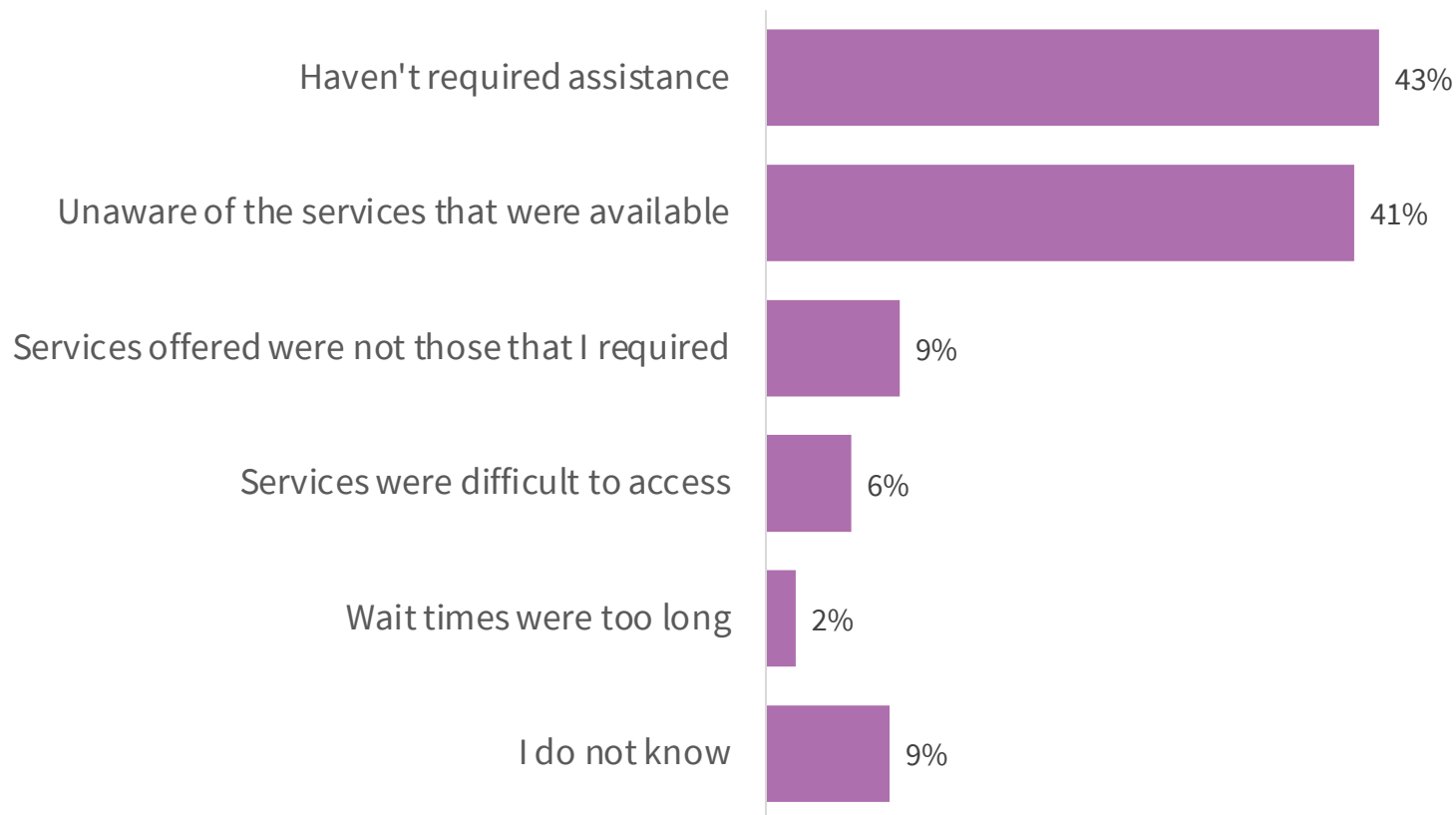
Disability services: Over a third of respondents (35%) reported that they or the resident with a disability that they personally know have not used a service in the past 12 months. However, those who have used a service most commonly used the medical transportation service (15%), nutrition programs (10%), socialization programs (10%) and housing assistance (10%).

Q9: In the past 12 months, which of the following disability services have you or the resident with a disability that you personally know used? (n = 291)



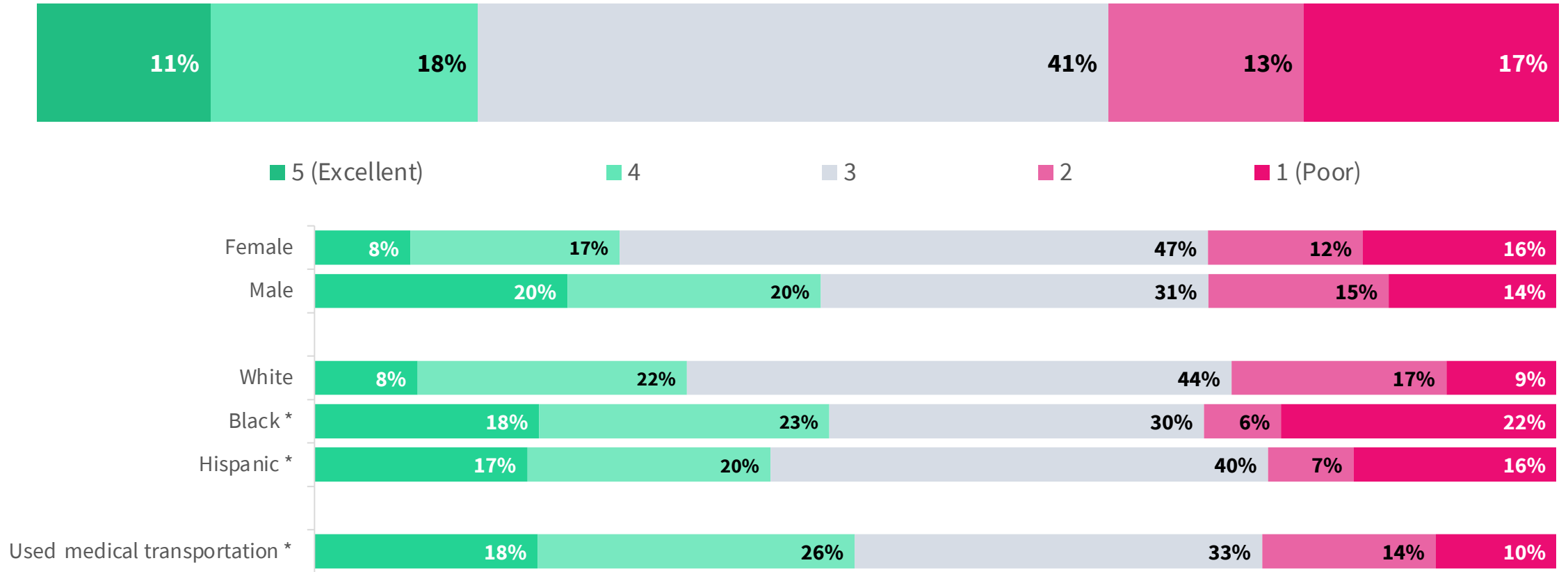
Lack of service use: Respondents most commonly reported not using the services for residents with disabilities in the past 12 months because they did not require assistance and/or they were unaware of the services that were available (43% and 41%, respectively). Only 2% of respondents reported wait times as the reason they had not used the services in the past 12 months.

Q10: Why have you or the resident with a disability that you personally know not used any of the City of Meriden's services for residents with disabilities in the past 12 months? (n = 118)



Service ratings: 29% of respondents rated the City of Meriden’s services for residents with disabilities positively (5 or 4 on the scale), as compared to 30% of respondents that rated them negatively (1 or 2 on the scale). Male respondents and Black respondents were found to be more satisfied with the services (40%, and 41%, respectively). Respondents who reported using the medical transportation service were also found to rate the services more positively (44%).

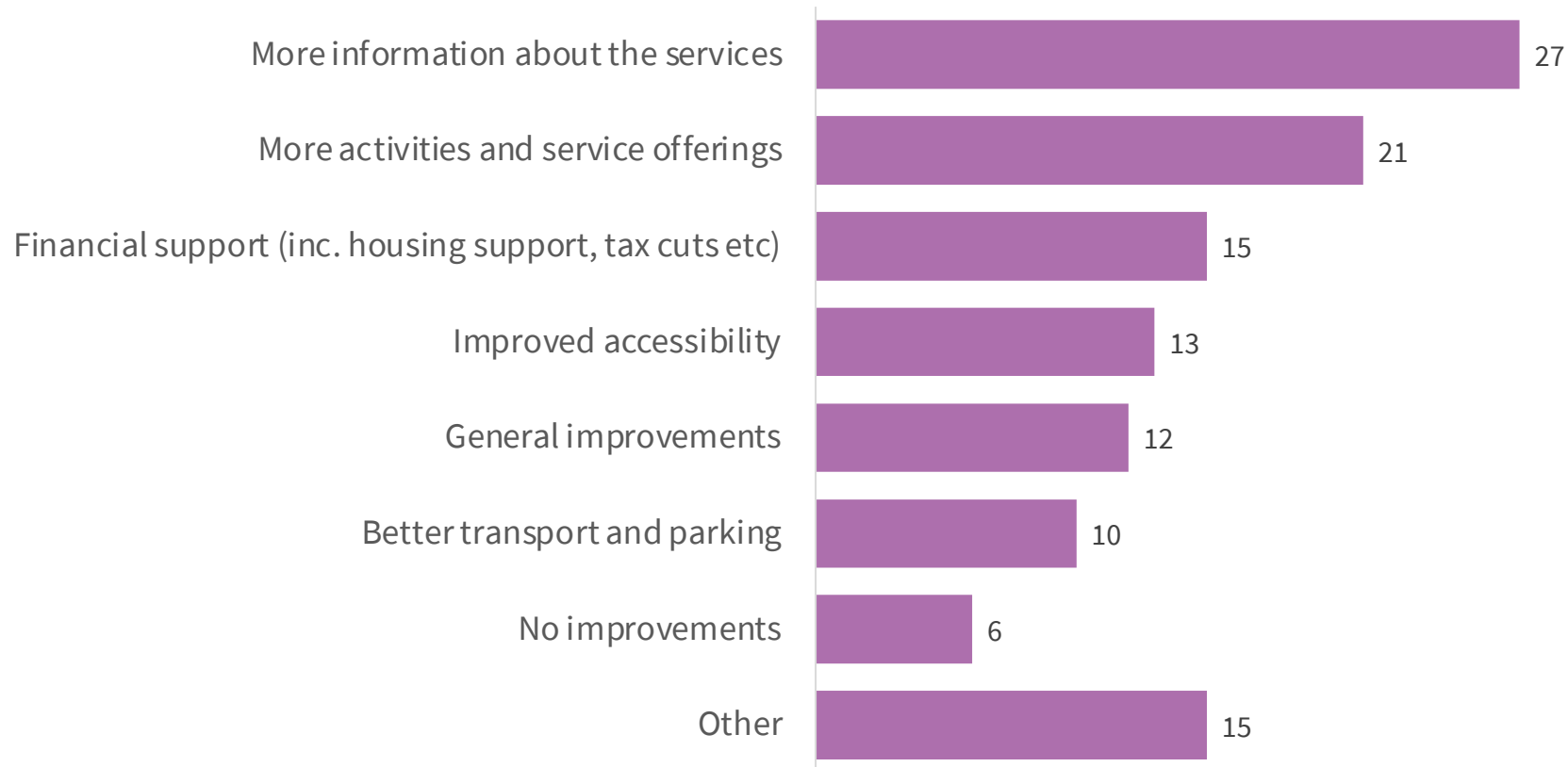
Q11: How would you rate the City of Meriden’s services for residents with disabilities? (n = 291)



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Improvements (open text): Respondents most commonly reported wanting to receive more information about the services that the city offers for residents with disabilities. Specifically, respondents mentioned that the services were not advertised well enough, and it was difficult to get details about what was offered. In addition, respondents commented that they would like more activities and service offerings to be made available.

Q12: What is the one thing you would improve about the City of Meriden's services for residents with disabilities? (n = 109)



A group of people are shown from the chest down, sitting in a circle on the ground. Their hands are stacked on top of each other in the center, symbolizing teamwork and unity. The image is dimly lit with a dark, reddish-purple tint. In the background, a person is wearing a dark t-shirt with a logo that includes the word "Tennis".

05

Summary

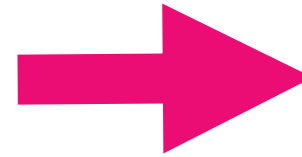
Summary

Services for Senior Residents

12% reported using the **senior center**

9% reported using the **socialization programs**

52% reported having **not used a service for seniors** in the past 12 months.



52% haven't used a service because they **haven't required assistance.**

30% were **unaware** that the services were available.

31% rated the services 5 (excellent) or 4.

26% rated the services 1 (poor) or 2.

Suggested Improvements

Improved location and accessibility of the senior center

More information about the services

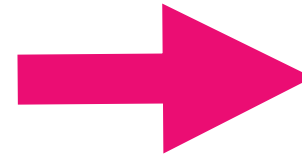
More events and service offerings

Summary

Services for Residents with Disabilities

15% reported using the **medical transportation service**

35% reported having **not used a service for residents with disabilities** in the past 12 months.



43% haven't used a service because they **haven't required assistance**.

41% were **unaware** that the services were available.

29% rated the services 5 (excellent) or 4.

30% rated the services 1 (poor) or 2.

Suggested Improvements

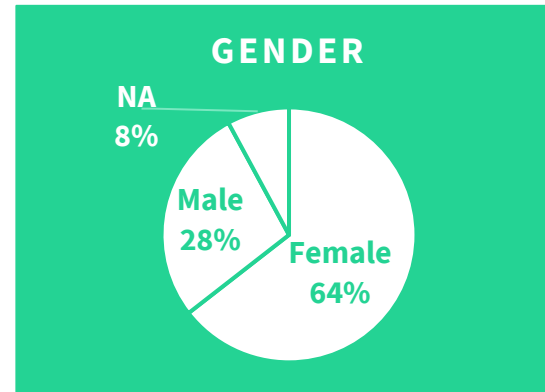
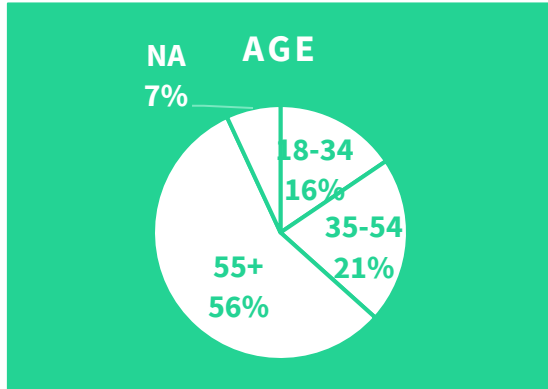
More information about the services

More activities and service offerings

More financial support

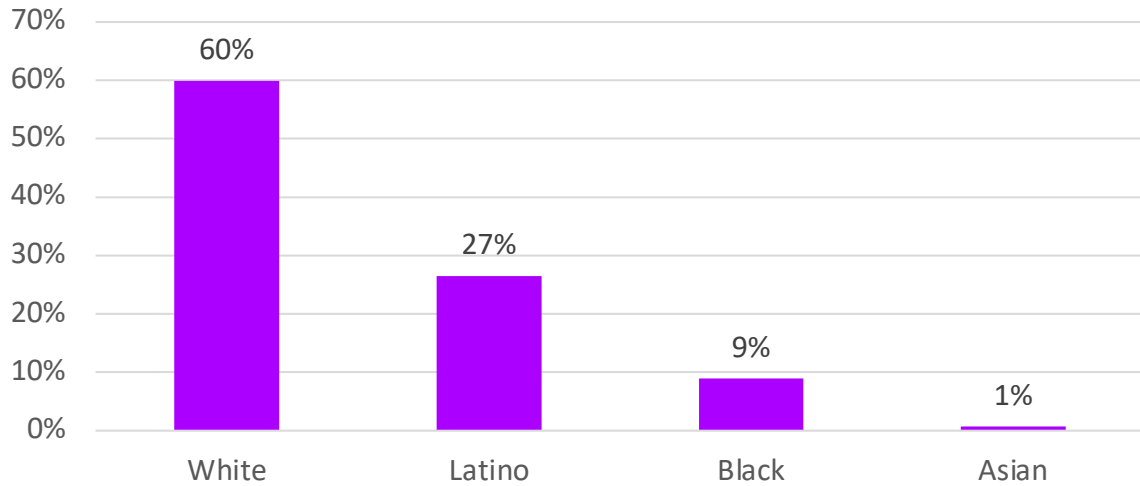
Thank You!

Survey respondents demographics – age, gender, ethnicity



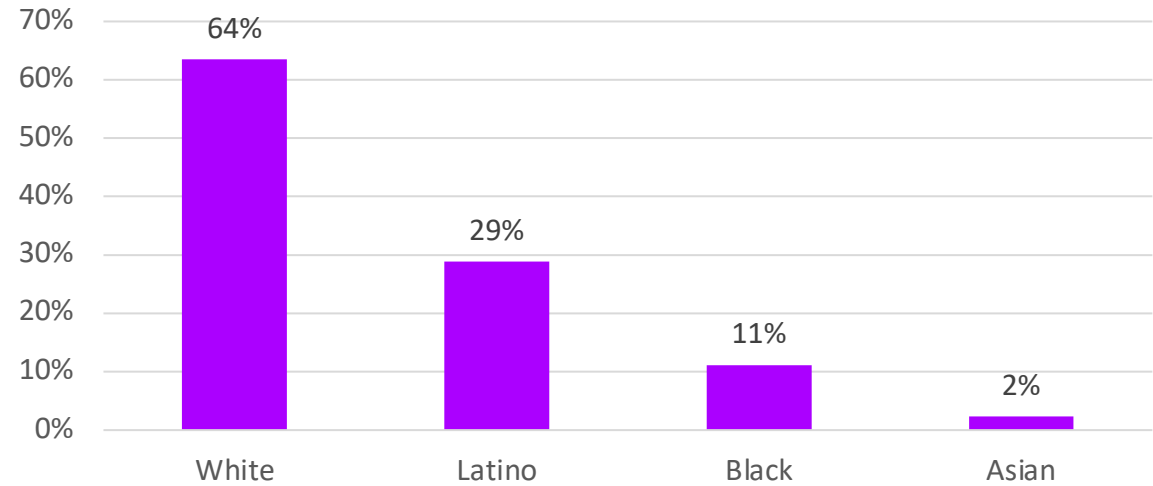
Unweighted demographics – the original sample

Ethnicity



Weighted demographics – representative of the population

Ethnicity



Link to Survey
Questions

Link to open
text responses