

# Services for Older Adults



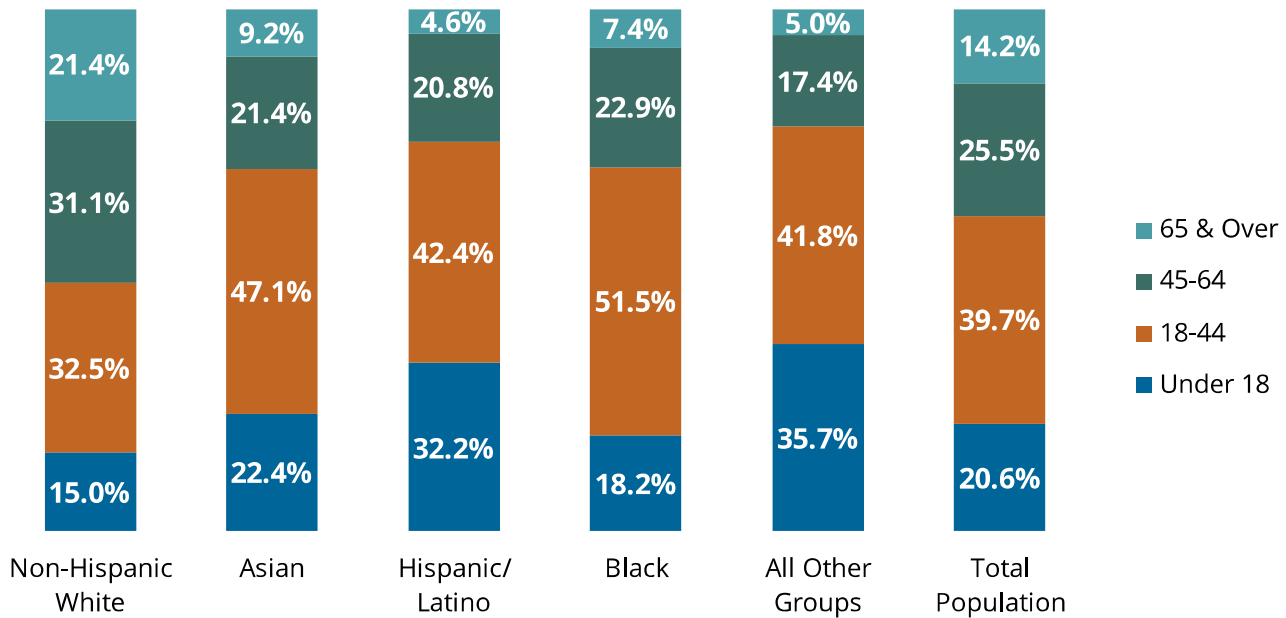
*Photo provided by Chinese Information and Service Center (CISC).*

## Services for Older Adults

### Themes

Looking at the population as a whole, 14.2% of Bellevue residents are 65 years or older. Bellevue's older adult population reflects the diversity of the overall Bellevue population, with 21.4% identifying as Asian American Pacific Islander, 10.8% as Hispanic/Latino/a, 22.9% as Black, 17.4% as Other and 31.4% as White. A graphic of the race/ethnicity of residents by age in Bellevue in **Figure 42**.

**Figure 42. Age comparison of Bellevue residents by race/ethnicity (% of population) (American Community Survey, 2022)**



Older adults reported that the services they needed were largely available. However, they identified that there were significant challenges in accessing those services, largely due to difficulties with information access. A focus group with representatives from the older adult community offered tangible suggestions to the City about how to better ensure that older adults were able to locate and access the services they needed. Areas where older adults felt services could be improved included access to transportation support, and more in-person services for the population.

When specifically asked about the availability, quality, timeliness, cultural relevance, and geographic access of services for the older adult population, survey respondents were almost evenly split in their responses about the services.

- 42% felt that they could find the services they needed in the community
- 40% were not able to obtain services within a reasonable distance
- 43% were able to receive services within a reasonable amount of time after contacting the organization.
- 48% were able to receive services from an organization that supported their cultural or language needs
- 47% were satisfied with the quality of the services they received

There were several concerns that were identified by focus group participants and many concrete suggestions about how to address these concerns were identified.



The most common theme that emerged from the focus group was the need to more effectively distribute information about services for older adults and people with communication and access issues (e.g., non-English speakers, people with disabilities, people who struggled with or didn't use smartphone or technology well, people without access to a car).

Many felt that while services were available when sought, for these groups (often older adults), people could not easily locate or access them. Specifically, participants shared challenges with the City's website noting that it was "not usable."

In response to follow-up questions, they offered suggestions about how to improve- offering live assistance through people either in-person or telephonically and distributing paper materials. Simply having everything online and via telephone recordings without access to live people and durable paper materials such as a catalog of services is not working for older adults.



## Service Trends

Below are examples of service trends in the area of services for older adults. These examples are intended to provide a snapshot of this service area and are not a comprehensive reflection of available services in Bellevue.

- The **Meals on Wheels** program delivers meals to seniors aged 60 and over who have medical conditions. In Bellevue there are some 90 people who are served weekly, while countywide the number served weekly is closer to 2600. Eighty-one percent of the people on the program have been recommended through a medical facility. Clients can have 14 meals per week delivered to them. Each meal is frozen and there are 30 meals from which to choose, including vegetarian and vegan meals.
- The **Chinese Information and Service Center (CISC)** offers a Russian-speaking senior day program designed to reduce isolation and incidents of depression. A variety of speakers are brought in, and various activities are offered, including arts and crafts, exercise classes, and holiday celebrations. Members can be referred to mental health specialists and can be assisted with access to healthcare. All of the resources are provided to the participants in their native language via Russian speakers or interpreters.
- **Kin On Health Care Center** provides a Thriving Connections program focused on fostering cultural and social well-being for older adults, with an emphasis on Asian American Pacific Islander elders and their families.

