



# **MONTGOMERY COUNTY SUMMIT ON AGING 2015**

---

## POST-SUMMIT FEEDBACK AND SURVEY RESULTS

On December 3, 2015, Montgomery County Executive, Isiah Leggett, convened a [Summit on Aging](#). The County conducted an electronic survey to collect feedback from attendees. The survey was completed by 95 of the roughly 400+ attendees.

Overall, the Summit was very well received, with **93%** of respondents reporting the event to be “Good,” “Very Good,” or “Excellent.”

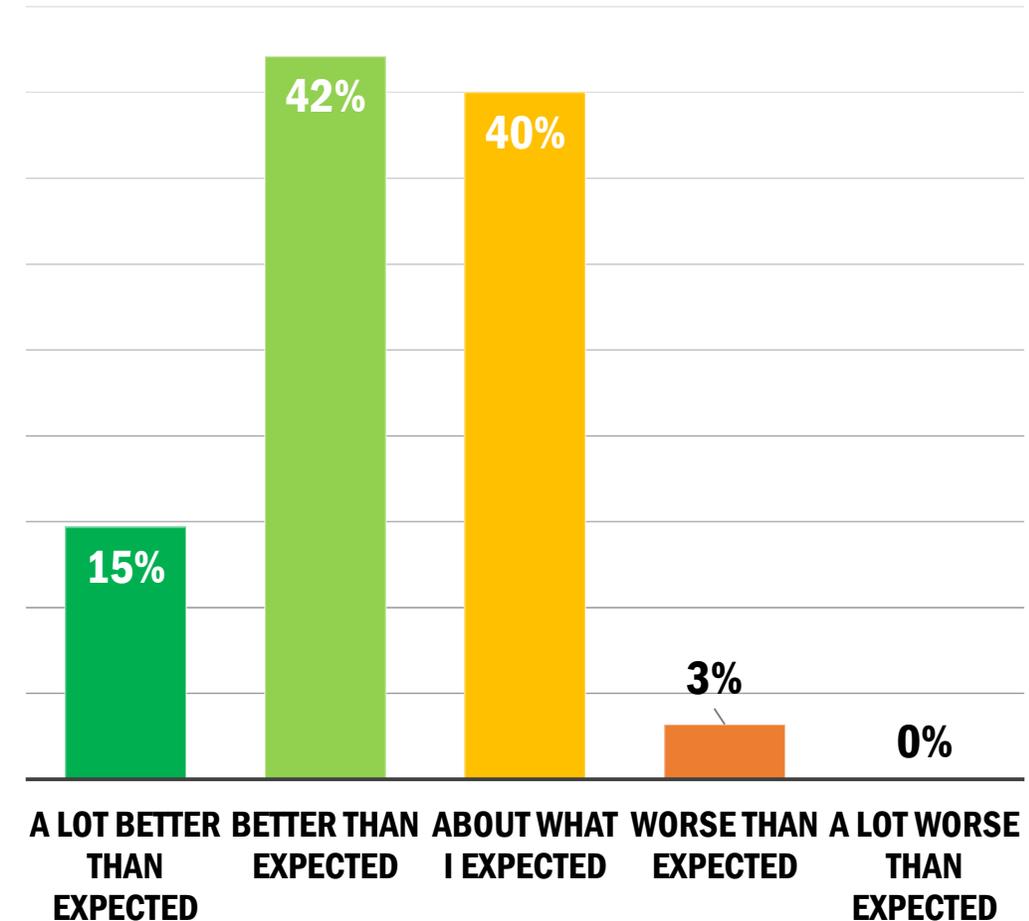
The Summit also exceeded most respondent’s expectations (**57%**), with only **3%** stating that the Summit was “worse” than expected.

The next few slides will summarize the feedback received from the respondents.

## Overall quality of the event



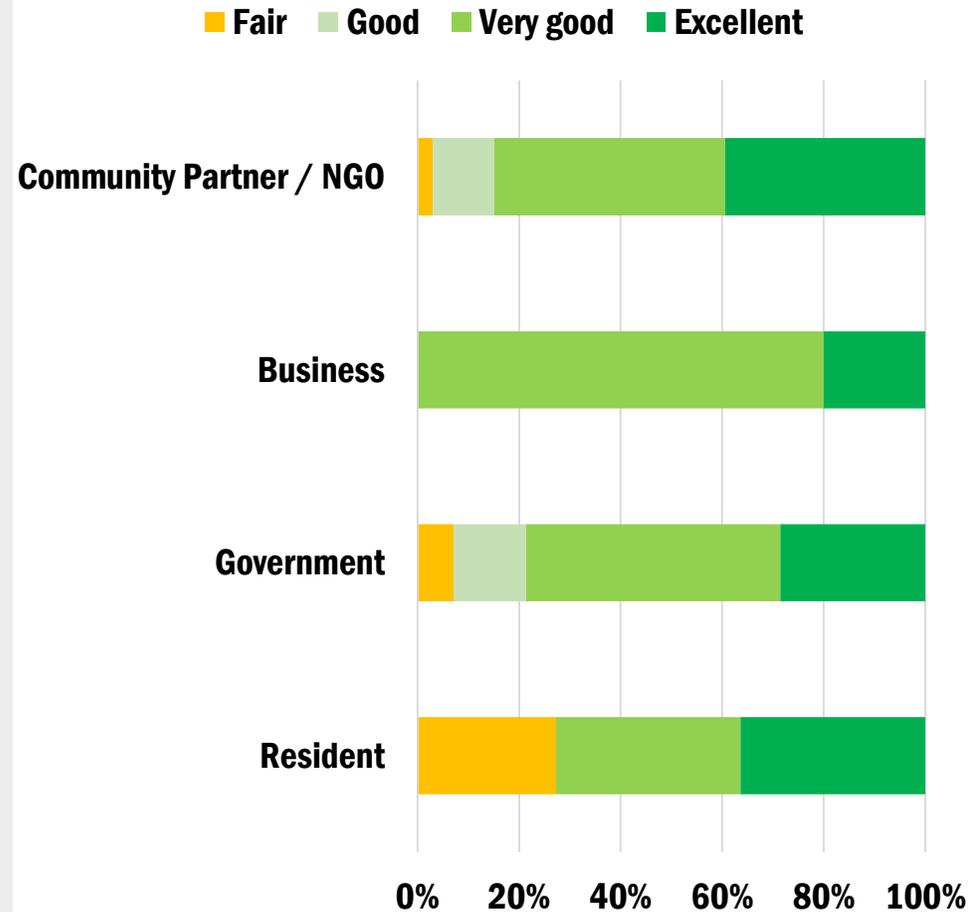
## How well did the event meet your expectations?



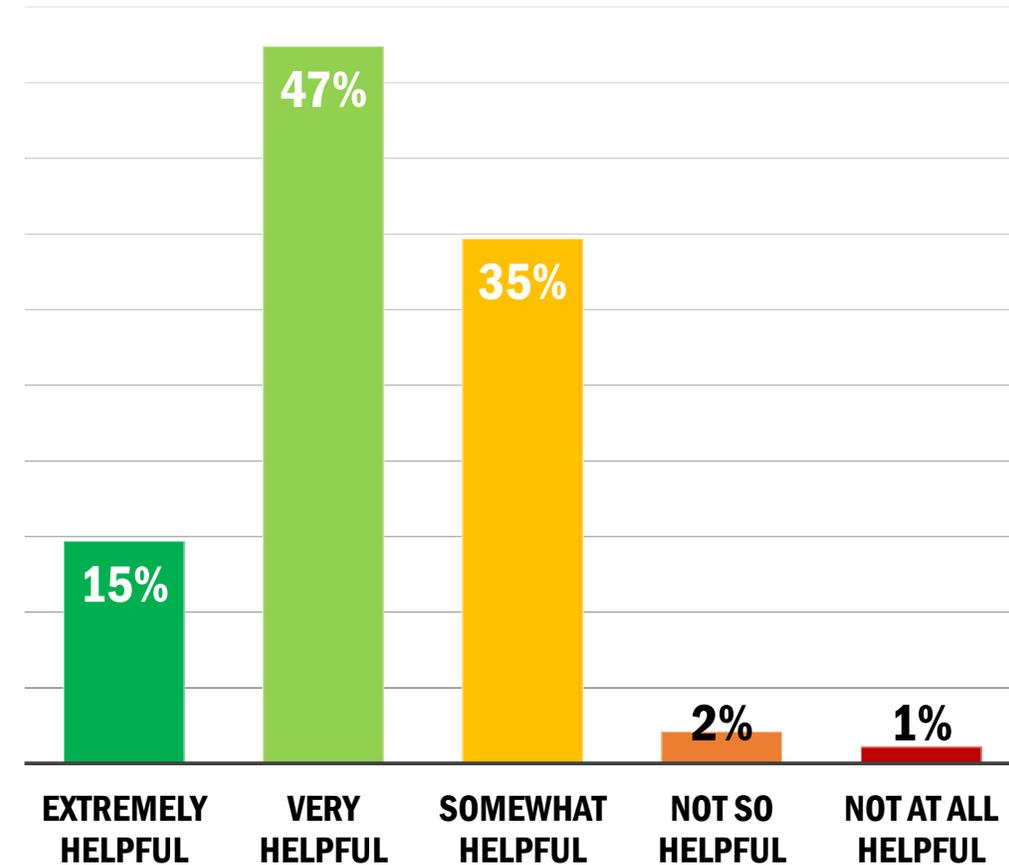
The Summit received high marks across all groups. Attendees representing organizations provided a slightly higher rating than unaffiliated County residents.

In addition, a majority of respondents (62%), found the content presented at the summit “very” or “extremely” helpful. Only 3% found the content “not so” or “not at all” helpful.

## Overall quality rating by group



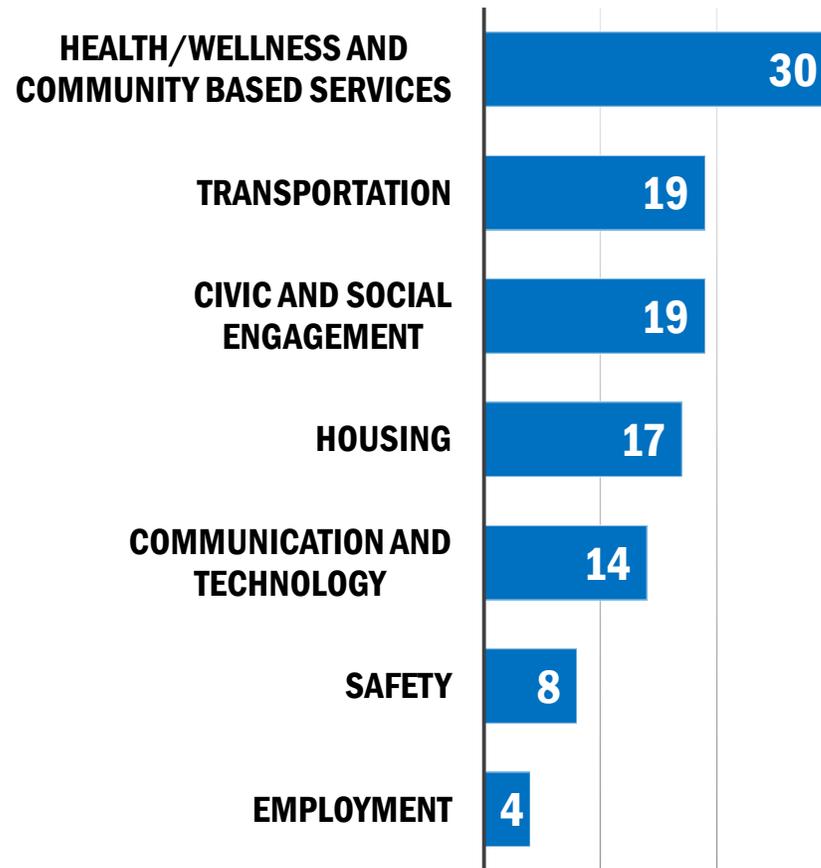
## How helpful was the content presented at the event?



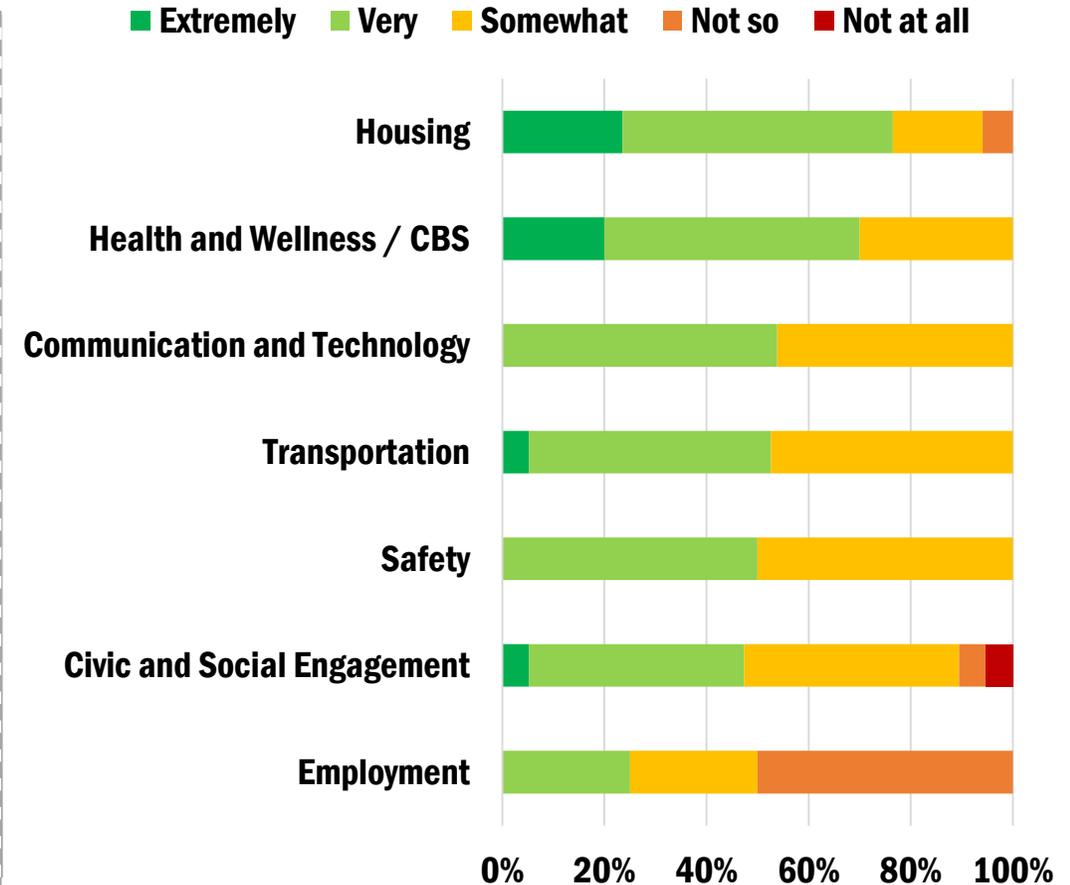
Among the respondents, the largest number attended the health, transportation, and civic engagement break-out sessions.

Attendees of the housing and health sessions provided the highest rating for the content presented at the Summit.

## Number of respondents by workgroup participation



## Helpfulness of Summit content by workgroup participation



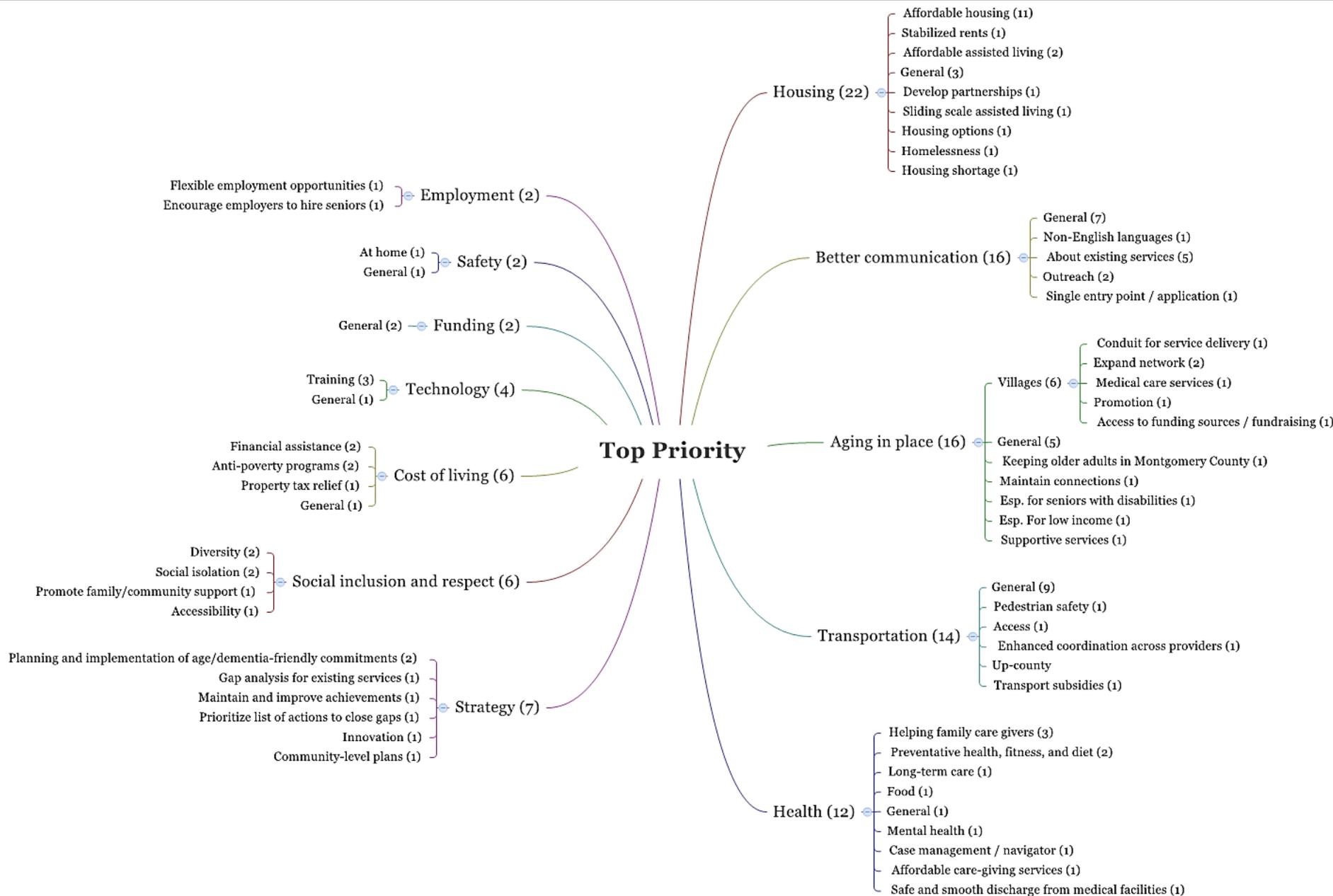
# TOP PRIORITIES FOR SENIOR AGENDA?

This “mind map” summarizes the top priorities for seniors identified by the respondents, with the number in (brackets) indicating the number of respondents who mentioned the topic or issue.

**Housing** considerations received the most votes from respondents, with a particularly strong emphasis on affordable housing. Related to this, “**Aging in Place**” considerations tied for the second most votes.

Perhaps somewhat surprisingly, the need for better **Communication** and outreach was also tied for #2.

**Transportation** and **Health** also received a high number of mentions and round out the Top 5.

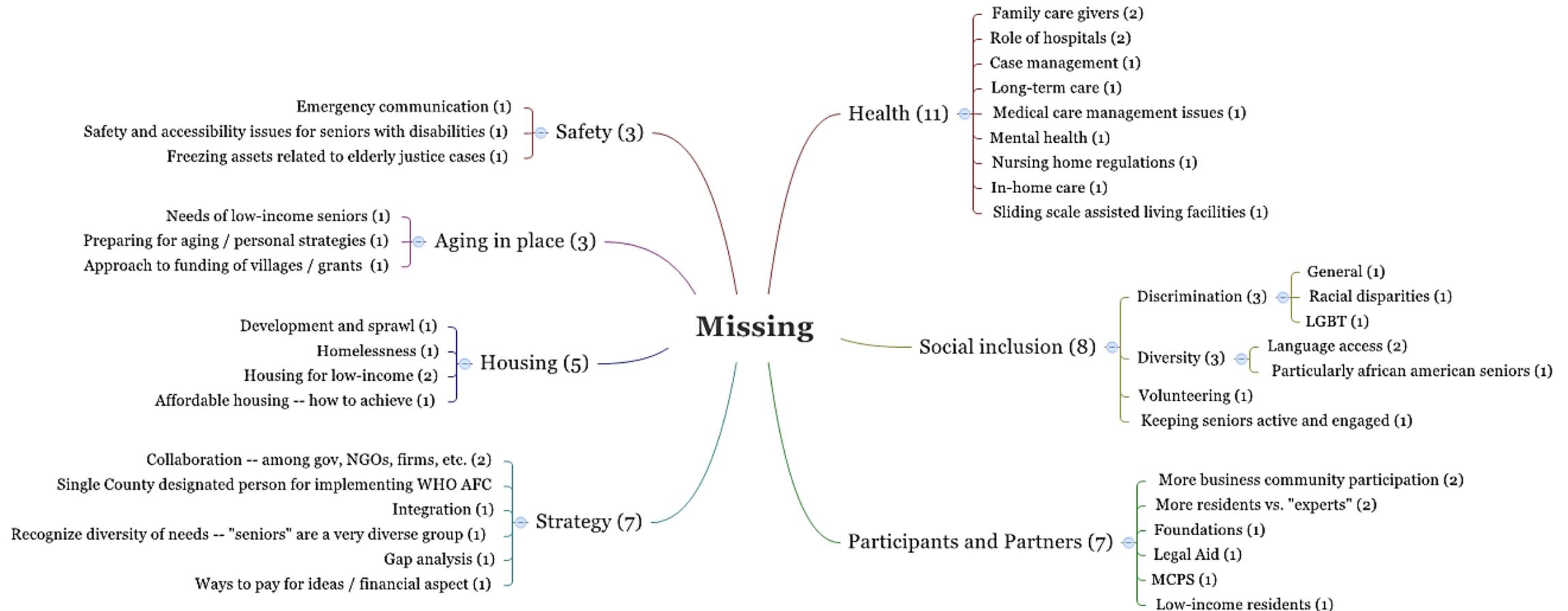


# WHAT TOPICS OR PARTNERS WERE MISSING AT THE SUMMIT?

The survey also asked respondents who or what they thought was missing from the Summit. A number of respondents wanted more detailed discussions on **Health** issues, suggesting interest in a more focused follow-up meeting or discussion.

A number of participants also expressed interest in more in-depth discussions about **social inclusion**, including on diversity, discrimination, and LGBT issues. Some respondents also expressed a preference for greater participation from everyday residents and local businesses.

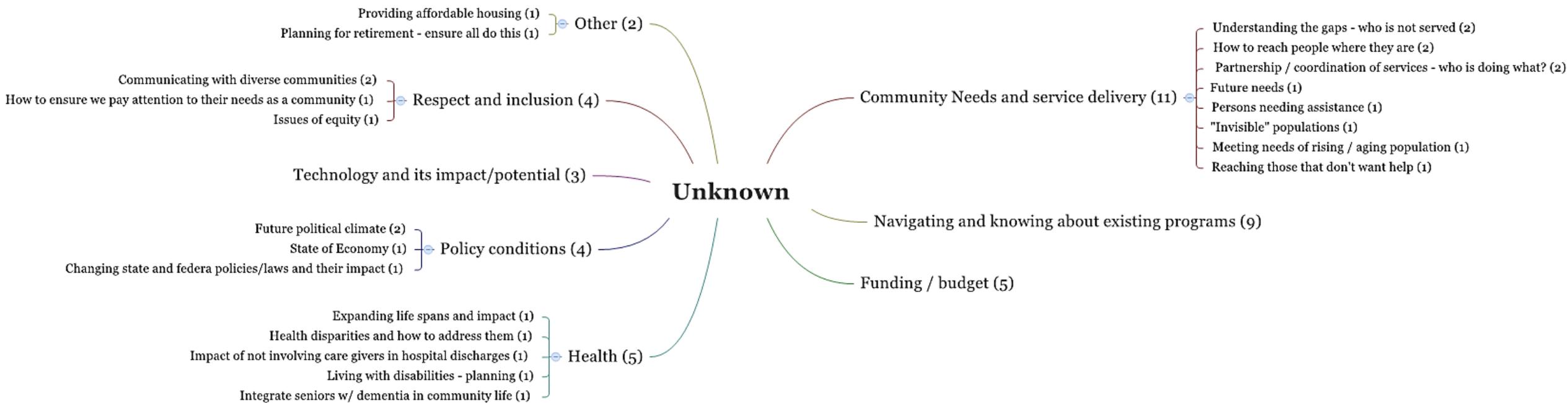
Lastly, a number of participants wanted more discussion on **“how”** the group can accomplish collective goals, incl. through partnerships and planning.



# WHAT ARE OUR BIGGEST "UNKNOWNNS"?

A number of respondents expressed interest in better **understanding community needs**, such as gaps in coverage and anticipated future needs. Gaps in residents' ability to **learn about—and navigate—existing programs and services** again come out as a top issue as well.

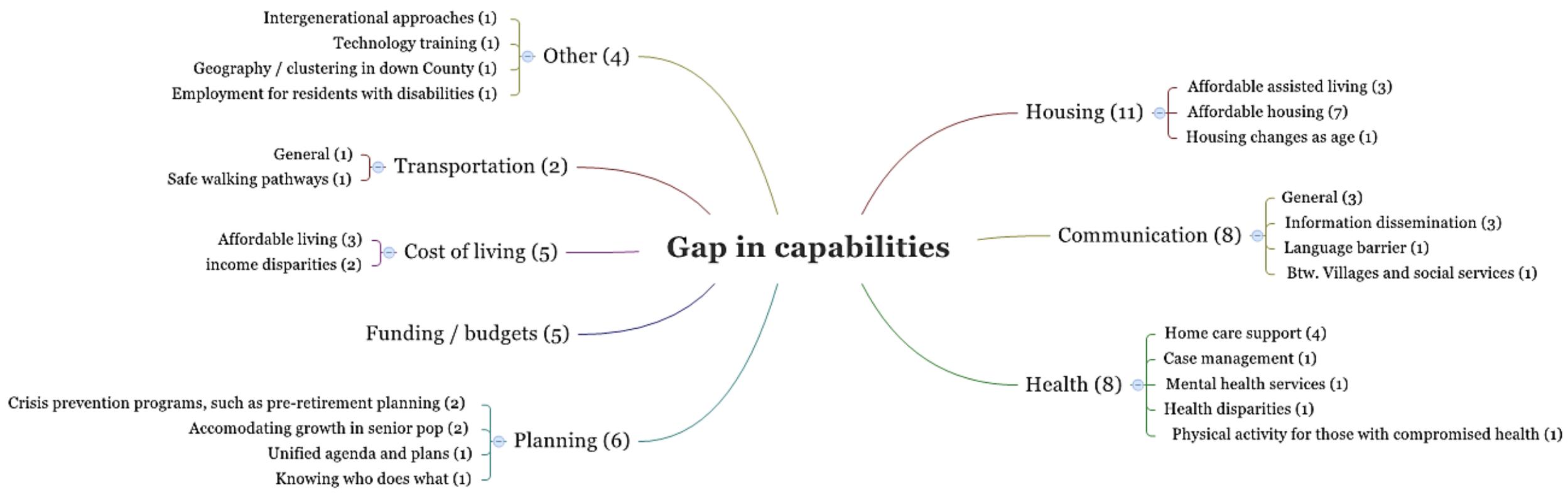
**Other "unknowns" included issues related to budgets, policy and political conditions, and ways to ensure social inclusion. Some residents also mentioned more technical "unknowns" related to approaches to healthcare. Others were interested in the role and impact of technology in better servicing seniors.**



# WHAT ARE THE BIGGEST GAPS IN OUR CAPABILITIES?

When discussing gaps in capabilities, many respondents highlighted **Housing related issues**, particularly related to affordability. Surprisingly, transportation did not receive many mentions despite the high priority given to it, perhaps suggesting that most recognize what needs to be done in improving transportation options, whereas housing is a more complex issue with fewer obvious solutions.

**Communication** also again received a high number of mentions, as did **Health**. Some respondents also expressed a need for **better planning**, both at the individual and community level.



## APPRECIATION FOR COUNTY EFFORTS

- “That County Government is working hard at meeting the needs.”
- “The concerns of our Senior population and the willingness of our County Executive to address them and put them out front.”
- “How committed Ike Leggett and MC is to the village movement.”
- “Ike Leggett was really interested in seniors -- he spent all day at the summit.”
- “There is no doubt that aged population in Montgomery County are in good hands.”
- “People in the county (government and private) are seriously looking at the issues regarding aging.”
- “Montgomery Co. is a leader in senior services policy, but there is a long way still to go.”

## BREADTH OF COUNTY SERVICES

- “There are many more resources available to seniors in the County than I realized.”
- “There are a lot of programs in the county that I did not know already existed.”
- “I learned more about all of the transportation resources available to our older adults and was amazed at how much is available.”
- “Residents know very little about what information is or is not available from the County.”

## CONNECTING AND PARTNERING FOR ACTION

- “Was able to connect with others in the community that are passionate about some of the same issues as me. This was a good opportunity to discuss as a small group and make connections that allow follow up action.”
- “During the small groups, we talked a lot and found resources for each other.”
- “We need to increase and strengthen the partnerships with the private sector in order to make greater concrete progress towards an age friendly community.”

## INFORMATIVE AND TECH SAVVY

- “Senior leadership is much more technologically savvy than anticipated.”
- “The presentations and the read-ahead materials were excellent and quite informative.”
- “I have a new appreciation for the depth and diversity of data and analyses that CountyStat provides.” “The CountyStat report was the most helpful one I have seen.”
- “Every seniors issue has communication and tech-related challenges + opportunities.”

## POSITIVE EXPERIENCES

- “I thought the conference was an eye opener for me in discussing the needs of our seniors.”
- “I thought it was a great summit that brought together a diverse and dedicated community of people.”
- “It was a great day and nice to see stakeholders including older adults, providers and government work so collaboratively.”
- “Thanks for the opportunity to voice my concerns and to learn new information.”
- “I very much enjoyed being able to participate in this summit and thought it was a wonderful and productive experience.”
- “Very well planned summit.”
- “Speakers were excellent!”
- “Thanks for the opportunity to voice my concerns and to learn new information.”

## POTENTIAL AREAS FOR IMPROVEMENT

- More time for breakout sessions (4x)
- Too much “patting on the back” (2x)
- Not enough people had read the read-ahead material
- Some sessions were too focused on experts

The feedback collected through the post-Summit survey and summarized in this report provides one of many sets of insights collected for the County's strategic planning on Seniors and Age-Friendliness.

The County and its partners will combine these insights to define a “**common operating picture**” and translate these findings into priorities and initiatives to make Montgomery County a “**Community for a Lifetime.**”

