

## CAFE: The Center for Age-Friendly Excellence

*Advancing Livable Communities for all Generations*



### **Collated Notes and Analysis Focus Group Engaging Residents 55 and over Regarding Unmet Needs of Older Adult Daly City Residents**

Total Participants: 13 (7 men, 6 women)

Gellert Clubhouse in Daly City

November 8th from 11:30am - 1:00pm

Facilitators: Ann O'Brien Keighran, Cynthia Nakayama

Notetakers: Ann O'Brien Keighran, Cynthia Nakayama

#### **Outdoor Spaces and Buildings:**

##### **Unmet Needs**

- It is difficult for individuals with disabilities to get from the parking lot to the entrance of Seton Hospital.

##### **Strengths:**

- Participants like the park at Gellert and hope the upkeep will continue.

##### **Potential Solutions:**

- Would like to see additional benches added throughout the city, including around schools.
- Reach out to Seton Hospital to improve accessibility for individuals with mobility challenges.

## **Transportation/ Mobility:**

### **Unmet Needs: Public Transit**

- Right now, focus group members all drive and no one really takes public transportation. However, participants noted a need to prepare for options futuristically.
- Not sure if buses are arriving and departing on time. People hear they are not. Is there a monitoring system in place to follow that type of data?
- Some were unaware of the “Got Wheels” through Peninsula Family Services. Others noted there is a waitlist for the program.
- Redi Wheels needs to be more convenient.

### **Potential Solutions: Public Transit**

- Increase the amount of funding toward “Got Wheels” to accommodate more people.

### **Unmet Needs: Traffic Safety, Walkability, and Bike Friendliness**

- Poor lighting on some of the streets.
- Sidewalks can be uneven in certain areas, e.g., across from Fernando Rivera Middle School.
- Need more time to cross streets, especially major intersections such as Gellert and Hickey Blvd.
- Drivers go through intersections without stopping at red lights; they don't come to a complete stop.
- Takes older people longer to cross the street but drivers aren't patient, and they will continue to drive through the intersection and not give the pedestrian the right of way.
- Sometimes participants ride their bike on the sidewalk because they feel it is too dangerous to bike in the street.
- Some street signs are difficult to read due to poor lighting or tree branches blocking signage.
- Highway 35 has many potholes.

### **Potential Solutions: Traffic Safety, Walkability, and Bike Friendliness**

- Do an assessment of sidewalks to prioritize repair.
- Increase font and add low lit lighting to increase visibility of major street signs. Also assess street signs to make sure they are visible and not blocked by foliage.

- Look at major intersections to see if crossing time can be increased.
- Install cameras at major intersections to monitor drivers that run red lights.
- Increase police enforcement and ticket people who do not follow the rules of the road.
  - In particular, the intersection at Gellert and Hickey by the 711 should have increased police enforcement.

## **Housing:**

### **Unmet Needs:**

- Housing continues to be expensive.
- Sometimes difficult to maintain homes and hire trustworthy handymen.
- One participant is looking for resources to install a lift chair and/or elevator to get to the 2nd floor of a home.
- Most people familiar with ADU's; process should be made easy.
- Years long waiting lists for affordable housing. Affordable housing units should cater to locals and not people outside the city limits.
- Daly City needs more housing for seniors.
- Some focus group members have never heard of HIP Housing.

### **Potential Solutions:**

- Need more affordable housing.
- Need more housing located near transportation.
- Disseminate information about affordable housing options (e.g., HIP Housing) through the Daly City newsletter and E-news

## **Social Participation**

### **Strengths:**

- The Gellert Clubhouse offers lunch Monday through Friday and is well attended by Daly City residents.

### **Unmet Needs:**

- About half of regular attendees at the Doelger Senior Center lunch program are San Francisco residents. When the site reaches full capacity, some Daly City residents are turned away. Participants felt that Daly City residents should be prioritized.

- Would like to see more tech classes for seniors and seminars on topics such as tax preparation, estate planning, and how to avoid scams.
- People aren't always sensitive to diverse needs
- Have the ability to have "safe" conversations without worrying about voicing opinions

### **Potential Projects:**

- Change the eligibility criteria for lunch programs at the senior center to be specific to Daly City residents.
- Establish field trips through the Recreation Department to places such as Golden Gate Park, Museums, and picnics. Participants would be interested in visiting these locations as a group, rather than drive on their own.
- Add classes and plan social events through the Recreation department, such as:
  - Knitting
  - Art programs
  - Dancing for seniors
  - Sit and Be Fit exercise program (could be offered prior to lunch at Gellert.)
  - Seminars on important topics (e.g., tax preparation, estate planning, and how to avoid scams)
  - Tech classes (Could possibly partner with schools to have middle and high school students offer classes and/or tech support.)
  - Movie night
  - Board games
  - Karaoke days
  - Walking tours throughout Daly City
- Library should offer tech classes and have more computers available in addition to senior centers such as Gellert, Doelger, and Bayshore. Could also partner with schools and see if some of the computers can be utilized by older people after school hours.
- Faith-based organizations could offer or promote programs to engage older residents.

### **Respect and Social Inclusion**

#### **Unmet Needs:**

- Sometimes feel older adults are not really listened to.

- Sometimes people are not sensitive to cultural diversity.
- Need activities like these focus groups with older adults to happen more frequently.
- City council meetings should be in multiple languages.
- Many older adults are not able to drive to meetings in the evening.
- People aren't always sensitive to diverse needs; Need to have events representing a variety of cultures and information needs to be disseminated in a variety of languages
- Have the ability to have "safe" conversations without worrying about voicing opinions; people need to let people voice their opinions even if others don't agree with the subject matter.

### **Potential Projects:**

- Offer classes that educate people about various cultures.
- Organize different cultural events throughout the year.
- Video record city council meetings and publish agenda and minutes on the city website. Also, publish a summary of what is discussed at the council meetings in the quarterly newsletter.

## **Communication and Information**

### **Unmet Needs**

- Don't know of many resources that are available in San Mateo County.
- Newsletter should be published in multiple languages.

### **Potential Projects**

- Increase publicity of classes and events.
- Incentivize people to sign up for the E-news.
- Offer a centralized location that people can look up resources available in the county.
- Place 'Help at Home' link on city website and in quarterly newsletter.
- Have AARP link and resources on the website and also include in the E-news and Quarterly newsletter.

## **Community and Health Services**

### **Unmet Needs:**

- Daly City offers free compost for residents; many people don't know about it.

### **Potential Projects:**

- Remind community members that faith-based organizations are available as good support and resource.
- Allow seniors to shop at grocery stores at earlier hours just meant for them; this was appreciated during the pandemic.

### **Emergency Preparedness:**

#### **Unmet Needs:**

- Many people don't have kits prepared in case of a disaster such as an earthquake.

#### **Potential Projects:**

- Develop a checklist for a disaster preparation kit and send it to Daly City residents twice a year.
- Have police and fire department organize an event to educate residents about how to prepare for a disaster. Offer it in various neighborhoods so it is convenient. Videotape it and publish it on the Daly City website.
- Focus group participants were concerned about what would happen to homebound residents in the case of an emergency. They felt there should be a centralized list of individuals who may need extra support. They suggested partnering with faith communities and neighborhood networks to ensure these individuals are currently getting the support they need, and that there is a record of their addresses in case of emergency.