



Lionsview
SENIORS PLANNING SOCIETY

Services to Seniors Coalition Survey 2024

www.lionsviewseniorsplanning.com

Summer 2024 Survey Results

Services to Seniors Coalition: addressing senior issues and services across our community. With over 50 dedicated organizations and individual members, we unite monthly to collaborate, exchange ideas, and stay informed on ongoing projects and events.

Survey Objective: to gain feedback and improve service delivery.

- **19 questions**
- **21 responses**
- **Open ended and multiple-choice format**



Getting to know you...

Q1: Are you participating in the Coalition affiliated with an organization or as an individual?

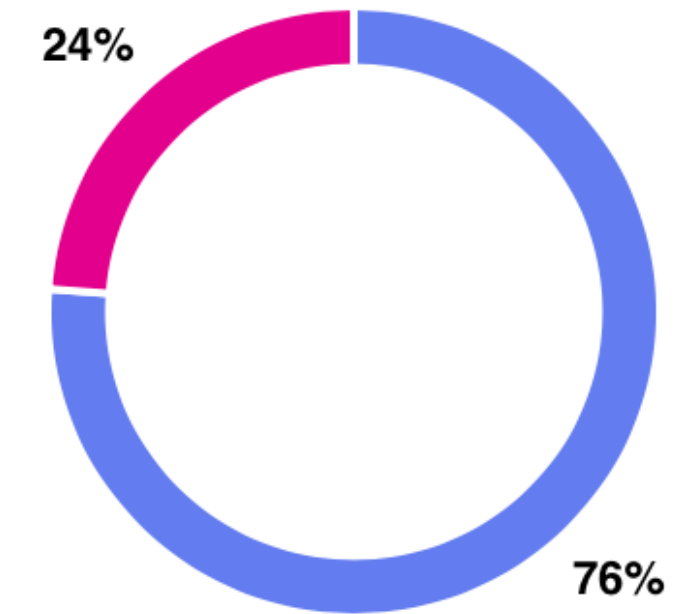
Question type: multiple choice

Responses: 21

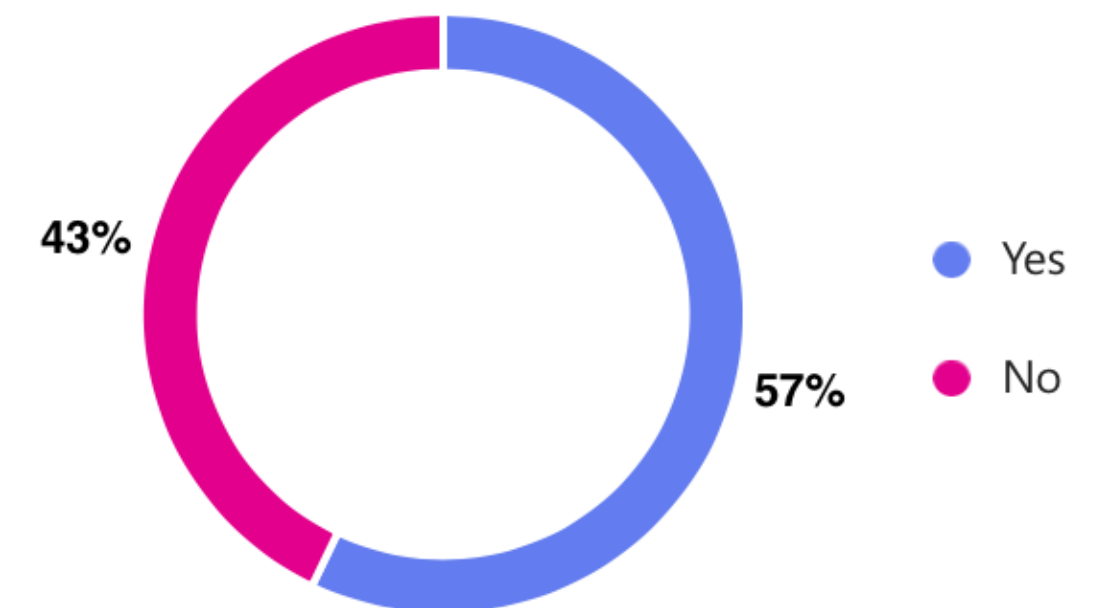
Q2: Are you Coalition member (paying an annual fee)?

Question type: multiple choices

Responses: 21



- I am service provider working for an organization 16
- I am an individual not attached to an organization 5



- Yes
- No

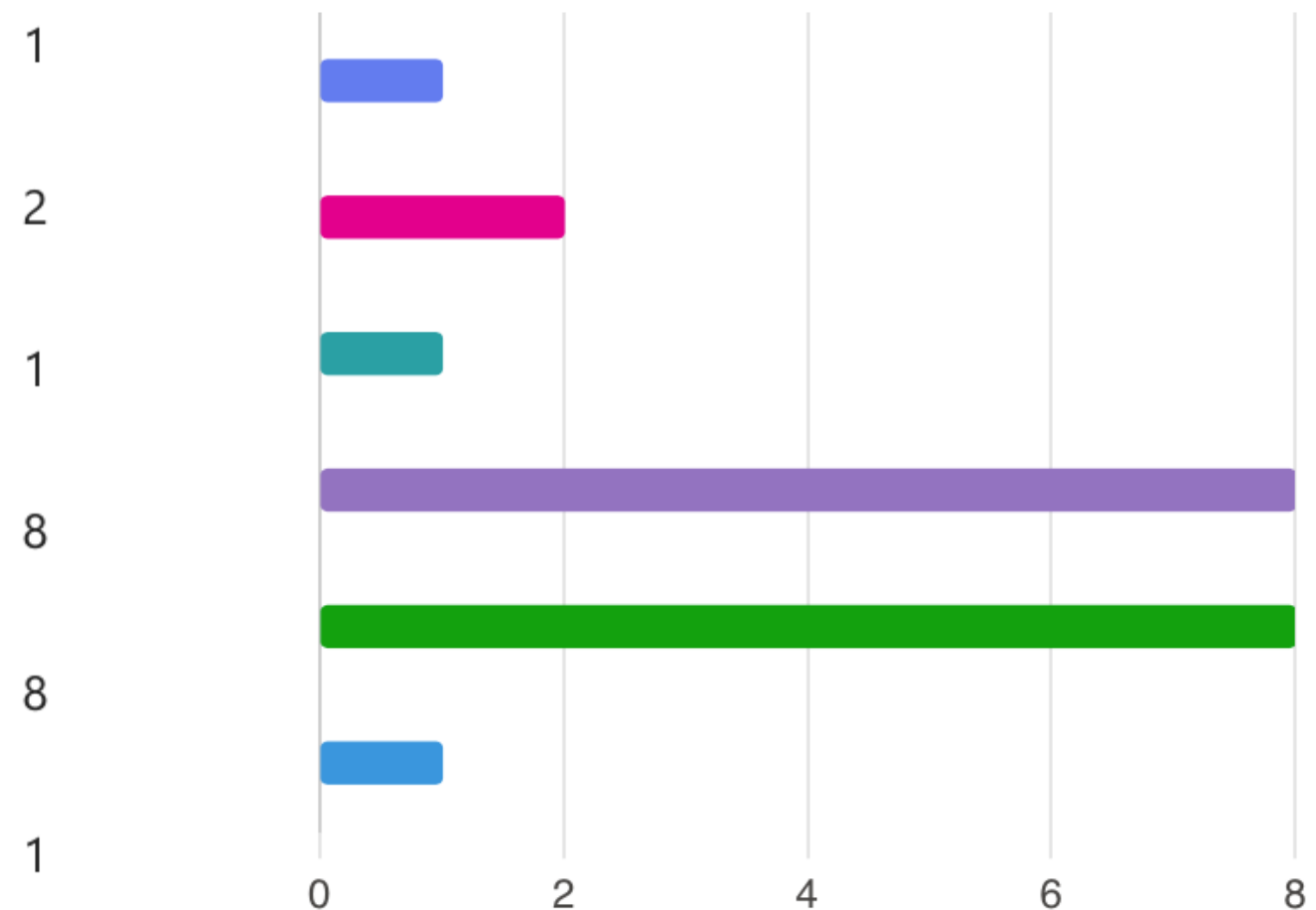
Getting to know you...

Q3: How long have you been attending Coalition meetings?

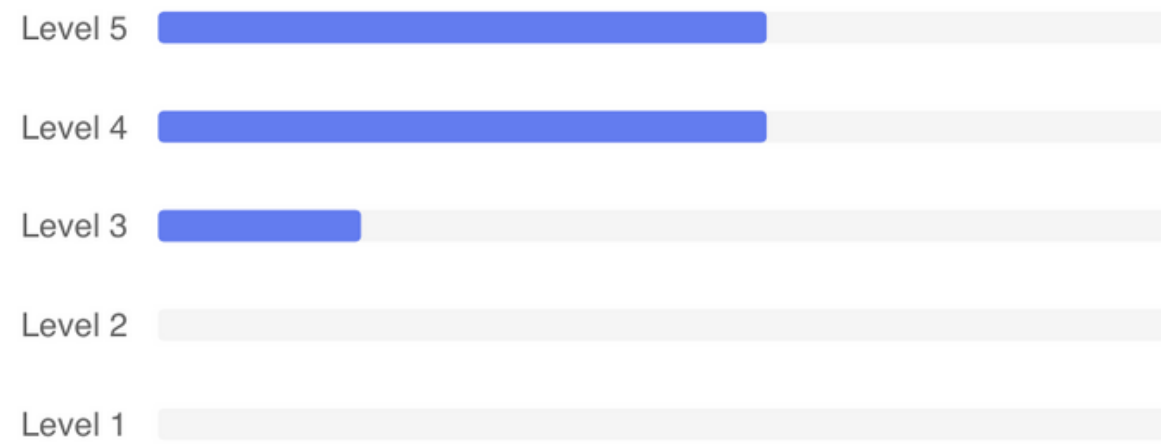
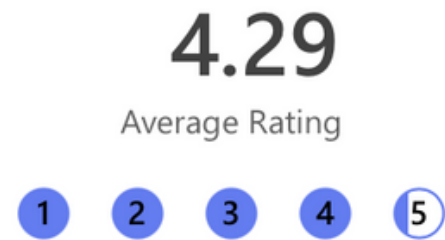
Question type: multiple choice

Responses: 21

- 20 years or more
- 15-19 years
- 10-14 years
- 5-9 years
- 0-4 years
- Have not attended a meeting yet



Satisfaction Rates



Q4: How would you rate the overall effectiveness of the Coalition in addressing issues on the North Shore?

Question type: rating scale (1: least; 5: most)
Responses: 21

Q5: What do you find most valuable about participating in the Coalition?

“Taking advantage of collective wisdom to identify gaps in services” (anonymous).

- Community updates & information sharing (i.e. referrals)
- Guest Speakers (i.e. researchers)
- Valuable insight from lived experience
- Collaboration
- Mutual learning & information exchange
- Networking

**duplicates excluded*

Question type: long answer
Responses: 21

Satisfaction Rates

Q6: What aspects of the Coalition require improvement?

- More diverse voices
- A project or goal that we can work on together to fully address the need of seniors on the North Shore
- Coordination: “there still seems to be a silent turf war and behind-the-scenes competition
- Hybrid model (i.e. 2 in-person meetings; bi-annually)
- Review the mission and vision of LSPS & workplace goals at the beginning of each meeting year to help streamline collaboration between participating stakeholders
- Calendar invited in advance for the year, with Zoom links and agendas attached
- In-person and zoom meetings simultaneously
- Open forum and an opportunity to troubleshoot
- Presentations from various member organizations
- Emergency planning

Question type: long answer

Responses: 21

Satisfaction Rates

Q7: The services of the Coalition include meetings, email forwarding, and small task groups. Are there any additional services that the Coalition could provide?

Larger annual meetings

Slack Group

**VCH Community
Health Experts**

**Reference
Materials**

**Help writing collaborative
grants**

More advocacy

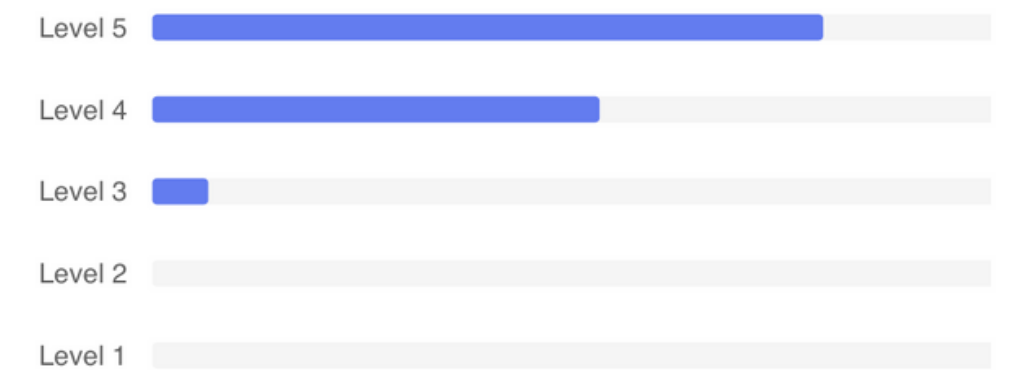
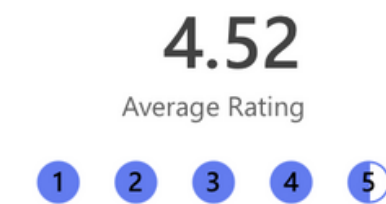
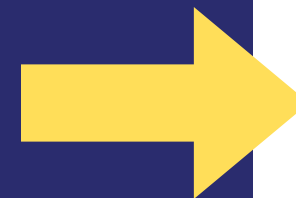
Question type: long answer

Responses: 17

Satisfaction Rates

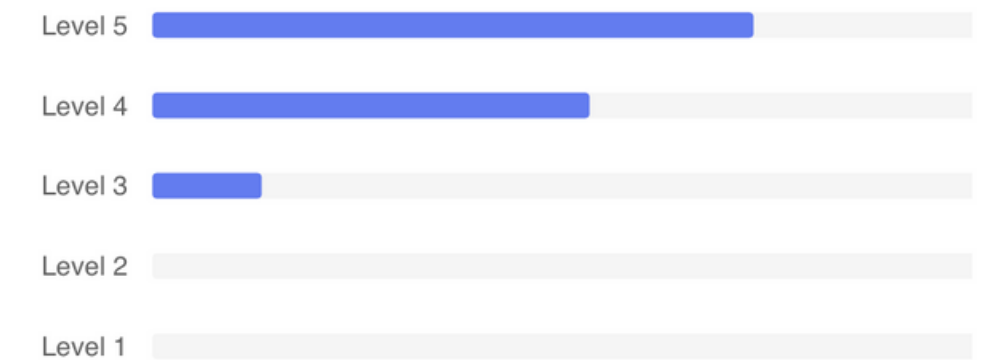
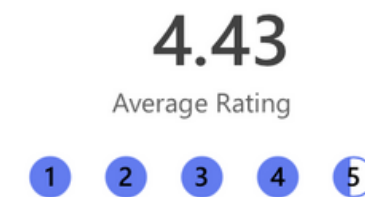
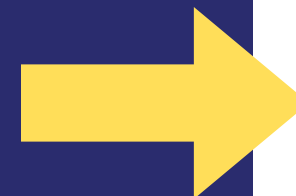
Q8: How useful has the Coalition been in improving your network ?

Question type: rating scale (1: least; 5: most)
Responses: 21



Q9: How useful has the Coalition been to your overall work in the community ?

Question type: rating scale (1: least; 5: most)
Responses: 21



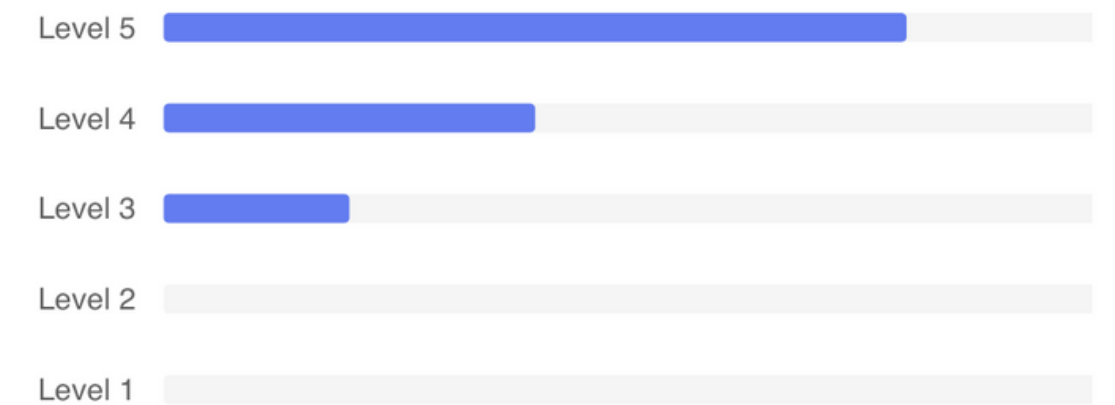
Q10: How could the Coalition further support your work in the community?

- Focus on supporting low-income seniors
- More visibility for the coalition (i.e. engagement and participation in community events)
- Opportunity to share the ongoings of meetings to a wider audience
- More referral opportunities
- More time to share projects and event information during meetings
- Learning from lived experience
- Build relationships with VCH, Division of Practice, ect... and get health experts participating and collaborating

Question type: long answer

Responses: 21

Discussion & Collaboration



Q11: Please rate the quality of presentations at Coalition meetings.

Question type: rating scale (1: least; 5: most)

Responses: 21

Discussion & Collaboration

Q12: What topics would you like to see presented in future meetings?



Responses: 21

Question type: long answer

Discussion & Collaboration

Q13 A: Do you feel that the Coalition effectively facilitates collaboration between seniors and service providers?

Question type: multiple choice

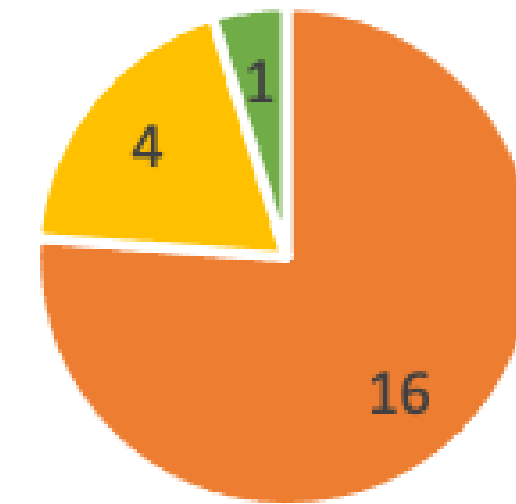
Responses: 21

Q14: Do you feel supported by other members of the Coalition?

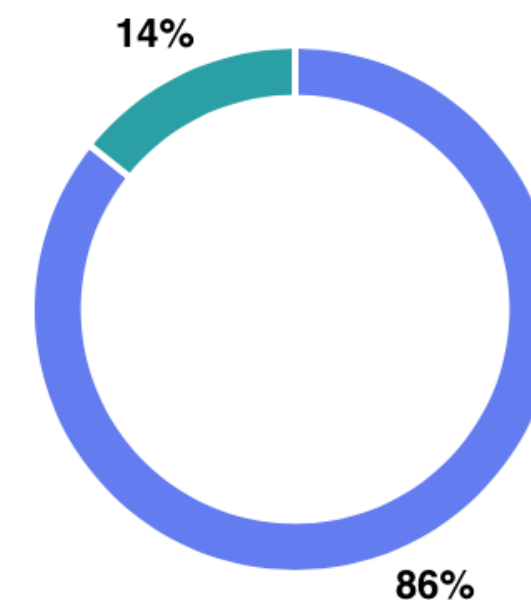
Question type: multiple choices

Responses: 21

Facilitates Collaboration



■ Yes ■ Needs improvement ■ N/A



● Yes
● No
● Somewhat

Discussion & Collaboration

Q13 B: Do you feel that the Coalition effectively facilitates collaboration between seniors and service providers on the North Shore?

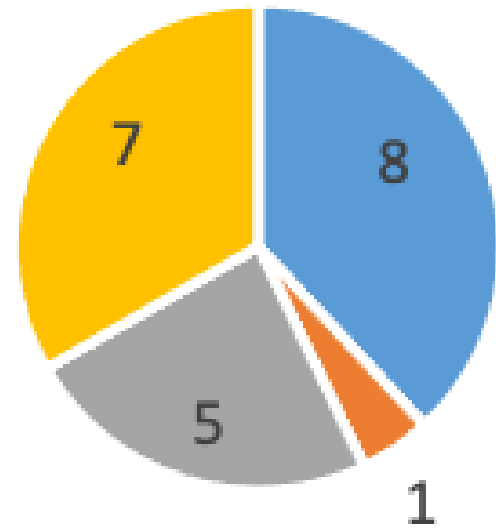
Additional Comments:

- During COVID, collaboration of organizations became the primary goal. By working together, we can mitigate the duplication of services.
- Since many of us are seniors and work directly with them, their voices get brought into the table meetings.
- Ideas are shared! Representatives from different agencies can discover services that can be valuable for their clients through discussion and referral.
- It is difficult to evaluate how many seniors are positively impacted by the service providers.
- Through information and networking -- we gain a better understanding of seniors' issues in our community and more effective and collective response by service providers.
- The meetings create awareness of what is going on in the community.

Question type: long answer

Responses: 21

Meeting Preferences



■ Online (Zoom) ■ In-Person ■ Hybrid ■ Alternating

Q15: What is your preference for attending Coalition meetings?

Question type: multiple choice
Responses: 21

Q16: Do you have any comments regarding the use of virtual or in-person meeting?

- In-person meeting create better connection between individuals
- Look at the topic, to see what format is most effective
- Enjoy in-person, but time is a barrier
- Mixture of virtual and in-person due to busy schedule
- Virtual works best for my time, but in-person FEELS best... It is nice to meet others in person!

50% of responses are worried about the time commitment

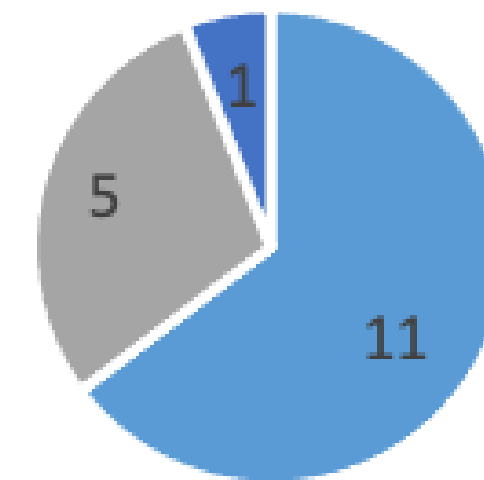
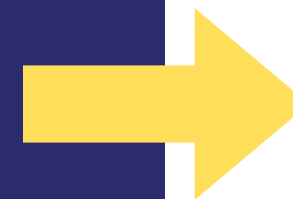
Question type: long answer
Responses: 21

Meeting Preferences

Q17: Do you face any barriers to accessing Coalition meetings?

Question type: multiple choice

Responses: 21

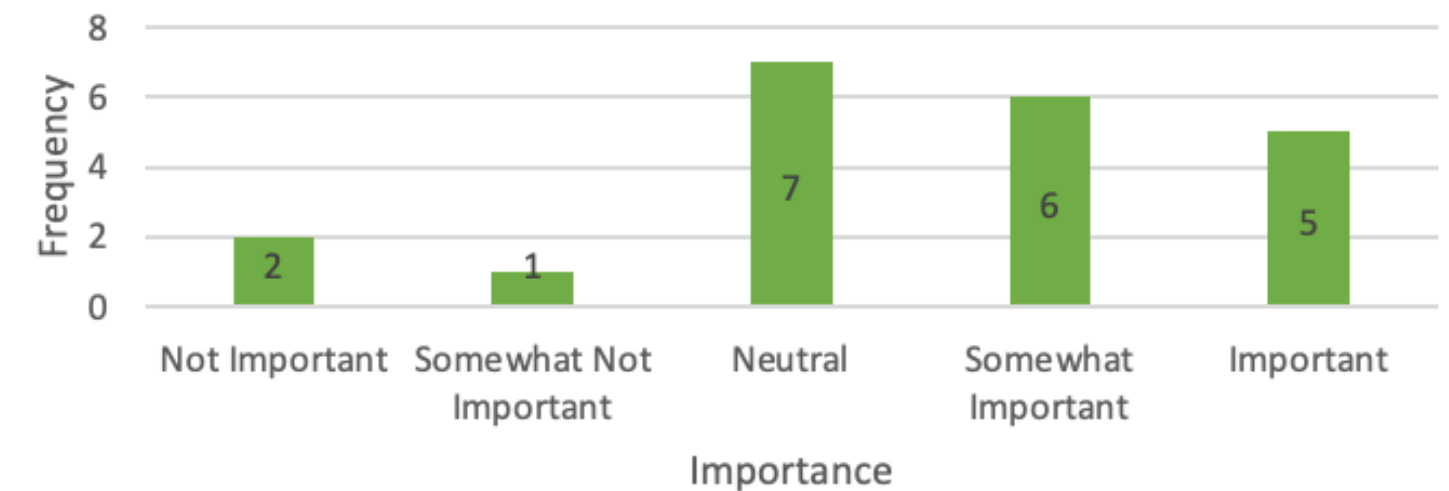
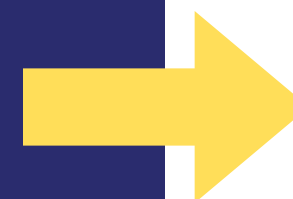


■ No ■ Time ■ Uncomfortable meeting in-person

Q18: If we meet in person, how important is it to serve refreshments like tea, coffee, and snacks?

Question type: select choices

Responses: 10



Concluding Thoughts...

Key Findings

Value of the Coalition: Members highly value the collective wisdom, networking opportunities, and collaboration facilitated by the coalition.

Areas for Improvement: Members identified the need for more diverse voices, coordination, events, and a hybrid meeting model to accommodate different schedules and preferences.

Final Thoughts

- “Great job. Very valuable group - especially for newcomers to organizations working with seniors”
- “Great asset to the area, in sharing agency info and best practices to help seniors”
- “More events!”
- “Just to emphasize the INVALUABLE service provided by members of the Coalition!”



Lionsview

SENIORS PLANNING SOCIETY

Thank You!

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Find out more!

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