

# Attachment K: AAA Needs Assessment Summary Data 2020

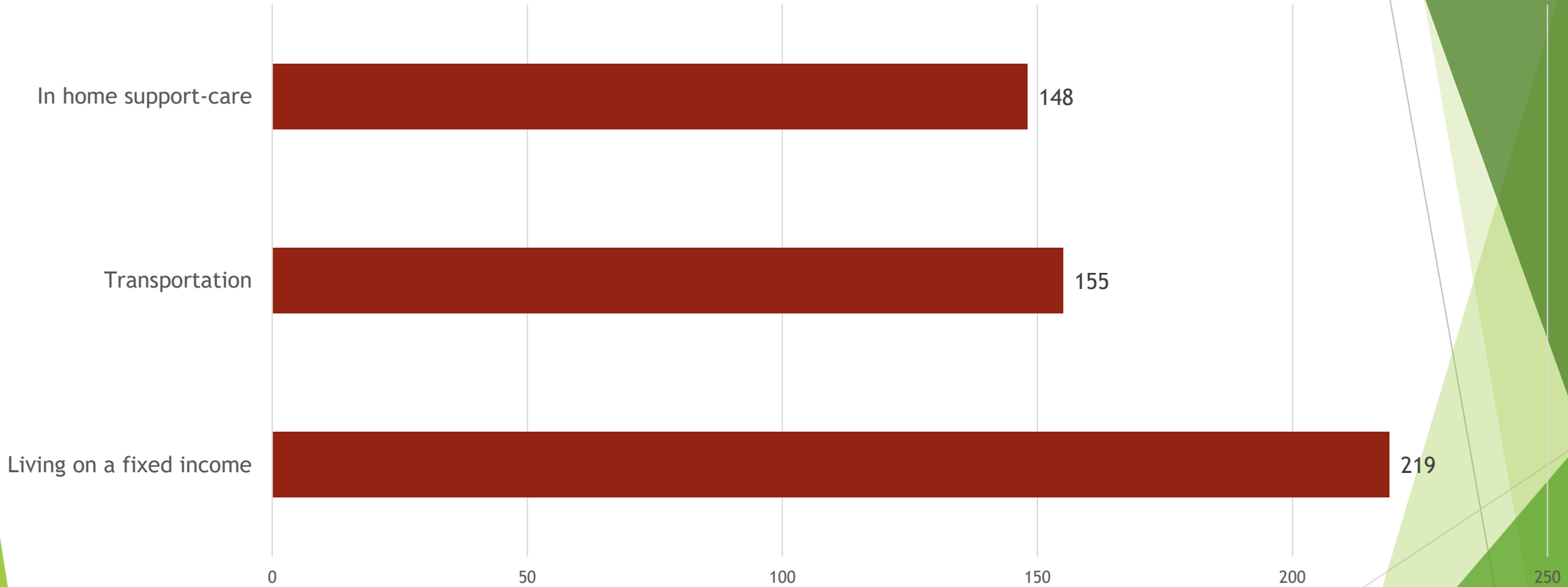
Highland Valley Elder Services

Kelly McCarthy, Performance & Quality Improvement Director

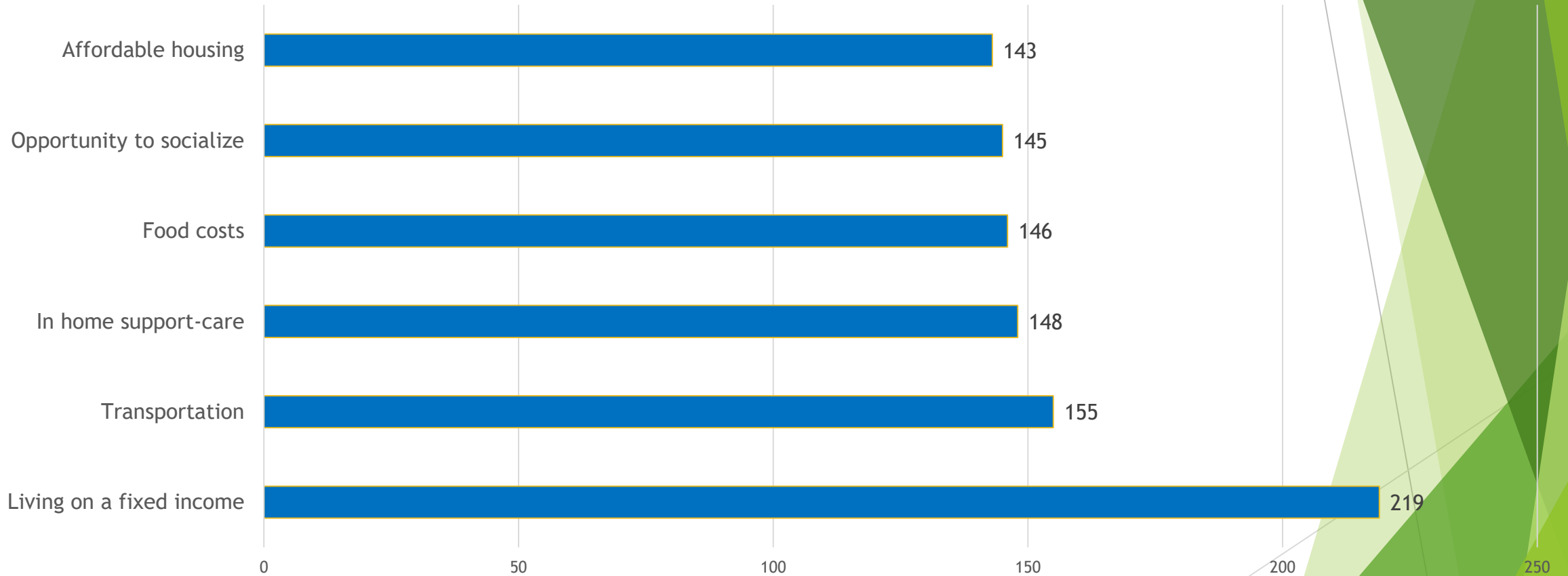
# Total Responses Needs Assessment (September- December 2020)

- ▶ 362 Surveys Collected (using online and paper methods)
- ▶ 2 Consumer Forums; 1 Caregiver Forum Held
- ▶ 1 Forum held with Northern Hilltown Consortium
- ▶ 5 HVES Department Forums held (PS, RN, HC, SCO, and I&R)

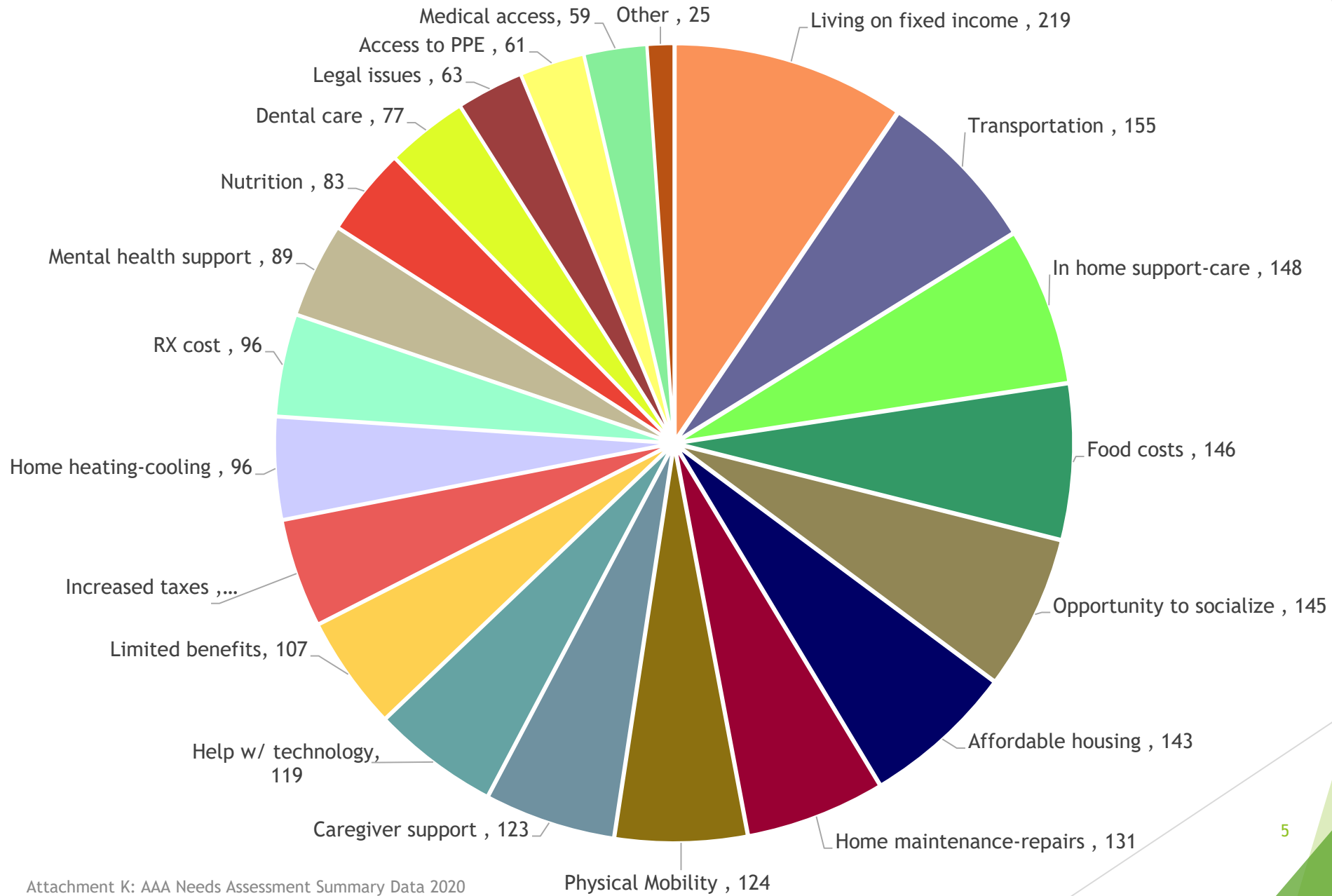
# Top 3 Needs Identified



# Top 6 Needs Identified



# All Identified Needs



# TOTAL SURVEYS SUBMITTED BY TYPE OF RESPONDENT

