

CENTRAL MISSISSIPPI PLANNING AND DEVELOPMENT DISTRICT

Area Agency on Aging

Serving Hinds • Madison • Rankin • Simpson • Warren • Yazoo Counties

OLDER ADULTS NEEDS ASSESSMENT

AT-A-GLANCE REPORT

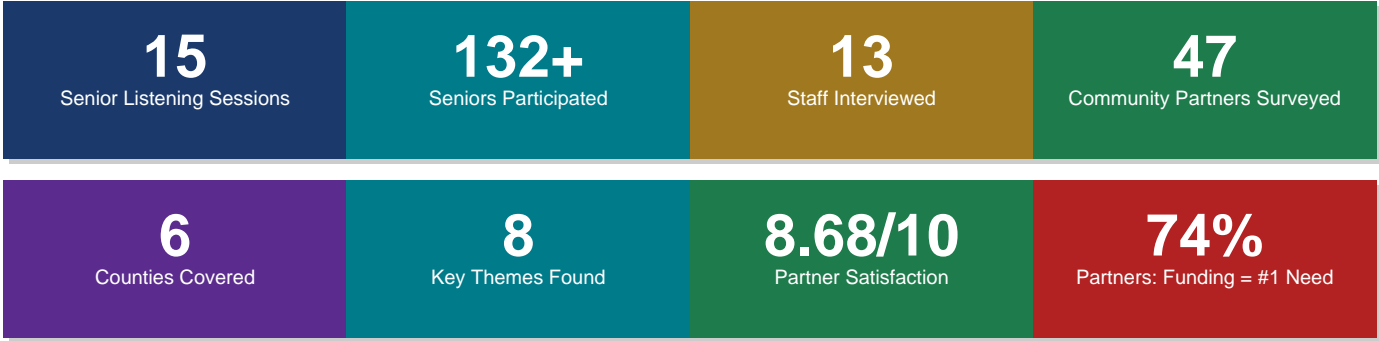
Conducted by the Mississippi Public Health Institute (MSPHI)

Director: Dr. Chelsea Crittle | Assessment Period: March – May 2026

Three Methods • Three Perspectives • One Clear Picture

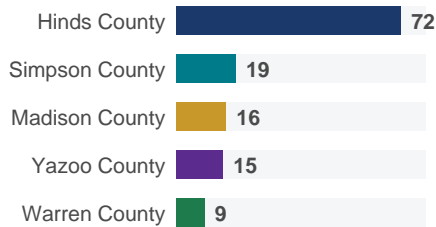
Senior Listening Sessions • Staff Key Informant Surveys • Community Partner Survey

ASSESSMENT OVERVIEW — THREE METHODS, ONE COMPLETE PICTURE



1 Senior Listening Sessions 15 sites · 132+ participants · 6 counties · March–May 2026

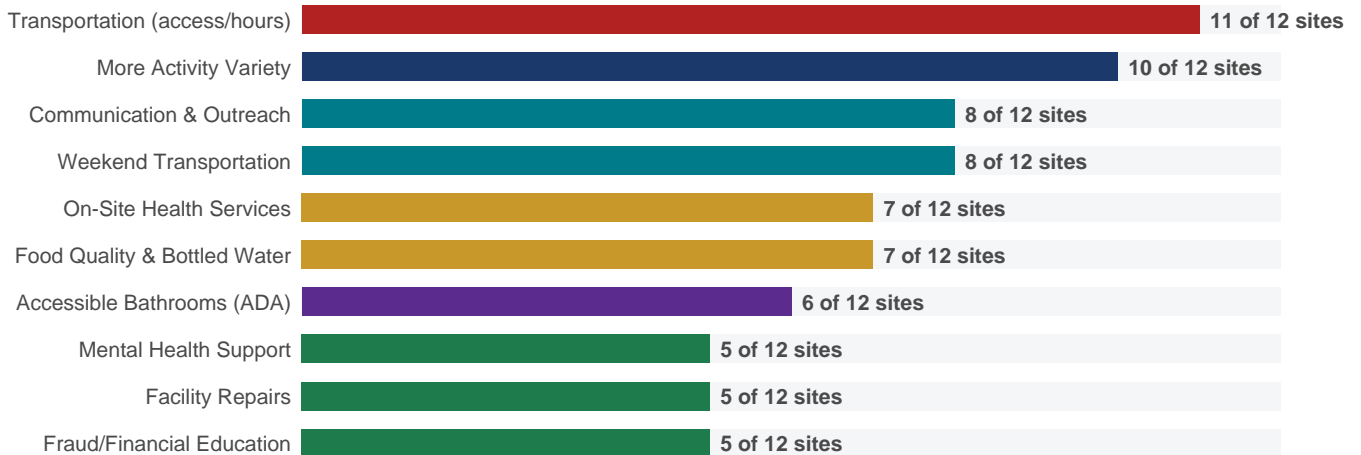
Participants by County Demographics (132+ seniors)



Participant Demographics
 ■ Black Females ~79%
 ■ Black Males ~13%
 ■ White Females ~5%
 ■ White Males ~3%

Note: Demographics based on sites with available data. Three session files experienced read errors.

How Many Sites (out of 12) Reported Each Senior Need



✓ What's Working Well	■ What Needs Improvement
• Fellowship & social connection at all 15 sites	• ADA-accessible vans urgently needed — 11 of 12 sites
• Transportation to centers is essential and valued	• Weekend transportation missing for church & shopping
• Dedicated, caring staff and directors — the program's heart	• Handicap-accessible bathrooms absent at multiple centers
• Congregate & home-delivered meals are lifelines	• More varied activities beyond bingo — 10 of 12 sites ask
• Activities: bingo, Bible class, arts & crafts, exercise	• On-site health screenings & nurse visits — 7 of 12 sites
• Field trips and special events bring joy and motivation	• Mental health & grief support largely absent across sites
• Educational speakers & community awareness sessions	• Better outreach — thousands of seniors don't know about us

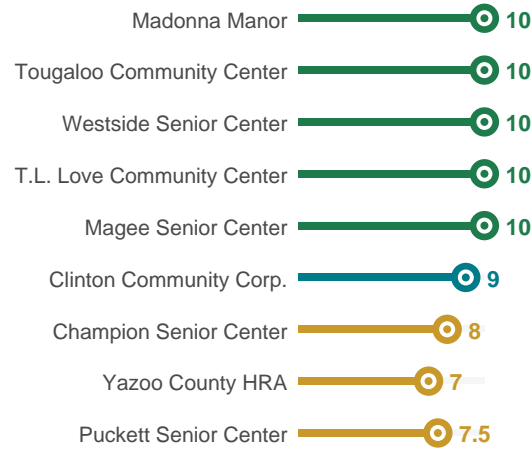
Voices of Seniors

<p><i>"It's like another home."</i> — Clinton Christian Community Corp. — 25-year attendee</p>	<p><i>"Transportation is critical. If we didn't have it, some couldn't come."</i> — Clinton</p>
<p><i>"An accessible van — people with wheelchairs cannot ride on the current van."</i> — Golden Key Community Center</p>	<p><i>"Do more things like this to hear from seniors — but act on it."</i> — Golden Key Community Center</p>

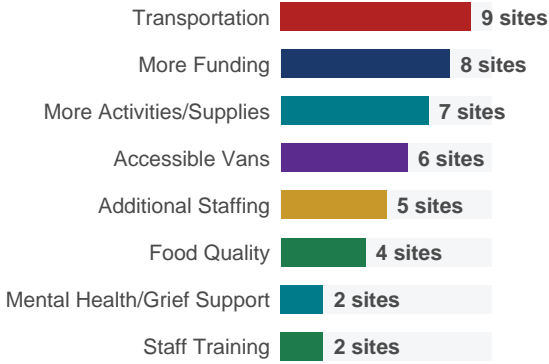
PART 2 — STAFF KEY INFORMANT INTERVIEWS & SURVEYS

2 Staff Key Informant Surveys 13 staff · 11 centers · Directors, coordinators, nutrition & activity staff

Staff Satisfaction Ratings (1–10 scale)



Staff-Identified Top Needs (# of sites)



Average

8.9

out of 10

Avg Staff Rating

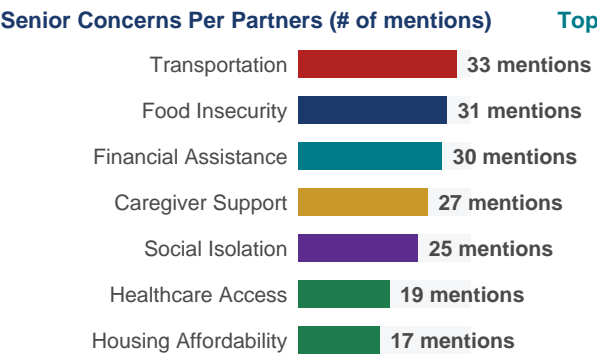
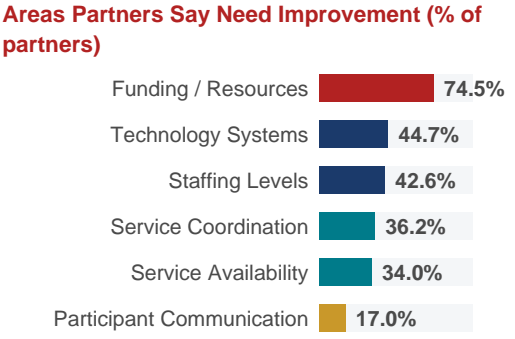
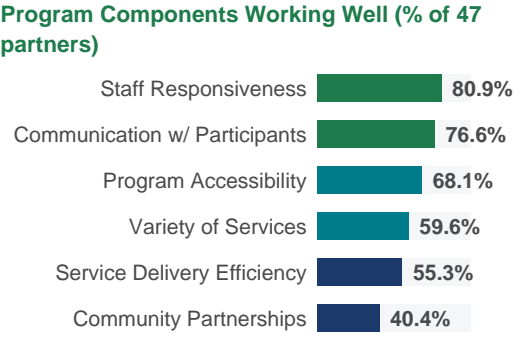
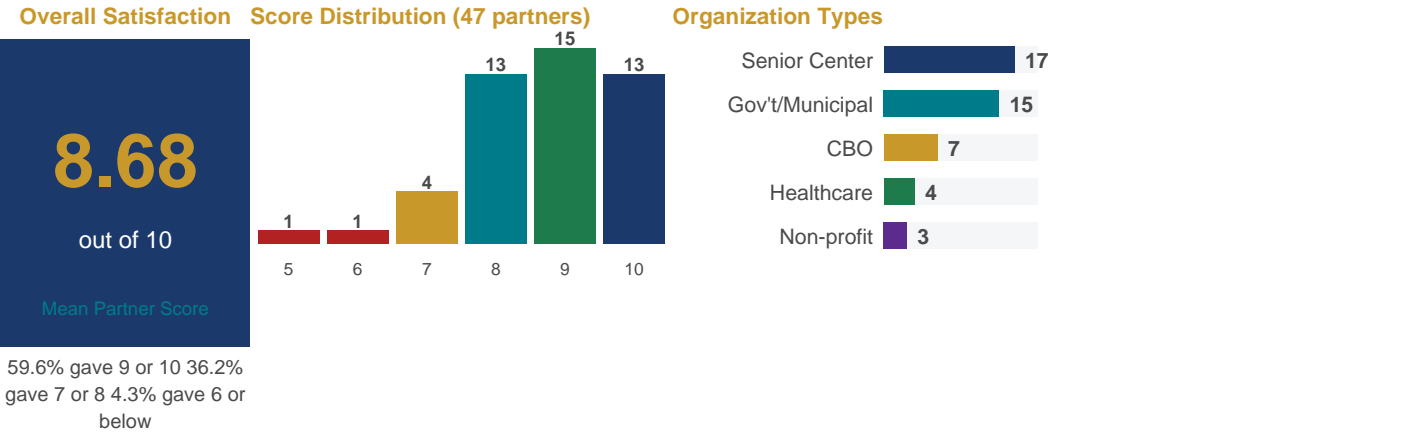
■ Why Staff Rate AAA So Highly
 "My reason for a 10 is primarily because of Dr. Crittle. She is responsive and cares." — Staff Member, Tougaloo Community Center
 "The staff at the agency go over and above. Very professional." — Staff Member, Westside Senior Center

Voices of Staff

<p><i>"I don't know what they would do if they did not have this program."</i> — Staff Member, Madonna Manor</p>	<p><i>"We are not doing a good job advertising — seniors don't know about the program."</i> — Staff Member, Tougaloo Community Center</p>
<p><i>"Communication and engaging activities are key."</i> — Staff Member, T.L. Love Community Center</p>	<p><i>"I interact with participants the same way I interact with my parents and grandparents."</i> — Staff Member, Champion Senior Center</p>

PART 3 — COMMUNITY PARTNER SURVEY (SURVEYMONKEY)

3 Community Partner Survey 47 respondents · Senior centers, gov't agencies, CBOs, healthcare facilities & nonprofits



INTEGRATED PRIORITY NEEDS — ALL THREE ASSESSMENTS COMBINED

4 Priority Needs Cross-Referenced

Needs confirmed by all three groups = CRITICAL · Two groups = HIGH · One group = MODERATE

The table below combines findings from senior listening sessions, staff surveys, and community partner survey. Needs cited by all three sources are designated **Critical**.

#	Priority Need	Seniors	Staff	Partners	Level
1	Wheelchair-Accessible (ADA-Compliant) Transportation Vans	✓	✓	✓	Critical
2	Increased & More Flexible Program Funding	✓	✓	✓	Critical
3	Expanded Transportation Hours Including Weekends	✓	✓	✓	Critical
4	Handicap-Accessible Bathrooms & ADA Facility Compliance	✓	✓	—	High
5	Greater Variety in Activities & Programming	✓	✓	✓	High
6	On-Site Health Screenings & Nurse Visits	✓	—	—	High
7	Mental Health & Grief Counseling Support	✓	✓	—	High
8	Additional Staffing at Single-Person Sites	—	✓	✓	High
9	Improved Communication & Outreach to Non-Attending Seniors	✓	✓	✓	High
10	Food Quality, Menu Variety & Bottled Water	✓	✓	—	Moderate
11	Facility Repairs — Roofs, Equipment, Accessible Spaces	✓	✓	—	Moderate
12	Legal, End-of-Life & Financial Literacy Education	✓	✓	—	Moderate
13	Technology Access & Senior-Friendly Digital Support	—	✓	✓	Moderate
14	Caregiver Support for Seniors Who Also Provide Care	✓	—	✓	Moderate

"Do more things like this to hear from seniors — but act on it." — Senior participant, Golden Key Community Center

CMPDD Area Agency on Aging, in partnership with **MSPHI** and community stakeholders, is committed to using these findings to drive meaningful, measurable improvements in services for older adults across all six counties.