



Aging in Place 2017-18

OSC/OICF Grant Final Report

2017-18 "How do we build a vital future?" Survey/Study

GRANT DESCRIPTION/OBJECTIVE

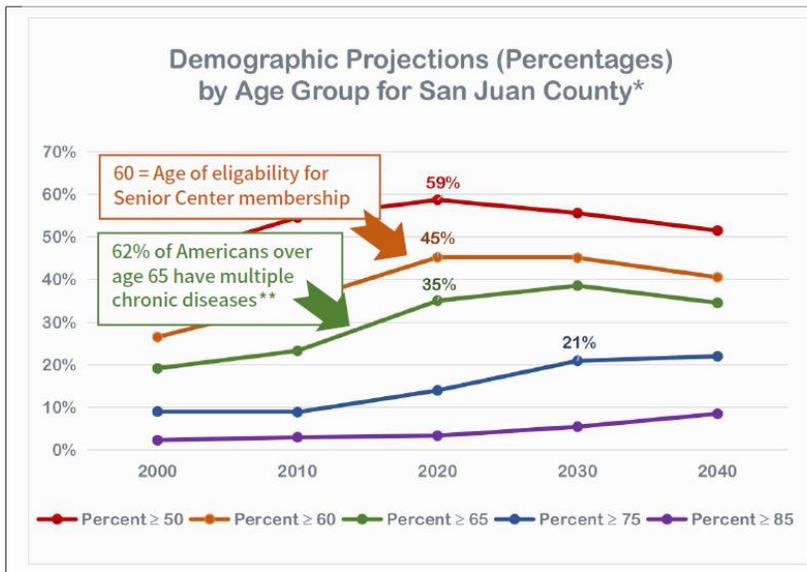
Orcas Senior Center will conduct a feasibility study to determine both the current and the future needs of island residents over age 60. The study will reassess interest and viability of pursuing the establishment of a "village" model to provide expanded senior support and care in the community.

PROJECT OVERVIEW

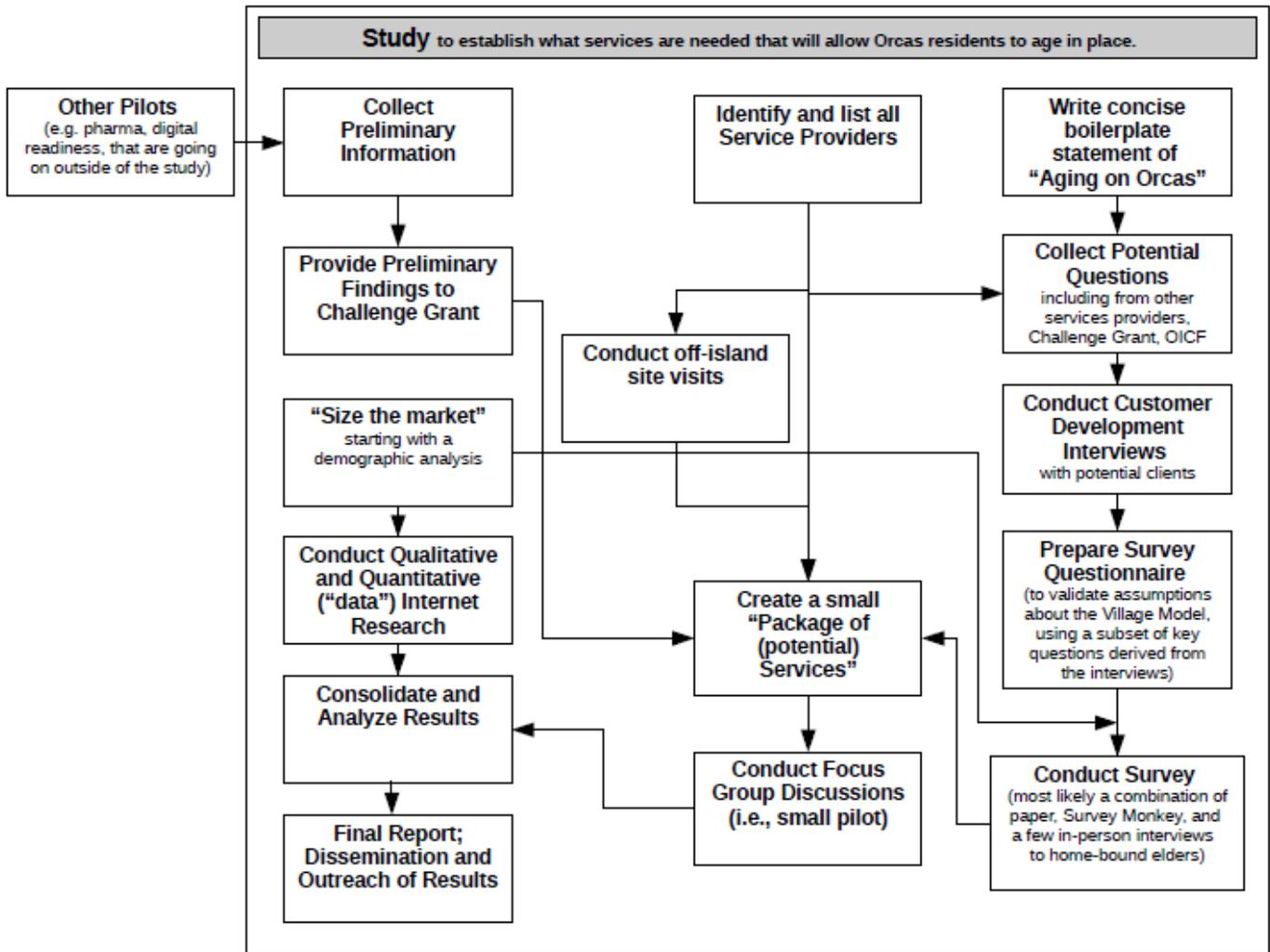
Aging is an Orcas community concern. Over 50% of island population will be 60+ by the year 2020. Older adults benefit from remaining in their communities yet only 3% of older adults live in nursing homes, a decline in the past 20 years, even as numbers have grown. The focus will be identifying Stakeholders (seniors, families), Providers (community programs, professionals, volunteers), and current needs or "holes" in support services. The Senior Center, Lahari and Opal have all, in previous years, worked on pieces of the puzzle in separate areas of Meals, Volunteers, Care, Housing and Transportation. Conclusions from all: (1) Limited access to services already exists for seniors choosing to age at home, and (2) Lack of access is a barrier for seniors to stay safe and healthy in their own homes.

To understand the impact to the community and capacity of need, the committee reviewed the recent San Juan County Population report. Lynette Wood produced analysis of age demographics over the next 10+ years. These reports show an increase to the over age 50 population on Orcas as well as the increasing over age 70 population through 2040, establishing the gravity for a need of concrete sustainable services on Orcas over the next 20 years. On the basis of the SJC report, the total (estimated) population for San Juan County in 2020 = 16,256. The number/percent aged 60 and older (i.e., age of eligibility for Senior Center membership) = 7339 (45%).

L.Wood, Orcas Isl.



The committee began to evaluate aging on Orcas, referring to previously conducted surveys in 2006 and 2013 and exploring the definition of a “Senior” on the basis of mental and physical abilities rather than age. These assessments led to the creation of a plan and workflow for the study. The committee evaluated known barriers and existing providers on the island, finding the need to first learn more from these providers before building the survey tool.

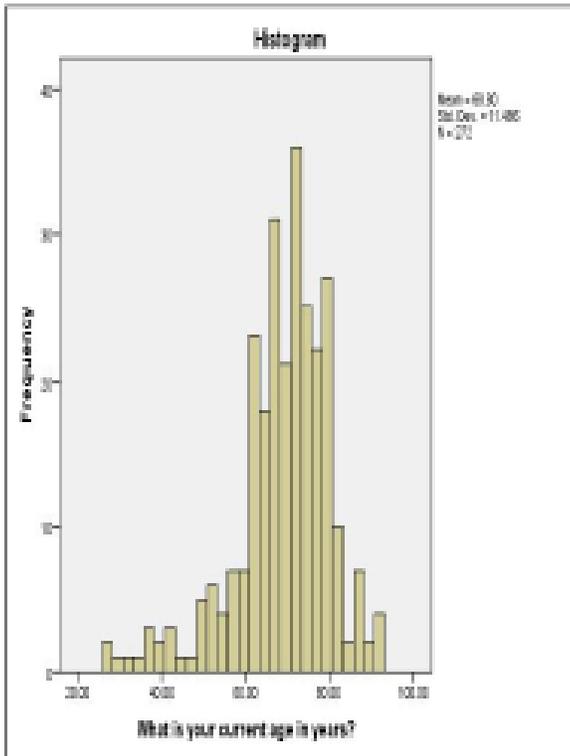


Providers identified for interviews ranged from in-home care providers to real estate agents’ evaluation and reasons found for people moving to and leaving the island. Unexpected findings of the interviews ranged from lack of handicapped accessible offices/rentals to shared perspectives on aging community and desire to maintain independent affecting the ability to remain on Orcas due to lacking resources. Orcas service provider interviews were conducted using a template created by the committee. On the basis of the provider interviews, the survey questions were constructed and the survey instrument was built. Test groups provided feedback and the final survey was launched via Survey Monkey and in paper form, offering both English and Spanish versions online and in paper.

272 Individuals completed the survey, ages ranging from 27 to 92, with an average of 69 years. The two top-rated concerns among all respondents were reduced ability to do the things they have always done (or used to do) and reduced ability to maintain home and property. The highest rated solution was to have an assisted living or similar facility on Orcas Island. Interestingly, tied for fifth in terms of value overall was “lectures and other educational opportunities.” This desire could reflect the high average level of education for islanders and a desire to maintain this

while aging, optimally geared to the 65-74 group of highest responders. Interestingly, transportation was most valuable to those under age 65 and over 75 and more social events should be geared to the under 65 population. See the survey results as well as the cross analysis and article by Lynnette Wood in supporting documents.

SUMMARY OF "AGING ON ORCAS" SURVEY RESULTS - Final Data Set N=276



Some Basic Demographics		
Gender	Percent	Frequency
Female	64.9%	179
Male	28.3%	78
Missing, other, or prefer not to answer	6.9%	19
Ethnicity	Percent	Frequency
White	83.3%	230
Asian/Pacific Islander	2.9%	8
Hispanic or Latine	1.1%	3
Native American	0.4%	1
Missing, other, or prefer not to answer	12.3%	34
Home Ownership	Percent	Frequency
Own	83.4%	230
Rent	6.5%	18
Living with a relative or someone else	2.9%	8
Missing, other, or prefer not to answer	7.2%	20
78.3% of respondents (n=215) consider Orcas Island as their full-time, primary place of residence. 63% (n=174) cite Medicare as their primary source for health insurance.		

Marital Status	Percent	n	Health Status	Percent	n	Work Status	Percent	n
Married, living w/ spouse	61.2%	142	Excellent	23.9%	66	Retired	56.5%	156
Divorced	13.8%	38	Very good	43.8%	121	Working part time	13.4%	37
Widowed	11.6%	32	Good	16.7%	46	Semi-retired	12.3%	34
Married, not living w/ spouse	2.9%	8	Fair	8.7%	24	Working full time	12.0%	33
Never married	2.2%	6	Poor	2.2%	6	Other or missing	5.5%	15
Missing, other, or prefer not to answer	8.4%	25	Missing	4.7%	13			

Final Data Set N=276				
HOW OFTEN THINK ABOUT AGING?	Frequently	Sometimes	Rarely	Never
a. How often do you think about yourself aging and becoming elderly?	43.1% (n=119)	47.1% (n=130)	9.1% (n=25)	-
b. How often do you think about the aging of another person who is close to you?	53.3% (n=147)	38.8% (n=107)	5.8% (n=16)	1.1% (n=3)

Note: When citing the results of this survey it is important to note that the survey was taken by self-selected members of the community, not a random sample. In addition, the number of respondents was insufficient to attain statistical significance. Finally, the number of respondents (272) who provided their age should be cited as the relevant sample size for age-related cross-tabulations.

Question 4: CONCERNS	Rank Mean	Percent concerned or very concerned
a. Reduced ability to do the things that you have always done, or that you used to do	4.08	84.4% (n=233)
c. Reduced ability to maintain home and property, such as doing yard work, cleaning gutters, stacking firewood	4.02	77.2% (n=213)
g. Lack of options for home health care, home care, long-term care	3.93	71.7% (n=198)
d. Deterioration in physical health: illness, loss of fitness and balance, poor nutrition	3.91	77.2% (n=213)
f. Increased need for medical care (both physical and mental); concerns about accessibility, affordability, availability,	3.84	69.5% (n=192)
e. Deterioration in mental health: Memory loss, dementia, Alzheimer's disease	3.67	60.8% (n=168)
h. Loss of personal mobility, such as reduced ability to move around in and outside of the home	3.66	62.4% (n=172)
b. Reduced ability to carry out day-to-day activities, such as cooking, housekeeping, personal hygiene, pets	3.59	60.5% (n=167)
k. Lack of adequate housing for others, such as family members, caregivers, service providers	3.51	56.5% (n=156)
m. Limited transportation options around the island and on the mainland	3.50	57.6% (n=159)
i. Difficulty in dealing with government paperwork, programs, services	3.41	51.8% (n=143)
p. Financial instability, loss or lack of financial resources	3.19	49.3% (n=136)
l. Social isolation, lack of frequent contact with friends and family.	3.08	43.9% (n=121)
o. Inability to keep up with rapidly changing technologies (e.g., computers, internet, smart phones)	3.06	42.4% (n=117)
n. Inability to spend as much time as desired with off-island family members	2.93	34.4% (n=95)
j. Lack of adequate housing for myself, including accessibility, availability, affordability, location	2.81	33.0% (n=91)
q. Reduced ability to make sound financial decisions; vulnerability to scams, fraud	2.80	27.5% (n=75)
t. Lack of assistance with end of life planning; end of life issues.	2.74	28.6% (n=79)
r. Lack of knowledge or resources for estate planning	2.59	21.8% (n=60)
s. Proper disposition of personal valuables, keepsakes	2.51	20.0% (n=55)

Question 7: SOLUTIONS	Rank Mean	Percent high or highest value to me
g. Assisted living, graduated living, inter-generational planned living facility or cluster housing	3.57	61.3% (n=163)
b. Additional home care services and home health providers	3.50	54.9% (n=146)
c. Help accessing medical care and physicians, specialists, referrals, insurers	3.47	54.0% (n=144)
f. More transportation options	3.44	55.1% (n=144)
m. Lectures and other educational opportunities	3.30	46.1% (n=122)
d. Additional or other medical services currently not available (e.g., diagnostic radiology, kidney dialysis)	3.28	47.6% (n=127)
o. Coordinator to help navigate and facilitate access to services of all kinds	3.24	47.5% (n=126)
a. Access to in-home, affordable physical therapy	3.06	33.7% (n=90)
q. Technology courses and training, computer/internet/smart phone advisers	3.03	38.1% (n=101)
h. More social opportunities at the Cirrus Senior Center or around the island	3.03	33.2% (n=90)
r. Counseling for grief, loss, anxiety or depression related to aging and interpersonal, mental or physical issues	3.00	38.5% (n=104)
n. Assistance filling out government forms and getting access to government benefits	2.99	38.0% (n=102)
e. One or more flat, paved walking paths near community center(s)	2.97	35.8% (n=96)
j. Personal Emergency Response Systems (PERS) such as "Life Alert"	2.96	34.6% (n=92)
p. Financial advisers, financial courses and training	2.84	31.3% (n=84)
l. Travel opportunities, group travel, cultural trips	2.83	30.2% (n=81)
k. Additional interest/hobby clubs, such as craft, collecting or games clubs; fun stuff	2.78	29.0% (n=78)
i. Frequent contact, periodic telephone check-ins	2.70	26.1% (n=70)

The cross-analysis of the survey results speculated a variety of areas; (1) why more people think about the aging of someone close to them than about their own aging, (2) whether health status was related to how often one thinks about aging, and (3) age versus frequency of thinking about aging. Further exploring some of the “solutions” by age group, listed from the highest-rated solution are; (1) assisted living, (2) graduated living, (3) additional home and home health care, (4) help assessing medical care, (5) more transportation options, (6) lectures/educational opportunities, and (7) social opportunities.

On the basis of the survey and cross-analysis provided by Lynnette Wood, a deeper dive was taken into the areas shown to have the most importance, a grid was built to identify existing programs that could be enhanced versus desired services that are not accessible or active on Orcas. The Senior Center then evaluated which of those services identified on the survey were within the scope of the nonprofit services, and those that are available from other local organizations and/or the county or medical service providers (specifically looking to medical/health-related needs).

To assess for program opportunities at the Senior Center and prepare for Focus Groups, solutions were categorized as (1) Medical or Assisted Living (not within scope of OSC), (2) Services to stay safely in home or on Orcas (Relative to OSC Hearts and Hands program), and Services/Programming in the OSC scope (to increase current or add new offerings). The following grid was then produced to evaluate identified solutions that fell within the OSC scope as well as respond to the work plan goal of “creating small packages of potential services”:

Subject = Survey Solution	Current Resources/Solutions	Future Possible Solutions	Materials for Focus Groups
I. Lectures and other educational opportunities (m – 3.30 rank)	- <i>Eco Classes (3x at the SC March - April)</i> - <i>Coalition Informational Sessions (March and April)</i> - <i>Hospice Presentation (May)</i>	- <i>TED Talks (3Q18)</i> - <i>Mastering in Aging Courses (3Q18)</i> - <i>Teach Me classes (Ukulele to Macramé starting 3Q18)</i>	1. List of suggested TED Talks 2. Mastery in Aging Course overview 3. List Teach Me proposed subjects
II. Coordinator to help navigate and facilitate access to services of all kinds (o – 3.24 rank)	- <i>I & R resources available through the county and OCRC</i> - <i>Google/Yellow pages/etc.</i> - <i>Word of mouth or community group referrals</i>	- <i>Hire Staff to implement and be the navigator, run an online resource system, offer user workshops</i> - <i>Collaborate with other organizations and contractors to create service hub</i>	1. Village Concept Doc (SC Retreat) 2. Provide List of Village Services (distinguish what is already offered on Orcas vs. not – expand on list from village 2017 event) 3. Senior Center Services/Programs Chart and Diagram 4. Provide Wish list, Board Retreat and Feedback gathering charts collected in 2017
III. Technology Courses and training, computer/internet/smartphone advisers (h – 3.03 rank)	- <i>Tech Time Monthly for computer/iPad advice with Evan (child)</i>	- <i>Tech Lab and workshop/consultant offerings (3Q18)</i> - <i>Tech / Systems Enhance and Upgrade 2018 Spring GiveOrcas Request</i>	1. Overview of current tech time offering and attendance 2. OICF Spring GiveOrcas Grant Request (once approved 3/9) 3. Explore collaboration with on island resources like 376 TECH (Provide Overview)
IV. Personal Emergency Response Systems (PERS) such as “Life Alert” (j – 2.96 rank)	- <i>Need to explore what offerings are available through county/OCRC/EMT</i>	- <i>Senior Emergency Preparedness Workshops and Kits (3Q18)</i> - <i>Hearts and Hands Volunteer Training/Info Cards</i>	1. Example contents of a Senior Emergency Kit 2. List benefits/components of H&H emergency offerings 3. List available resources for PERS online vs. on island connect
V. Financial Advisors, financial courses and training (p – rank 2.84)	- <i>Tax Preparation</i> - <i>Will/Estate Plan workshops</i> - <i>Elder Law Appointments</i>	- <i>H & H Discount Rx Presentation and Appointments (3Q18)</i>	1. Overview of Rx Program 2. List of current Offerings at SC with brief descriptions

Subject = Survey Solution	Current Resources/Solutions	Future Possible Solutions	Materials for Focus Groups
	<ul style="list-style-type: none"> - County/OCRC Resources for low income assist 		<ol style="list-style-type: none"> 3. Other financial support offered through other on island organizations – list
VI. Preventative Health (Mental & Physical)	<ul style="list-style-type: none"> - Foot Care nurses at SC - Balance Classes - Hearing Consultations - Dental and other Wellness Vans outside SC 	<ul style="list-style-type: none"> - Simplified drop-in SAIL Balance Class (2-3Q18) - Another Balance class Grant for next session? - Early Signs and Caregiver Dementia workshops - Labyrinth Meditation Workshop 	<ol style="list-style-type: none"> 1. List of current Offerings at SC with brief descriptions 2. SAIL Balance Class Description 3. On island counseling resources (in handicapped accessible office) 4. Preventative Health/Perceptions on Aging Articles (Retreat)
VII. “Stay Safely in Home” – Additional Home Care Services (b – 3.5 rank)	<ul style="list-style-type: none"> - Safe Homes Program - County Emergency Home Repair Program - Sunrise Volunteers - Odd Fellows - Exchange Services 	<ul style="list-style-type: none"> - Hearts and Hands Volunteer Task Force 	<ol style="list-style-type: none"> 1. Safe Homes Program Overview 2. List of frequent requests unable to fulfill (Ask Heidi/Jami/Tom to report from their weekly meeting and list from Dennis from Safe homes) 3. Overview of County program 4. Other on island resources – communities that have paid handyman access, Sunrise Volunteers, Odd Fellows, Exchange discounts, High School Service Hours?, High School Journeyman program

Focus Groups were then evaluated and discussed by the committee. On the basis of the above charts, the three areas selected for consideration were (1) Emergency Prep/PERS, (2) the Navigator/Information and Resource role, and (3) Home repairs/stay safely in home. Technology Assistance also stood out as an offering to develop, this was not further explored as it is a funded initiative to provide access and learning for the 2018-19 OICF Grant cycle. The Senior Center has already begun an initiative for a Senior Emergency Preparedness series of workshops, classes, and kits in the fall 2018 and the Navigator role needs further evaluation and research of existing services, therefore the group found that the most optimal topic for a focus group would be home repair/safety. The Focus Group script has therefore been created and participant lists are being selected from key players in the community, to be held in July/August as a wine and group event. This is an effort to explore the viability of establishing a “handy-person” service or membership that could be sustainable and possibly support a scholarship program for low-income individuals. An addendum with the results of this group will be submitted to OICF to include with the final report.

Refer to the Project Timeline, Analysis/Articles, and Supporting Documents for details on above summary provided.

CONCLUSION

In result of the above findings presented. The gap identified to further explore is Home and Property Maintenance, of which the Senior Center would like to propose a solution for once the focus group has occurred. The survey brings guidance and a voice of the community into offerings provided through the Senior Center and the Hearts and Hands program, reaching those homebound individuals and supporting companion volunteers and task force teams. In result of the survey, further community partner feedback continues to validate the survey results. For example, PERS and home repair requests are reportedly difficult for County Senior Services Coordinators to assess and offer those in need, and caregiving resources remain infrequent and hard to obtain. In effort to support medical or assisted living needs, the Senior Center Operations Committee has added advocacy to its mission and will begin to integrate this into its services as well as empower members. A new Program and Activities Coordinator position is underway to support increased Lecture initiatives such as TED talks from local islanders and increased intellectually-driven events for members. Orcas

Senior Center is committing to ongoing utilization of the study results and analysis to drive 2018-19 programming and strategic goals for future success in effort to support residents to age well on Orcas.

PROJECT TIMELINE

See Supporting Documents for Details

- June 2017: Committee Established
 - Bonnie Burg, Steve Jung, Lynnette Wood, Dennis King, Sara Boyle
- June 2017: Survey Plan Created
 - Committee met as needed, Google Drive online share folder created
 - Lynnette facilitated sessions to build study objective
 - Group shared relative articles and studies
 - Discussed pros/cons of other island surveys completed
 - Group determined to fully address issue, build a study with a survey component
- July-Sept 2017: Service Provider Interviews
 - Committee established an interview protocol and provider list
 - Interviews conducted by Committee Members
 - Committee met to discuss findings and determine further providers
 - Interview results compiled
- Sept 2017: Village Presentation and Q&A (held at OSC by OSC/Lahari collaborative effort)
- Sept-Oct 2017: Survey Tool Built
 - In consideration of common and outlier topics that arose during interviews, committee built survey instrument
 - Pre-survey sessions held and feedback included for final draft edits
 - Utilized Survey Monkey and created paper versions (to then be entered electronically)
 - OCRC and other community contacts assisted with Spanish version
 - Survey Tool Presented to the OSC Operations Committee prior to launch
- October 2017: Final Survey approved and Launched
 - Promotion Sources
 - Survey Flyers distributed – Community Boards, Businesses, Member Outreach
 - Survey links posted on OSC website and Facebook page
 - Facebook Boosted post to specified demographic 2x
 - OSC email blasts with links to electronic and paper sent to 270+ residents
 - Email blast with info/request sent to other organizations (committee determined)
 - Committee and OSC Operations Committee distributed paper copies, flyers, and electronic links
 - Press Releases put out periodically (Sounder/Issues/Commerce)
 - OSC Newsletter (Oct/Nov/Dec) sections printed
 - Sounder Paid Ad – Flyer with live links
 - Paper Forms at SC on survey Promo Table and during Holiday Fair
 - Senior Lunch promotions to take on paper or electronically
- Distribution of information:
 - Presentation to Lahari and OSC Operations Committee Board January Meetings
 - Press Release (Islands' Sounder/Orcas Issues/Chamber of Commerce)
 - February Senior Signal (SC Newsletter)

- OSC Website/Facebook Posts
- OSC Member Email Blast
- Presentation and Q&A at Senior Center – February 5, 2018
- Presentation to other organizations (OICF/OCRC/etc.)
- January-Feb 2018 – Determine Survey Concerns/Solutions to Focus on for possible programming or other future initiatives on the basis of survey findings, evaluation of OSC scope for potential programming
- January 17, 2018 – Mock Focus Group facilitated by Lynnette Wood
- March-June 2018 Assessment of possible focus groups, established strategic planning, annual calendar, and additional initiatives to support new programming topics on the basis of survey findings
- July 5, 2018 – Survey committee brought together to discuss/agree on next steps and wrap of 17-18 study
- Focus Group for Home Maintenance – Group template created, participants decided upon, group will be scheduled for July/Aug 2018 as a wine/appetizer focus group and OSC event, Tom Eversole will facilitate
- Focus Groups results will develop an OSC proposal/grant to present in the Fall 2018
- June-Aug 2018: Melissa Lowery, OSC Student intern, will continue visits to other senior centers and report findings as well as research Lahari’s SafeHomes program for integration into Home Repair initiative
- Final report will help determine OSC future initiatives and programming

SUCSESSES

- Survey – Final Data Set = 276 Respondents
- Challenge Grant Campaign in conjunction with survey promotions, beneficial source of promotions
- Brought “Aging on Orcas” to the forefront of the public’s mind and awareness
- Created discussion on services, programming, options, and possible solutions
- Gave the Orcas Senior Center a positive, well-received initiative to bring into the community
- Brought forth gaps in service to further explore as well as insight into barriers that are not commonly known

BARRIERS

- Survey Launched during two other island surveys (Opportunity Council and Eastsound Planning)
- Survey Monkey Structure was difficult for some participants to navigate/utilize, additionally elder population is not as comfortable/savvy with electronic devices
- Paper Versions – Demographic data was on the back page and missed frequently until reprinted
- Technological limitations using OSC systems, online programs/website enhancements needed
- Personnel Capacity for OSC

PROJECT OUTCOMES/GOALS

Increase Community Awareness

1. Service Provider Interviews
2. Survey Outreach Initiative
3. Survey Distribution
4. Public and Forum Survey Results Sharing
5. Focus Groups and Initiatives in result

Establish a Credible Picture of Major Needs

1. Steps taken to Build Survey by committee of experts in the field
2. Survey Results Presented Publically
3. August Focus Groups will build and help establish viable solutions for home repair/emergency preparedness
4. Programming Opportunities on Orcas evaluated on the basis of survey results
5. Per survey responses, identified Service Gaps vs. Active Services on Orcas that could be enhanced

AIDE IN FUNDRAISING/COLLABORATION

1. Survey promotions and initiative were very beneficial for OSC visibility during the Challenge Grant
2. Collaborations with OICF and OCRC, and others as new initiatives are established continue positive growth
3. On basis of Home Repair Focus Group in August, OSC will work to build a mock program to present to partners for implementation and/or start-up funding

ADDITIONAL OUTCOMES

- Growth in the volunteer pool will be established with the initiation of OSC programming in result of survey
- Identification of the potential providers and service gaps established during interviews
- Identification of possible recipients shown in population reports, next census will increase accuracy

COST/BUDGET: \$10,000

- \$2,000 paid to Lynnette Wood in 2017 for Committee Meeting Facilitation and Survey Instrument Build
- \$150 paid to the Islands' Souder for 2017 Article with Live Link to Survey (See Invoice)
- \$150 Material Costs (Paper, Printer Ink, White Boards, Markers – Cost applied to OSC bulk Office/Printer Supplies for portion of items utilized for grant initiative)
- No room rental fee charged at OICF or OSC for meetings
- \$300 allocated towards August Focus Groups – Paper/Print materials and Wine/Food provided
- \$7,400 allocated for Staff time
 - Executive Director – \$7,200, applied to salary (average 15-20 hours per month)
 - Survey Promotions, Meeting Attendance/Organization/Minutes, Data and Materials, Grant Reporting (Interim/Final), Program Opportunities Report/Analysis, Focus Groups Defined Chart/Materials to support, Flyers/Distribution, Office Admin tasks as needed
 - Office Administrator – (10 hours = \$150)
 - Printing Materials, Flyers, Ordering Supplies
 - Bookkeeper – (2 hours = \$50)
 - Paid for processing invoices/supply fees/funding allocation