

To: SCC Board of Directors  
From: Planning Task Force  
July 8, 1999

The Planning Task Force grew out of a discussion within the Board of Directors concerning the funding requirements of the SCC. In that discussion it became clear that there was need to distinguish between the requirements for funding current activities, i.e., covering the projected deficit for 1999, and the more fundamental issue of defining the functions of the SCC and projecting the costs of carrying out those functions. The latter is a long-term problem requiring the Board to determine, as best it can, what services Yellow Springs senior citizens need and desire, and to ask whether the Center is effectively organized and staffed to deliver those services. In this context, the Task Force has concluded that the Board needs to deal with the immediate problem of any budget shortfall in 1999 while further work is done by the Task Force on the long-term problem.

The Task Force is prepared to undertake a study to help define the appropriate functions and services of the SCC with the following five part process:

1. Conduct a survey of seniors in YSO to find out what they are interested in and what they would support. The survey would be carried out with professional consultants.
2. Monitor staff and volunteer time to determine how time is currently being used and on what activities.
3. Monitor traffic (phone and walk-in) to determine what people ask about when call or stop in.
4. Monitor current activities. How many people are participating in various programs? Who uses the Center?
5. Survey other public and private agencies to determine what issues they think are important for seniors.

After gathering this information we then need to ask, "Are we currently staffed and organized to meet the perceived needs of seniors in YSO? If not, what then?"

Green with  
Cave  
Police  
Churches  
Nurses

H. Eier

## TASK FORCE REPORT

This report provides a summary of the deliberation and proposed recommendations of the task force appointed by the Senior Citizen's Board of Trustees at its meeting of May 1999.

### **INTRODUCTION**

Several meetings of the Board of Trustees had focused on a discussion of the deficit budget for 1999. These discussions arose from the need to provide the necessary services of the Center, and address the deficit budget. The Board of Trustees, pursuant to its discussion of funding requirements for the programs and activities and the need to attract more seniors to the Center, approved the appointment of a Task Force to examine the needs of the Center. The Task Force was charged with the task of (a) defining the function of the Senior Citizen Center and (b) projecting the costs for the implementation of these functions. The Board appointed Helen Eier, Eleanor Johnson, Connie Pelekoudas, Alex Roche, Shelbert Smith, and Rodney Bean to the Task Force to undertake an appropriate study of these tasks.

The first meeting of the Task Force included the election of a chairperson and the establishment of a direction and a procedural plan of action for the Task Force. The Task Force established that its function was to address the following topics:

- What do those we serve want us to do.
- What are we doing for those we serve.
- What services/activities are most supportable from a funding perspective.
- Determine if the Center is effectively organized to deliver the services.

### **GENERAL DESCRIPTION**

At the July 1999 meeting of the Board of Trustees, the Task Force outlined a five point process to help define appropriate functions and services for the Senior Citizen Center. The process included internal monitoring of activities at the Center, a survey of other public and private

agencies, and a professionally conducted survey of senior citizens in Yellow Springs. The Board accepted the process and extended the deadline for a final report to October 1999.

Since July, the internal monitoring has been carried out to provide much needed data about relative participation rates for current activities and usage of the Center concerning issues identified as important to seniors. The Task Force was not able to launch a comprehensive survey. However, the Task Force discovered that a similar survey, under the direction of faculty from Wright State University (WSU), had been done in 1988. The Task Force concluded that it would be more appropriate to analyze this 1988 study.

In addition to the WSU study, the Task Force also had on hand a 1997 "Study on In-Home Services and Assisted Living" done for the Friends Care Center by Singleton and Associates of Cincinnati and the 1998 survey conducted at the Center by Roxanne Munoz in cooperation with the flu shot campaign. Two resource documents: Senior Center Standards and Self-Assessment Workbook, by the National Council on Aging, 1990; and A Resource Guide for Senior Centers, by Ohio Association of Senior Centers, 1990 were made available by the Director

After a review of these three surveys by the members of the Task Force, it was concluded that although the WSU 1988 survey was old it did contain very pertinent information that could easily be extrapolated to the present date. The Singleton 1997 report was very narrow in focus and designed to gather information relative to the establishment of a home assistance program. Some of the data in this survey agreed closely with the data obtained from the WSU 1988 survey. The Munoz 1998 survey also was narrow in scope in that only those persons who came to the Center for a flu shot were solicited. It was not designed to be a comprehensive community survey. The data in this report also paralleled the WSU 1988 survey. All of these surveys were useful in assessing the needs and services that the seniors of the community wanted. Because of the thoroughness and comprehensiveness of the WSU 1988 survey, the Task Force focused on the data of the WSU 1988 survey as extrapolated to the present date.

## **ANALYSIS AND SUMMARY**

The members of the Task Force read each of the three aforementioned surveys and were asked to react to the data presented. It was decided that the data of these three surveys, along with information gained from interviews with Andree Bognar, Director of the Home Assistance Program, and Jo Scott, Assistant Village Manager, and several local ministers could be used to arrive at a reasonable indication of what should be done to meet the needs of the seniors in the community and the charge given to the Task Force.

After a review of data from all sources, the Task Force divided the issues of concern into activities and services. These items are shown in Table I. It should be noted that most of these items of concerns of seniors appeared on all three surveys and represent major concerns of the seniors who participated in the various surveys. The items under Activities are listed in order of the greatest interest by the participants in the WSU 1988 survey. This order of priority parallels the results from the other surveys except in those cases where the item was not addressed in the Singleton or Munoz surveys. Most of the items listed under Services are now provided by the Center. However, the effectiveness of these services now available are not addressed by the surveys. These available services include transportation, health services, fellowship, informational services, and Newsletter

The mission and goals statements define the function of the Center as presently constituted. In the effort to fulfill the mission and goals of providing a better quality of life for seniors in the community, the Center offers a range of activities/services that reflect the desires of the seniors in the community.

Transportation, probably, is the most important and most consistent service provided by the Center. It is also a service that a large number of seniors want and need, and thus, is a useful service in the community. Transportation is supported in part by the Council on Aging, but depends on volunteers as drivers. The required reporting process has made the transportation

service a well organized program. The drivers provide a large number of volunteer hours each week as shown in Table II.

At present, three exercise classes of one hour each are offered weekly. The exercise instructors are volunteers, and an average of 5 persons attend each session. Two classes of Chi Kung each week are offered by a paid instructor. An average of 12 persons attend and pay a fee of \$20 per month.. A minimum of 8 persons is needed to cover the cost of the Chi Kung instructor.

Blood pressure screenings are offered monthly by the Greene County Health Department, and flu shots are offered each Fall. Attendance at these screenings have averaged 8-10 persons, and the flu shots campaign attracts an average of 73 persons. Each year, the Dayton Area Heart and Cancer Association offers blood and other health tests for seniors. Attendance has averaged 29 persons. There are no direct costs to the Center for these volunteer organized events.

The Center has offered information sessions on long term care insurance and HMOs. Health professionals have been the speakers for these events. The sessions have been well attended. Also, the Center has been the host for a care givers support group. Andree Bognar, Director of Home Assistance Program, has facilitated these events at no direct cost to the Center.

The Center has always been a place for seniors to drop in and socialize with others. In 1998, an average 11 persons came to the Center each day. The monthly membership and potluck meeting attracts an average of 25 persons. Entertainers are given a small stipend for their efforts at the membership meeting. Volunteers are responsible for this meeting. The volunteer organized 80+ luncheon which is held each month attracts an average of 12 persons without direct cost to the Center.

There have been recent volunteer initiated events that have attracted large numbers. A coffee hour, a game night and a TV movie night have been offered monthly. The coffee hour has

attracted an average of 45 persons, the game night has attracted an average of 20 persons, and the TV movie night has attracted an average of 12 persons, all at minimal cost to the Center.

The quilting class has been an on-going activity that is attended by 3-4 persons. Each year a quilt is made for the annual raffle. The sewing classes have been discontinued because of lack of interest. The costs for these activities have been minimal and presently are supported by the budget.

An important part of the Center programs is to provide opportunities for visitors to use the Center for fellowship, meetings, or activities. It is a community facility. The Center requests that visitors sign in whenever they come to the Center. Table III shows the total number of visitors of the Center for each month of 1998 and the average visits per day. Recently, the Center has developed a new form for visitors to sign to indicate the purpose of their visits (see Table IV). Table V also shows the volunteer hours of the Center hostesses/hosts for each month of 1998 and the average daily hours. The volunteer hostesses/hosts serve an important role in the functioning of the Center. Besides greeting visitors, the hostesses/hosts answer phone calls and perform a variety of administrative tasks to help keep the Center running smoothly and effectively.

As a result of the study of the surveys and the charge given to the Task Force, several questions were to be addressed. These questions are: what services and activities do we already provide adequately; what revision is necessary in the present organizational structure to more effectively provide these services and activities or to institute new services and activities; what is the approximate costs in dollars and time to provide the present or any additional services and activities; are we effectively organized to provide any new or desired services and activities; what new services and activities should we undertake; and what role can volunteers offer in order to provide new or added services or activities.

Table 1

Services/Activities Data - 1988 Survey

**SERVICES**

- Transportation
- Health Services
  - Flu shots
  - Blood Pressure Screening
  - Exercise Classes
  - Presentations
- Information Services
  - Medicare & Insurance
  - Tax Preparation
- Helping Services
  - Chore Services
  - In-Home Assistance
  - Legal Aid
- Meeting People/Fellowship
  - Meetings at Center
  - Parties
- Newsletter

**ACTIVITIES**

- Place to meet, relax
- Information programs on current topics
- Discussion groups
- Excursions, day trips, etc.
- Entertainment, parties
- Card games, bingo, TV
- Fund raising events
- Sewing, crafts
- Walking programs
- Community service

Items presented in order of priority as indicated by seniors.

Table II

## TRANSPORTATION DATA 1999

	Rides	Miles	Miles/Rides
January			
February	151	593	3.9
March	215	712	3.3
April	266	661	2.5
May	223	579	2.6
June	248	663	2.7
July	323	751	2.3
August	289	849	2.9
September	336	688	2.0
October	279	595	2.1
November	264	646	2.5
December	214	546	2.6

Table III

## 1998 DATA - VISITORS

	Number	Ave Daily Visits
January	322	10.7
February	291	10.8
March	341	11.0
April	398	13.3
May	336	11.2
June	322	10.7
July	281	9.1
August	283	9.1
September	317	10.6
October	388	12.5
November		
December		



Table IV  
Sign-In Data 1999

	Visitors	Activity	Meeting	Entertain- ment	Volunteer	Health
January						
February	155	28	21		64	
March	107	29	12		56	
April	215	39	39		81	
May	189	39	8	3	74	
June	272	56	23	3	109	
July	132	46	35	5	62	
August	144	18	27	3	72	1
September	139	62	34	2	81	1
October	110	35	21	1	68	3
November	113	33	26	0	76	9
December						

Table V  
1998 DATA - Hostesses/Hosts

	Total Hours	Ave Daily Hours
January	99.5	3.3
February	102.5	3.8
March	126.8	4.1
April	123.0	4.2
May	133.0	4.6
June	168.0	5.6
July	92.5	3.0
August	139.5	4.5
September	147.0	4.9
October	143.5	4.8
November		
December		

## **RECOMMENDATIONS**

Based on the data collected, the study of the surveys and an analysis of the budget, the Task Force submits the following recommendations:

- Based on the inquiries, an important on-going need is for information and referral related to Medicare, Medicaid and other health related questions, and other services for seniors. The availability of individual consultation with a knowledgeable person is an important service. It is a service that is needed in the community.
- There is some indication of a need for more group informational talks by health professionals.
- Additional health and fitness classes such as swimming might be organized in cooperation with other facilities such as Antioch University.
- A computer class should be considered for the Center. The Center might investigate the costs and/or provide transportation for computer classes at area colleges that offer such classes for seniors.
- Social needs at the Center are best met through volunteer organized activities. It is important to note that recent social activities initiated by volunteers and the Director have been well received and have been cost efficient.
- The role of the Director and the President of the membership should be revisited. This would be helpful in improving the efficiency of the delivery of services and activities.
- Volunteers should be encouraged to take the initiative to develop and implement new activities/services and assume the responsibility for their continuation.

The costs of specific programs and the resources to cover these costs are difficult to determine with the available data. Because of the lack of data, the projection of the costs for the implementation of the function of the Center was not considered by the Task Force. Most of the present social programs and health related services appear to have few specific costs. Volunteers can carry a certain amount of the responsibility. The Director's position covers a wide range of responsibility in the organization and coordination of all activities with some investment of the Director's time.