

Community- and faith-based services for older adults:

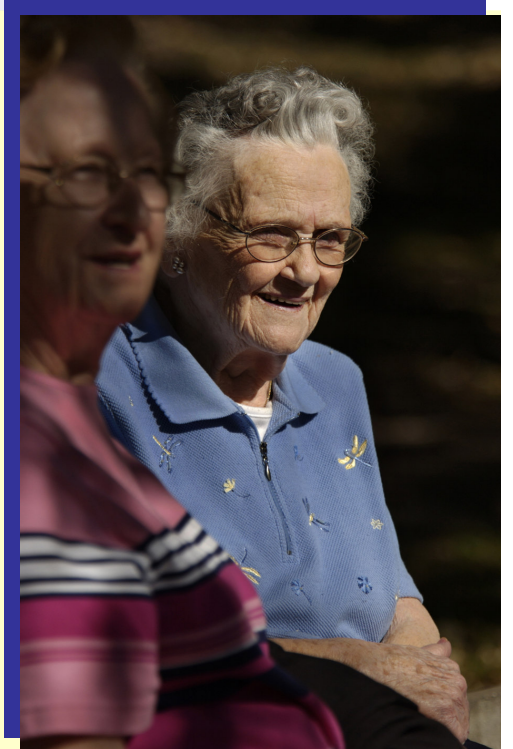
What do they do?

How do they work?

What can make them stronger?



WILDER
FOUNDATION



First, a couple of questions about the fuel that powers these organizations

How many baby boomers volunteered for a formal organization in 2005?

- About 10 million
- About 25 million
- About 50 million
- About 75 million

How many Americans are projected to volunteer in 2010?

- About 10 million
- About 25 million
- About 50 million
- About 75 million

Percent of retired baby boomers who volunteer

- 25% in 2002
- 30% in 2004

Sources: U.S. Bureau of Labor Statistics; Corporation for National and Community Services

Study goal

- To examine the activities, structure, and scope of older adult services ...
- ... provided by community- and faith-based organizations ...
- ... to identify opportunities for growth, program enhancement, and resource development.

Study methods

- In-depth phone interviews with 53 Community Service/Service Development grantees (complete)

Characteristics of grantees (N=53)

- 30% Metro – 70% greater Minnesota
- 98% use volunteers
- 77% are 501(c)3 organizations
- Typical organization has 1.3 FTEs
- 91% serve mainly or only seniors and disabled adults

Grantee structure and function

92% Have a computerized record system

90% Have written personnel policies

83% Filed an IRS Form 990 last year

75% Have a strategic plan

83% Request donations from clients

37% Charge any fees

Services offered: 10 main types

- Chore services
- Home delivered meals
- Other in-home services (other than health care)
- Education, support, advocacy, and training
- Respite-related services, care coordination, case management, discharge planning

Services offered: 10 main types

continued

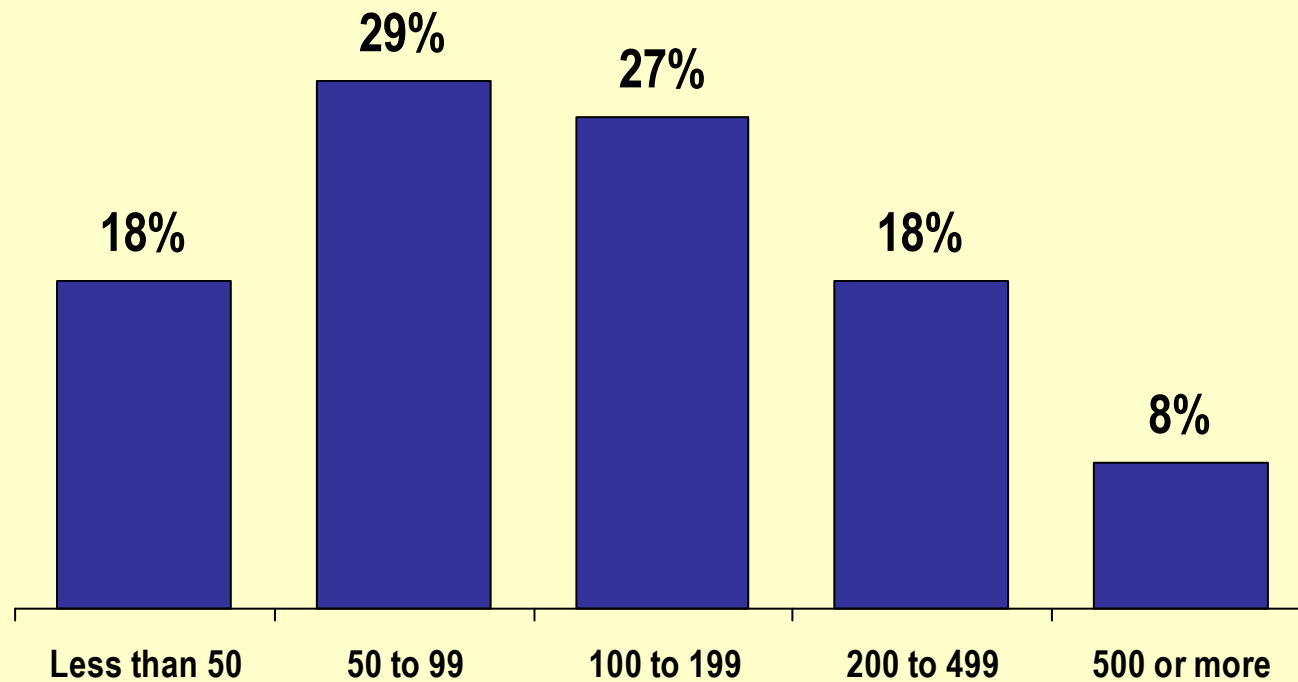
- Social activities, visitation, and ministry
- Transportation
- Assessment and health care services
- Assistance with paperwork or financial issues
- Other services

Service volume

- Median number served in a 3-month period in 2006 = 119
 - 183 for metro agencies, vs.
 - 97 for greater Minnesota agencies
- 78% report more in 2006 vs. 2005
 - Median increase = 28

Service volume

Number of seniors and disabled adults served,
First quarter 2006



Client assessment

- 77% complete written client assessments
 - 67% of metro agencies, vs
 - 81% of greater Minnesota
- 68% use assessments that have customized existing assessment tools

Program evaluation

- 75% gather satisfaction feedback from clients
- 62% assess client benefit or outcomes
 - 73% metro agencies, vs.
 - 57% greater Minnesota

Use of volunteers

- Median number of volunteers = 55
- Median number of volunteer hours = 670
- Average per volunteer per month = 5 hours
- Primary source of volunteers = churches
- 63% report more volunteers in 2006
 - 53% of metro agencies, vs.
 - 68% of greater Minnesota agencies

Budgets and funding

- Median operating budget = \$76,300
 - \$209,000 metro
 - \$ 65,400 greater Minnesota
- 5 agencies over \$500,000, including one much above \$1 million

Main sources of cash support

Number of grantees	Source	Median amount
62	Government agencies	\$34,500
29	Individual donors	\$5,900
28	Private philanthropies and foundations	\$7,500
24	Corporations and corporate foundations	\$2,000
24	Special event fundraisers	\$4,500

Continuity of support

Most common new sources in 2006:

- Corporations and corporate foundations
- Private philanthropies and foundations
- Government agencies

Continuity of support

- Most often **increased** in amount in 2006:
Special event fundraisers
- Most often **decreased** in amount in 2006:
Private philanthropies
- Most likely to **continue as a source** in the future:
 - Individuals
 - Civic groups
 - Churches

Free stuff

- 45% Office space
- 36% Office equipment
- 30% Help from professional or tradesperson
- 30% Meeting space
- 25% Free or discounted utilities
- 21% Use of office equipment
- 19% Supplies (postage, etc.)

Partnerships

Number grantees	Sources reported	Most common type of donation by source
25	Local businesses	Printing and advertising
25	Local governments	Office space and heat
19	Churches	Meeting and office space
14	Businesses with regional or national connections	Office equipment and tools

Partnerships

Number grantees	Sources reported	Most common type of donation by source
25	Local businesses	Printing and advertising
25	Local governments	Office space and heat
19	Churches	Meeting and office space
14	Businesses with regional or national connections	Office equipment and tools

Other support needed

- Funding to coordinate volunteers
- Help from a development or fundraising expert
- Better access to reimbursement from state-funded elderly waiver and alternative care programs (among others)
- Help to measure outcomes
- Better support from county governments

Potential stumbling blocks

- Cost of gas makes it hard for volunteers to use their cars for free
- Single year funding cycle of state grants requires constant fundraising efforts
- Lack of internal capacity to assess quality and effectiveness

Potential stumbling blocks

- Growing service needs
- Limited access to reimbursement from health plans
- Limited buy-in from health professionals
- Inadequate resources to provide effective caregiver respite

Characteristics of leading-edge community- and faith-based service providers

- Looking forward
 - Education and services for wellness and prevention
- Attention to caregiver needs
 - Including respite care
- Relationships with other senior service providers
 - Referrals, service coordination, and discharge planning
- Connected to other community-based organizations
 - Including civic groups, area foundations, United Ways, churches, etc.
- Partnerships with similar organizations
 - Mutual education and support


Characteristics of leading-edge community- and faith-based service providers

- Training for volunteers
 - Esp. caregiver respite, transportation, peer counseling
- Receipt of in-kind support
 - E.g. office space, printing, meeting space
- Learn from others
 - E.g. through demonstrations, pilot programs, partnerships
- Understand volunteers' need for clearly-defined, time-limited opportunities
- Creativity in marketing, communications, and resource procurement

Discussion



WILDER
FOUNDATION



**For more information please visit
www.wilderresearch.org**