

# Still Waters Visioning Process Community Survey Summary Report

January 2014

## Contents

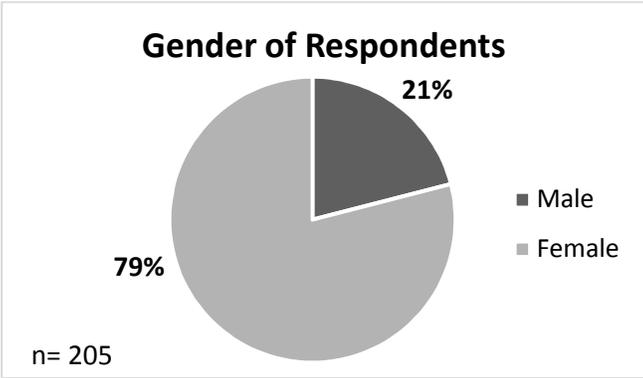
*About the Visioning Process Community Survey*..... 1  
*Respondent Information*..... 1  
*Perspectives on Adult Day Services*..... 5  
*Perspectives on Still Waters Adult Day Center* ..... 8  
*Comments*..... 11

## *About the Visioning Process Community Survey*

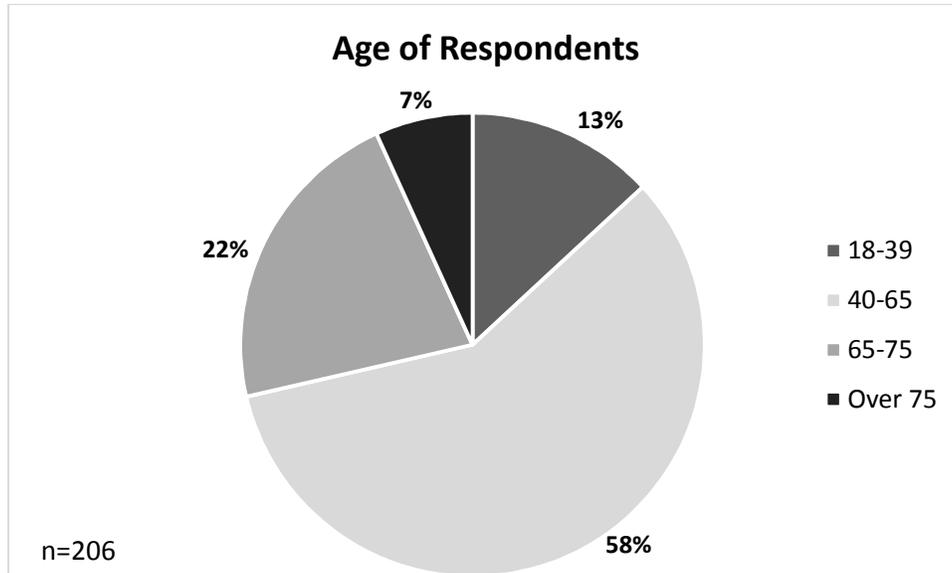
In December 2013, Community Solutions, Inc., administered a Still Waters Visioning Process Community Survey to community members, including friends of Still Waters, members of the Castleton United Methodist Church (CUMC), professionals and experts in adult day services or related fields, and others with an interest in caregiving. The purpose of the survey was to help inform the development of the five-year vision for Still Waters Adult Day Center (Still Waters) at Castleton United Methodist Church (CUMC). An invitation with a link to an electronic version of the survey was sent to individuals on the Still Waters contact list, and those individuals were invited to share the survey link through their various networks and listservs. The invitation was emailed to the Still Waters listserv, and also the Indiana Association of Adult Day Services listserv. In addition, paper copies of the survey were made available at the Center and Church for individuals to complete. A total of 206 individuals completed the Visioning Process Community Survey.

## *Respondent Information*

Survey participants were asked to share a bit of information about themselves. Over three-quarters of survey respondents are female (79%), and 21% are male. One respondent did not indicate his or her gender.



The vast majority of respondents were between the ages of 40 and 75. Over one-half (58%) were ages 40 to 65, and over one-fifth (22%) were ages 65 to 75. Only 13% of respondents were between the ages of 18 and 39, and 7% were over the age of 75.



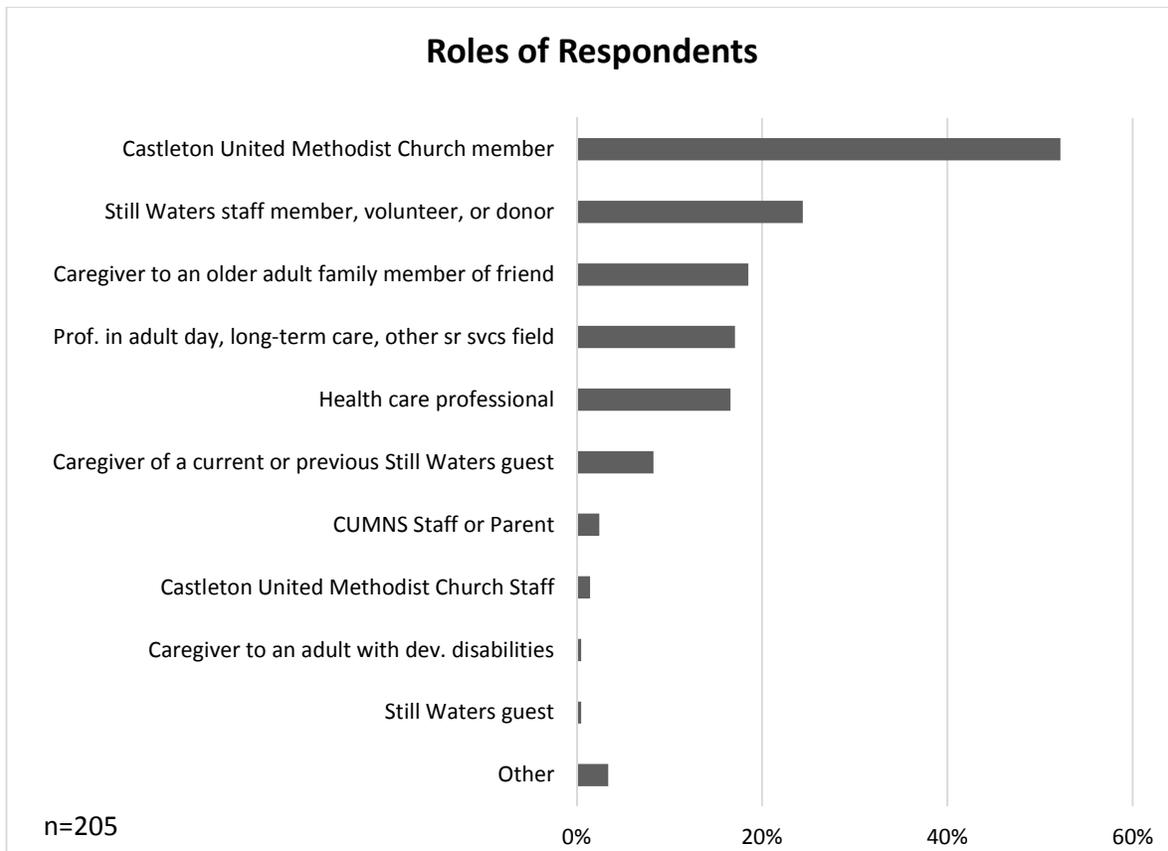
Survey participants were asked to share where in Indiana they live. Of the 200 respondents, most live in Central Indiana. Nearly three-quarters (72%) reside in Marion County, 19% live in Hamilton County, and 4% in Hancock County. Two respondents (1%) live outside of the state of Indiana. The full list of counties (12 total) and the number and percentage of respondents who reside in them are included in the table below.

### Where Respondents Live

Indiana County	# of Responses	% of Responses
Marion	143	72%
Hamilton	37	19%
Hancock	7	4%
Allen	2	1%
Madison	2	1%
Dearborn	1	0.5%
Hendricks	1	0.5%
Johnson	1	0.5%
Morgan	1	0.5%
Randolph	1	0.5%
Vigo	1	0.5%
Wabash	1	0.5%
Out of State	2	1%



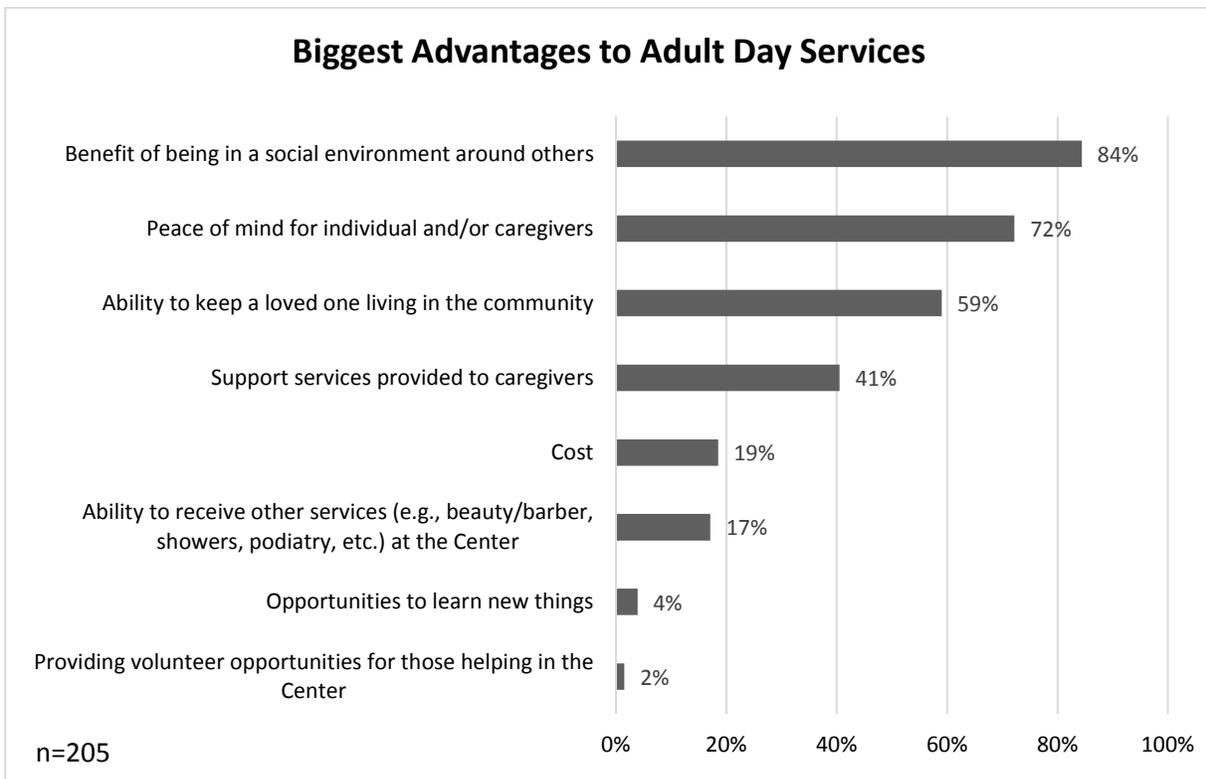
Those who responded to the survey were given a list of roles and asked to indicate all of the roles they felt described them. Over one-half (52%) of respondents are members of Castleton United Methodist Church (CUMC), and about one-quarter (24%) are Still Waters staff members, volunteers, or donors. Over one-quarter of respondents indicated they are – or were – care givers: 19% are caregivers to older adult family members or friends, 8% are caregivers to current or previous Still Waters guests, and one individual is a caregiver to an adult with developmental disabilities. Seventeen percent of respondent indicated they are professionals in adult day, long-term care, or other senior service fields, and the same percentage indicated they are health care professionals. Five individuals from the Castleton United Methodist Nursery School – either parents or staff – completed the survey (2%), as did two CUMC staff members (1%) one Still Waters guest (0.5%). Three percent of respondents indicated they have other roles, which include: Healing Touch Ministry, social worker, 85 year-old, visitor of homebound members of my church, pastor of compassion, friend, and community volunteer.



## *Perspectives on Adult Day Services*

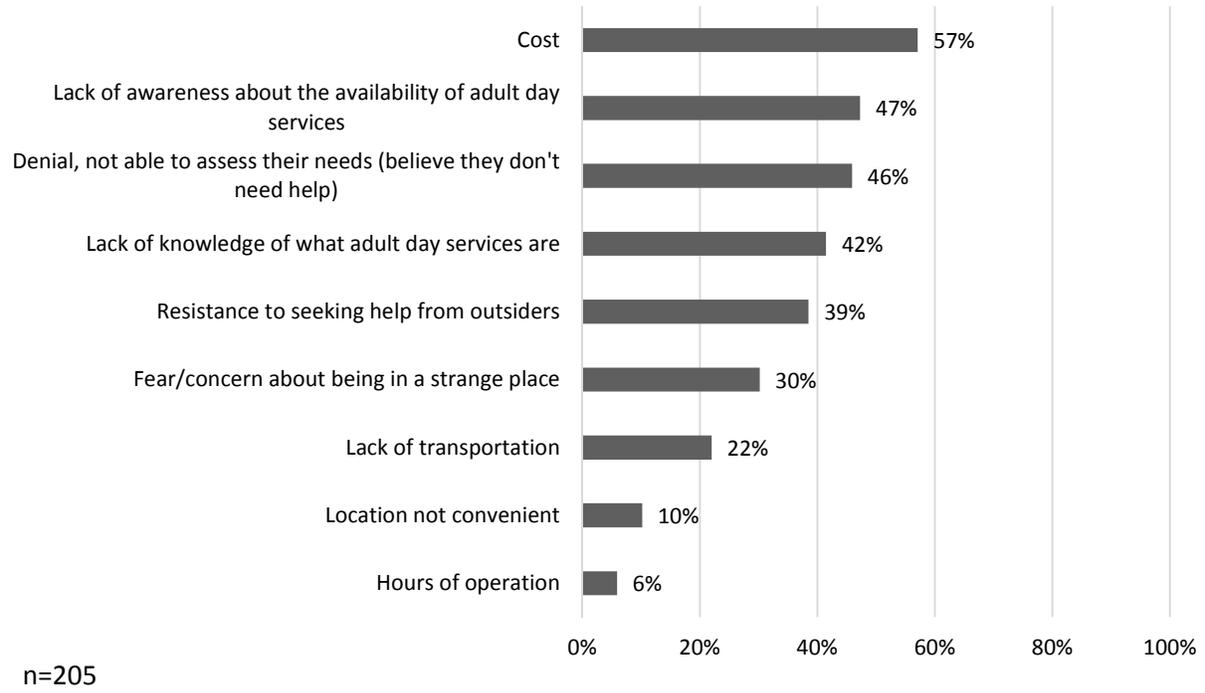
Survey participants were asked to share a bit about their perspectives of and familiarity with adult day services in general and with Still Waters Adult Day Center.

Respondents were asked to indicate the three biggest advantages to adult day services. The top three advantages were chosen by at least one-half of survey participants. An overwhelming 84% indicated the ‘benefit of being in a social environment with others’; 72% chose ‘peace of mind for individual and/or caregivers’; and 59% indicated ‘ability to keep a loved one living in the community’ as one of the three biggest advantages. ‘Providing volunteer opportunities for those helping in the Center’ and ‘opportunities to learn new things’ were chosen as big advantages by the smallest percentages of respondents, 2% and 4%, respectively.



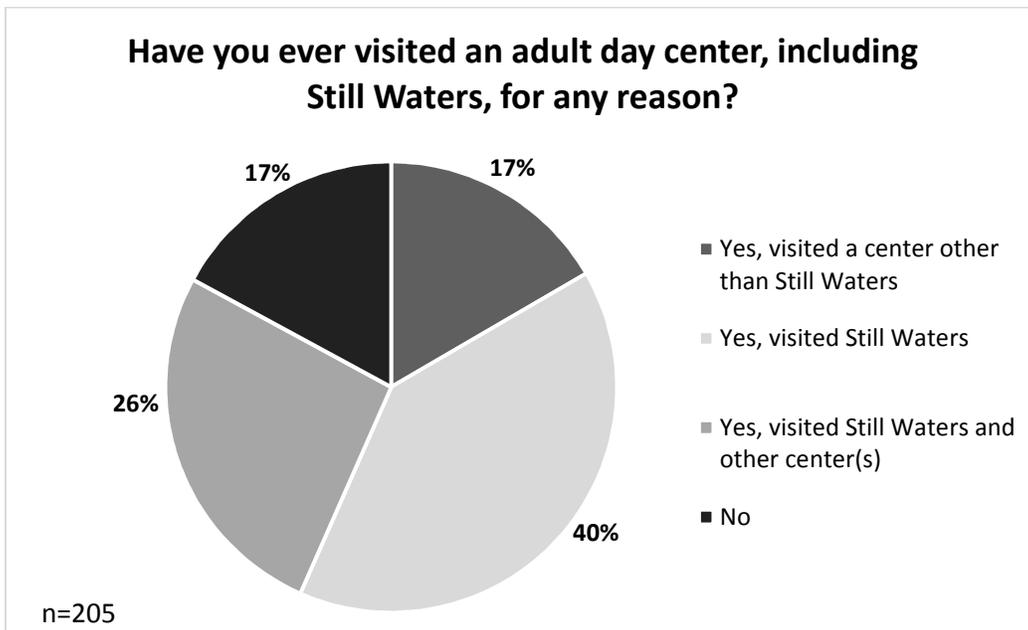
Survey participants were also asked to indicate what they feel are the three biggest disadvantages to adult day services. Over one-half (57%) of respondents indicated ‘cost’ is one of the biggest disadvantages. Lack of awareness and knowledge of adult day services are also drawbacks, according to respondents – nearly one-half (47%) chose ‘lack of awareness about the availability of adult day services’, and 42% chose ‘lack of knowledge about what adult day services are’. Forty-six percent of respondents indicated ‘denial, not able to assess their needs (believe they don’t need help)’ as one of the biggest disadvantages to adult day services. ‘Hours of operation’ and ‘location not convenient’ were indicated as disadvantages by the smallest percentage of respondents, 6% and 10%, respectively.

### Biggest Disadvantages to Adult Day Services

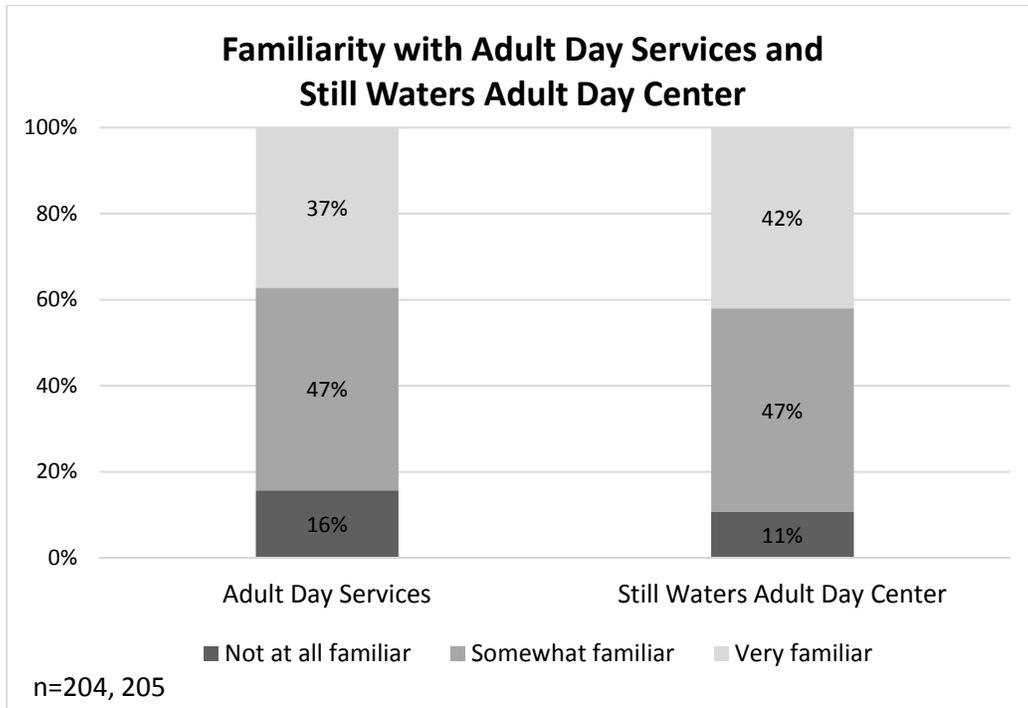


When asked if they have ever visited an adult day center, 83% of respondents indicated they had, and about two-thirds of respondents had visited Still Waters. About one-quarter (26%) of respondents had visited Still Waters and another adult day center; 40% had visited Still Waters only; and 17% had only visited a center other than Still Waters. Seventeen percent of respondents indicated they had never visited an adult day center.

### Have you ever visited an adult day center, including Still Waters, for any reason?



Survey respondents were asked to indicate how familiar they were – ‘very’, ‘somewhat’, or ‘not at all’ – with adult day services and with Still Waters Adult Day Center. The proportion of respondents who are ‘very’, ‘somewhat’, or ‘not at all’ familiar with adult day services is very similar to the proportions regarding Still Waters. For both adult day services and Still Waters, specifically, the vast majority of respondents were at least ‘somewhat familiar’ – 84% for adult day services and 89% for Still Waters. In both cases, 47% of respondents are ‘somewhat familiar’, but only 37% are ‘very familiar’ with adult day services and 42% are ‘very familiar’ with Still Waters. Regarding adult day services, in general, 16% of respondents are ‘not at all familiar’, while only 11% of respondents are ‘not at all familiar’ with Still Waters.



## *Perspectives on Still Waters Adult Day Center*

Survey participants were given the information listed below about how Still Waters compares to other adult day centers across the country.

- **Capacity** – The average capacity of adult day centers in the US is 51, with an average daily attendance of 34. The capacity of Still Waters is 20, with an average daily attendance of 17.
- **RN on Staff** – Nationally, 59% of adult day centers have a full-time RN on staff who can provide skilled nursing services such as diabetes monitoring, wound care, injections, and colostomy & catheter care. Still Waters does not have a full time RN on staff who can provide these services.
- **Social Worker on Staff** – Nationally, 78% of adult day center has a fulltime Social Worker on staff who can provide assistance to families who need additional services such as home care, financial assistance, and help with choosing a long term care facility. They also provide emotional support and counseling to caregivers. Still Waters does not have a fulltime Social Worker on staff who can provide these services.
- **Transportation Services** – A majority of adult day centers across the nation provide transportation for medical appointment (55%), social and recreational outings (78%) and transportation to and from the Center (87%). Still Waters does not provide any transportation for its guests for these purposes.
- **Affiliation** – Nationally, 55% of adult day centers are classified as non-profit organizations and 40% are classified as for-profit organizations. 3% of adult day centers nationwide are affiliated with a religious organization.

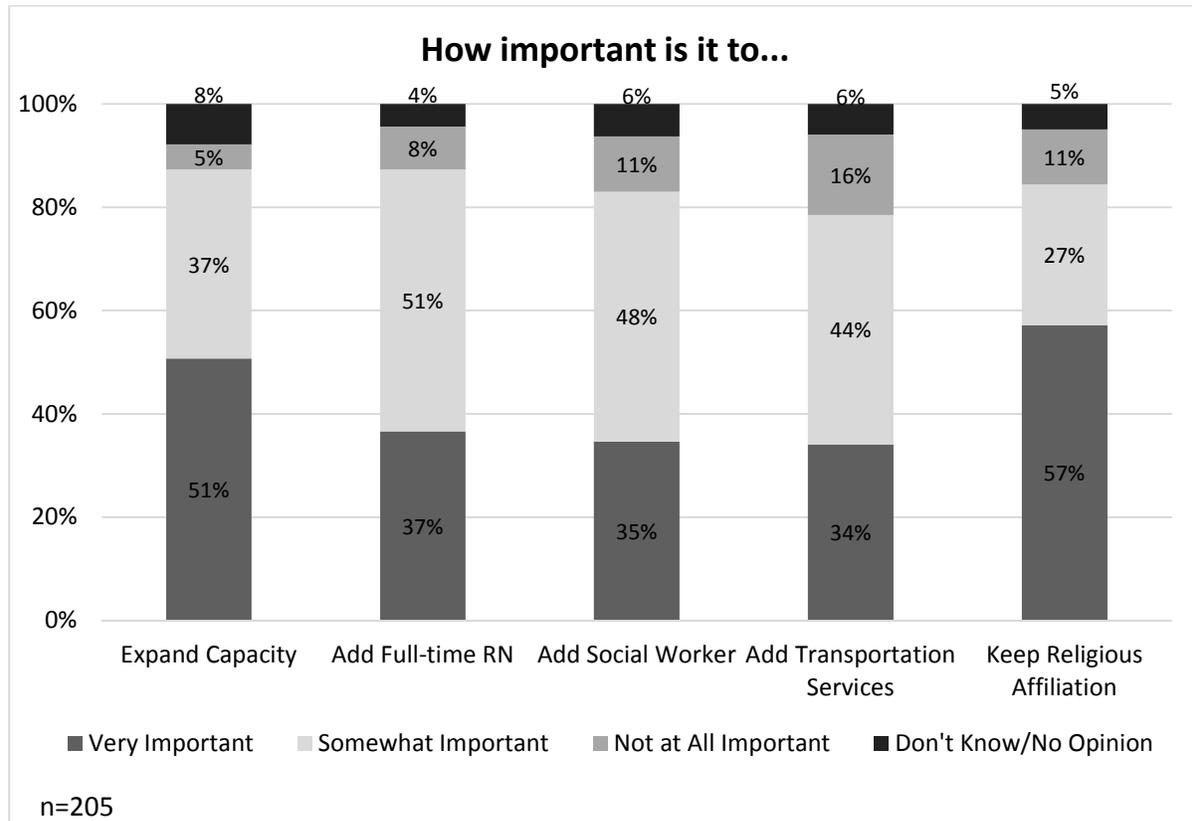
Based on the information provided, respondents were asked to indicate how important they felt it was for Still Waters to do the following:

- Expand its capacity
- Add a full-time RN to the staff
- Add a social worker to the staff
- Add transportation services
- Maintain its religious affiliation

Over three-quarters of respondents indicated they felt all five actions are ‘very important’ or ‘somewhat important’.

- 88% of respondents feel it is at least ‘somewhat important’ to expand capacity, and the same percentage feel it is at least ‘somewhat important’ to add a full-time RN to the staff.
- 84% of respondents indicated it is ‘very important’ or ‘somewhat important’ to keep the religious affiliation, while 83% feel it is at least ‘very important’ or ‘somewhat important’ to add a social worker to the staff.
- The smallest share of respondents indicated adding transportation services is at least ‘somewhat important’ (78%).
- Over one-half of respondents feel it is ‘very important’ to expand capacity and ‘very important’ to keep the religious affiliation (51% and 57%, respectively).
- Only about one-third of respondents feel it is ‘very important’ to add a full time RN (37%), add a social worker (35%), or add transportation services (34%).

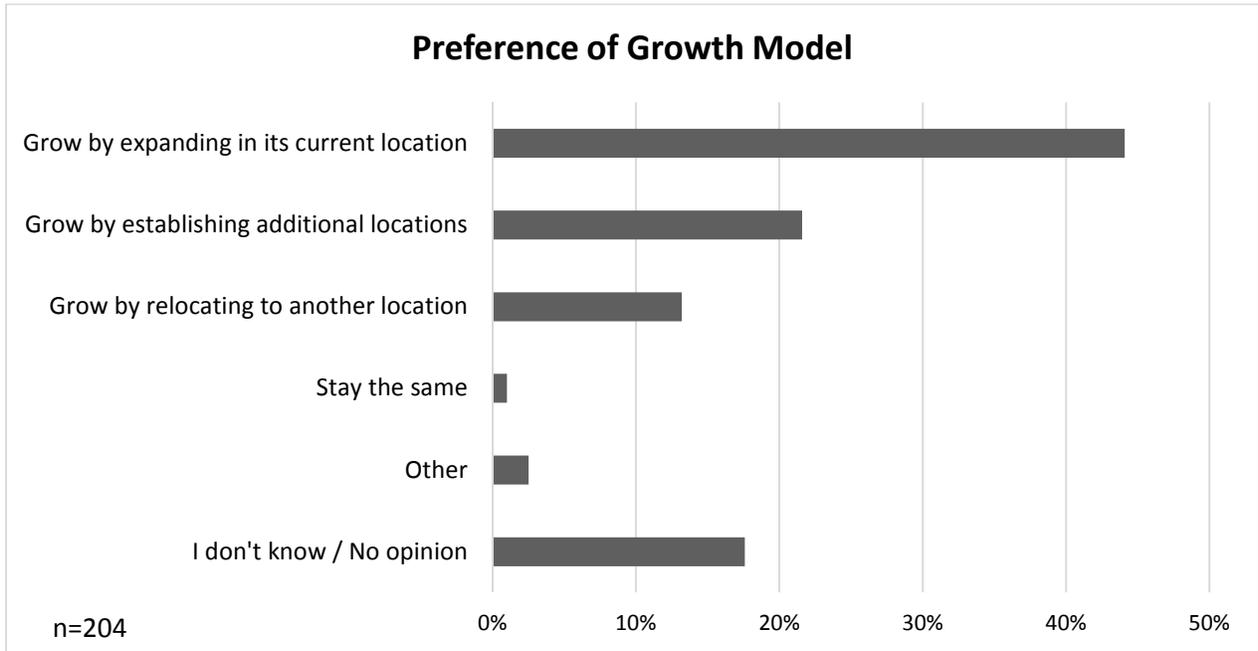
- Some respondents feel that each action is ‘not at all important’ Only 5% indicated expanding capacity is ‘not at all important’, 8% for adding a full-time RN, and 11% each for adding a social worker and maintaining the religious affiliation. 16% of respondents feel adding transportation services is ‘not at all important’.
- For each issue, a small share of respondents indicated ‘I don’t know/No opinion’. Only 4% responded this way about adding an RN, which was the smallest share, while 8% of respondents, the largest share, are unsure about how important it is to expand capacity.



Survey respondents were asked about their preference for the model Still Waters should use if it planned to grow in the next five years. Nearly one-half (44%) of respondents indicated that they would prefer Still Waters to ‘expand in its current location’, and 22% would like Still Waters to ‘establish additional locations’. Only 13% would prefer Still Waters ‘grow by relocated to another location’, and two individuals (1%) would like Still Waters to ‘stay the same’. Eighteen percent of those who participated in the survey indicated ‘I don’t know/No opinion’ regarding the model Still Waters should use were it to grow. Five respondents (3%) provided comments about ‘other’ models for growth; they are listed below.

- Grow based on the needs of current families and those you wish to serve. A new location may throw current families off due to convenience, etc.
- Would a survey of need/additional areas be helpful?
- Sorry I do not know enough. Is there room to expand? What would be the cost? Do the number of clients support the expansion?

- Needs research on available options on site and/or another site
- Growing in the current location provided that there is somewhere then for the youth to use or share



## Comments

Those who participated in the survey were also invited to share any additional comments regarding Still Waters, and 68 chose to do so. The majority of the comments fell into the following categories:

- **Increasing Capacity:** whether it would be positive or negative, why it is or is not important, ideas on the best model for growth or why some models would not work, etc.
- **Advice or Things to Consider:** questions that still need to be answered, ideas or suggestions on how to move forward, financial impact of some of the proposed ideas, etc.
- **Relationship with CUMC:** whether it is a positive or negative aspect for Still Waters, financial considerations, impact Still Waters has on the church, etc.
- **Praise for Still Waters:** how wonderful the staff and volunteers are, how important the work is, etc.

While some comments fell into multiple categories, they are listed below by the primary idea. *Please note, while some comments are listed verbatim, some have been edited for readability or to maintain anonymity.*

### Increasing Capacity

- Still Waters is an outstanding Adult Day Center. I'm sure there is a need for more people to be served, but the most important aspect is the loving care. If that can be maintained with growth.....fine, but sometimes bigger isn't always better. There is an important balance. Still Waters utilizes a lot of competent volunteers who provide loving care. A larger more commercial facility may not rely as much on volunteers and that would be a loss to the program.
- Considering the size of the entire ministry center and the "Family Life Center" (formerly the CUMC sanctuary) it may be wise to have a professional architect provide options, for consideration, for use of these facilities.
- Still Waters is one of the best ADC's I have ever visited, that is due, I believe to its small size and personalized attention of the staff.
- I think there is a great advantage to Still Waters remaining the size it is - it creates more of a "family" atmosphere which I think could easily be lost if the center grew larger
- A RN & SW would be nice, but I think there would need to be many more people before a full time SW. I there would also need to be more people before there would be enough money for a full time RN. It's kind of a chicken and egg sort of question. I don't think there is room for expansion at the present location, so I don't know which would be better relocation of having additional locations. I do think part of Still Waters charm is its small size.
- I wish my mom had this option when she and my disabled father. He would have gotten some social interaction, and she would have received a desperately needed break. I think expanding and advertising is important as this could benefit so many more adults and their caregivers.
- I would like to see Still Waters grow by expanding in its current location until all available space is utilized and after that look for another location. Multiple locations would be hardt to manage.
- I like the fact that has a smaller enrollment that gives more individual attention to clients.
- I don't think with our youth growing like it is, we have room for Still Waters to grow and stay in the same place. There just isn't enough room. Their services are phenomenal and should be growing but probably at a different location with bigger and better facilities.
- It would be beneficial to grow in all capacities.
- There is really no need to open more locations because you have to consider the cost of running one. If you have a large turn out, then you need expansion and provide transportation. When

people get a ready available transportation, they will be willing to get there as long as that place gives them joy.

- Brick and mortar are always costly. I think using the available space is better, if the church lets you.
- I think that by staying in the current location and expanding, if possible, would be the least disruptive for the staff and the guests. However, if that is not possible then moving to a more centralized location might be a better solution.
- Expanding to a new location close by would allow the Church to continue to grow and provide a place where Still Waters could continue to expand as needed.
- The boutique approach is very, very important to me because older folks can't get too easily pigeon holed in larger "one size fits all" facilities.
- Definitely need a bigger facility. A quiet place away from the stream of activity, where guests can lie down for napping or when they are ill is much needed.
- However BIGGER is not necessarily better.
- We like Still Waters because it is a smaller place and the individual does not get lost in a crowd.

### **Advice or Things to Consider**

- I can't completely answer some of the above questions, so it makes me want to ask questions. Are there currently enough inquiries about Still Waters services that makes you wish you had capacity beyond 20? Having an RN and Social worker on staff are a financial decision, what attendance number do you need to be able to support them?
- It is hard to answer some of these questions as I do not know the context. My assumption is if location is a major barrier, then additional locations might be preferable although the cost goes up for anything outside a central core. I do worry that the pressures of other ministries at the church compared to the growing and important needs of Still Waters may come in conflict, and that's not the ultimate goal of anyone involved in any of these programs. In addition, I do not know if you have a waiting list that indicates you have pressures, although 17/20 spots indicates if it not now, probably very soon you will be. Congratulations on this success! You obviously have met a need in the community.
- I'm uncertain of what Still Waters "wants to be when it grows up." If it wants to be an Adult Daycare that competes in the marketplace with other such providers, then its present quarters are too small, it is probably understaffed with professionals (RNs and SWs), and I'm not sure why it needs/wants to be affiliated with CUMC. If it wants to be an Adult Daycare that is quaint and focused on the mission of our church, then the smaller venue, size, and professional staff may be sufficient.
- Community education as advantages of ADS for caregivers as well as their family member that will receive the service. Partnering with other community agencies that provide services for elderly and handicapped individuals, e.g., Area Agency on Aging, education facilities such as universities or Ivy Tech, with emphasis on nursing, social services, recreational and music students. ,and your United Way or Community Foundations will not only get your program availability recognition ,but provide possible fundraising sources and potential volunteers.
- I am neither opposed nor in favor of expanding the capacity of Still Waters. However, I believe they serve a unique niche in the elder care field and am less in favor of expanding into the skilled care field, unless a strong argument can be made that there is an overwhelming need. Similarly, I'm unsure whether the additional cost, liability, and responsibility of providing transportation services is a prudent addition to the services offered by Still Waters. The availability of a social worker, whether part-time or full-time, would seem to be a worthwhile addition.
- What if other churches could become involved? This might provide additional locations as well as a base for additional volunteers and clients.

- I have been involved in the startup of 6 centers and in my experience the growth happens quicker with the centers that offer transportation. VA contracts require it, and most Medicaid waiver client need it to attend.
- While these additional services would be great, they would also add greatly to center expenses. So then you have to figure how to continue to be affordable. While important, I am not sure you would need a full-time RN or social worker. Part-time might be more affordable. Also, while I think the need for adult centers continues to grow, I think it is important not to try to care for too many at one location. One thing I liked about Still Waters was that it was homey; there was a "comfortable" number of people there; it wasn't overcrowded.
- I think to add fulltime RN or Social worker or transportation Still Waters needs to clarify the level of care or needs they want to provide. However from a family standpoint it would be good to know a nurse is always there.
- If you take all levels of care that may impose greater problems for activity programming such as needing different levels, e.g., if you are more Alzheimer's based, then you'll need one level of programming, but if you're more "care based" but with good mental capacity, then you would need different programming. I think the more diverse the guests the more difficult to balance staffing needs and budget. You would almost need different rooms for different programming. The more diverse the guest the harder for staff to keep everyone in one group and the more distracting for guests if you have guests who are disruptive.
- Also providing transportation to appointments may pose a problem with having to go with the individual and then getting into medical needs for that person without a family member being present. This type of service would definitely increase the budgetary needs with a van and a qualified driver plus someone to go with the guest.
- I think it is also important to assess how much physical care you want to take on. This criteria should be set up as to what type of guest you can take or handle including criteria for what type of mental capacity, i.e., Alzheimer's vs mental illness dx.
- With regard to a full time nurse ... I am sure this would increase the cost, and feel cost is a very important consideration especially for the family using the service. There is not a full time nurse at home and family has learned how to deal with the care needed. I don't think it has to be a nurse in order to provide the care an adult attendee needs. The only advantage I see is that a nurse might notice change and realize additional attention or care is needed. This can be covered by a part time or consulting nurse/ physician assistant.
- If you are looking to grow consider advertising in (other) church bulletins. Many services with similar objectives (assisted living facilities, home care organizations etc.) find this an effective, reasonably priced way to get to an already interested market. With regard to a full time nurse ... I am sure this would increase the cost, and feel cost is a very important consideration especially for the family using the service. There is not a full time nurse at home and family has learned how to deal with the care needed. I don't think it has to be a nurse in order to provide the care an adult attendee needs. The only advantage I see is that a nurse might notice change and realize additional attention or care is needed. This can be covered by a part time or consulting nurse/ physician assistant.

### **Relationship to CUMC**

- I don't know enough about the financial arrangement with our church to know which of the above models would be most appropriate. I don't think that the church could be any more involved financially than it is currently.
- I answered that I think it is somewhat important for Still Waters to keep its religious affiliation because it clearly is based in a church, uses an important metaphor from the Psalm 23, and clearly has people throughout its management who are outwardly faith centered. I do not believe that a quality adult day service must be faith based. It clearly fits Still Waters.

- CUMC and still waters have to decide their relationship going forward for a lot of these questions to be answered accurately.
- Many of these questions depend on who is paying for the service and is Still Water looking towards CUMC. Until CUMC recovers from its other financial obligations, there isn't much money to be had from CUMC, though I like that we have the services provided on our property.
- It is extremely important to keep its religious affiliation.
- Still Waters certainly receives a lot of attention from Castleton Church, but with a daily attendance of only 17 people, I still question whether or not this is a ministry program worthy of the time, space and staff it takes to operate. Perhaps the best course of action for Still Waters would be to spin out from Castleton Church entirely - remove the religious affiliation and any monetary/administrative support - and see if the marketplace puts as much value on these services as a small group within Castleton Church seem to.

### **Praise for Still Waters**

- You all are doing an amazing job, such a great place serving so many. Keep up the good work, hope it grows and grows to serve as many people as needed!!
- Still Waters has the kindest, most attentive people to care for the elderly in such a loving manner. It's the best, and I tell everyone who is in need of an adult day care provider about Still Waters!!
- My loved one and I have both grown through his being a part of Still Waters.
- What a wonderful caring place
- Still Waters is an amazing program! The staff is so loving and caring to the adult day care participants!
- Thank you for doing this important work. God bless you.
- Still Waters is a wonderful program. Good job to all involved.
- Have heard such positive comments about still waters. Love seeing and hearing of involvement of staff and volunteers with guests!
- I have heard many great things about the program. As a healthcare worker, I know these services are greatly needed and I am proud to have them as part of our church
- I'm proud of CUMC for the courage to look at the real needs of those who need these services.
- Adult Day Centers are the ideal solution for patients and caregivers and are in such demand. I have recommended your center and will continue to in the future!
- I was very impressed when I visited Still Waters with my mother. I like the varied activities offered, including helping with church activities, e.g., pie making for the fish fry, using fresh vegetables grown for their meals, interacting with the children's program.
- What you are doing is wonderful. I pray that God will continue to lead this effort and bless all involved.
- I have heard only wonderful things about Still Waters.
- I think Still Waters is a marvelous facility and program. Thankfully, so far my parents have not been in a position to need a day care center.
- I think this is a fantastic ministry. I would love to see it continue to grow and add more services.
- Having a place like Still Waters to bring my mom to has dramatically improved her life (and mine as well). I think the current staff to guest ratio is wonderful, and I'm amazed that the rates charged are as reasonable as they are. I wish the center were a little closer to my home (the drive is 20 minutes each way), but the benefits my mom and I receive from Still Waters greatly outweigh the inconvenience of the relatively long drive.
- Still Waters does an excellent job of providing a safe, caring & stimulating environment. We love the fact that it is faith based!
- This program is an amazing ministry for our church and community!!!

- Very knowledgeable director and assistant director in the field of older adult care. They have created an open and caring environment for our guests.
- Still Waters is one of the best run Adult Daycare centers I have been involved in or visited. The appropriate and amount of activities are wonderful. The patient to staff ratio is phenomenal. The facility and staff are very friendly and helpful to everyone. They offer many additional services to assist patients and family in self-care needs and are a great support system. I highly recommend Still Waters to anyone interested.
- Doing a great job! Great leadership both paid staff and volunteers! Warm, caring caregivers!
- Keep up the great work!
- By being a volunteer at Still Waters, I see the loving care and concern the guests receive.
- Also, the thought and preparation taken to keep the guests involved.
- Your staff is beyond AWESOME!!
- Your staff makes the daycare a perfect fit for us as they are caring and attentive. They work hard to make people feel comfortable and a part of the group. You have done an awesome job in screening staff for this kind of work.
- It's a wonderful place and ministry, with outstanding staff and care-givers.
- We will be praying for you during this time of important decision making. God bless you and thank you for all you do.

## Other

- Be extremely friendly to all who don't see you on a daily basis
- Keep the vision for our community and involve more people. It is a needed service in which trust is needed for the elderly! Treat people with dignity!
- I think that the speaker series was wonderful! It offered great education. Maybe providing something for professional staff in community to be educated about newer dementia care approaches. Also, having a social worker on staff or even a Mon licensed social worker would be helpful for families!
- The need for Adult Day Centers is only going to grow. I would like to see more promotion of the services offered at Still Waters with videos during Sunday services or in the Narthex.
- Most medical ADCs employ a LPN. A social worker is only needed to review level 3 charts if you are a medical model.
- I think a social worker could be important in assisting individual families toward other services or when to consider long term care.
- Would have liked more background information on question 16, such as demographics of current clientele, etc.
- I had a hard time answering the above questions because of the terminology "based on this". That implies that Still Waters should seek to model itself after the majority of other facilities. I think this should not be the determining factor for any decision. My mother used to say, "Just because someone else jumps off the bridge, does that mean you should jump off?"
- Need dishwasher, more kitchen counter space, and larger cart for serving food
- Need a dishwasher and larger kitchen area. It would be nice to have larger carts to serve food from and more counter space.
- Having the preschool and day center interact is a positive.
- Saturday services??
- Not sure that would need to be full time but would depend on the type of guests you take.
- I have worked in school settings, have cared for two elderly family members, and am a member of CUMC. I am very interested in becoming a volunteer at Still Waters.