

# Community- and Faith-Based Services for Older Adults:

What do they do?

How do they work?

What can make them stronger?

Wilder Research

Metropolitan Area Agency on Aging

MN Department of Human Services



First, a question about the fuel  
that powers these organizations



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## Percent of retired baby boomers who volunteer

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- 25% in 2002
- 30% in 2004

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

# Study Goal

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- 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

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

## Characteristics of Grantees (N=53)

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- 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

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- 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

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*continued*

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

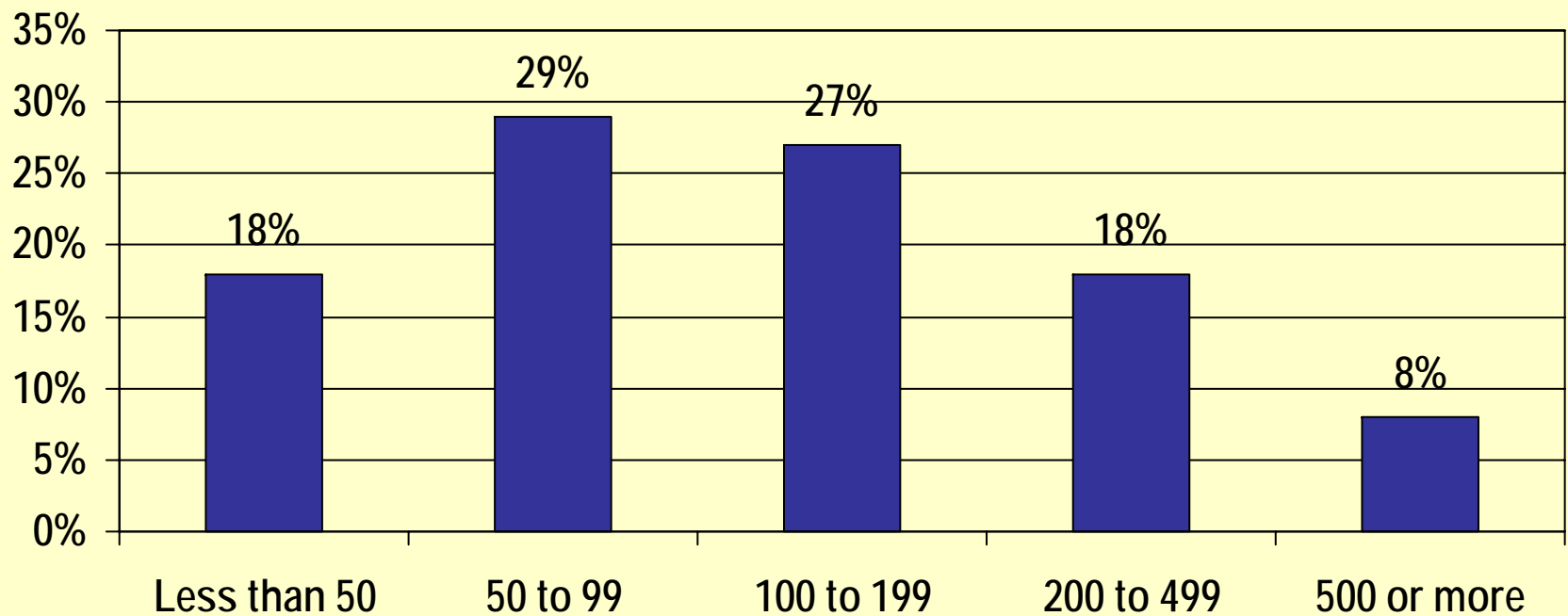
# Service Volume

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- Median # 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

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- 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

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

## Use of volunteers

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- 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

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- 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

# 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	Fundraising and special events	\$4,500

# Continuity of support

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Most common new sources in 2006:

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

# Continuity of support

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- Most often increased in amount in 2006:  
Fundraising
- 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

Most frequent types of donated resources:

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

# of 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

*continued*

# of grantees	Sources reported	Most common type of donation by source
12	Individuals	Web support, event supplies
12	Local professionals	Time for legal, computer, accounting, other services
11	Volunteers and Board members	Mileage, fund-raising assistance
9	Local health care providers	Equipment and space

# Other support needed

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- 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

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- 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

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- 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

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- 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


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- 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



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**For more information please visit  
[www.wilderresearch.org](http://www.wilderresearch.org)**

**Full report will be available March 2007**