

Questions & Answers April 2022

**Barclay Friends** Can you state a target # of trips and people who will go on them?

We expect to serve approximately 1,000 resident on approximately 156 trips and excursions per year. A core need the bus will fill is to make weekly excursions to arts, cultural, and recreational destinations. Our recent experience with trips of this sort tell us that 8 – 12 residents will register each week to go on an excursion. But perhaps more important to our programmatic intent of restoring a sense of agency to our residents are the anticipated twice weekly trips organized spontaneously by groups of 4 – 8 residents to shopping, exercise, or other destinations.

Have you tried seeking funding from PYM?

I am meeting in the very near future with Philadelphia Yearly Meeting's Sheila Sorkin to explore the prospects of PYM supporting the purchase of our bus.

**Friends House Retirement Community** – When will you be able to finish the work with the consultants?  
When gold accreditation is achieved.

How is FHRC supporting this project? Salaries for staff who are participating.

Is there a budget/actual for 2021? Posted with proposal

Please explain workbooks for 150 participants—did they not get them last year? There are new workbooks at every level, may not need for Gold. Mostly staff participants. Some can be accessed online, also Spanish/English.

Will you need funding again next year to achieve Gold status? Then for demonstration site. Probably

**Hickman – How long do you anticipate it will take to achieve Gold status?** The Center for Applied Research in Dementia details a timeline of 18 months to achieve Gold status. However, other entities have concluded training in as little as 14 months, and some have taken 20 months.

**If the budget is \$41,800 over 18 months, what do you need for year 1?**

In today's conversation with the Center for Applied Research in Dementia,(CARD), the organization that will implement the training, Joe Caracci, clarified that 18 months to achieve Gold status is a guideline. Some have completed the training in 14 months, others 20. Cost is not broken down by months (or years). The fee is the same if the training is completed in 14 months or 20 months.

**How long will you need start-up funding?**

Once Gold Status is achieved, start-up funding is not necessary. \$41,800.00 covers the cost of achieving Gold status. Ongoing expenses are The Hickman's. For example, educational materials that support training will be necessary as team members are added to the dementia unit.

**Please explain “ evaluations of staff are not required” –isn't this part of the credentialing and assessment?**

Resident Care staff who directly serve residents experiencing dementia are credentialed in the most lenient of definitions. Because the credential is given to the institution, not the individual, staff do not receive a formal certification. The Hickman is deemed a Montessori Inspired Lifestyle® Memory Care Facility. Evaluations are not required of dining staff, housekeepers, facility operators, etc. These

ancillary team members are trained on how to engage the resident effectively as per the Montessori Inspired Lifestyle® by Champions.

Credentialing stays with the institution, The Hickman, not the individual that completes the training. The Montessori Inspired Lifestyle® is sustained by the ‘train the trainer’ portion of the program. Lead trainers, called Champions are identified who possess the skills to train new personnel.

**Have you spoken to FHK and FHRC about their experiences with the process?** Toni Kelly, Executive Director of The Hickman spoke with Christine McDonald at The Friends Home in Kennett. Christine reports overall satisfaction with the training and support process. Christine’s team characterizes the improvements of the memory care residents as remarkable. Once non-socialized individuals become part of a group as the individuals’ unspoken needs are communicated in newly learned ways. For example, an individual draws a picture of a table setting then uses the drawing as a pattern and joins others in setting a table for a meal. Comradery initiates. Isolation dissipates.

**Pendle Hill** How do you know there is demand for podcasts?

Podcast consumption has increased dramatically in the past two decades in the United States and globally. A 2021 survey by Edison Research estimated that the percentage of Americans aged 55 and older who listened to a podcast in the last month has doubled in just the past four years. As shown in the data below (SWH deleted for brevity), podcasts are growing tremendously in popularity with both younger (<34) and older adults—two key demographics that Pendle Hill hopes to target with our podcast.

Pendle Hill views the podcast format as a contemporary analogue to what pamphlets were when they were introduced in 1934. Just as our pamphlets are brief and reflect a broad range of Quaker thought, practice, and spiritual resources, the podcast will similarly introduce audiences to rich conversations from diverse perspectives in a digestible format that can be consumed while (for example) driving or doing household chores. That podcasts are free to listeners and unhampered by the constraints of physical distribution make them a logical solution and an exciting direction for us.

**How will you publicize the podcasts? How will you know how many have listened to them?**

Our podcast will be publicized through paid outreach, networking, word of mouth, and through Pendle Hill’s own channels. Ways in which we are considering publicizing our podcasts include ads within Friends publications (*Friends Journal*, *Quaker Life*, *Western Friend*, etc.), ads on podcast networks, Pendle Hill’s e-newsletter, our website, our biannual appeal letter, verbal announcement after worship, and including inserts with every Pendle Hill pamphlet.

Networking will also be key—conversations already underway include training, collaboration, and participation in PhillyCAM (Philadelphia Community Access Media), brainstorming and sharing ideas with others who are interested in producing Quaker podcasts, and brainstorming with other local podcast producers including Emma Restrepo. These conversations are already proving extremely thought-provoking and valuable. Our staff and guests may even feature on other podcasts to spread the word about our own work.

Finally, word of mouth will be crucial. Our guests from many different places and backgrounds will help to spread the word in their own communities. Pendle Hill’s social media (Facebook, Instagram, Twitter), which has increased its reach and activity, will be particularly helpful in disseminating our podcast.

Most podcast platforms (Apple Podcasts, Spotify, Google Podcasts, SoundCloud, etc.) have built-in ways to track podcast listening performance and other metrics such as number of downloads, subscribers,

month-over-month data, and consumption rate (i.e., percentage of the podcast that the average listener consumes). In addition, we plan to use a monitoring and analytical media service that will give us statistics on how well the podcast is doing with respect to the industry. Just as Pendle Hill carefully evaluates the reach and effectiveness of our education programs, we plan to prioritize understanding the reach of our podcast and the diversity of our listeners.

### **New England Yearly Meeting**

Can you provide a target of how many people might be affected by this program annually—network volunteers, meetings and people assisted?

There are three aims of NEYM's participation in the ARCH program: direct assistance to individuals and local meetings, building a network of volunteers who serve as a community of practice, and culture change across our yearly meeting—in how Quaker meetings understand the involvement of older adults in their community as well as the role that a can play in supporting individuals and their families as they navigate the impacts of aging.

Regarding direct assistance and volunteers trained, we imagine that the number of individuals directly involved with ARCH workshops during the first year of this relationship-dependent initiative may be relatively small. Our goal is to have at least 24 New England Friends from at least 10 of our local meetings become part of the ARCH network in the first year, working towards a goal of 150 Friends in 5 years. Like many of our most enduring and impactful ministries, the foundation is built over a number of years, relationship by relationship.

One ring wider, we are in regular communication with approximately 150 Friends currently serving in leadership roles in their local meeting via our meeting leader email list which has a very high engagement/response rate. Each month approximately 35 local leaders join us for a check-in call focused on sharing resources to strengthen our local meetings. We expect this group will serve as informal ambassadors sharing information about the ARCH program to Friends in their local meetings.

Of critical importance is also how knowledge of the ARCH network and the messaging and support of our Aging Resources Coordinator will have on the whole community of New England Friends. For the last decade, NEYM has prioritized strengthening our communication channels with Friends and Friends Meetings in New England. There are roughly 5000 Quakers in New England across more than 90 local meetings and worship groups. Approximately 3,300 of these contacts receive our newsletter (a communications vehicle we would use to share about the ARCH network, learning opportunities, and messages from our Coordinator) and 43% of these subscribers are rated by our email list service provider as "highly engaged", meaning they read most of the emails we send them.

### **Witness to Innocence**

How are you addressing the challenge of balancing ongoing care for people already enrolled and making space for new people needing services?

Though all of our members are aging, acute needs are often cyclical and not constant. We always have a concern for our capacity across the entire program, but so far we have found that our contacts with members, both for social support and resource referral, can ebb and flow based on their current needs

at different times of the year, and different times in their lives. It is rare that we are unable to strike a balance as a team - by focusing one staff member on check ins with those doing well, and another on acute assessment and care - when multiple members have immediate needs at the same time, and this balance is similar to how we plan to handle an increase in caseload over time.

## **JCHC**

How confident are you of achieving Assisted Living certification this year?

We are very confident that we will have our certification in the next three months. We are in constant communication with the government agency overseeing our certification for status updates. At this point in time, there are no other facilities offering this program in Essex and Morris Counties. With the demand already high for ALP services, it is likely there should not be an issue to be granted certification.

What will you do with the technology and office furniture (capital equipment) if the program does not continue? Secondly, in terms of the technology and furniture, if the ALP is not successful (we believe it will be) we would use the technology for our residents who need prescription management and the storage furniture would also be utilized by our prescription management program as well. In terms of the medical furniture, we will JCHC utilize it in another capacity in one of our JCHC buildings to serve our residents or we can work with the Friends Foundation for the Aging to ensure that it is utilized to help seniors in New Jersey or Pennsylvania.

**Meals on Wheels** How do you know your MOW participants will want fresh food-have you polled them? Have you talked to Mercer County farmers? We work with our participants and farmer to put together a list of veggies and fruits that they either can eat raw or can prepare simply.

We have been working with a farmer through the farmers market voucher program for years doing this, during the summers. It has been successful. More and more inner-city seniors are asking for this, contrary to popular belief! We deliver to them for a few weeks, and only like 35 seniors. It is because of this that our seniors are requesting more fresh fruits and veggies.

I believe we also discussed providing easy recipes for them. We are cognizant that we are not their only meal of the day. We want them to eat healthy when it's not our meals as well.

In regard to Mercer County farmers we do not know or have a relationship with any. Even farmer George, who Sasa referenced in her email for the farmers market voucher program is not local. Mercer isn't widely known for large farming, maybe small local growers, but that would limit us, and SNIPES has been working with County providers for a while.

The need for additional fresh produce for participants has been identified through the following ways:

1. Participant Intake Interviews (Initial onboarding of the program) /Reassessment Interviews (every 6 mos). During these sessions, a nutritional risk assessment is performed. The vast majority of our participants are not consuming the recommended daily allowance of 5 servings of fruits and vegetables. This is primarily due to access - homebound with few supports or resources in place.
2. Participant surveys that are distributed twice a year. Consistent responses regarding limited access to fresh produce. Many reply that their home delivered meals from MOW are the only or most substantial meal of the day.
3. Response to our Farmers Market program is overwhelmingly positive. However, only one bag of produce is offered for 6 weeks to a limited number of participants who meet specific income requirements. The grant would allow us to expand access.

**Vonzella's Crown** Will programs be attended by seniors or are they all-ages? Are you seeking funding for all of the programs you offer, or focusing on intergenerational art? I do not see a program focusing on grand-family challenges. How many people will receive what services? Seniors will be attending all of the programs; the Intergenerational Therapeutic Art, and Health and Wellness components are for all ages it's designed to bridge the gap between our youth and our senior citizen population. Majority of the participants that attend are Grand Families, Older adults (Seniors) who have guardianship, custody, or raising their grandchildren. The Intergenerational programs promotes mentorship, addresses isolation, and builds positive social interaction in addition to connecting other Grand Families together for support.

We are respectfully seeking funding for the programs that fall up under Von's Seasoned Seniors (Intergenerational Therapeutic Art, Intergenerational Health, and Wellness, and Financial Fitness 101 for our Seniors).

For the Intergenerational Activities Vonzella's Crown requires at least 85% of the participants that are serviced under Vons Seasoned are seniors between the ages of 65-98 years of age. As previously stated, believe it or many of these seniors are raising and living in multi-generational households. (Raising grandchildren).

Intergenerational Therapeutic Art - Out of 55 participants from our last session 35 of them were seniors between the ages of 65-75 20 were between the ages of 4-16 yrs of age. Intergenerational Health and Wellness- Approx 40 Seniors between the ages of 65- 90 and 15-20 participants between the ages of 8 and 16 (the ages that we currently serviced for this program). Financial Fitness 101- This is specifically for our Seniors last cycle we serviced 20 seniors between the ages of 65-70

How will you publicize your activities? Are they open to all?

All of our programs are publicized through Social Media, Email, EventBrite, Fraternal Organizations, and posting of flyers in senior centers senior buildings, churches, and schools.

How many people are currently involved in the fix-it program (volunteers and recipients)?

Vons Handy Helpers-currently have 4 volunteers and the last snowstorm 8 Seniors between the ages of 75-94 received services.

**Camden Coalition** Please provide target numbers of people and services provided.

**Target numbers:** Over a 12-month period, our Medical-Legal Partnership expects to serve 100 people, approximately 30 of whom are expected to be age 60 or over.

**Services provided:** Services include brief consultation, legal advice, court appearances, legal briefing, negotiations, client counseling, advocacy, and referrals. The MLP supports legal needs in areas including housing (49%), benefits (15%), consumer finance (9%), family law (8%) employment (3%), individual rights (2%), and fines and fees (1%). Percentages reflect the legal needs of 96 individuals (115 cases) served in 2021.

**Lutheran Settlement** Please provide target numbers of people and services provided. In this proposed expansion of our program, we plan to serve approximately 200 older adults across our array of services, which include over 15 different offerings such as outings, cooking classes, painting classes, exercise classes, nutrition workshops, our caregiver support program, bingo, games and activities, food pantry access, meals, technology classes and tutoring, and more. Senior Community Center members also have access to many of LSH's other services including our domestic violence program should they need them.