

KVVP Membership Survey (2017 – 2018)

Final Report (D05)

Issue Date: 03 April 2018

KVVP works whenever we all work together!

With the KVVP, aging really becomes a phenomenal journey, not a destination; with the KVVP, no one walks alone.

Developed by your wise and experienced KVVP members.

***The Kanawha Valley Village People
Located at the Hale House in Malden, WV***

Contact us

Telephone: (304) 767-5774

E-mail: kvvillagepeople@gmail.com

Mailing Address: P.O. Box 11742, Charleston, WV 25339

Visit us on the web at <http://www.kvvp.org/>

TABLE OF CONTENTS

<u>1.0 INTRODUCTION</u>	3
<u>2.0 EXECUTIVE SUMMARY</u>	3
<u>3.0 QUESTION 1; KVVP Satisfaction</u>	4
<u>4.0 QUESTION 2; KVVP Communication</u>	5
<u>5.0 QUESTION 3; KVVP Community</u>	6
<u>6.0 QUESTION 4; Current KVVP Activities</u>	7
<u>7.0 QUESTION 5; Suggested KVVP Activities</u>	9
<u>8.0 QUESTION 6; Your Name</u>	11
<u>9.0 QUESTION 7: Your Age</u>	11
<u>10.0 QUESTION 8; Your Gender</u>	12
<u>11.0 CONCLUSIONS</u>	12
<u>ANNEX A; 2016 NATIONAL SURVEY OF US VILLAGES</u>	13
<u>ANNEX B; 2016 NATIONAL VILLAGE GATHERING</u>	14
<u>ANNEX C; COMPARISON OF KVVP WITH NATIONAL VILLAGES ON SOME KEY MEASURES</u>	15
<u>ANNEX D; LOCAL “MEET UP” EVENTS</u>	20
<u>ANNEX E; KVVP RESOUC E PROVIDER CATEGORIES</u>	21

1.0 INTRODUCTION

- 1.1 Along with the **2018 KVVP Member Application Renewal Forms**, a member-satisfaction survey [that had been developed by the KVVP Membership Subcommittee and approved by the KVVP Board of Directors (BOD)] was mailed to all 2017 KVVP members.
- 1.2 Survey forms from **25** individuals, including some who chose not to renew their KVVP membership for 2018, were completed and returned. This report discusses the results of that satisfaction survey.
- 1.3 Comments and questions about this report or suggestions as to how KVVP can better serve our members (and potential members) should be directed to the KVVP BOD at the following e-mail address: kvvillagepeople@gmail.com, or at the following “snail” mail address: P.O. Box 11742, Charleston, WV 25339.
- 1.4 A **National Village Survey** was conducted in 2015 / 2016. Where appropriate within this report, reference will be made to the report of that national survey, in order to compare / contrast KVVP with other Villages throughout the US. **ANNEX A** is the **INTRODUCTION** from that national Village report.
- 1.5 Several KVVP members attended the **2016 National Village Gathering** in Columbus, OH, US. **ANNEX B** provides additional information about this Gathering.

2.0 EXECUTIVE SUMMARY

- 2.1 KVVP members seem quite satisfied with **communications** (**4.7** / 5) and **community** (**4.0** / 5).
- 2.2 KVVP members lean more favorably than negatively regarding their level of **satisfaction** with their KVVP membership (average **3.8** / 5).
- 2.3 KVVP members tend to be very satisfied with KVVP’s level of **communication** (average **4.7** / 5).
- 2.4 KVVP members lean more favorably than negatively regarding their **sense of community** within KVVP (**4.0** / 5). Based upon comments received with the question, some members may have a far lower sense of community within KVVP than do others.
 - 2.41 More information needs to be gathered to address the cause of this sense of “isolation” by some members – is the “isolation” due to a lack of transportation, due to a lack of activities geared more specifically to their needs, etc.
- 2.5 As far as interest in new programs / activities are concerned, **“travel”**, **“book discussions”**, **“music making / singing”**, and **“meditation / stress management”** are top choices.
 - 2.51 The choice of **meditation / stress management** is interesting, as KVVP already offers the **“Inner Listening”** monthly meditation sessions on the first Saturday of each month by Marianne Gettmann, at 1030 (10:30 am) at Unity of Kanawha Valley, 804 Myrtle Road Charleston, WV. Notice of these sessions is posted in the bi-monthly KVVP e-BULLETINS. Maybe these sessions are not frequent enough? Is Saturday a bad time? Is the location a poor choice? More information needs to be gathered.
- 2.6 Some KVVP activities appeal to the interest of many KVVP members.
 - **84%** of the 19 responders have been to a **Dutch Treat Dinner**
 - **47%** of the 19 responders have used the **KVVP Resource List**
 - **32%** of the 19 responders have taken or received **Crisis Casseroles**
 - **26%** of the 19 responders have been on a **KVVP hiking event**
 - **26%** of the 19 responders have been on a **KVVP trip**

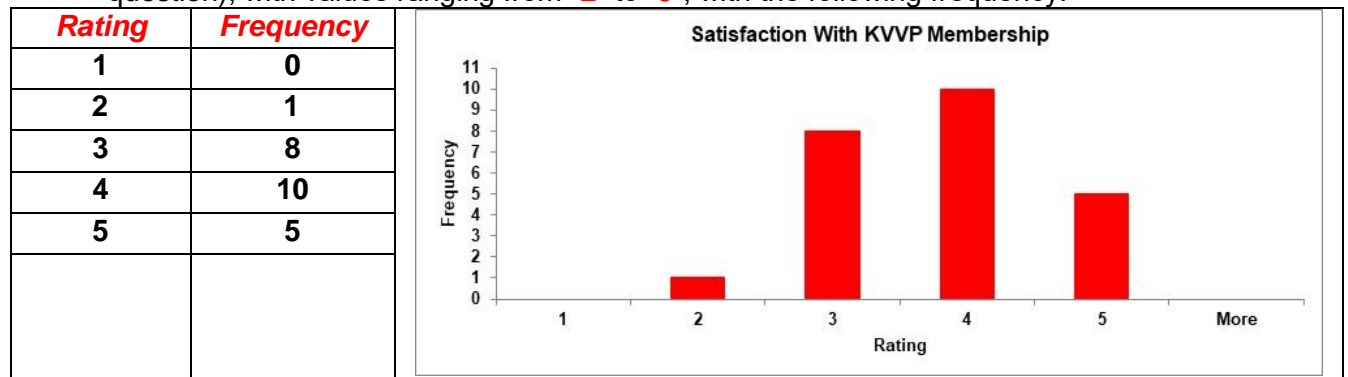
- 11% of the 19 responders have used or provided **Faith in Action** transportation services
- 5% of the 19 responders **have been taken to a KVVP event** by a KVVP member

3.0 QUESTION 1; KVVP Satisfaction

How would you rate your satisfaction with your KVVP membership?

Note: “1” indicates least satisfaction; “5” indicates most satisfaction.

3.1 24 responders answered this question (1 other responder did not provide an answer to this question), with values ranging from “2” to “5”, with the following frequency:



3.2 The average response was “**3.8**”, indicating a “leaning favorably” opinion of KVVP.

3.3 The % of the **24** responders in each category was as follows:

- 1 0% (least satisfied)
- 2 4%
- 3 33%
- 4 42%
- 5 21% (most satisfied)

3.4 Comments received with the responses to **Question 1** included the following:

1. *If my life permitted more activity than it currently does, I could “use” membership better.*
2. *Have sharpened knives for 3 members – seems low. Not much else interaction re services.*
3. *We haven’t come close to our full potential in terms of service or keeping members in their homes.*
4. *I do not have time / energy / need to participate yet, but I like the concept in theory.*
5. *Wish we could provide care / service in homes as do other villages.*
6. *I have not participated in any activities.*

3.5 With regard to response **5**. above, note the following:

- 1) Other Villages are not necessarily as geographically disperse as is KVVP,
- 2) Many Villages charge a higher annual membership rate than does KVVP,
- 3) Many Villages have a higher number of members, and
- 4) Other Villages may have volunteers upon which they can be relied for assistance (i.e., other Villages may have a large support base of non-members).

3.6 **ANNEX C** contains information that supports the above statements of **3.5**, all of which can affect the cost of providing specific services and the ease / ability of providing services.

3.7 Nonetheless, **it would be good to know what additional care / services from KVVP are deemed to be needed / desired by KVVP members.**

3.8 **KVVP RESOURCE REFERRAL SERVICE**

3.8.1 Note that contact information for member- and non-member-service providers may be obtained through **the KVVP Resource Referral Service**, currently being managed by **Mel Cann**.

3.9 **KVVP MEMBER-PROVIDED SERVICES**

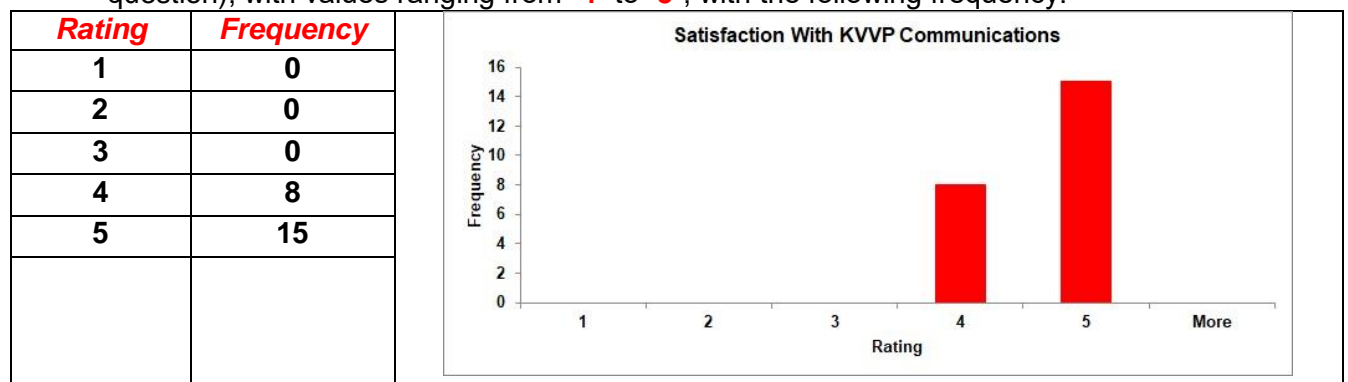
3.9.1 **Look in C4.3 for services for which KVVP members have expressed a willingness to provide to fellow members.**

4.0 QUESTION 2; KVVP Communication

How well are we communicating with you as a member?

Note: “1” indicates poor communication; “5” indicates good communication.

4.1 **23** responders answered this question (**2** other responders did not provide an answer to this question), with values ranging from “4” to “5”, with the following frequency:



4.2 The average response was “**4.7**”, indicating a high level of satisfaction with KVVP’s communication capabilities and actions.

4.3 The % of the **23** responders in each category was as follows:

- 1** 0% (least satisfied)
- 2** 0%
- 3** 0%
- 4** 35%
- 5** 65% (most satisfied)

4.4 Comments received with the responses to **Question 2** included the following:

- *I am having difficulty with my computer on ability in getting a full screen image of the monthly newsletter.*
- *Basically good with emails and newsletter.*
- *The Villager is very good. The e-BULLETIN is not as useful.*

4.4.1 The individual having difficulty with obtaining a full-screen image of the monthly newsletter did not renew their membership for 2018.

4.5 **MEANS OF COMMUNICATION**

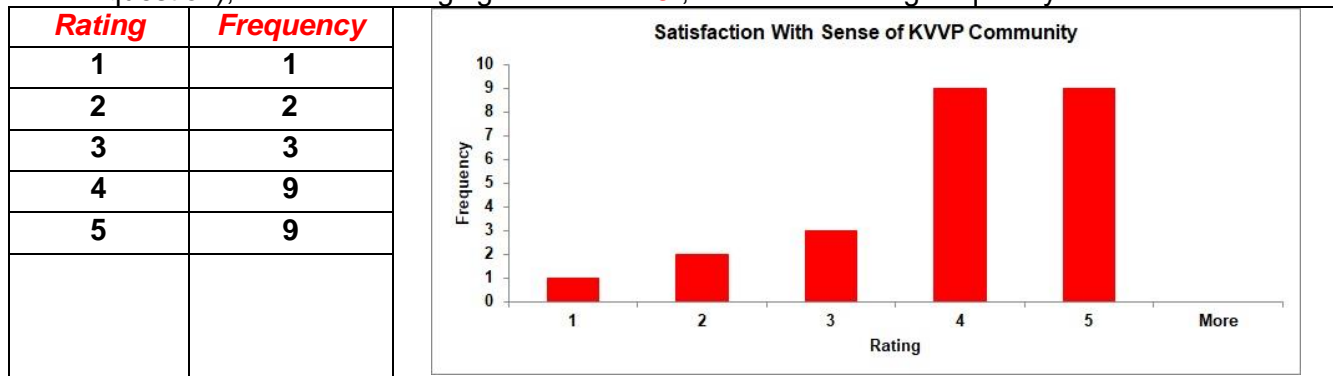
4.5.1 KVVP communicates with members through phone calls, through the KVVP website (<http://www.kvvp.org/>), through e-mail (kvvillagepeople@gmail.com), through KVVP e-BLASTs (distributed as needed), through KVVP e-BULLETINS (distributed twice per month), and through the KVVP **Villager** newsletter (distributed every other month).

5.0 QUESTION 3; KVVP Community

Do you feel a sense of community in the organization?

Note: “1” indicates the least sense of community; “5” indicates a strong sense of community.

5.1 24 responders answered this question (1 other responder did not provide an answer to this question), with values ranging from “1” to “5”, with the following frequency:



5.2 The average response was “4.0”, indicating a “leaning favorably” with KVVP’s community.

5.3 The % of the 24 responders in each category was as follows:

- 1 4% (least satisfied)
- 2 8%
- 3 13%
- 4 38%
- 5 38% (most satisfied)

5.4 Comments received with the responses to **Question 3** included the following:

- *Yes, the few activities I have attended were excellent; very congenial, welcoming, interesting people.* (This individual rated their response a “4”.)
- *A few old friends keep in touch, not much else.* (This individual rated their response a “2”.)
- *This aspect of the organization has not worked for me. Members don’t seem interested in being / working together very often.* (This individual rated their response a “1”.)
- *I sense there’s a community there; I am just not part of it (yet).* (This individual rated their response a “3”.)
- *KVVP has been so wonderful – helping me during my hospitalization and difficulty!!* (This individual rated their response a “5”.)

5.5 Given the wide range of results and the correspondence of the rating given to the correlating comment, where a comment was provided, one could conclude that the more involved one is with KVVP activities, the greater is the level of satisfaction.

5.5.1 It does appear that at least a few members feel a sense of “isolation” from KVVP, its members, and / or its activities.

5.6 NEW INITIATIVES

5.6.1 As a result of this Member Satisfaction Survey, KVVP has instituted several new initiatives that hopefully will attract / involve members:

- **Quarterly Pot-Luck Dinners**
- **Bi-Weekly Kaffee Klatsch** / Hike / Walk Opportunities
- **Travel Opportunities** with KVVP Partner **Events, Inc.** (single-day and multiple-day trips)

5.7 **TRANSPORTATION TO KVVP EVENTS**

5.7.1 If you need transportation to any KVVP event, write KVVP at kvvillagepeople@gmail.com or call us at +1-304-767-5774.

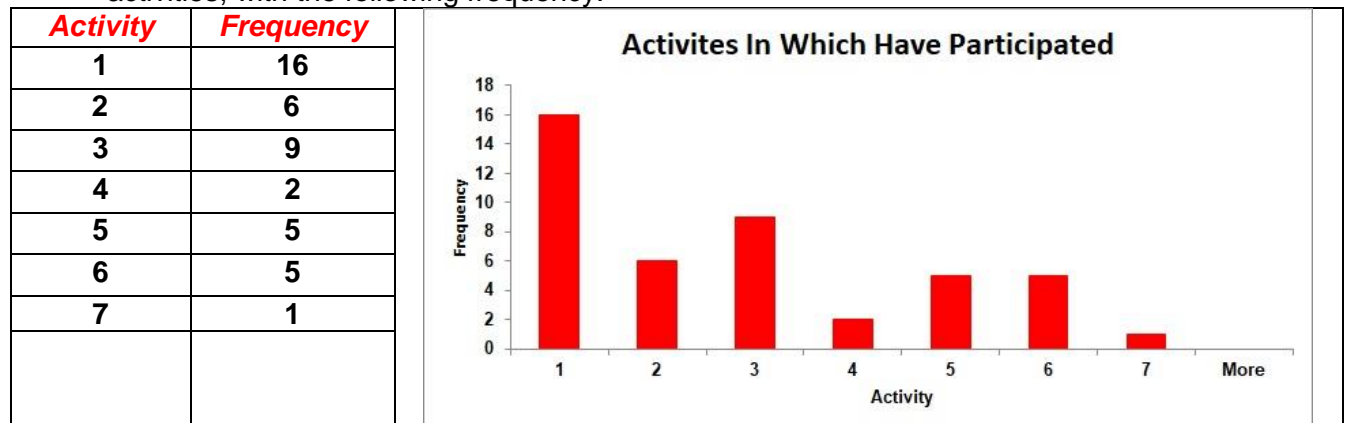
6.0 **QUESTION 4: Current KVVP Activities**

Below are activities that KVVP has sponsored in the last 12 months.

Please, circle each activity you have participated in or benefit you have received.

- 1 Monthly Dutch Treat Dinner
- 2 Crisis Casserole
- 3 Used the KVVP Service Resource List to Find a Service, Contractor, etc.
- 4 Faith in Action Transportation Service
- 5 KVVP Hiking Event
- 6 KVVP Sponsored Trip (e.g., Shakespeare / Monticello Trip)
- 7 Transportation to KVVP Event by KVVP Member

6.1 20 responders answered this question (6 other responders did not provide an answer to this question); of the responders, from 0 to 5 individuals stated that they had participated in the listed activities, with the following frequency:



6.2 Most participation was in “*Monthly Dutch Treat Dinners*” (16); followed by “*Use of KVVP Resource Service List*” (9); and followed by “*Crisis Casseroles*” (6), which could include both receivers and givers of this service or only receivers. “*Hiking*” and “*Sponsored Trips*” were next, at 5 each.

6.3 The % of the 19 responders who have participated in each of the activities was as follows:

- 1 84% (of the 19 responders have been to a Dutch Treat Dinner)
- 2 32% (of the 19 responders have taken or received Crisis Casseroles)
- 3 47% (of the 19 responders have used the KVVP Resource List)
- 4 11% (of the 19 responders have used or provided Faith in Action transportation services)
- 5 26% (of the 19 responders have been on a KVVP hiking event)
- 6 26% (of the 19 responders have been on a KVVP trip)
- 7 5% (of the 19 responders have been taken to a KVVP event by a KVVP member)

6.4 The % of the 44 responses fitting into each of the 7 activities was as follows:

- 1 36% (of the 44 responses mentioned being to a Dutch Treat Dinner)
- 2 14% (of the 44 responses mentioned taking or receiving Crisis Casseroles)
- 3 20% (of the 44 responses mentioned using the KVVP Resource List)
- 4 5% (of the 44 responses mentioned using or providing Faith in Action transportation services)
- 5 11% (of the 44 responses mentioned being at a KVVP hiking event)
- 6 11% (of the 44 responses mentioned being on a KVVP trip)

7 2% (of the 44 responses mentioned having been **taken to a KVVP event** by a KVVP member)

6.5 **DUTCH TREAT DINNERS**

6.5.1 **Kathie Giltinan** will be coordinating **KVVP Dutch Treat Dinners** during 2018 (and into the future)!

6.6 **KVVP RESOURCE REFERRAL SERVICE**

6.6.1 **Mel Cann** is handling the **KVVP Resource Service List** inquiries and responses for the foreseeable future (until someone else volunteers to handle this task). See **ANNEX E** for service categories.

6.7 **BIWEEKLY KAFFEE KLATSCH / KSF HIKING / WALKING**

6.7.1 With the moving of **John** and **Hazel Palmer** to Huntington, **Ron Graham** is looking into new gossiping, hiking, and / or walking opportunities. KVVP is excited to announce a new social group – a biweekly kaffee klatsch and Kanawha State Forest (KSF) walking / hiking group, beginning Tuesday, 27 March 2018!

6.7.2 We invite everybody to meet at 0900 (9:00 am) on Tuesdays and / or Saturdays at the Kanawha City McDonalds (opposite CAMC Memorial) at 3303 MacCorkle Ave SE, Charleston to enjoy a cup of coffee and discuss the events of the day with fellow KVVP members and guests.

6.7.3 Once the gossiping is over, those willing souls interested in walking / hiking at the Kanawha State Forest (starting at the swimming pool parking lot) can interact to decide who will want to do which, if any, of the following four activities and decide if car-pooling is warranted:

1. A level walk around the KSF swimming pool parking lot (making 1, 2, 3, or more laps) (taking 10, 20, 30 minutes, or more).
2. A more or less level walk (with a few exceptions) up CCC Snipe Trail and back (about 1 hour, round trip, up and back).
3. A more rigorous and time-consuming hike along CCC Snipe, Mossy Rock, Middle Ridge, Teaberry Rock, and Davis Creek Trails (about a 3 ½-hour loop).
4. A less rigorous and time-consuming hike along CCC Snipe, one leg of the Middle Ridge, and Alligator Rock Trails (about a 2-hour hike).

6.7.4 For more information, contact **Ron Graham** (rongraham.crw@suddenlink.net or +1-304-400-8710).

6.8 Comments received with the responses to **Question 4** included the following:

- *The hiking and travel options have been in conflict with my schedule. I'd like to participate.*
- *I used the service referral to find a cleaning person. If my significant other were not in my life, KVVP would be vital. For Dutch Treat Dinners, would it work if several 4 – 6 person tables were used to encourage more conversation?*
- *Chaired a committee and organized presentations several times. Also contributed to the KVVP Villager many times.*
- *The support for us since my significant other became ill has been spectacular.*
- *I did participate in crisis casseroles; however, I can't remember the exact date.*

6.9 **DUTCH TREAT DINNERS**

6.9.1 The suggestion to have several 4- to 6-person tables to facilitate discussion at Dutch Treat Dinners has been transmitted to **Kathie Giltinan**.

6.10 **QUARTERLY POT-LUCK DINNERS**

6.10.1 KVVP has begun organizing quarterly KVVP pot-luck dinners, featuring a talk by someone about something of interest. Thanks to **Bill Hairston** and the **Westminster Presbyterian Church**; 5502 Noyes Avenue; Kanawha City, WV, for hosting these important events.

7.0 QUESTION 5: Suggested KVVP Activities

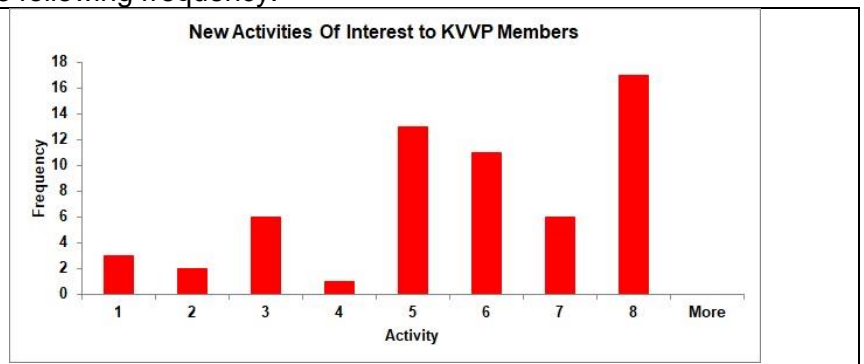
Are you interested in participating in the social activities listed below, which KVVP might offer?

Please, circle each activity you would like to attend.

- 1 Bridge or other card games
- 2 Chess or other board games
- 3 Music making (including singing)
- 4 Dancing
- 5 Travel
- 6 Book discussion group
- 7 Meditations / stress management
- 8 “Meet me there” – Members jointly attend movie or local events

7.1 21 responders answered this question (4 other responders did not provide an answer to this question); of the responders, from 1 to 17 individuals expressed an interest in participating in each of the listed activities, with the following frequency:

Activity	Frequency
1	3
2	2
3	6
4	1
5	13
6	11
7	6
8	17



7.2 Most interest was in “Meet Me There” events (17); followed by “Travel” (13); and “Book Discussion Group” (11). Two other activities drew interest from 6 individuals each: “Music Making / Singing” and “Mediation / Stress Management”.

7.3 The % of the 21 responders who have expressed interest in each of the activities was as follows:

- 1 14% (of the 21 responders are interested in bridge or other **card games**)
- 2 10% (of the 21 responders are interested in chess or other **board games**)
- 3 29% (of the 21 responders are interested in **music making** / singing)
- 4 5% (of the 21 responders are interested in **dancing**)
- 5 62% (of the 21 responders are interested in **travel**)
- 6 52% (of the 21 responders are interested in **book discussions**)
- 7 29% (of the 21 responders are interested in **meditation / stress management**)
- 8 81% (of the 21 responders are interested in “**Meet Me There**” events)

7.4 The % of the 59 responses fitting into each of the 8 activities was as follows:

- 1 5% (of the 59 responses mentioned bridge or other **card game**)
- 2 3% (of the 59 responses mentioned chess or other **board game**)
- 3 10% (of the 59 responses mentioned **music making** / singing)
- 4 2% (of the 59 responses mentioned **dancing**)
- 5 22% (of the 59 responses mentioned **travel**)
- 6 19% (of the 59 responses mentioned **book discussion**)
- 7 10% (of the 59 responses mentioned **mediation / stress management**)
- 8 29% (of the 59 responders mentioned “**Meet Me There**” events)

7.5 **DANCING**

7.5.1 **FOOTMAD** offers old time dances on the second Saturday of each month, September through June, inclusively, at the Columbia Pipeline Auditorium; 1700 MacCorkle Ave, SE; Charleston WV, with beginner instruction / class at 1845 (6:45 pm), The suggested donation is \$5 / person.

7.6 **TRAVEL**

7.6.1 In response to the **2017 / 2018 Member Satisfaction Survey**, in which a large number of KVVP members indicated a desire to have opportunities for travel, KVVP has partnered with **Events, Inc.**, operated by **Ms. Teresa Curtis**, for an exciting travel program for 2018.

7.6.2 **Events, Inc.** is pleased to offer a discount to KVVP members:

7.6.2.1 For **day trips**, **Events, Inc.** offers KVVP members \$5 off per trip as long as individuals identify themselves as KVVP member when they make a reservation and as long as payment is by check (not by credit or debit card of any kind).

7.6.2.2 For **multiple-day trips**, **Events, Inc.** offers KVVP members a 5% discount as long as individuals identify themselves as KVVP member when they make a reservation and as long as payment is by check (not by credit or debit card of any kind).

7.6.3 **Teresa** stocks the coach with water, crackers, and other snacks. Other amenities include frequent restroom stops; a daily lunch stop; showings of PG-13 movies; games of Bingo, etc.

7.6.4 A person interested in a trip usually needs to make a reservation one month in advance of the trip and include a deposit. Exceptions to the time requirement include 70-day advance reservation for the cruise and 60-day advance reservation for the Nashville, TN trip.

7.6.5 **Teresa's** contact information is as follows:

Teresa Curtis
Events, Inc.

Meetings, Events, Group Travel

Phone: +1-304-389-5334 // e-Mail: TPlanner2@AOL.com

1521 Autumn Rd. // Charleston, WV 25314

7.6.6 A KVVP e-BLAST that provides a listing of **Events, Inc.** trips for 2018 was issued on 25 March 2018.

7.7 **MEDIATION / STRESS MANAGEMENT**

7.7.1 **Marianne Gettman** offers "**Inner Listening**" on the first Saturday of each month, at 1030 (10:30 a. m), at Unity of Kanawha Valley (UKV), 804 Myrtle Road Charleston, WV 25314. This class is designed to **help relieve stress and tension in the body and the mind**. If you are having problems being in the present moment, you may wish to join us for mindful breathing exercises, guided meditations, gentle stretching, self-massage, and Qigong Flow (known as the art of effortless flow). Going with your own flow rather than against it. All of these tools are designed to help release stress and tension in the body and mind giving us an opportunity to be here now. All proceeds go to UKV.

7.8 **MEET ME THERE EVENTS**

7.8.1 Ron Graham has signed up for “Meet Up” (<https://www.meetup.com/>), which informs you weekly of events that have been posted in your geographical area / in your area of interest. To be a “member” that can post your events for others to see, another level of membership is required, including a monthly fee of about \$14.00 USD. **ANNEX D** is the **Meet Up** recommendations for **29 March 2018**.

8.0 QUESTION 6: Your Name

YOUR NAME (OPTIONAL) *but, in order that we may contact you if you are willing to assist with one of the above activities, please, add your name below or send KVVP an e-mail indicating your willingness to serve; e-mail KVVP at kvvillagepeople@gmail.com.*

8.1 9 responders provided their names, which are not included here for privacy.

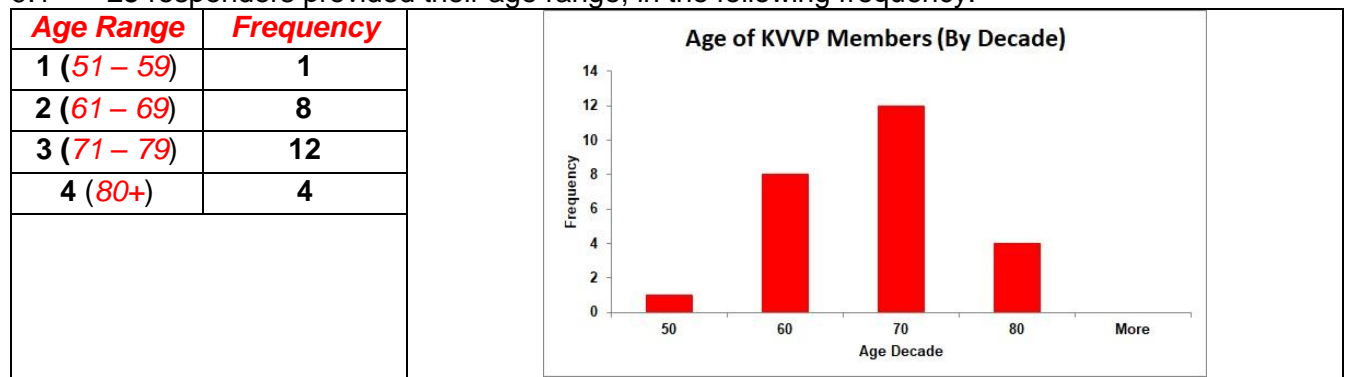
8.2 As necessary, KVVP will communicate with these individuals on any matters peculiar to their needs / requests to volunteer.

9.0 QUESTION 7: Your Age

Please, circle your **AGE RANGE**:

- 1 51 – 59
- 2 60 – 69
- 3 70 – 79
- 4 80+

9.1 25 responders provided their age range, in the following frequency:



9.2 From the **2016 National Survey of US Villages**:

Member ages: *Based on estimates by Village leaders, the mean percentage of members 64 or younger was 13%, aged 65–74 was 35%, aged 75–84 was 36%, and aged 85 or older was 23%.*

9.3 KVVP membership was not broken down into the same age ranges as was the 2016 National Survey of US Villages.

9.4 The age of KVVP members breaks down along the following groups:

- 4%** are 51 – 55 year of age
- 32%** are 60 – 69 years of age
- 48%** are 70 – 79 year of age
- 16%** are 80 years of age and over

9.5 The mean (average) (and probably the median) age of most KVVP members is probably in their 70s.

9.5.1 The age distribution should not be a surprise, as these ages are the target groups for KVVP membership.

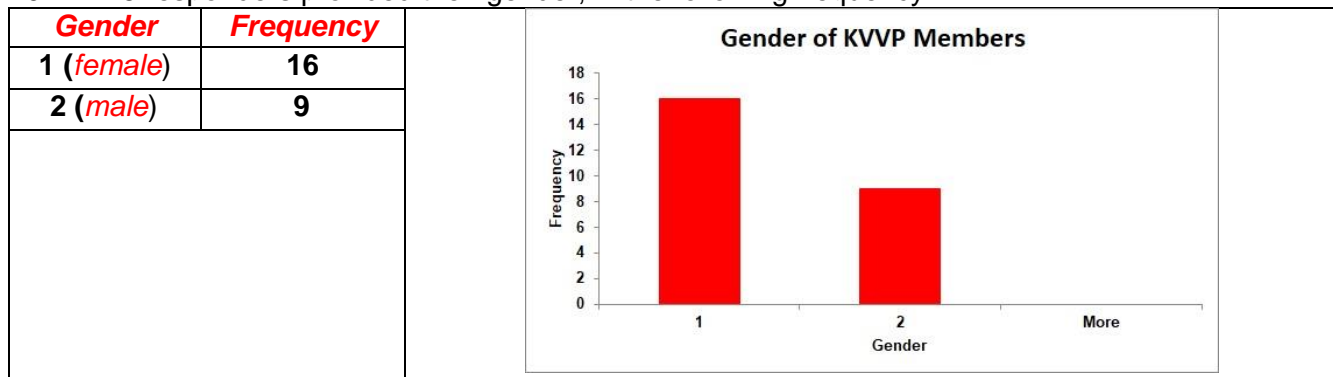
9.5.2 KVVP does need to provide outreach to more organizations with members in this target age group.

10.0 QUESTION 8: Your Gender

Please, circle your **GENDER**:

- 1 Female
- 2 Male

10.1 25 responders provided their gender, in the following frequency:



10.2 16 females (64%) responded to the **2017 / 2018 KVVP Satisfaction Survey**; 9 males (34%) responded to the Survey.

10.3 Interestingly, based upon the 26 March 2018 listing of the 45 KVVP members, 29 are female (F) (64.4%) and 16 are male (M) (35.6%). Therefore, the (F:M) ratio for KVVP membership is comparable to the (F:M) ratio of responders to the **2017 / 2018 KVVP Satisfaction Survey**.

10.4 As far as is known, the **2015 / 2016 National Village Survey** did not break down membership by gender.

11.0 CONCLUSIONS

11.1 Useful information has been obtained from this 2017 / 2018 KVVP Member Satisfaction Survey.

11.2 The KVVP BOD has already begun to take actions based upon this Survey.

11.3 Future surveys should build upon the information gleaned from this Survey and from the 2016 National Survey of US Villages.

ANNEX A

2016 NATIONAL SURVEY OF US VILLAGES

A1 The following narrative (with underlining and **boldface** added by KVVP for emphasis) is the **Introduction** to a report issued about the results of the 2015 / 2016 National Village Survey, which report is found in a file named *National 2016_VillagesSurveyBriefFEB17_FNL.pdf*. The National Village report is entitled as follows:

2016 National Survey of US Villages

University of California, Berkeley
Center for the Advanced Study of Aging Services
& Mather LifeWays Institute on Aging

Prepared by

Carrie L. Graham, PhD MGS

Andrew E. Scharlach, PhD

Roscoe Nicholson, MA

Catherine O'Brien, PhD

13 February 2017

A2 *Villages are a relatively new, consumer-directed model that brings together older adults in a neighborhood or community who have a mutual interest in aging in place. These membership organizations are often developed and governed by older adults themselves. Though there can be great variation in structure and service provision among Villages, the primary goal of most Villages is to promote members' independence and prevent undesired relocations. Usually in exchange for membership fees, Villages offer members organized social activities, provide various levels of support through volunteers who are often members themselves, and refer members to vetted services that exist in the community. Since the development of the first Village in 2002, Villages have proliferated rapidly, with the organizational field more than quadrupling in size from about 35 in 2010 to about 155 operational Villages at the start of 2016.*

A3 *In order to examine the current characteristics of the organizational field of Villages in the United States, researchers conducted a survey in which all operational US Villages were asked to report details on their Village for the calendar year 2015, or as of January 1, 2016. Areas of inquiry included Village models, member characteristics, geographic location, human resources, financial resources, collaborations, and confidence in sustainability. Villages were considered eligible for the survey if they (1) considered themselves a Village, (2) had officially "launched" and were providing at least some services to members as of January 1, 2016, and (3) were located within the United States. **When the survey was closed on July 15, 2016, a total of 115 of 155 eligible Villages had completed the survey, for a response rate of 74%.***

A4 *In order to assess changes to the Village organizational field over time, a special effort was made to recruit all Villages that had participated in a previous 2012 National Survey of Villages.¹ Of the 69 Villages that participated in the 2012 survey, all but 9 were invited to participate. (Those that were no longer listed on the Village to Village website or confirmed nonoperational or had transformed into another type of organization were excluded.) **A total of 41 Villages completed both the 2012 and 2016 surveys for a retention rate of 85%.** This report includes the descriptive results of the 2016 survey as well as noting where there are statistically significant differences from the 2012 survey.²*

¹ Greenfield E. A., Scharlach A. E., Graham C., Davitt J., Lehning A. (2012). A national overview of villages: Results from a 2012 organizational survey. Retrieved from www.agingandcommunity.com/wp-content/uploads/2012/12/Village-FINAL.pdf.

² The 2016 Village survey included several non-dues charging Villages, while the 2012 survey excluded non-dues Villages. Most results reported here for the 2016 survey include no dues Villages. But results with comparisons between 2012 and 2016 only include dues charging Villages for consistency.

ANNEX B

2016 NATIONAL VILLAGE GATHERING

- B1 The **2016 National Village Gathering** was held in Columbus, OH, US during 16 – 19 October 2016. KVVP members / representatives in attendance included the following individuals:
1. **Christine Daugherty**, Treasurer (*at the time, an office now held by **Barbara H. Smith***)
 2. **Chuck Daugherty**
 3. **Ron Graham**, Secretary
 4. **Ruth Zika**
 5. **Alice Hypes**
- B2 **Christine Daugherty** led one of the discussion groups. **Ron Graham** provided a report of the 2016 Gathering, which is found a series of sub-reports with the following file names:
- [2016 VtV Meetings_PART 1_01.docx](#)
 - [2016 VtV Meetings_PART 2_01.docx](#)
 - [2016 VtV Meetings_PART 3_01.docx](#)
 - [2016 VtV Meetings_PART 4_01.docx](#)
- Each of these reports includes embedded files, which are presentations that were made at the **2016 National Village Gathering**.
- B3 One embedded file of note was an update on the **2016 National Village Survey**, entitled as follows:
- [Village Research Update_2016.pptx](#)

ANNEX C

COMPARISON OF KVVP WITH NATIONAL VILLAGES ON SOME KEY MEASURES

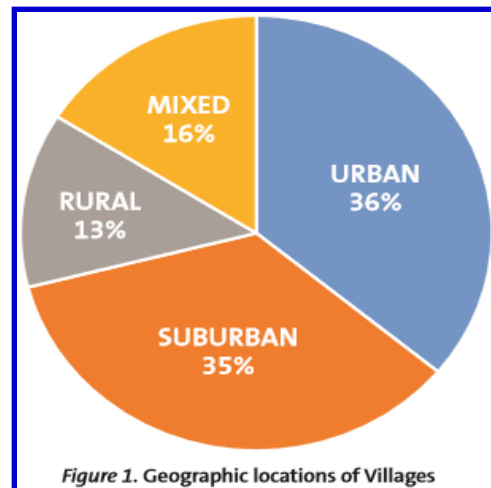
C1 Village Geographical Diversity

C1.1 From the **2016 National Survey of US Villages**:

C1.1.1 **Geographic location:** *About a third of Villages in 2016 (36%) served a primarily urban setting, another third (35%) were primarily suburban, 13% were primarily rural, and 16% served a mixed geographic setting.*

C1.2 For the most part, we should consider KVVP among the “mixed geographic setting”, as our members are from various points of the compass with the City of Charleston, WV, as a center.

C1.3 In some instances, a Village consists of people living in a one-city-block or of people living within one condominium (which may be almost exclusively elderly residents), etc.



C2 Village Number of Members

C2.1 From the **2016 National Survey of US Villages**:

C2.1.1 **Number of members:** *The average number of Village members was 146 in 2016, up slightly from an average of 134 in 2012. On average, Villages had recruited 36 new members in the year prior to the 2016 survey. This is a decrease from 2012 when Villages had on average recruited 56 new members the prior year. Most Villages had a good retention rate in the prior year, with 38% retaining greater than 90% of members and 42% retaining 81–90%.*

C2.2 KVVP currently has 45 members.

C3 Village Annual Membership Fees

C3.1 From the **2016 National Survey of US Villages**:

C3.1.1 **Membership dues:** *Ninety percent of Villages charged annual member dues. Of those, **the average costs of a standard individual membership in 2016 was \$431** (range \$10–\$900). This amount was up only slightly from an average of \$425 in 2012. **The average cost of a “household” membership in 2016 was \$601** (range \$15–\$1,309). This was a slight increase from 2012, when the average cost of a household membership was \$587.*

MEMBERSHIP DUES (excluding no-dues Villages)	AVERAGE COST	RANGE
Individual Membership	\$431	\$10–900
Household Membership	\$601	\$15–1,309
Individual Discounted Membership	\$110	\$0–325
Household Discounted Membership	\$148	\$0–525

C3.1.2 **Discounted memberships:** *Almost three quarters (72%) of Villages in 2016 offered discounted membership for lower income members (65% offered discounts in 2012). For Villages that offered discounted memberships, the average cost of an individual membership was \$110 (range \$0–\$325) and \$148 for a household membership (range \$0–\$525). The majority (62%) of Villages used some standard criteria to determine eligibility for discounts / scholarships including federal poverty level (13%), elder economic security index (16%), or housing authority low income cut off (24%), while others established sliding scales or other income thresholds. About 38% of Villages that offered*

discounts had no standard criteria and offered discounted memberships at the discretion of the executive director or on a case by case basis. Less than a third (30%) of Villages offered another kind of discount, with the most common forms being installment payment plan and discounted admission for events, trips, and excursions.

- C3.2 KVVP individual, single member annual fee is \$120; the KVVP household member annual fee is \$240. Both of these fees are well below the 2016 national Village average.

C4 Village Volunteers

- C4.1 From the **2016 National Survey of US Villages:**

C4.1.1 **Volunteers:** *Just over half (58%) of Villages stated that they used a “volunteer first” model, meaning that a effort is made to fulfill all member requests first through volunteers rather than using paid staff or referral to a preferred provider. **In 2016, Villages had an average of 82 volunteers**, a significant increase from the average of 42 in 2012. **In over a quarter (26%) of Villages, more than 90% of these volunteers were also Village members**, while 50–90% of volunteers were members in another thirty (28%) Villages. About two-thirds of villages (63%) required volunteers to attend a training, 25% did not require any training, and 9% require training for some volunteers but not for others.*

- C4.2 Whenever KVVP members joined KVVP, they expressed the **services that they may need** and the **services that they may provide**.

- C4.3 KVVP members offered to provide the following services:

- **Computer Assist** – 2 members
- **Contractor** – 1 member
- **Crisis Casserole** – 4 members
- **Errands** – 12 members
- **Event Planning** – 11 members
- Home Maintenance – 2 members
- **Newsletter, etc.** – 1 member
- **Personal Connections** – 17 members
- **Transportation** – 15 members

- C4.4 There probably are additional members who would be willing to provide some of the above-listed tasks, if they only knew of a need and were asked. There are probably additional services that members would provide, if they only knew of a need and were asked.

- C4.5 The bi-monthly (twice-a-month) KVVP e-BULLETIN includes a space for KVVP “**MEMBER WANT ADS**”. Do you have a special “want”? Houses for sale, services to offer or request, yard sales coming up, tools to loan or borrow, etc.? Submit your detailed, unambiguous “want” for publication to kvvillagepeople@gmail.com.

C5 Services provided by Villages

C5.1 From the **2016 National Survey of US Villages:**

Services provided by Village staff and volunteers: *In the 2016 survey, Villages reported what services staff and volunteers provide directly to members. **The most common services provided** by Village staff and volunteer included **hosting social events** (provided by 95% of Villages), **transportation services** (94%), **classes or educational events** (90%), **companionship** (90%), **technology assistance** (88%), **shopping** (87%), **information and referral to outside services** (84%), **home repair or maintenance** (83%), and **health promotion programs** (79%). Additionally, about half provided housekeeping or assistance coordinating health care or social services (51%), and about a third (36%) provided home safety assessments / modifications. Compared to 2012, Villages in 2016 were significantly more likely to offer technology assistance (a 15% increase), housekeeping (a 25% increase), health promotion service (a 29% increase) and social events or outings (an 11% increase). However, Villages were less likely in 2016 to offer assistance coordinating health care or social services (a 26% decrease).*

VILLAGES OFFERING SERVICES BY VOLUNTEERS AND STAFF	
Hosting Social Events	95%
Transportation Services	94%
Classes or Educational Events	90%
Companionship	90%
Technology Assistance	88%
Shopping	87%
Information and Referral to Outside Services	84%
Home Repair or Maintenance	83%
Health Promotion Programs	79%

C5.1.1 **FAITH IN ACTION**

KVVP partners with **Faith in Action of the Greater Kanawha Valley, Inc.** (FIA) to provide **transportation services**, including for doctor and dental appointments and for **grocery shopping** (limited to one shopping trip per month).

C5.1.2 **SOCIAL EVENTS**

KVVP sponsored social events include monthly Dutch-treat dinners, quarterly pot-luck dinners, and kaffee klatsch and hiking / walking.

C5.1.3 **CLASSES / EDUCATIONAL EVENTS**

KVVP hosts educational forums on health care and political candidates. KVVP has also partnered with **AARP**, which offers technology-related classes and with **OLLI** (Osher Life-Long Learning Institute), which offers a host of learning adventures.

C5.2 **Preferred provider referral:** *In addition to providing services through staff and volunteers, most Villages (77%) **reported referring members to outside service providers**, often called “preferred providers”. In 2016, 77% of Villages said that they **maintain a list of preferred providers** to whom they referred members. On average there were **49 different preferred providers included on these lists**, with the most being 500. The most typical type of referrals made included referrals to **home modification or home safety assessment** services made by 61% of Villages; referral to home care / personal care providers which were made by 58% of Villages; and referrals to care coordination or social services made by 50% of Villages. Additionally, 39% of Villages referred to health promotion programs; 37% referred to gardening services, and 31% made referrals to outside technology assistance services. Villages reported that an average of 25% of the preferred providers offered discounts to Village members.*

VILLAGES REFERRING SERVICES TO OUTSIDE PROVIDERS	
Home Modification or Home Safety Assessments	61%
Home Care/Personal Care Providers	58%
Care Coordination or Social Services	50%
Health Promotion Programs	39%
Gardening Services	37%
Technological Assistance	31%

C5.2.1 **KVVP RESOURCE REFERRAL SERVICE**

KVVP offers referrals to approved contractors for home repair or maintenance and in many other areas, including those categories found in [ANNEX E](#).

KVVP has over 200 individual listings in over 108 separate categories of service providers.

C6 Village Paid Staff

C6.1 From the **2016 National Survey of US Villages**:

Paid staff: Most (80%) Villages had paid staff. Of those with paid staff, the average number of staff members was just over two (2.1, ranging from 1–7). The average ratio was 80 members to each paid staff member. Because not all paid staff were full time, Villages were also asked to report the full time equivalent (FTE) of their paid staff. The average FTE paid by Villages was 1.4 (ranging from 0.1–5). The average ratio of members to staff FTE was 154 to one. No measures of staffing changed significantly between 2012 and 2016.³

³ Results about paid staff and ratios of staff to members included only Villages with paid staff and with membership dues.

C6.2 **KVVP has no paid staff**; however, for a very short stint during 2016, KVVP had 1 part-time staff person.

C7 Village Affiliations

C7.1 From the **2016 National Survey of US Villages**:

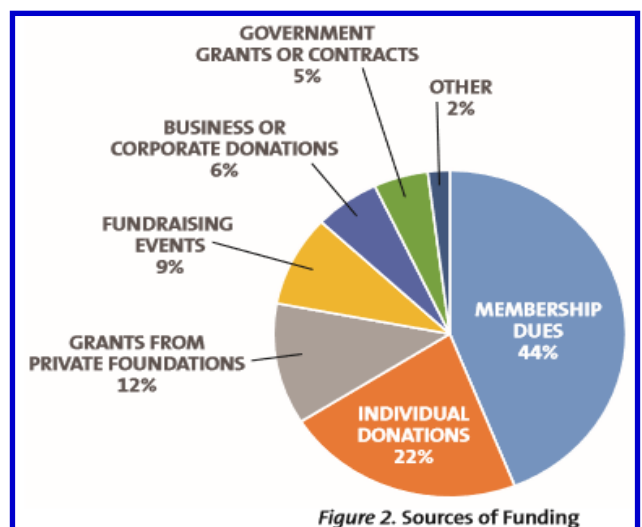
Village models: In 2016, 85% of Villages were freestanding, while 15% were a unit or program within another “lead” agency. The most typical lead agencies were social service agencies (5), senior housing providers (3), government agencies (2) and neighborhood associations (2). The percentage of agency-based Villages decreased significantly from 23% in 2012. Only five Villages were part of the “hub and spoke” model, and 12 were “no dues” Villages, which did not charge membership fees to join. **Almost all Villages in 2016 were not for profit.**

C7.2 KVVP is a free-standing, not for profit Village.

C8 Village Funding

C8.1 From the **2016 National Survey of US Villages**:

The average total annual revenue of Villages in the prior calendar year was \$115,085, and mean total annual expenditures were \$103,862. Villages are typically funded through a variety of sources. On average, 44% of Village revenue came from **membership dues** (no change since 2012), 22% of revenue came from **individual donations**, 12% of revenue came from **private foundation grants**, 9% of revenue was raised through **fundraising events**, 6% from **business or corporate donations**, and 5% from **government grants / contracts**. Nearly half (43%) of Villages reported having **an endowment fund** in 2016 (an increase since 2012 when 23% had an endowment fund). **The average balance of endowment funds in 2016 was \$101,176.**



C8.1.1 KVVP **revenue** comes almost exclusively from membership dues. 2017 revenue breaks down along the following categories:

Membership dues	\$5,880.00 (96.3%)
Contributions	\$ 205.00 (3.4%)
Fundraising	\$ 21.00 (0.3%)
Total Revenue	\$6,106.00

C8.1.2 KVVP **expenses** in 2017 totaled **\$4,395.99**, with a **year-end balance** of **\$12,165.99**.

C8.1.3 If KVVP were to offer additional services to members, additional sources of revenue would have to be found.

C8.1.4 **KVVP wishes to do more grant-writing** in an effort to increase funding from non-membership dues, i.e., to diversify funding sources. **We seek volunteers to help in these efforts.**

ANNEX D

LOCAL “MEET UP” EVENTS

Top suggestions for you this week

Check out a few highlights based on your current Meetup groups and interests.

1 In the Language of Miracles by Rajia Hassib

Book Lovin' Ladies of Charleston WV

Monday, 7:00 PM Apr 16

In the Language of Miracles by Rajia Hassib Samir and Nagla Al-Menshawy appear to have attained the American dream. After immigrating to the United States from Egypt, Samir successfully...

[Save your spot](#)

2 April Membership Meeting

Kanawha Ski Club Meetup

Wednesday, 6:30 PM Apr 4

• What we'll do Big Order of Business will be the election to fill positions on the Board of Directors that are coming open for the coming year. Then a quick conduct of Ski Club business,...

[Save your spot](#)

3 Trans Awareness Dinner

Charleston LGBTQ-plus Meetup

Friday, 8:00 PM Mar 30

[Save your spot](#)

4 Coffee and Conversation

Charleston LGBTQ-plus Meetup

Saturday, 10:00 AM Mar 31

[Save your spot](#)

5 Baseball Opening Night

Charleston LGBTQ-plus Meetup

Thursday, 7:00 PM Apr 5

[Save your spot](#)

ANNEX E

KVVP RESOUC E PROVIDER CATEGORIES

Acupuncture	Hospice Care
Advance Directive Repository	House & Yard Chores
Alzheimer's Unit	House Cleaning
Appliance Repair	Housework (light)
Assisted Living	Human Gift Registry
Auto - Used Cars	Independent Living
Auto Body Work	In-home Care
Auto Front-end Work	Insurance
Auto Oil Change	Landscaping
Auto Sales & Service	Legal
Auto Tires	Long-term Care
Automobile General	Mammograms
Blueprint	Massage
Breast Cancer Services	Medicaid Assistance
Caregiver Respite	Medical Equipment
Carpet Cleaning	Medicare Assistance
Chiropractic	Moving & Hauling
Chores General	Nails
Computer Services	Nursing
Copying	Painting
Counseling	Pest Control
Dental Cleaning	Pets - Bathing & Grooming
Dental Periodontal	Pets - Boarding
Dental Replanting	Pets - Invisible Fencing
Dental Scaling	Pets - Sitting
Dental Services	Pets - Spay & Neuter
Dental X-rays	Pets - Veterinarian
Electrical Work	Physical Therapy
Electronics Repair	Plumbing
Errands	Power Washing
Event Planning	Print Design
Exercise	Printing
Flooring	Reading to Visually Impaired
Food - Candy	Referral for Care
Food - Local Meat	Rehabilitation
Food - Local Organic	Remodeling & General Construction
Food - Prepared Meals	Respite Care
Food - Prepared, Home-delivered	Roofing
Funeral Services	Roofing & Construction
Furniture Repair	Roofing & Handyman
Hairdresser	Senior Community Center
Handyman	Social Security Assistance
Healthcare - Uninsured	Social Worker Assistance
Hearing Services	Speakers Bureau - KVVP
Heating & Cooling	Stone & Concrete Work
Heating, Cooling, Plumbing	Tax Preparation
Help with Errands	Technology Classes
Home Design Consulting	Telephone Check-in
Home Equipment Sales	Transportation - Chauffeur
Home Health Services	Transportation - Rides

Transportation - Taxi with Wheelchair

Travel for Seniors

Upholstery & Drapes

Vision Impaired

Volunteer Opportunities

Window Cleaning

Yard Work

Yard Work (light)