
BI VILLAGE PROJECT

"Bainbridge Island is a great place to grow up and grow older."

Needs Assessment Committee Report Findings from Organization Profile Interviews

Table of Contents

Executive Summary	3
BI Village Needs Assessment Committee Report	5
I. Background.....	5
II. Needs Assessment Process	6
III. Survey Results.....	7
IV. Summary of Findings and Recommendations.....	11
Appendix	14
Appendix A. Needs Assessment Committee Members.....	14
Appendix B. Organizations Interviewed	15
Appendix C. Data Analysis Chart	16
Appendix D. Sample Interview Form.....	17

Executive Summary

Bainbridge Island Village is a Washington State non-profit organization formed in January 2016 to respond to the needs of the growing population of people over 55 living in Bainbridge Island. Nationally, the Village concept has emerged as a leading model to support people who choose to age in their own homes. Village programs benefit communities by improving access to needed services, building community and empowering seniors. Villages are, uniquely, grassroots membership organizations.

The BI Village Project's first order of business was to identify services currently provided to seniors on Bainbridge, to uncover gaps and assess community support. Community input was obtained in multiple ways:

- Community meetings and living room chats (165 + participants)
- Community surveys (180 respondents)
- Organization and community leader interviews (41 interviews)

A. Recommendations

Our challenge as a community is to find the best and most cost effective way to weave a Village program into the existing fabric of services so that there is a strong and sustainable network of services to meet the needs of our growing population of seniors. In this spirit, the Needs Assessment Committee offers the following recommendations:

1. **Accessibility:** Connect people to existing services (including volunteer services and vendors), by setting up a Village Information Desk, Web portal, and social media presence.
2. **Transportation:** Improve access to transportation services, including use of partnership agreements
3. **Social:** Design social opportunities to meet members' needs and collaborate with others to co-sponsor and increase access to existing programs.
4. **Home Maintenance and Support Services:** Develop volunteer capacity to help members with minor home maintenance and other supportive in-home services
5. **Home Visits:** Collaborate with existing organizations to expand the availability of home visits and wellness checks
6. **Volunteers:** Set up a clearinghouse for volunteers in collaboration with existing organizations.
7. **Community Innovation:** Collaborate with other organizations, including the business community, to facilitate new solutions.

B. Basis for Recommendations – Interview and Survey Findings

The recommendations were formulated based on the Needs Assessment Committee's interpretation of the data collected from all sources, which are identified as follows:

1. Identified Needs and Data Source

- a. *More transportation options:* Results from community surveys, face-to-face meetings and interviews rank transportation as the highest need.
- b. *Better access to information, services and volunteer opportunities:* one-call access to services was identified as an important gap and need in interviews, community surveys and meetings.
- c. *More options for home and personal care:* Interviews, community surveys and meetings confirmed this need including deliveries, home maintenance and other identified services.
- d. *Home visits for those with more intensive needs:* this need was identified in interviews with providers and first responders.
- e. *More flexible and affordable options for care coordination and caregiving:* This concern was expressed in interviews and face-to-face meetings.
- f. *More tailored social opportunities for members to foster community and reduce isolation:* This need was identified in face-to-face meetings, community surveys and interviews.

2. Collaboration and advocacy opportunities among organizations- Interviews

- a. Better coordination of existing services
- b. Development of innovative, practical, multi-disciplinary solutions
- c. Link small business development to identified service needs
- d. Volunteer recruitment/training/support
- e. Appropriate and reciprocal referrals to improve delivery of services
- f. Advocacy for public policy on issues affecting seniors
- g. Coordination of services for individuals with intensive needs
- h. Jointly sponsored educational programs, social and recreational activities and fitness opportunities

3. Perceived community benefits of a Village organization- Interviews

- a. Empowered seniors creating sustainable lifestyles and contributing to the vitality of their communities and new solutions
- b. Improved access to services and utilization of existing services
- c. Improved collaboration between community organizations serving seniors
- d. Strengthened connections among individuals in the community and between individuals and organizations

4. Membership – Community Meetings and Surveys

- a. Most participants in face-to-face meetings indicated they would be willing to pay a membership fee
- b. 62% of the community survey respondents were willing to pay a membership fee

BI Village Needs Assessment Committee Report

Over the past 10 years, the Village concept has emerged as a leading model to support aging in the community. Studies of the villages throughout the country show that villages impact communities by improving access to needed services, building community and promoting elder empowerment.

This kind of “village” is an intentional community of like-minded people in a geographic area who come together to figure out and develop the resources they will need to **live securely and confidently in their own homes as well as they can, for as long as they can, for as little cost as possible**. Empowering our citizens to live well and give back to their community is not only good for them, it is a great asset for Bainbridge Island.

To help clarify the business plan for implementing such an organization on Bainbridge Island, WA, needs assessment activities were conducted including:

- Conversations held at community meetings and living room chats
- Community surveys conducted with both a random and a select group of respondents
- Organization and community leader interviews

The findings presented in this document were derived from data collection that included 41 interviews with organization leaders. These interviews explored questions about current programs for seniors, perceived gaps in services, opportunities for collaboration, and potential benefits of a village program for the community. This report is a summary of the information learned from these interviews and recommendations from the Needs Assessment Committee.

I. Background

By 2020, 43.5% of Bainbridge Island citizens are expected to be 55 years of age and older and almost one in four will be older than 65 (Gale Cengage, Demographic Detail Summary). Looking to the future, the growing number of people who plan to “age in place” here is rapidly increasing. Most are confident they have a lot to “give back” to the community and can live meaningful and satisfying lives as they grow older, with a little help from their families, friends and neighbors.

Interest in a village for Bainbridge Island was first sparked by a community conversation held at the Bainbridge Island Senior Center in February of 2015, involving over 70 participants. As a result, a leadership group of volunteers and organization leaders formed to develop a concept paper and a volunteer-driven process to guide planning. Their mission was “to facilitate the education and evaluate the interest in pursuing the Village concept on Bainbridge Island through informed community conversations.”

Community meetings and Living Room Chats involving approximately 175 interested citizens continued throughout late 2015 and well into 2016. Over 40 volunteers stepped up

to fill critical positions to carry the initiative forward. In January of 2016, an Executive Board and Steering Committee were formed, as well as Needs Assessment, Community Engagement and Fund-Raising Committees. BI Village became a Washington Nonprofit Organization in January of 2016 and Housing Resources Bainbridge became its fiscal agent.

Commitment of key organization leaders and the enthusiasm of people who volunteered to help were strong indicators of community support for a BI Village. However, planners believed that additional information was needed to get a better measure of unmet needs, a stronger gauge of community support and a clearer understanding of what would be best for our community.

II. Needs Assessment Process

The Needs Assessment Committee was formed in January of 2016 for the purposes of determining the need and potential support for a village program on Bainbridge Island and informing the business planning process. Appendix A identifies the members of the Needs Assessment Committee. The Committee developed an Organizational Profile Tool to be used as a standardized survey form throughout the survey process. Appendix D contains a sample form. The Organization Profile Tool attempted to identify services available to older citizens and contained several areas of inquiry:

- Information about the organization represented, its mission, programs and services, utilization and future plans
- Extent to which the organization offers village-like services and additional comments about the need for these services
- Identification of the three biggest gaps in existing services that need to be addressed
- Collaboration opportunities and experiences
- Reservations about a village program and possible solutions
- Potential community and organization benefits from a village program

All members of our Needs Assessment Committee participated in conducting the 41 in-person interviews using this form from April 15-August 4, 2016.

The Committee's goal was to identify resources that are currently available to seniors by our many outstanding formal and informal community organizations and, in conversations with their leaders, to discover unmet needs and opportunities for collaboration and mutual benefit. Types of resources represented include the following:

- Human Service Organizations
- Medical, Rehabilitative, Health, Mental Health Services
- Care Facilities
- Care Management and Caregiving
- Transportation
- Housing
- Emergency (Police and Fire)
- Social and Recreational
- Community Business
- Faith-based Organizations

- Lead Agencies – Area Agency on Aging (AAA), Public Health

The list of organizations interviewed can be found in Appendix B, while the detailed survey response report is available as a supplement to this report.

III. Survey Results

Our interviews confirmed that Bainbridge Island has the right culture and predisposition to build a strong innovative village program. Bainbridge Island has a strong community of volunteers of all ages and a unique constellation of existing service organizations open to building a village program that is tailored to community needs. To be successful, the survey made clear that BI Village must intentionally capitalize on our many assets by building connections between people and organizations and optimizing, not replicating, the efforts of our fine existing community organizations.

A. Service Needs

In evaluating gaps in service and unmet service needs, several questions were posed about gaps and unmet service needs. We also sought information about which of the benefits a village could potentially offer are perceived as most important, which services are already available in our community and the extent to which existing services are accessible and affordable. See Appendix C for data analysis chart. The following is a summary of our findings:

1. Information Access: An overarching theme throughout all of the interviews was the need for more awareness and timely access to existing services and information on screened vendors and volunteer opportunities. Persons interviewed identified a need for personalized information and help to navigate local services and vendors available for Bainbridge Island citizens. There was also a need expressed for better coordination of existing services and linking small business development to identified service needs of our citizens.

The Senior Information and Assistance Service of the Area Agency on Aging (AAA) was identified as a valuable information and referral resource available to all Kitsap County residents who are 60+. This resource provides referral to mental health services for older citizens and excellent information regarding government funded programs and benefits. A person is assigned to the Bainbridge Island Senior Community Center (BISCC) one day per month to provide information and referrals.

2. Transportation Access: Most respondents identified transportation as a critical need for seniors and, also, one of our community's three biggest service gaps.

In interviews with organizations that focus on providing transportation, including Kitsap Transit and Island Volunteer Caregivers (IVC), it was confirmed that there are already many excellent transportation services available on the Island. However, some specific gaps were identified, such as:

- lack of public transportation during certain hours and on Sundays
- limited resources in transporting people to Seattle for services and activities
- some evening and weekend gaps, which restrict access to social activities.

In our interviews, we learned that access is a critical issue here as well. Many people are not aware of transportation services that do exist and some are reluctant to use existing resources due to lack of practical experience with public transportation or perceived social stigma and confidentiality concerns associated with using social services.

3. Home and Personal Support: This is a broad category of potential offerings that are known to assist people to live safely and confidently in their own homes.

These services may include:

- help with minor home repair and maintenance
- home deliveries
- computers and other technology
- pet care
- yard maintenance
- housekeeping
- safety and barrier-free home modifications
- day-to-day management of budgeting and bill-paying
- neighbor-to-neighbor support

In our interviews, especially with the Area Agency on Aging (AAA), Island Volunteer Caregivers (IVC), Helpline House, Bainbridge Youth Services, Bainbridge Island Senior Community Center (BISCC), Housing Resources Bainbridge (HRB) and faith communities, it was learned that there are many fine offerings and new possibilities in this category for volunteerism. The most frequently mentioned gap in this area was “handyman” services.

Home and personal support services seem to be difficult to access for a variety of reasons:

- embarrassment or perceived social stigma attached to requesting these services, particularly free services
- lack of awareness of available services
- some services are available only to those who qualify due to financial status
- some services, such as home maintenance and yard work, are not readily affordable for many seniors

4. Intensive and Transition Needs: A theme throughout the interviews was the amount of concern expressed for those who may have more critical needs for support because of changing circumstances. Examples include: loss of a spouse; increasing physical and mental acuity issues; depression and isolation; or transition needs, such as release from the hospital. The need for these services often becomes known when a person is in dire straits or an emergency has occurred.

A home visit program was suggested. This would provide personalized, hands-on support for people in need, offering them timely access to supportive relationships and services when the need arises. This issue came up often in interviews with those who provide emergency, health and mental health services in the community.

5. Social Connections and Isolation: People interviewed in this survey are increasingly aware that social isolation can be a serious danger to physical health, mental health and overall well-being of seniors and their caregivers.

Identified gaps in this area revealed: a lack of awareness of existing social engagement opportunities; lack of smaller group options and the additional issue of flexible transportation options to participate in social events and opportunities.

The specific unmet needs in this area include:

- one-on-one companionship
- friendship pairing for concerts, films, dinners
- person to person low-impact exercise opportunities
- neighbor-to- neighbor connections
- more opportunities to use one's talents and find personal meaning

6. Caregiving, Care Coordination and Management: Having timely access to appropriate and affordable choices in caregiving, care management, home-based social work and some medical services is of major concern to the leaders interviewed. Usually these services are needed on very short notice, making it critically important to have accurate, up-to-date reliable information sources. This service emerged as a high priority.

Caregivers

Many caregivers cannot afford to live on Bainbridge Island and the cost of commuting outweighs the benefits of working here. There are not enough independent caregivers to meet the emerging needs, as most can only serve a few people at a time. When a caregiver has an opening, it may be difficult to be connected with someone who needs the service in a timely manner. Family caregivers identified a need for respite and also raised the issue of social isolation as a problem for them. Many residents cannot afford or may not need full-time caregiver services. Flexible, shared or lower cost options are needed and not readily available. There is a need to promote caregiving as a valued profession to encourage better pay and appropriate utilization of the service.

Care Management and Care Coordination

Many people, including adult children of aging parents, are not aware of care management services. Care Managers can advocate for, broker, integrate and provide personalized access to services for persons who need this service, including caregiver services. Care managers and care coordination services are in short supply on the Island and are not affordable for many.

B. Opportunities for Collaboration

Many creative ideas for collaboration were offered by those interviewed including:

1. Coordination, networking and referral: Assuming the village would be a one-call referral source, the most common answer to the question of how the village might work with other organizations is the opportunity to network and reciprocate referrals. Some direct quotes in this vein included:

- *Engage organizations in the process, constant collaboration as it grows and changes.*
- *Chamber of Commerce can provide a platform for the Village, possibly even an electronic bulletin board for volunteer or general services needed or offered by small businesses.*

2. Locating and visiting seniors in need: Opportunities were identified for collaboration with Police and Fire Departments and local agencies to provide additional support for seniors with high needs.

3. Pooling resources and reducing duplication: Ideas emerged about how the Village can extend the collaboration that has already started between existing agencies to jointly sponsor training programs, social opportunities and other programs of interest in the community.

4. Recruitment, training and retention of volunteers: Working together to recruit and support volunteers as well as sharing volunteers were ideas that came forward in the interviews.

5. Identifying and advocating for public policy and addressing unmet needs: Examples included: raising status of caregiving; creating more community awareness of gaps in service; bringing organizations together to plan and advocate for new solutions.

C. Reservations and Concerns

Persons interviewed were enthusiastic about the possibility of a Village program for Bainbridge Island and the majority of them expressed no reservations. Several expressed interest in volunteering to help. The following reservations and potential solutions were identified by a few respondents:

Reservations	Potential solutions
Membership fees and access for all	Create mechanism for subsidizing memberships right from the start
Competition for volunteers	Recruit, train and share volunteers among organizations
Competition for funds	Develop joint funding projects and proposals
Duplication of services	Plan together early on to minimize duplication and maximize coordination
Assuring sustainability	Be pragmatic, deliver what is promised

D. Potential Benefits to Community and Organizations

Looking to the future, respondents identified the potential benefits that a Village could bring to the community include:

1. Improved access to services: Approximately one-half of respondents said that the village would bring better awareness of services, more appropriate referrals and utilization of services, including a reduction in inappropriate use of emergency resources such as 911 and the emergency room. Some quotes from the report include:

- *Currently some citizens call 911 for non-emergency needs. They use it as a directory.*
- *...decreased inappropriate utilization of the Emergency Department and reduced hospitalizations and re-hospitalizations.*
- *...increase Kitsap Transit usage.*

2. Stronger relationships between people and organizations: Several survey respondents hoped that the Village would bridge gaps and create stronger relationships between people and organizations. Some thought that the Village could spawn new solutions in collaboration with other organizations. Others hoped for more involvement of volunteers of all ages, including youth, faith groups and neighborhoods. Some quotes include:

- *I would like to see the Village as an autonomous organization, spawning new solutions.*
- *There are a lot of disjointed services on the island--great organizations providing services--but not one place where it's all pulled together, a hub. We need a connector/brain trust so maybe the Village can play that role.*

3. A more active and empowered senior community: Several survey respondents talked about direct benefits for seniors like increased knowledge and activity and better access to community offerings. Some additional quotes include:

- *I would hope for a more vibrant healthy senior community. Providing seniors with better mobility is good for our member businesses.*
- *Some people will find it easier to ask for help with membership.*

IV. Summary of Findings and Recommendations

A vision has emerged from the interviews with 41 leaders that calls for a BI Village that is both a service to its members and a charitable endeavor to support the development of a more accessible and coordinated network of services for the community at large.

A. Summary of Findings

The interview data identifies specific needs, collaboration opportunities, and perceived benefits of a Village organization on Bainbridge Island.

1. Identified Needs

Better access to services and opportunities:

- Increased awareness of services and resources, including social and volunteer

opportunities

- More flexible transportation options, combined with more awareness and utilization of existing services and public transit
- Diminished social stigma in utilizing community services

More volunteer and vendor options for home and personal care:

- Affordable, reliable, screened help for a wide range of home care and home maintenance services
- More volunteer and delivery options to support living at home
- Support and safety in the home, including both intensive and transitional support
- More intensive outreach when needed, such as return from the hospital, death of a spouse or diminishing capabilities

More opportunities for social connections to increase meaning and reduce social isolation:

- Supportive neighbor-to-neighbor connections
- Wider range of more personalized social opportunities, such as, friendship groupings for concerts, films, and dinners and low impact exercise activities
- Increased numbers of seniors volunteering and using their gifts on behalf of others
- Intergenerational connections and volunteer opportunities
- Home visits to strengthen connections and foster a sense of belonging

2. Collaboration and advocacy opportunities among organizations

- Better coordination of existing services
- Development of innovative, practical, multi-disciplinary solutions
- Linking small business development to identified service needs
- Volunteer recruitment/training/support
- Appropriate and reciprocal referrals to improve delivery of services
- Advocacy for public policy on issues affecting seniors
- Coordination of services for high-need individuals
- Promotion of caregiving as a valued profession
- Jointly sponsoring educational programs, social and recreational activities and fitness opportunities
- Jointly developing project funding and grant submissions, where appropriate

3. Perceived benefits of a Village organization

- Empowered seniors creating sustainable lifestyles and contributing to the vitality of their communities
- Improved access to services
- More appropriate utilization of existing services
- Improved relationships between community organizations serving seniors
- Strengthened connections among individuals in the community and between individuals and organizations

B. Recommendations

The following recommendations are made in the priority order in which the Needs Assessment Committee believes they should be implemented. Our suggestion is to start small and do a few important services very well. We also recommend that the Village hire

an Executive Director and recruit and train a sufficient number of volunteers to launch the Village program successfully.

1. **Accessibility:** Connect people to existing services (including volunteer services and vendors), by setting up a Village information desk (one-call access), Web portal, and social media presence. This should be the first order of business for the Village.
2. **Transportation:** Determine the best way to address transportation needs of Village members. Explore service/partnership agreements regarding transportation needs, but also be prepared to offer some transportation in the line of village work. Also consider a buddy system to increase utilization of public transit.
3. **Social connection:** Address needs by setting up mechanisms for friendship connections between members, including social media and small group activities. Work with other organizations to co-sponsor and increase access to existing programs. Consider a program to reach out to new Bainbridge Island residents.
4. **Home Care and Services:** Develop volunteer capacity to help members with minor home maintenance and other supportive in-home services. Implement in-home services incrementally, based on which services are most in demand. Work with Bainbridge Island Time Bank and other organizations to explore collaboration for these types of services.
5. **Home Visits:** Collaborate with existing organizations to expand the availability of home visits and wellness checks to both reduce isolation and connect people to needed services. Train volunteers in skills needed to support this effort.
6. **Volunteer recruitment and support needs:** Once the Village is operational, work with other organizations to recruit, screen and train volunteers together to address community-wide needs. Set up a clearinghouse for volunteers in collaboration with existing organizations.
7. **Community Innovation:** Bring pieces together by working with other organizations, including the Chamber of Commerce, to hold vendor forums and provider roundtables for the various service categories to optimize existing services and create innovative approaches.

Having a rich blend of existing services is both an opportunity and challenge for planning. With our robust network of volunteers and services in the community, Bainbridge Island has a head start in creating a Village and a great foundation for future innovation.

Our challenge as a community is to find the best and most cost effective way to weave a Village program into the existing fabric of services so that there is a strong and sustainable network of services to meet the needs of our growing population of seniors. The exciting take-away from this interview process is that Bainbridge Island is up for the challenge!

Appendix

Appendix A. Needs Assessment Committee Members

Michele Costa, MSW, Co-Chair
Care Manager, Sound Options

Linda Wohlsen, MS, CMC, Co-Chair
Private Certified Care Manager
Member: Aging Life Care Association (ALCA)

Judith McKenzie, MSW
Planning Facilitator
Executive Board Member

Richard Baker, M.D.

Rev. Marsha Cutting, Ph. D.

Jeannette Franks, Ph.D.

Dana Gargus,
Kitsap County Regional Long Term Care Ombudsman

Lynn Murphy, Life Enrichment Coordinator
Island Volunteer Caregivers

Julie Stone
Independent Living Program Manager
Housing Resources Bainbridge, a Bainbridge Island non-profit

Rachel Yobs, PMP, MSME,
MS Systems Management
Independent Project Manager

Appendix B. Organizations Interviewed

<p>Programs Specializing in Services to Seniors</p> <ul style="list-style-type: none"> • Area Agency on Aging (AAA) • BI Metro Park and Rec District 50+ Activities • BI Senior Center Community Center (BISCC) • Island Volunteer Caregivers (IVC) • Meals on Wheels Kitsap • Kitsap County Division of Aging and Long Term Care • Senior Information and Assistance/ALTC/Kitsap Mental Health 	<p>Care Management and Caregiving</p> <ul style="list-style-type: none"> • Bainbridge Senior Living (Assisted Living & Memory Care) • Family Caregiving Group • Independent Caregiver • Independent Care Managers (2) • Martha & Mary at Home
<p>Programs Serving Community at Large</p> <ul style="list-style-type: none"> • Bainbridge Island Fire Department • Bainbridge Island Police Department • Bainbridge Youth Services • Helpline House • Housing Resources Bainbridge • Kitsap Access, BI Ride and • Kitsap Transit • Kitsap Legal Services • Kitsap Public Health District 	<p>Community Organizations/Other</p> <ul style="list-style-type: none"> • Bainbridge Public Library • Bainbridge Rotary Club • Bainbridge Artisan Resource Network (BARN) • Cedars Unitarian Universalist Church • Chamber of Commerce • Eagle Harbor Congregational Church • Grace Episcopal Church • Kol Shalom • Law Office, Elder Specialist • PAWS (pet adoption) • Windermere Realty • Winslow Co-Housing
<p>Health Care/ Rehabilitation/ Palliative Care</p> <ul style="list-style-type: none"> • Bainbridge Women’s Health Care • Bainbridge Island Health and Rehabilitation • Multi Care Home Health, Hospice and Palliative Care • Peninsula Community Health Services • Triumph Therapy, LLC (in-home physical therapy) • Virginia Mason, Geriatric MD • Virginia Mason, Geriatric RN • WA State Smile Partners (dental) 	

Appendix C. Data Analysis Chart

Number of orgs. interviewed	Category of organizations and services	Information access	Transportation	Home & personal support	High need for home & personal support	Social connection / isolation	Caregiving / care management	Comments
7	A. Programs specializing in services to seniors	5	7	5	4	4	3	Emphasis on collaboration and co-ordination; including potential for collaboration related to volunteers.
6	B. Care managers & caregivers	6	4	4	2	4	5	Emphasis on respite and social connection for caregivers; affordability of care; handyman services; more involved neighbors.
8	C. Programs serving community-at-large	6	4	4	4	4	0	Emphasis on mental health, well checks; home repair and yardwork.
12	D. Other community organizations and faith communities	12	10	9	3	5	5	Emphasis on one call for volunteers; connecting organizations; reliable fix-it services; affordable housing; in-home tech help; in home visits.
8	E. Health care, rehabilitation palliative care organizations	6	3	4	6	5	1	Emphasis on in-home wound care; medication management; family support; adult day care; home visits; exercise and nutrition.
41	Total by number of organizations	35	28	26	19	22	14	
	Percent of 41 organizations	85.4%	68.3%	63.4%	46.3%	53.7%	34.1%	
<p>Notes: This report is a summary of findings by category of organization. See appendix B for a listing of these organizations. A data analysis form was completed for each interview, recording responses to questions asked. When a particular interviewee mentioned a need or gap more than once, it was counted only once to avoid any double counting.</p>								

Appendix D. Sample Interview Form

Bainbridge Island Village Organizational Profile

Welcome and Contact Information

The Bainbridge Island Village Project is doing preliminary research before planning any operations. Its focus is to help our community's older adults to "age in place" if they want to, rather than move into age-segregated living situations. This survey will help us understand the existing organizations in our community that are already serving the aging population so that we can avoid duplication of efforts and hopefully build a stronger safety net for all. Thank you so much for participating!

1. Interview Information (Interviewer fills out.)

Date	<input type="text"/>
Interviewer's Name	<input type="text"/>
Interviewer's Phone Number	<input type="text"/>

2. Please share your contact information with us. (Confirm from website.)

Organization Name	<input type="text"/>
Address	<input type="text"/>
Phone Number	<input type="text"/>
Website URL	<input type="text"/>
Contact Person	<input type="text"/>
Contact Person's Role	<input type="text"/>

Bainbridge Island Village Organizational Profile

Mission, Service Area, Population(s) and Eligibility Requirements

We would like to know some basic information about your organization and how it operates today.

3. What is your mission statement? (Confirm from website.)

4. What is your service area? (Confirm from website.)

5. What population(s) do you serve? (Confirm from website.)

6. Who is eligible to be served? Consider age, geography, income level, or other? (Confirm from website.)

Bainbridge Island Village Organizational Profile

Programs and Services

We'd like to ask about the services your organization provides to older citizens in our community. We'll also explore your perception of what additional supports and services may be needed to help older citizens age-in-place with confidence and dignity.

7. Please describe the main programs or services you provide to older citizens on Bainbridge Island. (Confirm from website.)

8. In what settings do you serve older citizens (e.g., in-home, hospital, other)? (Confirm from website.)

9. Which programs and/or services are most requested by your older clients?

10. Are you able to meet the needs or do you have waiting lists or unfulfilled requests?

11. What unmet needs or services do you wish you could provide, but can't?

12. What programs and/or services is your organization planning in the future to serve our community's growing aging population?

13. Please answer a few questions about the following services a Village might offer. Skip any that you do not currently offer.

	Fully meet needs	Somewhat meet needs	Don't meet needs
Single source to call to access services , including reliable, screened vendors to help with household repairs, yard work, housekeeping, errands, in-home care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What is the biggest gap in this area?	<input style="width: 100%; height: 20px;" type="text"/>		
Single source to call to access volunteer opportunities that match an individual's interests and talents, including intergenerational opportunities and organized group volunteer projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What is the biggest gap in this area?	<input style="width: 100%; height: 20px;" type="text"/>		
Handyman services for routine maintenance issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What is the biggest gap in this area?	<input style="width: 100%; height: 20px;" type="text"/>		
Social opportunities , including evening and weekend events and activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What is the biggest gap in this area?	<input style="width: 100%; height: 20px;" type="text"/>		
Transportation needs , including evenings and weekends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What is the biggest gap in this area?	<input style="width: 100%; height: 20px;" type="text"/>		
In-home services (personal care, meals, deliveries, technology assistance and paperwork, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What is the biggest gap in this area?	<input style="width: 100%; height: 20px;" type="text"/>		
Referral for home health care , such as a nurse or certified nursing assistant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What is the biggest gap in this area?	<input style="width: 100%; height: 20px;" type="text"/>		
Neighborhood-based support system to help older citizens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What is the biggest gap in this area?	<input style="width: 100%; height: 20px;" type="text"/>		
Help navigating the health care system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Fully meet needs Somewhat meet needs Don't meet needs

What is the biggest gap in this area?

14. In your opinion, what are the three biggest service gaps that need to be addressed to enable our older citizens to live in their own homes safely, with confidence and dignity?

#1 Service Gap

#2 Service Gap

#3 Service Gap

Bainbridge Island Village Organizational Profile

Collaboration Opportunities

We recognize that there are already many excellent formal and informal organizations providing services to our aging population. This gives Bainbridge a head start over most new Villages. Our interest is in working with existing organizations to continuously identify and address gaps in service for our growing aging population.

15. How can BI Village and your organization work together to address gaps in service for our aging population?

16. Please describe your partnerships with other organizations to plan and deliver services for our aging population.

17. What are your reservations about having a Village program on the Island? What needs to happen to allay your reservations?

18. What benefits for your organization would you hope for as a result of a Village program?

19. What else would you like us to know about your organization as we plan a Village program?



20. Who else should we interview?

