

# **Community Assistantship Program**

**A Senior Care Facility in Milan, Minnesota: Survey  
Analysis and Recommendations**

# **A Senior Care Facility in Milan, Minnesota: Survey Analysis and Recommendations**

Prepared in partnership with  
City of Milan

Prepared by  
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## *Center for Small Towns*



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# **A Senior Care Facility in Milan, Minnesota: Survey Analysis and Recommendations**

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**April 5, 2004**

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## I. Introduction

This project is the result of a collaboration between the City of Milan, the Community Assistantship Program through the Center for Urban and Regional Affairs, and the Center for Small Towns at the University of Minnesota, Morris (UMM). Special thanks are extended to Michelle Bouta, at the Upper Minnesota Valley Regional Development Commission in Appleton for her advice and guidance. The goal of this project is to research the level of need/demand for bringing a senior care facility to the city of Milan and provide recommendations about future developments. The research team was composed of Ben Winchester, Coordinator of Data Analysis and Research at the Center for Small Towns, and Jeff Janca, UMM student.

Milan is a small town in Chippewa County located in west central Minnesota. According to the 2000 U.S. Census the population of Milan is 326, down 7.6% from 1990. In addition to shrinking in population, it is also aging. In 2000, over 26% of the people in the city are over the age of 64, compared with just 12% in the state of Minnesota. This has led the leadership in Milan to consider the idea of bringing an assisted living facility to Milan for the purpose of providing care and housing for those residents that can no longer live without assistance, as well as to provide those elder residents who reside in or near Milan to have the option of not having to go leave their hometown to seek such care. Preliminary evidence of this need is found in the fact that more than twelve seniors have left Milan in the eighteen months for a community that offered some type of senior care facility.

An assisted living facilities provides help to seniors who are unable to live safely on their own, yet do not require the high level of care provided in a nursing home. The actual program offerings differ, but can include three meals a day provided in a central dining room, on-call staff may 24 hours a day, licensed nursing services with varying hours, social activities, or scheduled transportation. Residents can live in their own apartments or rooms with access bathroom facilities and a kitchen area.

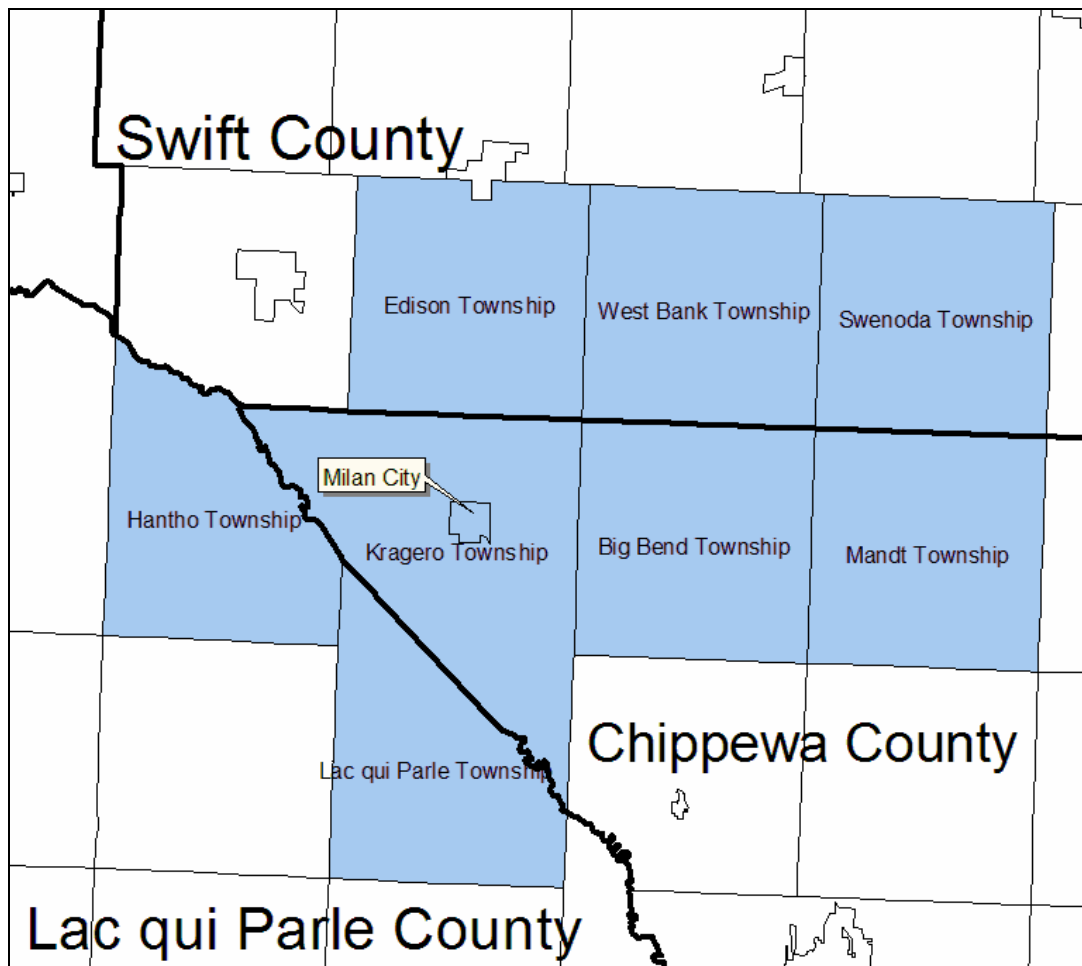
Individualized home aid tasks include: (if patient is not ambulatory and has no acute illness or infectious disease) preparing a modified diet, reminding clients to take medications and perform exercises, completing household chores, and assisting with the dressing, oral hygiene, hair care, grooming and bathing of the individual. Incidental nursing services (restricted to medication set-up and drawing of insulin) are performed only if allowed under the home health care providers' license. Other possible services include, but are not limited to: personal laundry, blood pressure checks, 24 hour emergency response, linen service, wellness programs, memory loss programs, and assistance with personal funds.

To help determine the level of need and/or demand for such a facility, a mail survey was developed (see appendix) and administered to residents in the city of Milan as well as the surrounding townships of Hantho, Edison, West Bank, Swenoda, Kragero, Big Bend, and

Mandt. The following map provides a visual representation of the area, with the survey area shaded in blue.

|                    | <i>1990 Pop.</i> | <i>2000 Pop.</i> | <i>Pop. Change<br/>1990-2000</i> |
|--------------------|------------------|------------------|----------------------------------|
| Big Bend Township  | 321              | 257              | -20%                             |
| Edison Township    | 168              | 131              | -22%                             |
| Hantho Township    | 134              | 154              | +15%                             |
| Kragero Township   | 190              | 164              | -14%                             |
| Mandt Township     | 204              | 175              | -14%                             |
| Milan City         | 353              | 326              | -8%                              |
| Swenoda Township   | 175              | 159              | -9%                              |
| West Bank Township | 182              | 200              | +10%                             |
| TOTAL              | 1,727            | 1,566            | -9%                              |

Table: Population of Survey Area Jurisdictions



Map: Coverage area for survey distribution



The city provided the address information for residents within the Milan city limits. The names and address for the townships were obtained from the county assessor's office of Lac Qui Parle, Swift, and Chippewa counties. The survey was intended to reach residents over 50 years of age. Personal knowledge by a few residents allowed the research team to remove a number that are not over the age of 50. Eight hundred and eight surveys were mailed out from the Center for Small Towns (UMM) on January 29, 2004. A reminder was placed in the local newspaper to encourage residents to return their surveys.

The due date for the surveys was Feb. 10, 2004. One hundred and 136 surveys (17%) were returned to the Center for Small Towns over the following two weeks. The return rate would have been higher if follow-up measures were taken. The survey was not perfect. Of particular note, there should have been a box or some question to end the response process of those individuals early in the survey for respondents who were not in any way interested in an assisted living facility. These are also known as "drop dead" questions whereby the respondent will not contribute their responses to the remainder of the survey.

An area of consideration that was not determined by this survey was having a younger relative or son or daughter considering an assisted living facility for a parent, grandparent, elder friend, etc. There was consistently a mention addressed in the side comments of the survey of people who were interested in the facility not for himself or herself, but for a parent, friend, or other family member. The Milan survey reflected only the views, wants or needs of the person filling out the survey and perhaps did not gather input about other referrals.

The survey results were quantified and analyzed for significance and errors in response due to unclear questions. The following section will detail the results of these 136 returned surveys.

## II. Findings

This section provides the summary statistics from each of the survey questions asked in the survey.

### 1. Age

| Age      | Female | Male | Total |
|----------|--------|------|-------|
| Under 50 | 18     | 11   | 29    |
| 50-55    | 10     | 13   | 23    |
| 56-65    | 29     | 21   | 40    |
| 66-75    | 17     | 9    | 26    |
| 76-85    | 9      | 7    | 16    |
| 86-95    | 0      | 1    | 1     |
| Total    | 73     | 62   | 135   |

The survey indicated: 22% of the people that responded to the survey were under fifty years old, 17% were ranged from fifty to fifty-five years old, 30% were in the range of fifty-six to sixty-five years old, 19% were sixty-six to seventy-five years old, 12% were seventy-six to eighty-five years old and less than 1% were with the age range of eighty-six to ninety-five years old. Of those that responded, seventy-three were female and sixty-two were male. One person did not indicate gender on their returned survey.

### 2. Current Living Arrangements

| Current Living Arrangements   | Number | Percent (%) |
|-------------------------------|--------|-------------|
| Live Alone                    | 31     | 22.8        |
| Live with Spouse              | 100    | 73.5        |
| Live with other family member | 4      | 2.9         |
| No response                   | 1      | 0.7         |
| Total                         | 136    | 100.0       |

The current living arrangement portion of the survey indicated that thirty-one people (23%) live alone, one hundred people (74%) live with a spouse, four individuals (3%) live with another family member or friend, and finally one respondent did not indicate a living arrangement.

### 3. Income

| Social Security | Number | Percent |
|-----------------|--------|---------|
| Yes             | 61     | 44.9    |
| No              | 75     | 55.1    |
| Total           | 136    | 100.0   |

The survey results found sixty-one respondents (45%) that receive social security, while seventy-five respondents (55%) do not receive social security.

| <b>Pensions</b> | <b>Number</b> | <b>Percent</b> |
|-----------------|---------------|----------------|
| Yes             | 24            | 17.6           |
| No              | 112           | 82.4           |
| Total           | 136           | 100.0          |

The survey results were that twenty-four respondents (18%) receive a pension as a source of their income. The survey results were also that one hundred and twelve respondents (82%) do not count a pension as a source of income.

| <b>Employment</b> | <b>Number</b> | <b>Percent</b> |
|-------------------|---------------|----------------|
| Yes               | 86            | 63.2           |
| No                | 50            | 36.8           |
| Total             | 136           | 100.0          |

Of the returned surveys, eighty-six respondents are employed (63%), while fifty of the respondents (37%) do not have current employment as a source of income.

| <b>Other Sources</b> | <b>Number</b> | <b>Percent</b> |
|----------------------|---------------|----------------|
| Yes                  | 40            | 29.4           |
| No                   | 96            | 70.6           |
| Total                | 136           | 100.0          |

The responses to the survey indicated that forty respondents (29%) have some other source of income not listed as a possible choice on the survey. Thus the remainder or ninety-six respondents (71%) indicated that they did not have an unlisted source of income.

| <b>Household Income</b> | <b>Number</b> | <b>Percent</b> |
|-------------------------|---------------|----------------|
| Under \$9k              | 3             | 2.2            |
| Over \$12,120           | 128           | 94.1           |
| No Response             | 5             | 3.7            |
| Total                   | 136           | 100.0          |

The survey results indicate that almost all respondents earn over \$12,120 annually. Of those that responded, one hundred and twenty-eight respondents (94%) earn over this amount. Three respondents (2%) indicated that they earn less than \$9,000 annually. Five returned surveys (4%) did not have a response to this question of annual income. A printing mistake let to the two income levels that do not encompass all possible responses. The results of this question show that it does not impact the response.

#### 4. Services Received

| <b>Home Health</b> | <b>Number</b> | <b>Percent</b> |
|--------------------|---------------|----------------|
| Yes                | 1             | 0.7            |
| No                 | 135           | 99.3           |
| Total              | 136           | 100.0          |

Survey results showed that one respondent (under 1%) receives home health services. One hundred and thirty-five (99%) respondents indicated that they did not receive any sort of home health services.

| <b>Prescription Delivery</b> | <b>Number</b> | <b>Percent</b> |
|------------------------------|---------------|----------------|
| Yes                          | 5             | 3.7            |
| No                           | 131           | 96.3           |
| Total                        | 136           | 100.0          |

Survey results showed that five respondents (4%) received prescription medication delivery, while one hundred and thirty-one respondents (96%) did not receive a prescription delivery service.

| <b>Grocery Delivery</b> | <b>Number</b> | <b>Percent</b> |
|-------------------------|---------------|----------------|
| Yes                     | 1             | 0.7            |
| No                      | 135           | 99.3           |
| Total                   | 136           | 100.0          |

Survey results showed that one respondent (>1%) receives a grocery delivery service, while one hundred and thirty-five respondents (<99%) respondents indicated that they did not receive any sort of grocery or goods delivery service.

| <b>Transportation Services</b> | <b>Number</b> | <b>Percent</b> |
|--------------------------------|---------------|----------------|
| Yes                            | 2             | 1.5            |
| No                             | 134           | 98.5           |
| Total                          | 136           | 100.0          |

Survey results showed that two respondents (2%) receive transportation services on a regular basis, while one hundred and thirty-four respondents (98%) do not receive any sort of transportation service.

| <b>Chore/Cleaning Services</b> | <b>Number</b> | <b>Percent</b> |
|--------------------------------|---------------|----------------|
| Yes                            | 4             | 2.9            |
| No                             | 132           | 97.1           |
| Total                          | 136           | 100.0          |

Survey results showed that four respondents (3%) do receive chore and cleaning services in their homes, while one hundred and thirty-two (97%) of those that responded do not receive any chore and cleaning services.

| <b>Meal Delivery</b> | <b>Number</b> | <b>Percent</b> |
|----------------------|---------------|----------------|
| Yes                  | 1             | 0.7            |
| No                   | 135           | 99.3           |
| Total                | 136           | 100.0          |

Survey results showed that one respondent (>1%) receives meal delivery services on a regular basis, while one hundred and thirty-five (<99%) of those that responded do not receive a meal delivery program or service.

| <b>Medication Management</b> | <b>Number</b> | <b>Percent</b> |
|------------------------------|---------------|----------------|
| Yes                          | 2             | 1.5            |
| No                           | 134           | 98.5           |
| Total                        | 136           | 100.0          |

Survey results showed that two respondents (2%) receive some type of medication management service preformed, while one hundred and thirty-four of those that responded indicated that they manage their own medications.

## **5. Insurance**

| <b>Medical Assistance</b> | <b>Number</b> | <b>Percent</b> |
|---------------------------|---------------|----------------|
| Yes                       | 31            | 22.8           |
| No                        | 105           | 77.2           |
| Total                     | 136           | 100.0          |

Survey results indicate that thirty-one respondents (23%) do have a form of medical assistance for insurance, while one hundred and five (77%) of those that responded do not have a type of medical assistance as a means of medical insurance.

| <b>Medigap</b> | <b>Number</b> | <b>Percent</b> |
|----------------|---------------|----------------|
| Yes            | 2             | 1.5            |
| No             | 134           | 98.5           |
| Total          | 136           | 100.0          |

Survey results indicate that two respondents (2%) do have a Medigap plan for medical insurance, while one hundred and thirty-four (98%) of those that responded do not have a Medigap plan as a means of medical insurance.

| <b>Managed Care Plans</b> | <b>Number</b> | <b>Percent</b> |
|---------------------------|---------------|----------------|
| Yes                       | 6             | 4.4            |
| No                        | 130           | 95.6           |
| Total                     | 136           | 100.0          |

Survey results indicate that six respondents (4%) have a managed care plan for their medical insurance, while one hundred and thirty (96%) of those that responded do not have a managed care plan as a means of medical insurance

| <b>Veterans Administration</b> | <b>Number</b> | <b>Percent</b> |
|--------------------------------|---------------|----------------|
| Yes                            | 8             | 5.9            |
| No                             | 128           | 94.1           |
| Total                          | 136           | 100.0          |

Survey results indicate that eight respondents (6%) have medical insurance through the Veterans Administration, while one hundred and twenty-eight (94%) of those that responded do not have medical insurance through the Veterans Administration.

| <b>Private Insurance</b> | <b>Number</b> | <b>Percent</b> |
|--------------------------|---------------|----------------|
| Yes                      | 111           | 81.6           |
| No                       | 25            | 18.4           |
| Total                    | 136           | 100.0          |

Survey results indicate that one hundred and eleven respondents (82%) have private insurance as a source of medical insurance, while twenty-five (18%) of those that responded do not have private insurance as a means of medical insurance.

| <b>Managed Care Medicare HMO</b> | <b>Number</b> | <b>Percent</b> |
|----------------------------------|---------------|----------------|
| Yes                              | 4             | 2.9            |
| No                               | 132           | 97.1           |
| Total                            | 136           | 100.0          |

Survey results indicate that four respondents (3%) have a managed care Medicare HMO as a source of medical insurance, while one hundred and thirty-two (97%) of those that responded do not have a managed care Medicare HMO as a means of medical insurance.

| <b>Long Term Care Insurance</b> | <b>Number</b> | <b>Percent</b> |
|---------------------------------|---------------|----------------|
| Yes                             | 28            | 20.6           |
| No                              | 108           | 79.4           |
| Total                           | 136           | 100.0          |

Surveys results indicate that twenty-eight respondents (21%) have long-term care insurance as a source of medical insurance, while one hundred and eight (79%) of those that responded do not have long-term care insurance as a means of medical insurance.

| <b>Other Insurance</b> | <b>Number</b> | <b>Percent</b> |
|------------------------|---------------|----------------|
| Yes                    | 12            | 8.8            |
| No                     | 124           | 91.2           |
| Total                  | 136           | 100.0          |

Survey results indicate that twelve respondents (9%) have some other type of insurance not mentioned in the survey as a source medical payments

Note: Four of the returned surveys (3%) indicated no source of medical insurance. Percentages and numbers in this portion overlap, as most respondents indicated their having more than one source of medical insurance.

## **6. Interest**

| <b>Interested in ALF Services</b> | <b>Number</b> | <b>Percent</b> |
|-----------------------------------|---------------|----------------|
| Yes                               | 57            | 41.9           |
| No                                | 75            | 55.1           |
| No Response                       | 4             | 2.9            |
| Total                             | 136           | 100.0          |

Survey results indicate that fifty-seven respondents (42%) would be interested in an assisted living facility's services if it were located nearby, while seventy-five (55%) of those that responded would not be interested in the services of an assisted living facility. Four of the returned surveys (3%) did not respond to the question.

| <b>Spouse/Living Mate Interested</b> | <b>Number</b> | <b>Percent</b> |
|--------------------------------------|---------------|----------------|
| Yes                                  | 44            | 32.4           |
| No                                   | 71            | 52.2           |
| No Response                          | 21            | 15.4           |
| Total                                | 136           | 100.0          |

Survey results indicate that forty-four respondents (32%) noted that their spouse/living mate would also be interested in an assisted living facility's services, while seventy-one (52%) of those that responded noted that their spouse/living mate would not be interested in the assisted living facility's services. Twenty-one returned surveys (15%) did not respond to this question.

| <b>Interested in near future</b> | <b>Number</b> | <b>Percent</b> |
|----------------------------------|---------------|----------------|
| Yes                              | 26            | 19.1           |
| No                               | 92            | 67.6           |
| No Response                      | 18            | 13.2           |
| Total                            | 136           | 100.0          |

Survey results indicate that twenty-six respondents (19%) noted that they or their spouse/living mate would be interested in an assisted living facility's services in the near future, while ninety-two (68%) of those that responded noted that neither they nor their spouse/living mate would be interested in an assisted living facility's services in the near future. Eighteen returned surveys (13%) did not include a response to this question.

| <b>Interested in 3-5 years</b> | <b>Number</b> | <b>Percent</b> |
|--------------------------------|---------------|----------------|
| Yes                            | 36            | 26.5           |
| No                             | 86            | 63.2           |
| No Response                    | 14            | 10.3           |
| Total                          | 136           | 100.0          |

Survey results indicate that thirty-six respondents (27%) noted that they or their spouse would be interested in an assisted living facility's services in 3-5 years, while eighty-six (63%) of those that responded noted that neither they nor their spouse would be interested in an assisted living facility's services in 3-5 years. Fourteen returned surveys (10%) did not include a response to this question.

## **7. Facility Type**

| <b>Facility with:</b> | <b>Number</b> | <b>Percent</b> |
|-----------------------|---------------|----------------|
| 4 other people        | 32            | 23.5           |
| 10 or more people     | 29            | 21.3           |
| Does not matter       | 61            | 44.9           |
| No Response           | 14            | 10.3           |
| Total                 | 136           | 100.0          |

Surveys indicated that thirty-two respondents (24%) would want to reside in an assisted living facility with only four other people, while twenty-nine (21%) of those that responded would chose an assisted living facility with ten or more residents, and sixty-one respondents (45%) indicated that the size of the assisted living facility did not matter. Fourteen (10%) of the returned surveys did not include a response to this question.

## **8. Location**

| <b>Living on Main St. a problem</b> | <b>Number</b> | <b>Percent</b> |
|-------------------------------------|---------------|----------------|
| Yes                                 | 18            | 13.2           |
| No                                  | 107           | 78.7           |
| No Response                         | 11            | 8.1            |
| Total                               | 136           | 100.0          |

Surveys indicate that eighteen respondents (13%) would prefer not to live in an assisted living facility that is located on Main St., while one hundred and seven (79%) of those that responded would not have a problem living in an assisted living facility on Main St. Eleven (8%) of the returned surveys did not include a response to this question.



## 9. Attractions

| <b>Living near attractions important</b> | <b>Number</b> | <b>Percent</b> |
|--|---------------|----------------|
| Yes                                      | 117           | 86.0           |
| No                                       | 11            | 8.1            |
| No Response                              | 8             | 5.9            |
| Total                                    | 136           | 100.0          |

Surveys indicate that one hundred and seventeen respondents (86%) would consider living near attractions such as a bank, post office, restaurant and senior center important when considering an assisted living facility. Eleven (8%) of those that responded indicated that such attractions would not be important when considering an assisted living facility. Eight (6%) of the returned surveys did not include a response to this question.

## 10. Community Bathrooms

| <b>Object to share shower &amp; bathroom</b> | <b>Number</b> | <b>Percent</b> |
|--|---------------|----------------|
| Yes  | 106           | 77.9           |
| No   | 21            | 15.4           |
| No Response                                  | 9             | 6.6            |
| Total  | 136           | 100.0          |

Surveys indicate that one hundred and six respondents (78%) would object to sharing a shower and bathroom with other residents in an assisted living facility. Twenty-one (15%) of those that responded would not have a problem sharing shower and bathroom with other residents in an assisted living facility. Nine (7%) of the returned surveys did not include a response to this question.

## 11. Physical Limitations

| <b>Prepare Meals</b> | <b>Number</b> | <b>Percent</b> |
|----------------------|---------------|----------------|
| Yes                  | 121           | 89.0           |
| No                   | 4             | 2.9            |
| No Response          | 11            | 8.1            |
| Total                | 136           | 100.0          |

Surveys indicate that one hundred and twenty-one respondents (89%) could prepare their own meals, while four (3%) of those that responded could not prepare their own meals. Eleven (8%) of the returned surveys did not include a response to this question.

| <b>Light Housekeeping</b> | <b>Number</b> | <b>Percent</b> |
|---------------------------|---------------|----------------|
| Yes                       | 122           | 89.7           |
| No                        | 3             | 2.2            |
| No Response               | 11            | 8.1            |
| Total                     | 136           | 100.0          |

Surveys indicate that one hundred and twenty-two respondents (90%) are able to perform light housekeeping (dust and sweep), while three (2%) of those that responded could not do light housekeeping. Eleven (8%) of the returned surveys did not include a response to this question.

| <b>Heavy Housekeeping</b> | <b>Number</b> | <b>Percent</b> |
|---------------------------|---------------|----------------|
| Yes                       | 106           | 77.9           |
| No                        | 18            | 13.2           |
| No Response               | 12            | 8.8            |
| Total                     | 136           | 100.0          |

Surveys indicate that one hundred and six respondents (78%) can perform heavy housekeeping chores (scrub floors and vacuum), while eighteen (13%) of those that responded are unable to complete heavy housekeeping chores. Twelve (9%) of the returned surveys did not include a response to this question.

| <b>Do your own laundry</b> | <b>Number</b> | <b>Percent</b> |
|----------------------------|---------------|----------------|
| Yes                        | 122           | 89.7           |
| No                         | 3             | 2.2            |
| No Response                | 11            | 8.1            |
| Total                      | 136           | 100.0          |

Surveys indicate that one hundred and twenty-two respondents (90%) can do their own laundry, while three (2%) of those that responded cannot clean their own laundry. Eleven (8%) of the returned surveys did not include a response to this question.

| <b>Take own medication</b> | <b>Number</b> | <b>Percent</b> |
|----------------------------|---------------|----------------|
| Yes                        | 124           | 91.2           |
| No                         | 1             | 0.7            |
| No Response                | 11            | 8.1            |
| Total                      | 136           | 100.0          |

Surveys indicate that one hundred and twenty-four respondents (91%) can take their own medication, while one respondent (>1%) is not able to take his/her own medication. Eleven (8%) of the returned surveys did not include a response to this question.

| <b>Set up own medication</b> | <b>Number</b> | <b>Percent</b> |
|------------------------------|---------------|----------------|
| Yes                          | 121           | 89.0           |
| No                           | 1             | 0.7            |
| No Response                  | 14            | 10.3           |
| Total                        | 136           | 100.0          |

Surveys indicate that one hundred and twenty-one respondents (89%) can set up their own medication, while one respondent (>1%) is not able to set up his/her medication. Fourteen (10%) of the returned surveys did not include a response to this question.

## **12. Community Dining**

| <b>Object to community dining</b> | <b>Number</b> | <b>Percent</b> |
|-----------------------------------|---------------|----------------|
| Yes                               | 6             | 4.4            |
| No                                | 119           | 87.5           |
| No Response                       | 11            | 8.1            |
| Total                             | 136           | 100.0          |

Surveys indicate that six respondents (4%) would object to community dining in an assisted living center, while one hundred and nineteen (88%) of those that responded would not object to eating in a community setting. Eleven (8%) of the returned surveys did not include a response to this question.

## **13. Activities**

| <b>Participate in activities</b> | <b>Number</b> | <b>Percent</b> |
|----------------------------------|---------------|----------------|
| Yes                              | 118           | 86.8           |
| No                               | 5             | 3.7            |
| No Response                      | 13            | 9.6            |
| Total                            | 136           | 100.0          |

Surveys indicate that one hundred and eighteen respondents (87%) would participate in activities if they were offered in an assisted living facility, while five (4%) of those that responded would not participate in activities. Thirteen (10%) of the returned surveys did not include a response to this question.

## **14. Other things/needs to help make a better facility**

| <b>Pool Table</b> | <b>Number</b> | <b>Percent</b> |
|-------------------|---------------|----------------|
| Yes               | 46            | 33.8           |
| No                | 81            | 59.6           |
| No Response       | 9             | 6.6            |
| Total             | 136           | 100.0          |

Results indicate that forty-six respondents (34%) would use a pool table if it were available in the living facility, while eighty-one (60%) of those that responded would not. Nine (7%) of the returned surveys did not include a response to this question.

| <b>Senior Center</b> | <b>Number</b> | <b>Percent</b> |
|----------------------|---------------|----------------|
| Yes                  | 43            | 31.6           |
| No                   | 84            | 61.8           |
| No Response          | 9             | 6.6            |
| Total                | 136           | 100.0          |

Results indicate that forty-three respondents (32%) think that a senior center inside the assisted living facility would make the assisted living facility better, while eighty-four (62%) of those that responded don't think an included senior center would better the facility. Nine (7%) of the returned surveys did not include a response to this question.

| <b>Cable TV</b> | <b>Number</b> | <b>Percent</b> |
|-----------------|---------------|----------------|
| Yes             | 74            | 54.4           |
| No              | 53            | 39.0           |
| No Response     | 9             | 6.6            |
| Total           | 136           | 100.0          |

Results indicate that seventy-four respondents (54%) believe that cable television would better an assisted living facility, while fifty-three (39%) do not think cable would make the facility better. Nine (7%) of the returned surveys did not include a response to this question.

| <b>Onsite grocery/supply store</b> | <b>Number</b> | <b>Percent</b> |
|------------------------------------|---------------|----------------|
| Yes                                | 40            | 29.4           |
| No                                 | 87            | 64.0           |
| No Response                        | 9             | 6.6            |
| Total                              | 136           | 100.0          |

Results indicate that forty respondents (29%) think that an onsite grocery/supply store would better an assisted living facility, while eighty-seven (64%) do not think that the store would improve the quality of the facility. Nine (7%) of the returned surveys did not include a response to this question.

| <b>Chapel Area</b> | <b>Number</b> | <b>Percent</b> |
|--------------------|---------------|----------------|
| Yes                | 54            | 39.7           |
| No                 | 73            | 53.7           |
| No Response        | 9             | 6.6            |
| Total              | 136           | 100.0          |

Results indicate that fifty-four respondents (40%) think that a chapel area would improve an assisted living facility, while seventy-three (54%) of those that responded do not think

that a chapel area would make the facility better. Nine (7%) of the returned surveys did not include a response to this question.

| <b>Card Tables</b> | <b>Number</b> | <b>Percent</b> |
|--------------------|---------------|----------------|
| Yes                | 46            | 33.8           |
| No                 | 81            | 59.6           |
| No Response        | 9             | 6.6            |
| Total              | 136           | 100.0          |

Results indicate that forty-six respondents (34%) think that card playing table would make an assisted living facility better, while eighty-one (60%) do not think that card tables would improve the quality of life in an assisted living facility. Nine (7%) of the returned surveys did not include a response to this question.

### **15. Other Suggestions**

There were a total of sixty-four other suggestions to better the assisted living facility. Many of the suggestions overlapped or were mentioned by more than one respondent. The most popular suggestions included:

- ✓ Computers
- ✓ internet access
- ✓ exercise programs and instruction
- ✓ weights
- ✓ accessible showers
- ✓ raised toilets
- ✓ a large room for entertaining guests, etc.

These only provide a glimpse into the types of components that would need to be considered when drawing up the plans for the facility.

### III. Further Exploration of Data

#### 1. Age of respondent vs. current living arrangements.

| Age of Respondent | Live alone (%) | Live with spouse (%) | Live with other family member (%) |
|-------------------|----------------|----------------------|-----------------------------------|
| Under 50          | 14.3           | 82.1                 | 3.6                               |
| 50-55             | 8.7            | 87.0                 | 4.3                               |
| 56-65             | 17.5           | 77.5                 | 5.0                               |
| 66-75             | 30.8           | 69.2                 | 0.0                               |
| 76-85             | 62.5           | 37.5                 | 0.0                               |
| 86-95             | 0.0            | 100                  | 0.0                               |

The survey further indicated that as the age of the respondent increased, that the likelihood of the respondent living alone also increased. These are primarily female, as a spouse has died. At the age range seventy-six to eighty-five, the following table illustrates that over sixty-two percent of the respondents are living alone. With the exception of the age range eighty-six to ninety-five years old, the percent of respondents living alone increased with every advancing age increment.

#### 2. Interest with respect to Age

|       | %Under 50 | %50-55 | %56-65 | %66-75 | %76-85 | %86+ |
|-------|-----------|--------|--------|--------|--------|------|
| Yes   | 37.9      | 34.8   | 53.8   | 48.0   | 28.6   | 0    |
| No    | 62.1      | 65.2   | 46.2   | 52.0   | 71.4   | 100  |
| Total | 100       | 100    | 100    | 100    | 100    | 100  |

In response to question SII-1A, (If an assisted living facility were available to you, would you be interested in its services?), 44% of those surveyed responded yes, while 57% responded no. Eleven of the twenty-nine people under fifty years old responded yes to this question. Eight of the twenty-three people in the range of fifty to fifty-five years old, responded yes to this question. Twenty-one of the thirty-nine people between the ages of fifty-six to sixty-five responded yes to this question. Twelve of the twenty-five people surveyed from the ages sixty-six to seventy-five responded yes to this question. This last age category is the most important demographic or age group to consider when evaluating whether or not an assisted living facility would have enough residents to prosper. Four of the fourteen people in the age range seventy-six to eighty-five responded yes to this question.

### 3. Spouse/living mate interest with respect to Age.

|              | <i>%Under 50</i> | <i>%50-55</i> | <i>%56-65</i> | <i>%66-75</i> | <i>%76-85</i> |
|--------------|------------------|---------------|---------------|---------------|---------------|
| <b>Yes</b>   | 35.7             | 34.8          | 47.1          | 30.0          | 33.3          |
| <b>No</b>    | 64.3             | 65.2          | 52.9          | 70.0          | 66.7          |
| <b>Total</b> | 100              | 100           | 100           | 100           | 100           |

In response to question S2-1B (If you have a spouse/living mate, would he/she be interested as well?), one hundred and fourteen people responded to the question. Of the one hundred and fourteen, 43 responded positively (38%). Of the 43 people, 10 were under the age of fifty, 8 were within the age range of fifty to fifty-five years old, 16 were within the age range of fifty-six to sixty-five years old, 6 were within the range of sixty-six to seventy-five years old, and 3 respondents within the age range of seventy-six to eighty-five years old responded yes to this question. Though there is no discernable pattern to the increasing percent of individuals responding yes to this question with increasing age. Still, the question does show that there is genuine interest in such a project and may reflect large discrepancies in the ages of an individual and their spouse.

### 4. Interest in three-five years

|              | <i>%Under 50</i> | <i>%50-55</i> | <i>%56-65</i> | <i>%66-75</i> | <i>%76-85</i> |
|--------------|------------------|---------------|---------------|---------------|---------------|
| <b>Yes</b>   | 10.7             | 17.4          | 29.7          | 52.2          | 50.0          |
| <b>No</b>    | 89.3             | 82.6          | 70.3          | 47.8          | 50.0          |
| <b>Total</b> | 100              | 100           | 100           | 100           | 100           |

In response to the question S2-3, (Would you or your spouse/living mate be interested in three to five years?), 121 people responded to this question. Of this number, 35 people (29%) of the respondents indicated that they would be interested in three to five years. Of the individuals that responded yes to this question, 3 were under fifty year old, 4 were in the age range fifty to fifty-five years old, 11 individuals were in the range of fifty-six to sixty-five years old, 12 were in the age range of sixty-six to seventy-five years old, and 5 were within the seventy-six to eighty-five year old category. Generally this question showed that as age increased, there was a proportionate increase in the amount of respondents that would be interested in such an assisted living facility in 3-5 years.

## IV. Conclusion

The overwhelming message of this survey is that there is significant interest in securing the services found in an assisted living facility in the town of Milan. In an aging community almost 40% of those people that responded said that they would be interested in such a facility. As the age of the respondents increased, so did the likelihood of that respondent being interested now or the near future (3-5 years).

The chief comment regarding the survey, which is the reason that such a facility is being considered, is that interested respondents would like to remain in their own community

amongst family, friends, Church, and familiar surroundings. Thus a facility of this type would allow those residents needing additional help to continue to be a part of the Milan community. This is especially important when considering the impact of integrating or bring the youth of the elementary school into contact with the elder generations through school-sponsored programs. The mutual benefit to both parties is hard to deny.

## V. Recommendations

There are several options of where (or how) to create an assisted living center for seniors in Milan. There is also significant statistical input to recommend that such facility is needed and very much so requested by those residents both young and old to maintain residency in Milan as well as the town itself. The only real question to assisted living in Milan would be how soon could it happen and how many spaces or what capacity should it happen.

The results from the survey, combined with community research and consultations with the Mayor, Ron Anderson, and the City Clerk, Chris Kleven, led to five recommendations for the site of the Assisted Living Facility. This project does not estimate building or rehabilitation costs – an engineer would be necessary to provide these figures. These unprioritized recommendations are provided to begin the discussion in the community to further stimulate action towards meeting the needs of a senior population.

1. Anderson Building. The first proposed option would be to renovate the currently vacant Anderson building on Main St. This option would possibly lodge five to six residents. This building is attractive to provide a site that can be “customized” to meet the needs of residents. It is a handicap accessible location and is near to the amenities of downtown services such as the post office and library. An amount of rehabilitation is needed to install rooms, a kitchen, dining facilities, etc. The number of residents would vary depending on the needs of the residents.
2. Kleven Apartments. The low occupancy rates make this an attractive solution for those residents that do not have significant limiting disabilities. There are currently eight apartments, which could easily be adjusted to provide a home for the assisted living community. However, there are four apartments that are on the second floor, where there is no elevator to bring residents to their apartments. Yet there are several units in this facility that are vacant. The cost of installing an elevator to accommodate residents with significant disabilities is prohibitive.
3. Milan Elementary School. The school in Milan is also a location that can provide residents for seniors. There have been other projects across the nation that currently use this model for meeting the needs of a senior population. The decreasing enrollment figures at the school provide incentive to determine additional uses for the facility should they not increase. This project would answer this problem by placing seniors in these rooms to fill the vacant space left



by smaller class sizes. Also this option would do well to capitalize on bring together different generations in a mutual space and maximize the potential for sharing and learning between generations. Also this facility does have an elevator to bring residents to the top floor, where the other options do not. Further there is a gymnasium connected to the structure, which would also fulfill a persistent request in the survey of having some type of recreation or exercise center.

4. **New Building.** There are currently a few locations across town that would be amenable to the building of a new facility that will meet assisted living needs. The costs of this option are considerable and should only be explored if there is a financial model that is competitive with the other options described above. There is a vacant five acres of land overlooking Highway 59 that could likely be donated, or reasonably attained, due to the elder owner living adjacent to the property, and seeking to live in such a facility. This project or site would enable the town to start from scratch and build an assisted living facility that would encompass the majority of the needs of those seeking such a place or assisted residence.
5. **Community Homes.** These facilities would provide housing for seniors in a duplex format. In Kerkoven, housing of this type is being considered. The independence for the resident is great, home maintenance is low, and the home can revert back to a private residence if the assisted living facility is no longer needed.

In all of these cases one caution that has been heard many times is to not overbuild. A facility with forty apartments is not efficient if the occupancy rate is low. To help with this model, a continuum of care is identified (as seen in the following figure). This provides a view of the varying facility designations as care is required by the residents. Additionally, a cash flow figure is provided to determine the minimum number of residents that is required for an economically stable facility.

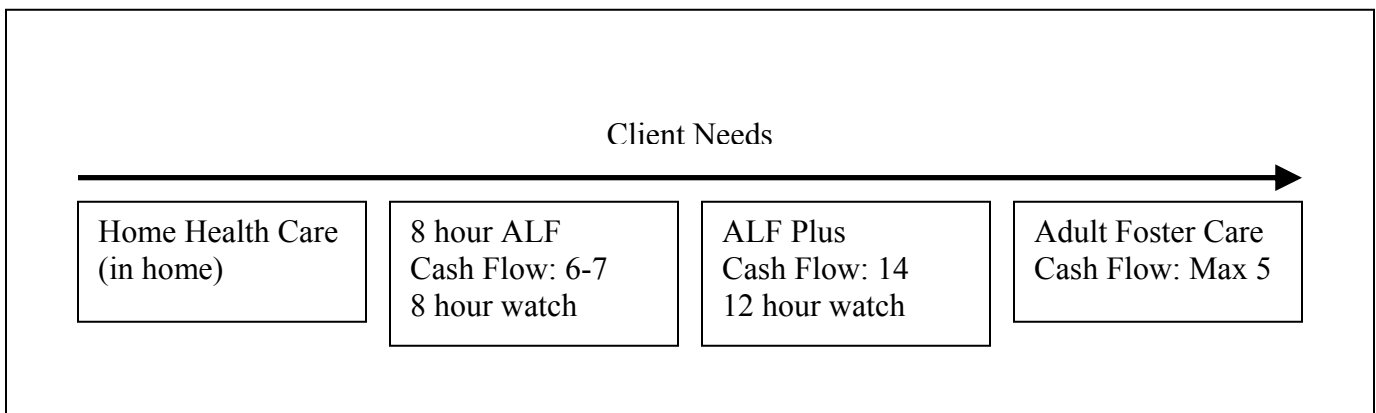


Figure: Care Offerings by Client Needs

As the abilities of the client decrease (or needs increase), the assisted living solution must meet the new needs. At the lowest level of care, a service provider would service the client in their own home. As the client needs increase, they will be moved into a facility in town. An 8 hour ALF could provide two 4-hour shifts split between the morning and the early evening. As the client needs increase even more, the ALF Plus program would be implemented. This program requires 14 clients to maintain a positive cash flow. These clients do not need to be located at the same site.

### **Example Development in Milan**

#### **Phase I: Up and Running**

The Kleven Apartments are only a few short steps away from offering an 8-hour ALF program. First, the building would need to be registered as a “Housing with Services Establishment”. Second, a contract would need to be secured for service delivery. This facility provides the base for services in the community for the first year. As seniors with needs become aware of the offerings in Milan, interest will peak and clients increase. One of the eight units of the building would be utilized for enhanced services, storage, and community space. There was a strong sense of socialization as a priority in the survey results.

#### **Phase II: Expanding**

If the demand for the facility continues to increase on pace expected by the survey results, there will be a market for another site. The Anderson Building can be utilized as a second site with reconstruction efforts. It is expected that 4-8 units could be created in the building. The plans for this building would be developed and funded in the first year of the Kleven operation.

#### **Phase III: Evolving**

As the residents age and have more needs, the two facilities would be under pressure to provide additional services. There are two options here. First, the residents with the highest needs could be moved into a third facility (as yet unidentified) to receive ALF Plus care (12 hour), allowing the Kleven and Anderson building to continue offering ALF 8 hour care. The second option would be shifting the services offered in the two buildings to meet the new needs of the clients. The cash flow requirements of 14 clients would require some thinking about how and when this transition would occur.

## **Other Considerations**

To fully accomplish the development and offering of an assisted living facility in Milan, there are a few other topics that must be considered. A working document with these topics is also provided.

- ✓ Layout of Facility
- ✓ Financing Opportunities
- ✓ Facility Management and Care Providers
- ✓ Facility Ownership
- ✓ Operational Costs
- ✓ Recreational Activities
- ✓ Staffing Requirements
- ✓ Income Sources / Reimbursements
- ✓ Fees
- ✓ Declarations to State / Reporting Requirements

# Appendix: Survey Instrument

## Assisted Living Survey

### Part One

Please answer the following questions about yourself and your current living situation.

1. Your age:
  - Under 50
  - 50-55
  - 56-65
  - 66-75
  - 76-85
  - 86-95
  
2. Your gender:
  - Female
  - Male
  
3. Current living arrangement:
  - Live alone
  - Live with spouse
  - Live with other family member
  
4. Sources of income: (Check all that apply)
  - Social Security
  - Pensions
  - Employment
  - Other
  
5. Your household income:  Under \$9,000 annually  
 Over \$12,120 annually
  
6. Do you receive any of the following services? (Check all that apply)
  - Home Health
  - Prescription delivery
  - Grocery delivery
  - Transportation Services
  - Chore/Cleaning service
  - Meal delivery
  - Medication Management
  
7. What type of insurance do you have now? (Check all that apply).
  - Medical Assistance
  - Medigap
  - Managed Care Plans
  - Veterans Administration
  - Private Insurance
  - Managed Care Medicare HMO
  - Long-Term Care Insurance

Other \_\_\_\_\_

Other \_\_\_\_\_

## Part Two

**Please answer the following questions about your need for an assisted living facility and about your interest level in such a facility.**

- 1(a). If an assisted living facility were available to you, would you be interested in its services?  
 Yes                       No
- 1(b) If you have a spouse/living mate would he/she be interested as well?  
 Yes                       No
2. Would you or your spouse/living mate be interested in the near future?  
 Yes                       No
3. Would you or your spouse/living mate be interested in 3 to 5 years?  
 Yes                       No

### **If you were interested in an Assisted Living Facility**

4. Would you prefer to live in:  
 A facility with four other people  
 A facility with ten or more people  
 Does not matter
5. Would living on Main Street be a problem?  
 Yes                       No
6. Would living within walking distance of a bank, restaurant, post office, and senior center be important attractions in considering an assisted living facility.  
 Yes                       No
7. Would you object to sharing a community shower or bathroom facilities?  
 Yes                       No

### **Would you say that you are able to do the following without help:**

1. Prepare meals for yourself.                       Yes                       No
2. Do light housekeeping like dusting and sweeping.                       Yes                       No
3. Do heavy housekeeping like scrubbing floors, vacuuming.  Yes                       No
4. Do your own laundry.                       Yes                       No
5. Take your own medication.                       Yes                       No
6. Set up your own medication.                       Yes                       No

**Please answer the following about your preferences on meals and activity programs.**

7. Would you object to eating in a community setting with other residents?

- Yes       No

8. If activity programs were offered to you within the facility, such as sewing circles, woodworking projects, card clubs, etc., would you participate?

- Yes       No

**Is there anything else that you think we should know about you or your needs that would help us to create a better facility? Some suggestions include the following but feel free to add your own:**

- |  |  |
|--|--|
| <input type="checkbox"/> Pool table    | <input type="checkbox"/> Onsite grocery/supply store |
| <input type="checkbox"/> Senior Center | <input type="checkbox"/> Chapel Area                 |
| <input type="checkbox"/> Cable TV      | <input type="checkbox"/> Card Tables                 |

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