

The Results are In!

Survey on Housing Options and Aging in Place

Introduction and Intent of the Survey

Sooner or later we all have to make some tough decisions about housing options and aging in place services as our lifestyle needs change over time. We recently conducted a two week long survey to identify the preferences and expectations of residents here as they age. Concurrent with this survey, we wanted to better understand the current demographics of Tellico Village. The information obtained from this survey will now be used to promote and support programs, services, and housing options that address some of the 'aging in place' needs.

THANK YOU to everyone who participated in the survey. Our electronic distribution utilized the **TellicoLife** database consisting of HOA, New Villager, and Computer User Club members, along with residents who have used or supported STAYinTV services. The survey invitation was signed by all 4 presidents to solicit the broadest overall coverage. We also distributed a number of paper copies of the survey for those who preferred to reply in writing. **The great news is that we received responses from over 1000 Villagers.**

Survey Metrics

Total Surveys Distributed	4591
Responses Received	1006
Response Rate	22%

A 22% response rate is excellent, and provides a representative sample for analytical purposes.

Survey Methodology and Output

The survey tool we utilized was powered by our *TellicoLife* system software. It allows us to 'slice and dice' the responses according to individual preferences and metrics of the participants. In the tables that follow as an appendix to this summary, we differentiate survey results by varying metrics to provide a better picture of opinions and preferences of our residents. Key components of this comparative analysis are noted below.

Key Survey Components	Output, Comparative Analysis and Differentiators
Those Planning to Stay	by age range, and suitability of current residence
Those Planning to Leave	by reason for leaving and age range
Downsizing Preference (Housing Options)	by those planning to stay versus those planning to leave; perception of the local market to meet the perceived needs
Anticipated Need for Aging in Place Services	by awareness of local programs; need for additional services (from external as well as local volunteer organizations)
Comments and Requests for Information (RFIs) on Aging in Place Services	Collation of comments that correspond to specific requests for services and/or information. All requests for information will be forwarded to various service and support organizations.

The survey results are OPINIONS and PREFERENCES, nothing more. They provide a 'sounding board' for us relative to the views of residents. Individual responses will remain confidential. Collective results are provided below and in the attached appendix with tables that provide the output from the analysis process. This information will be shared with some of the organizations and interests that may be affected. The bottom line is 'your opinion does matter.'

Summary Results: Here's what we learned?

1. The vast majority of residents (97%) want to stay in Tellico Village as long as they are able. Only a very small percentage (3%) plan to leave over the next 3-5 years.
2. 80% of those intending to stay here prefer to remain in their current residence, either as is or with minor modifications, until such time as mobility or other issues require a move or downsizing. We assume that this translates for many people into "we moved here believing this is the last single family home we will buy."
3. Approximately 15% of those intending to stay stated a preference to move into something smaller within the next 3 to 5 years, either into a smaller single family home or else a townhouse. The appendix to this report has several tables that further expand on this issue.
4. If faced with a downsizing decision, 34% of all survey respondents expressed a preference for townhomes or patio homes with managed upkeep.
5. Only 50% of the respondents felt that there are adequate housing (downsizing) options available to them at this time. 27% said no, and the remaining 23% were not sure.
6. Independent Living or Assisted Living options represented 9% of the preferred downsizing market option. For many it appears to be a choice made mostly by necessity.
7. The three most important housing needs and aging in place services required to keep residents in Tellico Village were:
 - More housing options (smaller single family residences and townhouses)
 - In-home care and in-home therapy (meals, bathing, home health, physical therapy, etc.)
 - Transportation services within and outside the Village
8. Over 80 respondents expressed a desire for follow-up information regarding service providers and possible services that might be available. We will follow-up on these requests in a timely manner.

Congratulations to the Winners of our Dining Certificates

We are pleased to announce the 4 winners who will each receive a \$25 dining certificate to the Blue Heron Restaurant at the Yacht Club. *TellicoLife*, the survey software provider, randomly picked these entries from the list of 821 responses who provided their contact information.

- Julian How
- Jim Wright
- Therese Kukla
- Vivien Demarest

Attachment: Appendix - Survey Results and Analysis

Survey on Housing Options and Aging in Place

Table 1 below is divided into two parts with the top portion pertaining to individuals who plan to remain in Tellico Village for the next 3 – 5 years. It identifies the preferred housing choice for those individuals that answered YES on the survey. The lower table provides information on those individuals who responded that they would NOT REMAIN in the Village.

Table 1

Preferred housing options for those who plan to remain in Tellico Village for at least the next 3 -5 years

		%
In the same home. Either as is or with only minor modifications	807	80%
Maybe in something different	142	15%
In the same home. But some significant modifications will have to be made	23	2%
Total YES Votes	972	97%

Overall 97% YES vote!
Indicating a strong preference to remain in Tellico Village over the next 3 to 5 years, barring any unforeseen circumstances.

Very few residents intend to make some significant modifications to their existing residence in order to extend their stay.

For those answering No Here's why?

		%
Present home is too much for us	10	1%
Want to be nearer to family	9	1%
Other (individual preferences were listed)	7	<1%
Not satisfied with the type and/or availability of local housing options	5	<1%
Want to be closer to medical and/or shopping	3	<1%
Total No Votes	34	3%

A small percentage (3%) **does not plan to remain** during the next 3-5 years. The reasoning for this response was broadly mixed.

Downsizing Preference by Age and Type of Housing

Table 2 which follows provides a summary of downsizing preference by various age ranges. It also shows the variation between those planning to stay versus those planning to leave. The right side of the chart (last three columns) identifies downsize preference for the same age groupings. If faced with downsizing (for whatever reason – say loss of a spouse, or too much of a hassle to keep their current house) the results show a significant interest in smaller homes, but even more compelling was the interest in townhome and patio homes.

Table 2**Do you plan to stay for the next 3-5 years?****If you were to downsize, what would be your preference?**

Age Range	Total Responses	% of Total	Yes	No	Smaller Single Family Home	Townhome or Patio home	Independent / Assisted Living
Less than 50	3	<1%	3	0	2	1	0
50-59	58	6%	57	0	33	21	1
60-69	340	34%	318	4	190	126	22
70-79	441	44%	401	21	240	153	43
80-89	100	10%	86	7	52	25	23
90 or older	3	<1%.	3	0	1	1	1
No Age Given	61	6%	59	2	43	16	2
TOTAL	1006	100%	972	34	561	343	92
			97%	3%	56%	34%	9%

Table 3 below differentiates housing choice between those planning to remain in Tellico Village over the next 3 – 5 years versus those planning to leave. Basically there was a small variation in the responses which compared favorably to Table 2 percentages when asked to ‘check any that apply’.

Table 3**Single Most Preferred Downsizing Option****Those Planning to Stay****Those Planning to Leave**

Single Family Home: Smaller	467	57%	66	46%
Townhome or Patio home	276	34%	43	30%
Independent / Assisted Living	73	9%	7	5%

Based on 142 responses shown in Table 1 saying “maybe in something different”

Table 4 below differentiates how the two types of respondents (those staying versus those leaving) feel about the adequacy of suitable housing options.

Table 4**Do you feel there are adequate residential options currently available that would suit your needs?****Those Planning to Stay****Those Planning to Leave**

Yes	503	50%	44	31%
No	273	27%	56	39%
Not Sure. I really don't know what options are available.	230	23%	42	30%

There is a significant variance between the two groups. Those leaving are less pleased with the options available.

Table 5 below provides a quick assessment of some of the **physical and mobility concerns** residents have with regard to their existing residence.

Table 5

Regarding your existing residence, what kind(s) of help do you think you might need in order to extend your stay?

%

Keeping the exterior and the yard looking nice	442	44%
Coping with all the little things going wrong around the house	265	26%
Getting to and from destinations outside the Village	132	13%
Other	60	6%
Getting to the things I/we want to do within the Village	53	5%
Modifying the interior to better suit older or impaired adults	52	5%

Top three issues are:

- 44% - exterior and yard maintenance
- 26% - coping with daily household needs
- 18% - mobility

A small percentage of residents do not envision making interior improvements

Table 6 focuses on **support services** that might extend residents stay in their current homes. We provide two comparisons below. The left side of the chart applies to all individuals in the survey (1006) regardless of their plans to stay or leave, or to downsize into a different residential option. The right side of the chart applies to those individuals who plan to remain in their current residence (830) for as long as possible.

Table 6

What types of services from professional, volunteer, church, and medical providers would you like to have readily available in the future?

%

Those Individuals Remaining in their Current Home

Transportation	271	27%	134	16%
In home care (meals, bathing, etc.)	179	18%	146	18%
In home therapy (home health, physical therapy)	164	16%	69	8%
Assisted Living	126	13%	38	5%
Respite Care	90	9%	24	3%
Other	43	4%	1	<1%
Memory Care	38	4%	3	<1%

Transportation, in-home care, and in-home therapy services were identified as things residents would most like to have available in the future.

In addition to identifying the aging in place service needs of Village residents, the survey sought to determine the level of recognition across the community relative to the existing program offerings of STAYinTV.

Table 7

Awareness of STAYinTV Programs **%**

Home Maintenance	348	35%
Rides Program	261	26%
Grocery Shopping	189	19%

This represents the number and % of responses from the total survey sample of 1006. The highest recognized program was Home Maintenance

Table 8 addresses one of STAYinTV's newest initiatives for Respite care services. Respite care is defined as volunteers providing temporary relief for caregivers. STAYinTV is currently developing plans to initiate a program in this area. We tried to measure the potential level of support and understanding.

Table 8

Likelihood of utilizing STAYinTVs proposed Respite Care Program in the next three years **%**

No	724	72%
Maybe	249	25%
Yes	33	3%

While the number of 'yes' and 'maybe' responses appear small, it represents a significant need among a portion of our community

Table 9 below provides an early indication of possible interest in developing a buddy system in Tellico Village. A buddy system is a cooperative agreement whereby two households check with each other on a regular basis to monitor the well-being of each.

Table 9

Interest in seeing a 'Buddy System' developed in Tellico Village **%**

Not now. But yes in the future.	438	44%
Yes. I think it is a good idea.	249	25%
I have an informal buddy system in place with my neighbors / friends that works well for me	213	21%
I currently have no interest in such a system	105	10%

The survey results show a moderate level of support (25%). Another 44% felt it may be good to have in the future, which is a positive sign.

Responses were optional for information requested in Tables 10 thru 12. Replies were very positive with forthcoming responses to questions on age range (shown in Table 2), household composition, computer use, etc.

Table 10
Composition of Households within the Survey Sample

		%
Two Adults	836	83%
One Adult	100	10%
Prefer not to answer	41	41%
More than 2 adults	29	3%

Table 11
Do you use a computer, smart phone, etc. to receive communications regarding what is occurring in the Village?

		%
Yes	920	92%
I prefer not to answer	54	5%
No	32	3%

Table 12
Number of individuals requesting information on specific Aging in Place services

STAYinTV 'minor' Home Maintenance services	58
Other	47
A Buddy System	19
STAY in TV Rides Program	10
Respite Care (day or overnight)	10
Grocery Shopping	1

There were a number of 'Other' services cited by responders. They include:

- *Contact information regarding in-home services providers*
- *Continuing Care Retirement Communities*
- *Nursing Home facilities*
- *Independent living*
- *Access to a broader mix of physicians*
- *Orthopedic and Cardiac Specialists*
- *Handicapped equipped rental homes*