

EVALUATION REPORT

Consensus Regarding Performance and Future Direction of the Maui Long Term Care Partnership (the Partnership)

Submitted by

**Kathryn L. Braun, Dr.PH
University of Hawai‘i at Mānoa**

**Dolores Foley, Ph.D
University of Hawai‘i at Mānoa**

**Cullen Hayashida, Ph.D.
Kapi‘olani Community College**

August 2006

Maui Long Term Care Partnership is supported by the Robert Wood Johnson Foundation through its Community Partnerships for Older Adults (CPFOA) national initiative. CPFOA seeks to foster community partnerships that are improving long term care and supportive services systems to meet the current and future needs of older adults.

Citation:

Braun, K.L., Foley, D., & Hayashida, C. (2006). Consensus Regarding Performance and Future Direction of the Maui Long-Term Care Partnership (the Partnership). Kahului, HI: Hale Makua, fiscal agent for the Maui Long Term Care Partnership. Accessible on URL: www.halemakua.org and www.mauilongtermcare.org

TABLE OF CONTENTS

Executive Summary	1
Background	1
Methods	1
Findings, Conclusions, and Recommendations	2
Evaluation Report	3
Background	3
Methods	4
Findings	5
Pre-Meeting Survey	5
Table 1. Motivation for Involvement.....	5
Table 2. Most Proud Of	6
Table 3. Perceived Progress in Achieving Partnership Goals	7
Table 4. Perceived Benefits of the Coalition	9
Table 5. The Future of the Partnership	10
Feedback on the Pre-Meeting Survey, obtained at the August 9 Meeting	12
Post-Meeting Survey	14
Table 6. Feedback on the 2006 Annual Meeting.....	14
Table 7. What the Partnership Should Do More Of	16
Discussion, Conclusions, and Recommendations	18
Feedback about the Partnership Annual Meeting	18
Feedback about Work of the Partnership	18
Feedback on Partnership Sustainability	18
Appendix	19
Pre-Conference Survey Instrument	20
Annual Meeting Feedback Form	22

Maui Long Term Care Partnership is supported by the Robert Wood Johnson Foundation through its Community Partnerships for Older Adults (CPFOA) national initiative. CPFOA seeks to foster community partnerships that are improving long term care and supportive services systems to meet the current and future needs of older adults."

the Maui Long Term Care Partnership (the Partnership)

Submitted by Kathryn Braun, Dolores Foley and Cullen Hayashida
August 2006

Executive Summary

Background

Maui Long-Term Care Partnership (the Partnership) is supported by the Robert Wood Johnson Foundation (RWJF) through its Community Partnerships for Older Adults national initiative, which seeks to foster community partnerships that are improving long-term care and supportive services systems to meet the current and future needs of older adults. These funds have allowed the Partnership to hire staff and to pursue activities related to 4 goals:

- Goal 1: Improve access to information about long term care and services.
- Goal 2: Increase awareness about aging and long term care services.
- Goal 3: Provide education and training in long term care.
- Goal 4: Influence change in the long term care system.

RWJF funding will end on January 31, 2008. Decisions need to be made now about if and how the Partnership staffing functions can be continued after RWJF funding ends. At the request of the Partnership Project Director and Core Leadership Team Chair, the consultants were asked to help ascertain community impressions of the Partnership, if the staffing structure needed to be continued (or if, for example, these functions could be parceled out to other agencies), and what the Partnership should focus on next.

Methods

The August 9, 2006 Annual Meeting provided an event around which to gather data and report findings. To this end:

1. A Pre-Meeting survey was distributed to 232 individuals in early July, and 73 sent responses to the consultants responded by August 4, 2006.
2. Findings from the Pre-Meeting survey were shared at the Annual Meeting on August 9, 2006, and attendees were asked to respond to the findings and add their own thoughts.
3. Individuals attending the Annual Meeting were asked to provide written feedback on a Post-Meeting survey. Of 139 attendees, 66 completed Post-Meeting surveys

Detailed findings from these 3 data sources are provided in this report.

A limitation of this study was the short time available to design surveys and collect data. Only one mailing of the Pre-Meeting survey was done, although Partnership members with e-mail addresses also were e-mailed a form-fillable version of Pre-Meeting surveys. Because we gathered data in July when schools are not in session, it is possible that many Partnership members were on vacation. The Post-Meeting Survey was conducted at the end of the August 9 meeting, and attendees who left the meeting before the closing likely did not complete a survey.

In general, the lower the response rate, the less confident one can be about the findings. Perhaps “disgruntled” members did not respond. Given the limitations noted above, however, the consultants feel that the response rates were acceptable. Also, a show of hands at the end of the Annual Meeting suggested that there was little overlap between those completing the 2 surveys (about 6), suggesting that we heard from 2 different groups of individuals (rather than from the same people twice).

Findings, Conclusions, and Recommendations

Respondents’ perceptions of the Annual Meeting, the work of the Partnership, and the future of the Partnership were overwhelmingly positive. As requested, respondents also provided excellent suggestions for improvement and future work.

Based on the findings, conclusions and recommendations were developed in 3 areas.

1. Feedback About The Partnership Annual Meeting

Attendees thought **the Annual Meeting was excellent**. They best liked the presentations about the Partnership’s accomplishments, and they especially liked the students, the regional reports, and the videos. Future meetings could be improved by shortening them and including more opportunity to interact and be engaged emotionally, e.g., through video, comedy, and testimonials. Some seniors had a hard time seeing the projection screens and hearing voices of speakers that did not use the microphone properly. Some suggested that better publicity would increase attendance.

2. Feedback About Work of the Partnership

The Partnership is doing an excellent job. Its leadership is inclusive and hard working, and the coalition engages many individuals and groups. Members and meeting attendees perceived good progress toward its goals, but also noted that more work needed to be done, especially on the “tough issues” related to workforce, housing, transportation, and policy. Suggested areas for expansion included geographic expansion, recruitment of new partners, and expansion to new topic areas. Continued education is needed.

3. Feedback on Partnership Sustainability

The Partnership received a clear mandate to continue and to seek funds to do so. The work is not done, and the work can only be done by a coalition. As noted by one respondent to the Pre-Meeting survey, “If the Partnership disbanded, it would need to be reinvented.”

EVALUATION REPORT
**Consensus Regarding Performance and Future Direction of
the Maui Long Term Care Partnership (the Partnership)**

Submitted by Kathryn Braun, Dolores Foley and Cullen Hayashida
August 2006

Background

Work of the Partnership began in 2000, with conversations among providers at Maui Memorial Hospital, Hale Makua, and other long-term care agencies and organizations. Since 2002, the Partnership has been supported by the Robert Wood Johnson Foundation (RWJF) through its Community Partnerships for Older Adults (CPFOA) national initiative. CPFOA seeks to foster community partnerships that are improving long-term care and supportive services systems to meet the current and future needs of older adults. These funds allowed the Partnership to hire staff and to expand its work on many fronts. The Partnership leveraged funds and volunteers to develop and implement a Strategic Plan consisting of four goals, and work was carried-out work by 6 regional planning groups and 10 island-wide committees.

The 4 goals are:

- Goal 1: Improve access to information about long term care and services.
- Goal 2: Increase awareness about aging and long term care services.
- Goal 3: Provide education and training in long term care.
- Goal 4: Influence change in the long term care system.

RWJF funding will end on January 31, 2008. Decisions need to be made now about if and how the Partnership staffing functions can be continued after RWJF funding ends.

At the request of the Partnership Project Director and Core Leadership Team Chair, the consultants were asked to help ascertain community impressions of the Partnership, if the staffing structure needed to be continued (or if, for example, these functions could be parceled out to other agencies), and what the Partnership should focus on next. The August 9, 2006 Annual Meeting provided an event around which to gather data and report findings.

This report presents an overview of the methods used and summarizes findings from these data collection efforts. Findings are discussed, and recommendations are provided.

Methods

On June 21, 2006, MLTCP Project Director Rita Barreras met with Drs. Kathryn Braun, Cullen Hayashida, and Dolores Foley from the University of Hawaii to talk about developing a method to evaluate the Partnership and see if/how the membership would like to see the Partnership continued. The groups suggested that a pre-Annual Meeting survey be distributed to the Partnership mailing list (with instructions to return it to Dolores Foley for analysis), and that findings be presented at the Annual Meeting. The consultants believed that the Partnership represented a good model of collaboration, and suggested survey items to tap perceptions of progress toward the 4 goals, benefits of collaboration, and next steps. At the meeting, attendees would be asked to respond to the findings and provide additional feedback.

A formal proposal was submitted by Kathryn Braun on behalf of the consultants. The proposed concepts were reviewed with the Marketing Committee and Dr. Lorrin Pang, Chair of the Evaluation Committee. The Marketing Committee members suggested that there be a pre- and post-test, and that a survey be taken at the end of the Annual Meeting to determine how those who attended the meeting felt about a “go” or “no go” with the Partnership.

In July 2006, the consultants worked with Rita Barreras and Gerri Shapiro to finalize the 2 surveys. These were distributed to 232 individuals on the Partnership’s leadership team, regional planning groups, committees, and others who had been involved in or otherwise supportive of the Partnership’s work. These were mailed on July 5 with a stamped, addressed envelope. Additionally, the survey was emailed to those individuals for whom an email address was available.

Completed surveys were received by Dolores Foley, and data were entered into Excel. A report of findings received by August 4, 2006 was provided to Kathryn Braun, who developed a Power Point (PPT) of findings for the August 9, 2006 meeting. The draft PPT was reviewed by the other consultants, and by Rita Barreras and Tony Krieg, and it was then finalized for presentation. In all, 73 individuals responded to the survey by August 4, yielding a 32% response rate.

At the August 9, 2006 Annual Meeting, participants were informed about progress made toward the Partnership’s 4 goals and by representatives of each of 6 regional planning groups. During the afternoon session, Kathryn Braun and Dolores Foley presented the pre-meeting survey findings and facilitated a discussion of these findings. This yielded additional responses to the survey questions by meeting attendees.

The Post-Meeting survey was distributed in the meeting packets on August 9, and attendees were asked to complete it before they left. Of the 139 attendees at the meeting, 66 individuals completed post-meeting surveys, yielding a 47% response rate. Attendees were asked if they had completed a Pre-Meeting survey, but only about 6 of the 66 individuals completing Post-meeting surveys indicated that they also completed a Pre-Meeting survey. This suggests that different groups of individuals completed each survey, rather than suggesting that the same people completed both surveys.

Findings

Pre-Meeting Survey

In all, 73 individuals responded to the Pre-Meeting survey. Respondents were asked to describe themselves; 13 (18%) described themselves as a senior or family caregiver, 40 (55%) said they were service providers, and 40 (55%) identified themselves as concerned citizens. When asked how they had participated in MLTCP, 9 (12%) said they were on the Leadership team, 25 (34%) were committee members, and 15 (21%) were members of regional teams. Other designations provided were “member”, “observer”, “resource”, and “funder”. Data related to the sample suggests that a good cross-section of individuals responded.

Motivation to Participate. Respondents were asked in an open-ended format to describe their motivation for involvement in the Partnership. Information was provided by 69 of the 73 respondents, which we grouped in 4 categories: 1) community concern; 2) work related; 3) personal concern; and 4) personal contact (Table 1).

Table 1. Motivation for Involvement

Category and Definition	Sample Statements
<p>Community concern (n=36)</p> <p>Concerned for the future and a desire to participate for the long-term benefit of the community.</p>	<ul style="list-style-type: none"> • I sensed an extremely urgent need for our community to get organized and plan for current and near future elder care. • Concern for lack of services in face of increase in aging population. • Concern about my long-term care and the options it can provide for my needs. • They are trying to develop a cohesive plan for our island. • Helping <i>kupuna</i> • They are doing important work to change/ improve our long-term care system. • Needs of the community. • I support the mission and direction of MLTCP. • I support community-based planning. • To improve services for seniors; partnership opportunity. • Concern for Maui citizens
<p>Work related (n=22)</p> <p>Information, training, and tools provided through the Partnership useful in their work</p>	<ul style="list-style-type: none"> • To possibly gain ideas on how to do my job better. • Educational opportunities for my students. • The entire Maui health care system is stressed • The information and training that's being provided. • To possibly gain ideas on how to do my job better
<p>Personal experience (n=8)</p> <p>Motivated by past, current or anticipated care for older relatives.</p>	<ul style="list-style-type: none"> • Family member with disabilities. • As a beneficiary of federal and state programs, I want to participate in solutions that might affect us all. • Concern for future seniors and myself.
<p>Personal contact (n=3)</p> <p>Joined because others asked them to.</p>	<ul style="list-style-type: none"> • Tony Krieg asked me to get involved. • Thank you for the invitation to participate.

Most Proud Of: Respondents were asked in an open-ended format to identify what they've been most proud of related to the Partnership. Information was provided by 69 of the 73 respondents, which we grouped in 5 categories: 1) collaboration; 2) progress; 3) knowledge; 4) leadership; and 5) legislative involvement (Table 2).

Table 2. Most Proud Of

Category and Definition	Sample Statements
<p>Collaboration (n=42)</p> <p>Collaboration, teamwork, and partnership among diverse agencies and communities.</p>	<ul style="list-style-type: none"> • Seeing all the agencies working together as a team, communicating the needs of the clients and making sure changes are made so needs are met. • That it exists. • That many agencies are cooperating. • Its collaboration and "inclusive" efforts to strengthen our long-term care infrastructure. • That the Island has responded in such a way that all of Maui's residents are included. • Bringing seniors to the forefront i.e. disasters, transportation, medical care, information, care. • I am amazed at how well organized this group is. Now I know what partnership is all about. It's wonderful that so many groups can work together -- truly community. • They have all the stakeholders talking to each other. • Bringing organizations together to plan long-term care strategies. Promotes cohesiveness and communication among organizations in the community. • Teamwork by all for same goal. • Island wide and local community / regional grass roots effort. • Focus on networking/guiding other agencies into a collaborative future. • It's a genuine collaborative effort of agencies and seniors making positive strides in making things better for our community especially the seniors. • Its collaboration and "inclusive" efforts to strengthen our long-term care infrastructure. • Partnership has retained focus and community participation. • Its partnerships with the schools. • That there is a comprehensive program for the aging seniors instead of spread out services working more singularly.
<p>Progress (n=12)</p> <p>Progress toward the planned objectives and goals.</p>	<ul style="list-style-type: none"> • What MLTCP seeks to accomplish and what has been accomplished thus far. • How far the partnership has come; well organized; meeting goals. • Progress towards its goals. • Many of the planned objectives and goals have been and are being accomplished as well as the mission.
<p>Knowledge (n=10)</p> <p>Increased level of knowledge on programs; forum to discuss needs.</p>	<ul style="list-style-type: none"> • I am most proud that we have achieved a much higher level of knowledge and interest on the part a number of citizens and community groups that were not engaged in thinking about the solutions to the long term care dilemmas in our community. • Proud of the education, awareness, efforts and activities that MLTCP has provided me so that I may share this knowledge with the community. <i>Mahalo</i> MLTCP!! • Making people aware of and planning for the care of the elderly. • The effort to bring this to the attention of the public and lawmakers.

Category and Definition	Sample Statements
Leadership (n=7) Strength, dedication, compassion, accessibility, professionalism of the Partnership leadership.	<ul style="list-style-type: none"> • Commitment of leadership and core members: support for educational programs. • Leadership volunteers and paid staff are outstanding committed people. • The "Partnership" is made up of very caring and involved individuals and community groups they have brought up public awareness of issues involving long-term care. • The dedication and commitment of coalition members.
Legislative Action (n=3) Bringing issues to the legislative/ policy level.	<ul style="list-style-type: none"> • The effort to bring this to the attention of the public and lawmakers. • Making the community and policy/decision makers aware of the importance of long-term care.

Goals. We asked about goals in 2 formats. First, we reminded participants of the Partnership's 4 goals and asked them to indicate how well the Partnership has done in meeting each goal. Response options ranged from 4=yes, this has been achieved, to 1=No, nothing has been done (Table 3).

Table 3. Perceived Progress in Achieving Partnership Goals.

Has the goal been met?	4 = Yes, this has been achieved.	3 = Yes, good progress is being made.	2 = Just starting. We have a long way to go.	1 = No, nothing has been done.
Goal 1: Improved access to information about long term care and services. (n=66)	15 (24%)	43 (65%)	8 (11%)	
Goal 2: Increased awareness about aging and long term care services. (n=66)	21 (32%)	38 (58%)	7 (10%)	
Goal 3: Provided education and training in long term care. (n=65)	11 (17%)	33 (51%)	20 (31%)	1 (1%)
Goal 4: Influenced change in the long term care system. (n=64)	13 (20%)	28 (44%)	22 (34%)	2 (2%)

In summary, the majority of respondents felt that the Partnership was making progress toward each goal. In combing those answering 3 or 4, we see that:

- 89% have seen positive progress on Goal 1
- 90% have seen positive progress on Goal 2
- 68% have seen positive progress on Goal 3
- 64% have seen positive progress on Goal 4

Respondents were invited to write their thoughts about the goals, and 42 people provided comments. Although 26 noted positive progress toward the goals, 13 also said that more needs to be done. Sample comments are provided.

Positive (n=26)

- These goals are attainable and great progress has been made;
- These goals are very important and realistic. Please continue the good work.
- Goals are realistic, appropriate, achievable
- These goals are attainable, and great progress has been made.
- Progress is being made. The community is much more aware of aging problems. Seniors are becoming more vocal and expressing their needs
- I agree with each goal since it has, one, brought attention to us about our antiquated laws, and the detrimental impacts that create a high cost care program that has made nursing homes very expensive. Two, recognition of the desire of the majority to age in place, or as we say aging with aloha.
- Everyone seems very passionate about achieving these goals.
- Excellent and achieved goals by MLTCP leadership and staff. Job well done!!
- A powerful catalyst in getting folks involved. In its development it was thoroughly thought thru and created with all the players involved with everyone committed and working as a team to accomplish them. They're attainable and it's happening
- Progress is being made~ community is much more aware of aging problems. Seniors are becoming more vocal and expressing their needs
- Excellent goals.

More needs to be done (n=13)

- When Hana receives all of the services provided for *kupuna* in the other side, I feel them, these goals have been met!
- The goals are like moving targets. The more we learn, the more we become knowledgeable about the problems of long-term care
- Goals 1 and 2 need to have worked harder on broader community rather than existing partners and already self-interested people
- Use the media to promote awareness of long-term care issues.
- There should be more focus groups and use of media to promote awareness of long-term care issues etc
- Public awareness. I've been working as a social worker on Maui for 3 years and this is the first I've heard of MLTCP
- We need to continue to educate people, information is still needed to be able to care for ourselves and not be a burden on our families.
- I see the last 2 goals as more long-term that require some systemic changes, more resources and partners.
- For Goal #3, we need to develop a career ladder, certification increase pay and benefits. Need to include people with disabilities in wording along with elders.
- At this point, goal #3 is most important and more coordination with the DOE is needed.
- Expand outreach to all high schools.
- More work is needed on Goal #4 – systemic change.
- Immediate needs exist for long-term care beds on Maui. In expanding hospital care facilities; we need to put stronger focus on creating more long-term care facilities.

Benefits. Coalitions can have many benefits. We asked participants to circle their level of agreement with statements related to coalition benefits, from 4=strongly agree to 1=strongly disagree (Table 4).

Table 4. Perceived Benefits of the Coalition

How much do you agree with each statement?	4=strongly agree	3=agree	2=disagree	1=strongly disagree
a. Community resources have been brought together as a result of MLTCP efforts. (n=65)	18 (43%)	47 (57%)		
b. MLTCP has successfully involved people from all segments of the community. (n=65)	25 (38%)	37 (57%)	3 (5%)	
c. I have increased my knowledge of long term care issues during the past year. (n=66)	28 (42%)	36 (55%)	2 (3%)	
d. I have increased my knowledge of organizations concerned with long term care issues. (n=65)	28 (42%)	34 (53%)	3 (5%)	
e. I am satisfied with the types of activities that MLTCP has undertaken. (n=66)	28 (42%)	36 (55%)	1 (1%)	(1) 1%
f. MLTCP has used community-appropriate methods. (n=64)	35 (55%)	29 (45%)		
g. MLTCP's efforts have had a positive impact on Maui. (n=64)	34 (53%)	29 (45%)	1 (2%)	
h. MLTCP helps us focus. We are stronger in partnership than we are when we work separately. (n=66)	48 (73%)	18 (27%)		

In summary, the majority of respondents noted personal and community benefits of working in collaboration as part of a large coalition. In combining those answering 3 or 4, we see that:

- 100% agreed that community resources had been brought together as a result of the Partnership's efforts.
- 95% agree that the Partnership has successfully involved people from all segments of the community.
- 98% agree that they increased their knowledge of long term care issues during the past year.
- 97% agreed that they increased their knowledge of long term care organizations.
- 98% were satisfied with the types of activities that the Partnership has undertaken.
- 100% agreed that the Partnership used community-appropriate methods.
- 99% agreed that the Partnership's efforts have had a positive impact on Maui.
- 100% agreed that the Partnership helps us focus, and that we are stronger in partnership than we are when we work separately.

In addition to answering the above items, 38 individuals wrote comments about perceived benefits; 32 were positive and 6 were "with reservations".

Positive

- MLTCP's benefits are very positive for Maui and the coalitions formed are highly beneficial to the community of Maui. *Ho'omau!* (continue on).
- Maui has benefited with the efforts of MLTCP. I feel because of its efforts Maui is ahead in caring for our elderly and long-term care clients.
- Collaboration and leadership to help regional groups take ownership is important to long-term success.

- Many of these items have been brought together.
- They are wonderful at organization and getting groups together.
- Collaborative efforts. Community involvement. Action oriented.
- Met individuals who had the same concerns. They were a dedicated group.
- Many benefits - creating a community that is elder friendly; awareness of the needs of older adults; empowering older adults.
- Collaboration, planning, establishing action-oriented goals.
- Uniting different facets of long-term care. Excellent strategic planning and involvement of stakeholders.
- MLTCP brought people together more and helped them focus.
- Awareness of what exists and where we need to go, who needs to be included and how to make it happen is of great value.
- Could be a step to more comprehensive health care for Maui with ripple effect - MLTCP has reps from all segments of health services and legislative awareness.
- MLTCP is the model for the state.
- MLTCP continues to reinforce need for community collaboration on issues of critical importance. Changes will be made to benefit seniors and organizations which provide services.

With Reservations

- We've come a long way, but we have a long way to go before seniors and their caregivers have the tools they need.
- Positive only if it can be extended beyond the grant money.
- Some shall benefit - others may not. When my time comes I will then know.
- We've come a long way but we have a long way to go before seniors and their caregivers have the tools they need.

The Future of the Partnership. We asked if the Partnership should continue to be supported and, if so, how? Respondents were asked to circle their level of agreement with each statement, from 4=strongly agree to 1=strongly disagree (Table 5).

Table 5. The Future of the Partnership

How much do you agree with each statement?	4=strongly agree	3=agree	2=disagree	1=strongly disagree
a. We need to write grants to continue funding the Partnership office to coordinate our efforts. (n=66)	50 (76%)	14 (21%)	1 (1%)	1 (1%)
b. We need MLTCP to help organize activities and increase awareness about long-term care. (n=65)	44 (68%)	8 (28%)	3 (4%)	0
c. The activities of MLTCP can be done by our partners without the help of the Partnership. (n=63)	5 (8%)	7 (11%)	35 (56%)	16 (25%)
d. I feel that MLTCP has completed its job and should close down at the end of January 2008 (n=65)	6 (9%)	4 (6%)	29 (45%)	26 (40%)

In summary, combining those answering 3 or 4,

- 98% agreed that we need to write grants to continue funding the Partnership office.
- 96% agreed that we need the Partnership to help organize activities and increase awareness

- 81% disagreed that activities of the Partnership could be done by partners without help from the Partnership
- 85% disagreed that the Partnership has completed its job and should close down in January 2008.

Most of the 42 individuals who wrote comments about the future indicated the importance for the Partnership to continue.

- All goals should be achieved or near achievement for the future of our *kupuna* on Maui. MLTCP's work is not done until their vision and mission is accomplished!
- We need to keep the leaders of MLTCP actively participating and overseeing that the goals are met.
- If MLTCP went away, we'd have to recreate it!
- Partnerships are valuable and they should continue.
- When broad based coalitions form they provide ongoing partnerships opportunities. The long-term care issues will continue to evolve beyond 2008 - it is vital that the partnerships and initiatives undertaken so far don't fall by the wayside.
- Would hope Office of Aging will pick up and extend what MLTCP establishes.
- I believe there is going to be a continuing need for MLTCP's long after 2008.
- MLTCP should continue its efforts to plan for the future of long term care on Maui. There is a lot more to be achieved by MLTCP.
- Focus on developing workforce. Care home options. Expand outreach to all high schools. Reassess and evaluate needs and goals collaboratively.
- Their work must continue beyond 2008 in order to properly amend our laws that protect and provide for our aging population. If MLTC is disbanded, Legislators may think that issues pertaining to elderly may need no further assistance and attention. This would be a monumental error.
- Needs to be on going - we are on our way towards more growth, awareness and acquiring our annual goals.
- More training in communities of specific skills need for care at home. E.g. lifting, transferring, range of motion exercises etc. Available for free for all members off the community.
- This is THE catalyst for making things happen. As a unified team working together; a life force so to speak. The foundations have been laid and it is important and imperative that is continue. It brought the best out in all of us. If we lose the energy and vision will have a staggering negative impact on all of us. The powerful synergy we've created needs to continue and be maximized. Every effort needs to be made so it does.
- If the "partners" have the time and momentum to continue a better way, but I fear it will all fall apart without the leadership.
- It will take ongoing management as the communities needs evolve over time.
- If you discontinue your efforts, we will have nothing!!
- The Partnership needs to continue on Maui for our mutual benefit of many aging "baby boomers" and disabled folks. MLTCP is needed to bring Maui folks together. Home share needs to continue. It's a great idea operated by Hale Makua.
- We are just beginning! This must continue.
- Coordination should be retained to oversee activities of all of their partner organizations.

- We need to focus on the increasing senior population and the increasing need for care givers and care facilities and the increasing cost of nursing homes, day care facilities. Find affordable alternatives without depleting personal savings, assets, etc.
- I think a central repository/clearing house/oversight function is still necessary and is within the role of MLTCP.
- Maui is known for its partnerships and collaborative efforts to bring about change to improve services. MLTCP should continue with volunteers and grants / government assistance for this tsunami of aging on Maui.
- Confident that West Maui will be able to have an active MLTCP.
- I think a central repository/clearing house/oversight function is still necessary and is within the role of MLTCP.

Feedback on the Pre-Meeting Survey, obtained At the August 9 Meeting

At the August 9, 2006 Annual Meeting, participants were informed about progress made toward the Partnership's 4 goals and by members of each of the regional planning groups. In an afternoon session, Kathryn Braun and Dolores Foley presented findings from the Pre-Meeting survey and facilitated a discussion of these findings. This yielded additional responses to the survey questions in 3 areas: 1) What are you most proud of? 2) What more needs to be done toward the goals? 3) How can we sustain the Partnership?

1) What are you most proud of?

- Sense of community.
- Importance of recognizing the need for different approaches on different parts of island.
- Participation by seniors in Lahaina to make leis to buy scrubs
- At first, despaired at lack of coordination and the immensity of the task at hand, but now things are more coordinated and we are moving forward
- The ongoing optimism.
- How far we've come and the synergy of working together. We've proven that 1+1 = 3. However there is more to do.
- Diversity of ages involved in the Partnership.
- Proud of all the groups, especially Hana. We've shown how dreams can become reality and lead to expansion.
- I've been in aging for 30 years, but I got excited today. I was especially excited with Dr. Pang's students' presentation and with the 3 high school students headed for nursing.
- Helping younger people develop self esteem in helping *kupuna*.
- I was blown away and impressed with creativity, the community, and the multigenerational involvement.
- From Hana, but being a member we have been able to address needs and do it in a unique way that works for us. Networking is invaluable too. Just today, I met new providers who want to serve Hana.
- Great to get young kids involved. And I'm moving to Hana.

2) What more needs to be done toward the goals?

- More focus on education and training and in applauding those who care.
- Students need to be exposed to social service careers as well as health careers

- Long-term work needs to be done on this issue. When we first started, we were just looking short-term. It's a sign of maturity and commitment that we are now identifying the long-term projects that need to be addressed, and we are poised to do this work at this time.
- Now we see financial resources being put in place from the county. So the message is getting out so much so that we are in the general consciousness and getting permanent funding for some of our projects. As a user of *Kupuna Care*, we need more of these services that really help caregivers.
- Workforce efforts toward young people are excellent. But it is appalling that we turn away 300 RN applicants each year. It's good that the County and MCC are aware of this, but more needs to be done. Volunteers are critical to begin to help fill the gap created by lack of workers, especially in this time of low unemployment rates.
- We should tap everyone, not just the obvious health and social services folks. For example, tap entertainers. Emphasize prevention by holding dances (can one be co-sponsored by Hale Makua and Kainoa). This will give elders some excitement, something to look forward to, and prevent isolation and disability.
- Cost of housing is prohibitive for people who want to move here. Can we look at home-sharing ideas, pairing young people with older people (who have houses). Remember that even managers can end up in aging (serving older clients), so they need to be involved too.
- Hale Makua has a small home-share program. We want to place students with seniors. (Pang offered to study its cost-effectiveness).
- AARP members' greatest fear is not being able to finance long-term care or afford NH care if needed. Need to address that.
- Legislature should explore tax credits for long-term care insurance and develop something like a solar tax credit for caregivers.
- Caregivers who are the same age as care recipients need support and respite.
- Other volunteer groups, students, etc. need to be tapped. Collaborate with more schools. Address housing issues for "new" geriatric professionals.
- Important to document need. The Legislature looks at numbers. Community concerns must be conveyed to the Leg. How homes are built, how care is provided, etc. Many of our constituents can't speak out, so caregivers and providers need to speak out.
- Awareness. Where is the Maui News today? "Aging with Aloha is not sensational news. We need to find out how to get on the front page.
- Need wide variety of Health Professionals. Need to look at 5-10-15-year projections of need for Health Professionals and get scholarships that require payback in the community. Funds may be solicited from HCF and wealthy individuals in the community.
- The nursing school needs a long-term care facility attached to it for better training and to get nurses interested in long-term care.

3) How can we sustain the Partnership?

- Look at "return on investment." But remember that with averted cost you cannot fund yourself. So you still need funds. With cost-savings data, however, you can attract funds.
- We must keep collaborating. It's weird to prove that we need to do it. There is no other way.
- Tap industries, like the hotel industry, that make money from our community. Expand collaboration to groups with financial resources.
- Grant writing. We have the data to prove our worth.

- Hotel bosses and workers have long-term care issues too, which cause them to miss work. So it's their problem as well. But hotels pay more, so they attract workers away from long-term care. But let's work with hotel on this as a common problem.
- Share findings with Kaiser and HMSA to demonstrate cost saving and ask for dedicated funding. On Website, put links to "for-profits" who "pay" to be on our website.
- Develop a TV show for fixing homes. MLTCP TV show, tapping PR money from industry. The show will feature *kupuna*, housing retrofits, *kupuna* stories, etc. put sponsors' names in the credits.

Post-Meeting Survey

The meeting attracted 139 participants, and 66 (47%) completed Post-Meeting surveys. As in the Pre-Meeting survey, respondents were asked to describe themselves; 19 (29%) described themselves as a senior or family caregiver, 34 (52%) said they were service providers, and 39 (59%) identified themselves as concerned citizens. Others were volunteers, business reps, government officials or candidates for office, and consultants.

When asked how they had participated in the Partnership, 4 (6%) said they were on the Leadership team, 20 (30%) were committee members, and 14 (21%) were members of regional teams. Nine (14%) noted that they were first-time participants.

Feedback on the 2006 Annual Meeting. We solicited feedback on the meeting by asking participants about their level of agreement with 4 statements (Table 6).

Table 6. Feedback on the 2006 Annual Meeting

How much do you agree with each statement?	4=strongly agree	3=agree	2=disagree	1=strongly disagree
1. Overall, I feel that today's Annual Meeting was productive. (n=65)	55 (85%)	10 (15%)	0	0
2. I increased my knowledge about the activities and accomplishments of MLTCP. (n=66)	51 (77%)	14 (22%)	1 (1%)	0
3. I agree with the direction of the "Aging with Aloha" campaign. (n=62)	52 (84%)	9 (15%)	1 (1%)	0
4. I agree that the Partnership should be sustained past 2008 (as suggested by the pre-meeting survey findings). (n=65)	60 (93%)	4 (6%)	1 (1%)	0

In summary, combining those answering 3 or 4:

- 100% agreed that the Annual Meeting was productive.
- 99% agreed that they increased their knowledge of the Partnership activities and accomplishments
- 99% agreed with the direction of the "Aging with Aloha" campaign.
- 99% agreed that the Partnership should be sustained past 2008.

Liked best? In response to this open-ended question, 30 people listed things they liked best (although some individuals gave more than one thing!). These are grouped into categories:

- Presentations and progress reports (20 comments)
 - General (9 comments)
 - Students (5 comments)
 - Hana (3 comments)
 - Videos (3 comments)
- Meeting was great, awesome, terrific, excellent, went well (8 comments)
- Well organized and planned; we stuck to the agenda and timeline (8 comments)
- Networking (4 comments)
- Seeing the progress (4 comments)
- Good job on everything (4 comments)
- Very helpful, informative, and interesting (3 comments)
- Keep up good work (3 comments)
- Good feel, openness, diversity (2 comments)
- Good location and food (2 comments)
- I am inspired to assist (1 comment)
- Resource directory (1 comment)
- The positive emphasis on aging & community-based solutions (1 comment)

How Can Meetings Be Improved. We solicited opinions about ways to improve the Annual meeting. Comments from 18 people fell in 3 categories.

Logistics (8 comments)

- Screen difficult to see from back, use bigger print, Dim lights for videos and PPTs (3 comments)
- Need to train speakers how to use the microphone (2 comments)
- Publicize meeting to increase attendance (2 comments)
- Put meeting registration form on the Web

Spice up and/or shorten the meeting (8 comments)

- More comedy, More interactive activities, more variety of visuals, skits, exercise (4 comments)
- Stay short and to the point, limit meetings to AM or PM, not all day (2 comments)
- Stretch at 10:15
- Meet in South Maui

Content (2 comments)

- Explain boundaries of regions
- Less recognition of individuals (print enough)

Questions about What MLTCP Should Do More of. We solicited feedback on the meeting by asking participants about their level of agreement with 4 statements (Table 7).

Table 7. What the Partnership Should Do More Of

What should MLTCP do more of? Tell us how much do you agree with each item.	4=strongly agree	3=agree	2=disagree	1=strongly disagree
MLTCP should do more to educate the public on long-term care. (n=64)	43 (67%)	19 (29%)	2 (3%)	0
MLTCP should do more to support the regional planning teams. (n=62)	40 (65%)	21 (34%)	1 (1%)	0
MLTCP should do more about workforce development. (n=65)	47 (73%)	17 (26%)	1 (1%)	0
MLTCP should do more to educate policy makers to facilitate policy change. (n=63)	51 (81%)	11 (18%)	1 (1%)	0
MLTCP should write grants to sustain itself as a coordinating body. (n=62)	52 (84%)	10 (16%)	0	0

In summary, combining those answering 3 or 4:

- 100% agreed that the Partnership should do more to educate the public on long-term care.
- 99% agreed that the Partnership should do more to support the regional planning teams.
- 98% agreed that the Partnership should do more about workforce development.
- 99% agreed that the Partnership should do more to educate policy makers to facilitate policy change.
- 100% agreed that the Partnership should write grants to sustain itself as a coordinating body.

Do more of? In response to this open-ended question, 29 people listed things they liked best (although some individuals gave more than one thing!). These are grouped into categories:

Continue (10 comments)

- Keep recognizing regional accomplishments (2 comments)
- Keep supporting the regional teams (2 comments)
- Fundraise (2 comments)
- Hard to know, as you are doing fine job
- Support community agencies, stimulate ideas
- Keep up the good work
- Keep having meetings

“Aging with Aloha” (3 comments)

- The campaign-need to age with honor/respect
- The campaign leaves out people w/disabilities
- The campaign trademark is too big

Expand MLTCP (13 comments)

- Include Molokai in campaign, directory (3 comments)
- Engage more people and groups (3 comments)
- Expand youth-senior projects
- Ask seniors what they need
- Partner with tourist industry
- Involved DOE classrooms
- Provide email list of members

- Track work against benchmarks
- Would like to contribute more

Goals 1 and 2 – Access to information and Increased Awareness (10 comments)

- Contribute to News Prime Time and the Maui News (2 comments)
- Educate and outreach (2 comments)
- Educate on long-term care financing
- Educate on Akaku
- Educate about home-share
- Distribute handbook online
- Teach videography to seniors at Kalama Heights
- Tell community your purpose

Goal 3 – Provide education and training in long term care. (7 comments)

- Focus on developing and increasing workforce (5 comments)
- Support caregivers & high school students interested in long-term care
- Look into training teens as helpers

Goal 4: Influence change in the long term care system (7 comments)

- Focus on policy work
- Government has a role in sustainability, not just grants
- Develop Strategic Plan to focus on “tough issues” like housing, transportation, health care reform
- Help people get permits for build/business
Help workers afford to live here
- Solicit more investors to build elderly housing
- Federal policy must support aging in place

Discussion, Conclusions, and Recommendations

Although the findings were overwhelmingly positive, one must consider limitations to the study. Our major limitation was the short time available to design surveys and collect data. Only one mailing of the Pre-Meeting survey was done, although Partnership members with e-mail addresses also were e-mailed a form-fillable version of Pre-Meeting surveys. Because we gathered data in July when schools are not in session, it is possible that many Partnership members were on vacation. The Post-Meeting Survey was conducted at the end of the August 9 meeting, and attendees who left the meeting before the closing likely did not complete a survey.

In general, the lower the response rate, the less confident one can be about the findings. Perhaps “disgruntled” members did not respond to either survey. Given the limitations noted above, however, the consultants feel that the response rates were acceptable. Also, a show of hands at the end of the Annual Meeting indicated there was little overlap between those completing the 2 surveys (about 6), suggesting that we heard from 2 different groups of individuals, rather than from the same people twice.

Based on the findings, the consultants developed conclusions and recommendations in 3 areas.

1. **Feedback About The Partnership Annual Meeting**

Attendees thought **the Annual Meeting was excellent**. They best liked the presentations about the Partnership’s accomplishments, and they especially liked the students, the regional reports, and the videos. Future meetings could be improved by shortening them and including more opportunity to interact and be engaged emotionally, e.g., through video, comedy, and testimonials. Some seniors had a hard time seeing the projection screens and hearing voices of speakers that did not use the microphone properly. Some suggested that better publicity would increase attendance.

2. **Feedback About Work of the Partnership**

The Partnership is doing an excellent job. Its leadership is inclusive and hard working, and the coalition engages many individuals and groups. Members and meeting attendees perceived good progress toward its goals, but also noted that more work needed to be done, especially on the “tough issues” related to workforce, housing, transportation, and policy. Suggested areas for expansion included geographic expansion, recruitment of new partners, and expansion to new topic areas. Continued education is needed.

3. **Feedback on Partnership Sustainability**

The Partnership received a clear mandate to continue and to seek funds to do so. The work is not done, and the work can only be done by a coalition. As noted by one respondent to the Pre-Meeting survey, “If the Partnership disbanded, it would need to be reinvented.”

APPENDIX

Maui Long Term-Care Partnership (MLTCP) Pre-Conference Survey July 2006

We are 2.5 years through this 4-year project (as funded by Robert Wood Johnson). It's time to reflect on our achievements and plan for the future. Evaluators from UH Manoa will help us start the process.

*We know that feedback is a gift. We hope you will complete this short survey about the MLTCP and its activities. Return it in the enclosed envelope by July 20.
Your responses will be kept confidential.*

A summary of findings from all respondents will be shared at the August 9 meeting.

1. How would you describe yourself? (check all that apply)

- Family caregiver Service provider Concerned citizen Other _____

2. How have you participated in MLTCP? (check all that apply)

- Leadership team Committee member Regional team Other _____

3. What motivated you to get involved with MLTCP? _____

4. What are you most proud of about MLTCP? _____

GOALS

5. The MLTCP has 4 goals. Based on what you know, has MLTCP succeeded in meeting its goals? Please circle your level of agreement, from 4="Yes, this has been achieved" to 1="No, nothing has been done."

Has the goal been met?	4 = Yes, this has been achieved.	3 = Yes, good progress is being made.	2 = Just starting. We have a long way to go.	1 = No, nothing has been done.
Goal 1: Improved access to information about long term care and services	4	3	2	1
Goal 2: Increased awareness about aging and long term care services.	4	3	2	1
Goal 3: Provided education and training in long term care.	4	3	2	1
Goal 4: Influenced change in the long term care system	4	3	2	1

6. Write your thoughts about MLTCP's goals here: _____

BENEFITS

7. Working in Coalitions like the MLTCP can bring many benefits. Please circle your level of agreement with each statement, from 4=strongly agree to 1=strongly disagree.

How much do you agree with each statement?	4=strongly agree	3=agree	2=disagree	1=strongly disagree
i. Community resources have been brought together as a result of MLTCP efforts.	4	3	2	1
j. MLTCP has successfully involved people from all segments of the community.	4	3	2	1
k. I have increased my knowledge of long term care issues during the past year.	4	3	2	1
l. I have increased my knowledge of organizations concerned with long term care issues.	4	3	2	1
m. I am satisfied with the types of activities that MLTCP has undertaken.	4	3	2	1
n. MLTCP has used community-appropriate methods.	4	3	2	1
o. MLTCP's efforts have had a positive impact on Maui.	4	3	2	1
p. MLTCP helps us focus. We are stronger in partnership than we are when we work separately.	4	3	2	1

8. Write your thoughts about MLTCP's benefits here: _____

THE FUTURE OF MLTCP

9. Coalitions need to be supported. Should MLTCP continue to be supported? Please circle your level of agreement with each statement, from 4=strongly agree to 1=strongly disagree.

How much do you agree with each statement?	4=strongly agree	3=agree	2=disagree	1=strongly disagree
e. We need to write grants to continue funding the MLTCP office to coordinate our efforts.	4	3	2	1
f. We need MLTCP to help organize activities and increase awareness about long-term care.	4	3	2	1
g. The activities of MLTCP can be done by our partners without the help of the MLTCP.	4	3	2	1
h. I feel that MLTCP has completed its job and should close down at the end of January 2008	4	3	2	1

10. Write your thoughts about MLTCP's future here: _____

Thank you for your feedback

Maui Long Term Care Partnership – Annual Meeting Feedback Form

Wednesday, August 9, 2006

We would appreciate your feedback on our Annual Meeting, so that we can improve it as needed. Please respond to each item by **circling** the appropriate **numbered response**, and **printing** any written answers.

Purpose of the Annual Meeting:

- To update participants on the progress the MLTCP has made toward each of its goals
- To report on the activities of the Regional Planning Groups
- To review the “Aging with Aloha” campaign
- To share evaluation findings
- To discuss how we can sustain the MLTCP past 2008

How much do you agree with each statement?	4=strongly agree	3=agree	2=disagree	1=strongly disagree
5. Overall, I feel that today’s Annual Meeting was productive.	4	3	2	1
6. I increased my knowledge about the activities and accomplishments of MLTCP.	4	3	2	1
7. I agree with the direction of the “Aging with Aloha” campaign.	4	3	2	1
8. I agree that the MLTCP should be sustained past 2008 (as suggested by the pre-meeting survey findings).	4	3	2	1

5. What did you like best about today’s meeting?

What should MLTCP do more of? Tell us how much do you agree with each item.	4=strongly agree	3=agree	2=disagree	1=strongly disagree
6. MLTCP should do more to educate the public on LTC.	4	3	2	1
7. MLTCP should do more to support the regional planning teams.	4	3	2	1
8. MLTCP should do more about workforce development.	4	3	2	1
9. MLTCP should do more to educate policy makers to facilitate policy change.	4	3	2	1
10. MLTCP should write grants to sustain itself as a coordinating body.	4	3	2	1

11. What other things should MLTCP do to further its mission?

12. How can our meetings be improved?

13. How would you describe yourself? (check all that apply)

- Family caregiver Service provider Concerned citizen Other _____

14. How have you participated in MLTCP? (check all that apply)

- Leadership team Regional team Committee member Other _____