

# 2010 Next Steps Think Tank: Adult Day Services



**HOSTED BY**

UWM Center on  
Age & Community

**WITH SUPPORT FROM**

National Adult Day  
Services Association  
MetLife Mature Market  
Institute

**PREPARED BY**

Sarah Tarrant,  
Graduate Student,  
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## Introduction

The UWM Center on Age & Community Fall 2010 Think Tank: Next Steps for Adult Day Services, brought together researchers, service providers, funders, and public policymakers to discuss the future of research and program development in adult day services (ADS). The two-day event began on October 28, 2010 with opening remarks from Dr. Anne Basting, Director of the Center on Age & Community. Following Dr. Basting's introduction, Dr. Keith Anderson and Dr. Holly Dabelko-Schoeny, Assistant Professors in the College of Social Work at The Ohio State University, presented the key findings from the MetLife National Study of Adult Day Services. This study provides a detailed picture of ADS in the United States and offers insights into the future of the industry. After the presentation, participants broke into smaller discussion groups to determine the next steps for reaching the future goals of ADS. This white paper documents the conversations from the Think Tank in the hopes that it will serve as a roadmap for future research and quality programming for ADS.

# Participants

**GAIL ALBERGOTTIE**, Coordinator of Day Services & Transportation, Milwaukee County Dept. of Family Care

**KEITH ANDERSON**, Assistant Professor & Hartford Faculty Scholar, College of Social Work at The Ohio State University



**ANNE BASTING**, Director, UWM Center on Age & Community

**SHARON BEALL**, Nurse Consultant, Department of Health Services, State of Wisconsin

**SUE BRADEN**, Managing Director, UWM Center on Age & Community

**DIANA BROWN**, Vice President, NEW Curative Rehabilitation Inc., President Wisconsin Adult Day Services Association

**TROY CARTER**, President, Adult Day Care Association of Texas

**AL CASTRO**, Latino Geriatric Center Program Director, United Community Center



**NAMKEE CHOI**, Professor, School of Social Work at the University of Texas, Austin

**CHIP CROMARTIE**, Executive Director, Adult Center for Enrichment, Inc.



**HOLLY LABELKO-SCHOENY**, Assistant Professor & Hartford Faculty Scholar, College of Social Work at The Ohio State University

**JOHN FORD**, Founder and CEO, Angel Manor Adult Day Health Care & Personal Care Services

**JOSEPH GAUGLER**, Associate Professor & McKnight Presidential Fellow, School of Nursing and Center on Aging at The University of Minnesota



**LYN GEBOY**, Design Specialist in Practice, Healthcare, and Aging Environments Research and Planning Consultant, Milwaukee, WI



**KATHY GLASER**, Manager, Luther Manor Lakefield Adult Day Service

**RICK GREEN**, National Program Manager, Community Residential Care and Medical Foster Home, Dept of Veterans Affairs Geriatric & Extended Care

**GINA GREEN-HARRIS**, Program Manager, UWM School of Medicine and Public Health, Wisconsin Alzheimer's Institute

**PETER HARRIS**, President and CEO, Active Day, Inc.

**MARILYN HARTLE**, LCSW, Co-Founder of Jentle Harts Consulting

**SHANNON JARROTT**, Associate Professor and Department Head of Human Development at Virginia Tech University

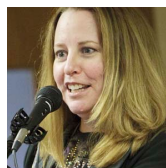
**LADONNA JENSEN**, RN, Co-Founder of Jentle Harts Consulting



**TERESA JOHNSON**, Executive Director, NC Adult Day Services Association



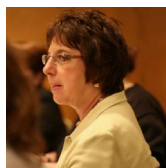
**CHRISTINE KOVACH**, Professor, UWM College of Nursing



**LINDA ALEXANDER-LIEBLANG**, VPO, Alzheimer's Association California Southland Chapter President of NADSA

**ROBERT MCCOMMONS**, Associate Director, Technical Assistance at Community Care

**ROBERTA MERKLE**, Executive Vice President of Strategic Initiatives, Saint Elizabeth Community



**BETH MEYER ARNOLD**, Director, Luther Manor Adult Day Services Past-President, NADSA



**JOHN MIGLIACCIO**, Director of Research, MetLife's Mature Market Institute



**RHONDA MONTGOMERY**, Helen Bader Endowed Chair in Applied Gerontology and Professor, UWM's Helen Bader School of Social Welfare

**NED MORGENS**, Franchisee SarahCare Adult Day Care Center, Atlanta GA

**SARA MYERS**, Managing Director, National Adult Day Services Association

**ELLEN NOCUN**, Person-Centered Care Specialist and Creative Coordinator, Luther Manor Adult Day Services

**PETER NOTARSTEFANO**, Director of Home and Community-Based Services, American Association of Homes and Services for the Aging

**KATHY O'BRIEN**, Senior Gerontologist, MetLife Mature Market Institute

**LISA PETERS-BEUMER**, Assistant Vice President, Adult and Senior Services for Easter Seals Headquarters



**HELEN RAMON**, Program Officer, Helen Bader Foundation Alzheimer's and Aging Program

**SUSAN RHEEM**, Founder, Adult Care Services, Consultant/Representative for Arizona State Adult Day Services Association (Deceased)

**MARIE SAUVADANAGUM**, Assistant Professor, UWM's Helen Bader School of Social Welfare

**KRISTA SCHEEL**, Program Director, Alzheimer's Association of Southeastern Wisconsin

**RYAN TICHENOR**, Director, Day Services and Marketing, HandiShop Industries Inc. Treasurer, Wisconsin Adult Day Services Association

{ *A message from the host* }

**In** 2004, the Center on Age & Community began what has become an exciting tradition – asking a question at the edge of the field of aging and inviting a diverse and talented group of thinkers to answer it. This is the goal of the Next Step Think Tanks, made possible with the generous support of the Helen Bader Foundation. Over the past 7 years, we have fine-tuned the structure of the Next Steps Think Tank. We begin with a warm welcoming event for out of town guests where we can mingle and meet each other. What follows is a full and intense day of tightly choreographed questions that blend small and large-group brainstorming. That second evening, the group is on their own – tasked with rethinking and preparing to present the ideas from that day to an even broader and more diverse audience the next day. On the third day we hold what we call our “Public Forum” in which local and regional students, scholars, aging services providers and older adults themselves are invited to hear and test run some of the ideas generated in the Think Tank. The pressure to make ideas understandable to a broader audience usually makes magical things happen – and ideas crystallize and cohere a bit more than they would if they were left in Think Tank format.

We were excited to partner with NADSA and MetLife Mature Market Institute on this Next Steps Think Tank, and look forward to more such invigorating partners to come!

*Anne Basting*

**Anne Basting**, Director, UWM Center on Age & Community

{ *A message from the board* }

**The** purpose of this Next Step Think Tank is to bring together researchers, providers, funders and public policy makers to discuss the next steps for programming and research in adult day services (ADS). We are pleased to partner with the Center on Age & Community and their rich history with this Think Tank format of bringing experts together to develop plans for improving aging services.

As you know, despite the fact that community based adult day services have played an increasing role in providing long-term care services, research and data gathering on adult day services lags behind the growth in the number of programs. The Ohio State University and the National Adult Day Services Association, with support from MetLife Mature Market Institute recently completed the first national study of day services programs since 2002. The information collected through this effort will provide a description of the current industry, services provided and individuals served.

To successfully move from descriptive information to evidence-informed practice in adult day services, we need the expertise of these invited guests. We needed a forum to begin to ask very important questions about where we should go now, how can we translate these findings into key practical goals, what are the steps needed to put action to the goals, what current partnerships exist, what new partnerships are needed, and what is the message that the National Adult Day Services Association should be giving their members. We are so pleased to present the exciting work that was done with the help and support of all these seasoned professionals.

*Beth Meyer-Arnold*

**Beth Meyer-Arnold**, Past-President of the Board of NADSA, Director of Luther Manor Adult Day Services,



*Think Tank guests were welcomed with a dinner celebration hosted by the United Community Center (UCC). Photo Left: Al Castro, UCC Latino Geriatric Center Program Director, led a tour of the center for Think Tank guests. Photo Right: Linda Alexander-Lieblang, Rick Green and Teresa Johnson enjoyed the Day of the Dead exhibit in UCC's art gallery.*

## Background

Adult day services programs are key providers of long-term care services in the United States and are a cost-effective alternative to institutionalized care. ADS centers provide health, social, and therapeutic activities in a supportive group environment for individuals with cognitive and/or functional impairments. In addition, ADS centers are beneficial for family caregivers by offering respite programs that allow them to remain in the workforce in addition to educational programming and caregiver support groups. With the projected growth in the older population, the demand for community-based providers such as ADS centers will continue to increase. This projected growth coupled with the continual challenges in meeting the long-term care needs of individuals with disabilities generates concerns for how the ADS industry will adapt and continue to play an important role in meeting the care needs of older Americans.

## Welcome

While the room was filled with nearly 40 from a wide range of disciplines and practice fields, there were still unrepresented groups. As an opening exercise, Basting asked people to introduce themselves by name and by saying the name of someone they wish were in the room with them. This exercise made it clear where the “blindspots” might be in our conversations. Of particular note was the absence of consumers of adult day services, although attendees stressed that everyone should consider themselves eventual users of adult day services.

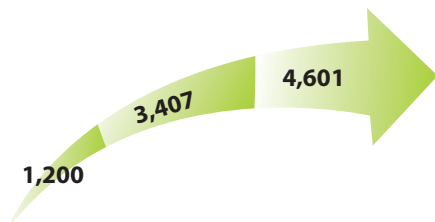
# Research Presentation

To begin the dialogue about the present and future of ADS, Dr. Holly Dabelko-Schoeny and Dr. Keith Anderson presented information from 2010 MetLife National Study of Adult Day Services. This study was the result of a collaborative partnership with the MetLife Mature Market Institute in conjunction with the National Adult Day Services Association (NADSA) and The Ohio State University College of Social Work.

The data was collected from a representative sample of ADS centers in the United States (N=4,601) using a web-based survey that focused on the characteristics of adult day services, profile of participants, and range of services offered. The survey also included the opportunity for qualitative responses regarding the present and future challenges of ADS. The findings from this study illustrate the current state of ADS, identify trends and changes in ADS, and offer insights into the future of ADS. Furthermore, it is resource for public policymakers, service providers, researchers, and consumers, and guides the development of ADS to maintain and improve the quality of life for participants and family caregivers. The key findings that emerged from the study are discussed below:

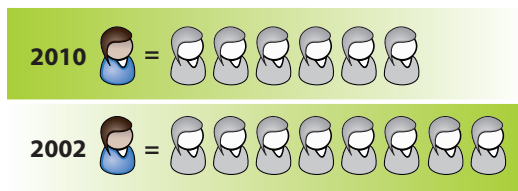
## 1. ADULT DAY SERVICES ARE A GROWING SOURCE OF LONG-TERM CARE

- There are 4,601 adult day services centers in the United States, which is a 35% increase since 2002.
- There are more than 260,000 participants and family members served, which is 65% increase since 2002.



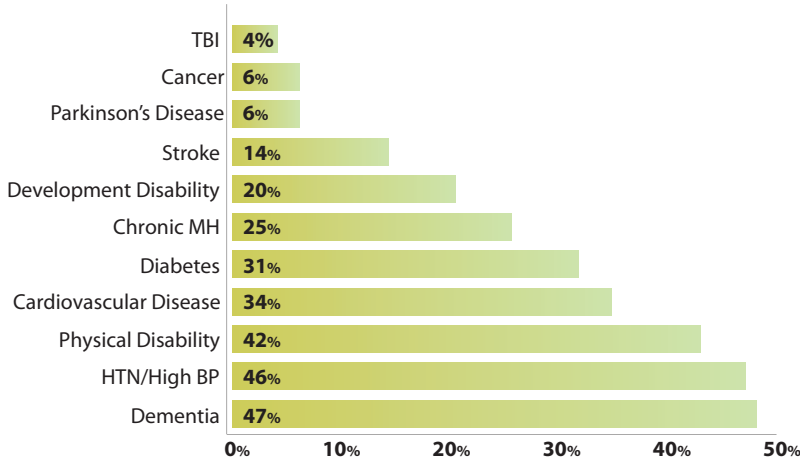
## 2. ADULT DAY SERVICES PROVIDE COMPREHENSIVE SKILLED HEALTH CARE

- Approximately 80% of adult days services centers have a nursing professional on staff; 50% have a social worker on staff, 60% offer case management services; 50% provide physical, occupational, and speech therapy.
- There is one care worker for every six participants, facilitating individualized, person-centered care that enables the staff to meet the physical, emotional, and social needs of the participants and family members.



### 3. ADULT DAY SERVICES IS A PLATFORM FOR CHRONIC DISEASE MANAGEMENT

- There are higher rates of chronic conditions among adult day services participants and an increase in disease-specific programs in centers to address these issues.
- Nearly 80% of centers offer physical activity programs to address cardiovascular disease and diabetes.

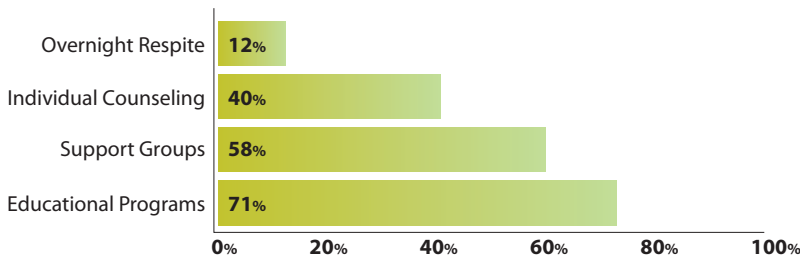


### 4. ADULT DAY SERVICES ARE LEADERS IN COMMUNITY-BASED CARE FOR INDIVIDUALS WITH ALZHEIMER'S DISEASE AND OTHER DEMENTIAS

- Approximately 90% of centers offer cognitive stimulation programs, almost 80% provide memory training programs, and more than 75% offer educational programs.

### 5. ADULT DAY SERVICES PROVIDE SUPPORT FOR FAMILY CAREGIVERS

- They provide respite care and other caregiver-specific services for family caregivers, including educational programming, caregiver support groups, and individual counseling.





## Small Group Discussions

Following the presentation, the participants broke into small groups and were asked to translate each of the aforementioned key findings into practical goals for the future of ADS. After these goals were reported to the larger group, the small groups were challenged to come up with the specific steps needed to meet these goals. The small group discussions generated desired objectives and outcomes that will transform the goals into action. These exercises encouraged professionals who participated in the think tank to bring together a wide range of skills and ideas to creatively develop ways of reaching their goals of improving ADS. The small groups reported their conclusions to the larger group on post-it notes and the results from these discussions are listed below:



# Topic #1: Continued Growth of Adult Day Services

## { *Key Thoughts* }

Unmet Needs Web-Based Network Business Models Funding  
Partnerships Health Care Reforms Research Marketing Tools  
ADS Definition Family-Centeredness Diverse Population

### **GOALS**

- Standardize definition of ADS.
- Increase funding for ADS.
- Understand future service needs.
- Increase partnerships with other health care providers.
- Develop a stronger identity for ADS.

### **ACTION STEPS**

- NADSA should develop and propose a standardized definition of ADS.
- Support legislation on the state and federal levels for expanded funding for ADS within the context of health care reform.
- Conduct rigorous research to evaluate and demonstrate the outcomes of ADS.
- Translate and communicate research findings to legislators, practitioners, other health care providers (e.g., hospitals, assisted living) and the general public.
- Increase marketing and community awareness of ADS through existing and emerging media sources (e.g., web-based communication).

## Topics #2 & #3: Skilled Health Care and Chronic Disease Management in Adult Day Services

### { *Key Thoughts* }

Standardization Pathways to Medicare Evidence-Based Practices  
Infrastructure Minimum Standards Research  
Cost Savings Prevent Institutionalization Transitional Care  
Training Programs Acknowledge Cultural Differences  
Cost-Efficient in Practice Funding Proactive Resource

### **GOALS**

- Collect and develop universal best practices and standards of care.
- Create resource or directory of evidence-based practices.
- Develop staff training programs.

### **ACTION STEPS**

- Identify current best practices and standards of care that have evidence-based support.
- Communicate these best practices and standards to ADS providers.
- Create and implement training programs to help ADS providers deliver best practices and meet these standards of care.
- Conduct research on existing and emerging skilled health care programs in ADS.
- Facilitate translational research process between scholars and practitioners.
- Advocate for legislation that supports Medicare reimbursement for ADS.

## Topic #4: Community-Based Care for Alzheimer's Disease and Dementia

### { *Key Thoughts* }

Marketing Plan   Navigating the Disease Process   Leaders  
Raise Awareness   Evaluate Effectiveness   Training  
Communication   Interdisciplinary Approach

#### **GOALS**

- Become leaders in universal best practices and standards of care for dementia.
- Increase use of person- and family-centered approach.
- Create resource or directory of interdisciplinary evidence-based practices.
- Develop staff training programs.
- Increase community awareness of capacities of ADS.

#### **ACTION STEPS**

- Identify current best practices and standards of care for dementia that use a person- and family-centered approach that assist families.
- Communicate these best practices and standards to ADS providers.
- Create and implement training programs to help ADS providers deliver best practices and meet these standards of care for dementia.
- Conduct research on existing and emerging dementia care programs in ADS.
- Facilitate translational research process between scholars and practitioners.
- Increase marketing efforts to promote the capacities of ADS to care for dementia and to provide respite to family caregivers.

## Topic #5: Support for Family Caregivers

### { *Key Thoughts* }

Raise Awareness    Diversify Funding    Develop Programs  
Marketing Campaign    Family-Centered Approach  
Gather Information    Advantages of Respite

#### **GOALS**

- Increase awareness of family needs.
- Identify of the benefits of ADS for family caregivers.
- Expand services for family members.
- Increase community awareness of caregiver support/benefits.

#### **ACTION STEPS**

- Conduct research and assessments to identify: (a) the needs of family members in ADS; (b) the benefits families are currently receiving; and (c) the benefits families hope to receive in the future.
- Anticipate changes in demographics and expand services for families accordingly (e.g., increased need for support; increased versatility).
- Increase marketing efforts to educate family members about the benefits provided by ADS and importance ADS places on family-centered care and support.

# Key Terms

At the end of the day, the group identified important points to consider in implementing these goals and reaching these desired outcomes:

Culture of success

Model success

Role models

Revenue stability

Strategic partnerships

Effective execution

Asset focused

Family centered

Targeted marketing

Embrace innovation

Evidence

Research

Increased value

Outcome driven

Increased visibility

Workforce development

Maintain Integrity

Holistic approach

Pilot

Cultural competence

Strategic market

Starship Enterprise

Diversity

Share resource

Maintain values

Inspire movement

Creative partnerships

Inspire change



## Day Two: Public Forum

On day two, the group reconvened to present information from the small group discussions and foster deeper conversations with a larger community of stakeholders including researchers, students, ADS providers, caregivers and other interested parties. The purpose of this exchange is to get feedback from a larger group of constituents on the work that was completed during the first day. Dr. Holly Dabelko-Schoeny and Dr. Keith Anderson gave a brief overview of the key findings from their research study. Dr. Anne Basting summarized the events from the previous day and invited the nearly 75 people in attendance to break into small groups to further develop ideas that had begun the previous day. The following is a list of small group topics and action steps.

### **TOPIC #1: CONTINUED GROWTH OF ADS**

Define and claim the role of ADS in long-term care.

### **TOPICS #2 & #3: SKILLED HEALTH CARE AND CHRONIC DISEASE MANAGEMENT IN ADS**

ADS should become the premier provider of evidence-based practices for chronic disease management.

### **TOPIC #4: COMMUNITY-BASED CARE FOR ALZHEIMER'S DISEASE AND DEMENTIA**

Insist on family-centered continuity of care for Alzheimer's disease services.

### **TOPIC #5: SUPPORT FOR FAMILY CAREGIVERS**

Brand ADS so families understand and value services provided.



## Final Take Away Thoughts

The intent of the Think Tank was to share ideas across professional disciplines and fuel future conversations on the important role of adult day services in meeting the long-term care needs of individuals with cognitive and physical limitations. Below are the final departing thoughts to keep in mind:

- We need to build collaborative partnerships.
- Make the benefits of ADS more visible through marketing and research.
- Review and implement evidence-based practices.
- The focus should be family-centered and person-centered care.
- Plan for the continued growth of the industry.
- Provide educational training for staff, volunteers, and caregivers to better meet the needs of care recipients.
- Diversify funding streams to better serve private pay clients.
- ADS providers should become leaders in the cultural transformation of the elder care system.

Center on  
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