

**The Concern For Quaker Living Working Group, (CQL) Report:**

---

**Understanding And Supporting The Aging Process**

**Submitted by**

**James E. Singletary, M.S.S.W/Consultant**

**November 17, 2019**

## OVERVIEW:

Research has shown that over the next two decades and beyond, we will witness a significant increase in people over the age of 65 living in New York City. As a result, New York City will be the home for one of the most diverse generations of older persons in any city in the United States. In light of these rapid changes among older individuals, *Aging and Aging In Place* has become an area of concern and is a high priority for members of this group. The 65+ population is believed to be the second largest group of social service consumers. Those aged 85+ are the most rapidly growing component among this group.

This increase among the aged population and the fact that this group is living longer has become somewhat of a social phenomenon. Additionally, it brings with it some weighty concerns and raises some hefty questions for society and most especially for the members of this group and their families as they continue to move across their development trajectories. Further, it is commonly known that the aging process is one that is often met with resistance and can be somewhat stressful as we wrestle with our concerns around aging, living, family, faith, finances, health, housing, connection, community, cognitive ability, economic stability, social isolation, compassion in dying and identifying opportunities for intergenerational relationships and connections.

With an increasing number of older adults in New York City and in our (Quaker) community, promoting health and well-being becomes a priority as we continue to engage the aging process. It is clear that aging well is connected to well-being. We understand that well-being, physical, and mental health are interconnected; and as we grow older, it becomes more evident that well-being may inform how we engage the aging process and can facilitate aging well.

The goal of this study was to gain insight into aging trends, explore perceptions of aging well and or aging in place of older adults in the Quaker Community. It is apparent that exploring and identifying perceptions on aging well among members of the New York Quarterly Meeting (NYQM) could unearth invaluable information and insights that may be utilized to support the design and development of adequate programs, services and support systems. Moreover, learning from the members of this community provides an opportunity for some agency in the shaping of the types of programs, activities, events, and services that may facilitate aging well. Additionally, this information will be used to help foster community and maintain a level of engagement and connection with the Quaker meeting communities.

**Methods.** A qualitative research design in the context of focus group discussions was used; 4 focus groups were conducted including twenty-six participants of various ages. Data were analyzed using a qualitative interpretative thematic approach. **Results.** Several important themes emerged during these focus groups. The major themes across all the groups were identified as, “sense of well-being,” “how to age well,” “having good physical health,” and “preserving good mental health,” “housing/living in New York City,” and “having community.” The participants perceived that aging well is influenced by feelings related to staying connected to other Friends,

staying independent, having a life purpose, self-possessed contentment, and financially secured, in addition to be socially engaged and enjoying good physical and mental health.

## INTRODUCTION:

New York City is growing older by the minute as Baby Boomers retire in greater numbers, and with the advancement of technology and medicine adults are living longer. It has been estimated that the number of New Yorkers over 65 has grown by 19.2 percent in the last decade or so. Additionally, seniors overwhelmingly indicate that they want to stay in their own homes, apartments, and neighborhoods as long as they can; rather than moving away to be with family and or transitioning to an institutional setting that can be unappealing, less personal, and more expensive. These statistics reveal the scale of challenges that confront seniors and could prove to be detrimental to their health and independence. It is imperative that steps are taken to address the needs and concerns of older New Yorkers including our Quaker Community.

The Concern For Quaker Living Working Group, (CQL) under the care of the New York Quarterly Meeting (NYQM) has organized itself to address this crisis. CQL started with the assertion grounded in the idea “*an appreciation that our community is enhanced and even dependent on our oldest Friends.*” Fittingly, they have endeavored to accept the charge to lead the way to help elderly NYC Quakers continue to live at home and thrive in the city; and to identify creative, cost effective, and innovative ways to support members of this community as they continue to move through the aging process. Further, it has been established that when our elder friends are able to “*age in place,*” they engage the aging process with dignity. This is known to be true because they can stay in their homes in a familiar place and community—which is less expensive and emotionally healthier; and it ultimately facilitates *aging well.*

CQL has actively taken steps to support its local members and has contributed to meetings in ways that benefits it members. They have enlisted the aid of a Social Work Consultant to study the concerns among the Quaker community members, to collect information that can be used to inform programming and services for the community, and to determine the most effective and efficient way to move forward in the design and implementation of programs, events, and activities that are aimed at building community and facilitating aging well and aging in place. Secondly, CQL is preparing to serve as a host sight so that they can partner with one of the local schools of social work (Columbia, NYU, Fordham, Hunter, and etc.). As an agency partner, they will host one possibly two graduate level social work students to complete their Field Practicum/Internship at CQL.

It is through this partnership between CQL and the specific school of their choice that will allow CQL to build out its work and expand efforts to address this concern. The Graduate Student Intern(s) will perform a large portion of the work under the supervision of an appointed, skilled and credentialed Task Supervisor. The graduate student social work interns’ work will fundamentally mirror the approach followed and outlined by the consultant. The scope of work and method is outlined in this report.

## **FIELD EDUCATION REQUIREMENTS:**

Each semester, students work at a placement site three days a week (21 hours)—one day more than the minimum specified by the Council on Social Work Education—usually 9:00 a.m. to 5:00 p.m. Typical field settings include schools, hospitals, courts, substance abuse clinics, prison, international governmental organizations, non-profit organizations and community health clinics. Learning opportunities include case management, crisis intervention, program development and design, grant making, policy intervention and administration.

The School of Social Work matches each student individually with agencies and field instructors and then works to ensure that the student's learning objectives are met through a detailed *educational plan*. During a student's first (foundational) year, the focus is on generalist social work practice. In the second (advanced practice) year, the focus is on the student's chosen method area of concentration and field of practice.

## **CRITERIA FOR SELECTION OF AGENCIES FOR INTERNS**

- The agency's point of view about training is consonant with that of the School. The agency's orientation and objectives must be educational rather than "apprenticeship."
- There should be a correlation between the practice perspectives of the agency and School so as to provide an integrated class-field curriculum and a consistent learning experience for the student.
- The agency must provide a written description of the agency's program, examples of potential student assignments, the availability of interdisciplinary and collateral work, seminars, and other learning opportunities.
- The agency should provide a range of assignments on an ongoing basis that are appropriate to the student's educational needs. The student workload should reflect opportunity for involvement in varying modalities of service, as well as exposure to a diversity of people and problems.
- The agency must provide the student with the necessary space and facilities, including privacy for interviewing, desk and file space.
- The agency will be expected to participate with the School in the development, monitoring, and review of a sound educational program.
- The agency agrees that no students accepted by the agency for field placements will be discriminated against on the basis of race, color, age, national origin, religion, gender, sexual orientation, disability or veteran status.

## **SOCIAL WORK INTERN:**

A graduate social work intern supports these initiatives by taking on and sharing in the overall responsibility for administering selected programming involving senior members of Quaker community. The student(s) will organize, host, and facilitate a series of focus groups. Ideally, out of the 500 members the goal is to sample a one third of the membership. Through this work, the intern will learn how to conduct a focus group, how to analyze and codify the information, and generate & present findings to the CQL Committee Members. They will learn attributes of successful program administration, intergenerational programming and service learning models. There will also be opportunities to build clinical, facilitation, and organizational skills as well as to gain a greater understanding of the senior population in Quaker communities/catchment. This is a 21-hour per week position. The ideal student will be a Second Year student with an AGPP (Advance Generalist Practice and Programming) Concentration with an Aging Field of Practice. I recommend that a stipend be allotted for these students in the amount of \$2000.00 per student per semester. Estimated cost \$8000.00

The Advanced Generalist Practice and Programming Concentration affords the student the opportunity to learn and practice a number of skills in the Field. Based on this experience, all AGPP students have assignments that include Programming (planning, developing, implementing, evaluating). In addition, AGPP students have assignments, as appropriate to the Field site and student interest, in Community Organizing (with clients, communities, committees), Supervision (of volunteers, students, undergraduates), and Administrative Tasks (committee work, report writing, information management, conference planning).

Program planning and development is the formal process through which human service organizations plan for innovation and growth to meet identified needs of clients, target populations, or community groups. Program planning begins with problem identification or task definition and includes documenting priority needs or gaps in service, specifying goals and objectives, designing a program to meet those needs, gathering resources to support the program, and establishing a system for evaluation of the program.

## THE APPROACH:

The outline below will serve as a guide for social work intern students to follow in the Field. We have included a sample of “open ended” questions for the interns to use while in the field conducting a focus group.

**Step 1:** Meet with Task Supervisor and CQL to update and organized Quaker Membership Database.

**Step 2:**Generate communications (flier/email) to outreach to Quaker Membership.

**Step 3:** Identify, schedule, and secure venue(s) for meeting space to host focus groups.

**Step 4:** Conduct a series of 60 to 90 minutes focus groups using guided questions provide in this report. (These questions can be modified as needed)

**Step 5:** Collect, review and summarize information/content from the focus groups and prioritize and identify dominant themes for programming purposes.

**Step 6:** Design, development and implement *programs, services, activities, and events* based on information gathered from Quaker community members to meet their needs that will support aging well and aging in place.

**Step 7:** Develop and distribute Program Calendar for Quaker Community Members.

## DESCRIPTION OF TYPES OF PROGRAMS:

These programs would be customized to meet the needs of the CQL Members and community. They would include a range of options for consideration. The programs and services should be meaningful and would provide opportunities for support, engagement, and growth as participants continue to adjust to and learn to embrace the aging process from a fresh perspective that focuses on an assortment of challenges and concerns experienced by the aging community. They would include the following:

- Workshops (Spirituality, Technology and etc.)
- Seminars (Walk Down Memory Lane, Changing How We Think About Aging)

### **CQL Sample Focus Group Discussion Questions:**

1. Describe how you feel about the aging process?
2. How has your life changed since becoming a senior?
3. What have you done to prepare for life as a senior?
4. Describe how the aging process has impacted your family life?
5. How has the aging process impacted your faith?
6. How has the aging process impacted your participation in your faith community?
7. What supports do you need as a resource as you age?
8. Describe your favorite type of activity as you move through the aging process?
9. How has this phase of life impacted your life style?
10. What might make it hard to remain active in your faith community?
11. How has your relationship with family members changed as you have aged?
12. What changes have you experienced financially?
13. What plans are you making to plan for retirement?
14. What some causes that are important to you as you age?
15. How has getting older affected your living situation?
16. Describe ways in which your family may support you in the aging process?
17. What are some necessary resources that are needed as you age?
18. Identify some barriers that may impede?
19. Describe an experience that brings your joy as a senior?
20. Is there anything else you'd like to say about how you have experienced aging?

21. Describe any experience you have had participating in intergenerational programs?

---

22. Describe the type of intergenerational programs/activities/events that you believe are appropriate for CQL members?
23. Explain the importance of developing community with younger generations?
24. Describe what you believe would be the benefit to participating in intergenerational programming?
25. Describe how you would characterize intergenerational relationships?
26. What do you believe are some barriers to developing intergenerational relationships?
27. How would you describe the Four Rs (Respect, Responsibility, Reciprocity, and Resiliency) of Intergenerational relationships?
28. Discuss the implication of intergenerational relationships as it relates the aging process?
29. Describe how knowledge, beliefs, behaviors, and values are transmitted from generation to generation?
30. How do we develop interventions that promote positive relationships, resolve generational conflict, and stimulate transmission of positive lifeways?



## SCOPE OF WORK/JOB DESCRIPTION FOR THE INTERN(S):

The Concern For Quaker Living Working Group, (CQL) under the care of the New York Quarterly Meeting (NYQM) has organized itself to address issues around the aging process, aging well, building community, seeking opportunities to build intergenerational relationships, and staying in engaged/connected with Quaker communities as we move through the aging process. In collaboration with one of the local schools of social work, CQL will serve as host site for social work interns to complete their Field Practicum. This is part of CQL's response to addressing this issue and preserving community and independent living of the senior members of the Quaker community. This partnership will be beneficial to both CQL and the social work student interns as it will provide opportunities for social work students interested in leadership and working with the aging population the space to learn, grow, develop their skills as a practitioner. This placement is ideal for someone with an interest in program development, design, evaluation and assessment working within the aging population.

The following is a **list of tasks** for which the student(s) will be responsible:

- Develop and implement programmatic services, activities, and events based on information gleaned from focus group participants in the Quaker communities
  - Design and organize, in conjunction with CQL, quarterly activity that addresses the social, cultural, intellectual, spiritual, and recreational self
  - Work with CQL and focus groups participants to create appropriate materials that can be used to recruit attendees into the programs
  - Work with CQL to conduct outreach to Quaker Membership to recruit volunteers to support program initiatives
  - Interface with internal and external providers
  - Plan and organize phone campaign to outreach to membership
  - Develop a Quaker Community Program Calendar
  - Conduct research to identify best practices for developing programs for the aging community
  - Generate literature reviews regarding Evidence Based approaches to programming and service delivery to the aging community
  - Research, identify, and organize seminars/workshops/lectures around resources for the aging community
  - Collaborate with CQL members to identify appropriate community service and volunteer opportunities for CQL and community
  - Outreach to CQL members/community to promote programming and encourage participation
  - Co-facilitate, workshops/seminars on Aging Services offered in NYC
  - Administering questionnaires to participants post program/service re their satisfaction with the resources provided by CQL
  - Gathering and summarizing questionnaire and interview data from participants
- Design and organize, in conjunction CQL, a specific program event for the Quaker Community (i.e. Family& Friends Day/Self Care Day) that will provide a forum for members, friends, and their loved ones to fellowship and provide opportunity for social engagement

- Develop strategic partnership with community organizations with an interest in providing resources to the aging population.
- Other program related tasks as assigned

**Skills Required:** The ideal intern would have excellent interpersonal skills, a strong interest in working with aging population and programming as well as working with their families, strong empathic and listening skills, have good judgment related to privacy and confidentiality, strong writing and verbal communication skills.

**Supervision:** The Social Work Intern will be supervised by: TBA and External Supervisor that's a Social Worker. The cost for the Task Supervisor \$1600.00 per student per semester. Estimated cost of \$6500.00.

**Required Field Practicum Hours:** Two Year Residential Program: Students are assigned three (3) days a week, 300 hours per term for four consecutive terms, for a total of 1200 hours. *However, the interns at CQL will do two terms which equals the two semesters in the final year for a total of 600 field practicum hours.*

#### **NARRATIVE BUDGET:**

**Interns:** CQL will host two graduate level social work interns. The interns will be primarily responsible for outreach/recruiting Quaker community members for participation in a series of focus groups. They will collect, review, and summarize data. This information will be transcribed and used in the design and delivery of programs and services to the Quaker community aging members. I recommend a Stipend of \$2000.00 per semester per student. It can be distributed in two installments (i.e. mid-way in the semester and at end of the semester). This stipend will cover compensation for work performed and travel expenses. If CQL elects to have two students we estimate the total cost would be **\$8000.00**.

**Supervision:** CQL will provide a Task Supervisor. This person will be determined by CQL Committee Members. This person would provide supervision around the task given to the interns and would provide support and guidance and ensure that assignments and deadlines were met and ensure that a high-quality work product was produced by the interns. CQL will have to have a Task Supervisor in order to host student interns. We estimate the cost of the Task Supervisor to be \$1600 per student per semester the total cost would be **\$6500.00**

**Honorariums:** CQL may have to provide remuneration to expert workshop presenters of specialized topics. We estimate that cost to be **\$1800.00**

**Miscellaneous:** CQL may have some miscellaneous items associated with public transportation, copying, and postage. We estimate that cost to be **\$1500.00**.

**SERVICE PROVIDERS:**

**CONTACT TABLE: Potential Community Partners/Linkages**

NO.	AGENCY	DESCRIPTION
1.	LiveOn NY 460 W. 34 <sup>th</sup> Street New York, NY 10001 <a href="http://www.liveon-ny.org">www.liveon-ny.org</a> 646.291.4444	<b>LiveOn NY</b> is all about advocacy that champions the rights of older New Yorkers. The organization provides direct assistance, hosts workshops and an annual conference, and works with its membership of over 100 agencies to support senior citizens and their caregivers.
2.	Aging In New York Fund, Inc. 2 Lafayette Street New York, NY 10007 212.602.4455	<b>The Aging in New York Fund, Inc.</b> is a 501(c)(3) organization that is committing to improving the quality of life for the city's older residents. The Fund is focused on several projects including helping seniors with financial literacy, intergenerational community service, and supporting working caregivers.
3.	OATS 168 7 <sup>th</sup> Street, Ste. 3A Brooklyn, NY 11215 718.360.1707 <a href="http://www.oats.org">www.oats.org</a>	<b>OATS (Older Adults Technology Service)</b> is the nation's largest and most comprehensive municipal technology program for seniors, serving over 20,000 people each year. The organization runs 24 technology labs across the city, and it also <i>partners with community-based organizations, government agencies, national advocacy groups, and major corporations</i> to help get technology into the hands of older New Yorkers.
4.	New York Cares' Senior Programs 65 Broadway, 19 <sup>th</sup> Fl. New York, NY 10006 <a href="http://www.nycservice.org">www.nycservice.org</a>	<b>New York Cares' Seniors Programs</b> help connect volunteers with elderly adults to share social interaction. Last year, more than 63,000 New Yorkers volunteered to take part in activities ranging from knitting, arts and crafts, to casino games and fitness classes, and more.
5	Visiting Neighbors 3 Washington Sq. #1 New York, NY 10012 212.260.6200 <a href="http://visitingneighbors.org">visitingneighbors.org</a>	<b>Visiting Neighbors</b> a volunteer matching service, which lends a helping hand to seniors aging in place who could use a bit of assistance or company. Escorting them to appointments, taking them for groceries to offering health advocacy and social opportunities.
6.	Dept. for the Aging 2 Lafayette Street New York, NY 10007 <a href="http://www.nyc.gov">www.nyc.gov</a>	<b>NYC Department for the Aging (DFTA)</b> is "to work for the empowerment, independence, dignity and quality of life of New York City's diverse older adults and for the support of their families through advocacy, education and the coordination and delivery of services."
7	Carter Burden Center 312 E. 12 <sup>th</sup> St. New York, NY 10029 <a href="http://carterburdennetwork.org">carterburdennetwork.org</a>	<b>The Carter Burden Network</b> serves Manhattan, offering 12 programs in 7 locations. In addition to its senior centers and social services, it also has innovative Arts Programs that engage older

		people with stimulating activities including ceramics, jewelry-making, guitar lessons, visiting museums, and more.
8.	Marlene Meyerson JCC Samuel P. Rose Bldg. 334 Amsterdam Ave New York, NY 10023 646.505.4444 <a href="http://www.jccmanhattan.org">www.jccmanhattan.org</a>	JCC together with our community, the Marlene Meyerson JCC Manhattan creates opportunities for people to connect, grow, and learn within an ever-changing Jewish landscape.
9.	Height & Hills 81 Willoughby Street Suite 302 Brooklyn, NY 11201 718.596.8789 <a href="http://www.heightsandhills.org">www.heightsandhills.org</a>	Heights and Hills provide programs and services aimed at supporting the aging community. They advocate to for resources and opportunities to engage and better serve the aging community. They have been the leader of the pack and pioneers in developing programs and services to support older Brooklynites to age in place as vital members of their communities.
10.	Self Help Community Services, Inc. 520 8 <sup>th</sup> Ave. , 5 <sup>th</sup> Floor New York, NY 10018 <a href="http://www.selfhelp.net">www.selfhelp.net</a> 212.971.7600	Selfhelp is one of the largest and most respected not-for-profit human service agencies in the New York metropolitan area, with 46 programs offering services throughout Manhattan, Brooklyn, Queens, the Bronx, Nassau and Suffolk Counties, and Westchester. Selfhelp provides a broad set of services to more than 20,000 elderly, frail, and vulnerable New Yorkers each year. They offer a complete network of <u>home care</u> and <u>community-based services</u> with the overarching goal of helping seniors live with dignity and independence and avoid institutionalization.

**Disclaimer:** This list is intended only as a starting point, and is not intended to be a comprehensive resource list. Readers are encouraged to do their own independent research to identify the best organizations for their needs.

**CONCLUSION:**

This report contributes to gaining better insight concerning older adults' perspectives on aging, aging in place, fostering community, and maintaining an active and independent life as one moves through the aging process. We have learned that enhancing physically active lifestyle, participation in social and leisure activities, healthy eating habits, having a purpose in life, and being intellectually engaged are all contributing factors to aging well. CQL seeks to facilitate this process by being intentional around meeting seniors where there are and giving them agency as we collaborate to design and develop programs and deliver services that will aid in the process of aging, aging in place and remaining active & engaged with community.

Signature: James Hendelanz Date: 11/17/19

## REFERENCES:

- United Nations (2003), *Toward a society for all ages*. (<http://www.un.org/esa/socdev/ageing/ageall.htm>) Retrieved online July 28, 2006.
- <https://socialwork.columbia.edu/academics/msw-program/field-education/>
- <https://aging.ny.gov/ResourceGuide/nysofa-older-nyer-guide-to-resources.pdf>
- <http://successfulaging.milkeninstitute.org/2014/best-cities-for-successful-aging-report-2014.pdf>
- Brownell, P, and Resnick, R. P. (2004), Intergenerational-multigenerational relationships: Are they synonymous? *Journal of Intergenerational Relationships*.
- World Health Organization, *Active Ageing, A Policy Framework*, World Health Organization, Geneva, Switzerland, 2002.
- O. Fusco, A. Ferrini, M. Santoro, M. R. Lo Monaco, G. Gambassi, and M. Cesari, "Physical function and perceived quality of life in older persons," *Aging Clinical and Experimental Research*, vol. 24, no. 1, pp. 68–73, 2012.
- D. L. Morgan and R. A. Krueger, *Successful Focus Groups: Advancing the State of the Art*, SAGE Publications, Inc., Thousand Oaks, CA, USA, 1993.
- N. Steverink and S. Lindenberg, "Which social needs are important for subjective well-being? What happens to them with aging?" *Psychology and Aging*, vol. 21, no. 2, pp. 281–290, 2006.
- C. Bryant, B. Bei, K. Gilson, A. Komiti, H. Jackson, and F. Judd, "The relationship between attitudes to aging and physical and mental health in older adults," *International Psychogeriatrics*, vol. 24, no. 10, pp. 1674–1683, 2012.
- J. Irving, S. Davis, and A. Collier, "Aging with purpose: systematic search and review of literature pertaining to older adults and purpose," *International Journal of Aging and Human Development*, vol. 85, no. 4, pp. 403–437, 2017