

Results of the 2017 Resident Survey

July 2017

We used a front and back format

Carlsbad by the Sea 2017 Resident Opinion Survey

Annually Front Porch surveys resident opinion for quality and marketing purposes. Your Resident Council wants an independent, unfiltered understanding of what you think on matters of current interest for residents. To keep it simple, we've limited it to one page and a handful of questions. For each statement below, **circle the number** to the right that best fits your opinion. These are just your opinions so you can answer even if you don't feel that you know what the answer might be. Just **circle the number** that best fits your response. Please, use a separate sheet of paper if you wish to elaborate on anything.

| Statement | Scale of Agreement | | | | | |
|---|--------------------|-----------------|---------|---------------------|-------------------|------------|
| | Strongly Agree | Some-what Agree | Neutral | Some-what Dis-agree | Strongly Disagree | Don't Know |
| The Resident Council advocates well for residents | 5 | 4 | 3 | 2 | 1 | 0 |
| CBTS Management consults residents before changes | 5 | 4 | 3 | 2 | 1 | 0 |
| Front Porch staff recruitment is effective | 5 | 4 | 3 | 2 | 1 | 0 |
| High performing employees advance into openings | 5 | 4 | 3 | 2 | 1 | 0 |
| CBTS benefits by being part of Front Porch | 5 | 4 | 3 | 2 | 1 | 0 |
| Food consistently meets high standards | 5 | 4 | 3 | 2 | 1 | 0 |
| Care services meet my needs | 5 | 4 | 3 | 2 | 1 | 0 |
| Care services are priced fairly | 5 | 4 | 3 | 2 | 1 | 0 |
| Marketing aims to enhance our communal lifestyle | 5 | 4 | 3 | 2 | 1 | 0 |
| Security at CBTS makes me feel safe | 5 | 4 | 3 | 2 | 1 | 0 |

*Please, Return Survey to Resident Council Box near the Front Desk or at the Grand Bldg. Lobby.
Use the White Space or a Separate Sheet to Elaborate. (Don't Overlook the Other Side)*

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| | Strongly Agree | Some-what Agree | Neutral | Some-what Dis-agree | Strongly Disagree | Don't Know |
| Maintenance requests are completed promptly | 5 | 4 | 3 | 2 | 1 | 0 |
| CBTS communications to residents have improved | 5 | 4 | 3 | 2 | 1 | 0 |
| CBTS will keep me in residence if my money runs out | 5 | 4 | 3 | 2 | 1 | 0 |
| Front Porch fee increases are fair to residents | 5 | 4 | 3 | 2 | 1 | 0 |
| Front Porch puts resident well-being first before profit | 5 | 4 | 3 | 2 | 1 | 0 |

Classification Information (This information is for analysis purposes only; it will not identify individuals)

| | | | |
|---------------------|------------------------|-------------------------------|---|
| Age (Circle) | Gender (Circle) | Living Status (Circle) | Do you have experience that could benefit management? If so, what is it? _____ |
| 60-64 | 85-89 | Female | |
| 65-69 | 90-94 | Live Alone | |
| 70-74 | 95-99 | Male | |
| 75-79 | 100+ | Share Unit | |
| 80-84 | | | Does management use your expertise? Yes <input type="checkbox"/> No <input type="checkbox"/> |

Calendar Year You Moved in _____

Thank you for helping us to better understand your views!

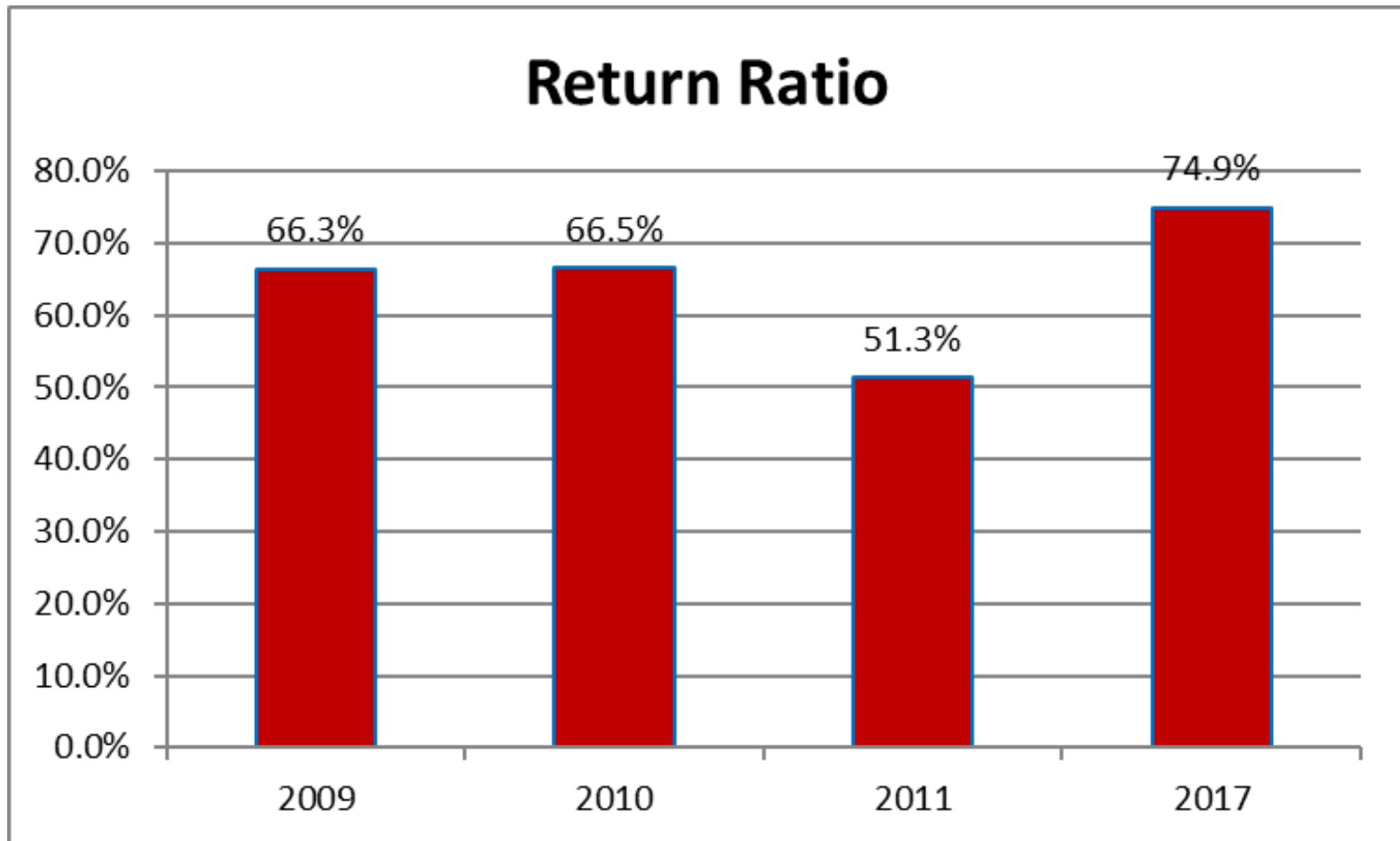
*Please, Return Survey to Resident Council Box near the Front Desk or at the Grand Bldg. Lobby.
Use the White Space or a Separate Sheet to Elaborate. (Don't Overlook the Other Side)*

Gail Bartosik chaired a committee with Tom Gordinier, Fran Overton, and Jack Cumming

Valerie Cumming agreed to tabulate the results and only Gail and Valerie saw the individual returned surveys



With a different distribution method the return ratio was positive.



First some cautions



Are the results representative?

- ▶ Our surveys have never claimed to have statistical validity



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- ▶ Extra survey forms were readily available so there is risk that some non-residents may have responded or that some may have submitted multiple responses.



Are the results representative?

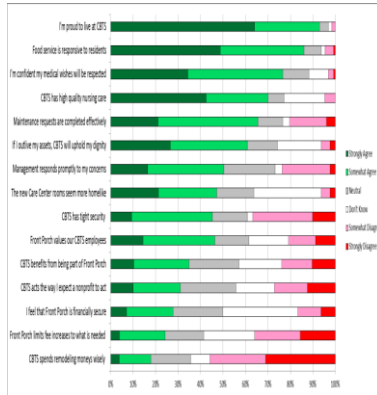
- ▶ Our surveys have never claimed to have statistical validity
- ▶ Our surveys simply show the thinking among those residents who take the time to respond
- ▶ Fear of individual identification may have biased the results
- ▶ Extra survey forms were readily available so there is risk that some non-residents may have responded or that some may have submitted multiple responses.
- ▶ Finally, we can't know what bias nonparticipation in the survey introduces anymore than we can know how low turnout rates affect elections



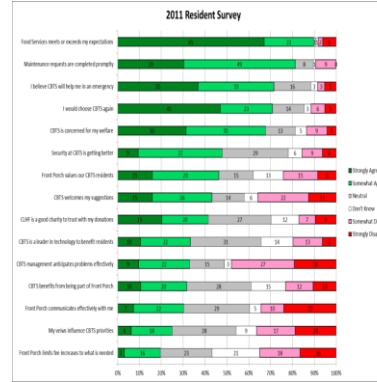
Year to Year at A Glance



2009

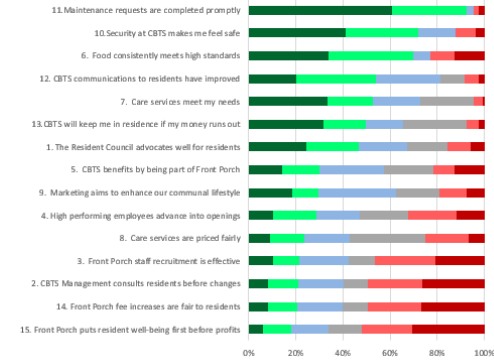


2010



2011

July 2017 Resident Survey
Ranked from High (Sum of Agree and Strongly Agree) to Low



2017

In general the positive (green) outweighs the negative (red)

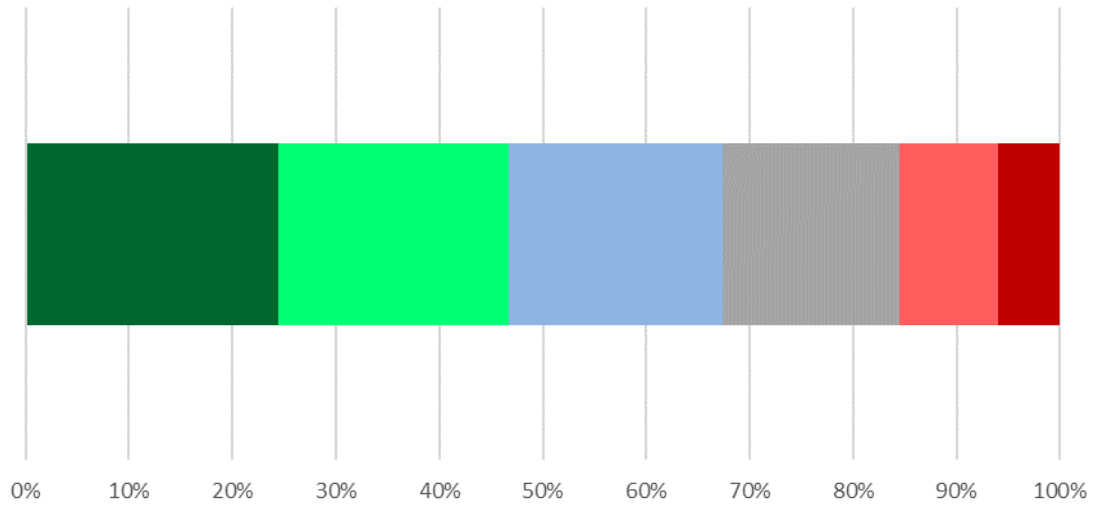
Do you think there is more green in 2017 than 8 years ago in 2009?



We'll start with the results in the
order of the questions as asked

July 2017 Resident Survey

1. The Resident Council advocates well for residents



■ Strongly Agree ■ Agree ■ Neutral ■ Don't Know ■ Disagree ■ Strongly Disagree

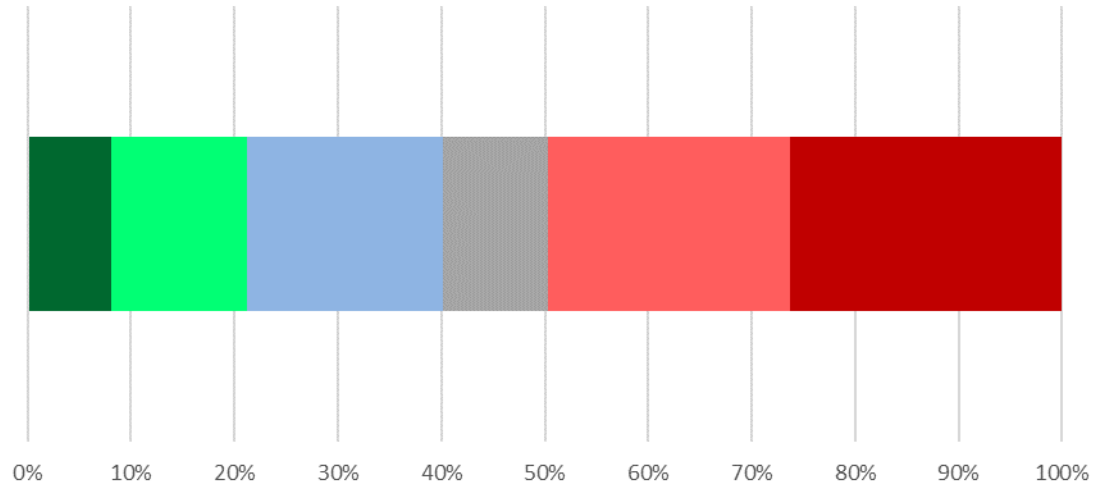
Comments: Q1. The Resident Council advocates well for residents

- ▶ They try, management does not hear
- ▶ Not their job?
- ▶ With whom? Corporate office? Community at large?



July 2017 Resident Survey

2. CBTS Management consults residents before changes



Strongly Agree Agree Neutral Don't Know Disagree Strongly Disagree

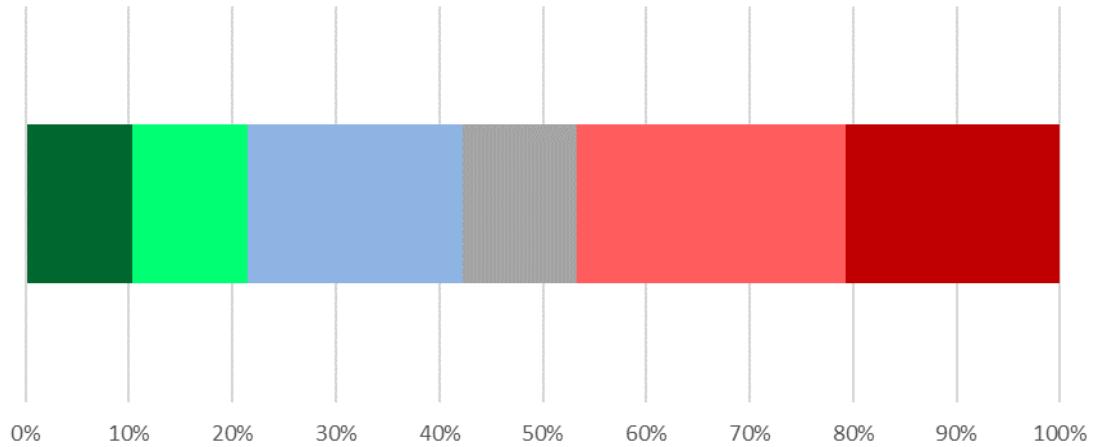
Comments: Q2. CBTS Management consults residents before changes

- ▶ See bistro!
- ▶ CBTS management only consults residents before unimportant changes. The major ones are always decided in secret
- ▶ Redecorating with uncomfortable furniture. AL tier levels unfair. Installation of sliding doors which are not working well in Grand building
- ▶ Management does not get residents input for expenditures. Some are frivolous.
- ▶ No time is assigned for a time for them to report.



July 2017 Resident Survey

3. Front Porch staff recruitment is effective



Strongly Agree Agree Neutral Don't Know Disagree Strongly Disagree

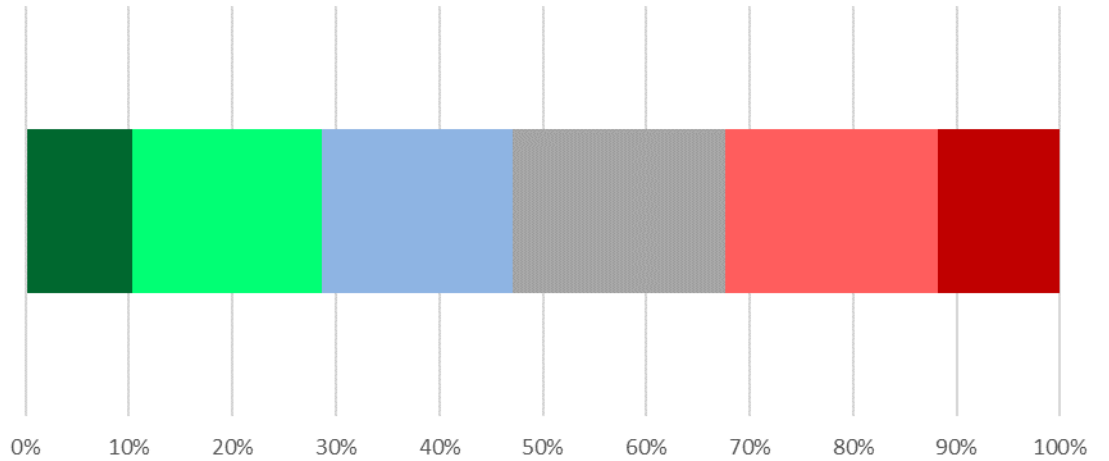
Comments: Q3. Front Porch staff recruitment is effective

- ▶ Takes way too long to hire. Causes terrible stress on current employees
- ▶ Very poor
- ▶ Always shortage of staff because of low pay
- ▶ What is the measuring stick?



July 2017 Resident Survey

4. High performing employees advance into openings



Strongly Agree Agree Neutral Don't Know Disagree Strongly Disagree

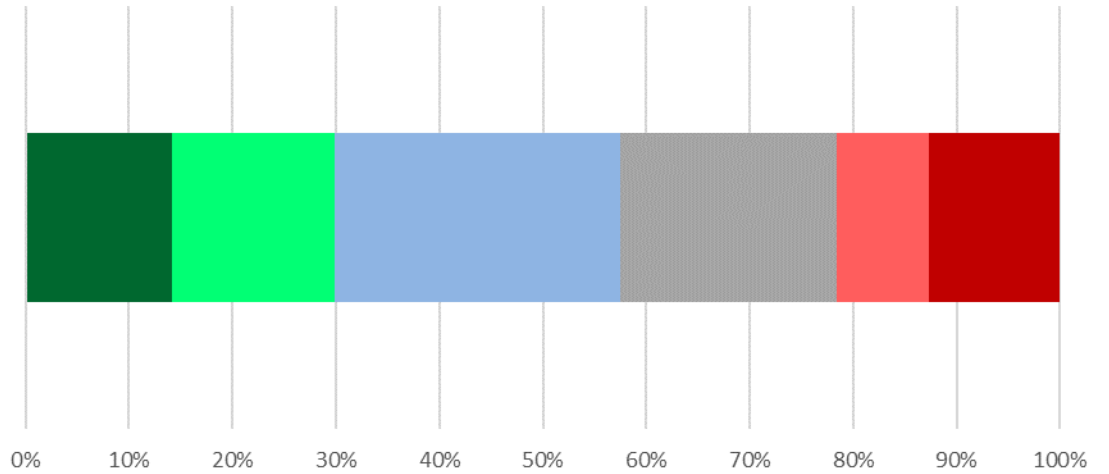
Comments: Q4. High performing employees advance into openings

- ▶ Jennifer, Josh, Shane
- ▶ Very poor performance responsible for low morale in dining
- ▶ Given their motivation and skill



July 2017 Resident Survey

5. CBTS benefits by being part of Front Porch



■ Strongly Agree ■ Agree ■ Neutral ■ Don't Know ■ Disagree ■ Strongly Disagree

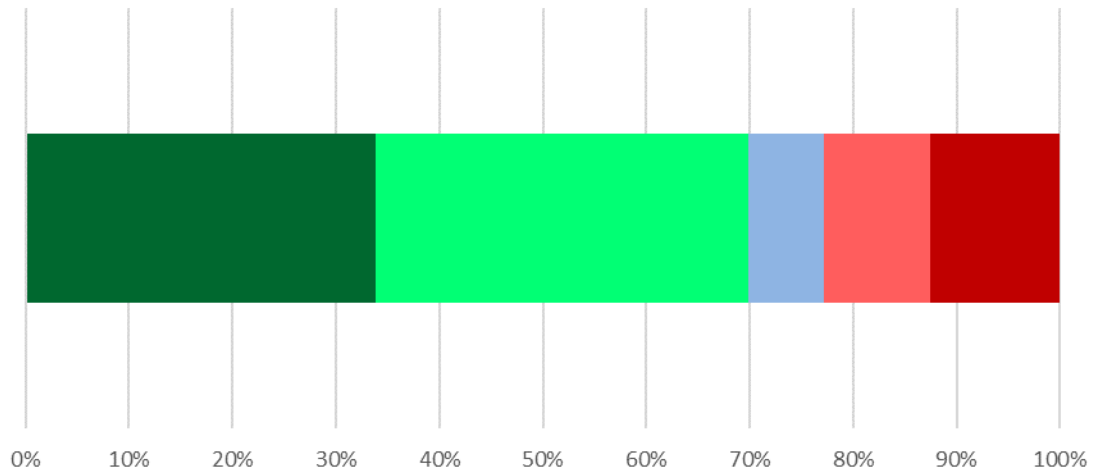
Comments: Q5. CBTS benefits by being part of Front Porch

- ▶ Dollar wise we are the 'cash cow'
- ▶ FP causes much of the rest of the complaints listed here
- ▶ Don't see any (benefits)



July 2017 Resident Survey

6. Food consistently meets high standards



Strongly Agree Agree Neutral Don't Know Disagree Strongly Disagree

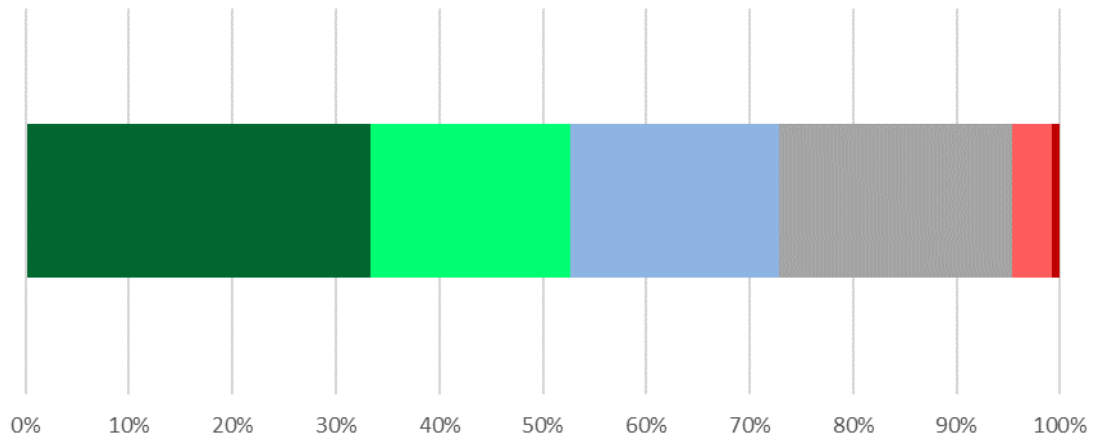
Comments: Q6. Food consistently meets high standards

- ▶ Food has consistently gone down in caliber and quality!
But we still enjoy being here
- ▶ Pre-prepared foods - not quality. Do not get seasonal fruits



July 2017 Resident Survey

7. Care services meet my needs



Strongly Agree Agree Neutral Don't Know Disagree Strongly Disagree

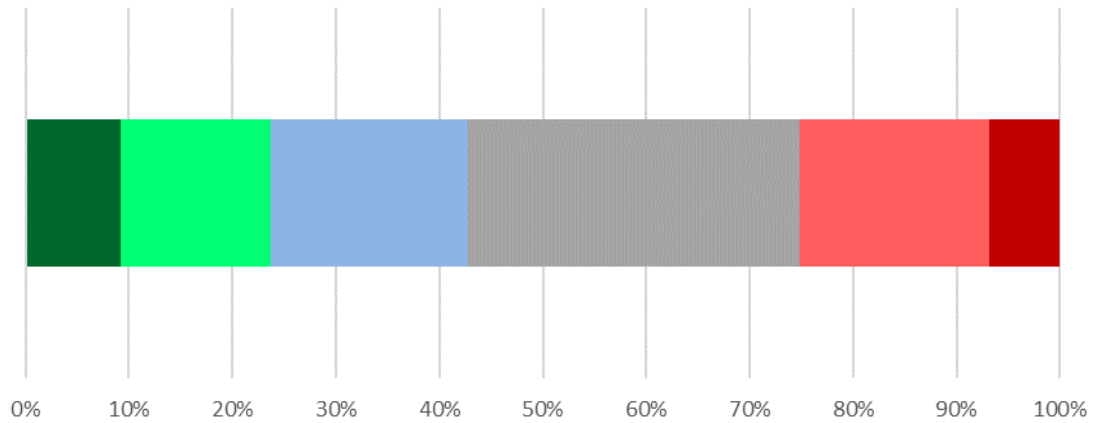
Comments: Q7. Care services meet my needs

- ▶ Poor coverage in AL not staffed for aging in place. Just fine if someone is healthy but not for additional services
- ▶ Haven't needed them so far



July 2017 Resident Survey

8. Care services are priced fairly



Strongly Agree Agree Neutral Don't Know Disagree Strongly Disagree

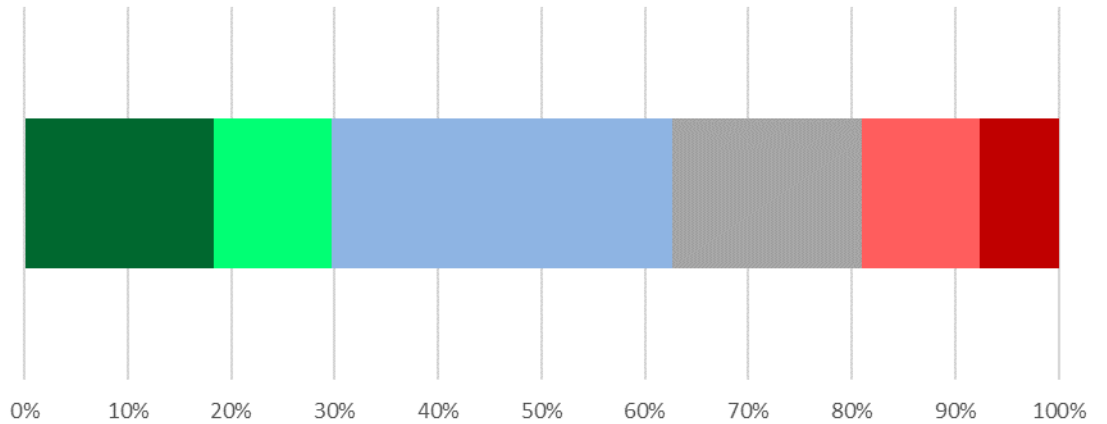
Comments: Q8. Care services are priced fairly

- ▶ NO! need to be a la carte!
- ▶ Compared to ?



July 2017 Resident Survey

9. Marketing aims to enhance our communal lifestyle



■ Strongly Agree ■ Agree ■ Neutral ■ Don't Know ■ Disagree ■ Strongly Disagree

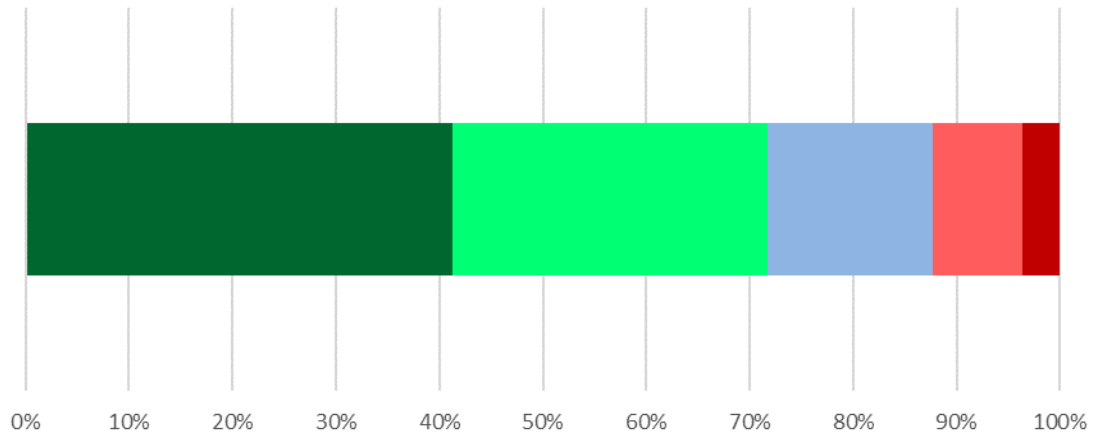
Comments: Q9. Marketing aims to enhance our communal lifestyle

- ▶ Marketing's only aim is to fill apartments with people willing to pay the entry fee. As a result, they have lowered health standards and thus undermined the vitality of the communal living experience here.
- ▶ Bringing in very aged and infirm, not good
- ▶ How??
- ▶ This is a given!
- ▶ Which marketing?



July 2017 Resident Survey

10. Security at CBTS makes me feel safe



Strongly Agree Agree Neutral Don't Know Disagree Strongly Disagree

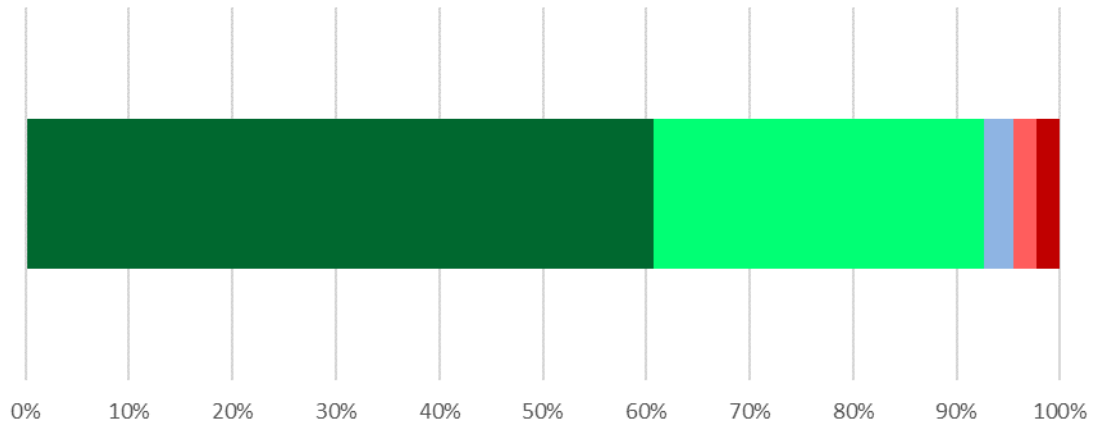
Comments: Q10. Security at CBTS makes me feel safe

- ▶ Kendrick is wonderful and there is no one of that caliber working on hours he is gone
- ▶ Not when there is only one person at the desk at night!
Much of the time it's empty



July 2017 Resident Survey

11. Maintenance requests are completed promptly



Strongly Agree Agree Neutral Don't Know Disagree Strongly Disagree

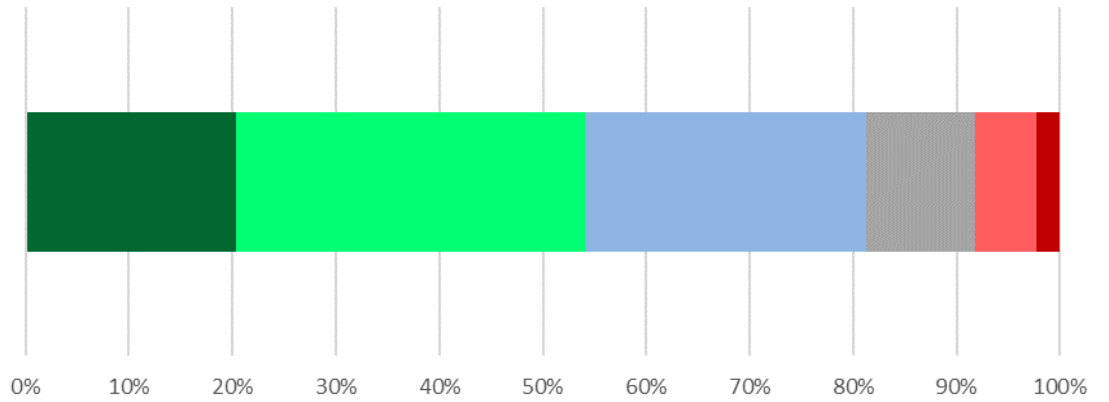
Comments: Q11. Maintenance requests are completed promptly

- ▶ Priorities yes, for others the wait is ok



July 2017 Resident Survey

12. CBTS communications to residents have improved



Strongly Agree Agree Neutral Don't Know Disagree Strongly Disagree

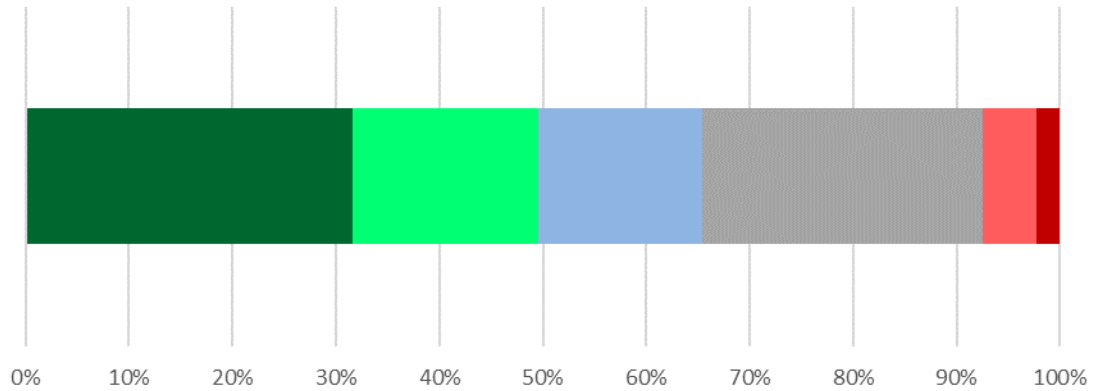
Comments: Q12. CBTS communications to residents have improved

- ▶ CBTS communications to residents are very selective. Activities are well publicized. Important things like policy and staff changes are shrouded in secrecy
- ▶ Very good now
- ▶ Rumor-Has-It has helped



July 2017 Resident Survey

13.CBTS will keep me in residence if my money runs out



Strongly Agree Agree Neutral Don't Know Disagree Strongly Disagree

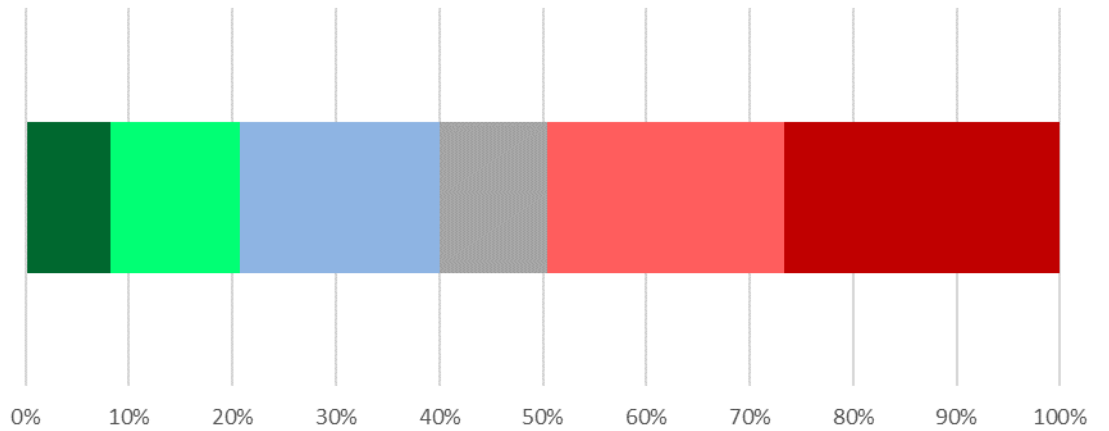
Comments: Q13.CBTS will keep me in residence if my money runs out

- ▶ Yes, but they will get rid of me if they dislike me
- ▶ Thought so! (form marked as Don't know)
- ▶ Isn't this in the contract?
- ▶ I understood that CBTS would keep me in residence at CBTS if \$ runs out. If this is not the case, please clarify in writing to all residents.
- ▶ Was told



July 2017 Resident Survey

14. Front Porch fee increases are fair to residents



Strongly Agree Agree Neutral Don't Know Disagree Strongly Disagree

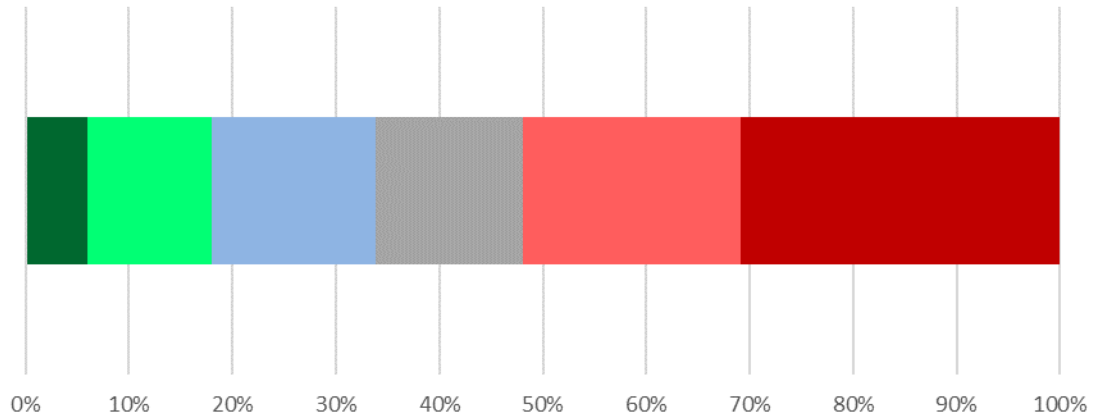
Comments: Q14. Front Porch fee increases are fair to residents

- ▶ Compared to what? COLA? Area costs? On-going costs (e.g., utilities, services? Etc.?)
- ▶ Yearly rent increases and health fees too high - 5%! Profit before well being



July 2017 Resident Survey

15. Front Porch puts resident well-being first before profits



Strongly Agree Agree Neutral Don't Know Disagree Strongly Disagree

Comments: Q15. Front Porch puts resident well-being first before profits

- ▶ Residents never!
- ▶ Isn't this #1
- ▶ Is non-profit!

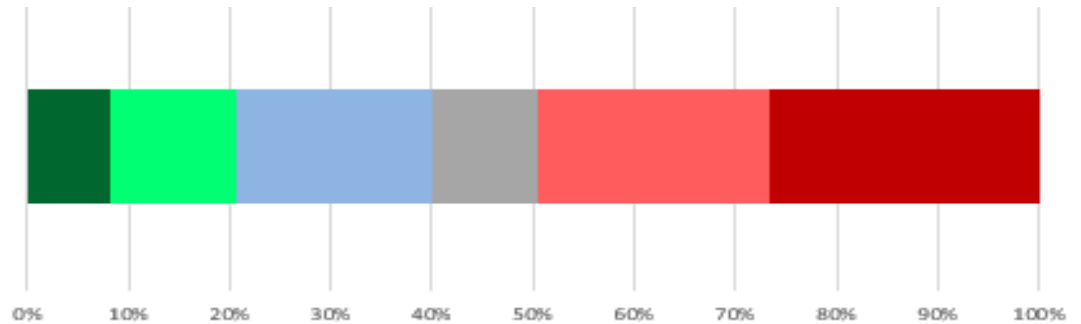


Some questions this year are similar
to past questions

Fair Front Porch Fee Increases

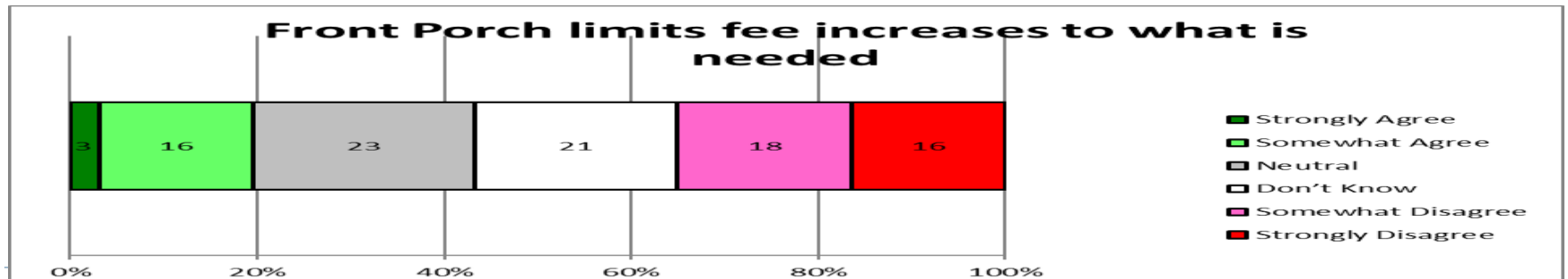
2017

14. Front Porch fee increases are fair to residents



2011

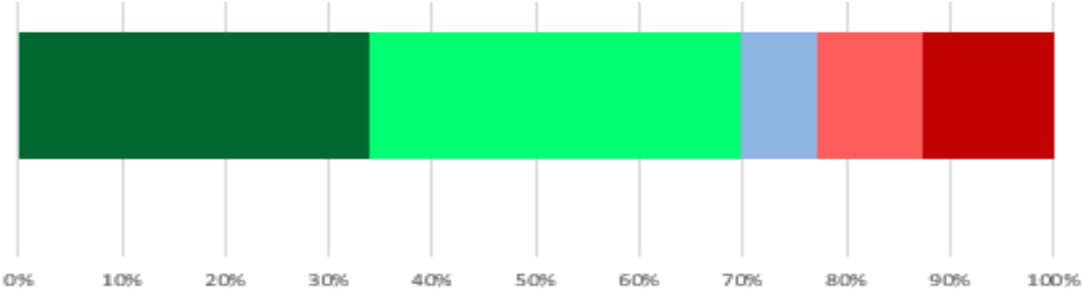
Front Porch limits fee increases to what is needed



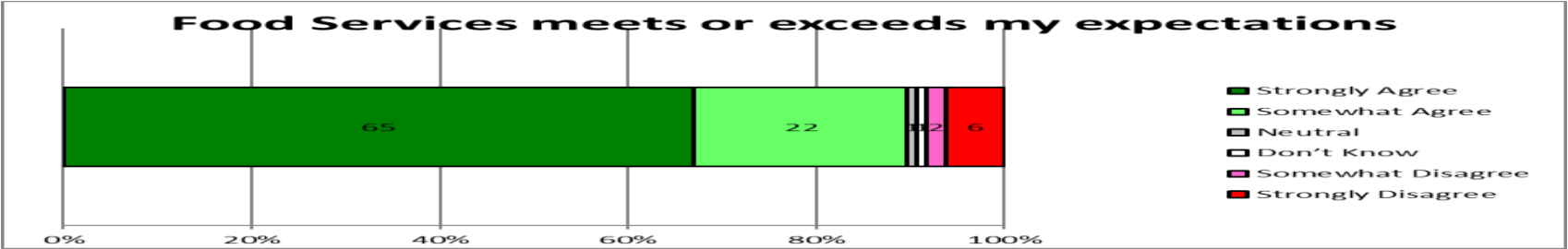
You like the food

2017

6. Food consistently meets high standards



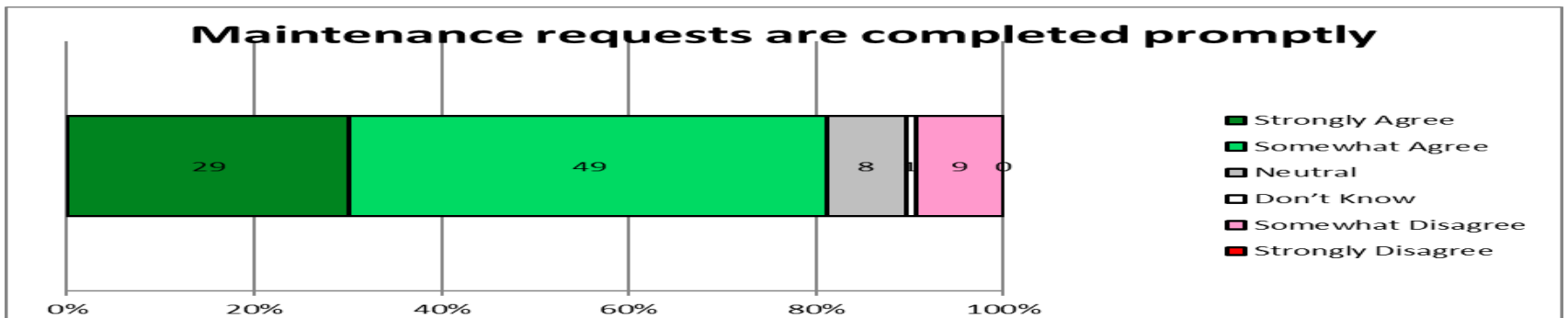
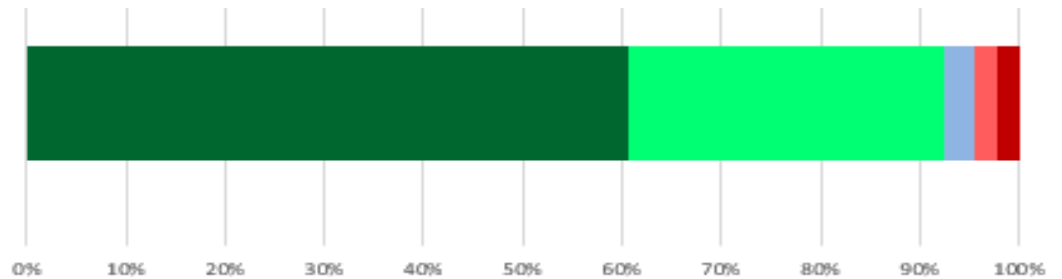
2011



Maintenance is a winner

2017

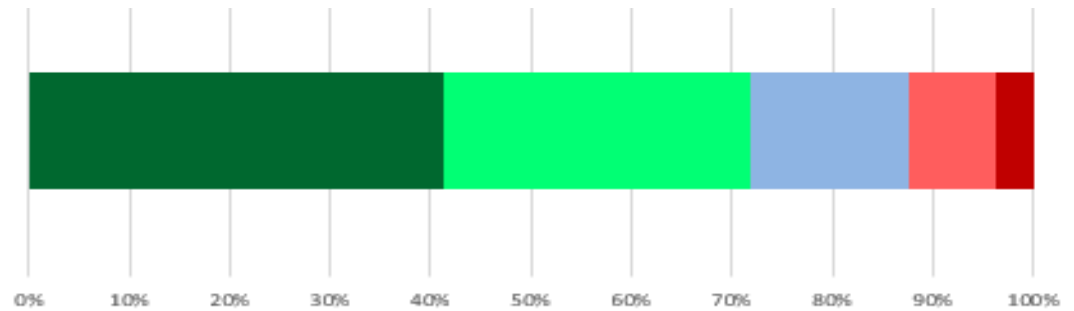
11. Maintenance requests are completed promptly



You're comfortable with security

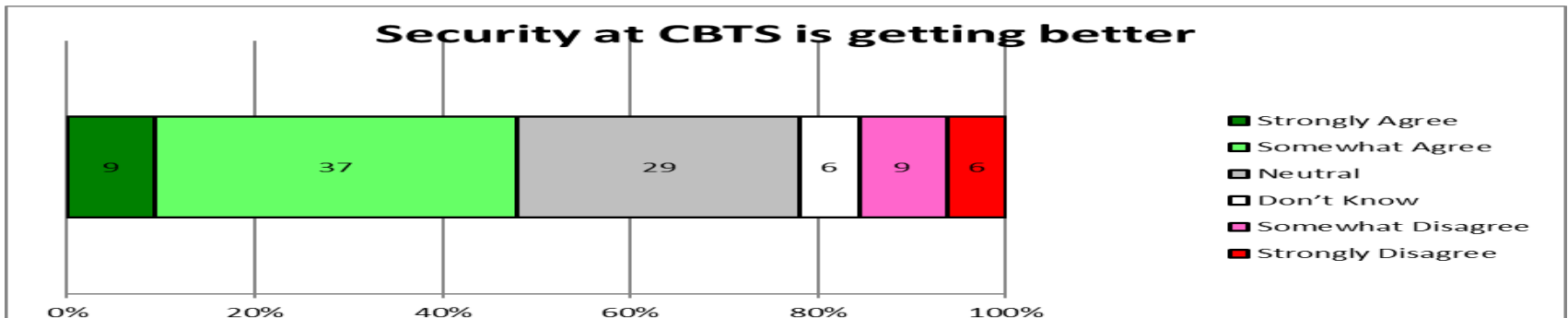
2017

10. Security at CBTS makes me feel safe



2011

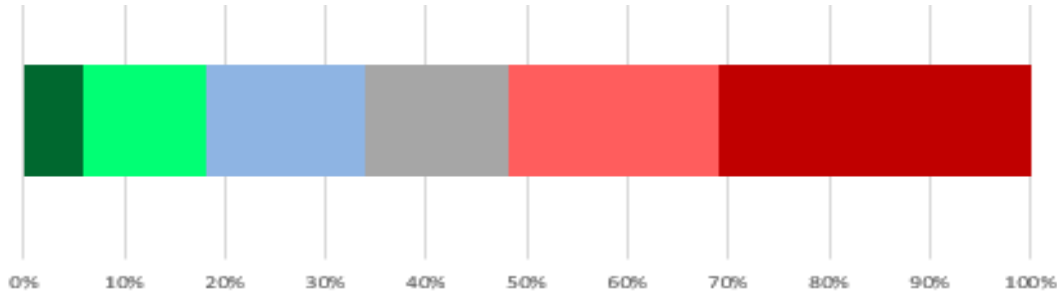
Security at CBTS is getting better



You're not sure about Front Porch

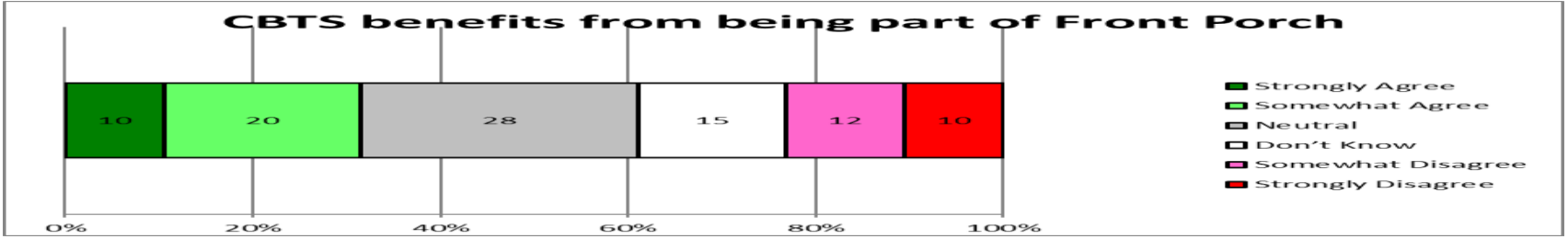
2017

15. Front Porch puts resident well-being first before profits

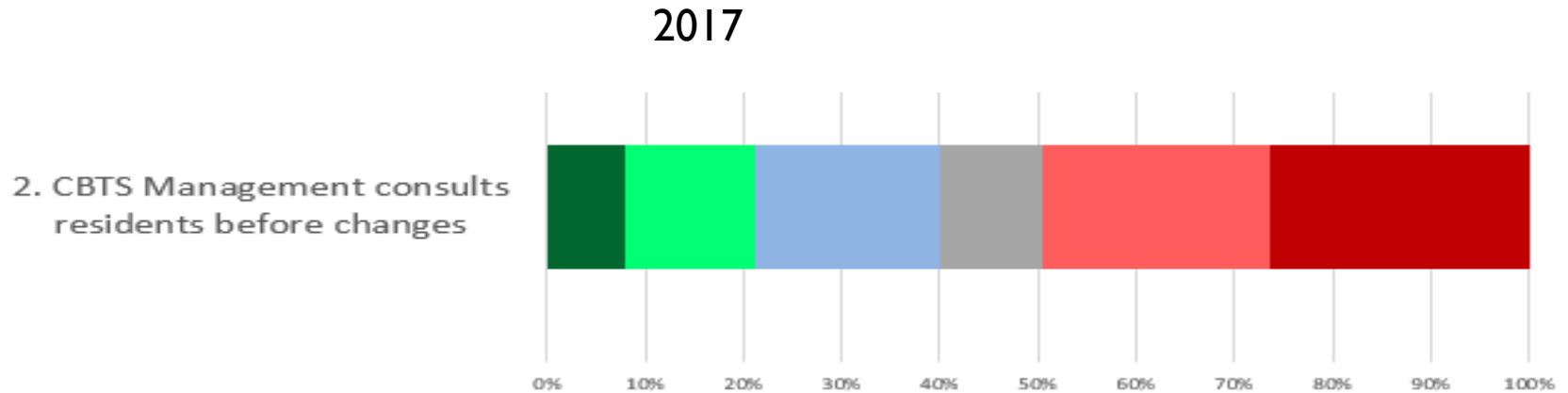


2011

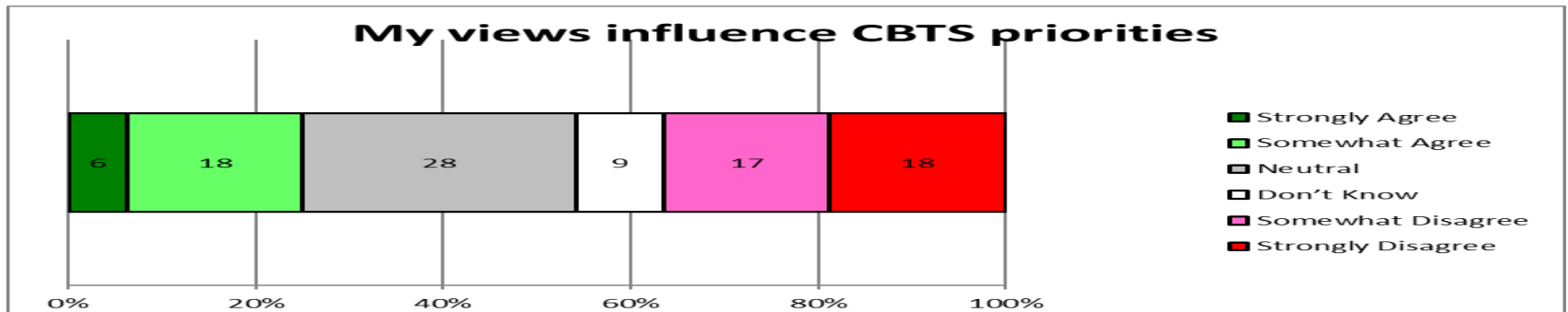
CBTS benefits from being part of Front Porch



Some feel they have more influence than do others

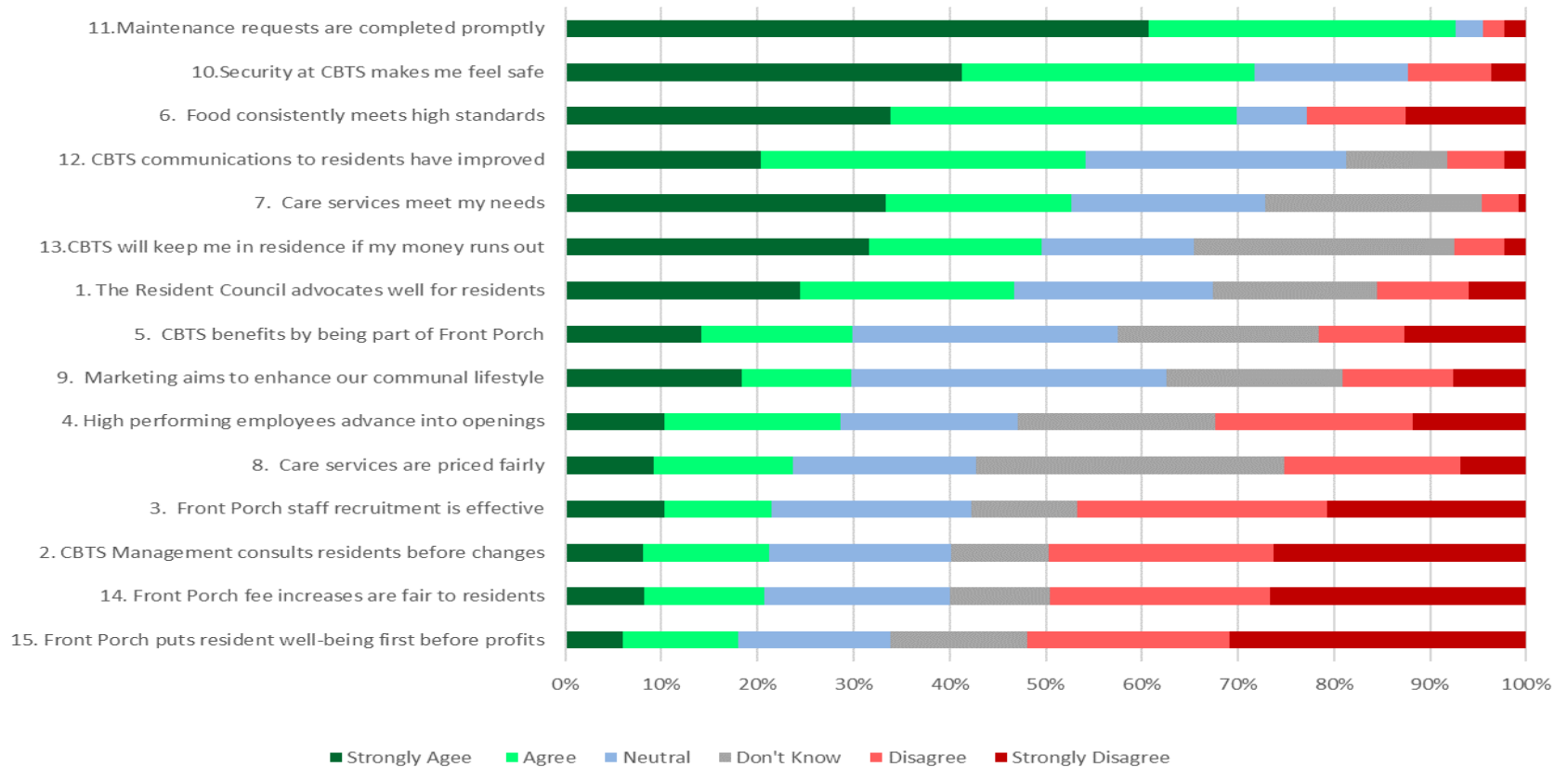


2011



Let's take a last look at the overall picture before we move on

July 2017 Resident Survey
 Ranked from High (Sum of Agree and Strongly Agree) to Low



We asked about experience

Why?

We asked about experience. Why?

- ▶ Some residents felt that there were untapped resident talents that could help CBTS



We asked about experience. Why?

- ▶ Some residents felt that there were untapped resident talents that could help CBTS
- ▶ It's been unclear how many residents want to be involved as advisors even if they have talent or experience

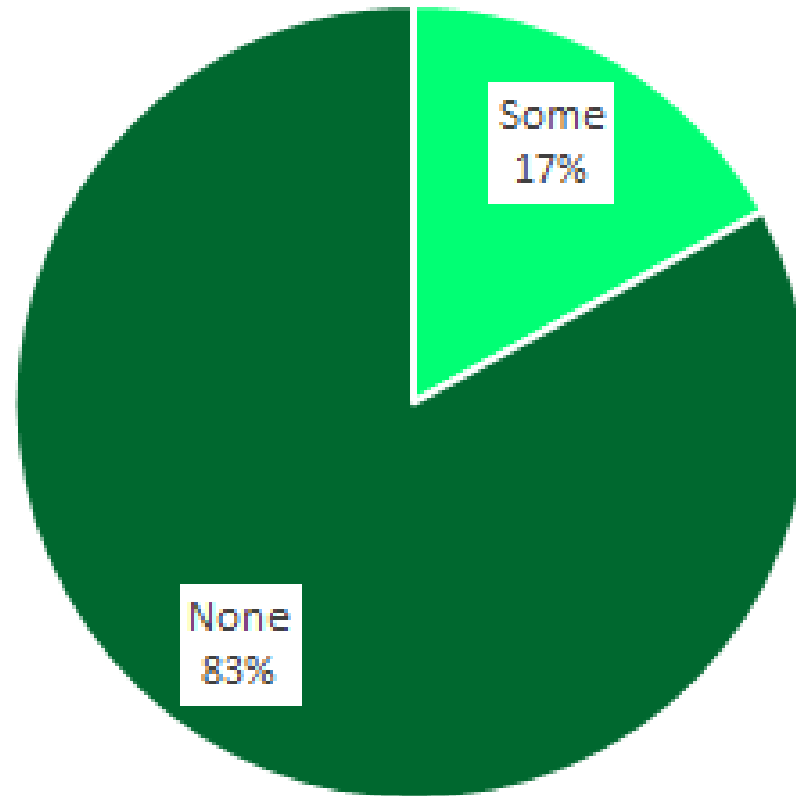


We asked about experience. Why?

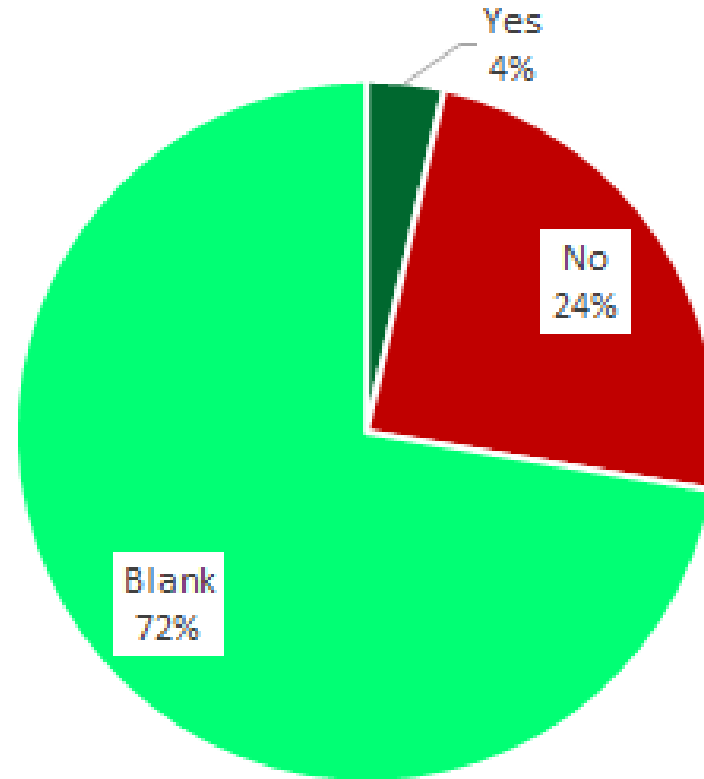
- ▶ Some residents felt that there were untapped resident talents that could help CBTS
- ▶ It's been unclear how many residents want to be involved as advisors even if they have talent or experience
- ▶ We decided we should find out what you think



Most Respondents Left Their Experience Blank



Few want to be consulted, and fewer still were consulted



None of those consulted listed an experience.



Here are the experiences listed by those who were consulted

- ▶ **Listed skills used by management**
 - ▶ Research skills
 - ▶ Secretarial
- ▶ **Listed skills not used by management**
 - ▶ Food service
 - ▶ Feedback (such as on this survey)
 - ▶ Marketing
 - ▶ Accounting
 - ▶ Special needs and management
 - ▶ Problem solving
 - ▶ Common sense
 - ▶ Management of multiple client sites
 - ▶ Time spent here



Management use of resident expertise

- ▶ I have learned how to work with them
- ▶ Never will (use your expertise) under current mgt.
- ▶ In earlier years, was member of active finance committee
- ▶ How do they know what my experience is? I've never been asked? So how can it be matched to needs/issues/interests?
- ▶ They are not interested





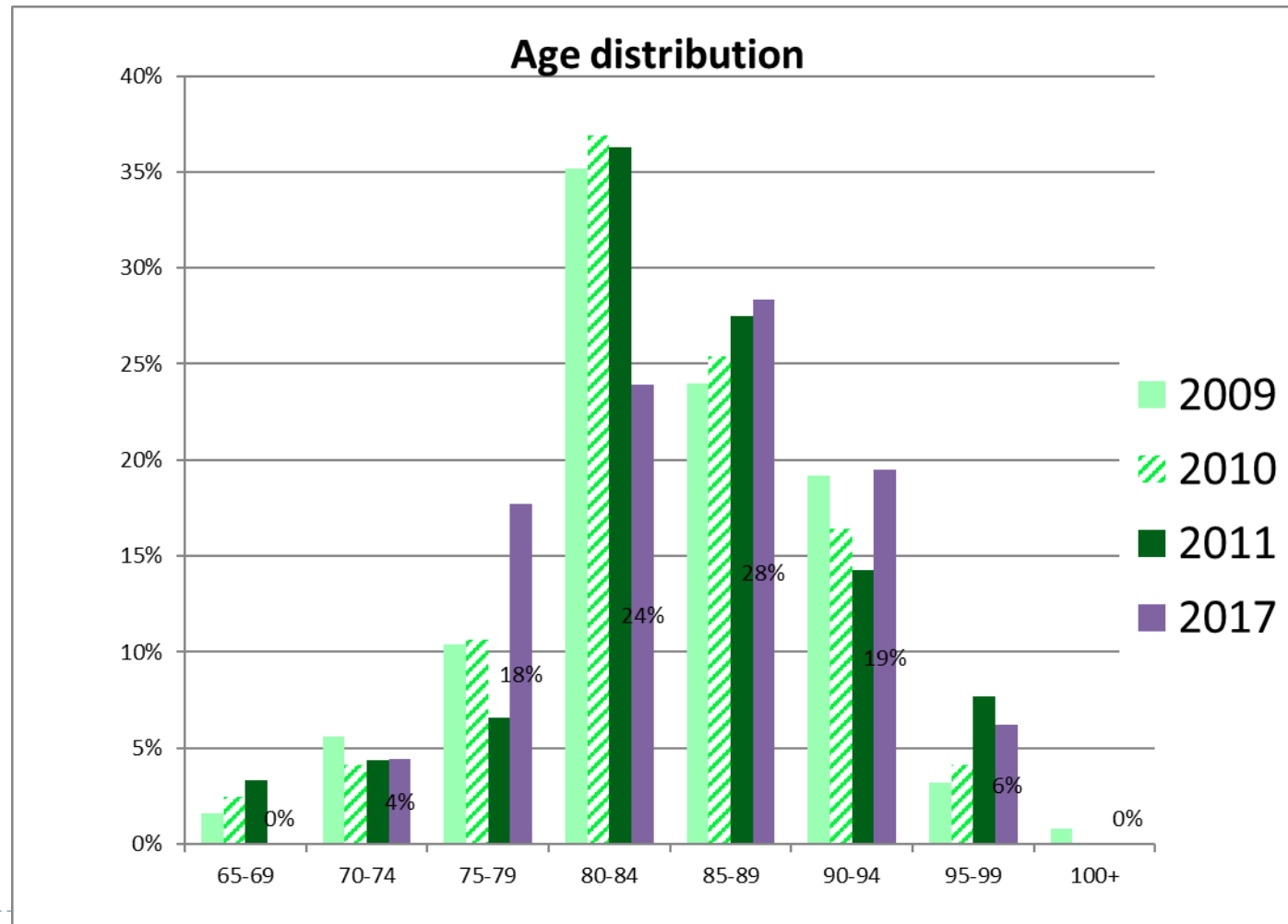
Demographics



Who are we?

Demographics

20% did not respond, perhaps from fear



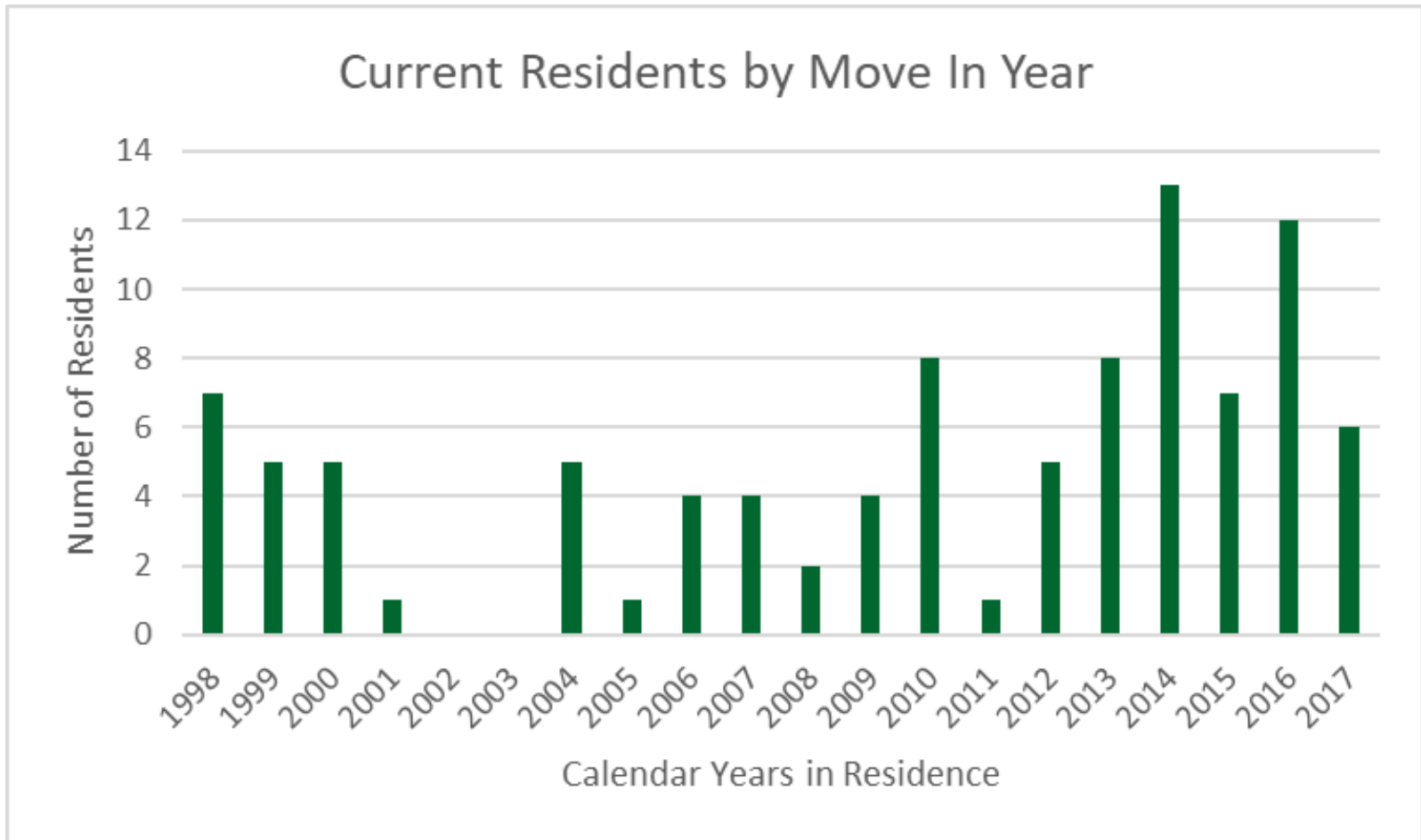


Years in Residence



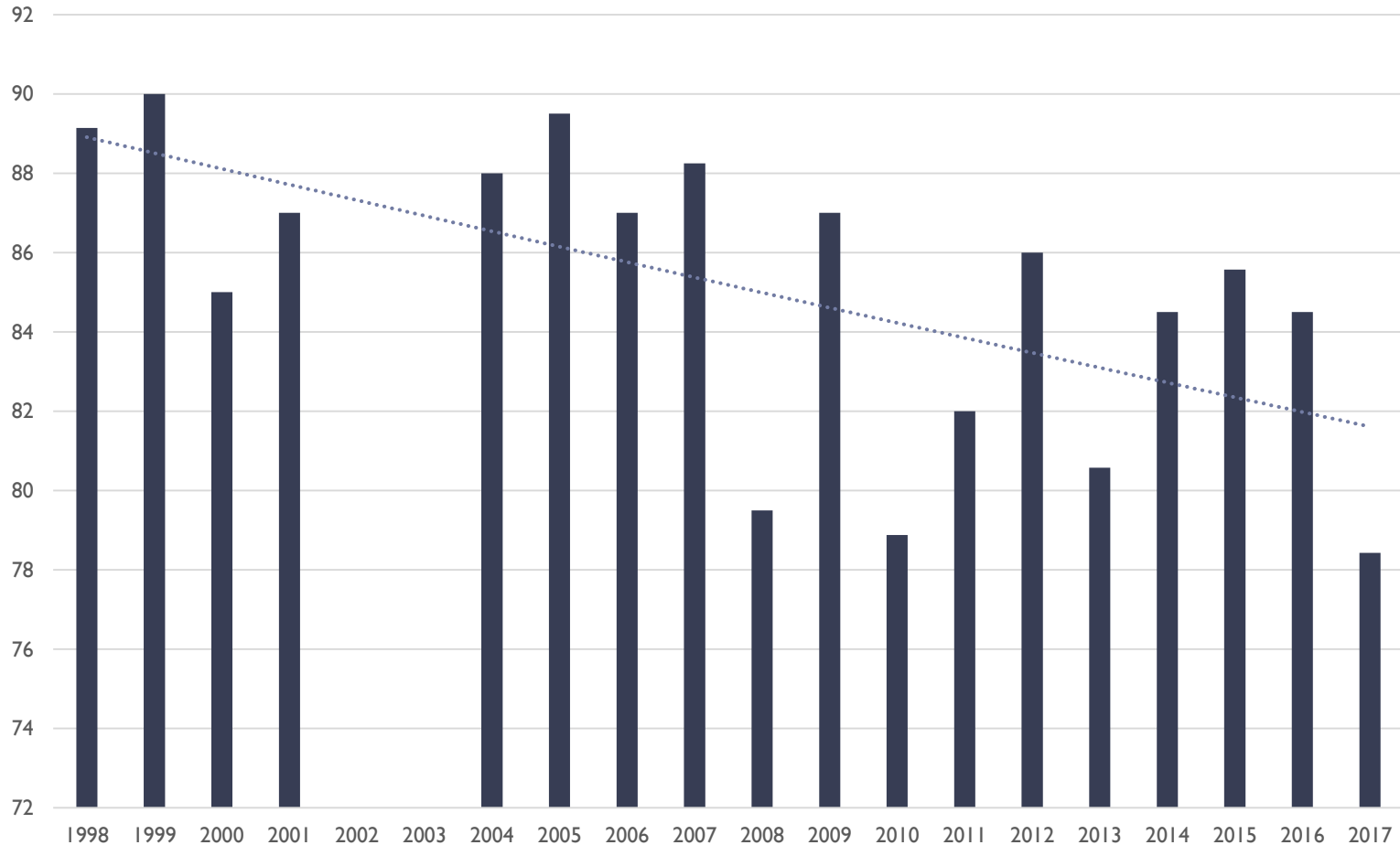
How long have we lived here?

There are large move in years and some not so large

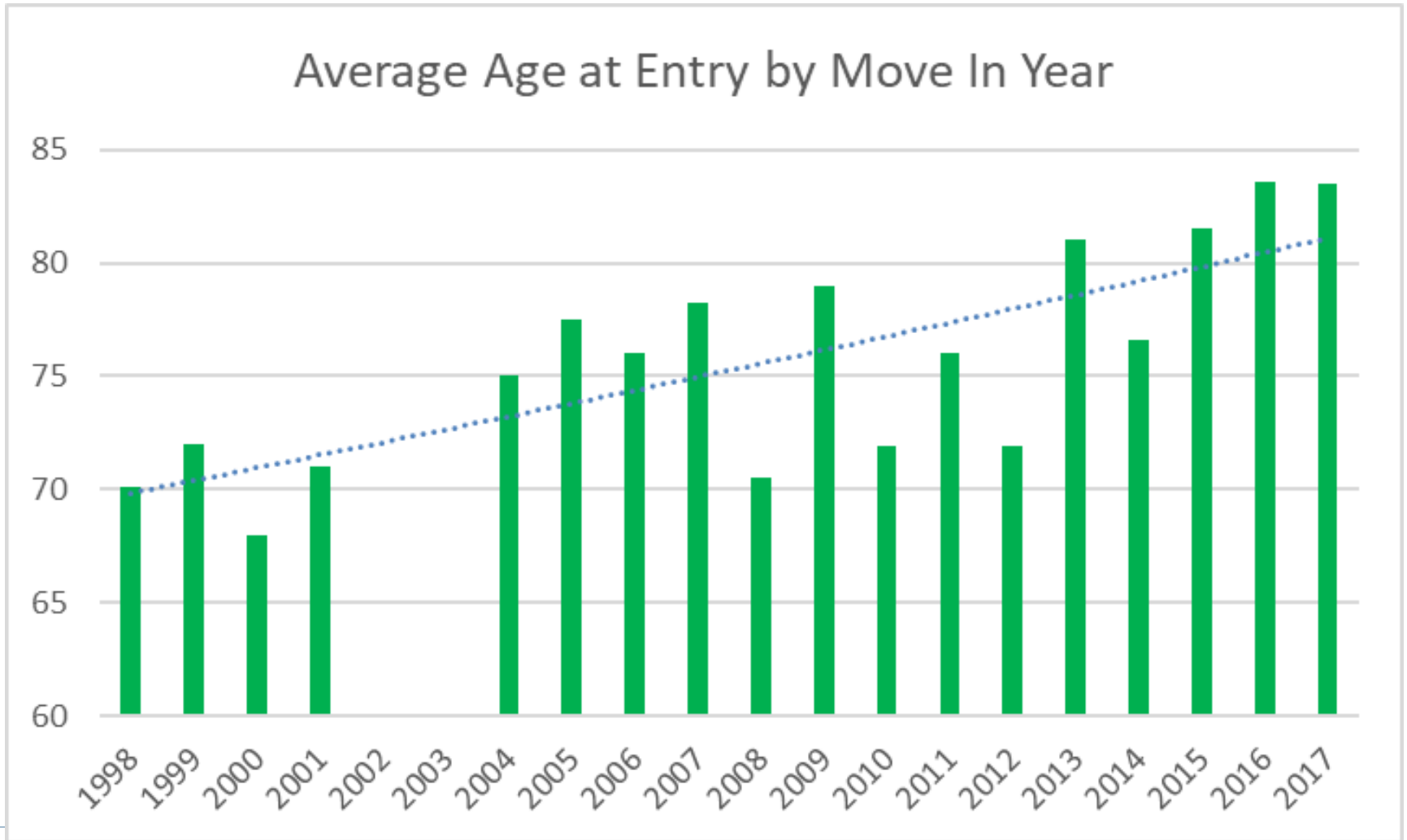


We grow older the longer we live at CBTS

Average Attained Age by Move In Year



The average age at move in is increasing





Comments



What you said overall

General Comments

- ▶ Shouldn't have been asked
 - ▶ Classification information requested certainly makes it very easy to identify individuals (or at least narrow it down to a few possibilities.) Analysis could result in assumptions which are discriminatory.
...Conclusions could be made which are discriminatory against those over 90 who live alone, against those 65-69 who share a unit etc.
 - ▶ Filling this section out is giving your name (identity)!
- ▶ General Remarks
 - ▶ Management has deteriorated of late
 - ▶ A 'Please return by' (date) needs to be included on future surveys
 - ▶ This is not a survey. This is a collection of feelings and opinions. These are my opinions (feelings). No thought (thinking) was involved.
 - ▶ It is a constant fear that there is just ONE elevator in Grand Bldg.





Conclusions



Food for thought

What Can We Conclude

- ▶ You can draw your own conclusions; this is just to help the thought process



What Can We Conclude

- ▶ You can draw your own conclusions; this is just to help the thought process
- ▶ We are happy living at CBTS and want our community to be all that it can be



What Can We Conclude

- ▶ You can draw your own conclusions; this is just to help the thought process
- ▶ We are happy living at CBTS and want our community to be all that it can be
- ▶ There remains confusion about the role of Front Porch



What Can We Conclude

- ▶ You can draw your own conclusions; this is just to help the thought process
- ▶ We are happy living at CBTS and want our community to be all that it can be
- ▶ There remains confusion about the role of Front Porch
- ▶ Almost no residents want to be engaged with management and to be consulted on decisions affecting them



What Can We Conclude

- ▶ You can draw your own conclusions; this is just to help the thought process
- ▶ We are happy living at CBTS and want our community to be all that it can be
- ▶ There remains confusion about the role of Front Porch
- ▶ A minority of residents would like to be engaged with management and to be consulted on decisions affecting them
- ▶ More and more of us are living active, vital lives to advanced ages reaching 95 to 99 and beyond





The End





▶ <http://www.cbtsresidents.com/>