WCCOA Strategic Plan Survey

Survey title: WCCOA stakeholders’ input for strategic plan for years 2024-26.  
  
This is a consent form for sharing your inputs for the ***WCCOA strategic plan (2024-26)***. It contains important information about this study and what to expect if you decide to participate. Your participation is entirely voluntary and anonymous. Please consider the information carefully.

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| **IMPORTANT NOTE**: The survey is available both as online and paper. If you decide to complete the paper survey, please do not complete the online survey. If you want to complete this survey online, scan the QR code below: |

Purpose  
The goal of the survey is to get your input for WCCOA strategic goals for the year 2024-26. Essentially, the strategic plan is a document defining the organization's vision for the future and identifying goals and objectives after taking input from all the stakeholders, including WCCOA board members, employees, and participants. This survey aims to incorporate WCCOA's stakeholder feedback into the strategic plan for the years 2024-26.

*Procedures/Tasks*: Please complete the survey to the best of your ability. It will ask you questions about your thoughts/opinions about strategic planning process. Also, general questions about your background and demography.  
   
*Duration*: It takes approximately 10 - 15 minutes to complete the survey. You may leave the study at any time. If you decide to stop participating in the study. There is no penalty, and you will not lose any benefits. Your decision will not affect your future relationship with the researcher or the WCCOA.   
  
*Risks and Benefits*: We do not expect there to be any significant risks. Your responses are entirely anonymous, and no one will know what you answered. You can also skip any question you do not wish to answer. The benefit is to contribute towards framing effective strategic goals for 2024-26. *Contact and Questions*: For questions, concerns, or complaints about the study, you may contact Dr. Abhishek Bhati (abhati@bgsu.edu).

Question 1

Which of the following strategicissues do you find are most impactful and essential for WCCOA's success in the next three years (2024-2026)?  *Select all that apply*.

* Expanding programs and services to sustain and engage existing participants and recruit new participants.
* Recruit and retain staff, volunteers, and interns.
* Sustain and strengthen the financial stability of WCCOA.
* Upgrading technology for all sites.
* Continuing public relations to increase visibility and support for WCCOA and advocate for older adults.

Question 2

What steps or strategy would you like to recommend WCCOA governing board takes to achieve organizational success for the following strategic issues? *You can select more than one strategic issue listed below. Question 3-7 are based on number of options you select.*

* Expanding programs and services to sustain and engage existing participants and recruit new participants.
* Recruit and retain staff, volunteers, and interns.
* Sustain and strengthen the financial stability of WCCOA.
* Upgrading technology for all sites.
* Continuing public relations to increase visibility and support for WCCOA and advocate for older adults.

Question 3

IF **Expanding programs and services to sustain and engage existing participants and recruit new participants** is selected*.* What steps would you suggestWCCOA board takes to *Expanding programs and services to sustain and engage existing participants and recruit new participants?* Select all that apply.

* Continuing and strengthening the programs and services focused on the needs of already existing participants.
* Understanding the future needs of current and new participants through surveys and using secondary data such as Wood County CHIP (Community Health Improvement Plan) and Wood County CHA (Community Health Assessment).
* Encourage and incentivize staff to stay current with new programs and services through professional development activities such as webinars and conferences.
* Other (*please type your response*) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Question 4

IF **Recruitment and retention of staff, volunteers, and interns** is selected*.* What steps would you suggestWCCOA board takes to ***Recruit and retain staff, volunteers, and interns****?* Select all that apply.

* Continue review of staff compensation on a three-year cycle.
* Continue to monitor job descriptions for staff and volunteers and positions needed and tailor meaningful job responsibilities for staff, volunteers, and interns.
* Using a variety of mediums to recruit staff, volunteers, and interns actively.
* Other (*please type your response*) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Question 5

IF **sustain and strengthen financial stability** *of WCCOA* is selected*.* What steps would you suggestWCCOA board takes to ***Sustain and strengthen financial stability of WCCOA****?* Select all that apply.

* Continue to engage public to support the levy.
* Continue to pay fee for classes and other activities that have a fee.
* Encourage individual donations and donations for services.
* Peruse public and private foundations for grants.
* Other (*please type your response*) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Question 6

IF **Upgrading technology for all sites** is selected*.* What steps would you suggestWCCOA board takes to ***Upgrading technology for all sites****?* Select all that apply.

* Upgrade physical technology infrastructure.
* Technological training of staff members.
* Educating participants on the use of technology.
* Increase interactivity of WCCOA website.
* Other (*please type your response*) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Question 7

IF **Continuing public relations TO increase visibility and support for WCCOA and advocate for older adults** is selected*.* What steps would you suggestWCCOA board takes to ***Continuing public relations to increase visibility and support for WCCOA and advocate for older adults****?* Select all that apply.

* Destigmatizing aging through testimonials from program participants, caregivers, and family members about wide variety of program and services offered by WCCOA.
* Advocating with government agencies such as city and county governments to classify Wood County as age friendly community.
* Increase partnership with organizations to recruit and engage diverse group of older adults.
* Continuing and advocating for non-medical transportation through partnership with Wood County Transportation Coalition and other transport related organizations offering services to older adults.
* Other (*please type your response*) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Question 8

Are there any critical areas or challenges that you believe our strategic plan should address but have not been included in the current priorities? If yes, please describe them briefly. Attach extra sheet if needed.

Question 9

Considering your experiences with WCCOA, do you have any additional comments, suggestions, or feedback related to our strategic plan that you would like to share? Attach extra sheet if needed.

Question 10

How frequently you participant/access programs and services provided by WCCOA?

* + Rarely (*Once or twice a year*)
  + Not very often (*Few times a year*)
  + About half of the time (*Few times a month*)
  + Often (*Once or twice a week*)
  + Very often (*Couple of times a week*)

Question 11

What is your year of birth? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Question 12

How many years you have known about WCCOA?

* + 1 – 5 years
  + 6 – 10 years
  + 11 – 20 years
  + 20 – 30 years
  + More than 30 years

Question 13

Please include your household incomes in the previous year before taxes (Estimates are good)

|  |  |
| --- | --- |
| * Less than $32,048 * $32,049 - $50,000 * $50,001-$99,999 * $100,000-$149,999 * $150,000-$199,999 | * More than $200,000 * Prefer not to answer. |

Question 14

Where do you live?

|  |  |
| --- | --- |
| * Bowling Green * Rossford * Perrysburg * North Baltimore * Walbridge * Wayne * Pemberville | * Grand Rapids * Other. \_\_\_\_\_\_\_\_\_\_\_\_ * Prefer not to answer. |

**PLEASE RETURN THE COMPLETED SURVEY BACK TO WCCOA VIA YOUR LOCAL WOOD COUNTY SENIOR CENTER LOCATION BY OCTOBER 2, 2023 (MONDAY)**