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Linda Law Powell
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A STUDY OF LEISURE COUNSELING SERVICES FOR
THE OLDER ADULT IN KALAMAZOO COUNTY

by

Linda Law Powell

A Dissertation
Submitted to the
Faculty of The Graduate College
in partial fulfillment of the
requirements for the
Degree of Doctor of Education
Department of Educational Leadership

Western Michigan University
Kalamazoo, Michigan
December 1982

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A STUDY OF LEISURE COUNSELING SERVICES FOR
THE OLDER ADULT IN KALAMAZOO COUNTY

Linda Law Powell, Ed.D.
Western Michigan University, 1982

The focus of this study was the community agencies and/or educational institutions in Kalamazoo County directly involved with older adults and their use of leisure time.

The purposes of this study were (a) to determine the types of organizations that provide leisure counseling services to older adults; (b) to determine the specific kinds of leisure counseling services provided for older adults; (c) to determine the problems that are related to the provision of leisure counseling services for older adults; (d) to determine the perceived need for leisure counseling services for older adults among organizations; (e) to determine the differences that may exist between type of organization and specific kinds of leisure counseling services, related problems, and perceived need; and (f) to make recommendations regarding the improvement of leisure counseling services for older adults in Kalamazoo County.

A total of 70 Kalamazoo County organizations, selected by a panel of experts, comprised the sample for this study.

A questionnaire was used to solicit information and perceptions from the organizations in the sample.
The major conclusions drawn from this study were:

1. Whereas one or more organizations within each type of agency and/or institution included in the present study provided some leisure counseling services, most leisure counseling services were provided by residential, neighborhood, health, and recreational/leisure type organizations.

2. Whereas some of each organizational type represented in this study provided some kind of leisure counseling services to older adults, information and referral, programming, and individual and group counseling were the most frequently reported services.

3. Whereas all of the organizational types experienced some difficulties in delivering services to older adults, health and social service organizations appeared to encounter more problems than did other groups. Personal income was the most frequently reported problem in delivering services to clients in the organizations studied.

4. Whereas the majority of the human services leaders in the present study perceived the importance of and need for leisure counseling services for older adults, most of the leaders in social service organizations did not.

Recommendations to Kalamazoo County community agencies and/or educational institutions providing leisure counseling services to older adults and recommendations for further research were presented.
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Linda Law Powell
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CHAPTER I

STATEMENT OF THE PROBLEM

U.S. Census figures show that there are 11 million Americans between the ages of 55 and 59; 10 million between 60 and 64; and 25 million older than 65 ("While on your way," 1981). The increasing number of American elderly presents many inconsistencies. One, for example, is that advances in health services and delivery have made it possible for people to live longer; however, it seems that for many of these people, survival into the older adult years is not a blessing, but a life of deprivation and isolation.

It seems we have not created channels for the productive use of leisure and the means for older adults to successfully meet their own needs. On the whole our society seems ill prepared to cope with the increasing numbers of older people and has not yet learned to accept the dignity of leisure. MacLean (1976) suggested that if older adults are going to live, not just exist, they must have greater awareness of the potential value of leisure experiences. It appears that productive leisure is a central ingredient in the call for quality of life for the older adult in America.

Even though leisure education or education for the worthy use of leisure time has long been recognized as a function of our national educational institutions, in reality, the older adult in America today was vocationally educated, if educated at all, and has had no leisure education. According to Ball (1976), "Work was
what gave importance to living and free time gave one a breather to get ready for more work. Such values as self-development, community and voluntary service and the challenge of creativity have not been a part of the life styles of elderly Americans" (p. 129). The older adult may view a life of free time, therefore, as unproductive.

MacLean (1976) indicated that older Americans must accept for themselves and others a new ethic that will not deny the value of work, but will accept leisure experiences as a dignified, viable, equal alternative in the quality of life. It appears that we need to educate the older adult in America toward the respectability of leisure itself so that free time brings anticipation, not guilt, and so that leisure activities in that free time may be socially acceptable and individually rewarding.

Today the role of educating individuals for the leisure-oriented society is shared between the formal and informal educational systems. For the older adult this may mean turning to leisure counseling outside the formal educational setting. Leisure counseling is an important aspect of leisure education and can be easily incorporated into other services for the older adult. Although leisure counseling does not have a unified definition among the professionals in the literature, Peterson (1977) identified the term as a "facilitative process" with its ultimate aim to develop socio-leisure behaviors (p. 11). This understanding of the term will be used consistently throughout the study.

Leisure counseling is taking many shapes and forms today, combining elements in various ways to help individuals attain
self-realization. As an example, the continuity theory of aging focuses on the importance of maintaining the continuity of habits, associations, and preferences through situational opportunities in the environment. The leisure counselor, through an assessment of the older adult's biological and psychological capabilities, personal preferences, and experiences, can suggest programs or refer the person to other community resources to maintain continuity.

Another aspect of leisure counseling or leisure education is the information/learning function which is increasing one's knowledge of the range of opportunities available. Chubb and Chubb (1981) indicated that the degree to which information about both leisure resources and their accessibility is disseminated in the community plays a vital role in participation. If people are not aware of available opportunities they can scarcely take part or receive any benefit from them. Weller's (1981) research showed that the majority of some populations, such as the older adult, are not aware of supportive services or the leisure experiences available to them. The older adult in America must be kept informed. Older adults expect to be treated as adults who make their own decisions about their leisure behaviors; however, to facilitate the decision-making process, informational and instructional services should be provided.

The older adults participating in leisure counseling services come from all walks of life. Research has shown that there is a great diversity among older adults (Hubbard, 1981). Ten years ago, at the 1971 White House Conference on Aging, the old were looked
upon as frail. It is now known that a great proportion do not fit this stereotype. According to the Community Information System for Human Services (1981) only 6% of the nation's elderly are institutionalized.

It now seems reasonable to assume that in order to reach the older adult population and meet its individual needs, leisure counseling must become a dynamic process with techniques that are both simple and complex. It would also seem reasonable to assume that the processes of leisure counseling could be incorporated into programs and functions of all older adult service agencies, formal and informal educational systems, and other counseling services available and accessible to the older adults in our communities.

Significance of the Study

According to the Census Bureau's 1980 preliminary estimate for Kalamazoo County (U.S. Bureau of the Census, 1981), significant changes are already becoming evident in the population. A much larger proportion of the population is over the age of 40, and in the years ahead, if the trend continues, an increasing older adult population can be expected. Given this forecast, it would seem that the implications for Kalamazoo County are extensive. A much larger older adult population will dramatically increase the demand for, among others, health and human services.

In 1979 the Southcentral Michigan Commission on Aging performed an assessment of the older adults' needs to assist in their own funding decisions and planning services. In the area of recreation
it was found that only 6% of the older adults who reside in Region III (the five-county region of Barry, Branch, Kalamazoo, Calhoun, and St. Joseph Counties) were receiving any kind of recreational assistance (Southcentral Michigan Commission on Aging, 1981). When asked why they were unable to find assistance, many reported that they did not know where to find help or did not want to ask a stranger for help.

In a recent report from the Quality of Life Committee of Kalamazoo 2000 (1981b), central issues, problem areas, and opportunities facing Kalamazoo County in the future were identified. Through many hours of research and investigation, followed by exhaustive discussions to reach a consensus, quality of life was determined to be central to the vitality of the community. The committee, representing citizens throughout Kalamazoo County, appears to care about the future and is involved in a long-range planning project working to preserve the uniqueness of the Kalamazoo community. One of the recommendations for Kalamazoo County, as it looks to the year 2000, is to purposefully direct the activities of quality of life to special population groups—children, senior citizens, the handicapped, and ethnic or racial minorities.

One of the actions recommended by the Kalamazoo 2000 Committee (1981a), to address the quality of life concerns, was to "provide constructive responses to changing life styles of community members" (p. 50). It appears that the changing life style of the older adult is that of abandoning the work ethic for what could perhaps be called the leisure ethic. Is Kalamazoo County beginning to provide
for the elderly, as their numbers increase and their life styles change? The present study attempted to determine the extent to which leisure counseling services are being provided to older adults in Kalamazoo County.

The findings of this study were directed to the human service leadership within Kalamazoo County. These community agencies and/or educational institutions should be able to use the results to provide direction to meet the increasing demands associated with the greater number of older adults, their leisure time, and quality of life. It was intended that this study give support and justification to changing long-range and future planning priorities to increase and/or include leisure counseling as a service to the older adult population of this community.

Focus of the Study

This study focused on the human service agencies, formal and informal educational institutions, and other organizations in Kalamazoo County directly involved with the older adult population and their use of leisure time.

The questions that were addressed included:

1. What types of community agencies and/or educational institutions provide leisure counseling services to the older adult in Kalamazoo County?

2. What specific kinds of leisure counseling services are provided for the older adult in Kalamazoo County?
3. What problems are encountered in the provision of leisure counseling services for the older adult by the community agencies and/or educational institutions in Kalamazoo County?

4. What is the perceived need for leisure counseling services for the older adult among the community agencies and/or educational institutions in Kalamazoo County?

5. What differences may exist between types of community agencies and/or educational institutions and specific kinds of leisure counseling services, related problems, and perceived need?

6. What recommendations can be made regarding the improvement of leisure counseling services for the older adult population in Kalamazoo County?

Definition of Terms

For the purpose of this study, the following definitions were used:

Leisure is defined to mean that time which is not obligated for the individual either for personal maintenance or for work.

Leisure counseling refers to any facilitative process instituted by a community agency and/or educational institution that is aimed at developing social/leisure behaviors which would meaningfully contribute to the quality of life for the individual.

Older adult includes persons age 60 and over.
Limitations of the Study

The study was limited to investigating only those community agencies and/or educational institutions in Kalamazoo County identified by a panel of three experts in the area of human service for the older adult. The study focused on selected aspects of leisure services for the older adult which deal with leisure counseling, perceived need within the community for leisure counseling for the older adult, and the types of problems that are related to these services.

The study was limited to preliminary 1980 Census figures for the population profiles; the use of a questionnaire to collect information; the willingness of respondents to complete the questionnaire; and the ability of the respondent to interpret, understand, and execute the questionnaire items.

Overview

In the remaining chapters of this study, the following topics will be addressed:

Chapter II—A review of pertinent theoretical and research literature.

Chapter III—A description of the research design and procedures for this study.

Chapter IV—A description of the results of the study.

Chapter V—Interpretation and discussion of the findings, comparisons of the findings to recommendations found in the literature,
and recommendations suggested from this study for Kalamazoo County.
CHAPTER II
REVIEW OF THE RELATED LITERATURE

This chapter provides information concerning: (a) leisure and the older adult; (b) quality of life and the older adult; (c) leisure education/counseling; (d) leisure counseling for the older adult; (e) leisure (and related) delivery systems and services for the older adult; and (f) Kalamazoo County demographics, studies, and services.

Leisure and the Older Adult

For the older adult, leisure has become a lifestyle, regardless of whether it is viewed as earned (free) and readily accepted or as enforced and considered negatively. Atchley (1977a) stated that the majority of older adults regard leisure as an acceptable lifestyle. The negative attitudes generally seem to be in the minds of the rest of society (Loesch, 1980).

Apart from the question of acceptability, there is the problem of the older adult's competence to take advantage of this lifestyle. Atchley (1977b) defined "leisure roles" as social roles "that are not obligatory in the formal sense that job and family roles often are" (p. 168). Society has placed a stigma on leisure roles in the prevailing conception about life, which is best described by Best and Stern (cited in Loesch, 1980), among others, as the "linear life plan." This plan suggests a person's life is divided into three
parts: (a) the short, early portion of a person's life primarily devoted to education; (b) the middle, sizable portion of life devoted to work; and (c) the short, later portion devoted to retirement (nonwork). The focus is obviously work, and leisure is conspicuously absent from this perspective.

Work seems to be the primary source of self-satisfaction and self-definition for many people during most of the years of their life (Loesch, 1980). The loss of work (retirement) and the necessary transition to a lifestyle of leisure can be difficult for the older adult.

Several writers have offered alternatives to the linear life plan. Loesch's (1980) life-flow concept is an "alternative way of looking at life itself" (p. 50). This conception of life holds that education, work, and leisure are present across the life span, varying only in the degrees of prominence in a person's life at any particular time.

Similarly, Murphy (1977) advocated the cyclic life plan and stated that the American society in the future may move away from the work-leisure dichotomy toward a cyclic blend of education, work, and leisure. As an alternative to the linear life plan, the cyclic life plan is based on the idea that current time spent on education and retirement be redistributed to the center of life in the form of extended periods of leisure and education.

Teaff (1977) also supported a more cyclic life pattern when he suggested that current experimentation with the flexible workday and the 4-day, 40-hour workweek should be extended to include
flexibility in the balance of work and leisure years.

Regardless of what authors may have in mind for the future in changing life cycles, the problems of leisure and aging in today's work oriented society appear to be dealt with through education and changing the perspective of leisure. Hirsch (1978) indicated that there is a need for the establishment of a new ethic—the leisure ethic—to supply the kind of motivating support that work had provided to the individual prior to retirement. Older adults today seem to be faced with the situation where they must abandon one conformity for another: the work ethic for complete idleness.

Gunn (1977a) stated that the fact of old age cannot be changed, but the perceptions of old age can. The process of aging should be thought of as a continuum where leisure can be perceived as an essential and important aspect of life and one of the greatest sources of continuity for the individual across the life-span.

Quality of Life and the Older Adult

In 1970 a national conference and consultation on Leisure and the Quality of Life was cosponsored by the American Association for Health, Physical Education and Recreation and the American Institute of Planners. A special feature of the program was the assessment of the degree to which participants changed their judgments about what the phrase "leisure and quality of life" really meant as a result of the papers and discussions (Staley & Miller, 1972). The group basically agreed that a major portion of the experiences that really count in life were contributed by leisure. Staley and Miller (1972)
rated the quality of life factors in order of priority. They were:

Self-respect (self-confidence, self-understanding)

Achievement (sense of accomplishment, meaningful activities)

Health (physical well-being, feeling good)

Affection (love, caring, relating, understanding)

Freedom (individuality, spontaneity, unconstrained)

Involvement (participation, concern)

Challenge (stimulation, competition, ambition)

Security (peace of mind, stability, lack of conflict)

Comfort (economic well-being, good things, relaxation)

Status (prestige, social recognition, positive feedback)

Novelty (newness, surprise, variety)

Dominance (superiority, power, control, aggression) (p. 252)

The new leisure ethic could be viewed as encompassing these factors. For the older adult it suggests that expressions of lifestyle becomes a search for the quality of life, for the attainment of one's potential, and with it a greater concern for the mental, social, and spiritual well-being and self-identity (Mirenda & Wilson, 1975).

Peppers (1976) indicated that perhaps the most frequently used indicator of quality of life for the older adult or "successful aging" used in the literature is the variable of life satisfaction. Life satisfaction and adjustment to retirement are sometimes viewed as synonymous concepts.
Sleen (1981) investigated the life satisfaction of a sample of older adults to determine what variables may be associated with their subjective well-being. The findings indicated the degree of congruence between actual and desired time spent in activity was significantly correlated with life satisfaction.

McGuire (1980) examined the relationship of leisure involvement to life satisfaction and found that participation is not as important to life satisfaction as the ability to be involved in leisure activities at desired levels.

Ray (1979) examined activity and life satisfaction levels of individuals 65 years of age or older. It was concluded from this study that subjects high in activity level were more likely to be high in life satisfaction and the breadth of activity affected life satisfaction whereas frequency of activity did not.

Since people are in principle active by nature, it does not seem surprising that activity is an important variable for life satisfaction in old age. Guinn (1980) investigated the relationship between leisure activity participation and life satisfaction and to the extent to which each life satisfaction contributed to the prediction of leisure satisfaction. Again, a high relationship was found between high life satisfaction and leisure activity involvement. As a result of performing a multiple regression analysis using leisure activity satisfaction as the dependent variable, the strongest life satisfaction predictor of leisure satisfaction was found to be the feeling that as an individual grows older, things seem better than he or she thought they would be. It was also found
in this study that a substantial positive relationship existed between the leisure satisfaction variables of interest in various activities, persons, or ideas, and to the extent to which one feels their life goals have been achieved.

Peppers's (1976) study focused on the types of activities and their effect on life satisfaction. The results were supportive of the continuity approach to aging in that there was little change in kinds of leisure pursuits at the onset of retirement and that those who participated in their favorite activity had greater life satisfaction. It was also found that the subjects involved in this research were engaged in a wide range of activities subject to their individual preference and that there seems to be no one specific activity for the older adult. Other contributing factors to high life satisfaction were found to be an increase in activity and those activities which were primarily social and/or physical in nature.

Petrikas and Hanson (1981) found support for the continuity approach to aging when they investigated the relationships between cognitive style and choice of leisure activities by older adults. Results showed that choices of future activities seemed to follow traditional patterns of leisure behavior as influenced by lifetime socialization.

Nystrom (1974) studied the activity patterns of the older adult and also found support for the concept of maintenance of activity with aging. This study revealed that overall activities tend not to decrease with age; however, a decrease may exist in specific forms of activity.
Research findings lead to the conclusion that leisure competence created early in life can be maintained into later life (Atchley, 1977b). McAvoy (1979) in a study designed to identify and to analyze the preferred leisure activities of the elderly found that participants displayed a strong tendency to maintain leisure participation patterns established well before reaching the age of 50.

Based upon results of some of the aforementioned studies, activity seems to be an important variable for life satisfaction (quality of life) in old age. Other results seem to strongly suggest that leisure behavior needs to be learned, acquired, or developed long before one becomes an older adult in order to maintain a quality life or leisure lifestyle high in satisfaction. However, the work oriented society that the majority of older adults today grew up in did not always provide for or promote these skills. Positive consequences of leisure behavior may need to be introduced to the older adult, and for those who have nurtured and refined their leisure behavior, encouragement and direction may be necessary.

Leisure Education/Counseling

Historically, the rationale supporting leisure education has been firmly established throughout educational and philosophical literature. Shapiro (1976), among others, traced its roots far back into the past. As a term and a concept, leisure education has carried a variety of meanings. In recent years efforts have been made to unite leisure education proponents, who come from a variety of
professional fields, and to develop a clear definition, philosophy, and conceptualization of what leisure education is.

Mundy (1976) defined leisure education in terms of process where the ultimate outcome of the process is to enable individuals to enhance their quality of life. This conceptualization of leisure education was described most recently by Mundy and Odum (1979) in the following statements:

LEISURE EDUCATION IS

A total movement to enable individuals to enhance the quality of their lives in leisure.

A process to enable individuals to identify and clarify their leisure values, attitudes and goals.

An approach to enable individuals to be self-determining, self-sufficient, and proactive in relation to their lives during leisure.

Deciding for oneself what place leisure has in one's own life.

Coming to know oneself in relation to leisure.

Relating one's own needs, values, and capabilities to leisure and leisure experiences.

Increasing the individual's options for satisfying quality experiences in leisure.

A process whereby individuals determine their own leisure behavior and evaluate the long- and short-range outcomes of their behavior in relation to their goals.

Developing the potential of individuals to enhance the quality of their own lives in leisure.

A lifelong, continuous process encompassing pre-kindergarten to retirement years.

A movement in which a multiplicity of disciplines and service systems have a role and responsibility.
LEISURE EDUCATION IS NOT

A new name for recreation or recreation services.

Just using leisure content as examples in class.

A watered-down, simplified version of a recreation and parks professional preparation program.

An attempt to replace an individual's set of leisure values with "our" set of leisure values.

A focus on the value of recreation or the recreation profession.

The communication of predetermined standards concerning what is "good" or "bad", "worthy", or "unworthy" uses of leisure.

A focus on getting people to participate in more recreation activities.

Only teaching skills and providing recreation programs.

A program to undermine the work ethic.

Advocating a leisure life-style for everyone.

Restricted to the American educational system.

Relating every school subject to leisure.

A course or series of courses.

A subject to be taught in isolation.

Restricted to what educators should do but not leisure service personnel. (pp. 2-4)

Nystrom (1974) defined leisure education in more general terms focusing on the use of leisure or free time as a life task throughout the developmental spectrum.

Until recently, the responsibility for leisure education and its implementation has been assigned to the formal educational system (Mundy & Odum, 1979). Although this view is still common among
professionals in nonschool endeavors, more and more are recognizing that the role of educating individuals within our society as being shared between formal, informal, and nonformal agencies of education.

As Boles and Davenport (1977) noted:

In the education of the future, the industrial model of a central "plant" (school) in which raw materials are processed by workers will be passé. All of the informal and nonformal agencies of education will be recognized as having important parts to play, and the formal agencies' roles in providing places for learning will be greatly diminished, while the role of the home will be greater. (p. 370)

These predictions are in direct line with Schultz's (1980) assumptions about the future to leaders in leisure services. "The role of educating individuals for a leisure oriented society will continue to be shared between the formal and informal educational systems" (p. 3).

Leisure Counseling

Witt (1977) stated that leisure education and leisure counseling stem from a similar theoretical structure and that perhaps while the point of influence and client groups may be different, the general goal of facilitating more satisfying and meaningful human activity is basically the same. In the past, leisure education has been identified more with school settings, whereas leisure counseling was originally related to institutional settings and more recently municipal and agency settings.
Leisure counseling is also viewed as a part of leisure education or as one aspect of leisure education. Staley (1976) indicated that all leisure service agencies (including the formal educational system) "share the responsibility to assist, guide, counsel, and educate the American people in developing their leisure resourcefulness, so that they may live their lives more meaningfully and significantly" (p. 3).

Edwards (1977a) stated that the origins of leisure counseling seem to fall into three categories: (a) therapeutic recreation; (b) physical education, recreation, and health; and (c) the increasing interest of the average person in being counseled about the satisfying use of their time, using the entire extent of possible activities.

Mirenda and Wilson (1975) felt that the leisure counseling concept grew in response to the following human needs: (a) to open opportunities for those in the mainstream of life, (b) to provide opportunities for special populations, and (c) to help ease the transition of the sheltered population in returning to the mainstream.

Current concepts and definitions of leisure counseling vary as much as the explanations of where it came from and why it has been established. Leisure counseling was first mentioned in the literature in the late 50's and early 60's in connection with therapeutic recreation. Today it seems to be an emerging and rapidly expanding service, although, as O'Morrow (1977) pointed out, "the profession has yet to come to complete or even partial agreement on what
leisure counseling is" (p. 132).

Although specific definitions are varied, many authors, Peterson (1977), as well as McDowell (1977b) and Gunn (1977c), agree that leisure counseling is a process with its ultimate aim as the development of socio-leisure behaviors.

Peterson (1977) stated that leisure counseling focuses on leisure lifestyles, leisure values, self-awareness, and personal development.

Gunn (1977b) called leisure the essence of self-actualization and leisure counseling helps to remove blocks to play behavior which may contribute to developing lasting feelings of significance or self-worth.

Hayes (1977) looked at leisure counseling in terms of the leisure counselor and indicated it as a process where a professional person with specialized skill helps the individual through a particular approach to acquire the needed skills or attitudes to successfully enjoy the appropriate use of their leisure time.

Controversy exists, too, over the concern with the degree to which leisure counseling should be considered an integrated function of existing roles or a highly specialized profession.

Fain (1977) indicated that leisure counseling could reintroduce the humanistic-role in leisure professions. He maintained that much of what has come to represent leisure counseling has long been considered to be generic to the role and function of the recreation (leisure service) professional.
Edwards (1981), on the other hand, stated that leisure counseling should be left to the counselors, and the park and recreation professionals should keep out.

Once the major portion of the public is made aware of such a service as leisure counseling, the demands of the public will likely determine the future development. At the present time, since counseling strategies and techniques are basic to the leisure counseling process, curriculum development in the leisure profession will need to reflect a balance (Fain, 1977).

The literature in leisure counseling shows several forms or orientations as well as models and methods of leisure counseling (Allen & Hamilton, 1980). McDowell (1977b) offered four orientations to leisure counseling that call on the integration of theory from many well established counseling approaches, theoretical constraints, and practice. The orientations vary according to the situational factors the client is experiencing and the level of involvement between the facilitator and client. Allen and Hamilton (1980) added a fifth orientation to McDowell's as they identified a continuum of leisure counseling services. The continuum showed a direct relationship between the complexity of the problems and the level of involvement between the individual and the facilitator.

On the low end of the continuum is the first orientation labeled Leisure Resource Guidance (McDowell, 1977a). This is primarily a leisure activity exploration where the leisure counseling focuses on the individual's awareness of leisure interests as well as the resources available to fulfill those interests.
The second orientation is called Leisure Skills Development (McDowell, 1977a). This focuses on developing integrative, normalizing leisure related skills.

The middle orientation on the continuum is called Leisure Lifestyle Awareness (McDowell, 1977a). The focus here is primarily educational and preventive.

Orientation four is labeled Leisure Related Behavioral Problems by McDowell (1977a), where the counseling focus is on therapeutic facilitation.

On the high end of the continuum the orientation is called Counseling Through Activity Involvement (Allen & Hamilton, 1980). As in orientation four, the counseling focus is on therapeutic facilitation, but the origin of the problem for which counseling was sought may not be specific to leisure.

As Neulinger (1977) suggested, leisure counseling calls for a multiplicity of approaches. McDowell (1977b), Allen and Hamilton (1980), and others have attempted to categorize the different approaches. Leisure counseling services and programs should incorporate those processes that reflect the nature of the client, the nature of the problem, and the orientation of the developer of the program (Neulinger, 1977).

Most of the existing models and methods for leisure counseling fall under one or another of McDowell's (1977b) or Allen and Hamilton's (1980) orientations.

Avocational (leisure) counseling instrumentation described by Overs and Taylor (1977) would be under McDowell's category of
Leisure Resource Guidance. They cite three purposes of instrumenta-
tion in leisure counseling. They are:

1. To enable the counselor or advisor to assist the
   client to make an adequate leisure choice more quickly or
   with more precision.

2. To measure the outcome of counseling and place-
   ment in a leisure facility.

3. To measure underlying attitudes about leisure.

Overs and Taylor (1977) noted that leisure counseling instru-
ments generally fall into three classes: (a) psychometric instru-
ments to measure individual avocational (leisure) interests, apti-
tudes, and performance levels; (b) evaluation questionnaires, atti-
tude questionnaires, or interview schedules; and (c) observation and
participant observation. Psychometric instruments predict interest,
aptitude, and achievement in leisure. They may be in the form of a
paper and pencil interest inventory or some form of visual sort.
Evaluation instruments measure the qualitative aspects of participa-
tion using such terms as satisfaction and meaningful involvement.

Edwards's (1971) Constructive Leisure Activity Survey is one
example of a leisure counseling instrument. Patsy Edwards opened
one of the first leisure counseling centers on the west coast where
she does testing and referral. Her method consists of an initial
interview to collect client background information, then the client
fills out the survey which consists of five pages of activities
classified under broad categories. Clients check whether they have
tried the activity and liked it, would like to try the activity, or
have no interest in the activity at the present time. The survey is

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then scored, interpreted, and then a counselor matches resources and/or particular activities to the interests the client displays, and then refers the client to them.

Overs, Mirenda, and Wilson created the Milwaukee Leisure Counseling Model (Mirenda & Wilson, 1975). This instrumentation approach consists of an identifying information sheet, an interest finder, an activity file, a computer (can be operated manually), and the key component—the skill, expertise, and warmth of the counselor. This instrument was developed to be used as a guide to a person's leisure aptitudes, to tie the result to a list of locally available community resources and activities, and to successfully deliver the services to the client.

Magulski, Faull, and Rutkowski (1977) reported in an evaluative follow-up that nearly all clients availing themselves of the Milwaukee model stated that the service was beneficial and that they received more information than they expected.

Models that have been developed over the past few years lend a more formal structure to the leisure counseling process. These approaches vary as much as the developers do in their philosophical and theoretical framework. A few examples are presented here.

Gunn (1977c) introduced a systems approach and maintained that the leisure counseling process can be approached systematically regardless of setting or constituents served. Included in this model were helping processes that included sharing information about existing recreation programs and facilities, learning specific leisure skills, or a guided discovery of personal feelings and values.
about play behavior.

Tinsley and Tinsley (1982) developed a model of leisure counseling which advocates a holistic conceptualization of leisure and outlines the leisure counseling processes, identifies immediate and ultimate goals of leisure counseling, and discusses specific intervention strategies.

Gunn and Scarborough (1981) developed the neuro-linguistic programming model which describes subjective experience rather than a theory about behavioral choice. This model, when applied to leisure counseling, studies the organizing principles inherent in individual leisure responses.

Other authors, such as McLellan and Pellett (1975) and McLellan (1977), cite a number of approaches and techniques used but feel value clarification is the first step and most important part of leisure counseling. McLellan (1977) said: "For if only a person values leisure and the opportunities it presents will that person be motivated to the extent that leisure values become a guiding force in determining behavior" (p. 7).

Neulinger (1976) expressed a similar belief in values and leisure education/counseling when he said: "If we are honest we should acknowledge our values, and if leisure is one of our values, then as educators we do want to promote it" (p. 5).

Leisure Counseling and the Older Adult

Leisure counseling for the older adult seems to be in its fundamental stages of development. Much of the current research on
leisure counseling and the older adult is basically an adaptation of approaches that could be used with most any group. Loesch and Burt (1980) indicated that counselors working with older adults have been engaging in leisure counseling in the most liberal sense of the term for some time and probably did not know it. In the current state of leisure counseling, where there seems to be no general or widely accepted definition among counselors or leisure service professionals, there seems to be no one accepted definition of leisure counseling among counselors who work specifically with the older adult.

Neulinger (1976) pointed out that leisure counseling for the older adult must begin with a new perspective on leisure where leisure time and activities are thought of as essential and important aspects of life, rather than luxuries of life.

Loesch (1980) indicated that leisure counseling is a method of helping older adults find self-satisfaction in leisure and therefore better adjust to their situations and lifestyles.

Kaplan (1976) also supported the role of leisure counseling in helping the older adult discover self-dignity and acquire new social roles in retirement.

Overs (1975) stated that leisure counseling is especially relevant for the needs of older adults where leisure counselors can help this population make the shift from work to non-work oriented goals. Yet progress in the development of leisure counseling is hampered by work/ethic ideology where non-work activities are often interpreted in terms of work.
Overs, Taylor, and Adkins (1977) found substantial evidence that older adults need leisure counseling. They maintained that many people who did have meaningful leisure pursuits in the past may need help in selecting or adjusting to leisure pursuits when retirement or loss of spouse forces changes in lifestyles.

Individuals differ from one another; therefore, not every older adult needs leisure counseling. The major problem seems to be getting the people who need the help to seek it or to accept it. Morrow (1980) stated that one of the most desired goals in the helping professions is to move from crisis-oriented therapies into preventative activities. The case for preventative measures seems to be quite obvious in leisure counseling for the older adult.

Many studies on aging point to retirement as a time of disengagement and that disengagement leads to loss of status, loss of meaning, poor health, and death. Overs (1975) indicated that leisure counseling has the possibility of slowing or stopping the disengagement process. Leisure counseling can serve as a vehicle for leisure to be one of the greater sources of continuity for the older adult as a positive alternative to disengagement (Atchley, 1977b).

Hirsch (1978) reinforced this idea when he stated that the lifestyle, educational background, and status of the older adult must be taken into account in leisure counseling when designing or outlining leisure programs and services.

Stensrud (1977) noted that in helping the older adult, quality leisure services should focus not on the activity itself, but rather on awareness of leisure, lifestyles, interrelationships, processes,
values, needs, and meaning of activity. For the purposes of continuity, a leisure counselor (through various techniques and approaches) can become aware of each older adult's unique lifestyle, past, present, and future, before beginning to think about providing meaningful activity, referral services, and programs.

Gunn (1977a) pointed out that the leisure service profession has tried too hard to "do for" the older adult when in fact they (older adults) want and need to be doing for themselves and others. While leisure programmers point to attendance, participant hours, and numbers of painted ceramic figures as indicators of meaningful programs; it must be realized that while card parties, bingo, and arts and crafts may provide self-fulfillment for some, other older adults may derive satisfaction, enjoyment, and a sense of self-worth through community service, enrollment in a college course, or other life-satisfying experiences (Guadagnolo, 1977).

Delivery Systems and Services

Witt (1977) indicated that the many problems of alienation and dissatisfaction with leisure lifestyles currently experienced by people are a direct result of the kinds of interactions people have with the existing delivery system.

Overs (1975) noted that the theoretical base of leisure counseling as well as any other kind of counseling is that individuals differ from one another. The leisure counselor finds out who and where the clients are and then suggests specific activities that are meaningful to them. This appears to be opposite to the approach
of schools, industry, and recreation organizations which set up classes, courses, jobs, clubs, teams, and tournaments and then try to recruit the kinds of individuals who will fit into them.

Witt (1977) felt the delivery system needed certain fundamental changes in order to better serve individuals, and introduced the concept of enabling services as an umbrella term under which leisure counseling can be placed. He noted that:

The use of the term "enabling services" would facilitate attempts to look at the "whole" before schools of thought based on differences in approach keep us from assessing the role and function of varying institutional structures . . . in the overall process of achieving human purpose and actualization. (p. 3)

Murphy (1979) expanded on the idea of enabling services into a process to extend the leisure service delivery continuum to include a spectrum of programming that will account for a wider diversity of human expression and encouragement of individual responsibility for leisure choices. According to Murphy (1979), this process recognized three important considerations:

1. No one agency, relying on its own resources, can possibly meet all the leisure needs of a community.

2. Individuals can effectively describe and express their leisure needs and interests.

3. The leisure service professional, acting as a catalyst, serves as an interface between participant groups and all the leisure opportunities and resources available to them. (p. 9)

The redistribution of population by age has created many interesting and challenging problems for society. During the past two decades the United States has experienced a rapid growth of new and an expansion of existing service programs to help meet specific

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needs of the older adult. Area agencies on aging are the local divisions that administer programs under the Administration on Aging by the federal government and more directly under state offices on aging. Salmon (1980) indicated that the area agencies provide both direct and indirect avenues for offering counseling experiences (leisure and other) to the older adult as well as potential employment to counselors of older adults. These agencies, together with public education and leisure service agencies, will most likely be the primary agents to articulate and interpret leisure education—its philosophy, goals, and objectives, methods, and techniques—to the public and to other community agencies and service programs (Mundy & Odum, 1979).

Many recreation, parks, and leisure service systems are in the process of shifting emphasis from recreation and parks toward a stronger, more all-encompassing emphasis upon leisure and leisure services. Mundy and Odum (1979) noted that as these agencies shift to coordinating, facilitating, and organizing needed services, programs, areas and facilities, and opportunities to help address the leisure needs of individuals (particularly the older adult) within a community, they will become an enabling service.

Epperson (1977) also supported recreation and park services and felt that they should provide assistance to individuals to help them discover their leisure and recreation interests as well as supply facilities for participation in those interests and programs.

Isaac and Bynum (1977) indicated that education may play a primary role in the solution of the work/leisure conflict. They stated
that components of education such as adult education and community education are flexible; have parallel theories of education as a life-long process; and incorporate the value of leisure. Through the medium of adult education or community education, many of the current problems associated with too much unfilled leisure time could be alleviated according to Isaac and Bynum.

O'Morrow (1977) stated that the extent to which a counselor engages in leisure counseling depends to a great degree upon the formal setting in which the counselor works.

Ray (1979) found that the results from a study of life satisfaction in old age indicated that variety and frequency of participation are not significant variables affecting life satisfaction although activity is. Therefore, it would seem important to promote experiences in conjunction with the individual's needs, not organizational setting.

Swartz (1978) supported this by stating that for some individuals life satisfaction results from creative programming such as volunteerism. She found that for an older adult to be able to contribute, when one has been reduced to accepting services (an uncomfortable role for many), was most satisfying. Many other successful programs have this idea in mind. To return to the nurturing role of sharing one's skills and life experience, and having a destination for which one must dress and leave one's house, can provide a great satisfaction in life for an older adult.

Through leisure counseling, programs and services can be planned and carried out in a manner which utilizes an individual's
abilities, needs, and interests to the maximum. Through follow-up and evaluation, practitioners will have some idea of the responses and reactions of those they are trying to help. Bley, Goodman, and Jensen (1973) noted that in the field of social service, a neglected dimension in the evaluative process has been the assessment of clients' perceptions of the service rendered to them.

Ragheb (1980) supported this when he found that practitioners must assess and evaluate the effectiveness of programs and services to assure that participants gain satisfaction while they are meeting their leisure needs. People will not participate if they have experienced dissatisfaction. The older adult may lean toward disengagement instead of continuity if they have experienced dissatisfaction in their leisure lifestyle.

Kalamazoo County

Based on advanced counts released by the U.S. Census Bureau in March 1981, the actual number of persons age 65 and over in Kalamazoo County is between 20,575 and 23,786 (The Community Information System for Human Services, 1981). Out of the total population of Kalamazoo County, the percentage of older adults is slightly less than national norms of 11.2%. The county's population of older adults increased by 18.8% between 1960 and 1970 and 5.4% between 1970 and 1980. The major increases in the population of older adults in the county have been in the city of Portage and Oshtemo Township, while the cities of Kalamazoo and Parchment and Kalamazoo Township have lost.
Out of the county's population of older adults, only 5.2% reside in nursing homes, while nationally the percentage of older adults in nursing homes is 6% of the total older adult population. And while 72% of persons over 60 own their own homes nationally, the figure in Kalamazoo County is 86%.

The U.S. Bureau of Census (1976) pointed out that by the end of this century the proportion of the population 65 years and older nationally is expected to be between 14.1% and 16.6%. Lawson's (1975) projections of total population for Kalamazoo County for the year 2000 range from approximately 224,000 in Series I to 249,000 in Series III. This could mean an older adult population of between 31,584 and 41,334 for Kalamazoo County by the year 2000.

The Southcentral Michigan Commission on Aging (SMCA) performed an assessment of older adults' needs in the fall of 1979 to assist in funding decisions and planning services. Two-hundred-fifty older adults who reside in Region III were surveyed by telephone, with approximately 50 surveys being conducted in each of the five counties. A questionnaire was used to assess the needs of the older adults in the following areas: housing, health, nutrition, personal care, household care, recreation, social interaction, and income (SMCA, 1981).

The main goals of the survey were to assess needs, to identify barriers to needs attainment, and to help formulate planning objectives. The Survey of Needs Assessment (SMCA, 1979) asked the following questions in the area of leisure/recreational activities and interaction:
Are there any activities, like hobbies, crafts, sports, cultural or educational activities, which you like to do but are unable to?

Are you receiving any assistance in order for you to do the activities that you want to do? If yes, what are they? If not, why were you unable to do those activities?

Other than persons in your household, who do you spend most of your time with?

Do you find yourself feeling lonely quite often, sometimes, or almost never?

Do you feel that you are really a part of this area or neighborhood, or do you see it as just a place to live? (pp. 5-8)

Results of the survey were tabulated by individual county. A sizable 26% of the Kalamazoo County respondents reported that they were unable to engage in the activities they would like to do. Out of the 69% that were able to participate in the activities that they liked to do, only 2% reported receiving assistance of any kind. When asked why they were unable to do those activities, 4% reported lack of someone to do them with or of being unaware of availability of the activity, along with transportation, health, and income as barriers.

When asked with whom they spent most of their time, 48% of the respondents named a relative and 34% named a friend or neighbor. A sizable 44% indicated that they sometimes felt lonely, while 28% reported they almost never did. When asked if they felt part of the area or neighborhood, 80% responded positively, which may be attributed to the high percentage of home owners in that age group.
In response to the results of these particular questions and the others in the questionnaire, the SMCA developed goals and objectives within their multi-year plan that were aimed at eliminating the problems and barriers they found existing.

In another effort to improve the quality of life in Kalamazoo County, citizens have been involved since early 1980 in a long-range planning project called Kalamazoo 2000. This project, which largely involves citizen participation, is focused on shaping the future of Kalamazoo County. During the first phase of the project a county-wide survey was conducted by Yankelovich, Skelly, and White (Kalamazoo 2000, 1981a). The survey basically confirmed that the focus of the 10 standing committees of Kalamazoo 2000 was a reflection of the greater community.

Two of the 10 standing committees of Kalamazoo 2000, the Health and Human Services Committee and the Quality of Life Committee, identified the older adult population as an area of concern. The Health and Human Services Committee dealt with the many primary needs such as health care, housing, public transportation, and socialization. The Quality of Life Committee included recreation (leisure services) as a subcommittee and identified leisure services as they relate to the older adult population as one of the important factors of the quality of life in the county.

The Technical Support Committee of the Greater Kalamazoo United Way (1981) prepared a Report of Human Conditions in Kalamazoo County in 1981. One of the human service conditions identified in this report was social and leisure time activities. The data for this...
report were collected from funding and coordinating agencies and it was found that the majority of funding for this condition was from public sources and fees for service, with the Greater Kalamazoo United Way funding only a small percentage of the programs or services.

Senior Services, Inc., is the major provider of specialized services for the older adult in Kalamazoo County. The Human Services Outlook (The Community Information System for Human Services, 1981) gave the following as the services and programs provided by the Senior Services, Inc.:

Transportation
Transportation to meal sites
Congregate meals
Meals on Wheels
Shopping assistance
Group nutrition education sessions
Individual nutrition consultation
Food co-op
Outreach (caseworkers)
Home repair
Home care
Mental health (counseling and aftercare)
Day care
Nursing home ombudsman
Nursing Home Guide (publication)
Project RENEW
Retired Senior Volunteer Program (RSVP)
Senior Centers (Kalamazoo, Comstock, Southcounty)

The Southcentral Michigan Commission on Aging (SMCA) is a non-profit corporation designed by the Michigan Commission on Aging as the planning and coordinating agency for older adults in Region III. The SMCA (1981) has a twofold mission: (a) to act as a catalyst in the administration of resources to prevent and/or to reverse the premature institutionalization of older adults; and (b) to integrate, or reintegrate, older adults into the communities in the region.

The Metropolitan Area Transit (MATS) is the main means of public transportation for those older adults who do not drive or own a car. Reduced rates are available as well as special equipment for wheel chairs, etc.

A unique service for the older adults in this area is the Elderhostel sponsored by Western Michigan University. Elderhostel (1982) combines education and hosteling and is for the older adult desiring intellectual stimulation and physical adventure. It is based on the belief that retirement does not have to mean withdrawal, that one's later years are an opportunity to enjoy new experiences and learn new things. Western Michigan University is one of a network of over 500 sponsors who provide special low-cost, short-term residential academic programs for older adults.

Other organizations and agencies that provide services for the older adult in Kalamazoo County are listed in Appendix B.
CHAPTER III

METHOD AND PROCEDURE

Introduction

This study located and classified the community agencies and/or educational institutions in Kalamazoo County that provide leisure counseling services to the older adult population. A sample of the agencies and/or institutions were surveyed to determine the kinds of leisure counseling services available, the perceived need, and the problems related to the provision of leisure counseling services to the older adult.

This chapter describes the procedures used to select community agencies and/or educational institutions for the study, the development and implementation of the questionnaire, and research procedures.

Selection of the Panel

A panel of three experts was selected, whose purposes were to help develop a list of community agencies and/or educational institutions that provide services to the older adult in Kalamazoo County, and to critique the content of the questionnaire that was developed to send to the selected organizations.

Selection of the panel members was based on the following criteria: (a) expertise in the area of gerontology; (b) interest and deep concern for the older adult; (c) knowledge about programs
and services which are available to, or needed by, the older adult in Kalamazoo County; and (d) professional and/or personal involvement in programs and services for the older adult in Kalamazoo County. The names of the panel members are listed in Appendix A.

Selection of the Community Agencies and/or Educational Institutions

A master list of the agencies and/or educational institutions in Kalamazoo County was compiled from the Kalamazoo area telephone directory, a directory from a publication of the Community Information System for Human Services, the Directory of Human Services in the Kalamazoo Area prepared by the Kalamazoo Public Library, the Michigan Education Directory, and professional people in the area of human services for the older adult in the Kalamazoo community. The master list included 210 agencies and/or institutions (see Appendix B).

The master list was given to each member of the panel with instructions for them to check off those community agencies and/or educational institutions they believed would best suit the purposes of this study and that met the following criteria: (a) an agency and/or institution that serves clientele limited to, or including, older adults (age 60 and over), and (b) an agency and/or institution whose primary or secondary purpose is leisure services or whose organization may be capable of incorporating supportive leisure services such as leisure counseling for older adults. They were also asked to add any additional resources to the list. Those community
agencies and/or educational institutions checked or added by at least two of the three panel members were included in the final list and used for this study. The final sample consisted of 70 community agencies and/or educational institutions (see Appendix C).

Construction of the Survey Instrument

A draft of the proposed questionnaire, designed for the agencies and/or educational institutions, was given to the panel of experts to be critiqued for the content, format, and quality. Individual conferences were set up between panel members and the researcher to receive each person's input. A draft of the proposed questionnaire was also given to the dissertation committee members for their input and approval. The feedback from the panel and the committee members resulted in some changes in wording, the elimination of unnecessary questions, and a change in the format of two questions. The questionnaire was then revised for the pilot study.

Testing of the Survey Instrument

The questionnaire was piloted using 10 community agencies and/or educational institutions in Kent County whose services paralleled those selected for the study in Kalamazoo County. (For example: The Salvation Army of Kalamazoo County was part of the final list of community agencies and/or educational institutions; therefore, a pilot questionnaire was sent to the Salvation Army of Kent County.) Eight, or 80%, of the pilot questionnaires were returned. The results of the pilot study and comments from the participating
administrators were used to amend the questionnaire for final approval. One question was reworded for clarification and more space was given to open ended questions. The approved, final draft of the survey instrument is in Appendix D.

Content of the Survey Instrument

The questionnaire included directions for the respondents to follow in completing the form and definitions of terms used throughout, to assist them in understanding the concepts of leisure, leisure counseling, and the older adult.

The questionnaire was divided into sections that included: demographic data, clientele served, financing, services, and perceptions of future leisure counseling services. The information sought within the sections included: name of agency, chief administrator, geographic area of service responsibility, type of control or business status, and primary and secondary purposes; age groups served and number of regular and/or new clientele served; income sources and budget provisions; specific services, types of requests, and publicity used; and perceptions of future leisure counseling services by those who already provide leisure counseling services and by those agencies and/or institutions who do not presently provide leisure counseling services.

Administration of the Survey Instrument

Participating community agencies and/or educational institutions were contacted via telephone by the researcher for two
purposes: (a) to secure the correct name and title of the administrator, and (b) to explain the study and inform them of the forthcoming questionnaire.

A cover letter (Appendix E) explaining the research study, the questionnaire, and a self-addressed, stamped envelope were sent to each of the agencies and/or institutions selected for the study. The cover letter verified the research study which was endorsed by the chairman of the researcher's dissertation committee of Western Michigan University's Department of Educational Leadership. The cover letter solicited the assistance of the recipient agency and/or institution in conducting the research, requested the recipient to fill out the questionnaire, and return it in the enclosed self-addressed, stamped envelope. A 2-week response time was given for the return of the questionnaire. A follow-up telephone call was made within a week of the designated deadline in the researcher's timeline, to encourage any agency and/or institution which had not responded to complete and return the questionnaire. A second follow-up telephone call was made within a week after the first follow-up to those agencies and/or institutions who had not returned the questionnaire, and 1 week after that postcards were sent out as final reminders along with a final cut-off date for responses.

An alphabetical list of agencies and/or institutions was used to record returned questionnaires as they were received.
Analysis of the Data

The responses were compiled and the results of the survey instrument were used to establish a profile of the community agencies and/or educational institutions.

The small number of respondents in the sample and the format of the questionnaire precluded an appropriate statistical analysis. However, percentages and rankings were used to show comparative results. The data were subjected by the researcher to a descriptive analysis to determine trends and any consensus by respondents. The written responses to the open-ended questions were also used in the interpretation of the results.

Comparisons were also made between the results of the data from the present study and recommendations found in the literature on leisure counseling for the older adult.

Recommendations were made regarding the improvement of leisure counseling services for the older adult population to the existing community agencies and/or educational institutions in Kalamazoo County.
CHAPTER IV

RESULTS

Introduction

As indicated in the preceding chapter, a questionnaire was sent to 70 community agencies and/or educational institutions in Kalamazoo County which were thought to be directly involved with the older adult population and their use of leisure time. The data presented in this chapter represent the information collected through the questionnaire.

In addition to collecting data concerning those community agencies and/or educational institutions which responded to the questionnaire, the remaining questionnaire items related to each of the following research questions:

1. What types of community agencies and/or educational institutions provide leisure counseling services to the older adult in Kalamazoo County?

2. What specific kinds of leisure counseling services are provided for the older adult in Kalamazoo County?

3. What problems are related to the provision of leisure counseling services by the community agencies and/or educational institutions in Kalamazoo County?

4. What is the perceived need for leisure counseling services among the community agencies and/or educational institutions in
Kalamazoo County?

5. What differences may exist between types of community agencies and/or educational institutions and specific kinds of leisure counseling services, related problems, and perceived need?

Data Analysis

All 70 community agencies and/or educational institutions were initially contacted and a questionnaire was subsequently sent to each. Fifty-four, or 77%, of the questionnaires were returned. Of the total returned, 52, or 96%, were usable. Two of the questionnaires returned were blank with a note attached that indicated no such services for, or involvement with, the older adult population.

Demographic Data

The respondents were asked to classify the geographic area serviced by their community agency and/or educational institution. Multiple responses were permitted. The results of this are shown in Table 1.

The data in Table 1 show that, of the 52 agencies and/or institutions, 35, or 67.3%, indicated their service area to be county-wide; 26, or 50%, indicated their service area to be in a city; and 19, or 36.5%, indicated their service area to be rural. Two agencies and/or institutions indicated "other" types of service areas that included multi-county, state, or specific school districts.
Table 1

Agency and/or Institutional Service Coverage

<table>
<thead>
<tr>
<th>Geographic area</th>
<th>Frequency(^a)</th>
<th>Percentage(^b)</th>
</tr>
</thead>
<tbody>
<tr>
<td>County</td>
<td>35</td>
<td>67.3</td>
</tr>
<tr>
<td>City</td>
<td>26</td>
<td>50.0</td>
</tr>
<tr>
<td>Rural</td>
<td>19</td>
<td>36.5</td>
</tr>
<tr>
<td>Other</td>
<td>2</td>
<td>3.8</td>
</tr>
</tbody>
</table>

\(^a\)\(N = 52\)

\(^b\)Column totals more than 100% because of multiple responses.

The community agencies and/or educational institutions were asked to describe their organization using the following terms: Governmental (Federal, State, County, or City); Public; Private; For profit; Not-for-profit: and Other. Multiple responses were permitted. The results of this are shown in Table 2.

The data in Table 2 show that of the 52 agencies and/or institutions, 33, or 63.5%, described themselves as not-for-profit. The next most frequent responses were public and private with frequencies of 21, or 40.4%, and 11, or 21.2%, respectively. The remaining categories accounted for about 6% to 16% of the responses.

The primary purpose or goal of each community agency and/or educational institution was requested. This served as the means of establishing the type of organization for other analyses. The results are shown in Table 3.
Table 2
Agency and/or Institution by Type of Control/Business Status

<table>
<thead>
<tr>
<th>Control/business status</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not-for-profit</td>
<td>33</td>
<td>63.5</td>
</tr>
<tr>
<td>Public</td>
<td>21</td>
<td>40.4</td>
</tr>
<tr>
<td>Private</td>
<td>11</td>
<td>21.2</td>
</tr>
<tr>
<td>City</td>
<td>8</td>
<td>15.4</td>
</tr>
<tr>
<td>State</td>
<td>5</td>
<td>9.6</td>
</tr>
<tr>
<td>Federal</td>
<td>4</td>
<td>7.7</td>
</tr>
<tr>
<td>For profit</td>
<td>4</td>
<td>7.7</td>
</tr>
<tr>
<td>County</td>
<td>3</td>
<td>5.8</td>
</tr>
</tbody>
</table>

aCategories are not mutually exclusive.
bN = 52
cColumn totals more than 100% because of multiple responses.

The data in Table 3 show that of the 52 agencies and/or institutions, 11, or 21.2%, indicated health services as their primary purpose. This type included hospital related departments such as social work and community services, visiting nurse programs, nursing homes, health centers, and specific health related groups such as heart surgery patients. The next three most frequent primary purposes were identified as educational, social services, and residential. These types included community education services within the public schools or higher education; governmental programs for
social services; and older adult apartment complexes, partial or
total care facilities, and older adult group residences. Seven, or
13.3%, of the agencies and/or institutions indicated "other," which
included financial assistance, human services, social activities,
and related interest groups; economic and general welfare; and ser-
vices specific to women and girls. Neighborhood, recreational/leis­
ure, and religious goals ranked last as primary purposes which
characterized the organizations. These included neighborhood cen­
ters or associations, senior centers, clubs, and church sponsored
or affiliated organizations.

Table 3
Agencies and/or Institutions Ordered by Type

<table>
<thead>
<tr>
<th>Type</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health</td>
<td>11</td>
<td>21.2</td>
</tr>
<tr>
<td>Educational</td>
<td>9</td>
<td>17.3</td>
</tr>
<tr>
<td>Social</td>
<td>8</td>
<td>15.4</td>
</tr>
<tr>
<td>Residential</td>
<td>7</td>
<td>13.5</td>
</tr>
<tr>
<td>Other</td>
<td>7</td>
<td>13.5</td>
</tr>
<tr>
<td>Neighborhood</td>
<td>5</td>
<td>9.6</td>
</tr>
<tr>
<td>Recreational/Leisure</td>
<td>4</td>
<td>7.7</td>
</tr>
<tr>
<td>Religious</td>
<td>1</td>
<td>1.9</td>
</tr>
</tbody>
</table>

aType was determined by nature of primary purpose or goal.

bN = 52
The secondary purpose or goal was also requested of each community agency and/or educational institution. Multiple responses were permitted. The secondary purpose is reported by type of agency and/or institution. The results are shown in Table 4.

Table 4
Agencies' and/or Institutions' Secondary Purpose Reported by Type

<table>
<thead>
<tr>
<th>Type (Primary purpose)</th>
<th>Secondary Purpose&lt;sup&gt;a&lt;/sup&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health</td>
<td>-</td>
</tr>
<tr>
<td>Educational</td>
<td>-</td>
</tr>
<tr>
<td>Social</td>
<td>2</td>
</tr>
<tr>
<td>Residential</td>
<td>1</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
</tr>
<tr>
<td>Neighborhood</td>
<td>1.1</td>
</tr>
<tr>
<td>Recreational/Leisure</td>
<td>1.1</td>
</tr>
<tr>
<td>Religious</td>
<td>-</td>
</tr>
<tr>
<td>Totals</td>
<td>6</td>
</tr>
</tbody>
</table>

<sup>a</sup>N = 42

Note. Totals do not equal N because of multiple responses.

The data in Table 4 show that of the 52 agencies and/or institutions, 17, or 32.7%, perceived that they had but one primary purpose. Thirteen, or 31%, of all the agencies and/or institutions
who responded to the question indicated educational services as their secondary purpose. The next two most frequently identified secondary purposes were recreational/leisure and social services. Health and residential services followed in frequency, while religious and neighborhood services were least frequently indicated as secondary purposes. "Other" included advocacy (including political advocacy), planning, and neighborhood or property improvement.

Of those agencies and/or institutions which indicated their type as health services, seven, or 46.8%, reported their secondary purpose to be educational; six, or 54.5%, of the educational type reported recreational/leisure related services as their secondary purpose; two, or 22.2%, of the social service type indicated health to be their secondary purpose; two, or 22.2%, of the neighborhood and recreational/leisure service types reported their secondary purpose as educational; and the one religious type reported its secondary purpose as a social service.

Clientele

The community agencies and/or educational institutions were asked to indicate the different age groups to whom they provided services. The results are shown in Table 5.

The data in Table 5 show that most agencies and/or institutions in the present study provided their services to all ages. Fourteen, or 26.9%, of the agencies and/or institutions were found to provide services solely to the older adult population, while the remaining respondents indicated that they provided services to adults, age 18
and over, which might also include the older adult.

Table 5

Clientele of Agencies and/or Institutions by Age Group

<table>
<thead>
<tr>
<th>Age groups</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>All ages (children, teenagers, young adults, middle age, and older adults)</td>
<td>28</td>
<td>53.8</td>
</tr>
<tr>
<td>Older adults (age 60 and over)</td>
<td>14</td>
<td>26.9</td>
</tr>
<tr>
<td>Young adults, middle age, and older adults (age 18 and over)</td>
<td>8</td>
<td>15.4</td>
</tr>
<tr>
<td>Middle age and older adults</td>
<td>2</td>
<td>3.8</td>
</tr>
</tbody>
</table>

*Age groups are not mutually exclusive.*

*N = 52*

*Column totals more than 100% because of multiple responses.*

The respondents were asked to estimate the actual average number of older adults who received the community agencies' and/or educational institutions' services on a particular periodical basis (per year, quarter, month, or week). The data were annualized and reported by type of agency and/or institution. The results are shown in Table 6.

The data in Table 6 show that 16, or 38.1% of all the agencies and/or institutions who responded to this question, served 100 or fewer older adults on an annual basis. Only two, or 4.8%, served an estimated annual average number of over 5,000 older adults.
Table 6

Estimated Average Annual Number of Contacts With Older Adults Who Received Services by Agency and/or Institutional Type

<table>
<thead>
<tr>
<th>Typea</th>
<th>Number of older adult contacts</th>
<th>0-100</th>
<th>101-500</th>
<th>501-1,000</th>
<th>1,001-5,000</th>
<th>5,000+</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>n</td>
<td>%</td>
<td>n</td>
<td>%</td>
<td>n</td>
<td>%</td>
</tr>
<tr>
<td>Health</td>
<td>3</td>
<td>2</td>
<td>-</td>
<td>3</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Education</td>
<td>3</td>
<td>2</td>
<td>3</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Social</td>
<td>4</td>
<td>1</td>
<td>-</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>2</td>
<td>-</td>
<td>3</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Neighborhood</td>
<td>2</td>
<td>-</td>
<td>1</td>
<td>1</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Recreation/leisure</td>
<td>1</td>
<td>1</td>
<td>-</td>
<td>2</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Totals</td>
<td>16</td>
<td>38.1</td>
<td>7</td>
<td>16.4</td>
<td>9</td>
<td>21.4</td>
</tr>
</tbody>
</table>

aN = 42

The data in Table 6 also show the breakdown of the estimated average annual number of adult contacts as served by type of agency and/or institution. The numbers served may include duplications because some organizations view this as being congruent with the number of contacts made with older adults. Of the 42 agencies and/or institutions who responded to the question, four, or 25%, of those who indicated the number of older adults served per year as 100 or less were the social service types. Two health and two educational
types, or 28.6% of each, indicated that they served between 101 and 500 older adults annually; three, or 33.3%, of those who served between 501 and 1,000 older adults per year were the educational and residential services; three, or 37.5%, of those who served between 1,001 and 5,000 older adults per year were the health services, while one health and one social service agency and/or institution served 5,000 or more older adults per year.

The respondents were also asked to estimate or provide the actual number of new persons 60 years of age or over who received the community agencies' and/or educational institutions' services on a particular periodical basis (per year, quarter, month, or year). The data were annualized and reported by agency and/or institutional type. The results are shown in Table 7.

The data in Table 7 show that 22, or 62.9% of all the agencies and/or institutions who responded to this question, indicated that they served 100 or fewer new clientele, age 60 or older, per year. Only one, or 2.9%, of the agencies and/or institutions served either between 1,001 and 5,000 or 5,000 or more new people on an annual basis.

The data in Table 7 also indicate the breakdown of the estimated average annual number of new clientele, age 60 or older, that were served, by type of agency and/or institution. Of the 35 agencies and/or institutions who responded to this question, five, or 22.7% of those who indicated they served 100 or fewer new clientele per year, were the social services type. Two health and two educational agencies and/or institutions, or 33.3% of each type,
indicated that they served between 101 and 500 new clientele per year; two, or 40%, of those who served between 501 and 1,000 were health agencies and/or institutions, while one health agency and/or institution served between 1,001 and 5,000 new clientele annually, and one "other" type of agency and/or institution (financial assistance social service agency) served over 5,000 new clientele, age 60 or over, on an annual basis.

Table 7

Estimated Average Annual Number of New Clientele, Age 60 or Over, Who Received Services by Agency and/or Institutional Type

<table>
<thead>
<tr>
<th>Type</th>
<th>Number of older adults</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0-100</td>
<td>101-500</td>
<td>501-1,000</td>
<td>1,001-5,000</td>
<td>5,000+</td>
</tr>
<tr>
<td></td>
<td>n</td>
<td>%</td>
<td>n</td>
<td>%</td>
<td>n</td>
</tr>
<tr>
<td>Health</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Educational</td>
<td>3</td>
<td>2</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Social</td>
<td>5</td>
<td>-</td>
<td>1</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Residential</td>
<td>2</td>
<td>1</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Other</td>
<td>4</td>
<td>-</td>
<td>1</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>Neighborhood</td>
<td>3</td>
<td>1</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Recreational/leisure</td>
<td>2</td>
<td>-</td>
<td>1</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>22 62.9 6 17.1 5 14.3 1 2.9 1 2.9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

N = 35
The community agencies and/or educational institutions were asked to identify their source or sources of income used for the operation of their organization. Multiple responses were permitted. The results are shown in Table 8.

<table>
<thead>
<tr>
<th>Source</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fees</td>
<td>28</td>
<td>56.0</td>
</tr>
<tr>
<td>State</td>
<td>25</td>
<td>50.0</td>
</tr>
<tr>
<td>Federal</td>
<td>24</td>
<td>58.0</td>
</tr>
<tr>
<td>Contributions</td>
<td>14</td>
<td>28.0</td>
</tr>
<tr>
<td>Foundations</td>
<td>12</td>
<td>24.0</td>
</tr>
<tr>
<td>United Way</td>
<td>10</td>
<td>20.0</td>
</tr>
<tr>
<td>City</td>
<td>9</td>
<td>18.0</td>
</tr>
<tr>
<td>County</td>
<td>8</td>
<td>16.0</td>
</tr>
<tr>
<td>Endowments</td>
<td>6</td>
<td>12.0</td>
</tr>
<tr>
<td>Others</td>
<td>6</td>
<td>12.0</td>
</tr>
<tr>
<td>Dues</td>
<td>5</td>
<td>10.0</td>
</tr>
<tr>
<td>National Agency Funds</td>
<td>1</td>
<td>2.0</td>
</tr>
</tbody>
</table>

Note. Columns total more than 100% because of multiple responses.

Categories are not mutually exclusive.

N = 50
Of the 50 agencies and/or institutions who responded to this question, over 50% (28) received all or part of their funding from fees. The next two most frequently mentioned sources were state or federal funds, or some combination of these. "Other" funding sources included insurance, building rents, and taxes. Two agencies and/or institutions did not respond to the question.

The respondents were asked if any portion of the budget was used for leisure counseling services for the older adult and to estimate that percentage of the budget. For respondents indicating that no portion of their budgets were used for leisure counseling services for the older adult, they were asked to indicate whether any portion of the budget was being used to provide other kinds of services for the older adult and to estimate that percentage.

Thirty-five, or 71.4%, of the 49 agencies and/or institutions who responded to this question indicated that no portion of the budget was used for leisure counseling services for the older adult. Fourteen, or 28.6%, of the agencies and/or institutions indicated that some portion of the budget was used for leisure counseling services, and three did not respond to the question. Of the 14 agencies and/or institutions who indicated that some portion of the budget was used for leisure counseling services for the older adult, 11 gave an estimated percentage. Seven, or 63.6%, of them estimated between .004% and 5% of the total budget was used for leisure counseling services. Four respondents, or 36.4%, estimated the percentage to be between 10% and 15%. No dollar values were given.
Of the 35 agencies and/or institutions who indicated that no portion of their budget was used for leisure counseling services for the older adult, 30 responded to the follow-up question. Twenty, or 66.7%, indicated that some portion of their budget was used for other services for the older adult; and 10, or 33.3%, of the agencies and/or institutions indicated that no portion of the budget was used for other services for the older adult. Of the 20 agencies and/or institutions who indicated that some portion of the budget was used for other services for the older adult, 14 gave an estimated percentage. Five, or 35.7%, estimated between 2% and 5% of the budget was used for other services for the older adult; five, or 35.7%, estimated between 10% and 25% of the budget was used for other services for the older adult; and four, or 28.6%, estimated between 75% and 100% of the budget was used in this capacity.

**Services**

The community agencies and/or educational institutions were asked if leisure counseling services were being provided, and if so, to describe them. Twenty-five, or 51.0%, of the agencies and/or institutions who responded to this question indicated that no leisure counseling services were being provided; and 24, or 49.0%, indicated that they were providing some leisure counseling services to the older adult. Three did not respond to the question. The results are broken down by agency and/or institution type and presented in Table 9.
Table 9
The Extent of Leisure Counseling Services Reported by Agency and/or Institutional Type

<table>
<thead>
<tr>
<th>Type</th>
<th>Yes</th>
<th>No</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>n</td>
<td>%</td>
<td>n</td>
</tr>
<tr>
<td>Health</td>
<td>6</td>
<td>60.0</td>
<td>4</td>
</tr>
<tr>
<td>Social</td>
<td>3</td>
<td>37.5</td>
<td>5</td>
</tr>
<tr>
<td>Educational</td>
<td>2</td>
<td>22.2</td>
<td>7</td>
</tr>
<tr>
<td>Residential</td>
<td>5</td>
<td>71.4</td>
<td>2</td>
</tr>
<tr>
<td>Neighborhood</td>
<td>3</td>
<td>60.0</td>
<td>2</td>
</tr>
<tr>
<td>Recreational/leisure</td>
<td>2</td>
<td>50.0</td>
<td>2</td>
</tr>
<tr>
<td>Other</td>
<td>3</td>
<td>50.0</td>
<td>3</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td>24</td>
<td>49.0</td>
<td>25</td>
</tr>
</tbody>
</table>

Note. The percentages in the first columns total across for each type.

The percentages in the total column total down (N = 49).

The data in Table 9 show that in three out of seven types of agencies and/or institutions, over half said "yes." Two agencies, social services and educational, were the only ones to have more than half indicate "no," while 2 agency and/or institution types, recreational/leisure and other, were divided evenly between "yes" and "no."

The following list of leisure counseling services were described by one or more of the 24 agencies and/or institutions who...
indicated that some form of leisure counseling services were being provided.

Information and referral

Skill development

Leisure interest surveys or profiles

Individual and/or group counseling

Volunteer opportunities and placement

Social activities structured to individual's needs

The frequencies of kinds of leisure counseling services as indicated by agency and/or institutional type are shown in Table 10.

The data in Table 10 show that information and referral, as a kind of leisure counseling service, is used most often throughout those agencies and/or institutions who provided leisure counseling services. The next two most frequently used kinds of leisure counseling services appear to be activities structured to individual needs and individual and/or group counseling. Skill development, interest surveys and profiles, and volunteer opportunities and placement are shown to be provided by relatively few of those agencies and/or institutions who now provide some kind of leisure counseling service.

The data also show that of all the agency and/or institutional types, recreational/leisure and health services provided more kinds of leisure counseling services, followed by residential, social, educational, and neighborhood.

The community agencies and/or educational institutions were asked how the older adults typically requested their services.
Table 10
The Extent of Various Kinds of Leisure Counseling Services
Reported by Agency and/or Institutional Type

<table>
<thead>
<tr>
<th>Type</th>
<th>Skill develop.</th>
<th>Info. &amp; referral</th>
<th>Interest surveys</th>
<th>Counseling</th>
<th>Activities</th>
<th>Volunteer</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health</td>
<td>-</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>-</td>
<td>7</td>
</tr>
<tr>
<td>Social</td>
<td>-</td>
<td>1</td>
<td>-</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Educational</td>
<td>-</td>
<td>2</td>
<td>-</td>
<td>1</td>
<td>-</td>
<td>-</td>
<td>3</td>
</tr>
<tr>
<td>Residential</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>-</td>
<td>6</td>
</tr>
<tr>
<td>Neighborhood</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>1</td>
<td>2</td>
<td>-</td>
<td>3</td>
</tr>
<tr>
<td>Recreational/leisure</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>8</td>
</tr>
</tbody>
</table>

Totals 2 9 3 8 8 2 32

aN = 24
bColumn totals more than N because of multiple responses.
Thirty-four, or 68.0%, indicated that such requests involved some combination of self-referral as well as referral methods. Twelve, or 24.0%, indicated self-referrals only; and four, or 8%, indicated other referrals only. Two of the agencies and/or institutions did not respond to the question. The following is a list of referral sources reported by many of the respondents.

- Physicians
- Hospitals
- Other agencies
- Ministry
- Family
- Friends
- Neighbors
- Schools
- Juvenile court
- Social Security
- Phone book
- Advertisements
- Pre-retirement seminars
- Police

The respondents were asked to indicate the kinds of publicity used by the community agencies and/or educational institutions to inform the clientele about their services. Multiple responses were permitted. The types of publicity utilized by the agencies and/or institutions are shown in Table 11.

The data in Table 11 show that 50 agencies and/or institutions made 231 responses to types of publicity utilized. Word of mouth and family members ranked highest. Next in frequency were newspapers and brochures, while radio, mailers, and posters ranked on the low end; however, 26% of the responding agencies and/or institutions used posters as a type of publicity. Two of the agencies and/or institutions did not respond to the question. Other types of publicity included other agencies, hospitals, physicians,
attorneys, human service professionals, professional journals, caseworkers, catalogs (class schedules), pre-retirement seminars, periodical newsletters, booths.

Table 11

<table>
<thead>
<tr>
<th>Type of publicity or media</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Word of mouth</td>
<td>46</td>
<td>92.0</td>
</tr>
<tr>
<td>Family members</td>
<td>40</td>
<td>80.0</td>
</tr>
<tr>
<td>Newspapers</td>
<td>38</td>
<td>76.0</td>
</tr>
<tr>
<td>Brochures</td>
<td>34</td>
<td>68.0</td>
</tr>
<tr>
<td>Radio</td>
<td>22</td>
<td>44.0</td>
</tr>
<tr>
<td>Mailers</td>
<td>19</td>
<td>38.0</td>
</tr>
<tr>
<td>Posters</td>
<td>13</td>
<td>26.0</td>
</tr>
<tr>
<td>Others</td>
<td>19</td>
<td>38.0</td>
</tr>
</tbody>
</table>

Note. Columns total more than 100% due to multiple responses.

*aCategories are not mutually exclusive.

bN = 50

Difficulties in Delivering Services

The community agencies and/or educational institutions were asked to indicate what they experienced as difficulties in delivering services to the older adult. This was an open ended question; however, responses could be categorized into the following areas:
Health problems that limited participation
Personal income was limiting
Lack of transportation
Reluctance to participate or ask for help
Lack of motivation
Organization was not tailored to the individual
Little or no access to the older adult (outreach)
Lack of information on the part of the older adult

The frequencies of the reported difficulties in delivering services as indicated by type of agency and/or institution are shown in Table 12. More than one problem could be listed by any one respondent.

The data in Table 12 indicate the frequencies of the kinds of problems encountered according to the various types of agencies and/or institutions. Out of 52 total agencies and/or institutions, 29, or 55.8%, responded to this item. Of the kinds of difficulties encountered, the data show that participant income, limited agency outreach, and participant reluctance ranked the highest, followed by transportation and failure to tailor the programs to the individual. Participant health, motivation, and lack of information were each indicated by one agency and/or institution as a difficulty encountered in delivering services to the older adult.

Perceptions of Leisure Counseling

At this point in the questionnaire, the respondents who presently provide leisure counseling services, as indicated in a
Table 12

Difficulties in Delivering Services to Older Adults Experienced by Agencies and/or Institutions Reported by Type

<table>
<thead>
<tr>
<th>Type</th>
<th>Health</th>
<th>Income</th>
<th>Trans.</th>
<th>Reluct.</th>
<th>Motiv.</th>
<th>Organization</th>
<th>Outreach</th>
<th>Lack of info.</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health</td>
<td></td>
<td>4</td>
<td>2</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td>8</td>
</tr>
<tr>
<td>Social</td>
<td>1</td>
<td>1</td>
<td></td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Educational</td>
<td></td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Residential</td>
<td></td>
<td>1</td>
<td></td>
<td></td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>Religious</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Neighborhood</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td>1</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>Recreational/leisure</td>
<td></td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td>1</td>
<td>8</td>
<td>3</td>
<td>4</td>
<td>1</td>
<td>2</td>
<td>5</td>
<td>1</td>
<td>25</td>
</tr>
</tbody>
</table>

aN = 29

bNot mutually exclusive categories.
previous item, were asked whether or not they believed that their community agency and/or educational institution might provide additional leisure counseling services for the older adult in the future.

Of the 24 respondents to this item, nine, or 37.5%, indicated that they believed their agency and/or institution would likely provide future additional leisure counseling services. Eight, or 33.3%, indicated that they did not believe this was likely; while seven, or 29.2%, indicated that it would be a possibility. A breakdown of responses according to type of agency and/or institution is shown in Table 13.

Table 13

The Likelihood of Agency and/or Institutional Involvement in Additional Leisure Counseling Services by Type

<table>
<thead>
<tr>
<th>Type</th>
<th>Yes</th>
<th>No</th>
<th>Possibly</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>n</td>
<td>%</td>
<td>n</td>
<td>%</td>
</tr>
<tr>
<td>Health</td>
<td>1</td>
<td>16.7</td>
<td>1</td>
<td>16.7</td>
</tr>
<tr>
<td>Social</td>
<td>2</td>
<td>66.7</td>
<td>1</td>
<td>33.3</td>
</tr>
<tr>
<td>Educational</td>
<td>2</td>
<td>100.0</td>
<td>2</td>
<td>100.0</td>
</tr>
<tr>
<td>Residential</td>
<td>3</td>
<td>60.0</td>
<td>2</td>
<td>40.0</td>
</tr>
<tr>
<td>Neighborhood</td>
<td>2</td>
<td>75.0</td>
<td>1</td>
<td>25.0</td>
</tr>
<tr>
<td>Recreational/leisure</td>
<td>2</td>
<td>100.0</td>
<td>2</td>
<td>100.0</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
<td>33.3</td>
<td>1</td>
<td>33.3</td>
</tr>
<tr>
<td>Totals</td>
<td>9</td>
<td>8</td>
<td>7</td>
<td>33.3</td>
</tr>
</tbody>
</table>

* N = 24
The data in Table 13 indicate that in four out of six types of agencies and/or institutions, 50% or more responded positively to the question of whether or not they believed their agency and/or institution would likely provide additional leisure counseling services to the older adult in the future. Two types, education and recreational/leisure, indicated that they would not be likely to engage in additional services in the future.

The agencies and/or institutions were also asked to provide reasons for their answers and examples, if possible. The following list is the result of a content analysis of the reasons along with examples. Frequencies of each response are given in parenthesis.

Yes: we would be likely to provide future services.

More use out of facilities (3)
Expand recruitment (1)
Increase membership within organization (1)
More counseling to provide continuity (1)
Expand resources for information and referral (1)
Try to get the older adult more involved (1)
Increase voluntary recruitment (1)

No; we would not be likely to provide future services.

No funds (3)
Not certain this is our responsibility (1)

The respondents who did not presently provide leisure counseling services for the older adult were asked about their perceptions about providing leisure counseling services to the older adult in the future and their community agencies' and/or institutions' role
in the provision of such services.

The community agencies and/or institutions who did not presently provide leisure counseling services were first asked whether or not they believed there was a need for leisure counseling to be provided in this community. Of the total of 25 respondents to the question, 18, or 72%, believed a need exists, even though their organizations were not presently involved. Five, or 20%, did not believe a need exists for leisure counseling to be provided in this community. A breakdown of responses according to type of the agency and/or institution is shown in Table 14.

Table 14
Perceptions of Agencies and/or Institutions Regarding Need for Leisure Counseling Services Categorized by Type of Organization

<table>
<thead>
<tr>
<th>Type</th>
<th>Yes</th>
<th>No</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>n</td>
<td>%</td>
<td>n</td>
</tr>
<tr>
<td>Health</td>
<td>3</td>
<td>75.0</td>
<td>1</td>
</tr>
<tr>
<td>Social</td>
<td>2</td>
<td>40.0</td>
<td>3</td>
</tr>
<tr>
<td>Educational</td>
<td>7</td>
<td>100.0</td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>1</td>
<td>50.0</td>
<td>1</td>
</tr>
<tr>
<td>Neighborhood</td>
<td>1</td>
<td>50.0</td>
<td>1</td>
</tr>
<tr>
<td>Recreational/leisure</td>
<td>2</td>
<td>100.0</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>2</td>
<td>66.7</td>
<td>1</td>
</tr>
<tr>
<td>Totals</td>
<td>18</td>
<td></td>
<td>7</td>
</tr>
</tbody>
</table>

\[N = 25\]
The data in Table 14 show that in six out of the seven types of agencies and/or institutions, 50% or more responded positively to the question of whether or not they believed there to be a need for leisure counseling services to be provided in the community. The social service agencies and/or institutions were the only type in which more than 50% indicated that they did not believe there was a need, while two agencies and/or institutions, residential and neighborhood, were evenly divided between "yes" and "no."

The agencies and/or institutions were also asked to provide reasons for their answers. The following list is a result of a content analysis on the reasons given for the specific responses to this question. Frequencies for each reason are given in parenthesis.

Yes; did believe a need exists.

Combine leisure counseling with other counseling services (1)

Many older adults are lonely, depressed, with no reason to live (3)

The work ethic void must be filled (1)

Leisure counseling should start prior to retirement (1)

Older adults need to be learning (1)

People are unaware of what is available (1)

No; do not believe a need exists.

Funding limitations (1)

Not a priority (2)

Enough opportunities already in existence (2)
The community agencies and/or educational institutions which did not presently provide leisure counseling services were next asked if they believed that their agency and/or institution would likely provide leisure counseling services to the older adult in the future. Of the total (25) respondents to the question, 14, or 56%, indicated "yes"; eight, or 32%, indicated "no"; and three, or 12%, indicated "possibly." A breakdown of responses according to type of agency and/or institution is shown in Table 15.

Table 15
The Likelihood That Agencies and/or Institutions Might Provide Future Services Categorized by Type of Organization

<table>
<thead>
<tr>
<th>Type</th>
<th>Yes</th>
<th>No</th>
<th>Possibly</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>n</td>
<td>%</td>
<td>n</td>
<td>%</td>
</tr>
<tr>
<td>Health</td>
<td>3</td>
<td>75.0</td>
<td>1</td>
<td>25.0</td>
</tr>
<tr>
<td>Social</td>
<td>2</td>
<td>40.0</td>
<td>3</td>
<td>60.0</td>
</tr>
<tr>
<td>Educational</td>
<td>6</td>
<td>85.7</td>
<td>1</td>
<td>14.3</td>
</tr>
<tr>
<td>Residential</td>
<td>1</td>
<td>50.0</td>
<td>1</td>
<td>50.0</td>
</tr>
<tr>
<td>Neighborhood</td>
<td>1</td>
<td>50.0</td>
<td>1</td>
<td>50.0</td>
</tr>
<tr>
<td>Recreational/leisure</td>
<td>1</td>
<td>50.0</td>
<td>1</td>
<td>50.0</td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td>1</td>
<td>33.3</td>
</tr>
<tr>
<td>Totals</td>
<td>14</td>
<td>8</td>
<td>3</td>
<td></td>
</tr>
</tbody>
</table>

\[N = 25\]
The data in Table 15 indicated that in five out of the seven types of agencies and/or institutions, 50% or more responded positively to the question of whether or not they believed that their agency and/or institution would likely provide leisure counseling services to the older adult in the future. One type of agency and/or institution indicated that they would not likely engage in leisure counseling services, and three agencies and/or institutions, residential, neighborhood, and recreational/leisure, were divided evenly between "yes" and "no."

The agencies and/or institutions were also asked to provide reasons for their answers and examples, if possible. The following list was developed from a content analysis of the reasons and examples given. Frequencies for each are given in parenthesis.

Yes; might provide services—examples.

Increase outreach (3)
Volunteering (1)
Network needed (1)
Referral to community professional in leisure counseling (1)

No: would not provide services.

No funding (3)
Basic needs are a priority (2)
Established policy of duplication of services (1)
Resources already available (1)

The final item in the questionnaire asked those community agencies and/or educational institutions which did not presently provide
leisure counseling services, if they believed that leisure counseling services were important, but belonged somewhere else in the community. Of the 25 total responses to the question, 13, or 52%, indicated that they believed that leisure counseling services were important, but belonged somewhere else in the community; seven, or 28%, indicated that they did not believe leisure counseling services were important, and belonged somewhere else in the community; and five, or 20%, indicated that they possibly believed that leisure counseling services were important, but belonged somewhere else in the community. A breakdown of responses according to type of agency and/or institution is shown in Table 16.

The data in Table 16 indicate that in six out of seven types of agencies and/or institutions responding to the question, 50% or more indicated that they believed that leisure counseling services were important, but belonged somewhere else in the community. None of the organizations had more than 50% who responded negatively; however, three types of agencies, residential, neighborhood, and recreational/leisure, were evenly divided between positive and negative responses.

The agencies and/or institutions were asked to provide a reason for their answers, with examples. The following list was developed from a content analysis. Frequencies for each example are given in parenthesis.

No; they do not belong elsewhere.

Services need to be close to the participants (3)

Services need to be communitywide—network (3)
Little else is needed (1)

Yes: they do belong elsewhere—examples.

Hospital is not the most appropriate place (1)
Counseling agencies (1)
City recreation, private organizations, and schools (1)
Churches and civic groups (1)
Agencies primarily for older adults (2)
As part of a treatment for the whole individual (1)
Retirement classes (1)
Community centers (1)
Leisure counseling is too new of a concept (1)


Table 16

Perceptions of Agencies and/or Institutions Regarding the Importance and Location of Leisure Counseling Services for the Older Adult in the Community Categorized by Type of Organization

<table>
<thead>
<tr>
<th>Type</th>
<th>Yes n</th>
<th>Yes %</th>
<th>No n</th>
<th>No %</th>
<th>Possibly n</th>
<th>Possibly %</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health</td>
<td>2</td>
<td>50.0</td>
<td>1</td>
<td>25.0</td>
<td>1</td>
<td>25.0</td>
<td>4</td>
</tr>
<tr>
<td>Social</td>
<td>3</td>
<td>60.0</td>
<td>1</td>
<td>20.0</td>
<td>1</td>
<td>20.0</td>
<td>5</td>
</tr>
<tr>
<td>Educational</td>
<td>4</td>
<td>57.1</td>
<td>1</td>
<td>14.3</td>
<td>2</td>
<td>28.6</td>
<td>7</td>
</tr>
<tr>
<td>Residential</td>
<td>1</td>
<td>50.0</td>
<td>1</td>
<td>50.0</td>
<td></td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Neighborhood</td>
<td>1</td>
<td>50.0</td>
<td>1</td>
<td>50.0</td>
<td></td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Recreational/leisure</td>
<td>1</td>
<td>50.0</td>
<td>1</td>
<td>50.0</td>
<td></td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
<td>33.3</td>
<td>1</td>
<td>33.3</td>
<td>1</td>
<td>33.3</td>
<td>3</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td>13</td>
<td></td>
<td>7</td>
<td></td>
<td>5</td>
<td></td>
<td>25</td>
</tr>
</tbody>
</table>

aN = 25
CHAPTER V

FINDINGS, CONCLUSIONS, AND RECOMMENDATIONS

Introduction

The focus of this study was the human service agencies, formal and informal educational institutions, and other organizations in Kalamazoo County directly involved with the older adult population and their use of leisure time.

The purposes of this study were: (a) to determine what types of community agencies and/or educational institutions provide leisure counseling services to the older adult in Kalamazoo County; (b) to determine the specific kinds of leisure counseling services provided for the older adult in Kalamazoo County; (c) to determine the problems that are related to the provision of leisure counseling services for the older adult by the community agencies and/or educational institutions in Kalamazoo County; (d) to determine the perceived need for leisure counseling services for the older adult among the community agencies and/or educational institutions in Kalamazoo County; (e) to determine what differences may exist between types of community agencies and/or educational institutions and specific kinds of leisure counseling services, related problems, and perceived need; and (f) to make recommendations regarding the improvement of leisure counseling services for the older adult population in Kalamazoo County.
The literature was explored which related to: (a) leisure and the older adult; (b) quality of life and the older adult; (c) leisure education/counseling; (d) leisure counseling for the older adult; (e) leisure (and related) delivery systems for the older adult; and (f) Kalamazoo County demographics, studies, and services.

A questionnaire was constructed through which the data could be obtained from the participating community agencies and/or educational institutions. The questionnaire contained items related to: (a) demographic data, (b) clientele, (c) finance, (d) services, and (e) perceptions of the need for leisure counseling services in Kalamazoo County.

The questionnaire was mailed to 70 Kalamazoo County community agencies and/or educational institutions, selected by a panel of experts, that appropriately suited the purposes of the study. To facilitate and increase the return of the questionnaire a stamped self-addressed envelope was enclosed, and structured follow-up procedures were followed.

The responses to the questionnaire were computed as frequencies and percentages. The data were descriptively interpreted by the writer for trends and consensus of respondent perceptions. The responses to the open ended questions were also used in the interpretation of the results.
Findings and Conclusions

Characteristics of Agencies and/or Institutions Who Reported to Provide Leisure Counseling Services

The majority of the responding community agencies and/or educational institutions selected for this study received all or a combination of their funding from fees, state, or federal funds; operated on a not-for-profit basis; and provided services, primarily health related, educational, social, or residential, throughout all of Kalamazoo County. The secondary purposes served by the agencies and/or institutions responding in the present study were mainly educational, recreational/leisure related, or social services.

The majority of the responding community agencies and/or educational institutions provided their services for all age groups, including the older adult; reported an annual average number of older adults served to be 100 or less, and an annual average number of new persons served to also be 100 or less.

The majority of the responding community agencies and/or educational institutions indicated that people typically requested their services through a combination of self and other referral methods, and that they depended upon word of mouth, family members, brochures, and the newspaper to publicize their services.

Slightly over half of the responding community agencies and/or educational institutions reported that they did not provide leisure counseling services for the older adult. Almost three-fourths had no provision in their budget for leisure counseling services for the
older adult, per se, and of those who did, the majority indicated that 5% or less of their total budget was earmarked for that specific purpose.

Of the community agencies and/or educational institutions who reportedly did not designate a portion of their budget for leisure counseling services, the majority did make budget provisions for other services for the older adult. Approximately three-fourths of those who did reported that 25% or less of their total budget was used for other services for the older adult.

Findings regarding the extent of leisure counseling services in Kalamazoo County reported in the present study are very similar to findings in the literature. Weller (1981), in a study of leisure related support services for the older adult in two Indiana counties, found relatively few community agencies and/or educational institutions specializing only in leisure related services for the older adult. Further, Weller (1981) reported small allocations of total budgets specifically for leisure related services in those community agencies that did provide some services to the older adult. McAvoy (1979) also found that existing services reach only a small portion of the older adult population, particularly in rural settings. Hiltner and Smith (1980) reported that community services for the older adult in rural areas were often absent and that those few services available to the older adult were underutilized.
Types of Community Agencies and/or Educational Institutions That Provide Leisure Counseling Services

Based on the goals of each organization, the primary purpose was identified and, consequently, categorized into types of agencies and/or institutions which included: (a) social services, (b) health related services, (c) educational services, (d) residential services, (e) neighborhood services, (f) recreational/leisure related services, and (g) religious services.

From the total of 52 agencies and/or institutions, 49 responded to the item asking whether or not their organization provided leisure counseling services. Fewer than half of the 49 agencies and/or institutions indicated that they provided leisure counseling services. However, over half of the residential, neighborhood, and health related agencies and/or institutions provide some form of leisure counseling services for the older adult. Fifty percent of the recreational/leisure related agencies and/or institutions provide some form of leisure counseling services; whereas fewer than half of the social service and educational agencies and/or institutions provide leisure counseling services to the older adult.

In summary, it appears that within each type of agency and/or institution included in the present study, one or more agencies and/or institutions provide some leisure counseling services, and certain types (residential, neighborhood, health, and recreational/leisure) appear to provide more leisure counseling services to the older adult than do others.
The above finding appears to be congruent with the literature inasmuch as leisure counseling is an emerging concept and the responsibility for the development and provision of its processes is being shared between formal, informal, and nonformal educational institutions and human services agencies. As a result of interaction with the personnel responding in the present study, the writer believes that the extent of leisure counseling services presently offered to the older adults of Kalamazoo County is directly related to the understanding of and acceptance of the value of leisure counseling services on the part of those who administer institutions and agencies purporting to provide such services. The extent of leisure counseling services being provided appears to depend upon the knowledge, skills, and interest of those professionals and practitioners who presently provide services for the older adults, regardless of type of agency and/or institution.

The apparent unplanned nature of leisure counseling services in Kalamazoo County revealed in the present study was addressed by the Kalamazoo 2000 Quality of Life Committee when that group recommended the need for coordination among the various agencies providing recreational/leisure related services to make such services more accessible to all segments of the population— including older adults. Because leisure counseling services for the older adult have not traditionally been provided by human service and educational agencies, this coordination of planning could possibly provide the impetus for the development of more widespread leisure counseling services in the various types of community agencies and/or
Six basic kinds of leisure counseling services were described by one or more of the community agencies and/or institutions which indicated that some form of leisure counseling services was being provided. The kinds of leisure counseling services that were identified are shown here in order of frequency with the frequencies following in parenthesis:

- Information and referral (9)
- Social activities structured to individual needs (8)
- Individual and group counseling (8)
- Leisure interest surveys or profiles (3)
- Skill development (2)
- Volunteer opportunities and placement (2)

In summary, it appears that the kinds of leisure counseling services most frequently provided for the older adult in Kalamazoo County are information and referral, structured activities to meet individual needs (programming), and individual and group counseling.

Much of the literature (Chubb & Chubb, 1981; Eisdorfer, 1975; Loesch, 1980; Loesch & Burt, 1980; Morrow, 1980; Salmon, 1980) has identified information and referral along with individual and group counseling as promising trends in leisure counseling services for the older adult. However, Loesch and Burt (1980) indicated that the idea of finding something for the older adult to do, found in much
of the present programming, is too narrow in scope to constitute leisure counseling. It is possible that giving the older adult activity alternatives may not be effective and may in fact enhance their feelings of uselessness that often accompany their feelings of being nonproductive.

Based on Allen and Hamilton's (1980) and McDowell's (1977a) writings, the extent or kinds of leisure counseling orientations were found to be based on the degree of involvement between the facilitator and consumer. McDowell (1977a) stated, "perhaps, above anything else, leisure counseling has allowed leisure professionals to listen to people and their expressed needs" (p. 70). Perhaps Kalamazoo County agencies and/or institutions need to develop a different delivery approach inasmuch as Witt (1977) pointed out, our delivery systems sometimes become dehumanized to provide quantity (instead of quality) services.

Problems Related to the Provision of Leisure Counseling Services

Out of a total of 52 community agencies and/or educational institutions, 23, or 44.2%, did not respond to the item asking them to describe the kinds of difficulties encountered in attempting to deliver services to the older adult. Since 51% reported that they did not provide leisure counseling services to the older adult at the present time, one would not expect a response from this group. Although a few of the respondents who did provide leisure counseling services indicated that they experienced no problems in delivering
their services, several problems were reported. The following list is the problems that were identified. Frequencies of each response are given in parenthesis.

Personal income was limiting (8)
Organization outreach was limited (5)
Reluctance to participate or ask for help (4)
Lack of transportation (3)
Organization was not tailored to the individual (2)
Health problems limited participation (1)
Lack of information on the part of the older adult (1)

In summary, it appears that personal income was viewed by the greatest number of respondents as a problem experienced by the older adult in this community.

Eisdorfer (1975), among others in the literature, noted that the first problem older adults mention when asked what problems they have is insufficient money. The older adult on a fixed or limited income, especially during a time of inflation, has to struggle just to meet the costs of basic needs such as food, shelter, energy, and medical care. The results of the 1979 Survey of Needs Questionnaire administered by the Southcentral Michigan Commission on Aging, showed that Kalamazoo County older adults are no different, and lack of income was identified as their number one problem, also.

Limited income (or lack of it) from the individual's perspective, combined with another finding of the present study; namely, that over half of the responding agencies and/or institutions, reported that all or part of their funding came from fees, may
possibly be one reason why many organizations view personal income as a problem encountered in delivering services to the older adult in Kalamazoo County. It seems reasonable to assume that a service with a fee attached may be limited to only those who can financially afford it, and that the fee could act as a barrier to those older adults struggling to meet the costs of their basic needs.

**Perceived Need for Leisure Counseling Services by Community Agencies and/or Educational Institutions**

The majority of those agencies and/or institutions who do not presently provide leisure counseling services believed that there is a need for leisure counseling services to be provided in the community.

The majority of those agencies and/or institutions who presently provide leisure counseling services and also of those not presently providing leisure counseling services believed that their organizations were likely to, or would possibly, provide additional leisure counseling services for the older adult in the future.

In summary, it appears that the majority of the human services leadership in Kalamazoo County, who are responsible for delivering services to the older adult, do perceive an importance and need for leisure counseling services to this age group. And, whether or not they are now providing such services, many of these various community agencies and/or educational institutions are likely to provide leisure counseling in the future for their own clientele.
It seems that Kalamazoo County community agencies and/or educational institutions have basically kept pace with leisure counseling as the concept emerges as an issue in the literature (Goodale & Witt, 1980; Peterson, 1977; Witt, 1977). As Witt (1977) stated, leisure counseling is about to have its day, and it would seem possible that the human services leadership in Kalamazoo County will at least be open and willing to take their part in changing and expanding service provision to include leisure counseling for the older adult.

Differences Between Agency and/or Institution Type and Kinds of Leisure Counseling Services, Related Problems, and Perceived Need

All of the agency and/or institutional types which reported that they provided leisure counseling services at the present time did some kind of individual and/or group counseling. All but one, the neighborhood service agencies and/or institutions, indicated that they provided information and referral services as a method of leisure counseling; and all but one, the educational service agencies and/or institutions, provided activities to meet individual needs of the older adult. Only three types of agencies and/or institutions, health, residential, and recreational/leisure services, provided some kind of skill development for their clientele; and two types, social and recreational/leisure services, reported that they actively recruited and placed volunteers as a leisure counseling service for the older adult.

In summary, it appears a portion of each type of agency and/or institution represented in this study made available some kind of
leisure counseling service to the older adult, and information and referral services appear to be the most widely reported services.

It is possible that these findings substantiate O'Morrow's (1977) point that wherever the leisure counselor works, leisure counseling is probably only one of the functions of that role and the extent to which a counselor engages in leisure counseling depends to a great degree upon the employment setting.

All the agencies and/or institutional types experienced some difficulties in delivering services to the older adult; however, some types of services appeared to encounter more problems than others. Health and social agencies and/or institutions appeared to experience more problems than any other agency and/or institution. Health related types also represented half of those who viewed "personal income" as a problem and two-thirds of those who believed "lack of transportation" to be a problem related to delivering services to the older adult. Two recreational/leisure related services cited "limited access to the older adult" as a problem in delivery of services.

Because many of the problems mentioned are very common problems of the older adult (Eisdorfer, 1975), it is possible that perhaps the personnel within the health and social service agencies are more aware of the problems because of their one-to-one contact with a client. Perhaps the recreational/leisure related services experienced difficulties in accessing the older adult because of their centralized programs and services and no existing processes for community outreach.
Whereas one would expect social service agencies and/or institutions to support the need for leisure counseling services for the older adult, five of the eight social service agencies polled reported that they did not presently provide such services and three of those five indicated that they did not perceive a need for leisure counseling services for older adults. Failure of many of the social service agencies and/or institutions to provide leisure counseling services or to support the need for leisure counseling services poses a serious problem for Kalamazoo County. If there is a need, as expressed by Loesch (1980), Loesch and Burt (1980), Morrow (1980), and Salmon (1980), then one would expect social services to be doing something more as an attempt to help the older adult find self-satisfaction in leisure, and therefore better adjust to their life situations. Perhaps the social service agencies and/or institutions are so overwhelmed with the need to help older adults with basic survival needs and the major problems of that age group that they regard leisure counseling as either an unnecessary luxury or a priority for some other community agency and/or educational institution.

Recommendations

On the basis of the literature reviewed, and the findings in this study, the following recommendations are offered by the writer:

1. Community agencies and/or educational institutions in Kalamazoo County should increase their efforts to make additional leisure counseling services available to the older adult.
2. The provision of in-service training on a community-wide basis should be considered to prepare professionals and practitioners for providing leisure counseling services to older adults within their communities.

3. Community agencies and/or educational institutions might consider capitalizing upon the resources of the older adults by involving the older adults in the planning stages and using their rich resources to minimize the problems related to delivering services.

4. A study should be conducted using the interview technique with the community agencies and/or educational institutions sampled in the present study along with a random sample of older adults to determine the effects of the leisure counseling services now provided to the older adult population. Such an approach would provide direct and valuable feedback to those agencies and/or institutions and indicate whether or not the older adults' leisure counseling needs were being provided for in Kalamazoo County.
APPENDICES
Appendix A

Panel of Experts
Dr. Ellen Page-Robin, Director  
Gerontology Program  
College of Health & Human Services  
Western Michigan University  
Kalamazoo, Michigan

Mr. Richard Fink, Executive Director  
Senior Services, Inc.  
Kalamazoo, Michigan

Ms. Sarah Renstrom, Executive Director  
Southcentral Michigan Commission on Aging  
Region III  
Kalamazoo, Michigan
Appendix B

Master List of Community Agencies and/or Educational Institutions
AFSCME Local 652
AFSCME Local 1668
Agape Christian Fellowship
Alamo Hills Apartments
Alamo Nursing Home
American Association of Retired Persons
American Red Cross
Area Council of Activity Directors for Nursing Homes
Big Brothers/Big Sisters of Greater Kalamazoo
Birch Manor
Borgess Medical Center, Social Services Department
Borgess Renewed Hearts Club
Bricklayers Local 17
Bronson Hospital, Medical Social Work Department
Brookhaven Care Facility
Camp Warren
Carpenters Union
Catholic Family Services
Central Lodge Number 10
Chestnut Hills Apartments
Christian's Without Spouses
Climax Community Schools
Climax Masonic Temple Lodge
Community Action to Control High Blood Pressure
Community Nursing Home
Community Placement Program
Communication Workers of America
Comstock Community Center
Comstock Community Schools
Comstock Senior Citizens
Comstock Village Apartments
Cooperative Extension Service
Crossroads Mall
Crosstown Parkway Apartments
Day Center for the Elderly (Helen Coover Center)
Delano Clinic of Borgess Medical Center
Department of Social Services, Adult Community Placement Unit
Department of Social Services, Basic Adult Services Unit
Dillon Hall
Diocese of Kalamazoo
Directors Hall
Divorced and Separated Catholics
Domestic Assault Program, YWCA
Douglass Community Association
Eagles Lodge Aerie 526
Easter Seal Society
Eastside Community Center
Eastwood Community Room
Edison Neighborhood Center
Elks Temple
Evergreen North
Evergreen South
Family and Children Services of the Kalamazoo Area
Family Health Center
Fellowship Group of Senior Citizens
Fireman and Oilers Local 78
First Congregational Church
First Federal Savings and Loan
Fraternal Order of Police
Friendship Village
Galesburg-Augusta Community Schools
Gnostic Circle of Light
Goodwill Industries
Government Action Center
Grey Panthers
Greater Southwest Michigan Postal Workers Union AFL-CIO
Greenspire Apartments
Gryphon Place
Heritage Hills
Hospital Employees Local 79
Human Services Commission
Independence Village
Interaction
Interagency Communications Forum
Interfaith Homes of Kalamazoo
International Association of Machinists and Aero Space Workers
International Brotherhood of Electrical Workers LU 131
International Union of Operating Engineers Local 324
International Union of Operating Engineers Local 547 AFL-CIO
Islamic Center - Kalamazoo
Kalamazoo City Manager, Community Affairs Division
Kalamazoo City Community Development Department
Kalamazoo City Parks and Recreation Department
Kalamazoo Association of Volunteer Administrators (KAVA)
Kalamazoo Consultation Center
Kalamazoo College
Kalamazoo County Chamber of Commerce
Kalamazoo County Health Department, Nursing Division
Kalamazoo County Health Department, Human Services Division
Kalamazoo County Mental Health Board
Kalamazoo County Heart Information Center
Kalamazoo Diocesan Council of the Christian Reformed Church
Kalamazoo Federation of Musicians
Kalamazoo Federation of the Blind
Kalamazoo Fire Fighters Local 394
Kalamazoo Gospel Mission
Kalamazoo Labor Council AFL-CIO
Kalamazoo Latvian Association
Kalamazoo Public Library
Kalamazoo Public Schools
Kalamazoo Regional Psychiatric Hospital
Kalamazoo Regional Psychiatric Hospital Employees Union
Kalamazoo Society for Crippled Children and Adults
Kalamazoo Valley Community College
Kalamazoo Visiting Nurse Association
Kalamazoo Widowed Persons Service
Kelly Health Care
Laborers International Union Local 640
Ladies Library Association
Life Consultation Center
Lincoln Skills Center
Maple Hill Mall
Masonic Temple
Matheson Nursing-Home
Mature Citizens
McKercher Rehabilitation Center
Merrill Residence
Michigan Association for the Blind
Michigan Association for the Deaf
Michigan Commission for the Blind
Michigan Council No. 25 AFL-CIO
Michigan Economics for Human Development
Michigan Renew
Michigan Rehabilitation Center for the Blind
Michigan State Employees Association
Milham Meadows Apartments
Moose Lodge
Mount Zion Baptist Church
National Association of Letter Carriers
National Retired School Personnel
National Retired Teachers Association
Nazareth College
Neighborhood Apartments
New Horizon Village
Newport Village
Northside Association for Community Development
Northwind Place Apartments
Oakwood Neighborhood Association
Oakwood United Methodist Church
Oddfellows Temple
Ombudsman Program
One-Hundred-First Airborne Division Association
Order of Eastern Star
Oshtemo Care Center
Painters Local 312
Parchment Community Schools
Parchment Public Library
Parkview Hills
Park Village Pines
Pine Terrace Apartments
Plumbers and Steam Fitters Local 337
Portage Community Outreach Center
Portage Public Library
Portage Public Schools
Portage Senior Center
Pastoral Care & Counseling Program
Prairie Meadows
Provincial House, Inc.
Provincial House of Portage
Portage Masonic Temple
Richland Community Schools
Richland Masonic Temple
Richland Public Library
Ridgewood
Ridgeview Nursing Home
Riverview Cooperative
Roofers Local 225
Rod O'Brien Realtor
Salvation Army
Service Employees International Union Local 584
Schoolcraft Community Center
Schoolcraft Community Schools
Senior Services
Service Corps of Retired Executives (SCORE)
Sheetmetal Workers International Association Local 360
Social Concerns Committee
Social Security Administration District Office
Southcentral Michigan Commission on Aging
Southland Mall
Southwest Michigan Building and Construction Trades Council AFL-CIO
Spanish-American Steering Committee
Stadium Drive Apartments
St. Augustine Cathedral
St. Joseph Lodge
St. Michael's Church
Teamsters Union Local No. 7
UAW Local 488
UAW Region 1-D
United Food and Commercial Workers Union Local 36
United Paper Workers International Union Local 1010 AFL-CIO
United Steelworkers of America AFL-CIO
Unity of Kalamazoo, Inc.
Upjohn Health Care
Utility Workers Local 150
Verdries Nursing Home
Vicksburg Community Center
Vicksburg Community Schools
Village Apartments
Village Green
Villas of Southland
Vine Neighborhood Association
Volunteer Services of Greater Kalamazoo
Western Michigan University, Division of Community Education
Western Michigan University Employees Local 1660 AFSCME
Westland Meadows
Westmain Mall
XYZ (Extra Years of Zest)
YMCA
YWCA
Zion Lutheran Church
Appendix C

Selected List of Community Agencies and/or Educational Institutions
Alamo Hills Apartments*
Alamo Nursing Home*
American Association of Retired Persons*
American Red Cross*
Area Council of Activity Directors*
Birch Manor
Borgess Medical Center, Medical Social Work*
Borgess Renewed Hearts Club*
Bronson Hospital, Medical Social Work Department*
Brookhaven Care Facility*
Catholic Family Services*
Comstock Community Schools*
Crosstown Parkway Apartments*
Delano Clinic of Borgess Medical Center
Department of Social Services, Adult Community Placement*
Department of Social Services, Basic Adult Services*
Dillon Hall*
Diocese of Kalamazoo
Douglass Community Association*
Eastside Community Center*
Edison Neighborhood Center*
Evergreen North
Family and Children Services*
Family Health Center, Inc.*
Fellowship Group of Senior Citizens*
Friendship Village
Galesburg-Augusta Community Schools*
Human Services Commission*
Independence Village*
Interfaith Homes of Kalamazoo*
Kalamazoo City Parks and Recreation Department*
Kalamazoo County Health Department, Nursing Division*
Kalamazoo Gospel Mission
Kalamazoo Public Schools*
Kalamazoo Valley Community College*
Kalamazoo Visiting Nurse Association*
Kalamazoo Widowed Persons Service
Matheson Nursing Home
Mature Citizens*
Milham Meadows Apartments
National Retired Teachers Association Local Chapter*
Nazareth College*
Northwind Place Apartments
Oakwood Neighborhood Association*
Parchment Public Schools*
Park Village Pines*
Portage Community Outreach Center
Portage Public Schools*
Portage Senior Center*
Provincial House, Inc.
Provincial House of Portage
Gull Lake (Richland) Community Schools*
Ridgeview Manor Nursing Home*
Salvation Army*
Senior Services, Inc.*
Senior Citizens Fund*
Service Corps of Retired Executives*
Southcentral Michigan Commission on Aging*
Spanish-American Steering Committee
St. Joseph's Lodge*
Verdries Nursing Home
Vicksburg Community Schools*
Villas of Southland*
Vine Neighborhood Association*
Western Michigan University, Division of Community Education*
Western Michigan University, Elderhostel*
XYZ (Extra Years of Zest)*
YMCA*
YWCA*
Comstock Senior Citizens

*Questionnaire returned.
Appendix D

Questionnaire
Leisure Counseling Services for the Older Adult
QUESTIONNAIRE
LEISURE COUNSELING SERVICES FOR THE OLDER ADULT

DIRECTIONS: Please read the following definitions which are provided to assist you in understanding the terms that are used in this questionnaire. Then complete the questionnaire as fully as possible by filling in the appropriate information or checking the correct response which relates to your agency, institution, or organization. Should any questions not apply to your area, please indicate by use of the letters "N/A". PLEASE PRINT OR TYPE CLEARLY.

LEISURE is defined to mean that time which is not obligated for the individual either for personal maintenance or for work.
LEISURE COUNSELING is any facilitative process instituted by a community agency, institution, or organization that is aimed at developing social/leisure behaviors which would meaningfully contribute to the quality of life for the individual.
OLDER ADULT includes ages 60 and over.

DEMOGRAPHIC DATA
1. Official name of agency/institution/organization:

Address

Name and title of chief administrator:

Name and title of person answering this questionnaire: (If other than above.)

2. What geographic area is covered by the agency/institution/organization? Please check all that apply.
   County ___ City ___ Rural ___ Other ________________________________

3. Which of the following terms describes your agency/institution/organization? Please check all that apply.
   Governmental: Federal ___ State ___ County ___ City ___
   Public ___ Private ___ For Profit ___ Not-for-Profit ___
   Other ________________________________

4. Based on the goals of your agency/institution/organization, please designate ONE of the following as the PRIMARY purpose of your agency/institution/organization.

<table>
<thead>
<tr>
<th>Health Service</th>
<th>Religious Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Service</td>
<td>Neighborhood Service</td>
</tr>
<tr>
<td>Educational Service</td>
<td>Recreational/Leisure Service</td>
</tr>
<tr>
<td>Residential Service</td>
<td>Other</td>
</tr>
</tbody>
</table>

What is the SECONDARY purpose(s) of your agency/institution/organization? Please check all that apply, if any.

<table>
<thead>
<tr>
<th>Health Service</th>
<th>Religious Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Service</td>
<td>Neighborhood Service</td>
</tr>
<tr>
<td>Educational Service</td>
<td>Recreational/Leisure Service</td>
</tr>
<tr>
<td>Residential Service</td>
<td>Other</td>
</tr>
</tbody>
</table>
CLIENTELE

5. For what age groups do you provide services? Please check all that apply.
   - Young Children
   - Teenagers
   - Young Adults
   - Middle Age
   - Older Adults (Over 60)

6. Please estimate or provide the actual average number of persons 60 years of age or over who receive your services. (Use the reporting period which is most appropriate for your organization.)
   - per week
   - per month
   - per quarter
   - per year

7. Please estimate or provide the actual average number of new persons 60 years of age or over who request your services. (Use the reporting period which is most appropriate for your organization.)
   - per week
   - per month
   - per quarter
   - per year

FINANCE

8. Please indicate the source or sources of income used for the operation of your agency/institution/organization.
   - Federal Funds
   - National Agency Funds
   - Contributions
   - State Funds
   - United Way
   - Fees
   - County Funds
   - Foundations
   - Membership Dues
   - City Funds
   - Endowments
   - Other(s)

9. Is any portion of the budget used to provide for leisure counseling services for the older adult? (Refer to the definition of leisure counseling on page 1.)
   - Yes
   - If yes, please estimate the percentage.
   - No

   If not, is any portion of the budget used to provide for other services for the older adult?
   - Yes
   - If yes, please estimate the percentage.
   - No

SERVICES

10. Does your agency/institution/organization provide specific kinds of leisure counseling services? (For example: Administration and interpretation of leisure interest inventories; Individual or group counseling; Providing information regarding availability of, or referral to, leisure services; etc.)
   - Yes
   - If so, please describe below.

   ________________________________
   ________________________________
   ________________________________

   No

11. Please describe any other services that your agency/institution/organization provides for the older adult.

   ________________________________
   ________________________________
   ________________________________
   ________________________________

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12. How do people typically request your services? Please check only one.
   Self Referral ______ Other Referral ______ Both ______
   If referrals are usually from other sources, please list them here.

13. How do people find out about your agency/institution/organization and its services? Please check all that apply.
   Newspapers ______ Radio ______ Other(s) ______
   Posters ______ Television ______
   Mailers ______ Word of Mouth ______
   Brochures ______ Family Members ______

14. Please describe the kinds of difficulties, if any, your agency/institution/organization has encountered in attempting to deliver your services to the older adult.

15. If you are presently providing leisure counseling services as indicated by a "Yes" response in item 10, do you see where your agency/institution/organization might provide additional leisure counseling services to the older adult in the future? Yes ______ No ______ Possibly ______ Please provide a reason for your answer. If yes, what form might these services take?

16. Do you see a need for leisure counseling to be provided in this community? Yes ______ No ______ Please provide reason for your answer.

17. Do you see where YOUR agency/institution/organization might provide leisure counseling services to the older adult in the future? Yes ______ No ______ Possibly ______ Please provide a reason for your answer. If yes, what form might these services take?
18. Do you feel that leisure counseling services are important, but belong somewhere else in the community?

Yes ___  No ___  Possibly ___  Please provide a reason for your answer. If yes, please give an example.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

THANK YOU FOR YOUR COOPERATION. PLEASE RETURN THIS QUESTIONNAIRE IN THE ENCLOSED SELF-ADDRESSED AND STAMPED ENVELOPE.

Linda L. Powell
Community Leadership Training Center
3312 Sangren Hall, WMU
Kalamazoo, MI 49008
Dear:

I am conducting a study concerned with the need for and extent of certain specialized support services for the older adult in Kalamazoo County as the basis for a doctoral dissertation in the Department of Educational Leadership at Western Michigan University. The anticipated outcome will be recommendations to be directed to the human service leadership in this community to help provide direction in meeting the increasing demands associated with the greater number of older adults, their use of leisure time, and improvement in the quality of their lives.

Since I am seeking information from a pre-selected list of human service agencies, organizations, and institutions in this particular county only, your participation is very important to insure adequate representation of those most likely to be concerned with support services for the older adult. I would appreciate it if you would take the time to complete the enclosed questionnaire. Please return it as soon as practicable in the enclosed stamped, self-addressed envelope. Your responses will be kept confidential. The results will be reported in a way which protects the identity of responding organizations.

If you have any questions concerning the questionnaire, please contact me at the Community Leadership Training Center, 383-0047.

Thank you very much for your cooperation!

If you would like to be sent a report of the study results, please return this letter with the enclosed questionnaire.

Sincerely,

Linda L. Powell
Doctoral Student

Dr. Donald C. Weaver
Director

Enc.
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