



2016 Nationally Accredited Senior Centers



Accredited by 
National Institute of
Senior Centers

January 2017

Building Excellence

Meet the 15 senior centers that achieved
NISC National Senior Center Accreditation in 2016.

NISC National Senior Center Accreditation

Purpose

To advance the quality of senior centers nationwide, the National Council on Aging's **National Institute of Senior Centers (NISC)** developed **nine standards of excellence** for senior center operations. These standards serve as a guide for all senior centers to improve their operations today—and position themselves for the future.

History

Among NISC's many accomplishments is the development and publication of national standards for the senior center industry in 1978. Initially, the standards were a reference tool for communities interested in developing senior centers and a guide for existing centers. The initial senior center self-assessment served as a guide for program development, assessment of program quality, and identification of areas that needed improvement. NISC has since completed revisions of the national standards in 1990, 1996, 1999, and 2010. The next set of revisions is in process and will be completed in 2016. The national standards function as a guide for developing and implementing senior center programs and serves as the core of NISC's accreditation.

Process

The self-assessment is the first step in the accreditation process. The purpose is to evaluate how well the senior center meets the standard criteria as indicated within each of the nine standards. The senior center measures itself against the information contained in the standards section of the manual and completes a notebook containing all needed documents.

After the accreditation notebook is complete, peer reviewers conduct an on-site assessment. The peer reviewers have experience with the senior center self-assessment process in their own professional context and have been certified in conducting comprehensive on-site peer review visits. The visit provides an opportunity for the reviewer to observe first-hand the staff, programs, and services referred to in the documentation. The peer reviewer then submits a report and makes a recommendation to the NISC Accreditation Board.

The NISC Accreditation Board consists of trained and certified senior center professionals who review the report and recommendation presented by the peer reviewer and then vote on the recommendation.

2016 Accredited Senior Centers

Fifteen senior centers achieved National Senior Center Accreditation in 2016. The 15 senior centers came from thirteen states (Alaska, Colorado, Illinois, Indiana, Iowa, Kansas, Massachusetts, Michigan, Minnesota, North Carolina, Ohio, West Virginia and Utah.) Each center is a unique operation but all accredited centers operate effectively from a common philosophy and adherence to the established NISC senior center standards of excellence. To learn more about NISC National Senior Center Accreditation, please visit www.ncoa.org/NISC.

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Anchorage Senior Activity Center

Anchorage, Alaska

The **Anchorage Senior Activity Center** is a not for profit multi-purpose center located in a suburban area of Anchorage, the largest city in Alaska, with a population of just over 300,000. About 40% of Alaska's population lives in Anchorage.

Incorporated in 1981, the Center is managed by AnchorAge, Inc. and does business as the Anchorage Senior Activity Center. The municipally owned facility is 30,000 square feet and sits on 5 acres of land. The Center is well supported by the City with funding (about a third of their budget) and facility maintenance. Other funding sources include State funds, dues and fees, fundraising, sales and proceeds, and endowment funds.



Mission

The Anchorage Senior Activity Center enhances the quality of life of seniors by managing a well-equipped facility with a skilled staff that promotes fitness, health and social interaction in a wide range of activities and services.

ASAC has 2,196 members and a daily attendance of approximately 250. The Center has a good array of **programs**. Their fitness Center is large, with separate rooms for cardio equipment and for weights. They also offer a broad assortment of fitness classes that continue to attract new participants. They have excellent arts programs and an entire room devoted to quilting with a large quilting machine. Volunteers are integrally involved in the Center and are responsible for several areas including the gift shop, the art classes, the quilting program and the library. One promising practice recognized by the reviewer is a recently developed senior center commercial about their center. It was produced by Summit Day Media. [See the video!](#)

The peer reviewer found the following strengths of the Anchorage Senior Activity Center:

- Excellent program array
- Robust continuum of fitness options
- Well qualified and committed Board and strong volunteer base
- Well supported and valued by Municipality of Anchorage, solid relationship
- Good strategic plan and marketing plan
- Director has unique skillset that will benefit Center, especially in current fiscal climate
- Beautiful, large facility
- Craft and arts programs have great space and committed volunteers
- Library is impressive, honor system makes it accessible, interesting collection of Alaskan materials

For thirty-five years the Anchorage Senior Activity Center has sought excellence in providing opportunities for older adults. They have included National Senior Center Accreditation as an integral part of their strategy.

Callahan Senior Center

Framingham, Massachusetts

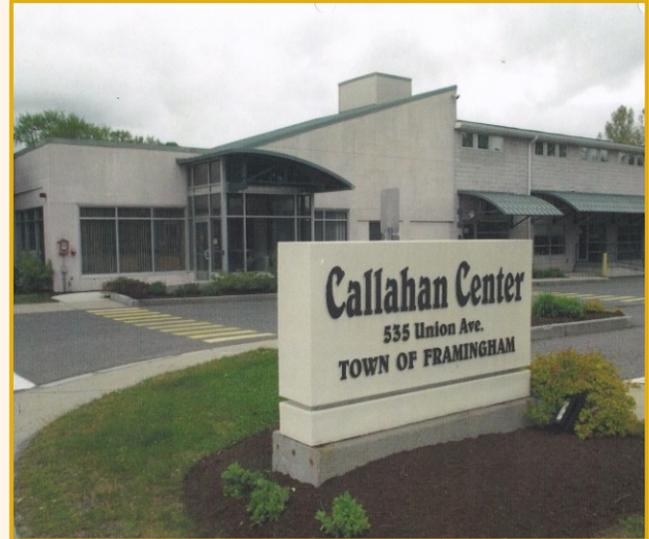
The **Raymond J. Callahan Center**, known colloquially as the Callahan Center is found in a 25,000 square foot facility in Framingham, MA, a suburban town found halfway between Boston and Worcester. It serves as a multi-purpose facility for people 55 and older, offering a range of exercise and recreational programs that are offered for little or no cost.

The average daily attendance fluctuates between 100 and 200 individuals. The Social Services staff also connects with between 130 and 200 individuals via phone, emails and in-person contact.

The Center routinely provides a comprehensive menu of on-site activities and events. Programming includes recreational, educational, wellness, social services and outreach, volunteer programming and community service opportunities.

The Peer Reviewer observed many strengths of Callahan Senior Center. These included:

- A dedicated, experienced staff
- An attractive, well-furnished and maintained facility
- Impressive list of community partners that allow the Center to offer additional programs such as “A Matter of Balance”
- Willingness to experiment – expanded summer hours
- Excellent written materials
 - The brochure, which features pull out sections that can be easily replaced if programs are added or subtracted
 - **Callahan Courier**, the program brochure. Very attractive and eye-catching cover and easy-to-read layout
- Strong intergenerational programming – for example, the *Jewels of Framingham* event honoring those aged 90+ and staff with high school students
- Strong volunteer program, with well-developed job descriptions
- Use of bilingual staff and volunteers
- Heritage Gallery, which displays art created by local artisans
- Well done Policies and Procedures Manual



Mission

Improve the healthy aging of a broader segment of the 55 and older population of Framingham by solidifying collaborations in the community to actively reach out to underserved groups by race, ethnicity, gender, sexual orientation and those with health conditions that otherwise limit their connection to the center.

Center for Active Seniors, Inc.

Davenport, Iowa

The **Center for Active Seniors, Inc. (CASI)** is an independent not for profit organization located in suburban West Davenport, Iowa, serving residents of Scott County and the greater Quad City area. First opened in 1973, CASI was developed to provide information and referral and activities for area seniors. Today, CASI serves as the only Senior Center and Adult Day Services Center in Eastern Iowa. CASI serves over 3,000 seniors annually and has an average daily attendance of 200.

CASI boasts 40,000 square feet of newly remodeled activity and event space and has the following programs and activities: Intergenerational Programs, Arts & Crafts Classes – beginner to advanced, Social Activities & Events, **Fitness Center**, Educational Opportunities, Senior Advocacy, Adult Day Care at **Jane's Place**, meeting & activity site for the community and nutritional meals through Milestones Area Agency on Aging.

The Peer Reviewer noted the following strengths of the Center for Active Seniors, Inc.:

- The facility is outstanding. It was well planned out for all activities. Maintenance is up to date and reviewed often. The center just installed AED equipment, all staff and volunteers are scheduled to be trained
- Talented and dedicated staff. The staff serves on several community boards and County committees.
- Large selection of activities and programs. Programming was outstanding. Every interest, ability and need is considered.
- Strong understanding of strategic planning and the action planning process and the use of those processes
- Many community partnerships and collaborations
- **Senior Advocates**, an outstanding community service program aimed at helping older adults navigate information on care options and available benefits.
- An involved and diverse Board of Directors
- Many services provided in house

At the CASI center, a board member commented that the accreditation process had allowed him to become more informed about the Center and because of that additional knowledge he feels he is a better advocate for the Center. Because of the partnering efforts between CASI, the City of Davenport, Scott County Human Services and the United Way during the Accreditation self-assessment process, CASI was encouraged to apply to NCOA for a grant and as a result became Iowa's first Benefits Enrollment Center.



Mission

To provide services that promote independence and enrich the lives of older adults through socialization, health/wellness and supportive services.

Derby Senior Center

Derby, Kansas

The Derby Senior Services started in a small meeting room with funds raised by local seniors and the City of Derby in 1971. Today, Derby Senior Services occupies a 13,000 square foot facility and in 2015 offered 103 educational activities, 48 special events and ran five evidence-based health programs.

The **Derby Senior Center** is located in Derby, Kansas with a population of 23,000. It is a 55 an older community center that does not charge a membership fee. Annually it served approximately 450 older adults. It is a peer driven organization. Older adults are given many opportunities to volunteer. It is a collaborative design which gives seniors ownership of their center.

The Derby Senior Center offers a variety of classes ranging from educational presentations to computer classes, crafts, special trips and tours. Participants enjoy exercise classes such as weight and strength training, tai chi, yoga, cardio core and Zumba gold, along with tap and line dance classes. They hold a monthly birthday celebration, a covered dish luncheon and community dances with live music twice a month. They also have a computer lab, fitness center, game room, billiards and a wellness center that provides regular health screenings and outreach services along with a reassurance calling program

The Peer Reviewer observed many strengths of Derby Senior Center.

- Very caring staff, they work together well and they have a passion for working with their senior population. They operate from a philosophy of putting the participant's needs first.
- Beautiful 13,000 square foot facility that was recently renovated in 2010. The facility is warm and inviting.
- Great community partnerships with the City's Welcome Center/Chamber of Commerce located on-site and they routinely schedule monthly meetings with community leaders.
- Very strong support from the City of Derby, both financially and inter-departmental relationships.
- Impressive volunteer program with great oversight, volunteer manual and several programs utilizing self-directed teams.
- Impressive Derby Dash Transportation utilizing one small bus with three drivers that provides bus transportation for all of their citizens.
- Very good variety of intergenerational programs. They work with the local school systems that partners seniors with children.
- High degree of success in securing annual special levy funds from Sedgwick County Special that supplements their operations.
- Derby City Staff colleagues were involved in the Self-Assessment Process either as a committee member or as an information resource. The Director of Human Resources expressed the value of the accreditation process in identifying and creating needed policies for both the Senior Center operations and their staff.



Mission

Derby Senior Center supports positive aging where educational, physical, and cultural programs to enrich the lives of the individual and the community.

Fort Collins Senior Center

Fort Collins, Colorado

Fort Collins Senior Center is located in Fort Collins, Colorado. The city comprises has a population of 158,600. The Center is operated by the City of Fort Collins Recreation Department and is financed by the city's general fund, and fees and charges from participants. An endowment fund is located at the Foundation serving Northern Colorado. The facility is available for rental. The rental revenue assists in supporting the maintenance expenses.

The Fort Collins Senior Center has a primary focus on programs and services for adults 50 and older but provides programming for all adults. Approximately 2100 seniors voluntarily sign up annually for membership but not all users become members. The facility serves an average 1,000 people every day.

The 58,000 square foot facility includes a lobby, lounge area featuring a large gas-burning fireplace, large multi-purpose rooms for dining, dancing and entertaining, a stage for live productions and dance bands, state of the art auditorium with theatre seating, two arts and crafts rooms, two classrooms, a large kitchen furnished for catering, a pool/snooker room, library/media center, a walk/jog track suspended above a full size gymnasium, a fully accessible four lane lap pool and eight person spa, cardio/fitness room, state of the art weight equipment, fitness/dance with wood flooring and mirrors and a yoga room with cork floor.

The peer reviewer noted the following strengths of Fort Collins Senior Center:

- The center has high community engagement as demonstrated by their dedication to the accreditation process.
- The staff is responsive and respectful to participants needs and programming desires.
- The Fort Collins Senior Center is expansive in its breadth and scope of services at the central location. Senior Center staff are trained to provide information and referral.
- The variety of different recreational, health and wellness, travel, creative and lifelong learning programs are enhanced by the beautiful spaces afforded the participants.
- The **Aging Mastery Program™** is an excellent example of an outcome-based model program conducted in partnership with the hospital. This model affords the center the future potential of conducting more evidence-based health programs.
- The building is well maintained, clean and facility staff quickly addresses concerns.
- The **volunteer program** is a blossoming venture for the center. Volunteers and the development of key staff has enhanced operations and enabled the organization to grow in all areas.



Mission

Fostering health and well-being through diverse and inclusive recreation opportunities, sustainable planning, and community partnerships.

The Horizon Center, Shelby Senior Services

Shelbyville, Indiana

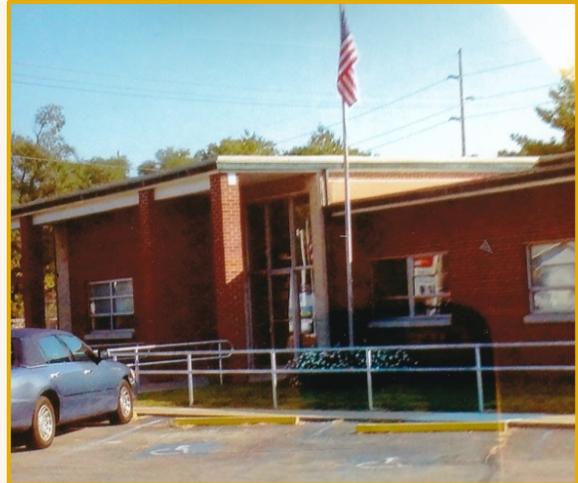
Shelby Senior Services, Inc. was incorporated in 1978. Over the years, services and programs were found in two locations. In 2008, the Board of Directors purchased and renovated a 6,200 square foot building that was titled the “The Horizon Center”. In 2015, they reached out to rural communities in the county and opened three satellite Horizon Centers in Morristown, Fairland and Waldron.

Last year the Horizon Center had an unduplicated count of 1,364 visitors using programs and activities, with a duplicated count of 26,268 visits. Volunteers recorded 10,580 hours of service that translates to an estimated value of \$56,162. Membership is not required but offers discounts on some programs like day trips and at community restaurants and businesses. They have approximately 300 paid members

There are many opportunities for seniors at the Horizon Center. Programming includes exercise, health awareness, AARP Tax preparation, trips (both local and overseas), educational Lunch and Learns and more. The Center hosts a Holiday Dinner which is made by culinary arts students and served by the Board of Directors. Shelby Senior Services along with the Shelby County Players hold a successful **Dancing with the Shelby County Stars** annual fundraising event that involves local dignitaries and has helped support the center since 2012.

The Peer Reviewer observed the following strengths of the Horizon Center:

- The community is heavily involved in supporting the Horizon Center. There is strong community support, involvement and commitment.
- Use of strategic plan to remain focused on initiatives to move agenda forward.
- **ShelbyGo** transportation service.
- Excellent use of logo to identify Shelby Senior Services in the county.
- Excellent use of technology: The center uses MySeniorCenter data collection software; has an easy to use and visually pleasing website; and has a **Facebook page** and Twitter use.
- Diverse professional representation on Board of Directors.
- The center has implemented succession planning, as shown with a planned transition that afforded ample time to mentor new Director of Operations.
- During the accreditation process the Horizon Center reported a 200% increase in “center knowledge and processes” by Board, the Executive Director and staff. They said, “It became a fabulous, awesome, learning experience for the community to learn about us!”



Mission

Shelby Senior Services’ mission is to respond to the ever-changing needs of senior and their families, to affect in positive ways their quality of life and to assist in maintaining their independence.

Midvale Senior Center.

Midvale, Utah

In 2014, **The Salt Lake County Aging & Adult Services (SLCAAS)** division, designated as the local Area Agency on Aging, began a county wide process to obtain National Senior Center Accreditation for seventeen senior centers in Salt Lake County. The Accreditation of Midvale Senior Center completes that goal.

Peer reviewers noted these strengths of the Salt Lake County senior centers because of SLCAAS governance:

- The senior center has a very strong infrastructure for the most part because it is part of a larger department.
- The center draws support from systems and processes that are set up for county centers.
- In addition it has support from other county departments such as human resources, facilities, etc. This allows the senior center staff to focus on senior center business as opposed to accounting or policy development, etc.
- See their [interactive map](#) of county senior centers.



Mission

Promoting independence of aging generations through advocacy, engagement and access to resources.

The Peer Reviewer observed many strengths of Midvale Senior Center. These included:

- The senior center has a very strong relationship with City and County officials. The Mayor of Midvale frequently visits the Senior Center. Salt Lake County provides support in the areas of: Human Resources, Facilities, Fiscal Management and others. The Senior Center staff primarily focuses on programming and site operations. The center's programming has grown substantially since the opening of the new facility.
- Nice variety of programming which meets the needs of the diverse population of the members.
- The Advisory Council is very involved and supportive of the senior center. They report that they have a positive relationship with the center and center staff.
- Staff knows the members well and the members speak of the staff with high regard.
- The facility is bright, welcoming and designed for the safety and comfort of the members. Facility is state of the art and includes many "green" initiatives. The facility will seek identification as a LEED Gold building.
- Salt Lake County's Critical Functions Operations Plan is very comprehensive and would be considered a promising practice for a county plan.

Orange County Dept. on Aging - Passmore Center & Seymour Center

Orange County Department on Aging, North Carolina offers integrated aging services and programs at our two senior center locations, the Passmore Center and Seymour Center. It is a one-stop resource where older adults and caregivers can meet their social, mental, physical, financial and day-to-day practical needs.

Multi-site senior centers led by a one organization often share common assets and resources. The peer reviewer found that both the **Passmore Center and Seymour Center** had the following strengths:

- The welcoming spirit among senior center participants towards new people coming to the center, which is reflective of the warm and engaging staff.
- Strategic planning process which results in the Master Aging Plan for the county. It is a very inclusive process with a thorough analysis of community needs
- Substantive community partnership bringing diverse services into each senior center and out to the community
- The Aging Transition program which features social workers fluent in Mandarin and Spanish, transportation, and caregiving and provides a separate hotline for Mandarin and Spanish.
- Volunteer Connection, the volunteer program, has successfully evolved from an RSVP model into a model that is more adaptive to the needs of each senior center.
- **Project EngAGE** which is a senior leadership program with self-directed teams addressing community issues.
- The depth of experience and knowledge among the staff that is very creative in developing new, model programs to address the needs of their community.

Mission

To provide leadership in planning and operating a system of integrated aging services through state of the art senior centers, serving as focal points for coordinated community and individualized programs designed to educate seniors and their families and maximize the health, well-being, community engagement and independence of older adults at all functional levels.

Passmore Center

Hillsborough, North Carolina

Passmore Center is one of two senior centers operated by Orange County Department of Aging. It's located in Hillsborough, North Carolina in a rural area of the county about 10 miles north of Chapel Hill. Hillsborough has a population of 6388.

Passmore Center was first established approximately 30 years ago. It was one of the first senior centers created when the Orange



County Department of Aging was formed in 1980. The Passmore Center's current facility was constructed in 2009 and welcomes approximately 200 people per day.

The senior center attracts county participants who live in more rural and remote areas. Many participants drive 10 to 15 plus miles to reach the senior center. There is bus transportation available to the senior center, which is provided by Orange County. The senior center does not provide transportation. The senior center provides congregate meals (lunch) daily to approximately 40 people per day on average.

Passmore Center is co-located in a building which also houses the Orange County Sports Complex. The two organizations work in partnership. The Orange County Sports Complex features indoor, heated pools, a fitness center with an extensive selection of cardio and weight equipment, an ice-skating ring, and exercise classes. In order for an older adult to receive the senior discount on the annual membership fee, they must first participate in a fitness screening and register at the senior center. This unique partnership has helped to introduce the senior center to older adults in the community who would not have visited the center otherwise.

Additional strengths noted by the reviewer included:

- The senior center facility encourages socialization and allows for multiple programs to occur comfortably at the same time.
- Co-location and partnership with the Orange County Sports Complex

Seymour Center

Chapel Hill, North Carolina

Seymour Center is also operated by Orange County Department of Aging. It's located in Chapel Hill, North Carolina. When the Orange County Department on Aging opened in 1980, they originally created three senior centers in the Chapel Hill area: one in Chapel Hill, one in the Northside Community, and one in Carrboro. These communities are all urban and located within miles of each other. The Seymour Center represents a merging of those three centers into one larger, multi-purpose senior center.



The current location opened in 2007 and is a well-designed facility to meet the needs of the diverse programs and services offered. The center primarily serves Chapel Hill and Carrboro which has a combined population of approximately 80,000; however participants come from other areas of the county as well. The center welcomes approximately 450 people per day.

There are multiple transportation options to the senior center. The senior center does not provide transportation. The senior center provides congregate meals (lunch) daily to approximately 75 people per day on average.

The center offers a wide variety of programs during day, evening, and weekend hours. Classes include exercise and fitness classes for multiple levels of fitness, art and craft classes, lectures, health classes, support groups, and much more. The center offers a respite program for family caregivers and provides stimulating and engaging programs for those experiencing cognitive decline. Department on Aging staff is experienced and knowledgeable in creating programs to meet the needs of their community, such as developing a brain health academy that was presented at a senior housing complex. The center offers programs in Mandarin and does an excellent job of providing diverse programming to meet the diversity of its population.

Additional strengths noted by the reviewer included:

- The senior center facility is attractive and encourages socialization within the building and on the grounds
- The cultural sensitivity to the diversity among their participants including the many ways that the center has accommodated a large Mandarin-speaking customer base.

City of Portage Senior Center

Portage, Michigan

The City of Portage, with a population of 46,000, is the second largest city in Kalamazoo County (population 250,000), located in Southwest Michigan. Portage is known for its high-quality school system, network of popular parks (with several small lakes and bicycle trails, and designation as a Tree City USA), and home of Michigan's first accredited senior center.

Portage Senior Center (PSC) was established in 1979 as a division of the Parks and Recreation Department of the City. PSC moved to its present location in 1982, a 7,200 square foot facility built with Community Development Block Grant funds. PSC, adjacent to the Portage District Library and a senior housing complex, is within the City Centre that includes City Hall, Public Safety, Portage Community Center, and Portage Public School's administration building.

Active membership, open to individuals over the age of 50, currently stands at 1,300, and last year PSC served a total of 1,730 people. Participants pay a modest membership fee for life-enrichment and social activities (\$25 a year for city residents and \$35 a year for non-residents). Membership is not required for information, the noon meal, and many other services. Daily attendance averages 145, with about 68% of members from the City, and the remainder from throughout the county and beyond.

The Peer Reviewer observed many strengths of Portage Senior Center. These included:

- Use of self-directed teams for accreditation, bicycle club and trip program
- Variety of programs, many led by members
- Successful **trip program**, it is both a member service and an agency fund raiser
- Use of off-site programming and collaboration for programs
- Excellent branding efforts and **Annual Report**. The senior center is branding itself with City of Portage designed marketing materials, and makes good use of different media to promote its programs
- Extraordinary number of volunteer hours by members and community, representing 11 full time staff equivalents!
- Facility improvement review and building key system (and beautiful flowers)
- Asking if information is needed on the **membership form** to learn how to include a gift to the Senior Center when estate planning
- Accreditation process as implemented by Portage Senior Center members and volunteers



Mission

The mission of the Portage Senior Center is to provide, with the help of its members, information and a range of services, activities, and volunteer opportunities which promote personal growth, friendship, health and independence for adults aged 50 and over.

Palatine Township Senior Citizens Council

Palatine, Illinois

Palatine Township Senior Center, Palatine Township, Illinois is operated by a private, not-for-profit organization, the Palatine Township Senior Citizens Council (PTSCC). Palatine Township has a population of 113,000 residents.

The Palatine Township Senior Center is a stand-alone two floor facility that has approximately 18,000 square feet of usable space and is fully accessible with ramping and an elevator. It offers a wide range of services including recreation, lifelong learning, health and wellness, nutrition and social services. These services are available in English, Spanish and Russian. They offer bilingual, bicultural staff and provide conversation, cultural adaption and citizenship classes. Programming also includes: a Trip and Travel program, Tai Chi, line dancing, chair yoga, Sit and Be Fit, Laughter Yoga, Drum Circle, "Our Place" Café, a caregivers support group, social services, reservations for massage and facials and many fun fundraisers. And they also operate an Adult Day Program for those with mild to moderate memory loss.

During the last fiscal year, the center served 2,873 unduplicated clients. They have 470 members, although you do not have to be a member to receive services or participate in activities. The average daily attendance is 100.

This was the center's third accreditation. The Peer Reviewer observed many strengths of the Palatine Township Senior Center. These included:

- A good building that is cared for and in a great location which has excellent visibility.
- A well balanced, involved Board of Directors who are committed to the center's mission.
- A very experienced, dedicated **staff** with good ideas for programming and collaborations.
- An exemplary program for limited and non-English speaking seniors that is outreach focused and incredibly creative both in programming and as a service delivery model.
- A Social Model **Adult Day program** for persons with memory impairment that is a great mix of inclusion and separate programming led by creative, dedicated staff and volunteers
- Extensive community connections and collaborations. It is apparent that a lot of effort has been placed by the staff to look for every opportunity to partner to bring new and improved services.
- A very active **volunteer program** and strong staff commitment to volunteers.
- A great **Annual Report**.
- A diverse funding base and excellent fund development programs.



Mission

The mission of the Palatine Township Senior Citizens Council is to provide programs and services which support older adults and their families by encouraging independence, well-being and connection to the community.

Raleigh County Senior Center Raleigh County Commission on Aging, Inc.

Beckley, West Virginia

Raleigh County Commission on Aging, Inc. is located in the small city of Beckley, West Virginia. Beckley's 2010 Census reported a population of 17,614. The County Commission on Aging serves all of Raleigh County; with a total population of 78,859. It is a non-profit organization, governed by a twelve member Board of Directors.

Beckley Center averages 150 participants per day. In addition, there are five satellite nutrition sites that each averages another 15 to 40 participants per day.

The Center provides activities such as exercise; medical monitoring; arts and crafts; guest speakers; and fellowship. They also provide services such as the Senior Farmer's Market Nutrition Program coupon registration; The Golden Mountaineer Card registration; line dancing; and numerous other activities and services.

The Peer Reviewer observed many strengths of the Raleigh County Commission on Aging, Inc.:

- Longevity and commitment of staff (at all levels within the entire organization).
- Community relationships and collaborations are well developed.
- Diversity of services available to the 60+ population throughout Raleigh County.
- Stable resources with a growing population to serve.
- On-site **Adult Day Center** is an asset.

The Raleigh County Commission on Aging's Self-Assessment Committee shared what stood out to them as to what they learned about the RCCOA during this self-assessment process. Their comments included:

- The impact that both the home delivered and congregate meal program has on participants
- The strength of the Board and their credibility throughout the County
- The self-directed team facilitating the West Virginia/American History discussions and tours
- The number of people in the community accessing the fitness center
- The importance of the Adult Day program to families and the participants (one of the self-assessment members has her father in the program 3 days per week)
- The size of the volunteer base that assists in providing activities and services
- The level of involvement of RCCOA with the Raleigh County Emergency Management plan.



Mission

The mission of Raleigh County Commission on Aging is to enable senior citizens to maintain or improve their quality of life and to live independently in their community at the highest level of wellbeing possible.

Rufty-Holmes Senior Center

Salisbury, North Carolina

The **Henry E. Rufty – Haden C. Holmes Senior Center** known as the Rufty-Holmes Senior Center is located in Salisbury, North Carolina with a population of 33,000, it is within Rowan County which has a population of 138,425.

There is no membership or joining fees but participants are encouraged to support the Center's Annual Fund Campaign with tax deductible donations. Participation is available to those who live in the county and are 55 years of age or older. There are 9,000 individuals enrolled in the Center. During the last fiscal year, 4,797 unduplicated older adults were served and an average of 380 persons attended each day.



Mission

Rufty-Holmes Senior Center is a non-profit organization that provides a focal point for aging resources as well as opportunities to extend independent living and enrich the quality of life for Rowan County older adults.

The Senior Center is a one-story building that has been added to over time. It initially was a 10,000 square foot facility and has expanded to 20,000 today. Two highlights of the facility are: the fitness center which includes cardio and weight machines with space for exercise classes and the aquatics center which includes a small fitness pool and a smaller spa pool/Jacuzzi-style pool. There is also a small café and several rooms for programs. [Take a virtual tour of the center.](#)

The senior center has a diverse offering of programs, educational programs, art classes, support groups and extensive health and fitness programs and aquatics program. There are a large number of clubs and community organizations. The senior center also provides congregate lunchtime meals at off-site locations, trips, information and assistance, SHIP counseling, tax aid, employment assistance, home modification and repairs and has developed the Ambassadors Club, the Center's core volunteer organization. [View personal observations from participants.](#)

This was the center's fourth accreditation The Peer Reviewer observed the following strengths:

- **Strategic planning** process is extremely thorough and widely shared allowing opportunities for older adults and the community to provide input throughout the process and review the final plan before it's adopted. [View Strategic Overview.](#)
- Community Resource Connections allows the senior center to network and connect with other organizations that support older adults
- The succession plan is a model plan.
- High level of transparency, information readily available in multiple places.
- Recognition of donors, volunteers, business partners, and sponsors is very visible
- The Ambassadors Club allows center participants to have a high level of ownership of the senior center and promotes a positive relationship with staff
- They demonstrate increased attention on outcomes data with more programs have pre and post tests conducted.

Sylvania Senior Center

Sylvania, Ohio

The **Sylvania Senior Center** is located in Sylvania, Ohio, a suburb of Toledo. The center is part of the 501c3 Community Services Center, Inc. which also houses children's services. The center has provided services since 1978. It moved to its present facility in 2002 and is located on an easily accessible main street. The City of Sylvania and Sylvania Township agreed to fund the construction of the new senior center if the citizens would pass a tax levy for operations.

There is a staff of 4 fulltime and 7 part time staff and volunteers who serve 2,906 seniors in the area. The center serves 265 participants each day. Our state-of-the-art, ADA accessible facility is open to all adults age 55 and older (60+ for some programs). The Sylvania Senior Center is an information resource, offering a multitude of great programs and services.

The Peer Reviewer observed many strengths of the Sylvania Senior Center. These included:

- Strong community involvement along with board, participants and staff.
- Great programs with unsolicited testimony as to how they have changed seniors' lives
- **Home Maintenance Program** is a Best Practice and serves 100 seniors and is efficiently designed.
- The senior center uses the slogan "nationally accredited and locally committed". It is inspiring! Other nationally accredited senior centers might want to adopt this motto.
- Wonderful facility especially designed to be a senior center. The facility is well designed with lots of storage areas, rooms for different activities, a grand room with a stage, easily accessible at entry and classrooms, lovely landscapes with a totem pole and community garden in the rear of the facility. Participants' art was hung in the hallways

The Sylvania Senior Center Self-Assessment Committee agreed that the accreditation process made the foundation of the agency stronger.

The Portage Senior Center Manager called the accreditation experience "senior center boot camp", because it explored and collected the "guts" of operations, for example, emergency procedures. The Center Manager emphasized the high bar for customer service in the City and the Senior Center, and she believes that accreditation "positions" the Senior Center by educating public and City Council about the organization.



Mission
To Promote Healthy Aging

Winona Friendship Center

Winona, Minnesota

The **Winona Friendship Center** is located in Winona, Minnesota, it an urban community located in southeast Minnesota on the banks of the Mississippi River among towering, wooded bluffs. Winona is a beautiful island city.

The membership age of the Friendship Center begins at 55 years with a membership fee of \$20 per individual and \$30 per couple. The Center records 1254 total members. An average daily attendance is 98 members.

The Winona Friendship Center is owned, operated and funded by the City of Winona. Participants are required to pay some fee for services in certain programming areas. The Activity Council, supplies monetary support for special projects.

The Center has been a program for over 50 years and has been located at its current location for 35 years. There are over 1200 annual participants with an average daily attendance of almost 100. The Friendship Center works collaboratively with numerous businesses and organizations. Winona County Department of Human Services, Winona Health, local banks, local pharmacies, and restaurants are a few of the partnerships the Friendship Center relies on for programming and support of the membership.

This is the Senior Centers' second National Senior Center Accreditation. The peer reviewer found the following strengths of the Winona Friendship Center:

- Annual planning process with Activity Council
- Excellent collaboration with over 200 community partners
- Marketing strategy to dispel negative images of aging
- Conflict of Interest Policy and Form
- Volunteer Handbook contains comprehensive information
- Vast array of programs, especially the use of technology to deliver programs to isolated seniors. (For more information on their teleconference program go to [the Senior Learning Network](#).)
- Interview scripts for participant surveys used by student assessors
- Good efforts to utilize an existing structure for the benefit of older citizens
- One accreditation committee member noted "This was an excellent chance for me to learn more about the senior center and its relationship to the City. It was a good process."



Mission

To support Quality of Life for older adults in the Winona area.



NISC supports a national network of over 3,000 senior center professionals dedicated to helping older adults remain active, engaged, and independent in their communities. NISC is setting the standard for the future of senior centers by promoting cutting-edge research, promising practices, professional development, and advocacy. NISC also offers the nation's only National Senior Center Accreditation Program. Accreditation provides official recognition that a senior center meets nine national standards of senior center operations. Learn more at www.ncoa.org/NISC.