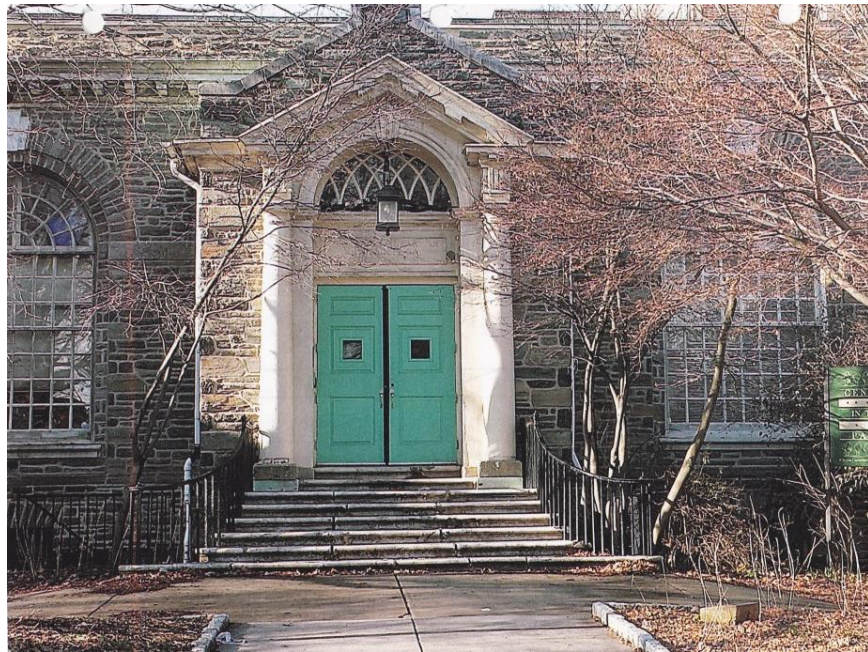




# 2014 Nationally Accredited Senior Centers



Accredited by   
National Institute of  
Senior Centers

*Center in the Park, Philadelphia, PA*

January 2015

## Building Excellence

Meet the 32 senior centers that achieved  
NISC National Senior Center Accreditation in 2014.

## 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 national standards function as a guide for developing and implementing senior center programs and serve 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.

### 2014 Accredited Senior Centers

Thirty-two senior centers, from eleven states were accredited in 2014. Five lead agencies pursued accreditation as a means to strengthen their organizations. Salt Lake County Aging and Adult Services achieved accreditation at eight sites this year and are poised to complete accreditation at eight additional senior centers in early 2015. The on-site reviewer at two centers in Utah noted that the accreditation process: *"was a great team effort," "it makes the organization stronger and enhances our credibility," and "it was great opportunity to review and update."* 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](http://www.ncoa.org/NISC).

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## Albuquerque Department of Senior Affairs, New Mexico



Over the past two years, the [Albuquerque Department of Senior Affairs](#) has achieved accreditation for their six senior centers and two multigenerational centers. In 2013 they completed the first phase with the accreditation of four centers, the Los Volcanes Senior Center, Manzano Mesa Multigenerational Center, North Valley Senior Center, and the Palo Duro Senior Center. And in 2014, the final four centers were accredited, Barelas Senior Center, Bear Canyon Senior Center, Highland Senior Center and North Domingo Baca Multigenerational Center.

### Organizational Highlights:

- Dedicated, friendly and professional staff.
- Site specific programs are diverse and members have the option to easily attend programs in the other five senior centers or two multi-generational centers with their membership card.
- Logo is pleasing and utilized within the centers and on print material to clearly identify individual centers.
- Ten-Decade Plan for Capital Improvement Plan ensures capital improvements are included in the budgets for centers maintenance.
- [ABQ 50+ Activities Catalog](#)

### *Mission*

*The Department of Senior Affairs is a community leader who, in partnership with others, involves seniors and people of all ages in creating a community that enhances everyone's quality of life by providing opportunities to achieve their potential, share their wisdom, maintain their independence, and live in dignity.*

## Barelas Senior Center, Albuquerque, New Mexico



The [Barelas Senior Center](#) opened its doors in early 1970. Over the past 40 plus years it has undergone several renovations, the most recent one in 2010. The facility has an overall building area of 21,672 square feet, houses the senior center, the Department of Senior Affairs' administration and fiscal management, case management and information and referral call center. Share Your Care, a private elder day care is located in the same building. The middle portion of the building includes the center's social hall, lobby, four multi-purpose rooms, an exercise room, billiards room and computer lab.

The center offers an all-inclusive membership fee of \$13 per year for anyone over 50 years of age. The average daily attendance is over 300 participants. The center participants are 60% female and 40% male.

### Center Highlights:

- Comprehensive volunteer system coordinated by RSVP. Volunteers are utilized as exercise instructors, front desk receptionists, program leaders, health and wellness facilitators, data entry specialists, custodial aides and van drivers.
- Updated facility with adequate space, natural lighting and sufficient storage.
- Site specific programs are diverse.
- Transportation is provided for the meal program as it is a sanctioned meal site.
- Social Services and Information and Referral are provided on-site.
- Closing Centers for thorough cleaning and staff team building and training

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## Bear Canyon Senior Center, Albuquerque, NM



[The Bear Canyon Senior Center](#) is located in the northeast quadrant of Albuquerque in a residential section of the city. Recently renovated, the center has a clean, fresh appearance that fits well with the surrounding neighborhood. The Bear Canyon senior is a well-educated, older senior. The center has a square footage of 19,771 and consists of 5 classrooms, computer lab, billiards room, social hall, multi-purpose room, full-service kitchen and 5 administrative offices. The entrance to Bear Canyon boasts their newest member, Oso Beautiful, a carved wooden bear who serves as the mascot. The Friends of Bear Canyon commissioned the piece and held a “name the bear” contest. The lobby is bright, clean and well furnished. Display cases along one wall showcase participant artwork including hand-crafted jewelry pieces and ceramic works.

### Center Highlights:

- Excellent use of Oso Beautiful mascot and Bear Canyon logo within the building.
- Bear Canyon website is easy to navigate and up-to-date. An asset in an emerging technology with savvy senior population.
- The Center is closed twice yearly for a week at a time for a thorough cleaning and team building of center staff. This gives the center time to touch up and refresh spaces in addition to giving the staff time to plan, organize and draft future center opportunities.
- Friends of Bear Canyon are an enthusiastic, dedicated group of 24 motivated to make sure Bear Canyon has the essential supplies (i.e. playing cards, pool cues, window treatments, new piano, etc.) The group fund raises throughout the year in a variety of ways (restaurant discount, ArtFest, Flea Market)

## Highland Senior Center, Albuquerque, New Mexico



The [Highland Senior Center](#) is located in the NE quadrant of the City and began operations in 1980. The Center is 10,400 square feet and consists of 6 classrooms, a computer lab, library, billiards area, social hall, full-service kitchen and an administrative area, including two private offices. The interior is warm, well lit and inviting. The center is open 53 hours including Wednesday evenings and Saturdays with an estimated daily attendance of 305.

The center offers a wide array of programming including but not limited to, health and wellness programming, art classes, ceramics, painting, quilting, computer classes, games and exercise. In addition, the Highland Senior Center offers special event programming, day trips and hiking tours. The Center offers a breakfast and lunch for a nominal fee, but is not a designated meal site.

### Center Highlights:

- Comprehensive volunteer system coordinated by RSVP. Volunteers are utilized as exercise instructors, front desk receptionists, program leaders, health and wellness facilitators, data entry specialists, custodial aides and van drivers.
- Updated facility with adequate space, natural lighting and sufficient storage.
- Emergency Suitcase filled with first-aid, flashlights and other safety needs stored in the Senior Vans.

## North Domingo Baca Multigenerational Center, New Mexico



**North Domingo Baca Multigenerational Center** is located in the Northeast quadrant of the city and is the newest DSA facility. “The multigenerational concept represents the ultimate streamlining of community programming, by potentially, eliminating the need of building separate buildings for separate populations, thereby leveraging taxpayer dollars more efficiently, and utilizing public facilities more effectively.” Usage for the 50+ population is primarily day time with the facility changing over to a younger user in the late afternoon. The over 40,000 square foot two-story building features a computer cafe, computer room, game room, classrooms, outdoor decks/patios, aerobic room, card/table games room, fitness center and community rooms.

### Center Highlights:

- Use of center logo throughout the building.
- Excellent use of center closing time to team build, strategize and plan for future events and programs.
- Commitment to ‘green building’ designation by minimizing paper use. Directing users to the website for information offers the opportunity for staff to assist novice computer users at the convenient computer café.
- North Domingo Baca website is easy to navigate is updated daily to ensure accuracy of calendared events.



## Bowie Senior Center, Maryland



### *Mission*

*The mission of the Bowie Senior Center is to serve, support and enhance the lives of seniors 55 years and older by providing programs and services that promote active, independent, and healthy lifestyles*

The [Bowie Senior Center](#) in Bowie, Maryland has been in operation since 1977. Bowie Senior Center is a city-owned and operated center that has existed in its current location since 2000. Built on a ten-acre site, it is located in a suburban setting on a street that also contains a hospital and other community medical facilities. It has a large parking lot with spacious, attractive natural areas surrounding the building. The Center building is 29,000 square feet. It is all on one-floor. In addition to a large, dividable multipurpose room with a stage and adjacent kitchen, there is a fitness suite, library, TV room, game room, conference room, eight classrooms, and staff offices. Outdoor amenities include garden areas with seating, a walking trail, a gazebo, a labyrinth, and bocce courts.

There are 2,670 registered active members. On average 250 to 300 older adults attend the center daily. The center is open to those 55 years of age and older. There is no fee to join the center although fees are charged for some classes, trips and special events.

### Center Highlights:

- Spacious 29,000 square foot facility whose design allows for the accommodation of a broad spectrum of programs and activities
- Good use of outdoor spaces to provide additional program offerings
- Facility open extended hours (nights and Saturday mornings)
- Excellent support from the City of Bowie and numerous community organizations
- Seasoned, knowledgeable staff
- Great volunteer support sharing special skills, and taking ownership of programs such as the computer education program and the Senior Chorale
- Good variety of programs, activities and classes
- Civic engagement projects of Center
- Versatile transportation assistance that meets the needs of the participants and Center

## Catholic Health Care Services, Philadelphia, Pennsylvania

Three centers were accredited from [Catholic Health Care Services](#), (CHCS) part of the Archdiocese of Philadelphia.. Catholic Social Services recently became part of CHCS. The goal of this organization is to create a network of support services in the community to provide guidance and choices for seniors and their families.

### Norris Square Senior Community Center



#### *Mission*

*Community Based Services of Catholic Health Care Services offers choice and guidance to older adults and their caregivers by supporting individual well-being through creative programs, quality services and coordinated partnerships.*

[Norris Square Senior Community Center](#) is located in urban Philadelphia. The center is attached to a senior housing unit, which has 35 units for low-income seniors. The majority of the participants of the center are community members including those living in the housing complex. 57% of the community residents are Hispanic. However, 96% of participants are Hispanic. The unduplicated number served is 381 with a daily attendance of 110. There is also three part time staff in the Food Service area. All staff is bi-lingual.

The Center opened in 1973 and has been in continuous operation.

#### Center Highlights:

- Strategic plan is well thought out with time line and persons responsible.
- Volunteer application process materials are very thorough.
- Staff is bi-lingual and materials are in both English and Spanish.
- Their marketing plan is very complete and indicates who should carry out the activities.
- The process of selecting a King and Queen who act as ambassadors for the Center is very unique and provides a needed service.
- Although the building is small they have used the spaces well. The building is also very clean and well taken care of.

## St. Anne's Senior Community Center



[St. Anne's Senior Community Center](#) is located in the Port Richmond neighborhood of Philadelphia. It is a non-profit and the parent organization is the Catholic Archdiocese of Philadelphia division of Catholic Human Services. Another partner organization is the Philadelphia Corporation for Aging. St. Anne's opened in 1970 and has continuously provided services for 43 years.

St. Anne's is open 40 hours per week and has a membership of 310 seniors. The average daily census is 51. Community partnerships are strong and include municipalities, hospitals, home health agencies, pharmacies, pharmacies, podiatry, AARP, legal services and universities.

The center has five full time staff members, one part time staff and two subsidized older workers. 75 volunteers assist the staff in a variety of ways. St. Anne's offers congregate meals, transportation, caregiver education, health and wellness programs, counseling, benefit assistance and a variety of recreational and educational enrichment opportunities, financial assistance and nutrition assistance.

### Center Highlights:

- Strong support of parent organization
- Spirit of the center is amazing
- Experienced, talented, creative staff and committed volunteers
- Marketing plan is a good working document
- Human Resources-Personnel Policies and Job Descriptions are comprehensive
- Program-good working relationship with volunteers and participants, staff open to suggestions
- Comprehensive Evaluation Plan
- Facility is orderly and clean

## St. Charles Senior Community Center



[St. Charles Senior Community Center](#) is located in urban Philadelphia. The Senior Center is located in a community center, which also houses Home Support Program managed by Catholic Health Care Service. 54% of the community residents are African-American and 4.1% are Asian of which 30% are Chinese. The neighborhood is in transition as new town homes are being built and old ones are being renovated for urban professionals moving into the city.

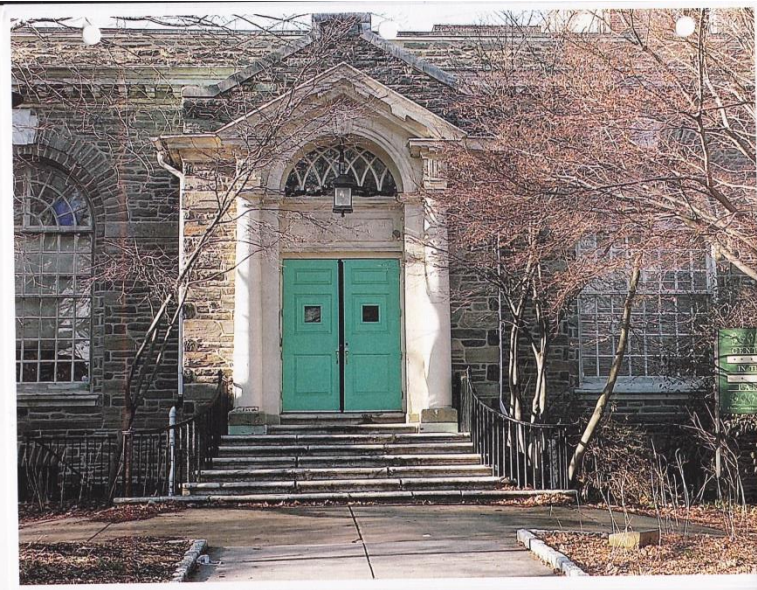
Unduplicated numbers are 567 with an average daily attendance of 66. There is six staff: Center Manager, Program Coordinator, Social Services Coordinator, Administrative Assistant, Maintenance Worker and Center Van Driver. There is one part-time Food Service Aide.

### Center Highlights:

- Strategic plan is well thought out with time lines and persons responsible.
- Volunteer application process materials are very thorough.
- The newsletter is translated into Chinese characters to meet the need of a growing Asian population.
- Their marketing plan is very complete and indicates who should carry out the activities.
- Offering an exercise class at an independent living location is good community outreach.
- Staying open late on Friday afternoon appeals to a new group of younger people.
- The atmosphere at the Center is welcoming and they have a reputation of being a place to have a good time.
- Their many special activities are recorded in many photos attractively displayed on the walls.
- The staff shows a very caring attitude toward each other and the members of the Center.



## Center in the Park, Philadelphia, Pennsylvania



### *Mission*

*Center in the Park promotes positive aging and fosters community connections for older adults whose voices are critical instruments in shaping its activities and direction.*

**Center in the Park (CIP)** is, as its name notes, located in a park and has been the “*Gem of Germantown*,” a suburb of Philadelphia for 45 years. Renovated from a former library, the building is an architectural treasure and serves an enrolled listing of 6,000 area older adults, a majority of whom are African-American (80%). It offers a full range of social services, onsite programs, nutrition, arts and crafts, counseling and ombudsman programs, and volunteer opportunities. Major funding sources are the Philadelphia Corporation for Aging (PCA), service contracts, and United Way. CIP has a national reputation for its evidence-based health and wellness programs, some of which have been implemented in partnership with academic institutions.

### Center Highlights:

- Focused Strategic Plan with excellent Benchmarks and Review Process
- Excellent organizational planning documents including
  - Outreach Plan,
  - Financial Policies and Procedural Manual,
  - Personnel Policies, and
  - Volunteer Handbook
- Model utilization of evidence-based health and wellness programs and accompanying evaluation measures
  - The high incident of evidence-based programs at CIP means multiple levels of evaluation are available extensively in program areas. In addition, excellent outcome measures are used regularly, including finding new friends (socialization levels), perceived health improvements, ability to make healthy choices, and the role of CM service in assisting participants to remain independent.



## FiftyForward, Tennessee



### *Mission*

*FiftyForward enriches the lives of adults 50+ by providing pathways to health, well-being and lifelong learning.*

Founded in 1956, FiftyForward has been devoted to supporting healthy aging. It is the parent organization of five nationally accredited senior centers.

### **Organization Highlights:**

- The organization rebranded its name from Senior Citizens Inc. to FiftyForward. This change was carried over to all of the senior centers, which helped to strengthen the whole organization's commitment to its mission.
- FiftyForward is a very strong organization that is well connected to the community with optimal sustainability.
- The quarterly publication **Forward Focus** includes helpful information, along with an overview of classes held at the centers.
- It is very clear how important these centers are to their participants and what a positive impact they have had on their lives. Comments included: "It is a 'home away from home,'" "This center has saved my life," "I love this center!" and "The staff are like family."

## FiftyForward Knowles, Nashville, Tennessee



**FiftyForward Knowles** was the original center of Senior Citizens, Inc. (now FiftyForward), established in 1956. From that single entity, the agency now operates seven centers in Middle Tennessee.

In 2002-03, through a special property arrangement with Metro Nashville and the Tennessee State Fair board, our agency constructed and moved into a beautiful new building on the Fairgrounds: the Patricia Hart Building. With administrative and program headquarters occupying the second floor, FiftyForward Knowles uses its ground floor space for classes and activities, occasional corporate meetings/ events and rentals.

### Center Highlights:

- Physical structure and condition of the property allows for diverse programming and group size
- Communication between members, participants and staff provide a strong base for program development and sponsorship of programs
- Strong operating documents for consistency of programming and standards for the organization
- Commitment of staff (Center Director and Director of Active Aging), participants, and community members to ensure the necessary support is available for Knowles and their community

## FiftyForward Martin Center, Brentwood, Tennessee



[FiftyForward Martin Center](#) was organized in 1996 as a result of a Leadership Brentwood study group project with organizational support of FiftyForward, this center has grown from a once-a-week gathering to a full-time five days a week program, operating 8:30 am to 3:30 pm with special activities held on evenings and weekends. The Martin Center opened its doors in December 2002 in a new 16,000 sq. ft. center that was designed by seniors especially for seniors.

### Center Highlights:

- Physical structure and condition of the property allows for diverse programming and group size
- Design, and vibrancy of the property make it an asset for the community and for attracting new members
- Communication between members, participants and staff provide a strong base for program development and sponsorship of programs
- Strong operating documents for consistency of programming and standards for the organization
- Commitment of staff (Center Director and Director of Active Aging), participants, and community members to ensure the necessary support is available for Martin and their community
- Collaborations with local government, health care providers, community organizations, and the business community have positioned the Martin Center for success and growth

## Good Samaritan Community Services Senior Center, Texas



*Good Samaritan Senior Center is committed to quality services improving the health and quality of life of older adults. A collaboration of participants, family, community and staff provide services in supportive, respectful environment.*

In 2008, [Good Samaritan Senior Services Center](#) became the only center in Bexar County, Texas to be accredited. Last month they achieved their second accreditation. The center annually serves 175 seniors living on San Antonio's west side with programs including health and nutrition classes, dance therapy sessions, and arts and crafts activities. The Senior Center offers hot, nutritious lunches daily as part of its nutrition program and free health screenings are regularly available through a partnership with the University of Texas Health Science Center San Antonio. Throughout the year, the Senior Center also hosts various holiday and cultural celebrations.

### Center Highlights:

- The staff and volunteers are engaged and consistently looking for ways to enhance the activities, services and partnerships of the senior center.
- The facility is a strong component, due to its newness and decor as well as due to the Learning Center located next door. Both of these facilities provide more than adequate space to expand programming for senior adults.
- The agency has a strong emphasis on technology, databases and software to track services and outcomes. Continuing to build on this into the future will provide robust data from which to make meaningful and effective decisions.
- The agency shows good use of interns by providing a highly structured internship program from which the senior center benefits for programming and services. The formal internship program also provides a wonderful "learning lab" for students to learn about gerontology and positive responses to aging.
- The senior center council appears to be substantially involved in supporting the center via several fundraisers as well as extremely dedicated to the center.
- The senior center has developed many partnerships such as with the healthcare groups, the universities, and local organizations that result in many programs and services for the senior center.
- Being a part of a larger umbrella organization provides the senior center infrastructure and staffing.

## Groton Senior Center, Connecticut



### *Mission*

*To provide for the aging in place and recreation of individuals age 55 and older through offering quality programs in socialization, nutrition, health and social services, recreation and transportation.*

The [Groton Senior Center](#) is located in the Town of Groton, Connecticut situated on Long Island Sound and the Thames River, and is known as the “Submarine Capitol of the World”. This suburban Town has more than 40,000 residents. The Town includes divisions of Pfizer and General Dynamics, the Avery Point campus of the University of Connecticut, and the US Naval Base New London. This mixture provides for a diverse population which includes military, students, technically trained, as well as blue collar workers.

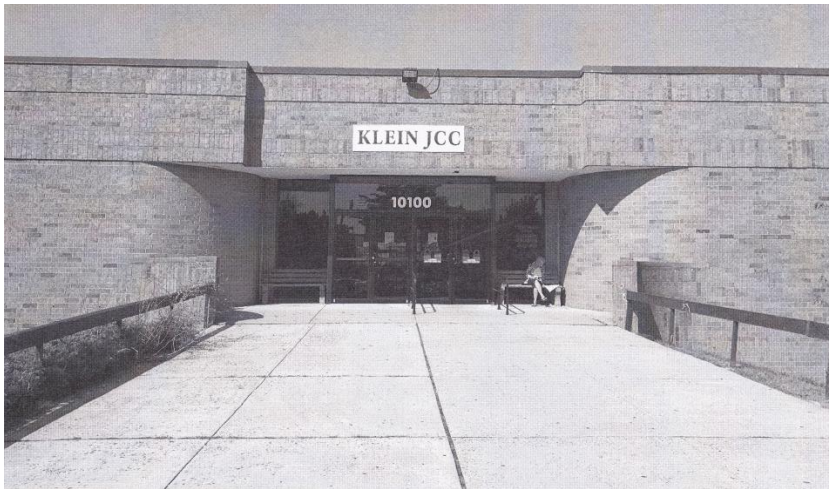
The Groton Senior Center is a municipally funded center which has been in operation for 33 years. The past four years, it has been in this newly renovated and constructed 35,000 square foot building. It is open to all residents age 55 + as well as non-residents 55+. In 2013, approximately 2,500 took advantage of the services of the center.

### Center Highlights:

- Facility: beautiful décor, great floor plan, spacious and clean, plenty of parking; lots of seating for conversation throughout the Center; Electronic bulletin board of events outside. Internet Café’ in lobby is cutting edge.
- Highly qualified and trained staff. Comprehensive policy and procedure manual.
- Programming highlights: Excellent range and diversity of programs. Excellent pricing and cost analysis of programs. Many evidence-based programs in health & fitness, and health services. Fitness Center is state-of-the-art. Boot Camp for Boomers series is a great idea. The Barbershop and Hair Salon is a nice service! The Hobby Lobby Gift Shop is impressive - great merchandise and excellent displays.
- Senior Citizen Club 55 is a wonderful asset!
- “Elegant Dinner Delivery Program” is a model of community collaboration for the Homebound.
- Transportation Program is multi-faceted and diverse; something available for everyone
- Financial support from the Town.



## Klein JCC Senior Center, Philadelphia, PA



### *Mission*

*The Klein JCC Active Adult Center provides a diverse array of programs and services, consistent with Jewish values, for all active adults and seniors to stay healthy, be active and remain independent.*

The Raymond & Miriam Klein JCC is located in northeast Philadelphia. The senior center is located within a 126,000 square foot facility. Northeast Philadelphia has one of the highest proportions of seniors within the Philadelphia area. Klein JCC is committed to reducing barriers and increasing the opportunity for independent seniors to age in place. They oversee two senior centers and serve more than 5,000 seniors annually. They provide more than 100,000 congregate or home delivered meals and fresh produce to vulnerable community members. Klein JCC engages more than 900 volunteers per year. In addition to a full schedule of activities, they host special events, and services which include Information and Referral services, counseling and case management, In Home Support (home modifications & repairs and in-home care) ESL and Citizenship classes, social, recreational & educational classes and a medical and dental clinic.

### Center Highlights:

- Commitment to Mission
- Creative, highly qualified staff
- Commitment to helping seniors age in place
- Creative management and successful Volunteer Program
- Wide Range of Programming-wide array of programs for the active, vital seniors to the very frail.
- Creative Marketing and Fund Raising-Forever Young Event and Centenarian Celebration
- Innovative Health and Wellness Programs
  - Medical Clinic, Dental Clinic, Mental Health Clinic
  - Community Garden
  - Mitzvah Food project

## Marilyn Michaelson Senior Center of Bloomfield, Connecticut



### *Mission*

*The mission of the center is to serve as a welcoming focal point for the delivery of services to older adults and their caregivers by responding to their diverse needs and interests in a manner that will enhance their dignity, support their independence, health and general well-being, and encourage their involvement in the Senior Center and community.*

[Marilyn Michaelson Senior Center](#) is the site of many outstanding recreational, social, cultural, and educational programs and activities. The Senior Services Department is committed to servicing the needs of a diverse population, 55 years and older, from the active newly retired to the frail and the homebound. The senior center has an impressive volunteer team with over 225 volunteers. This was the center's third National Accreditation.

### Center Highlights:

- Great staff cohesion and teamwork, including relationships with departments that share the facility as well as strong support of their town administration and Commission on Aging.
- The Mary Michaelson Senior Center exemplifies the town's example as a "caring community" through their home delivered meals and mini-bus curb-to-curb transportation for all adults in need who are 18 and over; and working in collaboration with the two other departments in the facility to provide a warming/cooling center to the community during extreme weather.
- Creative use of a Bloomfield QR code for smart phones & tablets to quickly access the Senior Services web-site.
- The Adopt-A-Room program is a great example of involving the local business community in renovating specific areas of the center. Two current examples are commitments from business to renovate the Café and Ida's Shoppe. Other businesses are showing interest in other areas.
- The six mini-buses provide needed transportation to the adult community. Not only for all age adults, but they also pick up independent clients from nursing homes for medical appointments, shopping, visitations and trips to the center.
- [See their brochure.](#)
- During the review there was a clear sense of pride displayed by the staff, the Council on Aging and participants regarding the center and the Senior Services Department and the impact it has on their community

## Newark Senior Center, Delaware



### *Mission*

*The Newark Senior Center enhances the lives of the 50+ community by providing resources and opportunities for growth in body, mind and spirit.*

[The Newark Senior Center](#) (NSC), is located in Newark a small city of approximately 31,500 residents including on – campus students. Newark, Delaware is also home to the University of Delaware. The NSC is located in a suburban setting but has membership that comes from a broad geographic area. The Center is located within the City limits but is in New Castle County with a population of more than 500,000 people. Many members reside in New Castle County as well as the bordering states of Maryland and Pennsylvania.

The Newark Senior Center (NSC) a private, non-profit corporation is located in Newark. The Center is governed by a volunteer Board of Directors and staffed by 24 full and part time employees. The NSC currently has approximately 3900 members. On a typical day, 200-400 members visit the Center, an average of approximately 263 members. Membership is open to those 50 and over or the spouse of someone 50 and over as well as the disabled.

### Center Highlights:

- Talented Executive Director who continually seeks to raise the bar
- Comprehensive, attractive Annual Report
- Strong student internship program
- Engaged Board –now using the Consent Agenda technique
- Volunteer engagement is amazing
- Range of program diversity for all activity levels
- Excellent supervision for pool and Fitness Center
- Diverse funding streams and good donor base
- Thoughtful donor recognition events and creative plaques
- Great facility-lovely décor, spacious and clean, lots of parking and common space for members to gather informally and socialize

## North City Congress/ North Broad Street Senior Center



### *Mission*

*North Broad Street Senior Center is a community leader who involves older adults, community partners and people of all ages in creating an active and vibrant community where older adults are supported in the quest to remain independent and encouraged to nurture and share their talents and interests live healthy lives and be active members of their community.*

**North City Congress** (NCC) is the parent organization for **North Broad Street Senior Center** (NBSSC) and provides services for the neighborhood of North Central Philadelphia. NCC was established in 1963 and in 1978 it began providing services for older adults and ran three small senior centers. In 1990, NCC moved their services unit and merged the three senior centers into their current North Broad Street location.

NBSSC is located in two side-by-side historic mansions in one of the original Philadelphia neighborhoods. It has 4 stories with the main activity areas on the first & second floors. There are many very unique historic features throughout the center including ceiling murals, gold-leaf trimmed floor to ceiling mirrors, glass gazebo room off one of the main halls, ornate staircases, upper wall and ceiling murals, etc.

### Center Highlights:

- Impressive Investment Policy
- With almost half their client population being 75 and over, NBSSC implemented several new programs to attract younger seniors including technology classes, health & wellness programming and Boomers R Heroes Caregivers Support Group.
- Executive Director & Senior Center Director have excellent experience in the field and they have assembled a very good team of staff and volunteers.
- Volunteer Handbook in large print is a very good idea.
- Great community outreach resources by asking what churches participants attend in one of the NBSSC surveys.
- Impressive Life Satisfaction survey
- The historic architecture of this 4 story building is beautiful. NBSSC and their parent organization have worked hard to upgrade facility interiors and still respect its historic features.
- NBSSC is fortunate to have an assigned Center Counselor position that collaborates with the parent organization's At Home program to provide services to their members.
- Great variety of programs & services that are well organized and implemented



## Plano Senior Recreation Center



### *Mission*

*To enrich the lives of the City's senior adults by providing high-quality recreational opportunities*

The [Plano Senior Recreation Center](#) is located in Plano, TX which is located about 20 minutes from Dallas TX. The population today is nearly 300,000. Many big corporations moved to Plano fueling the extreme increase in population. Today, Plano is home to Dell, JC Penny, Frito Lay, CineMark Theaters, Ericsson, HP Enterprise center, etc. The center, built in 1997 is surprisingly relevant to seniors today. The center is 20,000+ square feet.

### Center Highlights:

- The café is warm, inviting and well managed. The café team is all volunteer, with a volunteer manager/chef. They have a standard menu along with one specialty served each day. It is impressive that it is managed and run by volunteers.
- There is strong support from the City of Plano which results in strong programming, infrastructure, sufficient policies and procedures and a wonderful facility. The City plans to enlarge the senior center next year. The center is a part of the City of Plano Recreation department. It benefits from strong leadership that is focused on providing the customer, the best possible experience as well as striving to continually improve performance.
- The building itself is a strength. Built in the 90's it is reasonably responsive to the needs of the senior population. The foot print of the center was well planned and is still relevant today.
- The staff and volunteers are a strength. There is a lot of energy in the center and the staff is responsive to the customer needs. It appears that while there have been cut backs over the recession; the center still has a good solid core of staff.
- The Center has developed great partnerships. One unique partnership is with the Wellness Center for Older Adults. This is a separate nonprofit housed within the center that focuses on preventive health care, caregiver support, transportation and many more support oriented services. This partnership is especially important as it provides another dimension of services for the center participants besides recreation, education and similar activities.
- The Center appears to have an excellent relationship with the Senior Center Council, a fundraising entity. The Council raises funds to purchase additional items for the center that are normally not provided via municipal funding.



## Plymouth Council on Aging, Massachusetts



### *Mission*

*To provide our community with a safe, trusted, physical and virtual environment where information and access to programs and services foster a healthy and vital lifestyle throughout the aging process.*

The [Plymouth Council on Aging Senior Center](#) is located in the Town of Plymouth, Massachusetts with a population of approximately 57,350 residents, which includes approximately 10,000 persons over 60. This historic, coastal town is south east of Boston. Home of the famous Plymouth Rock, the town is very proud of its history and heritage. Established in 1972, the center was originally in the basement of the town hall and later moved to several other spaces. In December of 2012 the grand opening was held in the newly constructed 18,000 square foot building. It is located in proximity of several other municipal buildings. Most participants are over age 59 but younger people are welcome. The center has an average daily attendance of 95 participants.

### Center Highlights:

- New building in an excellent location with beautiful interior and exterior space, which is linked to a high school allowing for excellent visibility and encourages intergenerational programming.
- Good support from the town decision and policy makers, Council on Aging and Friends of the Senior Center Association.
- Very inclusive strategic planning and self-assessment process with a plan to review and evaluate progress on a regular basis.
- The staff is very experienced, dedicated and enthusiastic staff with great ideas for programming and collaborations.
- Broad-based programming that is constantly evolving along with great use of marketing techniques.
- A passion for intergenerational programming with a plan to expand opportunities. Of particular note is the collaboration with the court system for the Grandparents Raising Grandchildren Program as well as the collaborations with the schools including the pilot lunch program and a planned senior project mentoring program.
- Extensive community connections and collaborations. A lot effort has been placed by the staff to look for every opportunity to partner to bring new and improved services.
- Very active volunteer program and a commitment to volunteers which is evidenced by having a dedicated staff Volunteer Coordinator.

## Portland Senior Center, Connecticut



### *Mission*

*The mission of the Portland Senior Center is to provide broad-based opportunities for support, resources, information and referrals for our maturing population.*

The [Portland Senior Services at The Waverly Center](#) is a municipally funded senior center in Portland Connecticut. Portland has a population of approximately 9,000.

The Portland Senior Center changed its name this year to The Waverly Center. The center is located at the former site of the Waverly Printing Company. They have also used the locally known name “Waverly” to create a brand, evident in programs like the Waverly Salon, Waverly Artisans and [Camp Waverly](#). The senior center serves 300 unduplicated participants annually, with an average daily attendance of 50.

### Center Highlights:

- The Center offers high quality programs and activities.
  - One example is the “ARTVan” program that transports seniors to a different New England museum or cultural event every month. One participant remarked that she signed up for every “ARTVan” trip because of the wide variety of experiences and wealth of opportunities the trips provide.
  - Other excellent programs include the Waverly Salon and [Waverly Learning Series](#).
  - There are also various intergenerational programs, including summer camp, kid’s holiday luncheons and shopping for the holidays with low income housing resident children.
- The center shows a major commitment to the community and giving back through community service. The service projects include: *Bears on a Journey*, which produces a caring gift to a fragile population at a very difficult time; a reading program, intergenerational crafts at the senior housing units, coupon cutters and the center houses the local food pantry.
- The Senior Center has excellent marketing and PR products, including their website, [Facebook page](#) and brochures.
- The Self-Assessment process was a big accomplishment senior center from a relatively small community. In approximately two years the center developed new processes that improved the quality of programs and services.

## RSCC Inc. / 55 Kip Center, Rutherford, New Jersey



### *Mission*

*The mission of 55 Kip Center is to promote the physical, emotional, educational and spiritual well-being of older adults and to facilitate their participation in all aspects of community life.*

[55 Kip Center](#) is found in the borough of Rutherford in Bergen County, New Jersey, it is a resource for over 600 members and their families. Participants are drawn from 14 diverse communities in southwest Bergen. They are open Tuesday thru Saturday 8:30 a.m. to 3:40 p.m. and Tuesday thru Thursday evenings from 5:30 to 8 p.m. Their strengths include the quality of their programs, the professionalism of three full-time and seven part time staff, the dedication of 140 volunteers throughout the year, and the leadership and involvement of a 20 member Board of Directors and 19 organizations represented on the Bridge-builders Advisory Committee.

### Center Highlights:

- Dedicated, skilled, adaptable, and long-tenured paid staff
- Participants are very happy with what they get from Kip and feel there is little, or as often stated 'no', room for improvement
- Deeply and broadly integrated within the community with a strong reputation in nonprofit, government, and business communities.
- Accomplish a great depth and breadth of programs considering their relatively small space.
- Skilled, active, engaged and dedicated Board
- Awareness and attentiveness to marketing, public relations, and image
- Program instructors observed were developing a supportive, healthy and fun learning environment
- Use of local resources for internships and other leveraging of community resources

## Salt Lake County Aging and Adult Services, Salt Lake County, Utah

*Mission*

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

The Aging Services Division of Salt Lake County government, Utah is designated as the local Area Agency on Aging. Their purpose is to consolidate resources and establish programs for seniors in order for them to maintain their independence and dignity. The Aging Services Division embarked on a county wide process to obtain National Senior Center Accreditation for sixteen senior centers in Salt Lake County.

Organizational Highlights:

- Tremendous support by the umbrella organization, SLCAAS
- SLCAAS Marketing – very professional and ubiquitous; excellent collaborate agreement that partner organizations must receive a presentation about the services provided by the agency
- Connecting participants to other county services on the aging continuum is seamless because of the structure of SLCAAS
- Excellent collaborations with University of Utah; variety of research projects and interns; of specific note, six interns in University of Utah MBA program are doing senior center specific marketing research
- SLCAAS has an excellent resource guide, “[55 Plus Book](#),” which is produced annually and is readily available at the senior center and on the county website.



## Draper Senior Center, Draper, Utah



[Draper Senior Center](#) opened their center in the fall of 1975 in an old fire station in Draper, Utah. In 2012 they opened a new center in the middle of town, sharing a parking lot with the library and allowing for convenient access to the TRAX sub station. The center averages between 130 and 160 recreation participants a day during the week and 30-60 on Saturdays.

### Center Highlights:

- The senior center has a very strong infrastructure for the most part because it is part of a larger department and this is strength. This allows the senior center staff to focus on senior center business as opposed to accounting or policy development, etc.
- The facility is a wonderful building, very welcoming with great spaces for activities. The facility is approximately 2 years old, and it appears to be well designed for the intended activities. It is well maintained and should attract seniors and non-seniors alike for activities and programs.
- The partnership with the town of Draper is a great example of the power of partnerships and the great results partnerships can bring to the community. The staff and the County Aging Services Department have developed a very good process for partnering with the cities in Salt Lake County as well as with other businesses and organizations.
- The staff is very dedicated and committed to their work which is very evident. Their attention to detail and customer service creates a wonderful sense of community within the senior center which is vital for a high quality senior center program.

## The Eddie P. Mayne Kearns Center, Kearns Township, Utah



The [Eddie P. Mayne Kearns Center](#) was officially opened in July 1996. The center serves older adults 60 + in Kearns Township, Utah. The center has an average daily attendance of 100 participants. The center is open Monday thru Friday and has evening hours on one Tuesday per month.

### Center Highlights:

- **Purpose & Planning:** Parent organization’s mission, vision and motto statements are very good and ties in well with their county’s core values.
- **Community Connections:** Great community partnerships and collaborations.
  - Consistent marketing and branding of agency & center.
- **Governance Standards:** Very active and engaged advisory committee
- **Administration & Human Resources:**
  - Passionate staff, volunteers and participants who are committed to the success of the center and promote a very caring and welcoming spirit.
- **Program Development & Implementation:**
  - Intergenerational program “LYNKS – Linking Youth and Kearns Seniors” is a best practice.
- **Facility:** The Active Aging Program has proposed a 5,000 square foot expansion for this center in its long term goals in their Strategic Plan. This expansion would include a fitness center, staff office and activity area.
  - Raised gardening beds for easy access in outdoor patio is a nice feature.

## L. Clark Cushing Heritage Senior Center or Heritage Center, City of Murray, Utah



### *Mission*

*Enhance the quality of life for persons 55 and over by providing a friendly atmosphere, excellent programs, volunteer opportunities, social interactions, and resources to remain independent, healthy, and active.*

The [L. Clark Cushing Heritage Senior Center or Heritage Center](#), is located in the City of Murray, Utah (47,000 residents) which is located in Salt Lake County and adjacent to Salt Lake City. When Salt Lake County Aging Services announced that the Salt Lake County Senior Centers would be completing the national accreditation process, the Heritage Center, an independent center funded and operated by Murray City, decided the process would be beneficial and joined area colleagues.

The center is part of the city's Park and Recreation Department and located in a lovely neighborhood with surrounding park areas and easy access. The center (presently 15,586 square feet) opened 33 years ago and was expanded in 1989 to include a wing for recreational activities. The center serves the entire county with many seniors 55. The center serves approximately 1700 seniors. There are no membership fees to attend the center. Daily average attendance varies depending on the programs, average daily attendance is 141. The center is very vibrant and busy with multiple activities in each area for participants and with staff who are most welcoming and attentive.

### Center Highlights:

- Commitment to mission statement- The mission statement of the center as well as the City of Murray's mission statement is prominently displayed throughout the senior center and in publications.
- The center has highly qualified and compassionate staff.
- Great facility and well used. The senior center building is surrounded by a park. The facility is clean, well lit and inviting. The rooms are utilized for multi-use activities as well as meetings. And a beautiful, recently renovated outdoor patio was well utilized for summer brunches and outdoor special lunches.
- Three tier document of self-assessment results, strategic plan, themes and goals
- Scholarship program to assist participation
- Wide range of programs – the center has numerous community partners which is shown through their many and varied programs as well as special events. Their program with the University of Utah physical fitness students is a model.

## Magna Kennecott Senior Center, Magna, Utah



Magna Kennecott Senior Center is located in Magna, Utah, a growing unincorporated township. In 2010, there were 26,500 residents. Begun in 1974, the center opened a new facility in 2010. The center serves 698 recreation participants and daily there is an average of 80 recreation participants.

### Center Highlights:

- Parent organization’s mission, vision and motto statements are very good and ties in well with their county’s core values.
- Great community partnerships and collaborations.
  - Consistent marketing and branding of agency and center.
  - Excellent community connection to its history as exemplified in the facility design, financial support from the local community, artwork designed specifically to celebrate their community and the involvement of participants and staff that grew up in the area and now work and participate at the center.
- Very active an engaged advisory committee
- Passionate staff, volunteers and participants who are committed to the success of the center and promote a down-to-earth welcoming spirit.
- Beautiful relatively new facility (4 years old) that is state-of-the art with several advanced technology features.
  - Energy efficient LEED certified “green” facility including a geo-thermal heat pump system.
  - Several facility features in the building design ties into the Kennecott Copper Mine which donated land for the site and makes regular donations to the center. The mine is seen as a backdrop on the mountain behind the center. The center sign is a large piece of industrial metal with a rusted “patina” treatment and the name of the center cut into the metal. Artwork in the rear courtyard features a metal “flame” sculpture and benches are constructed out of pieces of mining equipment. The design of the overall building has the look of an industrial building, includes a metal roof and even the power pole near the building has been treated with “patina” rust texture.
  - Several rooms in this center have significant moveable walls to provide flexible scheduling of small, medium and large spaces. Two of the moveable wall units have windows to allow in natural lighting when utilized.
  - Raised gardening beds for easy access in outdoor patio is a nice feature.



## River's Bend Senior Center, Salt Lake City, Utah



River's Bend Senior Center is located on the west side of Salt Lake City in the older neighborhood of Rose. The center was founded in 1970 as the Northwest Multipurpose Center. The senior center shared space with the community center for years. In 2008 the senior center was remodeled into the River's Bend Senior Center. The center is part of the Salt Lake County Active Aging Program. The center averages 46 participants a day

### Center Highlights:

- The center is in the heart of the long established and diverse Rose Park neighborhood.
- The staff is very much appreciated and they are dedicated to the agency's mission and are quite attentive to all participants.
- There is a great group of loyal volunteers which assist in assuring varied programs are available
- The center has found success at extending program hours in the evening and seeing an increase in the number of participants.
- The staff works with the other county senior centers in exchanging ideas and uses a "Hot Topics" agenda during meetings to report on what is new at the center.
- The center presented a well done summary notebook with self-assessment worksheets followed by action steps for everyone to be able to follow, work with and observe achievements.

## Riverton Senior Center, Riverton, Utah



[Riverton Senior Center](#) began in a small home in the city of Riverton, Utah in the 1980's. A new facility was built in 2011 that includes participants from Riverton and the adjacent communities of Herriman and Bluffdale. The center has 1026 recreation participants.

### Center Highlights:

- The facility is beautiful and the spaces well designed to encourage interaction and to support a variety of programming. The center is about 5 years old, but looks brand new showing that it is well cared for and maintained. The décor is warm and welcoming and the facility should attract folks at any age.
- The partnership with Riverton City as well as Herriman and Bluffdale is a best practice and the center and county staff should be commended for developing such a strategic partnership. It is a great example of what can happen with various groups come together around a common need or purpose.
- The staff is very dedicated and committed to their work which is very evident. Their attention to detail and customer service creates a wonderful sense of community within the senior center which is vital for a high quality senior center program.

## Sandy Senior Center, Sandy City, Utah



[Sandy Senior Center](#) is located in Sandy City, the sixth largest city in Utah, with a population of 89,344. The senior center facility, which opened in 1997, is approximately 21,000 square feet and has elevator access between floors. The Center serves the 60+ is open Monday thru Friday from 7 a.m. to 4 p.m. The center's membership exceeds 2400 with an average daily attendance of 205.

### Center Highlights.

- Tremendous support by the umbrella organization, SLCAAS
- Excellent location of senior center, found at the axis of two transportation routes.
- Very active center with empowered participants
- Advisory Council is made up of participants, community members, and local government staff is a very active group and invested in the success of the center
- Programming is very diverse and appears to be reflective of the needs and interests of the community. There are over 100 different activities per month.
- Strong commitment to volunteerism. The Thrift Store, which is all volunteer run, creates a substantial funding source for programs and events. The volunteers are proud of their important contribution.
- The staff routinely evaluates and monitors customer satisfaction which they use to enhance customer service.

## West Jordan Senior Center



The [West Jordan Senior Center](#) located in West Jordan City, has a population of 108,000, it is one of the fastest growing cities in Utah. It is located approximately 18 miles south of Salt Lake City. The senior center began operating in 1991. There were 9,529 unduplicated participants in 2012. The average daily attendance is 171.

### Center Highlights:

- Tremendous support of the umbrella organization, SLCAAS in marketing, sharing resources and research as noted in the Sandy Senior Center description.
- West Jordan provides a diverse range of programming. Programming is participant driven and is monitored monthly. Overall programming is reviewed with the Advisory Council monthly. There is a wide variety of programming and senior center is open two evenings a month for special activities. The participant involvement and ownership is excellent and should continue.
- Good use of participant feedback via suggestion boxes and surveys
- The facility is extremely well maintained and is co-located near City Hall, the public library, and a park. It is well designed. In 2009, the facility was expanded with the addition of a space that can serve as on large room or 3 smaller class rooms. The addition was seamlessly incorporated into the facility.
- The staff and volunteers are all customer service oriented and committed to their jobs.



## Sunshine Senior Center / Office on Aging St. Petersburg, Florida



### Mission

*We celebrate aging by partnering with our community to provide creative programming, advocacy and resources that promote vitality, independence and wellness for adults ages 55 or better.*

The Sunshine Senior Center has a proud tradition of “firsts.” It was the first St. Petersburg multi-service center to function as a senior center and the first in the State of Florida to receive National Accreditation. The Sunshine Senior Center is located in the downtown area of the City of St. Petersburg. It is operated under the Parks and Recreation Department. The property is an impressive expanse with numerous outposts and recreational opportunities on site. In addition, office and meeting space is leased to numerous community partners. There is ample parking on the side of the building. Approximately 300 participants visit the center daily.

The Sunshine Center offers a variety of recreational, social and educational programming. There is a nice mix of small group activities such as arts and crafts, billiards and table tennis, combined with large group activities like exercise classes, member parties and balloon volleyball. The Sunshine Center operates a Fitness Center furnished with Shapemaster® equipment. The Center is opened each weekday and is rented to the public most week nights and weekends. The accreditation peer reviewer particularly enjoyed the Ballroom Dancing Program. In addition to other support groups, the Sunshine Center recently started an LBG7 support group. Their Wii Bowling Team and their Chorus group are widely recognized in the county.

The center has several sources of income including municipal funding, trust funds, facility rentals, user fees and enterprise operations. The Friends of the Sunshine Center, Inc. is embarking upon a fund raising initiative.

### Center Highlights:

- Staff is welcoming and work exceptionally well as a team.
- Sunshine Senior Center has a comprehensive volunteer system. Older adults are given the opportunity to contribute their time and talents in a meaningful way. Volunteers serve as greeters, meal servers, instructors, committee members and program registrars.
- Exceptional facilities which houses the St. Petersburg International Folk Art Society and the 90 year old historic Shuffleboard Club which hosted the International Shuffleboard Tournament in the 2013.

## Surrey Services for Seniors, Pennsylvania

Hometown Senior Center and Havertown Center are two of five locations under the umbrella of [Surrey Services for Seniors](#) in Delaware County, Pennsylvania.

Another one of their centers, Surrey House in Berwyn is also an accredited senior center. Surrey was awarded the contract to manage Havertown Center by Delaware County Office of Services for the Aging (COSA) in 2011. Surrey was founded in Delaware County in 1981 as a private, non-profit organization based on the concept of neighbor helping neighbor. From its inception, Surrey provided transportation, home and community based services, and an array of activities hosted in various sites around the community.

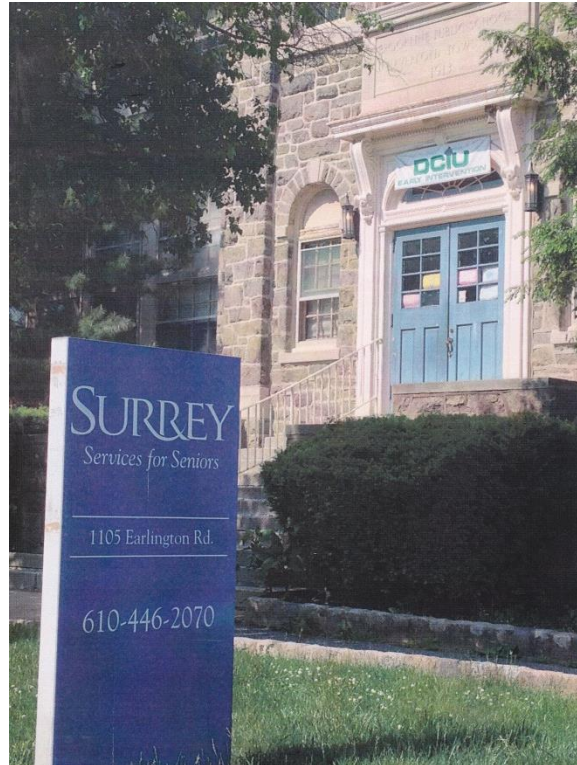
### *Mission*

*Surrey Services helps older adults live that home with independence and dignity and to continue as active members of the community.*

### Organizational Highlights:

- Talented corporate staff and strong board commitment
- Stellar reputation in the community
- Impressive core values and commitment to mission
- Solid financial footing
- Business Plan
- Strong Evaluation Plan
- Attractive marketing materials and Volunteer Handbook
- Comprehensive Crisis Management Plan
- Good representation on community boards

## Surrey at Havertown, Pennsylvania



**Surrey at Havertown** is located in a residential suburban unincorporated community approximately nine miles west of the center of Philadelphia. Center programs are located on the ground floor of the former Brookline Elementary School, an old, beautiful stone building. This space is approximately 8,000 square feet. The upper floors are used for a pre-school, kindergartens and school administrative offices.

The Center provides meals, transportation, health and wellness programming, arts and humanities classes, recreational activities, intergenerational programming, and counseling. The center is routinely open 40 hours per week as well as two Monday evenings a month. Last year the center served 1033 individuals.

### Center Highlights:

- Spirit of Center, Staff friendliness, care, and outreach
- Strong volunteer commitment
- Program Diversity
- Strong collaborative partners
- Attractive member art work exhibited throughout center

## Surrey at Hometown Senior Center



[Surrey at Hometown Senior Center](#) is located in the borough of Media, Pennsylvania is the County seat of Delaware County and is located approximately twelve miles west of the center of Philadelphia.

The center is located on the first floor of the Media Fellowship House building. The Victorian style building is located in a residential neighborhood. The center is routinely open 40 hours per week and occasionally is open on Tuesdays or Thursday evening. The center also has monthly off-site evening events. Last year the center served 602 individuals.

### Center Highlights:

- Warm, friendly, highly respected staff who are open to suggestions from members, community, volunteers, funders
- Members extend a warm welcome to each member who comes in the front door
- Volunteer efforts of staff in community is notable
- Creative programming off-site at Upper Providence Library, and School District Night School
- Strong Volunteer Pool which includes high school students. Well established and highly regarded Peer Counseling Program





NISC supports a national network of over 2,000 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](http://www.ncoa.org/NISC).