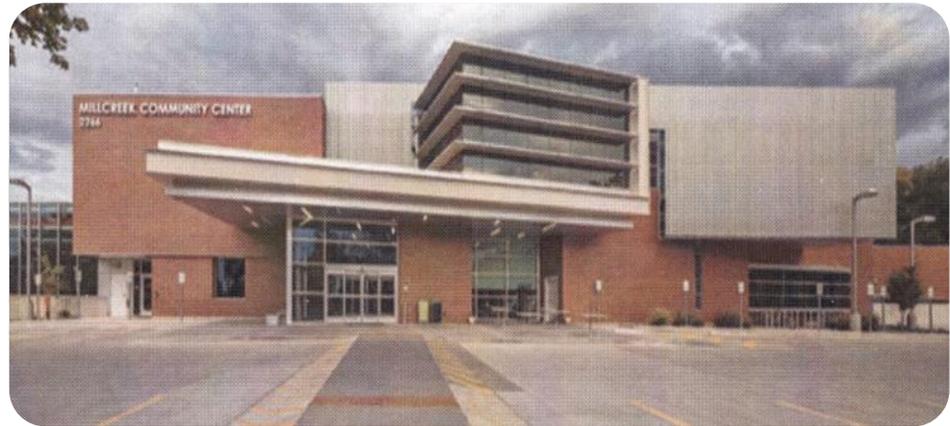




2015 Nationally Accredited Senior Centers



Accredited by 
National Institute of
Senior Centers

January 2016

Building Excellence

Meet the 27 senior centers that achieved
NISC National Senior Center Accreditation in 2015.

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.

2015 Accredited Senior Centers

Twenty-seven senior centers achieved National Senior Center Accreditation in 2015. Two groups were multi-site accreditations. Salt Lake County Aging and Adult Services, Utah and Greater Harleysville and North Penn Senior Services, PA achieved National Senior Center Accreditation for 8 and 2 senior centers, respectively. The 27 senior centers came from ten states (CT, MA, NJ, PA, NC, SC, TN, WI, 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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AgeWell at the JCC

Pittsburgh, PA

AgeWell at the JCC is a “center within a center.” The senior center functions as a division of the non-profit Jewish Community Center of Pittsburgh which celebrated its 120th Anniversary. Senior activities began with the JCC back in the 1960’s as more members of the community began to experience longer, healthier lives and were interested in different types of services.

The JCC owns and manages services and activities in two large buildings in the Squirrel Hill section of downtown Pittsburgh, as well as operating a satellite operation in the South Hills neighborhood. Facilities include two gymnasiums, a large lap swimming pool, a smaller aquatic exercise pool, racquetball courts, dance studio space, two auditoriums, multiple classrooms, a dining area, and kid’s playground. The JCC serves all ages from infants to older adults. There is a nursery for infants, pre-school programs, after-school and weekend activities for teens, adult gym facilities, and a section for the senior center (about 8-10,000 square feet). Older adults do not have to have paid memberships with the JCC unless they want access to the gym and aquatic facilities for self-directed activities. They can access water and land-based exercise classes through the senior center for nominal class fees; or with [SilverSneakers](#) or Silver & Fit status, can access everything without charge. AgeWell reportedly has the largest SilverSneakers enrollment in the state. It also has one of the largest congregate nutrition lunch sites, serving an average of 135 persons a day. AgeWell serviced approximately 6,000 older adults throughout the year, with a daily count of about 144.



Mission

To provide seamless delivery of services to Pittsburgh’s older adults; providing support to live as independently as possible.

The peer reviewer found the following strengths of the AgeWell at The JCC:

- Great accessible location in the Squirrel Hill area of Pittsburgh
- Access to the use of the JCC’s expansive buildings and amenities in providing a variety of programs and services
- Committed and involved Advisory Council
- Long-time staff members who are passionate about their work
- Great use of community partners in providing innovative Center offerings
- Provision of multiple [evidence-based programs](#)
- Great collaborations with community aging partners in serving older adults
- Excellent evaluations of programs and services
- “[CheckMates](#)” a volunteer led, telephone reassurance program service is a best practice program.

Duxbury Senior Center

Duxbury, Massachusetts

[Duxbury Senior Center](#) is located in Duxbury, a coastal town in Plymouth County, Massachusetts. It is located approximately 45 miles south of Boston. It was established in 1637 and is currently home to 14,500 residents

To support seniors as they age in the community, the Council on Aging was established in 1984 as a part-time department. In 1993, the council accepted the offer of space in the Lower Alden School, which led to the creation of the first Senior Center. In November 2001, after seven years of planning and construction, a new Senior Center was opened, fully furnished and ready to meet the needs of the growing senior population. The Senior Center is an active and vibrant second home for approximately 1,400 seniors. On average the center has 130 visitors daily.



Mission

Our mission is to create an inclusive environment to enable our growing population of senior citizens to lead independent and rewarding lives through advocacy and support, both physical and emotional for themselves and the benefit of the Duxbury community

The peer reviewer noticed the following strengths of the center:

- Great building is meticulously cared for, in an excellent location with beautiful interior and exterior space, which reflects the character of the community. It has excellent visibility in the community and encourages people of all ages to come through the doors.
- Good support from the town's decision and policy makers, Council on Aging and Friends of the Senior Center.
- The staff is very experienced, dedicated and enthusiastic with great ideas for programming and collaborations.
- Broad-based programming that is constantly evolving.
- Amazing lifelong learning program that is senior driven and is set up like college courses with high level instructors, volunteer proctors, self-directed volunteer leadership, and an ongoing evaluation/quality improvement program.
- Fantastic café, lunch and meals-on-wheels program.
- Social Model Adult Day program for persons with memory impairment is a great mix of inclusion and separate programming with a creative, dedicated group of staff and volunteers
- A leader in the pilot [Aging Mastery Program®](#) as it has expanded to other centers in Massachusetts and also participating in a second pilot that includes tablets.
- Extensive community connections and collaborations.
- Very active volunteer program and a commitment to volunteers.

Greater Harleysville and North Penn Senior Services

Encore Experiences at Harleysville and the **PEAK Center** are operated by [Greater Harleysville and North Penn Senior Services](#).

The parent organization is a 501(c) 3 corporation. The two centers are supported in part by funding from the Montgomery County Aging and Adult Services. They are participating agencies of the North Penn United Way and the United Way of Greater Philadelphia and Southern New Jersey. Other sources of support include grants, bequests, individual and corporate donations, foundations and events.

Mission

The mission of Greater Harleysville and North Penn Senior Services is to provide access to programs and resources that help older adults live independently and remain active.

Encore Experiences at Harleysville

Harleysville, Pennsylvania



[Encore Experiences at Harleysville](#) is located in Harleysville, PA, a suburb 33 miles north of Philadelphia in Montgomery County. Last year **Encore Experiences of Harleysville** served 1324 individuals. Although

membership is not required for participation, there are 881 paid members with an average daily attendance of 110.

The peer reviewer noted the following strengths of the center:

- [The Annual Report](#) is an attractive publication with useful information; they have a comprehensive planning document.
- Research Guidelines are comprehensive and include timelines and a request form for each project. Flyers and brochure are attractive marketing pieces.
- Board members are actively engaged and informed about the center's activities.
- Great staff cohesion and teamwork. Staff is enthusiastic and positive even though they have experienced many organizational and leadership changes in the past two years. Center staff, volunteers and members exhibit a welcoming spirit.
- [Encore Café](#) is a drawing card as chef is known in community for preparing nutritious and tasty meals with a cadre of volunteers. The café is open to the public.
- The Center administers a range of evaluations and the feedback is a key element in determining the various programs offered at the Center. Evaluation is taken seriously and results are communicated to the participants.
- Operations Manual is a comprehensive tool and is kept up to date. The detailed manual has been helpful to new staff.

The PEAK Center

Lansdale, Pennsylvania

The [PEAK Center](#) and Encore Experiences at Harleysville and are operated by [Greater Harleysville and North Penn Senior Services](#).

The PEAK Center is located about six miles from Encore Experiences at Harleysville. **PEAK** is located about 30 miles north of Philadelphia in Lansdale, PA.

Various [wellness programs](#) are offered at PEAK, from ballroom dancing to Zumba Gold, health education and

wellness screenings and enrichment classes. [PEAK's enrichment classes](#) include, Studio Art Class; Mexican Dominos; Computer Classes; Fitness Classes; Line Dancing; Tap Dancing; Trivia; Woodcarving; Health and Wellness Topics; and more. They also offer services, such as financial and legal advice, assistance with taxes and rebates, Medicare and healthcare options and access to other agencies and government services.

Last year PEAK Center served 558 individuals. Although membership is not required for participation, there are 881 paid members with an average daily attendance of 55

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

- Great staff cohesion and teamwork. Staff is enthusiastic and positive in spite of the many organizational and leadership changes in the past two years.
- Center staff, volunteers and members exhibit a welcoming spirit
- The Annual Report is an attractive publication with useful information
- Research Guidelines are detailed
- Board members are engaged and well informed
- Evaluation is taken seriously and results are communicated to the participants.
- Operations Manual is a comprehensive tool
- Tax preparation program provides a wonderful service for the seniors



Granby Senior Center

Granby, Connecticut

The [Granby Senior Center](#) is located in the town of Granby, Connecticut. Thirteen miles north of Hartford, in a rural residential community of 11,000 people, 15% are older adults 60+ years of age. The Granby Senior Center facility includes a large community meeting and dining room, a health and wellness room, small meeting room two activity rooms, a billiards room and staff offices.

There are currently 650 members of the senior center, with an average daily attendance of 80-100 participants. The participants vary in age from 32 to 98. See a fun Granby Senior Center [video](#).

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

- Outstanding, well-qualified team of paid staff who work well together, who are cross-trained, and who each have a very approachable rapport with the older adults of the Center.
- Very strong municipal support from the Selectmen, Town Manager, and from all the other Departments as far as in-kind & personal assistance, with so much of the Senior Center operation, to make it the success that it is!
- A beautiful facility that is utilized fully, tastefully decorated, and is continually updated & well-maintained. It is truly a focal point of the community.
- Accreditation notebook was very well organized & attractive.
- Great community support and many collaborative partners working together.
- Nice Mission Statement that truly reflects the Senior Center operation.
- Logo, Brochures, & Senior Center Handbook are great marketing tools – professionally done.
- The Civic Engagement Team (CET) is a best practice model for self-directed teams of volunteers.
- The Durable Medical Equipment Loan Closet (DME) Program is also a Best Practice model.
- The volunteer ethic is alive and thriving in Granby! A real sense of community – people helping people!
- Volunteer Handbook and Volunteer Job Descriptions are well done.



Mission

The mission of the Granby Senior Center is to empower older adults to live full, independent lives by providing leadership on aging issues and enhancing the social, physical and educational wellbeing for each participating individual

Groton Council on Aging

Groton, Massachusetts

The Senior Center is run by the municipality and the Groton Council on Aging. The center is found in the Town of Groton, MA with a population of 10,764. Groton Senior Center is a 5,130 square foot, stand-alone municipal facility. In FY13 the center served almost 900 individuals. The average daily attendance is 53.

The center is open from 8 a.m. to 4 p.m. and provides a

comprehensive list of programming. Health and Wellness programming includes strength training, Pilates, ballroom dance, line dancing, yoga, Zumba, belly dancing, swim, Ask the Nurse, Flu Clinic, podiatry screening and congregate meals. Social programming includes Groton Women's Club, Nashoba Tech catered lunches with speaker, Pizza and a Movie, Scrabble, Bridge, Cribbage, Quilting, Fireman's Grandparent & Grandchild Breakfast, Cookie Swap, Friday Shopping on Van, Veteran's Breakfast, Craft Fair, Policeman's Picnic, Antique Car Breakfast and Zentangles. Educational programming includes painting, book club and a Speaker's Series. The Council on Aging also provides senior services, referrals and outreach.

The peer reviewer noted the following strengths of the center:

- The Center is a warm and inviting with a very capable staff.
- There are a multitude of community partners. The Senior Center is an integral part of community life. Police, fire personnel and public safety staff all connect to the community's older adults.
- The center has an enthusiastic and invested Advisory Board. The nine member Advisory Board is actively engaged in current programming and future plans for the Center. Board members are strong advocates for the Center at Town meetings.
- There are sound and comprehensive HR policies in place.
- The Take Away Bench is strength for the community. Residents may come in, leave an item or two, and/or select an item or two.
- Rolling video footage found on both floors of the facility and outside is a key safety mechanism.



Mission

The Groton Council on Aging seeks to enrich the lives of Senior Citizens by providing opportunities for learning, leisure, creativity, health and fitness, information and referral, and social services.

Johnson City Senior Center at Memorial Park Community Center

Johnson City, Tennessee

The Johnson City Senior Center at Memorial Park Community Center is located in Johnson City, in a semi-rural setting along the foothills of the Appalachian Mountains. In 2000, Johnson City became Tennessee's first nationally accredited Senior Center. This is their third accreditation. The center is housed in a community center with dedicated space to the senior center. It is a beautiful building with many amenities that the seniors can make use of.

The City population is 63,152. The senior center served 3,381 in 2014 with an average daily attendance of 230. Their mission is to engage

adults in Active Life through Active Living. Their Vision is to be a pathway to enriching the lives of adults 50+.

The peer reviewer noted the following strengths of the center:

- A dedicated and skilled staff led by the Director of Parks and Recreation who is very passionate about the senior population and serving its varied needs.
- By engaging a professional to help them develop a strategic plan they have one that is concise yet broad enough to carry them forward for several years
- They have extensive and diverse community partners including higher education, medical school residences, local businesses and senior serving organizations.
- They have an active foundation (501 c3) organization that raises funds to supplement the city's budget for activities at the Center.
- They have an extensive and varied number of programs and activities available from water aerobics and arthritis pool activities, varied exercise classes, table tennis, pickle ball, outdoor sports, the arts, computers and adult learning.
- The building is beautiful, well maintained and provides the flexibility of serving groups from 20 to 500 in activities from sitting by the fire to dancing to a band.
- The City values staff education and includes money in its budget for staff to attend regional and national conferences.
- A volunteer has made an [excellent video](#) of the Center that can be a great marketing tool.



Mission

The mission of the Senior Services division is to be the leader in providing innovative services to enrich the lives of adults 50+. The Senior Services division prides itself on obtaining the following values:

- Serving as the designated community focal point for adults 50+ services
- Providing fellowship and activities with peers that reflect experience and skills of its members
- Providing opportunities for dignity and personal growth
- Enhancing independence of the 50+ population
- Sustaining national accreditation through the National Council on Aging/National Institute of Senior Centers (NCOA/NISC)

Journey's Way

Roxborough, Pennsylvania

Journey's Way is the Aging Services Department of Intercommunity Action Inc. (Interact). Interact is a not for profit social service agency formed in 1969 by the Northwest Philadelphia community of Roxborough. The center was started in 1975 and in 2010 moved to its current location, two renovated buildings. The buildings provide the program space and amenities conducive to presenting varied activities and services. The two buildings are connected by a windowed walkway.

Journey's Way offers a range of health and wellness programs that promote vitality for mind, body, and spirit! Weekly fitness classes include: SilverSneakers® and Chair Aerobics, Fitness and Toning Class, Strength/Stretch, Meditation, Yoga, Line Dancing, Walking Club, Tai Chi, EnhanceFitness and has a fully-equipped fitness center and personal training.

There are also classes for [lifelong learning and personal growth](#), arts and culture, technology, and many holiday and cultural activities and trips. The center also provides professional help and access to services and support and opportunities for older adults. There is an average daily attendance of 85.

The peer reviewer noted these strengths of the center:

- The building has an open feel with windows looking into rooms and a wonderful re-purpose of an older building.
- Good strategic plan with specific goals and progress documented.
- Excellent community partnerships and community support.
- Excellent model for a memorandum of understanding (MOU)
- Well-written job descriptions for both paid and unpaid staff.
- The [volunteer application](#) also has a job skill inventory, which is a great model.
- There is a passionate and active Advisory Council.
- The Advisory Council has taken the responsibility for planning some trips and developing fundraising opportunities.

Two community partners in the self-assessment committee of Journey's Way commented on how they learned more about Journey's Way during the accreditation process. One center participant committee member said it helped her understand the reason behind the decisions that are made.



Mission

Journey's Way offers a wide array of innovative resources and programs for Philadelphians 55+ to enrich their lives in their communities and support them through life's challenges.

Kingsport Senior Center

Kingsport, Tennessee

Kingsport Senior Center (KSC) is located in Northeast Tennessee, in the City of Kingsport with a population of 51,274. The starting age for membership is 50 years old. There are three types of memberships: City, Sullivan County and bordering counties. KSC has 3,036 members with an average daily attendance of 350.



Mission

The Kingsport Senior Center is a community resource dedicated to enriching the quality of life for Kingsport Seniors and the surrounding areas.

The center is located in a former high school building, which is also an arts center. Their programming is strong in arts and in activities specific to the region. Reviewers were impressed with their Artisans Center gift shop, a consignment shop for the seniors to sell their creations. The peer reviewer noted the following strengths of the center:

- They engaged a volunteer familiar with developing strategic plans to help them with their strategic plan and involved the community in doing a SWOT analysis. It has resulted in a very usable document.
- They collaborate with an extensive group of community partners including financial institutions, assisted living facilities, health organizations, churches, education and businesses.
- There is funding available for staff to attend national and local conferences and training, which helps them stay current in their field.
- The [Kingsport Adult Education](#) is a model program that blends job skills, arts and health and exercise in a program to serve seniors and others in the community.
- There is an excellent offering of [wellness activities](#) including numerous outdoor activities. This is evidenced by their large participation and group of winners in the [National Senior Games](#). ([see story of one 5 medal winner](#))
- Evaluations are completed including evaluations of the instructors by staff.
- Their programming includes some unique activities including; clogging classes, a woodshop run by a self-directed team, dulcimer lessons and belly dancing. See their [newsletter](#) or like their [Facebook page](#).

The Lourie Center

Columbia, South Carolina

The [Lourie Center](#) is named in honor of the late Senator Isadore Lourie, who served in the South Carolina General Assembly from 1965 until 1993. He was well known for his work as a champion of the elderly and contributed greatly to legislation and reform efforts for aging adults. Learn more about [Senator Lourie](#).



Mission

The mission of the Senator Isadore E. Lourie Center is to provide opportunities for people over the age of 50 to remain physically fit, socially engaged, intellectually stimulated and independent.

The Center is geographically located adjacent to the campus of the University of South Carolina in downtown Columbia. The Center was built on land owned by the City, and sits next to a large municipal swimming pool complex that the Center is able to utilize for water aerobics for older adults.

The Center is open Monday to Friday from 7 am until 7pm and on Saturdays & Sundays from 8 am until noon. Private rentals are available during and after normal operating hours. (See their [space rental inquiry form](#)) The Center is a membership organization, charging annual rates that allow use of the facilities and access to participation in all classes and most events. See their [member rates](#) online. They also provide a scholarship program.

A large variety of programs, classes and activities are available using paid outside instructors. The Center has approximately 670 paid members with an average daily attendance of 145.

The Peer Reviewer observed many strengths of the Lourie Center.

- Expanded hours of operation
- Impressive level of [community support](#) and [volunteer](#) involvement
- Excellent array of classes, events and [activities](#)
- Engaged Board of Directors committed to excellence
- Devoted and caring staff
- Good marketing and promotional materials
- Good fiscal and resource management
- Good accessible facility that allows for a variety of.

Nash County Senior Center

Nashville, North Carolina

The [Nash County Senior Center](#) is located in Nashville, NC. Nashville is the county seat of Nash County. Nash County has a population of approximately 100,000 and the town of Nashville a population of about 5,000. Fifteen percent of the population is over 65 years of age.

The Nash County Senior Center is run by the [Nash County Aging Department](#) and funded mostly by federal and county money. It was opened in 2001.



Mission

The Nash County Senior Center celebrates aging, supports the independence in our community, and addresses the needs of the complete individual by offering information, referrals, and access to continued growth and development.

The center's size is 9,000 sq. ft. and houses a reception area, fitness room, pool table area, craft room, library, meeting/activity room, large multipurpose room, kitchen, computer lab and staff offices. The center has registered over 3,800 participants; the average daily attendance is 135.

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

- There is an extensive list of community partners and a historic matrix that includes what the partners do and the length the partnership has been in place. Nash Community College, as one of the partners, teaches computer classes in a work-training program.
- They use a MOU that contains all the important element of a working partnership.
- The committee that did the previous Accreditation self-assessment has transitioned into an Aging Leadership Planning Team that acts as Advisory Council. They also take responsibility for completing most of the evaluations.
- The Director has brought creativity, enthusiasm and new ideas to the Center in the 3 ½ years that she has been there.
- For a small center there is a wonderful array of programs for all, including busy pool tables, fitness center, computer lab and dancing in the multi-purpose room.
- The Center uses Serv Tracker to track individual participation in center activities and uses the information to make decisions about programs.
- There are many colorful flyers announcing upcoming programs including a display to draw attention to the upcoming trip to Outer Banks. This is their first overnight trip.
- The Center is creative in the use of the space they have.

Lowcountry Senior Center

Charleston, South Carolina

The [Lowcountry Senior Center](#) is located on James Island in a suburban area about 10 minutes from downtown Charleston. The Center serves both urban and rural populations in the County as well. The County population is about 351,482 with 32% over the age of 50.

The Center is a partnership between Roper St. Francis Healthcare (RSFH), a private, not-for-profit healthcare system and the City of Charleston. The City owns the building and property and RSFH operates it under contract.

The Center is a membership-based organization open to any adult aged 50 or older. There are two levels of membership: Regular (\$70 for residents of Charleston County and \$80 for non-residents) and Gold which includes use of the fitness room (\$105 for residents and \$115 for non-residents). The Center has a membership of almost 1,500 with 60% Gold and 40% regular members. They have a daily attendance of 275-300. See photos from Lowcountry's [photo gallery](#).



Mission

Empowering adults 50+ for personal independence, healthy aging, social connection, and life-long learning in the Lowcountry.

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

- The Executive Director is a national leader and has the vision and ability to lead the Center to continued excellence.
- The staff of the center is professional, committed and compassionate.
- The Marketing plan and collaterals are excellent.
- The planning process is thorough and a living document.
- The [program diversity](#) is strong and the implementation of evidence based programs is a highlight.
- The Center has a strong reputation in the County and in the Nation for quality and best practice.
- The support they get from the hospital affiliation is a strong benefit.
- The evaluation process is thorough – they really get the pulse of their members

Middleton Senior Center

Middleton, Wisconsin

The [Middleton Senior Center](#) is located in the City of Middleton, WI with a population of 17,000 just west of the state capitol in Madison. The center is located in the civic center hub of the downtown area and is near the Post Office, City Hall, Library, Tourism Department and the National Mustard Museum.



Mission

The Middleton Senior Center enriches the lives of older adults.

The center first opened in 1975; in 2001 it moved into a newly renovated facility. The two story building has an elevator that makes both floors fully accessible. The main level provides a reception

area, main activity area/dining room, kitchen, two living rooms, restrooms, conference room and staff offices. The lower level has a lobby, three activity spaces, two health exam rooms, a computer lab, a meeting room, restrooms and plenty of storage space. There is also green space adjacent to the building for outdoor activities.

In 2014 participation reached approximately 4,469 unduplicated persons. The average daily attendance varies from 50 to 200 participants. See the senior center posts on the [City of Middleton's Facebook page](#).

The peer reviewer noted the following strengths of the center:

- The Strategic Action Plan Guiding Principles were categorized under the Accreditation Self-Assessment Chapter themes.
- Community Connections:
 - Commitment to community seen by impressive collection of over 260+ collaborative partnerships.
 - Good Information & Referral Brochure with an extensive array of resources through the Senior Service Program including Case Management Supportive Home Care, Transportation, Nutrition and Health Care.
 - Middleton was the first City and first Senior Center in WI to achieve “[Dementia Friendly](#)” certification through the Alzheimer’s & Dementia Alliance of Wisconsin.
- Staff and volunteers all have a great working relationship to ensure their participants get the best service possible. See their [volunteer opportunities page](#).
- Impressive intergenerational programs and internships with high schools and local colleges.
- A simple and very effective confidentiality procedure for volunteers by using first names only on name badges and uniforms.

North/Eastside Senior Coalition (NESCO)

Madison, Wisconsin

North/Eastside Senior Coalition (NESCO) is a 501c3 private nonprofit aging service organization located in the state capitol of Madison, WI with a population of 233,209.

NESCO is located in the Warner Park Community Center of Madison which was built in 1999. It is a single-

story, free standing building which received the 2000 American Institute of Architects Award.

NESCO is one of four senior coalitions in the Madison area (North/Eastside, South, East and West). They serve older adults age 55 and over. They offer a voluntary membership ranging from a \$15 Regular Membership to a \$100 Patron Membership. They have an average daily attendance of 100 with an unduplicated annual attendance of 1,025.

The peer reviewer noted the following strengths of the center:

- Good mission, vision and guiding principles.
- Great community collaborative partnerships, distinctly categorized in the accreditation notebook.
- Cultural Diversity Programs has dedicated program specialist staff positions.
- Two cultural diversity programs, the [African American](#) and [Latino Cultural Diversity](#) Programs have notable statistics; portable internet café, a rolling cart with laptop computers and volunteer trainers.
- Very extensive and comprehensive Business Continuity Plan.
- Passionate staff, volunteers and participants who are committed to the success of the center as well as its activities and services.
- Two separate Confidentiality Policies for employees/volunteers and clients/participants.
- Good listing and variety of transportation options, especially for special needs; Very impressive facility located in a beautiful park setting.



Mission

The mission of the North/Eastside Senior Coalition is to enhance the quality of life for all senior adults by providing programs, advocacy, and resources that assist them to remain independent, active, and influential in the community.

Old Bridge Township Senior Center

Old Bridge, New Jersey

The **Old Bridge Township Senior Center**, also known as the **George Bush Senior Center** is located in a suburban community in central New Jersey.

The center provides programming on health and wellness, educational topics, social events, music, dance and choral. They provide transportation service and information and referral on local, county, state and federal programs. The center is located in a 10,000 square foot building and is open to those 60 and over. There are over 3,000 members with an average daily attendance of 125. [See some of the great programming the center offers.](#)

The peer reviewer noted the following strengths:

- Great building location which is fully accessible and very flexible for a variety of uses. It is warm, inviting and the location allows for synergy and joint programming with other town departments.
- The staff is very experienced, dedicated and enthusiastic. They have great ideas for programming and collaborations.
- The bulletin boards are very professional.
- Excellent volunteer job descriptions
- They produce a wonderful, informative, quarterly report that they share with participants, policy makers, funders and the community at large.
- They have developed great examples of cooperative programming with the High School, local businesses, such as Friendly's, and other agencies.
- *Move to the Groove* Program, a fitness and dance program is very popular.
- *Passport to Wellness* Program was noted as creative and successful programming.
- *Creative Arts* Program is well developed and popular with participants.



Mission

The mission statement of the Old Bridge Senior Center is to:

- *Provide information, referral and social services for senior citizens 60 years of age and older;*
- *Create a caring and nurturing environment;*
- *Encourage interests, creativity and artistic expressions;*
- *Offer support systems for seniors to lead active and independent lives;*
- *Promote the celebration of life through physical and mental well-being.*

O'Neill Senior Center

Marietta, Ohio

O'Neill Senior Center is a nonprofit organization located in the charming and historical town Marietta, Ohio, which sits on the Ohio River, across the river from West Virginia. Marietta is a two hour drive south of Columbus, the state's capital. The town was settled by Revolutionary War soldiers and has a present population of about 14,000 with many historical landmarks located throughout the community and tree lined neighborhoods filled with historical well-kept homes.

The City of Marietta constructed the O'Neill Senior Center facility in 1981 and since 1986 the City has leased the structure to the center for the specified purpose of operating a multi-purpose center. In 1990, the center increased the size of the existing structure to accommodate an adult day program.



Mission

The mission of the O'Neill Senior Center is to advocate for and provide specialized services, programs, and volunteer opportunities, which enable and encourage older adults of Washington County and surrounding areas to live independent, healthy, and productive lives; and to educate and inform the public regarding available services.

Programs and activities at O'Neill Centers are designed to have a real impact on older adults' health and well-being. Activities like tai chi help improve balance and prevent falls. Health screenings and education encourage healthy living habits, prevention and early detection. A complete listing of activities is included in the [newsletter](#).

The center's services include homemaker, medical transportation, senior wheels volunteer based transportation, benefits enrollment, health prevention programs, health screenings, Medicare assistance, income tax assistance, information & referral, exercise and leisure activities, automated telephone reassurance program, education programs, and prescription assistance. There were 2,161 participants in 2014, with an average daily attendance of 150.

The Peer Reviewer observed many strengths of the O'Neill Senior Center. These included:

- The Center is centrally located downtown, easy to access and in a well-kept facility.
- Great long term serving staff who are compassionate and understand the difficulties of operating in rural outlying area
- Very committed and professional and future thinking Board of Directors
- Strong community support and collaborations
- Contract for operating services in Belpre is very efficient demonstrating regional collaboration which might expand to other county areas
- Strategic Plan is forward thinking and planning for wave of seniors

City of Rocky Mount Senior Center

Rocky Mount, North Carolina

In 2010 the population of the City of Rocky Mount, NC was 57,685. The [Rocky Mount Senior Center](#) is part of the Senior Programs division within the City Parks and Recreation Department (P&R). The facility is located in the heart of downtown.

The Center has a well-equipped fitness room on the first floor and small lounge and welcome areas as well as the staff offices. The second floor has a variety of meeting and multi-purpose rooms.

The center attained certification as a “NC Senior Center of Excellence”.

The Center offers programming to participants age 55 and older and has an average daily attendance of 111.

The Peer Reviewer observed many strengths of the City of Rocky Mount Senior Center. These included:

- Increased and effective marketing efforts.
- Engagement with a broad array of community organizations.
- The respect the community has for the Center.
- Governance, Finance, and administrative standards are very strong thanks to a dedicated City team who is very knowledgeable and supportive of the Center.
- The staff is very energetic and committed to improvement. During interviews, in the few areas needing work, staff was very eager to learn more about what and how they could improve.
- The director is an energetic, qualified leader who would benefit from, and give much to, the senior center field should he be inspired to stay in it and continue to have the support of his supervisors.
- They are adaptable to new opportunities in a changing environment.



Mission

City of Rocky Mount Mission

To advance community well-being, safety, and quality of life by delivering excellent municipal services

Department & Division

To advance the quality of life by providing positive, inclusive experiences through people, parks, and programs.

As a part of this department and tis mission, the Senior Programs Division oversees the operations of the Senior Center and provides health and safety information, educational opportunities, leisure recreational activities and referral services for participants age 55 and older in the local community.

The Salt Lake County Aging & Adult Services

Mission
Provide older adults with tools and education to remain independent and healthy.

In 2015, The Salt Lake County Aging & Adult Services (SLCAAS) division, designated as the local Area Agency on Aging, completed an initial county wide process to obtain National Senior Center Accreditation for sixteen senior centers in Salt Lake County. Peer reviewers noted these general 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 and this is strength.
- 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.

Columbus Senior Center

South Salt Lake County, Utah

Columbus Senior Center is located in an inner city area of Salt Lake County. The Center is a partnership between the City of South Salt Lake and Salt Lake County Aging Services.

The center is located in the Columbus Community Center which includes Parks and Recreation, a Library and the Alianza Charter School (K-8). The population is very diverse with a high number of refugees and immigrants, many from Bhutan. The center is Bi-lingual with Spanish being spoken by staff and participants. Membership is 426 with a daily attendance between 45-60.



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

The peer reviewer noted these strengths of the center:

- Welcoming atmosphere and friendly environment
- The staff uses their space well and provides an incredible number of activities. They are meeting the needs of the immigrant population as well as other longtime residents.
- The center's [newsletter](#) is attractive
- Volunteer handbook and contract are examples of Best Practices
- Personnel policies, research guidelines are comprehensive
- The County has a great emergency response manual

Friendly Neighborhood Senior Center

Salt Lake City, Utah

The **Friendly Neighborhood Senior Center** is located in downtown Salt Lake City.

The center was opened in 1973 and is one of the older centers in the County's system.

The center is approximately 15,000 square feet. In addition to the community, the center serves residents in the two senior high rise apartments that are connected to the center. There is a large dining area, conference room, computer lab, TV lounge, kitchen, staff offices, library, thrift store, beauty parlor, an open area for exercise and a fitness room along with many activity rooms.



Mission

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

Volunteers play an important role at the Center. In 2013 they had 36 active volunteers who contributed over 8,872 hours to the center.

The Friendly Neighborhood Senior Center offers an abundant and evolving selection of classes, seminars and special activities. Their health and physical activity classes include Yoga, Tai Chi, EnhanceFitness, low impact exercise for arthritis, and more. See their current [Calendar of Events](#).

The center has an average daily attendance of 51.

The peer reviewer noted the following strengths of the center.

- The center has a very strong infrastructure because it is part of a larger department. The center draws support from systems and processes that are set up for the 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.
- The center's programming is very good. Many groups are involved in the planning process. Members commented on the increase in the quantity and quality of the programming.
- The advisory council is very involved and supportive of the senior center. They have a positive relationship with the center and center staff.

Liberty Senior Center

Salt Lake City, Utah

The Liberty Senior Center provides opportunities for people over the age of 60 to improve their talents, enrich their minds, give service in the community, develop meaningful friendships and help maintain physical health.

The center offers a wide range of programs. Classes are diverse as computer classes and English as a Second Language. The center offers ceramics, crafting, painting and card making. Health and exercise programs include Tai Chi, Yoga, EnhanceFitness and provide a work out room. They enjoy Wii bowling, card games, Mexican Train Dominoes, shuffleboard, bingo and billiards.



Mission

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

The peer reviewer noted the following strengths of the center:

- The senior center has a very strong infrastructure for the most part because it is part of a larger department and this is strength.
- The facility is a wonderful building, very welcoming with great spaces for activities. The facility is approximately 15 years old and is well maintained and attracts seniors and non-seniors alike for activities and programs.
- The center has a very welcoming feel to it and the staff is to be commended for the passion and dedication they bring to their work. The center members are very welcoming and engaged in the activities and operations of the center.
- The advisory council is to be commended for their support and commitment to the senior center.
- The centers programming is very good. The programming is creative and well thought of by center members.
- The Self-Assessment Committee at Liberty Senior Center agreed that they learned more about the center by being a part of the self-assessment team.

Millcreek Senior Center

Millcreek Township, Utah

This center serves the Millcreek Township. The Center houses Aging and Adult Services, Library, Recreation, Parks and Café Evergreen.

The Millcreek Center has a café, an active aging lounge, multi-purpose rooms, a well check room, fitness room, billiards and a walking track. There is a workout room with weight machines and several stationary exercise machines.

Millcreek Senior Center offers a comprehensive range of programs to enlighten, educate and enrich the lives of adults age 60 and over. They consider the Center akin to a “Senior Campus”; an abundant and evolving selection of classes, seminars and special activities are offered.

The center offers opportunities in art, craft, music and health. Health and physical activity classes include Yoga, Tai Chi, EnhanceFitness, Senior Fitness, low impact exercise for arthritis, and Zumba. There are 2484 members with a daily average attendance of 38.

The peer reviewer noted these strengths of the center:

- Supportive Community – this has been a growth area for the Millcreek Senior Center. During the planning process of the Millcreek Community Center, the new construction replaced an outdated small library building and a small community gym situated in a community park, the Senior Center was incorporated into the building project.
- Collaborations / Relationship building – staff and Advisory Council members have been resourceful in breaking down barriers/silos of partnering agencies (library system and park and recreation), and the diverse ethnic population in the neighborhood to address needs of the older adults in the community.
- Millcreek Team – It was recognized that a strong TEAM is in place at MCSC. The team members are supportive of each other and the members. The van driver, who had been in his position for 6-weeks at the time of the review, demonstrated sensitivity.
- Intergenerational Technology Opportunities – The Center team has developed strong relationships with staff from the 13 schools (public, private and parochial) located in the MCSC neighborhood. The Intergenerational Technology sessions are one example of programming that resulted from these community partners. MCSC is able to schedule and provide one-on-one technology (tablet/smart phone) sessions for their members via volunteers in grades 7-12. The students sign up for specific dates and time in order to cover each afternoon (Monday through Friday) from 3:30 to 5 pm.



Mission

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

Mt Olympus Senior Center

Salt Lake City, Utah

The Mount Olympus Senior Center was built in 1998 and has been in operation for 17 years. The center is located in a suburban location in Salt Lake County with wetlands surrounding the facility and near the area's recreational facility.

Programming is focused on active aging and prevention services. In addition to weekly opportunities for continuous learning, the center provides health screenings, fitness classes, education classes and many presentations.

Membership is free. Members must be 60 and over, spouses are welcomed. There is an average of 200 participants each day with a total membership of 1500.

The peer reviewer noted these strengths of the center:

- Vibrant center which enhances seniors' lives and is a center for their socialization
- Wonderful compassionate long serving staff who know programs and participants
- Great use of volunteers
- Small staff does an incredible amount of work in keeping everything organized
- The center's [newsletter](#) is very nice
- Volunteer handbook and contract are examples of Best Practices
- Personnel policies, research guidelines are comprehensive
- Advisory Board is comprised of a good representation of residents and senior center participants
- Advisory Board fundraises for extra funds

The reviewer noted that: Speaking with individual participants, it was very clear the center is a vibrant place that is friendly, welcoming and seniors frequent as a major part of improving their lifestyle and health.



Mission

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

Sunday Anderson Westside Senior Center

Salt Lake City, Utah

Sunday Anderson Westside Senior Center is located on the west side of Salt Lake City. The center opened its doors in June of 1978. The center includes an updated, welcoming entrance foyer, reception counter and staff offices, a large common area, cafeteria with a stage, a billiard room, a meeting room/exercise room and a few multipurpose meeting rooms.

Most of the participants live within a three mile radius. 31% of participants are Pacific Islanders, Asian, African American, and Latino,

with a majority from the Tongan Islands. The membership size is approximately 500 with an average daily attendance of 85. The center van provided 6,090 rides to seniors needing transportation to the center. Volunteers provided 6,965 hours of service at the center.

The center offers a wide range of programs to enlighten, educate and enrich the lives of members. Classes are as diverse as Meditation, Bunka Hand Craft and Tongan Health Class. For those wanting to explore their creative side, the center offers opportunities in art, such as, ceramics, crafting, painting, and beginning drawing. Their health and exercise programs include; Line Dancing, Tai Chi, Meditation, EnhanceFitness as well as a full workout room. They also lead a variety of card games, such as pinochle, Bunco and shuffleboard, billiards and Wii games.

The peer reviewer noted these strengths of the center:

- Strength in the contributions of the Active Aging Program in regard to marketing, policies and procedures, funding, community partnerships etc.
- Diversified public funding sources including City, County, State and Federal
- Solid annual report and good use of both agency and local reporting
- Agency's Presentation Guidelines are a best practice for their comprehensive coverage.
- The Advisory Committee's Ambassador Program was impressive and a good effort.
- Good implementation of evidence based programs.
- Support staff are committed to the people they serve.
- The Center has tremendous potential to impact the lives of the people in the community.



Mission

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

Taylorsville Senior Center

Taylorsville, Utah

Taylorsville is a partnership between Taylorsville City and Salt Lake County Aging Services. The Center is an attractive, newer building that was constructed in 2002 and renovated recently. It has a bright, open entry with a staffed reception counter and a large common area behind the foyer. There are multi-purpose meeting rooms, dining area with movable, sectional walls, boutique, billiard room, lounge and TV room, large fitness studio area and equipment fitness room.

The center provides a wide range of programs and classes. The regular schedule includes Enhance@Fitness, chair aerobics, photography, crocheting, wood burning, computers, Brain Gym and Move It Move It, health and wellness presentations, monthly health topic focuses, trips, and entertainment. Equipment available daily includes a billiards room, fitness machine room, ping pong, horse shoes, Wii games, and computers. The Center has laptops that can be set up for computer classes when needed.

The Center has almost 1400 registered participants and a daily attendance of around 250

The peer reviewer noted these strengths of the center:

- Great energy in the center with an energized and committed Advisory Committee
- The facility is an asset and the recent renovations show a commitment to progress.
- There is a good diversity of programs and attention to new ideas.
- The staff is solid and enthusiastic and clearly compassionate.
- There has been good implementation of evidence based programs.
- Strength in the contributions of the Active Aging Program in regard to marketing, policies and procedures, funding, community partnerships etc.



Mission

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

Tenth East Senior Center

Salt Lake City, Utah

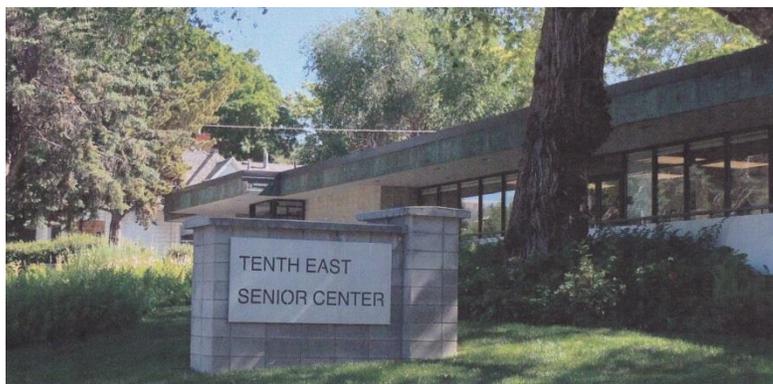
Tenth East Senior Center was built and opened in 1955 as the Salt Lake City Elk's Boys and Girls Club. In June of 1956, Salt Lake City Commissioner, L.C. Romney, turned over the building for exclusive use of older citizens.

In 1963, realizing the need for additional space, the current building was constructed adjacent to the Victory Tennis courts (which are now used for both tennis and pickleball).

The facility includes billiards/table tennis room, lounge/TV room, library, computer lab, art room, and a gym/auditorium (which is divided for use to serve breakfast and lunch). While an older building, it has been well maintained and updated as needed to remain current for today's older adult.

The peer reviewer noted these strengths of the center:

- Programming - the staff ensure that offerings are attracted to a wide range of participants. The Osher Lifelong Learning Institute offers classes in late afternoon/early evening at East Tenth. This is attracting new and younger retirees to the center. Staff report many are signing up for yoga and other exercise programs once they find the offerings of the center.
- Breakfast – the Advisory Council sponsors a free breakfast Monday through Friday for interested participants. Breakfast includes: cereal, toast, bagels, muffins, milk, coffee, tea and juice. The 2 mornings that I was on-site I observed 12-15 elders taking advantage of this offering. Those participating indicated they would otherwise not have breakfast, but would wait until the noon IIC meal for their first meal of the day. Tenth East has a broad socio-economic base.
- **Newsletter** – the staff creates and publishes a very well-designed, informative newsletter for participants. The newsletter provides not only the calendar of events and thorough descriptions of the classes /programs.
- Welcoming Environment – staff, volunteers, and participants have created a warm, welcoming atmosphere.



Mission

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

United Seniors of Athens County, Inc.

Athens, Ohio

United Seniors of Athens County, Inc. is a multi-purpose focal point senior center serving all of rural Athens County, Ohio.

Athens County has a population of 67,000 of which 9,300 are 60 years of age or older. There is no charge for membership. Athens County provides a real estate tax levy for the purpose of providing services for older adults.

The center is part of the new Athens Community Center operated by Athens City Arts, Parks and Recreation. It is a private, not-profit 501 (c) 3 incorporated organization.

The center provides social, educational and skill maintenance activities and programs at the Senior Center weekdays. Weekly activities include music, pool, table games, fitness games and crafts. Scheduled activities include nutrition classes, fitness programs, walking program, line dancing and medical programs.

Health Services provides blood pressure checks, health screenings, presentations and health fairs. The center also provides Information and Referral, Insurance Counseling and Legal assistance and supportive services and they offer a home visit and telephone reassurance program.

The center serves 723 participants annually with an average daily attendance of 60 seniors.

The Peer Reviewer observed many strengths of the United Seniors of Athens County, Inc. These included:

- Incredible staff with a huge amount of longevity at the agency
- Staff who are compassionate and believe in their work
- Agency is small but mighty! Programs affecting many especially those most vulnerable
- Intergenerational location and share space is efficient
- Outcome measures have been enhanced over the last five years
- Good use of volunteers
- Advocacy efforts at the county and statewide levels



Mission

The mission of United Seniors of Athens County, Inc. is to promote independence, to enhance physical and emotional well-being and to increase effective use of community resources by Athens County residents who are age 60 and older.

Vintage

Pittsburgh, Pennsylvania

Vintage is located in the East End of Pittsburgh. The Vintage Senior Community Center has been a contracted provider for the Allegheny County Department of Human Services/Area Agency on Aging for 41 years.



Mission

*To improve and influence the experience of aging
in our community.*

Vintage offers a wide array of high quality activities with a focus on pro-active health and wellness, such as yoga, tai chi, dance, art classes, travel to museums and live performances, computer

classes, health screenings, informational speakers and daily meals. Vintage is a licensed provider of Stanford Universities Chronic Disease Self-Management Program, and evidence based program for adults to learn self-management strategies for chronic health conditions.

Located in an expansive 20,000 square foot former grocery store, the center is an attractive facility and features a fitness studio, computer kiosks, billiard room, small care and atrium area and 6 private classrooms. They have an active volunteer structure with more than 6,000 volunteer hours contributed annually. Vintage welcomes 130 participants a day

In July 2015, the Center became an affiliate agency of FamilyLinks, Inc., a local family services non-profit organization. The Center's Board sought to affiliate with a "parent agency" in order to gain "economy of scale" efficiencies in financial, personnel, facilities management and IT matters – leaving them more time and resources to focus on program services.

The on-site peer reviewer noted the following strengths of the Vintage Center:

- An excellent example of re-adaptive use of an older building for a senior center
- Attractive and functional space for providing a variety of programs and services
- Committed and involved Board and House Council
- Veteran staff members who are passionate about their work
- Good network of community partners and volunteers that contribute to Center offerings
- Has a strategic focus that recognizes the challenges and opportunities of operating a non-profit in today's market
- Demonstrates the will to take risks to improve the operation of the agency and its services
- Excellent use of evaluation techniques in improving programs and services

Accreditation note: Over the years, the JCC has worked with the Vintage Center, which is in close geographic proximity. Together they decided to seek NISC Accreditation and applied for a mini-grant to fund the process. The grant provided for a staff person to coordinate the Self-Assessment for both Vintage and JCC.



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.