



# 2018 Nationally Accredited Senior Centers

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National Institute of  
Senior Centers

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August 2019

## Building Excellence

Meet the 30 senior centers that achieved  
NISC National Senior Center Accreditation in 2018.

## 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 is expected to be completed in 2020. 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.

### 2018 Accredited Senior Centers

30 senior centers achieved National Senior Center Accreditation in 2018. The 30 senior centers came from fifteen states (Alabama, Arkansas, California, Connecticut, Florida, Illinois, Louisiana, Massachusetts, Michigan New Mexico, North Carolina, Pennsylvania, Tennessee, Virginia, Wisconsin) 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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## City of Albuquerque Department of Senior Affairs

Six senior centers and two multi-generational centers of the City of Albuquerque Department of Senior Affairs maintain national accreditation status. This is the second accreditation for four Albuquerque sites. The remaining four sites are due to complete their second accreditation next year.

The North Valley Senior Center–  
Albuquerque, New Mexico

**North Valley Senior Center** opened to the public in August 1980. It was, and is, the first and only “senior center” in the North Valley in Albuquerque/Bernalillo County. It was the third of the eight current centers operated by the Albuquerque Department of Senior Affairs. It is primarily an urban center serving one of the older, more established areas of the city, serving the Bernalillo County area as well. The building hosts the 18,145 sq. ft. Senior Center, as well as a Share Your Care Adult Respite Day Care Center. The North Valley Senior Center includes a new fitness center addition which was open on May 2015, a multi-use social hall where meals are served, hosts dances, special events, exercise classes, and presentations. Additionally, the center contains two classrooms, a computer lab, billiards hall, library/card game room and a main lobby. North Valley Senior Center accepts members who are 50+ years of age. North Valley Senior Center



### Mission Statement.

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

### The peer reviewer noted the following strengths of the senior center:

- Committed staff, volunteers and participants
- Diversity of available programming
- Facility appearance, location and overall functionality (especially once renovation is completed)
- The new (2015) fitness center is a huge asset and has increased memberships and attracted a younger base. The facility is open 7 am – 7 pm.
- Flexibility of the City to allow for self-directed programming within Centers – such as the fishing and hiking groups that are able to sign out a City van and travel to their pre-determined destination (on file with the Center). Note that the driver must complete the training required by the City and be certified to drive the vehicles.
- Relationship with University of New Mexico for daily water fitness and exercise programming

Los Volcanes Senior Center-  
Albuquerque, New Mexico

**Los Volcanes Senior Center** opened to the public in 1990. It was, and is, the first and only “senior center” on the West Side of the Rio Grande River in Albuquerque/Bernalillo County. It was the sixth of the eight current centers that is operated by the Albuquerque Department of Senior Affairs. It is primarily an urban center, but covers a suburban area of Bernalillo County as well. The building hosts the 13,500 sq. ft. Senior Center, as well as the Share Your Care Adult Respite Day Care Center and Child Care center. The entire footage of the building is 17,649 sq. ft. The Los Volcanes Sports and Fitness Center sits adjacent to the Senior Center and occupies 6100 sq. ft. It functions as a fitness and wellness facility of the Department of Senior Affairs for members 50 years of age and older. Los Volcanes Senior Centers accepts members who are 50+years of age.



### 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

**The peer reviewer noted the following strengths of the senior center:**

- Committed staff, volunteers and participants
- Diversity of available programming
- Facility appearance is an asset, along with its location and overall functionality (especially once renovation is completed)
- The large, freestanding fitness center is an asset and has increased memberships and attracted a younger base. The facility is open 7 am – 7 pm.
- Pickleball is a large and growing program with 2 sessions daily (morning and afternoon) held in the large social room. It should be noted that staff are required to set up and tear down the 14 tables and chairs for these sessions twice daily (this area is also the dining room for breakfast and lunch programs)
- Strong relationship with University of New Mexico for daily water fitness and exercise programming

Palo Duro Senior Center-  
Albuquerque, New Mexico

**The Palo Duro Senior Center** opened in 1974 and was the first senior center built by the City of Albuquerque, Department of Senior Affairs. The Center is located by Montgomery Park and in between the Erna Ferguson Library and Montgomery Pool which are also run by the City of Albuquerque. The building is 15,000 square feet of space with nine multipurpose rooms, a lobby area, offices, and a kitchen.

The Senior Center is open Monday-Friday 8:00 AM-5:00 PM with extra hours on Wednesday when they are open until 7:00 PM and Saturday from 9:00-1:00 and on Wednesday from 8:00AM -7:00 PM. The Center accepts members who are 50+ years of age and the membership fee is \$15 per year.



#### 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

**The peer reviewer noted the following strengths of the senior center:**

- The participation starting age of 50 years old encourages and supports younger older adults.
- Participants expressed appreciation for the Center Director
- Great variety of programming
- Impressive number of volunteers and empowerment by staff.
- Attractive newsletter with easy to read font. The contest to name the Palo Duro Buzz was a fun activity to get seniors involved.
- A promising practice was displayed with the program titled "Senior I Know". The Senior Services Agency administers this program with school age children writing and older adults judging the winning entry. This has the potential for replication at other centers.
- The facility had a variety of rooms available for programming and they are also available for community members to use.
- The Veterans Wall is a wonderful tribute to the members who served in the military.

The Manzano Mesa Multigenerational Center--  
Albuquerque, New Mexico

**The Manzano Mesa Multigenerational Center**

opened in August of 2002. It included two phases with phase one opening with 27,000 square feet in August of 2002 and phase two added an additional 10,000 square feet gymnasium that opened five years later in 2007. It was the first multi-generational facility built in New Mexico and is located in the South East quadrant of Albuquerque which is an urban setting. The facility accepts members ages six and older. The membership fee is \$15 a person per year.

**The peer reviewer noted the following strengths of the senior center:**

- The participation starting age of 50 encourages and supports younger older adults.
- Participants expressed appreciation for the center director and creative staff
- Great variety of programming
- Impressive number of volunteers and empowerment by staff. For example, a volunteer position created for an individual who offered to replace imitation plants with live plants.
- Attractive newsletter with easy to read font. The newsletter's name is appealing and memorable. It is titled M<sup>c</sup>3 News.
- A promising practice was displayed with the program titled "Senior I Know". The Senior Services Agency administers this program with school age children writing and older adults judging the winning entry. This has the potential for replication at other centers.
- The facility is sparkling clean, had a variety of rooms available for programming and they are also available for community members to use.
- The Veterans Wall is a wonderful tribute to the members who served in the military.



**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

## The Brandon Senior Center

Brandon, Florida

The Brandon Senior Center is located in Brandon, Florida, a suburb of the city of Tampa. The Brandon center was established in 2001. The 7000-square foot free standing facility is found off a major highway, but tucked away in serene Davis Park which includes sporting fields and walking trails. The total population of Brandon is 103,483 which has been growing steadily over the last 20 years. The center daily attendance varies based on activities offered, but averages 75 participants daily.

### The peer reviewer noted the following strengths of the senior center:

- A very experienced, dedicated, energetic and flexible bilingual staff with good ideas for programming and collaborations.
- An involved Advisory Board who are committed to the mission of the center.
- A diverse participant population that reflects the community the center serves and bilingual programming.
- A beautiful building that is cared for in a wonderful location.
- An active volunteer program and strong staff commitment to volunteers.
- A good balance of free, low cost and fee-for-service programming.
- Wellness focused programming and a small fitness space with equipment.
- Extensive community connections and collaborations. It is apparent that a lot effort has been placed by the staff to look for every opportunity to partner to bring new and improved services.
- Amazing collaborative programs with schools, colleges and universities including the internships with pharmacy students, expressive art students and boys and girls clubs.



### Mission

The mission of the Brandon Senior Center is to achieve the Department of Aging Services mission by providing innovative programming and services to meet the needs of our active seniors while supporting the diversity of our community.

## 2018 Nationally Accredited Senior Centers

### Chester Senior Center Chester, Pennsylvania

**Chester Senior Center** is a suburban center located, founded in 1977, in the eastern section of Delaware County Pennsylvania, in the city of Chester. Chester is situated on the Delaware River between Wilmington, Delaware and Philadelphia.

Chester Senior Center offers a variety of health and wellness, arts and humanities, educational, volunteer, recreation, intergenerational and caregiver support programs, as well as information and referral and congregate lunch-time and home-delivered meals. Transportation to and from the center, and for recreational excursions is provided, and several other services can be accessed, through Senior Community Services.



#### Mission

To promote independent and meaningful living for older adults through direct services and programs in the home and community

Chester Senior Center has developed more than 20 community partnerships in which center staff and advisory council members serve, and that offer a number of services and informational programs at the center. Examples of partnerships include: Crozier Library, Widener University, Neumann University, Goodwill Industries, Community Transit, PA Humanities Council, Northwestern Human Services, Legal Aide, Center for the Blind and Visually Impaired, Crozier Keystone Health System, Aetna Health, and PA Department of Agriculture.

#### The peer reviewer noted the following strengths of the senior center:

- Strong experienced leadership though the Director, who was also very plugged into the community;
- Dedicated staff who had experience working with seniors in other settings which allowed them to understand the benefits of senior center programs;
- An engaged Advisory Board whose members were very much involved in the center, as well as the community;
- Strong and varied programs that often took place simultaneously in the crowded multipurpose room;
- An excellent evaluation program that effectively substantiated the benefit of senior center programs to participants,
- The onsite nursing partnership with Neumann College that supported wellness programs and also offered a comfortable way for members to monitor their health status;
- The benefit of having many administrative tasks supported by Senior Community Services, allowing center staff to focus on delivering programs and services to participants; and
- A comprehensive policies and procedures manual.

## Danvers Council on Aging

Danvers, Massachusetts

The Danvers Council on Aging/Danvers Senior Center is located in a residential community approximately 20 miles northeast of Boston, Massachusetts. The last Danvers census shows a population of 26,493 residents. The town is considered a bedroom community to Boston. This is the Senior Center's fourth accreditation.

The center was built approximately 20 years ago. The building is a beautiful structure with great use of natural lighting, high ceilings, modern décor and furnishings combining for an inviting and welcoming atmosphere. There is ample accessible parking.

Approximately 135 individuals participate in daily activities including a congregate meal at noon, café luncheon, special interest classes scheduled throughout the day and extended evening hours, adult supportive day program, visitors seeking assistance on Medicare, personal or care-giving family matter, travel opportunities or volunteer opportunities and more.

### **The peer reviewer noted the following strengths of the senior center:**

- Great building that is well cared for with nice interior and exterior space. The building has excellent visibility in the community.
- Good support from the town decision and policy makers, Council on Aging and Friends group.
- The staff is very experienced, dedicated and enthusiastic with great ideas for programming and collaborations. Broad-based programming that is constantly evolving.
- Fantastic café program with high end food at a reasonable price. An excellent collaborative effort with a non-profit. This program is truly a model program!
- Social Model Adult Day program for persons with memory impairment is a great mix of inclusion and separate programming with a very creative, dedicated group of staff and volunteers.
- Therapy dog available to those who want contact.
- Extensive community connections and collaborations. It is apparent that a lot of effort has been placed by the staff to look for every opportunity to partner to bring new and improved services.
- Very active volunteer program and a commitment to volunteers.
- Expanded hours with creative programming ideas, love the summer cookouts that are open to the community!
- Diverse funding sources
- Great Evaluation Plan

The peer reviewer noted that participants interviewed were very positive about the staff, programs, building and overall experience at the senior center and all were proud of the center's continued accreditation status.



### **Mission**

The mission of the Danvers Council on Aging and the senior center which it manages is to provide activities and programs for older adults that will help to enrich their lives

**E.L. Roberson Center**  
Tarboro, North Carolina

**E.L. Roberson Senior Center** is located in Tarboro, Edgecombe County, in east central North Carolina. Tarboro is an historic town with a population of about 11,000 people.

The Roberson Center, opened in 1977, is one of three community centers operated by the Tarboro Parks and Recreation Department, but the only one solely dedicated to programs and services to participants age 50 and over.

The center is operated and largely funded by the town of Tarboro. Average daily attendance is about 70 persons. Center size approaches 10,000 square feet. There is no center membership fee for Tarboro residents; non-residents would be assessed a participation fee.



**Mission**

Provide the older adult the opportunity to continue a productive and active life through nutrition, education, fitness and recreational activities

**The peer reviewer noted the following strengths of the senior center:**

- A vibrant, friendly center with a strong varied program that includes evening programs two nights per week
- Impressive way that participation mirrored the racial demographics of the town;
- A strong committed volunteer base;
- Strong financial and infrastructure support provided by the town;
- Large variety and commitment of community partners;
- Strong, committed staff; including an enthusiastic new director;
- An attractive, and well-maintained facility with outdoors areas that can augment programming opportunities. Outdoor space offering additional recreational opportunities (walking trail, shuffleboard courts, greenhouse, etc.) is a major plus; placement of picnic tables and outdoor lounge chairs on the patio encourages use in good weather.

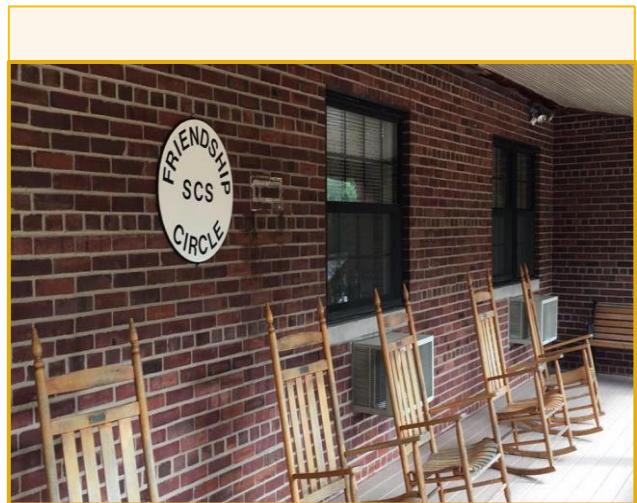
Friendship Circle Senior Center  
Darby, Pennsylvania

**The Friendship Circle Senior Center** is a suburban Senior Center located in the eastern section of Delaware County, along Philadelphia's southwestern border.

The Friendship Circle has been open since 1977 and its first home was a one room facility with just a handful of members. The Center moved into its new location on the campus of the Mercy Fitzgerald Hospital in 1991.

**The peer reviewer noted the following strengths of the senior center:**

- Great community connections and a strong relationship with the Hospital.
- Director was well organized and knowledgeable about the community and the facility.
- Wall art throughout the building featured Senior Center artists which gave the building an attractive and personal touch.
- Printed material was colorful, attractive, and easy to read.
- Very involved volunteers who took pride in the programs they were responsible for running.
- Great program idea with a progressive dinner where each Senior Center hosted a portion of the meal and participants traveled to the four Centers to get acquainted and show off their facility.
- Volunteer Handbook was extensive and included mission and vision statement for the organization.
- Creative utilization of space employed by changing the computer lab into a needed classroom. A great example of how staff are watching the trends and changing as needed.
- A wonderful large community garden area in front of the Center where participants grow and then sell fresh vegetables.



**Mission**

To promote independent and meaningful living for older adults through direct services and programs in the home and community

Glastonbury Senior Center  
Glastonbury, Connecticut

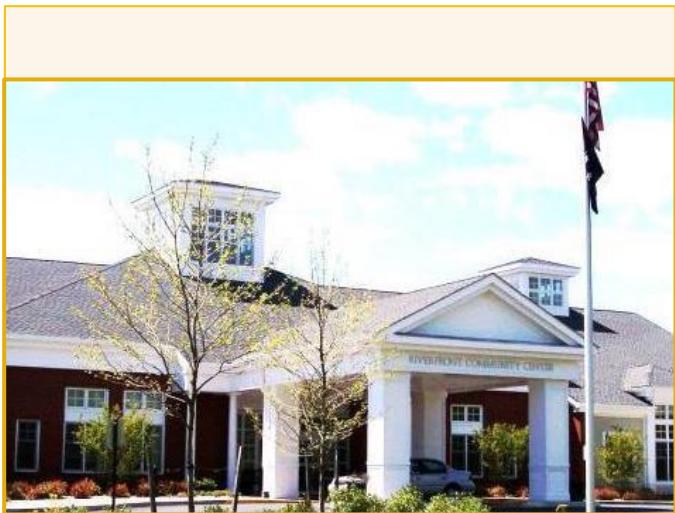
The Glastonbury Senior Center is located in Glastonbury, Connecticut, a town of 34,000 people located just 7 miles southeast of Hartford.

The Glastonbury senior center was established in 1976, and eleven years ago moved to a beautiful new 25,000 square foot facility, located at the Riverfront Community Center.

Senior Center programs include Title III lunches, transportation to and from the center and for medical appointments and recreational excursions; caregiver education, financial assistance, adult day programming, and a wide range of recreational, health, educational, and intergenerational activities.

**The Peer Reviewer notes the following strengths:**

- The Glastonbury Senior Center is a beautiful, well-maintained facility located in equally beautiful, well-maintained surroundings.
- Locating the Human Services/Social Work component in the center is a great benefit to participants;
- The Council on Aging is a very engaged body that meets at the center and most participate in center activities; There is also a large committed volunteer base strengthened by a dedicated volunteer manager;
- Town support, in particular Human Resource, facility management and strong funding for the center is a major asset;
- Center programs and services are very affordable and accessible and there is a wide range of programs; Friendship Circle is a model program for cognitively impaired seniors; Evening programming is significant, well attended and adequately staffed;
- Food service options, both the traditional plate lunch and the café model, meet differing schedules and preferences;
- Building rental procedures are very thorough, and the revenue is significant;
- The range of evaluation techniques is impressive;
- There seems to be an adequate number of well-qualified staff;
- There is an ambitious strategic plan with obvious monitoring and follow through;
- The senior housing collaboration is also a model partnership program; and
- The recent acceptance into AARP's Livable Community Initiative is exciting for the future.



**Mission**

The Glastonbury Senior Center is dedicated to providing programs and services for seniors in an open and affirming environment, which promote personal enrichment, wellness, independence and a spirit of community, and enhance the overall quality of life for all seniors

Although this was the third time that Glastonbury had gone through the self-assessment process, it was the first time for the current Supervisor of Senior Services and the Director of Human Services. The process and outcomes proved to be very informative and useful in assessing the current and future organizational needs and operation of the Center.

**Good Neighbor Senior Center**  
Sharon Hill, Pennsylvania

**The Good Neighbor Senior Center** is a suburban Senior Center located in the eastern section of Delaware County, along Philadelphia's southwestern border.

The Center encourages older adults to enrich their lives through activity and knowledge. The Center welcomes people 50 and older.

The Center provides educational and recreational activities which ensure meaningful leisure time, promotes health and wellness, encourages an active lifestyle, promotes a friendly environment for socialization and provides information, referral and support to facilitate efforts of other senior service providers.



**Mission**

To promote independent and meaningful living for older adults through direct services and programs in the home and community

**The peer reviewer noted the following strengths of the senior center:**

- Active volunteers who take a role in the direction and planning of the Center.
- A Director who is able to work with a variety of personalities and a vocal group of participants to bring the Center together into a cohesive group after challenging times.
- Printed material that is colorful, attractive, and easy to read.
- Great program idea with a progressive dinner where each Senior Center hosted a portion of the meal and participants traveled to the four Centers to get acquainted and show off their facility.
- Volunteer Handbook was extensive and included the mission and vision statement for the organization.
- A variety of partnerships to provide surplus food and other items to participants.
- A variety of programs and services to meet the needs of the community.

**Gretna Senior and Wellness Center**

**Gretna, Louisiana**

The Gretna Senior and Wellness Center is found in Gretna, Louisiana, the second-largest city and parish seat of Jefferson Parish. Gretna lies on the west bank of the Mississippi River, just east and across the river from uptown New Orleans. The population is 17,845. Gretna is approximately 4 square miles. The Gretna Senior Center has a membership of 306 members with approximately 45 attending daily.

The Gretna Senior and Wellness Center was opened in September 2014 by the Jefferson Council on Aging, the City of Gretna and People's Health. The very nature of the structure of Gretna **Senior Center lends to collaboration, therefore the local organizations that Gretna partners with is strong. These include:**

- The YMCA provides exercise programs daily. Programs include Zumba, Cardio Dance, Garden Walks, Silver Circuit, Beanbag Baseball, Yoga, Pickleball, Line Dancing, Senior Fit and Fun and more.
- The City of Gretna provides for a Master Gardener of the gardens, which is an elaborate area that has a walking path, fruit trees (mango, pineapple, peach, pear, etc.), grape vines, vegetables, butterfly garden, etc.
- Louisiana State University places nursing students in clinics for blood pressure and other testing, as well as educational information.
- Valley Services delivers the homebound and congregate meals to members of the Center. This service is also a part of the emergency preparedness plan for the Center and members delivering shelf staples in the event of disaster.
- Loyola University School of Music and Fine Arts places Music Therapy students under the direction of People's Health employed Music Therapist.
- There is a pro bono attorney for members.

**The peer reviewer noted the following strengths of the senior center:**

- The Gretna Senior and Wellness Center has a 24-passenger trolley that will pick up members at their home, bring them to the Center and deliver them back to their home after programming. This is provided free of charge by the Jefferson Council on Aging.
- The Gretna Senior and Wellness Center community garden is so special. It was not just beautiful and serene in the structure and ambiance with butterfly garden and walking path, but it also offers the nutritional benefits of organic fruits and vegetables.
- The collaboration between Jefferson Council on Aging, People's Health and the City of Gretna is impressive. The community has come together for the betterment of the people.



**Mission**

Our mission is to be a community gathering place where Jefferson Parish residents who are 60+ years old (and their spouses) can enjoy activities which encourage their involvement, support their independence and enhance their dignity.

Hanover Township Senior Center  
Bartlett, Illinois

**Hanover Township Senior Center, Bartlett, Illinois**

Hanover Township Senior Center is located in suburban Cook County, Bartlett, Illinois. The center is thirty-four miles west of Chicago. All townships in the state of Illinois are thirty-six square miles. Hanover Township encompasses the villages of Streamwood, Bartlett, Hanover Park, Hoffman Estates, Elgin and a small portion of Schaumburg. The township is a government entity that is run by elected officials: Supervisor, Clerk, Trustees (four), and an Assessor. Hanover Township has twelve different departments serving the needs of residents of all ages. The Administrator, hired by the board, oversees the operations and supervises the Director of each department.

The Department of Senior Services offers a wide variety of advantages to adults aged fifty-five and older. Transportation, enrichment and lifelong learning opportunities, social services, café, home delivered meal program, and a wide breadth of volunteer opportunities continue to engage people in participating in programs and services.

Hanover Township Senior Center was dedicated on April 2, 2005. It is a visible symbol of the support that the community has for its elders. 2,423 unduplicated participants attend our programs annually; with an average daily attendance of 170 people.

**The peer reviewer noted the following strengths of the senior center**

- The kick-off for the self-assessment process included a workshop conducted by Christine Beatty highlighting self-directed teams. It is apparent that this concept has been embraced by staff, Township administration, and lead volunteers.
- The facility is well maintained and has expanded office space into the lower level since the 2012 accreditation process. This enabled Social Services to be moved to the lower level and main level space became available for expanded programming
- Having the Community Health Department nursing staff co-located expands resources and impact of the Hanover Township Senior Services social work staff.
- Having bilingual staff in their changing demographic is essential.
- Volunteer materials and operation are very strong.



**Mission**

Our mission is to continuously improve the quality of life of Hanover Township residents by providing a unique array of quality, cost effective, community-based services acting as a dynamic organization that delivers services in a responsible and respectful manner.

**Hoover Senior Center**  
Hoover, Alabama

**Hoover Senior Center**

The Hoover Senior Center is located in the City of Hoover, a suburb of Birmingham, Alabama. The Center is a service provided by the Park and Recreation division of the city.

The 8,000-square foot center was built in 2007 and is centrally located. It stands on a hill overlooking the Hoover Public Library and City Hall. With the population of Hoover at 85,000 and the 50+ population at 27%, a well-run, well-staffed senior center is a high priority for the Mayor and City Council.

The center is available to those 55 and older. It has approximately 1,500 members and an average daily attendance of 126. The center offers over 40 classes, programs and activities weekly. Events include movie matinees, games show, dances, craft sales, cooking demonstrations, birthday celebrations and other events. Workshops include health screenings, lunch and learns, educational speakers and brain fit activities.

**The peer reviewer noted the following strengths of the senior center:**

- A very dedicated and well-trained staff.
- A very supportive Mayor and City Council that recognizes the value of the Senior Center and provides funding at an appropriate level to insure the Center staff can focus on its programs and members.
- Location! Location! Location! In a beautiful building.
- The Hoover Express (A Model Program)—a volunteer transportation service that is staffed by a cadre of volunteers who take members to medical appointments, shopping and errands.
- A membership that has recruited some very sophisticated volunteers who are capable and willing to take on administrative roles.
- They achieved their goal to be the first Nationally Accredited Senior Center in Alabama!

The Senior Center's efforts at accreditation make it the first department in the city's government to aim for this level of excellence.



**Mission**

Hoover Senior Center exists as a partnership to serve and empower senior adults by providing opportunities that promote quality of life through social engagement, physical well-being, community involvement, creativity and life-long learning

## Jonesborough Senior Center

Jonesborough, Tennessee

### Jonesborough Senior Center, Tennessee

The Jonesborough Senior Center is located in the Eastern Tennessee town of just 5,000 people. Given this small-town size, the construction of a new 30,000 SF center in 2016 was a remarkable achievement made possible by significant public funding support. The new center's success can be attested by the growth from 500 to nearly 2,000 members, many of whom come from outside communities, including the much larger Johnson City.

The center is estimated to serve an average of 192 persons per day.

There is a wide variety of programs, averaging 14 to 19 different activities, classes, and trips daily. The center uses the Seven Dimensions of Wellness to develop a holistic, comprehensive mix of programs. The lower level of the center is devoted to wellness activities, including a state-of-the-art fitness facility, a large multipurpose space that accommodates active wellness classes, and quiet spaces for health exams and consultations. Other significant programs include transportation to and from the center, congregate meals, home delivered meals, information/referral, and some in-home care services.

The small-town setting enables close community partnerships with many organizations including the area agency, extension office, county health department, neighborhood service centers, Alzheimer's Association, area nursing homes and assisted living communities, financial institutions, home health agencies, and legal aid services. The center also has established a relationship with East Tennessee State University which provides interns and technical assistance to some center programs.

#### **The Peer Reviewer noted the following strengths of the senior center:**

- A beautiful new center that had greatly increased membership;
- A caring staff that worked together well and met daily to insure coordination of programs and services; Committed, capable volunteers and an engaged advisory council;
- Outstanding leadership that welcomed and accommodated change;
- Strong diverse programming with a holistic framework provided by the seven dimensions of wellness; A well thought out continuum of wellness programs on the lower level; and
- Model programs and practices such as the parish nursing collaboration and use of jail inmates to complete construction of the new facility.
- A dynamic self-assessment process involving staff, volunteers, and community leaders;
- Strong public financial support, and a commitment to strategic future planning that will insure continued growth and success;
- Excellent community networking and collaboration, including a jointly funded service coordinator with the Area Agency who was housed at the center.



#### **Mission**

The mission of the Jonesborough Senior Center is to be a community focal point for people over 50 years of age. Our center is designed to enhance the quality of life for our members by providing a place to be active, fit and connected. Our focus is on healthy aging through social engagement, physical well-being, civic involvement and lifelong learning.

LifeSpan Mon Valley @ Olympia Senior Resource Center  
McKeesport, Pennsylvania

**The Mon Valley Senior Resource Center**

The Mon Valley Senior Resource Center is located in 9,130 square feet of space in the Olympia Shopping Center in McKeesport, PA. The parent organization, LifeSpan Inc. consolidated two smaller locations in 2013 to create one larger, more accommodating and vibrant operation near such amenities as a grocery store, bank, dry cleaner, laundry, and various entities.

Mon Valley is a 501(C)3 and is funded through the Allegheny County Area Agency on Aging with additional grants, fundraising and program fee proceeds. There is an active membership list of 3,769, with daily participation that fluctuates between 105 and 130. The center is open 8:30 a.m. to 4 p.m. Monday, Tuesday, Wednesday, and Friday; from 8:30 to 6:30 p.m. on Thursday, and from 11 a.m. to 4 p.m. on the second Saturday of each month.



**Mission**

To engage and advocate for older adults by providing community resources, programs and services promoting healthy and dignified aging

Mon Valley hosts a wide range of programs and services, including congregate lunchtime meals; transportation to and from the center and for medical appointments, as well as recreational excursions; caregiver education; advocacy; information, referral and counseling; volunteer opportunities; and health and wellness, educational, recreational, and intergenerational programming. The center partners with a good number of community organizations in healthcare, higher education, protective services, and supplemental food programs, as well as the public library, and private business.

**The Peer Reviewer noted the following strengths of the senior center:**

- A strong, very experienced and committed staff who seem to work very well together;
- An attractive (not at all stereotypical) facility located in a relatively high traffic commercial area with several nearby convenient amenities;
- Good variety of programs;
- A popular annual community picnic and resource fair that raised the visibility of the center;
- An engaged Advisory Council who clearly took pride and ownership in the center;
- A strong parent organization which provides fiscal, human resources, governing, and facility support, as well as care management services;
- A very strong evaluation program with meaningful outcome surveys;
- A committed volunteer base;
- Excellent relationship with their main funder, the Allegheny County Area Agency on Aging, which offers performance-based contracting that encourages, and rewards increases in attendance, program enhancement, and national senior center accreditation.
- Visionary leadership by the CEO and Board of Directors.

## Monroe Center for Healthy Aging

Monroe, Michigan

The Monroe Center for Healthy Aging is located in Monroe, Michigan. The city of Monroe is 14 miles north of Toledo, Ohio and on the west shore of Lake Erie. Monroe has the largest population in the county of Monroe, 152,021 (based on the 2010 census).

Boating and fishing are popular and there are many small shops and restaurants found along the Raisin River Basin. Monroe has a lot of history, as it was the site of the Battle of Frenchtown in the War of 1812 and the birthplace of General Custer. Furniture manufacture Lazy Boy has their headquarters based in Monroe.

The Senior Center is located on the first floor of the Mabel Kehres Apartments, which provides low-income housing for older adults that has 220 units and townhomes within close proximity. The center is about three miles from the downtown area. Public transportation is available and makes frequent stops to the center and housing complex.

There are social, recreational and volunteer opportunities, WIFI access and computer stations, educations programs, pool, cards, bingo, breakfast and lunch, an organ group, travel opportunities, Tai Chi, yoga, exercise classes and machines, special events, brain aerobics and more.

The center is open 365 days a year, serving 1,500 annually with an average daily attendance of 106.

### **The peer reviewer noted the following strengths of the senior center:**

- The facility's hours of operation, programs, and services, meals, and responsiveness to their patron's needs are excellent.
- The policies and procedures are very good, especially when addressing patrons with challenging cognitions.
- The Executive Director's connection and presence in the community is a strength for the center. She is a leader in the community and with the aging network in the county.
- The center itself is a model of best practices and culture for the other five centers in the county and its increased program offerings on health and wellness is attracting more participants.
- The increased hours of operation, open three nights a week as well as 365 days a year is welcomed by patrons who might otherwise be home alone.
- The meals are affordable and accessible for breakfast and lunch with some dinners available. They have recently implemented a new carry out program of meals, which is increasing in participation.
- A strong and growing Retired and Senior Volunteer Program (RSVP).



### **Mission**

The Monroe Center will continue to offer and expand services and assistance that promote positive aging, enhance quality of life and independence for older adults in Monroe County, and serve as a leader in older adult services, information and education.

**ONEgeneration**  
Reseda, California

The ONEgeneration Senior Enrichment Center, located in Reseda California. The San Fernando Valley. The Center supports older adults as they age in place in their community, by offering them opportunities to socialize and participate in wellness activities and stay connected to resources to maintain an active and independent lifestyle.

ONEgeneration services are offered on two campuses located within one mile of each other. The two campuses include: ONEgeneration Senior Enrichment Center (OSEC) and the Mark Taper Intergenerational Center. They provide an array of programs for older adults which include the ONEgeneration Senior Enrichment Center, an Adult Day Care (both a Medical and Social model), Nutrition Services, Case Management, Child Care/Preschool program, and a Farmers Market.

The ONEgeneration Senior Enrichment Center is home to all Senior Center activities as well as the Case Management Department which focuses on serving homebound older adults. The Senior Enrichment Center provides opportunities for not only socialization, but also physical fitness, health education, wellness programs, nutrition, and social services to active older adults who are still engaged in the community.

They have over 100 programs and classes weekly with an annual membership fee of \$12 per year. The average daily attendance is 250 members with over 2,300 members enrolled since 2016.

**The peer reviewer noted the following strengths of the senior center:**

- The planning document uses a “smart goals” format that makes it easy to understand the objectives and actions steps to meet goals.
- A strong list of community partners and a newsletter that is emailed out to over 5,000 people.
- Utilization of a large group of volunteers to teach classes and assist with functions at the Center. The volunteer program is run by a full-time staff person.
- Great success with a wide variety of programs offered at the Center. One exercise class had over 50 people in attendance. They have two staff running a successful travel department with day trips and they contract for longer trips out of state and country. They offer a yearly senior symposium and job fair that brings in over 1,000 participants.
- They offer several intergenerational programs. One successful intergenerational program they are very proud of is called Sages and Seekers.
- All staff are engaged in teaching at least one evidence-based program at the Center or off site. They have a dedicated social service worker on staff who works full time running a program called Harold’s Help Desk in which they assist seniors with services and answers to questions. They have an engaged administration who listens to the concerns of the Director and staff. They all work closely for the continued success of the facility.



**Mission**

ONEgeneration's mission is to enrich the lives of seniors, children and their families throughout our diverse community.

## Prince William County Agency on Aging

serves older adults, their families and caregivers in the tri-jurisdictional area of Prince William County, the City of Manassas and the City of Manassas Park. The county is governed by Board of County Supervisors (BOCS) who works with the Commission on Aging regarding issues related to older adults.

The AAA has two senior center locations at Manassas and Woodbridge. Senior centers are open weekdays for a wide variety of classes, programs and activities. Membership is open to persons 55 years of age and older and their spouses, regardless of age.

The peer reviewer noted that the relationship with the AAA is strong as exemplified by the full-day participation during the on-site review, by the Director and the Division Manager as well as the day-to-day support that is given to the Center.

### Prince William Senior Center at Manassas

Manassas, Virginia

The Manassas Senior Center was first opened in 1979 and moved to its current location in 1986 and renovated in 2016 to include a new fitness center. This Center is within walking distance of other county supportive services including the Social Security Administration and the Veteran's Affairs. The Center is also walking distance to downtown Manassas.

The center is opened 9:00 am to 4:30 pm, Monday thru Friday. The onsite reviewer noted that participants enjoy large exercise classes, large music experiences or smaller art or contemplative groups. The center participants focus on health and wellness programs and programming includes a belly dancing class. During the year, 769 persons are served through the center with a daily average of 132 and total annual visits of 21,734.

**The peer reviewer noted the following strengths of the senior center:**

- Good job presenting the Center through the accreditation binder, very detailed and complete.
- The staff were shown to be dedicated and hard-working in support of the mission and the participants.
- Programming is diverse, with an emphasis on health and wellness.
- The relationship with the Center and the AAA is strong.
- Supportive Friends of the Manassas Senior Center group utilizing many committees and volunteers.
- Mission statement is clear and concise.
- Well-written and detailed annual report. Excellent Continuity of Operations Plan.
- Wonderful YouTube videos (30<sup>th</sup> Anniversary, organic food garden, groundbreaking for expansion) created by the County to highlight the Center and posted on the community site for the county.



### Mission

To provide services, education and socialization to persons 55+ in the community in order to foster independence and quality of life

## 2018 Nationally Accredited Senior Centers

- Great facility. Appropriate space for socializing and classes both small and large. Wonderful new fitness center space. Great kitchen garden to support the health and wellness emphasis.
- Friends group assisted in getting grant for LOOP system, which magnetically transmits sound to hearing aids.

### Prince William Senior Center at Woodbridge Woodbridge, Virginia

The Woodbridge Senior Center was opened in 1983 in its current location and renovated in 2002 to provide 10,000 square feet for programs and services.

The center is opened 9:00 am to 4:30 pm Monday thru Friday.

The reviewer noted: Woodbridge Senior Center has a very good building that provides space for a variety of activities to occur simultaneously. The café space can be opened by using a movable wall to allow for events up to 125 participants. During the year, 577 persons are served through the center with a daily average of 132 and total annual visits of 23,465.

**The peer reviewer noted the following strengths of the senior center:**

- Good job presenting the Center through the accreditation binder, very detailed and complete.
- The staff were shown to be dedicated and hard-working in support of the mission and the participants.
- Programming is diverse, with an emphasis on health and wellness.
- The relationship with the AAA is strong. Supportive Friends of the Woodbridge Senior Center
- Well-written and detailed annual report.
- Mission statement is clear and concise. Excellent Continuity of Operations Plan
- Wonderful YouTube videos (about the centers, 30<sup>th</sup> Anniversary) created by the County to highlight the Center and posted on the community site for the county.
- Good facility! Appropriate space for socializing and classes both small and large.



**Mission**  
To provide services, education and socialization to persons 55+ in the community in order to foster independence and quality of life

**Schoolhouse Senior Center**  
Folsom, Pennsylvania

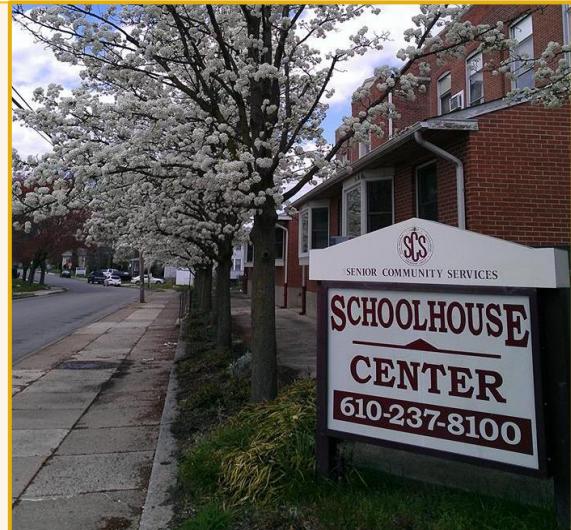
**Schoolhouse Senior Center** is located in Folsom, Pennsylvania, which is in Ridley Township of Delaware County in the far southeast section of the state. The center is currently open 5 days for 45 hours per week, including Thursday evening programming. It serves over 18 municipalities and townships in the County.

Schoolhouse Center facility is shared with the offices of Senior Community Services (SCS) located on the second floor. The center offers a variety of health and wellness, arts and humanities, educational, volunteer, recreational, intergenerational, and caregiver support programs, as well as information/referral, and congregate lunch-time and home-delivered meals. Transportation to and from the center, and for recreational excursions is also provided.

Schoolhouse has developed more than 20 community partnerships in which center staff and Advisory Council members also participate, and that offer of number of services and informational programs at the center.

**The peer reviewer noted the following strengths of the senior center:**

- A strong, experienced long serving Director who managed a wide range of programs and services in very tight quarters;
- A dedicated, committed advisory board and volunteers who are integrally involved in the center as well as the community;
- An amazing array of programs and services delivered in a very limited facility space. There are a number of activities that co-exist in the same multipurpose rooms;
- Having a strong “mother agency” that relieves center staff of more administrative burdens, policies and procedures, fund development, etc. allowing them to focus on serving seniors;
- An excellent comprehensive evaluation plan (including academic consultation) and the co-pilot record system that provides a very good handle on what is going on at the center;
- Strong community connections and support, and an ambitious outreach plan; and
- The commitment and vision of the agency leader.



**Mission**  
To promote independent and meaningful living for older adults through direct services and programs in the home and community

**Senior Citizens of Kodiak, Inc  
Kodiak, Alaska**

**Senior Citizens of Kodiak, Inc. Alaska**

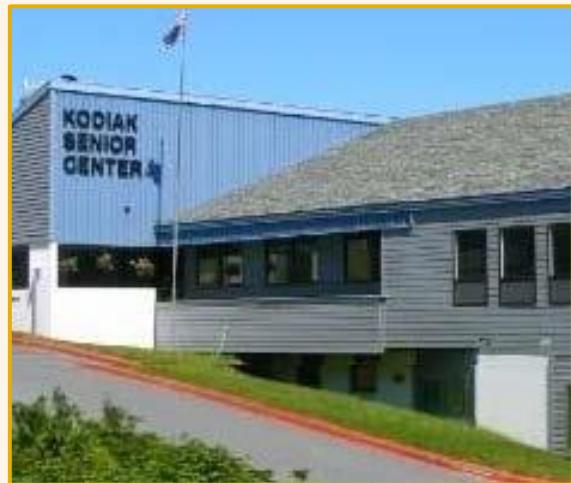
Senior Citizens of Kodiak, Inc (SCOK), a non-profit corporation established in 1973, provides support services for people 60 & older on Kodiak Island at the Kodiak Senior Center. It is in the downtown area in the City of Kodiak. Although located in the City, they consider themselves rural primarily due to their remote location.

SCOK serves 2,271 people 60 & over on the island with congregate (5 days a week) and home delivered (7 days a week) meals, transportation (7 days a week) as the lead agency, Information and Referral, family caregiver support & trainings, respite, care coordination, Lifeline, Medicare waiver services and counseling, equipment closet, chore service and an Adult Day Care program (7 days a week). The average daily attendance is 70 with seniors participating in activities, the meals programs and adult day program.

Kodiak Island has a population of 13,287 and is the 2<sup>nd</sup> largest island in the country. It is 252 miles southwest of Anchorage, the state's largest city. There are 6 villages on the island, each with a population of 500 people. Access to the island is by plane (1 hour) from Anchorage or by ferry (9 to 12 hours) from Homer. Kodiak also has the Kodiak National Wildlife Refuge and the largest Coast Guard based in the country with a population of 3,000.

**The peer reviewer notes the following strengths of the senior center:**

- Kodiak has a very diverse population and that diversity is reflected in SCOK's staffing, board & participants.
- Community collaboration and service delivery is SCOK's strongest area. Extensive community partnerships both in aging services, corporations, City of Kodiak and other non-profits.
- Very dedicated and caring staff who work together well and love working with their senior population. Everyone (including the Executive Director) chips in where needed. The SCOK Executive Director is also Mayor of Kodiak and serves on several boards at the local, regional (Borough), state and national level.
- The SCOK endowment development is very impressive, growing an initial \$100,000 donation up to over \$2 million which they rarely utilize to ensure their sustainability. SCOK recognizes significant donors on a main hallway wall with large wooden ship/boat steering wheels.
- Having the general senior center on one floor and the Adult Day Care program on another floor in the same facility works well for "aging in place" transitions.
  - The self-assessment committee, during this 4<sup>th</sup> accreditation, were happy to have the opportunity to give their input into the future development of SCOK.



**Mission**  
**To enhance the lives of older adults**

## Stoughton Area Senior Center Stoughton, Wisconsin

**Stoughton Area Senior Center** is located along the Yahara River in downtown Stoughton, Wisconsin. Stoughton, a city in Dane County in south central Wisconsin, is about twenty miles southeast of the State's Capitol in Madison. The City of Stoughton's population is currently 12,611. The combined population of the city and surrounding towns the center services are approximately 26,558.

The facility is a three-story freestanding building. The building, formerly a savings bank, was purchased by the city in 1994. The building was reconstructed to accommodate a multi-purpose senior center. The Center is located on the bank of the Yahara River and affords participants the use of the river for canoe or pontoon rides, fishing decks and outdoor parties on the lawn.



### Mission

We are dedicated to the enrichment of the lives of older adults and their families by providing diverse programs, social services and volunteer opportunities

There is no membership fee to participate at the Center. In 2017, there were 1,438 registered participants and 4,377 guests recorded to have provided one or more of the following services 34,244 times: programs, volunteer opportunities, events, congregate meals, home delivered meals, case management, or after-hours facility use. The average daily attendance is 110.

### The peer reviewer notes the following strengths of the senior center:

- Stoughton Senior Center is a focal point for seniors not only in Stoughton but also in the outlying communities. One participant traveled 20 miles to attend programs.
- The center has a [great annual report](#) and distributes it widely.
- Though a City Department, there are social services at the center with two full time and two part-time case managers.
- The center has very caring and long-term staff as well as members participating on different committees.
- Evaluations are many with different formats being used and outcomes recorded. Those results are used to evaluate programs and needs of the center with input from the advisory board members and participants.
- High number of community connections as well as a [resource guide](#). The center is well integrated into the community.

## 2018 Nationally Accredited Senior Centers

Surrey Services for Seniors  
Devon, Pennsylvania

### **Surrey Center for Healthy Living**

The Surrey Center for Healthy Living is a 501 (c)3 nonprofit organization providing service for 1,964 members. This is the center's second accreditation as it continually seeks to aim for a superior level of excellence.

The Center is located in a residential section of Devon, in Tredyffrin Township, Chester County Pennsylvania. The staff was purposeful in branding the new Surrey facility as a center for healthy living. They recognized that there is no one size fits all when it came to aging and that the activities needed to appeal to multiple age groups. The programs and activities were developed based on interest.

The Surrey Center for Healthy Living is a beautiful well-designed modern building. It is a new facility built in 2012 and offers over 15,000 square feet on two floors. It is easily accessible by public transportation, automobile and walking. There is a lot of natural light and a sense of openness when you enter the building. The interior has both small and large rooms that allow for multiple activities to be happening at the same time in appropriate spaces.

The Center serves approximately 110 members per day from 8:30 a.m. to 4:30 p.m. They also hold summer evening dances. The demographics include 72% women and 26% men.

#### **The peer reviewer notes the following senior center strengths:**

- A very dedicated and well-trained staff.
- A very supportive Governing Board that recognizes the value of the Senior Center and provides input and assistance to insure the center staff can focus on its programs and members.
- A membership that has recruited some very sophisticated volunteers who are capable and willing to take on administrative roles.
- Recognizing and creating a mental health educational program for the seniors at the center.
- A partnership with Community Volunteer in Medicine to offer free dental services to their members.
- Having a sound and stable budget.
- Both reviewers had an overall impression of the submitted materials to be of a very high quality. The manual is well organized and thorough.

Since the last accreditation process, the organization has also gone through the Pennsylvania Association of Nonprofit Organizations Standard for Excellence certification. These accreditation and certification efforts have helped to strengthen Surrey's organizational capacity.



#### **Mission**

Surrey Services helps older adults to live with independence and dignity and continue as engaged members of the community

**The Center**  
Charlottesville, Virginia

**The Center, Charlottesville, Virginia**

The Center, formerly known as Senior Center, Inc., is in Albemarle County, Virginia. The City and County combined population in 156,000.

This is The Center's fourth accreditation. The Board and Center have identified that they are outgrowing their facility. Six acres of land were purchased in the Belvedere neighborhood, 2 miles from the current location, plans have been developed and approved and they are in a capital campaign to open the Center at Belvedere in 2020. Their average daily attendance is listed as 260-430.

It is important to note the recent history of the City of Charlottesville with the incident of August 12, 2017 during a "Unite the Right" rally. This incident and the racial tensions that were exposed have had a deep impact on the people of the area, including the senior center. In response, there is a clear and purposeful effort to address diversity in the Center. They have built relationships with key people in the community and are actively engaged in the process of meaningful outreach. It should also be noted that the Center has used the self-assessment process as a vehicle to move the needle on this issue by who they asked to participate.

**The peer reviewer noted the following strengths of the senior center:**

- The Center's leadership, including an engaged Board, Executive Director, staff and Council are top notch.
- The Center's engagement in the difficult issues affecting their community are commendable.
- The Center is a leader in marketing. Their rebranding, including the process, are a model.; Their marketing materials are excellent. We especially liked: the "By the Numbers" found in the annual report; The marketing slogans that have been developed including "Find Your Center" and "Share the Power of Healthy Aging"; and "Try it Out Tuesdays" where prospective members can attend programs at no cost.
- The Center's strategic planning process is unique and effective. The Center is strategic in all areas of planning and operations. They have developed a unique process for planning, goals and objectives that utilizes an overarching strategic framework that has broad input and identifies key strategic issues.
- Evaluation is integrated into the Center and the results are used effectively for planning and marketing. We especially liked the Impact Map, a visual logic model that demonstrates how they meet their mission including goals, resources, activities, productivity and impact.
- The Center's succession plan is a model.
- The Center has applied the dimensions of wellness framework to program planning to ensure that programs are well rounded and have impact.



**Mission**  
To positively impact our community by creating opportunities for healthy-aging through social engagement, physical well being, civic involvement, creativity, and lifelong learning

**The Oaks at Riverview Senior Center**  
Tampa, Florida

**The Oaks at Riverview Senior Center**

The Oaks at Riverview Senior Center is a part of Tampa FL metropolitan area, in the urban area referred to as Sulphur Springs. Tampa consists of many small towns that have grown together within the Tampa area. Sulphur Springs has a population of 5,727. Its proximity to Tampa's downtown business area has allowed this urban neighborhood to reap the benefits of city life.

The 7,000-square foot senior center has inside and outside spaces for activities.

Due to the central location, the center draws from other communities in the metropolitan area. The center was made possible as a result of a partnership with the County and the Tampa Housing Authority. Both a senior center and a community center were built and opened in August 2009. The facilities are located across the street from each other surrounding by some of the housing authority residential properties (76 senior apartments and 174 affordable rental units). The community center focuses on youth programs. There is a city park with a playground, basketball courts and a hockey rink located in the same area.



**Mission**

The mission of the Oaks at Riverview Senior Center is to interact with the community to achieve the Department of Aging Services mission and become the premier service providers for active older adults

**The peer reviewer noted the following strengths of the senior center:**

- The center has exceptionally talented and experienced staff. The Peer Reviewer observed wonderful, respectful, and authentic interaction among staff and members.
- Extensive community collaborations bring a variety of programming and services into the center.
- The center membership is very diverse and maintains a very welcoming and warm vibe. Bilingual programming reflects the membership and enhances the center offerings. The positive blend of cultures is apparent and impressive.
- The building is pleasant and in wonderful condition providing good spaces for activities. The proximity of the park and community center extends the possibilities of programming and collaborations.
- Being a part of a larger organization provides a good, supportive infrastructure with all the appropriate policies and systems in place.
- Wonderful intergenerational activities are in place and benefit all generations involved.

## Town N Country Senior Center Tampa, Florida

**Town and Country Senior Center** is located 5 miles northwest of Tampa. According to the census, 86,638 people resided in this community. The center is co-located with a library and a Head Start program in a facility opened in late 2008. It includes a large outdoor area, walking trail, gazebo, garden area and patio. The building is 10,150 square feet with several different size rooms for various activities

### **The peer reviewer noted the following strengths of the senior center:**

- The center has exceptionally talented and experienced staff. The Peer Reviewer observed wonderful, respectful, and authentic interaction among staff and center members and volunteers.
- Extensive community collaborations bring a variety of programming and services into the center is a strength.
- The center membership is very diverse and maintains a very welcoming and warm vibe. Bilingual programming reflects the membership and enhances the center offerings. The positive blend of cultures is apparent and impressive.
- The building is pleasant and in wonderful condition providing good for activities. The proximity of the park, walking trail and outdoor areas extends the possibilities of programming and collaborations as well as the co-location with the county public library and the preschool program.
- Being a part of a larger organization provides a good, supportive infrastructure with all the appropriate policies and systems in place.
- Wonderful intergenerational activities are in place and benefit all generations involved.
- The self-directed team of center members that conducted the 2015 survey and subsequent research, analysis and reporting in 2016 is impressive and should be continued and replicated in other centers where possible.
- The monthly round tables are a wonderful best practice encouraging regular, transparent conversations and discussions with members and volunteers. Open communication is important in a senior center as it is a “community”.



**Mission**  
The mission of the Town and Country Senior Center is to interact with the community to achieve the Department of Aging Service's mission and to become the premiere service provider to active older adults

Turtle Creek Senior Center  
Turtle Creek, Pennsylvania

**Turtle Creek Senior Center**

The Turtle Creek Senior Center was the first senior center established in Allegheny County, Pennsylvania. It has been serving adults age 60 and older in the eastern part of the county since 1972. The center has been a program of [Eastern Area Adult Services](#) since this agency was incorporated as a private non-profit organization in 1983.

The Turtle Creek Senior Center is located on the first floor of the multipurpose Human Services Center serving children, adults, and families in the Mon Valley area of Allegheny County. The center occupies 5,000 plus square feet. Annual participation connects to 427 individuals, with a daily average of 58.

Turtle Creek Center works with at least 19 community partners representing health, human services, higher education, law enforcement, arts, library, welfare, and governmental organizations in addition to private businesses.

Major programs include congregate lunches, home-delivered meals, caregiver education, and health and wellness, arts and humanities, educational and recreational programming. There is also information, referral and counseling services, and volunteer opportunities.

**The peer reviewer noted the following strengths of the senior center:**

- Capable, committed long-serving staff;
- The shared staff assignment between the center and the John Frazer Senior High Rise;
- Enthusiastic Advisory Board members who were engaged center participants;
- A strong volunteer base that supported a substantial Meals on Wheels program;
- A good community outreach effort;
- A well-maintained, generally positive interior center environment;
- An opportunity to improve both funding and program quality through the area agency performance-based contracting;
- Support such as fiscal services, insurance coverage, and human resource services provided by the Eastern Area Adult Services governing board; and
- Strong partnerships that helped support quality, diverse programming.



**Mission**

A welcoming, inclusive environment that empowers senior adults by offering opportunities to live fulfilled, productive and independent lives.

## Wallingford Senior Center

Wallingford, Connecticut

This is Wallingford Senior Center's third national accreditation. It is a multi-purpose facility, which was designated in 1977 by the South-Central Connecticut Agency on Aging as a focal point to provide services, program, information assistance, nutrition, recreation, education, transportation and referrals for health, employment housing and finances.

The 20,000-square foot facility was constructed with town funding and opened in June 2001. The center is operated under the Wallingford Committee on Aging, Inc. (WCOA), a 501 (c)(3), nonprofit corporation which is the governing body of the Wallingford Senior Center.

Wallingford is a suburban town along interstate 91 approximately half way between New Haven and Hartford, CT with about 45,000 residing. The reviewer noted: The senior center is very well designed specifically for this purpose and has great storage, landscaping, rooms all used for programs and a great room which has multi use capabilities. The center, which is located centrally in Wallingford, has a lovely little lake behind the center along with a butterfly garden and trail. The current membership is about 4,200 with an average of 250 members visiting daily

### **The peer reviewer noted the following strengths of the senior center:**

- A great variety of programs delivered by an efficient, caring and welcoming staff.
- Great long-term leadership and staff
- Wonderful collaborations with community agencies as well as Town of Wallingford
- Impressive new Fitness area, [Club 60 Plus](#)
- A beautiful and well utilized center with lots of windows and light, lovely grounds, trail, butterfly garden and trail.
- [Lake View Café](#) and menu options
- Thursday evening event – The center features Thursday evening dinners and dancing from April-October and one Thursday a month through the winter months
- The new [Veterans Coffee House](#) support group that includes a presentation and discussion
- New Parkinson's support group that includes exercise and a punching bag



**Mission**  
The mission of the Wallingford Senior Center is to provide services and programs for the older adults of the Wallingford community that promote their well being, support their independence and encourage their involvement in community life.

Wimauma Senior Center  
Wimauma, Florida

**The Wimauma Senior Center**

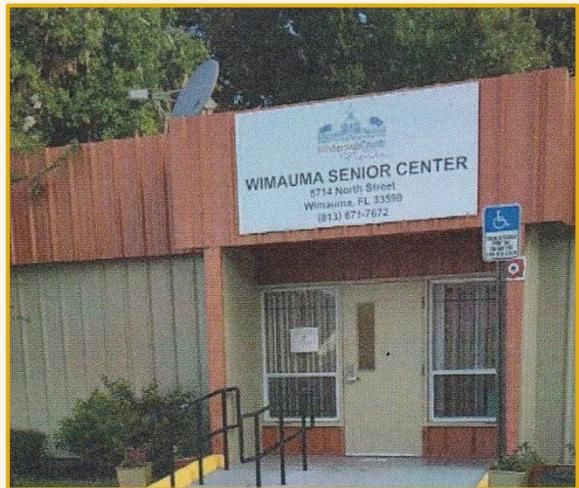
The Wimauma Senior Center is part of a county operated municipal Department of Aging Services organization which operates six senior centers in the greater Tampa area. Wimauma, Florida, is a rural town that is part of Hillsborough County with a population of 6,373.

The center is less than 5000 square foot of program space and includes two free standing facilities off a major highway with a large outdoor area for programs.

The center daily attendance varies based on activities offered, but averages 28 participants daily and serves approximately 130 seniors annually.

**The peer reviewer noted the following strengths of the senior center:**

- A very dedicated, energetic and flexible bilingual staff with good ideas for programming and collaborations.
- Self-directed leadership development and program planning by the advisory committee and encouraged by the coordinator.
- A diverse participant population that reflects the community the center serves and bilingual programming. A respect and celebration of individuals and the blend of cultures to make an inclusive, welcoming community feeling at the center.
- Extensive community connections and collaborations. It is apparent that a lot effort has been placed by the senior center coordinator to look for every opportunity to partner to bring new and improved services.
- Wonderful collaborative programs with schools and universities including pharmacy students, art students and Hispanic Center youth programs.
- Amazing intergenerational gardening program that is a collaborative effort between the Senior Center and the Hispanic Center's program and funded by a grant from a non-profit organization.
- Wellness focused programming. The ninety-day health care challenge had full participation.



**Mission**

It is the mission of the Wimauma Senior Center to provide our seniors with a place to have nutritous meal, gather, learn, laugh and be active. Given that the well-being of each client will promote independance, inspire life satisfaction and endorse healthy aging we offer an atmosphere that nurtures and integrated program to our seniors

## 4 Reasons to Pursue National Senior Center Accreditation

### #1 Improve your organization

The accreditation process improves and strengthens overall senior center operations. It results in official recognition that a senior center is meeting its mission in a nationally accepted, professional fashion.

### #2 Connect to the community

During the self-assessment process, staff, participants, board members, aging service agency representatives, and the community come together to look at the senior center and compare it to the standards that have been established by NISC. Together, the center and the community identify strengths and areas that need improvement and develop a strategy. Many centers report that this has led to funding opportunities, new collaborative partners, and an increase in programs or participation.

### #3 Develop a plan for the future

Throughout the process, centers have access to a specially designated accreditation hotline to get the information and guidance they need to develop a vision for the future. They are provided with a written strategic plan, and receive technical assistance in determining outcome measurements to improve overall senior center operations.

### #4 Enhance your center's image

Accreditation creates an opportunity to establish your senior center's position as a leader in positive aging. You can use this national recognition strategically to heighten awareness of the importance of your center and showcase your excellence to funders, participants, families, and other key people in your community. Collectively, accreditation raises the bar for all of us. It legitimizes senior centers as professionally managed, relevant, and vital resources for older adults.



**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](http://www.ncoa.org/NISC).