



2013 Nationally Accredited Senior Centers



Accredited by 
National Institute of
Senior Centers

January 2014

Building Excellence

Meet the 24 senior centers that achieved
NISC National Senior Center Accreditation in 2013

NISC National Senior Center Accreditation

Purpose

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

History

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

Process

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

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

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

2013 Accredited Senior Centers

The 24 senior centers that were accredited in 2013 are a diverse group. They are from 16 different states, with full-time paid staff that range from one individual to 84. They are each unique operations, but all operate effectively from a common philosophy and adherence to the established NISC senior center standards of excellence.

The value of accreditation was summed up by Sally Hill, Anacortes Senior Activity Center Director: "I am completely and increasingly sold on the value of the accreditation process. I expected that it would bring our center to the next level, and it has. I can clearly see how it will help us in our continued growth." To learn more about NISC National Senior Center Accreditation, please visit www.ncoa.org/NISC.

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The National Council on Aging National Institute of Senior Centers (NISC) supports a national network of over 2,000 senior center professionals dedicated to helping older adults remain active, engaged, and independent in their communities. NISC is setting the standard for the future of senior centers by promoting cutting-edge research, promising practices, professional development, and advocacy. NISC also offers the nation’s only National Senior Center Accreditation Program. For more information, please visit www.ncoa.org/NISC.

Albuquerque Department of Senior Affairs, New Mexico



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 Albuquerque Department of Senior Affairs has a total of six senior centers, two multigenerational centers, and four fitness centers. They are in the process of having them all accredited. In 2013, they completed their first phase with the accreditation of four centers: the Los Volcanes Senior Center, Manzano Mesa Multigenerational Center, North Valley Senior Center, and the Palo Duro Senior Center.

Albuquerque's 50+ population enjoys sports and recreation activities, the arts, unlimited learning opportunities, trips and outings, meals, special events, and support groups at any of the metro area's senior centers.

Educational and social activities include: computing, health management, musical concerts, lectures, theater, pottery, breakfast, lunch, and support groups. Recreational and sports activities include hiking, downhill skiing, aerobics, and a range of other indoor and outdoor sports and fitness opportunities.

Individuals aged 50 years and older may become center members for \$13 a year, and memberships are valid at all six senior centers, the North Domingo Baca Multigenerational Center, and the Manzano Mesa Multigenerational Center, as well as Palo Duro Senior Sports and Fitness Center and Los Volcanes 50+ Fitness Center.

Los Volcanes Senior Center, Albuquerque, New Mexico



The Los Volcanes Senior Center opened in 1991. It is on the west side of the Rio Grande River. The 17,649 square foot building includes the 13,500 sq. ft. senior center, along with a Share Your Care Adult Respite Center and a Child Care Center. The 50 + Los Volcanes Sports and Fitness Center is adjacent to the senior center and occupies 6,100 square feet.

There are 2,022 members with an average daily attendance of 482 persons.

Center Highlights:

- Well-qualified and passionate staff that is suited to both the role and to the community.
- The center manager is clearly valued both within the center and the department.
- Strong engagement and support throughout the DSA.
- Good use of self-assessment process to increase cooperation and teamwork between centers and other divisions.
- Clear focus on mission and on meeting the needs of the community with planning tied to budget.
- Good marketing materials, including both city-wide catalogs and center-specific newsletter, clear and established position in the community, good collaborative partnerships.
- Good access to information and referral through Division of Social Services.
- Beautiful facility with attention to aesthetics.
- Collocation with child and adult day centers, as well as a fitness center that provides a nice compendium of opportunities.

Manzano Mesa Multigenerational Center, Albuquerque, NM



The 27,000 sq. ft. Manzano Mesa Multigenerational Center was built in August 2002. A 10,000 sq. ft. gymnasium was added in 2007. The entire facility consists of a fitness center, three multi-purpose classrooms, a game room, a computer lab, a social hall, a gymnasium, and a spray park.

The center accepts members aged six and older, with 9,030 current members. The over 50 membership totals 4,311.

Center Highlights:

- An intergenerational program that integrates the multiple generations in several active activities that are positive experiences.
- Utilizing one building effectively and efficiently for 76 hours per week, which serves all ages six and older.
- Recruitment of highly proficient volunteer teachers who make the center the place to go.
- Maintaining a full fitness center inside the building.
- Working with the Humane Society and bringing “Senior Dogs & Cats” to the center and seeking adoption by seniors.
- Creating multiple volunteer opportunities outside of the center, including Airport Greeters, Dog Walkers, and working at the Veterans Museum.

North Valley Senior Center, Albuquerque, New Mexico



North Valley Senior Center opened in August of 1980. They have over 1,100 members and an average daily attendance of 458 persons. The building contains the 15,645 sq. ft. senior center, along with the Share Your Care Adult Respite Day Care. The center has a multi-use social hall, two classrooms, a computer room, sports and fitness center, billiards room, library/card game room, and mail lobby. The fitness facility accommodates members 50 years of age and older.

Center Highlights:

- Well-qualified and passionate staff that is suited to both the role and to the community.
- Strong, clear administrative structure through Department of Senior Affairs to center.
- Good use of self-assessment process to increase cooperation and teamwork between centers and other divisions.
- Clear focus on mission and on meeting the needs of the community with planning tied to budget.
- Good marketing materials, clear and established position in the community, good collaborative partnerships.
- Good access to information and referral through Division of Social Services.
- Beautiful facility with attention to aesthetics.

Palo Duro Senior Center, Albuquerque, New Mexico



Palo Duro Senior Center opened in 1974. It was the first senior center built by the city of Albuquerque, Department of Senior Affairs. The 15,000 sq. ft. building has nine multipurpose rooms, lobby area, offices, and kitchen. The center has 2,648 members with a daily attendance of 300 people. The 50+ Palo Duro Sports and Fitness Center is located in close proximity to the senior center and provides a high-quality sports and fitness program.

Center Highlights:

- Creating a program that focuses on the strengths and assets of what people 50+ can do rather than focusing on their deficits.
- Opening the building one night a week until 7 p.m. and every Saturday from 9 a.m.-1 p.m.
- Maintaining a store with such high-quality craft items made by the membership that its reputation brings people from outside of the center inside to buy their products.
- Maintaining a separate checking account for the store so that funds collected outside of the city funding stream have a place to be deposited and can be used for items that the city budget cannot provide.
- Locating the center with other services adjacent to it and incorporating walking and bike paths that go right by the center.
- Utilizing a set of well thought out research guidelines.

Anacortes Senior Activity Center, Washington



Mission

To provide engaging and supportive programs that target healthy and joyful lifestyles by addressing nutritional, social, informational and advocacy needs.

The Anacortes Senior Activity Center is located in Anacortes, WA, approximately 75 miles north of Seattle and 75 miles south of Vancouver, BC. The community has a population of roughly 17,000 and is situated on Fidalgo Island, connected to the mainland by a highway.

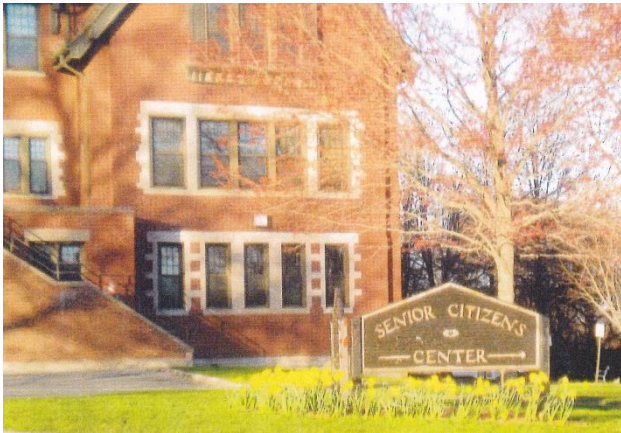
Due to its proximity to cultural centers, scenic beauty, small-town rural culture, mild climate, and local hospital facilities, Anacortes has become very attractive to retirees over the past years. Unduplicated attendance is 1,430 with an average daily attendance of 147.

Three entities are vital to the center's financial well-being. The City of Anacortes owns and maintains the facility. Skagit County provides for staffing and oversees the meal program. The organization is also supported by a private nonprofit 501(c) 3 foundation, which raises money from donations and fees, as well as bequests. The funds are managed by a board of directors.

Center Highlights:

- Exceptional community support through partnerships as evidenced by the management of the center involving the foundation, city of Anacortes, and Skagit County.
- Programming reflects a tremendous network of partners in implementing the variety of classes.
- Strong volunteer leadership through the foundation board and volunteer program; over 150 volunteers assist in the daily operations, providing opportunities for members to be involved in the operations of the center.
- Exceptional [intergenerational programming](#) component with activities structured so that children and seniors have an opportunity to interact and work on a project together over a number of weeks; many projects are displayed in the senior center allowing for others to share in the project.
- Strong program offerings with a variety of opportunities for individual, small group, and large group interaction, especially with the limited staffing.
- Programming is creative and appears to offer something for everyone.
- Strong [Disaster Recovery Plan](#).

Barrington Senior Center, Rhode Island



Mission

To provide seniors or adults with disabilities of any age, within the community, the opportunity for socialization, recreation, nutrition, education, information and referral, volunteerism, health and fitness and case management.

The town of Barrington, Bristol County, RI, is a suburban community of mostly single-family residences nine miles south of Providence. The population is 16,310, with 16% of the population over age 60. Approximately 300 people aged 55 and older utilize the center, with an average daily attendance of 75.

The center is centrally located in downtown Barrington in the Town Hall Complex, on the basement floor of the Barrington Public Library. Although the senior center is located in the basement, it is bright and cheerful. There is a community room and several smaller rooms for programming.

While the facility has its limitations, it reaps many benefits from being located in the library, including a state-of-the-art sound system, large movie screen, and comfortable seating in the auditorium. The library also houses a wonderful historical museum.

The primary funding source is the town. A grant from the Department of Elderly Affairs funds 15% of the total budget. Additional funding is raised through fundraising campaigns, grants, and work of the Friends of the Barrington Senior Center, a 501(c) 3 organization.

As a result of the self-assessment process, a Community Task Force has been established and is in the early stages of facility location, design, and funding. It is projected to take a minimum of five years for completion.

Center Highlights:

- Outstanding staff and board collaboration
- Strong relationship with town manager and council
- Wide variety of programming, especially strong in the creative arts genre
- Strong community connections, specifically with health care providers, the YMCA, and town departments
- Good evaluation practices in place
- [Emergency Response Dialer System](#), funded by the Friends of the Senior Center, is an exemplary program serving the needs of older adults in the community

Center 50+, City of Salem Senior Center, Oregon



Mission

Center 50+ provides life enriching opportunities for adults 50 and over through activities, services, and involvement in the community.

Center 50+ is located in Salem, the capital of Oregon and county seat of Marion County in the Willamette Valley. It is an hour from Portland and has a total area of close to 50 square miles. The population of Salem is 154,637, making it the third largest city in the state.

Center 50+ opened its new 30,000 sq. ft., two-story building in 2008. It includes a welcoming lounge with fireplace, snack bar, reception desk with three volunteer stations and open adjoining office space, a boutique, kitchen, great hall, classrooms, woodshop, respite room, lecture hall, pool room, computer room (see

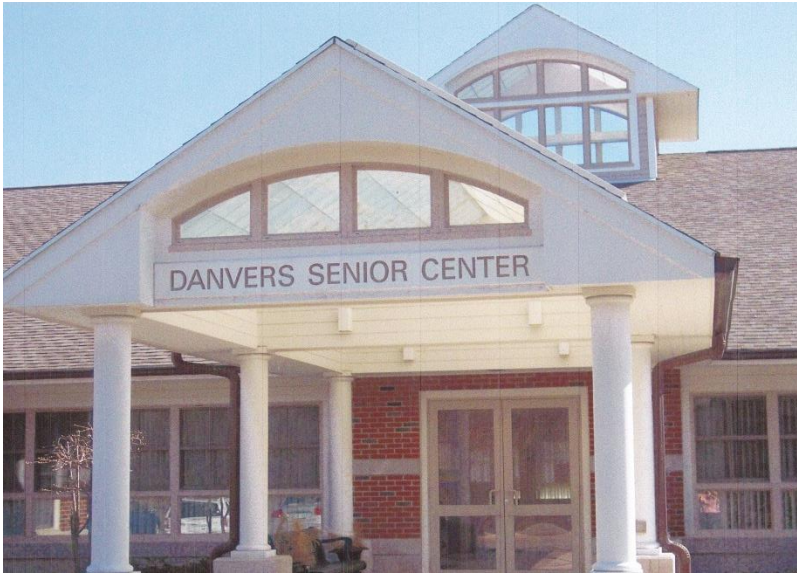
[Tech50+](#)), crafts room, lapidary shop, and health and fitness rooms. Fit 50+, is the Center's Fitness area that offers 20 different machines, a yoga/dance room, treatment rooms for massage and foot-care, locker rooms and an area for nutrition and fitness counseling.

Although there are 150 parking spaces, the size poses a challenge in accommodating the daily attendance of often over 700 participants (evening hours Monday through Thursday).

Center Highlights:

- Center is user friendly, attractive, and welcoming to participants. It is open 70 hours per week.
- Staff and volunteer leadership are strong.
- Community partnerships are varied and strong.
- Annual Report is a comprehensive document and includes great quotes from the participants.
- The Boomer Newspaper is an appealing publication, as is the website.
- Volunteer commitment is exemplary in terms of numbers and hours spent at the center each week. See [ACT NOW](#), 50+ Awesome Community Team.
- [Programming](#) is extensive and many of the programs are run by volunteers. Programs are available for active adults as well as the very frail.
- Social services are provided for the homebound.
- Volunteers work diligently with the director to raise approximately 60% of the annual budget including an [annual fundraiser](#).

Danvers Senior Center, Massachusetts



Mission

The mission of the Danvers Council on Aging and the Senior Center which it manages is to provide and advance those programs and services which enrich the lives of older adults in the Danvers community.

Danvers was first accredited in 2001 when it became the second senior center in the state of Massachusetts and the 49th center in the country to achieve this distinction.

The Danvers Council on Aging (DCOA)/Danvers Senior Center is located in a residential community about 20 miles northeast of Boston. DCOA is a division within the Town of Danvers and has been in operation for 41 years. Approximately 75 older adults participate daily.

The center collaborates with many agencies in the community, and the center director is also a social worker for the town. The center works very closely with the local food pantry.

Their Triad group, which incorporates other Danvers staff including police and fire chiefs and volunteers, has a daily call and Lock Box Program that allows a public safety representative to check on older adults.

A local newspaper columnist features the center regularly and was included as part of the self-assessment team.

Center Highlights:

- Danvers is a very caring and compassionate community with full support for senior services.
- Center staff is well trained, hardworking, and dedicated to covering all aspects of center operations, including working in the kitchen when necessary.
- Mr. Fix It and Triad group programs assure seniors have special attention to needs.
- Collaboration with many local agencies, including the food pantry and other social service agencies, allows a one-stop shop for seniors in getting services.
- Center worked on and improved those practices that were recommended in previous accreditation.

FiftyForward, Tennessee

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

Mission

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

Center Highlights:

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

FiftyForward College Grove, College Grove, TN



FiftyForward College Grove opened in 1986 and serves a small community of about 3,000 people. It draws most of its participants from around Williamson County. The average daily attendance is 45 participants.

The center offers a wide variety of educational and inspirational opportunities, including art instruction (oil, watercolor, stained glass, etc.), music, genealogy, writing, history, computer, and

exercise classes, as well as trips and professional speakers and entertainers. They also have a 900 square foot health and wellness center available for daily use.

The center is a former elementary school. The rooms are bright, attractive, and spacious and include an arts and crafts room, large community room with piano, pool room with cable TV, computer lab with WiFi, massage therapy room, and multi-purpose classroom. There is adequate office space for staff and volunteers, as well as a fully equipped kitchen.

FiftyForward College Grove Highlights:

- The relatively new director has enormous support from the membership and community. College Grove's director grew up in the community, volunteered at the center as a senior in high school, and graduated from programming staff to become the director.
- College Grove is fortunate to have an assigned care manager for FiftyForward Living.
- It offers a [balanced menu of opportunities](#) for participants. There are classes to enrich the mind, express your artistic side, stay physically fit, socialize, and have access to services.

FiftyForward Madison Station, Nashville, TN



Madison Station is one of FiftyForward's largest and most active centers. It opened in 1996 and primarily serves senior adults aged 50+ who primarily reside in North Davidson County and Bordeaux.

Named "station" because of its proximity to the historic railroad station behind it, the center is in an urban central city location. Many participants were friends since grade school. It serves 872 unduplicated participants per year, and its daily attendance average is 159.

Among the most popular daily activities are working out in the completely outfitted exercise room or taking an exercise class (yoga, tai chi, low-impact aerobics, and the SilverSneakers® Fitness Program). For those who prefer to exercise by dancing, line dancing and ballroom dancing are offered.

Special interest groups include a garden club, ladies billiards club, genealogy club, men's club, Red Hat club, and two very special musical groups: The Madison Station Silver Notes Band and the Madison Station Golden Tones Choir.

Center Highlights:

- Madison Station's relatively new director has enormous support from the membership and community and has worked at the center for 12 years.
- The center offers a balanced menu of opportunities for participants. There are classes to enrich the mind, to express an artistic side, to stay physically fit, to socialize, and to have access to services.
- Madison Station has a nice tracking system for statistical participant information.
- Madison Station is very fortunate to have an assigned care manager for FiftyForward.
- The center has a very well developed fitness and wellness program that includes a very large fitness center with areas specific for strength and cardio workouts, an on-site fitness coordinator, and over 17 fitness classes on their current schedule.

Generations of Indian Valley, Souderton, Pennsylvania



Mission

Generations is...

- *A place of welcome and friendship for active adults*
- *A community of people committed to learning, growth, and mutual support*
- *A gathering, where the needs and joys of the community can be shared.*
- *A spirit of partnership and caring which lasts...from generation to generation.*

Generations of Indian Valley is a private 501(c)3 organization located in Souderton, PA, a suburban community 30 miles outside of Philadelphia. The center has 3,617 participants, with an average daily attendance of 175.

The center's program offerings are varied with many focusing on health and wellness. Additional programs include bridge, bingo, billiard tournaments, financial counseling, choral group, music lessons, memoir writing, painting, computer lessons, veterans counseling, congregate meals, home-delivered meals, shuffleboard, gardening, and day trips.

The center has recently started a popular monthly series called [Spirit Journey](#). The classes are offered in the evening in the café and are a popular series with boomers. The center is open three evenings a week and on weekends for special programs.

Center Highlights:

- Impressive board and staff leadership and commitment.
- The executive director sets the welcoming tone at the center as he warmly greets seniors as he meets them in the facility.
- Attractive facility that promotes warmth, friendliness, and engagement. Staff and volunteers are very proud of their center. The gorgeous landscaping surrounding the facility is maintained by volunteers. The volunteer commitment at this center is extraordinary.
- [Website](#) and [Facebook page](#) are very inviting.
- Members enjoy their center and are committed to quality improvement.
- Staff provides ongoing feedback to members regarding the results of program evaluation.
- Seniors play a key role in program development.
- Board has endorsed a Development Plan proposed by a consultant subsequent to her study.

Hamilton Township Senior Center, Hamilton, New Jersey



Mission

To promote the most enriching quality of life for our Hamilton Township Seniors. The center is a community focal point where older adults can gather together for activities and services, which enhance their dignity, support their independence and encourages involvement in and with the community.

Hamilton Township has a population of 88,464; it is the 9th largest municipality in the state of New Jersey. Approximately 30% of the population is aged 60 or older.

The Hamilton Township Senior Center is a 15,000 sq. ft., stand-alone facility, which was established in 2001 and is located on 7 acres of open space. The center provides programs and services to township residents age 60 and older. There are 7,881 active participants, with an average daily attendance of 425.

The facility has a large dining room that includes a baby grand piano, fireplace, dance floor, large view bingo wall system, and a beverage bar. The facility also has an in-ground heated swimming pool, indoor hot tub, and a well-equipped fitness room. The recreation room includes four billiard tables, and indoor Bocce Court, shuffleboard, air hockey, ping pong, card and chess and checker tables. There is also a state-of-the-art computer education room and a multipurpose classroom. The outside grounds feature two brick patio areas with tables and chairs and well-maintained landscaping, gardens, and walking trails.

Center Highlights:

- The goals, objectives, and work segments are an excellent example of how to plan and carry out the work of a senior center.
- The Membership Brochure is an example of a document that is user-friendly and provides good information about the programs at the center.
- The end-of-the-year report to the Township Business Administrator is very extensive.
- Good Volunteer Handbook that is easy to read and contains the pertinent information.
- Many of the programs are volunteer led and volunteer driven. The [Bocce League](#) and the Play group are two good examples of this.
- There was a very extensive evaluation done that yielded a lot of information that was used to develop a report for the Township leaders.
- The Participant Information form includes a section to sign indicating the person can participate on their own and there also is a release for use of photo.

Hingham Senior Center – Hingham Department of Elder Services, Massachusetts



Mission

The Hingham Department of Elder Services is the town focal point for the delivery of social services to Hingham's population 60 and older. Its mission is to support the independence of Hingham's senior citizens, advocate for their needs and enhance the quality of their lives. In an atmosphere of respect for the older adult, the Department of Elder Services coordinates programs and services to encourage self-reliance, good health and community involvement.

The town of Hingham is located approximately 15 miles south of Boston. It is a community steeped in history, and the town has created six historic districts that help maintain its unique character.

The Council on Aging was established in 1970 and changed its name to the [Hingham Department of Elder Services](#). This department operates the full-time senior center. The staff includes three full-time professionals, four part-time positions, and 200 volunteers. The department is overseen by an 11-member Advisory Board.

The 60+ population now comprises almost 26% of the town's population, with a projected 60+ population in 2030 of 50%. A Needs Assessment of Hingham's population aged 45+ was commissioned through the University of Massachusetts Boston Collins Center. The results provide the center with comprehensive data for the development of a long-range strategic plan.

The addition of the Lifelong Learning program has increased the number of younger seniors, whereas the ever-popular bridge and mahjong programs continue to serve a slightly older group.

The center offers a wide-ranging selection of programs, including exercise classes, health and wellness programming, current events, interest group participation, computer classes, and more.

Center Highlights:

- **Comprehensive volunteer system:** Older adults are given the opportunity to contribute their time and talents in a meaningful way. Volunteers serve as greeters, meal servers, instructors, van drivers, council and committee members, and program registrars.
- **Thorough strategic plan:** The action plan matched well with the long-range plan.
- **Complete Senior Center Policy manual:** The staff can easily find answers to any procedural questions they may have.

Monroe Center for Healthy Aging, Michigan



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.

The Monroe Center for Healthy Aging is located south of Detroit and in Monroe County, Michigan's only county bordering Lake Erie. The center serves the entire county; participants come from both suburban and rural areas.

The center is a nonprofit corporation that operates under the direction of a 15-member Board of Directors. Current membership is 1,000, with an average daily attendance of 90.

Programming is diverse and consists of self-facilitated, staff-facilitated, and independent activities for members. Activities and programs include Brain Aerobics; Quarterly Dinners and Shows; Health Odyssey Educational Programs for healthy lifestyles that has 120-150 participants monthly; and low-impact aerobics.

Center Highlights:

- Strong staff with a commitment to providing innovative, high-quality programming.
- Staff coverage so the facility is open 7 day per week/365 days per year.
- High-caliber programming and networks.
- Implementation of 2008 Accreditation suggestions for continuous improvement:
 - Promoted Mission Statement at center and included in publications, website, press releases, etc.
 - Enlarged Annual Report; added an Annual Meeting
 - Added additional outcome evaluations planning and measurement
 - Increased board understanding of financial statements
 - Developed membership Policy and Procedures Handbook
 - Increased public dissemination of planning documents, evaluations, and outcomes
 - Continues to explore options and funding for moving or expanding their facilities

North Shore Senior Center, Northfield, Illinois



Mission

To foster the independence and well-being of older adults, enhance their dignity and self-respect, and promote their participation in the contribution toward all aspects of community life.

North Shore Senior Center is headquartered in Northfield, IL, a suburb in the Chicago metropolitan area. It is a non-profit 501(c)3 organization governed by a board of directors.

The center offers lifelong learning programs, social services, and adult day services at a main location in Northfield and has established off-site locations. It offers lifelong learning programs in Morton Grove, a suburb six miles south of the main location, and an additional social service office in Evanston, a suburb 10 miles east of the main location. Other social service staff works out of area hospitals, senior centers, municipal buildings, and senior housing building.

North Shore currently has 3,663 members, and approximately 400-500 people come to the center each day, the majority to the Northfield location to take part in the Lifelong learning programs and activities, as well as social service clients and community members seeking services or information, or to learn about the center.

Center Highlights:

- Main campus offers a very comprehensive and quality package of classes, activities, and trips through the [Lifelong Learning](#) department
- The addition of the Lifelong Learning site at Morton Grove
- Wellness Clubs in the senior housing facilities in three different languages
- The organization serves on other agencies' boards and committees
- Overall community involvement with the local municipalities and chamber of commerce
- [Super Senior Day](#) recognizes volunteers from other nonprofit agencies, as well as NSSC
- Beautiful marketing materials that all include the NSSC brand
- Good system of evaluating existing programs and surveying current members
- Excellent volunteer management materials
- Vision to prepare for the future
- Beautiful and well-designed center
- Social media presence on [YouTube](#) and [Google+](#)

River House, St. Augustine, Florida



Mission

Lead and advocate for the dignity, independence, health and community involvement of older St. Johns County residents.

River House serves St. John's County, a 608 square mile mix of urban, rural, and suburban communities. The River House campus is located on the bay front in urban downtown St. Augustine. The building is a unique 12,200 sq. ft. facility and is paired with the Coastal Community Center a 24,000 sq. ft. facility that houses the Council on Aging's congregate meal program, adult day care, MOW kitchen, and social and administrative offices.

The Trout Creek satellite center is located in the rural northwest area of the county and THE PLAYERS Community Senior Center satellite is located in suburban Ponte Vedra, the county's northeast region.

Most programs are open to adults of all ages; 97% of participants are 60 years of age or older. There are 2,209 unduplicated participants, with an average daily attendance of 225.

150+ different activity and special program opportunities are offered each month at three locations. 125+ volunteers provide programs and serve as senior center support staff in addition to 200 volunteers serving as drivers for delivery of Meals on Wheels.

Center Highlights:

- Fabulous new facility with visionary planning for sustaining revenue.
- The staff is commendable individually for their passion and commitment and collectively for their teamwork.
- River House/CCC runs on volunteers. They are the lifeblood, and staff does a great job of recognizing their importance and efforts.
- There is an obvious respect for the needs, preferences, and value of each participant as evidenced by decisions like keeping the CCC available once the River House was open.
- The use of various media for marketing is impressive.
- Great use of evaluations (e.g. yoga program).
- The best practice of using a mobility manager for transportation.

Rochester Senior Center, Rochester, Massachusetts



Mission

To advocate for and support the community's older adults, their families, and their caregivers while promoting independent and positive lifestyles, in a welcoming and secure environment.

Rochester is a rural community in Southeastern, MA, with 5,000 citizens. The senior center is located near cranberry bogs and neighbors the Police Department and the town recreation fields. The center is a one-level, 5,600 sq. ft. building opened in 2002.

Because the Council on Aging and the Senior Center are part of the Rochester Town Government Administration, there is no formal membership; all older adults are welcome to participate in center activities, as are younger citizens, when an activity is open to them. There are 1,071 older adults aged 60 and over in Rochester. Daily attendance ranges from 50 persons to 125 per day, with an average daily attendance of 80.

About 175 citizens of all ages fill the volunteer positions available at the center. These volunteers are key to the senior center operation, as there are only one full-time paid staff member and eight part-time paid staff members (ranging from 10-24 hours per week.)

Center Highlights:

- A beautiful facility that is very well maintained. There is good vision in future plans for the building.
- The board is very committed and has demonstrated high standards for the center in supporting the accreditation process.
- The breakfast program is a wonderful addition to the center and to the town. It demonstrates a wonderful capacity for innovation and collaboration.
- Impressive market penetration with almost 80% of the target market engaged in some form.
- The center has demonstrated its critical value to the town through the efforts during the snow emergency.
- The center has been quite successful at providing the level of service expected in a larger community to this rural setting while maintaining the character of the community.

Senior Center, Inc., Charlottesville, Virginia



Mission

Positively impacting our community by creating opportunities for healthy aging through social engagement, physical well-being, civic involvement, creativity and lifelong learning.

Senior Center, Inc. is located in Albermarle County, VA, just over the county line from the city of Charlottesville, Virginia. It is a 501(c) 3 nonprofit community center that has never received local, state, or federal government funding. The majority of its

revenue comes from philanthropy. Membership dues, program fees, rental income, newsletter advertising, and other miscellaneous earned income account for the remainder.

Last year, they had over 2,300 individuals use the center, with an average attendance of 115 participants a day. Membership is open to anyone aged 50 and better.

Senior Center, Inc. creates opportunities for healthy aging through social engagement, physical well-being, civic involvement, creativity, and lifelong learning. They offer diverse programming and partner with Osher Lifelong Learning Institute at the University of Virginia to provide additional offerings. The activities have clever names that inspire participation (e.g. Retreads Softball, Socrates' Café, and Singles' Schmooze).

Center Highlights:

- The staff is well qualified and dedicated.
- There are excellent connections and partnerships with a diverse group of community organizations from the University of Virginia, for-profits, chronic disease groups, and nonprofits.
- The Center Councils is an active, vital, and well-functioning group serving both to advise and provide a conduit for information.
- Members and volunteers are valued for their contributions and this is shown in many ways, including a volunteer included in interviews for a new staff person.
- Truly outstanding variety in [program options](#) and diversity of partners in delivering programs. The [travel program](#) is a model program.
- They are fiscally responsible with a diversified funding stream and always looking at ways to improve.
- They have used the building creatively and ingeniously to meet their needs.
- The [annual report](#) and [new member welcome packet](#) are very informative and attractively done, showing that professionalism is evident in everything they do.

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



Mission

Senior Citizens of Kodiak, Inc. mission is to provide support services to those people 60 and older on Kodiak Island so that they might live longer, with independence, honor and dignity.

Kodiak Island has a population of 14,041 and is the second largest island in the country located in the Gulf of Alaska. Access to Kodiak is by either a 13-hour ferry ride from Homer through the Shelikof Straight or a one-hour plane ride from Anchorage. Three fourths of the island is devoted to the Kodiak National Wildlife Refuge where more than 3,000 Kodiak Brown bears live.

The 12,000 sq. ft. senior center is located in the downtown area in the city of Kodiak.

On Kodiak Island, there are 1,564 people aged 60 and older; Senior Citizens of Kodiak, Inc. serves 99% of the seniors. They have an average daily attendance of 75. Seniors participate in the congregate meals (offered five days a week) and home-delivered meal programs (7 days a week) as well as activities and Island Cove Adult Day Program. It also serves seniors in all six island villages with home-delivered and congregate meals.

It has the only adult day program in the state of Alaska open seven days a week.

Center Highlights:

- Exceptional hours of service, 56 hours/7 days weekly.
- Strong community connections, organizations seek the center out to create extensive collaborations and partnerships in the arts, with faith-based and civic organizations.
- A best practice collaboration is [KATS \(Kodiak Area Transit System\)](#), which involves multiple populations and is coordinated through SCOK.
- Great [Volunteer Handbook](#).
- Excellent evaluation measures used throughout agency.
- Comprehensive emergency procedures in place, tested by real-life scenario, including [memorandums of understanding](#) in place with nearby agencies to continue services.
- Attractive and well-maintained facility, supported with extensive grant finding efforts.
- Island Cove Adult Day Center, a well-designed space with solarium, outdoor space, and rest area and model program.

Stoughton Area Senior Center, Stoughton, Wisconsin



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.

The Stoughton Area Senior Center is located along the Yahara River in downtown Stoughton, Wisconsin. Stoughton, a city in Dane County in south center Wisconsin, is about 20 miles southeast of the State Capitol in Madison. The city of Stoughton population is currently 12,817 with surrounding towns; the center serves approximately 17,000.

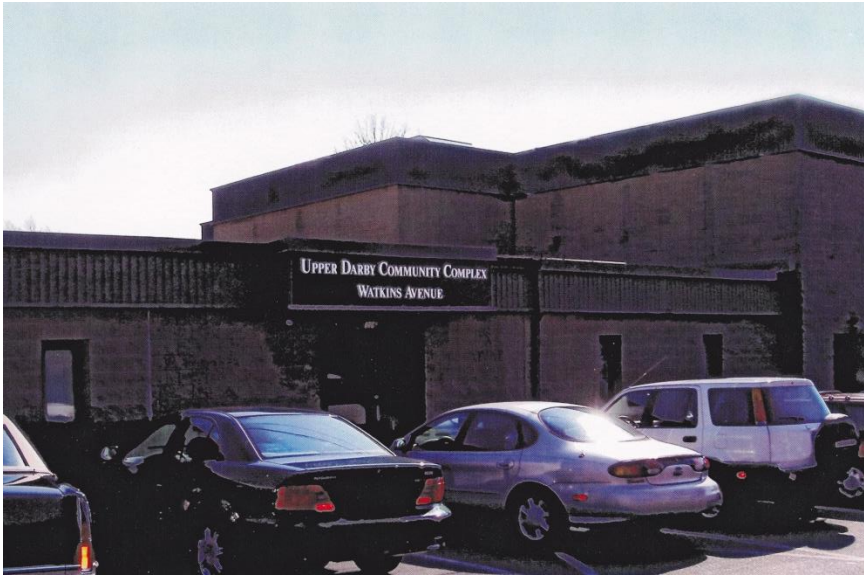
The facility is a three-story freestanding building. The center is located on the bank of the Yahara River and affords participants use the river for canoe, fishing, and outdoor parties on the lawn. There is no membership to participate in the center. In 2012, 1,300 older adults used services and programs over 49,000 times, with an average daily attendance of 110.

The services at the center include: senior services, case management services, nutritious meals on wheels and congregate meals, information and referral to senior services, socialization and friendship, intergenerational opportunities, volunteer program, entertainment and fun, continuing adult education, recreation and travel opportunities, art and cultural exhibits, health and wellness programs, screenings, and Homestead tax services.

Center Highlights:

- [The center](#) is centrally located and flooded with natural light.
- Community partnerships are very strong. The center collaborates with over 175 organizations.
- Research guidelines are comprehensive.
- The staff and volunteers are long tenured.
- The center has a strong [social service component](#), which includes case management and support groups.
- Evaluation practices are strong and spearheaded by volunteers.

Upper Darby Senior Center, Upper Darby Township, Pennsylvania



Mission

Upper Darby Center is dedicated to improving the quality of living for older adults through community resources and social, recreational, educational, physical and nutritional programs.

This center is located in an urban suburb of Philadelphia. It is owned and operated by Upper Darby Township. There are over 400 participants registered, with an average daily attendance of 76. Participants are aged 60+.

Six days a week, older adults participate in a myriad of programs, including line dancing, bingo, crafts, card games, ping pong, tai chi, and walking activities. There are also a full-size fitness room, pool room, and gymnasium on the premises, as well as a computer lab, outside garden, and hairdressing salon.

Services offered include legal assistance, medical information, and housing opportunities. Special events such as field trips and health fairs take place, and each year the center hosts several of the Delaware County Senior Games events.

Center Highlights:

- Excellent [SWOT analysis](#) and well-utilized mission statement.
- Many community resources engaged and plans for expanded marketing.
- Fine program and financial support by Upper Darby Township and County Office for Services for the Aging.
- Excellent [Volunteer Handbook](#).
- Remarkable diversity in program delivery: evenings, weekends, off-site, collaborations.
- Green House Project: Model for volunteerism, community engagement, healthy additions to diet, and nutrition education.
- Great variety of evaluation measures.
- Good transportation systems.

Vesper Hall 50-Plus Community Center, Blue Springs, Missouri



Mission

To provide meaningful experiences through services, facilities, and programs that encourage learning, fellowship, adventure and healthy lifestyles.

The center is located in Blue Springs, MO, and is municipally owned and operated by the city. It is one of the fastest-growing suburban communities in the Kansas City metro area with a population of over 52,500.

Vesper Hall 50-Plus Community Center is 19 years old. It serves over 5,000 seniors a year who visited the center a combined 75,000 times each year. The center offers a variety of activities for individuals aged 50 and up.

There are three full-time employees and nine part-time staff. Vesper Hall is a viable community asset that is recognized in its community for its programs and high standard of service.

Center Highlights:

- Staff and site council maintain a very positive attitude.
- Site council and staff feel the city is very supportive of them.
- They have organized and thorough operations manual and documents.
- The center has an excellent marketing plan and marketing of programs and services.
- The facility is extremely well-maintained and utilized to capacity. The personal atmosphere is also very warm and welcoming.
- Despite not having a formal Information and Referral staff member, they have compensated with an excellent, well-maintained, updated "I & R" Guide that all staff are well versed in using. The "I&R" Guide is available for review by anyone, and staff readily provide one-on-one assistance, copies, and referrals as needed.
- There is an excellent volunteer program and Volunteer Handbook.
- They actively seek participant input with class and program evaluations and through the use of participant comment cards.
- The center is very reflective of its community. Even though there are 11 other senior centers in the vicinity, they work extremely well with community members, they are very participant driven, and have a very active, committed, and engaged site council.

Wayne Senior Center, Radnor Township, Pennsylvania



Mission

The mission of the Wayne Senior Center is to provide community, friendship and resources which enrich the lives of adults.

Wayne Senior Center is operated by Main Line Senior Services, Inc. It was established in 1975 and has 501(c)3 status. The center is located in Radnor Township, a suburb of Philadelphia, 25 miles northwest of the city. The 5,000 sq. ft. center is located in the business area on an island in the middle of a municipal parking lot, 200 feet from the train station.

Last year, the center served 1,165 individuals with a daily attendance of 50-85 older adults. Approximately one-fourth of funding comes from the County Office of Services for the Aging and one-fourth from Radnor Township. The other half comes from fees, rental income, café income, and fundraising.

The range of programming includes exercise classes (land and water based), a [fitness center](#), [computer lessons](#), tai chi, yoga, trips, piano lessons, entitlement access, and a daily hot lunch.

Center Highlights:

- Center atmosphere is welcoming and staff morale is very good.
- Staff and board leadership is outstanding.
- [Conflict of Interest Statement](#) is very comprehensive.
- The need for succession planning has been recognized and the board has started to work on a plan.
- Menu for takeout meals provides many choices.
- [Satisfaction surveys](#) are routine and results are key for program planning.

West Windsor Senior Center, West Windsor Township, New Jersey



West Windsor Township has 27,165 residents, and 22% of the population is aged 55 and older. Grover's Mill in West Windsor happens to be the site of the famous alien landing told during the Orson Wells radio show *War of the Worlds*. This year, they will celebrate the 75th anniversary of the event. The one-story, 10,000 sq. ft. facility is located in a suburban community a few miles from Princeton University. There are 3,391 active participants, with an average daily attendance of 101 participants.

Center Highlights:

- A beautiful, multi-purpose senior center.
- Participants are very knowledgeable about how the senior center operates. Many took part in the nine subcommittees that reviewed the accreditation materials.
- The center is very respectful and honors the cultural diversity of the community.
- Strong community support: Every department head and top management from the township came to support the center during the accreditation peer review.
- The center offers a wide range of programming options and depth of programs.
- Exceptional model as crisis reception site. The center was a focal point during Hurricane Sandy. Senior center staff, along with the support of volunteers and appropriate personnel from the township, helped the community recover. They were open for five days, 24 hours a day and offered a place for hundreds of residents to go for coffee, electricity, and community.
- Best practices in programming include: the Investment Club, the self-directed cookbook committee, and the commitment to providing classes to support the cultural diversity of the community.

Mission

Acknowledging the older adult as

- *A vital contributing member of the community*
- *Endowed with continuing creativity, abilities and talents*
- *Looking for opportunities to interact with peers*
- *Needing access to sources of information and help with personal and family matters*

The West Windsor Senior Center has been established as a community focal point for activities and services for the older adult with the mission to facilitate healthful and successful aging in West Windsor Township.