



Vintage, Inc.

Senior Center

2013 Evaluation Report

November 21, 2013

**Vintage Senior Center
Annual Evaluation Report – Calendar Year 2013**

SECTION 1: PREPARING FOR THE EVALUATION

Purpose Statement

It is the policy of Vintage Senior Center to conduct program evaluation activities on an annual basis. The Senior Center uses its program evaluation results to:

- Describe its strengths and weaknesses across activities and programs.
- Set priorities for improvement as part of the Quality Improvement Plan.
- Communicate conclusions with all appropriate constituents, to include participants, staff, advisory vehicle, Board and the AAA.

What will be Evaluated

The Senior Center will develop and implement a written three-year Program Evaluation Plan for its activities/services and include, over that time period, the following components:

- Quantity/Utilization/Demographics
- Satisfaction/Quality
- Outcomes/Impact
- Compliance

Current Three-Year Evaluation Cycle

In response to the requirements of the Area Agency on Aging, the Program Evaluation Plan will be updated effective calendar year 2012 to include provisions to include each of the following services within every 3-year cycle:

- Healthy Aging
- Information & Assistance
- Outreach
- Nutrition
- Senior Center Services
- Volunteer

| | | |
|--------|----------------------|---|
| Year 1 | Calendar Year 2012 | Healthy Aging, Volunteer |
| Year 2 | Calendar Year 2013 | Senior Center, Nutrition, policy review |
| Year 3 | Calendar Year 2014 * | Information & Assistance, Outreach |

* The AAA has announced that the cycle will be changed to Fiscal Year; it is unknown at this time if the required survey areas or other requirements will change.

Primary Responsibility for Evaluation Process

The Evaluation process is led by the Center Director and Executive Director/Designee. The Senior Center House Council will also assume a direct role in the Evaluation process. The role of House Council includes reviewing the tools in advance, assisting with distribution, collection, tabulation and review of results.

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The Evaluation will normally occur in the late Fall of each year, with the results being used to assist the Center in determining program changes.

A variety of methods may be employed for the purposes of program evaluation:

- Use of AAA Network-wide survey tool or agency-designed survey tool
- Survey of program satisfaction (quality)
- Analysis of service utilization (quantity)
- Survey of program impact (Outcomes)
- Evaluation of compliance - Senior Center Standards and Validation Tool
- Review of Senior Center Policy Manual
- Other as identified

Evaluation Resources

It is anticipated that the following resource may be needed to complete the annual evaluation:

- Time resources/staff, volunteers and participants
- Copilot data collection system
- Survey tools
- Knowledge of and ability to tabulate and analyze results

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| SECTION 2: COLLECTION OF THE INFORMATION |
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Sources of Information for the 2013 Evaluation Plan

As described in Section 1, during calendar year 2013 the Senior Center will specifically evaluate the components of *Senior Center, Nutrition and Policy Review*.

For the area of *Senior Center*, Vintage will evaluate the following: one exercise class, one arts class and one socialization activity. Vintage will review quantity/utilization, satisfaction and self-reported impact.

For the area of *Nutrition*, Vintage will evaluate the congregate lunch program, and will review quantity/utilization and satisfaction.

For the area of *Policy Review*, Vintage will review the Center Operating Manual and make all required edits, updates and additions.

Evaluation Method

For both of the program target areas, data from the Copilot system will be used to evaluate quantity/utilization. For satisfaction and self-reported impact, a 5-point agreement scale will be used. This may be a network-wide tool, one designed by Vintage, or a combination of the two. The surveys may be computer-based and/or completed on paper.

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SECTION 3: USING THE INFORMATION

Primary Responsibility for Data Collection

The Evaluation data collection effort will be led by the Center Director with assistance from other staff, advisory board members and volunteers as needed.

Primary Responsibility for Data Analysis

The Senior Center Director and Executive Director/Designee will be primarily responsible to oversee the collection and analysis of the evaluation data. A written *Annual Evaluation Report* will be prepared and distributed to key stakeholders, to include the Advisory Vehicle, Center participants, the AAA, Board, Center staff, and other appropriate parties as identified.

Data Analysis Methods

The evaluation data was tabulated and a common reporting format was established:

- What percent of responded Strongly Agree or Agree – congregate total
- Average response rating for each query, to be shown as ‘average of 0.0 on 5-point scale’
- Sample size, with the goal of securing at least a 30% sample

Evaluation Results and Summary of Learning

Following, on pages 4 – 7, is a narrative listing of results by activity area. To see a summary of the results in chart form, please refer to page 8.

Vintage 2013 Exercise Evaluation

During the two-week period of Oct 7-18, 2013, a survey was conducted to evaluate the Vintage SilverSneakers Exercise Classes. The survey was completed by a 43% sample size (19 out of 44 users). The survey results were as follows:

Out of the participants surveyed:

- 100% “strongly agree” or “agree” that *the Vintage SilverSneakers class has improved my energy* (average score of 4.6 on 5-point scale).
- 94% “strongly agree” or “agree” that *the Vintage SilverSneakers class has improved my strength* (average score of 4.3 on 5-point scale).
- 90% “strongly agree” or “agree” that *the Vintage SilverSneakers class has improved my balance* (average score of 4.4 on 5-point scale).
- 100% “strongly agree” or “agree” that *the Vintage SilverSneakers class has improved my mental outlook (keeps my mind sharp)* (average score of 4.4 on 5-point scale).

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- 95% “strongly agree” or “agree” that *the Vintage Silver Sneakers class helped me maintain or improve my overall health status* (average score of 4.4 on 5-point scale).
- 95% “strongly agree” or “agree” that *the Vintage Silver Sneakers class has provided a place for me to socialize and meet with friends; this helps keep me from being lonely and isolated* (average score of 4.4 on 5-point scale).
- 84% rated the Vintage Silver Sneakers Class as “Excellent” or “Very Good”.
- On a 5-point scale, with 1 being Poor and 5 being Excellent, the average score for *“Overall Satisfaction with the Vintage Silver Sneakers Class”* was 4.3.

Vintage 2013 Arts Program Evaluation

During the two-week period of Oct 7-18, 2013, a survey was conducted to evaluate the Vintage Painting Class. The survey was completed by a 90% sample size (9 out of 10 participants). The results of the Survey were as follows:

Out of the participants surveyed:

- 100% “strongly agree” or “agree” that *the Vintage Arts Class has improved my knowledge of painting techniques*. (average score of 4.8 on 5-point scale).
- 100% “strongly agree” or “agree” that *the Vintage Arts Class has improved my painting skills* (average score of 4.8 on 5-point scale).
- 100% “strongly agree” or “agree” that *the Vintage Arts Class has improved my mental outlook (keeps my mind sharp)* (average score of 4.6 on 5-point scale).
- 100% “strongly agree” or “agree” that *the Vintage Arts Class provided a place for me to socialize and meet with friends; this helps keep me from being lonely and isolated* (average score of 4.7 on 5-point scale).
- 100% rated the Vintage Arts Class as “Excellent” (an average 5.0 on a 5-point scale).

Vintage 2013 Socialization Program Evaluation

During the two-week period of Oct 7-18, 2013, a survey was conducted to evaluate the Vintage Bridge Classes. The survey was completed by a 100% sample size (16 out of 16 users). The survey results were as follows:

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- 100% “strongly agree” or “agree” that “the Vintage Bridge Class improved my knowledge of Bridge” (average score of 4.8 on a 5-point scale).
- 100% “strongly agree” or “agree” that “the Vintage Bridge Class improved my Bridge playing skills” (average score of 4.8 on a 5-point scale).
- 94% “strongly agree” or “agree” that “the Vintage Bridge Class improved my mental outlook (keeps my mind sharp)” (average score of 4.7 on a 5-point scale).
- 100% “strongly agree” or “agree” that “the Vintage Bridge Class provided a place for me to socialize and meet with friends; this helps keep me from being lonely and isolated” (average score of 4.9 on a 5-point scale).
- On a 5-point scale, with 1 being Poor and 5 being Excellent, the average score for “Overall Satisfaction with the Vintage Bridge Class” was 4.9

Vintage 2013 Nutrition Program Evaluation

During the two-week period of Oct 7-18, 2013, a survey was conducted to evaluate the Vintage Lunch Program. The survey was completed by a 46% sample size (69 out of 149 participants). The results of the Survey were as follows:

- 91% “strongly agree” or “agree” that the Vintage Lunch Program gives me an affordable lunch option (average score of 4.5 on 5-point scale).
- 74% “strongly agree” or “agree” that the Vintage Lunch Program helps me eat meals that are better for me (average score of 4.1 on 5-point scale).
- 72% “strongly agree” or “agree” that the Vintage Lunch Program helps me maintain or improve my overall nutrition status (average score of 4.2 on 5-point scale).
- 96% “strongly agree” or “agree” that the Vintage Lunch Program provides a place for me to socialize and meet with friends; this helps keep me from being lonely and isolated. (average score of 4.7 on 5-point scale).
- 63% rated the Vintage Nutrition Program as “Excellent” or “Very Good”
- On a 5-point scale, with 1 being Poor and 5 being Excellent, the average score for “Overall Satisfaction with the Vintage Lunch Program” was 3.8.

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Vintage Utilization Review (Data for the period of October 1, 2012 – September 30, 2013)

| UTILIZATION | LUNCH | SILVERSNEAKERS | BRIDGE | PAINTING |
|--------------------------------------|--------------|-----------------------|---------------|-----------------|
| Total Number Unduplicated Users/Year | 363 | 157 | 43 | 22 |
| Average Users Per Class/Activity | 47 | 25 | 15 | 7 |
| DEMOGRAPHICS | | | | |
| Female | 70% | 80% | 80% | 90% |
| Male | 30% | 20% | 20% | 10% |
| Black/African American | 80% | 70% | 73% | 53% |
| White/Non-Minority | 20% | 30% | 27% | 47% |
| Lives Alone | 49% | 45% | 53% | 32% |

Vintage Senior Center Review of Operating Policy Manual

The Vintage Senior Center maintains a written Operating Manual which contains 31 policies. All policies are reviewed a minimum of every other year, with the last comprehensive review being conducted in November of 2011.

The Safety Committee reviewed 6 of the policies in August of 2013 and the Senior Center Managers reviewed the remaining 25 policies in November of 2013.

Policies Requiring “No Change”

- Advisory Vehicle, Civil Rights, Community Resources, Evacuation, Fire Safety, Hazardous Materials, OSHA Control Plan, Participant Input, Reaching Older Adults, Workplace Safety Committee.

Policies Requiring “Minor Edits”

- Accounting, Commendations and Complaints, Communications, Community Partnerships, Emergency Plan, Facilities Management, Human Resources, Nutrition, Participation Criteria, Program Description, Program Evaluation, Public Relations/Marketing, Quality Improvement, Risk Management, Unusual Incidents.

Policies Requiring “Content Updates”

- Criminal History, Guiding Principles, Smoking, Strategic Planning, Volunteers, Workplace Safety

Recommendation: Conduct the next comprehensive Senior Center Policy Manual Review in November of 2015.

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| | Strongly Agree 5 | Agree 4 | Somewhat Agree 3 |
|--|---------------------------------|--------------------|---------------------------------|
| THE SILVER SNEAKERS CLASS HAS | | | |
| Improved my energy | 4.6 | | |
| Improved my strength | | 4.3 | |
| Improved my balance | | 4.4 | |
| Improved my mental outlook | | 4.4 | |
| Provided a place to socialize which keeps me from being lonely and isolated | | 4.4 | |

| | | | |
|--|-----|--|--|
| THE ARTS PROGRAM HAS | | | |
| Improved my knowledge of painting techniques | 4.8 | | |
| Improved my painting skills | 4.8 | | |
| Improved my mental outlook | 4.6 | | |
| Provided a place to socialize which keeps me from being lonely and isolated | 4.7 | | |

| | | | |
|--|-----|--|--|
| THE BRIDGE CLASS HAS | | | |
| Improved my knowledge of bridge | 4.8 | | |
| Improved my bridge playing skills | 4.8 | | |
| Improved my mental outlook | 4.7 | | |
| Provided a place to socialize which keeps me from being lonely and isolated | 4.9 | | |

| | | | |
|--|-----|-----|--|
| THE LUNCH PROGRAM HAS | | | |
| Given me an affordable lunch option | 4.5 | | |
| Helped me eat meals that are better for me | | 4.1 | |
| Helped me maintain my overall nutritional status | | 4.2 | |
| Provided a place to socialize which keeps me from being lonely and isolated | 4.7 | | |

| | Excellent 5 | Very Good 4 | Good 3 |
|-----------------------------|------------------------|------------------------|-------------------|
| OVERALL SATISFACTION | | | |
| SilverSneakers Class | | 4.3 | |
| Painting Class | 5.0 | | |
| Bridge Class | 4.9 | | |
| Lunch Program | | | 3.8 |

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Review of Appropriateness of Data Collected

The program evaluation plan for 2013 was to evaluate the categories of Senior Center (one exercise program, one arts program and one socialization program), in addition to Nutrition and Policy Review. The Plan called for the collection of both utilization and satisfaction data. Based upon a review of the data, it is the assessment of Vintage that the data collected was appropriate, useful and meaningful.

Decisions Made Based on Evaluation Results

Based on the evaluation results, Vintage has concluded the following:

- Across the four surveyed activities, Vintage received strong scores for “*provides a place to socialize which keeps me from being lonely and isolated*” (4.4, 4.7, 4.9, 4.7 on 5-point scale).

According to the National Institute on Aging, several research studies have shown a strong correlation between social interaction and health and well-being among older adults and have suggested that social isolation may have significant adverse effects for older adults. Increasing social wellness is one of the key goals of the Vintage senior center, and these results indicate very positive results in this area.

Recommendation: No Action Required.

- Vintage changed vendors for its Lunch Program in July of 2013 from Metz Catering to East End Cooperative Ministries (EECM). Vintage believed that the food quality and satisfaction would be higher if the length of time the food was ‘held’ could be reduced. With Metz, the food was prepared early in the morning, delivered to the Center at 8:00 am and then needed to be held at 135 degrees or higher until lunchtime. As a result of this extended delay, the food was often overcooked and unappetizing. EECM delivers the food within 30 minutes of serving time, vastly reducing the holding time. Although lower ratings were received for the Lunch Program than for the other surveyed programs, we still see some positive trends. The average ratings for the Lunch Program increased in two of three areas since the last formal evaluation in 2009:

| QUERY | 2009 | 2013 |
|-------------------------------------|------|------|
| Gives me an affordable lunch option | 4.2 | 4.5 |
| Provides a place to socialize | 4.3 | 4.7 |
| Overall satisfaction | 3.8 | 3.8 |

Recommendation: Conduct an additional Lunch Program survey in the spring of 2014, focusing more specifically on satisfaction in comparison to prior vendor.

- The Bridge and Painting classes had extremely high user ratings, however the utilization rates were low (15 per class for Bridge and 7 per class for Painting).

Recommendation: Monitor utilization of these activities over the next 12 months; Seek and implement opportunities to market to additional users.