



Vintage, Inc.

Senior Center

2014 Evaluation Report

December 10, 2014

**Vintage Senior Center
Annual Evaluation Report – Calendar Year 2014**

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,
Year 3	Calendar Year 2014	New Programs, Policy Review
		<i>I/A and Outreach as part of AAA network initiative</i>

Primary Responsibility for Evaluation Process

The Evaluation process is led by the Center Director and Executive Director. 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

SECTION 2: COLLECTION OF THE INFORMATION

Sources of Information for the 2014 Evaluation Plan

As described in Section 1, during calendar year 2014 the Senior Center will specifically evaluate the components of *New Programs and Policy Review*.

For the area of *New Programs*, Vintage will evaluate two pilot programs:

Enhance Fitness
Walk With Ease.

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

It should be noted that during this period Vintage was also engaged with the Allegheny County Area Agency on Aging network-wide Information & Assistance workgroup. The purpose of this workgroup was to gather system-wide data to assist in the development of standard definitions, protocols and expectations. The AAA considers with workgroup ‘program evaluation’ work for the participating senior centers; this work will continue into 2015.

Evaluation Method

For the area of *New Programs*, a participant survey will be used as the primary evaluation method.

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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 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

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, 2013.

Policies Requiring “Minor Edits”

- Facilities Management

Policies Requiring “Content Updates”

- Program Evaluation

The remaining 29 policies were reviewed and required no edits or changes.

Evaluation of New Programs

SEE ATTACHMENT A – FINAL PERFORMANCE REPORT

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Decisions Made Based on Evaluation Results

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

Recommendation: Add the evidence-based program, Enhance Fitness, to the regular class schedule effective July, 2014.

Recommendation: Conduct the next comprehensive Senior Center Policy Manual Review during calendar year 2016.

Recommendation: Continue to participate in the Area Agency on Aging Information & Assistance workgroup; this workgroup ultimately will be responsible with setting performance and evaluative standards for senior center I & A services.

Recommendation: Develop Quality Improvement Plan and Program Evaluation Plan for Calendar Year 2015.

Final Performance Report

1. Awards from the fund were to recognize performance or support future enhancement or innovation in the categories listed below. Please select the category that applies to the grant awarded:

- Significant focal point attendance growth
- Quality enhancement program or operational innovation including pilot programs or major planning efforts
- Improved service access to underserved populations
- Physical improvements or equipment acquisitions

2. Were the outcomes in your proposal achieved? Please describe.

The purpose of the Vintage grant award project was to research, evaluate, select and pilot one (1) evidence-based program in the area of physical activity.

Following are the identified Project Deliverables and Results:

1. Six (6) evidence-based physical activity programs will undergo initial research and evaluation using a scoring matrix designed by the project staff; to be completed by 12-31-13.

RESULT:

The following evidence-based programs were evaluated and scored (see Attachment A): Active Living Every Day, Arthritis Walk With Ease, Arthritis Tai Chi, Enhance Fitness, Healthy Moves, and Fit & Strong. The three highest scores were Arthritis Walk with Ease (20 points), Enhance Fitness (18 points), Arthritis Tai Chi (17 points). This task was completed by December 17, 2013.

Allegheny County Department of Human Services Area Agency on Aging
 2013-2014 Senior Community Center Provider Performance, Enhancement and Innovation Fund Awards

4. Will you be continuing the project beyond the 2013-2014 fiscal year? If yes, please explain.

Yes. Vintage will continue to offer the evidence-based program Enhance Fitness. This program was well-received by the seniors during the 6-week pilot. Evaluation results are as follows:

Rate Your Satisfaction with the Enhance Fitness Class	Poor (1)	Fair (2)	Good (3)	Very Good (4)	Excellent (5)
The instructors (4.5)					
Overall Satisfaction with Enhance Fitness Class (4.3)					
Use of ankle weights for improved leg strength (4.3)					
More time devoted to higher intensity exercise (3.9)					
More exercises that improve balance (3.9)					