



Center for Active Adults 2016 Evaluation Report



February 10, 2017

**Vintage Senior Center
Annual Evaluation Report – Calendar Year 2016**

BACKGROUND

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

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. 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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2016 EVALUATION PLAN AND RESULTS

Program Evaluation activities for calendar year 2016 were comprised of the following elements:

- Five-Year Demographic Analysis
- Three-Year Center Program Utilization Analysis
- Satisfaction on Nutrition and Information Services (AAA network-wide survey)
- Six-Year Demographic and Outcome Study on Better Choices, Better Health

Five-Year Demographics

	FY 2011-2012	FY 2012-2013	FY 2013-2014	FY 2014-2015	FY 2015-2016
LUNCH: Average Participants Per Day	45.4	46.6	50.2	47.8	49.7
SOC/REC: Average participants Per Day	76.8	73.7	76.4	78.7	77.8
TOTAL AVERAGE PARTICIPANTS PER DAY	122.2	120.3	126.6	126.4	127.5
TOTAL NEW PARTICIPANTS REGISTERED	249	182	184	273	240
TOTAL UNDUPLICATED PARTICIPANTS SERVED	994	926	914	1,020	1087

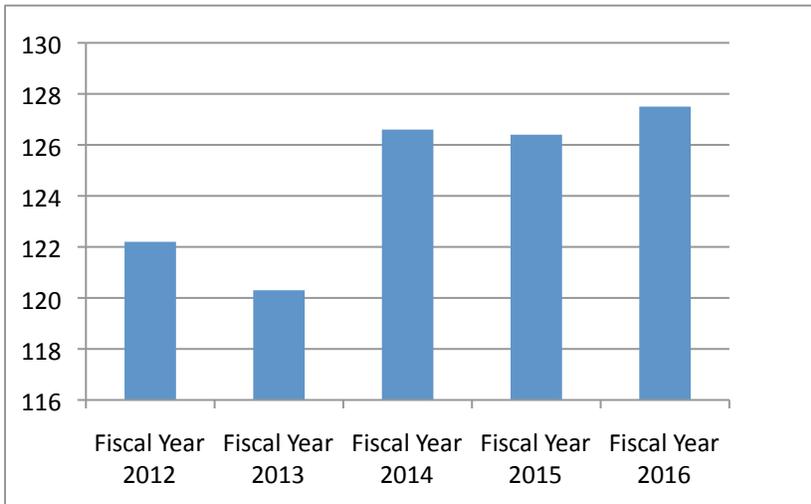
DEMOGRAPHICS

Female	74%	74%	73%	73%	73%
Male	26%	26%	27%	27%	27%
Live Alone	49%	47%	49%	51%	51%
African American/Black	78%	78%	79%	78%	78%
Caucasian/White	21%	21%	20%	20%	20%
Biracial/Other	1%	1%	1%	2%	2%
Under 60	not available	not available	5%	6%	5%
Age 60 - 64	2%	5%	15%	14%	14%
Age 65 - 74	35%	34%	37%	38%	39%
Age 75 - 84	38%	39%	33%	30%	29%
Age 85 and older	25%	22%	10%	12%	13%

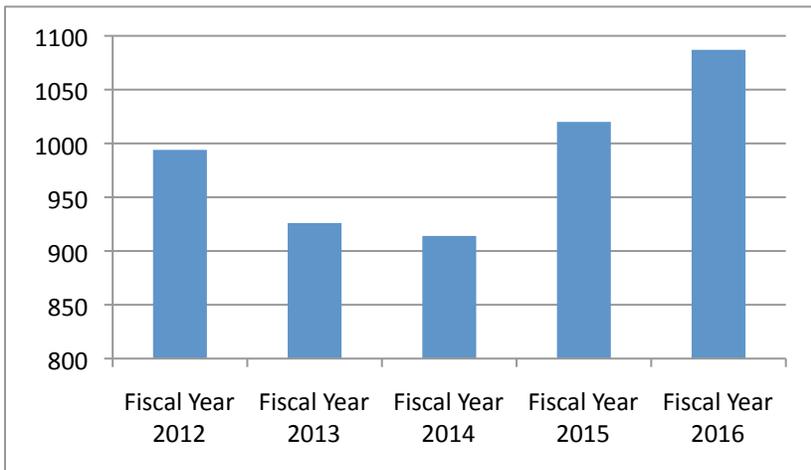
Findings

- Total attendance has increased by 4.3% (122.2 to 127.5). By comparison, the Allegheny County senior center network has reduced by 18% over the same time period.
- Total unduplicated participants served has increased by 9.3%
- Demographics remain stable for sex, living alone, and race. Changes are notable in ages served, with younger seniors increasing and those over age 85 decreasing.

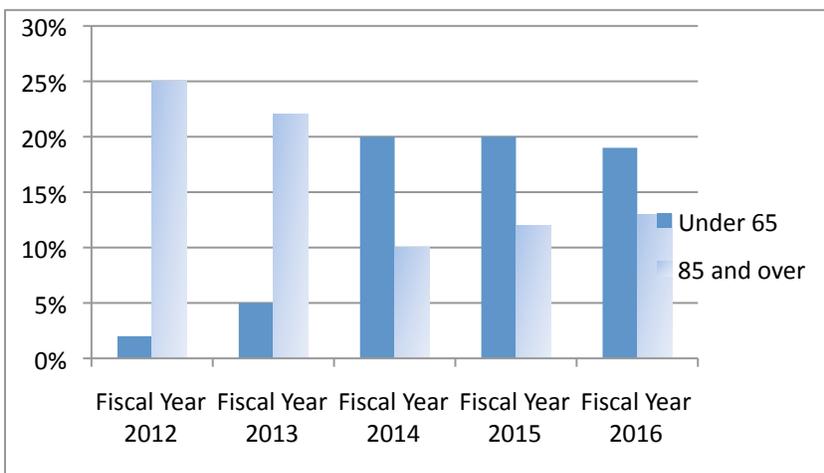
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Average Daily Attendance



Unduplicated Persons Served



Age Breakdown

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Three-Year Program Utilization

Data was extracted from the Co-Pilot system (electronic data collection) for the past three fiscal years. For the full detail, see Attachment A.

Findings

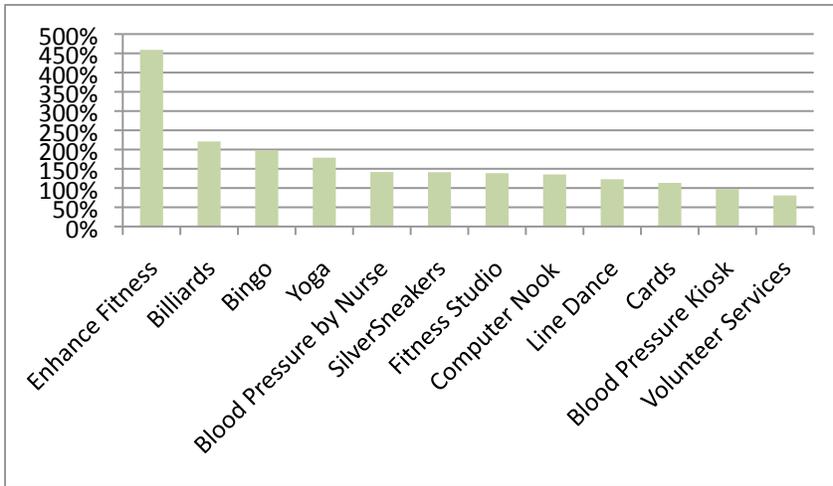
Twelve programs have experienced high growth over the past three years, ranging from an 81% increase to a 459% increase. The activities with the greatest growth over the past three years:

- Enhance Fitness (459%)
- Billiards (221%)
- Bingo (198%)
- Yoga (179%)
- Blood Pressure by Nurse (142%)
- SilverSneakers (141%)
- Fitness Studio (139%)
- Computer Nook (135%)
- Line Dance (123%)
- Cards (113%)
- Blood Pressure Kiosk (97%)
- Volunteer Services (81%)

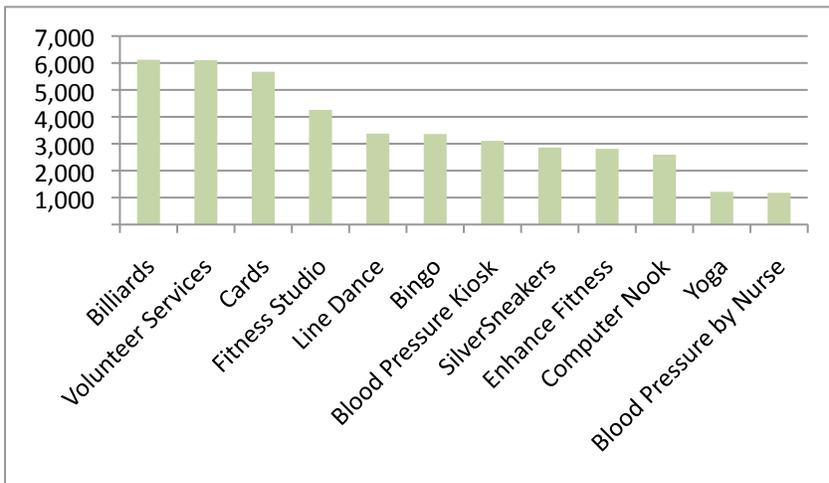
Not surprising, the programs that have experienced high growth are also the programs with the highest utilization. The activities with the highest number of units in fiscal year 2015-2016:

- Billiards (6,120)
- Volunteer Services (6,102)
- Cards (5,673)
- Fitness Studio (4,259)
- Line Dance (3,374)
- Bingo-all types (3,361)
- Blood Pressure Kiosk (3,109)
- SilverSneakers (2,860)
- Enhance Fitness (2,812)
- Computer Nook (2,595)
- Yoga (1,216)
- Blood Pressure by Nurse (1,179)

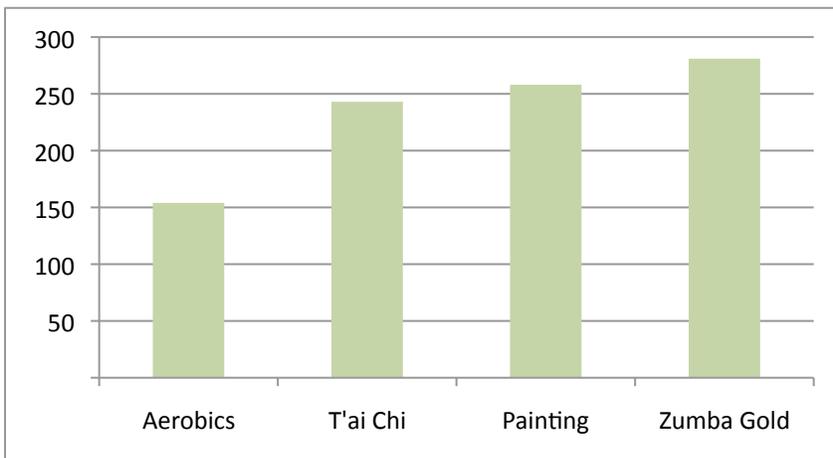
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Largest Increase in Units Over Three Years



FY 2016: Activities with Highest Utilization



FY 2016: Resource-Dependent Activities with Lowest Utilization

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Center Satisfaction Survey

In June of 2016, the Allegheny County Area Agency on Aging conducted a network-wide survey for the Lunch Program and for Information Services. Vintage collected 142 surveys, with the following results:

- The top reason cited for visiting Vintage was socialization/recreation (37%). Other reasons included fitness (16%), lunch (9%), educational program (9%), information services (9%), and volunteering (5%).
- Frequency of visits:
 - 46% 1-2 days per week
 - 46% 3-5 days per week
 - 8% less than once per week
- 82% of respondents agreed or strongly agreed that “my dining experience is pleasant”.
- 72% of respondents agreed or strongly agreed that “the lunch meets my dietary needs”.
- 75% of respondents agreed or strongly agreed that “I save money by eating at the Center”.
- 99% of respondents indicated they were aware of the Information Services available.
- 82% of respondents indicated they had received Information Services from Vintage.
- 96% of respondents indicated the Information Services received was helpful.

Better Choices, Better Health Comprehensive Evaluation

The Chronic Disease Self-Management Program (known locally as “Better Choices, Better Health”, was developed by Stanford University. In numerous studies, participants of the program demonstrated significant improvements in exercise, symptom management, communication with physicians, self-reported general health, health distress, fatigue, and activity limitations in comparison to peers who did not participate in the program.

Since 2010, Vintage has conducted 188 workshops; 2,681 participants have enrolled in the program and 2,208 participants have completed the program. This 82% graduation rate compares very favorably to the national average of 74%.

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Vintage contracts with the Evaluation Institute, Department of Behavioral and Community Health Sciences, Graduate School of Public Health at the University of Pittsburgh. Highlights of our comprehensive 6-year report are as follows:

- General Health Assessment Increased; improvements were statistically significant.
- Physical Activity Increased; improvements were statistically significant.
- Social/Activity Levels Increased; improvements were statistically significant.
- Health Distress Reduced; improvements were statistically significant.
- Self-Efficacy (Confidence) Improved; improvements were statistically significant.
- Communications with Health Providers Improved; improvements were statistically significant.

The report summary stated “the BCBH workshops have been successfully facilitated through Vintage for the past 6 years; during that time it has been shown that the program does work to improve the outlook on life of Allegheny County residents living with chronic conditions. The program helps people become more confident and able to combine more active lives with self-management of their chronic health conditions”.

SUMMARY

Based on the evaluation results reported, the following strengths have been identified:

- Positive growth in comparison to senior center network (+4% vs -18%).
- Success in attracting younger seniors
- Wide array of program offerings with utilization increasing over time
- Strong outcomes over six years in the Better Choices, Better Health program

Recommendations

- Complete cost/benefit analysis of low-utilization programs
- For 2017, the following elements should be included in the Program Evaluation Plan:
 - Comprehensive Review of Center Policies and Procedures
 - Utilization, Demographics and Satisfaction study on Information Services
 - Utilization, Demographics and Satisfaction study on Enhance Fitness
 - Participation in AAA network-wide survey (as indicated)

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ATTACHMENT A			
PROGRAM UTILIZATION OVER THREE YEARS			
Activity	FY 2013-2014	FY 2014-2015	FY 2015-2016
AARP Driver Safety	14	36	43
Aerobics	43	91	154
Aging Mastery Program			171
Ask Dr. Steve/Dr. Matt (PT)		44	80
Better Choices, Better Health	70	66	137
Bible Study	515	1,053	1,118
Billiards	2,772	5,509	6,120
Bingo	958	2,012	2,263
Blood Pressure by Nurse	488	1,017	1,179
Blood Pressure Kiosk	1,575	3,289	3,109
Book Club	32	62	39
Bowling	27	115	177
Brain Health		104	45
Bridge	257	609	572
Cards	2,658	5,712	5,673
Chess			116
Computer Nook	1,103	2,247	2,595
Computer with Dale	296	388	268
Craft Workshop		71	15
Crafts	401	822	620
Cultural Heritage Series		45	1
Enhance Fitness	503	1,936	2,812
Fitness Studio	1,785	3,959	4,259
French			14
Genealogy		3	35
GLB Moves			82
Health Fair		14	17
Health Screening			41
HomeMeds Medication Review			8
House Council	26	50	40
Keyboard/Piano			57
Line Dance	1,514	3,169	3,374
Line Dance Beginners			375
Medication Management	5	27	12
Mind Matters		41	33
Music		356	2
Open House			67
Oral History		5	11

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Activity	FY 2013-2014	FY 2014-2015	FY 2015-2016
Painting	158	352	258
Penny Bingo		488	664
Pitt Retiree Study		102	64
Pokeno	170	383	434
Prom		50	38
PTH-Chronic Conditions	71	92	163
PTH-Depression/Mental Health	73	110	52
PTH-Incontinence			20
PTH-Injury Prevention	32	106	44
PTH-Medication Management		42	133
PTH-Nutrition	12	22	182
Quilting	66	9	107
S/R/E-not in Sr Ctr	21	170	140
SilverScripts Medication Review	10	53	24
SilverSneakers	1,186	1,013	2,860
Spanish I	73	64	74
Spanish II	59	56	60
Spanish Practice			23
Speaker - Chronic Conditions			125
Speaker - Exercise			21
Speaker - Injury Prevention			27
Speaker - Medication Management			47
Speaker - Mental Health			38
Speaker - Nutrition			95
Speakers - TOTAL	22	24	353
Special Event	155	490	283
T'ai Chi	121	224	243
Theater Committee	53	146	107
Theater Guild Meeting			32
Trips - TOTAL	483	1,063	905
Trip - Cultural			30
Trip - Restaurants			91
Trip - shopping			97
Trip - Theater			75
Twilighters	50	180	214
Vintage Walkers	43	561	374
Volunteer Luncheon			54
Volunteer Services	3,376	7,086	6,102
Wii		91	120
Writing	60	182	147
Yoga	436	968	1,216
Zumba Gold	138	225	281
	21,910	47,204	52,151