

# Mid-Point Review Checklist for Senior Center Recertification

## Recommendations from last certification site visit

- center is addressing recommendations made in the most recent DAAS certification letter.

## Section 1: Information & Referral, Assistance, Publicity, and Marketing

### *Services*

#### Merit and Excellence

- services meet 85% service requirement
- I&R or better available for all services listed except those not provided locally
- services a.- e. provided on site

#### Excellence only:

- way to inform people about services in Columns A and B
- one or more services on site from 3 categories

### *Case Assistance*

#### Merit and Excellence: Center has:

- case assistance tool
- I&R system
- 2 forms of publicity (min.)

### *Marketing*

#### *Special* marketing efforts, on-going or at least once/yr. for each required population:

- Merit: low income, minority, and one other group from list
- Excellence: all 5 groups listed if the older adults in a group represent at least 5% of older adults in the community (centers must market to groups with disabilities, regardless of their number in the community)

#### *Excellence only: Training and outreach for others*

- trainings on aging issues for non-elderly audiences, averaging 2/yr.
- additional outreach activities (such as presentations, booths at local fair, etc.)

## Section 2: Activities, Volunteer Opportunities, Advocacy, and Transportation

### *Activities*

#### Regularly scheduled

- 9 for Merit
- 15 for Excellence

#### Special activities averaging annually

- 6/yr. for Merit
- 10/yr. for Excellence

#### Drop-in activities

- 3 used by 10% of average daily attendance (min.)

#### Overall activities from 3 categories above

- at least 2 activities in each of the 4 activity types from any of the categories
- programs and facilities planned for diversity

*Volunteers*

- volunteers engaged in 1 activity to benefit center; 1 to benefit community
- annual volunteer recognition
- Excellence only: written volunteer plan covers all 4 areas

*Advocacy*

- advocacy activities averaging 3/yr.

*Transportation*

- transportation *to the center* available
- Excellence only: working with CTIP or other local transportation planning

**Section 3: Planning, Evaluation, and Input from Older Adults**

*Mission and Advisory Body*

- center ensures that employees, volunteers, and participants know mission statement
- 60% of advisory body members meet center's definition of older adult
- advisory group members oriented within 2 months of beginning service
- orientation materials cover required topics; documentation of 2-hour orientation session

*Input from Older Adults*

Merit

- participants: 1 annual satisfaction measure
- nonparticipants: at a minimum, center will have 1 every three years

Excellence

- participants: 1 annual satisfaction measure
- participants: 1 other annual method of gaining information
- nonparticipants: 1 annual method
- 1 other way of gaining information for planning *other than* input from older adults

*Planning*

- Excellence only: a clear planning procedure
- Excellence only: written goals that are specific, measurable, attainable, realistic, and time-limited

**Section 4: Staff**

- meets personnel policy requirement
- paid, full-time director during recertification period
- all staff members receive 15 hrs. training annually, prorated for length of service and/or percentage of full time
- training covers all 3 topic areas within 5 yr. period
- directors hired in past 3 yrs. participated in Ann Johnson Institute
- Excellence only: staff members have annual training plans that meet requirements

**Section 5: Other Operational Issues**

*Collaboration*

- Merit: documented collaboration with 3 organizations annually or on-going

- Excellence: letter or memorandum of understanding (MOU) with 3 organizations annually.

*Facility*

- center open 40 hrs./week
- Excellence only: *regular* extended hours (or documentation of why they aren't offered)
- compliance with local codes
- plan for regular upkeep
- center accessible to people with disabilities
- meets square footage requirements
- center marked outside; directional signs exist or requested; regular and extended hours visible outside at entrance

*Financial*

- 2 annual fundraisers, grant applications, or other methods of increasing resources

Excellence only

- produces annual financial report
- advertises and can make above report available

**Section 6: The Extra Mile (Excellence only)**

- center has at least one appropriate activity/project for Q. 43 or 44
- center should be able to describe in writing the value of the center in the community (why it should be a Center of Excellence)

**Site Visit Activities (team will check during site visit)**

- contact information and scheduling posted for services listed in columns A, B, and C
- mission statement prominently displayed
- posting or documentation of compliance with local codes
- well-maintained grounds and interior
- accessibility features
- documentation for all SCOPE answers:** AAA might review appropriate documentation with the center. Refer center to documentation requirements/suggestions in "Instructions for the SCOPE and the Documentation."