

Senior Center Survey Analysis

November 4, 2022

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Methodology

- There are 145 multi-purpose senior centers in Nebraska.
- A meal site provides meals, without no additional services.
- A multi-purpose senior provides services beyond “just meals”, meals are not required.
- Senior Centers received an introductory email, with a link to Survey Monkey; or they received a mailed introductory letter and physical survey.
- Initial contact was initiated on July 27, 2022.
- Email recipients that had not completed the survey received occasional reminders to complete the survey.
- The State Unit on Aging attempted at least one contact for each participant that received a physical survey.
- Area Agencies on Aging (AAAs) were regularly apprised of their region’s completion rate. They actively encouraged survey completion.
- **127** multi-purpose senior centers completed the senior center survey.

Before we dig into the results....

- ❖ Let's take a moment to think about how senior centers across the state help older Nebraskans.
- ❖ There are amazing stories every day about the aging network touching the lives of others.
- ❖ We need to celebrate those victories, big and small.
- ❖ This survey is not a survey to point out "what we're doing wrong."
- ❖ Marie Kondo asks "Does this spark joy?"
Let's embrace that attitude.

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

So what do we do with these results?

- ❖ There is a lot of data.
- ❖ Data tells part of a story, but it can help guide our next steps.
- ❖ Identify resources & solutions AND who is best able to affect change.
- ❖ Some boxes will have a black border. A black border highlights something that may be relevant to that AAA.
- ❖ A black border does not mean your AAA has to do something.
- ❖ We aren't going to solve everything in this meeting or with this data, but we can find a few things to focus on.

As we go through the PowerPoint, consider:

- ❖ What are my PSA's biggest needs?
- ❖ Where can my AAA help the most?
- ❖ What should we be working on together statewide?
- ❖ Does a topic need more analysis? (This can vary by AAA)
- ❖ Today's Goals:
 - ❖ Find some data that interests you (circle it or mark it!)
 - ❖ Think about & chat with your team between now & December.
- ❖ December Area Plan:
 - ❖ Bring ideas!
 - ❖ We're going to use the time to talk about reactions, feelings, stuff to follow-up on.

Helping People Live Better Lives.

As we go through the PowerPoint, consider:

- ❖ We can't fix everything. What are some things we can do?
 - ❖ Create workgroups
 - ❖ Look at a process, talk through it with stakeholders
 - ❖ Create & Update Resources
 - ❖ Idea Banks
 - ❖ And more!
- ❖ You eat an elephant one bite at a time.



Image from Linked In's DevOps: Eating the elephant one spoon at a time!

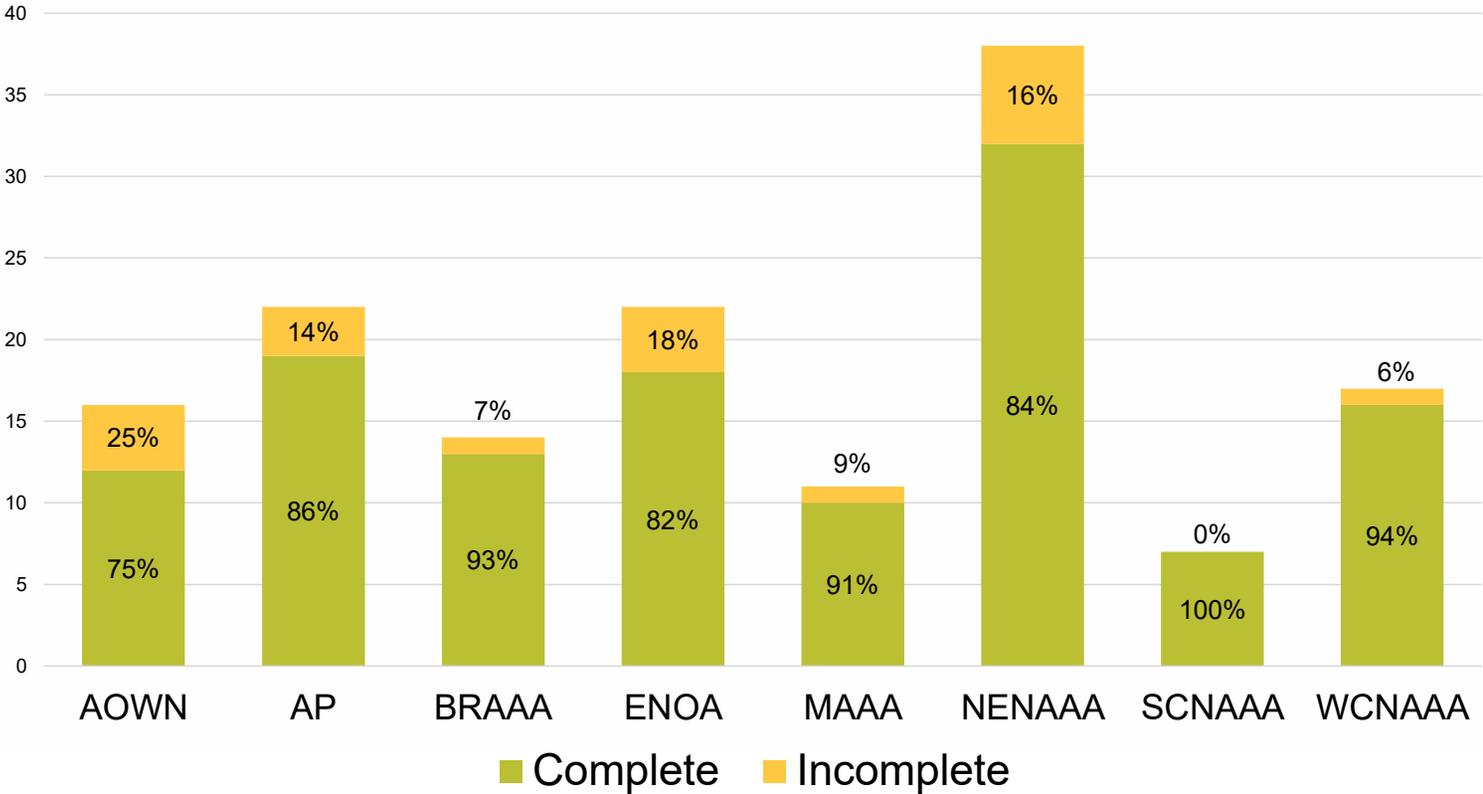
Helping People Live Better Lives.

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Senior Center Response Rate by AAA



NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

What Senior Centers Have Now

Select all that apply	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
There is an operations manual/senior center manual.	50%	21%	100%	83%	30%	78%	71%	100%	69%
There is Wi-Fi anyone can use.	33%	79%	54%	78%	50%	72%	57%	81%	67%
There are computers that anybody can use.	8%	58%	23%	44%	10%	28%	0%	31%	30%
There is virtual meeting equipment and software, like a webcam and Zoom.	8%	21%	46%	33%	40%	28%	29%	25%	28%
Senior center workers have access and use a computer.	17%	74%	69%	78%	80%	94%	71%	88%	76%
Senior center workers have access and use the internet.	33%	79%	77%	83%	80%	100%	43%	88%	80%
Offer multi-generational activities and programs.	33%	79%	38%	67%	40%	59%	14%	81%	57%
None of the above.	25%	0%	0%	11%	20%	0%	14%	0%	6%



DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

What Senior Centers Would Like

Select all that apply	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Have an operations manual/senior center manual.	8%	21%	8%	17%	10%	16%	0%	0%	12%
Add Wi-Fi anyone can use.	25%	21%	23%	17%	30%	9%	14%	19%	18%
Have computers that anyone can use.	33%	32%	23%	22%	30%	34%	14%	50%	31%
Offer tele-learning - speakers and group presentations via webinar.	33%	21%	23%	28%	50%	28%	14%	31%	28%
The senior center worker has access to a computer.	25%	5%	15%	22%	10%	3%	0%	0%	9%
The senior center worker has access to the internet.	17%	5%	8%	22%	10%	3%	14%	6%	9%
Offer multi-generational activities and programs.	17%	21%	8%	33%	20%	31%	14%	25%	24%
None of the above	25%	26%	38%	28%	30%	28%	43%	25%	29%



DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Senior Center participants think technology is...

Choice	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Tech is NOT Important	8%	0%	23%	11%	30%	13%	29%	19%	14%
Not Very	25%	5%	8%	17%	20%	16%	14%	13%	14%
Neutral	33%	53%	38%	50%	40%	38%	14%	31%	39%
Somewhat	8%	11%	23%	17%	10%	19%	43%	19%	17%
Tech is VERY important	25%	32%	8%	6%	0%	16%	0%	19%	15%
Important (Combined)	33%	43%	31%	23%	10%	35%	43%	38%	32%

BRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Rent, Own, or Other

	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Owens	50%	47%	8%	61%	30%	72%	86%	75%	56%
Rents	25%	32%	77%	28%	50%	28%	0%	13%	31%
Other	25%	21%	15%	11%	20%	0%	14%	13%	13%

What does Other mean?

- | | |
|--|---|
| • AAA rents building from city/town | • Rent from City |
| • City pays rent | • Senior Center owns buildings, AAA rents offices |
| • City/town owns & we use building | • The senior center has use of the Community Center at no cost. |
| • Didn't specify | • Use church hall, and make monthly donation |
| • Joint ownership - senior center board & city | • Use City's/Town's Community Center |

Are there any physical issues with the building?

Issue	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Needs new carpet or flooring.	33%	26%	38%	17%	30%	44%	29%	31%	32%
Needs new interior paint.	17%	21%	15%	28%	20%	31%	43%	6%	23%
Needs new exterior paint/siding.	8%	5%	0%	17%	20%	19%	29%	13%	13%
Needs new roof.	0%	5%	8%	0%	0%	13%	0%	19%	7%
Needs new doors (interior or exterior).	17%	0%	31%	11%	20%	25%	43%	13%	18%
Needs new windows.	25%	16%	15%	6%	0%	19%	14%	19%	15%
Needs new kitchen equipment.	50%	16%	23%	11%	10%	38%	14%	25%	25%



Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Are there any physical issues with the building?

Issue	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Needs updated plumbing.	17%	11%	15%	6%	20%	28%	14%	13%	17%
Needs updated heating and air (HVAC).	17%	5%	15%	17%	10%	19%	57%	13%	17%
Needs new furniture (couch, cozy chairs).	25%	16%	15%	11%	10%	19%	0%	19%	16%
Needs new dining tables/chairs.	8%	21%	8%	22%	10%	19%	0%	6%	14%
Needs handicap-accessible doors.	8%	11%	15%	22%	40%	16%	29%	13%	17%
None of the above	0%	32%	23%	33%	40%	16%	14%	19%	22%

What is your senior center's biggest challenge?

Issue	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Funding - it's hard to cover meal/staff/building costs.	42%	5%	8%	6%	30%	31%	14%	50%	24%
Staffing - its hard to find volunteers or qualified paid staff.	8%	37%	15%	11%	40%	16%	57%	13%	21%
Paperwork - lots of forms and signatures/initials.	8%	0%	23%	17%	0%	13%	0%	0%	9%
Physical Site - needs new equipment, carpet, need new location, etc.	0%	5%	8%	6%	0%	3%	0%	6%	4%
Low Attendance - fewer people are coming to the site each year.	25%	32%	23%	33%	20%	22%	14%	31%	26%
Other (please specify)	17%	16%	15%	11%	0%	16%	14%	0%	12%
None of the above	0%	5%	8%	17%	10%	0%	0%	0%	5%



DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

What is your senior center's biggest challenge?

What does Other mean?

- Close parking, we have street parking only with no other option
- Funding, paperwork, & low attendance
- Funding, paperwork, volunteers, and low attendance
- Funding, Staffing, and Low Attendance
- Funding, Staffing, Paperwork, Low attendance (AAA would say \$), low attendance because of death
- Getting into the center is difficult because we have a slight grade going up which makes anyone with breathing or joint pain more difficult.
- Getting open again & low attendance
- I would have to talk to someone on the phone.
- I would not say hard to cover costs but can be challenging
- Lack of office space/storage space
- Meal Contract
- Not a meal site
- Senior Center could use more space for exercise and kitchen
- Staffing & low attendance
- We have several participants but few (since Covid) come into the Center. love the meals and activities but want to eat at home or pick up their meal
- Close parking, we have street parking only with no other option
- Funding, paperwork, & low attendance

How are service units reported?

Issue	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Complete the log sheet/grid sheet and email it to the AAA.	0%	11%	46%	50%	40%	78%	29%	56%	45%
Complete the log sheet/grid sheet and mail or fax it to the AAA.	75%	11%	31%	22%	0%	3%	57%	6%	20%
Fill out a spreadsheet and email to the AAA.	0%	5%	0%	11%	50%	16%	14%	38%	16%
Other (please specify)	25%	74%	23%	17%	10%	3%	0%	0%	20%

What does Other mean?

- At the end of the month, I scan [paperwork] and email it to the AAA from my house.
- Both - Complete the log sheet/grid sheet and email/mail or fax it to the AAA
- Did not specify
- Kiosk & Online Database
- Senior Stat
- Take to AAA

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

When a client needs an intake...

Issue	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
A staff member sits down with the new person and helps them complete the client intake form.	50%	32%	15%	33%	60%	38%	29%	31%	35%
The client completes the form on their own.	17%	42%	77%	50%	20%	28%	43%	38%	39%
Other (please specify)	33%	26%	8%	17%	20%	34%	29%	31%	26%

What does Other mean?

- Both ways
- Did not specify
- I do it if its a phone client
- If the client needs help, I help them
- Sometimes people fill the paperwork at home and bring it/mail it back
- We offer to help them fill it out or give them the option to fill it out at the senior center or at home and bring it back or mail it

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Client intakes are updated...

Issue	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
During their birthday month.	0%	0%	0%	0%	0%	6%	0%	13%	3%
Everyone gets updated at the same time each year.	83%	11%	92%	67%	10%	41%	29%	44%	46%
When the client needs new/more services.	8%	37%	0%	22%	30%	41%	57%	13%	27%
It depends. (please specify under Other)	8%	16%	0%	0%	30%	13%	14%	19%	12%

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Client intakes are updated... (Other)

- A through L is updated first till done beginning in January. After A through L is updated, M through Z is updated about a month later.
- AAA office usually sends out email or intake to have it updated.
- Also if client needs additional services
- Annually
- At recommendation by our regional agency on aging. We are working to create a local database for all intakes to streamline this process.
- Every few years unless it is evident there is a change in their contact information, services needed, or income.
- Have never updated info on intake.
- Home Delivered Meals are updated initially after 2 weeks (if temporary) or 3 months then annually on birthday month if applicable.
- Home delivered meals update every three months. Whenever the agency contacts us on the ones needed.
- I am a new Manager so I do not know how it was done before, but I would like to do it once a year.
- I think the b-day month sounds somewhat feasible if you have all the birthdays recorded. Maybe breaking it into quarters of the year would make it seem like a possible task rather than impossible task for a 1-person management operation.

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Client intakes are updated... (Other continued)

- I try to do intakes during birthday month however I update them as needed.
- I'm new, and not sure.
- Intakes reviewed quarterly for outdated intake forms.
- Meal participants do yearly - others when they come in for new service
- N/A
- Starting January 1st of every year until they are completed or as new ones come in
- the goal is annually, but sometimes the client moves on or passes away.
- We go through all our intakes at the end of the year- and ask our clients if there are any changes. Clients we see less often we make a list, and ask them as soon as we see them again.
- We update annually or if something has changed
- We update yearly based on their original intake date
- When AAA tells us to
- When the client hasn't updated for a couple of years we start the process of updating them.
- When we inactivate someone we usually check them all.
- Yearly for CM and every 6 months for HDM

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

What is the hardest part of doing ... paperwork?

- Clients are uncomfortable sharing private information. (Income)
- Clients don't know why the information is needed.
- Didn't specify
- **Difficult doing on a computer because my office is small**
- Don't have any problem doing the paperwork. **Especially since they took the S.S. numbers off of the papers.**
- Don't know what "SERVICE UNIT" is.
- Forms are outdated; data is needed on the side of the form? **possible to develop a fillable form; spreadsheet format so could quickly search to use the data so that it could be considered information.** Seems to be lots of white space on the paper; the questions are hard to answer yes/no
- Getting everyone to sign them.
- Getting it all scanned and sent to the agency from my house.
- **Getting the people to fill them out, they don't like the part about income. Once you explain how the system works, then there OK**
- Having the same paperwork done on numerous forms.
- I do not feel that is hard to do. **The client intake is more of a remember to update.** Getting the intakes to the AOA is my hardest task. Getting people to understand the "why" of the intake form.
- **It is always changing and the client's get upset with all of the signatures...they just want to eat and visit.**
- It is not difficult.
- Knowing who needs one and who doesn't

Helping People Live Better Lives.

What is the hardest part of doing the... paperwork?

- **Language - we need intakes in Spanish**
- Not enough time to complete the paperwork.
- People are adverse to answering the question regarding income status. **A "decline to answer" check-box would be nice if it is possible to add that.**
- People don't like to give out financial information **even if it is only checking above or below the poverty level.**
- Senior have difficulty providing all current information.
- So much documentation!
- Some of questions on back are hard to understand.
- Some of the Nutrition Rick Questions are asked tricky
- Some of the questions seem repetitive. **Our clients that get just medical equipment find it too intrusive when they have to answer a bunch of questions about their nutrition.**
- **Teaching a new employee all the different paperwork**
- the client uses the kiosk plus we have them physically sign in. We should be able to retain more info from the intake form so we do not have to keep them.
- **Too much - Sorry - Don't need all the information Needs to be cut in half**
- Updating client intakes due to the several times that the intake forms were changed.
- Working with the AAA on guest numbers.

If you could change one thing about paperwork?

- computer generated so you have them here all the time
- Did not specify
- Don't know what "SERVICE UNIT" is.
- Each Center takes care of their own to simplify the process.
- have it done on computer not by hand
- Have it online and client can sign after corrections made
- Having all paperwork/spreadsheets in one area online.
- I do not think it needs to be changed. I think less physical paper for managers and more online forms would be better than all the scanning we have to do at the end of the month.
- I don't really have anything that I would change.
- Just complete it with client with a laptop document and submit at that time.
- I would have the time to sit and help them complete the intake paperwork.
- I wish there where a way for clients to sine once for all units instead of having to sign one for each unit each day.
- Make it electronic.
- NO more Home Delivered validation forms !!

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

If you could change one thing about paperwork? (Intake feedback)

- Include emergency contacts.
- If possible to condense the information onto one sheet it seems to be less intimidating for the client. The more paperwork we give them the more reluctant they become.
- A DIFFERENT VERSION FOR INDEPENDENT PEOPLE
- Not having to do the paperwork more than one time. Government wants the same things on numerous different papers. just repeating everything.
- Asking, Income level
- Make sure the space for the DATE of client's signature remains on the form. This helps to determine when it should be updated (every few years)
- Make it more simple for them.
- nutrition assessment question #3, confusing to most clients
- page 2 asks many questions that are very personal
- Removing the question asking for social security number
- Shorten it to 2 pages.
- Simplify it! If she was 60 yesterday, she's still 60 today! Does it really matter if the \$12 cash income was for a to go meal or a home delivered one? Too much excruciating detail.
- If possible to condense the information onto one sheet it seems to be less intimidating for the client. The more paperwork we give them the more reluctant they become.

If you could change one thing about paperwork? (Intake feedback)

- Condense it to a birthdate and signature.
- Condense it to fewer questions that are more prevalent to our center and programs
- Design the back to a easier format.
- explanation of services offered
- Fewer personal questions that make them uncomfortable answering.
- Financial
- Have a page they can let us know their diet and things they can't eat as well as likes and dislikes.
- add interests or what things they would like to request
- I feel that people do not understand the need to fill out the intake form if there was an cover page to the form it maybe helpful.
- Less paperwork for each client
- Less personal questions, omission of the social security question
- keeping the form simple--hopefully more user friendly for the participant to handle w/o the necessity of the manager or co-worker to be seated next to them
- Just repeat the name only on each page

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Does your senior center offer meals & what type?

Response	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Yes	92%	95%	92%	94%	100%	91%	100%	100%	94%
No	8%	5%	8%	6%	0%	9%	0%	0%	6%

Choices	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Congregate Meals	92%	95%	92%	89%	100%	84%	100%	100%	92%
Home Delivered Meals	92%	58%	92%	28%	100%	81%	71%	88%	74%
To Go Meals	92%	42%	92%	6%	90%	91%	100%	81%	71%
Nutrition Education with Congregate Meals	50%	79%	15%	44%	90%	72%	43%	6%	53%
Nutrition Education with Home Delivered Meals	50%	32%	15%	6%	90%	69%	14%	6%	38%



DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Are the meals prepared on-site?

Choices	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Yes, meals are prepared in our kitchen.	100%	28%	42%	18%	50%	83%	100%	94%	63%
No, meals are brought in from another kitchen.	0%	67%	58%	76%	50%	17%	0%	6%	36%
Yes & No, some meals are prepared locally others are brought in from another kitchen.	0%	6%	0%	6%	0%	0%	0%	0%	2%

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Did your senior center provide To Go Meals?

Choices	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Did Not Do To Go Meals	0%	39%	17%	53%	10%	7%	0%	6%	18%
	18%	28%	17%	12%	0%	10%	29%	6%	14%
Neutral	36%	11%	25%	18%	20%	17%	0%	19%	18%
	27%	0%	0%	0%	30%	3%	0%	13%	8%
Regularly Used To Go Meals	18%	22%	42%	18%	40%	62%	71%	56%	42%



DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Does your senior center want to provide To Go Meals?

Choices	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Do Not Want to Provide To Go Meals	0%	33%	8%	35%	0%	7%	14%	13%	15%
	9%	0%	0%	12%	0%	0%	0%	6%	3%
Neutral	0%	17%	17%	18%	0%	3%	0%	13%	9%
	9%	22%	17%	12%	0%	0%	0%	0%	8%
Does Want to Provide To Go Meals	82%	28%	58%	24%	100%	90%	86%	69%	65%

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

What meals are the easiest to provide?

Choices	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Congregate Meals	9%	44%	17%	47%	0%	28%	14%	38%	28%
Home Delivered Meals	9%	6%	0%	0%	0%	3%	0%	0%	3%
To Go Meals	0%	0%	0%	18%	10%	3%	0%	0%	4%
They're all about the same	82%	50%	83%	35%	90%	66%	86%	63%	65%

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

What meals are the hardest to provide?

Choices	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Congregate Meals	9%	17%	0%	18%	0%	10%	0%	0%	8%
Home Delivered Meals	9%	39%	33%	24%	40%	21%	29%	13%	25%
To Go Meals	0%	0%	0%	12%	0%	3%	14%	19%	6%
They're all about the same	82%	44%	67%	47%	60%	66%	57%	69%	61%

Nutrition Education & UNL Extension Office

- ❖ Erik is working with the UNL Extension Office to help generate more nutrition education for older Nebraskans.
- ❖ Rather than do two separate surveys, the senior center survey “absorbed” the planned nutrition education survey.
- ❖ That’s why you see so many nutrition education questions.
- ❖ Statewide information was shared with the UNL Extension.
- ❖ The UNL extension is working on developing printable, online materials geared towards older adults.
- ❖ The goal is to have more resources available to the public in late 2023.
- ❖ All senior centers were asked these questions, even if they skipped the meal questions.

How do you get your Nutrition Education Materials?

Choices	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
The AAA	50%	53%	77%	61%	100%	97%	100%	88%	78%
The local public health department	25%	21%	0%	28%	40%	16%	0%	19%	19%
The local county extension office	8%	16%	0%	17%	40%	9%	0%	13%	13%
Other organizations like the American Heart Organization	17%	16%	15%	28%	30%	13%	14%	38%	20%
Find own materials (local providers, businesses, browsing the internet)	17%	16%	15%	33%	30%	31%	29%	38%	27%
I would like to get more Nutrition Education materials.	0%	11%	31%	39%	20%	22%	29%	19%	21%
The Senior Center does NOT provide Nutrition Education.	8%	0%	8%	0%	10%	0%	0%	6%	3%



DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

What type of Nutrition Education topics are interesting?

Choices	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Food preparation for healthy living	8%	63%	31%	33%	30%	59%	43%	44%	43%
Managing a food budget/Shopping for value	58%	58%	38%	72%	40%	66%	14%	38%	54%
Shopping for groceries online	33%	58%	8%	50%	40%	13%	0%	25%	29%
Food safety	17%	53%	23%	39%	40%	56%	71%	31%	43%
Meal planning	33%	47%	38%	44%	60%	50%	71%	44%	47%
Eating more fruits and vegetables	25%	53%	15%	50%	50%	59%	57%	50%	47%
Gardening	17%	58%	15%	33%	40%	25%	29%	25%	31%
Nutrition Facts Label	8%	74%	23%	44%	20%	53%	43%	25%	41%
MyPlate (Food Pyramid) food groups	8%	42%	15%	22%	40%	34%	0%	13%	25%
None of the above	17%	0%	23%	11%	10%	3%	0%	6%	8%



DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

How often does your senior center do Nutrition Education?

Choices	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Monthly	0%	95%	8%	0%	70%	91%	14%	6%	45%
Quarterly	33%	0%	23%	33%	20%	0%	57%	13%	15%
Semi-Annually	25%	0%	0%	92%	0%	0%	0%	13%	13%
Annually	0%	0%	8%	0%	0%	0%	0%	13%	2%
Other (please specify)	17%	5%	23%	17%	0%	6%	29%	31%	13%
Don't provide	25%	0%	38%	8%	10%	3%	0%	19%	11%

Other means:

- | | |
|--|---|
| • Daily | • Upon request |
| • When the AAA Supplies It | • When available |
| • At Least twice a year, sometime more | • Could do more if funding was allowed for materials we procure |

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Nutrition Education is provided which meals?

Choices	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Congregate Meals	50%	89%	38%	50%	90%	75%	57%	50%	65%
Home Delivered Meals	33%	42%	31%	0%	90%	66%	43%	13%	40%
To Go Meals	33%	26%	23%	0%	70%	59%	29%	19%	34%
Not provided during a meal.	25%	0%	46%	39%	10%	9%	14%	31%	20%

How can the SUA help with Nutrition Education?

- More resources (handouts, pamphlets, etc.)
- Don't know
- Make it so the articles don't have to be by a registered dietician.
- Provide a nutritionist to come and speak at our Congregate Meal.
- More funding
- [AAA] does a great job
- What is the SUA?

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

What's the best Nutrition Ed format for your senior center?

Choices	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Recorded videos	0%	5%	8%	17%	20%	22%	0%	25%	14%
Live web-based class (Facebook, Zoom, Get Set Up)	0%	0%	0%	6%	10%	3%	0%	6%	3%
In-person classes	42%	84%	38%	61%	70%	41%	57%	50%	54%
Hard copy handouts/flyers	83%	95%	77%	83%	90%	91%	86%	81%	87%
None of the above	0%	0%	15%	6%	0%	6%	0%	0%	4%

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Everything currently available at your senior center?

Choices	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Health related activities like Blood Pressure Screenings and Foot Clinics	83%	89%	54%	50%	60%	84%	71%	75%	73%
Health programs with multiple sessions (Tai Chi, Chronic Disease Management, Stepping On)	8%	63%	15%	56%	60%	50%	0%	50%	43%
Social Events like quilting bees, crafting clubs, pool tournaments, and book clubs	75%	79%	15%	56%	40%	63%	57%	69%	59%
Casual or passive activities like puzzles, tv watching, coloring, etc.	75%	89%	77%	56%	80%	81%	71%	75%	76%
Intergenerational programs like grade school grandparent pen-pals, youth recitals, etc.	0%	42%	8%	39%	0%	3%	0%	31%	17%
None of the above	0%	0%	0%	17%	0%	0%	0%	0%	2%

ASKA
Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

The senior center would like more information on...

Choices	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Health related activities like Blood Pressure Screenings and Foot Clinics	25%	16%	38%	50%	10%	25%	0%	6%	24%
Health programs with multiple sessions (Tai Chi, Chronic Disease Management, Stepping On)	33%	21%	15%	22%	30%	19%	29%	31%	24%
Social Events like quilting bees, crafting clubs, pool tournaments, and book clubs	8%	26%	0%	11%	30%	19%	0%	0%	13%
Casual or passive activities like puzzles, tv watching, coloring, etc.	75%	89%	77%	56%	80%	81%	71%	75%	76%
Intergenerational programs like grade school grandparent pen-pals, youth recitals, etc.	25%	11%	8%	28%	50%	38%	29%	38%	28%
None of the above	50%	42%	38%	22%	30%	28%	57%	38%	35%

ASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Counting Social Activities & Most Popular Activities

Choices	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
# of sessions/activities & # of participants	50%	42%	69%	50%	60%	41%	71%	38%	49%
total time & # of participants	42%	53%	31%	33%	30%	44%	14%	50%	40%
Other (please specify)	8%	0%	0%	11%	0%	13%	14%	6%	7%

Most popular activities (besides meals):

• Being social	• Donuts & Coffee
• Bingo	• Monthly birthday party/merrymakers
• Blood Pressure Clinic	• Music/singing/playing piano/live music
• Cards/Card club	• Pool
• Ceramics	• Puzzles/Word searches
• Coffee	• Speakers
• Crafts	• Tai Chi
• Dominoes	

What type of physical activities are your participants interested in?

Physical Activities..	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
To do at home	33%	37%	38%	56%	50%	50%	43%	50%	46%
To do while sitting	83%	74%	54%	72%	70%	81%	71%	63%	72%
For beginners	33%	58%	46%	44%	50%	56%	14%	44%	47%
That improve balance	75%	84%	62%	67%	80%	81%	71%	63%	74%
That improve strength	50%	79%	38%	56%	60%	69%	57%	50%	60%
That improve flexibility	25%	68%	46%	56%	70%	53%	57%	56%	54%
Cardiovascular exercises (running, walking, jumping rope)	17%	16%	15%	11%	20%	31%	0%	25%	20%
Yoga/stretching	33%	42%	15%	22%	40%	31%	29%	44%	32%
Meditation/mindfulness	25%	26%	15%	39%	20%	31%	29%	19%	27%
None of the above	8%	5%	31%	11%	10%	3%	14%	13%	10%

Statewide data has been shared with the UNL Extension team.

Let's talk Legal Services & [Legal] Outreach...

Legal Services	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Hosted a Legal Clinic	8%	16%	15%	0%	0%	9%	0%	19%	9%
Had a speaker talk about legal documents (Power-of-attorney, will, advanced directives, etc.)	25%	37%	31%	22%	20%	13%	0%	13%	20%
Watched the Elder Justice Annual Training	0%	0%	15%	0%	30%	0%	0%	13%	6%
Provided another type of legal-related presentation/educational class	0%	16%	8%	17%	0%	9%	14%	6%	9%
None of the above	67%	42%	38%	61%	30%	56%	86%	63%	54%

Some of the AAAs don't add up to 100%, the "Other" option wasn't included in calculations. Here are the examples of "Other":

- | | |
|----------------------------|------------------------------|
| • Blood pressure screening | • AAA gives us this info |
| • Financial Planning | • Have a speaker coming soon |
| • Nothing related to this | • Legal Aid of NE speaker |
| • Fire Prevention | |

SHIP Counseling & More Information Requested

SHIP Counseling	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Had Speaker	25%	74%	62%	17%	60%	16%	43%	44%	39%
Had Clinic or One-on-Ones	17%	32%	15%	0%	30%	28%	0%	13%	19%

More Information Requested...

SHIP Counseling	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Yes	42%	16%	54%	61%	40%	63%	57%	31%	46%
No	58%	79%	46%	33%	50%	34%	43%	63%	50%

Legal Services	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Yes	42%	53%	54%	61%	80%	69%	86%	50%	61%
No	58%	42%	46%	33%	10%	28%	14%	44%	35%

LTC Ombudsman	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Yes	17%	47%	46%	33%	60%	69%	43%	56%	50%
No	83%	47%	54%	61%	30%	28%	57%	38%	46%



Helping People Live Better Lives.

Staffing & Volunteer Snapshot

Staffing	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
0 paid staff	8%	26%	0%	11%	0%	0%	0%	0%	6%
1 paid staff person (full or part-time)	8%	58%	31%	50%	20%	25%	14%	31%	32%
2-3 paid staff (full or part-time)	67%	5%	54%	22%	50%	44%	29%	31%	36%
4+ paid staff (full or part-time)	17%	5%	15%	11%	20%	28%	57%	31%	21%

Volunteers	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
0 volunteers.	8%	0%	31%	17%	0%	16%	0%	0%	10%
1 - 4 volunteers	75%	42%	31%	33%	30%	31%	86%	19%	39%
5 - 9 volunteers	0%	26%	23%	22%	10%	16%	0%	13%	16%
10 - 19 volunteers	8%	16%	8%	22%	30%	28%	0%	38%	21%
20+ volunteers	8%	11%	8%	0%	20%	6%	14%	25%	10%



DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

What do Paid Staff do at the senior center?

Choices	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Manage Intakes	92%	68%	69%	83%	90%	91%	100%	88%	84%
Meal Counts/Service Unit paperwork	92%	74%	100%	83%	90%	88%	86%	88%	87%
Organize Volunteers	42%	58%	77%	61%	90%	81%	86%	69%	70%
Handle cash/funds/funding requests to AAA	75%	68%	92%	72%	90%	88%	86%	88%	82%
Make/Serve Meals (Congregate & To Go)	100%	68%	85%	78%	90%	84%	100%	88%	84%
Deliver Home Delivered Meals	67%	21%	77%	17%	70%	44%	71%	56%	47%
Plan and/or lead activities	25%	63%	62%	72%	90%	63%	29%	69%	61%
Provide or coordinate transportation (or assisted transportation)	17%	53%	15%	28%	20%	53%	57%	38%	38%
None of the above	0%	16%	0%	11%	0%	0%	0%	0%	4%

ASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

What do Volunteer Staff do at the senior center?

Choices	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Manage Intakes	17%	37%	69%	61%	80%	84%	14%	88%	62%
Meal Counts/Service Unit paperwork	17%	58%	92%	72%	80%	81%	14%	88%	69%
Organize Volunteers	25%	53%	69%	56%	80%	75%	14%	69%	60%
Handle cash/funds/funding requests to AAA	50%	58%	92%	61%	80%	81%	14%	88%	70%
Make/Serve Meals (Congregate & To Go)	50%	68%	85%	72%	90%	81%	29%	88%	74%
Deliver Home Delivered Meals	33%	32%	77%	17%	80%	44%	43%	56%	45%
Plan and/or lead activities	42%	63%	54%	72%	80%	53%	0%	63%	57%
Provide or coordinate transportation (or assisted transportation)	17%	53%	15%	28%	20%	53%	57%	38%	38%
None of the above	8%	16%	0%	6%	0%	3%	43%	0%	7%

ASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Background Checks & Your Senior Center

Choices	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
All staff & volunteers have a background check done.	42%	16%	15%	17%	70%	9%	29%	13%	21%
Some staff & volunteers have had a background check done.	8%	5%	0%	17%	0%	3%	14%	6%	6%
No staff & volunteers have had a background check done.	0%	26%	0%	6%	0%	6%	14%	6%	8%
Only staff have had a background check done.	42%	32%	85%	50%	10%	75%	43%	69%	55%
Only volunteers have had a background check done.	0%	0%	0%	0%	0%	0%	0%	0%	0%

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

What are all the challenges your Senior Center faces?

Choices	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Our senior center is entirely volunteer-driven.	0%	26%	0%	6%	0%	0%	0%	6%	6%
Its hard to hire someone at the rate we can afford.	33%	21%	8%	28%	20%	66%	86%	50%	40%
Our senior center can't afford a full-time staff person.	8%	26%	8%	6%	20%	6%	14%	31%	14%
Personality conflicts.	8%	0%	0%	6%	10%	9%	14%	19%	8%
Its hard to know what to do / There is little training.	8%	5%	8%	0%	0%	9%	0%	6%	6%
There's a lot of turnover.	25%	0%	0%	6%	20%	9%	0%	0%	7%
There are a lot of regulations to know.	25%	21%	23%	6%	10%	47%	14%	13%	24%
None of the above	42%	26%	69%	44%	50%	22%	14%	19%	34%

Volunteer – More information & further support

More Information	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Yes	33%	37%	46%	22%	70%	44%	57%	44%	42%
No	67%	58%	54%	72%	20%	53%	43%	50%	54%

Other ways to support volunteers & staffing?

- | | |
|--|--|
| <ul style="list-style-type: none"> • A way to offer insurance to employees that doesn't cost, possible a group Senior Center policy that all Centers employees would fall under. Without insurance it's been really hard! | |
| <ul style="list-style-type: none"> • It would be wonderful to have a stipend/or volunteer manager to supervise the congregate meals. | |
| <ul style="list-style-type: none"> • People want full-time jobs/more pay/benefits | <ul style="list-style-type: none"> • Expanding our volunteer pool. |
| <ul style="list-style-type: none"> • Less Paperwork | <ul style="list-style-type: none"> • More funding |
| <ul style="list-style-type: none"> • How to/Help recruiting new participants | <ul style="list-style-type: none"> • Just need help with cleaning, volunteers are too old to clean. |
| <ul style="list-style-type: none"> • Our center desperately needs a back[up] for the center manager. | <ul style="list-style-type: none"> • Provide computers at each Center |
| <ul style="list-style-type: none"> • Attracting volunteers | <ul style="list-style-type: none"> • To have both congregate and meals to go. |
| <ul style="list-style-type: none"> • There is so little flexibility given to requirements | <ul style="list-style-type: none"> • Volunteers should get a free meal. |

How does your senior center receive AAA funds?

Choices	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Our senior center contracts with the AAA for a per unit reimbursement rate.	17%	16%	15%	22%	40%	84%	29%	81%	45%
Our senior center contracts with the AAA that does not have a per unit reimbursement rate.	0%	0%	0%	6%	0%	3%	29%	0%	3%
Our senior center receives a subaward (grant) from the AAA.	0%	26%	0%	6%	0%	9%	43%	6%	10%
The AAA runs our senior center. (AAA employees staff the senior center.)	25%	11%	54%	17%	40%	0%	0%	0%	15%
None of the above. (Our senior center does NOT receive AAA funds.)	17%	11%	8%	22%	0%	0%	0%	0%	7%

Other Responses:

- AAA contracts with Aging Services who employees a cook who does the meals
- Admin takes care of this, unsure
- Funding from the Older American's Act
- I don't know

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Best way to describe your senior center organization?

Choices	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Senior Center employees are AAA employees.	42%	16%	92%	22%	50%	3%	0%	0%	24%
The Senior Center is part of a larger organization or group of senior centers.	25%	21%	23%	22%	0%	9%	14%	6%	15%
The Senior Center is a registered non-profit organization (501c3).	42%	47%	15%	39%	30%	84%	86%	81%	57%
The Senior Center is its own agency but is not a registered non-profit organization (501c3).	0%	0%	0%	6%	10%	6%	0%	0%	3%

Funding comes from a lot of places....

Choices	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Local AAA (Area Agency on Aging)	50%	47%	85%	50%	80%	97%	100%	88%	75%
DHHS (like Medwaiver, SSBG) & other State Agencies	50%	21%	8%	0%	30%	56%	71%	50%	35%
County government	17%	21%	15%	0%	40%	3%	43%	13%	14%
Town/City government	17%	53%	23%	11%	50%	22%	29%	19%	27%
Private business	8%	21%	8%	11%	0%	6%	0%	0%	8%
Community foundations	17%	42%	8%	39%	20%	19%	43%	44%	28%
Local fundraising	25%	63%	15%	39%	60%	78%	71%	69%	56%



DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Fundraising – Who does it & what does it look like?

Choices	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Fundraising events	25%	68%	15%	33%	50%	88%	86%	81%	60%
Donated or low-cost furniture/items	8%	11%	8%	11%	20%	13%	0%	38%	14%
Apply for local grants/funds	25%	68%	8%	33%	10%	78%	57%	69%	50%
None of the above	42%	5%	69%	44%	30%	0%	14%	6%	22%

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Fundraising – How often do you do it?

Choices	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
1x a year	8%	21%	0%	22%	20%	13%	43%	6%	15%
1x every six months	17%	0%	0%	0%	10%	3%	0%	13%	5%
1x every quarter	0%	16%	0%	6%	10%	16%	14%	19%	11%
1x a month	8%	11%	0%	6%	0%	34%	29%	13%	15%
more than 1x a month	0%	5%	0%	0%	0%	13%	0%	19%	6%
Our senior center doesn't do fundraising	67%	21%	77%	39%	20%	3%	14%	6%	27%
Other (please specify)	0%	21%	15%	22%	20%	16%	0%	19%	16%

ASKA
Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Fundraising – How often do you do it? (Other Responses)

- None
- 1x a month minimum
- we did develop a cookbook, sold memorial flowers; have developed a fundraising committee
- Fundraise for only specific events or projects
- Summers at Farmers Market - have dine out to buy [illegible]
- 4-6 events a years
- 1x a month for a few months a year
- we do a special meal on Thursdays for a higher fee.
- the agency as a whole does fundraising, sometimes with our help

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Fundraising – What does it look like

- | | |
|-------------------------------|-----------------------------------|
| • Garage/Rummage/Yard Sales | • Coffee & Card playing |
| • 5K/Fun Run/Walk-a-thon | • Festivals/Farmers Market booths |
| • Craft Show | • Silent Auctions |
| • Raffles | • Dances |
| • “Big Give” Events | • Memorial Day Flowers |
| • Entertainment with a Charge | • “No Senior Goes Hungry” Events |

Food-related Fundraising:

- | | |
|-------------------------|-------------------------------------|
| • Ice Cream Sale | • Concession stands |
| • Soup Suppers | • Ice Cream/Pie/Dessert Socials |
| • Sunday Dinners/Brunch | • Potato Bakes |
| • Bake/No Bake Sales | • Spaghetti Feed |
| • BBQ | • Summer Monthly Dinners |
| • Pancake Feed | • Special evening meals (cost more) |
| • Tavern Feed | • Holiday Meals |

What Donate Items/Grants do your senior cent use?

Items

• Computers	• Benches
• Puzzle boards	• Local business swag
• Chairs	• Fresh produce
• Thrift Shop	• In-Kind Garbage Pick up
• Items for Silent Auctions/Re-sale	

Grants

• Local Community Foundations	• “Big Give” events
• Local Business Events	• Weibe Foundation
• Local Government (City/County)	• Any we can apply for
• Grants from AAA for computers	• Operation Round-Up Grant
• Dinklage Match Grants	• State Grants
• Don Nielsen Grants	• Mary Taus Foundation Memorial Funds
• Keno Grants	• Zighmy Foundation
• Memorial money	• MEAN Grant
• Patch Grant	• Partnership for Native Americans
• United Way	

Fundraising –Taking & Sharing More Info

Would you like more information on fundraising?
(for example: How other senior centers fundraise? What types of events do they hold?)

Choices	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Yes	75%	16%	23%	33%	60%	81%	100%	81%	57%
No	25%	79%	77%	61%	30%	16%	0%	13%	39%

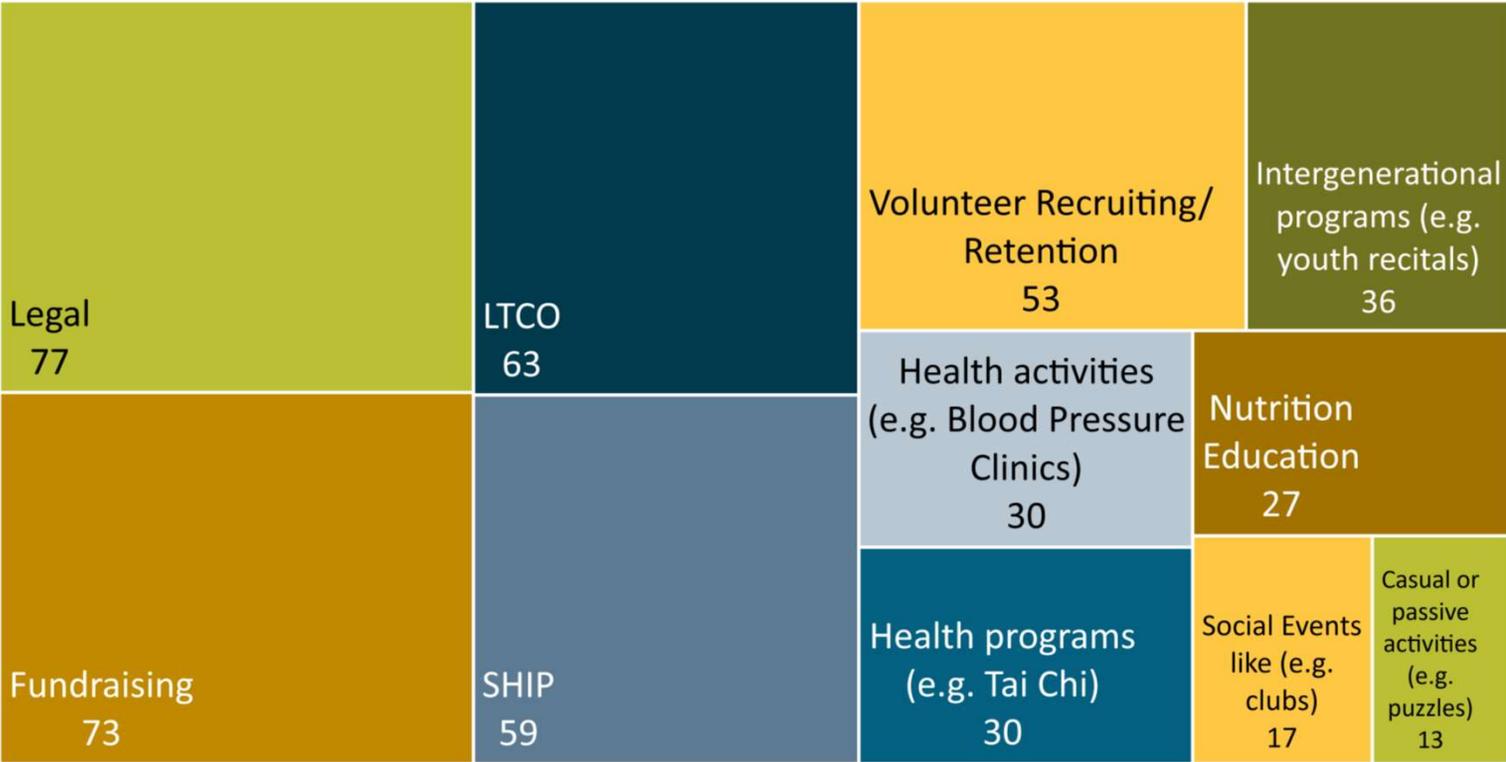
Would you like to share more about your fundraising events with others?

Choices	AOWN	AP	BRAAA	ENOA	MAAA	NENAAA	SCNAAA	WCNAAA	Statewide
Yes	8%	11%	8%	11%	0%	38%	0%	19%	17%
No	67%	32%	69%	61%	70%	22%	57%	25%	44%
Maybe/It depends.	25%	53%	15%	22%	10%	38%	43%	50%	34%



Helping People Live Better Lives.

More Information Requested



NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Is there anything else you would like more information on?

• Activity/Program Ideas	• How to better the senior center
• Fundraiser Ideas	• How to better senior's lives
• Ways to cut meal costs	• Free or reduced transportation for seniors
• Attract younger clients	• Other senior centers contact information
• Getting people back in to eat	• Group Policy for health insurance
• Grants available	• Other agency's pay rates/benefits
• How to get nearby seniors in	• How to reduce overhead costs.

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Any final thoughts that haven't been shared elsewhere?

So grateful we have Senior Centers

Transportation is our biggest obstacle in growing our attendance.

Seniors and lec can be difficult, and now it's become more and more that it has to be used; a program to help teach seniors even the basics of using cell phones and computers.

No - but so thankful for our small town senior center, we will make it, so I branched out to our two small towns close to delivery meals -

We have recently had our meal preparation and cooking moved to another Senior Center. This has really hurt our numbers! The food is now delivered to use already dished up. With this arrangement we are delivering meals 45 minutes earlier than before. Not an ideal situation but they get a meal. No one comes in for congregate meals anymore. Sadly it is all about the money! Senior centers need more funding!

How can we get low cost internet at our senior center. We do now have internet service there and we could really use it. We could also use a treadmill.

Review the Center's that provide a lot of III-B and III-E services and reevaluate all that they do to assist the senior population.

hard to find people to work, Don't get enough funding to buy the food and paper products.

We do not have a computer at the facility. Internet is very poor and one person brings a laptop at times.

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Any final thoughts that haven't been shared elsewhere? (cont.)

Lost a lot of money (due to meals, activities, etc, when we had to close for year & half (COVID).

The possibility of doing a 2 year budget. We now do a 2 year budget for our Public Transit and it sure saves a lot time for us Directors that wear to many hats just so our Center doesn't fail.

We appreciate all the advice that we receive from NENAAA -- Norfolk. Whatever questions we have, they seem to help us through with reports etc. --over the years some have been made easier to complete.

We do not offer a weekly congregate meal but we do offer meals/ snacks with our presentations

Food cost have gone up tremendously and in order to keep reliable staff, there needs to be more money given the the centers. Donations are very low and you can't have fundraisers all the time. Cost of the meal plate has not gone up for a few years now. Smaller towns might do better because people are more invested in those centers, where in bigger towns there are more options to eat, of course they pay at these places even though we are just asking for a donation.

Less paper work - more time with the people.

I would like to win the lottery and set up the senior center financially so no help would be needed for state/federal funding and the ensuing barrage of paperwork-kick the AAA to the curb, so to speak. The senior center should be a place to come to relax with your peers without a paper to sign to prove you were there. I understand that this has probably happened due to the dishonesty of others. That's why I want as little contact with the AAA as possible.

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Any final thoughts that haven't been shared elsewhere? (cont.)

computers have not been popular but for future generations to want to come to the senior centers, I think it is important. I also think it would give current participants who can't afford a computer the opportunity to use them.

We are a very active senior center with willing volunteers and lots of ideas, but we can always use more ideas. Our clients are pretty willing to try ANYTHING (within reason)!

Our Senior Center has been informed that they are not to attempt communication with our local AAA and that it must go through the Program Manager first. This limits us, complicates situations and slows down potential solutions. Is there any way this could be corrected or changed? Thank you.

Our reality right now is sustainability. Raw food costs, staff shortages, aging facility, increase in MOW #s with a possible reduction in MOW volunteers (aging and gas prices). Seems like more and more paperwork for less. Still..... the focus and passion to get the clients a daily hot meal with a smile keeps us going on a daily basis! Look forward to reading the summary report.

senior centers need more funding. costs are going up. There has to be money that the government can give to senior centers

The paper work and regulations are killing alot of the senior centers, along with the high price of food and trying to stay within the kitchen minutes/raw food budget. It is not an easy job and very thankless most of the time. We love our seniors and are just trying to do the best with what we have. Also the regimented menu calendars that have to be set in stone for 3 months is ridiculous. We believe they should be looked at by a nutritionist and signed off on, but not being able to switch menus around when you have excess of something in the freezer, but can't use it and have to go spend more money to buy something because you don't have it, and it's on the menu for the next day. That is super tough, expensive and is hard on the cook.

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Wrap up

- ❖ This an absolute blizzard of information.
- ❖ There is more than we can tackle in one meeting or even in one 4-year (Area or State) plan.
- ❖ What are your next steps?
 - ❖ Re-read & review things that you circled/marked.
 - ❖ Think about it:
 - ❖ What can senior centers do to support senior centers?
 - ❖ What can your AAA do to support senior centers?
 - ❖ What can the SUA do to support senior centers
 - ❖ Try to reduce these ideas into smaller goals.
 - ❖ Bring your ideas & notes to Area Plan training.

Wrap up example

- ❖ Observation: Oh, man are people passionate about the intake form. It sounds like there is a LOT going on with it. Some AAAs use a standard form, others don't.

Senior Center: This paperwork stinks!
WHYYYYY!?!? I don't have time for this.
I just want to help seniors.

AAA: If you would just use the form...
We need this information! So, we can
meet deadlines and get paid.

SUA: I hope our missing data is low so
that the ACL isn't mad about the SPR.
(psst... we are in great shape there!)

Wrap up example (continued)

❖ What are some things each group can do?

Senior Center:

Participate in an Intake re-design work group.
Help create Intake templates.
Network and develop relationships with other senior centers.

AAA:

Everything from Senior Center section AND
Review local rules & policies.
Work with other AAAs to identify best practices, share, & document.

SUA:

Everything from Senior Center & AAA section AND
Review statewide rules & policies. (What can we simplify?)
Create resources and provide technical assistance (not the IT kind).

Wrap up example continued

- ❖ That's not a small undertaking just for some Intake forms.
- ❖ What are some bite-size pieces that can put into a state plan?
 - ❖ Identify data collection barriers and develop a plan to address barriers.
 - ❖ Oversee a cross-sectional work-group to improve data collection understanding and revitalization.
- ❖ What are some bite-size pieces that can be put into an Area Plan?
 - ❖ Identify data collection barriers and develop a plan to address barriers.
 - ❖ Encourage/facilitate senior center-to-senior center communication.
 - ❖ Hold an annual training for senior center managers/staff.
(Some AAAs already do this!)

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Last slide!

- ❖ We don't have to do the example from the previous slide. It's merely an example.
- ❖ Even if we did want to do the example, we don't have to do everything listed. There's a lot there!
- ❖ Bring your ideas & notes to Area Plan training.
- ❖ Let me know if you would like more detailed "open-ended responses" for just your AAA.
- ❖ You don't have to wait until Area Plan training. If you have questions, please reach out to me!

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Amy Hochstetler

Information Technology Business Systems Analyst Coordinator

Amy.Hochstetler@nebraska.gov

531-530-7109



@NEDHHS



NebraskaDHHS



@NEDHHS

dhhs.ne.gov

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.