

ILLINOIS SENIOR CENTERS AND FOCUS POINTS
RESEARCH SURVEY RESULTS

From January, 2010 Survey

Cover Letter and Executive Summary

In January, 2010 three collaborating organizations, the Illinois Department on Aging, the Association of Illinois Senior Centers, and the University of Illinois, conducted a survey of Illinois Senior Centers and Focal Points (that is, facilities established to encourage the maximum collection and coordination of services for older individuals) throughout the State of Illinois. The 2010 survey was designed in part to follow up on a similar survey conducted in 2006 by the same three collaborators. Some interesting trends have emerged, as highlighted in this summary. However, the sampling methodology includes data only from centers that responded to the survey, so the trends may or may not be representative of the entire population of Illinois Senior Centers.

Of the 400 surveys sent out, 65 responded either by hard-copy or by online survey, a response rate of 16%. The 2010 respondents were from 33 counties, a good representation from across the state. The 2006 survey resulted in 129 respondents. We would like to thank all those who took the time to respond. We hope that the survey results serve its intended purposes: 1) to provide existing centers a means of comparing their programs and structure with others throughout the state; 2) to identify highest priority needs; 3) to support additional funding requests as well as informing policies that better meet the needs of seniors; and 4) to help establish a more cohesive network of mutually supporting senior centers throughout the state.

The results are available online at www.activeseniorsoptions.com/ILSrCtr2010results.pdf

Major findings

- The greatest strengths cited in 2010 were program-oriented: 1) program quality & variety, 2) meal services, and 3) information and referral services. In 2006, greatest strengths were more focused on the centers' operations: 1) friendly atmosphere/fellowship, 2) staff, and 3) facility.
- Budgets increased on average from 2006 to 2010. In 2006, 84% of respondents had budgets under \$500K. In 2010 74% had budgets under \$500K. These numbers are not adjusted for inflation.
- Funding sources with similar names varied little from 2006 to 2010. Local government is on average the greatest percentage of budgets in both surveys. On average, over 50% of budgets are from state, local, and federal government.

- Though funding increased from 2006 to 2010, lack of funding was easily the most frequently cited concern in 2010, whereas funding was secondary in 2006 to staffing concerns. Both surveys also included funding, transportation, facilities, and staff in their top 4 challenges.
- The increase in volunteering is one of the most dramatic differences from 2006 to 2010. In 2006, only 5% of respondents reported 50 or more volunteer, whereas that percentage rose to 31% in 2010, with 9% reporting over 300 volunteers.
- A much greater percentage of respondents indicated city or township affiliations in 2010 (65%) than in 2006 (29%), indicating a shift toward municipal sponsorship.
- “Successful aging” applies not only to the population served but to the centers themselves.
 - Only 11% were established in the last 10 years, and 62% are over 30 years old.
 - In 2006, 68% of the responding centers were 16-35 years old. By 2010, that same percentage were 26-45 years old.
 - In 2010, 4 centers (6%) reported over 50 years of service. In 2006, there was no over-50-year-old category represented.
- Staff size has increased significantly. From 2006 to 2010, the percent of respondents with 1-5 staff decreased from 56% to 37%, and the percent of respondents with over 50 staff has increased by about half, from 7% to 11%.
- The average number of individuals visiting centers each day was 92, with a low of 6 and a high of 500. The average number *served* each day was 177, with a low of 13 and a high of 2,700 (eliminating the respondent who reported 23,000 served each day). A little more than half had 50 or more visitors per day. These data indicate that senior centers reach out to a much larger population than those who visit the center.
- The top three programs in 2010, ranked according to “high demand,” were Meals, Information and Assistance, and Card or Other Table Games.
- Six of the 2010 top-10 programs were not listed in 2006: Meals, Forms Completion, Transportation, Tax Assistance, Day Trips, and Home-Delivered Meals. Overall, there was little change in priorities among the 19 programs listed on both surveys.
- Rural areas ranked three areas much higher than urban areas: TV/DVD/Video/Movies, Medical Assistance, and Emergency Food & Shelter. Urban areas ranked three different areas much higher than rural ones: Computer Classes, Breakfasts, and fine arts (Choral/Dance/Music/Drama).
- Program evaluations tend to be more process-oriented (e.g., number who participate and their satisfaction) than outcome-oriented (e.g., improved wellness, ability to live independently).

Conclusions, Implications, and Recommendations

- A great deal of beneficial work is being done across the state to serve its senior population. We should all recognize and celebrate the hard work and significant impact of the existing senior service agencies.
- Diversifying income streams will be critical for assured continuation of program activity, especially in light of the current state of Illinois finances. Centers would be well advised to collaborate more with businesses, nursing home, schools (both secondary and collegiate), extension services, parks & recreation departments, and other local agencies.
- More evidence-based, outcome-oriented evaluations (beyond attendance counts and participant satisfaction surveys) would provide more meaningful data on the impact of services provided, and would provide a stronger foundation for funding.
- Improved data collection, management, and analysis would help determine programming that makes best use of resources. “Improved” does not simply mean more data, but more highly targeted data and more efficient tools for data collection and reporting, to decrease the burden of data management.
- Seniors Centers would benefit from greater synergy with others in the state’s senior services network, if a means could be found to support and share expertise without further burdening existing, limited resources.
- Specifically, we recommend establishing an Illinois Senior Services Support Center (ISSSCe) specifically designated to assist agencies that serve the senior population. Ideally, such a center would be housed within an existing organization, and would be able to attract funds from various sources in order to operate. An ISSSCe could help centers across the state
 - ◆ attract funding, ◆ be more strategic, ◆ operate more efficiently,
 - ◆ better assess their needs and impacts, ◆ creatively improve programming,
 - ◆ market themselves more effectively, ◆ diversify and strengthen collaborations
 - ◆ serve as data repository for research, trend analyses, input to policy makers, and
 - ◆ share the wealth of information and expertise abundantly present among existing centers.
- As always, additional study and analysis of the data could yield valuable results. Some example questions include the following, with many more potentially fruitful as well:
 - What are the greatest unmet needs currently, and how could they be addressed?
 - What needs (real and perceived) do baby boomers have, and how are centers responding to those needs?
 - Are changes in funding over time tied to specific services? To geographic regions (rural vs. urban)? To any other factors?
 - Which services and programs result in the greatest benefits, especially relative to the resources required for each (i.e., return on investment analyses)?
 - Which promotion and marketing approaches work best at the least cost?
 - What are usage patterns? How often do individuals typically visit? How long is a typical visit? What percentage of those served are visitors to a center versus off-site service recipients?
 - Which age cohorts use and benefit most from which programs? Which genders?
 - To what extent are facilities utilized?
 - To what extent are federal dollars directing local services?

Next Steps

The survey is descriptive but not prescriptive. Given the data, it is important to find ways to support the work of the centers, and to address the greatest challenges cited in the survey. Also, analyzing the data further would be informative. We hope that opportunities arise to do so. The main impact of the survey, if it is successful, is in helping service organizations better meet the needs of Illinois seniors. If any reader has any suggestions or ideas for programs or activities, or has questions about the survey, or is seeking any kind of assistance, please feel free to contact any of those listed below. As Principal Investigator of the survey, Dr. William Gingold is best equipped to respond to comments, questions, or ideas generated by the survey results. He can be reached at (217) 337-4781 or wgingold@illinois.edu.



Charles D. Johnson

Charles Johnson, Director
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Cynthia Worsley

Cynthia Worsley, President
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2010 SENIOR CENTER RESEARCH SURVEY RESULTS

Organization of the Document

The amount of raw data that the survey yielded is rich yet formidable. Major findings are provided in the Cover Letter and Executive Summary. The next level of analysis appears in the Highlights, Overviews, and Trends section below. This section is intended to convey the most meaningful data summaries and highlights to the reader, without dealing in depth with extensive raw data. This section is not comprehensive; results from questions appear only if they were significant to the discussion. This section also makes comparisons to the 2006 survey results.

The survey itself appears in Appendix A, with a detailed set of data and compilations appearing in Appendix B. In Appendix B, several written responses were categorized and summarized for convenience of the reader. Complete written responses are available upon request.

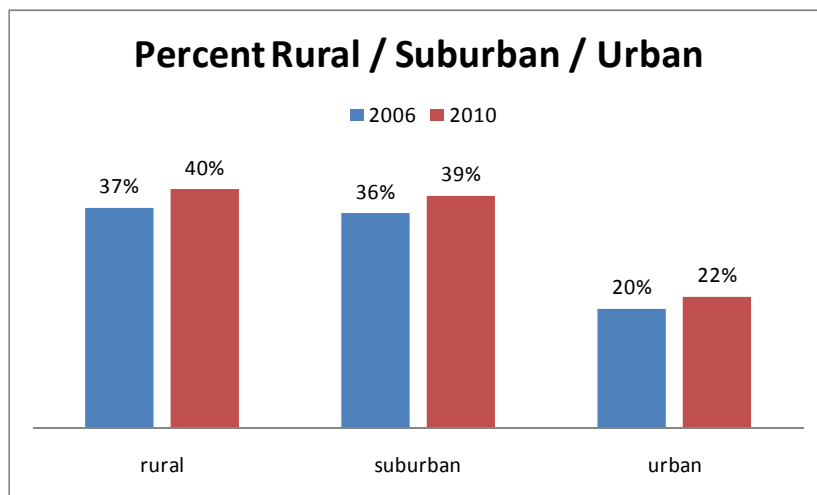
In some instances we performed cross-tabulations of select questions on the 2010 data, for example, the types of program offerings in rural centers versus vs. the types of program offerings in urban centers. We also provided some ratios which we thought would be informative, such as the ratio of seniors served to the size of the senior population. Supporting details and raw data for the cross tabulations is not included in this report but available upon request. Where a direct comparison is possible, we compared 2010 results with the 2006 results. We cannot attempt to explain anomalies in the 2006 data, such as the rural, urban, and suburban population percentages not adding up to 100%. Occasionally percentages in the 2010 data total either 99% or 101% due to rounding error, which we did not adjust for.

Numbers in square brackets preceded with a Q [Q#] indicate question numbers for results being discussed. The discussion is ordered for logical flow and information of greatest import. Therefore question numbers are not always in numerical order, and not all questions are included in the discussion of highlights.

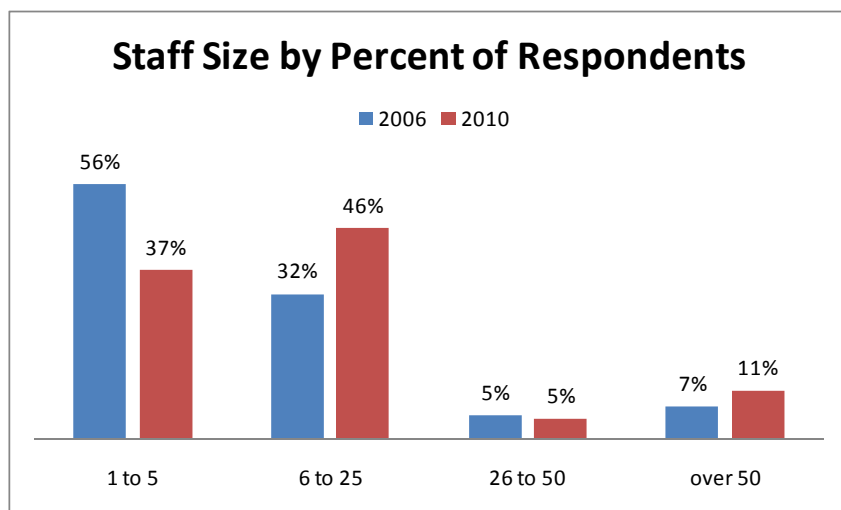
Highlights, Overviews, and Trends

Demographics of Centers and Focal Points

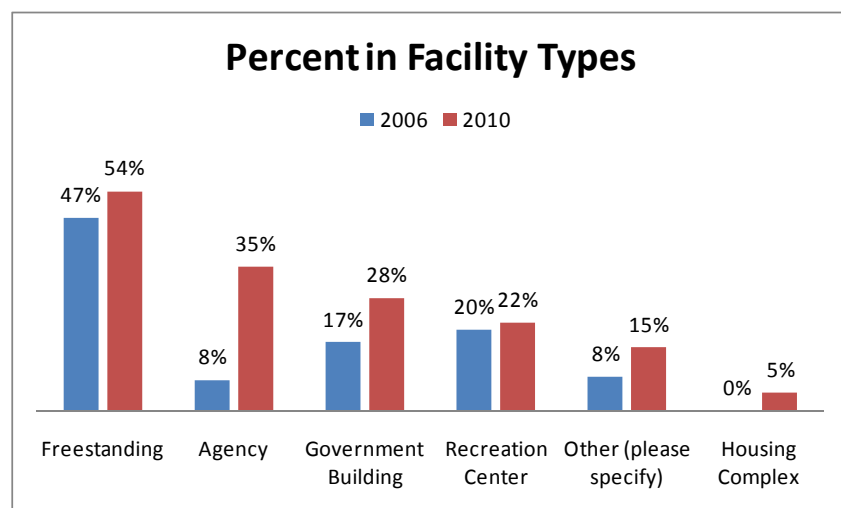
The 65 respondents from 33 counties represented a balanced mix of rural (40%), suburban (39%), and urban (22%) populations [Q1], similar to that of the 2006 survey. The coverage map near the beginning of Appendix B shows the counties in which respondents were located.



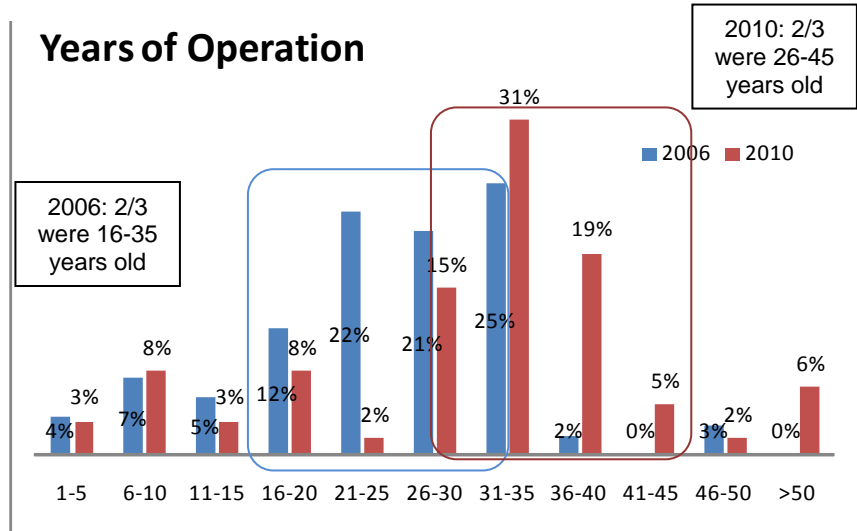
Responding organizations ranged in size from a single part-timer to 73 full-time and 63 part-time staff, with a plurality of 46% having 6 to 25 staff total [Q6]. Seventy-five percent of managers are full-time however [Q7]. Since 2006, the percentage of smaller-staff agencies has dropped by 19% and the percent of respondents with staff over 50 has by about half.



A majority (54%) are in freestanding facilities, with 35% housed within another agency and 28% in a government building [Q2]. Many respondents selected more than one type of facility so totals exceed 100% for 2010. There has been a marked increase in the number of facilities housed in agencies.



Illinois centers are even more well established than in 2006, when 68% of respondents were 16-35 years old. Since then, only 2 new centers (3%) responded to the survey, and 4 centers (6%) reported over 50 years of service [Q4]. In 2006, there were 50-year-old centers responding. In 2010, 68% had served for 26-45 years.



Population Served

The average number of individuals visiting each day was 92 (median=58, 7 with mode of 20, low of 6, a high of 500) [Q17]. The average number *served* each day was 177 (median=65, five with mode of 20, low of 13, high of 2,700, eliminating the respondent who reported 23,000 served each day—an assumed data entry error) [Q18]. A little more than half had 50 or more visitors per day. Only one respondent indicated greater than 300 visitors a day to the center, yet, five respondents indicated greater than 300 served per day, with three in the thousands. Senior centers reach out to a much larger population than those who visit the center.

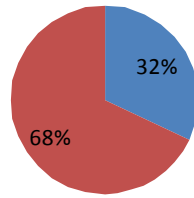
Eliminating obvious outliers, 21 respondents provided both number served per day [Q18] and size of senior population [Q15]. A simple division provide the average percent of the senior population served per day.

A good comparison with the 2006 data regarding number served is not possible, since the 2006 survey asked for number of seniors served annually, and the 2010 survey asked for number of seniors served daily. The 2006 survey did not ask about number served versus number visiting. This calculation shows one center serving 17% of the population, with the lowest percent .3%. The average percentage of population served per day is 2.79%. Comparing annual number served to the population would be more meaningful, but 3% per day, rounded, is a good percent.

Almost exactly two-thirds of the population served is female [Q20]. The population served is largely white, with 12% African American and 4% other [Q20].

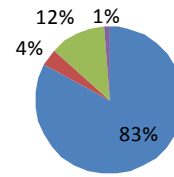
Average Percentage Gender

■ % Male ■ % Female



Average Percentage Race

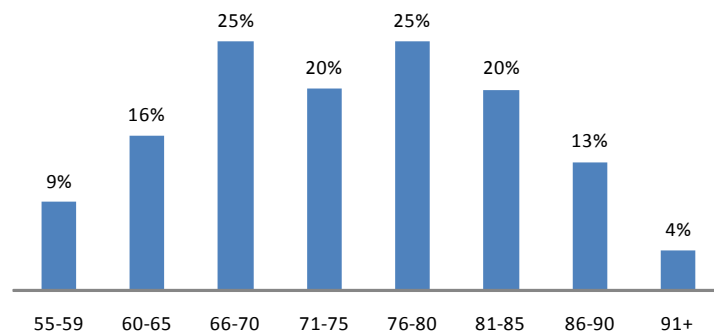
■ White Caucasian ■ Hispanic
■ African American ■ Other (please state)



The chart shows the average percentage reported for each age cohort. The total is greater than 100% because some respondents reported greater than 100% [Q20].

These demographics were not included in the 2006 survey and will be an important baseline for future trends.

Average Percentage, Age Groups

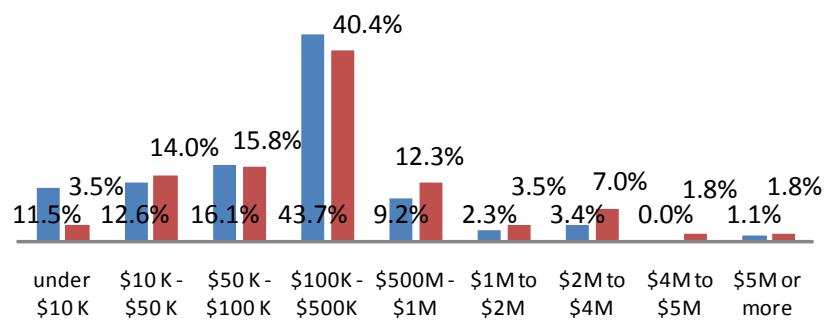


Budgets and Funding

The overall Budget profile remained the same from 2006 to 2010, but budgets have increased on average. In 2006, 84% of respondents had budgets under \$500K. In 2010 74% had budgets under \$500K [Q21]. These numbers are not adjusted for inflation.

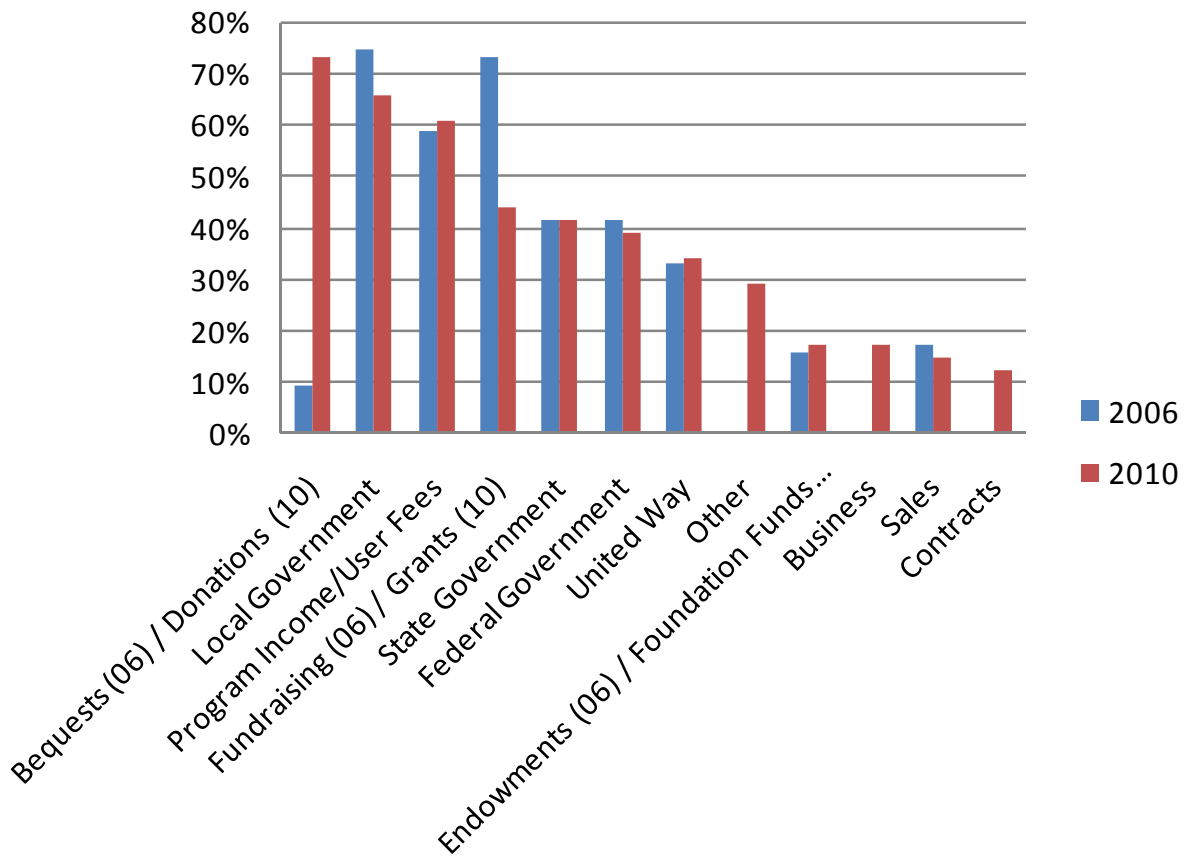
Annual Budget

■ 2006 ■ 2010



The 2010 survey had updated categories from those of 2006. The chart below compares the 2006 “bequests” with the 2010 “donations;” the 2006 “fundraising” with the 2010 “grants;” and the 2006 “endowments” with the 2010 “foundation funds.” These are not exact comparisons, so it is hard to draw any conclusions from the differences. Worth of note, though is that 17% of 2010 respondents who answered this question reported income from “businesses.” Also, local government funding is down from 2006 to 2010.

Percent Reporting Income by Source



The chart above reports percent of respondents reporting ANY funding from a source, but not the average percent of funding from each source. Those data are not available for 2006, but they are available for 2010. In 2010 (table below), local government carries the greatest percent of budget on average, at 28% of those responding to this question (41). Eight of those 41 reported 75% or more of their budget from local government, five of them 90% or more [Q22].

Program income and user fees showed a great deal of variance in 2010 (STD=19), with 8 centers reporting over 25% of income from this source (one at 70% and one at 80%) and 14 centers reporting under 10% from this source.

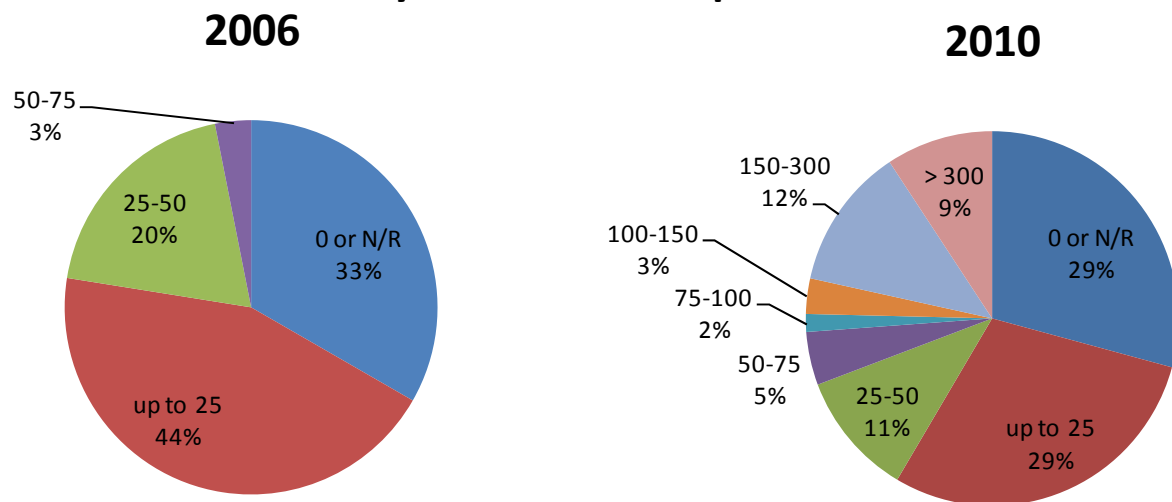
Source	average % of budget
Local Government	28%
Federal Government	13%
Donations	12%
State Government	11%
Program Income/User Fees	11%
Grants	9%
Other	7%
United Way	3%
Sales	2%
Endowments/Foundation Funds	2%
Business	1%
Contracts	1%

Volunteerism

A dramatic increase in volunteerism is a clear difference from 2006 to 2010. In 2006, nearly half (45%) the respondents reported 25 or fewer volunteers, and only 3% reported more than 50 volunteers. By 2010 those reporting 25 or less were less than a third (29%), and the number of centers with 50 or more volunteers had grown to 31%, with 9% reporting more than 300 volunteers [Q19]. In the 2010 survey, this question was in an “optional” section, so the actual 2010 numbers are probably even higher.

Average volunteer hours per month, not recorded in 2006, were 565 in 2010.

Number of Volunteers reported by Percent of Respondents



Demand for Programs

The top 10 programs marked “high demand” appear in the chart below, along with the ranking of each. The top 10 include a mix of information and assistance, meals, transportation, and social activities [Q8].

Program	# marked high demand	rank
Meals-breakfast, lunch, dinner	56	1
Information and Assistance	44	2
Card or Other Table Games	36	3
Forms Completion	33	4
Transportation	33	4
Tax Assistance	33	4
Rules of the Road/55 Alive	29	7
Trips, Day	29	7
Meals, Home Delivered	28	9
Bingo	26	10

The next 10 are focused more on social and educational programs, and wellness.

Program	# marked high demand	rank
Social Groups	24	11
Computer Lab	22	12
Exercise/Fitness	20	13
Volunteer coordination/RSVP	20	13
Computer Classes	20	13
Health Screening	19	16
Health & Wellness	19	16
Choral/ Dance/ Music/ Drama	19	16
Energy Assistance	19	16
Wellness Programs	17	20

The lowest-ranking programs were more specific. Libraries ranked very low.

Program	# marked high demand	rank
Support Groups	5	42
Grandparents Raising Grandkids	5	42
Computer Games	5	42
Abuse/Neglect Investigation	5	42
Cooking Classes	4	46
Mental Health Programs	3	47
Finance/Money Management	3	47
Senior Companion	3	47
Library	3	47
Music Programs	3	47
Medicare Fraud Program	2	52

Forty respondents listed programs specifically for working adults (55-64 years of age), a question which was not on the 2006 survey.

There were some interesting differences in ranking between rural, suburban, and urban centers. Programs whose ranking differed by more than 25 points in any two population sizes are listed below. In rural settings, movies, medical assistance, emergency food & shelter, equipment loans, and grandparents raising grandkids were ranked much more highly than in suburban or urban settings. Urban rankings for choral/dance/music/drama, breakfasts, and computer classes were much higher than those in rural areas.

Program	rural ranking	suburban ranking	urban ranking
TV/DVD/Video/Movies	11	30	42
Medical Assistance	13	45	33
Emergency Food & Shelter	16	34	42
Equipment Loan	23	19	52
Grandparents Raising Grandkids	23	40	52
Choral/ Dance/ Music/ Drama	36	11	10
Meals, Breakfast	36	36	10
Computer Classes	46	8	4

The 2006 survey listed 23 programs; the 2010 survey listed 51, with 19 programs appearing on both surveys. Six of the 2010 top-10 programs were not listed in 2006: Meals, Forms Completion, Transportation, Tax Assistance, Day Trips, and Home-Delivered Meals.

Overall, there was little change in priorities among the 19 programs listed on both surveys. The chart at right shows which programs were ranked in the top, second, third, or fourth quarter of all rankings for each survey.

	2006 quartile	2010 quartile
Information and Assistance	1	1
Card or Other Table Games	1	1
Rules of the Road/55 Alive	1	1
Bingo	1	1
Social Groups	1	1
Exercise/Fitness	1	1
Computer Classes	2	1
Choral/ Dance/ Music/ Drama	2	2
Wellness Programs	2	2
Educational Classes	2	2
Trips, Overnight	2	2
Arts & Crafts Classes/Facilities	2	2
TV/DVD/Video/Movies	3	2
Discussion Groups	3	3
Sports Activities	3	3
Book Clubs	3	3
Finance/Money Management	4	3
Intergenerational Programs	4	4
Photography	4	4

Collaborating Organizations

The top 10 collaborating organizations, as ranked by the number of respondents checking “a lot” of collaboration reflects close associations state and local agencies [Q12]. Public agencies appear to be more involved than private agencies such as businesses.

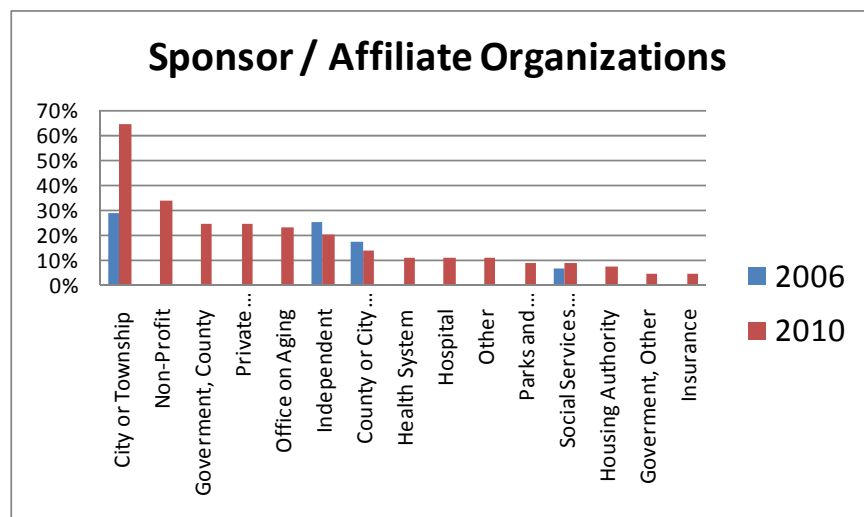
Collaborator	"a lot"	Rank
Area Agency on Aging	41	1
Illinois Department on Aging	33	2
Township/Municipalities	29	3
Illinois Department of Human Services	22	4
Police and Fire Department	21	5
Hospital(s)	21	5
United Way	21	5
Health Department	20	8
Businesses	19	9
Home Care Agencies	17	10
Parks and Recreation	17	10

The top 10 list of collaborators marked "a little" is quite different. This list does not represent in-depth involvement, but it does indicate that a lot of senior centers are involved with these agencies, although to a lesser degree. This list reflects more involvement with schools and local agencies.

Collaborator	"a little"	Rank
Nursing Homes	31	1
Schools	31	1
Home Health Care Agencies	29	3
Banks	28	4
Health Department	27	5
Extension Services	27	5
Police and Fire Department	26	7
Home Care Agencies	26	7
Assisted Living Facilities	26	7
Community College(s)/Universities	25	10

All 65 respondents in 2010 indicated their sponsoring/affiliate organizations, many with multiple affiliation, with city or township by far the most prevalent (65% of respondents) [Q13].

In 2006, 5 types of affiliations were reflected, with city/township and independents much more nearly equal.



Program Evaluation

Participant outcome assessments tend to focus on participation and satisfaction more than actual health and wellness results [Q14].

Options	a lot
Number Who Participate	51
Satisfaction with Program or Activity	44
Resources and Benefits	28
Wellness	25
Independence	22
Engagement	19
Connectedness	17
Work Opportunities	7
Self Esteem	4
Psychographics	2

When asked what improved outcomes would result from additional resources and assistance, respondents were strongly oriented toward process (e.g., innovative programs, improved marketing) rather than toward health or other outcomes (e.g., resistance to falls, fewer doctor visits, ability to live independently, improved wellness) [Q26.b].

Greatest Strengths and Challenges

These were open-ended questions in the 2010 survey without pre-established categories. In order to identify commonalities and trends, we categorized the open-ended questions.

The three most frequently cited categories of strengths, in order were [Q24]:

- 1) Program quality & variety
- 2) Meal services
- 3) Information and referral services

In 2006, the top 3 strengths were, in order:

- 1) Friendly atmosphere/fellowship
- 2) Staff
- 3) Facility

All three 2010 strengths concerned benefits and outcomes to the people served, whereas all three 2006 strengths were focused on the centers themselves. The wording of the questions may have influenced these responses, but there may also be a healthy shift in greater attention to strengths from the standpoint of the seniors served rather than the perspective of those providing the services.

The top four challenges and unmet needs cited in 2010 were [Q25]:

- 1) funding (a strong first place)
- 2) transportation
- 3) facilities (quite a bit less than transportation)
- 4) staff constraints (close to facilities in ranking)

In 2006, the survey framed this question in terms of programming gaps. They were essentially the same, except funding concerns were not as great.

- 1) lack of staff (15 centers)
- 2) lack of funding (13 centers)
- 3) space (10 centers)
- 4) transportation (10 centers)

The top 4 most frequently desired types of assistance were [Q26.a]

- 1) fundraising/grantwriting
- 2) innovative services & programs
- 3) Marketing/member recruitment
- 4) Volunteer organization & recruitment

From other centers, 2010 respondents would most like [Q26.b]

- 1) Innovative programs and activities
- 2) Marketing
- 3) sustain/expand programs
- 4) Grow membership and participation

SENIOR CENTER RESEARCH SURVEY

January/February, 2010

In 2006 several groups (including the University of Illinois, the Illinois Department on Aging, and the Association of Illinois Senior Centers) collaborated on a survey of senior centers. The results from 129 respondents revealed an active, well-established, service-oriented collection of senior centers throughout Illinois. Projecting from the sample size, Illinois' Senior Centers serve over 800,000 senior citizens annually, roughly a third of the senior population. Results also indicated a strong desire to be part of a larger network of service providers, and to provide a greater number of services to the populations served.

This survey continues the interaction with senior centers throughout Illinois, and *will help determine what types of support* would most greatly enhance the lives of the seniors in your area. Therefore, your response is important to seeking and securing resources that benefit your center and your senior population. Results will be provided to centers on request. Specific details about names and locations will not be shared to preserve anonymity. Results will be used primarily to:

- follow up on questions from the 2006 survey, to determine trends
- refine some questions from the 2006 survey, for greater detail and refinement
- determine the **highest priority needs** of senior centers throughout Illinois
- support requests for **additional funding** and other resources to better support senior centers
- help **design and advocate for policies** that might improve senior center's abilities to meet the needs of seniors
- help establish a more cohesive **network of mutually supportive senior centers** throughout the state

We need to hear from as many centers as possible. The survey is estimated to take about 15-20 minutes to complete. To make it easier there are three short sections, one more general that should require little or no information gathering, one with more specific numerical data, and a section for written responses. If gathering numerical data takes too much time, estimate what you can for SECTION II and leave the other questions in that section blank. Additional comments on any item are welcome on the comments page at the end.

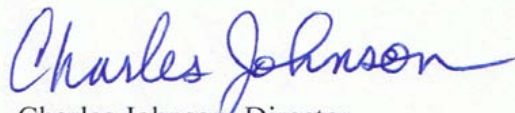
Bonus Incentive: two cash drawings! As an additional incentive, all completed surveys will be entered into two drawings, one for **\$100 Walmart gift card** and one for a **\$50 Walmart gift card**.

Please respond by **Friday, February 5** using any of the means on the next page. Please respond early; we will call selected centers that haven't responded by **Friday, February 5**.

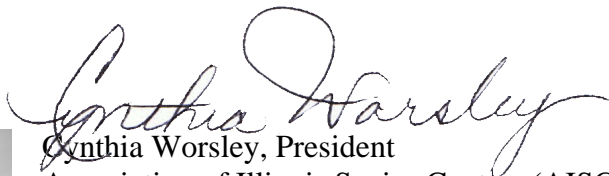
Please respond before **Friday, February 5** by whichever means is most convenient for you. If you have already completed this survey, thank you.

Email wgingold@illinois.edu
Survey Monkey www.surveymonkey.com/s/RWKDNFM
US Mail ACTIVE SENIORS OPTIONS
207 E MCHENRY ST
URBANA IL 61801-9933
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If you should have any questions, please contact, Dr. William Gingold, Director of Family Medicine Research and Aging Services at the University of Illinois at Urbana-Champaign, wgingold@illinois.edu, (217) 265-0876. Thank you for your participation.

A handwritten signature in blue ink that reads "Charles Johnson".

Charles Johnson, Director
Illinois Department on Aging

A handwritten signature in blue ink that reads "Cynthia Worsley".

Cynthia Worsley, President
Association of Illinois Senior Centers (AISC)

A handwritten signature in blue ink that reads "William Gingold".

William Gingold, Clinical Assistant Professor and Director, Family Medicine
Research and Aging Services, University of Illinois
Principal Investigator for Survey

SENIOR CENTER RESEARCH SURVEY QUESTIONS

SECTION I: NON-NUMERICAL DATA

Name of Center _____

Name of Contact _____

Address _____

Phone _____ Fax _____

Email _____

Web site _____

1. Senior Center is (check one): Rural Suburban Urban

2. Senior Center Site: (√ All that apply)

- | | |
|--|--|
| <input type="checkbox"/> Agency: _____ | <input type="checkbox"/> Housing Complex |
| <input type="checkbox"/> Freestanding | <input type="checkbox"/> Recreation Center |
| <input type="checkbox"/> Government building | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Other: _____ | <input type="checkbox"/> Other: _____ |

3. Center size (space): _____ Square feet, _____ Number of satellites

4. Years of Operation: (√ one only.)

- | | | |
|---|---|---|
| <input type="checkbox"/> 1 to 5 years | <input type="checkbox"/> 21 to 25 years | <input type="checkbox"/> 41 to 45 years |
| <input type="checkbox"/> 6 to 10 years | <input type="checkbox"/> 26 to 30 years | <input type="checkbox"/> 46 to 50 years |
| <input type="checkbox"/> 11 to 15 years | <input type="checkbox"/> 31 to 35 years | <input type="checkbox"/> more than 50 years |
| <input type="checkbox"/> 16 to 20 years | <input type="checkbox"/> 36 to 40 years | |

5. a. Official type of organization (corporation, government agency, etc.) _____

b. Is organization a 501(c)3?: Yes No

c. What community benefit reports are you required to file (Form 990, etc.) _____

6. Number of employees: _____ Full-time, _____ Part-time

7. Center Director/Manager is (check one): Full-time Part-time
If part-time, what percent time? _____%

--- continued on back ---

8. Check one box for each Program or Service your Center provides. Check high, medium or low to indicate the demand for each.

high medium low		high medium low					
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Abuse/Neglect Investigation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Intergenerational Programs
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Arts & Crafts Classes / Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Library
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Assessment of In-Home Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Outdoor Activities, (i.e., walking, hiking, biking, etc.)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Bingo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Meals, Breakfast
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Book Clubs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Meals, Lunch
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Choral / Dance / Music / Drama	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Meals, Dinner/Supper
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Card or Other Table Games	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Meals, Home Delivered
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Caregiver Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Medical Assistance
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Cognitive Fitness Programs/Activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Medicare Fraud Program
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Computer Classes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mental Health Programs
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Computer Games	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Movies
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Computer Lab	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Music Programs
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Cooking Classes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Pool/Billiards
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Dancing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Rules of the Road / 55 Alive
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Discussion Groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Senior Companion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Educational Classes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Speaker Educational
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Emergency Food & Shelter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Social Groups
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Energy Assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sports Activities
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Equipment Loan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Support Groups
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Exercise / Fitness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Tax Assistance
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Finance / Money Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Transportation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Forms Completion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Trips, Day
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Grandparents Raising Grandkids	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Trips, Overnight
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Health Fairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	TV/DVD/Video/Movies
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Health Screening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Volunteer coordination / RSVP
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Health and Wellness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Wellness Programs
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Information and Assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other: _____
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other: _____
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other: _____

9. List any programs/services specifically offered for working adults (55-64 years of age):

A. _____

B. _____

C. _____

10. Days and times services are provided: (Fill in all that apply)

Monday Through Friday	Hours: _____ to _____
Saturday	Hours: _____ to _____
Sunday	Hours: _____ to _____
Holidays	Hours: _____ to _____

11. Who does development, (i.e., grants, fund raising, etc. . . .) for the Center?

a lot
a little

- Board Members
- Center Director
- Development Staff
- Outsource to Specialists(s)

a lot
a little

- Program Manager(s)
- Volunteer(s)
- Other _____
- Other _____

12. Indicate ongoing cooperation/collaboration:

a lot
a little

- Adult Day Care
- Area Agency on Aging
- Assisted Living Facilities
- Banks
- Businesses
- Community College(s)/Universities
- Department of Social Services
- Extension Services
- Family Resource Center
- Health Department
- Home Health Care Agencies
- Home Care Agencies
- Hospitals
- Illinois Department on Aging

a lot
a little

- Illinois Department of Human Services
- Mental Health Providers
- Nursing Homes
- Parks and Recreation
- Police and Fire Department
- Religious Organizations
- Social Service Agencies
- Schools
- Supported Living Facilities
- Township / Municipalities
- United Way
- YMCA/YWCA
- Other: _____
- Other: _____

13. Sponsoring / Affiliate Organizations (√ All That Apply):

- | | |
|---|---|
| <input type="checkbox"/> Department or Council on Aging | <input type="checkbox"/> Independent |
| <input type="checkbox"/> County or City Parks & Recreations | <input type="checkbox"/> Insurance |
| <input type="checkbox"/> Government, City | <input type="checkbox"/> Non-Profit |
| <input type="checkbox"/> Government, County | <input type="checkbox"/> Office of Aging |
| <input type="checkbox"/> Government, Township | <input type="checkbox"/> Private Contributor(s) |
| <input type="checkbox"/> Government, Other _____ | <input type="checkbox"/> Social Services Department |
| <input type="checkbox"/> Health System | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Hospital | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Housing Authority | <input type="checkbox"/> Other: _____ |

14. What participant outcomes do you evaluate? (√ All That Apply)

- | | | | |
|--|--|---------------------------------|---|
| <i>a lot</i>
<i>a little</i> | <input type="checkbox"/> <input type="checkbox"/> Connectedness | <i>a lot</i>
<i>a little</i> | <input type="checkbox"/> <input type="checkbox"/> Satisfaction with Program or Activity |
| <input type="checkbox"/> <input type="checkbox"/> Engagement | <input type="checkbox"/> <input type="checkbox"/> Self Esteem | | |
| <input type="checkbox"/> <input type="checkbox"/> Independence | <input type="checkbox"/> <input type="checkbox"/> Wellness | | |
| <input type="checkbox"/> <input type="checkbox"/> Number Who Participate | <input type="checkbox"/> <input type="checkbox"/> Work Opportunities | | |
| <input type="checkbox"/> <input type="checkbox"/> Psychographics | <input type="checkbox"/> <input type="checkbox"/> Other _____ | | |
| <input type="checkbox"/> <input type="checkbox"/> Resources and Benefits | <input type="checkbox"/> <input type="checkbox"/> Other _____ | | |

15. a. If you use a commercial data management system, which one? _____
- b. Check if you have developed your own system that could be used by other senior centers:

SECTION II: NUMERICAL DATA

– Estimate numbers if exact data are not readily available. Leave question blank if uncertain. –

15. Senior population (55+ or indicate if otherwise) of service area: _____

17. Average number of seniors visiting the center each day: _____

18. Average number served by your programs each day: _____

19. If you provide volunteer services, please indicate:

_____ Total number of volunteers, _____ Number of volunteer hours/month

20. Estimate percent of users who are:

_____ % 55-59	_____ % Male
_____ % 60-65	_____ % Female
_____ % 66-70	
_____ % 55-59	_____ % White / Caucasian
_____ % 71-75	_____ % Hispanic
_____ % 76-80	_____ % African American
_____ % 81-85	_____ % Other: _____
_____ % 86-90	_____ % Other: _____
_____ % 91 +	_____ % Other: _____

21. Annual budget: \$ _____ or check Budget Range (✓ one only):

<input type="checkbox"/> under \$10,000	<input type="checkbox"/> \$1 million to \$2 million
<input type="checkbox"/> \$10,000 to \$50,000	<input type="checkbox"/> \$2 million to \$3 million
<input type="checkbox"/> \$50,000 to \$100,000	<input type="checkbox"/> \$3 million to \$4 million
<input type="checkbox"/> \$100,000 to \$500,000	<input type="checkbox"/> \$4 million to \$5 million
<input type="checkbox"/> \$500,000 to \$1 million	<input type="checkbox"/> more than \$5 million

22. Approximate percent of funding support by source for current fiscal year:

_____ %	Contracts
_____ %	Donations / Fund Raising
_____ %	Endowments / Foundation Funds
_____ %	Grants
_____ %	Local Government
_____ %	State Government
_____ %	Federal Government
_____ %	United Way
_____ %	Business
_____ %	Program Income / User Fees
_____ %	Sales
_____ %	Other: _____
_____ %	Other: _____

23. Dollar value (estimated) of in-kind support per year: \$ _____

27. Are there any particular areas of expertise, knowledge, or experience you have that might benefit other senior centers? If so, please list the areas:

28. What areas, if any, would you like to learn about most from other centers?

29. Please provide any other comments or input:

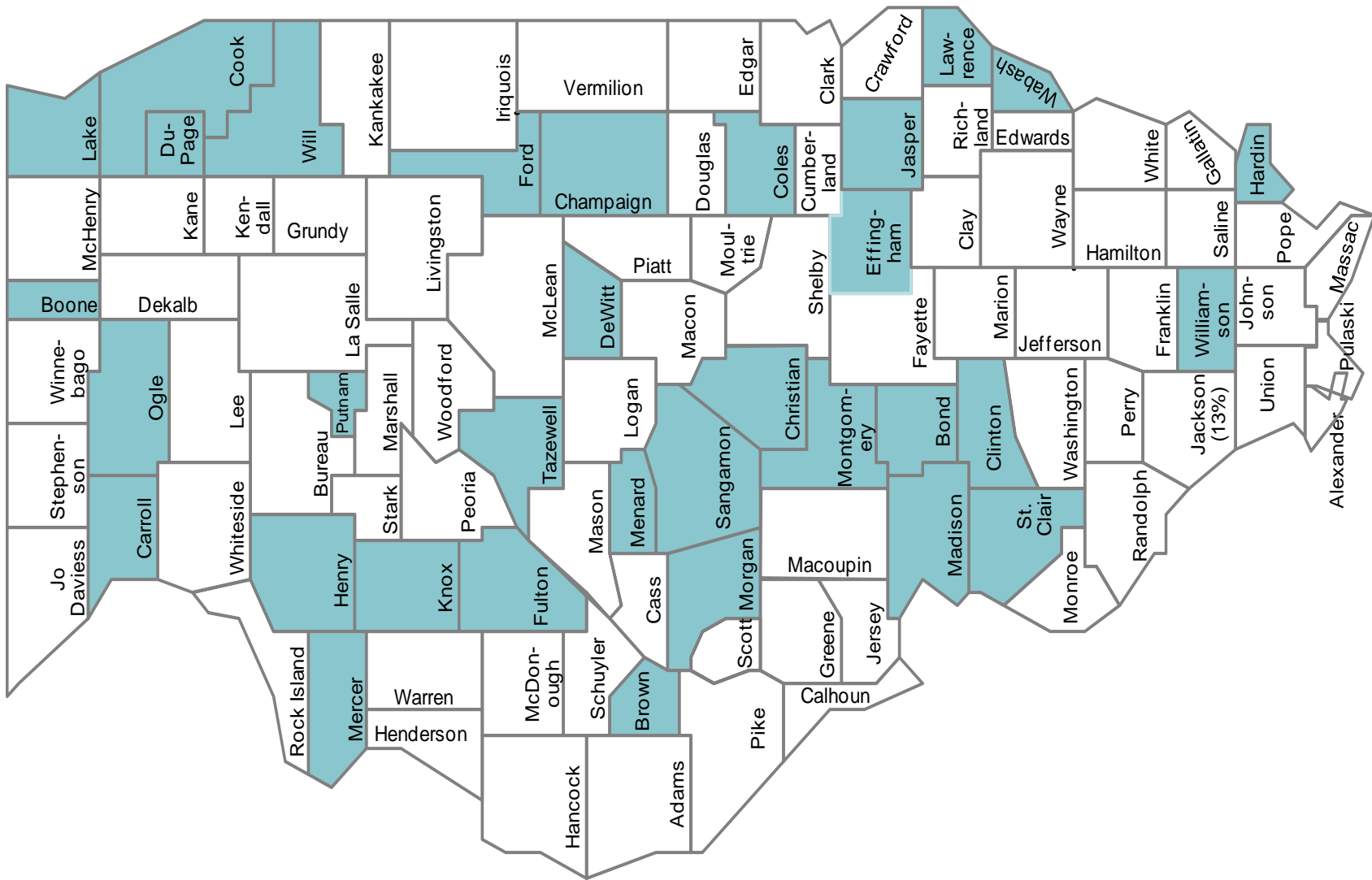
30. Would you like to receive a final report? Yes No

Appendix B: Data Results

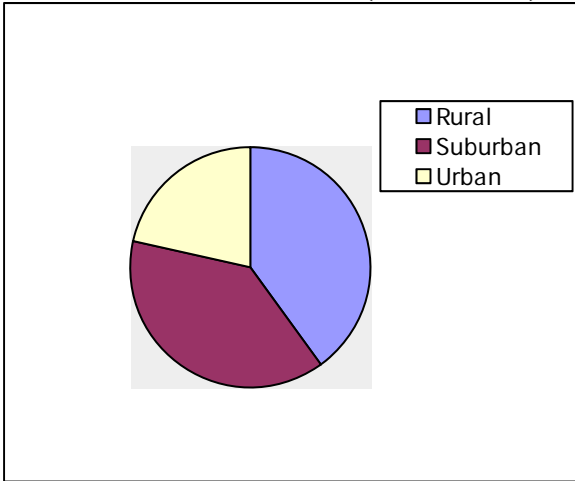
Total number of respondents = 65

SECTION I: NON-NUMERICAL DATA

Specific contact information is not included here. The respondents were located in the 33 counties shown in the map on the next page.

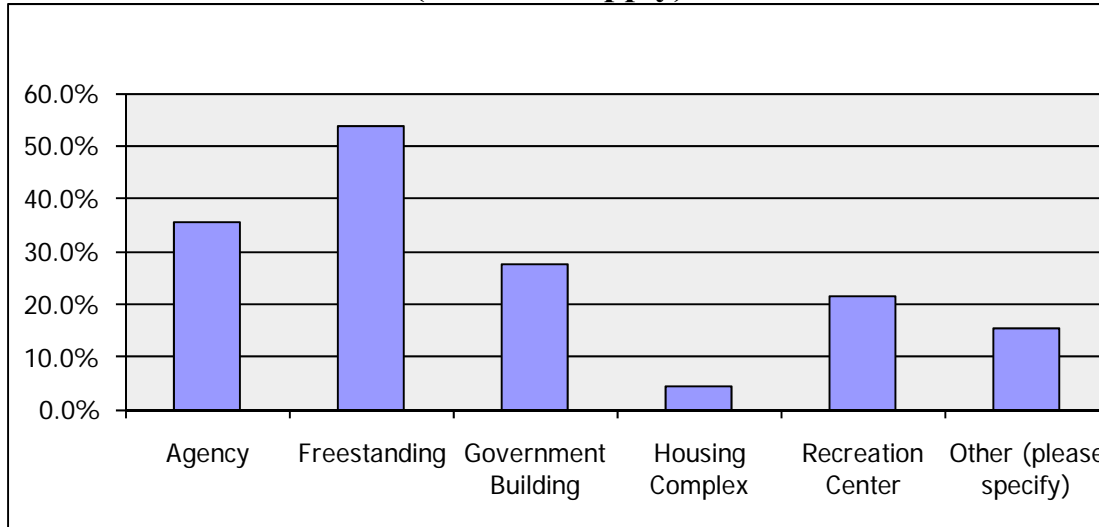


1. Senior Center is (check one):



Answer Options	Response Percent	Response Count
Rural	40.0%	26
Suburban	38.5%	25
Urban	21.5%	14

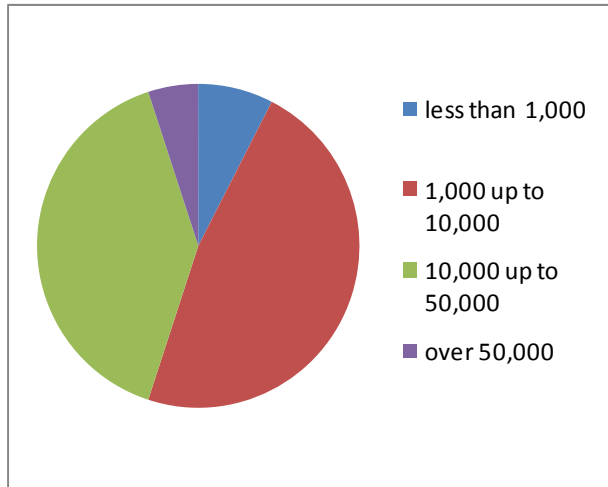
2. Senior Center Site: (√ All that apply)



Answer Options	Response Percent	Response Count
Agency	35.4%	23
Freestanding	53.8%	35
Government Building	27.7%	18
Housing Complex	4.6%	3
Recreation Center	21.5%	14
Other (please specify)	15.4%	10

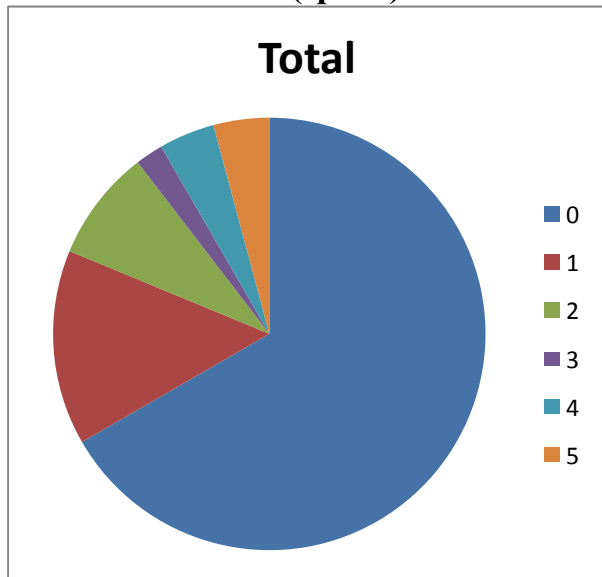
Other (please specify)
Local Government Bldg. Belongs to the City of Villa Grove
Inside local church
2 centers run the park district
freestanding sc; owned & operated by municipality; houses 9 senior service providers
Multipurpose, intergenerational facility
Park District
Anchor strip mall
Embarras River Basin Agency, Inc.
Park District
No comment given

3. Center size (space): Square feet



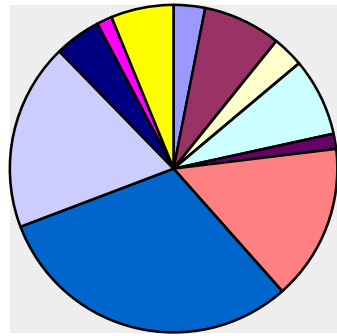
square feet	% Centers Reporting This Number	Centers Reporting This Number
less than 1,000	7.5	3
1,000 up to 10,000	47.5	19
10,000 up to 50,000	40	16
over 50,000	5	2

3. Center size (space): Number of satellites



Number of Satellites	Centers Reporting This Number
0	32
1	7
2	4
3	1
4	2
5	2

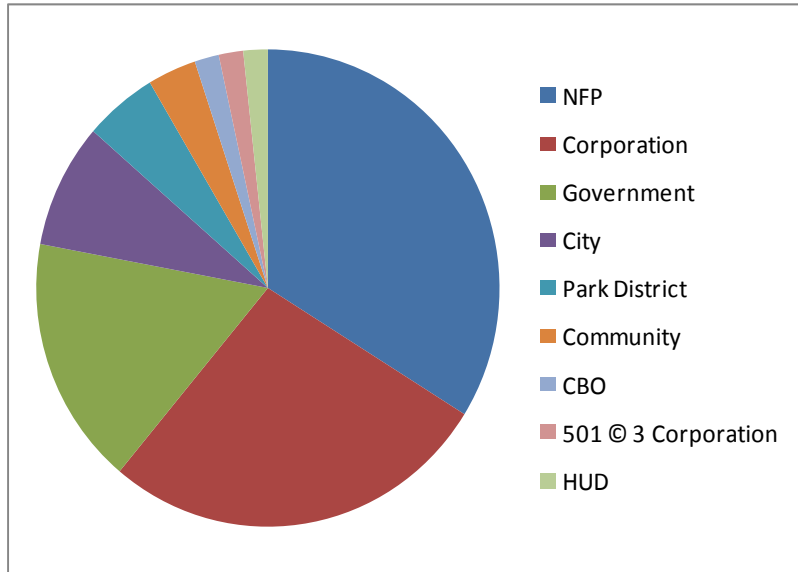
4. Years of Operation: (√ one only.)



- 1 to 5 years
- 6 to 10 years
- 11 to 15 years
- 16 to 20 years
- 21 to 25 years
- 26 to 30 years
- 31 to 35 years
- 36 to 40 years
- 41 to 45 years
- 46 to 50 years
- More than 50 years

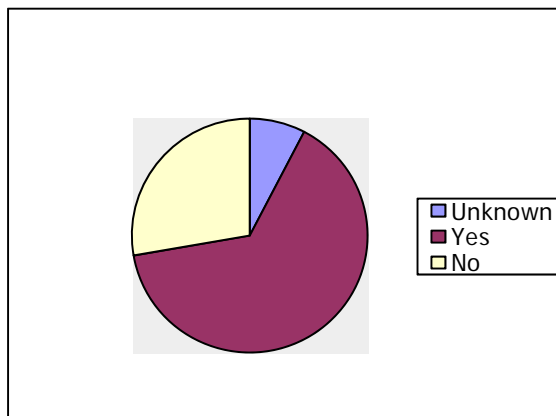
Answer Options	Response Percent	Response Count
1 to 5 years	3.1%	2
6 to 10 years	7.7%	5
11 to 15 years	3.1%	2
16 to 20 years	7.7%	5
21 to 25 years	1.5%	1
26 to 30 years	15.4%	10
31 to 35 years	30.8%	20
36 to 40 years	18.5%	12
41 to 45 years	4.6%	3
46 to 50 years	1.5%	1
More than 50 years	6.2%	4

5. a. Official type of organization (corporation, government agency, etc.)



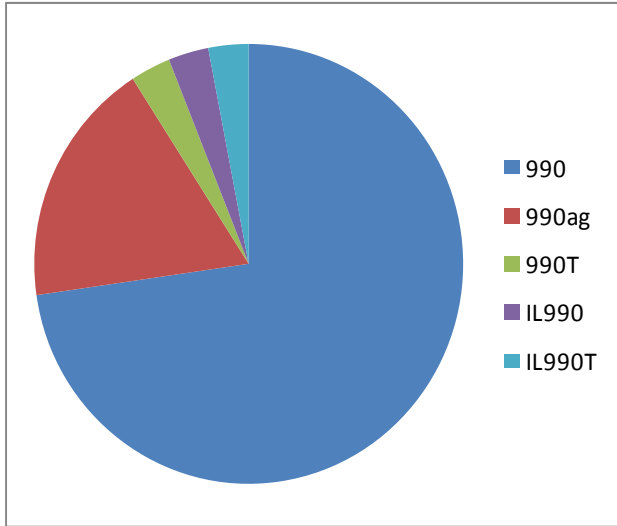
Type	% Centers Reporting This Type	Centers Reporting This Type
NFP	33.89831	20
Corporation	27.11864	16
Government	16.94915	10
City	8.474576	5
Park District	5.084746	3
Community	3.389831	2
CBO	1.694915	1
501 © 3 Corporation	1.694915	1
HUD	1.694915	1
Grand Total	100	59

5b. Is organization a 501(c)3?



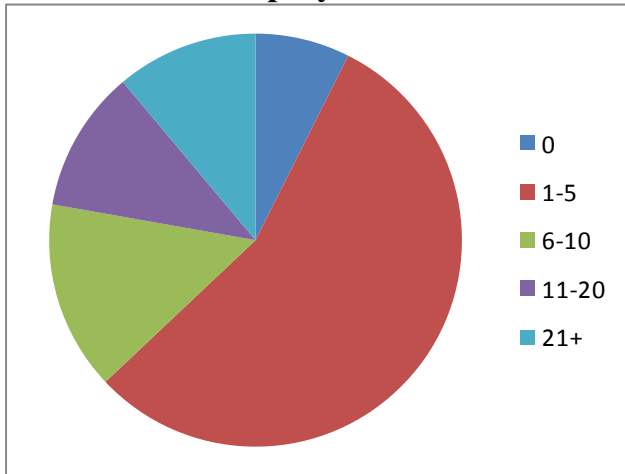
Answer Options	Response Percent	Response Count
Unknown	7.7%	5
Yes	64.6%	42
No	27.7%	18

5c. What community benefit reports are you required to file (Form 990, etc.)



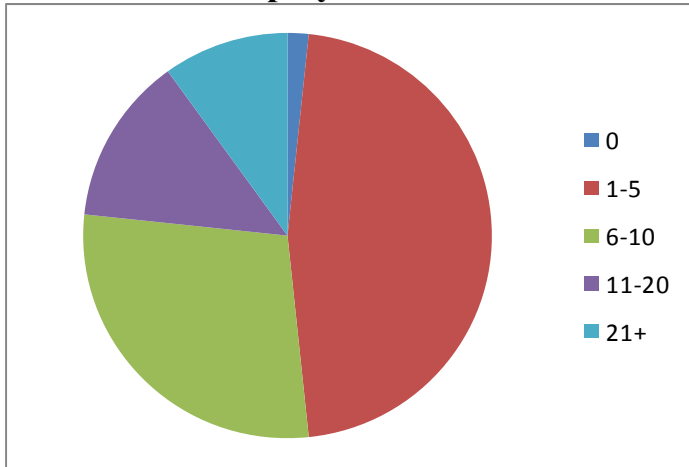
Report	% Centers Reporting This Report	Centers Reporting This Report
990	72.73	24
990ag	18.18	6
990T	3.03	1
IL990	3.03	1
IL990T	3.03	1
Grand Total	100.00	33

6. Number of employees-Full Time



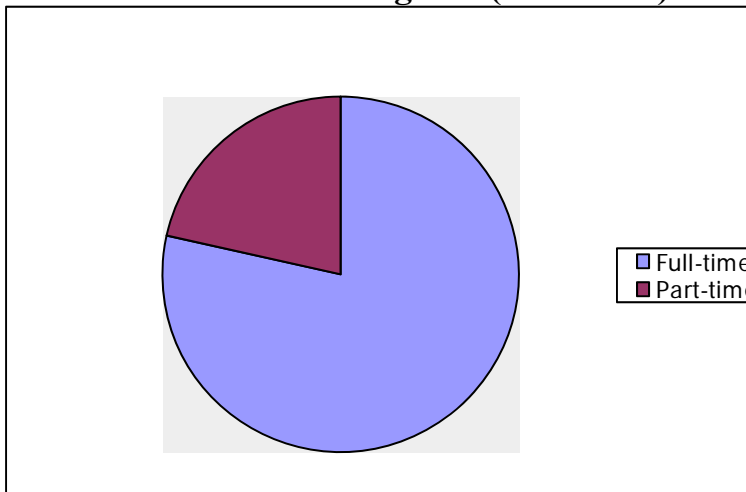
Full Time	% Respondents	# Respondents
0	7.41	4
1-5	55.56	30
6-10	14.81	8
11-20	11.11	6
21+	11.11	6
		54

6. Number of employees-Part Time



Part Time	% Respondents	# Respondents
0	1.67	1
1-5	46.67	28
6-10	28.33	17
11-20	13.33	8
21+	10.00	6
		60

7. Center director/manager is (check one):



Answer Options	Response Percent	Response Count
Full-time	78.5%	51
Part-time	21.5%	14
If part-time, what percent time?		16

If part-time, what percent time?
12.5
20
30
30
30
40
62
75
75
75
80
90
100

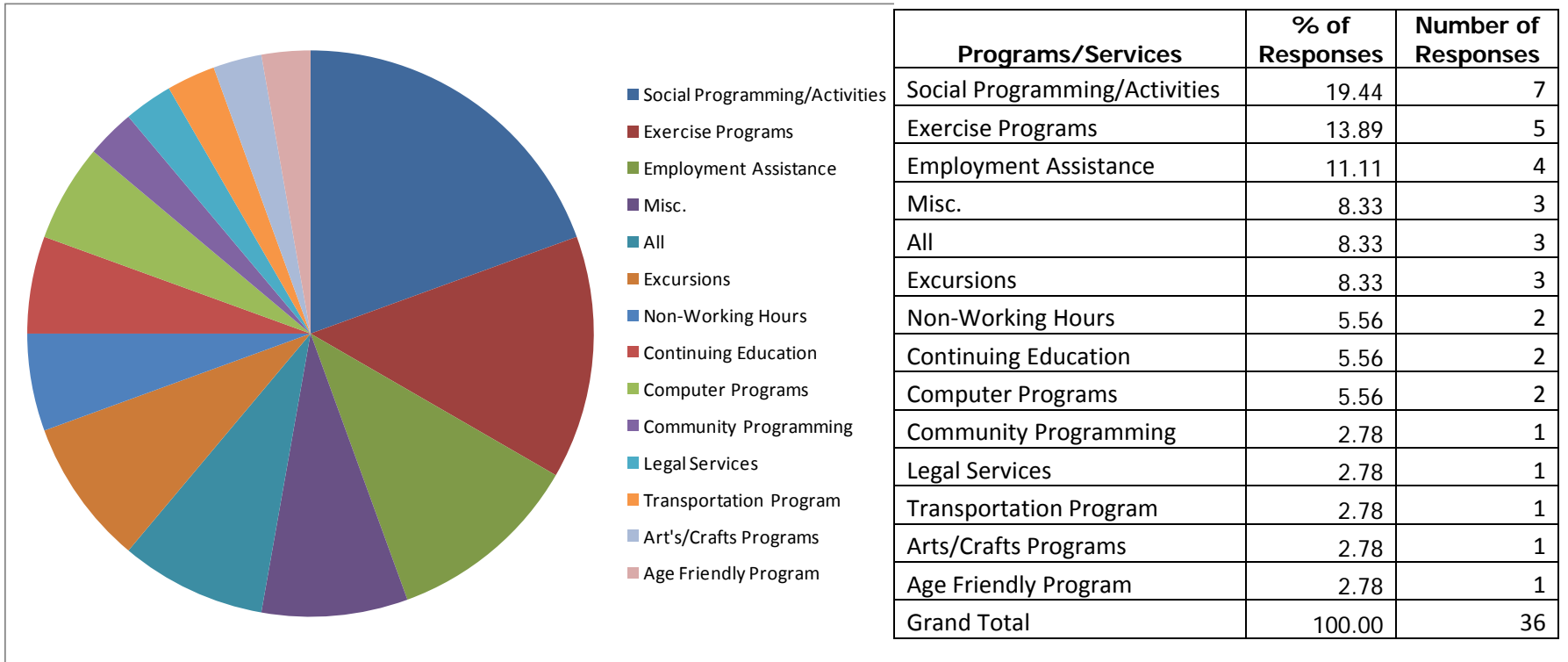
8. Check one box for each Program or Service your Center provides. Check high, medium or low to indicate the demand for each.

Answer Options	high	medium	low	Response Count
Information and Assistance	44	14	3	61
Card or Other Table Games	36	18	6	60
Rules of the Road/55 Alive	29	24	7	60
Meals, Lunch	38	14	5	57
Bingo	26	19	11	56
Exercise/Fitness	20	26	10	56
Forms Completion	33	18	4	55
Educational Classes	14	31	9	54
Arts & Crafts Classes/Facilities	12	24	18	54
Transportation	33	12	6	51
Trips, Day	29	18	4	51
Health Screening	19	24	8	51
Social Groups	24	19	7	50
Speaker Educational	16	25	8	49
Meals, Home Delivered	28	12	8	48
Cognitive Fitness Program/Activities	14	22	12	48
TV/DVD/Video/Movies	12	18	18	48
Tax Assistance	33	10	4	47
Computer Lab	22	12	13	47
Equipment Loan	9	18	20	47
Computer Classes	20	12	14	46
Choral/ Dance/ Music/ Drama	19	15	12	46
Health & Wellness	19	20	6	45
Health Fairs	10	21	14	45
Movies	9	18	18	45
Pool/Billiards	15	12	16	43
Dancing	14	21	8	43
Discussion Groups	7	25	11	43
Grandparents Raising Grandkids	5	10	28	43
Wellness Programs	17	20	5	42
Computer Games	5	10	27	42
Caregiver Support	10	20	11	41

Answer Options	high	medium	low	Response Count
Emergency Food & Shelter	9	15	17	41
Volunteer coordination/RSVP	20	13	7	40
Energy Assistance	19	8	12	39
Trips, Overnight	13	8	18	39
Book Clubs	6	15	18	39
Abuse/Neglect Investigation	5	5	27	37
Finance/Money Management	3	15	19	37
Support Groups	5	16	15	36
Cooking Classes	4	9	23	36
Assessment/In-Home Care	10	11	14	35
Mental Health Programs	3	17	15	35
Sports Activities	7	10	17	34
Meals, Breakfast	12	5	16	33
Medical Assistance	8	13	12	33
Senior Companion	3	9	19	31
Meals, Dinner/Supper	6	5	18	29
Library	3	8	5	16
Music Programs	3	8	5	16
Other (please specify)				12
Medicare Fraud Program	2	4	5	11
Other	6	1	2	9
Intergenerational Programs	1	5	3	9
Outdoor Activities (e.g., walking, hiking, biking, etc.)	2	3	2	7

Other (please specify)		
Programs to help coordinate all-age w/seniors	Foster Grandparents Mentoring program	Village Pantry, Farmers Market, Village Garden
English as Second language, citizenship, cultural adaptation	Community Care Program	Outreach, SHAP
Intergenerational programs	Beauty Shop, Foot Care Clinics	Counseling, Medicare Pt. D., Insurance Paperwork
Emergency Preparedness kits for frail homebound seniors.	Employment Service, Veterans Assistance	Our volunteers are doing in kind for our center

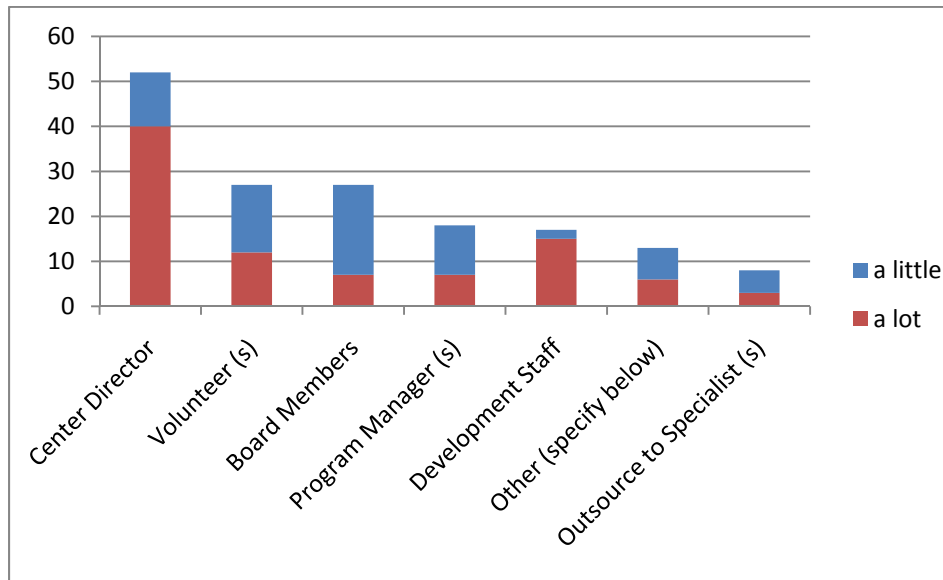
9. List any programs/services specifically offered for working adults (55-64 years of age):



10. Days and time services are provided: (Fill in all that apply)

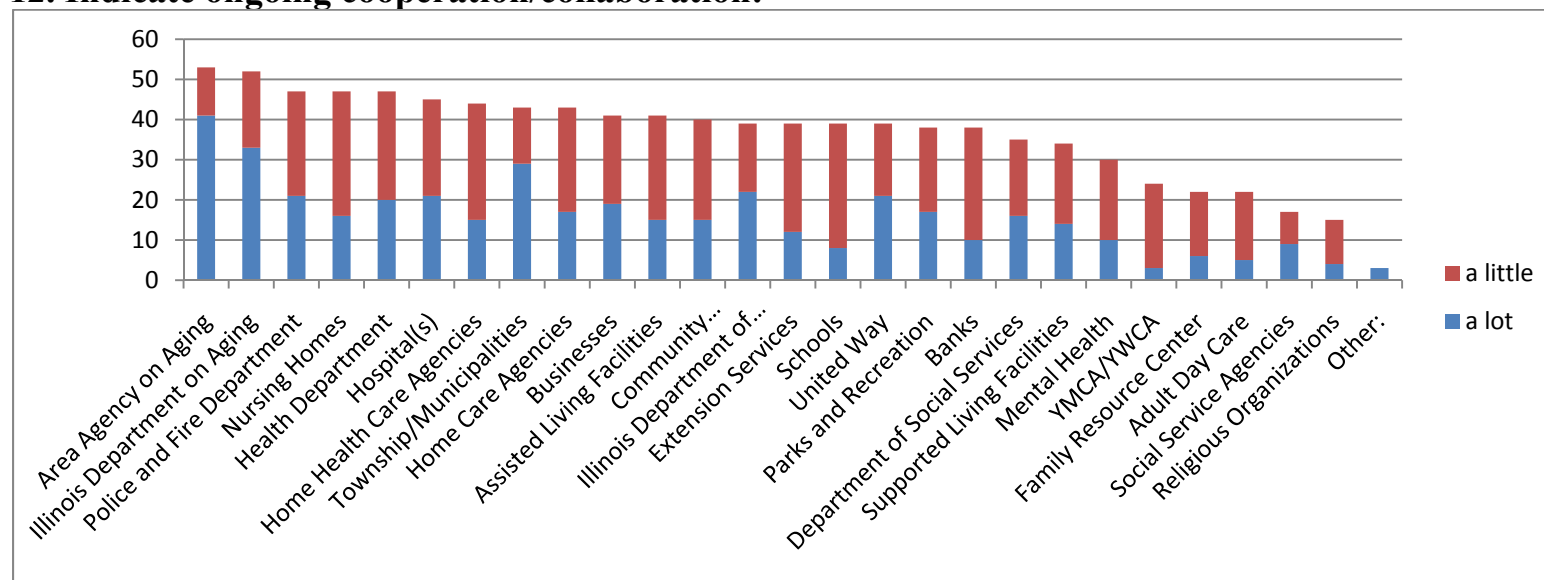
OPEN	M - F	Saturday	Sunday	Holidays		CLOSED	M - F	Saturday	Sunday	Holidays
NOT OPEN	0	12	13	14		NOT OPEN	0	8	8	8
5:30 AM	2	1	0	1		12:00 AM	0	0	0	1
6:00 AM	1	1	1	1		3:00 AM	1	0	0	0
6:30 AM	1	0	0	0		4:30 AM	2	0	0	0
7:00 AM	2	0	0	0		5:00 AM	1	0	0	0
7:30 AM	2	0	0	0		12:00 PM	0	0	0	1
8:00 AM	25	1	0	0		12:30 PM	0	1	0	0
8:30 AM	18	1	0	2		1:00 PM	3	1	0	0
9:00 AM	11	4	1	0		1:30 PM	0	0	0	0
9:30 AM	0	0	1	0		2:00 PM	3	1	1	0
10:00 AM	2	0	0	0		2:30 PM	0	0	0	0
10:30 AM	0	0	0	0		3:00 PM	7	2	1	0
11:00 AM	0	0	1	0		3:30 PM	3	0	0	0
						4:00 PM	18	1	1	0
						4:30 PM	10	0	0	1
						5:00 PM	9	0	0	0
						6:00 PM	2	0	0	0
						8:00 PM	1	1	1	1
						8:30 PM	1	1	0	0
						9:00 PM	3	0	0	1
						11:30 PM	1	1	1	1

11. Who does development (i.e., grants, fund raising, etc...) for the Center?



Answer Options	a lot	a little	Response Count
Board Members	7	20	27
Center Director	40	12	52
Development Staff	15	2	17
Outsource to Specialist (s)	3	5	8
Program Manager (s)	7	11	18
Volunteer (s)	12	15	27
Other (specify below)	6	7	13
Specify other:			
Special event committee members			
Grants Administrator			
we also have a 501c3			
none			
Executive Director			
coordinator at our Evanston office			
up to the 50+ coordinator			
Bookkeeper			
Accountant			
no response			
Auxiliary			
The Auxiliary			

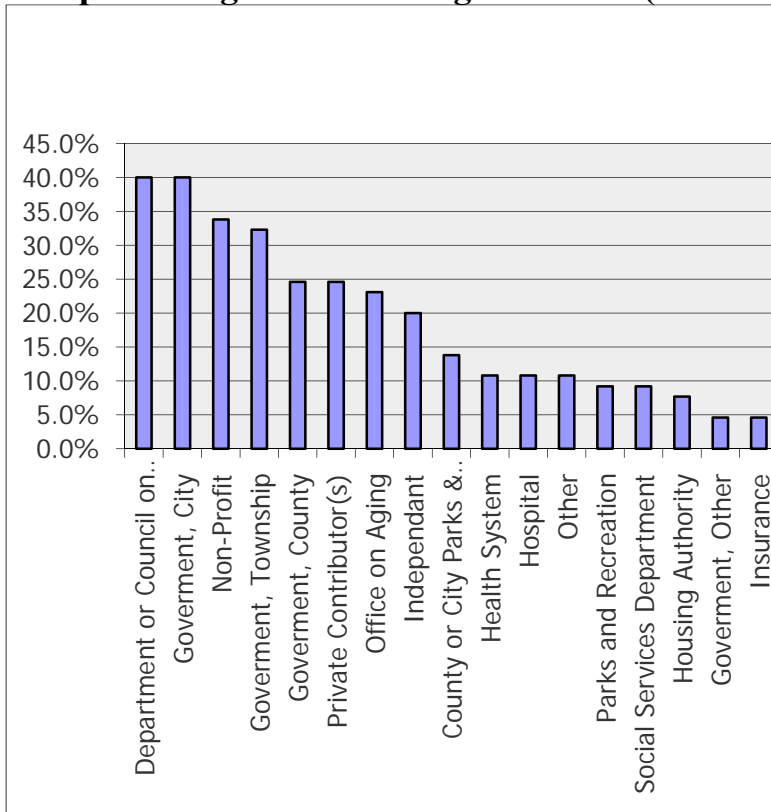
12. Indicate ongoing cooperation/collaboration:



Answer Options	a lot	a little	Response Count
Area Agency on Aging	41	12	53
Illinois Department on Aging	33	19	52
Police and Fire Department	21	26	47
Nursing Homes	16	31	47
Health Department	20	27	46
Hospital(s)	21	24	45
Home Health Care Agencies	15	29	44
Township/Municipalities	29	14	43
Home Care Agencies	17	26	43
Businesses	19	22	41
Assisted Living Facilities	15	26	41
Community College(s)/Universities	15	25	40

Illinois Department of Human Services	22	17	39
Extension Services	12	27	39
Schools	8	31	39
United Way	21	18	38
Parks and Recreation	17	21	38
Banks	10	28	38
Department of Social Services	16	19	35
Supported Living Facilities	14	20	34
Mental Health	10	20	30
YMCA/YWCA	3	21	24
Family Resource Center	6	16	22
Adult Day Care	5	17	22
Social Service Agencies	9	8	17
Religious Organizations	4	11	15
Other:	3	0	3

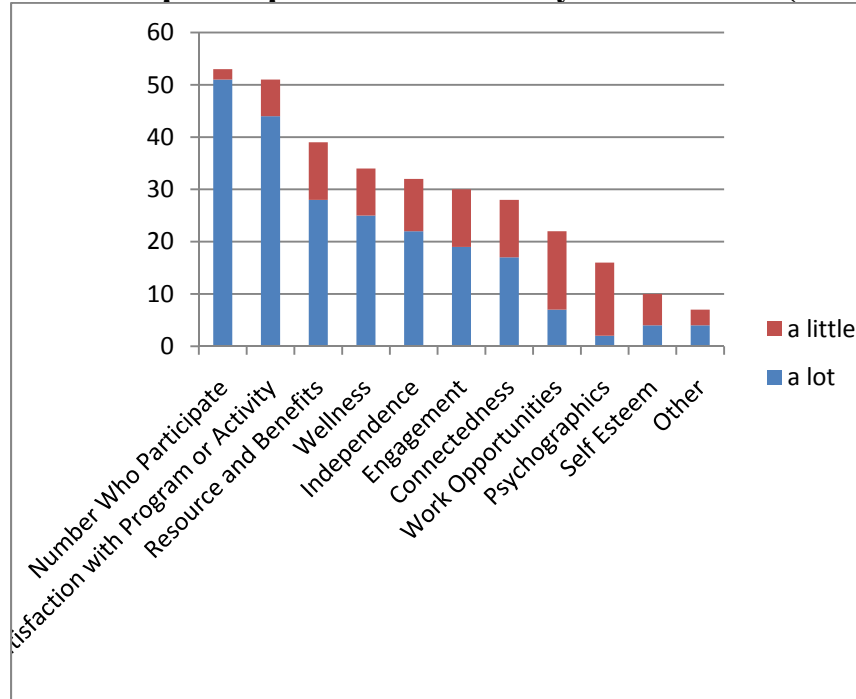
13. Sponsoring / Affiliate Organizations (√ All That Apply)



Answer Options	Response Percent	Response Count
Department or Council on Aging	40.0%	26
Government, City	40.0%	26
Non-Profit	33.8%	22
Government, Township	32.3%	21
Government, County	24.6%	16
Private Contributor(s)	24.6%	16
Office on Aging	23.1%	15
Independent	20.0%	13
County or City Parks & Recreations	13.8%	9
Health System	10.8%	7
Hospital	10.8%	7
Other	10.8%	7
Parks and Recreation	9.2%	6
Social Services Department	9.2%	6
Housing Authority	7.7%	5
Government, Other	4.6%	3
Insurance	4.6%	3

Other (please specify)		
Age Options IL Dept on Aging NCOA	None Given	Hanover Township Senior Citizens Services Committee
Hospitals	Tax Dollars	Community Mental Health Council
village	Community College	AA.A
Catholic Charities	None Given	United Way, EFSP

14. What participant outcomes do you evaluate? (√ All That Apply)



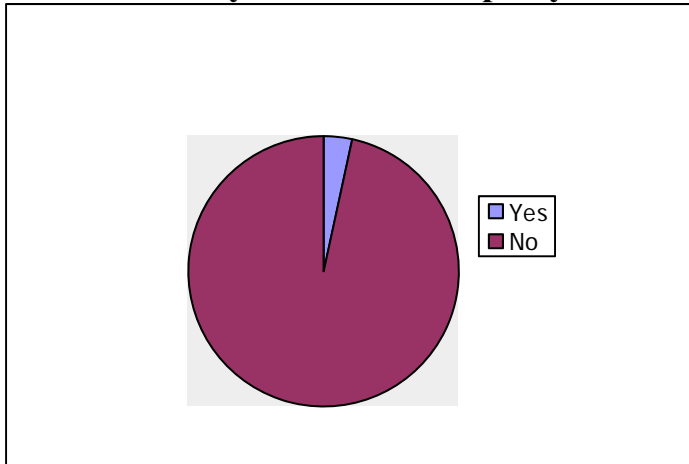
Answer Options	a lot	a little	Response Count
Number Who Participate	51	2	53
Satisfaction with Program or Activity	44	7	51
Resource and Benefits	28	11	39
Wellness	25	9	34
Independence	22	10	32
Engagement	19	11	30
Connectedness	17	11	28
Work Opportunities	7	15	22
Psychographics	2	14	16
Self Esteem	4	6	10
Other	4	3	7

Please specify other:
 Volunteer Opportunities

15.a. If you use a commercial data management system, which one?

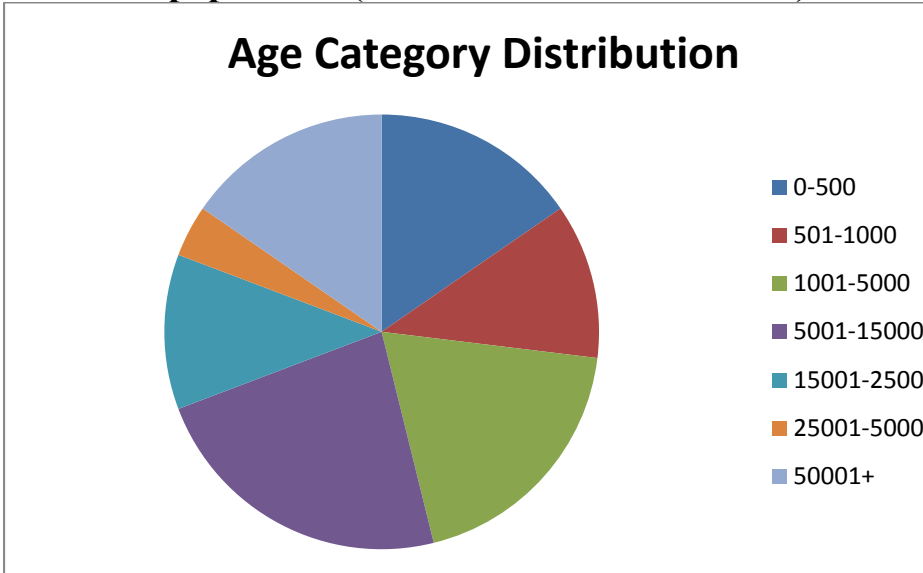
Response Text		
Accessible Solutions - ServTracker	napis, esp, cts	Vista
CLASS	proprietary for membership, NAPIS for meal grants	VISTA
DNA	Quick Books by Intuit	Word/Excel
Membertrack	QuickBooks and QuickBooks customer manager	
Napis, ESP	Rec Trac	
NAPIS, ESP, Aging Facts	specially adapted version of Access	

15.b. Check if you have developed your own system that could be used by other senior centers:



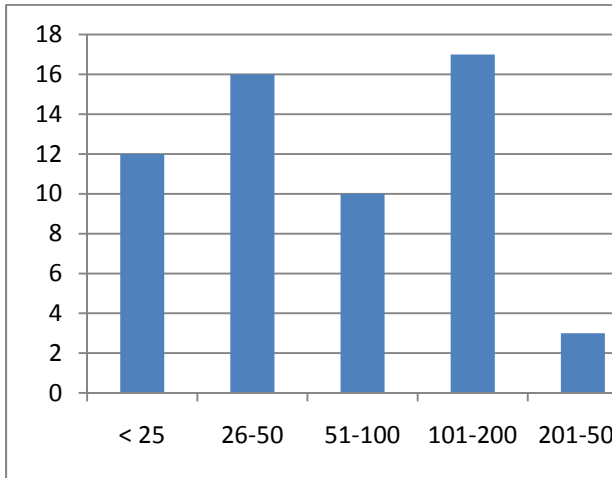
Answer Options	Response Percent	Response Count
Yes	3.4%	1
No	96.6%	28

16. Senior population (55+ or indicate if otherwise) of service area:



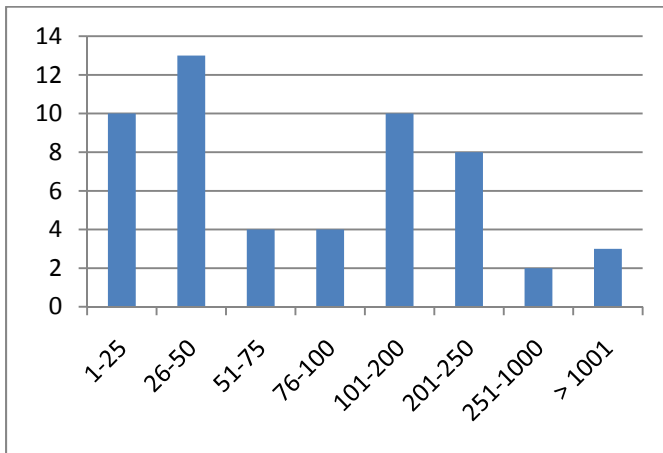
Population	Response %	Responses
0-500	15.38	4
501-1000	11.54	3
1001-5000	19.23	5
5001-15000	23.08	6
15001-25000	11.54	3
25001-50000	3.85	1
50001+	15.38	4

17. Average number of seniors visiting the center each day:



Average Number	Responses
< 25	12
26-50	16
51-100	10
101-200	17
201-500	3

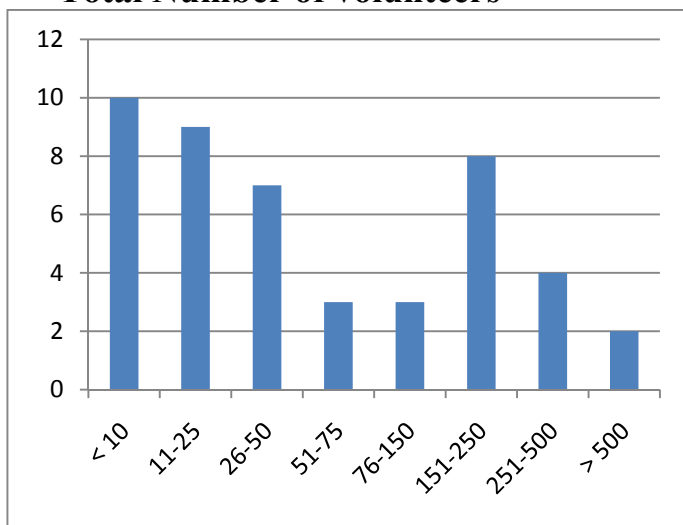
18. Average number served by your programs each day:



Avg # Served	Responses
1-25	10
26-50	13
51-75	4
76-100	4
101-200	10
201-250	8
251-1000	2
> 1001	3

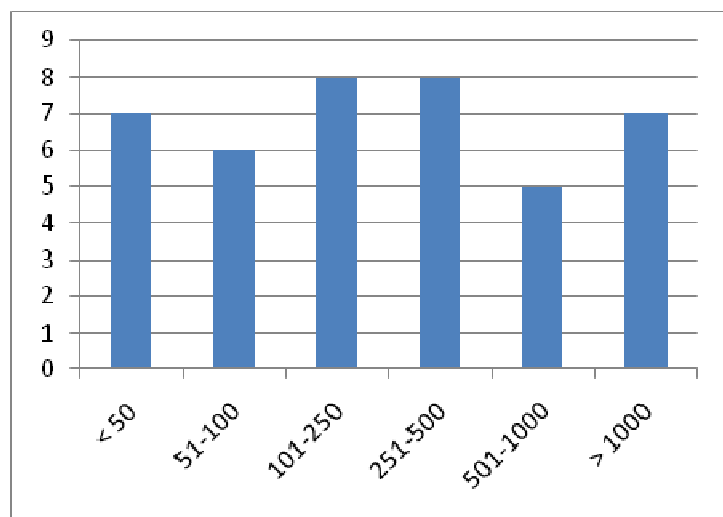
19. If you provide volunteer services, please indicate

Total Number of volunteers



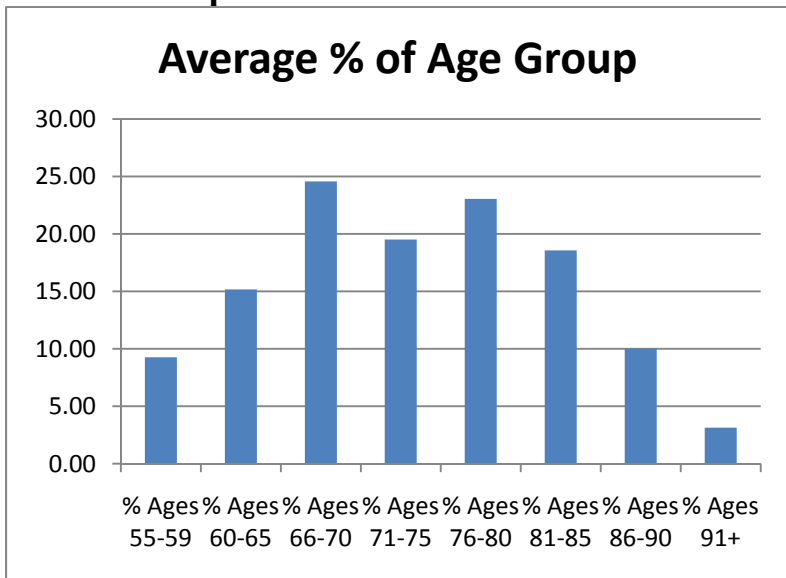
7	22	409	20	10
120	200	15	500	7
320	75	647	10	30
900	84	189	30	124
1	200	165	40	20
5	50	70	1	189
65	170	25	250	
25	206	15	9	
45	25	1	3	
450	28	13	30	

Number of volunteer hours/month

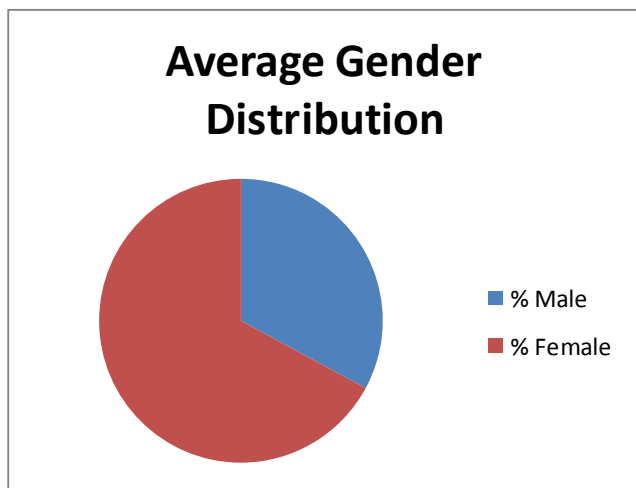


17 (0.1)	250 (1.6)	1541 (9.6)	4 (0)
300 (1.9)	125 (0.8)	500 (3.1)	1200 (7.5)
1600 (10)	2000 (12.5)	355 (2.2)	200 (1.3)
3 (0)	1500 (9.4)	50 (0.3)	24 (0.2)
20 (0.1)	400 (2.5)	20 (0.1)	1000 (6.3)
150 (0.9)	791 (4.9)	98 (0.6)	160 (1)
85 (0.5)	300 (1.9)	732 (4.6)	56 (0.4)
120 (0.8)	100 (0.6)	194 (1.2)	100 (0.6)
2800 (17.5)	360 (2.3)	1000 (6.3)	532 (3.3)
190 (1.2)	3500 (21.9)	310 (1.9)	100 (0.6)
			380 (2.4)

20. Estimate percent of users who are

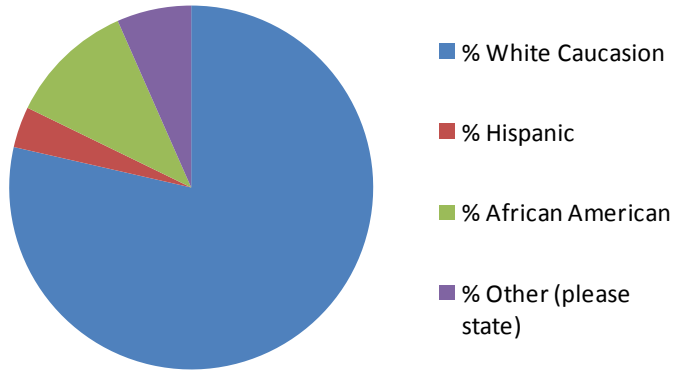


% Ages 55-59	9.26
% Ages 60-65	15.17
% Ages 66-70	24.58
% Ages 71-75	19.51
% Ages 76-80	23.06
% Ages 81-85	18.56
% Ages 86-90	10.03
% Ages 91+	3.14



% Male	% Female
32.88	67.12

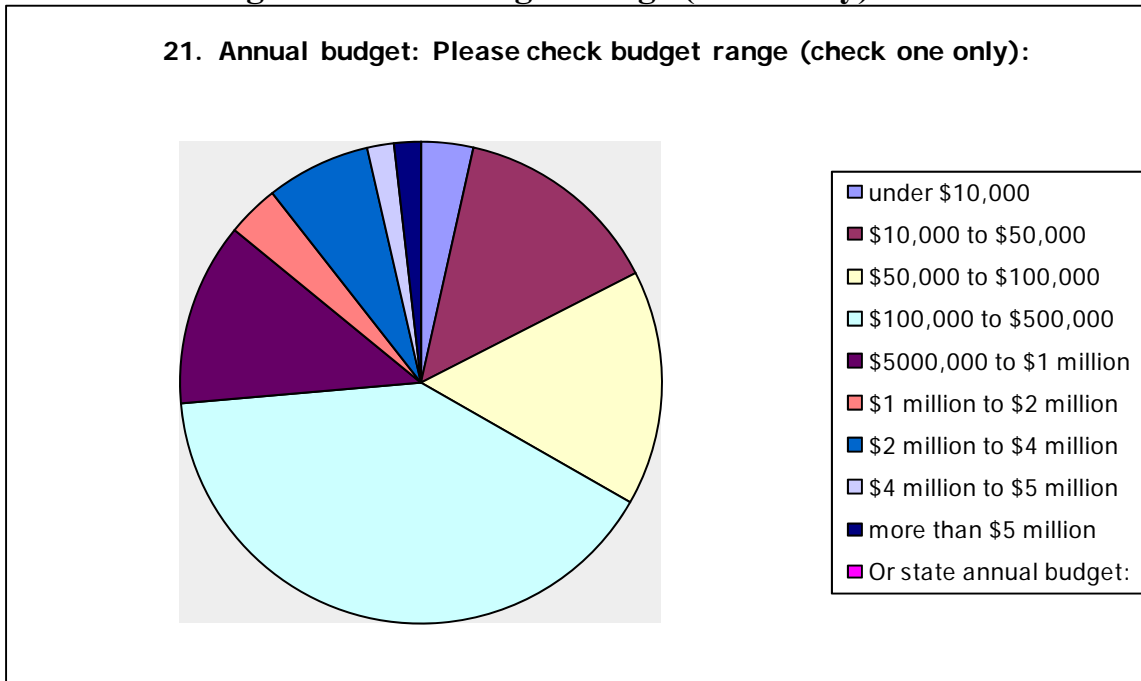
Average Ethnicity Distribution



% White Caucasian	% Hispanic	% African American	% Other (please state)
87.65	4.07	12.49	7.37

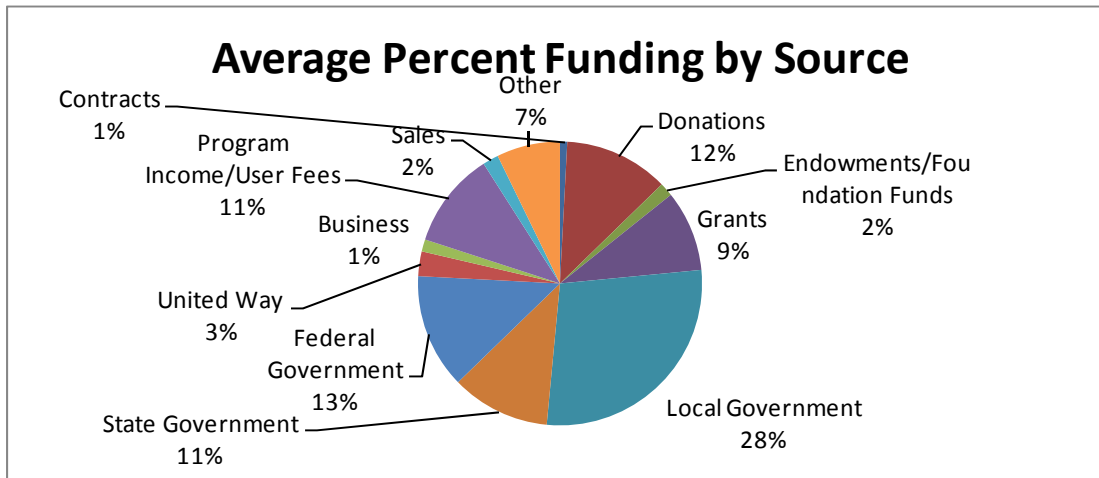
% Other (please state)
Asian
Asian
Asian
Asian
Asian
Asian
Asian
Pacific Islander
Phillipino
We are a (non white) & very diverse senior center

21. Annual budget or check Budget Range (✓ one only):



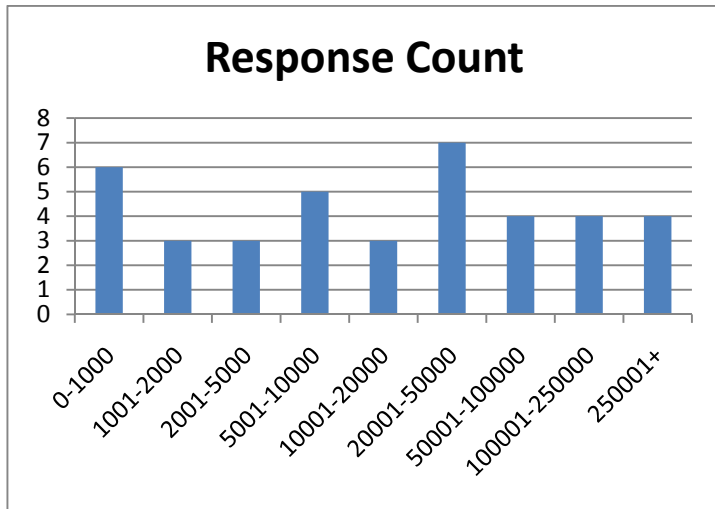
Answer Options	Response Percent	Response Count
under \$10,000	3.5%	2
\$10,000 to \$50,000	14.0%	8
\$50,000 to \$100,000	15.8%	9
\$100,000 to \$500,000	40.4%	23
\$500,000 to \$1 million	12.3%	7
\$1 million to \$2 million	3.5%	2
\$2 million to \$4 million	7.0%	4
\$4 million to \$5 million	1.8%	1
more than \$5 million	1.8%	1
Or state annual budget:	0.0%	0

22. Approximate percent of funding support by source:



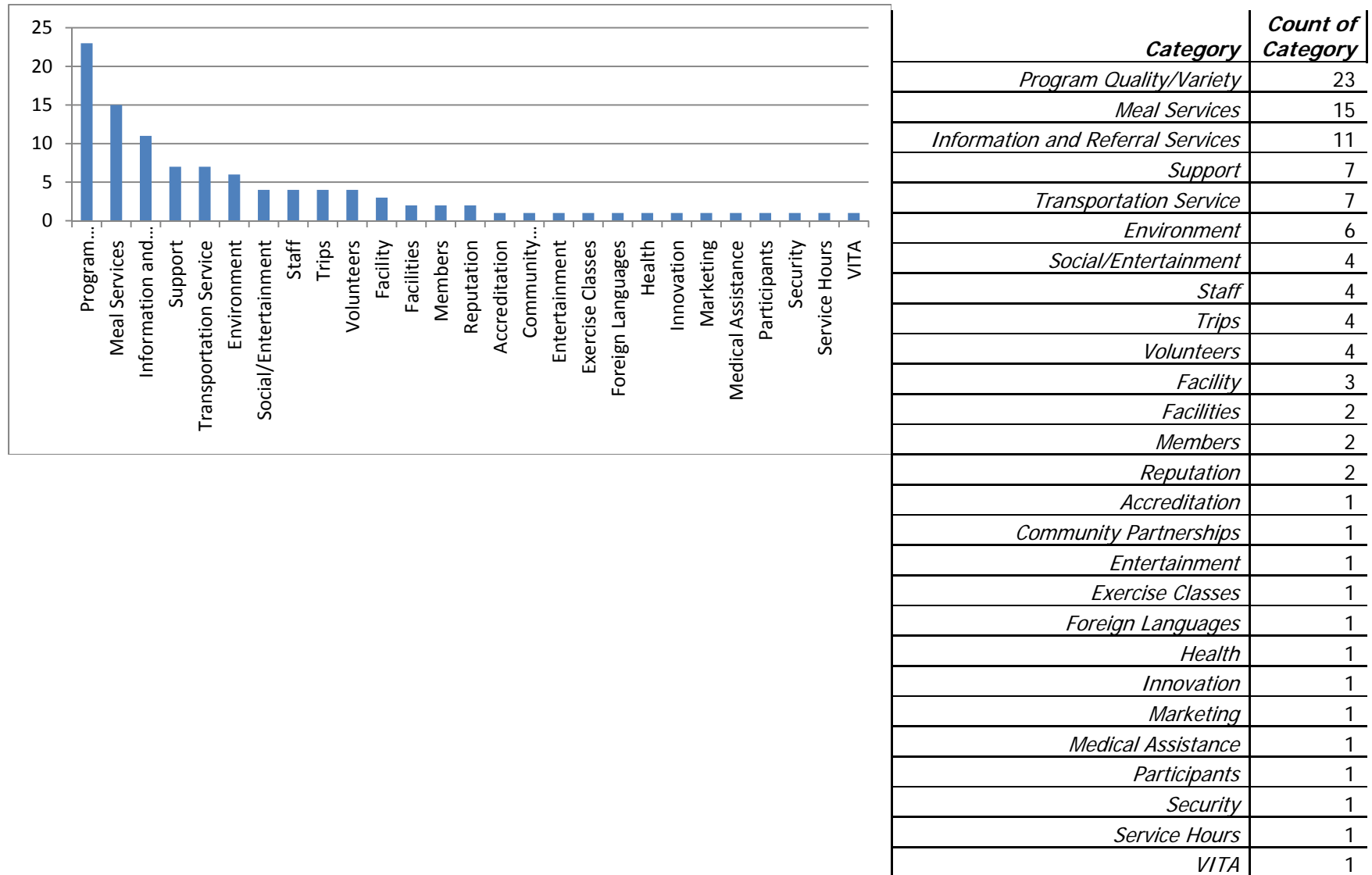
Contracts	1%
Donations	12%
Endowments/Foundation	2%
Grants	9%
Local Government	28%
State Government	11%
Federal Government	13%
United Way	3%
Business	1%
Program Income/User	11%
Sales	2%
Other	7%

23. Dollar value (estimated) of in-kind support per year

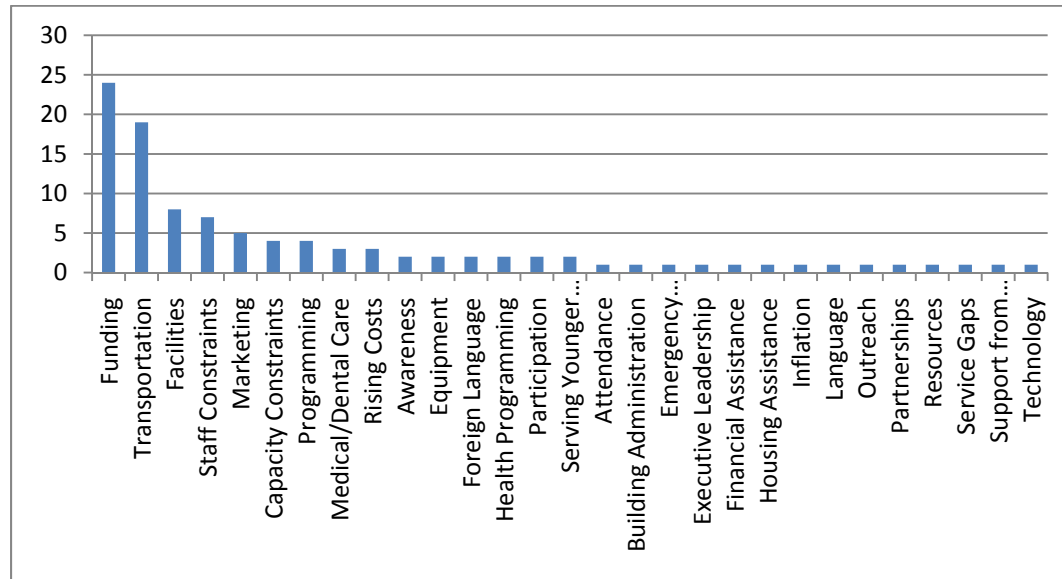


	Response Count
0-1000	6
1001-2000	3
2001-5000	3
5001-10000	5
10001-20000	3
20001-50000	7
50001-100000	4
100001-250000	4
250001+	4

24. Please indicate your Center’s three greatest strengths and/or three most successful programs

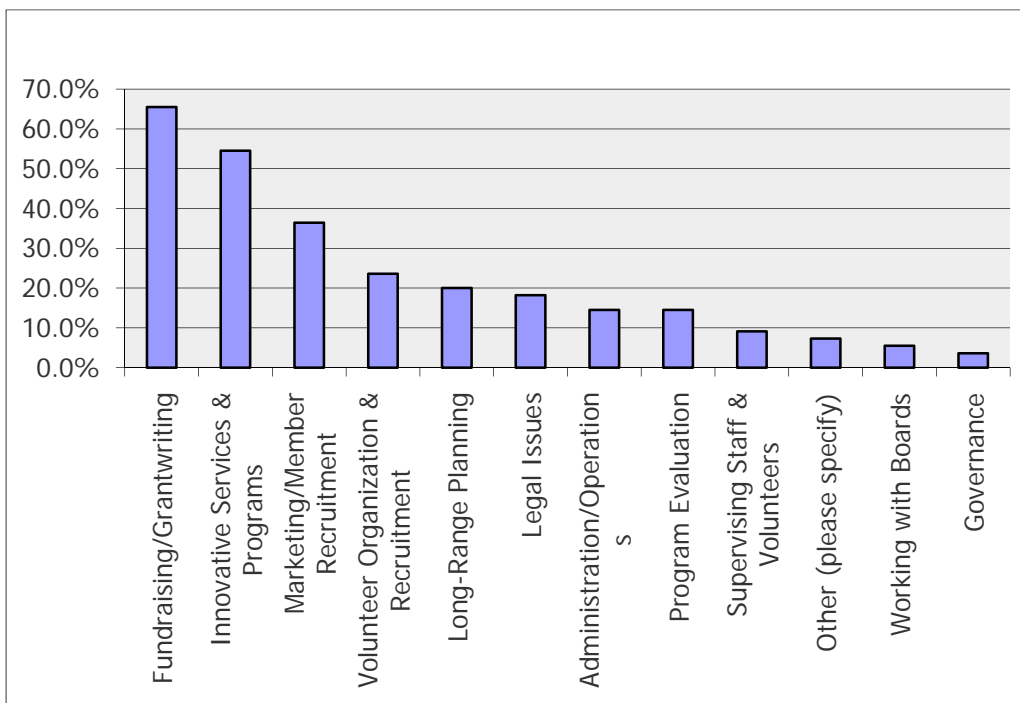


25. What are the three greatest challenges and unmet needs in your service area?



<u>Category</u>	<u>Count of Category</u>	<u>Category</u>	<u>Count of Category</u>	<u>Category</u>	<u>Count of Category</u>	<u>Category</u>	<u>Count of Category</u>
Funding	24	Rising Costs	3	Building Administration	1	Partnerships	1
Transportation	19	Awareness	2	Emergency Preparedness	1	Resources	1
Facilities	8	Equipment	2	Executive Leadership	1	Service Gaps	1
Staff Constraints	7	Foreign Language	2	Financial Assistance	1	Support from Community	1
Marketing	5	Health Programming	2	Housing Assistance	1	Technology	1
Capacity Constraints	4	Participation	2	Inflation	1		
Programming	4	Serving Younger Seniors	2	Language	1		
Medical/Dental Care	3	Attendance	1	Outreach	1		

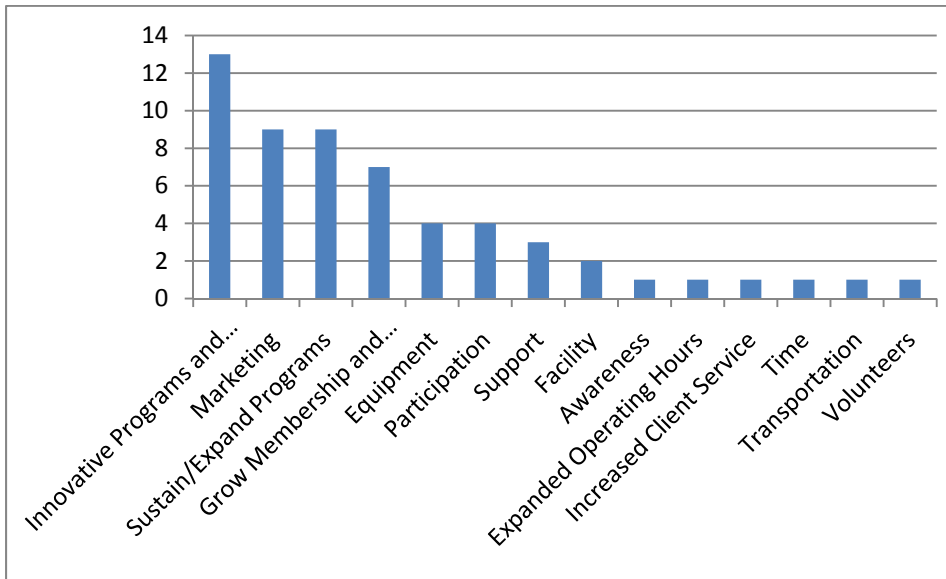
26.a. What additional resources / assistance / training would help you the most if available?



Answer Options	Response Percent	Response Count
Fundraising/Grantwriting	65.5%	36
Innovative Services & Programs	54.5%	30
Marketing/Member Recruitment	36.4%	20
Volunteer Organization & Recruitment	23.6%	13
Long-Range Planning	20.0%	11
Legal Issues	18.2%	10
Administration/Operations	14.5%	8
Program Evaluation	14.5%	8
Supervising Staff & Volunteers	9.1%	5
Other (please specify)	7.3%	4
Working with Boards	5.5%	3
Governance	3.6%	2

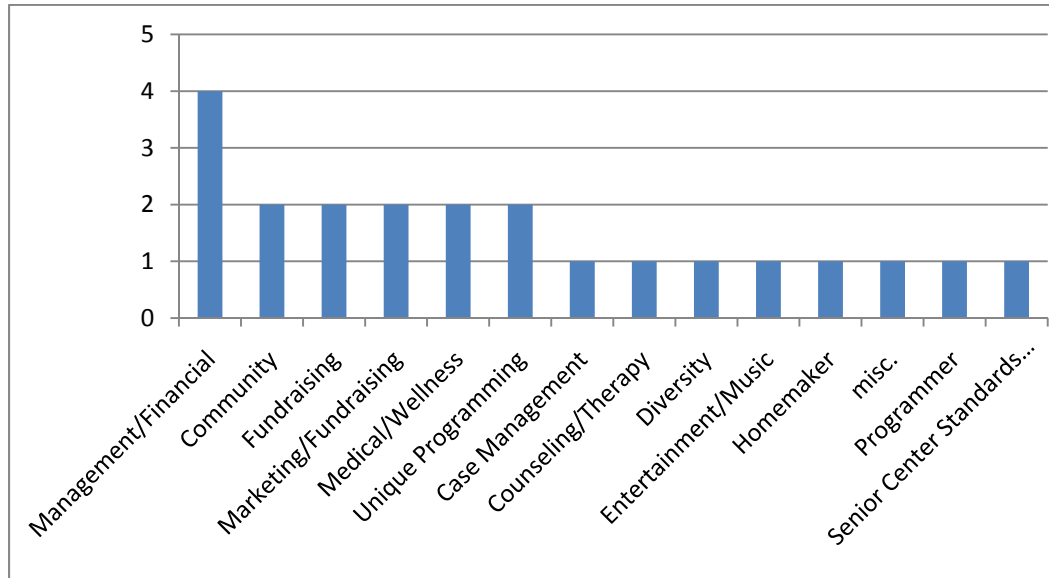
Other (please specify)
Planning for the future
Understand medicare - health benefits & pharmacy benefits for senior.
Financial resources
LGBT Aging Issues

26.b. For each, what improved outcomes in your seniors would the resource make possible?



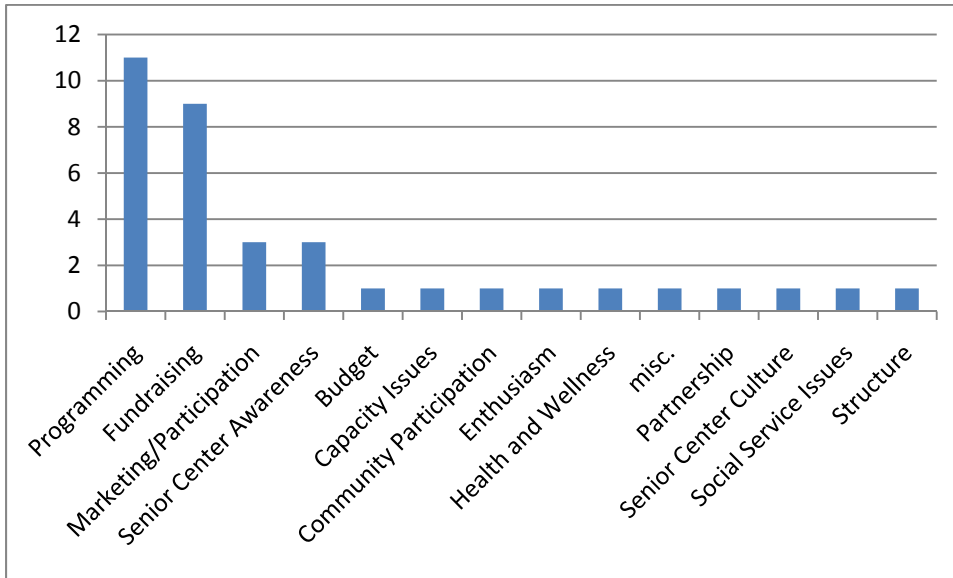
<i>Category</i>	<i>Total</i>
Innovative Programs and Activities	13
Marketing	9
Sustain/Expand Programs	9
Grow Membership and Participation	7
Equipment	4
Participation	4
Support	3
Facility	2
Awareness	1
Expanded Operating Hours	1
Increased Client Service	1
Time	1
Transportation	1
Volunteers	1

27. Are there any particular areas of expertise, knowledge, or experience you have that might benefit other senior centers? If so, please list the areas:



<u>Category</u>	Total
Management/Financial	4
Community	2
Fundraising	2
Marketing/Fundraising	2
Medical/Wellness	2
Unique Programming	2
Case Management	1
Counseling/Therapy	1
Diversity	1
Entertainment/Music	1
Homemaker	1
misc.	1
Programmer	1
Senior Center Standards	1
Trainer	1

28. What areas, if any, would you like to learn about most from other centers?



<i>Category</i>	<i>Total</i>
Programming	11
Fundraising	9
Marketing/Participation	3
Senior Center Awareness	3
Budget	1
Capacity Issues	1
Community Participation	1
Enthusiasm	1
Health and Wellness	1
misc.	1
Partnership	1
Senior Center Culture	1
Social Service Issues	1
Structure	1

29. Please provide any other comments or input:

Sorry I couldn't be of more help on this year's survey.
The field that asked for the number of 55+ in our service area would not accept any data. I finally gave up and left it blank. There are approximately 25,000 people 55+ in Palatine Township.
I would rather see cuts in services that bring regular payments than to continue to operate as we are on the brink of agency closure because we do not receive timely payments for services.
I would like a confidential avenue for agencies to submit cost saving ideas to IDOA without any repercussions from our funding entities.
I'm dying to see the results of this survey!!!
Long Range Planning is, in the industry's funding situation, fairly useless. Attempting to look beyond 3 years wastes valuable staff/board time and any plans or documents based on this length of a time horizon are likely to be out dated almost immediately. Planning in shorter terms (1 year to 1.5 years) allows for more flexibility and the chance to react to the staggering external factors faced by the industry.
I Would be interested in attending training and or seminars to prepare for the building and opening of a new senior center
Recognition by the aging network of the importance that Senior Service Centers play in the role of providing information and service to seniors within their community, and the recognition and provision for funding necessary to keep our doors open.
Suggested donations are absurd - a sliding scale for fees would be more appropriate.
People often remark about the friendliness of our center when they come here from other facilities.
We have a good relationship with our group.
Always can learn more about programs that are available to seniors.
Thank you for asking and caring what we think.