

Senior Center Data from Growing Older in Fort Collins April Events July 25, 2012

This packet of information provides an overview of the data collected during the April meetings that is specific to the Senior Center. Links are also provided to all the raw information that is available to review.

Senior Center Functions

The keypad process focused on querying participants concerning their views on 9 key functions of the Senior Center and the range of activities it supports. Participants reacted to the following list of functions:

- **Function 1. A senior center should offer a range of services and activities that respond to participants' needs, interests, and differences**, such as: the variety of programming within various categories (aquatics, arts/crafts, education and lifelong learning, fitness, health and wellness, outdoor recreation, social activities, theatre, music, dance, and access to a lending library and media center)
- **Function 2. A senior center should function as a community focal point for service delivery to older adults through partnerships**, such as: congregate meal programs or income tax assistance offered by senior service providers, and wellness education provided in cooperation with the Aspen Club of Poudre Valley Health Systems
- **Function 3. A senior center should improve older adults' knowledge of and access to community services at locations throughout the city**, such as: participating in a senior care network to make information available in many places, and speaking to community groups and participating in community events
- **Function 4. A senior center should connect low income, socially isolated, and at-risk older adults to programs and services**, such as: assist these groups with finding community resources and programs, and work closely with low income housing providers to locate these groups
- **Function 5. A senior center should educate the community concerning senior issues and enhance the image of older residents**, such as: writing articles for community publications about older adults, and nominating older adults for community awards
- **Function 6. A senior center should provide training opportunities and support research on issues related to aging**, such as: internship opportunities for CSU faculty and students to work with the senior center, and support research on aging by cooperating as a research site
- **Function 7. A senior center should provide opportunities for facility users to inform and advise the senior center administration**, such as: utilizing advisory boards, and hosting periodic assessments and surveys
- **Function 8. A senior center should train staff who will encourage participants' personal growth**, such as: developing warm, friendly relationships and respecting individual needs, interest, rights, and values, and assisting with personal problems and development of coping skills
- **Function 9. A senior center should provide significant volunteer opportunities for older adults at the senior center**, such as: following the highest standards for recruitment, training, and recognition for volunteer services, and treating volunteers with respect and providing opportunities to contribute in meaningful work

Compiled Keypad Data concerning the 9 Senior Center Functions

Function	1	F 2	F 3	F 4	F 5
The SC does this well and should continue	33.8%	16.6%	8.0%	6.4%	11.2%
The SC does this well but should do less	0.5%	1.5%	0.0%	1.5%	0.0%
The SC does this currently but should improve	12.7%	19.5%	25.6%	13.2%	14.6%
The SC does this currently but should do more	42.6%	44.9%	36.7%	28.4%	29.1%
The SC does this currently but should do less	0.5%	2.0%	1.5%	2.5%	1.9%
The SC does not do this, but should	0.5%	2.4%	9.0%	17.6%	19.9%
The SC does not do this, and that is ok	0.0%	1.0%	3.5%	3.9%	6.8%
I don't know enough to answer	8.8%	12.2%	15.6%	26.0%	16.5%
I don't quite understand this function	0.5%	0.0%	0.0%	0.5%	0.0%

	F 6	F 7	F 8	F 9
The SC does this well and should continue	10.7%	28.5%	18.9%	26.1%
The SC does this well but should do less	1.0%	0.5%	1.0%	1.0%
The SC does this currently but should improve	4.4%	15.5%	16.0%	16.7%
The SC does this currently but should do more	24.8%	28.5%	18.4%	27.1%
The SC does this currently but should do less	1.9%	1.9%	2.4%	2.0%
The SC does not do this, but should	23.3%	5.8%	11.7%	3.9%
The SC does not do this, and that is ok	4.9%	0.5%	6.8%	2.0%
I don't know enough to answer	27.7%	18.8%	22.3%	19.7%
I don't quite understand this function	1.5%	0.0%	2.4%	1.5%

Which 3 are most important? (sorted by importance)

	Percent	Total
1. offer a broad range of services and activities	85.2%	173
2. function as a community focal point for service ...	53.7%	109
3. improve older adults' knowledge of and access to.....	40.9%	83
4. connect low income, socially isolated, and at-risk ...	33.0%	67
5. educate the community concerning senior issues ...	33.0%	67
9. provide significant volunteer opportunities....	17.7%	36
8. develop staff that will encourage participants' ...	16.7%	34
6. provide training opportunities and support research...	9.9%	20
7. provide opportunities for facility users to inform ...	4.9%	10
Totals	100.0%	599

Which 3 need to improve the most?

	Percent	Total
3. improve older adults' knowledge of and access to.....	50.7%	103
5. educate the community concerning senior issues ...	46.3%	94
4. connect low income, socially isolated, and at-risk ...	45.8%	93
2. function as a community focal point for service ...	38.9%	79
1. offer a broad range of services and activities	25.6%	52
8. develop staff that will encourage participants' ...	24.1%	49
6. provide training opportunities and support research...	22.2%	45
9. provide significant volunteer opportunities....	20.2%	41
7. provide opportunities for facility users to inform ...	13.3%	27
Totals	100.0%	583

A few key points from this data:

- Participants showed high satisfaction with what they reported as the most important function (Function 1 – offering a range of services). 76.4% of respondents either chose that the SC did it well and should continue or should do more.
- The most common answer for most categories was that the SC performs each function but should do more. This data certainly supports the need for expansion.
- Participants called for the most improvement for Function 3 (providing information and access at locations outside the senior center).
- Over a quarter of participants reported not knowing enough to answer about Functions 4 and 6.
- Very few participants requested the senior center do less or avoid any of these functions. The highest rate here was 6.8% of participants choosing that the SC does not fulfill Function 8, (train staff to encourage participant’s personal growth), but that was ok (i.e. it was not considered a key function).

Senior Center Programming and Activities

The Senior Center hosts an average of 60 events a day, serving over 1,000 residents daily.

Participants were also provided a list of current SC programming and activity categories:

- 1. Aquatics** – lap swimming, water walking, water volleyball, aqua fitness
- 2. Arts/Crafts** – drop in groups for crafts, quilting; open shop for projects; classes in basketry, drawing, painting, stained glass, and more
- 3. Education – Lifelong Learning** – Front Range Forum; classes in computer skills, international cuisine, safety and first aid, and life skills, among others
- 4. Fitness** – basketball, volleyball, table tennis, pickle ball, badminton; walking track; cardio equipment; fitness classes, including strengthening, toning, stretching
- 5. Health and Wellness** - wellness education; health services such as flu shot clinics, balance screenings, cholesterol checks, etc.; foot clinics; therapeutic massage; yoga and meditation
- 6. Outdoor Recreation** – outdoor activities including walking, hiking, skating, skiing, exploring, taking risk
- 7. Social activities** – events and programs, such as holiday and meal events, celebrations, performances, clubs
- 8. Theatre/Music/Dance** – participate in a theatrical performance; dance instruction, social dance event; participate in a musical group, learn an instrument; or attend a performing arts event
- 9. Library/media center** – access to resource materials on health, lending library, community access computers

On the keypads, we asked which were most important and which needed the most improvement. As the tables below show, education and lifelong learning topped both charts.

Most Important Programming and Activities	Percent that chose each option*
Education – Lifelong Learning	59.6%
Health and Wellness	52.2%
Fitness	47.8%
Social activities	45.8%
Travel	20.2%
Arts/Crafts	18.7%
Outdoor recreation	17.7%
Aquatics	14.3%
Library/media center	11.3%
Theatre/Music/Dance	7.9%

* Participants each chose their top 3

Which 3 most need to improve?	Percent that chose each option*
Education – Lifelong Learning	40.9%
Social activities	34.5%
Library/media center	34.5%
Fitness	33.0%
Health and Wellness	33.0%
Outdoor recreation	22.2%
Theatre/Music/Dance	21.7%
Travel	18.7%
Aquatics	12.3%
Arts/Crafts	10.8%

Theme Summary from the Four-Square Process
Sorted by total number of dots

	# of ideas in category	Total # of dots across all ideas in that category	Average number of dots per idea in the category
Fitness	15	112	7.5
Café	13	109	8.4
Library/Media	18	100	5.6
Space	23	85	3.7
Parking	12	79	6.6
Transportation	10	67	6.7
Education	10	46	4.6
Theatre/Music/Dance	9	46	5.1
Outreach	7	41	5.9
Information	8	37	4.6
Care services	6	36	6.0
Staff	7	33	4.7
Services	4	29	7.3
Health/Wellness	11	27	2.5
Arts/Crafts	3	24	8.0
Outdoor recreation	6	20	3.3
Name	6	19	3.2
Social Activities	5	14	2.8
Technology	3	13	4.0
Accessibility	6	12	2.0
Senior Center Public Relations	4	11	2.8
Aquatics	3	9	3.0

Ideas from the Four-Square Process with 14 or more dots

Label	Idea Title	Dots	Theme
16-9C	Expanding Fitness Center	21	Fitness
16-4E	Expand Fitness Area	20	Fitness
16-17D	Out-Reach/Reach-Out to Under-served, social isolated People	17	Outreach
26-14B	Integrated Transportation Services	17	Transportation
16-4G	Internet Cafe	15	Library/Media
16-11C	Internet Media Café	15	Library/Media
26-9A	Outdoor Amphitheater	15	Theatre/Music/Dance
26-15C	Childcare/Adultcare	15	Care Services
16-16C	Expansion of Arts and Crafts Program and Space	14	Arts/Crafts
26-7C	Fitness Expansion	14	Fitness
26-10B	Senior Geek Squad	14	Retail/Services

Full list of ideas and notes from the four square categorized with the number of dots:

<http://www.cpd.colostate.edu/foursquarerawdata.pdf>

Recreations of the four square sheets:

April 17: http://www.seniorcenterexpansion.org/misc_info/silv_tsu_4sq_4-17.pdf

April 26: http://www.seniorcenterexpansion.org/misc_info/silv_tsu_4sq_4-26.pdf

Data from RSVPs for the April sessions

As participants RSVP'd for the April 17 and April 26 sessions, the on-line RSVP form included several questions for the participants to complete.

The Fort Collins Senior Center is

An adult day care center	0	0%
A focal point for programs and services for aging adults and their families	176	74%
A senior housing facility	0	0%
All of the above	7	3%

The Fort Collins Senior Center is:

A for-profit members-only facility	5	2%
A city-owned facility for adults ages 50+	175	74%
A Poudre Valley Hospital System health and wellness facility	0	0%
Owned by Columbine Health Systems	1	0%

How often do you visit the Senior Center?

Multiple times a week	88	37%
Once a month	30	13%
A few times a year	41	17%
I've been once or twice	21	9%
I have never been to the Senior Center	2	1%

I have been to the Senior Center for:

Classes	106	60%
Senior services	49	28%
Events	137	77%
Trips	62	35%
Sports/recreation	62	35%
Wedding reception	12	7%
Other	46	26%

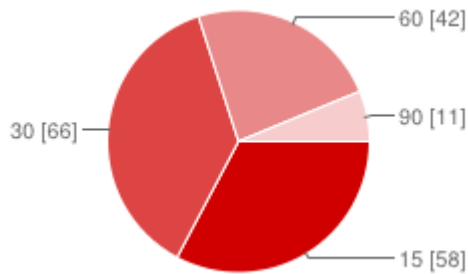
People may select more than one checkbox, so percentages may add up to more than 100%.

If you have never been to the Senior Center, why not?

Never thought about it	2	50%
There's nothing interesting there for me	1	25%
It's too expensive	0	0%
I don't have a way of getting there	0	0%
Other	1	25%

If I had to guess, the I would say the Senior Center hosts ___ events each day.

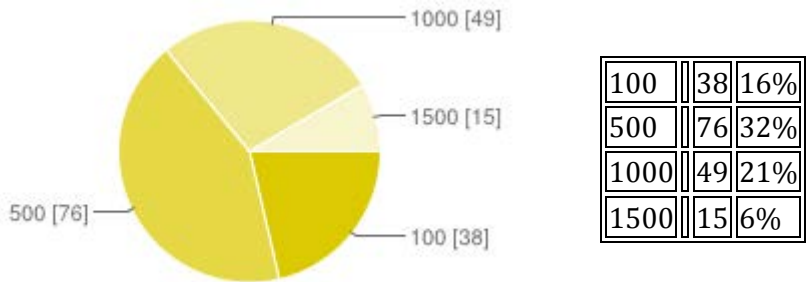
(correct answer is 60).



15	58	24%
30	66	28%
60	42	18%
90	11	5%

I think the Senior Center serves about ___ community members each day.

(correct answer is 1,000).



I know that the Senior Center offers programs in:

Social Activities	170	99%
Arts & Crafts	168	98%
Education	169	98%
Fitness & Wellness	167	97%
Aquatics	163	95%
Travel	164	95%
Dance	158	92%
Outdoor Recreation	157	91%
Volunteer Activities	154	90%
Community Gardening	138	80%

I am aware of the following services offered at the Senior Center:

Income tax assistance	143	89%
Blood pressure and cholesterol checks	130	81%
Congregate meals	130	81%
Computer assistance	130	81%
Legal aide	105	65%
AARP defensive driving course	104	65%
Hearing screening	102	63%
Balance screening	99	61%
Opportunities to talk with a health care provider	91	57%

People may select more than one checkbox, so percentages may add up to more than 100%.

The final question was an open-ended question: **If I could improve the Senior Center, I would...**
Full data from this question is available Data from RSVP questions:
<http://www.fcgov.com/cityclerk/pdf/datafromaprilrsvps.pdf>

An analysis of this final question revealed several key themes:

- Improved parking (17 comments)
- Improved fitness areas/equipment (11)
- Increased community awareness of SC/PR (8)
- Yoga room (7)
- Improve entryway/reception process (4)
- Café/tea room (3)
- Improved library (3)
- More classroom space (3)
- Dance studio (3)
- Improved transportation system (3)