

REPORT TO THE CITY COUNCIL
FINAL REPORT

BLUE RIBBON SENIOR COMMITTEE



December 16, 2013

Senior Committee Members

Assistant Mayor Robert J. Lister (Chair)

Councilor Nancy Novelline Clayburgh

State Senator Martha Fuller-Clark

Nancy Andrews

Judith Bunnell

Jack Jamison

Maureen O'Leary

City Staff

John P. Bohenko, City Manager

Brinn Chute, Senior Services Coordinator

Adam Cannon, Special Projects Manager

TABLE OF CONTENTS

I.	Executive Summary	3
II.	Plan of Action	5
	Summary of Budget Impacts	10
III.	Background of Senior Services in Portsmouth	12
IV.	A Vision of a 50+ Activity Center	14
	Senior Program Vision and Mission Statement	15
	Administrative Organization	16
	Programming	18
	Potential Partners	20
V.	Conclusion	21

LIST OF APPENDICES

Appendix A – Committee Charge

Appendix B – Review of Public Input and Other Resources

Appendix C – Site Summaries

Appendix D – Doble Center Floor Plan

Appendix E – 50+ Activity Center Staff Job Descriptions

Appendix F – Senior Demographic Information

Appendix G – State and National Senior Center Standards

Appendix H – NISC Senior Center National Standards Document Checklist

I. Executive Summary

In July of 2013, Mayor Eric Spear created a Blue Ribbon Senior Committee with the charge to advise the City Council on developing a Senior Center. The Committee was set to sunset 150 days after its establishment. Topics included potential programming, a Senior Center location and a suggested plan of action to develop a new center.

The Senior Committee met eight times from August until December and included the following members: Assistant Mayor Robert L. Lister (Chair), Councilor Nancy Novelline Clayburgh, State Senator Martha Fuller-Clark, Nancy Andrews, Judith Bunnell, Jack Jamison and Maureen O'Leary.

Committee members were responsible for the development of a report and recommendations to issue to the City Council for further review. During the course of the Committee, members voted that their recommendations would be geared towards creating a 50+ Activity Center that focuses primarily on the 50+ population and offers ancillary intergenerational programs. The Senior Committee felt that it would be wise not to just have a center serving traditional seniors (65+), but also incoming seniors as the 65+ population is expected to grow considerably in the next 10 years. See **PAGES 14** and **39** for more demographic information. The Committee also discussed short and long-term considerations for senior services including the Comprehensive Recreation Master Plan.

In summary, the Senior Committee recommends that the City Council should take the following actions:

- **Recommend that the City Manager seek out a dedicated space by continuing to pursue acquisition of the Paul A. Doble U.S. Army Reserve Center. Should the Doble Center not be transferred, it is still the obligation of the City to pursue and provide a dedicated space for seniors in the City;**
- **Encourage the City Manager to take proactive steps to prepare for the eventual reuse of the Doble Facility as a 50+ Activity Center as described in this report;**
- **Recommend to the City Manager to include funding in the Capital Improvement Plan for construction of Doble facility improvements;**
- **Recommend to the City Manager an Operating Budget for the Doble Center to be included in the FY15 Budget in order to begin planning for the launch of the 50+ Activity Center;**
- **Recommend that the City Manager request that the Senior Services Coordinator use State and National Senior Center Standards to develop an operations manual with the goal of being accredited;**
- **Establish a Senior Sub-committee of the Recreation Board to advise the City Council on a 50+ Activity Center name and the Senior Services Coordinator on**

senior issues. The Sub-committee will also consider locations for a gathering space for drop-in activities in the immediate short-term; and

- Recommend that the City explore the creation of a multi-generational Community Center over the long term that serves all age groups.

The Senior Committee, along with City staff, engaged in several activities to provide thorough context for the future of a 50+ Activity Center in Portsmouth. These activities are listed below.

- Compiled demographic information on Portsmouth seniors and background information from previously compiled reports and public input opportunities;
- Discussed the target audience for a center;
- Considered the qualities of five different 50+ Activity Center sites;
- Developed a Vision Statement, Mission Statement and Goals for the Senior Center;
- Toured the former Doble Center (as time permitted, individual senior committee members toured Senior and 50+ Activity Centers for report back to the committee);
- Sent representatives to attend and report back on the 2013 Senior Center Conference in Massachusetts;
- Brainstormed pilot programming ideas;
- Attended a PORT (Portsmouth Older Residents Task Force) meeting at the Library;
- Hosted a Senior Input Forum at the Library with over 40 attendees;
- Approved a plan of action and an illustrated operations budget based upon available estimates;
- Consulted with the Recreation Board on Committee work; and
- Provided public comment opportunities.

II. Plan of Action

A summary of the report recommendations appear below along with a description of the budgetary impacts. The report recommendations are to be interpreted as the Senior Committee's recommended "Plan of Action" required by the Charge.

Recommendation #1 – Recommend that the City Manager continue to pursue acquisition of the Paul A. Doble U.S. Army Reserve Center. Should the City not acquire the Doble Center, it is still the obligation of the City to pursue and provide a dedicated space for seniors in the City.

The first step to creating a 50+ Activity Center that serves senior needs is to continue to pursue acquisition of the Paul A. Doble U.S. Army Reserve Center. The effort to acquire this property for the City has been long and driven by developments outside of the City's control, including the Army's effort to build a replacement facility for the affected Reserve units in the 2005 BRAC law. At this time, the Department of the Army is intending to report the property for disposal to the General Services Administration by May 2014. The City should continue its efforts with the Department of the Army, the National Park Service and the Congressional Delegation to pursue acquisition of the facility.

The Senior Committee discussed site selection extensively and ultimately decided to examine five sites on which to develop a 50+ Activity Center. These five sites included the Community Campus, the Doble Center, 172 Hanover Street (former Page Bar), Spinnaker Point Recreation Center and the VFW Emerson Hovey Post. The Committee then examined ten criteria in order to discuss each site. These criteria are as follows:

1. Size of Property
2. Self-Parking Availability
3. Levels/Floors/Stories
4. Green Space on Site
5. Potential for Growth
6. Location
7. Ownership of Property
8. Transportation Access
9. Time Site will take to Build/Renovate
10. Cost Determination

After considering each alternative, the Committee voted to recommend the Doble Center as a 50+ Activity Center. Please review **Site Summaries in Appendix C** for more background details about each location. The Doble Center had three critical elements that made it more ideal than other locations. First, the size of the property lends itself to future expansion should it be necessary. Second, the building also provides an ideal amount of green space that will allow for outdoor senior activities and various events. Lastly, the federal

government would be transferring the property to the City at no cost. Other properties would require appraisal and negotiations of lease or purchase with owners.

The Committee would also like to note that it considered downtown locations heavily, but that there are significant issues in placing a senior center downtown. First, the Committee considered accessibility for seniors, especially during winter months. The Committee felt that none of the downtown locations examined have the potential for an effective front entrance with a drop-off spot, benches and other accessibility amenities.

The Committee believes that in order to have a successful and thriving 50+ Activity Center for seniors the City should promote a location that is conducive to intergenerational offerings and additional revenue streams outside of the tax base to offset costs. A large property like Doble has the potential for rent accumulation from service partners interested in relocating to the site, patron groups, and private event revenue during off-hours. In addition, a registration structure could be developed.

Lastly, as the Doble Center is subject to federal transfer, the Committee understands that a property transfer may take additional time due to federal agency procedures. The City should pursue the Doble Center even if it takes a lengthy period of time, as the Committee sees the Doble Center as the best and most well-rounded location for a 50+ Activity Center. In the event that the Doble Center is not transferred to the City, the Committee recommends that the City is obligated to pursue and provide a dedicated space for seniors at an alternate location.

The Committee understands that an alternate location other than the Doble Center requires a partnership to acquire space and land. Another location would also require entry into negotiations that could potentially be as lengthy as or lengthier than the process for acquiring the Doble Center.

Recommendation #2 – Encourage the City Manager to take proactive steps to prepare for the eventual reuse of the Doble Facility as an attractive and inviting 50+ Activity Center as described in this report.

The second step is to encourage the City Manager to take proactive steps to prepare for the eventual reuse of the Doble Facility as a 50+ Activity Center as described in this report. These steps should be carried out, as much as practicable, in advance of formal transfer of the facility. These steps may include continued due diligence regarding the suitability of the property, code analysis for the proposed reuse, assessment of initial renovation needs to achieve program goals and assembly of capital and operating budgets.

Based on the Committee's work in researching successful vibrant community facilities in other parts of New England, it advises that special attention be paid to the building fit-up to

ensure inviting, comfortable and appealing grounds, entrances, and interior spaces since they are critical to the success of the program. As such, the City Manager should also be encouraged to go out to bid on professional design services to design aesthetic reforms that will encourage attendance at the new 50+ Activity Center on launch day and moving forward from launch day. One of the biggest aesthetic changes that will need to be made prior to the launch is to create a welcoming and accessible entrance with a drop-off zone and seating. The large drill room will need to be transformed into an appealing multi-function room with dining capabilities. The designer can also plan for future improvements that are not necessary at launch, but important in fashioning an attractive modern 50+ Activity Center for seniors with modern amenities and style.

Recommendation #3 – Recommend that the City Manager to include funding in the Capital Improvement Plan for construction of Doble facility improvements.

Funding will need to be set aside for capital improvements in the next fiscal year for the City Manager to retain professional design services and to construct improvements at the Doble Facility. Budget sources may include the General Fund, 135/143 Daniel Street Charitable Trust, and Community Development Block Grant (CDBG) funds.

Recommendation #4 – Recommend that the City Manager include an (Operating Budget) in the FY15 Budget similar to the one presented in this report in order to plan for operating costs for the launch of the 50+ Activity Center.

Included in this report is a suggested operating budget for the 50+ Activity Center. It should be noted that this budget would be to inform a budget that potentially would pertain to the last quarter of FY15 (April, May & June 2015). In this budget, the Senior Services Coordinator position will be made full time so that the Coordinator can supervise the 50+ Activity Center. It is also suggested by the Committee that there be room for two part-time Staff Members to assist the Senior Services Coordinator in operating programs and initiatives at the 50+ Activity Center. Also included in this budget is a line item for programming as the Senior Services Coordinator will need to have funding for various programs and senior events sponsored by the City. The remainder of the operating budget includes the newsletter and standard needs such as utilities and miscellaneous operating costs.

Recommendation #5 – Recommend that the City Manager request that the Senior Services Coordinator use State and National Senior Center Standards to develop an operations manual with the goal of being accredited through the National Institute of Senior Centers (NISC).

The National Institute of Senior Centers (NISC) has developed nine standards of excellence for senior center operations in order to advance senior center quality nationwide. These

standards serve as a guide for all senior centers to improve their operations for today and for the future. NISC also offers the nation's only National Senior Center Accreditation Program. Accreditation provides official recognition that a senior center meets the nine standards of senior center operations. More than 200 senior centers have been accredited, and many more are in the process. In time, the City of Portsmouth has the potential to be the only New Hampshire city with an accredited 50+ Activity Center.

There are nine standards including purpose, community, governance, administration, program planning, evaluation, fiscal management, records and reports, and facility. This accreditation status lasts for five years. At this time centers will need to re-visit the accreditation process. Part of this process includes inviting the community to participate in the center's self-assessment.

Recommendation #6 – Establish a permanent Sub-committee of the Recreation Board to advise the City Council on a 50+ Activity Center name and the Senior Services Coordinator on the issues of the 50+ population and revenue support for the 50+ Activity Center to assist in reducing the amount of additional revenue required of the tax base to support senior services. The Sub-committee will also consider locations for a gathering space for drop-in activities in the immediate short-term.

The final recommendation of the Committee is for the City Council to establish a permanent Sub-committee of the Recreation Board to include the City Council Representative on the Board, the Chair of the Recreation Board, the Senior Services Coordinator and three additional citizen members who are appointed annually by the Mayor and voted on by the City Council.

The Sub-Committee's primary function will be to assist the Senior Services Coordinator in planning city-wide 50+ services. **They will consider locations for a gathering space for drop-in activities in the immediate short-term.**

A goal of the Committee will be to recommend a 50+ Activity Center name to the City Council. They will consider naming the center in accordance with current City Council rules, and will consider among other options, endowments and sponsorships.

The Committee will also assist the Senior Services Coordinator in developing a registration structure and registration fees to be implemented at the launch of the center as revenue support for the 50+ Activity Center to assist in reducing the amount of additional revenue required of the tax base to support senior services. This would also include investigating the development of a "Friends of..." non-profit group.

Recommendation #7 – Recommend that the City explore the creation of a multi-generational Community Center in the long term for people of all ages.

The Senior Committee has received many comments that people would like to see a Community Center in Portsmouth that serves all ages. Though it was not the charge of this Committee to investigate the feasibility of a multi-generational Community Center or site, the Committee recommends such an investigation based upon the feedback from the public and the recommendation of the Comprehensive Recreation Needs Study released in 2011.

In summary, the Senior Committee has worked tirelessly to provide the City Council with several action items to promote a 50+ Activity Center in Portsmouth. Preserving and furthering senior services will be a part of Portsmouth's legacy for years to come. On the following pages, you will find operating expenditures and a summary of the estimated new costs compared to the interim costs.

Summary of Estimated Budget Impacts

The Senior Committee recommends that the City Manager include in the FY 15 budget the sample budget presented in this report for the 50+ Activity Center. Chart 1 below illustrates a sample Activity Center operating budget for the 4th quarter of FY 15. The Committee anticipates that the City will not be able to open a center until that point.

Chart 1: <i>Illustrated</i> 4th Quarter FY 15 Activity Center Budget	
Item	Sample 4 th Quarter Budget
Senior Services Coordinator	\$20,609.78
Additional Part-time Staff	\$7,696.98
Programming	\$5,000
Newsletter	\$2,139
Utilities	\$8,375
Other Operating	\$5,862.50
TOTAL	\$49,683.26

Chart 2 below illustrates an estimated annual increase for FY 15 and FY 16 in the event that an Activity Center opens in the 4th quarter of FY 15. All assumptions are based on FY 14 salaries and benefits.

Chart 2: <i>Illustrated</i> Budget Impacts of Report Recommendations			
Item	FY 14 Budget	Sample FY 15 <i>Center Opens 4th Quarter</i>	FY 16 <i>Center Open Full Year</i>
Senior Services Coordinator	\$35,519	\$47,249.03	\$82,439.11
Additional Part-time Staff	-	\$7,696.98	\$30,787.90
Programming	\$10,000	\$12,500	\$20,000
Newsletter	Included in Programming	\$2,139	\$8,556
Utilities	-	\$8,375	\$33,500
Other Operating	-	\$5,862.50	\$23,450
TOTAL	\$45,519	\$83,822.51	\$198,733.01
ANNUAL INCREASE	-	\$38,303.51	\$114,910.50

The additional costs will include a full-time and one additional part-time position along with other program and facility related costs such as utilities and supplies. This would bring total staffing to one full-time Senior Services Coordinator and two part-time positions.

Programming costs are anticipated to increase as the Senior Services Coordinator forms additional partnerships with outside service providers for events and meals at the center.

Please note that the Committee is recommending this budget as a guide for the City Manager, with the understanding that a 50+ Activity Center may not be active until the 4th Quarter of FY 15. It is meant to serve as a guide. On the following page you will find a more detailed illustrated annual operating budget for FY 16 (Chart 3).

**The City is currently funding Senior Transportation in partnership with the Mark Wentworth Home with \$143,000 out of the Parking and Transportation Fund.*

Chart 3: 50+ Activity Center Annual Operating Budget Sample – **ILLUSTRATED ONLY**

Senior Services Coordinator

Assumes a SMA Grade 11, Step B, Community Center Supervisor

**-Estimated using FY14 Salary & Benefits
-COLA not included as SMA contract has not been renewed yet**

Full Time Salaries	47,961.30
Social Security	2,973.60
Medicare	695.44
Retirement	5,165.43
Other Benefits	24,530.64
Professional Development	700.00
Travel Reimbursement	412.70
Total	82,439.11

Senior Services Staff Members

Assumes 2 Part Time, Non-Union, Recreation Staff Members paid at \$10.00 per hour, 27.5 hours per week

Part Time Salaries	28,600.00
Social Security	1,773.20
Medicare	414.70
Total	30,787.90

Programming

Estimate Figure from Recreation

	20,000.00
Total	20,000.00

Utilities

Estimate Figure

Telephone	2,500.00
Electricity	8,000.00
Natural Gas	21,000.00
Water/Sewer Fees	2,000.00
Total	33,500.00

Monthly Senior Newsletter

Based on 5 month average of costs

	8,556.00
Total	8,556.00

Other Operating Costs

Based on Spinnaker Point

Professional Services	1,500.00
Copy Machine Rental	2,700.00
Repairs-Equipment	700.00
First Aid	250.00
Miscellaneous Supplies	9,000.00
Office Supplies	1,000.00
Clothing	300.00
Furniture and Fixtures	8,000.00
Total	23,450.00

GRAND TOTAL

198,733.01

**The City is currently funding Senior Services at \$45,519 through the FY 14 General Fund under the Recreation Department. These items include salaries for a part-time coordinator at \$32,995 and programming (listed as miscellaneous supplies) at \$10,000.*

III. Background of Senior Services in Portsmouth

For over forty years, there has been a senior services program offered in Portsmouth. These services included a drop-in center, various programs and activities, trip coordination and a five-day lunch meal program. Over the years the program expanded to include a five day a week Transportation program and - in coordination with a partner - an Adult Day program for those suffering from dementia and related health conditions.

Between 1972 and 2009, the City's senior center programs were operated by the Portsmouth Housing Authority. The Portsmouth Housing Authority senior offerings were located at three different locations. In 1972, the program began at the Woodbury Manor community room. In 1974 the program moved to the Henry Sherburne House on Deer Street.

In 2000, the Portsmouth Housing Authority relocated the Senior Center program to 127 Parrott Avenue, a facility it purchased in partnership with Compass Care, an organization providing services to adults and elderly. A new organization was created to hold the property called Parrott Avenue Place Inc. and the facility was known as Parrott Avenue Place. A subsidiary of the PHA owned 30% of the building and Compass Care, Inc. owned 70%. The building continued to operate as a senior center, as well as home to the Transportation program operated by the PHA and an Adult Day program operated by Compass Care.

According to the PHA, in 2008, the U.S. Department of Housing and Urban Development directed the PHA to no longer use HUD funds for social services, including senior transportation. As a result, the PHA-funded senior programs were in danger of being discontinued. In January 2009, Parrott Avenue Place Inc. sold the property at 127 Parrott Avenue to the Mark Wentworth Home (MWH), a non-profit corporation that owns and operates a 71 bed assisted living facility on Pleasant Street. As part of the transaction, both the Compass Care and the PHA Senior Center programs were acquired by the MWH and began to be operated under a new program it created called Wentworth Connections. The MWH home contracted with Living Innovations, Inc. to manage the programs at the Parrott Avenue facility. Living Innovations is a company that provides support for senior citizens, individuals with long-term illnesses or developmental disabilities.

In late 2011, the Mark Wentworth Home announced that Wentworth Connections center would be closed. The MWH indicated that the Transportation and Adult Day program would continue and that some of the programming offered at Parrott Avenue would be operated by Living Innovations at its facility at 1950 Lafayette Road. Subsequently the building at 127 Parrott Avenue that housed the programs was sold the following year. The proceeds from the sale were used to help fund the Adult Day program, which was relocated to the Community Campus.

The City began working with the Greater Portsmouth Area Senior Center Project group which was a steering committee that was tasked with finding a location for a senior center

and brainstorming programming ideas and funding. This group issued a report in April 2012 which concluded that the Community Campus was an ideal location for a new senior center. The City Council believed that there needed to be more time for the public to consider a senior center location and asked for a report about the status of senior services in the City and recommendations for support of senior services in the interim.

In August of 2012, the City Council voted to authorize this interim plan for senior services in the City of Portsmouth. This interim plan included the funding of a part-time Senior Services Coordinator, an expansion of the Senior Transportation Program, additional funding for activities and other recommendations related to senior services.

Over the past year, the City implemented all recommendations for interim senior services including the hiring of a Senior Services Coordinator, who has helped to establish new activities and partnerships for seniors throughout the City. The City also entered into a partnership with Families' First to provide an additional monthly senior luncheon so that there is at least one senior meal taking place per week.

Additionally, the Portsmouth Public Library has created new educational and life-related programs for seniors such as memoir-writing classes, the Surviving & Thriving program, and art classes. The Senior Services Coordinator organized a Library-hosted Fraud Prevention Seminar in conjunction with the Federal Trade Commission. Lastly, the Senior Transportation Program has grown in usage with the addition of a fourth day of senior transportation.

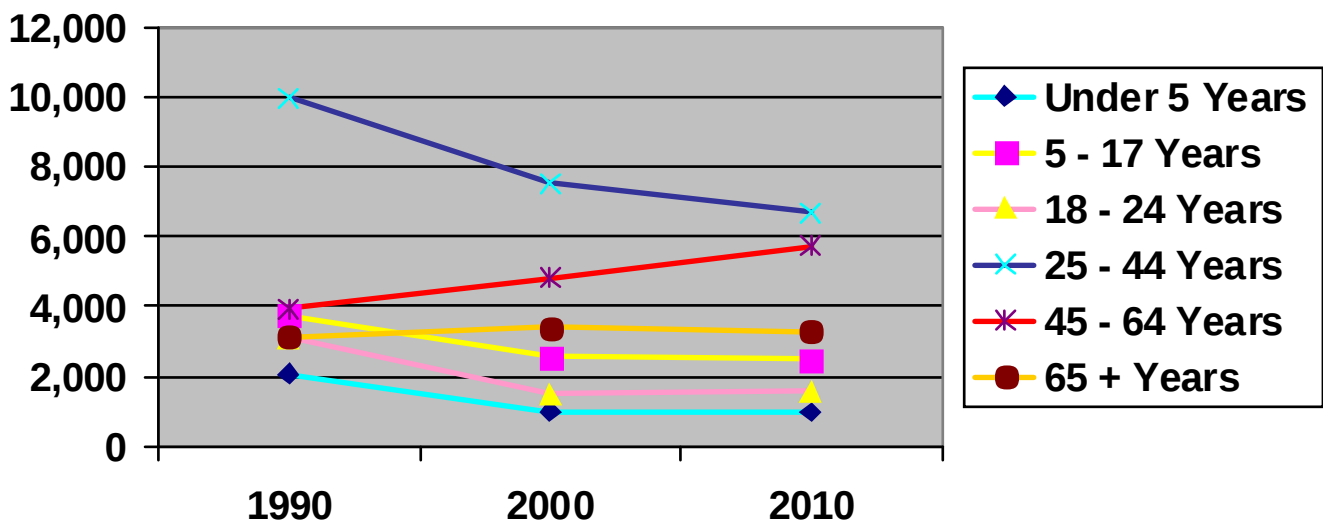
IV. A Vision of a 50+ Activity Center

The next section of this report describes a Committee's sample vision of a 50+ Activity Center. The Charge of the Committee asks for consideration of an operations plan and the feasibility for the Doble Center to serve as a center for seniors.

In order to give the Committee's work clarity, the Committee decided that it needed to decide upon a target audience. The target audience answers the question of who this center will serve and what considerations need to be made. In order to make this decision, the Committee reviewed available demographic data and in particular, data on age trends.

The chart below reveals trends over the last two decades. From 2000 to 2010, there was a slight decrease in age groups up to 17 years. This is likely attributable to individuals having slightly less children. There was also a decrease in the 25 to 44 age group, but an increase in the 45 to 64 age group. This may mean that the oldest of the 25 to 44 age group are now in the 45 to 64 age group and have stayed in Portsmouth. The minimal decrease in the 65+ population is attributable to the oldest citizens having passed on.

Age Distribution of Portsmouth



Source: 1990, 2000 & 2010 U.S. Census

The Committee felt that it would be wise to not just have a center which serves the traditional seniors (65+), but also incoming seniors as the 65+ population is expected to grow considerably in the next 10 years. As such, the Committee voted to focus on the 50+ population in order to better define the target audience to present a cohesive plan for the City Council and to give a roadmap for the future.

50+ Activity Center Mission, Vision and Goals

The Committee felt that it was important to establish a mission, vision and goals provide direction for immediate and future steps in the creation of a 50+ Activity Center.

Mission Statement

The mission of the Portsmouth 50+ Activity Center is to positively impact our community by creating opportunities for healthy aging through social engagement, physical well-being, community involvement, creativity and lifelong learning.

The Mission Statement identifies “what”, “how” and “who” will be served at the 50+ activity center. In very early discussions, the Committee decided that the Community would not simply be served by a cookie-cutter, run-of-the-mill center. Additionally, a mission statement is important for applying to grants and endowments which will bring necessary funding into the center.

Vision Statement

Our vision is to be a vibrant activity center for those age 50 plus. We will be recognized for our expertise in aging, innovative, engaging programs, professional services and welcoming environment. The involvement of adults in the community and activity center will inspire the community to understand the power of healthy aging to positively transform lives.

The Vision Statement lays out the future of the center and provides a fundamental plan to make the center a place where the genuine satisfaction of older adults is prioritized above all else.

Goals

1) Enrich the community by promoting healthy aging.

The Committee believes that the center should provide social, educational and physical opportunities for healthy aging. This would include providing evidence-based programs which are programs that are scientifically proven to increase seniors’ physical health.

2) Cultivate a welcoming environment.

One of the most important requirements of a 50+ Activity Center is to be able to provide a warm, welcoming environment to attendees. As seniors walk into the doors of a new center there should be a smiling person ready to greet them, make them feel at home and use their names when possible to form a personal connection. This welcoming environment will

promote the feeling of safety, decrease the unease of participating in programs and increase the connection to the community.

3) Provide diverse intergenerational programs and activities.

According to the National Council on Aging, a successful 50+ Activity Center should provide opportunities for intergenerational activities that promote understanding across generational cohorts. Connections between the Recreation Department, School Department and daycares offer ample opportunities for partnerships.

4) Foster community involvement.

The 50+ Activity Center would be committed to providing a robust volunteer program which can include people of all ages working to promote senior services and to participate in serving others.

5) Provide a comprehensive transportation element.

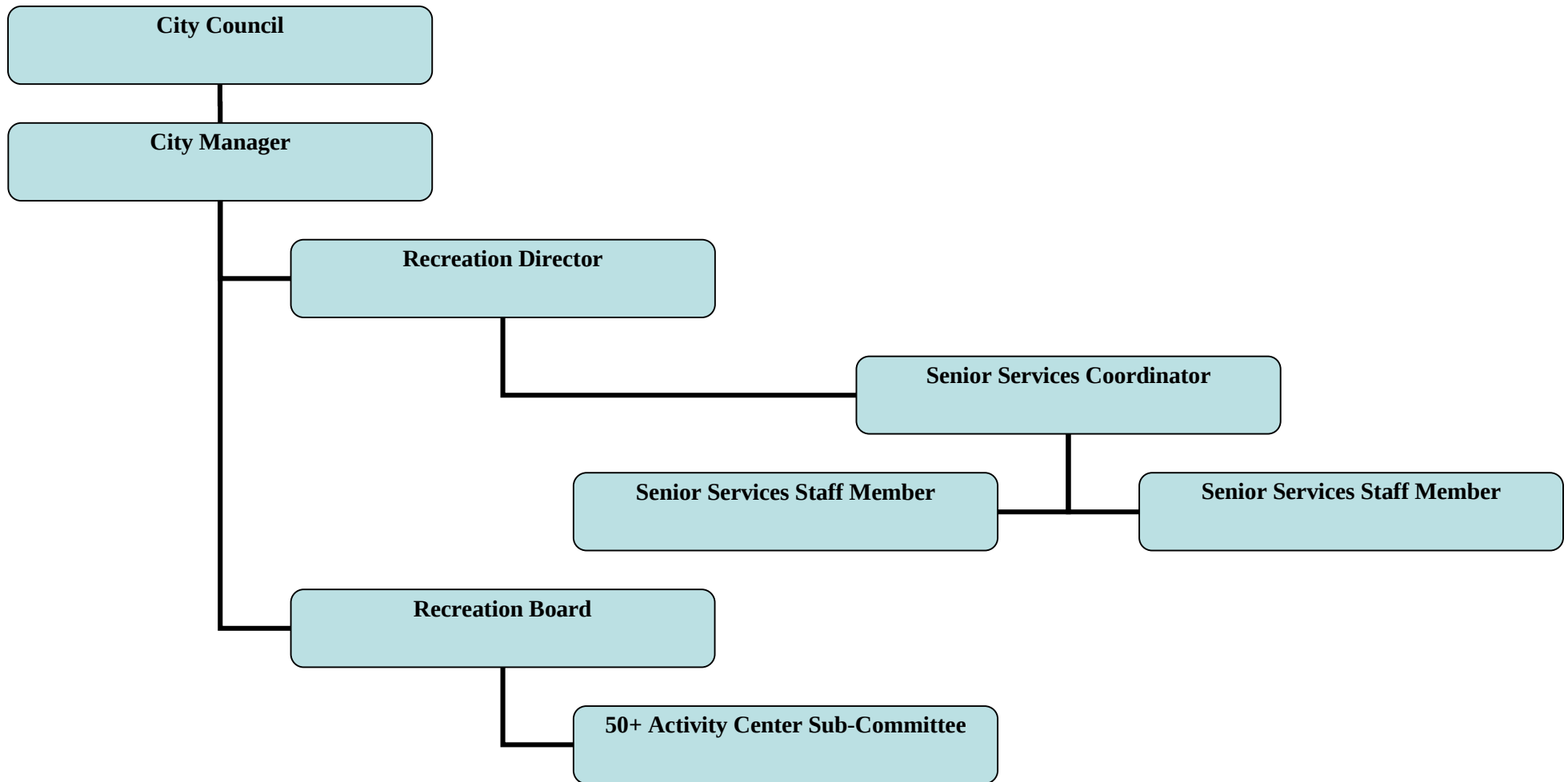
Though it was not an element of the Committee's charge, the Committee believes that a comprehensive transportation element is very important in fostering participation by seniors of various skills and abilities. The City would continue to investigate appropriate partnerships for transportation.

Administrative Organization

The Senior Committee felt that it would be prudent to provide a staffing scheme informed by staffing schemes at other centers. In larger more populated areas, it is typical to see a staff that includes a supervisor and two or three full-time employees along with part-time staff. Since this is Portsmouth's initial venture in providing a 50+ Activity Center, the Committee has decided that a more cost-sensitive organization should be pursued. Therefore, the Committee recommends a staff which includes a full-time Senior Services Coordinator who will supervise two part-time staff members and volunteers. The expectation is that a volunteer program will be organized in order to help support services and enhance programming.

On the following page, you will find an organizational chart depicting the organizational structure of the Senior Services division of the Recreation Department.

Administrative Organization of the 50 + Activity Center



Programming

Programming is the backbone of any activity center. After you have created a safe, accessible and welcoming facility, the programming is what will attract people and keep them coming back. Programming will set the tone of the center. It is critical that programming focus on the power of aging and be vibrant, active, creative, and inclusive.

Personal wellness encompasses many facets of life. The center could offer programming that focuses on mental, physical, emotional, intellectual, spiritual and social wellness.

For example, Portsmouth does not currently have an adult education program. In partnership with the School Department and the Library, the center could host lifelong learning classes as an enriching opportunity for senior citizens and adults such as the classes hosted by the Osher Lifelong Learning Institute. This would be a new program that is offered to support intellectual wellness.

Many programming opportunities could be available in a facility like the Doble Center which includes a kitchen and dining hall, classrooms, offices, ample outdoor space, and rooms for social gatherings. Below is a sample daily programming menu.

Sample Senior Programming Menu at the Doble Center

9:00 a.m.	Tai Chi
10:00 a.m.	Green Thumb Garden Club (Community Child Care visits today)
10:00 a.m. - 2:00 p.m.	<i>The Drop-in-Lounge</i> <i>Free Wi-Fi Available</i>
	Today's Games: Cribbage & Wii Bowling
11:00 a.m.	Blood Glucose Clinic (Visiting Nurses Association)/Spanish I/Strength Training
11:30 a.m.	<i>Daily Lunch or Café Options</i>
1:00 p.m.	Bone Builders Class (RSVP Friends)/Book Discussion/Woodworking
2:00 p.m.	Watercolor Art Class/Widowers Support Group
3:00 p.m.	Volunteer Information Session/Cooking & Blogging-Intergenerational
4:00 p.m.	Senior Single & Ready-to-Mingle (Living Social Club)/Pickle Ball
5:00 p.m.	Ukulele for Beginners (PMAC)/Travel Enthusiast Group
5:30 p.m.	Annual Bocce Ball Tournament on Italian-American Heritage Courts
6:00 p.m. - 8:00 p.m.	Lifelong Learning Programs: "What's All the Buzz about Bees" Class (NH Bee Keepers Assoc.)

Intergenerational Programming

With the spirit of inclusiveness always present, intergenerational friendships can be fostered through well-designed programming. Bringing seniors and youth together enhances the lives of each demographic.

For example, an afterschool “Cooking & Blogging Club” is good example of utilizing the expertise of one population to benefit the other. Cooking is not taught in all homes and many of the traditional techniques and recipes are being lost. Offering an afterschool cooking club allows seniors to share their experiences. Meanwhile, learning goes both ways as the student blogs about the class, shares photos on-line and teaches the senior computer skills.

Volunteering

It is imperative to harness the power of volunteers to help offer diverse and ample programming at the center. Their knowledge, skills and life experience make seniors ideal candidates to volunteer.

In addition to senior volunteers, the City could begin the process of growing the volunteer pool through broader age groups and begin building a robust volunteer program led by the Senior Services Coordinator. As this report provides a vision for volunteer service, the Senior Committee would like to provide an image of what a Portsmouth program could look like.

The Senior Services Coordinator will invite people of various age groups to assist in providing programming support at the 50+ Activity Center. The goal is to tap into the hearts of service-minded individuals in Portsmouth and build an army of volunteers who can help the City with current cost challenges and future ones.

Providing for extensive senior services will not be revenue neutral, but volunteers lessen the cost burdens and often can provide unique programming and event ideas. This program will also recognize our volunteers annually.

Potential Partners

The Charge of the Committee required the Committee to provide a summary of potential partners that the Senior Services Supervisor can work with to provide program support at the center. For example, the City could potentially ask COAST if they would be willing to place a bus stop at the Doble Center. The Senior Services Coordinator could also ask for program assistance from our Portsmouth students who participate in organizations like the Scouts and the National Honor Society for volunteer service. The following list includes suggestions from the Committee, suggestions based upon public input and suggestions from City staff. **Please note that this list is not comprehensive, nor is it limited to the partners and partner programs listed below. Some current programming partners are included.**

Potential Partners and Partner Programs

AARP	Portsmouth Music and Arts Center
ABLE (Senior Work Program)	Portsmouth Police Explorers
Alzheimer's Association	Portsmouth Public Media TV
Chamber of Commerce	REAP (Seacoast Mental Health Program)
Churches	Rockingham Community Action
City Departments	Rockingham Nutrition and Meals on Wheels
COAST	RSVP Friends
Cornerstone Visiting Nurses Association	Rye 55+ and Alive Club
Families First	Salvation Army
Foundation for Seacoast Health	Scouts
Kittery Community Center	Seacoast Family Food Pantry
Living Innovations	Seacoast Retired Educators
Mark Wentworth Senior Transportation	Senior Companions
National Honors Society	Senior Moments at the Seacoast Repertory
NH Association for the Blind	ServiceLink
NH Humanities Council	SNAP (Food Stamp Program)
Northeast Prime Time Club	Strawbery Banke
OLLI: Osher Lifelong Learning Institute	Trip Companies
Operation Blessing	UNH Cooperative Extension
Portsmouth Garden Club	Urban Forestry Center
Portsmouth Housing Authority	YMCA
Portsmouth's Italian-American Club	

These potential partners can provide a great amount of services and promotion to help the 50+ Activity Center be sustainable and successful.

V. Conclusion

The Senior Committee is committed to offering the City Council and the City of Portsmouth with a recommendation of a suitable location for a 50+ Activity Center and a plan of action for the Activity Center's structure. The Senior Committee urges the City Council, as part of its legacy, to adopt all of the recommendations included in the report and set the City towards its goal of making a Portsmouth 50+ Activity Center a reality.

As part of its work, the Senior Committee reviewed the article "Rx for Health – Invest in America's Senior Centers to Promote Health and Prevent Disease". The brief passage below from the article highlights the importance of investment into senior services and represents the feelings of the Senior Committee:

"With modest, targeted investments designed to build the capacity of senior centers and their staff, the nation's network of senior centers can become a true partner with our public health system and an effective delivery system for health promotion and preventive interventions, services, and information to large numbers of older adults, including racial and ethnic minorities and low-income individuals. We believe the time has come to make such an investment, and we call on government, corporations, and private foundations to join us in making this vision a reality."

Members of the Senior Committee look forward to continuing to work with the City Council, the City Manager and City Staff on creating a 50+ Activity Center that Portsmouth will be proud of and becomes a model for the rest of the state.

APPENDICES

Appendix A – Committee Charge

The charge of the Committee will be as follows:

The purpose of the Committee is to advise the City Council on developing a Senior Center. This would include potential programming, a Senior Center location and a suggested plan of action to develop a new center.

The Committee will develop a suggested menu of programming opportunities and services that could be available at a Senior Center. It will review community input and demographics gathered to date. It will identify activities not currently available to residents. It will identify potential partners in the community for services, programming and intergenerational activities.

After preliminary assessment of the activities and programs to be offered, physical space to operate the program will be estimated, along with staff requirements. The Committee will investigate the feasibility of the Doble Army Reserve building, as well as any other potential locations that could serve as a future senior center in Portsmouth. The Committee will suggest a proposed site along with plan and project budget. The Committee will also develop an operations plan describing the administrative organization of the center.

The Blue Ribbon Committee will report back to the City Council in 150 days and recommend a plan-of-action for the creation of a senior center that will cover all areas of facility, budget, programming and administration.

Appendix B – Review of Public Input & Other Resources

The Committee made it clear from the beginning that it was important for the public to comment on its activities. In addition, the Committee reviewed previous public input on programming and senior services in order to inform its work going forward. In addition, the Committee provided a lunchtime forum in November for seniors specifically geared at collecting public input about a 50+ Activity Center and collected input from PORT (Portsmouth Older Residents Task Force) from various stakeholders. Both events brought a wide-range of views from elected officials, service providers and members of the public.

Attached in this appendix are the following documents:

- **Summary of Comments from the Senior Input Session**
- **PORT Forum Program Ideas**
- **Top Ten Program Ideas from City of Portsmouth Senior Services Survey (Informal)**
- **Activity Ideas from the Volunteer Senior Activities Club**

Additionally, there are also other resources about accreditation and senior demographics available online that informed this report at: <http://www.cityofportsmouth.com/recreation/senior.htm>.

These resources include the following:

- **Comprehensive Recreation Needs Study (Available at Link Below)**
<http://www.cityofportsmouth.com/recreation/RecNeedsStudyReportMay2010.pdf>
- **NCOA/NISC Self-Assessment & Accreditation Manual**
- **The Greater Portsmouth Area Senior Center Project Report**
- **August 2012 Report on the Status of Senior Services and Recommendations**
- **NCOA Senior Center Fact Sheet**
- **Service & Resource Lists for Seniors**
- **Portsmouth Demographic Facts**
- **AARP's Voices of 50+ New Hampshire: Dreams & Challenges**
- **United States of Aging Survey**
- **Senior Committee Minutes**

Summary of Comments from the Senior Input Session 11 - 22 - 2013

This document is a summary of comments from the Senior Input Session that occurred on Friday, November 22, 2013. Forty-two individuals attended this forum and gave their opinion on what the types of activities they wanted to see in a Senior/Activity Center and interim needs.

- Sees the center as an activity center
- Wants the center to speak to the entire person: emotional, educational, lifelong/Speaker bureaus, multigenerational, aware its important to have high expectations/Move forward and make it happen
- Would like to see activities that get back to life/Went to 3 centers and felt that she should volunteer/There was a light show, concerts, and movies at these centers
- Ensure includes music, art, and exercise
- Pie in the sky dream, but want to see a therapeutic warm pool for seniors to be able to gain strength and attend other exercise classes/Would help mobility-impaired or overweight seniors/With showers
- Wants a bus to come by close to where people live to be able to get to the center
- Consider seniors who are still working
- Work with the retired senior volunteer program, provide congregate meals and a friendly environment
- Needs to be called for older seniors, first and foremost/Parking is important/Wants parking to be accessible, well-lit and safe
- Nutrition is an issue/Wants to see dental care and community resources for dental checkups/Legal services
- Luncheons with the Green Bean/Camaraderie is marvelous/Hope that they would provide luncheons at the center
- VNA clinics at the senior center
- Incorporate Families First dental in some way
- Would like to see Meals on Wheels move from the Atlantic Heights community room
- More equity in resource allocation/Want active things at a senior center/Husband would like to see a woodshop
- When are we getting the center?/How long will it take to renovate a center?
- Would a letter writing campaign to the senators and congresswomen help the City acquire Doble quicker?/Want a list of names and addresses
- Adult daycare at the center, people value it a lot
- More exercise classes for seniors/Many classes are difficult for seniors
- Consider the many different physical abilities of seniors
- Senior transportation/Hard for people to get along somewhere
- Have widows group
- Sees lots of morning activities for seniors, but nothing at night and can't get to an activity until afternoons

- List of names for a letter writing campaign/ Anyone that can be swayed
- A lot of things, a multitude of new things
- Interested in having something for seniors like a Spotlight magazine, that tells people about arts and entertainment and various other events
- The Library has a lot to offer during the interim/ Open 7 days a week/ Computer classes/ Wi-fi and computers for people to use/ 200 magazine subscriptions/ Free ancestry databases
- Church access to center/ Intergenerational chapel at the center
- Wants a marketing program for the center to be planned/ Make people aware of a center once a location is finalized
- Appoint a committee to discuss programming and a name for the center
- Lifelong learning
- Flower arranging
- UNH is looking for a free place to present topics
- Create a structure for everybody to anticipate population needs
- Agree with multigenerational/ Drive home that this center is a 50+ center
- Name the center after a big prominent donor
- Don't limit classes/ Seniors have different abilities
- Wants to see seniors able to arrange their own activities at the center
- Caregiver support groups
- A lot of seniors don't have money
- Meet people and socialize/ Card games/ Tap dancing
- Set up recycle center so people can bring items that can be reused at the center or be sold at the center to help pay for costs
- Entice younger people/ Engage seniors interest now, bridge gap between middle-aged and seniors

PORT Forum #2: June 20, 2013...What Programs and Services Are Not Available That You Would Like?

ROUGH DRAFT.....

Transportation:

- Safe Bike Riding Roads
- ADA needs met...too complicated building to building & too expensive
- More buses...insufficient Trolleys and buses for Senior Trans. With friends
- Need Trolley to Science Center/Newcastle Commons/Hampton Beach
- Need After Hours Transportation to Music Hall and other Portsmouth events
- Need Specific Transportation for events that may be held several times per year
- Add one day to transportation routes (only available 4 days per week now)
- Need transportation increased to library (only available 1 day now)
- Need Fall/Winter Trolley
- Need transportation loops: Kittery to Drug Store to Supermarket and Pic & Pay to Rite Aide...with ability to get on and off...i.e.: Need constant Transportation Look
- Supply a van or vans for seniors like Rye, NH does
- Ideal Why not several 8-10 passenger vans instead of big buses/vans. Portsmouth could take some of the parking meter people and have them trained to drive 8-10 passenger vans...to provide on-going loops/shuttles for ALL...this could solve parking problems and senior transportation problems.
- Trolley/van needs to go to new senior center on regular 8am -9pm basis
- Trolley/van needs to provide senior access to Strawberry Banke/historic houses/Prescott park

A Senior (+50) “Honored Citizens” Center does not exist and is needed in Portsmouth. It could provide:

- Gardening for able and disabled
- Music opportunities for instrumentalists, vocalists, listening, viewing, etc
- Health/Wellness screening clinics (BP, Diabetes, Feet, Hearing, Vision, Skin, etc)
- Brown Bag Fridays with hot water for tea
- Help with scheduling medical appointments....it's hard for computer and hearing challenged
- A Community Center ...a place to meet and “hang out” ...companionship...a place to welcome new residents...a place to get to know people
- Senior Luncheons
- Multiple Activities
- A little/mobile library....on a cart
- Sharing opportunities with other centers i.e.: Rye, Kittery, Dover etc
- Coffee at all times
- A place to invite people to meet

- Good information about “what is going on” esp. for folks without computers
- Well Publicized activities....to be a busy and active place
- Links for Health Issue info with Ports, York, Wentworth Douglas hospitals
- Health Cooking/Nutrition Classes....helping with “what/how to eat” for max. health
- Community Gardening and Sharing
- Games...games are missing...card games/mind stimulators, more bridge groups, canasta, pinnacle, checkers, chess, (a chance to be taught/teach new games)
- Opportunities for 80’s, 90’s to initiate activities and share their wisdom Ex: “if you want to stay young...DO!” and “have a goal every day you get up”.
- Needed organized and sponsored affordable trips like: Holiday shows at Pops/Portland
- Primary Need is a KITCHEN
- Tours of perspective Senior Center sites and of existing senior centers nearby (for ideas)
- Keep and Expand Luncheon and Supper Clubs but the spaces need to be bigger and more attractive.
- Could provide and host art shows....on-going gallery...chance for senior artists (there are many in Portsmouth) to show case their work and to meet other artists.
- Sponsor plain air opportunities around town
- Sponsor senior drama clubs like: Senior Moments
- Sponsor holiday activities/shows throughout the year
- Exchange ideas and activities with other senior centers around the world
- Sample food/information from varied cultures....venue for world travelers to share their photographs and knowledge
- Sponsor book shares/book clubs
- No cost meeting spaces are needed for existing clubs like: College Women’s Club (which exists to raise money for scholarships for high school students)
- Technical “help desk” information could be housed at Senior Center and provided by middle school and senior high school students....to provided Skype type opportunities for seniors, to trouble shoot devices, to help access social media opportunities
- Job/resume support form seniors to “starting out” workers and Job/Resume support for seniors wanting to remain or get back into the job market
- Volunteer Resource Center....Volunteer opportunities could be housed at Senior Center and Volunteer Wanna Be’could register there...links could be made...fingerprinting could be provided for Vol. opportunities that require security checks.
- Personal and Home Safety information could be provide periodically by the Portsmouth PD and FD at the center....increasing City Safety and decreasing drain on resources..

- A Café needs to part of the Center....where coffee/tea/ sandwiches could be purchased from Volunteer Kitchen workers or where local restaurants could provide samples of their menu items at reduced cost
- AARP Chapter needs to reopen and be housed in Portsmouth to help residents benefit from that resource
- Servicelink type resources need to be housed at the Center...it's hard to "run around and find/access the current existing "help" resources.
- Strawberry Banke might offer tours or something for members of the senior center a few times per year ex: senior ice skating, Str. Banke garden tours, winter/spring/fall lunch and learn type offerings at the Center and/or at Str. Banke.
- Add Care Giver Support Groups at Senior Center for "Seniors supporting seniors".
- Sponsor music lessons for seniors and/or for young people. Many seniors could teach others instruments or lead choral, folk, dance, instrument groups. Provide a place for folks who play , instruments to gathers and play together without having to pay
- Focus OLLI specific to Portsmouth from the Senior Center
- Reach out to Community Colleges for short courses focused on Retired folks...i.e. language classes, computer classes, investment classes, tech classes,
- Provide interesting speakers: tap...bankers, lawyers, realtors, doctors, teachers, artists, actors, musicians, restaurant owners, business leaders, plumbers, electricians,...etc. Seniors are anxious for information...
- Sponsor visiting performances, plays, musicians, concerts, (like artist in residence experiences in schools)
- Need outdoor music /café in warm months....love North Church Friday concerts as example
- Fitness equipment appropriate for seniors and fitness classes like "chair yoga".
- Sponsor restaurant "crawls", food tasting, beverage tasting...etc.
- Sponsor memoir writing...preserve vocal/video histories for family members
- Link with Discovery Center for links with the past...many seniors are great researchers/volunteers
- Sponsor scrapbooking clubs to preserve like moments
- Develop a "store" at Senior Center where senior "crafts" could be offered
- Offer Appeal. Mt. Club type link...to sponsor kayaking, cycling, rowing, hiking...as many 80+ residents are super active athletes....link with Kittery Trading Post/Running Store
- Sponsor group rates for Day Trips for "LEAF Peaking", Portland, Boston, Manchester Sports, shopping etc.
- Offer opportunities to volunteer in local schools...as mentors, lecturers, before/after school craft leaders/ sports leaders/ reading/writing coaches/ ...provide security checks
- Utilize school athletic facilities on off-hours/months ex: High School Zip Line

- Use local fabric/craft stores to intro/sponsor crafts & hobby opportunities
- Provide telescope or sponsor telescope at schools to Provide Astronomy opportunities/clubs viewing...and/or sponsor trips to UNH Observatory or Concord Observatory to see stars,etc
- Sponsor Health/Wellness opportunities like “at work WW”, foot clinics, Wardrobe makeovers, de-clutter hints, shot clinics...etc
- Sponsor intergenerational activities like: scrapbooking, video shares, memories shares, pen pals, technology, history/life history/genealogy shares, drama/play shares, poetry writing/reading .
- Sponsor some “guy things” like woodworking clubs, antique tractor/ railroad/ car buff stuff...
- Provide “Mr. Fix-It opportunities/ trouble shooting clinics that many seniors could provide for
- Sponsor non-denominational speakers/meditation/prayer group/spiritual exploration type experiences.
- Use PBS series focus groups on issues of interest...i.e. Ken Burns is not that far away
- Have speakers on estate planning, trust management, burial arrangements, cemetery options, for long range planning use local judges, lawyers, funeral home. Investment folks
- Need Handicapped accessible outdoor spaces to explore and enjoy
- Sponsor Movie nights like the Library....could be movies lunches...have mini theatre...provide AV equipment
- Need access to Senior Center for Elderly Housing residents
- Consider Parking....need accessible parking facilities and space for handicapped parking, too.
- Consider trips to Tennis Courts/ indoor and out....Pickle ball...
- Handicapped access to bathrooms wherever we meet...
- Link with churches....have them sponsor some activities/tours, too
- Need “a destination” to get some seniors out of their homes....some are hesitant to do stuff alone...
- Need stuff for “bored seniors” to do...utilize the resident talent that is among us ex: start featuring 50+ contributors to our community ex: radio hosts, ministers, athletes, lawyers etc.

Top Ten Program Ideas from Feedback from the City of Portsmouth Senior Services Survey (Informal)

1	SOCIALIZATION
2	EXERCISE
3	TRIPS
4	LUNCHESES
5	GAMES
6	MOVIES
7	LECTURES
8	ART
9	MUSICIANS
10	SUPPORT GROUPS

The Senior Volunteer Activities Club

Senior Activities Ideas

Trips (to local destinations; carpooling, bag lunch, bus trips, etc)
Mystery Luncheons (board the bus to an unknown destination for lunch)
Trolley Social Club (ride the local trolley for a 1-hour loop and chat/sing with other seniors. It is warm in the winter, cool in the summer)
Arm Chair Travel Club (meet monthly to learn about a new location/destination)
Breakfast Club (monthly breakfast club)
Current Events Club (facilitated discussion of current topics around the world)
Art classes
Medical Clinics (Foot care, hearing, eyes, wellness)
Free Yoga
Volunteer Group (perform various volunteer activities)
Memoire Writing/Scrapbooking/Reminiscing with each other
Senior Book Club
Bowling – Monthly
Sing-a-Long Group
Singles Club (activities for people who are not in pairs already)
Portsmouth Public Meeting House TV series
Pot Luck Luncheons (hosted quarterly/monthly at someone's house or church, etc)
Senior Splash Art Exhibit
Golf – monthly/seasonally (could be 9-holes, driving range, mini-golf)
“Deadhead” Garden Club (go to people's gardens and help get them ready for spring/fall as needed)
Musical instrument groups (ukulele, guitar, bluegrass, etc)
Men's Club (No girls allowed! Men meet and do stuff together)
Penny Pinchers Couponers

Additional Ideas:

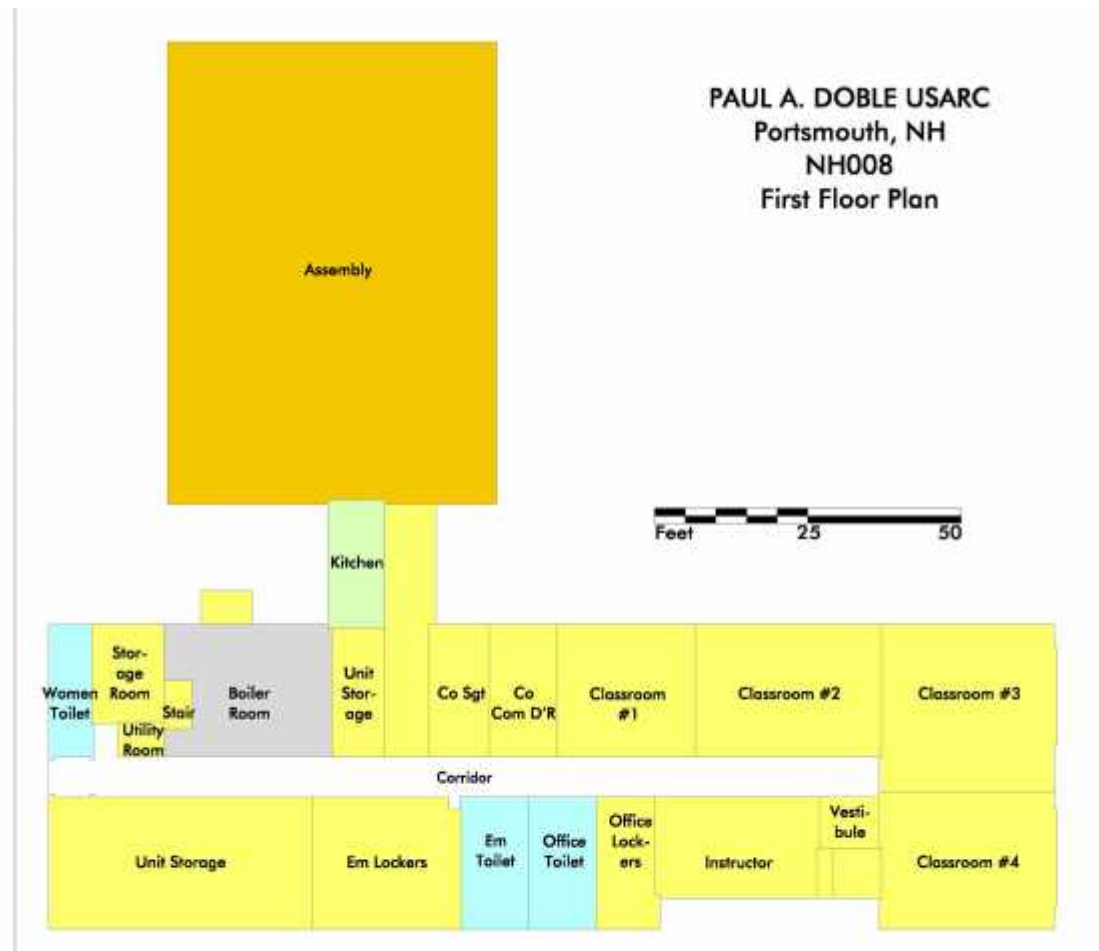
Women's Club, Dancing, Online Help, Weekend Activities, Tatting Class, River Tour with Capt. Whittaker, Thrift Shop, Film Group, Card Groups, Walking Tour of Frank Jones, Historical Activities

Appendix C – Site Summaries

Comparison Chart for Potential 50+ Activity Center Locations						
No.	Evaluation Criteria	Community Campus	Doble Center	Former Page Bar	Spinnaker Point	VFW
1	Size of Property	Total - 96.27 acres Total - 4,193,521 sqft Building - 76,101 sqft	Total - 3.49 acres Total - 152,024 sqft Building - 19,345 sqft	Total - 0.13 acres Total - 5,662.8 sqft Building - 13,996 sqft	Total - Leased Total - Leased Building - 23,075 sqft	Total - 0.14 acres Total - 6,098.4 sqft Building - 8,114 sqft
2	Self-Parking Availability	Available on-site, can fill quickly	Available on-site, dedicated to building	Available off-site at paid lots and garages	Available on-site, can fill quickly	Available off-site at paid lots and garages
3	Levels/Floors/Stories	Current Building - 3 (A new build would be TBD)	1	3, Inc. Basement	2	2, Inc. Basement
4	Greenspace on Site	Yes	Yes	None	Leased	None
5	Potential for Growth	Requires negotiation with Foundation. Significant wetlands limit new build location.	Yes	Requires purchase of additional property/land	Potentially, would need to work with Spinnaker Point Condo Assoc.	Requires purchase of additional property/land
6	Location	Southern Portsmouth along Lafayette Corridor (Near Industrial Park)	Near Rt. 1 Bypass & Christian Shore/Creek Neighborhood	Downtown	Off of Market St. between Osprey Landing & Atlantic Heights neighborhoods	Downtown McDonough St. Neighborhood
7	Ownership of Property	Foundation for Seacoast Health	Transfer to City of Portsmouth	Northern Tier Real Estate Acquisition & Development	Spinnaker Point Condo Association	Emerson Hovey Post 168 VFW
8	Transportation Access	Yes, COAST stop	Potential for COAST stop/Potential base of senior transport operations	Nearby COAST & Greyhound stops, taxis	Not easily accessible COAST stop	Nearby COAST stop
9	Time Site will take to Build	New Build or lease of space in existing facility	Retrofit of existing building	Retrofit of existing building	New Build and use of existing facilities	Retrofit of existing building
10	Cost Determination	Requires negotiation of lease with owner	Acquisition via federal procurement process for \$0	Requires appraisal and negotiation of purchase with owner	Requires negotiation of lease with the Spinnaker Point Condo Assoc.	Requires appraisal and negotiation of purchase with owner

Appendix D – Doble Center Floor Plan

Floor Plan



Appendix E – 50+ Activity Center Draft Job Descriptions

Position Title: Senior Services Coordinator*

Statement of Duties

Position is responsible for planning, promoting, organizing and directing library and recreational programs for senior adults; coordinating volunteer programs and disseminating information about senior services in the City of Portsmouth. Position will also be responsible for initiating dialogue about senior services and leading programs designed for seniors. The position is also responsible for supervising the day-to-day operations of a 50+ Activity Center. These duties will be performed in coordination with community partners and City departments.

Supervision

Incumbent works under the general direction of the Recreation Director, incumbent prioritizes and performs work in accordance with standard practices and previous training, with substantial responsibility and independence. Incumbent is expected to solve problems by adapting methods or interpreting instructions. Instructions for new assignments or special projects are given orally. Technical and policy problems or changes in procedures are discussed with the supervisor. Work is generally reviewed for achievement of City goals by providing and communicating activities for seniors appropriateness of actions or decisions, and conformance with policy or other requirements.

Incumbent coordinates activities for several volunteers. Workload fluctuates with some predictability throughout the year, due to the change of seasons, and other factors. Incumbent is required to work outside of normal business hours, on weekends, at night and/or on holidays as programs dictate.

Job Environment

Position responsibilities include planning, communicating and operating senior activity programs. Numerous standardized practices, procedures, or general instructions govern the work and in some cases, may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline. The sequence of work and/or the procedures followed vary according to the program or situation.

Errors can result in personal injury/loss, delay/loss of service, monetary loss, injury to others, damage to buildings and equipment. Programs need to be designed and supervised properly.

The position has constant contact with program participants, seniors, adults, various programming partners, City departments, area recreation departments, and the public. The

**This job description is a slightly modified version of the current Senior Services Coordinator job description. The position is currently part-time and 29 hours per week.*

Report of the Senior Committee

purpose for contacts is to provide services and plan programs. Contact occurs through general questions, telephone calls, and in person.

Position Functions

The essential functions or duties listed below are intended only as an illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to, or extension of, the position.

Essential Functions

1. Coordinates and integrates various senior-oriented recreation and library services, schedules or performs senior activities as required;
2. In conjunction with Recreation and Library staff, develops, organizes and implements a comprehensive and diversified recreation program and library activities for seniors; directs the development of new programs for senior adults and reviews current programs for effectiveness; develops and reviews surveys to determine interests of senior adults; recommends programs to be offered and identifies resources required to implement them;
3. Teaches and assists, as needed, in senior programs, games and leisure programs.
4. Develops and maintains a volunteer program; supervises; recruits, trains, and staffs senior activities.
5. Oversees and monitors the operation of programs and senior activities within the confines of approved facility and activity budgets; monitors expenses.
6. Oversees the scheduling and reservations, collects participant fees (if necessary) and maintains department records related to the recreation and library senior services.
7. Schedule and coordinate promotional information through the internet websites, prepares publicity for events, including press releases, flyers, pamphlets, brochures and other available means and materials.
8. May drive van to transport senior citizens.
9. Performs other duties as assigned by the supervisor.

Examples of Other Job Functions

1. Work collaboratively with transportation providers and evaluate services to ensure seniors transportation needs are being met. Promote one day per week of transportation as an activity/meal/shopping day with no medical component.
2. Recruit and coordinate volunteers to provide new and existing programs and services for senior citizens; coordinate and provide training for volunteers;
3. Encourage various activity coordinators to cross-promote other activities or meals.
4. Forge a strong partnership with other organizations providing information about senior services. The coordinator will share the monthly schedule and continue to update these organizations on any changes to activity-based services for seniors.

Recommended Minimum Qualifications

Physical and Mental Requirements

The incumbent works in a moderately noisy facility, and is required to stand and talk, listen/hear more than 2/3rd of the time; walk up to 2/3rd of the time; sit, use hands, climb or balance, stoop, kneel, crouch or crawl, and reach with arms and hands up to 1/3rd of the time. The incumbent occasionally lifts up to or over 25 pounds. The incumbent is exposed to outdoor weather condition up to 1/3rd of the time. The nature of the position may involve exposure to injuries, stressful situations, and/or angry or hostile people. Equipment operated includes; automobile, medical equipment, office machines, computers, passenger vans, and other recreation-related equipment. Normal vision is required for position.

Education and Experience

A candidate for this position should have a Bachelor's degree in gerontology, sociology, psychology, recreation or related field and three (3) years of experience in social work, community planning or related work to include senior citizens services and administrative experience, including supervising volunteers, organizing and implementing programs, administering budgets, and facility management. A candidate should be certified in CPR, first aid, Defibrillator, AED certification and have a valid driver's license.

Knowledge, Skills and Abilities

A candidate for this position should have a working knowledge of budget administration, finances, and excellent skill with computers and desktop publishing; design and implement recreation programs, speak to large groups, communicate effectively with senior citizens, adults and children; teach and participate in a variety of athletic and leisure programs; strong oral and written communication skills, marketing skills; and demonstrated skills to establish and maintain effective working relationships with customers, other personnel, superiors, subordinates, and other offices and agencies.

Position Title: Senior Services Staff*

Statement of Duties

To develop and implement a dynamic diversified program of recreational, educational and social activities at the 50+ Activity Center to meet the needs, interests and abilities of older persons in the Portsmouth community; to assume responsibilities as delegated by the director in his/her absence.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

1. Plans and conducts or oversees special and ongoing recreational, educational and social activities including classes, special interest groups, trips, special events and related volunteer activity.
2. Schedules space within the facility for meetings, programs and activities
3. Promotes programs through monthly newsletter, media releases, flyers, posters, etc.
4. Prepares information for the monthly newsletter.
5. Develops and monitors program account budget line.
6. Oversees purchases and maintains records and storage of materials, supplies and equipment for programs and activities.
7. Assists with developing and implementing fundraising events.
8. Serves as liaison for member advisory group.
9. Coordinates registration, fee collections, refunds and disbursements for program account activities
10. Recruits, trains and supervises paid and volunteer staff and contractual staff for program activities.
11. Prepares monthly report on programming and any other statistical report as designated by the director.
12. Participates in all staff meetings and conducts program planning sessions.
13. Adheres to and enforces established center policies and procedures and assists with ongoing development
14. Informs director of any and all problems within the program area.

Qualifications

High school diploma with recreation, humanities, arts or other pertinent area training and /or experience. Must possess outgoing personality and organizational skills. Demonstrates patience, sensitivity and sincere desire to work with older adults as part of a professional team. Certification in standard Red Cross First Aid and CPR desired. A medical examination is required before employment begins. C

**This job description describes a potential future position at the 50+ Activity Center.*

*Report of the Senior Committee
Page 38 of 47*

Appendix F – Senior Demographic Information

POPULATION			
City of Portsmouth			
<i>Under 50</i>	13,773	64.9%	
<i>Aged 50 – Older</i>	7,460	35.1%	
TOTAL POPULATION	21,233	100%	
Portsmouth 50+ Population by Gender			
<i>Male</i>	3,297	44.2%	
<i>Female</i>	4,163	55.8%	
TOTAL POPULATION	7,460	100%	

Source: 2010 U.S. Census

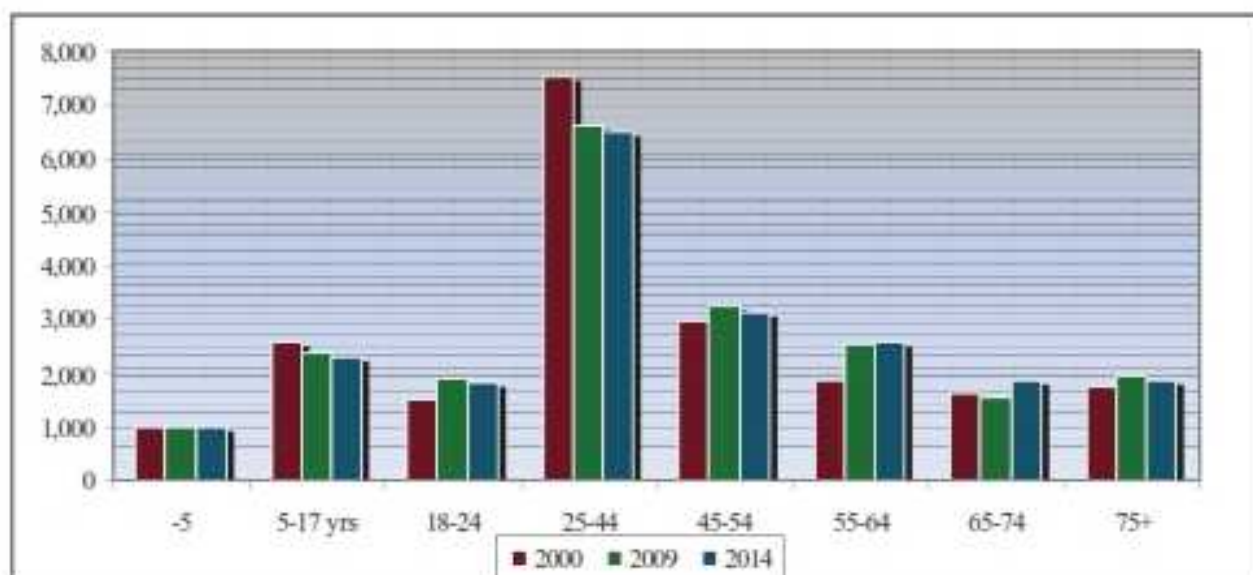
Information from the Comprehensive Recreation Needs Study

Population Distribution Comparison by Age: Utilizing census information from the primary service area, the following comparisons are possible.

Table C – 2009 Primary Service Area Population Estimates

(U.S. Census Information and ESRI)

Ages	2000 Population	2009 Population	2014 Population	Percent Change From 2000	Percent Change Nat'l
-5	1,009	1,000	998	-1.1%	14.4%
5-17	2,556	2,377	2,287	-10.5%	4.7%
18-24	1,495	1,907	1,819	21.7%	16.2%
25-44	7,526	6,610	6,513	-13.5%	0.6%
45-54	2,952	3,233	3,123	5.8%	16.2%
55-64	1,862	2,548	2,589	39.0%	64.3%
65-74	1,629	1,535	1,858	14.7%	41.3%
75+	1,755	1,953	1,858	5.9%	19.1%



Appendix G – State and National Senior Center Standards

New Hampshire Association of Senior Centers Senior Center Standards

Adopted May 2007

New Hampshire Association of Senior Centers Statement of Purpose:

Founded in 1991, the New Hampshire Association of Senior Centers (NHASC) is dedicated to fostering the multipurpose nature of senior centers; to promote community relations with affiliated state and national associations and impact the visibility of senior centers statewide; to encourage the development and promotion of standards in the field of senior centers; to encourage the development of new senior centers and the expansion of existing centers throughout New Hampshire; and facilitate the exchange of information, ideas and programs between senior centers.

Definition of a Senior Center:

A senior center is a community focal point where older adults come together for services and activities that reflect their experience and skills, respond to their diverse needs and interests, enhance their dignity, support their independence, and encourage their involvement in and with the center and the community. Senior centers offer services and activities within the center and link participants with resources offered by other agencies. The center serves as a resource for the entire community for information on aging.

Requirements:

As part of a comprehensive community strategy to meet the needs of older adults, the following requirements are set forth by the NHASC. Adherence to these requirements will ensure a basic unified standard of operation for Senior Centers in the state of New Hampshire.

1. Senior Centers shall provide social & recreational opportunities on a weekly basis.
2. Senior Centers shall provide, or offer referral to, transportation.
3. Senior Centers shall provide access to community and statewide information of senior resources.
4. Senior Centers shall provide access to health, wellness and educational programming such as exercise classes, educational speakers, screening/clinics on a weekly basis.
5. Senior Centers shall encourage collaboration and partnership with aging services and community providers.
6. Senior Centers shall provide, or offer referral to, congregate meals that meet the state definition of one (1) unit, as defined in state contracts, a minimum of three days per week.
7. Senior Centers shall provide various opportunities for volunteerism.

8. Senior Centers shall be open for use by the Senior public a minimum of 25 hours per week.
9. Senior Centers shall meet state and/or local health and safety regulations where applicable.
10. Senior Centers shall meet federal, state and local non-discrimination policies.
11. Senior Centers shall be a not for profit organization registered with state Attorney General's office or under municipal governance.

National Institute of Senior Centers National Senior Center Standards

NCOA's National Institute of Senior Centers has developed national standards for the senior center industry. The standards have been revised four times, most recently in 2010. They serve as a reference tool for communities interested in developing senior centers and as a guide for existing centers. The accompanied Senior Center Self-Assessment Workbook can be used as a guide for program development, assessment of program quality and to identify areas that need improvement. The self-assessment process and workbook material can also be used to pursue national senior center accreditation.

The nine national senior center standards of excellence include:

Standard 1: Purpose and Planning: A senior center shall have a written mission statement, goals and objectives, and action plans consistent with the senior center philosophy. The standard and workbook includes information on developing a mission statement; strategic planning, a written statement of goals, action plan and producing an annual report.

Standard 2 – Community Connections: A senior center shall serve as a focal point in the community by participating in cooperative community planning, establishing cooperative service delivery systems and providing information and referral services. The standard and workbook includes information on developing community connections, information and referral access, outreach to the community and isolated individuals, marketing materials and training and research in the aging field.

Standard 3 – Governance: The method of operation of a senior center should be to create effective relationships among the participants, staff, governing structure and community. The standard and workbook includes information on assuring all documents and procedures for effective governance, organizational and governing structure, and compliance with regulations are in place.

Standard 4 - Administration and Human Resources: A senior center shall have clear administrative and human resource policies and procedures that contribute to the effective management of its operation. The standard and workbook include information on administrative responsibility, personnel responsibility of both paid and unpaid staff, staff supervision and training, human resources management and volunteer management including the development of a volunteer manual.

Standard 5 – Program Planning and Implementation: A senior center's program shall provide a broad range of group and individual activities and serves that respond to the needs and interests of older adults, their families, and caregivers in the community or service area. The standard and workbook include information on program planning, development and

implementation. And includes details that assure programming is diverse, holistic and promote personal growth and are available at least 30 hours per week.

Standard 6 – Evaluation: A senior center shall have appropriate and adequate arrangements to evaluate its programs, services, and their delivery. Evaluation is the catalyst for change and growth. The standard and workbook includes information on developing an evaluation plan and reviews evaluation process, areas of evaluation, information collection methods and outcome-based evaluation.

Standard 7 – Fiscal and Asset Responsibility: A senior center shall practice sound fiscal planning, management of assets, and maintenance of information. The standard and workbook includes information on developing an annual budget, internal control systems, basic insurance coverage, incident reports, and the development of a disaster recovery or business continuity plan in the face of a crisis.

Standard 8 - Records and Reports: A senior center shall keep complete records that provide a picture of its daily weekly and yearly operations. The standard and workbook include information on what types of records should be kept on participants, programs and services, what reports are developed, the need for a confidentiality policy and the development of a senior center policy and procedures manual on administrative functions.

Standard 9 – Facility and Operations: A senior center shall establish facilities that promote effective program operation and provide for the health, safety, and comfort of participants, staff, and community. The standard and workbook includes information on center location, visibility and accessibility, building design, interior design and furnishings, management and assures safety and maintenance procedures are in place.

National Senior Center Accreditation is the official recognition that a Senior Center is meeting its mission in a nationally accepted professional fashion. It is based on compliance with the nine standards of senior center operations developed by National Institute of Senior Centers (NISC), a program of the National Council of the Aging, Inc. (NCOA). It includes a community self-assessment and a peer review process to achieve accreditation.

Community Self-Assessment: Involves the community reviewing the national senior center standards based on the Self-Assessment Workbook with key questions addressed by Boards, staff, participants, etc.

Accreditation: Is a peer review process that includes a peer review of the compiled supporting documentation related to the self-assessment, a peer review visit and a review by the Accreditation Board. Cost is based on Senior Centers budget and peer review expenses

Appendix H – NISC Senior Center National Standards Document Checklist

STANDARD

ITEMS

PURPOSE and PLANNING

- ☐ Senior center's mission statement
- ☐ Senior center's planning document with goals, objectives and action plan
- ☐ Report on accomplishments and/or status of the planning document
- ☐ The senior center's most recent annual report. A center should produce an annual report

COMMUNITY CONNECTIONS

- ☐ List of collaborative community partners. A center should collaborate with at least 5 community partners
- ☐ Sample of a cooperative agreement between senior center and collaborative community partner
- ☐ A center should provide Information and Referral. Include explanation of how the Information and Referral process is made available to seniors and the community
- ☐ Copy of marketing plan. A center should use at least three marketing techniques
- ☐ Copy of marketing materials (No older than two [2] years)
- ☐ Copy of news releases and news articles.
- ☐ Research guidelines

GOVERNANCE

- ☐ Code of ethics
- ☐ Conflict of interest statement
- ☐ List of standing boards and/or committees – include the members' names and their affiliation or profession
- ☐ List of activities or services that require certificates or inspections to be posted – these should be properly displayed

- ☐ Written documents or by-laws showing established procedures in nine areas

Governing Structure

1. Governing boards and advisory boards/councils with fiduciary responsibility should have written documents or bylaws that define and establish procedures for the following:

a. Qualifications for membership in the organization; b. Designation, election, tenure of officers; c. Specification of officers' and members' duties; d. Announcement and schedule of ongoing and special meetings; e. Designation and role of committees; f. Quorums and what constitutes presence at a meeting; g. Recording of minutes; h. Amending written documents; i. Development and enforcement of a "Code of Ethics"; j. Development and enforcement of "Conflict of Interest" statements and full disclosure for decision making bodies; k. "Whistle blower" policy; l. Investment policy; and/or m. Dissolution of the organization and its assets. **Must have at least nine (9) of these established for a governing board or advisory board/council**

ADMINISTRATION and HUMAN RESOURCES

- ☐ Current resume for main administrator of senior center
- ☐ Job descriptions for paid staff
- ☐ Organizational chart(s) showing structure and lines of authority
- ☐ Personnel policies for paid staff (If document is lengthy, include a copy of the table of contents and have a copy ready for the On - site Reviewer) / Policies should be available for paid staff
- ☐ Job descriptions for unpaid staff
- ☐ Volunteer Handbook for unpaid staff that includes policies

PROGRAM DEVELOPMENT and IMPLEMENTATION

- ☐ Description of programs and services
- ☐ Program delivery diverse
- ☐ Programs/Services available for a minimum of 30 hours
- ☐ List of hours when program or services are available and where they are available

EVALUATION

- ☐ Senior center's evaluation plan

- ☐ Two (2) evaluations that show measuring different areas as identified in **B, Areas of Evaluation #1**. Include compilation of results and two (2) recommendations drawn from the results
- ☐ Examples of two (2) types of evaluations from **C, Information Collection Methods #3**, with explanation as to why that type was chosen
- ☐ Two (2) examples of outcome based evaluations, explanation as to why they were done and how the information was used.

FISCAL and ASSET RESPONSIBILITY

- ☐ Senior center budget
- ☐ Senior center budget prepared & published
- ☐ Sample of monthly financial statement
- ☐ Copy of current audit or financial review
- ☐ Written procedures for internal financial control
- ☐ Statement of insurance coverage
- ☐ Incident report
- ☐ Disaster recovery or business continuity plan

RECORDS and REPORTS

- ☐ Monthly or quarterly statistical report on programs and services
- ☐ Year - end statistical reports for two (2) separate years
- ☐ General participant record form
- ☐ Participant forms used for specific services or activities
- ☐ Confidentiality policy
- ☐ Policy and Procedures Manual (Table of Contents can be submitted)

FACILITY and OPERATIONS

- ☐ Picture of senior center that includes outside signage

- ☐ List of transportation options
- ☐ Center provides barrier-free access to the facility
- ☐ Drawing that shows layout of senior center
- ☐ Copy of safety procedures
- ☐ Preventive maintenance schedule
- ☐ Written procedure for rental to other groups or agreement for senior center to rent its space