

**HOOVER SENIOR CENTER**  
**ANNUAL REPORT**  
**October 1<sup>st</sup>, 2016 – September 30<sup>th</sup>, 2017**



The foundation of the Hoover Senior Center is to provide each member an opportunity to better enjoy this chapter of their life. The Senior Center exists as a partnership to serve and empower senior adults by providing opportunities that promote quality of life through social engagement, physical well-being, community involvement, creativity and life-long learning. The Hoover Senior Center strives to provide a successful environment where seniors are engaging with others, participating in learning and hobbies, as well as giving back through volunteerism. By doing this, the Hoover Senior Center seeks to offer opportunities for seniors to better themselves while building a stronger senior community. If individuals engage in at least one activity a week it is our expectation that it will add to their quality of life.

Hoover Senior Center  
400 Municipal Drive  
Hoover, Alabama 35216  
(205) 739-6700  
[www.hooveralabama.gov](http://www.hooveralabama.gov)



**Mayor**

Frank V. Brocato

**City Administrator**

Allan Rice

**City Council**

Gene Smith  
John Greene  
Curt Posey  
John Lyda  
Mike Shaw  
Derrick Murphy  
Casey Middlebrooks

**Parks and Recreation Board**

Rickey Phillips  
Howard Payton  
Bobby Humphrey  
Lynn Cummings  
Ben Lord  
Paul Sanford  
Steve Townsend

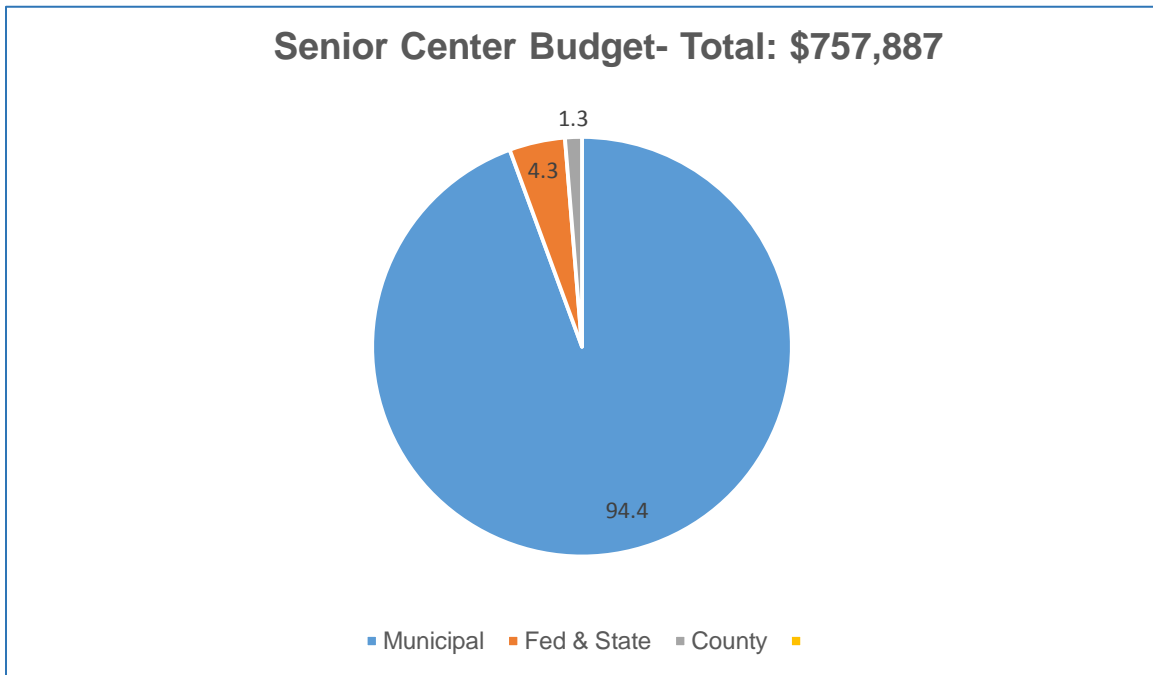
**Senior Center Staff**

Dana Stewart, Manager  
Tracy Vinzant  
Kimberly Wedgeworth  
Abi Willis  
Scott Gloor

**New Horizons Board**

Ray Dugas-President  
Paul S. Brown  
Ron Christman  
Donna Thompson  
Suzanne Challis  
Harriet McQueen  
Tillie Powers  
Venda Terry  
Odessa Usher  
Polly P. Walton  
Donna Wiltsey

## Financials



**Senior Center Operating Budget**  
October 1<sup>st</sup>, 2016 – September 30<sup>th</sup>, 2017  
**\$224,345**  
Balance 9/30/16: **\$6,445.28**  
Expenditures: **\$163,564**  
Balance 9/30/17: **\$60,780**

## Major Accomplishments

Fiscal year 2016-2017 has been a productive year with a number of accomplishments related to staffing, programming, and general operations. Below is a list of the most significant accomplishments.

### Programming and Facility

- Updated the senior center website, making it easier for members to find and use when searching for information related to classes, services and events.
- Three additional activity classes have been approved.
- Added rolling promotional slides, highlighting classes, programs and upcoming events on flat screen TV at entrance to building.
- Purchased 9 tables with wheels in multi-purpose room, making class and event set up more efficient.
- Increased the number of handicap parking spaces, resulting in a total of 9 spaces now.
- Arrange for all the facility's interior spaces to be painted.
- Replaced all of the carpet in the facility.

### Safety

- Implemented a guest sign-in procedure at front desk.
- Bollards were installed at the front of the building to prevent cars from coming too close to the entrance where members come and go.
- A remote access button was installed at the front desk to enable immediate door closer in the event of a security emergency.
- An exterior security camera was installed. The center now has a total of 16 interior and exterior security/surveillance cameras.
- Landscaping was trimmed to allow a better sight-line between the parking lot and the building.
- Rapid Cast Voice Response System was implemented to enable messages to be sent to members' telephones in the event of an emergency.

### Transportation Program

- The City of Hoover approved and funded the replacement of 2 new vehicles (one car and one mini-van) for the Hoover Express transportation service.
- In addition to required background screenings and Motor Vehicle Registration, the center now recommends that all new drivers complete the AARP drivers course.

## **Inspections and Assessments**

- The United Way Area Agency on Aging (UWAAA), the organization that provides the funding for the nutrition program, found no items of concern during an onsite review.
- On April 6<sup>th</sup>, 2017 a fire drill was conducted with approximately 80 seniors in the center. All seniors were evacuated under 3 minutes with the assistance of 3 staff members.
- On April 27<sup>th</sup>, 2017 a safety inspection was conducted by the City of Hoover Fire Department and the Hoover Risk Management Department. No violations were identified.

## **Evaluation**

- Began the process of completing requirements for senior center accreditation through the National Institute of Senior Centers, a division of the National Council on Aging.
- Conducted a satisfaction survey, requesting member feedback on programming, facilities and staff.
- Members participated in 2 focus groups where they were asked to evaluate the programming and services offered by the senior center.
- In individual interviews, members were asked to evaluate specific classes.
- The conclusions drawn from all the evaluations is that the majority of members are extremely satisfied with the programming, facilities and operations of the senior center.

## **Certification**

- Hoover Senior Center staff was CPR/First Aid and AED certified (valid through Spring 2019)

## **Partnerships with Universities**

- United Way Area Agency on Aging (UWAAA) chose the senior center to participate in a survey regarding the fruits and vegetables intake of seniors. A faculty member from the University of Alabama was asked to coordinate the administration of the survey with Senior Center participants. University of Alabama graduate students in the Nutrition program assisted the participants with their surveys.
- The University of Alabama at Birmingham (UAB) Department of Neurobiology requested the opportunity to share information related to 2 research studies. Flyers giving a brief description of the research were posted, and members were asked to contact the Department of Neurobiology for more information.
- UAB Optometry students provided eye exams to members.
- In April, 2017, an undergraduate student in Social Work from UAB interviewed the staff and toured the facility. The senior center was one of 10 facilities she was visiting to learn more about what services and programs are offered to the aging population.

## **Intergenerational Programs**

- Offered summer community service opportunities for 4 high school students and 1 middle school student. They served a total of 168 hours.
- The Hoover Schools Foundation supplied free tickets to center members so they could attend City of Hoover Middle School performances.

## **Milestones**

- The Senior Center celebrated its 10<sup>th</sup> anniversary.
- The Hoover New Horizons advisory board celebrated their 30<sup>th</sup> anniversary.
- The Manager, Dana Stewart completed 25 years of employment with the City of Hoover.
- Tracy Vinzant, the acting Assistant Manager, completed 10 years of employment with the City of Hoover.

## **Appreciations from the Members**

- This place is my “happy place”.
- I know I will be missed by some of my friends if I don’t show up.
- This place gives me a reason to get up in the morning.
- I made some of my best friends at the Senior Center.
- I don’t know what I would do with my time if it wasn’t for this center.
- I learned something new today in one of the education sessions

## Participation Summary

**2016-2017**

- **24,618** member visits to the center over **248** days
- **1,416** passenger trips for medical appointments, shopping trips and errands
- **7,288** congregate meals served, including special events
- **1,697** meals served at luncheons, dinners and Lunch and Learns
- **24** trips sponsored by Hoover New Horizons
- **282** new members joined the center
- Approximately **16,786** hours of service provided by member volunteers

## Evaluation Summary

Members gave us feedback related to programming, classes, the staff, and the facility.

Evaluations methods included 1) a general member satisfaction survey, 2) focus groups, 3) individual interviews, 4) pre-and-post tests, and 5) the comment box.

After analysis of the 2017 satisfaction survey, using a rating scale of 1-5 where 5 is best, overall satisfaction responses included:

- I am satisfied with the regular day-to-day programming offered - **4.05**
- I feel that my needs are met & I am a valued member at the center - **4.49**
- The facility meets/exceeds my expectations of clean & presentable - **4.63**
- I find the staff to be courteous & helpful - **4.65**

Written comments by members included:

- I have never been to a more positive place. Everyone is so friendly.
- Life changing
- Instructors are great
- The staff are so friendly. They are awesome.
- Marvelous facility

## Creative Arts

**2016-2017: 186** classes taught with **1,123** participants

(Crochet, Knitting, Art, Watercolor, Writing, and more)

## **Educational and Informational Seminars**

**2016 – 2017: 15** seminar events with **283** participants

(Books to You, OLLI Courses, Defensive Driving, Fire Prevention, various speakers, demonstrations and more)

## **Health and Wellness Screenings and Seminars**

**2016 – 2017: 14** wellness seminars and screening events with **437** participants

(Flu Shots, Health Fair, Vision/Hearing screenings, Health Blast, Dessert with a Doc, A-fib Speaker, Fall prevention and more)

## **Mental Exercises**

**2016 – 2017: 343** classes taught with **3,188** participants

(Chess, Bridge, Canasta, Pokeno, Mahjong, Mexican Train and more)

## **Nutrition Programs**

**2016 – 2017: 7,288** congregate meals served

## **Physical Activities**

2016 -2017: **867** classes taught with **21,626** participants

(Exercise I and II, Yoga, Pilates, TBS Exercise, Ballroom Dance, Tai Chi, Turn it Up Fitness, Zumba Gold, Line dancing, and more)



## Special Events

**2016 – 2017:**

- Monthly Luncheons - **9** monthly luncheons with **911** participants
- Lunch and Learns - **7** events with **433** participants

## Summer Night Series - Dinner & Entertainment

**2016 – 2017: 3** summer dinner and dancing events with **353** participants

## Technology

**2016 – 2017: 42** classes taught with **46** participants

(Lap top, I-Pad and Desk top Computer Instruction  
Cell Phone Instruction)

## Trips & Tours

**2016 – 2017: 24** trips with **490** participants

## Hoover Express Transportation Program

**2016 – 2017: 1,416** rides with **713** participants

**850** rides to medical appointments  
**566** rides for shopping trips and errands

The Hoover Express provides to senior center members transportation for medical appointments, shopping trips and errands.

## Volunteers

**2016 – 2017: 16,786** hours of services provided Senior Center volunteers.

The dedicated center volunteers are critical to the success of the Hoover Senior Center. The center would not be able to offer the numerous programs, events, classes and services to members without the volunteers who give their time to support the center. There were a variety of volunteer roles members chose to serve in during 2016/2017, including:

- New Horizons Board member
- New Horizons Board committee member
- Hoover Express driver
- Songbirds
- Meals on Wheels preparation volunteers
- Daily lunch helpers
- Daily lunch entertainment
- Administration team
- Instructors/activity leaders

In addition to the member volunteers, the City of Hoover leadership also provided significant support in the form of funding, and assistance from city departments including the 1) Mayor's office, 2) Parks and Recreation, 3) Finance, 4) Risk, 5) Human Resources, 6) Public Works, 7) Fleet, 8) Fire and 9) Technology.

Approximately 50 sponsors and partners also contributed to the success of the senior center this year. They hosted lunch and learns, offered educational presentations/materials on a variety of topics, conducted health-related screenings, provided funding for the nutrition program, and furnished food and prizes for center events.

## Report from Hoover New Horizons

**2016 – 2017:** This year has been an especially busy year for Hoover New Horizons, the senior center's advisory board. Below are the major accomplishments.

- Trips and Tours offered members 24 different trips/tours.
- Hoover Express transportation service provided 1,416 rides with 713 participants
- Songbirds performed at 30 venues, primarily retirement locations.
- The role of Historian was reappointed to the Board.
- Developed the Music and Dining Summer Series (June, July and August)
- Obtained membership to the Hoover Chamber of Commerce.
- Planning/preparing for the Hoover New Horizons 30<sup>th</sup> anniversary.

## Goals for 2017-2018

### Programming

- Add new classes based on member requests and identified need.
- Follow through on the commitments made for new programming and operations management as a result of going through the accreditation process.
- Research and identify new data collection methods to assist with tracking members and classes/programming.
- Complete necessary requirements for accreditation by the National Institute for Senior Centers and succeed in being the first senior center to be accredited in the State of Alabama.

### Staff

- Schedule quarterly staff development training.
- Cross train employees so that staff can perform the major duties of each position.

### Facility

- Increase the number of exterior lights in the center parking lot.
- Purchase a de-humidifier to address the problem of extreme humidity in the facility.

### Volunteers

- Develop a comprehensive volunteer training program. This will include:
  - Implementing a volunteer handbook
  - Developing a responsibility training as part of the volunteer handbook
  - Streamlining a process for tracking volunteer hours
  - Identifying new ways to utilize volunteers
  - Finding a means of distinguishing the volunteers when they are in the center
  - Creating ways to recognize volunteers for their service