

Senior Center Community — College —

Education
with a
Purpose!



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Assignment

How can senior centers
serve more seniors in
need?
How can they come the
needed community
hub?

?

Instant Success Stories

Pan Waste

In one project, half of the participating senior centers reduced their pan waste to below 5%.

Ordering Accuracy

In one project, 90% of the participating senior centers achieved their target ordering accuracy of 95%.

Plate Waste

In one project, 1/3 of the participating senior centers reduced their plate waste to below 5%.

Voluntary Contributions

In one project, all of the participating senior centers increased their voluntary contributions

“Don’t be afraid of changes that will make your program better. In the past it was too much about what was easier for the staff and not enough on what was best for our clients. Thank you NFESH for opening our eyes.”

—Tim Morris
Director, Cherokee
County Senior Services

What we Learned



Conversion

How do we turn increased efficiency into more seniors served?



Old Habits Die Hard

How do we sustain center improvements over the long run?



Serving Need

How can senior centers become the community hub for serving seniors in need?

Mis – alignment communication




“Our AAA provides outreach through social media, radio, TV, print educational events, etc...”

“Our senior centers report outreach done in the local area every monthly to our AAA.”



“There is no media available in our area.”

“We try to speak to a group of people as often as possible about our program and services offered.”

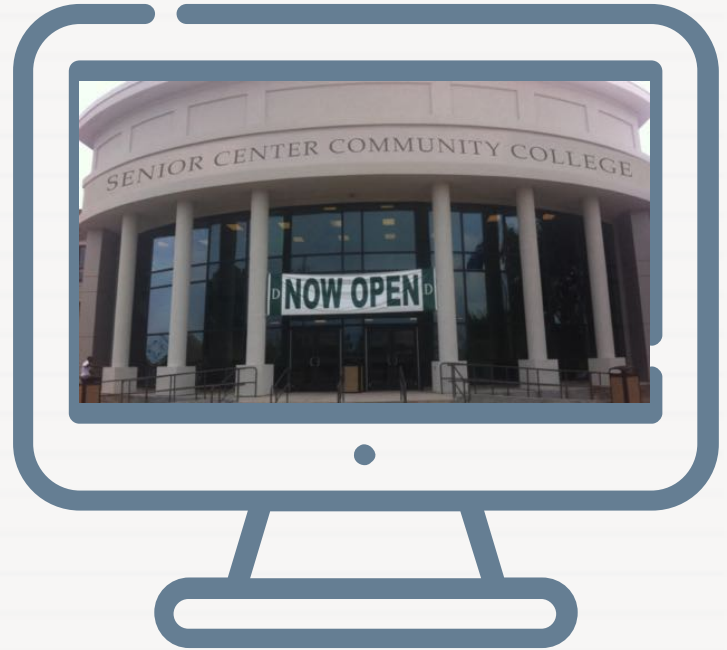
An aerial photograph of a wide, muddy-brown river flowing through a city. Two large concrete bridges with multiple arches span the river. In the background, a dense urban skyline is visible under a blue sky with scattered white clouds. A yellow sticky note is placed in the upper right corner of the image.

How do we
bridge the gap
to do good by
doing well?



Senior Center Community College (SCCC)

A web-based, interactive education for those who work at senior centers or Area Agencies on Aging.



SCCC: Year One



Raise the bar & set
the bar!

Learn the basics or
refresh institutional
knowledge!



Empowerment



Empower your senior center network with knowledge and tools to move the needle on senior hunger.

Oversight



Now that you are investing in your workforce, there can be real accountability.

SCCC: Year Two

Year two is an expansion of course work, the delivery of live education sessions, and the introduction of a practicum. It's imperative that senior centers prove what they've learned through this practicum. Improvement is not just for recognition, it's to serve more seniors in need!



Documentation Requirement 1:
Congregate Nutrition Program (CNP) Self-Assessment Tool

Part 1 of 2: CNP Self-Assessment Checklist
In each question, check all that apply.

1. Which statements are true of your targeting practices?

- We assist the AAA in identifying individuals in greatest social and economic need
- We assist the AAA in identifying people who show moderate to high nutrition risk status
- Individuals targeted for our services reflect the measures/criteria identified as known risk factors for hunger threat and malnutrition
- Risk factors for hunger threat and malnutrition are applied and evaluated in the context of our service area's and/or community's demographic make-up
- We have a defined strategy for identifying and engaging those seniors in the community who are low income and give priority for service to such individuals
- When needed, we maintain a waiting list for services of eligible individuals who meet service priority standards
- We have an outreach and communication plan in place

2. Which statements are true of your outreach practices?

- We conduct targeted outreach activities at least quarterly and maintains records of methods used and number of individuals reached
- We communicate regularly with other community organizations - such as food banks, SNAP offices, affordable housing facilities, community centers, religious organizations, community health centers and hospitals - in order to identify and enroll at-risk clients
- We work with local media to develop and implement a public awareness plan about the availability of services

3. Which statements describe your client feedback practices?

- We solicit regular feedback from clients on specific meals and menu items being served
- We directly involves the site council in the feedback activity
- We have a mechanism in place to provide client feedback to the individuals or entities that are in charge of the menu planning and meal preparation
- We measure and review the amount of plate waste generated at least quarterly and take specific actions to minimize the amount of waste

SCCC Going Live...



Expectations of Excellence

Consistent

Consistent materials and messaging



Flexible

Training can be completed as workload allows



Available

New staff don't have to wait for a conference or meeting



Cost Effective

No travel and logistical costs to absorb



Expert

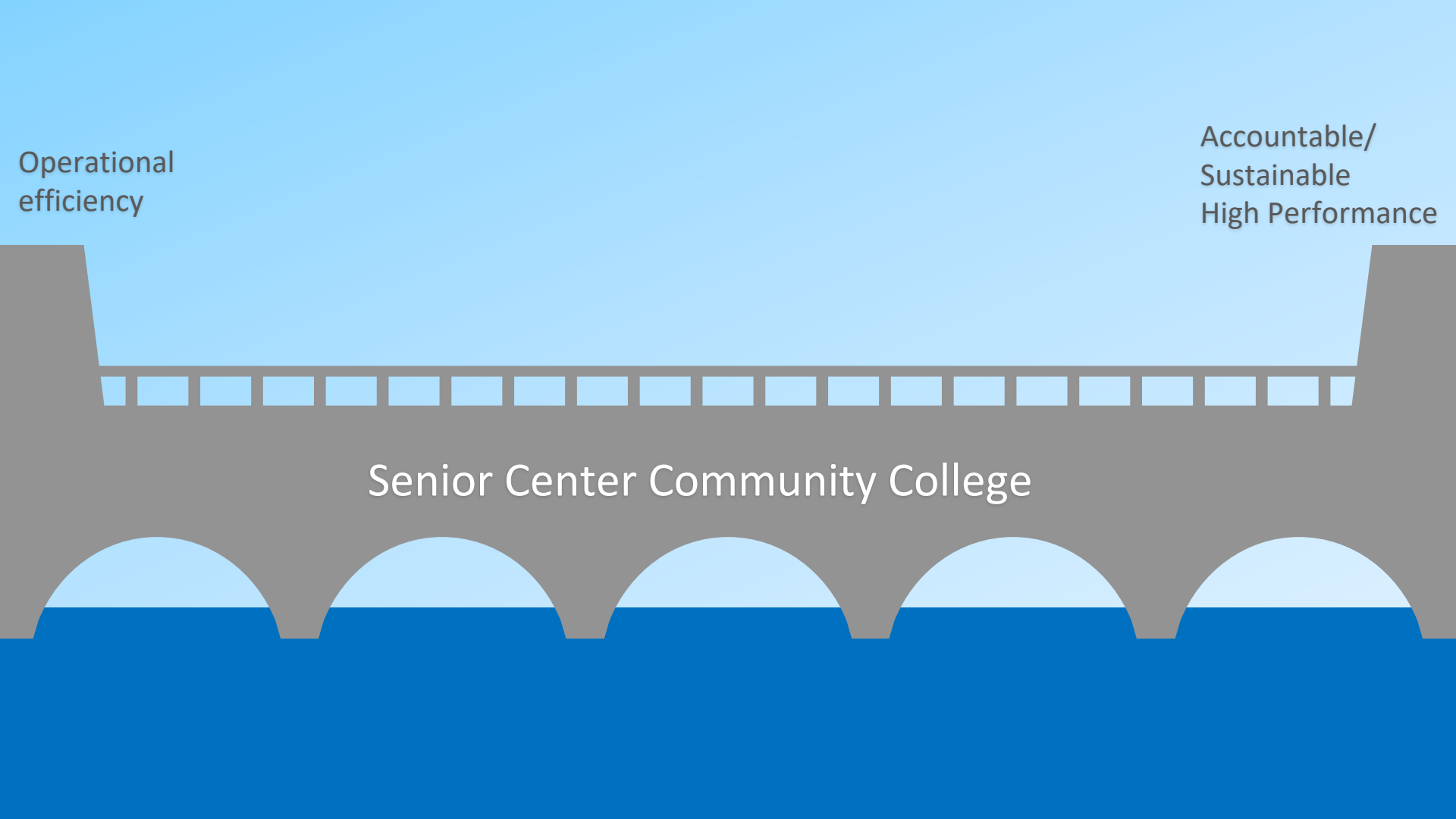
NFESH knows this subject matter



Operational
efficiency

Accountable/
Sustainable
High Performance

Senior Center Community College



Thanks!

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