

SENIOR CENTER QUALITY REVIEW

1	The program creates a welcoming environment.	1	3	5	
2	Senior volunteers serve on committees, and/or conduct activities, and/or assist in the kitchen, with contributions collection, and/or with other center operations.	1	3	5	
3	Staff are visibly present and engaged with the participants.	1	3	5	
4	The center has staff that is able to communicate clearly to non-English-speaking participants that constitute a significant portion of the membership.	1	3	5	NA
5	The Program is responsive to & cooperative with DFTA requests and directives.	1	3	5	
6	The center offers participants opportunities to be involved in program and operational decision-making via a Senior Advisory Council.	1	3	5	
7	The program can demonstrate that it regularly solicits and responds to feedback from the general membership and suggestions in program areas.	1	3	5	
8	Staff (including volunteers, students) that provide Case Assistance have had appropriate training and/or experience.	1	3	5	NA
9	If there is a waiting list for CSAS, are seniors assisted until a caseworker is available? If so, please note how.	1	3		NA
10	The program maintains current information on entitlements, benefits, & services and other general referral information for seniors. (e.g. posted memos, agenda item for staff meetings).	1	3		
11	The program has updated, easily understood written material available on benefits and entitlements, in the languages spoken at the center.	1	3		
12	To encourage new membership and build community support, the program successfully extends its outreach into the community, such as placing literature in public venues, making public presentations, outreach events, special efforts to reach isolated seniors.	1	3	5	
13	The center has extensive knowledge of and works with other providers and organizations in the community to foster coordination and minimize duplication of services.	1	3	5	
14	The program maintains effective linkages with other organizations and groups for purposes such as services planning and coordination, information sharing, joint programming, senior advocacy, etc.	1	3	5	
15	IF the program received one or more complaints or grievances from participants or from DFTA during the past 12 month, did proceedings and outcomes seem fair and thorough?	1	3		NA