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10-2018

A Comprehensive Database of Senior Centers in Massachusetts

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Created in collaboration with the Massachusetts Association of Councils on Aging

October 2018

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Gerontology Institute
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UMASS BOSTON

About the Authors

This report was produced by the Center for Social and Demographic Research on Aging (CSDRA), a research unit within the Gerontology Institute at UMass Boston. The CSDRA provides resources and research expertise to communities, non-governmental organizations, and other agencies that offer services to older adults in Massachusetts. The Center's mission is to inform communities as their populations become older demographically through research on topics that impact older adults. Established in 2012, the Center has worked with over 35 communities across the Commonwealth.

Ceara Somerville, M.S., and Jan Mutchler, PhD are responsible for the contents of this report.

Acknowledgements

We offer our appreciation to Kathy Bowler and the MCOA staff for their leadership, guidance, and support of this project. This project would not have been possible without the direction of the planning committee, which included Jayne Colino (Newton COA); Annmary Connor (Andover COA); Caitlin Coyle (UMB); Vicki Lowe (Foxborough COA); and Pamela Woodbury (Spencer COA). As well, we are grateful for all of the MCOA members who took the time to participate in data collection. Finally, this work would not have been possible without the support of the Executive Office of Elder Affairs.

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Contents

Introduction

Councils on Aging (COAs) are municipal agencies that serve as advocates for older residents and their families, connect them to services for which they are eligible, and offer programs that promote wellness and aging in place. Currently, 350 of the 351 cities and towns in Massachusetts have a COA (Executive Office of Elder Affairs [EOEA] http://www.mass.gov/elders/service-orgs-advocates/coa/overview-of-councils-on-aging.html). The Massachusetts Association of Councils on Aging (MCOA) is a non-profit membership organization open to Councils on Aging in Massachusetts. MCOA seeks to improve the quality of life of older adults by advocating for senior programs and services, by strengthening the quality of Councils on Aging and by promoting professional development of COA staff (http://www.mcoaonline.com/). MCOA works hand in hand with its membership, other members of the aging network, and EOEA.

The goal of this project is to develop and distribute a comprehensive database that will contribute to successfully meeting the shared goals of MCOA and EOEA. It will facilitate clearer explanations about what COAs do, supporting more effective advocacy efforts on the part of MCOA and stronger reporting by EOEA. It will be a resource for MCOA staff, helping member COAs identify relevant models for programs or services (e.g., Which nearby communities offer falls prevention programs?). As well, it will allow member COAs to compare the range of services and programs they offer to those provided in similar communities (e.g., How many communities similar to us in size and socioeconomic profile offer congregate meals programs?).

MCOA plans to make information from the database available through multiple mechanisms. First, topical mini-reports will be produced. Each report will compile data on a set of data points around the same topic (e.g., transportation) and present results at the state-level, with different community comparisons based on socio-demographics. Secondly, a subset of data points from the full database will be made available on the MCOA members-only portion of the website, where members can run their own queries on a number of topics. Lastly, for more complex queries that may not be answered from the mini-reports or website database, members will be able to contact the MCOA office to ask specific questions that can be answered from the database. These distribution mechanisms were developed early on in the project development in an effort to make the information widely available to membership and easily used by MCOA staff.

In order to attain the vision of creating a data-drive advocacy and planning tool, MCOA partnered with the Center for Social & Demographic Research on Aging within the Gerontology Institute at the University of Massachusetts Boston for a 3-year project to develop the database. The database will be updated on an ongoing basis; this report focuses on its initial development and descriptive data from the first round of data collection.

Constructing the Database

The Planning Committee

At the outset of the project, a planning committee consisting of MCOA staff, members from MCOA and researchers from UMB was assembled to guide the project. The planning committee consisted of the following people: Kathy Bowler (MCOA); Jayne Colino (Newton COA); Annmary Connor (Andover COA); Caitlin Coyle (UMB); Vicki Lowe (Foxborough COA); Jan Mutchler (UMB); Ceara Somerville (UMB); and Pamela Woodbury (Spencer COA).

The Planning committee met in-person and remotely over the development period to discuss what data should be included in the database and how best to collect it. Insights from COA directors were invaluable while developing the database for prioritizing topics and specific questions that will be most useful to MCOA membership.

Distributing a Preliminary Survey

The first step that the planning committee decided most important was to get feedback from membership about what information they would find most helpful. The purpose of this preliminary survey was twofold: not only would it help guide the order in which we collected information by topic, but it would introduce the project to members, with the intention of gaining buy-in before data collection. The content for the preliminary survey is outlined in **Appendix A**.

We distributed the preliminary survey through an email from MCOA to its members, which contained a SurveyMonkey link to the survey. The survey went out in late March 2016 and we collected responses through early April 2016, with one reminder email sent to all of membership six days after distribution. We received 141 responses to the preliminary survey.

Respondents were asked to rank the importance of four information categories (Services, Programs, Staffing, Organizational characteristics). Nearly half of all respondents ranked services as most important to learn about, followed by programs (30%), organizational characteristics (15%), and staffing (5%). We used this information to prioritize the order in which we asked membership to provide information for the database.

Developing the Topical Surveys

After hearing from membership about what broad topics were most important to them, we focused our attention first on developing a survey related to services. The planning committee conceptualized services as addressing the *needs* of seniors, whereas programs were intended to address the *interests* and *engagement* of older adults. This conceptualization helped us distinguish between services and programs. It quickly became apparent that learning about all services offered by a COA would not be feasible in a single survey, especially since we were intentionally designing surveys to be quick and easy, taking no more than 10-15 minutes to complete. As our development of questions related to services progressed, a few natural categorizations emerged: transportation services, food/nutrition services, and social and financial services. We combined all questions related to transportation and nutrition into one survey, followed by social and financial services in a separate survey. All survey questions were discussed among the planning group, with every effort to use appropriate language on questions for this professional group. Once survey content was developed, the questions were programed into SurveyMonkey, an online platform for conducting survey research. Each member of the planning committee took the survey

themselves, noting how long it took them, so that we could be sure it would not take MCOA membership too long to complete.

After we developed surveys to collect information about services that COAs provide or provide access to, we then focused on health, wellness, and fitness services and programs. After much discussion, the planning committee agreed that health-related content (such as seminars, evidence based programming, fitness classes) needed a survey of its own, as it addresses both the needs and interests of seniors. This survey was followed by development of a programming and programming space survey, focusing on activities that were provided to entertain and engage seniors. Once the first four surveys were developed and distributed, the planning committee reviewed everything that had already been covered, and created a final 5th survey to fill in remaining gaps of information that we wanted to include in the database. This included information about staffing, other organizational characteristics of the COA, and additional programming questions. All of the surveys and their questions and answer options are detailed in **Appendix B**.

Distribution and Follow-Up for the Topical Surveys

All survey data was collected using SurveyMonkey. MCOA sent all of its membership a direct link to each survey through its listserv, with reminder emails sent two and four days after the initial request. For each survey, an incentive plan was put into place. Every person who responded before the first reminder was entered into a drawing for an Amazon gift card. Those who responded before the second reminder were added to the pool of respondents eligible for a second drawing. Winners for each drawing were selected at random about a week after the survey was distributed. The first four surveys were distributed between June 2016 and May 2017.

Before sending the final survey, we spent time conducting follow-up with communities that were missing any surveys. We focused our efforts first on communities that were missing a single survey, then those missing two or three surveys. Efforts were made to contact communities missing all four surveys, but those were mostly communities that had an inactive COA or had no contact information available. Between the months of December 2016 and February 2017, we called communities that were missing survey data. Those who answered the call were given the option of completing the survey over the phone, or to be resent the survey links by email. We continued calling communities until we reached someone; the majority of people who answered were willing to take the missing surveys and requested the links be sent by email. We monitored the responses coming in to make sure those people did fill out the missing surveys, and conducted further follow-up if they did not. Staff from MCOA took over remaining follow-up after the rounds of calls completed by UMB; they made additional phone calls to those still missing surveys.

After follow-up for surveys 1-4 was complete, we distributed the final survey in August 2017. Consistent with the first four surveys, the survey link was distributed to membership by email, and members were sent reminder emails two day and four days after the initial distribution. The same incentive plan was used for this survey as well. In October 2017, members from UMass attended and presented about the database at the MCOA annual conference, with team members from UMass as well as staff from MCOA using it as an opportunity to do informal follow-up with attendees who may not have responded to surveys. By mid-October 2017, when the survey-based data collection closed, two-thirds of all municipalities in Massachusetts had responded to all five of the database surveys and only 26 communities did not respond at all to our data requests (**Table 1**).

Table 1. Summary of Response Rates for the Topical Surveys		
	Frequency	Percent
Missing all	26	7%
Missing 4 questionnaires	15	4%
Missing 3 questionnaires	6	2%
Missing 2 questionnaires	17	5%
Missing 1 questionnaire	56	16%
ALL complete	229	66%
Missing questionnaire #1	33	9%[1]
Missing questionnaire #2	47	13%
Missing questionnaire #3	48	14%
Missing questionnaire #4	59	17%
Missing questionnaire #5	111	32%

Selecting Secondary Data to Include

In addition to the primary data collected about COAs, it was important to include secondary data to reflect contextual information about the communities in which the COAs operate. The goal in selecting secondary data was to pick data points that MCOA members would use to describe their community or their peers. For example, "a community like mine" might be similar in total population size, senior population percentage, and median household income. As such, a wide range of socio-demographic variables from the US Census Bureau—both 2010 Census and 2016 American Community Survey estimates—were included and are detailed in **Appendix C**. Additionally, we included municipal budgetary data, available from the Massachusetts Department of Revenue. Lastly, select information from the annual reports submitted by COAs to the Executive Office of Elder Affairs was included in the database.

Data Cleanup

Duplicate Responses for a Single Community

After we shut down data collection, all of the survey data had to be cleaned prior to compiling the files into one database file. The first level of cleaning involved identifying and resolving duplicate responses. On each of the five surveys, we encountered a number of duplicate responses, ranging from 72 on the first survey to 178 on the fourth survey. Duplicate responses occurred in the following scenarios:

1. Same town, same person responding, one response clearly complete, other(s) clearly incomplete
2. Same town, same person, multiple complete responses
3. Same town, different people, only 1 response clearly complete
4. Same town, different people, multiple complete responses

The first scenario was the easiest to address by deleting the case that was clearly incomplete, leaving the single complete response for that community. For the second scenario, when the same person from a single community responded to the same survey completely more than once, we deleted all except the

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[1] The second set of percentages will not sum to 100% because some communities were missing multiple questionnaires.

most recent response, using the date/time completed feature from SurveyMonkey. When we had different people from the same community complete the survey, we first looked for completeness. If only one response for a community with multiple respondents was complete, we kept that case and deleted the others. If there were multiple responses from the same community for a survey, we first looked to see which was more filled in. If responses from different people for the same community were equally filled in, we kept the most recent response. Although we deleted some duplicate cases for the final database, a separate spreadsheet for each survey containing all cases was maintained.

Multi-Town Consortiums

Four sets of communities have explicit consortium agreements, working together to provide services and share the same contact information on the MCOA contact list. Three of the sets of communities are located in western Massachusetts, near Amherst. The Up-Island COA consortium is located on Martha's Vineyard. These sets of communities include

- Aquinnah, Chilmark, West Tisbury (Up-Island COA)
- Deerfield, Whatley, Sunderland
- Ashfield, Buckland, Shelburne
- Gill, Montague

The database is intended to maintain one case for each community. But for consortium communities, we received one response on each survey for typically one community in a set (i.e., all 5 surveys were completed by a representative from Deerfield, and no responses from Whatley and Sunderland). Therefore, we duplicated responses that we received from a single community within a consortium for each of the other communities in a consortium.

Missing and Skipped Responses

After cleaning the database, we then addressed blank responses on individual questions on each survey. All unanswered questions maintain an empty cell in the spreadsheet. We made sure to differentiate which empty cells were purposefully empty—part of a skip pattern—or simply missing, where a respondent opted not to answer a question. For empty cells resulting from a skip pattern, we filled empty cells with 'Not applicable.' On questions that were missing because a respondent declined to respond, we filled in the blank cells with 'No response provided.' By the end of data cleanup, there was a single case for each community on every survey, with no empty cells.

Assembling the Pieces into a Database File

Upon cleaning all of the survey data and compiling all of the secondary data into Excel files, the final step was to organize all of the data into an operable database file. The most user-friendly and efficient format for both UMass Boston and MCOA was to use a Microsoft Office Access file. Microsoft Access is intentionally designed to manage a database, with easy-to-use features connecting all of the data together into one database. Given that all of the data for the database was compiled into Excel files, transferring into the other Microsoft software was compatible. All of the data are linked together with reference to the federally issued FIPS code—a unique identifier for each municipality.

An Overview of Responses

This section will provide basic frequencies for responses to a number of questions from the database. All percentages are computed based on the total number of COAs (350) in the state. On 'check all that apply' questions, percentages will not sum to 100%. For more detailed information on any of the given topics, please see the topical reports or query options at the MCOA website, as described earlier in this report.

Transportation Services

The transportation portion of data collection aimed to get an overview of what transportation options are made available through COAs, as well as what types of trips (e.g., local versus non-local) are offered by each mode of transportation.

Table 2. Does your COA offer or provide access to transportation services?	Frequency	Percent
No	32	9%
No response provided	18	5%
Yes	300	86%
Total	350	100%

Table 3. Do your COA operate your own vehicle?	Frequency	Percent
No	98	28%
Not applicable	32	9%
No response provided	23	7%
Yes	197	56%
Total	350	100%

Table 4. Does your own COA vehicle provide…*	Frequency	Percent
Local medical transportation	174	50%
Non-local medical transportation	122	35%
Local non-medical transportation (i.e., errands, shopping, groceries)	188	54%
Non-local transportation for non-medical trips (i.e., errands, shopping, groceries)	102	29%
*Percentages will not add to 100%; respondents could select more than one response		

Table 5. For which services provided by the COA-owned vehicle do you charge a fee?*	Frequency	Percent
Local medical transportation	64	18%
Non-local medical transportation	48	14%
Local non-medical transportation (i.e., errands, shopping, groceries)	69	20%
Non-local transportation for non-medical trips (i.e., errands, shopping, groceries)	41	12%
No fee is charged for any transportation services	104	30%
*Percentages will not add to 100%; respondents could select more than one response		

Table 6. For which services provided by the COA-owned vehicle do you request a donation?*		
	Frequency	Percent
Local medical transportation	87	25%
Non-local medical transportation	75	21%
Local non-medical transportation (i.e., errands, shopping, groceries)	88	25%
Non-local transportation for non-medical trips (i.e., errands, shopping, groceries)	60	17%
No donations are requested for any transportation services	65	19%
*Percentages will not add to 100%; respondents could select more than one response		

Table 7. Does your COA utilize volunteer drivers?		
	Frequency	Percent
No	156	45%
Not applicable	32	9%
No response provided	31	9%
Yes	131	37%
Total	350	100%

Table 8. Do the volunteer drivers provide…*		
	Frequency	Percent
Local medical transportation	112	32%
Non-local medical transportation	86	25%
Local non-medical transportation (i.e., errands, shopping, groceries)	69	20%
Non-local transportation for non-medical trips (i.e., errands, shopping, groceries)	38	11%
*Percentages will not add to 100%; respondents could select more than one response		

Table 9. For which transportation services provided by volunteer drivers does your COA charge a fee?*		
	Frequency	Percent
Local medical transportation	25	7%
Non-local medical transportation	20	6%
Local non-medical transportation (i.e., errands, shopping, groceries)	17	5%
Non-local transportation for non-medical trips (i.e., errands, shopping, groceries)	7	2%
No fee is charged for any volunteer driver transportation services	90	26%
*Percentages will not add to 100%; respondents could select more than one response		

Table 10. For which transportation services provided by volunteer drivers does your COA request a donation?*

	Frequency	Percent
Local medical transportation	50	14%
Non-local medical transportation	48	14%
Local non-medical transportation (i.e., errands, shopping, groceries)	38	11%
Non-local transportation for non-medical trips (i.e., errands, shopping, groceries)	28	8%
No donations are requested for any volunteer driver transportation services	50	14%

*Percentages will not add to 100%; respondents could select more than one response

Table 11. Does your COA contract with a transportation company to provide transportation?

	Frequency	Percent
No	184	53%
Not applicable	32	9%
No response provided	32	9%
Yes	102	29%
Total	350	100%

Table 12. Does the contracted transportation service provide...*

	Frequency	Percent
Local medical transportation	83	24%
Non-local medical transportation	71	20%
Local non-medical transportation (i.e., errands, shopping, groceries)	80	23%
Non-local transportation for non-medical trips (i.e., errands, shopping, groceries)	47	13%

*Percentages will not add to 100%; respondents could select more than one response

Table 13. For which transportation services provided by the contracted transportation company does your COA charge a fee?*

	Frequency	Percent
Local medical transportation	57	16%
Non-local medical transportation	45	13%
Local non-medical transportation (i.e., errands, shopping, groceries)	56	16%
Non-local transportation for non-medical trips (i.e., errands, shopping, groceries)	36	10%
No fee is charged for any contracted transportation services	31	9%

*Percentages will not add to 100%; respondents could select more than one response

Table 14. For which transportation services provided by the contracted transportation company does your COA request a donation?*	Frequency	Percent
Local medical transportation	16	5%
Non-local medical transportation	20	6%
Local non-medical transportation (i.e., errands, shopping, groceries)	15	4%
Non-local transportation for non-medical trips (i.e., errands, shopping, groceries)	10	3%
No donations are requested for any contracted transportation services	56	16%
*Percentages will not add to 100%; respondents could select more than one response		

Table 15. Does your COA offer or provide access to any other transportation services?	Frequency	Percent
No	149	43%
Not applicable	32	9%
No response provided	39	11%
Yes^	130	37%
Total	350	100%
^Those who responded 'yes' were asked to write in what other transportation services they provide. Many gave examples of taxi vouchers, MBTA passes, and information on other local transportation services available.		

Food and Nutrition Services

The food and nutrition services questions covered a range of services that are intended to address the nutritional needs of seniors in the community. This includes meal delivery, food pantry access, on-site meals, and any other ways that COAs provide or provide access to food services. This section shows the frequency of responses and the proportions of COAs across the state.

Table 16. Does your COA offer food/nutrition services or access to food/nutrition services?	Frequency	Percent
No	26	7%
Yes	305	87%
No response provided	19	5%
Total	350	100%

Table 17. Does your COA deliver Meals on Wheels?+	Frequency	Percent
No	124	35%
Yes	169	48%
Not applicable	26	7%
No response provided	31	9%
Total	350	100%

Table 18. Does your COA operate its own food pantry?		
	Frequency	Percent
No	227	65%
Yes	61	17%
Not applicable	26	7%
No response provided	36	10%
Total	350	100%

Table 19. Does your COA provide access to any local food pantries not operated by your COA?		
	Frequency	Percent
No	59	17%
Yes	228	65%
Not applicable	26	7%
No response provided	37	11%
Total	350	100%

Table 20. Does your COA provide food or congregate meals at your COA/senior center?		
	Frequency	Percent
No	12	3%
Yes	288	82%
Not applicable	26	7%
No response provided	24	7%
Total	350	100%

Table 21. Does your COA provide breakfast?		
	Frequency	Percent
No	222	63%
Yes	70	20%
Not applicable	26	7%
No response provided	32	9%
Total	350	100%

Table 22. Does your COA provide lunch?		
	Frequency	Percent
No	29	8%
Yes	270	77%
Not applicable	26	7%
No response provided	25	7%
Total	350	100%

Table 23. Does your COA provide dinner?		
	Frequency	Percent
No	259	74%
Yes	34	10%
Not applicable	26	7%
No response provided	31	9%
Total	350	100%

Table 24. Does your COA operate a 'café' or provide snacks?		
	Frequency	Percent
No	143	41%
Yes	148	42%
Not applicable	26	7%
No response provided	33	9%
Total	350	100%

Table 25. Please select all the other food/nutrition or food access services you provide:*		
Farmers market	165	47%
Commodities food program	65	19%
Brown bag program	54	15%
Senior farm share	30	9%
*Percentages will not add to 100%; respondents could select more than one response		

Social and Financial Services

The following questions were designed to capture all that COAs do to meet the social and financial needs of the seniors in the community. This covers services such as information and referral, assistance with applications, health insurance, and taxes, confidential counselling, and tax work off programs.

Table 26. Please select all of the services that you provide through your COA/senior center (Check all that apply)*		
	Frequency	Percent
Information and referral	302	86%
Health insurance counseling (SHINE)	302	86%
Application assistance (i.e. food stamps/SNAP, veterans, fuel, or housing assistance)	289	83%
Tax preparation	219	63%
Legal services (i.e. assistance and individual client advocacy)	188	54%
Confidential counseling	187	53%
Case management	184	53%
*Percentages will not add to 100%; respondents could select more than one response		

Table 27. Does your COA provide or provide access to targeted financial assistance (i.e. emergency funds, small necessity funds, discretionary funds)?

	Frequency	Percent
No	101	29%
Yes	206	59%
No response provided	43	12%
Total	350	100%

Table 28. Do personnel at your COA meet with individuals and families who are seeking information about resources and services?

	Frequency	Percent
No	22	6%
Yes	291	83%
No response provided	37	11%
Total	350	100%

Table 29. Does your town have a senior tax work off program?

	Frequency	Percent
No	68	19%
Yes	245	70%
No response provided	37	11%
Total	350	100%

Table 30. How many slots are available for the senior tax work off program?

	Frequency	Percent
Less than 10	38	11%
10-20	86	25%
21-30	46	13%
31-40	17	5%
41+	31	9%
Unlimited slots	16	5%
Not applicable	68	19%
No response provided	48	14%
Total	350	100%

Table 31. What is the maximum benefit for each individual participating in the tax work off program?

	Frequency	Percent
$500 or less	50	14%
between $501 and $750	62	18%
between $751 and $1000	120	34%
Not applicable	68	19%
No response provided	50	14%
Total	350	100%

Table 32. Is there a proxy provision to your tax work off program?

	Frequency	Percent
Yes	44	13%
No	82	23%
I don't know	109	31%
Not applicable	68	19%
No response provided	47	13%
Total	350	100%

Table 33. Does your COA assist people under the age of 60 with meeting their social or financial needs?

	Frequency	Percent
No	114	33%
Yes	189	54%
No response provided	47	13%
Total	350	100%

Table 34. Does your COA participate in any collaborative effort within your community or local area to address hoarding or other mental health issues?

	Frequency	Percent
No	102	29%
Yes	203	58%
No response provided	45	13%
Total	350	100%

Table 35. Does your COA have paid, dedicated staff for social financial services (other than the director)?

	Frequency	Percent
No	167	48%
Yes	136	39%
No response provided	47	13%
Total	350	100%

Health, Wellness, and Fitness Programs

COAs in Massachusetts offer a wide range of programs and services designed to meet the health, wellness, and fitness needs of older adults. This survey intended to capture the breadth of these programs, with questions covering adult day care, health clinics, evidence based programming, health seminars or education, support groups, fitness space and classes, and aquatic space and classes.

Table 36. Does your COA operate a social supportive adult day care?		
	Frequency	Percent
No	285	81%
Yes	31	9%
No response provided	34	10%
Total	350	100%

Table 37. Does your COA provide access to social supportive adult day care in the local area or neighboring communities?		
	Frequency	Percent
No	154	44%
Yes	143	41%
No response provided	53	15%
Total	350	100%

Table 38. Does your COA operate adult day health services?		
	Frequency	Percent
No	301	86%
Yes	11	3%
No response provided	38	11%
Total	350	100%

Table 39. Does your COA provide access to adult day health services in the local area or neighboring communities?		
	Frequency	Percent
No	157	45%
Yes	142	41%
No response provided	51	14%
Total	350	100%

Table 40. Does your COA operate a memory café?		
	Frequency	Percent
No	263	75%
Yes	40	11%
No response provided	47	14%
Total	350	100%

Table 41. Does your COA offer any health clinics on-site?	Frequency	Percent
No	32	9%
Yes	296	85%
No response provided	22	6%
Total	350	100%

Table 42. Please select all of the health clinics that you offer*	Frequency	Percent
Blood pressure clinics	276	79%
Flu clinics	234	67%
Podiatry	208	59%
Vision and hearing screenings	181	52%
Blood sugar glucose testing	117	33%
Memory screenings	48	14%
*Percentages will not add to 100%; respondents could select more than one response		

Table 43. Does your COA offer any of the following evidence based/structured health and wellness programs?*	Frequency	Percent
A Matter of Balance	153	44%
Evidence based Tai Chi	91	26%
Diabetes Self-Management	84	24%
Aging Mastery Program	82	23%
Chronic Disease Self-Management	77	22%
Healthy Eating for Successful Living	76	22%
Chronic Pain Self-Management	68	19%
Powerful Tools for Caregivers	62	18%
The Arthritis Foundation Exercise	42	12%
Living la Vida Dulce (Diabetes Self-Management Program in Spanish)	40	11%
Live Your Life Well	37	11%
Better Choices, Better Health	31	9%
Fit for Your Life	28	8%
Enhance Wellness	21	6%
Healthy IDEAS	16	5%
Brain Fit	16	5%
Tomando Control de su Salud (Chronic Disease Self-Management Program in Spanish)	1	<1%
*Percentages will not add to 100%; respondents could select more than one response		

Table 44. Does your COA offer any health seminars or education programs?		
	Frequency	Percent
No	23	7%
Yes	294	84%
No response provided	33	9%
Total	350	100%

Table 45. Please select all the topical health seminars or educational programs that you offer*		
	Frequency	Percent
Nutrition	253	72%
Falls prevention	249	71%
Medication safety	206	59%
Diabetes	190	54%
Stress management	166	47%
Brain wellness	157	45%
Meditation	154	44%
Arthritis	150	43%
Heart disease	141	40%
*Percentages will not add to 100%; respondents could select more than one response		

Table 46. Does your COA offer any support groups?		
	Frequency	Percent
No	132	38%
Yes	186	53%
No response provided	32	9%
Total	350	100%

Table 47. Please select all of the support groups that you offer (Check all that apply)*		
	Frequency	Percent
Caregiver support	111	32%
Bereavement/grief	104	30%
Alzheimer's/other dementias	59	17%
Low-vision support	59	17%
Clutter support	31	9%
Grandparents raising grandchildren	18	5%
Alcoholics Anonymous	16	5%
Drug addiction	6	2%
*Percentages will not add to 100%; respondents could select more than one response		

Table 48. Does your COA provide or provide access to a fitness center with workout equipment (i.e., treadmill, elliptical, weights, etc.)?		
	Frequency	Percent
No	97	28%
Yes	81	23%
No response provided	172	49%
Total	350	100%

Table 49. Is the fitness center located on-site at your senior center?		
	Frequency	Percent
No	23	7%
Yes	57	16%
Not applicable	97	28%
No response provided	173	49%
Total	350	100%

Table 50. Does your COA provide or provide access to an aquatic center?		
	Frequency	Percent
No	121	35%
Yes	55	16%
No response provided	174	50%
Total	350	100%

Table 51. Is the aquatic center located on-site at your senior center?		
	Frequency	Percent
No	54	15%
Yes	1	<1%
Not applicable	121	35%
No response provided	174	50%
Total	350	100%

Table 52. Does your COA offer fitness or well-being classes?		
	Frequency	Percent
No	18	5%
Yes	307	88%
No response provided	25	7%
Total	350	100%

Table 53. Among all of the following classes, please select those that your COA offers*		
	Frequency	Percent
Chair yoga	221	63%
Tai Chi	221	63%
Weight/strength training	192	55%
Standing/floor yoga	186	53%
Walking group	181	52%
Stretching	173	49%
Aerobics	149	43%
Line dancing	146	42%
Zumba (all levels)	145	41%
Other dance classes	96	27%
Calisthenics (i.e. lunges, sit-ups, push-ups)	27	8%
Pilates	27	8%
*Percentages will not add to 100%; respondents could select more than one response		

Programs and Programming Space

The questions developed for the programs and programming space data collection were designed to capture what COAs are doing to address the interests of their seniors. These include questions about programming for arts and crafts, entertainment, skills-based interests, service-oriented activities, and recreational activities. This section also covers programming for special populations, comments on age and dementia friendly initiatives, programs run by volunteers, and programming space available.

Table 54. Which of these arts and crafts activities does your COA/senior center offer? (Check all that apply)*		
	Frequency	Percent
Needlework (e.g., crocheting, knitting, sewing)	242	69%
Painting (e.g., acrylic, watercolor)	228	65%
Coloring or doodling	154	44%
Card-making	94	27%
Paper crafts (e.g., origami, papier-mâché)	68	19%
Sketching or figure drawing	58	17%
Ceramics	28	8%
Scrapbooking	26	7%
Pottery or sculpture	19	5%
Mosaics	12	3%
Calligraphy	4	1%
*Percentages will not add to 100%; respondents could select more than one response		

Table 55. Which of these skills-based hobby activities does your COA/senior center offer? (Check all that apply) *

	Frequency	Percent
Computer skills (e.g., social media, Microsoft Office, accessing the Internet)	213	61%
Gardening	93	27%
Cooking	83	24%
Jewelry making	74	21%

*Percentages will not add to 100%; respondents could select more than one response

Table 56. Which of these games/recreational activities does your COA/senior center offer? (Check all that apply)*

	Frequency	Percent
Card games	279	80%
Bingo	235	67%
Board games	208	59%
Mah Jong	160	46%
Billiards/pool	109	31%
Video games (e.g., Nintendo Wii)	89	25%
Dominoes	79	23%
Bocce ball	56	16%
Dice games (e.g., Bunco or Left Right Center (LRC))	43	12%
Pickleball	43	12%
Croquet	12	3%
Shuffle board	12	3%

*Percentages will not add to 100%; respondents could select more than one response

Table 57. Which of these entertainment activities does your COA/senior center offer? (Check all that apply)*

	Frequency	Percent
Holiday parties	284	81%
Local day trips	261	75%
Movies	226	65%
Concerts	197	56%
Long distance day trips	186	53%
Dining-out events	177	51%
Dances	132	38%
Overnight trips	98	28%

*Percentages will not add to 100%; respondents could select more than one response

Table 58. Which of these service-oriented activities does your COA/senior center offer? (Check all that apply)*

	Frequency	Percent
Paper shredding	106	30%
Salon services (e.g., hair, nails, makeup)	90	26%
Swap-shop or gift shop	84	24%
Massage	75	21%
Reiki	53	15%
Jewelry or watch repair	20	6%

*Percentages will not add to 100%; respondents could select more than one response

Table 59. Does your COA/senior center offer any programs specifically designed to target any of the following traditionally underserved senior populations? (Check all that apply)*

	Frequency	Percent
Veterans	138	39%
Younger seniors (i.e., adults under 70)	133	38%
Socially isolated or homebound	125	36%
Men	109	31%
Visually impaired	58	17%
Disabled (intellectual, developmental, and physical disabilities)	50	14%
Hearing impaired	47	13%
Racial or ethnic minorities	31	9%
LGBTQ	28	8%
English as a second language	22	6%

*Percentages will not add to 100%; respondents could select more than one response

Table 60. Does your COA/senior center offer any pet therapy programs?

	Frequency	Percent
No	197	56%
Yes	41	12%
No response provided	112	32%
Total	350	100%

Table 61. Does your COA/senior center facilitate any programs virtually, such as through the Internet or by phone?

	Frequency	Percent
No	213	61%
Yes	24	7%
No response provided	113	32%
Total	350	100%

Table 62. Approximately what percentage of the programs described in this questionnaire are volunteer-run?

	Frequency	Percent
0%	17	5%
1%-24%	74	21%
25%-49%	46	13%
50%-74%	56	16%
75%-99%	68	19%
100%	26	7%
No response provided	63	18%
Total	350	100%

Table 63. Does your COA/senior center operate a lifelong learning program?

	Frequency	Percent
No	225	64%
Yes	72	21%
No response provided	53	15%
Total	350	100%

Table 64. Are there lifelong learning programs, not offered directly through the COA/senior center, available to seniors in your community?

	Frequency	Percent
No	109	31%
Yes	177	51%
No response provided	64	18%
Total	350	100%

Table 65.An age-friendly community supports and enables older people to live in security, enjoy good health and continue to participate fully in society. How would you describe your community in terms of age-friendly?

	Frequency	Percent
I don't know.	21	6%
My community is actively making the community age-friendly.	43	12%
My community is interested in learning more about age-friendly.	84	24%
My community is maintaining age-friendly programs/services.	43	12%
My community is not thinking about age-friendly issues.	27	8%
My community is planning/preparing for making the community age-friendly.	71	20%
No response provided	61	17%
Total	350	100%

Table 66. A dementia-friendly community is informed, safe, respectful, and enables people with dementia and those who care about them to live fully engaged lives. How would you describe your community in terms of dementia-friendly?	Frequency	Percent
I don't know.	26	7%
My community is actively making the community dementia-friendly.	27	8%
My community is interested in learning more about dementia-friendly.	86	25%
My community is maintaining dementia-friendly programs/services.	34	10%
My community is not thinking about dementia-friendly issues.	60	17%
My community is planning/preparing for making the community dementia-friendly.	50	14%
No response provided	67	19%
Total	350	100%

Organizational Characteristics

Organizational characteristics were assessed through questions distributed across a few different surveys sent out to membership. Questions included were about the structure of the COA within municipal government, Friends groups, partnerships, and space.

Table 67. To which municipal department does you COA/senior center director directly report?	Frequency	Percent
Town administration: mayor, town manager or administrator, Board of Selectmen	216	62%
Other (please specify)	23	7%
Health and human services	11	3%
Parks and recreation	2	<1%
Joint elder and human services	1	<1%
No response provided	97	28%
Total	350	100%

Table 68. Does your COA/senior center use any participation tracking software(e.g., MySeniorCenter)?	Frequency	Percent
No	51	15%
Yes	203	58%
No response provided	96	27%
Total	350	100%

Table 69. Does your community have a Friends of the COA (FCOA) group?	Frequency	Percent
No	51	15%
Yes	203	58%
No response provided	96	27%
Total	350	100%

Table 70. Does the FCOA raise money exclusively for the COA/senior center?		
	Frequency	Percent
No	25	7%
Yes	170	49%
Not applicable	51	15%
No response provided	104	29%
Total	350	100%

Table 71. Considering all of the programs and services you offer to your community, MCOA is interested in knowing whether or not you have partnerships with any of the following types of organizations. For these purposes, a partnership is defined as a relationship (other than information and referral) that involves exchange of resources, a memorandum of understanding or administration of a shared program or initiative. Please indicate with which type of organizations you have a partnership. (Check all that apply)*		
	Frequency	Percent
EMS/fire department/police department	228	65%
High schools or elementary schools	204	58%
Local libraries	197	56%
Other Councils on Aging/senior centers	192	55%
Nursing homes, assisted living, or independent living facilities	189	54%
Veterans associations	175	50%
Visiting nurse association or home health agency	174	50%
Aging Service Access Points (ASAPs)	170	49%
Local businesses	133	38%
Arts and cultural organizations	132	38%
Retired and Senior Volunteer Program (RSVP)	102	29%
Colleges or universities	101	29%
Hospitals	101	29%
Houses of Worship or religious organizations	99	28%
Vocational schools	97	28%
Advocacy groups	79	23%
YMCA	71	20%
Disability service providers (ARC, disability councils, etc.)	63	18%
Health clubs	34	10%
Political organizations	29	8%
Senior Companion Program (SCP)	20	6%
*Percentages will not add to 100%; respondents could select more than one response		

Table 72. What space(s) does your COA/senior center have available for hosting programs? (Check all that apply)*		
	Frequency	Percent
We have a standalone senior center building	166	47%
We have dedicated space within a municipal building that also houses other offices and organizations	74	21%
We use reliable space in the community that is not owned or managed by the municipality	31	9%
We use space in municipal buildings when we can get it	23	7%
We use space in the community when we can get it	11	3%
We have no space to use for programming	4	1%
*Percentages will not add to 100%; respondents could select more than one response		

Table 73. Do you feel that you have enough space to host all the programs you would like to host?		
	Frequency	Percent
No	191	55%
Yes	93	27%
No response provided	66	19%
Total	350	100%

Staffing

The database development team recognizes the complexity of staffing patterns across COA/senior centers across the state. The questions below were designed to get a general understanding of how senior centers are staffed, with detailed questions about the director position, as well as questions about a number of other common paid staff roles.

Table 74. Is your COA director a paid position?		
	Frequency	Percent
No	24	7%
Yes	288	82%
No response provided	38	11%
Total	350	100%

Table 75. What is the annual salary amount for your COA director?		
	Frequency	Percent
Less than $30,000	39	11%
Between $30,000 and $49,000	48	14%
Between $50,000 and $74,999	133	38%
$75,000 or more	64	18%
Not applicable	24	7%
No response provided	42	12%
Total	350	100%

Table 76. Is your COA director full-time or part-time?	Frequency	Percent
Full-time	239	68%
Part-time	49	14%
Not applicable	24	7%
No response provided	38	11%
Total	350	100%

Table 77. The COA has at least one paid staff person in each of the following job positions*	Frequency	Percent
Van or car drivers	162	46%
Outreach or engagement coordinator or staff	143	41%
Activities coordinator	140	40%
Transportation coordinator or dispatch	125	36%
Receptionist	112	32%
Fiscal or clerical staff for payroll or billing	111	32%
Volunteer coordinator	107	31%
Case manager/social worker/social service staff	91	26%
Office manager or administrator	87	25%
Food preparers/kitchen support	79	23%
Communication/marketing/social media	73	21%
Meal site/home delivered meals coordinator	58	16%
Other staff	57	16%
Assistant or deputy director	52	15%
Meals on Wheels drivers	39	11%
Nurse	36	10%
Nutritionist or dietitian	8	2%
Mental and behavioral health professional counselor or therapist	8	2%
*Percentages will not sum to 100% given that each COA has different staffing needs. As well, many of these positions are often held by the same person (e.g., an office manager who also serves as a receptionist)		

Appendix A

Preliminary Survey content

1	Please indicate the order in which obtaining information about these content areas are important to you and the work that you do, where 1="most important" and 4= "least important" • Organizational information (such as level and types of funding, physical space) • Services (addressing needs of older adults, including, but not limited to, outreach, brown bag, meals, transportation, assistance with applications) • Programs (addressing interests of older adults, including, but not limited to, fitness classes, computer classes, lifelong learning programs) • Staffing (both paid and volunteers)
2	Please select the structure that best describes your community's COA: • Stand-alone Senior Center • Community Center with senior center space • Dedicated programming space shared with other municipal group(s) • Dedicated office space only • Use multiple locations throughout the community (i.e. library, churches, etc.) • Other (please specify)
3	Are you the best contact person to receive future emails about this project? • Yes • No
4	Please confirm your email address.
5	Please provide the best phone number at which we can reach you.
6	If "No" on Q3, please provide the name, position, email address, and phone number of the person who would serve best as a contact person for this project.

Appendix B

Topical Survey Content

Survey 1: Transportation, Food/nutrition services, and director information

Section	Q#	Questions and Answer Options
Transportation	3 (4-20)[2]	Does your COA offer or provide access to transportation services? • Yes • No
Transportation	4 (5,6,7)	Do you operate your own vehicle? • Yes • No
Transportation	5	Does your COA provide (Check all that apply): • Local medical transportation • Non-local medical transportation • Local non-medical transportation (i.e., errands, shopping, groceries) • Non-local transportation for non-medical trips (i.e., errands, shopping, groceries)
Transportation	6	For which transportation services does your COA charge a fee? (Check all that apply) • Local medical transportation • Non-local medical transportation • Local non-medical transportation (i.e., errands, shopping, groceries) • Non-local transportation for non-medical trips (i.e., errands, shopping, groceries) • No fee is charged for any transportation services
Transportation	7	For which transportation services does your COA request a donation? (Check all that apply) • Local medical transportation • Non-local medical transportation • Local non-medical transportation (i.e., errands, shopping, groceries) • Non-local transportation for non-medical trips (i.e., errands, shopping, groceries) • No fee is charged for any transportation services
Transportation	8 (9,10,11)	Does your COA utilize volunteer drivers? • Yes • No
Transportation	9	Do your COA volunteer drivers provide (Check all that apply): • Same answer options as Q5

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[2] Question numbers in parentheses indicate skip patterns. The set of questions in parentheses were only asked if the response to that question was "yes"

Transportation	10	For which transportation services does your COA charge a fee? (Check all that apply) • Same answer options as Q6
Transportation	11	For which transportation services does your COA request a donation? (Check all that apply). • Same answer options as Q7
Transportation	12 (13,14,15)	Does your COA contract with a transportation company to provide transportation? • Yes • No
Transportation	13	Does the contracted transportation service provide (Check all that apply): • Same answer options as Q5
Transportation	14	For which transportation services does your COA charge a fee? (Check all that apply) • Same answer options as Q6
Transportation	15	For which transportation services does your COA request a donation? (Check all that apply) • Same answer options as Q7
Transportation	16 (17,18)	Does your COA offer or provide access to any other transportation services? • Yes • No
Transportation	17	Please select all other transportation services your COA offers or provides access to: • Taxi vouchers • Discounted passes • Other (please specify)
Transportation	18	What State funding sources are used to fund your transportation services? (Check all that apply) • Municipal funding • EOEA formula grant • Other (Please specify)
Transportation	19	What Federal funding sources are used to fund your transportation services? (Check all that apply) • Federal: Title 3 • Federal: CDBG • Other (Please specify)
Transportation	20	What other funding sources are used to fund your transportation services? (Check all that apply) • Friends group • User fees • Donations collected • Other (Please specify)

Nutrition	21 (22-42)	Does your COA offer food/nutrition services or access to food/nutrition services? • Yes • No
Nutrition	22	Does your COA deliver Meals on Wheels? • Yes • No
Nutrition	23	Does your COA operate its own food pantry? • Yes • No
Nutrition	24	Does your COA provide access to any local food pantries not operated by your COA? • Yes • No
Nutrition	25	Does your COA provide food or congregate meals at your COA/senior center? • Yes • No
Nutrition	26 (27,28)	Does your COA provide breakfast? • Yes • No
Nutrition	27	Does your COA charge a fee for breakfast? • Yes • No
Nutrition	28	How frequently does your COA provide breakfast? (Check only one) • Special events only • Once a month • 2-3 times a month • Once a week • 2-3 days per week • 4-5 days per week • 6-7 days per week
Nutrition	29 (30,31)	Does your COA provide lunch? • Yes • No
Nutrition	30	Does your COA charge a fee for lunch? • Yes • No

Nutrition	31	How frequently does your COA provide lunch? (Check only one) • Special events only • Once a month • 2-3 times a month • Once a week • 2-3 days per week • 4-5 days per week • 6-7 days per week
Nutrition	32 (33,34)	Does your COA provide dinner? • Yes • No
Nutrition	33	Does your COA charge a fee for dinner? • Yes • No
Nutrition	34	How frequently does your COA provide dinner? (Check only one) • Special events only • Once a month • 2-3 times a month • Once a week • 2-3 days per week • 4-5 days per week • 6-7 days per week
Nutrition	35 (36,37)	Does your COA operate a 'café' or provide snacks? • Yes • No
Nutrition	36	Does your COA charge a fee for snacks or 'café' programs? • Yes • No
Nutrition	37	How frequently does your COA operate a 'café' or provide snacks? (Check only one) • Special events only • Once a month • 2-3 times a month • Once a week • 2-3 days per week • 4-5 days per week • 6-7 days per week
Nutrition	38	Please select all the other food/nutrition or food access services you provide: • Farmers market • Brown bag lunch • Commodities food program • Senior farm share • Other (please specify)

Nutrition	39	Which meals does your COA prepare on-site? (Check all that apply) • Meals on Wheels • Breakfast • Lunch • Dinner • Snacks/ 'café' space • We do not prepare any meals on-site
Nutrition	40	What State funding sources are used to fund your food/nutrition and food access services? (Check all that apply) • Municipal funding • EOEA formula grant • Other (Please specify)
Nutrition	41	What Federal funding sources are used to fund your food/nutrition and food access services? (Check all that apply) • Federal: Title 3 • Federal: CDBG • Other (Please specify)
Nutrition	42	What other funding sources are used to fund your food/nutrition and food access services? (Check all that apply) • Friends group • User fees • Donations collected • Other (Please specify)
Director	43 (44,45)	Is your COA director a paid position? • Yes • No
Director	44	What is the annual salary amount for your COA director? • Less than $30,000 • Between $30,000 and $49,999 • Between $50,000 and $74,999 • $75,000 or more
Director	45 (46)	Is your COA director full-time or part-time? • Full-time • Part-time
Director	46	How many hours per week does your COA director work? • Less than 15 • 15-20 • 21-29 • 30+
Feedback	47	Thank you for taking time to fill out this questionnaire. We would appreciate any additional feedback you may have to improve future data collection.

Survey 2: Social and Financial Services

Section	Q#	Question and Answer options
Social & Financial	3	Please select all of the services that you provide through your COA/senior center (Check all that apply) • Tax preparation Information and referral • Legal services (i.e. assistance and individual client advocacy) • Health insurance counseling (SHINE) • Application assistance (i.e. food stamps/SNAP, veterans, fuel, or housing assistance) • Case management • Confidential counseling • Other (please specify)
Social & Financial	4	Does your COA provide or provide access to targeted financial assistance (i.e. emergency funds, small necessity funds, discretionary funds)? • Yes • No
Social & Financial	5	Is the targeted financial assistance provided through... • COA • Friends of the COA • Other (please specify)
Social & Financial	6	Do personnel at your COA meet with individuals and families who are seeking information about resources and services? • Yes • No
Social & Financial	7	Do personnel meet with individuals and families in their homes? • Yes • No
Social & Financial	8	Do personnel meet with individuals and families at the COA? • Yes • No
Social & Financial	9 (10-13)	Does your town have a senior tax work off program? • Yes • No
Social & Financial	10	How many slots are available? • Less than 10 • 10-20 • 21-30 • 31-40 • 41+ • Unlimited slots
Social & Financial	11	What is the maximum benefit for each individual? • $500 or less • between $501 and $750 • between $751 and $1000

Social & Financial	12	Is there a proxy provision to your tax work off program? • Yes • No • I don't know
Social & Financial	13	Please name up to 3 of the most unique work placements your seniors have had through the tax-work off program.
Social & Financial	14	Is your COA responsible for administering a veteran's tax work off program? • Yes • No
Social & Financial	15	Does your COA assist people under the age of 60 with meeting their social or financial needs? • Yes • No
Social & Financial	16	Does your COA participate in any collaborative effort within your community or local area to address hoarding or other mental health issues? • Yes • No
Social & Financial	17	Does your COA have paid, dedicated staff for social financial services (other than the director)? • Yes • No
Social & Financial	18	What State funding sources are used to fund your social and financial services? (Check all that apply) • Municipal funding • EOEA formula grant • Other (Please specify)
Social & Financial	19	What Federal funding sources are used to fund your social and financial services? (Check all that apply) • Federal: Title 3 • Federal: CDBG • Other (Please specify)
Social & Financial	20	What other funding sources are used to fund your social and financial services? (Check all that apply) • Friends group • User fees • Donations collected • Other (Please specify)

Survey 3: Health, Wellness, and Fitness Programs

Section	Q#	Question and Answer Options
Health, Wellness	3	Does your COA offer a medical equipment loan program for items such as wheel chairs, walkers, canes, or crutches? • Yes • No
Health, Wellness	4	Does your COA operate a social supportive adult day care? • Yes • No
Health, Wellness	5	Does your COA provide access to social supportive adult day care in the local area or neighboring communities? • Yes • No
Health, Wellness	6	Does your COA operate adult day health services? • Yes • No
Health, Wellness	7	Does your COA provide access to adult day health services in the local area or neighboring communities? • Yes • No
Health, Wellness	8	Does your COA operate a memory café? • Yes • No
Health, Wellness	9 (10)	Does your COA offer any health clinics on-site? • Yes • No
Health, Wellness	10	Please select all of the health clinics that you offer (Check all that apply) • Vision and hearing screenings • Blood pressure clinics • Blood sugar glucose testing • Flu clinics • Podiatry • Memory screenings • Other (Please specify)

Health, Wellness	11	Does your COA offer any of the following evidence based/structured health and wellness programs? - A Matter of Balance - Better Choices, Better Health - Chronic Pain Self-Management - Diabetes Self-Management - Enhance Wellness - Fit for Your Life - Healthy Eating for Successful Living - Healthy IDEAS - Chronic Disease Self-Management - Powerful Tools for Caregivers - The Arthritis Foundation Exercise - Live Your Life Well - Evidence based Tai Chi - Brain Fit - Healthy Eating - Aging Mastery Program - Livin la vida dulce (Diabetes Self-Management Program in Spanish) - Tomando Control de su Salud (Chronic Disease Self-Management Program in Spanish) - Other (Please specify)
Health, Wellness	12 (13)	Does your COA offer any health seminars or education programs? - Yes - No
Health, Wellness	13	Please select all the topical health seminars or educational programs that you offer: - Medication safety - Falls prevention - Diabetes - Heart disease - Arthritis - Nutrition - Brain wellness - Stress management - Meditation - Other (Please specify)
Health, Wellness	14 (15)	Does your COA offer any support groups? - Yes - No
Health, Wellness	15	Please select all of the support groups that you offer (Check all that apply): - Bereavement/grief - Caregiver support - Alzheimer's/other dementias - Drug addiction - Alcoholics Anonymous - Clutter support - Low-vision support - Grandparents raising grandchildren - Meditation - Other (Please specify)
Fitness	16 (17-20)	Does your COA provide or provide access to a fitness center with workout equipment (i.e., treadmill, elliptical, weights, etc.)? - Yes - No
Fitness	17	Is the fitness center located on-site at your senior center? - Yes - No

Fitness	18	Which of the following payment methods are required to use the fitness center? • Membership fee • Pay-per-use • Requested donation • Free of charge
Fitness	19	Is there dedicated staff for the fitness center? • Yes • No
Fitness	20	What organization is in charge of operating the fitness center? • The COA • Another municipal department • An outside vendor • The Y • Other (Please specify)
Fitness	21 (22-25)	Does your COA provide or provide access to an aquatic center? • Yes • No
Fitness	22	Is the aquatic center located on-site at your senior center? • Yes • No
Fitness	23	Which of the following payment methods are required to use the aquatic center? • Membership fee • Pay-per-use • Requested donation • Free of charge
Fitness	24	What organization is in charge of operating the aquatic center? • The COA • Another municipal department • An outside vendor • The Y • Other (Please specify)
Fitness	25	What classes are offered through the aquatic center for seniors? (Check all that apply) • Lap swimming • Water aerobics • Other (Please specify)
Fitness	26 (27-36)	Does your COA offer fitness or well-being classes? • Yes • No

Fitness	27	Among all of the following classes, please select those that your COA offers (Check all that apply)
		• Jogging group • Zumba (all levels) • Weight/strength training • Walking group • Chair yoga • Line dancing • Standing/floor yoga • Calisthenics (i.e. lunges, sit-ups, push-ups) • Other dance classes • Tai Chi • Pilates • Aerobics • Stretching
Fitness	28 (29,30)	Do you offer any other fitness classes? • Yes • No
Fitness	29	What is the name of the program?
Fitness	30	What functions does the program target? (Check all that apply) • Aerobic fitness • Balance or stability • Muscular fitness • Relaxation or meditation • Flexibility
Fitness	31 (32,33)	Do you offer any other fitness classes? • Yes • No
Fitness	32	What is the name of the program?
Fitness	33	What functions does the program target? (Check all that apply) • Aerobic fitness • Balance or stability • Muscular fitness • Relaxation or meditation • Flexibility
Fitness	34 (35,36)	Do you offer any other fitness classes? • Yes • No
Fitness	35	What is the name of the program?
Fitness	36	What functions does the program target? (Check all that apply) • Aerobic fitness • Balance or stability • Muscular fitness • Relaxation or meditation • Flexibility

Section	Q#	Questions and Answer Options
Fitness	37	What State funding sources are used to fund your health, wellness, and fitness services? (Check all that apply) • Municipal funding • EOEA formula grant • Other (Please specify)
Fitness	38	What Federal funding sources are used to fund your health, wellness, and fitness services? (Check all that apply) • Federal: Title 3 • Federal: CDBG • Other (Please specify)
Fitness	39	What other funding sources are used to fund your health, wellness, and fitness services? (Check all that apply) • Friends group • User fees • Donations collected • Other (Please specify)

Survey 4: Programs and Programming Space

Section	Q#	Questions and Answer Options
Programs	3	Which of these arts and crafts activities does your COA/senior center offer? (Check all that apply) • Needlework (e.g., crocheting, knitting, sewing) • Pottery or sculpture • Ceramics • Mosaics • Painting (e.g., acrylic, watercolor) • Coloring or doodling • Sketching or figure drawing • Card-making • Calligraphy • Paper crafts (e.g., origami, papier-mâché) • Scrapbooking • Other (please specify)
Programs	4	Which of these skills-based hobby activities does your COA/senior center offer? (Check all that apply) • Woodworking/carpentry/woodcarving • Metalwork • Jewelry making • Gardening • Cooking • Computer skills (e.g., social media, Microsoft Office, accessing the Internet) • Other (please specify)

Programs	5	Which of these games/recreational activities does your COA/senior center offer? (Check all that apply) • Board games • Card games • Dominoes • Dice games (e.g., Bunco or Left Right Center (LRC)) • Mah Jong • Video games (e.g., Nintendo Wii) • Bingo • Croquet • Billiards/pool • Shuffle board • Bocce ball • Pickleball • Other (please specify)
Programs	6	Which of these entertainment activities does your COA/senior center offer? (Check all that apply) • Dances • Movies • Holiday parties • Concerts • Dining-out events • Local day trips • Long distance day trips • Overnight trips • Other (please specify)
Programs	7	Which of these service-oriented activities does your COA/senior center offer? (Check all that apply) • Salon services (e.g., hair, nails, makeup) • Jewelry or watch repair • Paper shredding • Swap-shop or gift shop • Massage • Reiki • Other (please specify)
Programs	8	Approximately what percentage of the programs described in this questionnaire are volunteer-run? • 0% • 1%-24% • 25%-49% • 50%-74% • 75%-99% • 100%
Programs	9	Does your COA/senior center operate a lifelong learning program? • Yes • No
Programs	10	Are there lifelong learning programs, not offered directly through the COA/senior center, available to seniors in your community? • Yes • No
Programs	11	How would you describe your community in terms of age-friendly? • My community is not thinking about age-friendly issues. • My community is interested in learning more about age-friendly. • My community is planning/preparing for making the community age-friendly. • My community is actively making the community age-friendly. • My community is maintaining age-friendly programs/services. • My community tried it, and gave up. • I don't know.

Programs	12 (13)	Besides age-friendly initiatives, is your community engaged in any other efforts intended to make the community a better place to age in place successfully? • Yes • No
Programs	13	Please describe some of those efforts below:
Programs	14	A dementia-friendly community is informed, safe, respectful, and enables people with dementia and those who care about them to live fully engaged lives. How would you describe your community in terms of dementia-friendly? • My community is not thinking about dementia-friendly issues. • My community is interested in learning more about dementia-friendly. • My community is planning/preparing for making the community dementia-friendly. • My community is actively making the community dementia-friendly. • My community is maintaining dementia-friendly programs/services. • My community tried it, and gave up. • I don't know.
Programs	15	Considering all of the programs and services you offer to your community, MCOA is interested in knowing whether or not you have partnerships with any of the following types of organizations. For these purposes, a partnership is defined as a relationship (other than information and referral) that involves exchange of resources, a memorandum of understanding or administration of a shared program or initiative. Please indicate with which types of organizations you have a partnership. (Check all that apply) • Colleges or universities • High schools or elementary schools • Vocational schools • YMCA • Health clubs • Arts and cultural organizations • EMS/fire department/police department • Hospitals • Nursing homes, assisted living, or independent living facilities • Visiting nurse association or home health agency • Disability service providers (ARC, disability councils, etc.) • Advocacy groups • Houses of Worship or religious organizations • Political organizations • Veterans associations • Local businesses • Local libraries • Other Councils on Aging/senior centers • Aging Service Access Points (ASAPs) • Retired and Senior Volunteer Program (RSVP) • Senior Companion Program (SCP) • Other (please specify)

Programs	16	What space(s) does your COA/senior center have available for hosting programs? (Check all that apply) • We have a standalone senior center building • We have dedicated space within a municipal building that also houses other offices and organizations • We use space in municipal buildings when we can get it • We use reliable space in the community that is not owned or managed by the municipality • We use space in the community when we can get it • We have no space to use for programming • Other (please specify)
Programs	17	If you have dedicated space, do you permit any of the following types of organizations to use your space? (check all that apply) • Municipal groups (e.g., library, school, town hall, rec department) • Civic groups • Programs for children/families • Non-profits • No one, the senior center is used exclusively by the COA • Other (please specify)
Programs	18	Do you feel that you have enough space to host all the programs you would like to host? • Yes • No
Programs	19	Please describe efforts, if any, being conducted to address the space needs at the COA/senior center (e.g., not enough space for programming, lack of private space or kitchen capacity)

Survey 5: Final, Wrap-Up Content

Section	Q#	Questions and Answer Options
Final Survey	3	To which municipal department does your COA/senior center director directly report? • Health and human services • Joint elder and human services • Parks and recreation • Town administration: mayor, town manager or administrator, Board of Selectmen • Other (please specify)
Final Survey	4	Does your COA/senior center use any participation tracking software (e.g., MySeniorCenter)? • Yes • No

Final Survey	5	Does your community have a Friends of the COA (FCOA) group? • Yes • No
Final Survey	6	Does the FCOA raise money exclusively for the COA/senior center? • Yes • No
Final Survey	7	Approximately how much does the FCOA contribute to the COA/senior center in a typical year? • Less than $500 • $7,500-$9,999 • $500-$2,499 • $10,000-$14,999 • $2,500-$4,999 • $15,000-$19,999 • $5,000-$7,499 • $20,000 or more
Final Survey	8	Is your COA/senior center allowed to directly accept financial (cash or check) donations? (Check all that apply) • No, we do not accept direct financial donations • Yes, we accept direct financial donations for some programs (i.e., art classes, fitness) • Yes, we accept direct financial donations for transportation services • Yes, we accept direct financial donations for services • Yes, we accept direct financial donations for meals • Yes, we accept direct financial donations for general purpose to the COA/senior up to a certain dollar limit • Yes, we accept direct financial donations for general purpose to the COA/senior center with no monetary limit
Final Survey	9	Is your COA/senior center allowed to directly accept in-kind (i.e., food, clothes) donations? • No, we do not accept direct in-kind donations • Yes, we do accept direct in-kind donations
Final Survey	10	What marketing strategies are actively used to attract new seniors to programs and services offered through your COA/senior center? (Check all that apply) • Newsletter mailings • Newspaper notices • Ads displayed in public spaces • TV or radio announcements • Social media (i.e., Facebook posts, Twitter) • Community events (i.e., booth at a farmer's market) • Other (please specify)
Final Survey	11 (12)	Does your COA/senior center oversee facilities staff (i.e., custodial, maintenance)? • Yes • No
Final Survey	12	Is the facilities staff paid through the COA/senior center budget? • Yes • No

Final Survey	13	Thinking about all of your COA/senior center paid staff, please indicate in the grid below the total number of weekly hours spent on each role, as well as the number of people who are explicitly responsible for that role. Please count individuals with multiple roles in all roles they perform. For example, a staff member who is employed both as a volunteer coordinator and a transportation coordinator will be counted for each role below[3]. • Total hours per week spent on this role • Number of people dedicated to this role • Minimum formal education level required • Any additional certifications required (i.e., CPR, ServSafe, Driver's license)
Final Survey	13a	Director
Final Survey	13b	Assistant or deputy director
Final Survey	13c	Fiscal or clerical staff for payroll or billing
Final Survey	13d	Office manager or administrator
Final Survey	13e	Receptionist
Final Survey	13f	Communication/marketing/social media
Final Survey	13g	Transportation coordinator or dispatch
Final Survey	13h	Van or car drivers
Final Survey	13i	Meals on Wheels drivers
Final Survey	13j	Volunteer coordinator
Final Survey	13k	Activities coordinator
Final Survey	13l	Food preparers/kitchen support
Final Survey	13m	Meal site/home delivered meals coordinator
Final Survey	13n	Nutritionist or dietitian
Final Survey	13o	Nurse
Final Survey	13p	Case manager/social worker/social service staff
Final Survey	13q	Mental and behavioral health professional counselor or therapist
Final Survey	13r	Outreach or engagement coordinator or staff
Final Survey	13s	Other staff

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[3] Each of these 4 bullets were asked for all of the positions listed (13a-13s).

Final Survey	14	Does your COA/senior center offer any programs specifically designed to target any of the following traditionally underserved senior populations? (Check all that apply) - LGBTQ - Racial or ethnic minorities - English as a second language - Socially isolated or homebound - Men - Veterans - Younger seniors (i.e., adults under 70) - Disabled (intellectual, developmental, and physical disabilities) - Hearing impaired - Visually impaired - Other (please specify)
Final Survey	15	Does your COA/senior center offer any pet therapy programs? - Yes - No
Final Survey	16	Does your COA/senior center facilitate any programs virtually, such as through the Internet or by phone? - Yes - No
Final Survey	17	In the grid below, please indicate how your COA/senior center connects people with home maintenance services by marking under the appropriate column for each of the listed types of assistance. (Check all that apply for each type of service)
Final Survey	17a	Handyman - Maintains a vetted referral list of external providers (e.g., checks references or runs a CORI) - Maintains an unvetted referral list of external providers - Maintains a list of available COA/senior center volunteers willing to do the work - N/A we do not keep a list of these providers
Final Survey	17b	Contractor - Maintains a vetted referral list of external providers (e.g., checks references or runs a CORI) - Maintains an unvetted referral list of external providers - Maintains a list of available COA/senior center volunteers willing to do the work - N/A we do not keep a list of these providers
Final Survey	17c	Snow removal - Maintains a vetted referral list of external providers (e.g., checks references or runs a CORI) - Maintains an unvetted referral list of external providers - Maintains a list of available COA/senior center volunteers willing to do the work - N/A we do not keep a list of these providers

Final Survey	17d	Landscaping or yard work • Maintains a vetted referral list of external providers (e.g., checks references or runs a CORI) • Maintains an unvetted referral list of external providers • Maintains a list of available COA/senior center volunteers willing to do the work • N/A we do not keep a list of these providers
Final Survey	18	MCOA will be putting a limited number of items drawn from these surveys on its new website for members to interact with. We would like your input about which of the survey topics you would most like to see included on the MCOA website. Previous topics include food/nutrition, transportation, social and financial services, health and wellness, fitness, programs, programming space, as well as all content in this current survey. Please write in up to 3 topic areas that you would be most interested in learning about from other COA/senior centers.
Final Survey	18a	Topic 1 (write-in)
Final Survey	18b	Topic 2 (write-in)
Final Survey	18c	Topic 3 (write-in)
Final Survey	19	MCOA will make the data developed from this project available to its members. How helpful do you expect this will be for you? • Not at all helpful • Somewhat helpful • Very helpful • Not sure
Final Survey	20	Thank you for taking the time to complete this and all previous surveys. All information collected will be compiled into a database hosted by MCOA and will be available to you when completed via the MCOA website and staff. If you have any comments or questions about this process, please include them here.

Appendix C

Existing Data and their Sources

Section	Topic
Finance[4]	2016_ Average Single Family Tax Bill
Finance	Land Area
Finance	Total Budget FY 2016
Finance	General Government FY2014
Finance	Police spending FT2014
Finance	Fire Spending FY2014
Finance	Other Public Safety spending FY2014
Finance	Education Spending FY2014
Finance	Human Service FY2014 spending
EOEA Data[5]	MUNI
EOEA Data	MySen Data 2015
EOEA Data	FY 15 Local APP
EOEA Data	FY 15 Vol NUM
EOEA Data	FY 15 Vol NUM 20+ hrs.
EOEA Data	FY 15 Vol NUM 5-19
EOEA Data	FY 15 Vol NUM 1-5
EOEA Data	FY 15 Vol NUM 10-50 hrs./yr.
EOEA Data	FY 15 Vol NUM <10 hrs./yr.
EOEA Data	FY 15 TOT vol Hrs.
EOEA Data	FY 15 Tax Workoff Hrs.
EOEA Data	FY 15 Local Cash Contribution
EOEA Data	FY 15 Friends of COA
EOEA Data	FY 15 UNDUP Count
EOEA Data	Women FY 15
EOEA Data	Men FY 15
EOEA Data	FY 15 Percent age 75+
EOEA Data	FY 15 Non Elders UNDUP
EOEA Data	FY 15 J-Mental Health - UNDUP
EOEA Data	FY 15 Trans Undup Elder Count
EOEA Data	FY15 highlighted activities/accomplishments/milestones, etc.
Income[6]	Median household income 2016 all ages
Income	Median household income 2016 age 65+ householders

[4] All data from the Finance section came from the Massachusetts Department of Revenue
[5] EOEA data refers to data pulled from annual reports submitted to the Executive Office of Elder Affairs for the fiscal year 2015
[6] Income data comes from the 2016 ACS 5-year file

Demographics	Population 2025[7], (proj.) total
Demographics	Population 2025, (proj.) 60+
Demographics	Population 2025, (proj.) 65+
Demographics	Population 2025, (proj.) 80+
Demographics	Population 2010, total
Demographics	Population 2010, 60+
Demographics	Population 2010, 65+
Demographics	Population 2010, 80+
Demographics	Population 2016, (est. 2016 ACS 5-year) total
Demographics	Population 2016, (est. 2016 ACS 5-year) 60+
Demographics	Population 2016, (est. 2016 ACS 5-year) 65+
Demographics	Population 2016, (est. 2016 ACS 5-year) 80+
Demographics	% female (among age 65+) 2016 ACS 5-year
Demographics	% Hispanic (all age) 2016 ACS 5-year
Demographics	% Hispanic (among age 65+) 2016 ACS 5-year
Demographics	% non-white (all age) 2016 ACS 5-year
Demographics	% non-white (among age 65+) 2016 ACS 5-year
Demographics	% foreign-born (all age) 2016 ACS 5-year
Demographics	% foreign-born (among age 65+) 2016 ACS 5-year
Demographics	% living alone (among age 65+) 2016 ACS 5-year
Demographics	% in institutions/nursing homes (among age 65+) 2016 ACS 5-year
Demographics	% with a college degree (among age 25+) 2016 ACS 5-year
Demographics	% English as a 2nd language (among age 65+) 2016 ACS 5-year
Demographics	% poor (all age) 2016 ACS 5-year
Demographics	% poor (age 65+) 2016 ACS 5-year
Demographics	% with a disability (age 65+) 2016 ACS 5-year
Demographics	% of occupied housing owner-occupied 2016 ACS 5-year
Demographics	% of housing seasonally occupied 2016 ACS 5-year
Demographics	% of owner occupied HUs with age 65+ owner 2016 ACS 5-year
Demographics	% of housing that is 1-family (v 2+ family housing) 2016 ACS 5-year

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[7] All projection data were produced by the Donahue Institute out of the University of Massachusetts Presidents Office