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

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>Pan Waste</strong></td>
<td>In one project, half of the participating senior centers reduced their pan waste to below 5%.</td>
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<tr>
<td><strong>Ordering Accuracy</strong></td>
<td>In one project, 90% of the participating senior centers achieved their target ordering accuracy of 95%.</td>
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<tr>
<td><strong>Plate Waste</strong></td>
<td>In one project, 1/3 of the participating senior centers reduced their plate waste to below 5%.</td>
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<tr>
<td><strong>Voluntary Contributions</strong></td>
<td>In one project, all of the participating senior centers increased their voluntary contributions</td>
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“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

Instant success isn’t the same as sustained success!

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 in 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."
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

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.

Raise the bar & set the bar!
Learn the basics or refresh institutional knowledge!
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!
SCCC Going Live...

AARP Foundation funding SCCC in KY & OK

Creation
Georgia Department of Aging Services

Replication

Going to Scale
Upon testing & launch in Q1 2021, SCCC is ready to go nationwide!
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
Senior Center Community College

Operational efficiency

Accountable/Sustainable High Performance
Thanks!

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