



2022 Montana Senior Center Needs Assessment Results

Connecting Senior Centers to Older Montanans to Age in Place

December 15, 2022



Executive Summary

Throughout the fall months of 2022, the Montana Senior Centers were invited to participate in a first time, Needs Assessment focusing on administrative and governing functions, staffing and volunteers, facilities and equipment, dementia awareness and disaster/pandemic preparedness. The information gathered will be used to inform the next Montana State Plan on Aging, 2023-2027; aid with developing strategies to address staffing shortages; and to provide one-time mini grants for senior center needs to address the pinch points, training, equipment, and other needs identified by centers. The available funding source for the mini grants is made available through under Public Law 117-2 Section 80042501, a one-time ARPA grant to Aging Services within Senior and Long Term Care Division, Montana Department of Public Health and Human Services.

Of the 169 senior centers in Montana, 65 responded to the survey giving a 38% return rate. The map provided shows the location of the survey respondents to give a visual. Clearly there are some gaps where there were not responses as well as some concentrated areas where there were many responses.

Given the challenges of the pandemic, Montana Senior Centers proudly stepped up and did what they had to do to keep meals going for seniors. Albeit many had to pivot how meals were provided and/or delivered, it was through their dedicated staff and volunteers who showed up even with masks and gloves on, to ensure older Montanans were able to get a good nutritious meal. Many center's activities and programs were curbed or suspended during the pandemic, but through creative means, they were able to keep some activities going. Now centers are fording a path forward as the pandemic moves into the rear view mirror.

To that end, the survey results come at a time when Area Agency on Aging plans are being developed as well as opportunities for senior centers to conduct their own strategic planning. The results indicate that many senior centers have a board of directors and governing and administrative documents, but review and updating is all over the map with some more consistent than others. Dedicated staff, volunteers and board members are the lifeline of every senior center, but centers are feeling the financial pinch of increased food costs, staff shortages due to wages and/or not enough people in the workforce, and equipment needs (mostly kitchen) and facility maintenance/upkeep costs. Many centers are wanting to add services and activities in the coming month and years, but again, need some financial resources to help with an activity's coordinator and/or class instructors. Transportation is also a desired service, but difficult to sustain due to fuel prices and the overall costs. Centers also want to provide staff and volunteer training, and their topic lists are endless, but due to lack of resources and time, this is an area they need help with. Same with becoming a Dementia Friendly Center, as many want to learn more about dementia and serving participants with dementia. And, finally, many centers were unprepared for a long pandemic. They have identified future needs to deal with a disaster or public health challenge...and again, many need a supply of protective gear, disposable meal containers, back up plans when staff and volunteers are out ill and yet meals need to get out the door, and overall communication plans.

Many senior center respondents discussed how important congregate and delivered meals are for their participants as many are in very rural areas, and even those in more urban areas are isolated if they cannot leave their home. Meals are what bring people together.

A unique challenge articulated by many centers is conducting outreach and keeping pace with the needs of Montana's aging population. For example, many older seniors want to age in place while at the same time, many younger seniors between the ages of 60-70 do not relate to senior center offerings. Designing programming that appeal to a variety of interests as well as the "younger" group and having a marketing plan would be helpful to sustain a participant base in Montana centers.

The full report provides details from the respondents, and the appendices attached contain a few "gems" of efforts that other centers might consider replicating as well as food for thought on how to strategically move forward in coming years.

This report was prepared by Vicki Turner.

2022 Montana Senior Center Survey Respondents

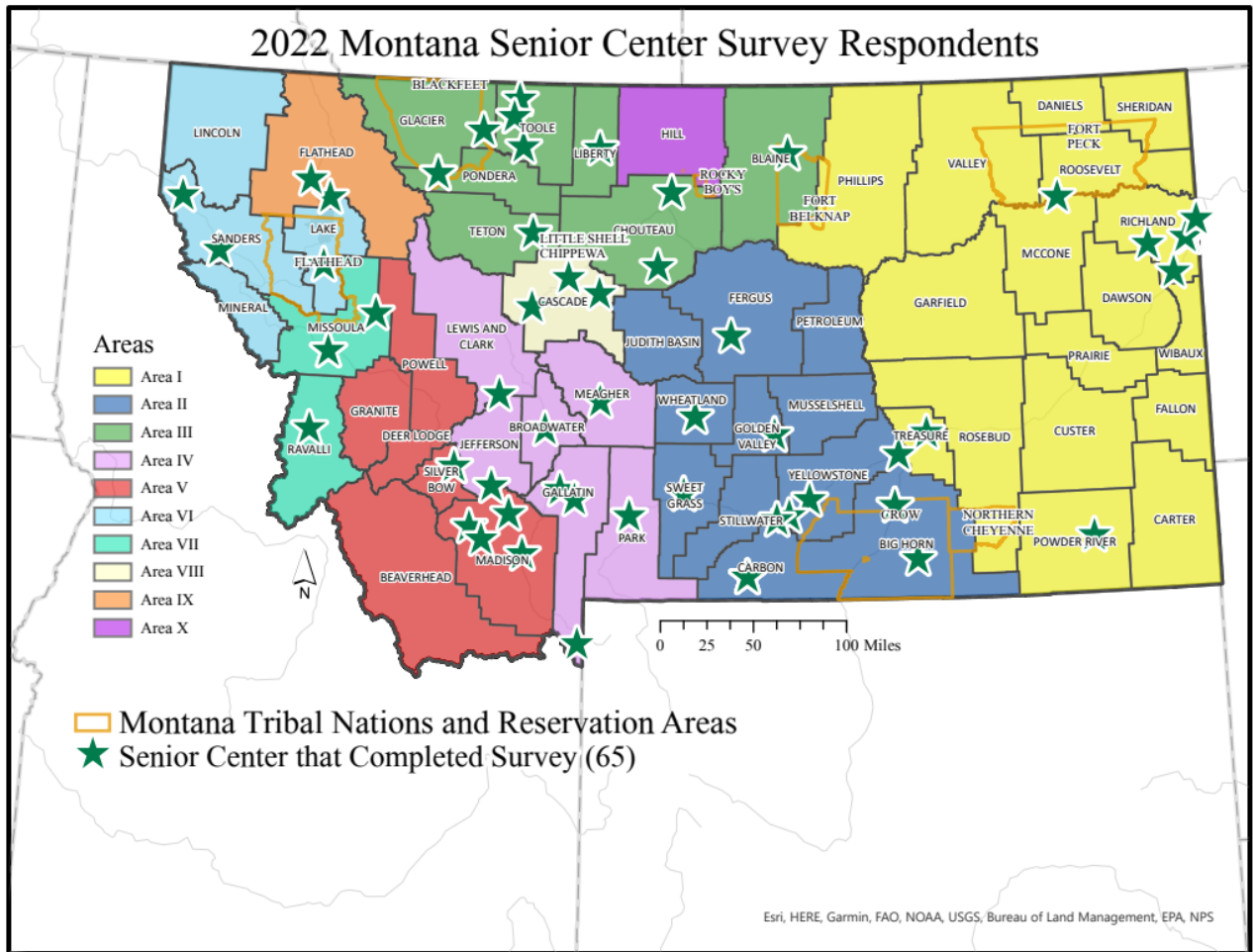


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Background: In January 2022, the Senior and Long-Term Care Division, Aging Services Bureau received a notice of award for a one-time investment under Public Law 117-2 Section 80042501. The Division identified the need to evaluate the strength of Montana Senior Centers to inform the next State Plan on Aging and the design of future training and support. Centers will be encouraged to develop a strategic plan to address staff and volunteer shortages under this grant. The amount awarded for this one-time project is \$286,000.

Purpose: The purpose of conducting the 2022 Montana Senior Center Needs Assessment Survey was to evaluate the strength and weaknesses of the 169 Montana senior centers in the areas of staffing, programming, technology, funding, infrastructure, challenges during the pandemic and current challenges. Going into the survey development, the division recognized the financial struggles, staffing issues, organizational and structural challenges and failing kitchen equipment that impact the service delivery. The 2022 Montana Senior Center Needs Assessment survey dug deeper into each of these areas to tease out what's working, strengths and pinch points.

Montana Senior Centers are the lifeline for many older Montanans, particularly in rural and frontier areas. Many are a focal point for distribution of information, social interaction, evidence-based health programs, and the distribution of meals. During the pandemic the centers had to quickly respond and pivot changes in service delivery and support on an already limited supply of manpower. As the public health emergency (PHE) winds down, it is evident SLTC needs to empower the local senior centers to stabilize staffing and services, establish themselves as dementia friendly centers, and prepare for any future disasters or challenges.

Many Montana Senior Centers are their own non-profits or are a contracted provider under an Area Agency on Aging (AAA). The AAAs use Older Americans Act and state general funds to contract with senior centers, along with match requirements for the federal dollars, which typically come from local county and state general funds. Due to the limited federal funding, senior centers also rely on donations, fundraising and other grants to help meet budget needs. They provide nutritious congregate meals or home delivered meals, or a combination of both. Most offer activities and supportive services for individuals typically aged 60 and older to align with the Older Americans Act requirements. However, a few centers offer services to individuals aged below the age of 60. Senior centers in Montana have many commonalities with their mission and vision – to assist seniors gracefully navigate the aging process and to remain as independent as possible in their home and community.

The results of the Montana Senior Center 2022 Needs Assessment survey affirm the needs outlined in Montana's current State Plan on Aging (2019-2022). For example, funding and retention of congregate and home delivered meals and transportation resources are of great concern. Of further concern is the need for financial resources to keep pace with the growing population of older Montanans and their needs to remain independent as possible.

Needs Assessment Implementation: The Montana Senior Center 2022 Needs Assessment was opened on September 23, 2022, and the last survey received was on November 28, 2022. To promote the survey, several emails went out encouraging senior centers to complete the online survey. Emails were sent directly to senior center staff and/or points of contact that the Aging Services Bureau had on record. Emails were sent to Area Agencies on Aging asking them to forward information and the link to the survey to the senior centers in their catchment area. For centers that an email was not available, an invitation to participate and a hard copy was sent. Between September 23, 2022, and November 28,

2022, a total of 65 responses, or 38% return rate, with a 72% completion rate were received. The average time to complete the online survey was approximately 37 minutes.

The Needs Assessment: The survey was broken down into five sections:

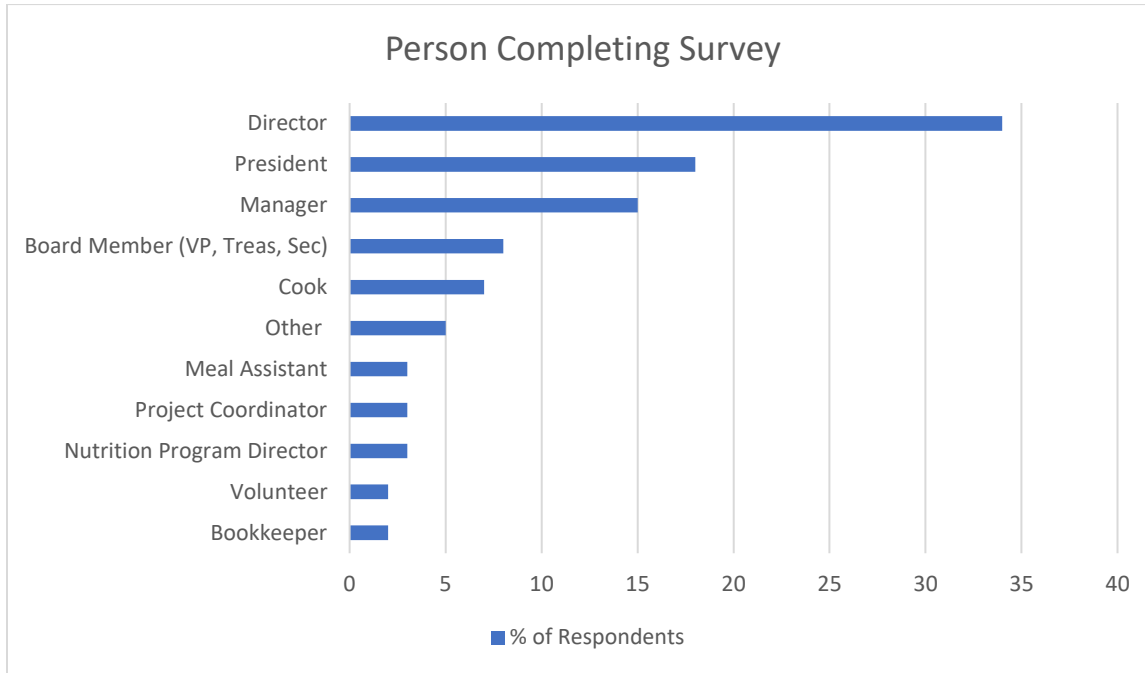
- 1) Stabilizing Staff and Support,
- 2) Physical Facilities/Equipment,
- 3) Stabilizing Services,
- 4) Dementia Friendly; and,
- 5) Preparing for Future Disasters and Challenges.

At the end of the survey was an opportunity for respondents to add any additional comments about their needs, concerns, and anything else of importance. This report is structured along the same lines of the five sections.

The Results:

Stabilizing Staff and Support

The most common “position” that completed the survey was the senior center Director, followed by the President then Manager.



When asked about the senior centers in terms of numbers they serve, the responses varied across centers. Due to only a portion of the centers responding, the total numbers served for the state would be skewed if relied on the 65 respondents. However, notable from the survey results is the comparison of current numbers served to pre-pandemic service numbers:

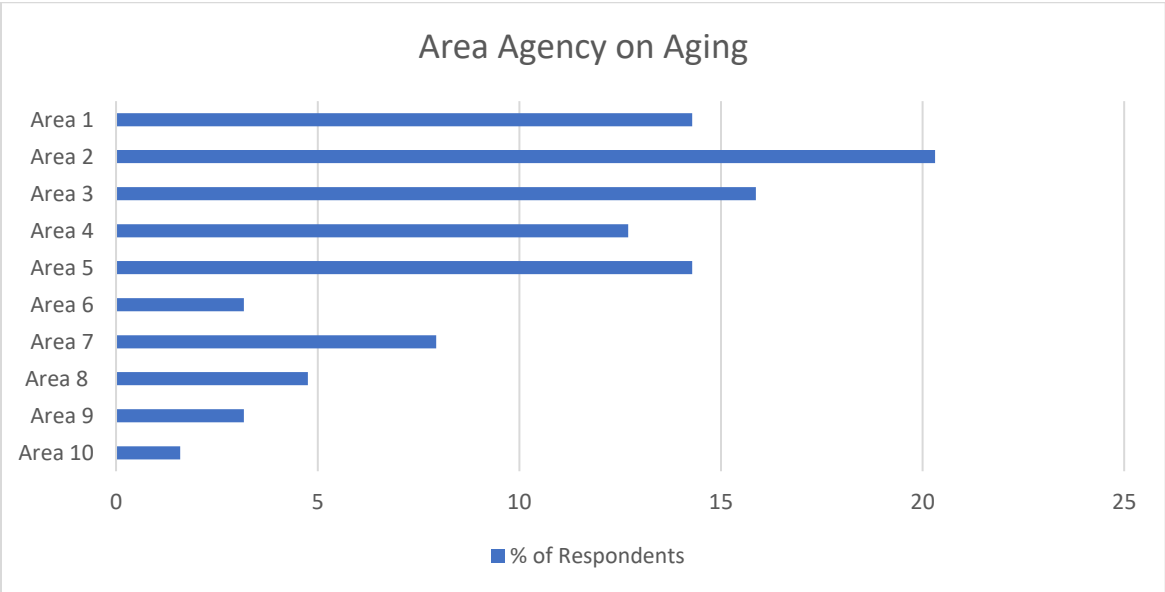
- 13 centers are serving more participants than pre-pandemic
- 35 centers are serving fewer participants than pre-pandemic
- 14 centers are serving an equal, or the same number of participants now, as pre-pandemic.

Paid staff and volunteers are critical components to the smooth operation of a senior center. Most senior centers in Montana operate with a staffing level of 1-3 staff. One center responded having 28 staff. The following table shows the actual responses.

Current number of staff – 52 answered; 13 skipped Q12	
Number of Staff at Center	Number of Centers
0	2
1	13
2	7
3	7
4	4
5	5
6	3
7	1
8	0
9	2
10	3
20	0
25	3
28	1
Part time - 2	1
Part-time subs - 2	1

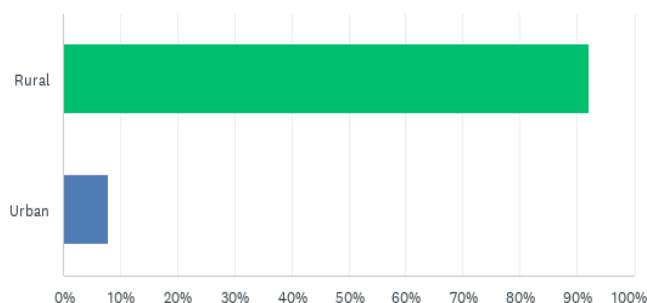
One center noted that they have 2 part-time staff, and another center noted having 2 part-time subs.

In terms of geographic distribution of responses based upon Area Agency on Aging, Area 2 had the most responses, followed by Area 3, and then Area 1 and Area 5 (tied).



A strong majority of the responses self-identified being from rural areas, at approximately 93%, with the rest noting urban.

Q9 Community Type



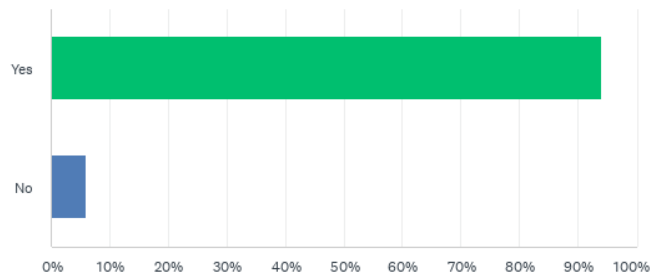
Many Montana senior centers rely on volunteers, and all but seven of the respondents indicated having volunteers. The number of volunteers at senior centers across Montana vary, for example, nine centers noted having two volunteers, and three centers noted having one. However, some senior centers have many volunteers ranging from ten volunteers to sixty-five. Three centers indicated having 20 volunteers with two centers indicating 25, and another two centers indicating 29 volunteers. The table below show the variation in numbers of volunteers among the center respondents.

Current number of volunteers – 49 answered; 16 skipped Q13	
Number of Volunteers at Center	Number of Centers
0	7
1	3
2	9
4	3
5	1
7	1
10	6
11	1
12	2
13	1
15	1
20	3
25	2
26	1
29	2
30	1
44	1
45	1
55	1
65	1

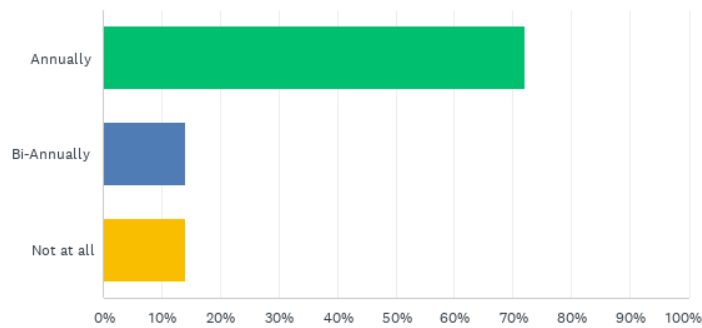
Organizational Administrative Functions and Board Governance:

Organizational administrative functions and board governance are components of stabilizing staff and support, and stabilizing services. The following graphs show the responses for questions about senior center policies and procedures. Most of the responding centers have written policies and procedures that are reviewed annually by the center’s board of directors and management. A few centers responded that they do not have written policies and procedures, or if they do, they are not reviewed.

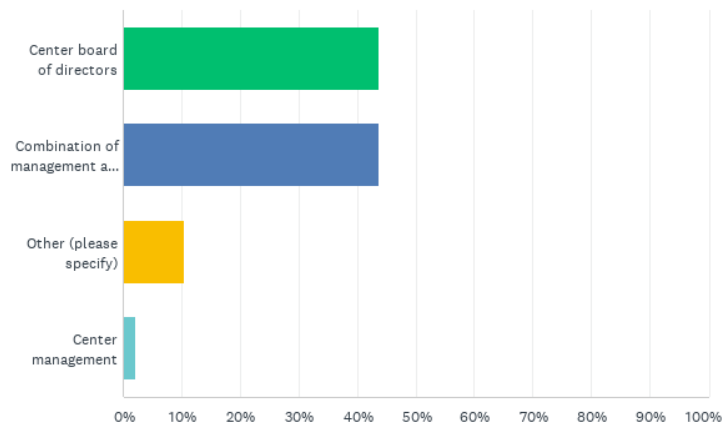
Q14 Our center has written policies and procedures.



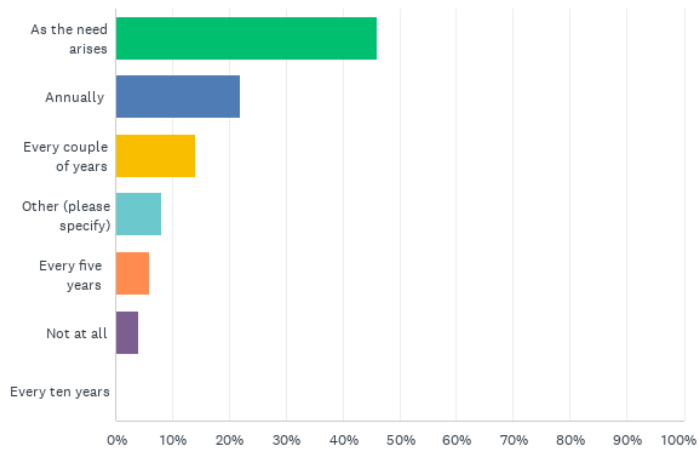
Q15 Our center's written bylaws, policies and procedures are reviewed.



Q16 Policies and procedures are reviewed and updated by:



Q17 Our center's policies and procedure are updated:



Strategic Planning:

Regarding strategic planning thirty-five percent of the respondents indicated that their organization has a strategic plan, and only 20% set aside funds for marketing and outreach about the center’s meals and programs. This is notable in that a strategic plan could provide a framework and the steps needed by the senior center towards achieving goals and outcomes, particularly when funding and keeping pace with needs are a common theme throughout the results of the survey.

Board of Directors:

An overwhelming majority of Montana senior centers, 92% of respondents, have a governing board of directors. 75% of the respondents indicated that the board meets monthly, and 21% indicated quarterly, with just a few indicating twice a year or annually. Similarly, 78% of respondents have position descriptions for board members, whereas 22% do not. In terms of governing documents, 94% of respondents have by-laws, and only a handful do not. Most organizations offer board training, 84%, and the remaining do not (this includes new board member training). About a third of the respondents indicated that they had provided board training in 2022.

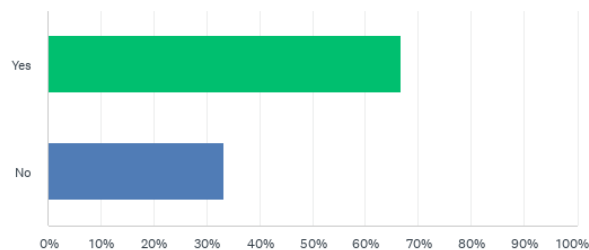
Advisory Committee:

Less than one third of the responding organizations indicated having an Advisory Committee; with 59% indicated that their advisory committee never meets. Of those that do meet, about 24% meet monthly and 15% meeting quarterly. Only 17% of the respondents indicated having position descriptions for advisory committee members.

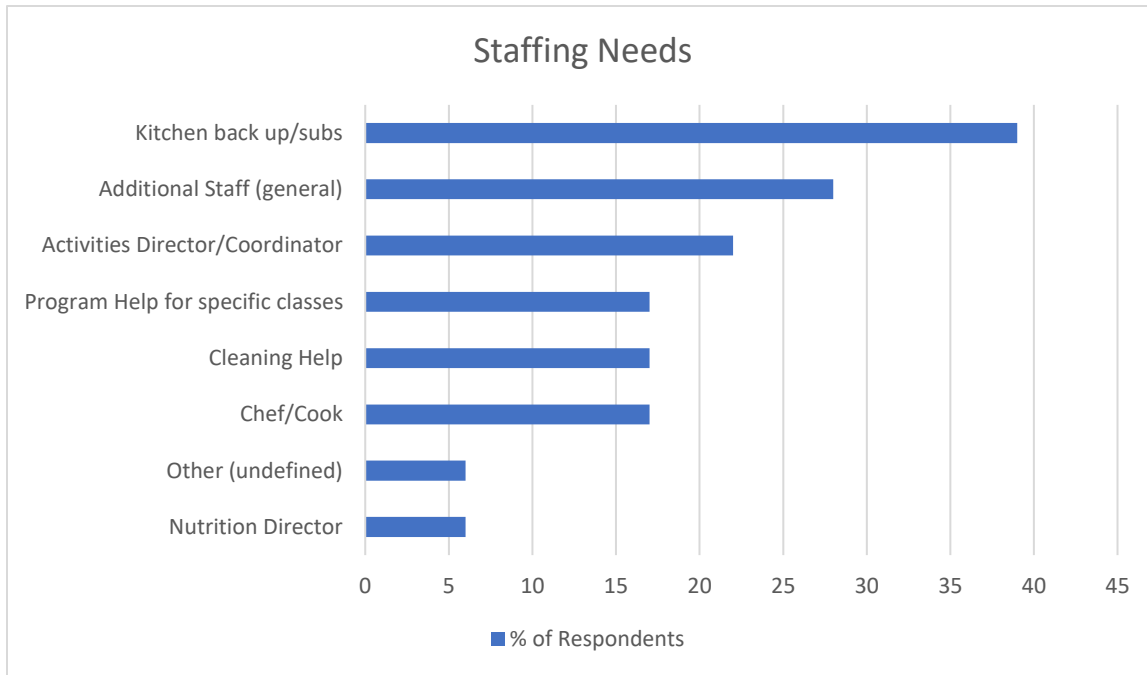
Strategic planning coupled with board governance such as by laws, holding regular meetings, position descriptions and training may be addressed by the way of non-profit training and technical assistance.

Staffing Levels: When asked about the adequacy of current staffing levels at senior centers, about two-thirds of the respondents indicated that “they were good”. However, probing further, specific staffing needs were identified with the highest need of kitchen help/subs, general staff, followed by activities staff. Wages and workforce shortages were noted as the main barriers to having adequate staff.

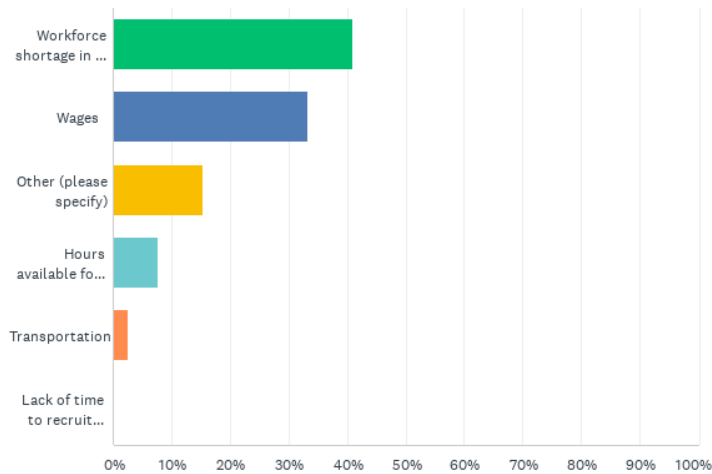
Q28 Current staffing levels are adequate to meet the needs of the center.



Staffing Needs:

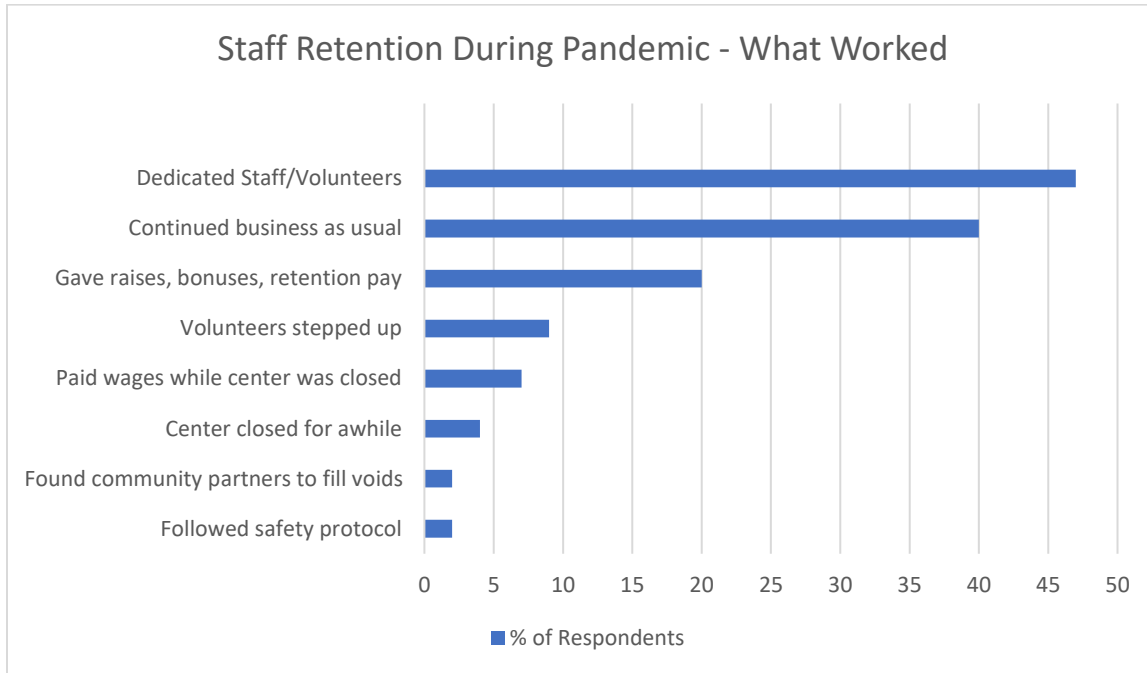


Q30 Barriers to achieving the needed staffing levels include: (Mark all that apply)



During the pandemic, 83% of the respondents indicated they were able to retain staff noting that dedicated staff and volunteers were the key. Many centers “carried on as usual”. Challenges noted in the “Other” category indicated having funds to hire and then the compounding challenge of wage and workforce shortages. However, 20% of the responding centers indicated they were able to offer raises

or retention pay or figured out varying incentives such as paying for time while the center was closed or with reduced hours. Efforts to retain staff during the pandemic are listed in the chart below.



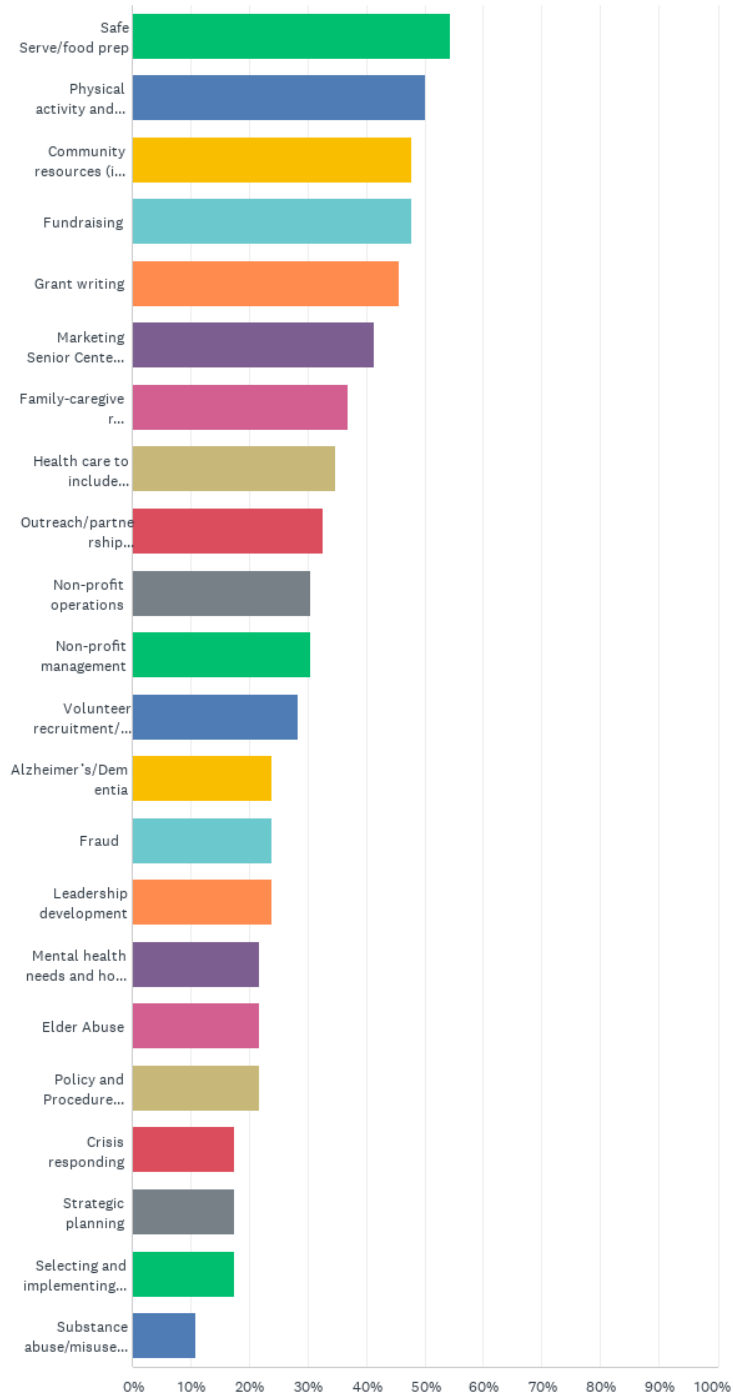
Staff, Board and Volunteer Training Needs:

Training presents a prime opportunity to expand the knowledge base of all levels of the organization. And, while training can pull staff, volunteers and board members from their jobs, the survey respondents indicated having cross-training was essential for staff who can serve as back up for positions or even for volunteers to step in when a center is short-handed. An overall training program brings everyone in the organization to higher level of skills and knowledge, and often gives employees, volunteers, and board members a demonstration that they are a valued asset.

Board training of the 49 that answered, 48 had conducted a board training in 2022 and one in 2020; 15 skipped the question. Board training topics were not asked as part of the survey.

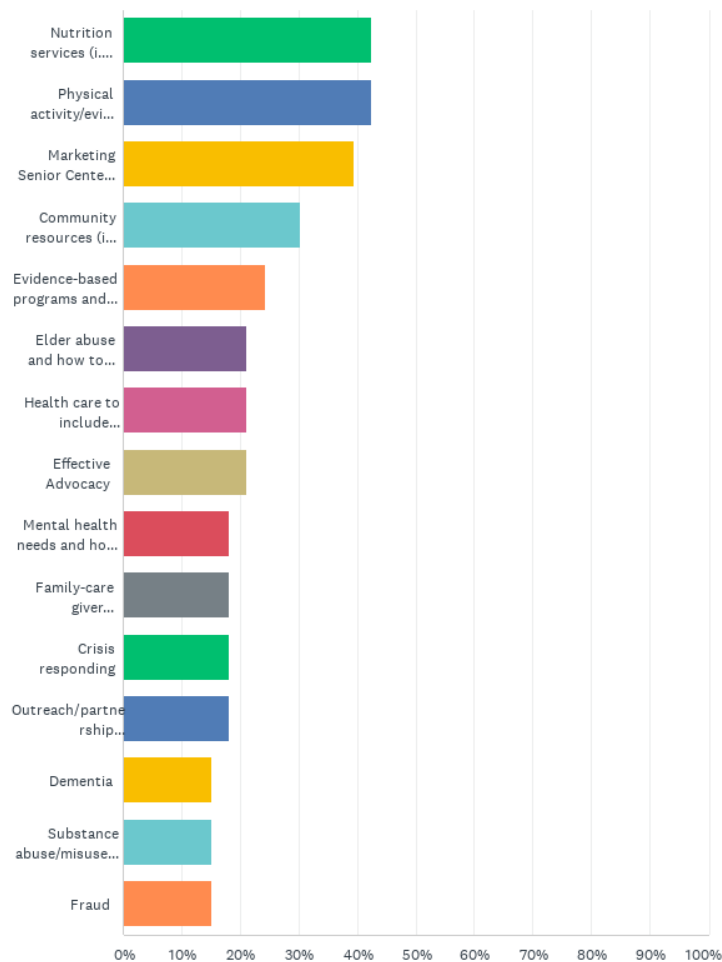
Staff training 46 answered; 18 skipped the question with the top two training needs identified 1) Serve Safe/Food preparation, and 2) Physical Activity. Topics that followed included: Community Resource awareness for referral; fundraising, grant writing, marketing services, family caregiver supports, healthcare (Medicare/Medicaid), outreach and partnerships. Less than 30% of the respondents identified the following topics as a training need: non-profit operations, management and volunteer recruitment and management. The graph below shows the distributions of training topic needs by centers.

Q33 What are the staff (including center director) training needs and resources to be successful? (Mark all that apply)



Volunteer training 33 answered; 32 skipped the question. Half of the survey respondents identified training needs of their volunteers (see graph below), with the top three including Nutrition services, Physical activities to include evidence-based physical activities, followed by Marketing Senior Centers. It was noted in the comment section that some centers do not know what their volunteer training needs were and thus found this difficult to answer. Centers could conduct a training needs assessment or hold a discussion group to get input on training needs. Training could be used as an incentive to recruit and expand volunteerism in the center.

Q42 Our volunteer training needs, to successfully do their jobs include trainings and resources on: (Mark all that apply)

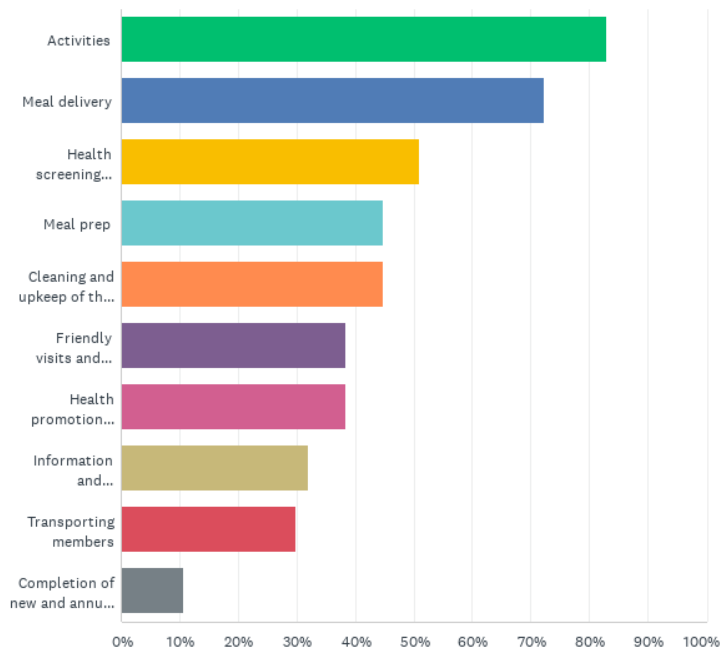


Montana Senior Centers rely on volunteers to carry out many services, programs, and activities. Sixty percent of the respondents indicated they had enough volunteers to meet their needs; however, forty percent indicated that they need more volunteers. Areas identified where volunteers are needed include sub or back-up drivers for meal delivery to ensure consistency in home delivered meals; kitchen help/food prep/dishwashers, consistent help with activities directing/coordination, and meet/greet at

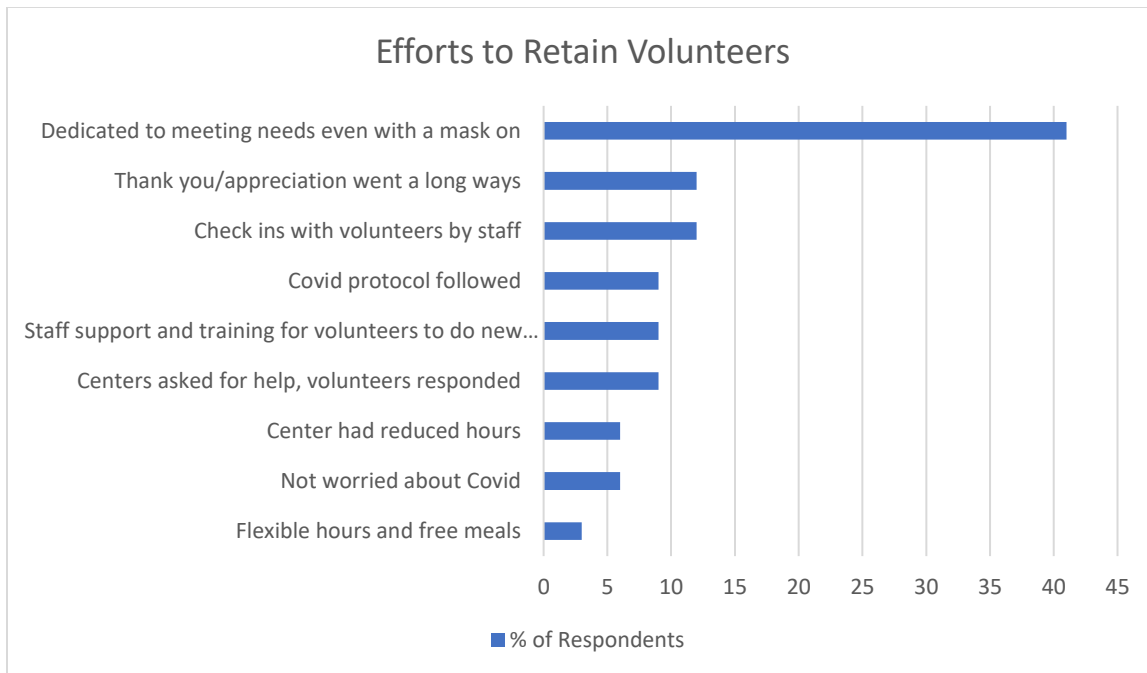
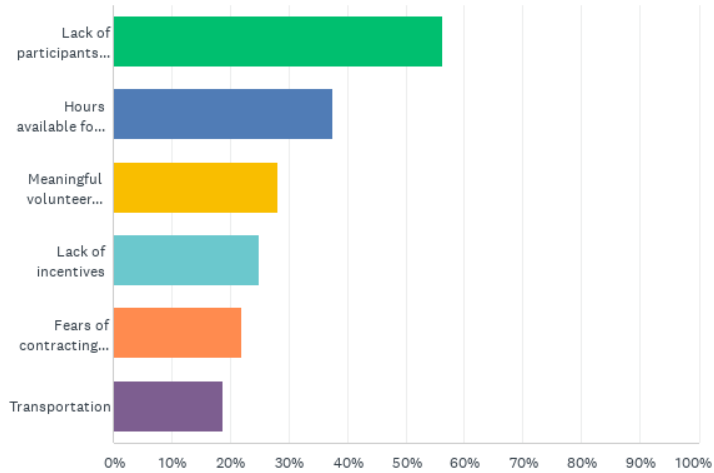
the centers. Many respondents expressed a specific singular volunteer need for their center to include computer class help, cleaning of facilities, bingo callers, card players, thrift store help, lawn care, meal servers, meal set up/cleaning, transportation to congregate meals, foot care, information on Medicare, and an evidence-based informed program leader. One center expressed a need for dealing with volunteer burnout, and then another center indicated that their tribe provided paid staff instead of volunteers. The main barrier to filling volunteer needs include lack of volunteers available in the community with over half of the respondents identifying. Then, followed by hours available to volunteer, meaningful volunteer activities, lack of incentives, fear of getting COVID, and transportation.

Sixty-eight percent, 2/3, of the respondents indicated that they were able to retain volunteers during the pandemic. Forty percent offered incentives with the most common incentive offer of free meals, followed by gas reimbursement, annual banquet/recognition event with prizes, gifts such as corporate clothing, and training. One center expressed they were not sure what they could offer as an incentive.

Q34 Our center relies on volunteers for: (Mark all that apply)



Q37 Barriers to achieving the needed volunteer levels for the Senior Center include: (Mark all that apply)



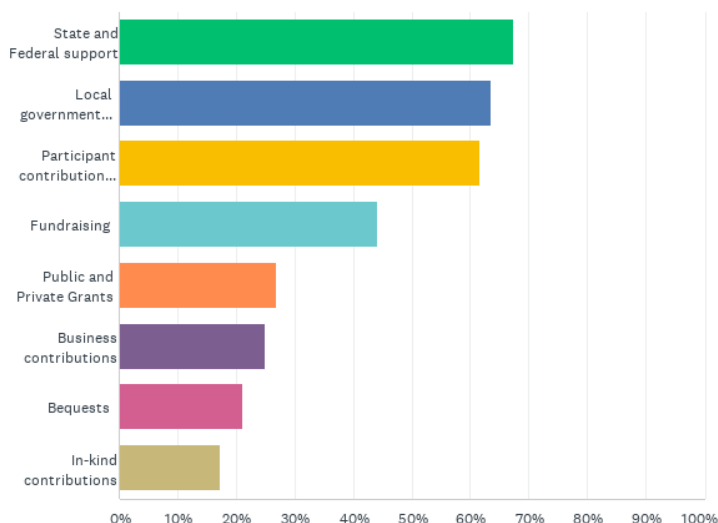
Senior Center Funding and Budgeting:

Most centers, 61% of the respondents, set an annual budget with sub-budgets for meals and activities. Budgets are reviewed with key staff/personnel either monthly (32%) or annually (36%) for most of the centers that responded to the survey. A handful, or 6% review budgets weekly, and then the remaining respondents (26%) indicated budgets are not reviewed at all throughout the year. Adjustments made to the budget are often impacted by the price of food, goods and supplies as well as the ability of a participant to pay for a meal. Three respondents noted that the County provides funds, and the amount is impacted by what's happening at the county level. One respondent noted that their center is in a 100-year-old facility, and getting estimates let alone repairs is very difficult because of their very rural location and this greatly impacts the budget.

Eighty-three percent of the respondents indicated they receive funding from their Area Agency on Aging. The amounts vary for each individual center, and within the amount, the budget can vary based upon costs of supplies and food. The survey responses did not lend to a pattern or formula of how funds are distributed across a region. A couple of respondents that do not receive funding from their Area Agency indicated that there is a "rub" of sorts between the Area Agency on Aging and the Senior Center. One center indicated that the additional ARPA funds were greatly appreciated but are worried about meeting needs in next year's budget when those funds are no longer available. Three centers responded that their Area on Aging sets their budget.

In terms of overall funding for a senior center, the 2/3 receive some funds from state and federal support programs, local government (i.e., County), and through participant contributions. Less than half of the responding centers conduct fundraising or write grants. Other contributions toward budgets of lesser frequency come from business contributions, bequests or through in-kind. In the comments, two centers noted that donations were a key part of their funding base. Another center noted receiving funding through a mill levy on property taxes. Ft. Belknap and Blackfeet Tribes provide most funds for their centers.

Q46 Our center's primary funds come from: (Mark all that apply)



When asked about having a business or strategic plan, 66% of the respondents said yes. However, when asked about setting aside resources for marketing and outreach efforts, 80% said no. Interestingly, a repetitive need throughout the survey results is figuring out ways to meet the demands of the aging population – particularly in reaching the younger seniors to take part in meals and activities.

Strengths with Administrative Functions: (note 38 respondents answered and 26 skipped the question)

The number one strength identified by centers is their dedicated staff and volunteers. Many noted that they have staff and volunteers with great longevity. Additional strengths mentioned included the center's board and management staff work well together and are supportive of each other as well as staff and volunteers work well together. Good communication and being open to discuss ideas were a common thread. Money managers and bookkeepers were praised. Having a good reputation, a friendly atmosphere that is people focused and support of the community were also mentioned.

Pinch Points with Administrative Functions: (note 29 answered; 35 skipped) – see pdf attachment

The top six pinch points indicated by those who answered this question are:

1. Meeting the demands of the aging population as there is a lack of participants and/or the center desires participants who have an interest to take part in meals and programs.
2. Funding (for staff, staff wages, or to operate independently)
3. Lack of training and/or lack of time to do training
4. Price of food, goods, gas, and utilities*
5. Building upkeep to include boilers, and AC*
6. Center is not in the same town thus lacks staff to regular tend to center's onsite needs*

(Note * tied for same number of responses.)

Many administrative pinch points described were unique to the individual center. However, when you look at staffing needs, many indicated that having enough staff or back up staff was a large need but was not indicated in this question. Funding for a variety of needs was also indicated for expenses such as travel, kitchen remodel, an activities director, Thrift Store remodel and having general cash flow. One center mentioned lacking the ability for grant writing, and another indicated there was a lack of, or not knowing of, the resources in the community to help in meeting needs of seniors.

Technical assistance on meal pricing can be accessed through the state's Bureau on Aging with Courtney Hoskins which may be helpful in addressing some of the funding issues center's face.

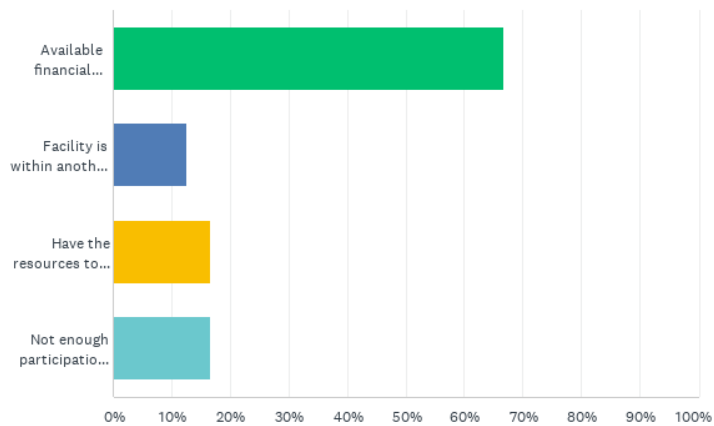
Facilities and Equipment:

Senior center facilities and equipment being adequate to provide meals and activities was "adequate" for 2/3 of the respondents; and 1/3 indicated that the facility and equipment was inadequate. Seventy-five specific needs were identified by the 31 respondents that answered this question, and many were the same in the list of Pinch Points regarding facilities and equipment. The most frequent listed needs and pinch points included the following in order of most mentioned:

1. Space - not having enough space for the kitchen, for storage, additional rest rooms, activity space, or for specific needs such as foot care and other health care to include storage for health care items
2. Equipment needs (to include repairs) - such as warming tables, stoves, dishwashers, walk in freezer/coolers, cookware, and dishes, building equipment described as very old and needing an update thus created food prep challenges. Other singular equipment needs include a washer/dryer, a computer with camera and voice recognition capabilities.
3. Upkeep - to include janitorial, building repairs, lawn and snow removal, rain run-off and specific items such as lighting replacement, ADA accessibility, heating/air conditioning/ventilation updating and or replacement, window replacement, screens for doors, ceiling repairs, building brick resurfacing and entry way repairs (concrete, different configuration).
4. Parking – needs included not having enough parking spaces and parking lot being slippery when wet.

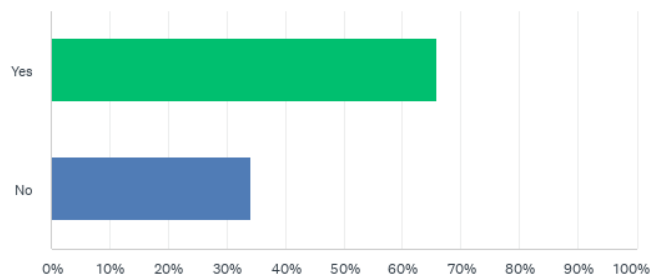
Barriers to addressing the Facility and Equipment Needs: The main barrier is financial resources to address the need(s).

Q55 Barriers to addressing the needs include: Please mark all that apply.



With respect to centers having reliable internet access, 2/3 indicated having good internet access. Interestingly, in terms of equipment needs and pinch points, only one identified the need for a computer.

Q56 Our Senior Center has reliable internet and means for participants to access online resources, talk to family/supports, and to participate in online senior activities



Strengths Montana senior centers identified about facilities and equipment are in order with the top ten below:

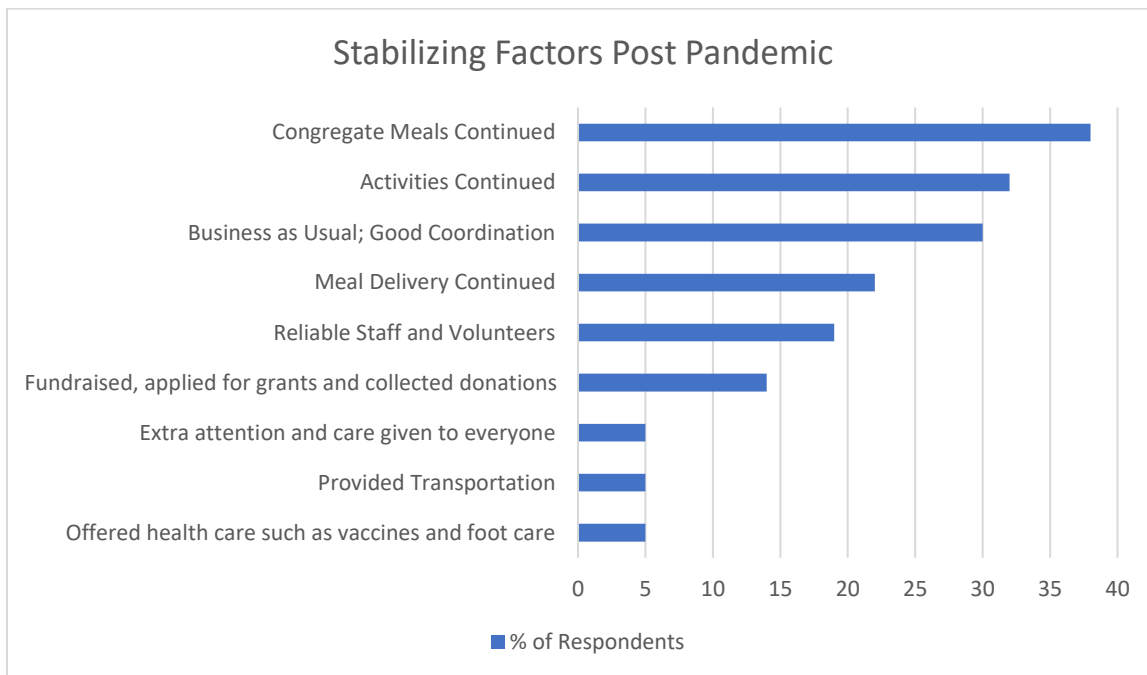
1. Nice facility and adequate space (common area and dining areas mentioned) with places for participants to comfortably sit and visit.
2. Easy to access, no stairs and ADA compliant
3. Updated kitchen and new or newer kitchen equipment had recently been purchased
4. New facility or recently renovated

5. Facility location was great
6. Smart TVs
7. Parking lot was upgraded or new
8. Designated space for health care, quilters, exercise programs
9. Health care of the staff, volunteers, and participants were honored
10. Facility has dedicated volunteers, staff and board who take pride in a clean and neat facility.

Individual center strengths included having funding, internet, repairable building and equipment, addition of solar panels, great community support, the facility is used by the community, good food, and being able to offer meals during the pandemic and center closures. One center noted having a second location was a strength. Another mentioned having materials such as puzzles, books and movies to check out was a plus. Two centers expressed appreciation with their city and county partners who have helped with janitorial, repairs, and housing the center.

Stabilizing Services:

An overwhelming majority of centers, 91%, indicated their center “is stable” in offering services. Many centers identified similar stabilizing factors that have helped post pandemic, with congregate meals, activities, and a business-as-usual approach being the top factors.



Just a few centers noted that they had specific needs to stabilize their center. One center indicated that COVID really impacted their ability to stabilize their center.

Specific individual center needs for center stabilization included the following:

- ✓ Money to offset costs.

- ✓ Additional funding for Activities Director.
- ✓ Need to get the younger seniors to get involved.
- ✓ We do not have medication management.
- ✓ We only have one Congregate meal a week. We would like to see that increase.
- ✓ We have no one to do health promotions, screening etc., or to lead activities other than cards and bingo. We do offer homemaker and respite services. We are always getting phone calls if someone can help fill out paperwork for them, if there is someone who does taxes for free etc.
- ✓ Transportation. No bus or van available.
- ✓ Need SHIP Counselor.

More than 77% of the respondents indicated that they were on track for participants returning to the center for congregate meals following the pandemic. Respondents identified the following common efforts that are making a positive impact in order of importance:

1. Center promotion through advertising, commercials, menus and activities in the paper, posters at the Post Office and local businesses, rack cards.
2. Added activities that bring people together such as senior dances, card parties such Mahjong, and Xbox games. Strength and exercise were also mentioned.
3. Having good homemade food.
4. Promoting the center meals and activities through personal contact, the center's newsletter, website, and social media posts, most frequently mentioned was Facebook, and direct email outreach to generate a "chatter".
5. Other of equal importance each included: letting participants choose meals and/or offer more meal item choices (i.e., Coffee in the mornings, salad bars at lunch, and special themed meals), maintaining a clean and friendly environment, allowing participants to bring a guest, and offering special programs/or presentations covering topics such as social isolation.

Some unique efforts included offering iPad/computer help and classes, special meals with entertainment, offering "take out", joining other area non-profits in communitywide fundraising events, providing transportation to out of town appointments, and holding a specific fundraiser for the center.

For the centers struggling to get participants back to the center, below are specific needs for assistance:

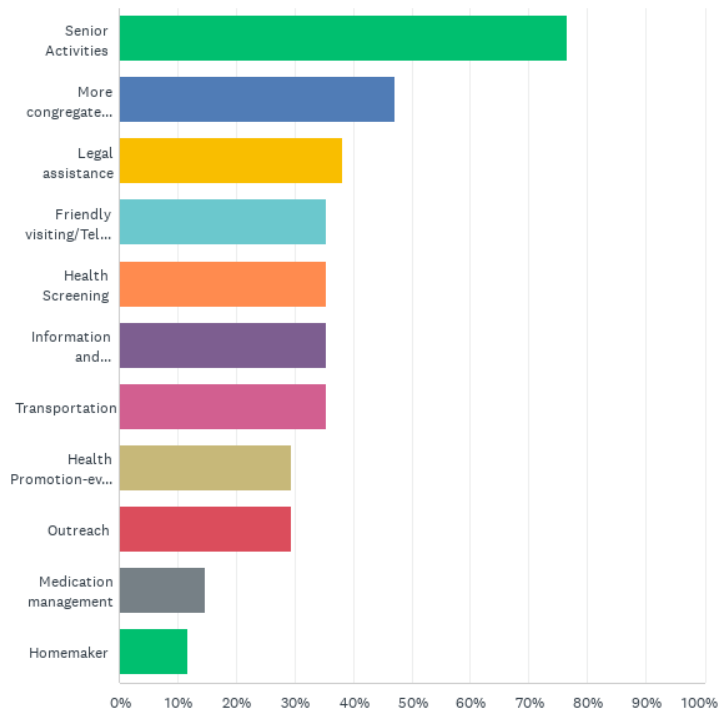
- ✓ Advertising on Facebook and the paper. Better communications with members of the Senior Center.
- ✓ One center noted the issue isn't needing to increase returning participation, but to increase new participation. This was in issue before the pandemic. The center is thinking about doing a fund raiser for the liability insurance that they purchase. We were thinking we could use that as an Outreach opportunity as well.
- ✓ During the pandemic, some of the clients unfortunately passed away or moved to assisted living facilities. Also, within the 2–3-year period, many clients remained in their homes, but their ability to use the centers for congregate dining and/or activities diminished. We are working to get a "new member" base of clients.
- ✓ We could offer more programs that enhance and improve everyday living.
- ✓ We have been advertising a lot to try and gain new seniors. I'm unsure what assistance or resources could be provided to convince people to come in.

- ✓ I'm not sure what we would need, some clients still take pick up meals or home delivery instead of coming into the center, I think it is a fear thing, but not sure. We have invited people to come and try us out, word of mouth, weekly newspaper article.
- ✓ We need to develop a plan to update our kitchen.
- ✓ We need more space.

Interestingly, many centers use marketing and outreach as indicated in their efforts to help stabilize the center and to bring back in-person participation. However, when asked if they would be interested in participating in a statewide marketing campaign, just over half, 54%, of the respondents were interested. One respondent made a comment that they were unsure about how a statewide marketing plan would benefit centers, and cost was of concern. Marketing and outreach is a cornerstone for sustainability of non-profit organizations, and a key component to strategic planning and anticipating needs in the future. It appears there could be an opportunity to determine different outreach and marketing strategies to keep pace with the changing needs of older Montanans.

When asked about a center’s desire to add services in the coming months or years 78% had an interest in doing so with 76% of the respondents wanting to add more activities.

Q63 If yes, please mark all the services you would like to add:



Strengths identified by centers toward stabilizing services were common across many of the respondents and listed in order of frequency:

1. Having dedicated staff, volunteers, and board
2. Congregate meals and home delivered meals that are good; and trying to keep the meal prices affordable
3. Activities and the schedule are made available in advance
4. Council on Aging provides stability to the center
5. Having a resource center
6. Transportation
7. Being flexible
8. Good reputation and value
9. Having a tribal dietitian helps with meal planning

Pinch points identified by centers that are impacting stability had commonality as well. The list is in order of frequency:

1. Need more staff, need of cooks, need of volunteer drivers for delivered meals
2. Upkeep of the center
3. Lack of willing participants to become volunteers to expand programs
4. More funding needed

Singular pinch points included that some participants are only interested in meals and not activities, knowing how to engage younger seniors in the 60-70 yr. old range, needing better outreach, and a lack of other community resources “we are it”.

Dementia Friendly

About two-thirds of the respondents answered the questions regarding Dementia Friendly. Two-thirds of those who answered the question regarding “Dementia Friendly” were familiar with the movement across the country. Seventy-seven percent are involved with discussion with their Area Agency on Aging, AARP, and other community stakeholders to begin framing a plan to become Dementia Friendly. About the same number of respondents indicated that even with taking some steps, they could use some assistance with resources, planning, strategies, and setting goals. Only two respondents indicated their center offers Memory Cafes or other Dementia Friendly programming: leaving forty-one respondents indicating no programming. When asked about wanting to learn more about Dementia Friendly, sixty-six percent were interested, whereas thirty-three percent were not interested. However, two-thirds were interested in more training on general dementia topics and learning more about evidence-based programming and practices for serving participants with memory and dementia issues.

The top five Dementia Friendly strengths respondents noted are as follows:

1. Center is willing to learn about dementia
2. Center allows for anyone to participate and co-mingle
3. Center is willing to work with, engage, and understand participants showing signs of memory loss and/or dementia.
4. Centers have offered topic speakers on dementia and Alzheimer's
5. Willing if becomes a need

Individual specific single responses included providing transportation to and from the center for those having some memory issues, established “watch groups” within the neighborhood for seniors with dementia, offers virtual support groups, have outreach program to include family contact, and one centered noted having an on staff Aging Director who was skilled with evidence-based programming and services for those experiencing dementia.

Three centers indicated that currently they do not have any participants with dementia, and in the past when they did, often a caretaker or guest would accompany to congregate meals to help. A couple of centers indicated that they have NOT discussed Dementia Friendly at all, and one center stated they were not staffed well enough to handle dementia involved but when presented, will ask caretaker/family or guest to help.

The overall Dementia Friendly pinch point respondents expressed was not knowing enough about dementia to serve the participant, and to have the proper response. Several centers noted lack of people and resources such as staff, training time, training materials on dementia, resources and options for family, and support groups as center specific pinch points.

The Alzheimer’s Association is a tremendous resource for training, education, materials, and assistance to raise the level of knowledge within center staff and volunteers as well as the participant families they serve.

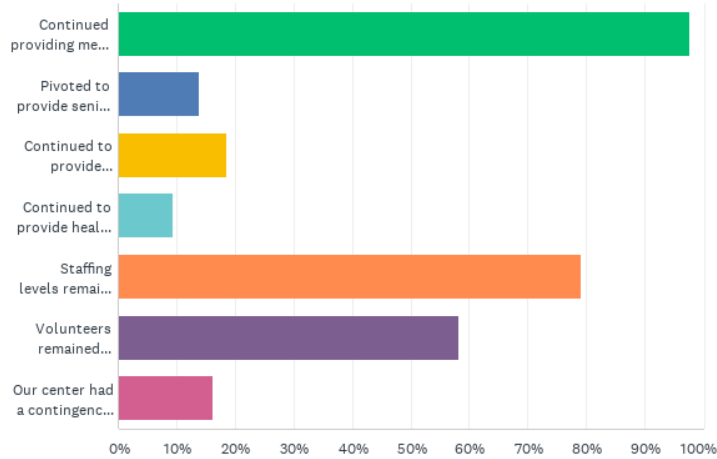
Preparing for future disasters and/or challenges

Many centers DO NOT have an emergency preparedness plan, with eighty percent of the respondents indicating a lack of a plan. When asked if centers without a plan, would like help developing a plan, only fifty-six percent would. Those having a current plan, had a variety of responses noting their plan’s last update such as 2012, 2018, 2020, 2021 and 2022.

During the pandemic, centers identified the following strengths that helped to continue providing meals and activities:

- ✓ Ninety-eight percent continued to provide meals through creative means.
- ✓ Seventy-nine percent maintained staffing levels.
- ✓ Fifty-eight percent maintained volunteer levels.
- ✓ Sixteen percent had a contingency plan in place.

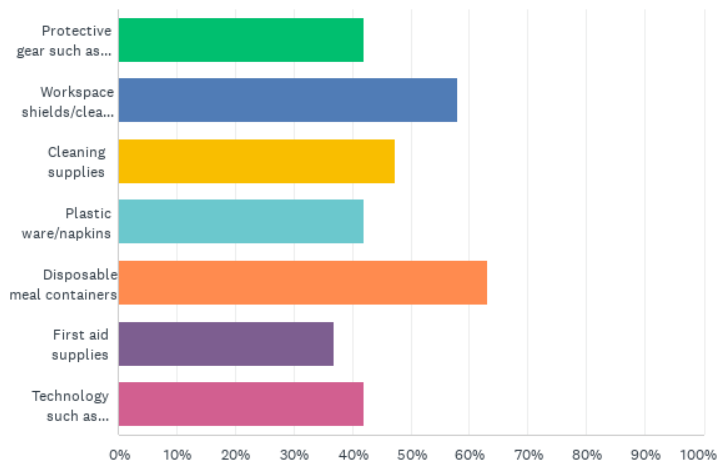
Q79 As a Senior Center our strengths identified during the pandemic included the following:
Mark all that apply:



When asked about having enough resources to purchase protective gear such as masks, gloves, cleaning supplies and disposable meal containers, seventy-five percent said yes, and twenty-five percent said no.

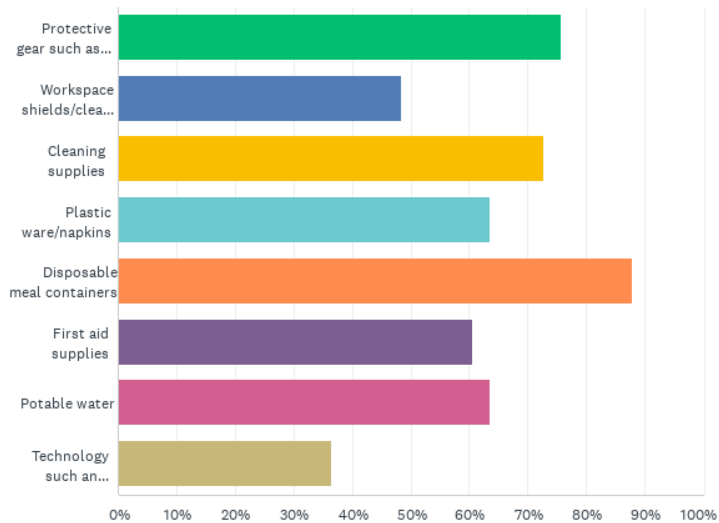
Specific items centers lacked funding for are outlined in the chart below, although should be noted that only 19 respondents answered this question:

Q84 Items we lacked funding for, that would have been helpful include: Mark all that apply



When asked about being prepared with emergency inventory for a future disaster or challenge, thirty-three responded with needing many items as indicated in the chart below:

Q85 To prepare for a future disaster or challenge, our center would need the following emergency inventory to have on hand: Mark all that apply.



About half of the respondents (32) provided a response about the learning(s) they came away with from experiencing the pandemic. The top common learnings include the following:

- ✓ Center could continue to provide delivered meals and carry out, even with protective gear/gloves on; they learned how to serve meals safely and in a sanitary manner; and how to be resilient, flexible and pivot from congregate meals to delivered meals. “To think outside of normal.”
- ✓ People need socialization and seniors need socialization and meals – two basic needs.
- ✓ Regarding staff and volunteers, they learned how awesome people were to step up, and how important back-up staff were. Further adding how awesome the community was to help when asked.
- ✓ Seniors are humble and grateful for the meal services. Many rely on the center for a good nutritious meal and for social interaction. Centers realized just how valuable they were to meet the needs of those they serve not only with meals, but transportation to appointments as well.

A couple of learnings that were not as positive yet telling: people in general are not prepared for a disaster or challenge, and this constantly needs to be addressed to keep people safe and well. That people do not like change and integrating safety protocol was not received well by some. Additionally, seniors needed more technology classes so they could participate in virtual activities and connect with friends and family.

Pinch points during the pandemic identified by only nineteen respondents included the following common responses:

1. No organized effort to check on all seniors in the catchment area. The Council on Aging made medical calls but not an orchestrated effort to just generally check on seniors. It was hit or miss.

2. Lack of funding, lack of workers at times, lack of food and supplies from commodities and grocery stores, disposable containers, gloves, cleaning supplies, toilet paper and water at times was hard.

Single responses specific to the center respondent included

- fear of being around people
- when a staffer tested positive it shut down the center, although a local restaurant stepped up and provided meals until the center reopened
- Sanitizer gun was purchased but not used
- not allowing volunteers to help

Two responses noted as a pinch point, although may be a strength included adding a route to deliver meals, and the center served meals the best they could under the circumstances.

Through the State's Aging Services Bureau, technical assistance on updating and/or creating a plan could be accessed through Courtney Hoskins.

Overall Comments:

1. Missoula Aging Services was a great asset to us. They paid for delivered and carry-out meals from March to December 2020. They also assisted us in acquiring grants from the State - one helped pay for a new walk-in freezer.
2. There is a lack of help and funding for those senior centers that are not a part of the COA Area IV. We are left to our own, helping the non-profit not affiliated with an organization group would be a great help and support to us.
3. all good
4. We would like to add that Capstone software is very disappointing. It's one folly after another. Over and over again we have put our participants in the system when they eat at our meal site, and they fall off or disappear completely and we have to re-enter them over and over again. We have paid staff to do the same job over and over again. We are not confident that the numbers are even correct after all these incidents. We thought someone should know about this.
5. I think there is a lot of wasted Money on surveys
6. Include West Yellowstone in any trainings or connect us with resources can help educate our more vulnerable participants. We often feel forgotten down here.
7. Some of the questions were hard to understand or did not apply.
8. Our Senior Centers are under Roosevelt County Aging and there are 4 in the county. Roosevelt County Aging is advised by our Roosevelt County Council on Aging. They are not a governing board. The Roosevelt County Commission is over Roosevelt County Aging.
9. We have all learned new and different things during and following the pandemic, one is being kinder and more cooperative as well as extremely grateful to all around us
10. The responses were gathered collectively from our board members with staff also participating. The intent of some items was not completely clear and no provision for printing off completed survey. In summary, our center is interested in any additional training and/or ideas that will

enable us to provide better services to the community of Bigfork living in Flathead and Lake counties.

11. COVID changes: Limit kitchen and packing procedures to kitchen staff only. Discontinued all self-serve buffet methods. Social distancing and sanitizing chairs, tables, etc. Eliminated in-home meal deliveries, which still maintaining social distancing. Required either a daily visual or telephone contact with all our MOW clients. Included COVID related information in our newsletter, on our Rocky website and in with the MOW daily meals. Maintained a 2-week minimum of frozen prepared meals for potential COVID related closures.
12. Dutton Center Our town is so small that a lot of questions do NOT apply our average day is 14 meals
13. Being a rural community, we must travel at least 40 miles to purchase food, 40-150 miles to receive medical services, 40-150 miles for general purpose shopping like clothing, house items, appliances. Therefore, we could utilize a transportation program as many seniors do not have vehicles and there is no public transportation available.
14. This is hard because State AoA funding is limited for my area. My Tribe has to pick up the majority of the costs and additional funds received from Title VI are utilized to help pay for food/supply costs for Title III programs.
15. Thanks for all you do. I hope my answers will help in the future. I couldn't answer all the questions as some don't apply to Meals on Wheels.
16. It is so hard to figure out what your seniors want, when you do, nobody wants to participate. I've never been able to figure out the best way to handle this. Some clients want so much but are not willing to volunteer to help with activities. Some of us don't have the time to do everything and to lead these activities. We are doing the best we can, it is up to the individual to decide what they want.
17. Funding and resources are always needed. Our job is difficult. But the population we serve deserves to be served.
18. I was unsure of some questions and a lot did not apply (food, etc.) I hope this helped.

Stand out quotes in comments:

“Tough times don’t last; Montana seniors do!”

“Seniors need the meals and the social contact and basic needs.” A participant of a meal program said,
“What difference does it make if we die of COVID or die of loneliness.”

“We are valuable to our seniors to meet nutritional needs and transportation to appointments.”

“Keeping the center open was essential for interaction.”

“Volunteers stepped up.”

“Learned how awesome our community is.”

“That people are not prepared – and this is a constant need to be addressed to keep people safe and well.”

Montana Senior Center Needs Assessment 2022

Q4 Name of Senior Center

Answered: 64 Skipped: 1

	RESPONSES	DATE
	Park City Senior	11/29/2022 8:53 AM
	Hamilton Senior Center	11/7/2022 11:33 AM
	Sela Senci - Think Young	10/31/2022 2:21 PM
	The Cascade Public Art Gallery and Center for the Retired and Aged, Inc.	10/28/2022 3:23 PM
	Nokon Seniors	10/28/2022 11:55 AM
	Lavina Senior Center	10/28/2022 11:49 AM
	Junction City Senior Center	10/28/2022 11:41 AM
	Fairview Senior Center	10/28/2022 11:25 AM
	FoxLane Senior Center	10/28/2022 11:15 AM
0	Savage Senior Citizen Center	10/28/2022 11:05 AM
1	Sidney Senior Center	10/28/2022 9:14 AM
2	West Yellowstone Senior Center	10/28/2022 8:49 AM
3	Adult Resource Alliance	10/27/2022 9:21 AM
4	Red Lodge Senior Center	10/24/2022 11:21 AM
5	Hardin Senior Center	10/24/2022 10:50 AM
6	Geraldine Senior Citizens, Inc.	10/17/2022 9:25 PM
7	Hollowtop Senior Citizens Club	10/14/2022 1:22 PM
8	Roosevelt County Aging	10/14/2022 12:00 PM
9	Twin Bridges Senior & Community Center	10/14/2022 9:59 AM
0	Bigfork	10/13/2022 3:18 PM
1	Laurel Citizen Senior Center	10/12/2022 11:36 AM
2	Belt Senior Center	10/12/2022 10:56 AM
3	Rocky Mountain Development Council, Inc. aka Rocky	10/11/2022 2:54 PM
4	Manhattan Sr Center	10/11/2022 2:47 PM
5	Big Sandy Senior Center	10/11/2022 1:59 PM
6	Richland County (Savage, Fairview, Sidney, Lambert)	10/11/2022 10:40 AM
7	Missoula Senior Center	10/10/2022 10:01 AM
8	Parkview	10/10/2022 9:56 AM
9	Dutton Senior Center	10/9/2022 9:03 PM
0	Ennis Senior Center	10/9/2022 1:10 PM
1	Sheridan Senior Center	10/8/2022 10:44 AM
2	Great Falls Senior Center	10/7/2022 2:35 PM
3	Treasure County Community Center	10/7/2022 1:41 PM

Montana Senior Center Needs Assessment 2022

34	Harlowton senior center	10/5/2022 7:25 PM
35	Hays and Lodge Pole Senior Centers	10/5/2022 9:15 AM
36	Thompson Falls Senior Center	10/3/2022 12:01 PM
37	Sunburst senior center	9/30/2022 3:52 PM
38	Hospitality House/ Senior Center	9/30/2022 9:01 AM
39	Park County Senior Center	9/29/2022 2:23 PM
40	Park County Senior Center	9/29/2022 1:23 PM
41	Whitehall Senior Center	9/29/2022 12:45 PM
42	Belgrade Senior Center	9/29/2022 12:41 PM
43	Rocky Mountain Development Council	9/29/2022 11:39 AM
44	Shelby Senior Center	9/29/2022 10:00 AM
45	Liberty County Senior Center	9/28/2022 4:43 PM
46	Missoula Senior Center	9/28/2022 3:10 PM
47	MISSION VALLEY SENIOR CENTER	9/28/2022 11:41 AM
48	heart Butte Senior Center	9/27/2022 2:41 PM
49	Big Horn County Council on Aging. Hardin Senior Center	9/27/2022 2:28 PM
50	Kevin Senior Center	9/27/2022 1:06 PM
51	Heart Butte Senior Center	9/27/2022 11:36 AM
52	Red Lodge Senior and Community Center	9/27/2022 11:33 AM
53	Powder River County Senior Center	9/27/2022 10:53 AM
54	Belmont Senior Center	9/27/2022 10:44 AM
55	Kalispell Senior Center (Flathead Association of Senior Citizens)	9/27/2022 10:19 AM
56	Kevin Senior Center	9/27/2022 8:47 AM
57	Belmont Senior Center	9/26/2022 3:12 PM
58	Fergus County Council On Aging	9/26/2022 1:36 PM
59	Red Lodge Senior and Community Center	9/26/2022 1:14 PM
60	Belmont Senior Center	9/26/2022 1:10 PM
61	Whitehall Senior Center	9/26/2022 12:38 PM
62	Meagher County Senior Center	9/26/2022 11:31 AM
63	Lodge Grass Senior Center	9/26/2022 10:25 AM
64	Choteau, Dutton, Fairfield, Power Senior Centers	9/26/2022 8:46 AM

Montana Senior Center Needs Assessment 2022

Q51 My center's strengths regarding administrative functions are:

Answered: 38 Skipped: 26

ANSWER CHOICES	RESPONSES	
Strength #1	100.00%	38
Strength #2	55.26%	21
Strength #3	36.84%	14
Strength #4	21.05%	8
Strength #5	7.89%	3
Additional strengths:	5.26%	2

#	STRENGTH #1	DATE
1	general bookkeeping	10/31/2022 2:45 PM
2	Money Management	10/28/2022 3:26 PM
3	work together well	10/28/2022 12:02 PM
4	small center	10/28/2022 11:43 AM
5	provided through the COA. they stay up to date on rules reg, and reporting	10/28/2022 11:32 AM
6	Provide through the COA they stay up to date on rules regs and reporting	10/28/2022 11:10 AM
7	Provides through COA they stay up to date on rules, regs, and reporting	10/28/2022 9:21 AM
8	We have all the benefits of being an area agency, Executive	10/27/2022 10:45 AM
9	Dedicated staff and volunteers	10/24/2022 11:34 AM
10	Director works with Seniors and Commissioners	10/24/2022 10:57 AM
11	good verbal communications	10/17/2022 9:27 PM
12	Roosevelt County provides employees for the Aging Department	10/14/2022 12:48 PM
13	Board of Directors	10/14/2022 10:17 AM
14	People (demonstrated professionalism & competence)	10/13/2022 3:28 PM
15	staff	10/12/2022 11:56 AM
16	food ordering and purchases	10/11/2022 3:42 PM
17	Well-knowledged Executive & Program Directors	10/11/2022 2:57 PM
18	ability to work well together	10/11/2022 2:31 PM
19	Staff work ethic	10/10/2022 10:13 AM
20	Fiscal Management & Reporting	10/9/2022 1:42 PM
21	We work effectively with the community.	10/7/2022 3:24 PM
22	employees know their jobs	10/7/2022 2:49 PM
23	We own our building	10/5/2022 7:33 PM
24	proactive board members	9/30/2022 9:03 AM
25	fundraising	9/29/2022 1:38 PM

Montana Senior Center Needs Assessment 2022

26	I'm just not sure how to answer.	9/29/2022 10:26 AM
27	staff longevity	9/28/2022 5:14 PM
28	Dedicated staff	9/28/2022 3:34 PM
29	good	9/27/2022 2:49 PM
30	Director works with Seniors and Commissioners	9/27/2022 2:44 PM
31	The board supports and works closely with the managers.	9/27/2022 11:36 AM
32	Longevity of staff	9/27/2022 10:51 AM
33	Office manager performs all duties except leading activities	9/27/2022 10:20 AM
34	Longevity of staff	9/26/2022 3:36 PM
35	The board supports and works closely with the managers.	9/26/2022 1:15 PM
36	Longevity of staff	9/26/2022 1:14 PM
37	N/A	9/26/2022 10:44 AM
38	the participation we have is very dedicated	9/26/2022 8:58 AM
#	STRENGTH #2	DATE
1	Friendly Atmosphere	10/28/2022 3:26 PM
2	usually agree	10/28/2022 12:02 PM
3	limited number of staff	10/28/2022 11:43 AM
4	Director, Accountant, Human Resource Manager Etc.	10/27/2022 10:45 AM
5	organizationnot sure of	10/17/2022 9:27 PM
6	Volunteers	10/14/2022 10:17 AM
7	volunteers	10/12/2022 11:56 AM
8	applying for grants	10/11/2022 3:42 PM
9	Programs Budget Analysts	10/11/2022 2:57 PM
10	community member involvement	10/11/2022 2:31 PM
11	Caring and giving Staff	10/10/2022 10:13 AM
12	Operations - timely maintenance & repair	10/9/2022 1:42 PM
13	Our seniors appreciate and take part in the services we provide for them.	10/7/2022 3:24 PM
14	board members are informed regularly	10/7/2022 2:49 PM
15	No debt	10/5/2022 7:33 PM
16	community support	9/30/2022 9:03 AM
17	people skills	9/29/2022 1:38 PM
18	Dedication of volunteers we currently have	9/28/2022 3:34 PM
19	Center has a great reputation in community.	9/27/2022 10:51 AM
20	Center has a great reputation in community.	9/26/2022 3:36 PM
21	Center has a great reputation in community.	9/26/2022 1:14 PM
#	STRENGTH #3	DATE
1	Adjacent Community Pantry	10/28/2022 3:26 PM
2	resourcefulness	10/17/2022 9:27 PM

Montana Senior Center Needs Assessment 2022

3	Ability to perform duties as a team	10/14/2022 10:17 AM
4	activities	10/12/2022 11:56 AM
5	Dedicated Nutrition and Tenture Staff	10/11/2022 2:57 PM
6	Core group of seniors who care about each other	10/10/2022 10:13 AM
7	Short term planning	10/9/2022 1:42 PM
8	We continually evaluate our organization, so it is at its best.	10/7/2022 3:24 PM
9	competitive wages	9/30/2022 9:03 AM
10	effective communication	9/29/2022 1:38 PM
11	New Board Members	9/28/2022 3:34 PM
12	support of board members	9/27/2022 10:51 AM
13	support of board members	9/26/2022 3:36 PM
14	support of board members	9/26/2022 1:14 PM
#	STRENGTH #4	DATE
1	Adjacent Historical Museum	10/28/2022 3:26 PM
2	A facility that is attractive and useful	10/14/2022 10:17 AM
3	Environment conducive to open discussion and ideas	10/11/2022 2:57 PM
4	We are highly dedicated and very aware of the needs of the people in a small community.	10/7/2022 3:24 PM
5	We own our facility	9/28/2022 3:34 PM
6	loyal and committed staff	9/27/2022 10:51 AM
7	loyal and committed staff	9/26/2022 3:36 PM
8	loyal and committed staff	9/26/2022 1:14 PM
#	STRENGTH #5	DATE
1	Great Volunteers (the few we have	10/28/2022 3:26 PM
2	Volunteers	10/14/2022 10:17 AM
3	We value communication and treat our seniors with professionalism.	10/7/2022 3:24 PM
#	ADDITIONAL STRENGTHS:	DATE
1	We offer assistance and implement programs that enhance productive living and aging.	10/7/2022 3:24 PM
2	This has changed dramatically since COVID	9/28/2022 3:34 PM

Montana Senior Center Needs Assessment 2022

Q52 My center's pinch points for administrative functions are:

Answered: 29 Skipped: 35

ANSWER CHOICES	RESPONSES	
Pinch point #1	100.00%	29
Pinch point #2	37.93%	11
Pinch point #3	27.59%	8
Pinch point #4	17.24%	5
Pinch point #5	6.90%	2
Additional pinch points:	3.45%	1

#	PINCH POINT #1	DATE
1	time to develop policy	10/31/2022 2:45 PM
2	more meetings where people show up	10/28/2022 12:02 PM
3	not in the same town and lack the staff to regularly attend out center	10/28/2022 11:32 AM
4	not in the same town lack of staff to regularly attend out center	10/28/2022 11:10 AM
5	they are not in the same town; lack of staff to regulary attend our center	10/28/2022 9:21 AM
6	Chronic shortage of funding due to Area II funding often being late, sometimes by several months	10/24/2022 11:34 AM
7	Lack of communication	10/24/2022 10:57 AM
8	not sure what you are asking for	10/17/2022 9:27 PM
9	Lack of training	10/14/2022 12:48 PM
10	none	10/14/2022 10:17 AM
11	Funding (ONLY enough for Site Manager & to pay Lakeside)	10/13/2022 3:28 PM
12	haven't encountered anything like this	10/11/2022 2:31 PM
13	Lack of resources in the Community	10/10/2022 10:13 AM
14	We want to be able to enjoy the freedom of operating with financial support to benefit the aging population in our community.	10/7/2022 3:24 PM
15	Funding for full time staff for Administrator and Activities	10/5/2022 9:23 AM
16	meeting the demands of the aging population	9/30/2022 9:03 AM
17	grant writing	9/29/2022 1:38 PM
18	I'm just not sure how to answer.	9/29/2022 10:26 AM
19	no back ups to fill in when needed	9/28/2022 5:14 PM
20	New Kitchen Remodel	9/28/2022 3:34 PM
21	good	9/27/2022 2:49 PM
22	Lack of communication	9/27/2022 2:44 PM
23	Hiring of new employee	9/27/2022 10:51 AM

Montana Senior Center Needs Assessment 2022

24	You are forcing me to answer to complete this survey on questions I cannot answer or don't apply	9/27/2022 10:20 AM
25	Hiring of new employee	9/26/2022 3:36 PM
26	?????	9/26/2022 1:15 PM
27	Hiring of new employee	9/26/2022 1:14 PM
28	N/A	9/26/2022 10:44 AM
29	lack of people who are able to participate	9/26/2022 8:58 AM
#	PINCH POINT #2	DATE
1	time for training	10/31/2022 2:45 PM
2	No funding for Activities Director	10/13/2022 3:28 PM
3	Lack of communication within the Community	10/10/2022 10:13 AM
4	We desire for the seniors to have the interest and will take part in our programs.	10/7/2022 3:24 PM
5	Funding for Travel/Training	10/5/2022 9:23 AM
6	having enough cash flow to meet those demands	9/30/2022 9:03 AM
7	getting more seniors into eat	9/29/2022 1:38 PM
8	Thrift Store Remodel	9/28/2022 3:34 PM
9	wages	9/27/2022 10:51 AM
10	wages	9/26/2022 3:36 PM
11	wages	9/26/2022 1:14 PM
#	PINCH POINT #3	DATE
1	Adequate Parking	10/13/2022 3:28 PM
2	The recent decision to contract with the county has created division and a strain on the ability to work together	10/7/2022 3:24 PM
3	Funding for food costs.	10/5/2022 9:23 AM
4	not knowing a lot of community members as whole	9/29/2022 1:38 PM
5	Boiler and AC Units	9/28/2022 3:34 PM
6	price of food, gas, utility	9/27/2022 10:51 AM
7	price of food, gas, utility	9/26/2022 3:36 PM
8	price of food, gas, utility	9/26/2022 1:14 PM
#	PINCH POINT #4	DATE
1	We would like access to programs to train staff and volunteers to work effectively with our senior population.	10/7/2022 3:24 PM
2	Expanding activities	9/28/2022 3:34 PM
3	upkeep of building	9/27/2022 10:51 AM
4	upkeep of building	9/26/2022 3:36 PM
5	upkeep of building	9/26/2022 1:14 PM
#	PINCH POINT #5	DATE
1	We have a strong desire to have our own facility for our seniors as currently the facility is a community center where all community events occur and sometimes takes precedence over senior activities.	10/7/2022 3:24 PM
2	Re-building our memberssship	9/28/2022 3:34 PM

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#	ADDITIONAL PINCH POINTS:	DATE
1	Our senior population is our priority, and we want to be able to serve them accordingly.	10/7/2022 3:24 PM

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Q54 If not, please list your needs in the box below. Examples might include: refrigeration, food prep and storage equipment need, doors/windows/roof needing repair, etc.

Answered: 18 Skipped: 46

ANSWER CHOICES	RESPONSES	
Need #1	94.44%	17
Need #2	88.89%	16
Need #3	55.56%	10
Need #4	33.33%	6
Need #5	33.33%	6
Other needs	11.11%	2

#	NEED #1	DATE
1	major kitchen update	10/31/2022 2:49 PM
2	larger food prep area	10/28/2022 3:33 PM
3	refrigeration (Old)	10/28/2022 12:07 PM
4	We will need to purchase a new stove or have our current stove updated with new equipment.	10/24/2022 11:38 AM
5	We are repairing when we can get workers. Money is not issue.	10/14/2022 1:36 PM
6	Bainville's Center can at times be too small for activities	10/14/2022 12:56 PM
7	Additional space for food prep and storage	10/14/2022 10:22 AM
8	Adequate parking (10 spaces) shared with other tenant	10/13/2022 3:29 PM
9	Air control system (ie: Air conditioning in the summers)	10/11/2022 3:54 PM
10	Additional space for physical activities - current dining space is used for activities	10/9/2022 2:32 PM
11	an addition to provide a multipurpose room	10/8/2022 11:18 PM
12	We need more storage.	10/7/2022 3:38 PM
13	Refrigeration: Need Walk in Freezer/Cooler	10/5/2022 9:31 AM
14	Freezer replacement	9/29/2022 10:31 AM
15	Our ovens and dishwasher are old and will need to be replaced. Currently we do not have the funds to do so.	9/27/2022 11:39 AM
16	replaced dishwasher	9/27/2022 10:55 AM
17	Not enough space	9/27/2022 10:20 AM

#	NEED #2	DATE
1	new lighting	10/31/2022 2:49 PM
2	more storage area	10/28/2022 3:33 PM
3	heating and cooling	10/28/2022 12:07 PM
4	Need new compressor for freezer	10/24/2022 11:38 AM

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5	Need the outside bricks waterproofed.	10/14/2022 1:36 PM
6	Roosevelt County does not support a senior center in Poplar. Poplar's meal is at a cafe, and the space the cafe offers can sometimes be too small. They also only have 1 congregate meal per week.	10/14/2022 12:56 PM
7	So answer should be yes & no	10/14/2022 10:22 AM
8	Slope into entrance is extremely icy and unsafe in winter	10/13/2022 3:29 PM
9	Screens for the doors	10/11/2022 3:54 PM
10	Improved ventilation - air purification	10/9/2022 2:32 PM
11	employee bathroom	10/8/2022 11:18 PM
12	We need healthy drinking water. Our infrastructure is dilapidated.	10/7/2022 3:38 PM
13	Need more food prep equipment	10/5/2022 9:31 AM
14	We have a ton of repairs everywhere in our center.	9/29/2022 10:31 AM
15	new compressor freezer	9/27/2022 10:55 AM
16	Not enough parking	9/27/2022 10:20 AM
#	NEED #3	DATE
1	facelift on building	10/31/2022 2:49 PM
2	updated doors/windows	10/28/2022 3:33 PM
3	lighting	10/28/2022 12:07 PM
4	Need our plumbing updated, often have clogs in our sinks in the kitchen.	10/24/2022 11:38 AM
5	A better heating system	10/14/2022 1:36 PM
6	storage area	10/11/2022 3:54 PM
7	additional storage	10/8/2022 11:18 PM
8	We need more freezer space.	10/7/2022 3:38 PM
9	Additional funding for building maintenance & repairs	10/5/2022 9:31 AM
10	new lighting in dining room/needed throughout building	9/27/2022 10:55 AM
#	NEED #4	DATE
1	more space for activities	10/28/2022 3:33 PM
2	no insulation & roof repair	10/28/2022 12:07 PM
3	Heating system need replacing	10/24/2022 11:38 AM
4	washer and dryer	10/8/2022 11:18 PM
5	Heating system needs updating.	10/7/2022 3:38 PM
6	heating needed to be updated throughout building	9/27/2022 10:55 AM
#	NEED #5	DATE
1	larger space for Food Pantry	10/28/2022 3:33 PM
2	ceiling repair, cabinet repair-new computer & printer	10/28/2022 12:07 PM
3	Additional air conditioners needed.	10/24/2022 11:38 AM
4	more freezer and refrigerator space	10/8/2022 11:18 PM
5	We have mice infestation often, that results in not being able to use food, plates, or utensils that are stored in the cupboards.	10/7/2022 3:38 PM
6	entry to building needs new cement	9/27/2022 10:55 AM

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#	OTHER NEEDS	DATE
1	solar	10/8/2022 11:18 PM
2	All equipment is outdated and low on physical space	9/28/2022 3:37 PM

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Q57 My Senior Center's strengths regarding physical facilities/equipment are:

Answered: 36 Skipped: 28

ANSWER CHOICES	RESPONSES	
Strength 1	100.00%	36
Strength 2	66.67%	24
Strength 3	38.89%	14
Strength 4	19.44%	7
Strength 5	8.33%	3
Additional strengths	2.78%	1

#	STRENGTH 1	DATE
1	location	10/31/2022 2:49 PM
2	Nice commons area	10/28/2022 3:33 PM
3	we have puzzles, book, movies to take home and return	10/28/2022 12:07 PM
4	no stairs	10/28/2022 11:44 AM
5	new facility	10/28/2022 11:33 AM
6	smart TV	10/28/2022 11:20 AM
7	smart TV	10/28/2022 11:11 AM
8	updated kitchen	10/28/2022 9:21 AM
9	funding	10/28/2022 9:08 AM
10	We are blessed to have a large and inviting dining room.	10/27/2022 10:51 AM
11	Recently updated décor	10/24/2022 11:38 AM
12	Easy access	10/24/2022 10:58 AM
13	Large bright room	10/17/2022 9:32 PM
14	New kitchen equipment replaced donated equipment	10/14/2022 1:36 PM
15	Wolf Point has a large center in a county building which also allows space for the meal.	10/14/2022 12:56 PM
16	great facility	10/14/2022 10:22 AM
17	More space than previous facility	10/13/2022 3:29 PM
18	great location	10/11/2022 3:54 PM
19	Centralized janitorial / facility department at main location	10/11/2022 3:00 PM
20	adequate space for our communities	10/11/2022 2:38 PM
21	Large facility	10/10/2022 10:17 AM
22	Location	10/9/2022 2:32 PM
23	newly remodled building	10/8/2022 11:18 PM

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24	Adequate tables and chairs.	10/7/2022 3:38 PM
25	All centers have been renovated to the best extent possible.	10/5/2022 9:31 AM
26	Volunteers	10/3/2022 12:11 PM
27	Working and fairly new kitchen equipment	9/29/2022 1:41 PM
28	Big building	9/29/2022 10:31 AM
29	newer facility	9/28/2022 5:15 PM
30	None	9/28/2022 11:44 AM
31	have internet	9/27/2022 2:53 PM
32	Easy access	9/27/2022 2:46 PM
33	Recently remodeled bathrooms, dining room, meeting room.	9/27/2022 11:39 AM
34	building is leased from County	9/27/2022 10:55 AM
35	It used to be kept very clean by the county. That no longer applies due to staff shortage in the county.	9/27/2022 10:20 AM
36	County repairs building	9/26/2022 10:49 AM
#	STRENGTH 2	DATE
1	ADA compliant	10/31/2022 2:49 PM
2	Great Historical Museum	10/28/2022 3:33 PM
3	rent facility for memorials, schools, ect.	10/28/2022 12:07 PM
4	newer stoves	10/28/2022 11:44 AM
5	commercial kitchen	10/28/2022 11:33 AM
6	volunteers	10/28/2022 9:08 AM
7	Large kitchen with updated equipment	10/27/2022 10:51 AM
8	Updated bathroom facilities	10/24/2022 11:38 AM
9	couches and chairs to sit and visit on	10/17/2022 9:32 PM
10	We have money.	10/14/2022 1:36 PM
11	Culbertson has a large center in a city building which also allows space for the meal.	10/14/2022 12:56 PM
12	friendly atmosphere	10/14/2022 10:22 AM
13	Large screen TV and computer hook-ups	10/13/2022 3:29 PM
14	have stoves, refrigerators and freezers	10/11/2022 3:54 PM
15	Sites followed Rocky's approved COVID-19 sanitation protocol	10/11/2022 3:00 PM
16	Willingness of Board Members to keep equipment updated	10/10/2022 10:17 AM
17	handicap accessible	10/9/2022 2:32 PM
18	New dishwasher.	10/7/2022 3:38 PM
19	Contacts	10/3/2022 12:11 PM
20	means to fix or replace items when broke	9/29/2022 1:41 PM
21	Most of the equipment is working properly	9/29/2022 10:31 AM
22	built for the purpose	9/28/2022 5:15 PM
23	We have equipment, we need more room.	9/27/2022 10:20 AM
24	New tables	9/26/2022 10:49 AM

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#	STRENGTH 3	DATE
1	our facility is used as a safe place for schools students & township if shooting or dam breaking	10/28/2022 12:07 PM
2	new freezer	10/28/2022 11:44 AM
3	smart Tv	10/28/2022 11:33 AM
4	meeting space for cards and games	10/27/2022 10:51 AM
5	New parking lot	10/24/2022 11:38 AM
6	easy to get in either door, one has handicap ramp	10/17/2022 9:32 PM
7	Froid has a large center in a city building which also allows space for the meal.	10/14/2022 12:56 PM
8	great community support	10/14/2022 10:22 AM
9	sanitizer	10/11/2022 3:54 PM
10	Health concern of staff and clients number one priority	10/11/2022 3:00 PM
11	Staff who take pride in a clean facility	10/10/2022 10:17 AM
12	parking available	10/9/2022 2:32 PM
13	3 accessible toilets.	10/7/2022 3:38 PM
14	We are organized	9/29/2022 10:31 AM
#	STRENGTH 4	DATE
1	Best Meals around!	10/28/2022 12:07 PM
2	a area designated for our quilters group	10/27/2022 10:51 AM
3	Solar panels installed on roof	10/24/2022 11:38 AM
4	tables and chairs easy to get to and not too close together	10/17/2022 9:32 PM
5	Closed centers during majority of pandemic, but offered MOW for food delivery	10/11/2022 3:00 PM
6	pleasant environment	10/9/2022 2:32 PM
7	Internet connection.	10/7/2022 3:38 PM
#	STRENGTH 5	DATE
1	a large room for exercise classes	10/27/2022 10:51 AM
2	Dedicated staff continued to produce meals with contingency plans in plans for potential closures.	10/11/2022 3:00 PM
3	New stoves.	10/7/2022 3:38 PM
#	ADDITIONAL STRENGTHS	DATE
1	We also have a second location in the Heights	10/27/2022 10:51 AM

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Q58 My Senior Center's pinch points for physical facilities/equipment are:

Answered: 31 Skipped: 33

ANSWER CHOICES	RESPONSES	
Pinch point #1	96.77%	30
Pinch point #2	58.06%	18
Pinch point #3	19.35%	6
Pinch point #4	12.90%	4
Pinch point #5	3.23%	1
Additional pinch points	0.00%	0

#	PINCH POINT #1	DATE
1	limited size	10/31/2022 2:49 PM
2	All areas need to be ADA compliant	10/28/2022 3:33 PM
3	building equipment is very old	10/28/2022 12:07 PM
4	no warming table	10/28/2022 11:44 AM
5	upkeep	10/28/2022 11:33 AM
6	upkeep	10/28/2022 11:20 AM
7	upkeep	10/28/2022 11:11 AM
8	upkeep	10/28/2022 9:21 AM
9	Aging kitchen equipment	10/24/2022 11:38 AM
10	Parking lot is slippery when wet	10/24/2022 10:58 AM
11	small bathrooms	10/17/2022 9:32 PM
12	Getting repair men to come up to Pony.	10/14/2022 1:36 PM
13	Poplar has no space	10/14/2022 12:56 PM
14	:) great choice of words	10/14/2022 10:22 AM
15	Lack of parking	10/13/2022 3:29 PM
16	parking limited	10/11/2022 3:54 PM
17	larger kitchen area	10/11/2022 2:38 PM
18	Our County is responsible for the lawn, they are not reliable	10/10/2022 10:17 AM
19	only 2 restrooms (1 woman & 1 man)	10/9/2022 2:32 PM
20	not enough space for additional activities	10/8/2022 11:18 PM
21	Lighting needs updating.	10/7/2022 3:38 PM
22	Need Walk in Freezer/Cooler.	10/5/2022 9:31 AM
23	very hot in summer	9/29/2022 1:41 PM
24	Equipment breakdowns	9/29/2022 10:31 AM
25	still could use more room	9/28/2022 5:15 PM

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26	need a computer with camera and voice	9/27/2022 2:53 PM
27	Parking lot is slippery when wet	9/27/2022 2:46 PM
28	Had to fix the freezer at the cost of \$6,000.	9/27/2022 11:39 AM
29	funding	9/27/2022 10:55 AM
30	Parking lot lines painted	9/26/2022 10:49 AM
#	PINCH POINT #2	DATE
1	limited parking	10/31/2022 2:49 PM
2	More room for Physical Activities	10/28/2022 3:33 PM
3	building was built in 1981 without proper heating and insulation	10/28/2022 12:07 PM
4	Need to replace heating system	10/24/2022 11:38 AM
5	not the handiest kitchen	10/17/2022 9:32 PM
6	Bainville's space can sometimes be too small	10/14/2022 12:56 PM
7	None	10/14/2022 10:22 AM
8	Dangerous entry for elderly during winter	10/13/2022 3:29 PM
9	don't have commercial refrigerator or stoves	10/11/2022 3:54 PM
10	Lack of qualified professionals for repairs in the Community	10/10/2022 10:17 AM
11	lack of separate space for physical activities	10/9/2022 2:32 PM
12	There are electric baseboard heaters that need updating.	10/7/2022 3:38 PM
13	Need more cookware and dishes.	10/5/2022 9:31 AM
14	Repairs take a long time, waiting on parts to fix the item	9/29/2022 10:31 AM
15	need to get another staff member for activities and office assistant	9/27/2022 2:53 PM
16	Snow removal slow	9/27/2022 2:46 PM
17	.	9/27/2022 10:20 AM
18	Fence	9/26/2022 10:49 AM
#	PINCH POINT #3	DATE
1	needs to be updated	10/31/2022 2:49 PM
2	More room for Medical Equipment storage	10/28/2022 3:33 PM
3	no support from the COA to maintain so we try to write grants and have fundraisers	10/28/2022 12:07 PM
4	Need additional air conditioning.	10/24/2022 11:38 AM
5	no venting available in the kitchen	10/11/2022 3:54 PM
6	Offer technology programs that will allow seniors to connect online activities like online shopping.	10/7/2022 3:38 PM
#	PINCH POINT #4	DATE
1	More storage room	10/28/2022 3:33 PM
2	Better rain water runoff control	10/24/2022 11:38 AM
3	not a good setup for an efficiently working kitchen	10/11/2022 3:54 PM
4	We need space for activities like foot clinic.	10/7/2022 3:38 PM
#	PINCH POINT #5	DATE
1	Larger Kitchen area	10/28/2022 3:33 PM

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#	ADDITIONAL PINCH POINTS	DATE
	There are no responses.	

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Q65 If yes, please describe in the text boxes what your center is doing to increase participation? We are looking for ideas that can be replicated or tried in other areas.

Answered: 33 Skipped: 31

ANSWER CHOICES	RESPONSES	
Idea #1	96.97%	32
Idea #2	57.58%	19
Idea #3	36.36%	12
Idea #4	18.18%	6
Idea #5	9.09%	3
Other ideas	6.06%	2

#	IDEA #1	DATE
1	Weekly CHATTER communication via e-mail	10/28/2022 3:39 PM
2	plan on having senior dances games ect.	10/28/2022 12:09 PM
3	good home made food	10/28/2022 11:46 AM
4	COA comes on most Wednesday from all-spring to provide medical info/help put on ipad class	10/28/2022 11:36 AM
5	cooks good meals	10/28/2022 11:22 AM
6	plan special meals with entertainment	10/28/2022 9:24 AM
7	advertising	10/28/2022 9:09 AM
8	let participants choose meals	10/28/2022 8:59 AM
9	Local commercial to promote our meals sites. Very successful.	10/27/2022 11:12 AM
10	We have joined several non-profit fund raising events such as the Fun Run	10/24/2022 11:42 AM
11	senior members came back because they like the social interaction	10/14/2022 2:34 PM
12	adding activities that are compatable with our participants	10/14/2022 10:41 AM
13	Outreach to local organizations	10/13/2022 3:37 PM
14	menus in local newspaper	10/12/2022 12:03 PM
15	trying to keep our name before the Manhattan public	10/11/2022 3:59 PM
16	more activities	10/11/2022 2:49 PM
17	Advertising our monthly activities in the local newspaper as well as the monthly menu	10/10/2022 10:22 AM
18	Card psrties.	10/9/2022 9:20 PM
19	Activity participation has increased (MahJong, Cards) - 3 days per week	10/9/2022 2:39 PM
20	strength training for seniors	10/8/2022 11:25 PM
21	We send out a monthly newsletter highlighting available programs/activities.	10/7/2022 3:53 PM
22	Personal contacts	10/5/2022 7:37 PM

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23	Word of mouth	10/3/2022 12:15 PM
24	just more variety/choices in meals (more of a "spread")	9/30/2022 4:14 PM
25	homemade lunch specials 4 days a week	9/30/2022 9:11 AM
26	some younger seniors have started a mah jong group they outgrew peoples homes	9/28/2022 5:18 PM
27	Getting the word out	9/28/2022 11:46 AM
28	possibly hiring a activities coordinator, if we can acquirer the funds	9/27/2022 3:02 PM
29	We have rack cards in the motels advertising what we have to offer.	9/27/2022 11:47 AM
30	Good meals	9/27/2022 11:14 AM
31	Except for lack of space for activities. We have to limit numbers in some activities and gatherings.	9/27/2022 10:20 AM
32	Facebook posts	9/26/2022 10:53 AM
#	IDEA #2	DATE
1	Events posted in local paper	10/28/2022 3:39 PM
2	playing cards	10/28/2022 12:09 PM
3	clean	10/28/2022 11:46 AM
4	game tournaments on xbox kinnect	10/28/2022 11:36 AM
5	invite local people tp come and participante	10/28/2022 11:22 AM
6	advertise on social media, library, post office	10/28/2022 8:59 AM
7	Expanding our Prime Connection Magazine reaching more seniors than ever.	10/27/2022 11:12 AM
8	We have an active Facebook page	10/24/2022 11:42 AM
9	Increased advertising of services available	10/13/2022 3:37 PM
10	bring guest	10/12/2022 12:03 PM
11	newsletter	10/11/2022 3:59 PM
12	Take Outs.	10/9/2022 9:20 PM
13	Keep Moving - Strong People Strong Minds - has increased facility use	10/9/2022 2:39 PM
14	Keeping personal contact with the senior population through phone calls, emails, and texting.	10/7/2022 3:53 PM
15	Social networking	10/3/2022 12:15 PM
16	using the bus for out of town and in town appointments	9/30/2022 9:11 AM
17	We send out newsletters periodically to seniors on our mailing list.	9/27/2022 11:47 AM
18	Friendly meal delivery drivers	9/27/2022 11:14 AM
19	Patrons inviting others to eat	9/26/2022 10:53 AM
#	IDEA #3	DATE
1	Fundraisers notification by newsletter, newspaper, posters	10/28/2022 3:39 PM
2	friendly	10/28/2022 11:46 AM
3	excellent cook	10/28/2022 11:36 AM
4	make them come to the center for special programs	10/28/2022 8:59 AM
5	Bringing back more special menu days, Anniversary Parties, World Series day, Medieval Feast, Octoberfest, Johnny Apple Seed, open houses, etc.	10/27/2022 11:12 AM
6	We keep our lunch menu updated and online as well as adding the menu to our delivered meals	10/24/2022 11:42 AM

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7	Fraud Prevention - presentation by local Sherriff Deputy was well received	10/9/2022 2:39 PM
8	We create a monthly calendar that is posted on Facebook and available at the center.	10/7/2022 3:53 PM
9	social media	9/30/2022 9:11 AM
10	We advertise in "What's Happening in Red Lodge".	9/27/2022 11:47 AM
11	Consistency	9/27/2022 11:14 AM
12	Good meals	9/26/2022 10:53 AM
#	IDEA #4	DATE
1	After COVID we focused on gathering together as seniors had been so isolated	10/27/2022 11:12 AM
2	AARP Tax Preparation - 2022	10/9/2022 2:39 PM
3	We offer programs that keep seniors involved, interested, and active.	10/7/2022 3:53 PM
4	jam sessions and family inspirational sing alongs	9/30/2022 9:11 AM
5	We post our menus and any activities offered on Facebook and on our Web site.	9/27/2022 11:47 AM
6	Menus posted at local store and PO	9/26/2022 10:53 AM
#	IDEA #5	DATE
1	Trivia	10/27/2022 11:12 AM
2	letting the community use our facilities for non profit	9/30/2022 9:11 AM
3	We put posters in businesses around town to let people know what is going on here.	9/27/2022 11:47 AM
#	OTHER IDEAS	DATE
1	Table activities a couple times a week- Fact or Crap, OMG Facts, Reminiscing Game 60's, 70's 80's bring discussion and engagement	10/27/2022 11:12 AM
2	We need to update our kitchen	9/28/2022 3:40 PM

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Q68 My center's strengths regarding stabilizing services are: (please describe in box below)

Answered: 25 Skipped: 39

#	RESPONSES	DATE
1	Dedicated staff and volunteers	10/31/2022 3:04 PM
2	keep up our great meal and keep prices as low as possible	10/28/2022 12:09 PM
3	good communication	10/28/2022 11:46 AM
4	we rely on the COA for this	10/28/2022 11:36 AM
5	we rely on COA for this	10/28/2022 9:24 AM
6	we are a small town, and we checkup on all participants and make everyone feel like family	10/28/2022 8:59 AM
7	Resource Center, Transportation, Volunteer Program, Meal Sites, Meals on Wheels	10/27/2022 11:12 AM
8	A core set of volunteers, many have been with us for over 10 years, and a truly dedicated staff willing to go the extra mile for the center	10/24/2022 11:42 AM
9	Congregate Meals at all Senior Centers Current Senior Groups at all Senior Centers Support from Roosevelt County Aging Staff	10/14/2022 1:09 PM
10	continuing to provide excellent services that are now in place	10/14/2022 10:41 AM
11	Board members and staff willing to work for the elderly and community of Bigfork	10/13/2022 3:37 PM
12	meals and activies	10/12/2022 12:03 PM
13	Our staff is our strong suit	10/10/2022 10:22 AM
14	Good cook, nutritious meals.	10/9/2022 9:20 PM
15	see above - not certain how State wide marketing would be of benefit - and if so at what cost?	10/9/2022 2:39 PM
16	We list our schedule for the month.	10/7/2022 3:53 PM
17	Each center now has fulltime Program Manager/Head Cooks and Cook's helper. Have staff member to fill in at centers when other staff are sick or in need of taking leave. Have Drivers to deliver meals to the shut ins and those who lack transportation to the center. Have training provided by Tribal Dietician for menus/meal planning.	10/5/2022 9:39 AM
18	we have a very pro active board of directors, and a director that doesnt want to say no to anyone	9/30/2022 9:11 AM
19	We have coffee in morning and salad bars on Thursdays.	9/29/2022 1:46 PM
20	Congregate and Meals on Wheels	9/29/2022 12:57 PM
21	We have participants in our activities and meal program, but we need so much more and someone willing to put in the extra time where it is needed.	9/29/2022 10:41 AM
22	flexibility	9/27/2022 3:02 PM
23	Good reputation. Valuable service to Seniors and their families. Senior Center and needed!	9/27/2022 11:14 AM
24	We have amazing volunteer instructors but have to limit the size of the group due to space.	9/27/2022 10:20 AM
25	N/A	9/26/2022 10:53 AM

Montana Senior Center Needs Assessment 2022

Q69 My center's pinch points regarding stabilizing services are: (please describe in box below)

Answered: 20 Skipped: 44

#	RESPONSES	DATE
1	Decrease in commodities caused the senior center to spend more money on food. Availability of cooks. Lack of volunteers to be MOW drivers. (Not yet)	10/31/2022 3:04 PM
2	not enough funding	10/28/2022 12:09 PM
3	lack of willing participants to volunteer to expand programming cleaning and general upkeep	10/28/2022 11:36 AM
4	lack of willing participants to volunteer to expand programming and activities	10/28/2022 11:22 AM
5	lack of willing participants to volunteer to expand programming and general upkeep	10/28/2022 11:12 AM
6	no willing participants to volunteer to expand programming, cleaning; general upkeep	10/28/2022 9:24 AM
7	Funding.	10/24/2022 11:42 AM
8	Knowing how to bring in the younger (60-70) seniors	10/14/2022 1:09 PM
9	None	10/14/2022 10:41 AM
10	Four of board members older than 80 years; 3 officers retiring 2023 - President, Treasurer & Secretary.	10/13/2022 3:37 PM
11	Possibility interested in a state-wide marketing campaign if flexible enough for customization for our service areas and minimal cost to our club.	10/11/2022 3:07 PM
12	Lack of community resources, we are "it" for homemaker services, the Center is the only hub for our seniors.	10/10/2022 10:22 AM
13	We could have a better outreach system.	10/7/2022 3:53 PM
14	Need full time Administrator and Activities Coordinator.	10/5/2022 9:39 AM
15	Getting new seniors into eat.	9/29/2022 1:46 PM
16	Most of our clients want to come, eat and leave. They are not interested in other programs. In the past, we have tried to start evidence based programs, nobody would make a commitment to participate, so the programs were cancelled.	9/29/2022 10:41 AM
17	staff if needed to run programs	9/28/2022 5:18 PM
18	work with clients	9/27/2022 3:02 PM
19	Doing a good Job	9/27/2022 11:14 AM
20	N/A	9/26/2022 10:53 AM

Montana Senior Center Needs Assessment 2022

Q77 My center's strengths regarding dementia friendly are: (please describe in box below)

Answered: 21 Skipped: 43

#	RESPONSES	DATE
1	Our senior center is willing to learn more about dementia.	10/31/2022 3:08 PM
2	we do have a few and we are trying to make getting their trays, food ect and getting them engaged in conversation	10/28/2022 12:10 PM
3	we allow anyone to participate and co-mingle	10/28/2022 9:00 AM
4	We do not have any	10/24/2022 11:42 AM
5	Understanding our clients	10/24/2022 11:01 AM
6	Help with participants that need help choosing food and portions, providing directions, personal assist as needed	10/14/2022 11:00 AM
7	Rocky's nutrition program works with Rocky's Aging division who handle evidence based program and these types of services.	10/11/2022 3:09 PM
8	We provide transportation to and from the congregate meal, as well as to Dr. appts and the grocery store. We have established "watch groups" within the neighborhoods for our seniors with dementia	10/10/2022 10:28 AM
9	Do not have a dementia problem.	10/9/2022 9:22 PM
10	We had a guest speaker who talked about this topic. A virtual support group meets monthly.	10/7/2022 3:56 PM
11	Currently do not have any. Do not have a set program for dementia, if they come in with their caretaker, they are treated just like everyone else, this is a rare occurrence.	10/5/2022 9:57 AM
12	it is a topic that we have not discussed very much. But our community is moving that way from the commissioners and the public health dept.	9/30/2022 9:14 AM
13	We have a client who has dementia, we treat her like everyone else. If she tells us the same thing over and over, we respond over and over.	9/29/2022 10:43 AM
14	it's a need and will become more so as time goes on	9/28/2022 5:20 PM
15	We have an outreach program	9/28/2022 3:41 PM
16	might be interested when this covid is less prevalent	9/27/2022 3:04 PM
17	Aiding those in need	9/27/2022 2:50 PM
18	We have had a class on Alzheimers for anyone interested. Will pick that up again next summer.	9/27/2022 12:03 PM
19	We have age in which this disease effects.	9/27/2022 11:16 AM
20	We are not staffed to help people with dementia when they are here. We ask their caregivers to be present during activities.	9/27/2022 10:22 AM
21	Friendly staff, contact with family members	9/26/2022 10:55 AM

Montana Senior Center Needs Assessment 2022

Q78 My center's pinch points regarding dementia friendly are: (please describe in box below)

Answered: 18 Skipped: 46

#	RESPONSES	DATE
1	Not knowing enough about dementia to serve our client	10/31/2022 3:08 PM
2	not sure how to handle them	10/28/2022 12:10 PM
3	we know little about this	10/28/2022 11:36 AM
4	we know very little about this	10/28/2022 11:23 AM
5	we know little about this	10/28/2022 11:12 AM
6	we know little about it	10/28/2022 9:24 AM
7	We do not have any	10/24/2022 11:42 AM
8	proper response to dementia patients in a group setting	10/14/2022 11:00 AM
9	Lack of awareness & knowledge about this program.	10/13/2022 3:53 PM
10	lack of support from family members	10/10/2022 10:28 AM
11	Support groups would be better attended if we had an educated presenter.	10/7/2022 3:56 PM
12	We do not have the staff or time to dedicate to such a big issue as dementia.	10/7/2022 2:52 PM
13	No training or materials for them. Anyone with dementia just stay in their homes until the family decides they can no longer care for them and they are put in a nursing home. This may become an issue in the future if more nursing homes are not opened up.	10/5/2022 9:57 AM
14	we need some guidance on this	9/30/2022 9:14 AM
15	We don't have a clue what we should be doing.	9/29/2022 10:43 AM
16	people and resources to put it into practice	9/28/2022 5:20 PM
17	Staffing	9/27/2022 11:16 AM
18	N/A	9/26/2022 10:55 AM

Montana Senior Center Needs Assessment 2022

Q86 Our center learned the following from the pandemic: (please describe in the box below)

Answered: 32 Skipped: 32

#	RESPONSES	DATE
1	We could continue to provide delivered and carry-out meals but needed to hire an extra cook. Volunteers were able to provide services.	10/31/2022 3:15 PM
2	meals were still being purchased wearing protective gear.	10/28/2022 12:12 PM
3	people do what they want	10/28/2022 11:47 AM
4	the need for tech classes so more people could take part in virtual activities.	10/28/2022 11:39 AM
5	How to serve meals safely, keeping things sanitary. Having clients use hand sanitizer and mask up. Spacing clients out. etc.	10/28/2022 10:47 AM
6	need for tech classes for more people to participate in virtual activities	10/28/2022 9:26 AM
7	the government panicked its stupid	10/28/2022 9:12 AM
8	tough times don't last Montan seniors do! we learned how awesome our community was and how many people needed meal on wheels.	10/28/2022 9:02 AM
9	People need socialization	10/24/2022 11:02 AM
10	How good we worked together packaging the meals and getting them out in a timely manner.	10/17/2022 9:54 PM
11	Our members like to come to our center for social contact. We had no problem with spreading COVID.	10/14/2022 2:34 PM
12	How very grateful those receiving our services were	10/14/2022 11:04 AM
13	We can continue to operate and provide needed services as long as staff remains healthy. Back-up personnel only have limited availability. Meals provided from Kalispell Center kitchen.	10/13/2022 3:54 PM
14	our seniors still relived on us for meals	10/12/2022 12:29 PM
15	How to protect one self and keep safe	10/11/2022 4:04 PM
16	FLEXIBILITY. We refocused our direction from Congregate to Home Delivered Meals, while implementing COVID protocol as per our plan approved by each of our local counties. Our staff was dedicated and resilient, working each day on the front-lines in our centers.	10/11/2022 3:16 PM
17	We learned that we work well under pressure, we continued to have those daily conversations with our seniors when they drove up to pick up their lunches. We learned that we are a pretty resilient group of people	10/10/2022 10:33 AM
18	That we were able to mobilize and continue to provide meals - even though we were unable to have congregate meals & activities. We quickly shifted to disposable, microwavable take out containers.	10/9/2022 2:44 PM
19	Our seniors needed the meals we provided, but just as important, they needed personal contact. One comment we heard was "What difference does it make if we die of Covid or die of loneliness?"	10/8/2022 11:38 PM
20	Our center was utilized during the pandemic. We were barred from using it by County Health Department.	10/7/2022 4:02 PM
21	To think outside normal	10/5/2022 7:41 PM
22	We learned that people are not prepared. There are constant needs to be addressed to keep people safe and well.	10/5/2022 10:10 AM
23	we are valuable to our seniors in this area. We need to make sure their nutritional needs are	9/30/2022 9:17 AM

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	being met and that they have transportation to appointments	
24	People don't like change and integrating the policies we had to remain safe and healthy wasn't taken to well by some our seniors.	9/29/2022 1:50 PM
25	We were closed to the public for over a year, it was an experience to not have people surrounding you. We needed a way to support mental health, isolation and those who were truly scared of the pandemic, plus the ones who thought it was a hoax.	9/29/2022 10:50 AM
26	we could handle the load of meals	9/28/2022 5:23 PM
27	We need to have better outreach, we need a better ventilation system, we need a better option to distribute meals on a drive through basis	9/28/2022 3:45 PM
28	be careful and aware	9/27/2022 3:13 PM
29	People still need nutrition services	9/27/2022 3:01 PM
30	Folks who were homebond needed to be feed and needed their basic essential items..food, prescriptions, appointments, human communication.	9/27/2022 11:19 AM
31	People need interaction! Our Board President at the time called all members and we also had a call list going to insure everyone was okay.	9/27/2022 10:25 AM
32	It is important to keep centers open for interaction with Seniors.	9/26/2022 11:06 AM

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Q87 My center's pinch points during the pandemic included: (please describe in box below)

Answered: 19 Skipped: 45

#	RESPONSES	DATE
1	Lack of food and supplies from commodities and grocery stores.	10/31/2022 3:15 PM
2	lack of workers & funding	10/28/2022 12:12 PM
3	no organized effort to check in on all seniors. The COA made calls, but it would've been helpful for peer interaction.	10/28/2022 11:39 AM
4	no organized effort to check in on all seniors. the COA made calls, but it would've been beneficial for peer interactive	10/28/2022 9:26 AM
5	Afraid to be around other people	10/24/2022 11:02 AM
6	none	10/14/2022 11:04 AM
7	Small rural program with limited financial resources.	10/13/2022 3:54 PM
8	not being open	10/12/2022 12:29 PM
9	It was difficult to keep enough lunch containers on hand, as well as some food items	10/10/2022 10:33 AM
10	When staff members tested positive and we had to shut down, fortunately a local restaurant provided meals until we could open up again.	10/8/2022 11:38 PM
11	A sanitizer gun was purchased by the county, but it was not utilized by the county maintenance department.	10/7/2022 4:02 PM
12	Toilet paper and water: Each center had to distribute toilet paper and bottled water to keep the senior citizens in each community supplied with basic necessities.	10/5/2022 10:10 AM
13	Not being able to get gloves and other cleaning supplies.	9/29/2022 1:50 PM
14	Not having the capabilities to connect with everyone.	9/29/2022 10:50 AM
15	some items were difficult to get and costs rose exponentially	9/28/2022 5:23 PM
16	Serving meals as best we could.	9/28/2022 3:45 PM
17	mask up and glove up,	9/27/2022 3:13 PM
18	We were able to add additional route to serve our Seniors meals. Our staff stayed staff.	9/27/2022 11:19 AM
19	Low inventory of gloves, not allowing volunteers to help	9/26/2022 11:06 AM

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Q88 Overall comments and input:

Answered: 18 Skipped: 46

#	RESPONSES	DATE
1	Missoula Aging Services was a great asset to us. They paid for delivered and carry-out meals from March to December 2020. They also assisted us in acquiring grants from the State - one helped pay for a new walk-in freezer.	10/31/2022 3:17 PM
2	there is a lack of help and funding for those senior centers that are not a part of the COA Area IV. We are left to our own, helping the non-profit not affiliated with an organization group would be a great help and support to us.	10/28/2022 12:13 PM
3	all good	10/28/2022 11:48 AM
4	We would like to add that Capstone software is very disappointing. Its one folly after another. Over and over again we have put our participants in the system when they eat at our meal site and they fall off or disappear completely and we have to re-enter them over and over again. We have paid staff to do the same job over and over again. We are not confident that the numbers are even correct after all these incidents. We thought someone should know about this.	10/28/2022 11:02 AM
5	I think there is a lot of wasted Money on surveys	10/28/2022 9:12 AM
6	Include West Yellowstone in any trainings or connect us with resources can help educate our more vulnerable participants. We often feel forgotten down here.	10/28/2022 9:04 AM
7	Some of the questions were hard to understand or did not apply.	10/14/2022 2:35 PM
8	Our Senior Centers are under Roosevelt County Aging and there are 4 in the county. Roosevelt County Aging is advised by our Roosevelt County Council on Aging. They are not a governing board. The Roosevelt County Commission is over Roosevelt County Aging.	10/14/2022 1:14 PM
9	We have all learned new and different things during and following the pandemic, one is being more kindly and cooperative as well as extremely grateful to all around us	10/14/2022 11:06 AM
10	The responses were gathered collectively from our board members with staff also participating. The intent of some items was not completely clear and no provision for printing off completed survey. In summary, our center is interested in any additional training and/or ideas that will enable us to provide better services to the community of Bigfork living in Flathead and Lake counties.	10/13/2022 3:54 PM
11	COVID changes: Limit kitchen and packing procedures to kitchen staff only. Discontinued all self-serve buffet methods. Social distancing and sanitizing chairs, tables, etc. Eliminated in-home meal deliveries, which still maintaining social distancing. Required either a daily visual or telephone contact with all our MOW clients. Included covid related information in our newsletter, on our Rocky website and in with the MOW daily meals. Maintained a 2-week minimum of frozen prepared meals for potential COVID related closures.	10/11/2022 3:21 PM
12	Dutton Center Our town is so small that a lot of questions do NOT apply your average day is 14 meals	10/9/2022 9:29 PM
13	Being a rural community, we have to travel at least 40 miles to purchase food, 40-150 miles to receive medical services, 40-150 miles for general purpose shopping like clothing, house items, appliances. Therefore, we could utilize a transportation program as many seniors do not have vehicles and there is no public transportation available. We would like to think that our Area I Agency on Aging is there for the needs of the senior population; however, the Agency has informed us that they are no longer affiliated with our organization. That means no federal or state funding for our group. That funding which is Older American Act money has been designated for the senior population, but our organization will not have access to it.	10/7/2022 4:20 PM
14	This is hard, because State AoA funding is limited for my area. My Tribe has to pick up the majority of the costs and additional funds received from Title VI are utilized to help pay for food/supply costs for Title III programs.	10/5/2022 10:16 AM

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15	Thanks for all you do. I hope my answers will help in the future. I couldn't answer all the questions as some don't apply to Meals on Wheels.	9/29/2022 1:51 PM
16	It is so hard to figure out what your seniors want, when you do, nobody wants to participate. I've never been able to figure out the best way to handle this. Some clients want so much, but are not willing to volunteer to help with activities. Some of us don't have the time to do everything and to lead these activities. We are doing the best we can, it is up to the individual to decide what they want.	9/29/2022 10:53 AM
17	Funding and resources are always needed. Our job is difficult. But the population we serve deserves to be served.	9/27/2022 11:20 AM
18	I was unsure of some questions and a lot did not apply (food, etc.) I hope this helped.	9/27/2022 10:26 AM