

Chapter 6

SENIOR CENTERS

Section 6-1: Description of Program/Service

Through the Older American's Act, Title III, Part B, Section 321 (b) (2) U.S.C, the purpose of the Senior Center is to facilitate the social, emotional, and physical well-being of Tennessee adults age 60 and over as part of a comprehensive and coordinated system of community-based services and activities. Senior Centers provide access to community resources that maintain independence and wellness.

The Area Agency on Aging and Disability (AAAD) serves as the agency designated by the Tennessee Commission on Aging and Disability (TCAD) to administer a comprehensive and coordinated system of services for adults age 60 and over and adults with disabilities, including Senior Centers, as a part of the system done within the boundaries of a defined planning service area (PSA). Each AAAD will carefully take into consideration when choosing a site giving preference to location in areas with the greatest incidence of older individuals with social or economic need, with particular attention to low-income older persons (including low-income minority, older individuals, older individuals with limited English proficiency, and older individuals living in rural areas) and adults with disabilities. Special consideration will be given to transportation accessibility, neighborhood safety and security of participants and staff, convenience for collocation of services, and availability of supportive and nutritional services to be provided at the Senior Center.

A Senior Center may be: 1) a single purpose agency with programs and activities designed and operated only for the benefit of adults age 60 and over; or 2) a multi-purpose agency with a broad spectrum of services, which shall include, but not limited to, provision of health, social, nutritional, and educational services and the provision of facilities for recreational activities for adults age 60 and over.

Section 6-2: Older Americans Act and State Funding

6-2-01: General Requirements:

In order for an organization to receive state appropriations or Older Americans Act (OAA) funds, the organization must demonstrate to the Area Agency on Aging and Disability (AAAD) the ability to meet the administrative, fiscal, and programmatic requirements set forth in this section and comply with the applicable state and federal laws, regulations or orders which prohibit discrimination on the grounds of race, sex, color, religion, disability or national origin.

6-2-02: Eligible Organizations:

Groups or organizations eligible for state and OAA funds for the operation of a senior center must be chartered public or private agencies, organizations, or institutions. Non-governmental agencies must be chartered under the laws of the State of Tennessee. A Senior Center may be part of a city or county government and must operate in accordance with the charter and policy and procedures of the city or county government. Governmental agencies must be created by statute, resolution, or ordinance.

- (1) The following organizations may qualify as eligible applicant agencies provided that the above conditions are met:
 - (a) county governments,
 - (b) city governments,
 - (c) local housing authorities,
 - (d) community councils on aging, county commissions on aging,
 - (e) senior citizens clubs,
 - (f) senior citizens not-for-profit corporations,
 - (g) educational institutions,
 - (h) churches, synagogues, or religious organizations, and/or
 - (i) civic organizations.
- (2) The following may not qualify as eligible applicants:
 - (a) federal operating agencies and departments,
 - (b) state operating departments or agencies, and/or
 - (c) individuals.

Section 6-3: Requirements to Receive Funding for Programs and Services

This section identifies the requirements that **must be met** in order for any Senior Center to receive funding for programs and services to adults age 60 and over from TCAD and AAAD.

- **Funding:** The Senior Center shall receive funding to provide programs and services only. The programs and services available for funding are identified in Chapter 6, Section 6-4.
- **Evaluation:** The *Requirements to Receive Funding* shall be monitored triennially (every three years). AAADs may choose to conduct annual fiscal monitoring for those senior centers that do not have an independent audit. If Senior Center is unable to meet one or more of the *Requirements to Receive Funding* as indicated on the Quality Assurance Compliance Review, the monitor shall provide a copy of the findings identifying the unmet requirement(s). In order to receive funding for the following year, the Senior Center must submit a written Plan of Corrective Action (including a due date for completing the implementation) to the AAAD within thirty (30) days of the receipt of the monitor's findings. The Plan of Corrective Action must be approved by the AAAD and implemented by the Senior Center prior to receiving a contract for funding. The Senior Center may seek technical assistance from the AAAD to address the monitoring deficiencies.
- **Annual Report:** Once the *Requirements to Receive Funding* are met, the Senior Center is eligible to receive funding for programs and/or services. During the years that a Quality Assurance Compliance Review is not conducted by the AAAD, the Senior Center must submit an annual report to the AAAD that includes a copy of the senior center's 990 Form for the most recent fiscal year (if applicable). See *Chapter 6-3-.09: Annual Report* for the information to be included in the Annual Report.

6-3-01: Not-for-Profit Status

- (1) A Senior Center must be chartered by the State of Tennessee and provide charter and tax exemption documents unless the Senior Center is a part of the city or county government.
- (2) The Senior Center must have a governing entity that is responsible for the overall operation and fiscal integrity of the organization with a written set of bylaws that defines the governing entity and establishes its organizational structure. The governing entity is a group of individuals responsible for the administration and fiscal integrity of the Senior Center and the Senior Center's policy and procedures, programs, and services. The bylaws shall include the roles and responsibilities of the governing entity, advisory entity,

Senior Center director, staff, participants, and fiscal integrity and responsibilities. An advisory entity represents a collection of individuals with unique knowledge and skills that complement the knowledge and skills of the governing entity members in order to more effectively govern the organization.

- (3) Senior Center paid staff **shall be prohibited** from serving as voting members of the governing board. In order to avoid a conflict of interest, it is not recommended that representatives of other agencies that receive OAA funds serve on the governing board; however, there are no restrictions concerning their serving on the senior center's advisory board.
- (4) The governing entity shall be responsible for:
 - (a) serving as the grantee agency for receiving federal and state funds;
 - (b) financial integrity, management, and accountability including the adoption and implementation of an annual budget and review of all applications for funding prior to submission to the funding sources, contracting, maintaining financial records, and providing for regular, independent audits;
 - (c) selecting, overseeing, and evaluating the Senior Center director;
 - (d) approving annual plans, goals and objectives of the Senior Center;
 - (e) approving Senior Center policies and procedures;
 - (f) approving contracts and memorandums of understanding entered into by the Senior Center;
 - (g) ensuring the Senior Center meets quality standards;
 - (h) ensuring compliance with all mandated state and federal regulations that govern Senior Centers;
 - (i) assisting in resource development, fundraising, and public relations;
 - (j) holding regularly scheduled meetings at least quarterly and making minutes available upon request to the public;
 - (k) maintaining adequate Senior Center facilities, grounds and equipment. A senior center's governing entity shall have full responsibility for senior center facilities. This responsibility may be delegated to a board member or to a designated staff member; and
 - (l) other duties as deemed necessary.

6-3-.02 Policy and Procedures

The Senior Center must have policy and procedures that address the administrative and fiscal policies that govern the operation and management of the Senior Center. The policy and procedures establish minimum operating standards for the Senior Center. If the Senior Center is a part of a city or county government, the city or county government must have policy and procedures that address the administrative and fiscal policies that govern the operation and management of the Senior Center. The policy and procedures must include the following:

- (1) Administrative/personnel requirements that includes staffing requirements, responsibilities of the Senior Center director, volunteers, and personnel policies and procedures;
- (2) Organizational Chart identifying the chain of command, job titles, and channels for communication:
 - (a) The organizational chart should identify the relationships of all components, such as the governing entity, advisory entity, staff, participants, volunteers, and responsibilities.
 - (b) The Senior Center's relationship to other entities should be clearly defined if it is part of a larger organization, a network of organizations, city or county government or a department, or program of a local public agency.
 - (c) If the Senior Center is part of a network of organizations, its relationship to the other organizations in the network and to the network administration should be indicated on the organizational chart.
- (3) Conflict of interest policy that prohibits paid staff or members of paid staff's family from serving as members of the governing entity. The Senior Center director, by virtue of his/her position in the Senior Center, will serve as staff support to the governing entity to provide technical assistance. Full disclosure is required when a potential or obvious conflict exists due to staff or board member having some type of personal or business interest;
- (4) Code of conduct policy that prohibits Senior Center employees, volunteers, board members or agents from soliciting or accepting gratuities, favors, or anything of monetary value from senior center participants, service providers, contractors, or

potential contractors;

- (5) Nepotism policy prohibits a Senior Center from hiring staff that are relatives of each other;
- (6) Confidentiality requirements for participant, volunteer and personnel information, including background checks;
- (7) Drug-Free Workplace policy;
- (8) Harassment policy that identifies and defines the behavior(s) and action(s) that constitute harassment in the workplace;
- (9) Background Checks shall be conducted on staff and volunteers *who go into the homes*.
 - (a) According to Tennessee Code Annotated subcontractors must verify individual background information for newly hired employees and volunteers who provide direct care for, have direct contact, with, or have direct responsibility for the safety and care of disabled or elderly persons in their homes;
 - (b) The following registries must be used in Background Checks:
 - National Sex Offender Registry (<http://www.nsopr.gov/>) which will link back into the Tennessee Bureau of Investigation (TBI) where the background check is completed;
 - Tennessee Felony Offender Registry (<https://apps.tn.gov/foil/>);
 - Tennessee Abuse Registries (<http://health.state.tn.us/AbuseRegistry/default.aspx>) and (http://tennessee.gov/didd/protection/abuse_reg.shtml) as well as a local or state law enforcement background check. For the newly hired employees or volunteers for in-home workers, who have less than 24 months residency in the State of Tennessee, verification of the state abuse and felony registries and local law enforcement background check, from which the city and state where the potential worker or volunteer relocated, if those registries are available.
- (10) Training for the senior director, staff, and volunteers; and
- (11) Fiscal policies and procedures that ensure appropriate financial management and fiscal integrity.

6-3-.03: State and Local Licensure

The Senior Center must meet existing state and local licensure, certification, and safety

requirements for the provision of services. Each senior center director is responsible for determining the requirements applicable in the area(s) it serves and being in compliance with the requirements.

6-3-.04: Emergency Requirements

The Senior Center must meet all the required operational standards regarding the health and safety of Senior Center participants and staff.

- (1) Emergency plan must be developed by the center director (in consultation with the local emergency management agency and other relevant agencies) for dealing with emergencies, such as, but not limited to, heart attack, stroke, medical emergencies, fire, power failure, and natural disasters in the Senior Center and on trips sponsored by the Senior Center.
- (2) A written record of all incidents shall be filed by the center director and reported to the governing entity whether or not there is apparent injury or property damage.
- (3) Personnel shall be designated and trained as emergency preparedness officers in the center and on trips.
- (4) Written emergency procedures shall include appropriate individuals to contact in case of an emergency. The following shall be posted in conspicuous places throughout the center:
 - (a) Telephone numbers for fire department, police, ambulance, hospital emergency room, and local emergency management office;
 - (b) Steps to be taken in each type of emergency;
 - (c) Location of first aid kits, fire extinguishers and other supplies; and
 - (d) Evacuation routes.
- (5) Written procedures for fire safety shall be adopted, including instructions for conducting fire drills and inspection and maintenance of fire extinguishers and smoke detectors annually.
- (6) Periodic drills and training shall be scheduled and carried out, as follows:
 - (a) Evacuation drill is a method of practicing the evacuation of a building for an emergency and shall be held quarterly. Fire department personnel do not have to be present.

- (b) Emergency disaster drill teaches the skills and procedures to be used during the threat of disaster, whether natural, technological, or manmade which results in or may result in substantial injury or harm to the population and/or substantial damage to or loss of property. This drill shall be held annually. The Senior Center shall request the assistance of the local emergency management office, if feasible.
- (c) First aid training, including such techniques as cardiopulmonary resuscitation and the Heimlich maneuver for staff and volunteers, shall be held annually.
- (7) The Senior Center shall have a written Emergency Preparedness Plan for coordination with the AAAD on aging disaster preparedness plan.
- (8) The Senior Center shall be equipped with adequate supplies and equipment for emergency first aid. Personnel trained in first aid shall be on hand whenever the Senior Center is open.

6-3-05: Safety and Accessibility Requirements

The Senior Center must meet all the required operational standards regarding the health and safety of Senior Center participants and staff. The Senior Center must comply with all safety requirements.

- (1) The facility shall be designed, constructed and maintained in compliance with all applicable federal, state and local building safety and fire codes, including the Occupational Safety and Health Act of 1970 and The Tennessee Occupational Safety and Health Act of 1972.
- (2) The Senior Center shall take necessary actions to create barrier-free access and movement within the facility in conformance with the requirements of Section 504 of the Rehabilitation Act of 1973, the Architectural Barriers Act of 1973 and the Americans with Disabilities Act of 1990. State requirements for compliance with section 120-201-120-204 Chapter 68 of the Tennessee Public Accessibility Act of July 1, 2006 places responsibility for enforcement of this Act with the State Fire Marshal's Office, Tennessee Department of Commerce and Insurance.
- (3) If, in the judgment of the AAAD or the State Agency, existing fire and safety laws, ordinances or codes are inadequate to protect the health and safety of participants, the State Agency or the AAAD may require a recipient of grant funds to comply with

provisions of the applicable building occupancy classification of the National Fire Protection Association “Life Safety Code” (NFPA, No. 101, 2013 edition).

- (4) Where necessary, arrangements should be made with local authorities to provide safety zones for those arriving by motor vehicle and adequate traffic signals for pedestrian crossings.
- (5) The exterior and interior of the facility shall be safe and secure, with well-lighted areas, paved exterior walkways, all stairs and ramps equipped with handrails.
- (6) Bathrooms and kitchens shall include safety features appropriate to their special uses (such as non-skid floors, kitchen fire extinguishers, bathroom grab-bars.)

6-3-06: Posting Requirements

The Senior Center must meet Federal and State posting requirements. The Senior Center shall post the following:

- (1) Participant Grievance Procedures,
- (2) Emergency Procedures,
- (3) Evacuation Routes,
- (4) Proof of Quarterly Emergency Drills to include: 2 fire drills annually along with 2 additional exercises (examples—*Shelter in Place, Tornado, Active Shooter*)
- (5) Proof of Annual Fire/Building Inspection,
- (6) Proof of Annual Fire Extinguisher Inspection,
- (7) Title VI Civil Rights Notice,
- (8) Equal Employment Opportunity Poster,
- (9) TOSHA Safety and Health Poster,
- (10) Tennessee Unemployment Insurance Poster,
- (11) Fair Labor Standards Act Poster,
- (12) Public Accountability Poster (800# TN Comptroller’s Office),
- (13) Telephone numbers of fire department, police, physicians, ambulance, hospital, emergency room and local emergency management office,
- (14) Steps to be taken in each type of emergency,
- (15) Location of First Aid Kits, Fire Extinguishers and other supplies, and
- (16) Monthly Calendar of Events.

6-3-.07: Civil Rights and Diversity Requirements

The Senior Center must meet civil rights and diversity requirements as noted in Title VI of the Civil Rights Act of 1964.

- (1) The services and programs shall be available to eligible persons regardless of race, sex, national origin, religion, or presence of disability.
- (2) Training for staff and education for participants should include understanding and respecting the individual needs, interests, rights, and values of all potential adults age 60 and over and adults with disabilities.
- (3) A Senior Center shall have policies that are responsive to the Americans with Disabilities Act (ADA) relating to access to services, programs and facilities. The staff shall be trained on the policies and procedures.
- (4) A Senior Center program shall respond to individual differences, such as culture, ethnicity, economic level, values, experiences, needs, interests, abilities, skills, and health status by providing flexible programming and operating hours.

6-3-.08: Fiscal Integrity and Management

The Senior Center must ensure fiscal integrity and management. This section identifies the minimum standards regarding the fiscal integrity of the Senior Center and to ensure transparency and reliability in common fiscal activities conducted in the Senior Center operations. The Senior Center must have policies and procedures to ensure the fiscal integrity of the organization receiving funding from the Tennessee Commission on Aging and Disability (TCAD). The governing board is responsible for ensuring the fiscal integrity of the Senior Center.

- (1) Matching Requirements
 - (a) Federal Funds: Federal funds may be used to pay part of the cost of operation of a multipurpose Senior Center with the following provision: The AAAD will designate match requirements with at least a minimum of 10% local cash or in-kind.
 - (b) State Funds: State appropriations must be equally matched by local resources – 50% state and 50% local.
- (2) Bookkeeping
 - (a) Accurate and complete bookkeeping records shall be maintained.

(b) A Senior Center shall have written procedures for centralized cash control, including:

- Recording cash receipts and expenditures;
- Depositing cash;
- Separation of cash handling from record-keeping; and
- Periodic checks of petty cash and other cash funds.

(3) Purchasing

A Senior Center shall have written purchasing procedures, including:

- An approval system for all purchases;
- Names of persons authorized to contract or purchase for the Senior Center;
- Obtaining competitive price quotes or bids (see requirements for different costs in Fiscal Chapter under “*Methods of Procurement*”); and
- Separation of staff responsibilities for ordering and receiving functions.

(4) Charges and Fees

State and federal funds should only be used for participants age 60 and over. Other resources such as charges, fees, or local funds should be used to serve participants under the age of 60.

(5) Contributions

Senior Center participants may contribute toward the cost of services and activities as appropriate and according to their ability to pay. Senior Centers shall ensure that adults age 60 and over are not required to contribute. Contributions shall be handled according to the written procedures developed by the governing entity and approved by the AAAD.

(6) Risk Protection

A Senior Center shall have a risk protection program (participant/site liability insurance coverage) that adheres to all policies set forth in TCAD Program Policy manual, Chapter 5, “*Service Provider Responsibilities and Requirements*”

(7) Accountability and Reporting

(a) The Senior Center shall prepare fiscal reports disclosing its full financial condition.

- (b) At least quarterly, the Senior Center shall prepare a financial report on a form provided by the AAAD that may include balance sheets, statements of income and expenses, year-to-date budget, and request for reimbursement.
- (d) In-kind contributions shall be recorded and documented in compliance with income source regulations as set forth in the Fiscal Chapter of this manual.
- (e) All funds by the Senior Center are subject to audit and shall follow fiscal reporting practices.

(8) Records and Reports

The Senior Center must maintain appropriate program records and reports.

- (a) A Senior Center shall establish and maintain complete, appropriate standardized participant records, using the TCAD standardized Participant Registration Form to record basic information about the participant.
- (b) A Senior Center shall maintain data on participation in programs and services monthly in order to be entered into the SAMS database.
- (c) A Senior Center shall submit to the AAAD program reports and financial reports at least quarterly as determined by the AAAD.
- (d) The Senior Center shall file an Emergency Preparedness Plan with AAAD and update annually.

(9) Retention of Records

All records shall be retained for a period of three (3) years plus the current year with the following qualifications:

- (a) The records shall be retained beyond the three (3) year period if an audit is in progress or exceptions have not been resolved.
- (b) Records for equipment that was acquired with federal funds shall be retained for three (3) years after final disposition of the property.
- (c) For project awards continued or renewed on an annual or essentially annual basis, the retention period for each year's records starts from the date of submission of the annual expenditure report for that year.
- (d) Original documents, such as invoices, checks, time records, and payrolls in support of direct costs, may be retained by the grantee or the Senior Center provided the accounting records contain adequate references for identifying and

locating the original documents. Electronic copies of documents may be substituted for original records.

(11) Confidentiality

Each Senior Center shall meet the requirements for confidentiality compliance as specified in its contract with the AAAD.

6-3-.09: Annual Report

The Senior Center shall prepare an Annual Report that includes a summary of the programs and services being offered, the number of unduplicated participants served, and accomplishments for the fiscal year. In the Annual Report, the Senior Center will ensure and document that all of the quarterly and annual milestones identified in Quality Assurance Compliance Review have been met, particularly those associated with the emergency requirements (Chapter 6, Section 6-3-.04), safety and accessibility requirements (Chapter 6, Section 6-3-.05), and fiscal integrity and management (Chapter 6, Section 6-3-.08). The Senior Center shall identify any changes to the *Requirements to Receive Funding* (Chapter 6, Section 6-3) that have occurred since the previous Quality Assurance Compliance Review.

6-3-.10: Community Focal Point

If the Senior Center functions as the focal point to make community services more available to adults age 60 or over by forming cooperative service and referral linkages with community agencies and organizations, the Senior Center must address the following:

- (1) The Senior Center shall target resources to meet the needs of adults age 60 and over with the greatest economic and/or social need with particular attention to low-income minority persons.
- (2) The Senior Center shall implement a minimum of two (2) activities targeting low-income minority adults age 60 and over on an annual basis.
- (3) If membership dues are required, no adult age 60 and over may be denied a service provided by the Older Americans Act or state funds because of non-payment of dues and provision shall be made for those unable to pay dues.
- (4) The Senior Center may invite vendors to the facilities to provide education on specific topics such as insurance, health care, etc.; however, vendors shall not sell any products and/or enroll adults age 60 and over or adults with disabilities in any programs and/or services, as such actions may be interpreted as an endorsement of such products,

programs, and/or services by the Senior Center. The vendor may provide on-site handouts such as, but not limited to, key chains, pencils, candy, and/or calendars, but not provide any gratuities that must be redeemed off Senior Center property such as, but not limited to, free dinners. The vendor shall not collect contact information from any of the participants on the Senior Center premises. (See Appendix C for Guidelines for Solicitation by For-Profit Vendors)

Section 6-4: Programs and Services Requirements

This section identifies the programs and services that shall be funded for adults age 60 and over from TCAD and AAAD.

Funding: If the Senior Center meets the *Requirements to Receive Funding*, under section 6-3, then the AAAD may contract to provide the programs and/or services identified in Chapter 6, Section 6-4. This section outlines the requirements for funding specific programs and/or services.

Evaluation: The *Program and Services Requirements* will be monitored on an annual basis. If the Senior Center does not meet one or more of the requirements, the Senior Center must submit a written Plan of Corrective Action (including a due date for completing the implementation) to the AAAD within thirty (30) days of the receipt of the monitor's findings. The Plan of Corrective Action must be approved by the AAAD and implemented by the Senior Center. The AAAD will conduct a follow-up review to document compliance with the Plan of Corrective Action.

- (1) If the Senior Center is in compliance, the Senior Center will continue to receive funding for programs and/or services for the next year.
- (2) If the Senior Center is not in compliance by the end of the fiscal year, the Senior Center may not receive funding until such time as the Senior Center is in compliance with the *Program and Service Requirements*.

6-4.01: Non-Registered Services

The AAAD may choose to contract with the Senior Center to provide non-registered services: resource information, health promotion, physical fitness, recreational activities, educational activities, telephone reassurance, and /or transportation. The Senior Center must meet the requirements for the operation of Senior Centers prior to implementation of these services. Participant information must be recorded on the Participant Registration Form (PFR) and

maintained on file. (Appendix E) Appropriate documentation of the identified services must be recorded in the SAMS database.

(1) Resource Information (RI):

A Senior Center designated by the AAAD can act as a location in the community in which anyone residing in the community can access information about programs, services, and resources available through the aging network to assist adults age 60 or over and adults with disabilities. Providing RI enhances the Administration for Community Living's (ACL) "no wrong door" approach to receiving services. The "no wrong door" approach is designed to empower adults age 60 and over and adults with disabilities to make informed choices about the needed services and supports. To accomplish this, Senior Center staff and/or volunteers can provide resource information that links the adult age 60 and over and adults with disabilities to community services and/or programs. If the Senior Center has the community services contact information available, the Senior Center can directly refer the individual. The Senior Center can also refer the individual to the AAAD/ Aging and Disability Resource Center (ADRC). The ADRC is a part of the AAAD and provides I&A services.

(2) Health Promotion

The Senior Center should provide opportunities for participants to learn about healthy aging and to participate in activities that promote healthy living. Activities may include, but not limited to health screening and health education about diabetes, arthritis, pain management, healthy eating, healthy cooking, and handling caregiver stress.

(3) Physical Fitness and Exercise

The Senior Center should provide opportunities for participants to engage in physical fitness and exercise activities or classes which may include, but not limited to treadmills, exercise bikes, walking clubs, dancing, exercise, aerobics, stretching, etc.

(4) Recreation

The Senior Center should provide opportunities for participants to engage in social activities including, but not limited to card games, board games, crochet/knitting/ quilting club, bingo, dominoes, painting, book clubs, karaoke, choir, music, craft making, jewelry making, etc.

(5) Education

The Senior Center should provide opportunities for participants to engage in classes such as, but not limited to computer skills, navigating Medicare benefits, music lessons, acting lessons, art classes, photography classes, community interests, etc.

(6) Telephone Reassurance

The Senior Center should provide a telephone reassurance service provided by volunteers or staff who make daily calls to home bound individuals to provide comfort and companionship.

(7) Transportation

The Senior Center should provide transportation services that may include but not be limited to Senior Center activities, nutrition sites, grocery store, pharmacy, shopping, and medical trips not reimbursed by TennCare.

6-4-.02: Evidenced-Based and Documented Programs and Services

The AAAD may choose to contract with the Senior Center to provide evidence-based programs that are funded with federal OAA Title IIIID funds. Programs recognized as evidence-based have demonstrated the highest level of evidence of effectiveness based on identified criteria. Depending on the evidenced-based program, the Senior Center must meet the requirements, as specified in the contract and in accordance with OAA regulations regarding evidence-based programs, including adherence with conducting the program with fidelity to the program guidelines, such as the number of sessions and curriculum standards. For example, if the AAAD contracts with the Senior Center for the provision of the Chronic Disease Self Management Program (CDSMP), then the course must be provided by certified trainers and under the license with Stanford University. A course taught by a CDSMP trainer that does not work under a license and/or does not teach the program completely with fidelity, does not constitute an evidence-based program. Other evidence-based health promotion programs eligible for funding under Title IIIID include Matter of Balance; Healthy Eating for Successful Living among Older Adults; Tai Chi for Arthritis; Tai Chi for Diabetes; Tai Chi for Osteoporosis; Silver Sneakers; Stay Strong Stay Healthy; Healthy IDEAS; Chronic Pain Self-Management; and Walk with Ease. Please check the National Council On Aging website (<http://www.ncoa.org/>) for further information on approved evidence-based models.

6-4.03: Information and Assistance (I&A)

If the AAAD chooses to provide funding for Information and Assistance (I&A) through the Senior Center, the requirements in Chapter 12 of the TCAD Program and Policy Manual apply. If the Senior Center cannot meet the requirements for I&A, it cannot be designated as providing I&A services and cannot document the client in SAMS as having received I&A services. In such incidences, the service provided must be recorded in SAMS as Resource Information only. I&A staff must collect basic client information and assist the individual and/or the family in arranging for, directing, and managing services. I&A staff will assist the individual in identifying immediate and long term needs, developing options to meet those needs, accessing supports and services to meet those needs, and establishing adequate follow-up procedures. I&A staff serves the entire community of adults age 60 and over and adults with disabilities, particularly those with the greatest social and/or economic need and those at risk for institutional placement. I&A also provides Options Counseling and Long-Term Care Screening. The following standards must be met:

- (1) The Senior Center staff person(s) providing Information and Assistance must have Alliance Information and Referral Systems (AIRS) certification or working toward certification. AIRS certification is a professional credentialing program for staff working in the I&A component of the AAAD/ADRC. For further information, check the website. (<http://www.airs.org/i4a/pages/index.cfm?pageid=1>)
- (2) The Senior Center staff person(s) must have direct access to the SAMS-IR database only for the clients for whom Senior Center staff are providing services.

6-4.04: Accreditation

If the AAAD chooses to provide funding for Senior Center accreditation, minimum requirements must be met. Accreditation is the official recognition that the Senior Center is meeting its mission in a nationally accepted, professional manner. Accreditation for Senior Centers is based on compliance with nine standards of Senior Center operations as developed by the National Institute of Senior Centers (NISC). The nine standards address the areas of purpose, community, governance, administration, program planning, evaluation, fiscal management, records and reports, and facility. See the following <http://www.ncoa.org/national-institute-of-senior-centers/standards-accreditation/> for further information.

It is recommended that Senior Centers strive for accreditation by the NISC.

Accreditation provides a center with national recognition, a written strategic plan, assistance in determining outcome measurements, highlights best practices, heightens awareness of the center activities to funding sources, communities and families. If the Senior Center is in the process of seeking accreditation, funding may be used for the following items:

- (1) application fee(s);
- (2) training; and/or
- (3) consultant fees.