



**Ukiah Senior Center, Inc.  
Community Assessment Survey**

This survey of USC members, volunteers and community participants is being conducted to provide an opportunity for you to comment on the programs, services and activities conducted at the Center and to collect your input on USC, its current operations and its future role for the community.

**Please complete this eight-page survey and return it to the Ukiah Senior Center by October 14, 2016. You can either drop the completed survey into a box placed in Bartlett Hall, or you can mail it to the Center at 499 Leslie Street, Ukiah, CA.** Thank you for your participation.

**A. CURRENT PROGRAMS**

**1. Lunch Bunch Program**

Someone in my family participates:  1-2 days a week  3-4 days a week

How would you rate the staff?  Excellent  Good  Needs Improving

If participating, how would you rate the services provided in the program? [meals, activities, staff]  Excellent  Good  Needs Improving

Not using now, but this program would be something I might use in the future.

Additional comments about the Lunch Bunch Program:

**2. Transportation Program**

Are you driving at this time  Yes  No

Do you use the Center's bus service?  Yes  No

If so, how often?  4 days  2 or 3 times/week  Once/week  Once/month

Do you ride:  MTA Dial-A-Ride?  MTA bus?

If you are not currently driving, why have you not used USC buses:

- Family / friends provide transportation  Prefer MTA Dial-a-ride or MTA bus
- Don't want to ride a 'senior' bus  Bus doesn't serve my area.
- Use private taxi  Not using now, but might use this program in the future.

How do you rate USC fare prices?  Reasonable  Too high

Are USC drivers helpful and courteous?  Always  Mostly  Needs Improving

When you have made a reservation, how would you rate us on promptness and reliability?  Excellent  Good  Needs Improving

Unmet Needs – Which additional transportation times, if available, would you use?

- Sunday Church  Evening events at the Center, Special Events at Center
- Afternoon pickups from 4:00 to 6:00 p.m.  Shopping on Saturdays
- Wednesday bus service

Additional comments about the Transportation Program:

### 3. Outreach Program

Which of the following services do you utilize? [Check all that apply]

- Money Management  Insurance Referrals  Caregiver Referrals
- Transportation  Information & Assistance  Housing / Utility Referrals
- Paperwork assistance  Errands / Shopping
- Other assistance \_\_\_\_\_  Do not use any Outreach services.

How often do you utilize any Outreach services?  Daily  2 or 3 times a week

Once a week  Once a month  Less than once a month

How would you rate the Outreach staff?  Excellent  Good  Needs Improving

Additional services or comments about the Transportation Program:

### 4. Dining Room Program

Do you utilize our lunch program?  Daily  2 or 3 times a week  Once a week

Once a month  Less than once a month  No

Not attending now, but this program would be something I might use in the future.

Do you use the take-out meal service?  Yes  No

How do you rate the menu selection?  Excellent  Good  Needs improving.

**4. Dining Room Program (continued)**

How would you rate the meal quality?  Excellent  Good  Needs Improving

How would you rate the fee for lunch?  Reasonable  Too high

Would you choose a salad bar selection if available?  Yes  No

How would you rate the service from the volunteers who serve the lunch program?  
 Excellent  Good  Needs Improving

How do you feel about music while dining?  
 Great Idea  Only if it is soft  Do not want any music played

Additional comments about the Dining Room Program:

**5. USC Services**

Which of the following services have you utilized?

Tax Assistance  Caregiver Support  Vision Loss Support  
 Death Café  Peer Counseling  Educational Seminars

Not attending now, but might use these services in the future.

How would you rate the service from staff or volunteers who provide these services?  
 Excellent  Good  Needs improving

What new services would you like to see?

Additional comments about USC Services or new services you want offered:

**6. USC Activities**

Which of USC activities interest you, or might interest you in the future?

<b>Activity Type</b>	<b>Attend</b>	<b>Maybe</b>	<b>Activity Type</b>	<b>Attend</b>	<b>Maybe</b>
<b>Health</b>			<b>Informative</b>		
Senior Aerobics	<input type="checkbox"/>	<input type="checkbox"/>	Women's Book Group	<input type="checkbox"/>	<input type="checkbox"/>
Tai Chi	<input type="checkbox"/>	<input type="checkbox"/>	Contemporary Chat Group	<input type="checkbox"/>	<input type="checkbox"/>
Informational Talks	<input type="checkbox"/>	<input type="checkbox"/>	Computer Lab	<input type="checkbox"/>	<input type="checkbox"/>
<b>Special Events</b>			<b>Dance</b>		
Birthday Luncheons	<input type="checkbox"/>	<input type="checkbox"/>	Saturday Night Dance	<input type="checkbox"/>	<input type="checkbox"/>
Ice Cream Social	<input type="checkbox"/>	<input type="checkbox"/>	Line Dancing	<input type="checkbox"/>	<input type="checkbox"/>
Special Dinners	<input type="checkbox"/>	<input type="checkbox"/>	Square Dancing	<input type="checkbox"/>	<input type="checkbox"/>
Movie Matinee	<input type="checkbox"/>	<input type="checkbox"/>			
<b>Creative</b>			<b>Games</b>		
Piano Class	<input type="checkbox"/>	<input type="checkbox"/>	Bingo	<input type="checkbox"/>	<input type="checkbox"/>
Singing Group	<input type="checkbox"/>	<input type="checkbox"/>	Bridge	<input type="checkbox"/>	<input type="checkbox"/>
Quilting	<input type="checkbox"/>	<input type="checkbox"/>	Pinochle	<input type="checkbox"/>	<input type="checkbox"/>
Autobiographical	<input type="checkbox"/>	<input type="checkbox"/>	Bunko	<input type="checkbox"/>	<input type="checkbox"/>

What new activities would you like USC to offer:

Additional comments about the USC Activities or new activities you want offered:

**7. THRIFT STORE**

Please give your feedback on the Center's Thrift Store.

How would you rate the volunteers on being courteous and helpful?

Excellent  Good  Needs Improving

How would you rate the layout and appearance of the store?

Excellent  Good  Needs Improving

Which interests you the most about the store?

Donating items  Shopping  Volunteering

How would you rate our pricing?

Too Low  Too Expensive  Just Right

Additional comments about the Thrift Store that would you like to provide:

**B. GENERAL SUPPORT, COMMUNICATION AND MEMBERSHIP**

**1. VOLUNTEER OPPORTUNITIES**

If you are a USC Volunteer, what is your area of interest?

- |                                      |   |                                       |
|--------------------------------------|---|---------------------------------------|
| <input type="checkbox"/> Dining Room | <input type="checkbox"/> Special Events | <input type="checkbox"/> Thrift Store |
| <input type="checkbox"/> Activities  | <input type="checkbox"/> Lunch Bunch    | <input type="checkbox"/> Outreach     |
| <input type="checkbox"/> Other _____ |   |                                       |

**2. MEMBERSHIP**

How do you feel about the annual membership fee of \$30 for singles and \$50 for couples?

- It's fine, it supports the Center    It's too expensive    It should be higher  
 Don't feel there are any advantages to join

Do you currently have an active membership at USC?    Yes    No

How do you feel about the Center's newsletter *The Scoop*?

- Excellent    Good    Needs Improving

**3. NEWSLETTER**

Does *The Scoop* provide you with information about the Center that you find useful?

- Yes    No

What other information would you like *The Scoop* to provide?

How do you learn about specific programs or activities?

- |  |   |   |                                 |
|--|---|---|---------------------------------|
| <input type="checkbox"/> Newsletter    | <input type="checkbox"/> Bulletin Board | <input type="checkbox"/> <i>Ukiah Daily Journal</i> | <input type="checkbox"/> Flyers |
| <input type="checkbox"/> Word of mouth | <input type="checkbox"/> USC Website    | <input type="checkbox"/> Other _____                |                                 |

**4. TECHNOLOGY / WEBSITE**

Do you use a computer at home or work?  Yes  No

Would you like to receive our newsletter or information via email?  Yes  No

Have you ever been to the Website: [www.ukiahseniorcenter.org](http://www.ukiahseniorcenter.org)?  Yes  No

What links or additions would you like to see on the Center’s website?

**5. NAME CHANGE**

Some people feel that the name “senior center” carries a stigma. How would you feel about changing the name of the Ukiah Senior Center?

Suggestions include: “Active Adult Community Center” or other ideas that remove the “senior” connection. What do you think?

Yes, I’m okay with taking “senior” out of the name.  No. Leave it as it is.

Suggestions for name change: \_\_\_\_\_

**6. FACILITY**

How do you feel about the Center’s current facilities?

- Too small  Needs more parking  Needs smaller meeting/activity rooms
- Current buildings and parking are fine  Needs modern technology
- Current facility needs refurbishing  Kitchen facilities need improvement
- Current restrooms need improvement  Needs better signage
- No outside patio or recreation area.  Bartlett Hall too small for events

Do you support the development of a new senior community center?

Yes  No

Provide reasons you support or do not support development of a new Center?

**7. STAFF AND THE BOARD OF DIRECTORS**

Please provide your input on how courteous and helpful you have experienced the USC staff to be:

- Excellent  Good  Needs Improving

How would you rate the Board of Directors on governing?

- Excellent  Good  Needs Improving

How would you rate the Executive Director on the following:

- |                         |                                    |                               |  |
|-------------------------|------------------------------------|-------------------------------|--|
| Program development     | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improving |
| Leadership              | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improving |
| Fundraising             | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improving |
| Community awareness     | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improving |
| Membership development? | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improving |

Please provide any additional input you have to offer on the USC Staff, Board of Directors and/or the Executive Director:

**C. ADDITIONAL COMMENTS AND INPUT**

Please provide any additional feedback that you think would be helpful concerning the USC facilities, services, programs, activities, staff or Board of Directors. Thank you for your interest and for your support.

**D. TELL US ABOUT YOU**

What is your affiliation with the Ukiah Senior Center?

Are you a member?  Yes, how long? \_\_\_\_\_ years  No

Volunteer?  Yes, how long? \_\_\_\_\_ years  No

Work with another community agency?  Yes  No

Donor / Supporter of the Center?  Yes  No

Gender:  Male  Female

Ethnic Group:  Caucasian  Hispanic/Latino  Native American  
 Asian/Pacific Islander  African American  Prefer not to answer

Age:  45-54  55-60  61-65  66-70  71-75  
 76-80  81-85  86-90  91-100  100+

Annual Income:  Under \$20,000  \$20,001 - \$30,000  \$30,001 - \$40,000  
 \$40,001 - \$60,000  \$60,001 - \$75,000  \$75,001 - \$100,000  
 Over \$100,001  Prefer not to answer

Number in household:  (1) Live Alone  (2) Live with spouse/significant other  
 Live with family, how many in household \_\_\_\_\_

Education:  Grade School  High School  Some College  AA Degree  
 BS Degree  MS Degree  PhD Degree  Prefer not to answer

Where do you live?  Within 1 mile of Center  Within city limits  
 Talmage area  Calpella  Redwood Valley  Farther than 10 miles

Do you need assistance with walking?  Yes  No

If yes, do you use any of the following for assistance?

Cane  Walker  Wheelchair  Electric Scooter

**THANK YOU FOR TAKING TIME TO PROVIDE THE UKIAH SENIOR CENTER WITH THIS HELPFUL AND VALUABLE FEEDBACK. YOUR CONTINUED SUPPORT AND INTEREST IS GREATLY APPRECIATED!**

\_\_\_\_\_  
**Diana Clarke, Executive Director**

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**Sharon Marshall, President  
Board of Directors**