

Schertz Area Senior Center Operations Review

Lauren Shrum, Director of Parks, Recreation, and Community Services

February 7, 2023

SCHERTZ AREA SENIOR CENTER

- Hours of Operation
 - Monday – Thursday, 9 am – 4 pm
 - Friday, 9 am- 5 pm
- Membership
 - Anyone ages 50 & up residing in the surrounding community
 - 399 members in 2015
 - 1,756 members in 2020 (pre-COVID)
 - 736 current members
 - Membership Fees
 - \$36 annually per Individual
 - \$62 annually per Couple
- Management & Operations contract with YMCA
 - Effective date 12/1/2020, expires 9/30/2025

Senior Center History

- May 2010
 - Partnership with Comal County Senior Citizens Foundation to serve lunch out of the Community Center
- November 2010
 - Soft opening in current facility (previous Library building)
- March 4, 2011
 - Grand Opening of Schertz Area Senior Center
 - Operations and meals provided by Comal County Senior Citizens Foundation
 - CCSCF Director #1

Senior Center History

- 2013
 - City Parks staff took over operations
 - Parks Director #2
 - Lunch (\$4) was provided by various restaurants
- 2015
 - YMCA awarded operations and management contract
 - YMCA Director #3
 - Meals were provided by CCSCT but issues with delivery, quality, and quantity necessitated finding a new provider
- 2017
 - City funded an \$850,000 renovation project to encompass the adjacent Well Med space which added approx. 1,500 sq. ft. plus accessible restrooms
 - Center temporarily relocated to Paschal Elementary

Senior Center History

- 2018
 - Selrico Services awarded contract for meals
- 2019
 - Became an AACOG nutrition program contractor
- 2020
 - COVID-19 pandemic closure
 - Drive thru meals provided and some outdoor programs (parking lot bingo, sunrise stretch)
 - City funded a parking lot renovation adding 28 spaces
 - YMCA awarded operations and management contract
 - YMCA Director #4
- 2022
 - YMCA Director #5
 - Selrico Services awarded contract for meals

Breakdown of Responsibilities

- YMCA
 - Day to day operations of the center
 - Membership sign-ups, collect nutrition intake forms, submit work orders, manage and resolve member conflicts, Advisory Board support
 - Programming and program supplies
 - Fitness classes, bingo, gardening club, card games, tech help, arts & crafts, chair volleyball, choir group, quilting
 - Janitorial and light maintenance
- City of Schertz
 - Provide membership software and retain fee revenue
 - Nutrition program tracking and compliance for AACOG
 - Maintenance of the facility, landscaping, and utilities
 - Contract oversight

Senior Center Financials

Revenues	
Membership Fees	\$ 23,718.00
AACOG Reimbursement	\$ 27,584.00
Donations	\$ 4,874.00
Rentals	\$ 4,200.00
Total FY 21-22	\$ 60,376.00
Expenses	
Management Fee	\$ 160,236.00
Maintenance & Utilities	\$ 12,000.00
Nutrition Program	\$ 109,000.00
Total Estimate	\$ 281,236.00
	\$ (220,860.00)

Contract Reporting Requirements

- Quarterly Financial Reports
- Monthly Director Reports
- Annual Report to Advisory Board
- Annual Membership Survey

Senior Center Operating Procedures

- Code of Conduct
- Kitchen Procedures
- Front Desk Procedures
- Volunteer Background Checks
 - Volunteer Policy (expectations)
- Senior Center Advisory Board By-Laws
 - The Advisory Board will act as a liaison between the members of the Schertz Area Senior Center and the Schertz Parks, Recreation and Community Services Department to communicate about operations, programs, and other areas.

Moving Forward

- Y Staff committed to winning hearts and minds
- Utilize the Advisory Board to gain feedback on policies and procedures as well as behavior expectations of board members
- City staff asked for an enhanced commitment to the resolution of member complaints
- Level of service maintained (programming)
- Fine tuning policy and procedures
- Measured approach to sanctions per the Code of Conduct
 - First offense: Verbal warning
 - Second offense: Written warning
 - Third offense: Immediate removal from the premises and a maximum fifteen (15) day suspension.
 - Maximum penalty: Permanent ban from the Center.

Discussion