

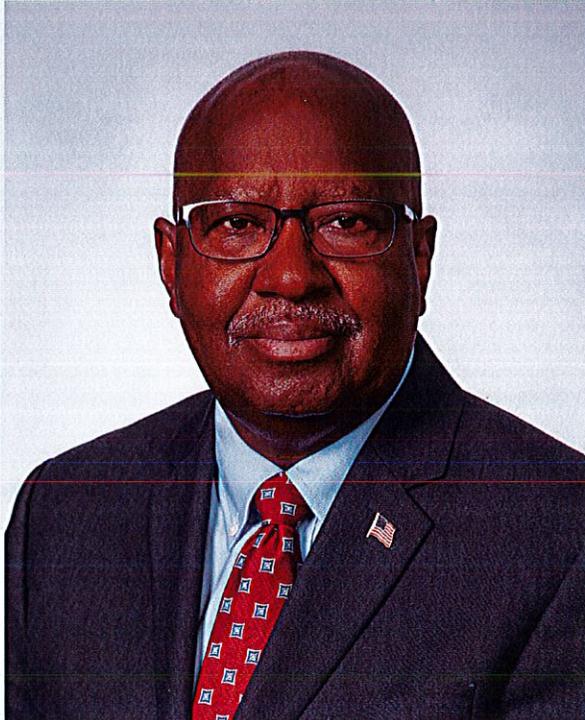
## Board of Mayor & Aldermen

The City of Kingsport's government is based upon the Council-Manager form of government. This form of government was established in 1917 when the City was re-incorporated into what is now known as the modern city of Kingsport.

The City is governed by a seven-member Board of Mayor and Aldermen, elected at-large and on a non-partisan basis for four-year staggered terms. The exception to this rule is that the Mayor is elected at-large for a two-year term. Elections are held in August during even numbered years. The new Board of Mayor and Alderman is seated in September of each election year.

The current Board of Mayor and Aldermen is comprised of the following individuals: Mayor Paul W. Montgomery, Vice Mayor Darrell Duncan, Alderman Morris Baker, Alderman Betsy Cooper, Alderman Colette George, Alderman Gary Mayes & Alderman James Phillips.

- **To contact the Board of Mayor & Aldermen, please call 423-229-9412.**



**Paul W. Montgomery, Mayor**

Term Expires August 31, 2026

[PaulMontgomery@kingsporttn.gov](mailto:PaulMontgomery@kingsporttn.gov)



**Morris Baker, Alderman**

Term expires August 31, 2028

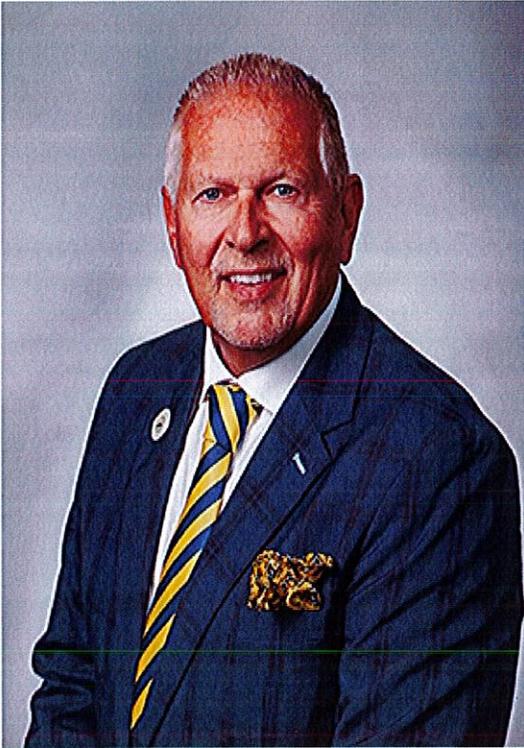
[MorrisBaker@kingsporttn.gov](mailto:MorrisBaker@kingsporttn.gov)



**Betsy Cooper, Alderman**

Term expires August 31, 2026

[BetsyCooper@kingsporttn.gov](mailto:BetsyCooper@kingsporttn.gov)



**Darrell Duncan, Vice Mayor**

Term expires August 31, 2028

[DarrellDuncan@kingsporttn.gov](mailto:DarrellDuncan@kingsporttn.gov)



**Colette George, Alderman**

Term expires August 31, 2026

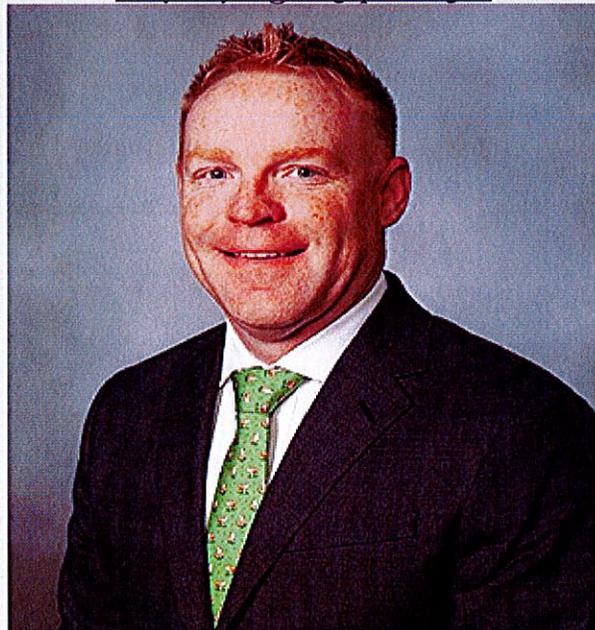
[ColetteGeorge@kingsporttn.gov](mailto:ColetteGeorge@kingsporttn.gov)



**Gary Mayes, Alderman**

Term expires August 31, 2026

[GaryMayes@kingsporttn.gov](mailto:GaryMayes@kingsporttn.gov)



**James Phillips, Alderman**

Term expires August 31, 2028

[JamesPhillips@kingsporttn.gov](mailto:JamesPhillips@kingsporttn.gov)

A.Hac. 1

## Kingsport Senior Center Advisory Council

Paul Buonaccorsi

1714 Skyland Fall Ct, Kpt, TN 37664

Rena.buonaccorsi@gmail.com

276-452-1066

Linda Ford

136 Santana Rd., Kpt, TN 37664

Lford@chartertn.net

423-323-2476 or 423-571-6968

Terry Cunningham

2428 Wildwood Dr., Kpt, TN 37660

Terrycunningham@kingsporthousing.org

423-292-5105

Ernie Koehler

904 Lake St., Kpt, TN 37660

Koehler.ernie@yahoo.com

757-831-3251

Charles Lynn Davenport

4800 Lake Park Ct., Kpt, TN 37664

Lynn19562@gmail.com

423-323-3425

Kenn Naegele

4733 Edens View Rd., Kpt, TN 37664

Naegele.naegele@gmail.com

423-335-7179

Ella Deakins

4201 Nickleby Ct., Kpt, TN 37663

Edeakins6209@charter.net

423-863-8474

Rick Valone

225 Cypress St., Kpt, TN 37664

rwvalone@gmail.com

704-302-0953

Anna Walters

250 Old Island Tr., Kpt, TN 37664

Waltersanna4@gmail

301-788-8842

Xue Xiaoli

1005 Greenvine Pl., Kpt, TN 37660

XXue01@yahoo.com

423-276-1606



Attachment 2

# Request for Taxpayer Identification Number and Certification

Go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9) for instructions and the latest information.

Give form to the requester. Do not send to the IRS.

**Before you begin.** For guidance related to the purpose of Form W-9, see *Purpose of Form*, below.

**1** Name of entity/individual. An entry is required. (For a sole proprietor or disregarded entity, enter the owner's name on line 1, and enter the business/disregarded entity's name on line 2.)  
**City of Kingsport**

**2** Business name/disregarded entity name, if different from above.

**3a** Check the appropriate box for federal tax classification of the entity/individual whose name is entered on line 1. Check only one of the following seven boxes.  
 Individual/sole proprietor     C corporation     S corporation     Partnership     Trust/estate  
 LLC. Enter the tax classification (C = C corporation, S = S corporation, P = Partnership) . . . . .  
 Note: Check the "LLC" box above and, in the entry space, enter the appropriate code (C, S, or P) for the tax classification of the LLC, unless it is a disregarded entity. A disregarded entity should instead check the appropriate box for the tax classification of its owner.  
 Other (see instructions) **Local Government**

**4** Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):  
 Exempt payee code (if any) \_\_\_\_\_  
 Exemption from Foreign Account Tax Compliance Act (FATCA) reporting code (if any) \_\_\_\_\_  
 (Applies to accounts maintained outside the United States.)

**3b** If on line 3a you checked "Partnership" or "Trust/estate," or checked "LLC" and entered "P" as its tax classification, and you are providing this form to a partnership, trust, or estate in which you have an ownership interest, check this box if you have any foreign partners, owners, or beneficiaries. See instructions . . . . .

**5** Address (number, street, and apt. or suite no.). See instructions.  
**415 Broad Street**

**6** City, state, and ZIP code  
**Kingsport, TN 37660**

**7** List account number(s) here (optional)

Requester's name and address (optional)

## Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

**Social security number**

			-					
--	--	--	---	--	--	--	--	--

or

**Employer identification number**

6	2	-	6	0	0	0	3	2	3
---	---	---	---	---	---	---	---	---	---

**Note:** If the account is in more than one name, see the instructions for line 1. See also *What Name and Number To Give the Requester* for guidelines on whose number to enter.

## Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and, generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

**Sign Here**    Signature of U.S. person     Date **9/10/25**

## General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9).

## What's New

Line 3a has been modified to clarify how a disregarded entity completes this line. An LLC that is a disregarded entity should check the appropriate box for the tax classification of its owner. Otherwise, it should check the "LLC" box and enter its appropriate tax classification.

New line 3b has been added to this form. A flow-through entity is required to complete this line to indicate that it has direct or indirect foreign partners, owners, or beneficiaries when it provides the Form W-9 to another flow-through entity in which it has an ownership interest. This change is intended to provide a flow-through entity with information regarding the status of its indirect foreign partners, owners, or beneficiaries, so that it can satisfy any applicable reporting requirements. For example, a partnership that has any indirect foreign partners may be required to complete Schedules K-2 and K-3. See the Partnership Instructions for Schedules K-2 and K-3 (Form 1065).

## Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS is giving you this form because they



Attach 2

**Buchanan, Shirley**

---

**From:** Price, Michael  
**Sent:** Tuesday, March 3, 2026 2:49 PM  
**To:** Buchanan, Shirley  
**Subject:** Numbers

AGENCY	DUNS	EIN	UEI
CITY OF KINGSPORT	79027579	62-6000323	YE45C4JZC5U1

**Michael Price**  
Housing & Community Development Coordinator  
City of Kingsport  
P: 423-224-2877  
C: 423-530-5416  
[michaelprice@kingsporttn.gov](mailto:michaelprice@kingsporttn.gov)



415 Broad Street  
Kingsport, TN 37660  
[www.kingsporttn.gov](http://www.kingsporttn.gov)



<http://bit.ly/ConnectKingsportApp>



## HISTORY OF THE KINGSPORT SENIOR CENTER

The idea of a club for Kingsport's residents of retirement age was conceived by the Kiwanis Club in 1959. A community senior citizen committee was organized and after much planning, the first actual Senior Citizens Club meeting was held on October 27, 1960, in the Fellowship Hall of the First Presbyterian Church. All the ministers of the Church Circle churches agreed to help lay the foundation for the club. There were 19 members present who determined that the Senior Citizens Club would have the purpose of "utilizing the talents and experience of our senior citizens." The first regular weekly meetings were 2 hours long and held in the basement of the Waverly Road Presbyterian Church.

By June, 1961, the membership had grown from 19 to 120 and the Kingsport club became affiliated with the national Senior Citizens of America. They were the second club to be organized in the state, and the 142nd to be organized in the entire country. Three members of the club appeared on a local TV program that generated interest in their group and also stimulated the origination of a Senior Citizens Club in Johnson City. The first issue of a monthly newsletter, *SENIOR CITIZENS NOISE*, was printed and distributed on July 6, 1961. In October, the newsletter reported the following weekly meeting schedule: 10/5 Covered dish luncheon; 10/12 High Knob Trip 10 AM; 10/19 Game Day; 10/26 Dent K. Burke Associates will provide a speaker on the subject "Texas".

The organization grew slowly through the 1960's and moved to a new location at the Mayfair Methodist Church.

Bylaws of the Kingsport Community Senior citizens' Club were adopted January 10, 1963, which stated: "The object of this organization shall be to provide senior citizens of the Kingsport Community with opportunities to continue leading useful and happy lives through 1. Social contacts, 2. Recreation, 3. Development of creative abilities, 4. Service to the community."

The group celebrated their fourth anniversary in 1965, and were enjoying activities such as shuffleboard, bridge, singing and bingo. There were 140 active members with 50-60 members coming to the meetings each week. They were also taking about four bus trips per year to local destinations such as Roan Mountain, Natural Tunnel, and Davy Crockett's birthplace.

By 1968, the club members began feeling cramped in the confines of the church basement. C. Slaughter, past president of the club told a newspaper reporter: "We're grateful for what we have, but for some of our members it isn't enough. They'd like to learn crafts to occupy their time, but there isn't time in the two hours, nor space, since the church has its own use for the building."

The group approached the City on December 2, 1969, requesting support for their activities. From the Board of Mayor and Aldermen minutes:

Mr. Jackson C. Raulston, President of the Kingsport Kiwanis Club, along with Mr. Ed McMann, Mr. W.E. McClain, Mr. Frank Hall, and Bob Delius, made a formal presentation requesting that the City establish a Kingsport Senior Citizens' Commission for the development of a senior citizens' program for Kingsport. The Mayor stated that their recommendations will be studied and considered at a later date.

In the early 1970's, the Club's home moved to three rooms in the basement of the Sevier Recreation Center, paying the City only a token rental fee. It was here that the Club merged with the Golden Age Club of Kingsport. Community interest in the elderly was beginning to emerge and a donation of \$2,000 was obtained from the Community Chest. The new bylaws set dues at \$1 per year. In a newspaper clipping, Mrs. W. C. Harr, president, said the club consisted of doctors, lawyers, businessmen and other people, who, after retirement, still wanted to remain active. She said this club offered the "finest fellowship" as well as many activities for these people.

In October, 1973, a nutrition program with noon meals was established at the Center, funded through the Tennessee Commission on Aging. The suggested contribution for the meal was \$.35. Also during this time, representatives of the club approached the Director of Recreation requesting a City sponsored program of some nature. After much negotiation and consideration, the Recreation Advisory Committee recommended to the Board of Mayor and Aldermen that the City provide and operate a Senior Citizens Center and hire a full time director. This issue was brought to the City's Board of Mayor and Aldermen on February 19, 1974:

Mrs. Grace Good, President of the Senior Citizen's Club was present requesting that the Board give financial assistance to their organization. She stated that they now have 240 members and the club has many activities which the elderly enjoy. The club serves a very useful purpose in promoting activities which enable its members to avoid loneliness. She especially requested that the board provide a meeting place for their group and furnish a portion of the director's salary or a full time director.

Mr. Frazier also was present stating that he had been attending the club for fifteen months and he has worked most of his life with youth groups and is aware that most cities, including Kingsport, spend thousands of dollars for recreation for the youth. He thinks the older people should be honored and receive some financial support. He cited other cities which provide space and other assistance for their Senior Citizens Clubs. Mr. Frazier also pointed out that twelve per cent of Kingsport's population is in the Senior Citizen age group, whereas nationwide only ten per cent. He cited recreational needs such as pool tables, ceramic kilns and secretarial help for their organization. He also pointed out and quoted passages from the Bible stating that we should honor our father and mothers which is another way of saying the elderly should have an honored place in the community.

In answer to a question as to how many of their group was from the County, Mr. Frazier stated that there were not very many at this time due to transportation difficulties.

The Mayor (Bevington) stated that he had recently met with J.T. Parker and Mark Alexander, who are interested in aiding the Senior Citizens and they have been requested to make specific recommendations.

In July, 1974, the program, as recommended, was placed in the Department of Parks and Recreation. The city-operated center marked the first time Kingsport had tailored a public recreation program specifically for senior citizens. The City Board of Mayor and Aldermen approved \$10,000 for the program and City Recreation Director Gabe Prescott indicated he was searching for qualified applicants to operate the program. Leon Dutka, who had been a minister in Elizabethton, was ultimately hired as the full-time director, replacing Jane Frazier, who had directed the Senior Citizens Center until the City took over its operation. The City budget of \$10,000 per year was supposed to pay

Dutka's salary and provide funds for the Center's operation. The members began selling crafts in order to supplement these funds.

Activities at the Center in 1974-1975 included square dancing, shuffleboard, bingo, noon meals, billiards, ping-pong, loom weaving, board games, ceramics, art classes, ballroom dancing, a beginning theatre group, and a "country store" where used items and crafts were sold to help generate funds for the Center's operation. The physical facilities consisted of five rooms plus a hallway for shuffleboard.

In March, 1975, the Kiwanis donated a 12-passenger van to the Senior Citizens Club. A Senior Center sponsored trip to Disney World followed by a Caribbean cruise took place in April, 1975. A few months later, Vicki Bragg was added to the staff to assist with the rapidly enlarging program schedule. Her responsibilities were many and varied under the title of Activities Coordinator. A request for State Title XX funds was made in January, 1976, at which time the Club had 650 members and was said to be growing at the rate of one member per day. A second Caribbean cruise took place in March, 1976. Activities at the Center had enlarged to include watercolor painting, exercise classes, macrame, sewing, theatre, and the first senior competitive men's softball team in Tennessee. Membership had risen to 750 by the fall of 1976.

On April 19, 1977, there was another appeal from the Senior Citizens to the BMA:

Mr. W.K. Nelms appeared on behalf of the Senior Citizens of the City of Kingsport. He thanked the Board for what has been done to this date. He stated the Senior Citizens were in dire need of a new Senior Citizens Center and would appreciate all the help the Board could give in obtaining new facilities. Mr. Nelms pointed out that Johnson City has four full-time and seven part-time employees. Mr. Nelms indicated some doubt that Senior Citizens should be under the Recreation Department. In response to question by Mayor Bevington as to how the 1,000 membership was constituted as to inside and outside the city, Mr. Nelms stated that approximately seventy per cent are city residents.

Mayor Bevington stated that it would probably be well for the Senior Citizens to take their request to Sullivan County Court for some participation by them on behalf of members residing in the County.

Mr. C. R. Sizemore, 2329 Jennings Drive spoke for the Senior Citizens stating that their current facilities could not accommodate their membership and reiterated the request for new facilities. Mr. Sizemore also expressed appreciation to City Manager Clark for his recent talk to the Senior Citizens.

After contacting all 48 Sullivan County magistrates, a large senior citizen delegation appeared before the court's Administrative Committee to press their case for an increased appropriation for their center. Impressed by the size of the membership and the diversified programming provided, the court awarded the Senior Citizens' Center a total of \$4,800 for fiscal 1977-78. Membership in the Kingsport Senior Citizens Center had grown significantly by this time to approximately 1200. The center also received a \$5,000 grant from the Tennessee Commission on Aging and a Title XX grant of over \$20,000 in federal funds, to be used for transportation of the elderly.

A major drama production by the Senior Center theatre group, under the direction of Joan Hensley, marked 1977. This was a unique play depicting the problems of aging. After playing in Kingsport, it was requested to be the first show staged at the newly remodeled Lemar-House Bijou Theatre in Knoxville.

On September 18, 1979, the BMA made the following resolution:

Upon motion of Alderman Cunningham seconded by Alderman Watterson to accept the low bid as recommended by the City Manager of Little Construction Co., for \$45,800 for the renovation and modification of the Senior Citizens section of Sevier Recreation Center as previously approved in the 1978-79 budget, and funded by Title V Grant with matching funds from the city, all present voting "aye".

During the 1980's several more improvements and renovations were made to the Senior Center facilities. In July, 1990, the first Senior Center Advisory Board was appointed by the Board of Mayor and Aldermen. Up to this time, former directors of the Center had included Joe Fuller, Tim Holland, Joan Hensley, Leon Dutka, Jerry Derrick, Brenda Merritt, Gabe Prescott and Kitty Frazier.

In July, 1990 the Senior Center Advisory Council was first appointed by the Board of Mayor and Aldermen. Also in that year, the City of Kingsport began an extensive remodeling of the Old John Sevier building. During this construction period, the Senior Center moved to temporary quarters provided by the American Legion. When the renovation was complete, the Senior Center moved back into the old school building. On April 7, 1991, the John Sevier Recreation Building was renamed the Kingsport Renaissance Center in a ribbon cutting ceremony. The Area Agency on Aging applied for and obtained space in the new facility for a Nutrition Program. Also around this time, the Kingsport Senior Theatre Association merged with the Senior Citizens Center. Mayor Hunter Wright attended the Senior Center Advisory Board meeting in July, 1991, and stated, "the Advisory Board was established to help study the needs of over 11,000 seniors in this area and then report to the Board of Mayor and Aldermen their thoughts and ideas. This will help the Mayor and Aldermen to work toward enhancing the quality of life for all of our senior citizens."

In 1993, a formal Senior Focus Session was held to allow senior members to voice their needs and wishes. Many suggestions were made for improving the Senior Center addressing the facility itself, programming, and specific budget requests. These ideas included Atrium furniture, a swimming pool, a fitness center, additional classes and trips, a pottery wheel, horseshoe pits, a putting green, tennis courts, a croquet court, a picnic area, a Wellness Center, and organization of a "Friends of the Center". Senior Center Director Nancy Hicks reported on the Senior Focus Session to the Advisory Council in June, 1993, stating the seniors intended "to create a Senior Wellness Center that will be the greatest health spa in the world."

Subsequent Focus Sessions were held in 1994 and 1996. These were effective in making many minor property and program improvements, however, a swimming pool was never realized. In February, 1996, the membership age was reduced to 50 in order to accommodate Senior Olympic participation.

Director Nancy Hicks reported in December, 1996, that the staff had suggested standing committees as part of the Senior Advisory Council structure. The staff felt that this would allow more senior input into the center. The following committees were formed: Wellness, Educational, Recreational, Cultural,

and Administrative & Property. Each committee had two Advisory Council members and at least three Senior members.

A computer lab with 5 computers was opened in March, 1998. Computer classes were offered the following January, and were so popular that a lottery was required to select class members. By September, 2001, the lab had expanded to 13 computers. Work began on an internet website in July, 2002, and it was up and running by April, 2003.

The director's report to the Advisory Council in January, 2003, noted "the balancing act that most senior centers are going through now, as they struggle to maintain services for an increasingly needy older population while trying to attract baby boomers. The baby boomer mentality is very different from their parents and grandparents -- they come to senior centers to learn, to exercise, and be entertained. A well-rounded Level IV senior center should accommodate everyone."

By November, 2003, the *Friends of the Kingsport Senior Center* was finally in operation, accepting memberships and donations in order to assist the Center with capital improvements and programming. The first few years of the new century were fraught with budgetary cuts, loss of staff positions, and a decrease in the operation hours. After much discussion, this finally led to an increase in membership fees (resident fee from \$5.00 to \$15.00) for the 2004 fiscal year.

\* \* \* \* \*

Today the Renaissance Center is owned and managed by the City of Kingsport. All of the first floor is assigned to the Kingsport Senior Center, while upper floors house such organizations as the City's Cultural Service's Division, Arts Council of Greater Kingsport, Kingsport Theatre Guild, Kingsport Symphony Orchestra, Kingsport Art Guild, and Suzuki Talent Education of Appalachia, meeting rooms, the Atrium, and a 350-seat theatre. The Senior Center has grown from 1,500 members in 1998 to 5,696 members in 2025. The daily average attendance has risen from 150 to 470 and is the highest in the State of Tennessee. The Kingsport Senior Center is used as a model for Senior Center programs across the State.

The Senior Center is now facilitating programs in 6 Branch Site locations due the limited size of the rooms and programming space at the Renaissance Center. One of the Branch site locations is the Lynn View Branch site complete with exercise room, billiards room, computer lab, office space, and the Senior Artisan Center. The Center continues to achieve its mission of being a community resource dedicated to enriching quality of life for are seniors.



Attach 3



# KINGSPORT SENIOR CENTER

*the fun begins at 50*

# FY/2025 Annual Report



## Mission Statement/Vision Statement/Values Statement

### MISSION STATEMENT

The Kingsport Senior Center is a community resource dedicated to enriching the quality of life for area Seniors.

### VISION STATEMENT

To be widely recognized for excellence in creating a welcoming and safe environment where Seniors are empowered to be active and involved.

### VALUES STATEMENT

The Center Values: Advocacy of Senior issues, promotion of stimulating educational opportunities, and encouragement of community involvement and volunteerism.

### SENIOR CENTER ELIGIBILITY

The Kingsport Senior Center membership is open to anyone who is 50 years of age or older. Membership fees are \$25.00 per year for City residents and \$45.00 per year for Sullivan County residents and \$70.00 per year for residents living outside of Sullivan County. Also, some Insurance covers the cost of membership if they have Silver Sneakers, Silver and Fit or Renew Active. Scholarships are available.

## Reflections from the Director

As I reflect over the 2024/2025 fiscal year I am amazed at the growth and participation numbers of our membership. The Center's membership grew to a record number of 5,627 members. Our annual virtual impressions held strong at 2,126,066

this includes Facebook, Instagram, Twitter, and YouTube. We are truly building a Virtual Center alongside of our physical sites. This is quite an accomplishment, one we are proud of, and one that is a rarity among other Tennessee Senior Centers. The Center was awarded a \$20,000 TCAD grant this year to continue its virtual quest, and a \$100,000 grant for the Administrative offices' renovation, and new multi-purpose programming room.

The Senior Center also had many great partnerships this year. Our continued partnership with the Aquatic Center allowed our seniors use of the pool during set hours. The seniors really enjoy this benefit with their membership. The partnership with TNT Sports Center helped relieve the ever-growing shortage of pickle ball courts in the colder months of the year. TNT also put in permanent pickle ball lines on 4 courts, and our members love the opportunity to play there.

The commitment that the Senior Center staff made in 2024/2025 to the excellence of member services has resulted in record number daily attendance and membership.

I am excited to see the results of this added effort, along with current renovation project completion, continue in the upcoming fiscal year.

Shirley Buchanan

Director/Kingsport Senior Center

## Reflections from Advisory Council Chair

2024/2025 was another good year for the Kingsport Senior Center and its members. Membership continued to grow. New activities, programs and services were added. The ability to participate remotely and access resources digitally continued to expand. The committed, caring and skilled staff and volunteers worked hard to enhance the services and experiences for all our seniors.

The Kingsport area is indeed fortunate to have a fine Senior Center that provides opportunities to improve health, learn new skills and hone one old ones, meet new friends and enjoy the company of old ones, travel, enjoy mental and physical competitions and improve one's health.

It would take pages to describe all the ways the Center enriches the lives of its members. There are various crafts, dancing, exercise classes and equipment, musical instruments training, foreign language classes, games, sports, social events, wellness programs, etc. Services are provided at the Main Site, the Lynn View Branch, First Broad Street United Methodist Church, Colonial Heights United Methodist Church and the Aquatic Center.

All indications are that membership and programs will continue to grow in the new year. It is an honor to be involved with the amazing Kingsport Senior Center.

**Rick Currie**  
Senior Advisory Council Chair  
(Outgoing Chair February 2025)

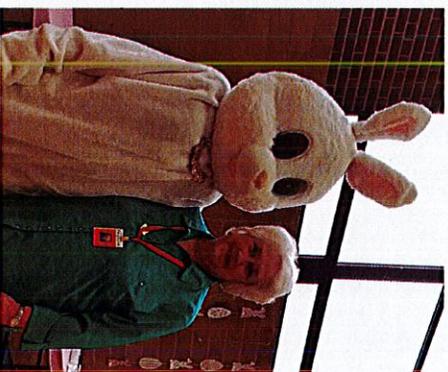
# Volunteer Program

“SMILE” - SENIORS MAKING INDIVIDUAL LIVES EXCITING!

The Center created the “SMILE” name for our volunteer program in 2014. “SMILE” meets on the second Wednesday of every other month; speakers are invited from other volunteer agencies to talk about their volunteer needs and discuss monthly volunteer opportunities for the Senior Center.

## Seniors Making Individual Lives Exciting S.M.I.L.E

The Center had 10,193 volunteer hours reflecting a cost savings of \$354,598 during the 2024-2025 fiscal year



*The Senior Center is a great place to visit, exercise and meet new people. There is something to do for everyone.*  
~Velma Poore~

# Special Events

## Volunteer Appreciation Lunch

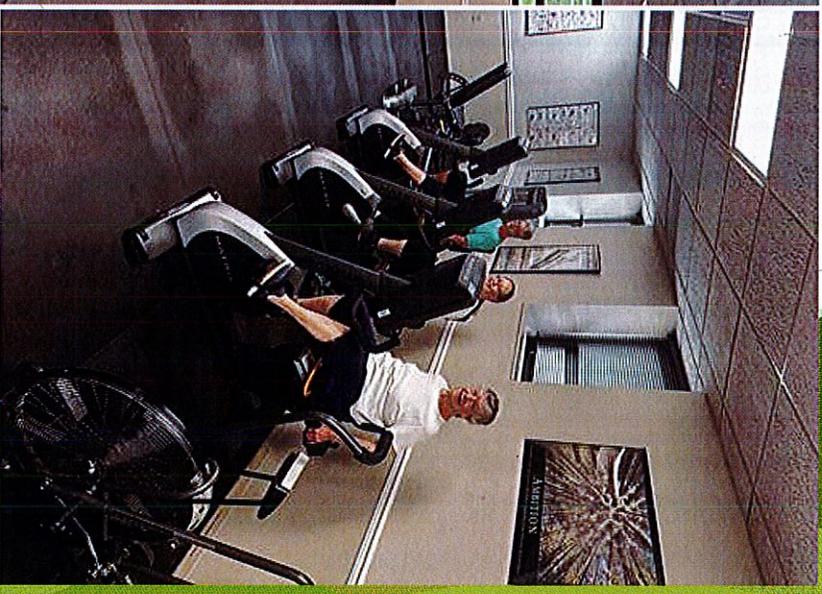
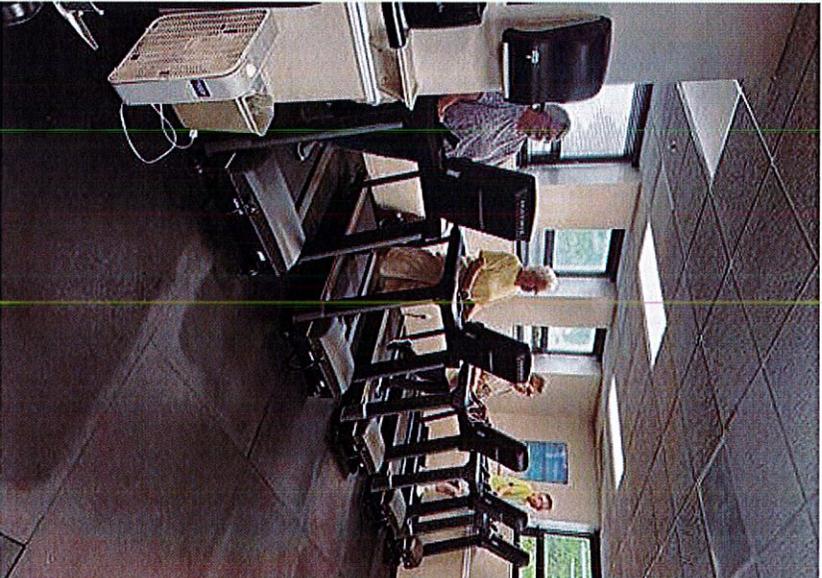


## Wellness

Our Wellness Department offers a variety of programs and wellness seminars for enriching the lives of older adults. Our wellness programs have classes for all seniors, those who are very active and those who are limited in mobility. The Kingsport Senior Center's exercise room offers the best state-of-the-art workout equipment for their daily workout. In FY2025 there were 175,171 units/hours of use.

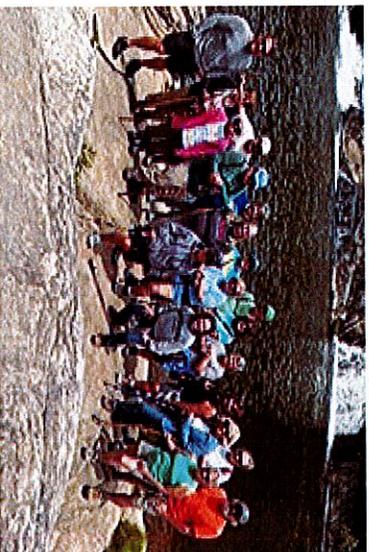
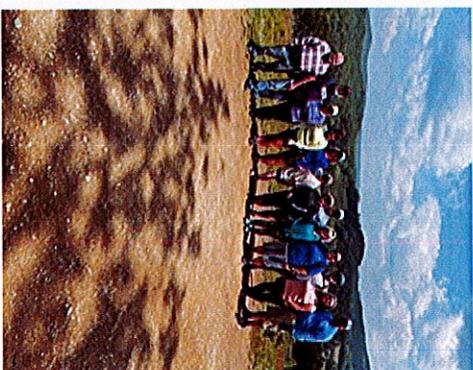
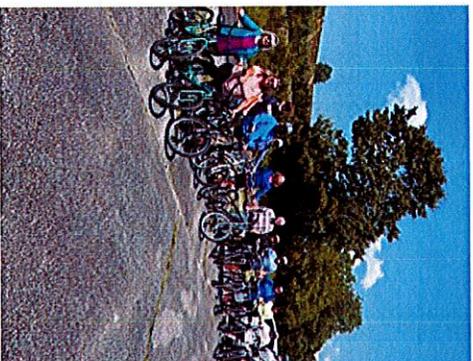
### EXERCISE ROOM EQUIPMENT INCLUDES:

- 3 - Airdyne Bikes
- 1 - Body Solid Dip Station
- Dumbbell Set - Weights Range from 5lbs to 50lbs
- 5 - Matrix Lifestyle Treadmills
- 3 - Matrix Performance Recumbent Bike
- Multi-Stack Station / 4 Stations - Multi Press, High/Low, Leg Ext/Curl, Leg Press
- 1 - Muscle Max Cross Cable Station
- Muscle Max Inner/Outer Thigh (Standing)
- 1 - Octane XR6000 Recumbent Elliptical (Sitting)
- 1 - Octane XT-One Elliptical (Standing)
- 4 - T6 Max Recumbent Cross Trainer (NuSteps)
- 1 - True Inner/Outer Thigh (Sitting)
- 1 - True Knee Raise-Ab Crunch
- 1 - True Leg Press
- 1 - True Low Back Extension
- 1 - UE8 Max Upper Body Ergometer



# Wellness

## How has the Senior Center exercise programs enriched your life?



*I Have been participating in the center's wellness classes for the last 2 1/2 years. I am enjoying them immensely! I have more energy and just feel better overall. I believe the strength training classes have saved me from falling multiple times, overall, I am just stronger. I would recommend the program to anyone wanting to gain strength, improve balance, and meet great people!*  
~Judy Hicks~

*The wellness and exercise at the Senior Center has enriched my life. It has given me more energy, improved my mental health, and has helped me maintain my weight and blood pressure. I have established community friendships after moving to a new city.*  
~Minnie Mcgriffin~

*The exercise programs have helped me stay active and energized. I just retired this year and was searching for a place to join and I found the place!*  
~Edith Leeper~

## Senior Center Advisory Council

The Advisory Council is a diverse group of members and community leaders, appointed by the Mayor, who advises on policies and procedures.

The mission of the Council is to identify needs and make recommendations to improve the services of the Center, advise, assist in the implementation of policies, and to interface with the senior community, the Board of Mayor and Alderman and the staff.

Senior Center Advisory Council Members:

Anna Walters (Incoming Chair May 2025)

Paul Buonaccorsi

Terry Cunningham

Charles Davenport

Ella Deakins

Brenda Eilers

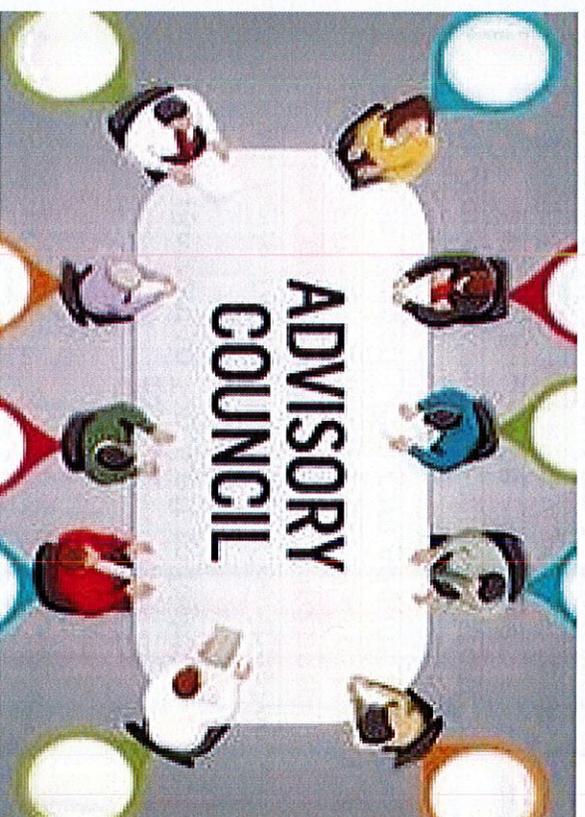
Xue Xiaoli

Linda Ford

Ernie Koehler

Kenn Naegele

Rick Valone



# Kingsport Senior Center Staff Directory



## Staff

(Bottom to Top, Left to Right)

Michelle Tolbert - Branch Coordinator

Lori Calhoun - Program Coordinator

Lainie Eastep - Administrative Assistant II

Cameron Waldon - Program Administrator

Vickie Duncan - Program Assistant

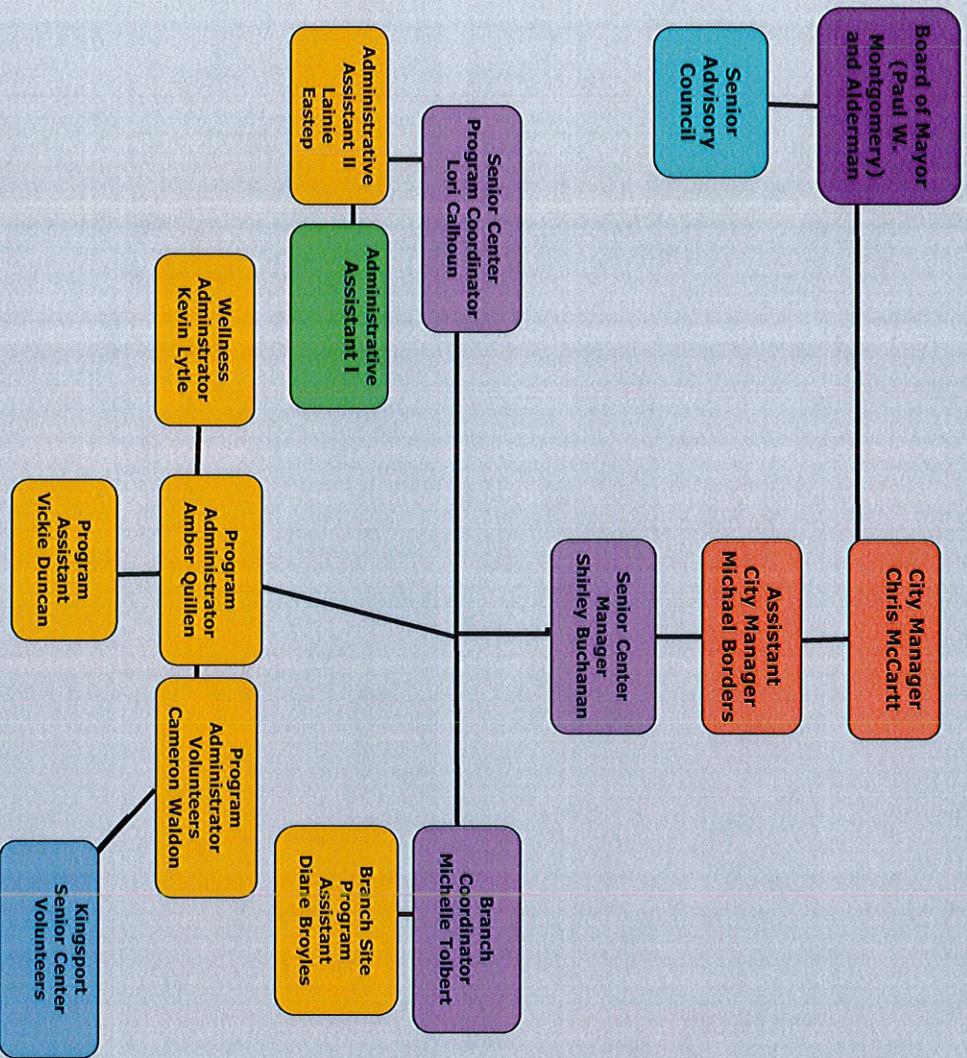
Diane Broyles- Program Assistant

Shirley Buchanan - Manager

Kevin Lytle - Wellness Administrator

Amber Quillen- Program Administrator

# Kingsport Senior Center Organizational Chart



- Legend**
- Elected Officials
  - Mayoral Appointment
  - City Administration
  - Exempt-Salaried
  - Full Time
  - Volunteers

## Strategic Plan 2025

### Strategic Goal # 1: Ongoing Programming/Membership: Maintain and improve quality membership

Objectives	Actions	Responsibility	Timeline
Provide quality, diverse programming to meet current and future needs	<ul style="list-style-type: none"> <li>Train staff to identify current trends in senior programming to meet membership and community expectations</li> <li>Utilize evaluation tools, national staff training, and other forms of membership and community input in program planning</li> </ul>	KSC Staff KSC Advisory Council	Annually

### Strategic Goal # 2: Facility: The continuing improvement of our current facility with the realization that a new facility is needed

Objectives	Actions	Responsibility	Timeline
Educate community on facility needs	<ul style="list-style-type: none"> <li>Communicate capacity limitations, inadequacy of current facility (parking, accessibility, bathroom facilities, HVAC, lighting, etc.)</li> <li>Evaluate upcoming needs due to impending Lynn View facility closure</li> </ul>	KSC Staff KSC Advisory Council KSC membership	Annually
Communicate additional statistical and anecdotal information in support of present and future facility needs	<ul style="list-style-type: none"> <li>Visit other facilities, gather statistical information, interview stakeholders</li> </ul>	KSC Staff KSC Advisory Council BMA	Annually

## Strategic Plan 2025 (continued)

Strategic Goal # 3: Funding: Secure Funding for current and future needs

Objectives	Actions	Responsibility	Timeline
Secure funding for current needs	<ul style="list-style-type: none"> <li>Seek grants, sponsorships, endowments, gifts, bequests; reestablish Friends of the Senior Center</li> <li>Approve annual budget</li> </ul>	KSC staff KSC Advisory BMA KSC membership	Annually

Strategic Goal # 4: Marketing/Public Relations: Effectively market the Senior Center and its benefits.

Objectives	Actions	Responsibility	Timeline
Evaluate and improve marketing strategies	<ul style="list-style-type: none"> <li>Review current and seek additional opportunities for community awareness</li> <li>Pursue the newly identified opportunities</li> </ul>	KSC staff KSC Advisory Council KSC Membership	Annually

## Accomplishments on Strategic Plan

Objective - Identify current and future needs to support programming

Action Taken -The Senior Center applied for and received an \$20,000 TCAD grant. The grant was used for the continuation of virtual programming at the Lynn View Branch site. The Kingsport Senior Center is a leader across the state for virtual programming and has built a remarkable virtual presence for the Center and our members. We have also identified this as a need going forward, so the KSC will continue in providing a permanent virtual senior center.

Objective - Educate the Senior Center Advisory Council on current and future budget needs

Action Taken - Presentations to the Council on the annual and the capital improvements budgets have been given.

Objective - Secure funding for current needs

Action Taken - During the 24/25 fiscal year the staff received a \$100,000 grant for the Administration Offices and Multi-purpose Renovation Project. Funds from the Senior Advisory Council and an established project completed the funds for a total of \$280,000 for the project. Project set to begin November of 2025.

Objective - Evaluate and improve marketing strategies

Action Taken - The KSC website had a renovation this year adjusting the mobile view to better accommodate those that use their cellphone to check program offerings. The Kingsport Senior Center Staff has built a very active Facebook group with 7,300 followers and over 2.3 million impression for fiscal year 24/25.

## Classes/Recreational Programming

The Mission Statement of the Kingsport Senior Center states that it is a community resource dedicated to enriching the quality of life for seniors in Kingsport and the surrounding area. The Center values advocacy of senior issues, promotion of stimulating educational opportunities, and encouragement of community involvement and volunteerism.

The Kingsport Senior Center is a welcoming active center for seniors age 50 and older to learn new life experiences during this “FUN” phase of life.

The question asked before new programming is started is “In what way does this activity contribute to meet this goal?” and further “Does it contribute in a positive way to the general balance of existing services?”

Specific questions are addressed as to whether any proposed new program meets one or more needs of the participants being served at the Senior Center - social, intellectual, cultural, economic, emotional, and physical needs. Would this program meet the participant’s particular interests? Would this program promote personal growth with a sense of self-worth and confidence? Would the new program promote relaxation, socialization and enjoyment by the participating individual?

Consequently, the Kingsport Senior Center’s Mission Statement, with a clear understanding of the purpose of the Center and its existence, is the standard by which new and existing programs are allowed to continue or be introduced.

## Leisure Services Report

MEMBERSHIP - 5627 Members (includes 4384 city members, 375 Sullivan county, and 868 other counties members), 4124 Members were on a Health Reimbursement Plan (Renew Active, Silver & Fit, or Silver Sneakers)

AVERAGE DAILY ATTENDANCE - 470 members

STRUCTURED RECREATION - 67,778 units and 6,514 members

EDUCATION/TRAINING (other than health) - 6,941 units and 795 unduplicated members

WELLNESS - 68,727 units and 6,957 members

\*Includes: Blood Pressure Checks, Exercise Room, Exercise Classes, Wellness Seminars

TRIPS/SPECIAL EVENTS - 2,248 units and 1344 unduplicated members

SENIOR SERVICES - 31,462 units and 30,994 visits

\*Includes: Classes, Information & Assistance, Seminars, Transportation, Telephone Reassurance

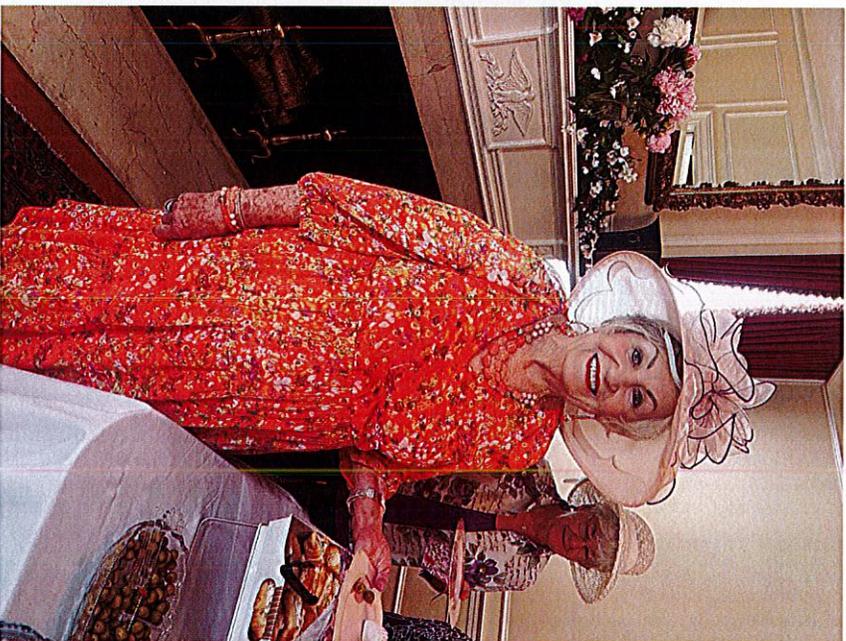
VOLUNTEERS - 10,193 total volunteer hours for average of 77 volunteers. \$354,598 savings with the use of volunteers

BRANCH SITE TOTALS - 39,417 units and 3,294 unduplicated members

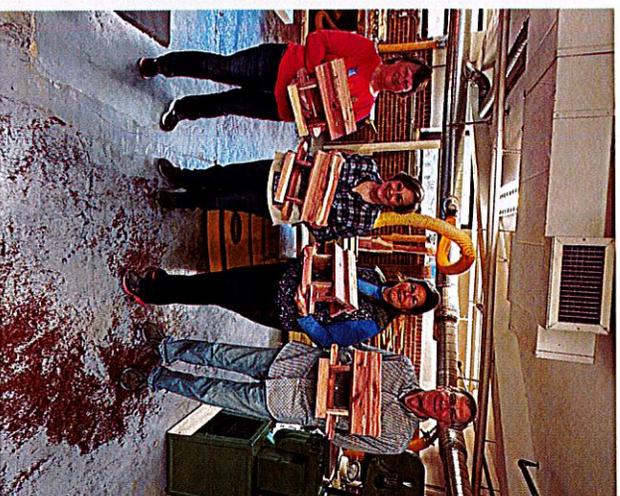
\*Note: A unit equals an hour of time.

VIRTUAL IMPRESSIONS- 2,126,066

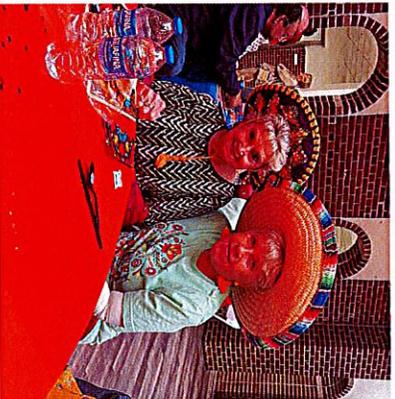
# Special Events



# Special Events

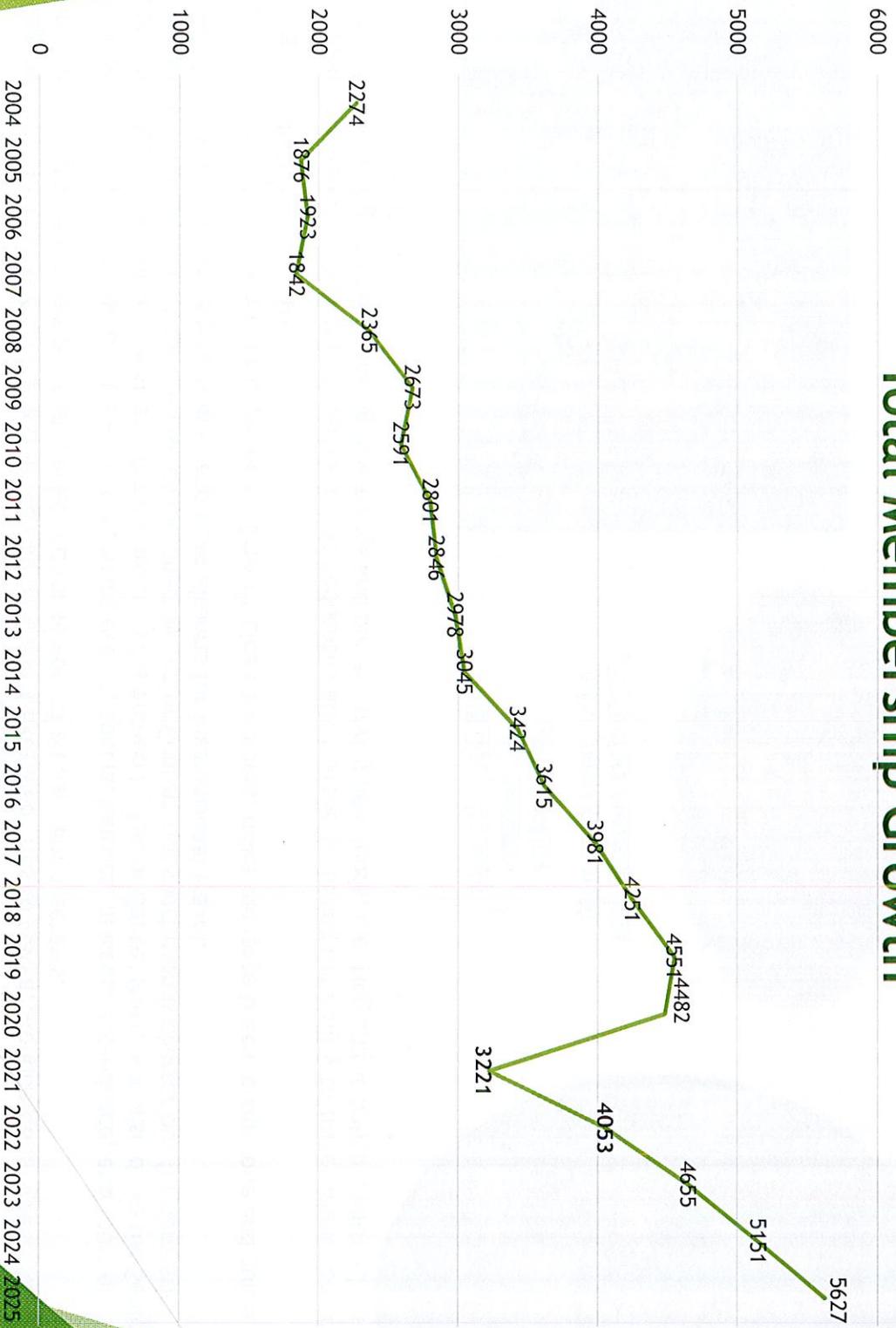


The Special events are great! The cost is cheap, food is good, and the door prizes are fantastic. We love the location, convenience, and have met many new friends. The staff is very friendly and accommodating.  
 ~Evelyn Parker~



We enjoy coming to all the events at the Senior Center. Always friendly people, good food, and staff/volunteers are great. There is always something going on and we love to attend all the events.  
 ~Marlene Hickman~

# Total Membership Growth



## Senior Trips

During the Fiscal Year 2024/2025 there were 48-day trips and 4 Extended Trips to Alaska, Albuquerque, Greece, & Spain. Trips are planned, organized and specialized for seniors of all ages and interests.

The different day trips include theatre events, sporting events, special lunches, museum attendance, and tours of educational interest and historical sites. These trips are chaperoned by Senior Center staff, who also drive the Senior Center buses. The Extended trips are also chaperoned by Senior Center; transportation is charter bus for domestic travel as well as charter transportation to and from airports for international travel.

Most of the Senior Center staff are Commercial Driver's License holders, drive the large buses, chaperone and guide large groups on these day trips.

Many members describe their travel experience as "educationally beneficial, loving the ability to travel when I can no longer drive, learning and experiencing new things and places, trying new foods, meeting and socializing with others, all at a reasonable price."



48 Day trips with  
980 Members  
participating

4 Extended trips with  
320 Seniors participating



# Financial

## REVENUE BREAKDOWN FOR 2024/2025

Membership Fees -	\$ 36,620
Transportation Fees -	\$ 3,245
FTAAAD Grant -	\$ 32,000
<u>TCAD Grants-</u>	<u>\$ 120,000</u>
Total for General Fund	\$ 191,865
<u>Corporate Donations -</u>	<u>\$ 91,040</u>
Total for Senior Advisory Council Funds	\$ 122,670
<u>Total Revenues for 2024/2025</u>	<u>\$ 314,535</u>

## Financial (continued)

### STRATEGIC PERFORMANCE

- Partnership with Times News for ½ to full page article and advertisement every Sunday at no charge. The Times News is also printing and inserting the Centers monthly newsletter. This is a tremendous cost savings; the circulation of the newsletter has been increased to over 10,000 units and is at no cost to our membership. This is a cost savings of over \$150,000 annually.
- Senior Center staff applied for and received several grants. A \$100,000 TCAD grant that is being used for the current renovation. A \$20,000 TCAD grant used to maintain our virtual programming for the year.
- The S.M.I.L.E. volunteers donated 10,193 hours of time that equals \$354,598 in value added to the Center staff.
- The KSC formed a partnership with TNT for pickleball court use. The Center uses the 4 courts 384 hours a year for a cost savings of \$69,120 annually.

## Financial (continued) BENCHMARKING

EXPENDITURES	ACTUAL	ACTUAL	ACTUAL
	FY 2023	FY 2024	FY 2025
Personal Services	\$541,509	\$663,174	\$687,858
Contractual Services	\$250,408	\$231,185	\$242,485
Commodities	\$48,260	\$44,891	\$50,732
Other Expenses	\$19,858	\$19,858	\$11,848
Insurance	\$569	\$569	\$569
Capital Outlay	\$0	\$0	\$0
Total Department Expenses	\$860,605	\$959,677	\$993,132
Total Excluding Personal Services	\$319,096	\$296,503	\$305,274
Personal Services as a % of Budget	63%	69%	69%

Actual Utilities for the entire building 2024/2025 fiscal year were \$154,305 equaling 50% of the non-personal service's actual expenditures, and 15.5% of total Senior Center expenditures.

## National Accreditation

### The Kingsport Senior Center Is Nationally Accredited

The National Institute Of Senior Centers (NISC) re-accredited the Kingsport Senior Center in December of 2019. The KSC at Lynn View was also accredited in December 2019, giving the Kingsport Senior Center 2 of the 10 Nationally Accredited Centers across the State of Tennessee. Successfully achieving accreditation status takes the work of many people both in the Senior Center and the community. The Kingsport Senior Center demonstrated outstanding leadership and commitment to quality programs and services throughout the process. Countless hours of preparation went into this result. Staff, Volunteers, and the Accreditation Committee have much to be proud of. The following is a list of the Centers strengths as observed by the NISC Peer Reviewer:

- The staff and volunteers have a great working relationship and rely on each other to ensure participants get the best service possible. They go above and beyond expectations.
- The Center has an impressive woodshop overseen by talented volunteers. In addition to woodshop safety and basic woodworking classes, these volunteers also conduct dulcimer-making classes. Participants in these classes have not only created beautiful dulcimers but have joined other dulcimer musicians to form a dulcimer music group that performs in the community, emphasizing our local music culture.
- Excellent volunteer program “SMILE - Seniors Making Individual Lives Exciting” with a comprehensive manual and promotional items including new and different T-shirts annually.
- Impressive Accreditation Committee process involving several stakeholders (participants, volunteers, advisory board, community reps). A “best practice” included an accreditation kick-off event that included an “Accreditation Process Skit”.
- Very active pickle ball program.
- Well-developed fitness center overseen by its own specialized Wellness Coordinator.
- The Center has excellent marketing tools and promotional materials including social media, web site, printed materials, radio/TV and annual report.

## Kingsport Senior Center Branch Sites

KSC@Lynn View Branch Site, 257 Walker Street Kingsport TN, Monday - Friday, 8:00 am - 2:30 pm

First Broad Street United Methodist Church Branch Site, 100 E Church Circle, Kingsport, TN

Colonial Heights United Methodist Church, 631 Lebanon Road, Kingsport, TN

Kingsport Aquatic Center, 1820 Meadowview Parkway, Kingsport, TN

V.O.Dobbins, Sr. Complex, 301 Louis St. Kingsport, TN

TNT Sportsplex, 600E Main Street, TN 37660

### Virtual Sites:

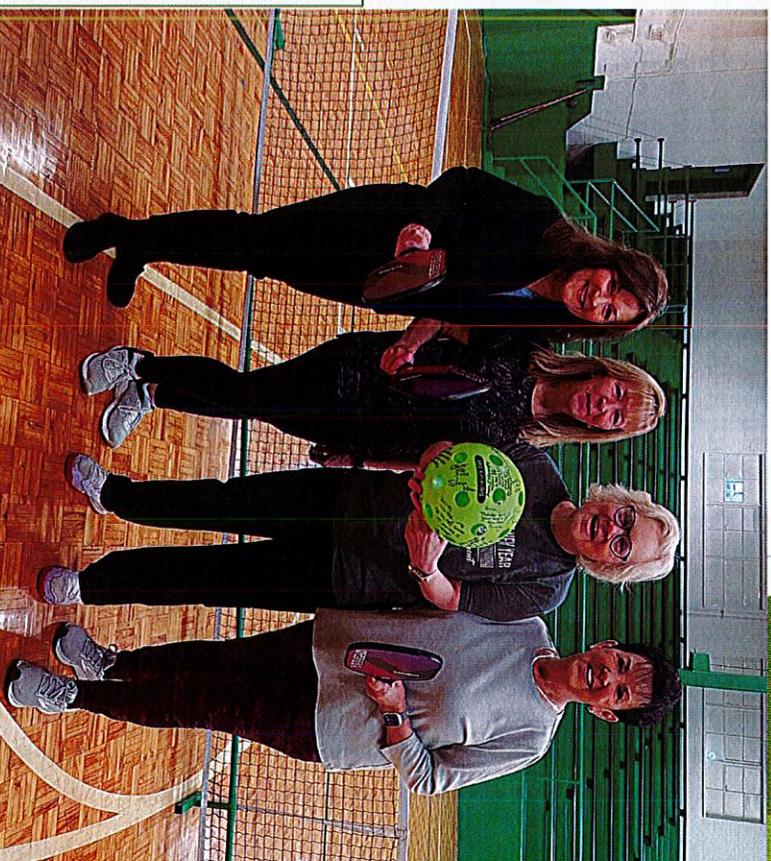
Kiwanis Towers, 2701 E. Center Street #216, Kingsport, TN 37664

Sullivan County Library, 1655 Blountville Blvd, Blountville, TN 37616

Maple Oaks , 818 Maple Oak Lane, Kingsport, TN, 37660

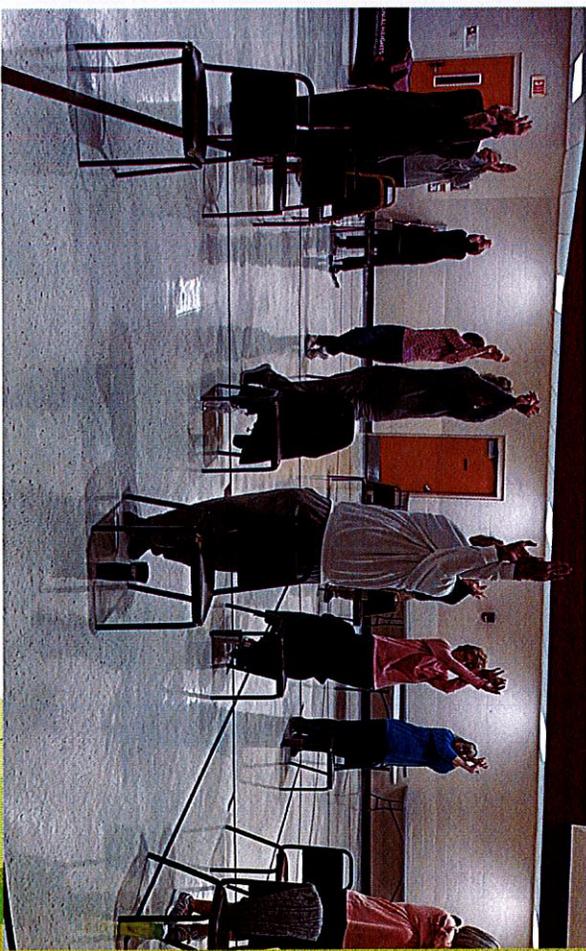
*The Senior Center is my "happy place". There seems to be no end to the variety of classes and activities available. I participate in several activities, pickle ball at multiple sites at times set aside for seniors! In addition, drills and classes for pickle ball are at Lynn view and so valuable to keep me aware of being safe and moving not to fall. I love the tai chi, Spanish class, neuro yoga, and piano lessons that keep my mind and body active. What an amazing bargain joining the Senior Center, the minimal cost for so many activities and classes and fun to be had. Senior Center staff at all sites build a safe caring environment for seniors to preserve our physical, mental, and spiritual well-being! Thank you, I am so grateful!*

*~ Glenda Short~*



## Branch Sites

### Colonial Heights United Methodist Church



*I have been attending Terri's classes for about three years now and have always found them to be important for my health and providing companionship from others who attend. Terri is very conscientious in running the class and makes sure that any new members understand the exercises and how to follow the various positions. Terri is always adding new yoga moves to keep the class "fresh".*

*~Rod Barnett~*

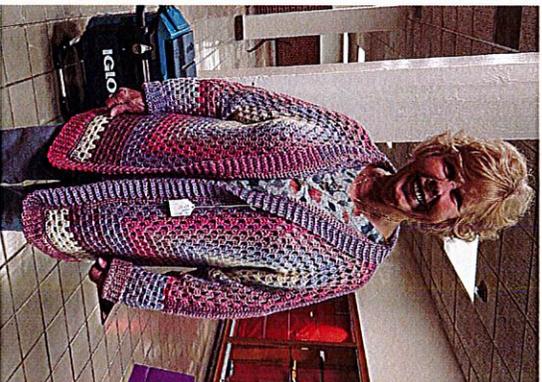
## Senior Artisan Center

The Kingsport Senior Artisan Center is a consignment gallery for all regional artists who are 50 years of age or older. All work in the Center is handcrafted and contains a variety of items including pottery, handmade cards, paintings, knitting, photography prints, crochet, jewelry, clothing, wood carvings, basketry and soaps. All items pass through a jury selection process for entry into the Artisan Center. Proceeds from sales go directly to the artisan member and to support the Kingsport Senior Artisan Center.

The Artisan Center is located and open to the public at Lynn View Senior Center Branch Site, at 257 Walker Street, Kingsport, TN.

The hours are 8:30 am to 2:30 pm, Monday - Friday.

Many Senior Center members are also members of the Kingsport Senior Artisan Center.



*As a member of the Artisan Group at Lynn View, I enjoy getting together with fellow artisans at our meetings. I appreciate having the Spring and Christmas fairs and the Artisan Shop to showcase our crafts. Thanks for all your hard work!*  
~ Karen Young~



## Meals

The First Tennessee Human Resource Agency's, Meals on Wheels program provides the Kingsport Senior Center with lunch time meals for their members that are called Congregate meals. They also provide homebound meals to the Kingsport Community. These meals are managed at the Kingsport Senior Center with a facility agreement.

MONTH	YEAR	HOMEBOUND	CONGREGATE
JULY	2024	822	599
AUGUST	2024	1599	561
SEPTEMBER	2024	1042	599
OCTOBER	2024	1301	551
NOVEMBER	2024	899	479
DECEMBER	2024	1121	498
JANUARY	2025	1389	510
FEBRUARY	2025	1222	451
MARCH	2025	1372	493
APRIL	2025	1044	530
MAY	2025	1368	605
JUNE	2025	1006	601

## **Kingsport Area Transit System (KATS)**

### **Kingsport Area Transit System (KATS), 900 E Main St, Kingsport, TN**

Through partnership with KATS (Kingsport Area Transit System), the Senior Center offers ADA/Paratransit transportation to members needing such transportation, to and from the Senior Center.

During the year, rides were provided by the Kingsport Senior Center for seniors, who, otherwise would have no other way to join life-enhancing activities provided at the facility.









### **Kingsport Senior Center Staff Experience**

**Director/Manager-** Shirley Buchanan has worked for the City of Kingsport at the Kingsport Senior Center for 27 years. During that time she has held two positions first as a Program Coordinator for the first 7 years, and second as the Director for the past 20 years. Shirley has led the Center into its largest membership growth reaching a new milestone in 2025 of 5696 members annually. She has also led the Center through the National Accreditation process achieving accreditation in May of 2015, and re-accreditation in 2020. She has also led the Center through the process of opening a Branch Site to handle the membership growth and accreditation for that site in 2020 as well. Previous to working at the KSC, Shirley worked as an Activities Coordinator and a Regional Activity Coordinator trainer for "The Oaks" a multi facility Assisted Living group in Thomasville, N.C. She received many awards while there including "Staff that made the most difference", several years in a row. Shirley has over 37 years' experience working with senior adults.

**Branch Coordinator-** Michelle Tolbert- Graduated from ETSU May 2000 with a degree in Child and Family Studies with a minor in Public Health, accepted a job at Johnson City Seniors' Center July 2000 as a Health and Education Coordinator (2003), promoted to Program Manager (2003-2006), was the Branch Coordinator (2006 – 2009), awarded Outstanding Team member 2008. Accepted the job for City of Kingsport as Program Leader 2009 – 20012, Branch Coordinator 2012 – present. Completed UT Municipal management training 2009. Attended ONE Kingsport Mayor's Summit 2015. Michelle has been involved in providing services for seniors for 26 years.

**Program Leader-** Amber Quillen-has been an employee of the Center for 15 years. She started in 2012 as a program assistant and in 2015, was promoted to a program leader. Amber plans all the classes and special events at the Center. We have over 20 different classes, which are offered daily, and we do at least one special event a month. She is responsible for finding instructors and also planning and finding sponsorships for special events. Along with the position, she also holds a CDL driver's license and drives a 24 passenger bus that we use to take seniors on various trips. She has her Undergraduate Degree in Sports Management from the University of Virginia's College at Wise and her Master's Degree in Physical Education (K-12) from East Tennessee State University.

**Program Coordinator-** Lori Calhoun is the Program Coordinator that supervises all budget, travel, and reporting. She has been in her present position for 11 years and was previously our Senior Center Secretary. The following is a list of duties and experience Lori has; she develops relationships with local agencies to schedule Senior Support programs, operates a senior services phone hotline and connects those in need with referrals for appropriate help, meets and assists individuals with Senior Service's needs, manages non-profit organizational budget, manages Artisan Center budget and commission based sales, manages supplies, develops/ coordinates /and supports technology use in Senior Center programs, schedules and negotiates travel contracts for group travel of older adults, manages vendor support to ensure proper setup of vendors and payment submission for all vendors, coordinates with procurement and accounts payable, submits program refunds requested by members. Lori holds the following certifications; Commercial Driver's License State of Tennessee, CPR American Heart

Association | American Stroke Association, AED American Heart Association | American Stroke Association, SHIP Volunteer State Health Insurance Program

**Wellness Coordinator-** Kevin Lytle is the Wellness Coordinator with 25 years of experience who plans, develops, and coordinates all health and wellness programs and education for the Kingsport Senior Center. Oversees and maintains the Wood Shop machinery and Exercise Room equipment. Completed Level I and Level II of the Municipal Management Academy in May 2009. He enjoys cooking for his family and spending time with his two grandchildren.

**Program Leader/ Senior Services and Volunteers-** Cameron Waldon is a Program Leader for the Kingsport Senior Center; she has been employed with the City of Kingsport for a total of 13 years. Cameron has a passion for programming, is gentle with the seniors, and is beloved by our senior members. Cameron has her CDL and drives on day trips for the Center. She plans and coordinates our Senior Services and is a fantastic Volunteer Coordinator.

**Program Assistant-** Vicki Duncan has worked for the Senior Center for a total of 2.5 years she has received her CDL and drives our 24 passenger bus on day trips. Vickie is very creative and helps bring the Centers programs to life with all manner of creative program themes. She really brings the Leaders ideas to a reality.

**Program Assistant-** Diane Broyles has worked for the City of Kingsport for 14 years of those 11 years were for the Kingsport Senior Center. Diane has worked the Secretary position and is now in the program assistant position for the past 7 years. Diane has vast experience working with people as she has her cosmetology license and worked in that profession most of her life. Diane is also very gifted working with computers and software. She is our go to person for Mona Mi, My Senior Center, ETRAC, and now Civic Rec. She has been instrumental in setting up our Senior Artisan Center. Diane is also the go to person for the Senior Center with all things computer software.

**Secretary –** Lainie Eastep is the Secretary at the Kingsport Senior Center. She has been working with seniors for the past 2 years here at the Center. Lainie is proficient in Mona Mi, My Senior Center Exel, Word, Publisher, and CivicRec, she handles all the financial deposits and cash drawer reconciliation reporting for the Center. She handles all memberships and membership related details.

1.
    - a. Shirley Buchanan
    - b. Lori Calhoun
    - c. Michelle Tolbert
    - d. Amber Quillen
    - e. Kevin Lytle
    - f. Cameron Waldon
    - g. Vickie Duncan
    - h. Diane Broyles
    - i. Lainie Eastep
    - j. Vacant/Temp
- |   |
|---|
| <b>Manager/Director</b>                     |
| <b>Program Coordinator</b>                  |
| <b>Branch Site Coordinator</b>              |
| <b>Program Leader</b>                       |
| <b>Wellness Coordinator</b>                 |
| <b>Pro. Leader/Sen. Services/Volunteers</b> |
| <b>Program Assistant</b>                    |
| <b>Program Assistant</b>                    |
| <b>Secretary</b>                            |
| <b>Office Assistant</b>                     |

# SENIOR CENTER

Attach 5

KINGSPORT SR. CTR.	No Ans	Never	Seldom	Sometimes	Almost Always	Always
1 Center staff is friendly and courteous	0 0.0%	0 0.0%	0 0.0%	2 1.7%	12 9.9%	107 88.4%
2 Center staff is willing to help with my problems	2 1.7%	0 0.0%	0 0.0%	2 1.7%	16 13.2%	101 83.5%
3 There is a good variety of activities	2 1.7%	0 0.0%	0 0.0%	3 2.5%	18 14.9%	98 81.0%
4 Center programs and activities are fun and useful	2 1.7%	0 0.0%	0 0.0%	4 3.3%	13 10.7%	102 84.3%
5 The Center is successful in publicizing programs and events	1 0.8%	0 0.0%	1 0.8%	9 7.4%	19 15.7%	91 75.2%
6 Center tries to get participants to share their ideas and opinions	4 3.3%	1 0.8%	0 0.0%	15 12.4%	14 11.6%	87 71.9%
7 The Center's hours of operation are convenient for me	0 0.0%	0 0.0%	0 0.0%	9 7.4%	14 11.6%	98 81.0%
8 Center staff tries to get everyone involved in activities	6 5.0%	0 0.0%	1 0.8%	10 8.3%	12 9.9%	92 76.0%
9 Access to the center and its layout are convenient	1 0.8%	1 0.8%	0 0.0%	7 5.8%	11 9.1%	101 83.5%
10 I am satisfied with this service	2 1.7%	0 0.0%	0 0.0%	5 4.1%	11 9.1%	103 85.1%
Aggregate Average:	1.7%	0.2%	0.2%	5.5%	11.6%	81.0%

