



## Oakland Senior Centers Frequently Asked Questions

### **How many Senior Centers does the City of Oakland run?**

The City of Oakland runs four senior centers: East Oakland, West Oakland, North Oakland, and Downtown Oakland Senior Center.

### **Who runs the City of Oakland's Senior Centers?**

The Aging and Adult Services division in the Human Services Department.

### **What is the current staffing level for Oakland's Senior Centers?**

Budgeted in Fiscal Year 2025-26 for one full-time Senior Center Director for each location and an equivalent of three part-time custodians (1.48 full-time equivalent) to cover all four centers. There are two limited duration Administrative Assistant I positions that are terming out in August that will be extended.

### **What was the historical staffing of the Senior Centers?**

Historically budgeted for three full-time staff for each location: full-time Senior Center Director, full-time Administrative Assistant I, and a full-time Custodian. There was also a full-time Custodial Supervisor that managed the Custodians for day-to-day operations and rentals.

### **What positions are no longer included in the Senior Center's budget?**

Positions that have been eliminated: One full-time Custodial Supervisor, two full-time Custodians, and four Administrative Assistant I. However, with the support of the City Administrator's Office the two limited duration Administrative Assistant positions that are due to term-out in August will be extended to avoid disruption in services.

### **Why was the budget for the Senior Centers reduced?**

Senior Centers are dependent on City General Fund dollars. The City of Oakland's major budget deficit resulted in the reduction in funding for the Senior Centers.

### **What is the impact of the reduction in funding for the Senior Centers?**

Elimination of positions. Reduction of funding to cover operational expenses. Reduction in services, days, and hours, operation. Suspension of room/space rentals.

### **What are Senior Center's hours and days of operation prior to the reduction in funding?**

Monday-Friday, 9:00 a.m. to 3:00 p.m. Senior Center spaces were also available for rentals.

### **What are Senior Center's current hours and days of operation since the funding reduction?**

Monday-Thursday, 9:00 a.m. to 1:00 p.m., effective April 7, 2025.

**Why were the Senior Center days and hours shortened?**

Lack of staffing. Each Senior Center currently budgeted with only one full-time employee (Senior Center Director) and a part-time custodian.

**What is the staff doing when the Senior Center closes at 1pm or on Fridays?**

The Senior Center Director, the only employee available to run the center, completes the clerical and administrative duties that had been historically supported by a full-time Administrative Assistant.

**Why do the centers close at 1:00 p.m.? Can it extend to 2:00 p.m.?**

By closing at 1:00 p.m., this allows the building to be secured so the Senior Center Director can take their required break around the 5 hour mark.

**Why are the Senior Centers closed on Fridays?**

Closing on Fridays gives the Senior Center Director a chance to catch up with paperwork, complete reports, plan classes, reconcile accounts, prepare deposits, and do the work that used to be done by admin support.

**Why is the day of closure Friday?**

A survey was conducted with Senior Center membership, which generated 681 responses. The majority chose for Friday to be the day of closure, the other option provided was Monday.

**What challenges have you experienced since the reduction in hours?**

Some classes were eliminated. Fewer choices in programming. Fewer hours available for classes. Classes are bigger due to compressed hours of programming. Parking congestion. Fewer opportunities to offer new classes due to reduced hours available.

**When were Senior Center rentals stopped?**

July 2024.

**Why were Senior Center rentals stopped?**

Staffing shortage. Lack of consistent and robust policy for rentals and rental revenue management. Pending investigation by the City Auditor's office on Senior Center Rentals.

**What needs to happen for the Senior Center rentals program to be reinstated?**

Develop strong rental policies and procedures that will be implemented across all Senior Centers.

**Can volunteers do some of the work and if so, what can they do?**

Volunteers are welcome. Training will be provided. Sample duties include front desk reception, answering phones, data entry, supporting members to check in at the kiosk.

**What programs do volunteers currently support?**

Support with the lunch program, food pantry/grocery bag distribution. Serving on the Senior Center Advisory Council and its committees.

**What responsibilities can NOT be supported with volunteers?**

There are a few duties that volunteers are not allowed to take on, including revenue management, personnel, conflict resolution, emergency response/evacuation, etc. Contact the Senior Center Director or site staff for more information about volunteer opportunities:

- Downtown Oakland Senior Center: Aaron Wong, [dosc@oaklandca.gov](mailto:dosc@oaklandca.gov), (510) 238-3284
- North and West Oakland Senior Center: Mia Thibeaux, [nosc@oaklandca.gov](mailto:nosc@oaklandca.gov) or [wosc@oaklandca.gov](mailto:wosc@oaklandca.gov), (510) 597-5085
- East Oakland Senior Center: Angela Galbraith, [Eosc@oaklandca.gov](mailto:Eosc@oaklandca.gov) or (510) 615-5731

### **Is the West Oakland Senior Center (WOSC) going to open?**

The building has been under construction/renovation since July 2024 and is due to be completed in August 2025 (subject to change).

### **When will programs start at WOSC?**

Approximately 3-4 months after the building construction is complete.

### **Why will it take several months after the construction project is completed at WOSC before program starts?**

There are post-construction needs: deep cleaning of the building, moving the furniture back from storage, buying/installing new equipment, etc. Program calendar needs to be developed and members need to be notified of the center's opening.

### **What else needs to take place for the WOSC to reopen?**

The WOSC and NOSC programs have been combined since WOSC closed for construction and currently run under one Senior Center Director. The NOSC Director position is currently vacant and must be filled for the WOSC to open.

### **Who is responsible for ensuring that the follow-up steps are done for the WOSC to reopen?**

Due to the elimination of the custodial supervisor position for Aging Services, these responsibilities will need to be absorbed by other leadership staff.

### **Is the city going to use the WOSC building for something else?**

No. We look forward to reopening the renovated West Oakland Senior Center and for the WOSC members to be able to enjoy their neighborhood site again.