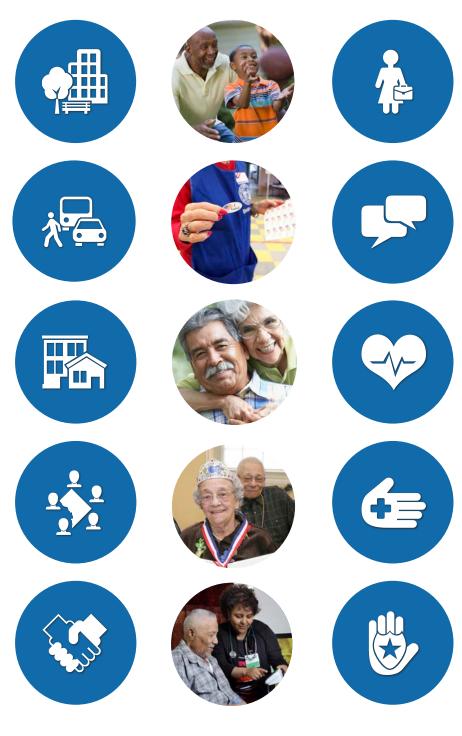
Age-Friendly DC STRATEGIC PLAN 2014 - 2017 EXECUTIVE SUMMARY

— DECEMBER 2014 —











ABOUT AGE-FRIENDLY DC

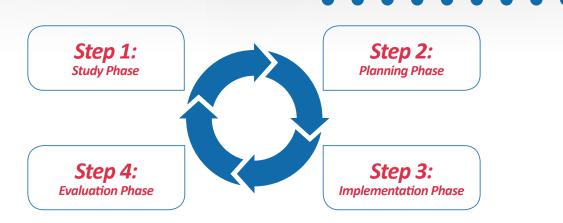
"America is growing older. With increased longevity and declining birth rates, the strain on retirement safety nets and health-care systems will require the engagement of all sectors – government, business, philanthropy and academia. The longevity miracle should be met not with alarm but with thoughtful leadership and management so that social resources support healthy, active aging and harness the contributions and potential of our seniors."

The Milken Institute, Best Cities for Successful Aging

Over the last decade, under the leadership of multiple mayors, city councilmembers, and advocates across sectors, DC has taken numerous steps to build an inclusive and accessible city for seniors – to create an urban environment that promotes active and healthy aging. In the last four years in particular, our city has significantly increased its investments in programs and services for older residents including: outlets for wellness, creativity and fun, meal delivery, transportation and improved access to home and community-based services. DC has also supported the robust growth of senior villages, where "neighbors help neighbors." We have done this work with an intentional focus on supporting the various constituencies in our city that may have unique needs: people who are LGBTQ; grandparents raising their children; people who speak English as a second language; or people who have a disability, among others.

In 2012, the DC Office on Aging (DCOA) completed a Senior Needs Assessment (the first since the 1970s), and adopted the *New Community Living 2017 Strategic Plan*. The first goal of the plan supported DC's journey to obtain the age-friendly city designation:

"The District of Columbia will be an Age-Friendly City, a community that is an inclusive and accessible urban environment that encourages active and healthy aging."



Guidance from the World Health Organization and AARP

The Age-Friendly DC Initiative is part of an international effort. Launched by the World Health Organization (WHO) in 2007, the Age-Friendly Initiative addresses two significant demographic trends: urbanization and population aging. The initiative helps cities prepare for the convergence of these two trends. WHO defines an Age-Friendly City as "an inclusive and accessible urban environment that promotes active aging."

The WHO Age-Friendly Cities Project provides guidance for assessing local conditions and identifying areas for change in a five-year recurring cycle of planning, implementation, evaluation, and continual improvement. To guide cities' self-assessment process, WHO identified eight aspects of urban communities that influence the health and quality-of-life of the older people living there. The District added two DC-specific domains: Emergency Preparedness and Resilience and Elder Abuse, Neglect and Fraud.

In the United States, the AARP national office serves as the key agent for the World Health Organization and leads a network of Age-Friendly Communities across the country. AARP set out to encourage, educate and recognize communities seeking to improve the physical and social environments for older residents. In 2012, the AARP District of Columbia State Office (AARP DC) invited the District of Columbia to start the journey to become an age-friendly city. Both AARP DC and the national office

continue to be critical partners on our city's journey to age-friendly city designation. DC's commitment to joining this robust network will put our city in great company and provide access to critical knowledge about best practices.

The Journey to an Age-Friendly City

In 2012, Mayor Vincent C. Gray committed DC to seeking designation as an Age-Friendly City. The Council of the District of Columbia unanimously supported the commitment and passed a resolution to that effect.

Participating in the Age-Friendly Cities program entails committing to the following:

- Establishing an advisory committee including the active engagement of older adults;
- Securing a local council resolution to actively support, promote and work towards becoming age-friendly;
- Establishing a robust and concrete plan of action that responds to the needs identified by older adults in the community;
- Publicly posting the action plan;
- Measuring activities, reviewing action plan outcomes, and reporting on them publicly.

Over the next three years, the District will work to implement the strategies laid out in this plan and will submit annual progress reports to AARP. In 2017, the District will be evaluated against its progress for designation as an Age-Friendly City.

Goal/Strategy



DOMAIN 1. Outdoor Spaces and Buildings: Accessibility to clean air and availability of safe recreational facilities

GOAL 1.1: Increase access to and utilization of parks, open spaces and public buildings.

- 1.1.1: Ensure all residents have access to parks and open spaces within a half mile of every home and recreation facilities within a mile of every home.
- 1.1.2: Develop a plan to use landscaping, art and natural features as a means to create landmarks to improve pedestrian and driver way-finding.
- 1.1.3: Increase the number of parks and public spaces that are equipped with functional seating, drinking fountains and restrooms.
- 1.1.4: Initiate expansion of Park Prescription program beyond children to residents age 50+ (e.g., neighborhood walks, tai chi in the park, environmental stewardship programs).
- 1.1.5: Post accessibility reports for all District-owned buildings online and work with partners to publish additional accessibility reports for federal and private buildings.
- 1.1.6: Convert pre-existing parking spaces into parking spaces reserved for persons with handicapped parking permits.



DOMAIN 2. Transportation: Safe and affordable modes of private and public transportation

GOAL 2.1: Ensure all modes of transportation are safe, affordable and accessible for residents of all ages and abilities, particularly older adults.

- 2.1.1: Improve transparency of reports for, and prioritization of, service requests for repairs of sidewalks, curb cuts and street lights.
- 2.1.2: Use safe, aesthetically pleasing materials for sidewalk construction that minimize falls and accidents.
- 2.1.3: Establish workgroup to identify strategies to increase the number of older riders using bicycles.
- 2.1.4: Require that replacement of missing street/traffic signage is easily readable, well-lit at night, and addresses access and functional needs.
- 2.1.5: Increase seating options at public transit stops (e.g., Metrobus, Circulator, Streetcars).

GOAL 2.2: Provide residents with the information and tools they need to make informed travel choices.

2.2.1: Create an integrated, one-call, one-click system for older adults and those with disabilities to access and schedule transportation options, including accessible options.

Lead Agency	Partners	
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DPR	DGS, OP	V
DDOT	DPR, DCCAH	
DGS, DPR	NPS	Ų
DPR	DOH, DCOA, MCOs	
ODR, DGS	DCRA	
DDOT	DPW, DGS	
OUC	DDOT	
DDOT		
DDOT	Capital Bikeshare, WABA	
DDOT		
DDOT	WMATA	
ОСТО	DDOT, WMATA, OUC, DCTC, DCOA, DHCF	





















Goal/Strategy

- 2.2.2: Develop an available-on-demand, cross training for direct service staff to ensure they have up-to-date information about current accessible transportation options and the one-call, one-click system.
- 2.2.3: Increase offerings of bicycle safety curriculum at schools, libraries, senior wellness centers and recreation centers.
- 2.2.4: Develop and implement a range of transportation training (individual counseling and group instruction) to introduce and familiarize older adults with all travel options (public and private) to ensure they can make informed, appropriate, cost-effective, and efficient choices.
- 2.2.5: Integrate eligibility determination for transportation options into the DC Access System (DCAS).



DOMAIN 3. Housing: Wide range of housing options for older residents aging in place, and other home modification programs

GOAL 3.1: Streamline, expand, and promote programs that support affordable housing and aging in place.

- 3.1.1: Raise awareness about the impact that adopting visitability standards would have on residents with limited mobility in order to gain support for new regulations.
- 3.1.2: Improve awareness of and access to home modification programs prior to mobility limitations and streamline the process for residents in urgent need to apply [e.g. the Single Family Residential Rehabilitation Program (SFRRP) and Handicapped Accessibility Improvement Program (HAIP), Rebuilding Together].
- 3.1.3: Include an occupational therapy (OT) home assessment in all home modifications for accessibility purposes.
- 3.1.4: Amend D.C. Zoning Law to permit accessory dwelling units (ADU or "granny flats") by right in more residential zones.
- 3.1.5: Work with DCHA or eligible non-profits to purchase IZ units to serve elderly populations with a focus on increasing the number of units targeting 0-30% AMI.
- 3.1.6: Promote and research options for home-sharing, both intergenerational and among residents age 50+, as a strategy to enable older adults who are capable to remain in the community.
- 3.1.7: Encourage development, preservation, and improvement of new and existing, affordable and accessible housing, proximate to mass transit.
- 3.1.8: Increase assisted living residences (ALR) by neighborhood using best practice models and creative financing (e.g., Green Houses, Bridge Meadows, "Pay for Success" partnerships).
- 3.1.9: Designate some portion of the Housing Production Trust Fund to produce new affordable, transit-oriented, universally-designed units.

GOAL 3.2: Maximize awareness and provide training to increase the amount of housing that is accessible, affordable and healthy.

- 3.2.1: Develop a series of easy-to-comprehend fact sheets, webinars, and/or infomercials on topics such as qualifying for tax credits, Fair Housing Act compliance, saving money on utilities, and maintaining healthy homes.
- 3.2.2: Develop a user-friendly inventory and description of housing choices welcoming to residents age 50+, who are LGBTQ, have disabilities or who are English language learners, and identify methods for wide dissemination.

Lead Agency	Partners
DDOT	DCHR
DDOT	WABA, DCPS, DCPCSB, DCPL, MPD, DCOA, DPR
WMATA, DDOT	DCOA, DCPL, DPR, DMV
DHS	DDOT, WMATA, DCTC, DCOA, DHCF, ODR, DDS
DCRA, DHCD	DMPED, OP, OVA, VA, ODR, OHR
Dena, Drieb	DIVITED, OT, OVA, VA, ODIK, OTIK
DHCD	DCOA
DHCD	DCOA
OP	
OP, DHCD, DCHA	Nonprofit housing developers
DCOA	WAVE, AARP, DHCD, DMHHS
DHCD, OP, DCHA	DDOT, WMATA, HUD
DOH	DCOA, DHCF
DHCD, DCHA, DCHFA	
DHCD, DCHFA, DCHA, DDOE, DOH	DCOA, DC-OCT
DHCD, DCHFA, DCHA	ODR, DCOA, OGLBTA, OLA, OAA, OAPIA, National





















Association of Realtors

Goal/Strategy

- 3.2.3: Provide training for managers of existing public and private housing (including tenant-owned buildings) to address the needs of aging residents, including Fair Housing and ADA compliance and cultural competency for populations such as residents who are LGBTQ, disabled and who are English language learners.
- 3.2.4: Promote consistent compliance with the Fair Housing Act by providing DCRA and third-party inspectors with additional guidance and training and offering technical assistance to architects and developers during design and construction.



DOMAIN 4. Social Participation: Access to leisure and cultural activities and opportunities for older residents to participate in social engagement with their peers and younger people

GOAL 4.1: Strengthen, develop and promote arts, recreation, leisure, and educational activities involving and targeting older adults.

- 4.1.1: Create and promote a searchable portal with arts, recreation, leisure, and educational activities likely to attract older residents, with the technical capacity to pull activities from existing online calendars and linked to social media to enable online interactions.
- 4.1.2: Coordinate with nongovernment partners to organize creative nighttime events, sports outings and competitions targeting and involving older residents (e.g., 50+ night club nights, walking soccer).
- 4.1.3: Increase referrals to credit- and non-credit-bearing free and low-cost educational and travel opportunities open to older learners and instructors (e.g., GU, AU's Osher program, Road Scholar).
- 4.1.4: Organize webinars on art, history, travel, culture, sports, politics, etc. that homebound residents can participate in.



DOMAIN 5. Respect and Social Inclusion: Programs to support and promote ethnic and cultural diversity, along with programs to encourage multigenerational interaction and dialogue

GOAL 5.1: Expand programs and services that engage and empower older adults.

- 5.1.1: Expand activities, services and programs likely to attract residents age 50+ (i.e., 50+ adult hours at pools).
- 5.1.2: Assess all District agencies engaged in customer service to identify age-friendly practices in place and make recommendations for improvements (e.g., designated lines at the Department of Motor Vehicles and libraries).
- 5.1.3: Develop a marketing and outreach plan that increases participation by older adults in programs, services and activities that address the needs of diverse constituencies (i.e., LGBTQ, adults with disabilities, English language learners).
- 5.1.4: Work with the business community to adopt age-friendly business best practices and provide a welcoming and inclusive environment for older adult customers.

Lead Agency	Partners	
OHR, ODR	DHCD, OTA, DCOA, OGLBTA, OLA, OAA, OAPIA, DCHA	
DCRA, ODR	DHCD, OHR	À E
ОСТО	DCCAH, DPR, DCPL, DDOT, DDOE, DCOA, Serve DC, OUC	
DMHHS	DCCAH, DMPED, AARP, WAVE, DCOA, DPR	
DCOA	UDC, Colleges and Universities, DCPL, DPR, DME	E S
DMHHS	DCCAH, OLA, OAA, OAPIA, OGLBTA, OCTO, DCPL, DCOA, Smithsonian Museums, GW (Corcoran) and other universities, EventsDC, Verizon Center, National Geographic	A
DPR, DCPL	DCOA, DDS	
DMHHS	EOM (Communications Office), OCA, DMPED, DME, DMPSJ, ODR	
DCOA, DPR, DCPL	DDS, OGLBTA	
DMPED	DC Economic Partnership, ODR	





















Goal/Strategy

GOAL 5.2: Expand education and communication efforts that promote respect and a better understanding of older adults' presence and contributions in the community.

- 5.2.1: Complete a communications plan, to include a media campaign that promotes respect and inclusion.
- 5.2.2: Establish capacity to coordinate and expand intergenerational program and volunteer opportunities (e.g., YouthBuild, Mentor Up, Block-by-Block Walk).



DOMAIN 6. Civic Participation and Employment: Promotion of paid work and volunteer activities for older residents and opportunities to engage in formulation of policies relevant to their lives

GOAL 6.1: Increase full- and part-time employment and entrepreneurial opportunities for older residents.

- 6.1.1: Establish an inter-agency work group to increase coordination and spread awareness of employment services for residents age 50+, including phased retirement, and explore employment application and interview processes to make it easier for older residents and those with disabilities.
- 6.1.2: Develop a new District government adult internship/fellowship program for residents age 50+.
- 6.1.3: Develop a series of easy-to-comprehend fact sheets of FAQs on topics such as the impact of working while receiving Social Security, practices and resources to identify home-based, part-time and job-sharing employment opportunities, age-discrimination claims, and starting a business.
- 6.1.4: Offer technical assistance and explore financial incentives, to help small and local businesses become age-friendly and hire residents age 50+.

GOAL 6.2: Strengthen, develop, and promote volunteerism and civic participation among persons age 50+.

- 6.2.1: Produce a "State of Volunteerism in the District" report, assessing volunteerism by age group, activity, and organization, providing recruiting and retaining techniques and recommendations.
- 6.2.2: Enhance and promote the NeighborGood volunteer database to improve usability, increase choices, and better match residents age 50+ with volunteer opportunities.
- 6.2.3: Compile and publish a listing of all opportunities for civic participation and how to get involved (e.g., ANC, Police Service Area meetings, polling precinct captains and poll watchers, board/commission member).

Lead Agency	Partners	
DMHHS DMHHS, DCOA	DDS, OGLBTA Serve DC, OSSE, DYRS, DDS	N CONTRACTOR OF THE PARTY OF TH
DOES, DCHR	DCOA, DDS, DHS, DCPL, Community partners, OCA	
DCHR, DCOA, DOES	All DC government agencies	
DOES	DCOA, DHS, DDS, OHR	
DSLBD, DMPED, DOES	OTR	
Serve DC	United Way, AARP	
Serve DC	WAVE	
Serve DC	OBC, OANC, MPD, BOE	















DOMAIN 7. Communication and Information: Promotion of and access to the use of technology to keep older residents connected to their community and friends and family, both near and far

Goal/Strategy

GOAL 7.1: Improve delivery of timely and accessible information important to residents age 50+ and caregivers.

- 7.1.1: Overhaul and promote 211, Answers Please! database to ensure up-to-date records, a user-friendly interface, easy key-word searches and filterable reports.
- 7.1.2: Develop a 211, Answers Please! mobile app.
- 7.1.3: Protect DC resident privacy by implementing a direct email encryption program for all client communication.
- 7.1.4: Produce a report that identifies the preferred methods of communication for all residents age 50+, differentiated by age, use of technology, and isolation level.
- 7.1.5: Develop guidance for People First language, Language Access compliance, and age-friendly communication practices.

GOAL 7.2: Expand use of technology by older residents.

- 7.2.1: Increase access to technology at home for low-income residents age 50+ who are disabled and/or isolated (e.g., computers, tablets, smart phones).
- 7.2.2: Partner with high schools and youth organizations to establish intergenerational 'knowledge exchanges' where residents age 50+ are trained on new technology skills and offer career and life guidance to youth (e.g., Mentor Up).



DOMAIN 8. Community Support and Health Services: Access to homecare services, clinics, and programs to promote wellness and active aging

GOAL 8.1: Increase consumer awareness of and access to preventive, primary, urgent and long-term care.

- 8.1.1: Expand a team of navigators to assist residents with identifying, understanding and accessing appropriate services and programs (e.g., medical house call programs, telemedicine, medical alert systems, accessible transportation) through the No Wrong Door program.
- 8.1.2: Provide cross-training for navigators and a series of fact sheets on accessing financial planning, will and estate planning, Medicaid qualification, and long-term care resources for individuals, families, spouses and domestic partners.

Lead Agency	Partners
DHS, OCTO	OUC, OCP, All agencies offering relevant services
OCTO, OUC	DHS
ОСТО	DHCF, DOH, DCOA, DDS, DBH, DHS, FEMS
DCOA	
EOM (Communications Office)	DDS, OHR, DMHHS
LOW (Communications Office)	July Of III, DIVITITIS
DCOA	DCPL, DDS, ODR
DCOA	DDD DCDC DCDCCD
DCOA	DPR, DCPS, DCPCSB
DCOA, DDS	All direct service agencies
DCOA	DISB, LCE





















Goal/Strategy

- 8.1.3: Require Continuing Education Units (CEU) in geriatric care and cultural competency training (e.g., LGBTQ, English language learners) to be obtained by licensed healthcare providers, first responders, caseworkers and caregivers.
- 8.1.4: Continue progress toward federal approval to implement the Program for All-inclusive Care for the Elderly (PACE), using a hub and spoke model to reach more residents closer to home.
- 8.1.5: Expand compensated respite care for low-income unpaid caregivers of Medicaid-eligible residents.

GOAL 8.2: Promote safety, wellness, livability and activity in the community.

- 8.2.1: Make progress toward becoming a healthier, cleaner, greener, and more biodiverse city.
- 8.2.2: Create incentives, partnerships, and training for the establishment of new, and expansion of existing, programs to increase access to fresh produce and healthy foods (e.g., Healthy Corners, D.C. Fresh, community and shared backyard gardens).
- 8.2.3: Establish and implement an evidenced-based falls prevention program for residents 50+, particularly those with balance and mobility issues.
- 8.2.4: Expand number of peer counseling and support programs (e.g., substance abuse counseling, Alzheimer's disease support groups) and increase the number of older adult peer counselors.
- 8.2.5: Establish awareness campaign and regular drop-off locations for safe disposal of over-the-counter and prescription medications.



DOMAIN 9. Emergency Preparedness and Resilience, a DC focus: Information, education and training to ensure the safety, wellness, and readiness of seniors in emergency situations

GOAL 9.1: Identify, locate and reach special, vulnerable and at-risk older resident populations in an emergency.

- 9.1.1: Increase AlertDC, Smart911, and SmartPrepare enrollment by requiring direct service contractors and grantees to offer enrollment during the client intake process.
- 9.1.2: Provide training on preparedness practices to shelter-in-place or relocate to accessible shelters when necessary.

GOAL 9.2: Build individual and community resiliency.

- 9.2.1: Develop a plan to ensure uninterrupted prescription refills to residents with chronic medical conditions in the event of an emergency.
- 9.2.2: Promote and support personal responsibility and first responder opportunities for residents and neighborhoods.
- 9.2.3: Create and assist community supported, neighbor-to-neighbor networks across the city that are accessible to all income levels (e.g., villages, fraternal organizations, faith-based communities, neighborhood associations).
- 9.2.4: Provide guidance and require direct service contractors and grantees considered essential to develop a Continuity of Operations Plan (COOP).

Lead Agency	Partners	
DOH		Y THE
DHCF	DOH, DCOA, PACE vendor	
DCOA	DHCF	1 1 1 1 1 1 1 1 1 1
DDOE	DOES, DPR, DOH, NPS, EPA, OP, DDOT, DSLBD, DPW, DCRA, DC Water, Community partners	
DOH, DPR, DCOA, DCPS, OSSE	DC Central Kitchen, OP, DSLBD	
DCOA	Community partners	
DCOA, DBH	DOH	
DOH, DPW	DC Water, MPD, FEMS, DDOE, DCOA, DEA	
		1
DCOA, DDS, DHS, DBH, DHCD, DDOE, DCHA, CFSA	OUC, HSEMA	
DOH, Serve DC	DHS, DGS, ODR	
DHCF	DOH (Board of Pharmacy)	
EOM		
HSEMA, DCOA, EOM	DMHHS	
HSEMA, OCP	All agencies with direct service contracts and grants	

Goal/Strategy



DOMAIN 10. Elder Abuse, Neglect, and Fraud, a DC focus: Prevention and prosecution of financial exploitation, neglect, and physical, sexual, and emotional abuse of seniors

GOAL 10.1: Strengthen the elder abuse prevention, detection and enforcement system.

- 10.1.1: Develop and implement a plan to conduct outreach to unpaid caregivers, mandated reporters and the public for awareness, education and training purposes.
- 10.1.2: Develop and/or update CEU training materials and offer trainings on elder abuse, neglect and fraud reporting, referrals, protocols, and sanctions.
- 10.1.3: Require CEUs specific to elder abuse, neglect and fraud to be obtained by licensed caseworkers and caregivers.
- 10.1.4: Expand the scope of the Long-Term Care Ombudsman (LTCO) Program to investigate home care providers, provide expert consultative services to Adult Protective Services (APS), and receive referrals from APS involving long-term care group homes or home care providers.
- 10.1.5: Fully implement the Nursing Assistive Personnel (NAP) legislation.
- 10.1.6: Develop educational programs to protect older residents from home repair scams and unscrupulous contractors.

GOAL 10.2: Improve cooperation and collaboration among agencies on cases of actual or suspected elder abuse.

- 10.2.1: Implement processes which allow key government agencies and social services staff to coordinate on interventions for reported cases of elder abuse, neglect, or fraud, including data-sharing, interagency team meetings, data tracking and monitoring, and co-locating staff.
- 10.2.2: Create a Home Health Worker Registry in which names of those who have been terminated for reasons pertaining to elder abuse and/or fraud are included.

Lead Agency	Partners
DHS, DCOA	DISB
DHS	LCE, U.S. Attorney's Office, Community Prosecution Division
DOH, DHS	
DHS, DCOA	LCE
DOH	
MPD	DHCD, DCOA, DCRA, OAG
DHS, OAG	MPD, DCOA, DBH, DHCF, DOH, OTA, DCRA, DHCD, CFSA, DYRS, DDS
DOH, DDS	DHCF, DCOA





















ACRONYM GLOSSARY

Acronym	Full Name
AARP	American Association of Retired Persons (former name) National Office
AARP DC	AARP District of Columbia State Office
BID	Business Improvement Districts
BOE*	Board of Elections
CFSA*	Child and Family Services Agency
DBH*	Department of Behavioral Health
DCCAH*	DC Commission on the Arts and Humanities
DCHA	DC Housing Authority
DCHFA	DC Housing Finance Agency
DCHR*	DC Department of Human Resources
DCOA*	DC Office on Aging
DCPCSB*	DC Public Charter School Board
DCPL*	DC Public Library
DCPS*	DC Public Schools
DCRA*	Department of Consumer and Regulatory Affairs
DCTC*	DC Taxicab Commission
DDOE*	DC Department of the Environment
DDOT*	District Department of Transportation
DDS*	Department of Disability Services
DEA	Drug Enforcement Administration
DGS*	Department of General Services
DHCD*	Department of Housing and Community Development
DHCF*	Department of Health Care Finance
DCHFA	DC Housing and Finance Agency
DHS*	Department of Human Services
DISB*	Department of Insurance, Securities and Banking
DME*	Deputy Mayor for Education
DMHHS*	Deputy Mayor for Health and Human Services
DMPED*	Deputy Mayor for Planning and Economic Development
DMPSJ*	Deputy Mayor for Public Safety and Justice
DMV*	Department of Motor Vehicles
DOES*	Department of Employee Services
DOH*	Department of Health
DPR*	Department of Parks and Recreation
DPW*	Department of Public Works
DSLBD*	Department of Small and Local Business Development
DYRS*	Department of Youth Rehabilitation Services
EOM*	Executive Office of the Mayor



^{*}Agency performance plan reviewed to identify Fiscal Year 2015 initiatives that aligned with domains in the *Age-Friendly DC Strategic Plan*.





















