

Appendix 2 – Survey Results

“Age Friendly Evanston!”

an initiative for a Sustainable Community

A partner of the World Health Organization’s “Age friendly Cities” Initiative: Creating more livable communities for residents of all ages





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What is “Age Friendly Evanston!”?

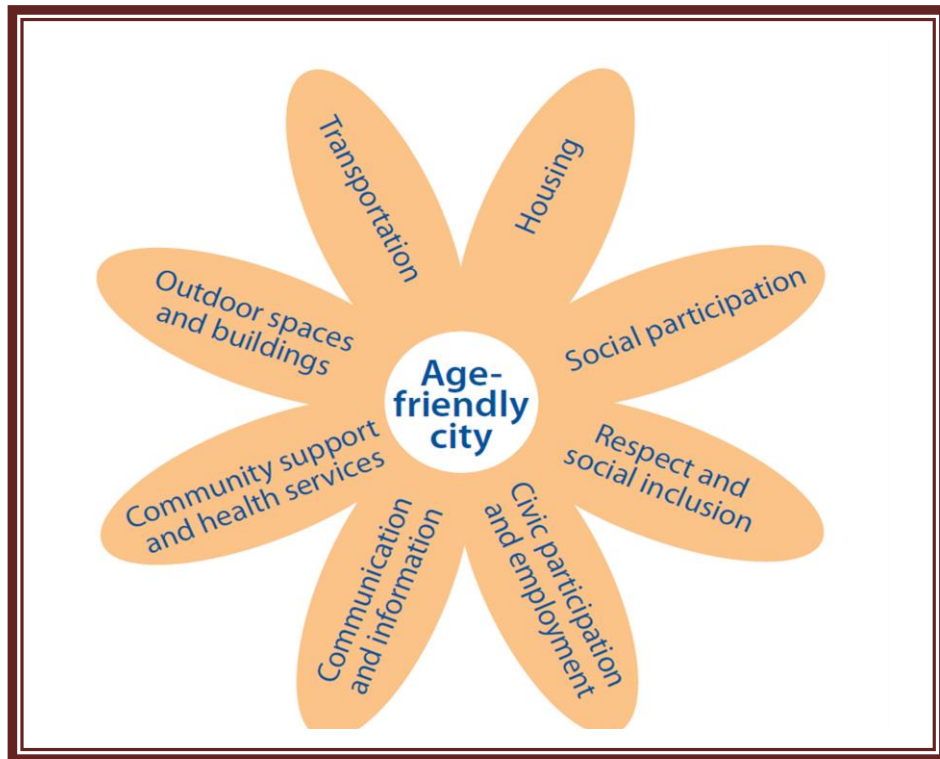
“Age Friendly Evanston!” is a strategy initiated by the City of Evanston to help older adults remain engaged, active and healthy in their community for as long as possible. An age friendly community is one that is committed to improving both the physical and social environments that surround the city’s residents to facilitate independence. It is creating inclusive environments that include accessible housing, ease of public transportation and safe, inviting public spaces. These are all important elements of an age friendly city. The basis of this strategy is that improvements of any kind will benefit Evanstonians of all ages.

The City of Evanston Mayor and City Council believe that in order to better support their older residents, a cross-disciplinary approach must include: policies that provide a high quality of life for persons of all ages; a physical environment that facilitates healthy lifestyles, safety, and neighborhood cohesion; an aging network that considers the effect of the environment on the well-being of its users; a wide variety of activities and volunteer opportunities that attract all ages; a widespread distribution of coordinated information that reaches all ages in a variety of methods; health and social services that are accessible by all; in sum, ensuring Evanston is a good place to grow up and grow old!

The City of Evanston serves as a catalyst for the “Age Friendly Evanston!” initiative. Evanston residents, local merchants, various nonprofit agencies, local hospitals and Northwestern University must work together with the municipal government in order for this initiative to succeed. “Age Friendly Evanston!” must be sustained over time and it requires a key player on the ground that continuously connects the various entities in the community. It is important the City of Evanston be that key player because local government can easily engage a variety of local stakeholders and continue to serve as the hub of all aspects of community life such as housing, transportation, civic engagement, etc. that affect the quality of life for those who live in Evanston.

“Age Friendly Evanston!” easily connects to local plans such as the EPLAN (Evanston Project for the Local Assessment of Needs), ECAP (Evanston Climate Action Plan), the multi-modal mobility plan and other global movements such as Walkable Neighborhoods, Sustainable Communities and Complete Streets. This initiative strives to create a community more inclusive of older adults and more sensitive to their needs. The initiative promotes an “age-in-everything” lens across all aspects of city life.

Residents want to “age in place”, meaning they want to grow old where they have lived for years. How can we as a community of residents, merchants and professionals support successful “aging in place”? The question is, “Are we all ready to provide programs, policies and services which address the needs of seniors and potentially their caregivers?” What makes a community successful? One important measure is how well it meets the needs of its citizens in all stages of their lives. Is it safe? Affordable? Walkable? Healthy? Inclusive? Is it a great place to grow up and grow old? In short, is it “age friendly?”



The task force is comprised of the following nine individuals:

Chairperson

Susan Cherco

Transportation

Helen Gagel

Social Participation

Jo-Ann Cromer

Respect & Social
Inclusion

Dorothy Strong

Housing

Wayne Heimbach

Outdoor Spaces &
Buildings

Susan Canter

Communication &
Information

Martha Holmes

Community & Health
Services

John Barfield

Civic Participation &
Employment

Isidro Lucas

The World Health Organization (WHO) has designed an “Age Friendly Cities” project to identify indicators of an age friendly city based on the views of older adults, informal caregivers, and service providers. They have provided eight aspects of city life to evaluate the age friendliness of cities: outdoor spaces and buildings; transportation; housing; social participation; respect and social inclusion; civic participation and employment; communication and information; and community support and health services. These will be evaluated, analyzed and developed into a plan to make Evanston more age friendly.

Evanston Mayor Tisdahl has appointed a team of nine residents who are now seniors to serve as the “Age Friendly Evanston!” Task Force. The task force has representatives from the Commission on Aging, the Mental Health Board, Human Relations Commission and the Evanston community at-large.

The taskforce will work as a group to analyze the community’s physical environment, what affects our mental and social well-being as well as community services and health services.

How will strategies be developed to develop an action plan?

The evaluation will begin by asking older residents to describe the advantages and barriers they experience in these eight areas. This can be accomplished through fundamental conversations, surveys, focus groups with residents and roundtable discussions with professionals. Feedback will be sought from older adults of different ages, income levels, and abilities; caregivers; and volunteers, businesses, social services agencies and city services. The results will indicate the gaps in the eight aspects of city life; potential strategies will be established to fill those gaps and used to

The following 18 cities in the United States that have initiated Age Friendly programs:

Austin, TX

Boston, MA

Bowling Green, KY

Brookhaven Brookline, MA

Chemung Co, NY

Chicago, IL

Des Moines, IA

Great Neck Plaza, NY

Honolulu Los Altos, CA

Macon-Bibb County, GA

New York, NY

Philadelphia, PA

Portland, OR

Roseville, CA

St. Louis County, MO

Los Altos Hills, CA

Washington DC

Wichita, KS

develop a three-year action plan to make Evanston more age friendly.

Evanston has chosen to work with the World Health Organization which allows flexibility to develop a realistic plan that will work for the Evanston community. A growing number of United States cities are also choosing to work with the WHO to develop more age friendly cities. Portland, Oregon was named America's first Age Friendly City by the WHO in 2008. New York, Chicago, Des Moines, and Philadelphia have also joined this network. They joined more than 50 cities around the world and 18 in the USA that have implemented user friendly changes based on ideas and suggestions raised in discussions with older adults about their daily lives.

Why is being Age Friendly important?

The goal of this program is to encourage methods to educate, encourage, promote, and recognize improvements that will make Evanston more user-friendly not only for senior residents but for residents of all ages! Why should we begin thinking about being an age friendly community? Many thought leaders now believe that the communities that fare best in the 21st century will be those that both tackle the challenges and embrace the positive possibilities that an aging population creates. Many have diverse thoughts as to why being age friendly is important.

The Boomers are Coming! The Boomers are Coming!

- As we consider the largest generation of older people in our country's history, making our

communities more age friendly must become a more central goal; life expectancies are increasing and birth rates are decreasing. We need to be proactive about how to handle the “silver tsunami”. We need to think creatively about how to best support people to a very old age.

There is a business or economic value

- Livable communities foster economic development and sustainable commerce. Some believe it attracts tourists and retirees. Property values rise. Retailers thrive. Everyone benefits from having jobs, shopping, health care, recreation, and volunteer opportunities close to home.

It’s good for residents of all ages and abilities

- People of all ages and abilities benefit when communities have features that make them more livable. A community that is truly livable for an 80-year-old is also livable for an 8-year-old – and everyone in between.

It’s a plan for short-term and long-term needs

- Making communities more livable is a long-term process which will take vision, thoughtful planning and entrepreneurial attitudes. There’s no one, quick solution that will work for all communities. It’s a way of planning for both the short-term and long-term needs of all residents over the span of their lifetime.

There becomes a connectedness to home, family and community

- Livable communities enjoy stability and social cohesion. Residents can remain independent and socially active for as long as possible.



City of Evanston Initiative for Building Sustainable Communities

Creating “Age Friendly” Evanston: Preparing for a Growing Older Population

Background: Why Initiate Age Friendly Communities?

The country is experiencing a shifting demographic as a result of the Baby Boom (1946-1964) during which approximately 75.8 million individuals were born. The older population is expected to spike between 2010 and 2030 as the generation turns 65. By 2030 there will be approximately 72.1 million older individuals in the United States. Implications of the rise in the number of older adults necessitate cities and towns to prepare for the diverse needs of residents through integration of existing policies and services with an aging lens.

What Will the Action Plan Include?

When determining if Evanston is a place one can grow up and grow old, specific items should be considered:

- considering the older adults with planning and zoning improvements
- ensuring housing integrated in the community; accommodating the changing needs and abilities as people grow older;
- evaluating community social services with a focus on meeting the changing needs of the LGBTQ, disabled and homebound seniors and grandparents raising grandchildren;
- promoting walkability and accessibility;
- evaluating the availability of inexpensive public transportation in order to encourage less driving and aiding a more eco-conscious lifestyle;
- retiming traffic lights at intersections to give slower-moving pedestrians more time to cross the streets
- fixing cracks along streets and sidewalks
- placing more benches along paths and in stores to provide rest spots
- increased seating, particularly in places where people wait in line
- enhancing lighting in public places to foster safety

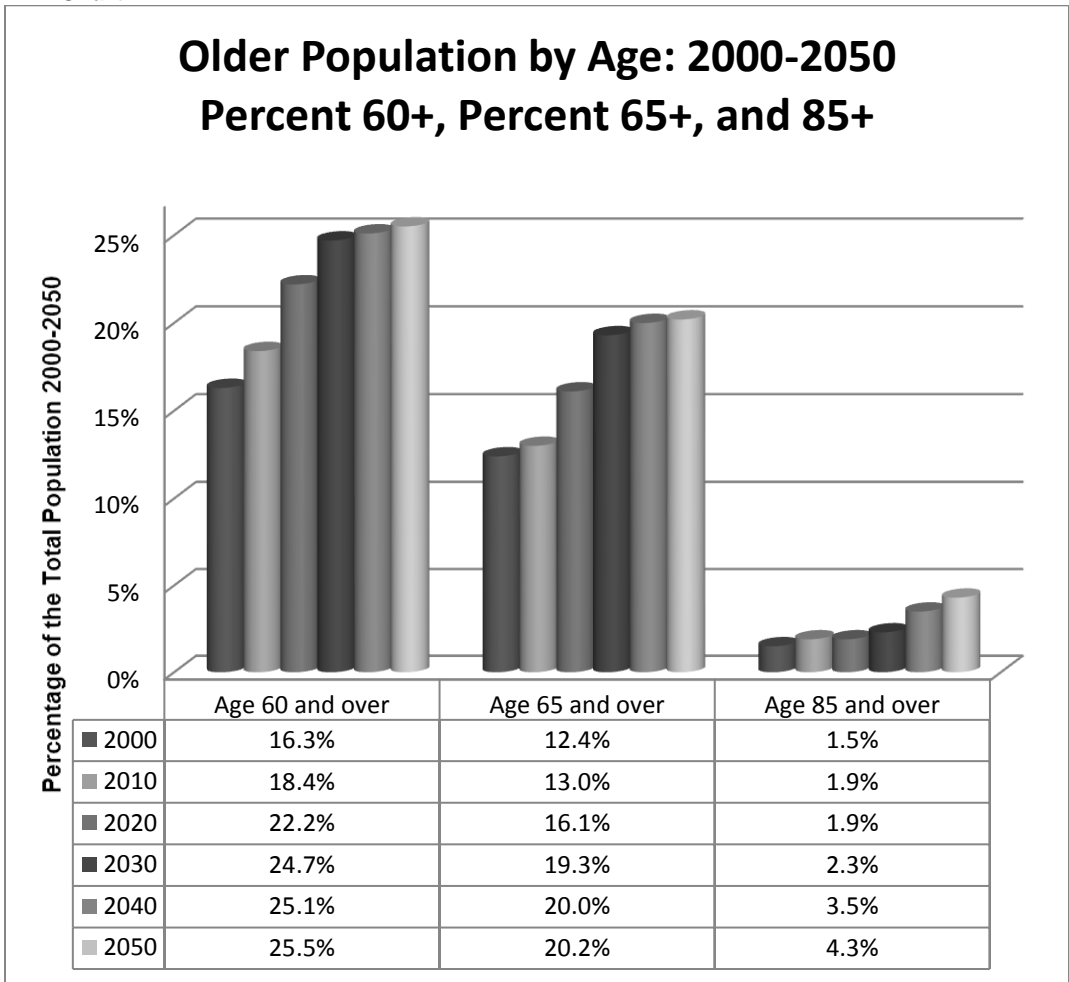
The “Age Friendly Evanston!” Task Force will submit a three-year action plan to the World Health Organization that is inclusive of data collected through focus groups, work groups, and professional roundtable discussions. The data will represent the above considerations.

Population Statistics: Demonstrating the Need for “Age Friendly

Evanston!

The following tables demonstrate the spike in the aging population through 2050. Chart A represents the percentage of the total national population for the decades 2000-2050. Chart B charts population projections by age for Cook County in the years 2020 and 2030. Chart C charts the Evanston population in 2010 for individuals age 40-85+.

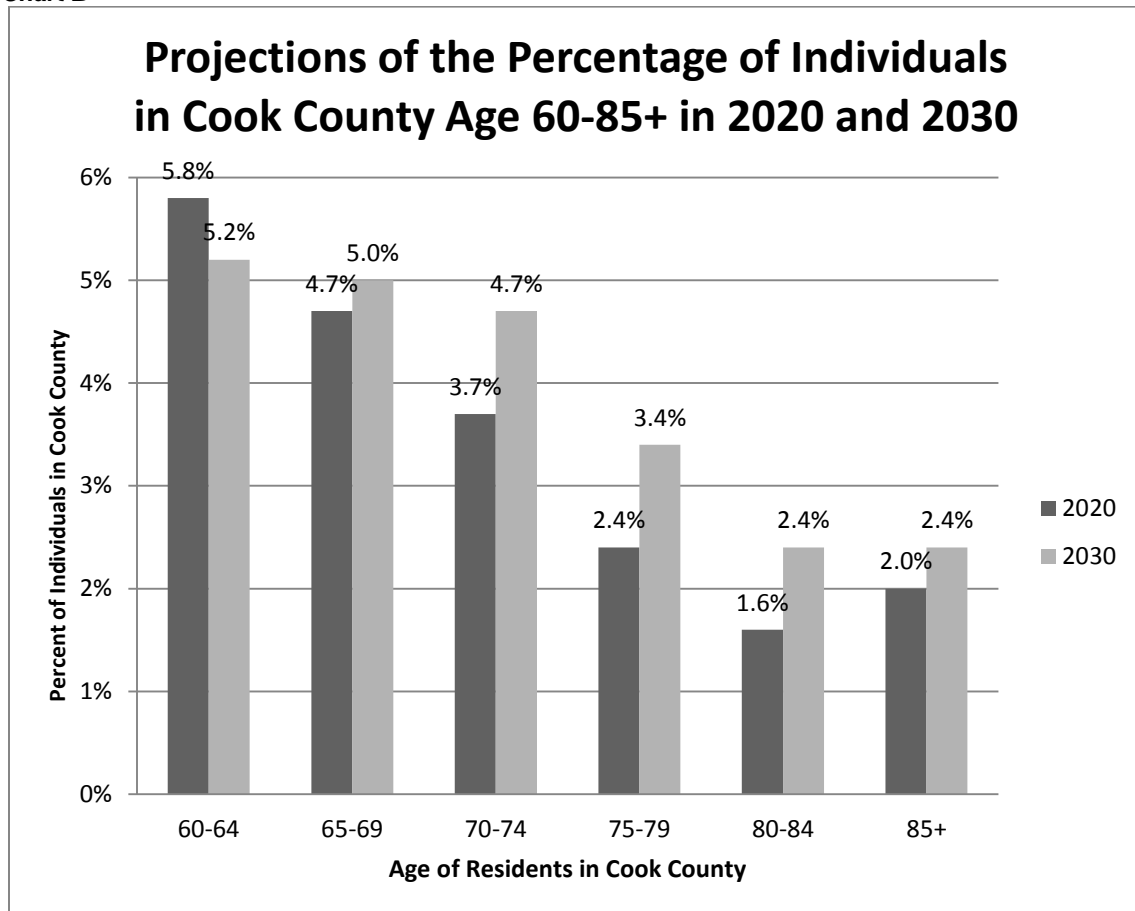
Chart A



Source: Projections for 2010 through 2050 are from: table 12. Projections of the Population by Age and Sex for the United States: 2010 to 2050 (NP2008-T12), Population Division, U.S. Census Bureau; Release Date: August 14, 2008. Graph created through City of Evanston Parks, Recreation and Community Services Department.

Chart A shows the increase in the percent of the population 60 and older from 16.3% in 2000 to 24.7% in 2030 and 25.5% in 2050. The chart shows the percent of the population 65 and older increasing from 12.4% in 2000 to 19.3% in 2030 to 20.2% in 2050. It also shows the percent of the population 85 and older increasing from 1.5% in 2000 to 2.3% in 2030 and 4.3% in 2050.

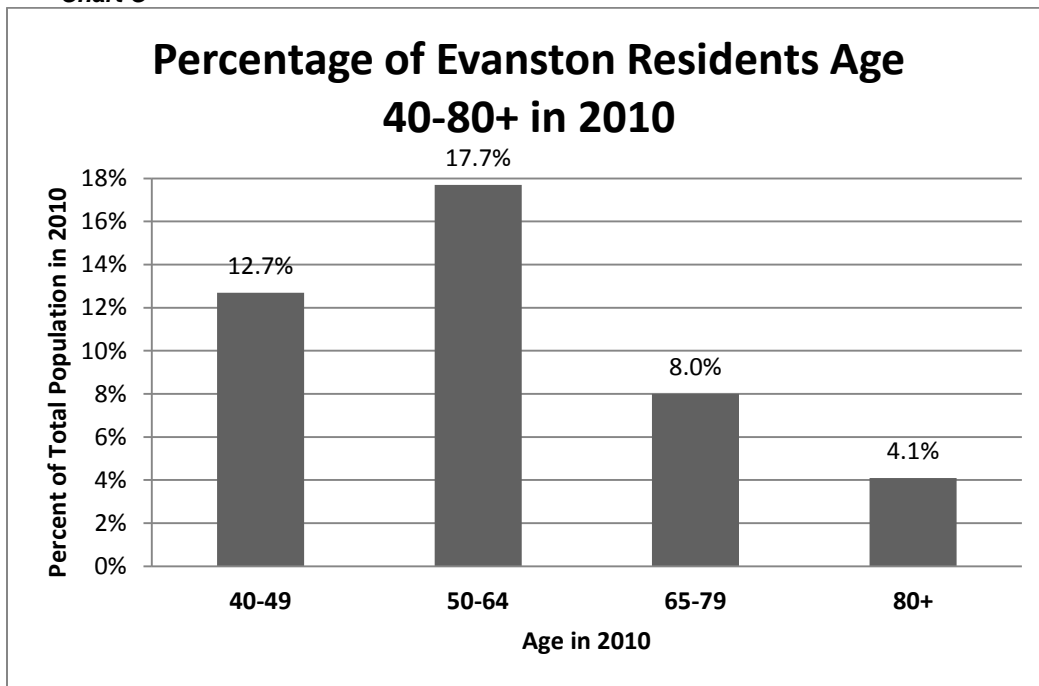
Chart B



Source: data.illinois.gov. Illinois Department of Commerce and Economic Opportunity “DCEO County Population Projections”. Graph created through City of Evanston Community Service.

Chart B shows the projection of the aging population for men and women in Cook County by 2020 and 2030. By 2020, 20.2% of Cook County residents will be over the age of 60 and will increase to 23.2% by 2030. The rate of aging persons in Cook County parallels the national average.

Chart C



Source: U.S. Census Bureau. "City of Evanston, Profile of General Population and Housing Characteristics: 2010" Graph created through City of Evanston Parks, Recreation and Community Services Department

Chart C reflects the percentage of Evanston residents age 40-80+ in 2010. 12.7% were age 40-49. 17.7% of residents were age 50-64. 8% were age 65-79 and 4.1% were over the age of 80. The population of Evanston in 2010 was 74,486. In 2010, 12.5% of Illinois residents were over the age of 65 and 12.2% of Evanston residents were over 65. In 2010, 29.8% of Evanston residents were over the age of 50. The largest population segment was between the ages of 50-64 at 17.7%. It is expected that approximately 30% of Evanston residents will be over the age of 60 by 2020.

Evanston “Senior Services Feedback”

The City of Evanston Senior Services Division distributed a survey requesting feedback regarding senior services in the community. It was developed with the purpose of gauging the residents’ perspective on access to and use of services and programs for older adults. The survey was prepared in response to the growing number of older adults who require special programs and services in order to age well in the Evanston community. Feedback was accepted October 19-November 1, 2013. During that time, 325 surveys were collected both online at www.cityofevanston.org/senior-services and from printed versions distributed at 13 community locations. Residents also emailed feedback and suggestions to aging@cityofevanston.org. They also had the opportunity to contact 3-1-1 or (847) 448-4311 to request a survey in the mail or to complete the survey over the phone.

The survey asked 15 questions on the following topics:

- **Benefits for seniors through the Evanston Benefit Card**
- **Affordable housing for seniors**
- **Transportation and mobility options for seniors**
- **Activities, programs, services, and centers designed with seniors in mind**
- **Employment and volunteer opportunities**
- **Evanston’s preparedness for an aging population**

The survey was placed in the following community locations:

- **Main Branch-Evanston Public Library (EPL)**
- **EPL South Branch**
- **EPL North Branch**
- **Levy Senior Center**
- **Fleetwood-Jourdain Community Center**
- **Three Crowns Park**
- **The NorthShore Retirement Hotel (The Merion)**
- **King Home**
- **Osher Center for Lifelong Learning (Northwestern University)**
- **McGaw YMCA**
- **Ten Twenty Grove**
- **Morton Civic Center**
- **1585 Ridge (cooperative living)**

Framework and Indicators

The framework and indicators for the survey was determined by the World Health Organization’s (WHO) eight areas of community life (housing, transportation, building and outdoor spaces, respect and social inclusion, social participation, civic participation and employment, communication and information, and

community support and health services). The eight areas of community life were identified within existing City of Evanston programs and services and surveyed for their accessibility and effectiveness.

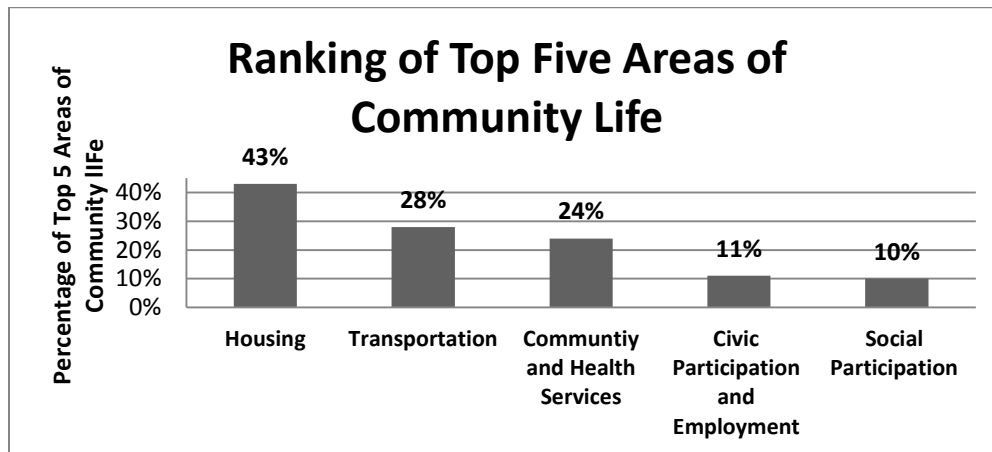
Survey: Highlights of Community Results

The numbers indicated within this report represent the percent of respondents from the Evanston community who completed the Senior Service Survey. Charts are included to highlight some of the data that speak to the need for an age friendly initiative in Evanston. The following highlights are divided into categories that correspond to the eight areas of community life for an age friendly city according to the World Health Organization.

The top five areas of community life according to survey respondents

The following chart reflects respondent ranking of critical areas. The results of Chart D yield more than 100% because some respondents did not follow direction and instead of ranking 1-5, they felt each area was of equal importance, i.e., ranking each as most important indicated by a 1 (most important).

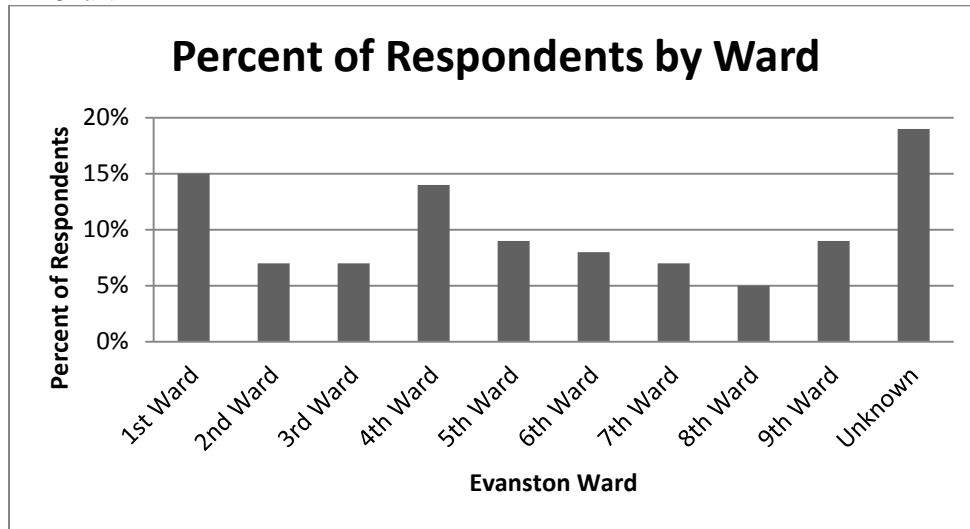
Chart D



Source: 2013 Evanston Senior Services Feedback Week Survey. Graph created through City of Evanston Community Service.

Chart D reflects the importance of five out of eight areas of community life for age friendliness according to the World Health Organization. Survey participants perceive housing to be the most critical measure in the Evanston community at 43%. Transportation is viewed as the second most critical standard of age-friendliness at 28%; community and health services rank third at 24%; civic participation and employment rank fourth at 11%; and social participation ranked fifth out of eight at 10%.

Chart E



Source: Evanston Senior Service Feedback Week Survey 2013

Chart E reflects the percentage of individuals who answered the question “in which ward do you live?”. The category “unknown” reflects respondents who were unsure of their ward. 15% of respondents reported living in the 1st ward, 7% in the 2nd ward; 7% of in the 3rd ward; 14% in the 4th ward; 9% in the 5th ward; 8% in the 6th ward; 7% in the 7th ward; 5% in the 8th ward; and 9% in the 9th ward. 19% of survey respondents were unsure of their ward.

Evanston Community Indicators of Age Friendliness

The following tables indicate survey respondents’ answers to questions on Evanston community support and services for older adults. The tables are a compilation of responses to the survey.

Table A

| Community Indicator: Assistance Services Available to Residents and Residents Usage | |
|--|--|
| Community Sample (%) | Community Measure |
| Of All Respondents: | |
| 70 | Are aware of the Reduced Fare Taxi Program |
| 40 | Are aware of the Handyman Program |
| 97 | Are aware of the Levy Senior Center |
| Community Sample (%) | Community Measure |
| Of All Respondents: | |
| 17 | Have used the Reduced Fare Taxi Program |

| | |
|----|----------------------------------|
| 13 | Have used the Handyman Program |
| 40 | Have used the Levy Senior Center |

Table B

| Community Indicator: Employment and Volunteer Opportunities for Older Adults | |
|---|---|
| Community Sample (%) | Community Measure |
| Of All Respondents: | |
| 56 | Feel there is a wide range of options for older volunteers in Evanston |
| 17 | Feel there are flexible and appropriately paid opportunities for older people in Evanston |

Table C

| Community Indicator: Health Services, Community Support, and Information | |
|---|--|
| Community Sample (%) | Community Measure |
| Of all Respondents: | |
| 58 | Feel there is a range of health and community support services in Evanston |
| 39 | Feel there is clear and accessible information provided about health and social services for older individuals in Evanston |
| 33 | Feel there is a good understanding how to request services as a senior in Evanston |

Of the 325 surveys returned, the oldest person was 95 and the youngest was 28 years old. The average age of those who submitted a printed survey was 75 and the average age of those who submitted an electronic survey was 65 years old.

The baseline assessment was established through the feedback received regarding Evanston senior services in October 2013. This is not rigorous research but a result of much community engagement.

Looking forward, the Age Friendly Evanston task force will continue to collect the opinions and record the experiences of Evanston residents through additional community engagement via focus groups, work groups, roundtable discussions and fundamental conversations. As data is collected, an action plan will be developed that reflects the voice of Evanston residents. As this plan will be implemented and monitored, necessary changes will be executed to continue to improve the age friendliness of the Evanston community.

The survey results were shared with the community on May 23, 2014 at the McGaw YMCA where over 60 individuals gathered. Attendees were asked to



sign up to participate in whatever manner they feel comfortable: focus groups, work groups, roundtables, etc.