

Memorandum



CITY OF DALLAS

DATE March 28, 2019

Honorable Mayor and Members of the City Council:
TO Mayor Pro Tem Casey Thomas, II (Chair), Deputy Mayor Pro Tem Adam Medrano
(Vice Chair), Councilmember Omar Narvaez, Councilmember Mark Clayton,
Councilmember B. Adam McGough, Councilmember Carolyn King Arnold

SUBJECT **Age Friendly Dallas Initiative**

On Monday, April 1, 2019, the Committee will be briefed by the Senior Affairs Commission on the Age-Friendly Initiative and the Age-Friendly Dallas Plan.

Background

The Age-Friendly Initiative is managed across a national network by the American Association of Retired Persons (AARP) and implemented at the community level by a network of state and local partners and local government agencies. The Age-Friendly Initiative process involved 4 steps: 1) entering the network; 2) planning phase; 3) implementation and evaluation; and 4) continuous cycle of improvements.

The City of Dallas completed step 1 in 2014. In August 2014, Mayor Michael Rawlings enrolled the City of Dallas in the Age-Friendly Communities (AFC) Network AARP. Later that year, AARP presented the City with the AFC certificate, which was then presented to the Senior Affairs Commission. AFC was then briefed to the City's Housing Committee in April 2015 and to the full Council in 2015.

In 2015, the program entered the planning phase. The Senior Affairs Commission (SAC), working with local representatives of AARP, worked together to conduct numerous community listening sessions and community partner stakeholder meetings. Over the next 2-3 years, more than 40 community partners and stakeholders were engaged in the process. The data and input from these meetings were aggregated to develop a set of domains and strategic recommendations, which was then integrated into an action plan.

By early 2018, the plan, now called the Age-Friendly Dallas Plan (the Plan), was completed and AARP representatives and SAC members began meeting with Council members and City staffers to share the plan. In September 2018, there was a final convening of community partners and stakeholders for final comments on the proposed plan. In February 2019, the SAC held a special called meeting to discuss the Plan. On March 25, 2019, the SAC voted to adopt the Plan and to recommend adoption by the City Council.

Purpose

The purpose of this presentation is to share an overview of the Age-Friendly Initiative, the City's history of involvement in the Age-Friendly Communities Network, and an overview of the resulting Age-Friendly Dallas Plan.

DATE March 28, 2019
SUBJECT **Age Friendly Dallas Initiative**

The Age Friendly Dallas Plan was developed with the input of 40+ community partners and include 7 domains of livability, as well as recommended strategies within each domain. Additionally, the plan highlights which local organizations and partners are actively engaged and involved in each of the identified domains. The domains are:

1. Outdoor Spaces and Buildings
2. Transportation
3. Housing
4. Social Participation/Inclusion
5. Civic Participation and Employment
6. Communication Information
7. Community Support and Services

Having formally adopted the Age-Friendly Dallas Plan, the SAC will now work to align its sub-committee work, advocacy efforts and recommendations with the Plan. Additionally, SAC members will serve as stewards and volunteers to support efforts that help Dallas to be an Age-Friendly Community.

Recommendation

The Senior Affairs Commission is recommending that City Council adopt the Age-Friendly Dallas Plan.

Should you have any questions or concerns, please contact myself or Jessica Galleshaw, Director of the Office of Community Care.



Nadia Chandler-Hardy
Assistant City Manager and Chief Resilience Officer

c: T.C. Broadnax, City Manager
Chris Caso, City Attorney (Interim)
Carol A. Smith, City Auditor (Interim)
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager

Majed A. Al-Ghafry, Assistant City Manager
Jon Fortune, Assistant City Manager
Joey Zapata, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Laila Alequresh, Chief Innovation Officer
Directors and Assistant Directors



Age-Friendly Initiative Dallas

Human and Social Needs Committee

April 1, 2019

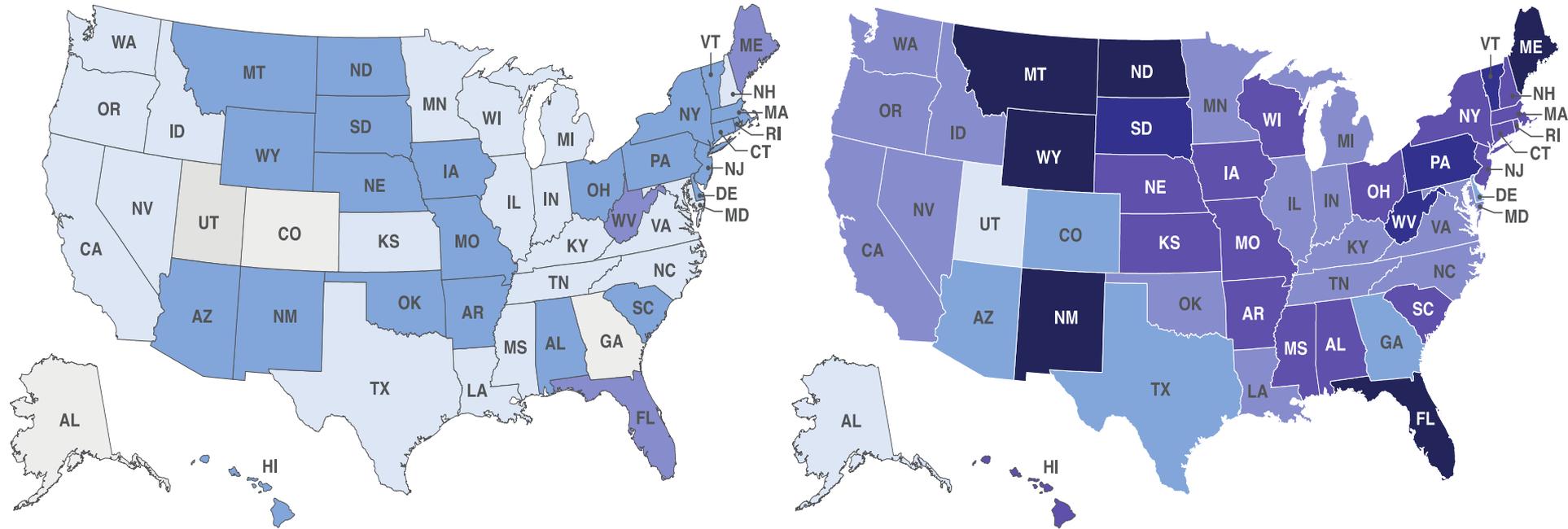
Sharyn Fein, Chair

Senior Affairs Commission

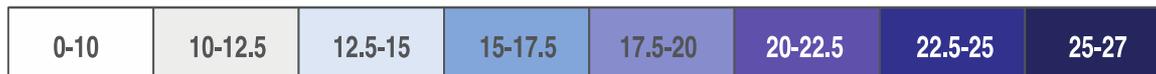
America is aging

2015

2030

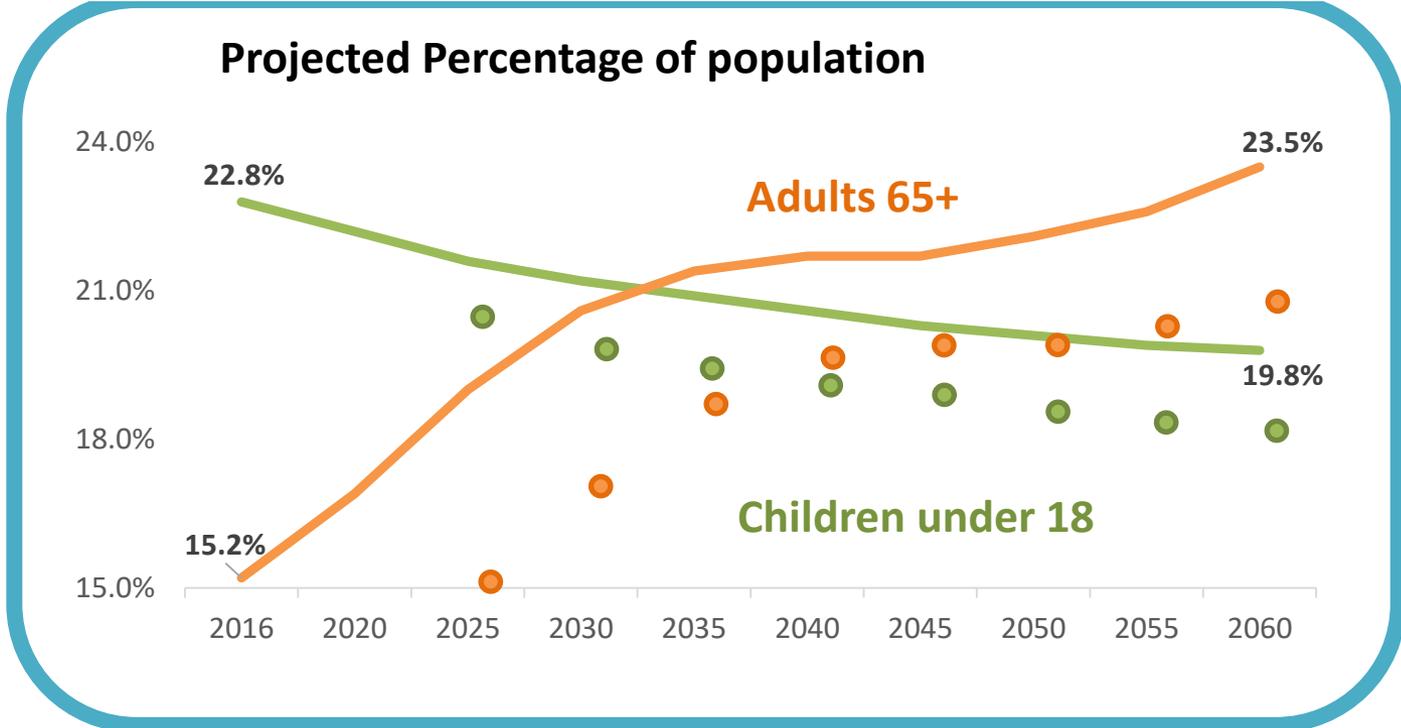


PERCENT OF POPULATION AGE 65+



Source: US Census

For the first time in U.S. history, older people will outnumber children.



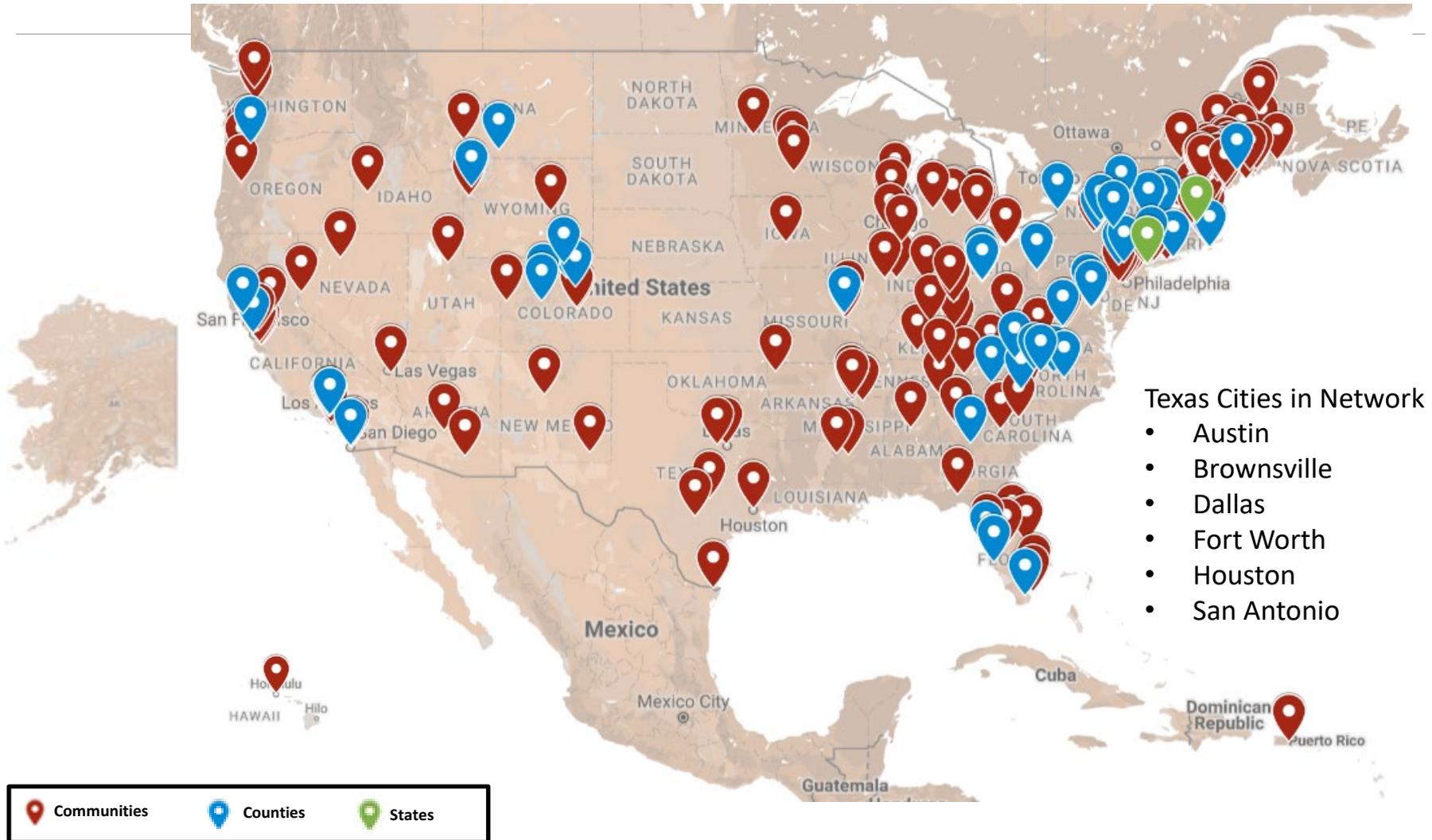
Source: US Census Bureau (March, 2018). Older People Projected to Outnumber Children for First time in US History. Retrieved from: <https://bit.ly/2p8zoQY>

And that is why we need to focus on....

Becoming an Age-friendly or livable community that has walkable streets, housing and transportation options, access to key services and opportunities for residents to participate in community activities.

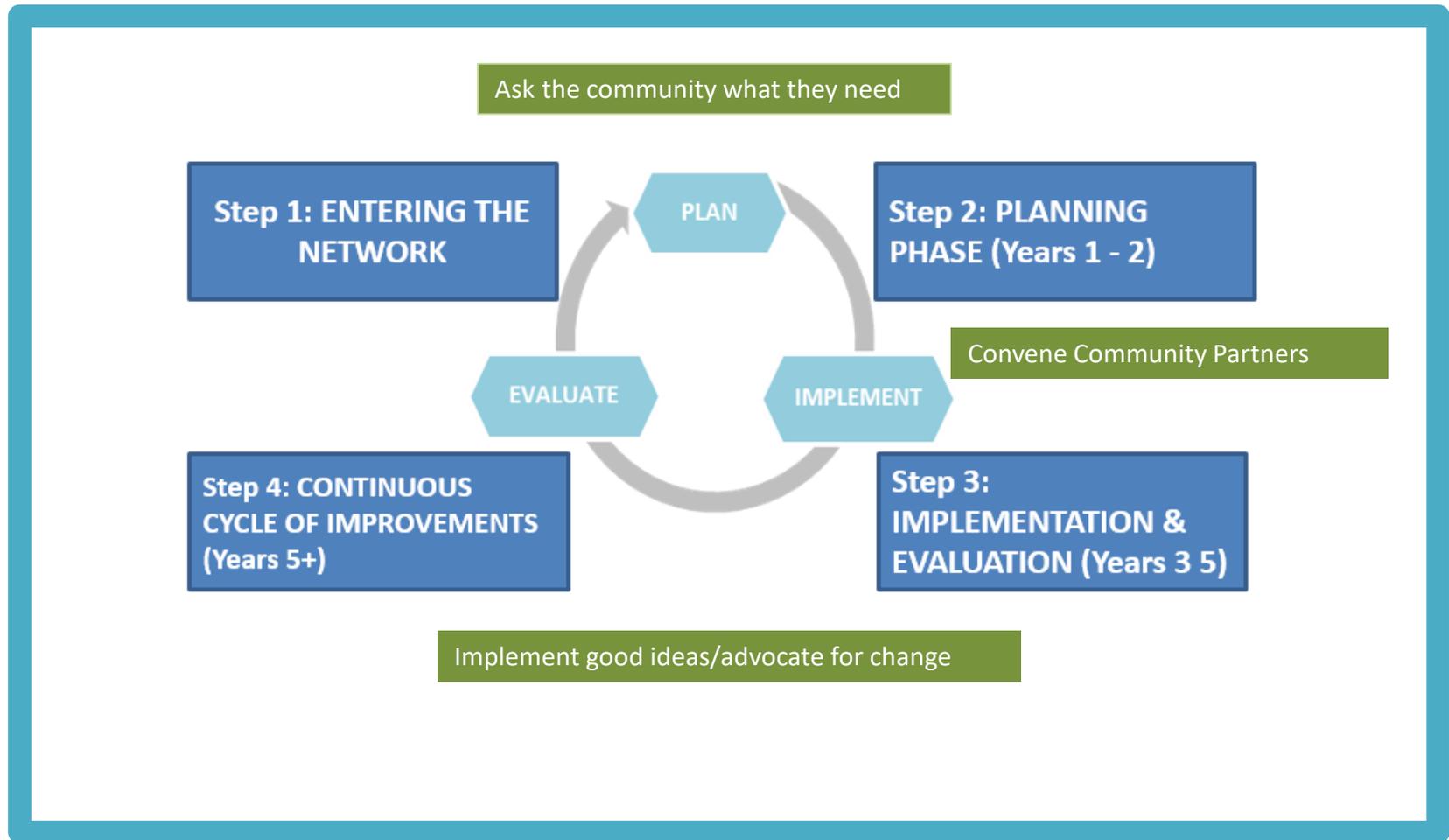
- *promote health and build and maintain physical and mental capacity across the life course; and*
- *enable people, even when experiencing capacity loss, to continue to do the things they value.*

Network of Age-Friendly States and Communities



Map updated August 24, 2018

Age Friendly Communities Initiative Process



Age Friendly Initiative Dallas

Senior Affairs Commission, AARP Texas, City staff and 40+ community partners have worked to:

- Ask member of the community what they need
- Convened meetings to address the needs
- Propose a set of actions and policy direction to address the needs

Age Friendly Initiative Dallas - Timeline

2014	2015
August - Mayor Rawlings enrolled Dallas in the AFC Network	<u>City Council Briefing</u> April - Presented AFC to Housing Committee of City of Dallas
December - AARP Texas presented AFC certificate to Mayor and City Council	October - Briefed city council members on the AFC effort
Presented AFC to Senior Affairs Commission, AFC became an ad hoc committee	December - Met with Mayor Pro Tem Alonzo
	<u>Meetings</u> January - Director, COD Senior Services and AARP met, started the assessment phase
	<u>Community Listening</u> 14 listening sessions in each council district
	<u>Stakeholder Meetings</u> Convened AFC community partner stakeholder meetings with SAC (Jan/March/July/Nov/Dec)

Age Friendly Initiative Dallas - Timeline

2016	2017
<p><u>Meetings</u> February – New city staff met with AARP about AFC initiative</p> <p><u>Community Listening</u> January/June – Conducted AARP Member Survey</p> <p>June – Commissioned UNT to do a supplemental survey of the H/L community</p> <p>January/December – Conducted 11 listening sessions.</p> <p>May – Unmanned listening posts in all Dallas libraries</p> <p><u>Stakeholder Meetings</u> Convened AFC community partner stakeholder meetings with SAC (Jan/March/May/June)</p>	<p><u>Community Listening</u> 9 listening sessions/events</p> <p><u>Stakeholder Meetings</u> Continued monthly AFC community partner stakeholder meetings with SAC (Feb/April/May/June)</p>

Age Friendly Initiative Dallas - Timeline

2018	2019
<p><u>City Council Briefing</u> January – Met with City Council members individually to provide an update and share action plan.</p>	<p>March – Senior Affairs Commission voted to put full support behind AFC initiative as their advocacy effort.</p>
<p><u>Meetings</u> May – New Senior Services Director met with AARP about AFC initiative</p>	<p>April – SAC presenting AFC to Human and Social Needs Committee.</p>
<p>December – AARP and SAC Chair met with Assistant City Manager, Nadia Chandler- Hardy, and Director, Jessica Galleshaw</p>	
<p><u>Community Listening</u> January/March – Conducted 15 Listening Sessions to present AFC action plan to citizens and get comments.</p>	
<p><u>Stakeholder Meetings</u> September – Convened AFC community partner stakeholder meeting for final comments.</p>	

The Domains of Livability – The Age-Friendly Dallas Plan

Domain 1. Outdoor spaces
and Building

Domain 2. Transportation

Domain 3. Housing

Domain 4. Social
Participation/Inclusion

The Network of Age Friendly Communities

Domains of Livability

Help Communities become even better places for people to live of all ages

Domain 5. Civic Participation
and Employment

Domain 6. Communication
Information

Domain 7. Community Support

Domain 1: Outdoor Spaces and Buildings

People need places to gather- indoors and out. Parks, sidewalks, safe streets, outdoor seating, and accessible buildings (think elevators, stairs with railings, etc.) can be used and enjoyed by people of all ages.

- Increase access to and utilization of parks, open spaces, and public buildings.
- Address sidewalk issues in areas with a high older adult pedestrian population.



Domain 2: Transportation

Driving shouldn't be the only way to get around. Public transit options can be as expansive as a train system or as targeted as a taxi service that provides non-drivers with rides to and from a doctor's office.

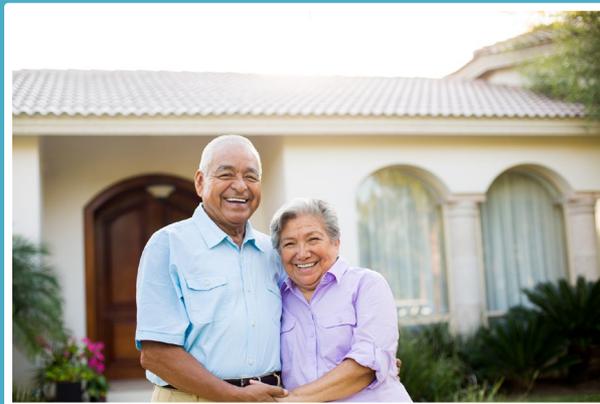
- Ensure all modes of transportation are safe, affordable, and accessible for people of all ages and abilities.
- Provide residents with information and tools to make informed and safe travel choices.
- Develop additional transportation options for older adults.



Domain 3: Housing

Most older adults want to age in place. Doing so is possible if homes are appropriately designed or modified – and if a community includes affordable housing options for varying life stages.

- Expand and promote the development of diverse housing options that are affordable and accessible.
- Support aging in place through the preservation of existing housing for seniors.
- Maximize awareness and referral programs to senior housing.
- Support efforts to address the unique, homelessness issues with older adult.



Domain 4: Social Participation and Inclusion

Regardless of one's age, loneliness negatively affects a person's health and sense of wellbeing. Isolation can be combatted by the availability of accessible, affordable, and fun social activities.

- Strengthen recreation, leisure, and educational activities targeting older adults.
- Increase older adult programming in city facilities.
- Create a city interagency team to optimize senior engagement and services.
- Develop age and dementia friendly business practices.



Domain 5: Civic Participation and Employment

An age-friendly community provides ways older people can, if they choose to, work for pay, volunteer their skills, and be actively engaged in community life.

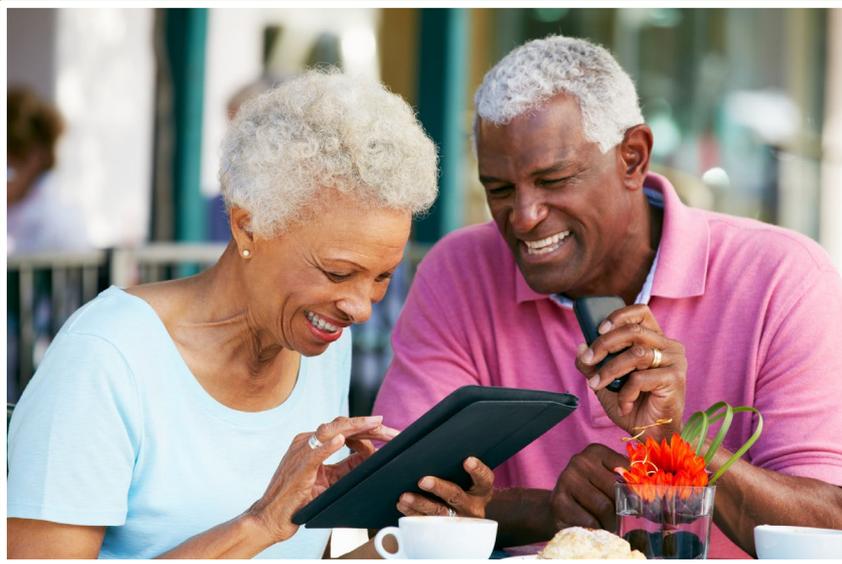
- Increase employment, entrepreneurial, and volunteer opportunities for residents age 50+.
- Engage the older adult perspective in city issues.



Domain 6: Communication and Information

Age-friendly communities recognize that not everyone has a smartphone or Internet access and that information needs to be disseminated through a variety of means.

- Provide information regarding issues, events and interests related to older adults in user friendly formats.
- Promote access to technology and technology training to keep older adults connected to their community, friends and families.



Domain 7: Community Support and Services

At some point, everyone gets hurt, becomes ill, or simply needs a bit of help. While it's important that care be available nearby, it's essential that residents are able to access and afford the services required.

- Increase consumer awareness of services available in Dallas.
- Promote safety and wellness in the community.
- Increase awareness and access to fresh produce, healthy foods and SNAP.
- Provide information, education, and training for emergency preparedness of seniors.
- Support work to prevent elder abuse, neglect, financial exploitation and fraud.
- Support family caregivers.



It's the little things...



Next Steps

Senior Affairs Commission will:

- **Align sub-committee priorities with the domains/strategies identified in the Age Friendly Dallas Plan**
- **Incorporate Age Friendly Dallas Plan domains and strategies into SAC goals and sub-committee work**
- **Advocate to the City and network partners in support of SAC goals in alignment with priorities identified within Age Friendly Dallas Plan**
- **Serve as stewards and volunteers to support Dallas as an Age-Friendly community**

Recommendation

The Senior Affairs Commission voted to adopt the Age-Friendly Dallas on March 25, 2019:

- **SAC requests support of the Human and Social Needs Committee for its recommendation to City Council to adopt the Age Friendly Dallas Plan**
- **SAC requests the opportunity to present this plan to the full City Council at an upcoming briefing**
- **SAC requests that City Council formally adopt the Age Friendly Dallas Plan**



Age-Friendly Initiative Dallas

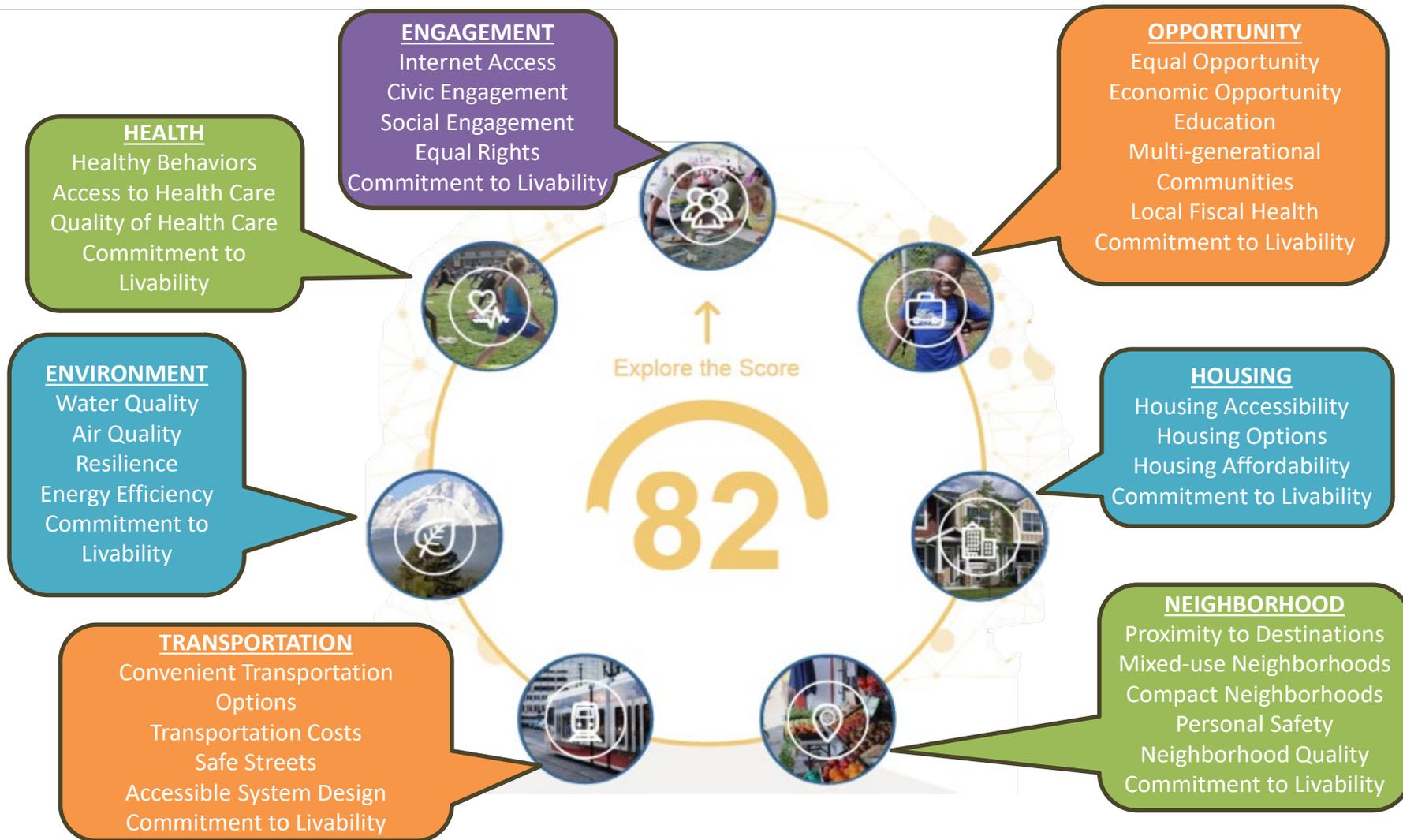
Human and Social Needs Committee

April 1, 2019

Sharyn Fein, Chair

Senior Affairs Commission

AARP Livability Index



<https://livabilityindex.aarp.org/>



Age-Friendly Dallas





Over the next 50 years, the number of people in the United States age 65 and older is expected to more

than double to 92 million and those 85 and older will likely triple to 18 million. Simultaneously, the urban population continues to rise. These projections, as well as Dallas' changing demographics as seen in the 2010 U.S. Census, led to the creation of the Age-Friendly Dallas Planning Committee with the support of Mayor Mike Rawlings.

In 2014, the Age Friendly Dallas Planning Committee conducted extensive base-line assessment of our citizen's opinions, needs and identified gaps. And then in 2016-2017 met monthly to discuss how the community can



prepare for the expected increase in urbanization and the number of older residents. Since then, the committee has continued to build public awareness, analyze resources, and identify opportunities for collaboration and growth. Ultimately, the committee compiled a set of strategic recommendations to make Dallas an even more age-friendly and livable community.

For many residents in Dallas, the most important traits of an age-friendly community are adequate access to a wide variety of housing and transportation options; street safety; and access to recreational, volunteer and civic engagement opportunities.

A livable community provides resources that allow residents to age in place and fosters residents' engagement in their community's civic, economic, and social life. Many of Dallas' residents have deep roots in the community and hope to age in place.



The **AARP Network of Age-Friendly Communities** is an affiliate of the World Health Organization's Global Network of Age-Friendly Cities and Communities, an international effort launched in 2006 to help cities prepare for the growing and aging population.

The AARP Network of Age-Friendly Communities targets improvements in domains of livability that influence the health and quality of life for residents of all ages from 1 to 100. The livability domains and what they represent are as follows:

- **Outdoor Spaces and Buildings:** Availability of safe and accessible recreational facilities.
- **Transportation:** Safe and affordable modes of private and public transportation.
- **Housing:** Availability of home modification programs for aging in place as well as a range of age-friendly housing options.
- **Social Participation and Inclusion:** Access to leisure and cultural activities,

including opportunities for older residents to socialize and engage with their peers as well as with younger people.

- **Civic Participation and Employment:** Paid work and volunteer activities for older residents and opportunities to engage in the formulation of policies relevant to their lives.
- **Communication and Information:** Access to communications technology and other resources so older residents can connect with their community, friends and family.
- **Community Support and Health Services:** Access to home-based care services, health clinics and programs that promote wellness and active aging.

The Age-Friendly Dallas Planning

Committee works to empower Dallas and its leaders to better respond to the needs of residents through the set of recommended strategies in the Age-Friendly Dallas Action Plan. The committee recognizes the value of proactively addressing the needs of its rapidly changing population. In addition, residents are living longer, more healthy and active lifestyles, which contribute to the rich fabric of our community. This plan will result in measurable improvements in our community's quality of life. With direction, focus and consensus, this work will move Dallas toward becoming an even more popular destination for those seeking healthy, active living regardless of their age. Moreover, this effort will help chart a path that supports Dallas' future economic and community development.



Summary of Age-Friendly Dallas Action Plan

The plan contains action items corresponding to the following domains of livability and community goals.

Domain 1: Outdoor Spaces and Buildings

Goals:

- Increase access to and utilization of parks, open spaces, and public buildings.
- Address sidewalk issues in areas with a high older adult pedestrian population.

Domain 2: Transportation

Goals:

- Ensure all modes of transportation are safe, affordable, and accessible for people of all ages and abilities.
- Provide residents with information and tools to make informed and safe travel choices.
- Develop additional transportation options for older adults.

Domain 3: Housing

Goals:

- Expand and promote the development of diverse housing options that are affordable and accessible.
- Support aging in place through the preservation of existing housing for seniors.
- Maximize awareness and referral programs to senior housing.
- Support efforts to address the unique, homelessness issues with older adult.

Domain 4: Social Participation and Inclusion

Goals:

- Strengthen recreation, leisure, and educational activities targeting older adults.
- Increase older adult programming in city facilities.
- Create a city interagency team to optimize senior engagement and services.
- Develop age and dementia friendly business practices.

Domain 5: Civic Participation and Employment

Goals:

- Increase employment, entrepreneurial, and volunteer opportunities for residents age 50+.
- Engage the older adult perspective in city issues.

Domain 6: Communication and Information

Goals:

- Provide information regarding issues, events and interests related to older adults in user friendly formats.
- Promote access to technology and technology training to keep older adults connected to their community, friends and families.

Domain 7: Community Support Services

Goals:

- Increase consumer awareness of services available in Dallas.
- Promote safety and wellness in the community.
- Increase awareness and access to fresh produce, healthy foods and SNAP.
- Provide information, education, and training for emergency preparedness of seniors.
- Support work to prevent elder abuse, neglect, financial exploitation and fraud.
- Support family caregivers.

Age-Friendly Dallas Community Partners

AARP Texas
Adult Protective Services
Age Well Live Well
Alzheimer's Association
American Foundation for the Blind
Brookhaven College 50+
Catholic Diocese
Catholic Charities
Celebration Magazine
City of Dallas Senior Services
City of Dallas Parks and Recreation
City of Dallas Mobility and Street Services
City Square
Coalition for Aging LGBT
Community Council of Greater Dallas
Dallas Area Agency on Aging
Dallas Area Gerontologic Society
Dallas Police Department
Dallas Public Library
Dallas Area Rapid Transit
Dallas Coalition for Hunger Solutions
DCCCD
Determination, Inc.
Ed-U-Care
Grow North Texas
Health and Human Services
Independent Transportation Network
Injury Prevention Center
IACT
Metrocare Services (ADRC)
Metro Dallas Homeless Alliance
My Ride Dallas
Parkland Hospital
Rebuilding Together
Senior Blue Book
Texas Hunger Initiative, Senior Action Team
The Senior Source
SPAN
United Way
University of North Texas Dallas
Visiting Nurses Association

Domain Leaders:

Brittney Tree
Cobbie Ransom
Daryl Quarles
James McClinton
Valencia Hooper-Alexander
Susan Williams
Sara Wick (SAC Liaison)

Special Thanks to the Senior Affairs Commission (SAC) for championing this project

Sharon Fein (Chair)
Trini Garza, (Past Chair)
Carmen Arana, District 1
Open, District 2
John Johnson, Vice-Chairman, District 3
Myrtis Evans, District 4
Carl Raines, District 5
Jearldine McDaniel, District 6
Deloris L. King, District 7
Debbie Austin, District 8
Mary Ann Sparks, District 9
Jeri Baker, District 10
Bill Gart, District 11
Marlene Cohen, District 12
Syl Benenson, District 13
Sara Wick, District 14

AARP Texas

Jann Horswell
Chandra Marshall-Henson
Susan Williams



Our Vision for AFC Dallas:

We envision a city in which there is a variety of safe and accessible outdoor spaces.

Domain 1 Outdoor Spaces					
GOALS	Responsible Organization	Action Item/Tactic	Timeframe	Measurement	Notes
Goal 1.1: Increase access to and utilization of parks, open spaces and public buildings for older adults.					
1.1.1:	City of Dallas Park and Recreation	Work towards all residents having access to parks and open spaces near their homes. Create plan to provide equitable access to parks. Assess where parks are located and identify gaps.	2022	The national standard is for there to be a park/open space within a 10 minute walk of residents. The city of Dallas is currently at 58% and with plans of growing that percentage within the coming years.	
1.1.2:	City of Dallas Park and Recreation, Mobility and Street Services	Increase the number of parks and public spaces that are equipped with accessible and safe seating, drinking fountains, and public restrooms. Create a work group to study this and advocate for new equipment where it is needed. Use NRPA standard.	6/2019	Study results will be completed and a plan to address gaps identified.	
1.1.3:	City of Dallas Park and Recreation	Increase the number of older adults in the Active Senior Adult Program (ASAP) operating in 43 recreation centers in Dallas.	On-going	2184 people were enrolled in ASAP by EOY 2017. 10% annual increase.	

	City of Dallas Park and Recreation and WellMed Charitable Foundation	WellMed provided free Parks and Recreation pass 2017-2018 and renewed the grant for 1 more year. In fall of 2018, Dallas Park and Recreation to operate a new senior activity center co-operatively with non-profit WellMed Charitable Foundation in South Dallas.	Fall 2018 Center to open	2017-2018, 9185 seniors took advantage of the free passes. Another 2500 for 2018-2019. Programming in the new center will increase by 20% annually.	
1.1.4:	City of Dallas Parks and Recreation, Rebuilding Together, Determination Inc.	Explore designating at least one "Age Friendly ", Multi-Generational Park to include integration of specialized equipment for both youth and adults.	Time TBD		
1.1.5	The Senior Source, AFC Stakeholders	Support the Senior Source's effort to advocate for destination Senior Centers in Dallas.	On-going	The effort was not funded by the 2017 Bond Program. The Senior Source and community partners will continue advocacy on this issue.	
1.1.6	City of Dallas Parks and Recreation and Office of Community Care-Senior Services	Expand Older Adult amenities in Park and Recreation Center. Funded by the 2017 bond program, the Willie B. Johnson Recreation Center and Singing Hill Recreation Center will get an extension to be used by seniors.	2022	Completion of this is contingent upon the bond awards. The City Manager wants to complete the bond program within a 5 year period.	
1.1.7	City of Dallas Parks and Recreation	Complete an assessment of underutilized space in the City of Dallas Recreation Centers to see if they can be used for older adults.	2019	Assessment will be completed and plan developed.	
1.2: Areas where there are a large number of older adults, sidewalks.					

1.2.1	Office of Community Care-Senior Services, City of Dallas Mobility and Street Services, AARP Texas	Request a needs assessment of areas where there are a large number of older adult pedestrians and sidewalk issues. Conduct sidewalk audits and advocate for improvements to be made.	12/2019	Assessment will be completed by 6/2020 Sidewalk audits will be completed by 10/2020. Repairs for these areas will be prioritized.	
1.2.2	AFC Stakeholders	Older Adults will know how to access the City's sidewalk cost share program and to request new sidewalk via the City's Petition Program.	EOY/2018	Sidewalk Replacement program flyers distributed to stakeholders and information added to website.	Stakeholders will share the Mobility and Street Services department sidewalk replacement program information. This information will be added the City of Dallas Senior Services website.

Our Vision for AFC Dallas:

We envision a city in which there are a variety of safe and affordable modes of private, non-profit and public transportation for older residents of all ages. Our aim is to increase the number of residents over age 50 that have access to transportation options.

Domain 2 Transportation					
GOALS	Responsible Organization	Action Item/Tactic	Timeframe	Measurement	Notes
Goal 2.1: Ensure modes of transportation are safe, affordable and accessible for residents of all ages and abilities, particularly older adults.					
2.1.1:	Baylor adaptive driving rehabilitation program, AARP Driver Safety, My Ride, all stakeholders	Help older adults be informed about Driver Safety by promoting Driver Safety Classes and programs.	Annually	At least 15 classes in Dallas.	
2.1.2:	City of Dallas Mobility and Street Services	New street build-outs will follow City of Dallas' Complete Streets manual guidelines.	On-going	Currently being done.	
2.1.3:	Dallas Area Rapid Transit (DART) and PAAG	Support DART's Paratransit Accessibility Advisor Group (PAAG) in determining the needs of the disability community and to broaden DART's community outreach to persons with disabilities.	On-going	Successful PAAG Meetings and recommendations.	
2.1.4:	DART, Office of Community Care-Senior Services , Community Council/	DART will conduct an assessment of transportation deserts in City of Dallas to prioritize and address gaps. Special focus	On-going	Assessment will be completed DART by 12/2019.	Use East Dallas model as a pilot.

	My Ride Dallas	on areas where a high number of older adults live.			
2.1.5:	Office of Community Care-Senior Services	The City Senior Medical Transportation program will be adapted to provide referral and application support as well as last resort rides.	6/2019		
Goal 2.2 Provide residents with the information and tools they need to make informed travel choices through a wide range of transportation training.					
2.2.1:	My Ride Dallas, DART Travel Ambassador Program	My Ride Dallas and DART Travel Ambassador Program will provide transportation planning and training for older adults and professionals that serve them.	On-going	1700 people receive help with trip planning annually.	
2.2.2	DART Travel Ambassador's Program	DART will help re older adults understand how to use public transportation, by bringing more awareness to the DART Travel Ambassador program, and Paratransit services available to those who qualify.	On-going	925 individuals have travel training each year, 70+ Outreach engagements. There is no plan to increase this program at this time.	
2.2.3	My Ride Dallas, AARP Texas	Develop educational tools to better educate older adults on how to use ride share services.	Spring 2019	Tip sheets are developed and being shared with 50+ community. Track metrics on how many people received tip-sheets and collect anecdotal information to see who used the ride share services.	
Goal 2.2.4: Develop additional transportation options for older adults.					

3.1.1:	Independent Transportation Network	Dallas will have an Independent Transportation Network affiliate program.	10/2019	<i>Need metric</i>	ITN is the only national, non-profit, volunteer driver model will offer services in Dallas.
3.1.2:	DART	DART is trialing an uber on-call zone pilot.	12/2018	Assess success of pilot and implement solution.	
3.1.3:	Community Council/Dallas Area Agency on Aging/My Ride	Support Dallas Area Agency on Aging/My Ride's pilot transportation program with LYFT to provide rides to eligible older adults in Dallas county.	6/2019		

Our Vision for AFC Dallas:

We envision a city in which there is availability of affordable home modification programs for aging in place as well as a range of age-friendly housing options.

Domain 3 Housing					
GOALS	Responsible Organization	Action Item/Tactic	Timeframe	Measurement	Intersection with Existing City Plans Neighborhoods Plus, Poverty Coalition, Senior Task Force, Resiliency, Equity
Goal 3.1 Expand and promote the development of diverse housing options that are affordable for older adults.					
3.1.1:	Dallas Commission on Homelessness, Citizen Homeless Commission, City of Dallas	Dallas is investing \$250K to provide improved supportive housing for chronically homeless seniors by providing housing rental subsidies and supportive services for up to 24 months.	On-going	Reduce the number of homeless seniors by 10%.	
Goal 3.2 Support the preservation of existing affordable housing for seniors					
3.2.1:	City of Dallas Housing Department and partner organizations.	Promote the new City of Dallas home repair initiative.	annual	<i>Need metric</i>	
3.2.2:	Senior Affairs Commission, Office of Community Care-Senior Services	Support the Senior Affairs Commission annual budget recommendation to increase Senior Home Repair budget.	annual	10% increase to be requested over next 5 years commensurate with HUD 5 year plan.	
3.2.3:	Determination Inc. and stakeholders	Support Determination, Inc.'s pilot Village Project in Preston Hollow.	Launch 2019	After 30 households have signed on to participate a	

				needs assessment for services will be determined, a membership structure will be developed as well as a volunteer service structure.	
3.2.4:	AARP, Rebuilding Together, Stakeholders	Creating and inventory local resources that support older adults and veterans in need of home modifications.	June 2019	Complete inventory of resources and add links to the City of Dallas Office of Community Care-Senior Services website.	
Goal 3.3: Maximize awareness and referral to housing that is accessible, affordable and healthy.					
3.3.1	Office of Community Care-Senior Services	Promote City of Dallas Office of Fair Housing's affordable Housing Guide and HUD's Affordable Housing tools on Senior Affairs website.	On-going	Link to HUD tools added to Senior Services webpage	
3.3.2	Senior Affairs Commission, Office of Community Care-Senior Services, AARP Texas	Host annual Housing 101/Housing Resource Fair event to connect older adults with resource organizations.	Annual	250 older adults will be reached with information via annual event.	

Our Vision for AFC Dallas:

We envision a city in which there are a variety of leisure and cultural activities, including opportunities for older residents to socialize and engage with their peers and with younger people.

Domain 4 Social Participation and Inclusion					
GOALS	Responsible Organization	Action Item/Tactic	Timeframe	Measurement	Notes
Goal 4.1 Strengthen and develop recreation, leisure and educational activities involving and targeting older adult					
4.1.1:	City of Dallas Park and Recreation Board, Parks and Recreation	City of Dallas Parks and Recreation include senior programming in budget to support the Active Senior Adult Program (ASAP). Including Dallas in Texas Senior Games.	Started in 2016, on-going	362 programs in Parks and Recreation facilities in 2017. 10% increase annually. Dallas held Senior Games in February.	
4.1.2	City of Dallas Parks and Recreation, American Foundation for the Blind, Alzheimer’s Association, AARP.	All Senior Service Dallas Parks and Recreation staff will receive sensitivity training to equip them with skills to encourage broader participation from the community. Training to include how to work with older adults with dementia and low or no vision.	Q1 2019	All staff will be trained.	
4.1.3	Dallas Public Library, Office of Community Care-Senior Services	Increase senior programming in Dallas Public Libraries. Added fulltime staff position to support senior programming.	annual	317 programs in libraries by in 2017 and 10% annual growth projected.	

4.1.4	City of Dallas Office of Cultural Affairs	Continue providing facilitators for the ASAP classes. Including providing support and opportunities for diverse artists to connect to the community through the Community Artist Program.	annual	116 classes/workshops provided in 2017, no plan to increase.	
4.1.5	Office of Community Care-Senior Services, Dallas Public Library, Parks and Recreation and Cultural Affairs, Dallas Police Community Affairs, Code Compliance, Office of Homelessness Solutions, Housing and Transportation	Create an Interdepartmental team that is working together to create a comprehensive approach to serving older adults, and plan to work closely together to advocate for older adult services across departments.	Started July 2016 and on-going	Schedule for meetings has been developed and adhered to. Communication between city staff is increase and aging cultural lens more evident in city departments.	
Goal 4.2: More business will develop age and dementia friendly practices.					
4.2.1:	AARP Texas, Chambers, local business owners	Develop an age-friendly business best practices program that provides a welcoming and inclusive environment for customers of all ages, including dementia friendly training.	End of 2019	10 businesses engage in training by end of year. Pilot with Oak Cliff chamber will be completed. 5% annual growth.	
Goal 4.3: Provide training and access to older adults with low vision.					
4.3.1	American Foundation for the Blind, AARP Texas	Help people with low vision discover ways to enhance their ability to live as independently	Q2 2019	75+ people visit AFB. AARP to co-host member event with AFB.	

		as possible despite their loss of vision.			
Goal 4.4: Keep isolated older adults safe.					
4.4.1	Dallas Police Department	Start a pilot program where the community police officers will make and maintain contact with Isolated homebound older adults.			

Our Vision for AFC Dallas:

We envision a city in which there is paid work and volunteer activities for older adults.

Domain 5 Civic Participation and Employment					
GOALS	Responsible Organization	Action Item/Tactic	Timeframe	Measurement	Notes
Goal 5.1: Increase employment, entrepreneurship and volunteer opportunities for residents age 50+.					
5.1.1:	City of Dallas, The Senior Source	Continue supporting the Senior Employment Program at the Senior Source.	2017, on-going	1500-2000 older adults to be served by Senior Source employment services annually funded by the City of Dallas. Funding continued going forward.	
5.1.2:	Office of Community Care-Senior Services, The Senior Source, AARP Senior Community Service Employment Program, AARP Job Search in the Digital Age Classes	Promote the resources in the community that help 50+ with employment resources via the City website.	On-going	At least 1500-2000 older adults access employment services annually.	
5.1.3:	The Senior Source, AARP Texas, Chambers	Conduct outreach to small and local businesses to become age-friendly and hire residents age 50+.	On-going and Chamber outreach 12/2018	15 businesses have been reached by end of 12/2018.	
5.1.4:	AARP Texas, Small Business	Increase awareness in the Encore Entrepreneur Program	12/2018	SBA and Brookhaven College will facilitate session for older adults.	

	Administration, Dallas County Community Colleges	and other business startup resources for Older Adults.			
Goal 5.2: Engage the older adult perspective in city issues.					
5.2.1	Senior Affairs Commission, Office of Community Care-Senior Services,	The Senior Affairs Commission will be a way to engage the older adult perspective in city of Dallas issues and other commissions.	On-going	Issues/concerns/recommendations will be presented to other city commissions.	

Our Vision for AFC Dallas:

We envision a city in which there is access to communications technology and other resources so older residents can connect with their community, friends and family.

Domain 6 Communications and Information					
GOALS	Responsible Organization	Action Item/Tactic	Timeframe	Measurement	Notes
Goal 6.1: Provide information regarding issues, events and interests related to older adults in user-friendly formats.					
6.1.1:	Office of Community Care-Senior Services,	Expand, update and maintain information about aging services on the City of Dallas website and with the bi-annual Newsletter.	June 2018	10 more community partners linked on Office of Community Care-Senior Services webpage. First issue was produced and distributed. 1K copies made, move towards more edistribution.	
6.1.2:	City of Dallas	Expand public knowledge about the Senior Affairs Commission by broadcasting the Senior Affairs Commission monthly meeting on cable access TV, and promote via quarterly newsletter.	Complete	On-going monthly broadcasts.	
6.1.3:	Office of Community Care-Senior Services, City of Dallas Senior Affairs Commission	Host quarterly Listening Sessions in each council district as a method of continuing engagement with the 50+	On-going	At least 1 community conversation will be conducted per district annually.	

		population. Senior Affairs Commissioners will host.			
6.1.5:	Office of Community Care-Senior Services, AARP Texas	Explore the possibility of providing a One-Stop source resource and calendar information for older adults in Dallas.	Assessment completed March 2019	A list of potential partners will be developed, and a cost assessment will be completed.	Explore funding an organization that will host and update a website.
6.1.6:	Senior Blue Book, Celebration Magazine, all partners that host events.	Increase community partner's use of existing calendars to promote events in Dallas that are aimed at older adults.	On-going	5 additional organizations use these calendars to promote events.	
Goal 6.2: Promote awareness about accessible technology and its role in keeping older adults connected to their community, friends and family.					
6.2.1:	Dallas Public Libraries	Dallas Public libraries offer technology training for older adults.	6/2017, on-going	At least 1 monthly technology training/mentoring in each library. Measure how many Older Adults use library programs as baseline for metric to increase.	
6.2.2:	AARP TEK, CC Young Point and Pavilion, The Senior Source and Dallas County Community College District, WellMed classes.	Promote other opportunities for Older Adults to receive access to technology education and training.	On-going	At least 12 classes are offered in Dallas.	

Our Vision for AFC Dallas:

We envision a city in which there is access to home-based care services, health clinics and programs that promote wellness and active aging.

Domain 7 Community Support and Health Services					
GOALS	Responsible Organization	Action Item/Tactic	Timeframe	Measurement	Notes
Goal 7.1 Increase consumer awareness of services available in Dallas					
7.1.1	Community Council/Dallas Area Agency on Aging	Create an inventory of all agencies and organizations that have navigation, case management service for older adults.	6/2019	Inventory will be completed.	
7.1.2:	Community Council/Dallas Area Agency on Aging and partners	Convene quarterly meetings with navigators/case management agencies to identify gaps in services and work with partners to create a plan to address those gaps.	Start end of 2017 and on-going	Meetings will occur quarterly. A plan will be developed to address gaps.	
7.1.3:	Office of Community Care-Senior Services	Create an inventory of case workers who serve older adults in Dallas.	TBD		
7.1.4:	Community Council/Dallas Area Agency on Aging and partners	Dallas area social workers and case managers have access to continuing education about older adult issues via the Dallas Area Agency on Aging's monthly informational meetings .	Start 2017 and on-going	50 professionals served annually.	

7.1.5:	Ed-U-CARE, AARP Texas, <i>LGBT Coalitional on Aging</i> , Alzheimer's Association	Promote education of geriatric care and cultural competency training, (e.g., LGBTQ) for licensed health care providers, first responders, case workers, care givers, and personal care attendants.	EOY 2019	At least 25 staff will be trained annually. Annual workshops are offered.	
7.1.6:	Alzheimer's Association and partnering community organizations	Raise awareness and promote education about Alzheimer's disease including community resources available to support the individual diagnosed and their family.	On-going	4K individuals educated in 2017. Begin bi-lingual education in 2018. Host 2 Hope for Tomorrow conferences in Dallas county with one offered as a bi-lingual event. 2 Helpline campaigns per year reaching 5000 per campaign.	The Alzheimer's Association hosts ongoing education programs about the Warning Signs and Basics of Alzheimer's Disease, How to Communicate about Dementia, Family Caregiver Classes and Hope for Tomorrow conferences. Alzheimer's Association 24/7 HELPLINE.
7.1.7:	Aging and Disability Resource Center and community partners.	Work with the Aging and Disability Resource Center's (ADRC) No Wrong Door system to promote awareness about their valuable resources for information and long term services and support.	On-going		
Goal 7.2 Promote safety and wellness in the community					
7.2.1:	Community Council/ Dallas Area Agency on Aging and partnering agencies	Use Matter of Balance program to address older adults with balance and mobility issues.	On-going	432 older adults served in 2017. Increase bi-lingual coaches from 3 to 8 in 2018.	
7.2.2:	Community Council/Dallas Area	Support diabetes self-management and chronic disease self-management	Spring 2018	Schedule 3 English Diabetes/Chronic Disease workshops per month,	

	Agency on Aging and partnering agencies.	programs to address issues older adults have with managing diabetes and chronic disease.(English and Spanish)		Schedule 1 Spanish Diabetes/Chronic workshop per month. Enroll 15 participants in each workshop. Graduate at least 12 participants from each workshop. Total served 572 Increase # of active bilingual Spanish speaking Diabetes Self-Management Coaches from 8 to 14 total	
7.2.3:	Dallas Police Department, Drug Enforcement Agency, Office of Community Care-Senior Services	Expand awareness of April 29 drug take back events.	April 2019	Police pass out flyers in neighborhoods.	
7.2.5:	The Senior Source Long-Term Care Ombudsman Program, Office of Community Care-Senior Services	Protect nursing home resident's rights by continue to support the Senior Source Long-Term Care Ombudsman program.	On-going	800 unduplicated residents will be served in 22 Dallas nursing homes, 70% of complaints received will be resolved to the resident's complete satisfaction	Continue city funding for the program.
Goal 7.3: Increase public awareness of and access to fresh produce, health foods, and SNAP					
7.3.1	Dallas Coalition for Hunger Solutions and Senior Hunger Action Team, Office of Community Care-Senior Services and Dallas Parks and Recreation	More older adults in Dallas have access to food Assistance and information about Supplemental Nutrition Assistance Program (SNAP) via "Eating Well is a Snap" outreach presentations.	On-going	Program will help 90 seniors with SNAP applications through June 30, 2018 120 seniors July 1, 2018 – June 30, 2019. A goal of 20 presentations annually.	

		City of Dallas Senior Services staff and Park and Recreation ASAP staff trained to present “Eating Well is a Snap” and as navigators.			
7.3.2	Grow North Texas and City of Dallas Parks and Recreations	More older adults in Dallas will have access to fresh produce via pop-up produce markets by utilizing more community facilities such as Park and Recreation centers for pop-up produce markets. Produce is purchased from local farmers and then sold at cost.	On going	Pop-up markets currently at Samuel Grand Recreation Center, Anita Martinez Recreation Center, Cummings Recreation Center, Juanita Craft Recreation Center. Assess where more can be added.	
7.3.3	Senior Living Communities and Grow North Texas, Senior Hunger Action Team, AARP Texas and UNT Dallas	Explore the feasibility of using senior living communities and the UNT Dallas Campus to start community gardens and build community.	EOY 2020	2 senior living communities and UNT Dallas have community gardens.	
Goal 7.4: Emergency preparedness and community resilience: information, education and training to ensure the safety, wellness, and readiness of seniors in crisis situations					
7.5.1:	Office of Community Care-Senior Services, Office of Community Emergency Response Team (CERT)	Provide emergency preparedness training that includes promotion of registries of seniors and caregivers	On-going	6 classes annually	
7.5.2:	Office of Community Care-Senior Services, Office of Community	Publicize Community Emergency Response Team (CERT) programs for seniors on	June 2018	Link posted to City of Dallas Office of Senior Affairs webpage.	

	Emergency Response Team (CERT)	City of Dallas Office of Senior Affairs website			
Goal 7:6: Elder Abuse, Neglect and Fraud Prevention and detection of financial exploitation.					
7.6.1:	The Senior Source, District Attorney's Office, Dallas County Probate Courts	Support the Elder Financial Safety Center work to prevent, investigate and prosecute criminals of Elder Financial Exploitation.	On-going, Started 5/2014	Serve approximately 3,800 older adults annually through financial literacy, exploitation prevention, frauds and scams advocacy, and poverty alleviation services and programs with at least 40% of clients experiencing a positive financial impact.	As a unique collaborative partnership between The Senior Source and the Dallas County Probate Courts and District Attorney's Office, the Elder Financial Safety Center helps older adults to avoid the dangers of financial uncertainty and exploitation. The focus is on prevention, protection and prosecution.
7.6.2	AARP Texas	Conduct outreach programs to help older adults protect themselves from Frauds and Scams.	On-going	25 in 2018, increase by 20%	
	AARP Texas, City of Dallas Parks and Recreation, Elder Financial Safety Center	Offer free community Shred Events during AARP's annual Operation Stop Scams.	April 2019	6 events held in 2018, expand reach in 2019	
7.8 Dental Health services are available for 60+ in Dallas					
	Office of Community Care-Senior Services, Texas A&M University College of Dentistry	Continue support for Senior Dental Health Program.	2018	Increase funding 25% from \$300,00-\$375,000	
7.9 Support Family Caregivers					

	AARP Texas, Faith-Based Community	AARP to connect with members of the faith-based community to support or start caregiving ministries.	Spring 2019	Support 3 churches with the AARP CC2C program in 2019, grow by 20% annually.	
	The Senior Source and Dallas Area Agency on Aging	Continue supporting family caregivers.		Need Metric	