

May 22, 2019

WHEREAS, the aging of the U.S. population has been a key concern for city planners and policymakers for decades with the aging of the Baby Boom generation (those born between 1946 and 1964) changing the age profile for the entire country; and

WHEREAS, in establishing its Age-Friendly Cities and Communities Program, the World Health Organization (WHO) developed a framework for defining the features that make a city age-friendly; and

WHEREAS, the American Association of Retired Persons (AARP), as the U.S. affiliate of the WHO's global network, has developed a similar five-year process tailored to the United States; and

WHEREAS, in its advocacy for policies that improve the quality of life for people of all ages, AARP provided a new tool in 2015, called the Livability Index; and

WHEREAS, Dallas is ranked the ninth-fastest growing community of people age 65 and older in the country, with nearly 24 percent of the city's population today over age 50; and

WHEREAS, Dallas' overall Livability Index score is 55 of 100, placing it in the middle tier of cities; and

WHEREAS, this Age-Friendly Dallas Plan is organized around 7 domains that capture the WHO's 8 domains structure of Age-Friendly Communities along with insights from the Livability Index; and

WHEREAS, regardless of age, everyone wants to be a part of our community and share in the opportunities and services that our city provides.

Now, Therefore,

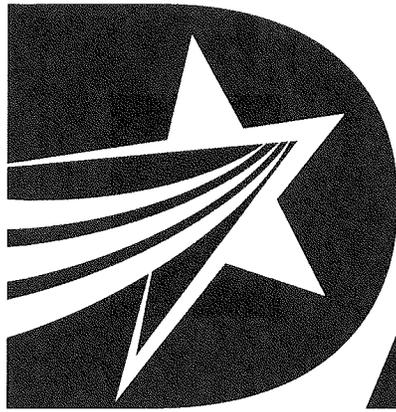
BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF DALLAS:

SECTION 1. That the City of Dallas hereby affirms its commitment to being an Age-Friendly City.

SECTION 2. That the City of Dallas hereby adopts the Age-Friendly Dallas Plan as a reference and guide, attached hereto.

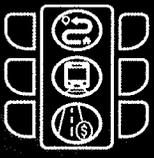
SECTION 3. That this resolution shall take effect immediately from and after its passage in accordance with the provisions of the Charter of the City of Dallas, and it is accordingly so resolved.





AGE-FRIENDLY

DALLAS



DEDICATION

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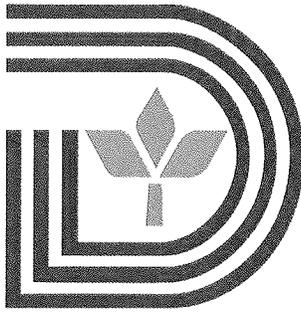
This Age-Friendly Action Plan is dedicated to:

The 50-plus community of Dallas, whose experiences and wisdom enrich our city, along with our community partners who strive to make Dallas an age-friendly community.

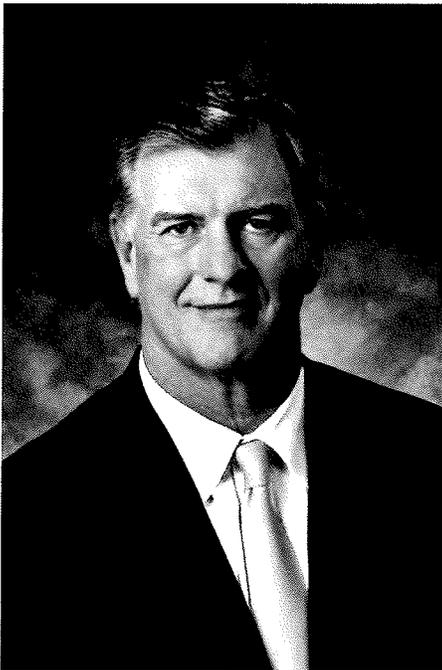


LETTER FROM MICHAEL S. RAWLINGS

MAYOR OF DALLAS



City of Dallas



Across the globe, cities are transforming themselves to meet the needs of residents at every stage of life. One of the ways in which cities set these transformative goals and measure their results is by membership in the World Health Organization's Network of Age-Friendly Communities, an international program designed to help communities prepare for aging populations.

Today, the City of Dallas joins the more than 350 participating communities in the Network of Age-Friendly Communities. On behalf of the residents of Dallas, Texas, I am proud to present the Age-Friendly Dallas Plan.

This roadmap, developed by our citizens and community organizations in partnership with city leadership and staff, demonstrates our commitment to a livable community where all generations are able to thrive.

Dallas' population consists of 1.3 million people, and it is ranked the ninth-fastest growing community of people age 65 and older in the country. Nearly 24% of the city's population today is over age 50.

To address our changing demographics and city growth, our community offers this Action Plan that addresses areas identified by the World Health Organization as key to ensuring an aging-friendly environment.

The Age-Friendly Dallas Plan focuses on:

- supportive community and health service for all
- civic engagement and participation
- social inclusion through employment and volunteer opportunities
- appropriate housing in a range of affordability levels
- vibrant outdoor spaces and public places
- effective, sensible transportation options

This initiative, along with the work of our Senior Affairs Commission and other city comprehensive plans, will help ensure that Dallasites of all ages have the resources to remain healthy, independent and integrated into community life.

We look forward to working with AARP Texas and other partners to ensure our community has the appropriate infrastructure and support in place so that all the people of Dallas can choose how they live as they age.

Sincerely,

Michael S. Rawlings
Mayor of Dallas

Regardless of age, we all want to
be a part of our community and
share in the opportunities and
services that our city provides.

”

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COMMUNITY PROFILE



Dallas may be a big city, but it feels like home.

A sprawling metropolis that still values its traditions, Dallas sits along the Trinity river and stretches over five counties. A modern city that serves as the regional hub for commerce, culture and the arts, Dallas forms the lion-share of the Dallas-Fort Worth Metroplex and will drive the development of the area for years to come.

As such, it's critically important for Dallas to lead out front on Age-Friendly improvements; to set the standards for how all cities should grow and develop in ways that benefit residents of all ages and allow residents to age in place.

A PROUD HISTORY

John Neely Bryan came across the Three Forks area of the Trinity River looking for a place to establish a trading post for Native Americans and settlers. The Three Forks area proved the easiest place to cross the river and the newly formed Preston Trail would bring even more people through the town. Bryan returned to his home in Arkansas until he heard that a treaty had been signed to remove all Native Americans from northern Texas, resulting in a loss of customers at his trading post. He decided to form a permanent settlement and named it "Dallas," but there are still some open question as to whom he referred.

Establishing the settlement in 1841, its ideal location and further developments, such as a railroad from the south and several stage coach lines intersecting in Dallas, would further development in the fledgling settlement. By 1850, Dallas was named the seat of Dallas County was chartered as a town in 1856, followed by the election of its first government officials, including Samuel Pryor as its first mayor.

After the Civil War, the next major development was the intersection of the major north-south railroad (Houston and Texas Central) and east-west railroad (Texas and Pacific) in 1873, ensured Dallas would be a major commercial hub going forward.



Dallas has a rich history and heritage.

DALLAS, TEXAS

Over the next decades, Dallas continued to grow, annexing other towns, and transforming from a farming and ranching economy to an industrial city. Dallas was soon the leading city in terms of pharmaceutical drugs, books, jewelry, wholesale liquor, the cotton trade, grain, buffalo, saddlery, and cotton gin machinery. As its industries matured, Dallas found itself a center for banking and insurance and other businesses far removed from its agricultural past.

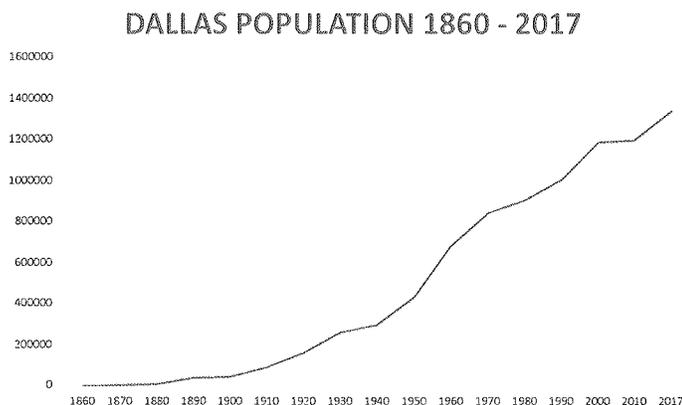
Recovery from the Great Depression would largely be due to the discovery and booming oil industry. From there, Texas was well placed to be a manufacturing hub during WWII and experienced a post-WWII economic boom, like most of the country.

In the years since, Dallas has continued to enjoy great economic growth, which has continued to attract new generations to make Dallas home.

SHIFTING DEMOGRAPHICS

Aside from a few years after the Great Recession, Dallas has experienced a largely uninterrupted boom in its population since the early 1900s (see Chart 1 for historical perspective).

Chart 1. Dallas Population Growth (1860-2017).¹

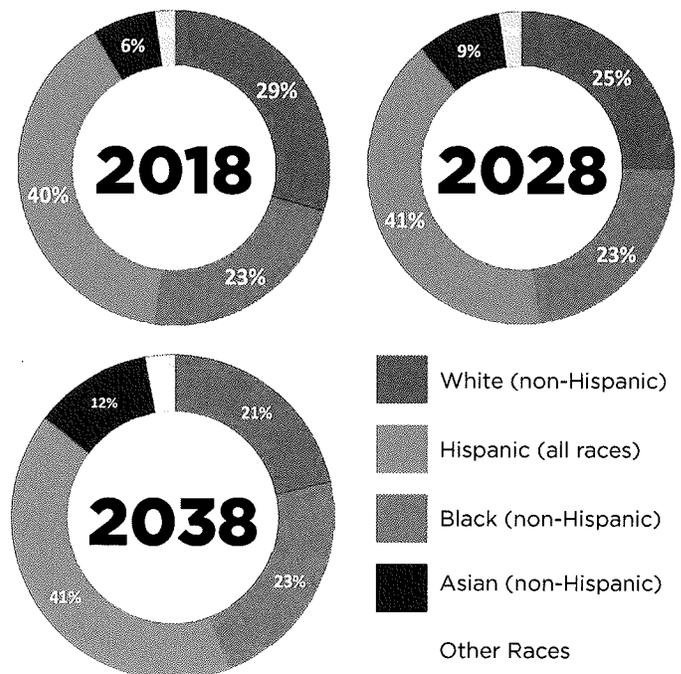


This population growth in Dallas is largely attributed to four factors: (a) increased longevity of residents; (b) relatively higher birthrates; (c) new immigrants; and (d) domestic migration from other parts of the country.

Of these factors, the economic growth Dallas has enjoyed is a contributing factor to the population increase as it serves to draw people to Dallas.

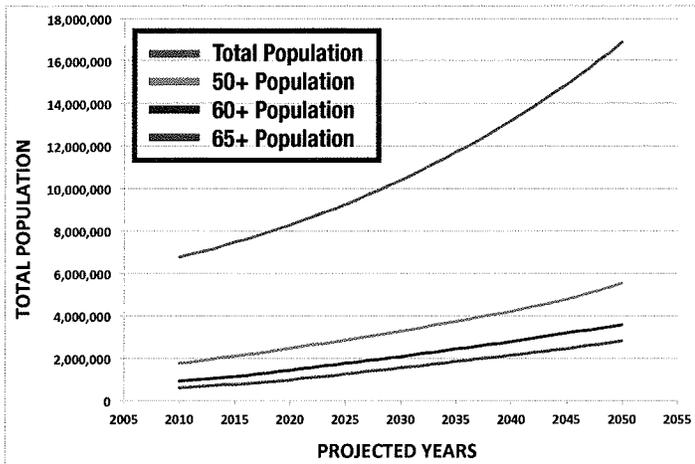
One trend that seems to have leveled off or at least slowed down, however, is the growth in diversity among Dallas' population. Where many cities across Texas (and many parts of the country) see projected populations growing in terms of percentage of racial/ethnic minorities. The Texas Demographic Center shows that Dallas has already attained a diverse population and its racial makeup will largely hover around current levels for the upcoming decades.

Chart 2. Dallas County Projected Population by Race²



COMMUNITY PROFILE

Chart 3. Population Projections for Dallas-Fort Worth (2010-2050).³



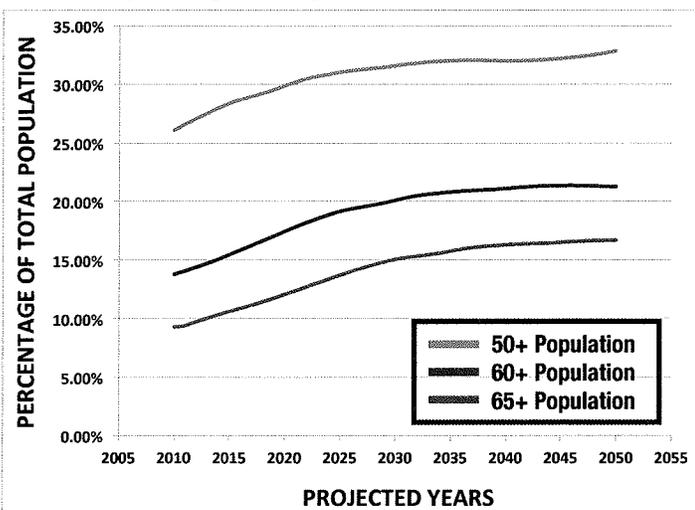
In addition to race, demographic changes will be felt in the age of the population. The aging of the U.S. population has been a key concern for city planners and policymakers for decades. As the Baby Boom generation (those born between 1946 and 1964) grow older, they will change the age profile for the entire country, including Dallas. The oldest Baby Boomers began turning 65 in 2011 and all will reach that age by 2030.

While Texas tends to be younger than most other states, the aging population will still have an overall effect. Charts 3 and 4 show projections for the Dallas-Fort Worth area compiled by the Texas Demographic Center. The trend lines show that while the older segments will increase significantly, they will be outpaced by general population growth. However, the proportion of the older population will still increase, albeit not as dramatically as most other parts of the country.

Dallas, Texas Current Population⁴

- Total Population: 1,341,103 residents.
- Median Age: 32.4 years.
- Population Age 50+: 321,864 residents.
- Percent Age 50+: 24% of population.

Chart 4. Projected Age Makeup for Dallas-Fort Worth (2010-2050).⁵



Dallas gains strength through its growing diversity.

THANK YOU TO OUR PARTNERS

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 Mobility and Street Services
 City Square
 Coalition for Aging LGBT
 Community Council/Dallas Area Agency on Aging/
 My Ride
 Dallas Area Agency on Aging
 Dallas Area Gerontologic Society
 Dallas Police Department
 Dallas Public Library
 Dallas Area Rapid Transit
 DCCCD
 Determination, Inc.
 Ed-U-CARE Dallas
 Grow North Texas
 Health and Human Services
 Independent Transportation Network
 Injury Prevention Center
 IACT
 Metrocare Services (ADRC)
 Metro Dallas Homeless Alliance
 Office of Community Care - Senior Services
 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
- Currently Vacant, District 2
- John Johnson, Vice-Chair, 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

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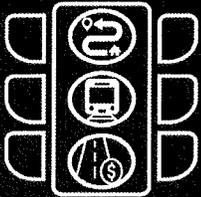
“ Regardless of age, we all want to be a part of our community and share in the opportunities and services that our city provides.





Outdoor Spaces and Buildings:

Availability of safe and accessible recreational facilities.



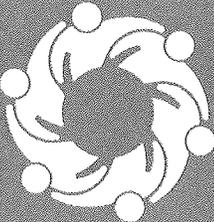
Transportation:

Safe and affordable modes of private and public transportation.



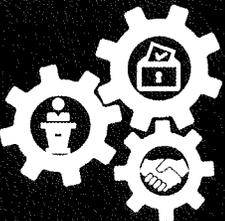
Housing:

Availability of home modification programs for aging in place as well as a range of age-friendly housing options.



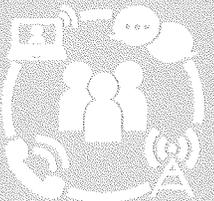
Social Participation and Inclusion:

Access to leisure and cultural activities, including opportunities for older residents to socialize and engage with their peers as well as with younger people.



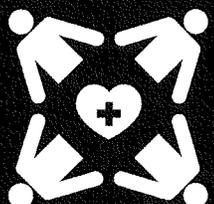
Civic Participation and Employment:

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.

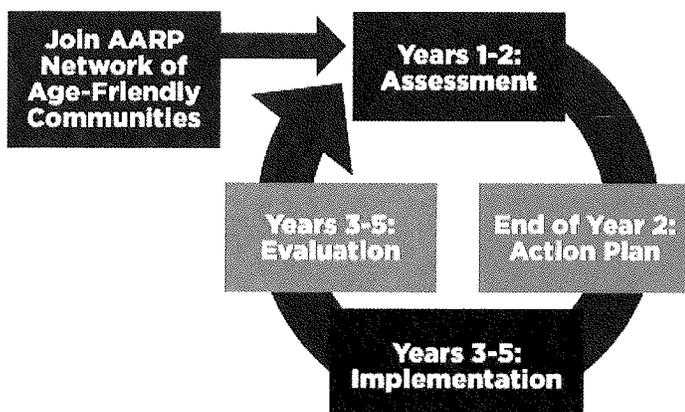
PLAN DEVELOPMENT

PROCESS OVERVIEW

In establishing its Age-Friendly Cities and Communities Program, the World Health Organization (WHO) developed a framework for defining the features that make a city age-friendly. The WHO also created a five-year process for cities to earn the age-friendly designation.

AARP, as the U.S. affiliate of the WHO's global network, has developed a similar five-year process tailored to the United States. Essentially, the process involves joining the global network of age-friendly communities, assessing the needs of a given community's older residents, planning and implementing actions that will address those needs, and evaluating the success of the plan. However, this process should not be considered completed at the end of the five-year process; AARP intends the process to be a continuous cycle of improvement.

As the City of Dallas joined the AARP Network of Age-Friendly Communities in the process is entering its third year.



AARP's five-year process to becoming an Age-Friendly Community.

LIVABILITY INDEX

In its advocacy for policies that improve the quality of life for people of all ages, AARP provided a new tool in 2015: the Livability Index. The online tool compiled information about cities across the country to assess the livability of a given city and identify policies that would improve conditions. Results are provided by a single index score, which is broken out by different categories covering various aspects of the city's livability.

Dallas' overall Livability Index score is 55 of 100, placing it in the middle tier of cities. This Age-Friendly Dallas Action Plan is organized around 7 domains that capture the WHO's 8 domains structure of Age-Friendly Communities along with insights from the Livability Index. As such, in the discussion of each domain, this action plan will include information from the Livability Index.

PLAN DEVELOPMENT PROCESS

2014

- July: AARP Texas presented Age-Friendly Communities ("AFC") to Senior Affairs Commission ("SAC") and an ad hoc committee was formed for AFC Dallas.
- August: Mayor Rawlings enrolled in the AFC Network.
- December: AARP Texas presented AFC certificate to Mayor Rawlings and the Dallas City Council.

2015

- January: Met with the Manager of COD Senior Services and Director of Housing to introduce the plan. In this meeting it was decided that Senior Services would take the lead on the AFC Dallas Plan and act as intermediary with other city departments.
- January: Convened the first AFC community partner stakeholder meeting.



Just some of the Age-Friendly Dallas team that helped make this action plan a reality.

- January - December: Conducted 14 listening sessions/events with city staff.
- March: Convened second AFC community partner stakeholder meeting.
- April: Presented AFC to Dallas City Housing Committee.
- July: Convened third AFC community partner stakeholder meeting.
- October: Met with city council members individually with staff about the AFC Dallas initiative.
- November: Convened fourth AFC community partner stakeholder meeting (50+ partners engaged).
- December: Met with Mayor Pro Temp Monica Alonzo.

2016

- January: Conducted AARP Member Survey.
- January - December: Conducted 11 listening sessions/events with city staff.
- February : AARP Texas met with the new Director of COD Senior Services and Director of Housing.
- Monthly: Convened monthly AFC community partner stakeholder meetings to draft the AFC Dallas Plan.
- May: Placed unmanned listening posts in all Dallas libraries.
- July: Commissioned UNT Dallas to do a supplemental survey of the Hispanic community in Dallas.

2017

- January - May: Continued monthly AFC community partner stakeholder meetings
- February - December: Conducted 9 listening sessions/events with city staff.
- October: Reviewed AFC Dallas Plan with AARP National.

2018

- January: AARP Texas, COD Senior Services and SAC members met with City Council members individually to update them and share the AFC Dallas Plan.
- January - March: Conducted 15 listening sessions/events with city staff to present the AFC Dallas Plan to residents and obtain comments.
- May: AARP Texas met with the new Director of Community Care.
- September: Convened AFC community partner stakeholder meeting.
- December: AARP Texas and SAC Chair met with the Director of Community Care and the Assistant City Manager. It was decided that SAC will champion the AFC Dallas Plan.

2019

- March: SAC Chair presented AFC Dallas Plan to the Human and Social Needs Committee.

“**Access to safe neighborhood parks and recreational facilities ensures we can stay strong and active throughout our lives.**”



Through the AARP Member Survey, the UNT Dallas survey focused on Dallas' Hispanic community, and the numerous listening post/events conducted over the past few years, many Dallas sites expressed concerns about the city's outdoor spaces.

When focused on this domain of livability, the issues largely involved: (a) the access and use of parks, open spaces and public buildings; and (b) sidewalk issues in those areas with a high older adult pedestrian population.

WE HEARD

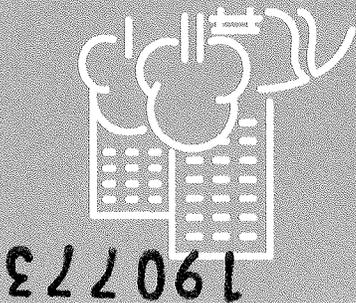
We envision a Dallas where there is a variety of safe and accessible outdoor spaces. These spaces should be enjoyed by residents of all ages. However, often cities fail to consider the necessary elements for older adults to equally share and make use of outdoor spaces and facilities. Our vision is to ensure that our outdoor spaces and buildings work for all residents of Dallas.

OUR VISION

Ensuring shade and a place to sit makes parks more accessible.

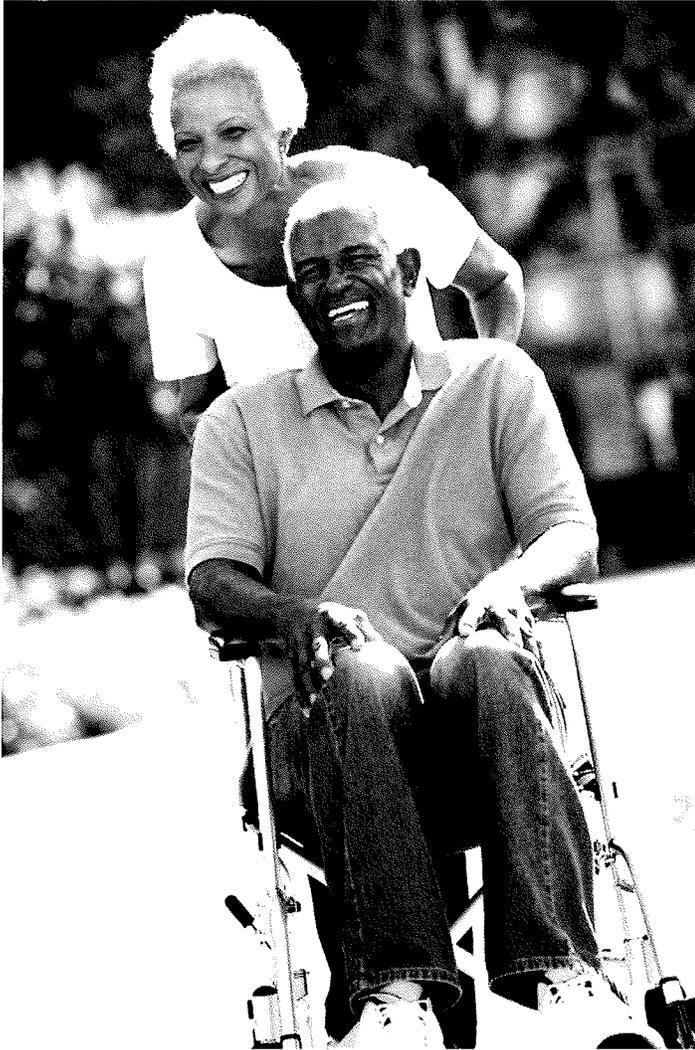


OUTDOOR SPACES & BUILDINGS

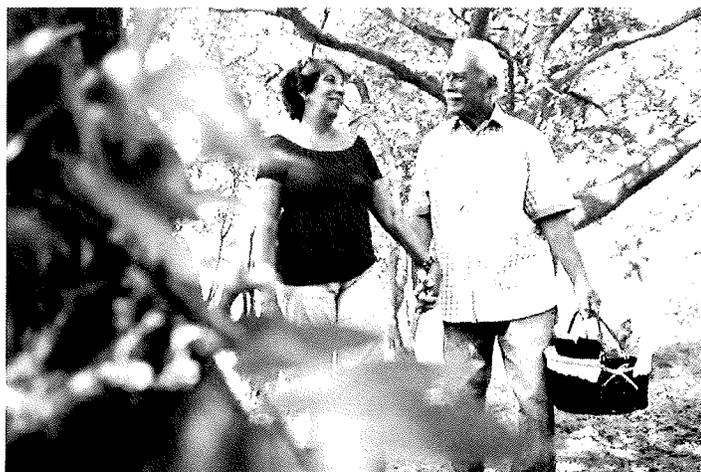


OUTDOOR SPACES & BUILDINGS

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Outdoor spaces and buildings must be accessible for all residents.



Parks offer older Dallasites the chance to enjoy nature.

WE WILL

Goal 1

Increase access to and utilization of parks, open spaces and public buildings for older adults.

- **Action Item 1.1**

- **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.

- **Action Item 1.2**

- **Dallas Park and Recreation**
Dallas 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.

- **Action Item 1.3**

- **Dallas Park and Recreation**

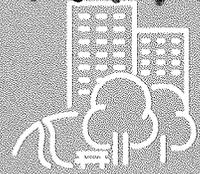
- Increase the number of older adults in the Active Senior Adult Program (ASAP) operating in 43 recreational centers in Dallas.

- 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 cooperatively with non-profit WellMed Charitable Foundation in South Dallas.

- **Action Item 1.4**

- **Dallas Park 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.



- **Action Item 1.5**
The Senior Source
Age-Friendly Dallas Stakeholders
 Support the Senior Source's efforts to advocate for destination Senior Centers in Dallas.
- **Action Item 1.6**
Dallas Park and Recreation
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.
- **Action Item 1.7**
Dallas Park 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.

Goal 2

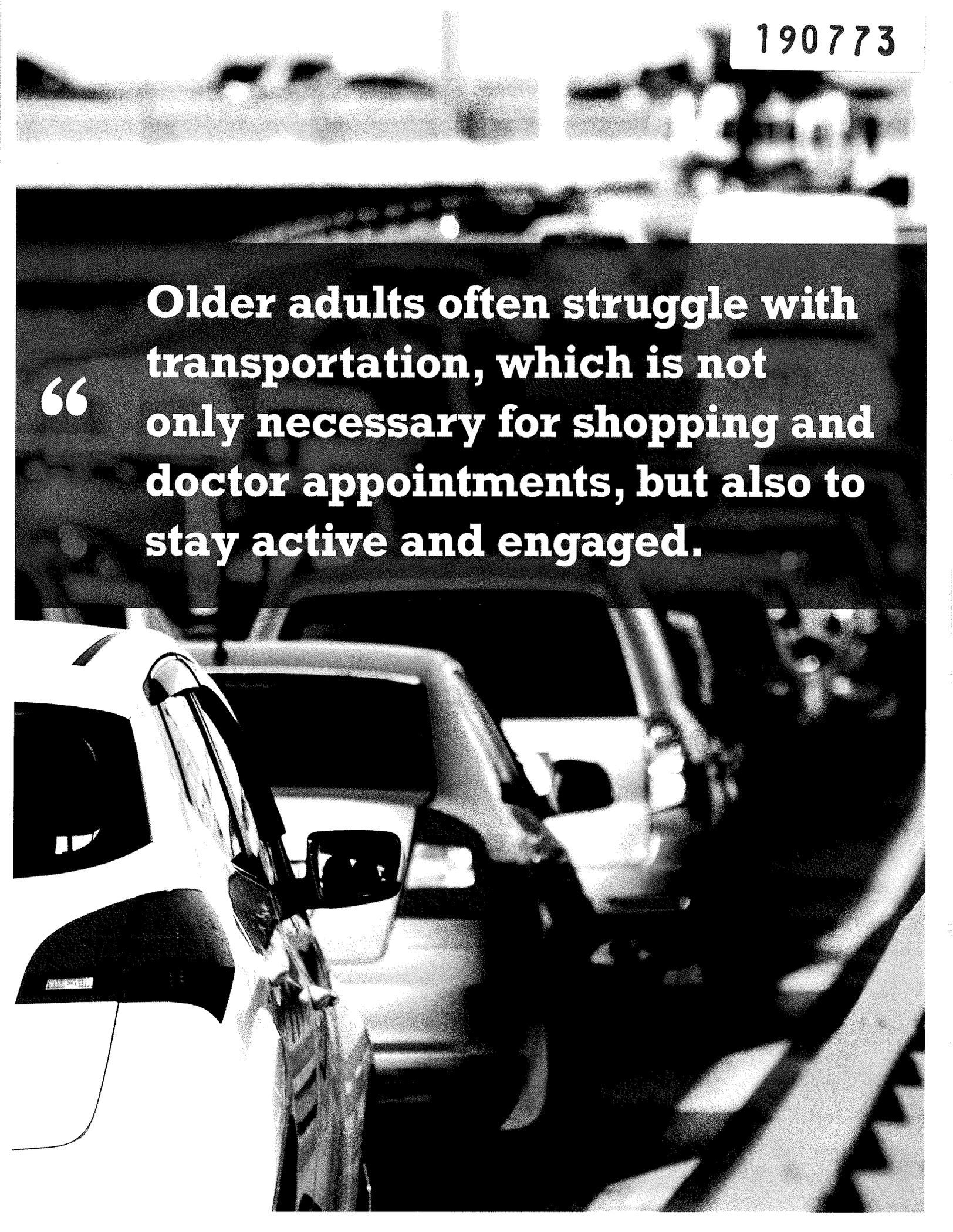
Improve sidewalks in areas where there are a large number of older adults.

- **Action Item 2.1**
Office of Community Care-Senior Services
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.
- **Action Item 2.2**
Age-Friendly Dallas Stakeholders
 Older adults will know how to access the City's sidewalk cost share program and to request new sidewalks via the Property Owner Petition Program.

KEY PLAYERS & PARTNERSHIPS

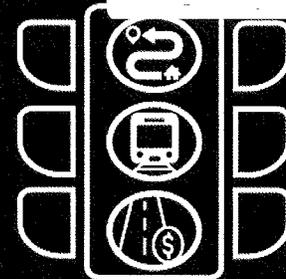
A number of public entities and other organizations will be vital to effectively improve open spaces and buildings in Dallas:

- **City of Dallas departments:**
 - Park and Recreation
 - Mobility and Street Services
 - Office of Community Care - Senior Services
- Determination, Inc.
- Rebuilding Together
- The Senior Source
- AARP Texas
- Age-Friendly Dallas Stakeholders



“ Older adults often struggle with transportation, which is not only necessary for shopping and doctor appointments, but also to stay active and engaged.

TRANSPORTATION



Dallas and the Metroplex can be known for some heavy traffic, but a well planned transit system can ensure mobility for everyone.

OUR VISION

We envision a Dallas where there are a variety of safe and affordable modes of private, non-profit and public transportation for residents of all ages. Our aim is to increase the number of residents over age 50 that have access to transportation options. Our vision is that our older population is mobile so they remain active and engaged in their community.

WE HEARD

Through the AARP Member Survey, the UNT Dallas survey focused on Dallas' Hispanic community, and the numerous listening post events conducted over the past few years, many Dallasites expressed concerns about the city's transportation system.

When focused on this domain of livability, the issues largely involved: (a) ensuring all modes of transportation are safe, affordable, and accessible for people of all ages and abilities; (b) providing residents with information and tools to make informed and safe travel choices; and (c) developing additional transportation options for older adults.

TRANSPORTATION



Our transit system should be affordable, accessible, efficient, and easy to navigate.

WE WILL

Goal 1

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

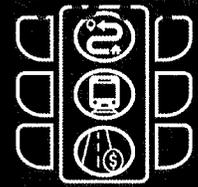
- **Action Item 1.1**
AARP Driver Safety
Community Council/My Ride Dallas
Age-Friendly Dallas Stakeholders
 Help older adults be informed about Driver Safety by promoting Driver Safety Classes and programs.
- **Action Item 1.2**
Dallas Mobility and Street Services
 New street build-outs will follow City of Dallas' Complete Streets manual guidelines.
- **Action Item 1.3**
Dallas Area Rapid Transit (DART)
Paratransit Accessibility Advisor Group
 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.

- **Action Item 1.4**
Dallas Area Rapid Transit (DART)
Office of Community Care-Senior Services
Community Council/Dallas Area Agency of Aging
Community Council/My Ride Dallas
 DART will conduct an assessment of transportation deserts in Dallas to prioritize and address gaps. Special focus on areas where a high number of older adults live.
- **Action Item 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.

Goal 2

Provide residents with the information and tools they need to make informed travel choices through a wide range of transportation training.



- **Action Item 2.1**
Community Council/My Ride Dallas
 My Ride Dallas will provide transportation training for the older adults and professionals that serve them.
- **Action Item 2.2**
DART Travel Ambassador Program
 DART will help 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.
- **Action Item 2.3**
Community Council/My Ride Dallas
AARP Texas
 Develop educational tools to better educate older adults on how to use ride share services.

Goal 3

Develop additional transportation options for older adults.

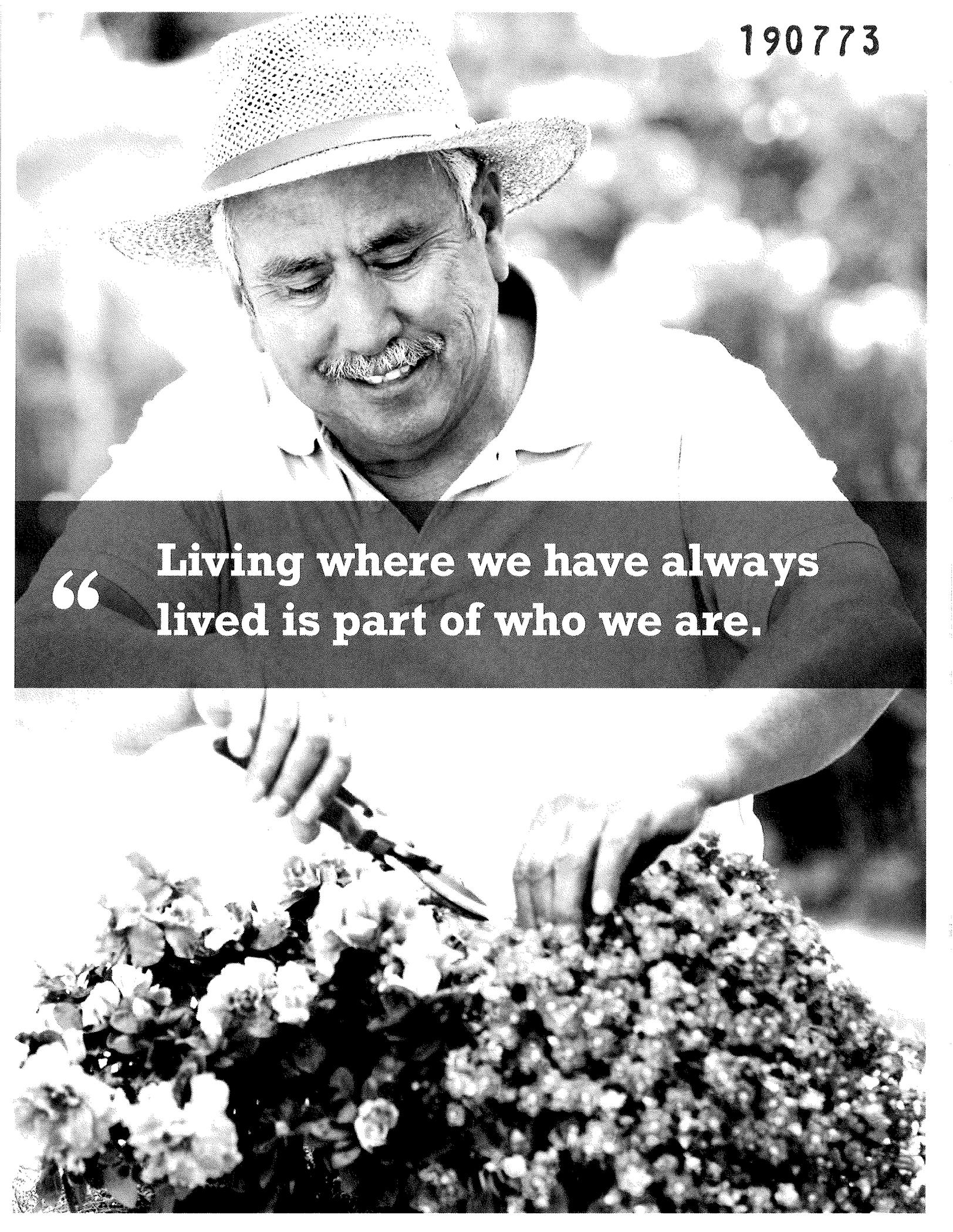
- **Action Item 3.1**
Independent Transportation Network
 Dallas will have an independent transportation network affiliate program.
- **Action Item 3.2**
DART
 DART is testing a ride share service on-call zone pilot.
- **Action Item 3.3**
Community Council/Dallas Area Agency of Aging
Community Council/My Ride Dallas
 Support Dallas Area Agency on Aging and My Ride Dallas' pilot transportation program with LYFT to provide rides to eligible older adults in Dallas County.

KEY PLAYERS & PARTNERSHIPS

A number of public entities and other organizations will be vital to effectively improve transportation in Dallas:

- **City of Dallas departments:**
 - **Mobility and Street Services**
 - **Office of Community Care-Senior Services**
- **Community Council**
 - **Dallas Area Agency on Aging**
 - **My Ride Dallas**
- **Independent Transportation Network (ITN)**
- **Dallas Area Rapid Transit (DART)**
 - **Paratransit Accessibility Advisor Group (PAAG)**
- **Senior Affairs Commission**
- **AARP Texas**
- **Age-Friendly Dallas Stakeholders**

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“ Living where we have always lived is part of who we are.



HOUSING



We invest in a house, financially and emotionally, until it becomes our home.

OUR VISION

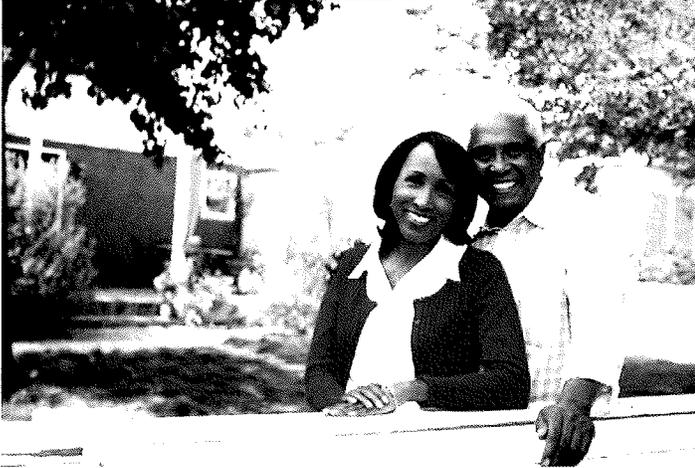
We envision a Dallas where there is availability of affordable home modification programs for aging in place as well as a range of age-friendly housing options. As Dallas attracts new generations of Dallasites, housing will become an ever-increasing component to the livability of the city. Our vision is that Dallas residents of all ages are able to find housing accommodations that fit their lifestyles and where they can feel able to maintain to age in place.

WE HEARD

Through the AARP Member Survey, the UNT Dallas survey focused on Dallas' Hispanic community, and the numerous listening post events conducted over the past few years, many residents expressed concerns about housing in Dallas.

When focused on this domain of livability, the issues largely involved: (a) expanding and promoting the development of diverse housing options that are affordable and accessible; (b) supporting aging in place through the preservation of existing housing for seniors; (c) increasing awareness and referral programs to senior housing; and (d) supporting efforts to address the unique, homelessness issues with older adults.

HOUSING



Aging in place allows residents to feel secure and be healthier.



The comforts of a home should remain available as we age.



For many families, their house is their most significant asset.

WE WILL

Goal 1

Expand and promote the development of diverse housing options that are affordable for older adults.

- **Action Item 1.1**

**Dallas Commission on Homelessness
Citizen Homelessness 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.

Goal 2

Support the preservation of existing affordable housing for seniors.

- **Action Item 2.1**

**Dallas Housing Department
Age-Friendly Dallas Stakeholders**

Promote the new City of Dallas home repair initiative.

- **Action Item 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.



- **Action Item 2.3**
Determination Inc.
Age-Friendly Dallas Stakeholders
 Support Determination, Inc.'s pilot Village Project in East Dallas.
- **Action Item 2.4**
AARP Texas
Rebuilding Together
Community Council/Dallas Area Agency on Aging
Age-Friendly Dallas Stakeholders
 Creating and inventory local resources that support older adults and veterans in need of home modifications.

Goal 3

Maximize awareness and referral to housing that is accessible, affordable and healthy.

- **Action Item 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.
- **Action Item 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.

KEY PLAYERS & PARTNERSHIPS

A number of organizations will be needed to improving housing options in Dallas:

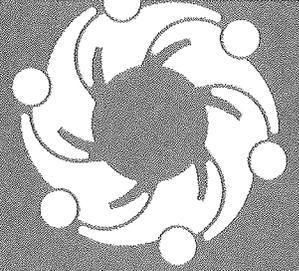
- **City of Dallas Departments:**
 - Housing Department
 - Office of Community Care-Senior Services
 - Homeless Services
- **Citizen Homelessness Commission**
- **Dallas Commission on Homelessness**
- **Metro Dallas Homeless Alliance (MDHA)**
- **Community Council/Dallas Area Agency on Aging**
- **Senior Affairs Commission**
- **Determination Inc.**
- **Rebuilding Together**
- **AARP Texas**
- **Age-Friendly Dallas Stakeholders**

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**When older residents are active
in their community, they feel
connected, needed and wanted.**



SOCIAL PARTICIPATION AND INCLUSION



Belonging is a fundamental human need. Our cities should be designed to encourage social participation and inclusion.

OUR VISION

We envision a Dallas with a variety of leisure and cultural activities, including opportunities for older residents to socialize and engage with their peers and with younger people. Our vision is to keep older adults engaged, active, included, and participating among friends, family, and community.

WE HEARD

Through the AARP Member Survey, the UNT Dallas survey focused on Dallas' Hispanic community, and the numerous listening post events conducted over the past few years, many residents expressed concerns about social participation and inclusion in Dallas.

When focused on this domain of livability, the issues largely involved: (a) strengthening recreation, leisure, and educational activities targeting older adults; (b) increasing older adult programming in city facilities; (c) creating a city interagency team to optimize senior engagement and services; and (d) developing age- and dementia-friendly business practices.

SOCIAL PARTICIPATION AND INCLUSION



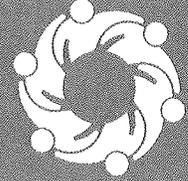
An inclusive city is a welcoming city and one that keeps seniors part of the community.

WE WILL

Goal 1

Strengthen and develop recreation, leisure and educational activities involving and targeting older adults.

- **Action Item 1.1**
Dallas Park and Recreation
 City of Dallas Park and Recreation include senior programming in budget to support the Active Senior Adult Program (ASAP). Including Dallas in Texas Senior Game.
- **Action Item 1.2**
Dallas Parks and Recreation
American Foundation for the Blind
Alzheimer's Association
AARP Texas
 All Senior Service Dallas Park 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.
- **Action Item 1.3**
Dallas Public Library
Office of Community Care-Senior Services
 Increase senior programming in Dallas Public Libraries. Added full-time staff position to support senior programming.
- **Action Item 1.4**
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.
- **Action Item 1.5**
Office of Community Care-Senior Services
Dallas Public Library
Dallas Park and Recreation
Dallas Cultural Affairs
Dallas Housing Department
Dallas Police Dept. Community Affairs
Dallas Transportation Department



Dallas Code Compliance Department Office of Homelessness Solutions

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.

Goal 2

Encourage more businesses will develop age- and dementia-friendly practices.

- **Action Item 2.1**
AARP Texas
Chambers of Commerce
Small Business Administration

Develop an age-friendly business practices program that provides a welcoming and inclusive environment for customers of all ages, including dementia friendly training.

Goal 3

Provide training and access to older adults with low vision.

- **Action Item 3.1**
American Foundation for the Blind
AARP Texas

Help people with low vision discover ways to enhance their ability to live as independently as possible despite their loss of vision.

Goal 4

Keep isolated older adults safe.

- **Action Item 4.1**
Senior Affairs Commission
Dallas Police Department

Advocate for a pilot program where the community police officers will make an maintain contact with isolated homebound older adults.

KEY PLAYERS & PARTNERSHIPS

A number of organizations will be needed to ensure social participation and inclusion in Dallas:

- **City of Dallas Departments:**
 - **Office of Community Care-Senior Services**
 - **Park and Recreation**
 - **Cultural Affairs**
 - **Housing Department**
 - **Police Dept. Community Affairs**
 - **Transportation Department**
 - **Code Compliance Department**
- **Dallas Public Library**
- **Senior Affairs Commission**
- **Alzheimer's Association**
- **American Foundation for the Blind**
- **Chambers of Commerce**
- **Small Business Administration**
- **AARP Texas**
- **Age-Friendly Dallas Stakeholders**



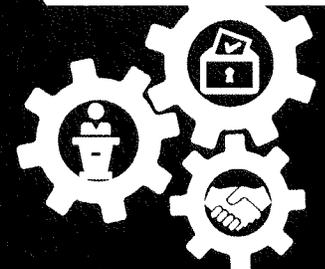
VOLUNTEER

VOLUNTEER

“

**Older residents bring
experience, perspective and
wisdom, which makes their
civic participation invaluable.**

CIVIC PARTICIPATION AND EMPLOYMENT



Dallas has many great organizations and resources for its older residents; The Senior Source is a prominent resource for residents.

OUR VISION

We envision a Dallas with both employment and volunteer opportunities for older adults. With the experience and wisdom older adults can bring, they are invaluable resources to the community. Moreover, being productive, useful, and helpful gives meaning to how we spend our days. Our vision is that opportunities of all sorts are available to Dallasites of all ages.

WE HEARD

Through the AARP Member Survey, the UNT Dallas survey focused on Dallas' Hispanic community, and the numerous listening post events conducted over the past few years, many residents expressed a desire for greater employment, volunteer, and civic engagement opportunities in Dallas.

When focused on this domain of livability, the issues largely involved: (a) increasing employment, entrepreneurial, and volunteer opportunities for residents age 50+; and (b) engaging the older adult perspective in city issues.

CIVIC PARTICIPATION AND EMPLOYMENT



These days as we live longer, some of us choose to work longer and some of us find we have to work longer.

WE WILL

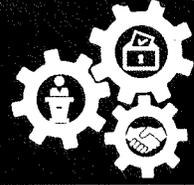
Goal 1

Increase employment, entrepreneurship and volunteer opportunities for residents age 50+.

- **Action Item 1.1**
City of Dallas
The Senior Source
 Continue supporting the senior employment program at The Senior Source.
- **Action Item 1.2**
Office of Community Care-Senior Services
The Senior Source
AARP Senior Community Service
Employment Program
AARP Job Search in the Digital Age
 Promote the resources in the community that help 50+ residents with employment resources via the city's website.



Many seniors still own their own businesses.



- **Action Item 1.3**

- **The Senior Source**

- **AARP Texas**

- **Chambers of Commerce**

Conduct outreach to small and local businesses to become age-friendly and hire residents age 50+.

- **Action Item 1.4**

- **AARP Texas**

- **Small Businesses Administration**

- **Dallas County Community Colleges**

Increase awareness in the Encore Entrepreneur Program and other business startup resources for older adults.

Goal 2

Engage the older adult perspective in city issues.

- **Action Item 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.

KEY PLAYERS & PARTNERSHIPS

A number of organizations will be needed to address issues of civic participation and inclusion in Dallas:

- **City of Dallas Departments:**

- **Office of Community Care-Senior Services**

- **The Senior Source**

- **Chambers of Commerce**

- **Dallas County Community Colleges**

- **Senior Affairs Commission**

- **Small Business Administration**

- **AARP Texas**

- **Age-Friendly Dallas Stakeholders**

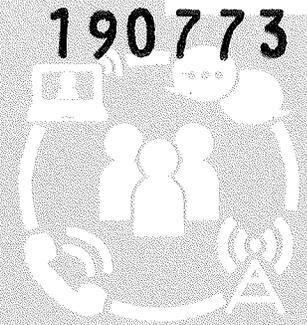


Many older adults continue to work after retirement.



“In our world, we use handheld devices, social media, and technology to keep our families and friends connected to their families and friends.”

COMMUNICATION AND INFORMATION



As technology advances, it offers new ways to educate, communicate, and connect; the challenge is to keep new technology accessible.

OUR VISION

We envision a Dallas with access to communications technology and other resources so older residents can connect with their community, family, and friends. Our vision is that all Dallas residents have access to technology and training to use technology for all manner of educational, commercial, and social purposes.

WE HEARD

Through the AARP Member Survey, the UNT Dallas survey focused on Dallas' Hispanic community, and the numerous listening post events conducted over the past few years, many residents had thoughts about improving technology and communication in Dallas.

When focused on this domain of livability, the issues largely involved: (a) providing information regarding issues, events and interests related to older adults in user friendly formats; and (b) promoting access to technology and technology training to keep older adults connected to their community, friends and families.

COMMUNICATION AND INFORMATION

WE WILL

Goal 1

Provide information regarding issues, events and interests related to older adults in user-friendly formats.

- **Action Item 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.

- **Action Item 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.

- **Action Item 1.3**

- **Office of Community Care-Senior Services
Senior Affairs Commission**

- Host quarterly listening sessions/events in each council district as a method of continuing engagement with the 50+ population. Senior Affairs Commissioners will host.

- **Action Item 1.4**

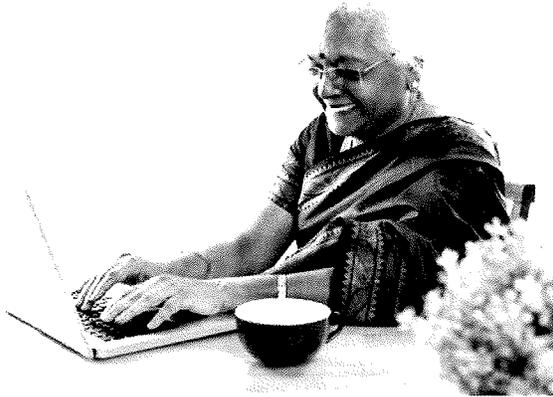
- **Office of Community Care-Senior Services
AARP Texas**

- Explore the possibility of providing a one-stop source resource and calendar information for older adults in Dallas.

- **Action Item 1.5**

- **Senior Blue Book
Celebration Magazine
Hosting partners**

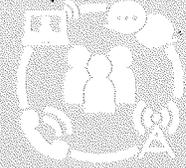
- Increase community partner's use of existing calendars to promote events in Dallas that are aimed at older adults.



The ability to use technology can reinforce independence.



Technology keeps us connected.



Technology can serve to keep older adults engaged.

Goal 2

Promote awareness about accessible technology and its role in keeping older adults connected to their community, friends and family.

- **Action Item 2.1**
Dallas Public Libraries
 Dallas public libraries offer technology training for older adults.
- **Action Item 2.2**
AARP TEK
CC Young Point and Pavilion
The Senior Source
Dallas County Community College District
WellMed Senior Center

Promote other opportunities for Older Adults to receive access to technology education and training.

KEY PLAYERS & PARTNERSHIPS

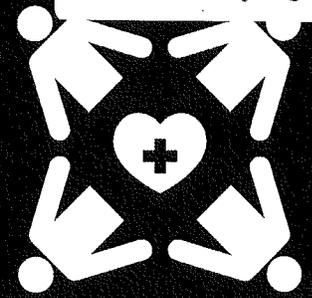
A number of organizations will be needed to improve communication and information in Dallas:

- **City of Dallas Departments:**
 - Office of Community Care-Senior Services
 - Public Information Office
- Dallas Public Libraries
- Senior Affairs Commission
- Senior Blue Book
- Celebration Magazine
- CC Young Point and Pavilion
- The Senior Source
- WellMed Senior Center4
- Dallas County Community College District
- AARP Texas
- Age-Friendly Dallas Stakeholders



**“ Living healthier should be key
to every community and every
resident of all ages.**

COMMUNITY SUPPORT AND HEALTH SERVICES



As innovations in healthcare have extended lives, we must now focus on making those lives healthier.

OUR VISION

We envision a Dallas in which there is widespread access to all the services available that promote wellness, safety and active aging. Our vision is for a healthier Dallas for all its residents.

WE HEARD

Through the AARP Member Survey, the UNT Dallas survey focused on Dallas' Hispanic community, and the numerous listening post events conducted over the past few years, many residents expressed concerns about housing in Dallas.

When focused on this domain of livability, the issues largely involved: (a) increasing awareness and access of health services, fresh and healthy foods; and (b) support to prevent elder abuse, neglect, financial exploitation and fraud.

WE WILL

Goal 1

Increase consumer awareness of services available in Dallas.

- **Action Item 1.1**
Community Council/Dallas Area Agency of Aging

Create an inventory of all agencies and organizations that have navigation, case management services for older adults.

- **Action Item 1.2**
Community Council/Dallas Area Agency of Aging
Partnering organizations

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.

COMMUNITY SUPPORT AND HEALTH SERVICES

KEY PLAYERS & PARTNERSHIPS

A number of organizations will be needed to improve Dallas' community support and health services:

- **City of Dallas Departments:**
 - **Office of Community Care-Senior Services**
 - **Park and Recreation**
 - **Community Emergency Response Team (CERT)**
 - **Police Department**
- **Elder Financial Safety Center**
 - **District Attorney's Office**
 - **The Senior Source**
 - **Dallas County Probate Courts**
- **Community Council/Dallas Area Agency on Aging**
- **Ed-U-CARE Dallas**
- **UNT Dallas**
- **Texas A&M - College of Dentistry**
- **Alzheimer's Association**
- **Grow North Texas**
- **Dallas Coalition for Hunger Solutions**
- **Senior Hunger Action Team**
- **AARP Texas**
- **Age-Friendly Dallas Stakeholders**

- **Action Item 1.3**
Community Council/Dallas Area Agency of Aging

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.

- **Action Item 1.4**
Ed-U-CARE Dallas
AARP Texas
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.

- **Action Item 1.5**
Alzheimer's Association

Raise awareness and promote education about Alzheimer's disease including community resources available to support the individual diagnosed and their family.

- **Action Item 1.6**
Ageing and Disability Resource Center (ADRC)
Community Council/Dallas Area Agency of Aging

Support the Community Council and ADRC's "No Wrong Door" system and "Whole Person, Whole Family Care" intake and evaluation.

Goal 2

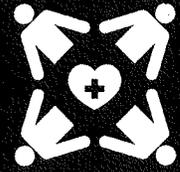
Promote safety and wellness in the community.

- **Action Item 2.1**
Community Council/Dallas Area Agency of Aging
Partnering community organizations

Use "Matter of Balance" program to address older adults with balance and mobility issues.

- **Action Item 2.2**
Community Council/Dallas Area Agency of Aging

Support diabetes self-management/prevention and chronic disease self-management programs to address issues older adults have with managing diabetes and chronic disease.



- **Action Item 2.3**
Dallas Police Department
Office of Community Care-Senior Services
 Raise awareness of April 29 drug take back events.

- **Action Item 2.4**
The Senior Source Long-Term Care
Ombudsman Program
Office of Community Care-Senior Services
 Protect nursing home resident's rights by continuing to support The Senior Source Long-Term Care Ombudsman Program.

Goal 3

Increase public awareness of and access to fresh produce, health foods, and SNAP.

- **Action Item 3.1**
Dallas Coalition for Hunger Solutions
Senior Hunger Action Team
Office of Community Care-Senior Services
Dallas Park 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. Dallas Senior Services staff and Park and Recreation ASAP staff trained to present "Eating Well is a Snap" and as navigators.

- **Action Item 3.2**
Grow North Texas
Dallas Park and Recreation
 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.

- **Action Item 3.3**
Senior Living Communities
Grow North Texas
Senior Hunger Action Team
AARP Texas
UNT Dallas
 Explore the feasibility of using senior living communities and the UNT Dallas Campus to start community gardens and build community.

Goal 4

Emergency preparedness and community resilience: information, education and training to ensure the safety, wellness, and readiness of seniors in crisis situations.

- **Action Item 4.1**
Office of Community Care-Senior Services
Community Emergency Response Team
 Provide emergency preparedness training that includes promotion of registries of seniors and caregivers.
- **Action Item 4.2**
Office of Community Care-Senior Services
Community Emergency Response Team
 Publicize Community Emergency Response Team (CERT) programs for seniors on City of Dallas Office of Senior Affairs website.

Goal 5

Elder Abuse, Neglect, and Fraud Prevention and detection of financial exploitation..

- **Action Item 5.1**
The Senior Source
District Attorney's Office
Dallas County Probate Courts
 Support and grow the Elder Financial Safety Center work to prevent, investigate and prosecute criminals of elder financial exploitation.
- **Action Item 5.2**
AARP Texas
 Conduct outreach programs to help older adults protect themselves from frauds and scams.
- **Action Item 5.3**
AARP Texas
Dallas Park & Recreation
Elder Financial Safety Center
 Offer free community "Shred Events" during AARP's annual "Operation Stop Scams."

(Continued on next page)

**Goal 6**

Dental Health services are available for 60+ in Dallas.

- **Action Item 6.1**
Office of Community Care-Senior Services
Texas A&M University - College of Dentistry

Continue support for Senior Dental Health Program.

Goal 7

Support Family Caregivers.

- **Action Item 7.1**
AARP Texas
Alzheimer's Association
Faith-based communities
 AARP Texas and Alzheimer's Association to connect with members of the faith-based community to support or start caregiving ministries.
- **Action Item 7.2**
Community Council/Dallas Area Agency of Aging
The Senior Source
 Continue supporting family caregivers.

ENDNOTES

- 1 United States Census Bureau - Dallas population in 1880 (pg.40), 1890 (pg.3), 1900 (pg.4), 1910 (pg.3), 1920 (pg.79), 1930 (pg.68), 1940 (pg.106), 1950 (pg.106), 1960 (pg.23), 1970 (pg.12), 1980 (pg.38), 1990 (pg.114), [1]. Retrieved 20 November 2006.
- 2 Texas Demographic Center, University of Texas at San Antonio. 2014 Texas Population Projections By Migration Scenario Tool, Migration Rate 2000-2010, CSA (2013) Level: Dallas-Fort Worth. txsdc.utsa.edu/Data/TPEPP/Projections. Accessed 27 March 2019.

 The underlying U.S. Census Bureau data used to make population projections is unavailable at the Dallas City level. Consequently, Texas Demographic Center aggregates data for larger geographic area to make its projections. For population projections of race, used Dallas County level data.
- 3 See Endnote #2.
- 4 U.S. Census Bureau (2017). American Community Survey 1-year estimates. Retrieved from Census Reporter Profile page for Dallas, TX
 <<http://censusreporter.org/profiles/16000US4819000-dallas-tx/>>
- 5 See Endnote # 3.



Of all our years, it is our older years when we should be able to savor and enjoy life.

”

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AGE-FRIENDLY

DALLAS

