

**Senior Affairs  
Commission  
2023  
ANNUAL  
REPORT**

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CITY SECRETARY  
DALLAS, TEXAS



**City of Dallas**

*Approved by the Senior Affairs Commission on January 29, 2024*

# Memorandum



Date: January 29, 2024

To: Honorable Mayor and Members of the City Council

Subject: **2023 Senior Affairs Commission Annual Report**

Attached is the Annual Report for calendar year 2023 for the Senior Affairs Commission, as required by Chapter 8 of the Dallas City Code.

The members of the Senior Affairs Commission have been pleased to be of service to the City for the past year. As noted in the report, the Commission has made great strides in developing and communicating factual information about the demographics and needs of senior citizens in Dallas and we hope it will be used to better serve this important segment of our population. Thank you for providing each of us with the opportunity to serve.

Regards,

J. Peter Kline, Chair  
Senior Affairs Commission

## Attachment – Senior Affairs Commission 2023 Annual Report

cc:	T.C. Broadnax, City Manager	Portia Cantrell, Senior Affairs Commission (SAC), District 2
	Biliera Johnson, City Secretary	Verna Mitchell, Senior Affairs Commission (SAC), District 3
	Jon Fortune, Deputy City Manager	Phyllis Lee, Senior Affairs Commission (SAC), District 4
	M. Elizabeth Cedillo-Pereira, Assistant City Manager	Marilyn Daniels, Senior Affairs Commission (SAC), District 6
	Jessica Galleshaw, Director, Office of Community Care	Marian Alfeia Williams, Senior Affairs Commission (SAC), District 7
	Dannita Williams, Program Administrator, Office of Community Care	Debbie Diann Austin, Senior Affairs Commission (SAC), District 8
	Mirka Norman, Supervisor – Community Care Services	Lisa Kelly, Senior Affairs Commission (SAC), District 9
	Feliz Jarvis, Senior Affairs Commission Vice Chair	Renee Karp, Senior Affairs Commission (SAC), District 11
	and Senior Affairs Commission (SAC), District 5	Karen Roberts, Senior Affairs Commission (SAC), District 14
	Carmen Arana, Senior Affairs Commission (SAC), District 1	Mike Nurre, Senior Affairs Commission (SAC), Mayor's Appointment

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## SENIOR AFFAIRS COMMISSION 2023 ANNUAL REPORT

### INTRODUCTION

The members of the Dallas Senior Affairs Commission are pleased to present this Annual Report to the Mayor and Dallas City Council Members on our activities and accomplishments during the 2023 calendar year and goals for 2024.

The Commission's greatest accomplishment in 2023 was to begin shining a spotlight on the facts about the Dallas senior population. According to the U.S. Census Bureau's 2021 American Community Survey, there are 140,120 Dallas residents aged 65 and older (more than 1 of every 10 residents). Since 2010 the senior sector has grown five times as fast as the rest of the Dallas population. The normal problems associated with aging are compounded by a rising poverty rate among seniors; about 25% of all Dallas seniors are living in poverty.

Over the past year, the Senior Affairs Commission has worked with the City's Data Analytics department to develop credible senior demographic profiles on a city-wide basis and for each City Council District in order to support recommended funding priorities for senior focused activities. It is one thing to say that many seniors are living in poverty and are struggling to pay for the bare necessities of life. It is much more impactful to illustrate the scope of the issue with statistics showing that there are 30,000 Dallas seniors (60+) who are living on a monthly income of \$1,000 or less.

The elderly are not on most people's radar screen, and in the absence of data they will remain invisible. Historically, the needs of our senior citizens have not been a significant priority for the City of Dallas. Seniors are barely mentioned in the City's strategic priorities and its performance measures. In 2023, the Senior Affairs Commission shared detailed senior data and recommended funding priorities with the City Manager and Dallas City Council. In response, the Council approved a 2023-24 city budget that included significant new funding to monitor how the senior community is being served and to develop a strategic plan on how to best serve the needs of this vulnerable sector of our community.

The Senior Affairs Commission is committed to becoming an authoritative source of information about elderly residents in Dallas and sharing this information with City officials and other governmental and non-profit agencies who are working to serve the critical needs of our older residents.

## **COMMISSION MEMBERSHIP AND MISSION**

There are 15 Senior Affairs Commissioners who are appointed by the Mayor and each Member of the City Council. For the first six months of 2023 the Senior Affairs Commission had a full complement of Commissioners representing all Council Districts, but since the mid-year resignations of Commissioners for Districts 10 and 12, those seats have been vacant. As of December 31, 2023, the members of the Commission include:

<b>District 01</b>	<b>Carmen Arana</b>
<b>District 02</b>	<b>Portia Cantrell</b>
<b>District 03</b>	<b>Verna Mitchell</b>
<b>District 04</b>	<b>Phyllis Lee</b>
<b>District 05</b>	<b>Feliz Jarvis VICE CHAIR</b>
<b>District 06</b>	<b>Marilyn Daniels</b>
<b>District 07</b>	<b>Marian Williams</b>
<b>District 08</b>	<b>Debbie Austin</b>
<b>District 09</b>	<b>Lisa Kelly</b>
<b>District 10</b>	<b>Vacant</b>
<b>District 11</b>	<b>Renee Karp</b>
<b>District 12</b>	<b>Vacant</b>
<b>District 13</b>	<b>Peter Kline CHAIR</b>
<b>District 14</b>	<b>Karen Roberts</b>
<b>District 15</b>	<b>Mike Nurre (Mayor's Appointee)</b>

The mission and purpose of the Senior Affairs Commission is set forth in the Dallas City Code. The Commission is an advisory body to the Mayor, City Council and City Manager and is authorized to:

- Recommend the role of the City of Dallas and the Commission in ensuring the provision of services to the elderly
- Advise the City Council, as requested, on elderly issues
- Provide access for citizen comment on elderly issues
- Assist the city in the identification of programs for the elderly that are needed in the community
- Perform other duties assigned by the City Council

In order to fulfill this mission, the Senior Affairs Commission must gather reliable facts and data about the City's senior population, their problems and issues, and the activities of both governmental and not-for-profit agencies that serve them. After discussions with several governmental and not-for-profit agencies that serve senior citizens in Dallas, it became clear that no readily available senior data base existed. The Commission recognized that it must take the initiative to compile this information and share it with the general public and all agencies that are focused on helping the senior population.

Historically, most of the Commission's recommendations have been based on anecdotal evidence of senior needs. While anecdotal evidence is an important way to identify issues, it is critical to have good data in order to quantify the scope of problems, develop strategic approaches toward potential solutions and measure progress. Unless recommendations from the Senior Affairs Commission are supported by credible data that clearly demonstrates the significance of senior issues and needs in the City of Dallas, the Dallas City Council is unlikely to adequately respond.

In 2022 the Commission started working closely with the City's Office of Data Analytics and Business Intelligence to develop and routinely update senior demographic data from the Census Bureau's 2019 American Community Survey and Infographics created for the city-wide senior population and for each City Council District. In 2023, the model was updated to reflect the new City Council District boundaries and the release of the Census Bureau's 2021 American Community Survey data. **The updated infographics are presented in Appendix I of this report.**

It has also become clear that the general public has very little knowledge about the plight of senior citizens in Dallas. Unless they are coping with how to care for elderly family members, most people do not focus on these issues. Personal philanthropy is primarily focused on investments in future generations, not on taking care of the generations who came before us. The outstanding non-profit organizations that are focused on senior services struggle to raise needed funding because most people do not appreciate the nature and scope of the needs of this vulnerable sector of our population. In addition to the Senior Affairs Commission's charter to make recommendations to City Council and the City Manager regarding problems and issues confronting the elderly, the Senior Affairs Commissioners also recognize that it is incumbent on them to share their knowledge with the broader community to create awareness of senior issues and potential solutions. **See the July 23, 2023 Op-Ed piece written by the Senior Affairs Commission Chair in Appendix II as an example of this effort.**

## PROFILE OF THE DALLAS SENIOR POPULATION

**Residents aged 65 and older are the fastest growing segment of the Dallas population.** In 2021, our senior population (age 65 and older) was 140,120 or 10.7% of the total population. **Between 2010 and 2020, our senior population grew five times as fast as the rest of the population and accounted for one-third of the City's total growth during the decade.** This rapid growth in the senior population is guaranteed to continue since there were over 60,000 residents between the ages of 60 and 64 who will be feeding this high rate of growth. AARP estimates that every day 12,000 Americans will turn 65 during 2024.

Simply based on population growth, the need for social services or assistance directed at the challenges and problems affecting our seniors has grown by more than 30% over the past decade. During the Covid-19 pandemic, many of the resources available to seniors were scaled back or eliminated, and service levels have not yet returned to pre-pandemic volumes. When inflation and the shortage of affordable housing are factored in to the equation, it is very clear that the current safety net available to Dallas senior citizens is inadequate to serve basic needs.

The senior population is widely distributed across all City Council Districts and concentrations range from a high of 15.8% of total population in District 13 to a low of 6.7% in District 6. District 13 is the home for the greatest number of seniors in any district.

### **2021 DALLAS SENIOR POPULATION (Age 65 & Older) BY CITY COUNCIL DISTRICT**

<b><u>Council District</u></b>	<b><u>Total Population</u></b>	<b><u>Senior Population</u></b>	<b><u>% District Population</u></b>
01	89,740	9,655	10.8%
02	92,292	6,812	7.4%
03	92,557	11,020	11.9%
04	92,100	12,288	13.3%
05	87,764	7,017	8.0%
06	89,247	5,944	6.7%
07	88,841	8,602	9.7%
08	94,514	9,856	10.4%
09	97,041	10,853	11.2%
10	96,197	10,752	11.2%
11	97,049	12,351	12.7%
12	95,266	12,341	13.0%
13	96,393	15,268	15.8%
14	95,411	7,361	7.7%
<b>TOTAL</b>	<b>1,304,412</b>	<b>140,120</b>	<b>10.7%</b>

Source: U.S. Census Bureau 2021 American Community Survey

While it is virtually impossible to create a profile of a “typical” Dallas Senior Citizen, it is possible to look at demographic characteristics and identify the size of at-risk populations throughout the city. The following highlights characterize the profile of the city-wide senior population in Dallas. Please refer to **Appendix I** to review these characteristics for every City Council District.

- One out of ten Dallas residents are aged 65 or older and 54,175 Dallas seniors are over 74 years of age and are more susceptible to disabilities, mobility issues and isolation.
- 57% of the senior population are females and this percentage is higher in the older age brackets. This is significant because women are more likely than men to be income insecure.
- The median household income for seniors 65+ is \$42,829 compared to the overall city-wide median household income of \$71,412. Over 50% of all Dallas seniors live in Council Districts that have median senior household income levels below \$38,000, and nearly 40,000 seniors live in Council Districts where median senior household income is less than \$25,000.
- Currently, there are about 30,000 Dallas residents aged 60 and older who are living below the federal poverty line (\$12,880 in 2021). Approximately 28% of these individuals are 75 or older. Two-thirds of those living below the federal poverty level reside in the six least affluent City Council Districts, but it is important to note that there are also pockets of poverty in all of the more affluent districts where over 10,000 seniors are living below the poverty line.
- The city-wide racial makeup of Dallas seniors is approximately 46% white, 25% black and 18% Hispanic. These percentages vary significantly by Council district. In the six Council Districts where median senior household income is less than \$30,000 the racial makeup is approximately 18% white, 42% black and 28% Hispanic.
- About 30% of Dallas seniors live alone, and are at higher risk of social isolation and difficulty accessing food, medicine and medical resources. There are 42,482 Dallas seniors living alone, and they must depend on family, friends or neighbors for socialization and help with routine needs.
- About 20% of all Dallas seniors are living with 2 or more disabilities. As people age, disabilities increasingly impact mobility and transportation issues. Seniors living in lower income neighborhoods are twice as likely to suffer from multiple disabilities than their counterparts in more affluent areas.
- Seniors represent about 30% of home owners city-wide. There are 62,260 Senior Householders and the average appraised value of senior-owned homes was \$441,116 in

2021. Over 20,000 senior homeowners live in census tracts with a high poverty rate and assistance is needed for routine maintenance.

- The Dallas Police Department reported that 5,457 crimes were committed against senior citizens in 2022, or a crime rate of 3.9% on a city-wide basis. The senior crime rate in the six least affluent City Council Districts is 70% higher than it is in the more affluent Districts.

## **MAJOR ISSUES CONFRONTING DALLAS SENIORS**

Like all Dallas residents, senior citizens are impacted by all of the major urban issues affecting our city and they benefit from the broad-based city programs and services that address these issues. Crime, poverty, affordable housing, food insecurity, access to health care and medical services, and transportation issues impact everyone, but these issues are compounded for the senior population.

### **Social Isolation**

**About 42,500 Dallas seniors live alone and are particularly susceptible to social isolation, adversely impacting their quality of life and their physical and mental health.** In May 2023, the U.S. Surgeon General issued an advisory on loneliness in American society and the public health consequences it poses. Being socially disconnected increases the risk of premature death more than obesity and physical inactivity.

Social isolation was a significant issue for Dallas seniors even before the Covid-19 pandemic. The City of Dallas has never invested in dedicated Senior Centers, although attempts have been made to provide some senior programming at recreation centers and the public libraries. Almost all socialization programming was suspended during the height of the pandemic and even after three years, service levels are still reduced from pre-pandemic levels and many senior citizens are unaware of what is available and how to access programs. This issue is further compounded because many Blacks, Hispanics and other subgroups such as LGBTQ+ seniors distrust people outside their social or ethnic circle and even organizations who are attempting to provide socialization opportunities. In addition, many of the non-profit programs which are targeted at the socialization problems are struggling to recruit volunteers to expand capacity.

Lesbian, gay, bisexual and transgender (LGBTQ+) seniors face heightened risks of social isolation, given decades of discrimination and the current legislative efforts that are considered anti-gay. These populations may feel very isolated from senior programs or other resources that are targeted toward seniors. Bullying is a big issue among older adults. When one adds that to prejudice, bias and lack of awareness, many LGBTQ+ seniors are afraid to utilize available resources. There are a lot of barriers to accessing

services for the LGBTQ+ community that are exacerbated by past discrimination and aging. The commission encourages the City to become more culturally responsive to the older LGBTQ+ community.

### **Poverty & Cost of Living**

**In Dallas there are about 30,000 seniors over the age of 60 who living at or below the 2021 federal poverty line of \$12,880.** Most senior citizens live on a fixed income that may or may be supplemented by part time employment. Nearly 30% of seniors live alone and do not benefit from multiple incomes in their household. Even during the 2014 – 2019 period of minimal inflation, the number of Dallas seniors living below the poverty line grew by 11%. More recently, the federal rate of inflation has reached 8.4%, the highest rate of price increases in over 40 years. Very large increases in rent, food prices and gas prices have forced many seniors who were struggling to make ends meet into crisis mode.

During the pandemic, many part-time employment opportunities were eliminated or sharply curtailed. Even for highly skilled and educated seniors, it is difficult to re-enter the labor force because of age discrimination. There is a great need for an effective program to match qualified senior candidates with open positions in the community.

### **Affordable Housing**

**The lack of affordable housing in Dallas is a wide-spread problem that is being exacerbated by an unprecedented increase in rental rates for apartments and rental homes.** While rent increases are reportedly leveling off in 2023, this follows a two-year period of unprecedented rent increases in the Dallas market. In December 2022, The Dallas Morning News reported that shelter costs were up another 10.2%, the highest annual increase in the past forty years. Many older apartment complexes and rental properties have changed hands and been upgraded, making them unaffordable for current tenants. For seniors who are living on a fixed income, these increases make it virtually impossible to continue to live independently because the supply of less expensive apartments simply does not exist.

Affordability is also a serious issue for seniors who own their own homes. Even for seniors who no longer have a mortgage, large increases in insurance, utilities and maintenance costs have been very difficult to absorb. Since there are limited housing alternatives, finding ways to keep seniors in their existing homes is especially important. Many seniors need assistance with minor and major home repairs in order to do this.

### **Food Insecurity**

**Food insecurity has become a significant issue for Dallas residents of all ages and the dramatic escalation in grocery store prices has compounded the problem, particularly for seniors living on a fixed income.** The North Texas Food Bank and VNA's Meals on

Wheels programs are seeing all-time record demand for their assistance. The lack of grocery stores in proximity to seniors living in low-income neighborhoods is also a major problem.

### **Mobility Issues and Transportation**

**Access to medical care, grocery stores and socialization opportunities is a very common issue for senior citizens.** Nearly 10% of all Dallas households do not have a motor vehicle and must rely on family, friends or public transportation. Over 27,000 Dallas seniors report having two or more disabilities, and as people age, almost everyone has some sort of mobility issue, making it difficult to get to DART bus stops. In addition, the DART route system is focused on transporting people between home and work and most senior transportation needs revolve around access to medical facilities and neighborhood services. There are about 55,000 Dallas seniors aged 75 and older who are particularly vulnerable to transportation issues.

## **RESOURCES FOR DALLAS SENIORS**

Dallas senior citizens benefit from a variety of targeted programs that are funded and administered through the federal, state, county and city levels of government and the generosity of private citizens through Dallas non-profit and volunteer organizations. It must be noted that nationally only one percent of philanthropic contributions go toward aging-related initiatives (according to the Silver Century Foundation) and seniors depend primarily on government funded programs for assistance.

The primary programs at the federal level are Social Security, Medicare, Medicaid and funding provided to states to implement federal Older Americans Act legislation. In Dallas, the Texas Department of Health and Human Services channels state and federal funding for seniors primarily to the Greater Dallas Community Council's Dallas Area Agency on Aging (DAAA) to serve seniors throughout Dallas County. Some City of Dallas residents live in Collin and Denton Counties and receive these services through the North Central Texas Area Agency on Aging. Services range from benefits counseling, minor home repair, medical transportation, food and other needs. The DAAA contracts with local non-profits and Dallas County to execute the delivery of some of these services. For example, they contract with Dallas County to execute the delivery of congregate meal services to seniors, which the county supplements with additional funding. The City of Dallas provides critical municipal services which benefit the senior population, as well as providing targeted programs for senior citizens.

The City's targeted programs using city staff or by contract with other parties include:

- Office of Community Care / Senior Services Program
- DART Rider Assistance Program (RAP) / Senior Medical Transportation Program
- Senior Dental Health Care Program

- Senior Ombudsman Program
- Dallas Public Library Adult Services
- Park and Recreation Department / Active Senior Adult Programs (ASAP)
- Senior Training and Employment Program

In addition, in 2019, the Dallas City Council approved the Age Friendly Dallas Plan, which set forth several domains of importance to our aging population, including:

- Outdoor Spaces and Buildings
- Transportation
- Housing
- Communications and Information
- Social Participation and Inclusion
- Civic Participation and Employment
- Community Support and Health Services

Shortly after the approval of the Age Friendly Dallas Plan, the Covid-19 pandemic struck and many of the initiatives came to a standstill causing Dallas to be less age-friendly. It is time for the City of Dallas to carefully review what progress has been made on the 2019 plan and to update the whole initiative.

### **COMMISSION WORK DURING 2023**

The Senior Affairs Commission conducted 11 regular monthly meetings (no meeting in July) and held one five-hour workshop in 2023. In accordance with City and State policies and regulations, all Commission meetings were conducted as HYBRID MEETINGS which only require the Chair to attend in person at City Hall. About half of the sitting Commissioners have begun to attend most monthly meetings in person, but about a third of the Commissioners almost always participate remotely. The November 2023 Senior Affairs Commission Workshop had the highest in-person attendance since February 2020, with 10 Commissioners attending and two participating on line.

Working remotely and conducting meetings by WEBEX has changed the dynamics of the Senior Affairs Commission and has made it more difficult to assess community needs and program effectiveness. Remote participants experience technical difficulties at almost every meeting, cutting into the available time for productive discussions. Problems with the City Hall monitor make it very difficult to actually conduct the hybrid meetings, and remote participants often feel like they are being ignored. Perhaps the most significant drawback of the hybrid meetings is that Commissioners do not develop personal relationships with each other.

The hybrid meeting requirements have also rendered the SAC Subcommittee structure ineffective. In 2023 an attempt was made to reconstitute the committees, which had been dormant since the start of the pandemic. The City Attorney's office determined that all committee meetings had to be posted and treated as public meetings. This required that Committee Chairs had to attend the meetings in person at City Hall and it caused an undue burden on city staff to manage the WEBEX public meetings. Because of these complexities and difficulty in gathering a quorum, the decision has been made to disband the standing committees. In their place, Commissioners will be asked to volunteer to become "content specialists" for a variety of topics that are of concern to seniors. They will be asked to research the topics and periodically present their findings to the full Commission or recommend outside speakers that are experts on the topic.

An effort has been made to make the monthly Commission meeting agendas more robust by inviting outside agencies to update the whole body. Throughout 2023, the Commission's focus has been on bringing attention to the facts about the Dallas senior population and the need to make them a true priority for city management. The Commission has been monitoring efforts to restore and expand services to seniors as we emerge from the pandemic. At every meeting we receive an activity update from the Senior Services division of the Office of Community Care, which reports the number of seniors served under various contracted services as well as public interactions by the Senior Services Staff. In addition, the SAC receives regular updates from the Housing Department, Dallas Public Library System and Parks and Recreation Departments. All of these departments provide vital services to seniors and they are actively trying to restore pre-pandemic service levels and continue to offer virtual services to older citizens that were initiated when traditional services were suspended.

In addition, at our monthly meetings, the Commission invites senior managers from a wide variety of organizations serving seniors in the Dallas area to share their missions, services provided and their perspectives on the biggest problems facing the senior population. **A summary of the major briefings presented to the Commission during 2023 is included as Appendix III of this report.**

In June 2023 the Senior Affairs Commission issued its annual Funding Priorities Memorandum to the Mayor, City Council and City Manager. The purpose of this exercise is to participate in the annual city budgeting process by providing specific recommendations on how the City of Dallas can better serve its Senior population. Because the Commission's Funding Priorities Recommendations were backed up by reliable data, the City Manager and City Council included several new senior-related budget items totaling over \$2.5 million in the approved fiscal year 2023-24 City Budget. **The 2023 memorandum is attached as Appendix IV to this report.**

## **OBSERVATIONS AND RECOMMENDATIONS**

The Senior Affairs Commission recognizes that City Management is responsible for the provision of critical services and public safety for *all* Dallas residents and that senior citizens benefit from all City functions. Dallas seniors also benefit from targeted senior programs and resources offered through the Office of Community Care and numerous city departments including Libraries, Parks and Recreation, Housing, Police and Fire Departments and others. There is no question that the seniors served by these programs benefit greatly, but the numbers served are a small fraction of the elderly population.

**These services need to be put in context by considering the size and demographics of the senior sector of the city population. Seniors over age 65 represent nearly 11% of the current population and have accounted for about a third of the City's total population growth since 2010. Based on the population aged 60 to 65, this rapid rate of growth for seniors will continue for the next several years. The City should be concerned that the poverty rate among seniors has been increasing as this population grows. 40,000 Dallas seniors live in City Council Districts where the median senior income is less than \$25,000 per year. Over 42,000 seniors live in one-person households which are much more likely to be living in poverty.**

The low number of seniors being served by targeted programs should not be construed as a lack of need or interest in senior programs. Some services are budget constrained, but there is a general lack of awareness what is available and how to access it. The City's communications efforts are frequently siloed and there is no single place on the City website where anyone can easily find what senior services are available. Information that is available is often out of date and inaccurate.

The state of the senior population has not been incorporated into City Management's goals and performance measures and there has been little interaction for at least four years between the Senior Affairs Commission and the City Manager or his Assistant City Managers. There is now a great opportunity for this to change since the 2023-24 City Budget included \$250,000 in funding for the development of a strategic plan for the City's work to assist with the most significant issues confronting our senior citizens. It is critical that this strategic planning effort include research to identify, define and quantify the most important issues that threaten the wellbeing of the elderly in Dallas. This information is essential in order to evaluate the effectiveness of existing programs and to develop a strategic approach on how best to mitigate the biggest threats to our senior citizens.

Based on the data assembled by the Senior Affairs Commission over the past two years, it is clear that the senior population merits much more attention from City Council and senior City Management. It may not be the City's responsibility to solve everyone's problems, but it should take the leadership role in understanding the issues and accessing the resources of both governmental and non-profit agencies to better serve its most vulnerable citizens.

The Commission believes that the following initiatives would greatly improve the effectiveness of the City's efforts to serve its elderly residents:

- Increase the engagement of senior management (Asst. City Manager and above) in the assessment of the issues confronting the 140,000 senior citizens and the coordination of the City's response to these issues.
- Initiate a thorough assessment of the City's communications resources and procedures. The unique problems associated with effective communications with senior citizens have never been adequately addressed and it does not appear that any effort has been made to develop a coordinated response that can be shared across all city departments.
- Make senior citizen issues a strategic priority and develop meaningful performance measures to evaluate progress.
- Establish a grid system (similar to that used by the Police Department) to identify the physical locations in the city with the greatest concentrations of need. If responses to these needs are focused on these pockets of need, significant progress will be more attainable.
- Recognize that libraries and recreation centers are essential for the senior population and should not be treated as non-essential amenities for the general population. Funding for senior programming and staffing is inadequate to serve the senior community needs. The Park and Recreation Department has created dedicated senior center spaces in three (out of over 40) City Recreation Centers and provides senior programming at the Wellmed Senior Activity Center at Redbird Square. These dedicated senior facilities should be replicated across the entire recreation center system. Since Dallas has not yet developed dedicated senior centers across the city, many seniors have gravitated toward libraries and all-purpose recreation centers as their only opportunity for socialization. There needs to be serious consideration of how to create dedicated senior spaces in existing library and park locations and substantially more money should be provided to enhance and expand senior programming.

#### **COMMISSION GOALS AND WORK FOR 2024**

The effectiveness of the Senior Affairs Commission is dependent on having a full complement of committed and engaged Commissioners. Two Council Districts have not been represented on the Commission for the past six months and only half of the Commissioners attend our monthly meetings in person. Ten Commissioners were at City Hall for the November Senior Affairs Workshop and the benefits of in-person attendance were clear. Members actually get to know one another and discussions are much more productive.

The State of Texas TOMA requirements dictate that we must offer hybrid public meetings and members of the Commission cannot be required to attend in person. However, in 2024 every effort will be made to encourage in-person attendance at the regular monthly meetings. All Commissioners have the 2024 meeting schedule and should use their best efforts to attend all meetings. In anticipation of a more engaged membership, the Senior Affairs Commission has set forth the following goals and work plan for 2024:

- Launch the “Content Specialist” initiative to replace the standing sub-committee system that has been ineffective. Target topics will be established and Commissioners will be asked to volunteer to become knowledgeable about the topic, meet with people who are engaged providing services to seniors and suggest speakers who should be incorporated into future Commission agendas.
- Continue to work with the City’s Data Analytics Department to develop additional facts about the Dallas senior population and update existing facts as new data becomes available. In addition, an effort will be made to develop “heat maps” to identify the 100 census tracts with the highest concentration of seniors who need help.
- Develop Senior Affairs Presentation materials for every City Council District that Commissioners can use at District Town Hall meetings and request that Council Members include senior issues on meeting agendas. These presentations could also be used to create awareness of senior issues with community groups around the city.
- Conduct Senior Listening Sessions in every Council District. Efforts will be made to include seniors who are not participating in existing senior programming as well as people who are regular users. It is hoped that a broader cross section of seniors can be invited by seeking assistance from faith leaders other service providers around the city.
- Establish a working group to assemble better data about the Senior LGBTQ+ community in Dallas, to identify and document the unique needs of this community and to develop specific recommendations on how the City can better serve their needs.
- Plan and execute at least two Senior Affairs Commission field trips to visit successful senior programs and/or resources in various parts of the city.
- Participate in and monitor the Senior Strategic Planning Project that has been funded in the 2023-24 City Budget. Provide input to consultants on the kind of needs analysis that should underly the strategies on how to best serve seniors.
- Monitor the work of the new Age Friendly Dallas Manager and review the status of progress on the Age Friendly Dallas Plan that was adopted by City Council in 2019.

- Monitor the implementation of the newly expanded Senior Home Repair Program and explore how to best communicate all housing resources to the Dallas seniors.
- Foster stronger working relationships and share information with Dallas County, AARP, AAA, Alzheimer’s Association, Dallas Area Gerontology Society, The Senior Source, VNA/Meals on Wheels and other agencies who serve seniors.
- Explore the feasibility of creating a Senior Summit with other senior-focused government agencies and non-profit organizations. Organize a meeting of senior leadership from key organizations that serve Dallas seniors to share insights and information.
- Consider potential partnerships with other organizations to initiate a semi-annual “State of the Senior Community” report for Dallas/Dallas County.
- Continue to monitor existing City services and programs for seniors. Assess the gaps between service volumes and the overall needs in the community.
- Challenge City staff to find ways to increase participation in the current programs being offered to seniors.
- Identify other community needs that are not being met through existing programs.

# **APPENDIX I**

## **CITY OF DALLAS**

### **SENIOR POPULATION**

### **DEMOGRAPHIC**

### **PROFILE**

**PREPARED JUNE, 2023**

**The Infographics contained in this report were produced by the City of Dallas Department of Data Analytics & Business Intelligence**

**Primary data sources include the U.S Census Bureau's 2021 American Community Survey, City of Dallas 2022 Tax Appraisal Data from Dallas, Collin and Denton County Appraisal Districts and from the Dallas Police Department's 2022 Crime Data Base**

# Profile of Dallas Senior Population City-Wide

**Total Senior (65+) Population**  
**140,120**

Seniors (65+) comprise about 11% of the total City population.

Senior Population Breakdown:

- 65-74: 85,945
- 75-84: 37,537
- 85+: 16,638

**Living Alone**

**42,482**

Among the senior households, there are 42,482 seniors who live alone.

**Disabilities**

**27,395**

There are 27,395 seniors with 2 or more types of disabilities.

**Homeownership and Appraisal**

**\$441,116**

There are 62,259 senior householders and the average 2022 appraised value of senior homes is \$441,116.



**Crime**

**5,457**

Dallas Police data indicates there were 5,457 total crimes against senior residents.

**Poverty**

**29,685**

There are an estimated 29,685 seniors (60+) and an estimated 8,198 seniors (75+) whose income is below the federal poverty line.

**Sex and Race**

**57% / 43%**

57% of the City's 65+ senior population are females and 43% are males. The White population represents the largest racial segment of the 65+ population in the City.

**Racial Make-Up of 65+ Senior Population**

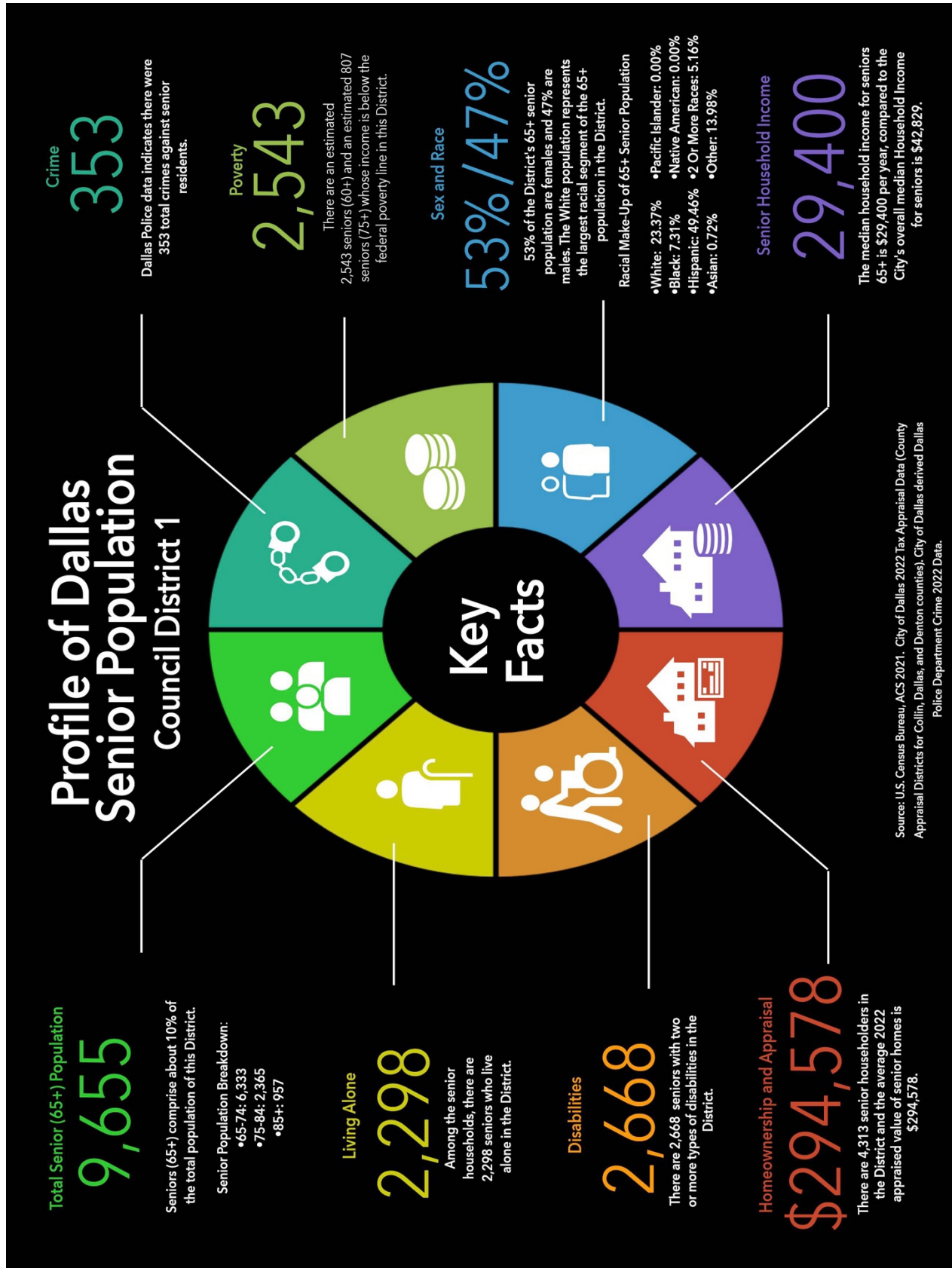
- White: 46.25%
- Black: 24.92%
- Hispanic: 18.12%
- Asian: 2.39%
- Pacific Islander: 0.02%
- Native American: 0.02%
- 2 Or More Races: 3.88%
- Other: 4.40%

**Senior Household Income**

**\$42,829**

The City's overall median household income for seniors 65+ is \$42,829, compared to the overall median household income of \$71,412.

Source: U.S. Census Bureau, ACS 2021. City of Dallas 2022 Tax Appraisal Data (County Appraisal Districts for Collin, Dallas, and Denton counties). City of Dallas derived Dallas Police Department Crime 2022 Data.



# Profile of Dallas Senior Population Council District 2



**Total Senior (65+) Population**  
**6,812**

Seniors (65+) comprise about 8% of the total population of this District.

Senior Population Breakdown:

- 65-74: 4,745
- 75-84: 1,639
- 85+: 428

**Living Alone**  
**2,252**

Among the senior households, there are 2,252 seniors who live alone in the District.

**Disabilities**  
**1,188**

There are 1,188 seniors with two or more types of disabilities in the District.

**Homeownership and Appraisal**  
**\$292,090**

There are 2,482 senior householders in the District and the average 2022 appraised value of senior homes is \$292,090.

**Crime**  
**435**

Dallas Police data indicates there were 435 total crimes against senior residents.

**Poverty**  
**2,467**

There are an estimated 2,467 seniors (60+) and an estimated 373 seniors (75+) whose income is below the federal poverty line in this District.

**Sex and Race**  
**55%/45%**

55% of the District's 65+ senior population are females and 45% are males. The White population represents the largest racial segment of the 65+ population in the District.

Racial Make-Up of 65+ Senior Population

- White: 33.88%
- Black: 17.34%
- Hispanic: 33.40%
- Asian: 2.91%
- Pacific Islander: 0.00%
- Native American: 0.00%
- 2 Or More Races: 7.67%
- Other: 4.80%

**Senior Household Income**  
**23,805**

The median household income for seniors 65+ is \$23,805 per year, compared to the City's overall median Household Income for seniors is \$42,829.

Source: U.S. Census Bureau, ACS 2021. City of Dallas 2022 Tax Appraisal Data (County Appraisal Districts for Collin, Dallas, and Denton counties). City of Dallas derived Dallas Police Department Crime 2022 Data.

# Profile of Dallas Senior Population Council District 3



**Total Senior (65+) Population**  
**11,020**

Seniors (65+) comprise about 12% of the total population of this District.

Senior Population Breakdown:  
 •65-74: 6,874  
 •75-84: 3,192  
 •85+: 954

**Living Alone**  
**2,624**

Among the senior households, there are 2,624 seniors who live alone in the District.

**Disabilities**  
**2,163**

There are 2,163 seniors with two or more types of disabilities in the District.

**Homeownership and Appraisal**  
**\$234,725**

There are 5,004 senior householders in the District and the average 2022 appraised value of senior homes is \$234,725.

**Crime**  
**371**

Dallas Police data indicates there were 371 total crimes against senior residents.

**Poverty**  
**2,651**

There are an estimated 2,651 seniors (60+) and an estimated 1,092 seniors (75+) whose income is below the federal poverty line in this District.

**Sex and Race**  
**57%/43%**

57% of the District's 65+ senior population are females and 43% are males. The Black population represents the largest racial segment of the 65+ population in the District.

Racial Make-Up of 65+ Senior Population  
 •White: 18.43% •Pacific Islander: 0.00%  
 •Black: 47.80% •Native American: 0.00%  
 •Hispanic: 19.88% •2 Or More Races: 2.64%  
 •Asian: 2.22% •Other: 9.03%

**Senior Household Income**  
**38,009**

The median household income for seniors 65+ is \$38,009 per year, compared to the City's overall median Household Income for seniors is \$42,829.

Source: U.S. Census Bureau, ACS 2021. City of Dallas 2022 Tax Appraisal Data (County Appraisal Districts for Collin, Dallas, and Denton counties), City of Dallas derived Dallas Police Department Crime 2022 Data.

# Profile of Dallas Senior Population

## Council District 4

### Key Facts

**Total Senior (65+) Population**  
**12,288**

Seniors (65+) comprise about 13% of the total population of this District.

Senior Population Breakdown:

- 65-74: 7,000
- 75-84: 3,936
- 85+: 1,352

**Living Alone**  
**3,686**

Among the senior households, there are 3,686 seniors who live alone in the District.

**Disabilities**  
**3,910**

There are 3,910 seniors with two or more types of disabilities in the District.

**Homeownership and Appraisal**  
**\$174,701**

There are 6,139 senior householders in the District and the average 2022 appraised value of senior homes is \$174,701.

**Crime**  
**496**

Dallas Police data indicates there were 496 total crimes against senior residents.

**Poverty**  
**4,307**

There are an estimated 4,307 seniors (60+) and an estimated 1,236 seniors (75+) whose income is below the federal poverty line in this District.

**Sex and Race**  
**61%/39%**

61% of the District's 65+ senior population are females and 39% are males. The Black population represents the largest racial segment of the 65+ population in the District.

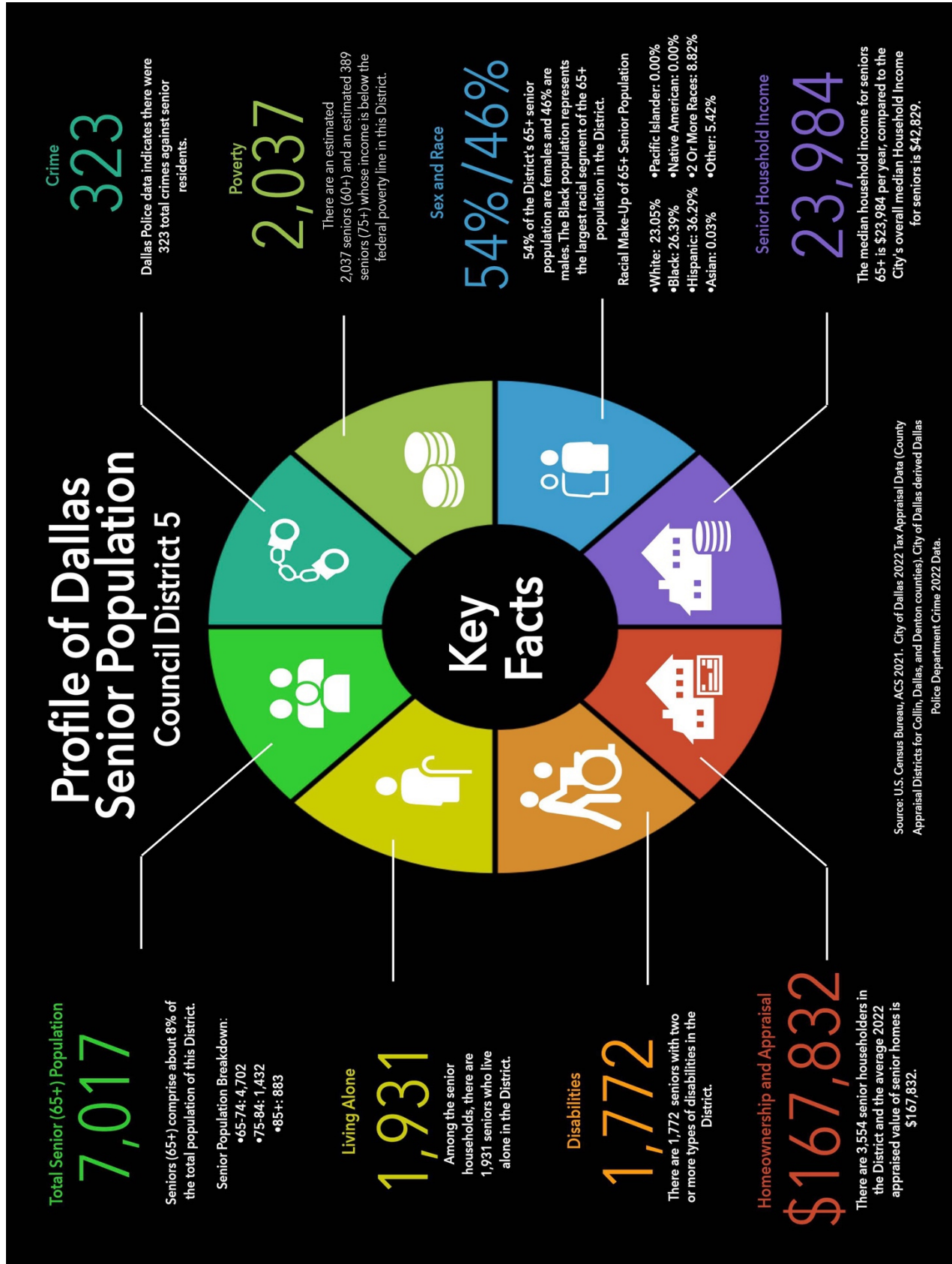
Racial Make-Up of 65+ Senior Population

- White: 7.31%
- Black: 67.97%
- Hispanic: 16.73%
- Asian: 0.33%
- Pacific Islander: 0.00%
- Native American: 0.00%
- 2 Or More Races: 2.09%
- Other: 5.57%

**Senior Household Income**  
**27,118**

The median household income for seniors 65+ is \$27,118 per year, compared to the City's overall median Household Income for seniors is \$42,829.

Source: U.S. Census Bureau, ACS 2021. City of Dallas 2022 Tax Appraisal Data (County Appraisal Districts for Collin, Dallas, and Denton counties), City of Dallas derived Dallas Police Department Crime 2022 Data.



# Profile of Dallas Senior Population Council District 6



**Total Senior (65+) Population**  
**5,944**

Seniors (65+) comprise about 6% of the total population of this District.

Senior Population Breakdown:  
 •65-74: 3,839  
 •75-84: 1,606  
 •85+: 499

**Living Alone**  
**1,783**  
 Among the senior households, there are 1,783 seniors who live alone in the District.

**Disabilities**  
**1,282**  
 There are 1,282 seniors with two or more types of disabilities in the District.

**Homeownership and Appraisal**  
**\$241,158**  
 There are 2,383 senior householders in the District and the average 2022 appraised value of senior homes is \$241,158.

**Crime**  
**421**

Dallas Police data indicates there were 421 total crimes against senior residents.

**Poverty**  
**1,756**

There are an estimated 1,756 seniors (60+) and an estimated 454 seniors (75+) whose income is below the federal poverty line in this District.

**Sex and Race**  
**56% / 44%**

56% of the District's 65+ senior population are females and 44% are males. The Black population represents the largest racial segment of the 65+ population in the District.

Racial Make-Up of 65+ Senior Population

- White: 16.08%
- Black: 17.8%
- Hispanic: 44.39%
- Asian: 4.29%
- Pacific Islander: 0.00%
- Native American: 0.00%
- 2 Or More Races: 9.10%
- Other: 8.34%

**Senior Household Income**  
**17,848**

The median household income for seniors 65+ is \$17,848 per year, compared to the City's overall median Household Income for seniors is \$42,829.

Source: U.S. Census Bureau, ACS 2021. City of Dallas 2022 Tax Appraisal Data (County Appraisal Districts for Collin, Dallas, and Denton counties). City of Dallas derived Dallas Police Department Crime 2022 Data.

# Profile of Dallas Senior Population

## Council District 7

### Key Facts

Total Senior (65+) Population  
**8,602**

Seniors (65+) comprise about 9% of the total population of this District.

Senior Population Breakdown:

- 65-74: 5,782
- 75-84: 1,967
- 85+: 853

Living Alone  
**2,943**

Among the senior households, there are 2,943 seniors who live alone in the District.

Disabilities  
**2,388**

There are 2,388 seniors with two or more types of disabilities in the District.

Homeownership and Appraisal  
**\$227,000**

There are 3,444 senior householders in the District and the average 2022 appraised value of senior homes is \$227,000.

Crime  
**623**

Dallas Police data indicates there were 623 total crimes against senior residents.

Poverty  
**2,983**

There are an estimated 2,983 seniors (60+) and an estimated 627 seniors (75+) whose income is below the federal poverty line in this District.

Sex and Race  
**61%/39%**

61% of the District's 65+ senior population are females and 39% are males. The Black population represents the largest racial segment of the 65+ population in the District.

Racial Make-Up of 65+ Senior Population

- White: 18.61%
- Black: 58.71%
- Hispanic: 15.13%
- Asian: 1.46%
- Pacific Islander: 0.08%
- Native American: 0.08%
- 2 Or More Races: 4.04%
- Other: 1.89%

Senior Household Income

**24,959**

The median household income for seniors 65+ is \$24,959 per year, compared to the City's overall median Household Income for seniors is \$42,829.

Source: U.S. Census Bureau, ACS 2021. City of Dallas 2022 Tax Appraisal Data (County Appraisal Districts for Collin, Dallas, and Denton counties), City of Dallas derived Dallas Police Department Crime 2022 Data.

# Profile of Dallas Senior Population Council District 8



**Total Senior (65+) Population**  
**9,856**

Seniors (65+) comprise about 10% of the total population of this District.

Senior Population Breakdown:

- 65-74: 6,299
- 75-84: 2,712
- 85+: 845

**Living Alone**  
**2,486**

Among the senior households, there are 2,486 seniors who live alone in the District.

**Disabilities**  
**2,920**

There are 2,920 seniors with two or more types of disabilities in the District.

**Homeownership and Appraisal**  
**\$172,020**

There are 4,536 senior householders in the District and the average 2022 appraised value of senior homes is \$172,020.

**Crime**  
**411**

Dallas Police data indicates there were 411 total crimes against senior residents.

**Poverty**  
**2,971**

There are an estimated 2,971 seniors (60+) and an estimated 775 seniors (75+) whose income is below the federal poverty line in this District.

**Sex and Race**  
**60%/40%**

60% of the District's 65+ senior population are females and 40% are males. The Black population represents the largest racial segment of the 65+ population in the District.

Racial Make-Up of 65+ Senior Population

- White: 13.35%
- Black: 70.87%
- Hispanic: 10.91%
- Asian: 0.40%
- Pacific Islander: 0.00%
- Native American: 0.00%
- 2 Or More Races: 2.49%
- Other: 1.98%

**Senior Household Income**  
**21,042**

The median household income for seniors 65+ is \$21,042 per year, compared to the City's overall median Household Income for seniors is \$42,829.

Source: U.S. Census Bureau, ACS 2021. City of Dallas 2022 Tax Appraisal Data (County Appraisal Districts for Collin, Dallas, and Denton counties), City of Dallas derived Dallas Police Department Crime 2022 Data.

# Profile of Dallas Senior Population

## Council District 9

### Key Facts

**Total Senior (65+) Population**  
**10,853**

Seniors (65+) comprise about 12% of the total population of this District.

Senior Population Breakdown:

- 65-74: 6,012
- 75-84: 2,984
- 85+: 1,857

**Living Alone**  
**3,710**

Among the senior households, there are 3,710 seniors who live alone in the District.

**Disabilities**  
**1,582**

There are 1,582 seniors with two or more types of disabilities in the District.

**Homeownership and Appraisal**  
**\$518,765**

There are 4,752 senior householders in the District and the average 2022 appraised value of senior homes is \$518,765.

**Crime**  
**340**

Dallas Police data indicates there were 340 total crimes against senior residents.

**Poverty**  
**1,623**

There are an estimated 1,623 seniors (60+) and an estimated 589 seniors (75+) whose income is below the federal poverty line in this District.

**Sex and Race**  
**55%/45%**

55% of the District's 65+ senior population are females and 45% are males. The White population represents the largest racial segment of the 65+ population in the District.

Racial Make-Up of 65+ Senior Population

- White: 73.40%
- Black: 3.68%
- Hispanic: 14.04%
- Asian: 2.58%
- Pacific Islander: 0.00%
- Native American: 0.00%
- 2 Or More Races: 3.01%
- Other: 3.29%

**Senior Household Income**

**60,994**

The median household income for seniors 65+ is \$60,994 per year, compared to the City's overall median Household Income for seniors is \$42,829.

Source: U.S. Census Bureau, ACS 2021. City of Dallas 2022 Tax Appraisal Data (County Appraisal Districts for Collin, Dallas, and Denton counties). City of Dallas derived Dallas Police Department Crime 2022 Data.

# Profile of Dallas Senior Population Council District 10



**Total Senior (65+) Population**  
**10,752**

Seniors (65+) comprise about 11% of the total population of this District.

Senior Population Breakdown:

- 65-74: 6,323
- 75-84: 2,680
- 85+: 1,749

**Living Alone**

**2,989**

Among the senior households, there are 2,989 seniors who live alone in the District.

**Disabilities**

**1,823**

There are 1,823 seniors with two or more types of disabilities in the District.

**Homeownership and Appraisal**

**\$440,241**

There are 4,567 senior householders in the District and the average 2022 appraised value of senior homes is \$440,241.

**Crime**  
**264**

Dallas Police data indicates there were 264 total crimes against senior residents.

**Poverty**  
**1,253**

There are an estimated 1,253 seniors (60+) and an estimated 248 seniors (75+) whose income is below the federal poverty line in this District.

**Sex and Race**

**54%/46%**

54% of the District's 65+ senior population are females and 46% are males. The White population represents the largest racial segment of the 65+ population in the District.

Racial Make-Up of 65+ Senior Population

- White: 69.38%
- Black: 14.10%
- Hispanic: 5.54%
- Asian: 6.33%
- Pacific Islander: 0.00%
- Native American: 0.00%
- 2 Or More Races: 3.29%
- Other: 1.36%

**Senior Household Income**

**48,349**

The median household income for seniors 65+ is \$48,349 per year, compared to the City's overall median Household Income for seniors is \$42,829.

Source: U.S. Census Bureau, ACS 2021. City of Dallas 2022 Tax Appraisal Data (County Appraisal Districts for Collin, Dallas, and Denton counties). City of Dallas derived Dallas Police Department Crime 2022 Data.

# Profile of Dallas Senior Population Council District 11

Total Senior (65+) Population  
**12,351**

Seniors (65+) comprise about 13% of the total population of this District.

Senior Population Breakdown:

- 65-74: 7,179
- 75-84: 3,201
- 85+: 1,971

Living Alone

**4,213**

Among the senior households, there are 4,213 seniors who live alone in the District.

Disabilities

**1,522**

There are 1,522 seniors with two or more types of disabilities in the District.

Homeownership and Appraisal

**\$616,537**

There are 5,491 senior householders in the District and the average 2022 appraised value of senior homes is \$616,537.

Crime  
**365**

Dallas Police data indicates there were 365 total crimes against senior residents.

Poverty

**1,494**

There are an estimated 1,494 seniors (60+) and an estimated 498 seniors (75+) whose income is below the federal poverty line in this District.

Sex and Race

**57%/43%**

57% of the District's 65+ senior population are females and 43% are males. The White population represents the largest racial segment of the 65+ population in the District.

Racial Make-Up of 65+ Senior Population

- White: 78.33%
- Black: 4.96%
- Hispanic: 8.55%
- Pacific Islander: 0.00%
- Native American: 0.00%
- 2 Or More Races: 2.15%
- Asian: 2.46%
- Other: 3.55%

Senior Household Income

**59,277**

The median household income for seniors 65+ is \$59,277 per year, compared to the City's overall median Household Income for seniors is \$42,829.



Source: U.S. Census Bureau, ACS 2021. City of Dallas 2022 Tax Appraisal Data (County Appraisal Districts for Collin, Dallas, and Denton counties). City of Dallas derived Dallas Police Department Crime 2022 Data.

# Profile of Dallas Senior Population Council District 12



**Total Senior (65+) Population**  
**12,341**

Seniors (65+) comprise about 13% of the total population of this District.

Senior Population Breakdown:  
 •65-74: 7,719  
 •75-84: 3,362  
 •85+: 1,260

**Living Alone**

**3,486**  
 Among the senior households, there are 3,486 seniors who live alone in the District.

**Disabilities**

**1,263**  
 There are 1,263 seniors with two or more types of disabilities in the District.

**Homeownership and Appraisal**

**\$594,668**

There are 5,089 senior householders in the District and the average 2022 appraised value of senior homes is \$594,668.

**Crime**  
**211**

Dallas Police data indicates there were 211 total crimes against senior residents.

**Poverty**  
**859**

There are an estimated 859 seniors (60+) and an estimated 213 seniors (75+) whose income is below the federal poverty line in this District.

**Sex and Race**

**58%/42%**

58% of the District's 65+ senior population are females and 42% are males. The White population represents the largest racial segment of the 65+ population in the District.

**Racial Make-Up of 65+ Senior Population**

- White: 75.79%
- Black: 4.46%
- Hispanic: 7.38%
- Asian: 6.43%
- Pacific Islander: 0.00%
- Native American: 0.00%
- 2 Or More Races: 2.97%
- Other: 2.97%

**Senior Household Income**

**65,784**

The median household income for seniors 65+ is \$65,784 per year, compared to the City's overall median Household Income for seniors is \$42,829.

Source: U.S. Census Bureau, ACS 2021. City of Dallas 2022 Tax Appraisal Data (County Appraisal Districts for Collin, Dallas, and Denton counties). City of Dallas derived Dallas Police Department Crime 2022 Data.

# Profile of Dallas Senior Population

## Council District 13



**Total Senior (65+) Population**  
**15,268**

Seniors (65+) comprise about 17% of the total population of this District.

**Senior Population Breakdown:**  
 •65-74: 8,255  
 •75-84: 4,635  
 •85+: 2,378

**Living Alone**

**4,949**  
 Among the senior households, there are 4,949 seniors who live alone in the District.

**Disabilities**

**2,034**  
 There are 2,034 seniors with two or more types of disabilities in the District.

**Homeownership and Appraisal**

**\$984,494**

There are 7,170 senior householders in the District and the average 2022 appraised value of senior homes is \$984,494.

**Crime**  
**458**

Dallas Police data indicates there were 458 total crimes against senior residents.

**Poverty**  
**1,502**

There are an estimated 1,502 seniors (60+) and an estimated 558 seniors (75+) whose income is below the federal poverty line in this District.

**Sex and Race**

**56% / 44%**

56% of the District's 65+ senior population are females and 44% are males. The White population represents the largest racial segment of the 65+ population in the District.

**Racial Make-Up of 65+ Senior Population**

- White: 77.98%
- Black: 6.33%
- Hispanic: 9.14%
- Asian: 1.54%
- Pacific Islander: 0.00%
- Native American: 0.00%
- 2 Or More Races: 2.55%
- Other: 2.46%

**Senior Household Income**

**72,430**

The median household income for seniors 65+ is \$72,430 per year, compared to the City's overall median Household Income for seniors is \$42,829.

Source: U.S. Census Bureau, ACS 2021. City of Dallas 2022 Tax Appraisal Data (County Appraisal Districts for Collin, Dallas, and Denton counties). City of Dallas derived Dallas Police Department Crime 2022 Data.

# Profile of Dallas Senior Population

## Council District 14



**Total Senior (65+) Population**  
**7,361**

Seniors (65+) comprise about 8% of the total population of this District.

Senior Population Breakdown:

- 65-74: 4,883
- 75-84: 1,826
- 85+: 652

**Living Alone**  
**3,132**

Among the senior households, there are 3,132 seniors who live alone in the District.

**Disabilities**  
**880**

There are 880 seniors with two or more types of disabilities in the District.

**Homeownership and Appraisal**  
**\$726,201**

There are 3,335 senior householders in the District and the average 2022 appraised value of senior homes is \$726,201.

**Crime**  
**386**

Dallas Police data indicates there were 386 total crimes against senior residents.

**Poverty**  
**1,239**

There are an estimated 1,239 seniors (60+) and an estimated 339 seniors (75+) whose income is below the federal poverty line in this District.

**Sex and Race**  
**50%/50%**

50% of the District's 65+ senior population are females and 50% are males. The White population represents the largest racial segment of the 65+ population in the District.

Racial Make-Up of 65+ Senior Population

- White: 77.93%
- Black: 4.08%
- Hispanic: 10.36%
- Asian: 1.33%
- Pacific Islander: 0.00%
- Native American: 0.00%
- 2 Or More Races: 5.06%
- Other: 1.24%

**Senior Household Income**  
**49,997**

The median household income for seniors 65+ is \$49,997 per year, compared to the City's overall median Household Income for seniors is \$42,829.

Source: U.S. Census Bureau, ACS 2021 . City of Dallas 2022 Tax Appraisal Data (County Appraisal Districts for Collin, Dallas, and Denton counties), City of Dallas derived Dallas Police Department Crime 2022 Data.

## PROFILE OF THE DALLAS SENIOR POPULATION IN 2021

COUNCIL DISTRICT	1	2	3	4	5	6	7	8	9	10	11	12	13	14	CITYWIDE
<b>TOTAL SENIOR POPULATION 65+</b>	9,655	6,812	11,020	12,288	7,017	5,944	8,602	9,856	10,853	10,752	12,351	12,341	15,268	7,361	140,120
<small>% OF TOTAL SENIOR POPULATION</small>	6.9%	4.9%	7.9%	8.8%	5.0%	4.2%	6.1%	7.0%	7.7%	7.7%	8.8%	8.8%	10.9%	5.3%	100.0%
65-74	6,333	4,745	6,874	7,000	4,702	3,839	5,782	6,299	6,012	6,323	7,179	7,719	8,255	4,883	85,945
75-84	2,365	1,639	3,192	3,936	1,432	1,606	1,967	2,712	2,984	2,680	3,201	3,362	4,635	1,826	37,537
85+	957	428	954	1,352	883	499	853	845	1,857	1,749	1,971	1,260	2,378	652	16,638
<b>FEMALE/MALE RATIO</b>	53%/47%	55%/45%	57%/43%	61%/39%	54%/46%	56%/44%	61%/39%	60%/40%	55%/45%	54%/46%	57%/43%	58%/42%	56%/44%	50%/50%	57%/43%

SENIOR RACIAL MAKE-UP	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
WHITE	23%	34%	18%	7%	23%	16%	19%	13%	73%	69%	78%	76%	78%	78%	46%
BLACK	7%	17%	48%	68%	26%	18%	59%	71%	4%	14%	5%	5%	6%	4%	25%
HISPANIC	49%	33%	20%	17%	36%	44%	15%	11%	14%	6%	9%	7%	9%	10%	18%
ALL OTHER	21%	16%	14%	8%	15%	22%	7%	5%	9%	11%	8%	12%	7%	8%	11%

<b>SENIORS LIVING ALONE</b>	2,298	2,252	2,624	3,686	1,931	1,783	2,943	2,486	3,710	2,989	4,213	3,486	4,949	3,132	42,482
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<b>SENIORS WITH 2 OR MORE DISABILITIES</b>	2,668	1,188	2,163	3,910	1,772	1,282	2,388	2,920	1,582	1,823	1,522	1,263	2,034	880	27,395
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<b>SENIOR HOUSEHOLDERS</b>	4,313	2,482	5,004	6,139	3,554	2,383	3,444	4,536	4,752	4,567	5,491	5,089	7,170	3,335	62,259
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<b>AVERAGE APPRAISED VALUE OF HOMES</b>	\$ 294,578	\$ 292,090	\$ 234,725	\$ 174,701	\$ 167,832	\$ 241,158	\$ 227,000	\$ 172,020	\$ 518,765	\$ 440,241	\$ 616,537	\$ 594,668	\$ 984,494	\$ 726,201	\$ 441,116
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<b>CRIMES AGAINST SENIORS IN 2021</b>	353	435	371	496	323	421	623	411	340	264	365	211	458	386	5,457
<small>Crimes per 100 Seniors</small>	3.7	6.4	3.4	4.0	4.6	7.1	7.2	4.2	3.1	2.5	3.0	1.7	3.0	5.2	3.9

<b>SENIORS LIVING IN POVERTY</b>	2,543	2,467	2,651	4,307	2,037	1,756	2,983	2,971	1,623	1,253	1,494	859	1,502	1,239	29,685
<small>AGE 60+ LIVING BELOW FED POVERTY LINE</small>	807	373	1,092	1,236	389	454	627	775	589	248	498	213	558	339	8,198

<b>MEDIAN HOUSEHOLD INCOME</b>	\$ 29,400	\$ 23,805	\$ 38,009	\$ 27,118	\$ 23,984	\$ 17,848	\$ 24,959	\$ 21,042	\$ 60,994	\$ 48,349	\$ 59,277	\$ 65,784	\$ 72,430	\$ 49,997	\$ 42,829
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## PROFILE OF THE DALLAS SENIOR POPULATION IN 2021

### Council Districts Ranked by Median Senior Household Income

COUNCIL DISTRICT	6	8	2	5	7	4	1	3	10	14	11	9	12	13	CITYWIDE
TOTAL SENIOR POPULATION 65+	5,944	9,856	6,812	7,017	8,602	12,288	9,655	11,020	10,752	7,361	12,351	10,853	12,341	15,268	140,120
% OF TOTAL SENIOR POPULATION	4.2%	7.0%	4.9%	5.0%	6.3%	8.8%	6.5%	7.9%	7.7%	5.3%	8.8%	7.7%	8.8%	10.9%	100.0%
65-74	3,839	6,299	4,745	4,702	5,782	7,000	6,333	6,874	6,323	4,883	7,179	6,012	7,179	8,255	85,945
75-84	1,606	2,712	1,639	1,432	1,967	3,936	2,365	3,192	2,680	1,826	3,201	2,984	3,362	4,635	37,537
85+	499	845	428	883	853	1,352	957	954	1,749	652	1,971	1,857	1,260	2,378	16,638
FEMALE/MALE RATIO	56%/44%	60%/40%	55%/45%	54%/46%	61%/39%	61%/39%	53%/47%	57%/43%	54%/46%	50%/50%	57%/43%	55%/45%	58%/42%	56%/44%	57%/43%
SENIOR RACIAL MAKE-UP															
WHITE	16%	13%	34%	23%	19%	7%	23%	18%	69%	78%	78%	73%	76%	78%	46%
BLACK	18%	71%	17%	26%	59%	68%	7%	48%	14%	4%	5%	4%	5%	6%	25%
HISPANIC	44%	11%	33%	36%	15%	17%	49%	20%	6%	10%	9%	14%	7%	9%	18%
ALL OTHER	22%	5%	16%	15%	7%	8%	21%	14%	11%	8%	8%	9%	12%	7%	11%
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
SENIORS LIVING ALONE	1,783	2,486	2,252	1,931	2,943	3,686	2,298	2,624	2,989	3,132	4,213	3,710	3,486	4,949	42,482
SENIORS WITH 2 OR MORE DISABILITIES	1,282	2,920	1,188	1,772	2,388	3,910	2,668	2,163	1,823	880	1,522	1,582	1,263	2,034	27,395
SENIOR HOUSEHOLDERS	2,383	4,536	2,482	3,554	3,444	6,139	4,313	5,004	4,567	3,335	5,491	4,752	5,089	7,170	62,259
AVERAGE APPRAISED VALUE OF HOMES	\$ 241,158	\$ 172,020	\$ 292,090	\$ 167,832	\$ 227,000	\$ 174,701	\$ 294,578	\$ 234,725	\$ 440,241	\$ 726,201	\$ 616,537	\$ 518,765	\$ 594,668	\$ 984,494	\$ 441,116
CRIMES AGAINST SENIORS IN 2022	421	411	435	323	623	496	353	371	264	386	365	340	211	458	5,457
Crimes per 100 Seniors	7.1	4.2	6.4	4.6	7.2	4.0	3.7	3.4	2.5	5.2	3.0	3.1	1.7	3.0	3.9
SENIORS LIVING IN POVERTY															
AGE 60+ LIVING BELOW FED POVERTY LINE	1,756	2,971	2,467	2,037	2,983	4,307	2,543	2,651	1,253	1,239	1,494	1,623	859	1,502	29,685
AGE 75+ LIVING BELOW FED POVERTY LINE	454	775	373	389	627	1,236	807	1,092	248	339	498	589	213	558	8,198
MEDIAN HOUSEHOLD INCOME															
SENIORS AGE 65+	\$ 17,848	\$ 21,042	\$ 23,805	\$ 23,984	\$ 24,959	\$ 27,118	\$ 29,400	\$ 38,009	\$ 48,349	\$ 49,997	\$ 59,277	\$ 60,994	\$ 65,784	\$ 72,430	\$ 42,829

## PROFILE OF THE DALLAS SENIOR POPULATION IN 2021

### Seven Council Districts With The Lowest Median Senior Household Income

COUNCIL DISTRICT	6	8	2	5	7	4	1	TOTAL
<b>TOTAL SENIOR POPULATION 65+</b>	<b>5,944</b>	<b>9,856</b>	<b>6,812</b>	<b>7,017</b>	<b>8,602</b>	<b>12,288</b>	<b>9,655</b>	<b>60,174</b>
<i>% OF TOTAL SENIOR POPULATION</i>	<i>4.2%</i>	<i>7.0%</i>	<i>4.9%</i>	<i>5.0%</i>	<i>6.1%</i>	<i>8.8%</i>	<i>6.9%</i>	<i>42.9%</i>
65-74	3,839	6,299	4,745	4,702	5,782	7,000	6,333	38,700
75-84	1,606	2,712	1,639	1,432	1,967	3,936	2,365	15,657
85+	499	845	428	883	853	1,352	957	5,817
<b>FEMALE/MALE RATIO</b>	<b>56%/44%</b>	<b>60%/40%</b>	<b>55%/45%</b>	<b>54%/46%</b>	<b>61%/39%</b>	<b>61%/39%</b>	<b>53%/47%</b>	<b>58%/42%</b>
<b>SENIOR RACIAL MAKE-UP</b>								
WHITE	16%	13%	34%	23%	19%	7%	23%	18%
BLACK	18%	71%	17%	26%	59%	68%	7%	42%
HISPANIC	44%	11%	33%	36%	15%	17%	49%	28%
ALL OTHER	22%	5%	16%	15%	7%	8%	21%	12%
	100%	100%	100%	100%	100%	100%	100%	100%
<b>SENIORS LIVING ALONE</b>	<b>1,783</b>	<b>2,486</b>	<b>2,252</b>	<b>1,931</b>	<b>2,943</b>	<b>3,686</b>	<b>2,298</b>	<b>17,379</b>
<b>SENIORS WITH 2 OR MORE DISABILITIES</b>	<b>1,282</b>	<b>2,920</b>	<b>1,188</b>	<b>1,772</b>	<b>2,388</b>	<b>3,910</b>	<b>2,668</b>	<b>16,128</b>
<b>SENIOR HOUSEHOLDERS</b>	<b>2,383</b>	<b>4,536</b>	<b>2,482</b>	<b>3,554</b>	<b>3,444</b>	<b>6,139</b>	<b>4,313</b>	<b>26,851</b>
<b>AVERAGE APPRAISED VALUE OF HOMES</b>	<b>\$ 241,158</b>	<b>\$ 172,020</b>	<b>\$ 292,090</b>	<b>\$ 167,832</b>	<b>\$ 227,000</b>	<b>\$ 174,701</b>	<b>\$ 294,578</b>	
<b>CRIMES AGAINST SENIORS IN 2022</b>	<b>421</b>	<b>411</b>	<b>435</b>	<b>323</b>	<b>623</b>	<b>496</b>	<b>353</b>	<b>3,062</b>
<i>Crimes per 100 Seniors</i>	<i>7.1</i>	<i>4.2</i>	<i>6.4</i>	<i>4.6</i>	<i>7.2</i>	<i>4.0</i>	<i>3.7</i>	<i>5.1</i>
<b>SENIORS LIVING IN POVERTY</b>								
AGE 60+ LIVING BELOW FED POVERTY LINE	1,756	2,971	2,467	2,037	2,983	4,307	2,543	19,064
AGE 75+ LIVING BELOW FED POVERTY LINE	454	775	373	389	627	1,236	807	4,661
<b>MEDIAN HOUSEHOLD INCOME</b>								
SENIORS AGE 65+	\$ 17,848	\$ 21,042	\$ 23,805	\$ 23,984	\$ 24,959	\$ 27,118	\$ 29,400	

## PROFILE OF THE DALLAS SENIOR POPULATION IN 2021

### Seven Council Districts With The Highest Median Senior Household Income

COUNCIL DISTRICT	3	10	14	11	9	12	13	TOTALS
<b>TOTAL SENIOR POPULATION 65+</b>	<b>11,020</b>	<b>10,752</b>	<b>7,361</b>	<b>12,351</b>	<b>10,853</b>	<b>12,341</b>	<b>15,268</b>	<b>79,946</b>
<small>% OF TOTAL SENIOR POPULATION</small>	<small>7.9%</small>	<small>7.7%</small>	<small>5.3%</small>	<small>8.8%</small>	<small>7.7%</small>	<small>8.8%</small>	<small>10.9%</small>	<small>57.1%</small>
65-74	6,874	6,323	4,883	7,179	6,012	7,719	8,255	47,245
75-84	3,192	2,680	1,826	3,201	2,984	3,362	4,635	21,880
85+	954	1,749	652	1,971	1,857	1,260	2,378	10,821
<b>FEMALE/MALE RATIO</b>	<b>57%/43%</b>	<b>54%/46%</b>	<b>50%/50%</b>	<b>57%/43%</b>	<b>55%/45%</b>	<b>58%/42%</b>	<b>56%/44%</b>	<b>56%/44%</b>
<b>SENIOR RACIAL MAKE-UP</b>								
WHITE	18%	69%	78%	78%	73%	76%	78%	67%
BLACK	48%	14%	4%	5%	4%	5%	6%	12%
HISPANIC	20%	6%	10%	9%	14%	7%	9%	11%
ALL OTHER	14%	11%	8%	8%	9%	12%	7%	10%
	<small>100%</small>	<small>100%</small>	<small>100%</small>	<small>100%</small>	<small>100%</small>	<small>100%</small>	<small>100%</small>	<small>100%</small>
<b>SENIORS LIVING ALONE</b>	<b>2,624</b>	<b>2,989</b>	<b>3,132</b>	<b>4,213</b>	<b>3,710</b>	<b>3,486</b>	<b>4,949</b>	<b>25,103</b>
<b>SENIORS WITH 2 OR MORE DISABILITIES</b>	<b>2,163</b>	<b>1,823</b>	<b>880</b>	<b>1,522</b>	<b>1,582</b>	<b>1,263</b>	<b>2,034</b>	<b>11,267</b>
<b>SENIOR HOUSEHOLDERS</b>	<b>5,004</b>	<b>4,567</b>	<b>3,335</b>	<b>5,491</b>	<b>4,752</b>	<b>5,089</b>	<b>7,170</b>	<b>35,408</b>
<b>AVERAGE APPRAISED VALUE OF HOMES</b>	<b>\$ 234,725</b>	<b>\$ 440,241</b>	<b>\$ 726,201</b>	<b>\$ 616,537</b>	<b>\$ 518,765</b>	<b>\$ 594,668</b>	<b>\$ 984,494</b>	
<b>CRIMES AGAINST SENIORS IN 2022</b>	<b>371</b>	<b>264</b>	<b>386</b>	<b>365</b>	<b>340</b>	<b>211</b>	<b>458</b>	<b>2,395</b>
<small>Crimes per 100 Seniors</small>	<small>3.4</small>	<small>2.5</small>	<small>5.2</small>	<small>3.0</small>	<small>3.1</small>	<small>1.7</small>	<small>3.0</small>	<small>3.0</small>
<b>SENIORS LIVING IN POVERTY</b>								
AGE 60+ LIVING BELOW FED POVERTY LINE	2,651	1,253	1,239	1,494	1,623	859	1,502	10,621
AGE 75+ LIVING BELOW FED POVERTY LINE	1,092	248	339	498	589	213	558	3,537
<b>MEDIAN HOUSEHOLD INCOME</b>								
SENIORS AGE 65+	\$ 38,009	\$ 48,349	\$ 49,997	\$ 59,277	\$ 60,994	\$ 65,784	\$ 72,430	

## **APPENDIX II**

### **DALLAS MORNING NEWS JULY 23, 2003 OP-ED ARTICLE**

#### ***PRIORITIZE DALLAS SENIORS***

*11% of the population has been overlooked long enough*

OPINION

## Prioritize Dallas seniors

11% of the population has been overlooked long enough.



(iStock)

By J. Peter Kline  
12:01 PM on Jul 22, 2023



My wife's grandfather used to say that it was wonderful to grow old, but it was hell to be old. Truer words were never spoken when assessing the status of the 140,000 residents age 65 and older in the city of Dallas. Financial instability, social isolation, declining health, lack of affordable housing, food insecurity, limited mobility and difficult access to essential services destroy the joy of living a long life for thousands of Dallas senior citizens. Dallas will not be a world-class city if the quality of life of its elderly residents is neglected.

Between 2010 and 2020, the share of Dallas' population aged 65 and older grew at nearly 5 times the rate of its younger population and accounted for almost a third of the city's total growth. Based on the U.S. Census Bureau's 2021 American Community Survey statistics, nearly half of the senior households in Dallas are composed of people who live alone and are particularly susceptible to social isolation. One out of 5 seniors suffer from two or more disabilities. Most seniors live on a fixed income and have been severely impacted by the current inflationary spiral in the cost of housing, food and medical expenses. More than 60,000 Dallas seniors live in six City Council districts where the median senior household income is less than \$2,500 per month. Between 2014 and 2019, the number of seniors living at or below the poverty level increased by 10.7% while the number of non-senior residents living in poverty decreased by 16.9%. One in every 7 Dallas seniors over the age of 74 are living on monthly income of \$1,000 or less, and there were about 30,000 residents aged 60 or older living with annual income at or below \$12,880, the federal poverty line in 2021.

Even before the COVID-19 pandemic, community resources targeted at seniors were not able to keep up with the rapidly growing population. People older than 64 bore the brunt of the pandemic, accounting for a third of hospitalizations and two-thirds of COVID-19 deaths in Dallas County, according to data from Dallas County Health and Human Services.

Many seniors lost their jobs during the pandemic and are struggling to find employment opportunities to supplement retirement income. Most of the services and programming targeted at seniors were suspended or dramatically curtailed during the pandemic, and service volumes are only now returning to pre-pandemic levels.

## **D** Opinion

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Social isolation has always been a problem for senior citizens but the pandemic increased this issue exponentially. The resulting mental health issues associated with loneliness and isolation can be overwhelming.

The well-being of senior citizens has never seemed a significant priority for Dallas. The city has never invested in dedicated senior centers to counter the social isolation that is so common among the elderly. The senior population is barely mentioned in the city's published priorities, goals and performance measures. No senior executive at the city has been tasked with assessing the size and scope of issues confronting the senior population or developing comprehensive strategies on how best to address them. There is no centralized inventory of the programs, services and resources for seniors offered by numerous city departments, and success measures focus on year-over-year volume changes rather than holistically meeting resident needs.

To put this into perspective, think of the talent, resources and commitment that have been directed to the needs of the 4,000 homeless people in Dallas. There are well-organized collaborations, task forces, performance metrics and an amazing amount of publicity targeted at finding solutions to the homeless problem. It is a clear priority in the city budget and I applaud it. In contrast, there are at least 40,000 Dallas seniors who are living on the edge of homelessness and who desperately need assistance to meet their most basic needs for day-to-day living.

This is not a zero-sum comparison. We can prioritize both groups. Yet, sadly, the fastest growing and most vulnerable segment of our population seems almost invisible because state and local government officials have failed to prioritize the basic needs of our seniors.

The city manager, mayor and City Council members are currently planning the city budget for the upcoming fiscal year. During this process, they should carefully reassess — seriously study with a real-world lens — how the city serves its senior population. A senior member of the city's leadership team should be named to monitor all special services and programs for seniors across numerous city departments. The low participation in existing programs is largely the result of lack of awareness that various programs even exist. There needs to be an easy-to-use system to find out about all city senior programs, and a strategic senior communications plan is needed to better define ways to reach the elderly population. Funding is needed for outside consulting resources to identify and quantify the most significant senior problems, in order to provide metrics for the effectiveness of city initiatives. Put simply, our city leaders need to show in a tangible and effective manner that they care.

And here is a final bit of advice for Dallas senior citizens: Don't be invisible. In the May 6 city elections, fewer than 55,000 people voted. There are more than 140,000 seniors living in Dallas. If we actively participate, we seniors can have a significant impact on city policy.

Make yourself known to your City Council representative and the members of their staff. Get on their mailing list so you will be notified of neighborhood meetings and round up several of your friends to attend. Be vocal about senior needs and problems. You may only be 11% of the population, but if 50% of the people who show up at meetings throughout the year are seniors, we will get City Hall's attention. That is how to make senior affairs a top priority for the city of Dallas.

*J. Peter Kline is a private investor in Dallas and serves as the chairman of the Dallas Senior Affairs Commission. He wrote this column for the Dallas Morning News.*

**We welcome your thoughts in a letter to the editor. See the guidelines and [submit your letter here](#). If you have problems with the form, you can submit via email at [letters@dallasnews.com](mailto:letters@dallasnews.com)**



J. Peter Kline

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**APPENDIX III**

**CITY OF DALLAS**

**SENIOR AFFAIRS COMMISSION**

**SPECIAL MONTHLY BRIEFING**

**SUMMARIES**

**JANUARY – DECEMBER 2023**

## January 20, 2023

**Kathleen Warshawsky, BSN, RN, Owner & Publisher of Seniors Blue Book Greater Dallas** provided a PowerPoint presentation and a brief overview of the Seniors Blue Book, a free caregiving resource guide and a guide for active seniors who are searching for aging resources. Highlights of her presentation include:

- About 34.2 million Americans have provided unpaid care to an adult age 50 or older in the last 12 months.
- The Seniors Blue Book provides Caregiver Resources within the Dallas area including Non-Profits, Government Agencies, Community Resources and other Support Organizations. It is typically distributed through local Grocery Stores and is free.
- The Blue Book provides over 80+ Categories of resources, educational articles, Community Partner Spotlights for Non-profits as well as Medicare Information.
- The Blue Book is also available one line which provides for local updates on events, new resources, additional news articles and educational resources.
- The City of Dallas Office of Community Care is listed on this resource; however, the listing is incomplete and does not provide a description of services offered through this office. The Senior Services of Dallas is not listed.

**Glenn Ayars, Manager of Communications & Outreach, and Felecia Foster, Senior Outreach Specialist, City of Dallas Department of Sanitation** provided an update on changes in the Sanitation Services for the City as well as additional services provided to Seniors.

- Helping Hands is a garbage pickup program available for physically impaired persons residing without an able-bodied person in the household.
- The Service is free for qualified individuals and can be requested through 311
- The Sanitation Department can also provide alerts and reminders regarding services through the Sanitation App.

## February 27, 2023

**Noah Berlin, Rick Garcia, and Hans-Michael Ruthe, Dallas Area Rapid Transit (DART)** provided an overview of the DART Rider Assistance Program (RAP), DART Paratransit Program, and recent changes to DART fixed route services.

- **DART Rides** is a rider assistance program where eligible riders can arrange for trips within the DART Service Area. The program is available to City of Dallas residents who are Seniors (65 or older) or persons with qualifying disabilities. This program allows customers to make trips that they may not be able to make using the DART bus and/or train system.
  - DART covers 75% of the cost of trips, allowing riders to only pay 25% of the cost of transportation out of pocket.

- DART handles enrollment and oversight for the service and transportation network companies such as Uber and Lyft are used for riders not requiring a wheelchair accessible vehicle.
- Once enrolled, customers call a dedicated line to schedule a trip. Trips can be scheduled up to 7 days in advance or at a minimum 1 hour before requested pick up time.
- Fares can be paid using a credit/debit card that is placed on the rider profile. Trip costs are based on a mileage fee (\$1.81 per mile), a time fee (\$.17 per minute), and a drop fee (\$3.39). There is an additional \$2.00 charge for each additional passenger, including Personal Care Attendants.
- Trip costs are subsidized up to \$50 per calendar month.
- The availability of transportation with such short booking windows, pickup and delivery to specific locations and subsidized pricing are key elements to the success of the program. Ridership has grown consistently and serves all Districts of the City. However, for those that are in poverty, the costs are still prohibitive. More data should be gathered to determine who uses this service, for what reasons and how it can be more focused to those with the highest need.
- **Dallas Paratransit Service** is available to persons who cannot independently use DART's bus or rail services because of a physical, cognitive, or visual disability.
  - Door-to-Door service is provided, and must be scheduled 24-48 hours in advance.
  - Service to all 13 member cities provided seven days a week, generally 5am to 12am.

**Cliff Cravens Managing Director, MyRide Dallas**, presented elements of the transportation options consulting program for older adults and people with disabilities which includes:

- A free service that provides personalized help finding transportation services. This includes a guide of various city, non-profit and other transportation services available in the area.
- The service is provided by Respect the Tech, a non-profit tech company, and is no longer under contract with the Community Council of Greater Dallas. They navigate available transportation solutions based on a profile the user completes as well as on the specific need, date and time and location. They serve Dallas County and the 12 surrounding counties The recommended services are free, and actual transportation costs are based on service used and are the responsibility of the individual.
- We currently do not receive any data from MyRide regarding usage by seniors and cannot evaluate its effectiveness for the Dallas Senior population. Additionally, the Guide needs to be reviewed by OCC or Dart to determine if City of Dallas listings are accurate.

- Transportation is an essential need for most seniors. And while this service and guide are helpful it is not comprehensive, not easy to use and potentially needs additional funding.

### **March 20, 2023**

**Kathy Shockley, MA, LNHA And Services Director, Programs & Services Alzheimer's Association Dallas & Northeast Texas Chapter** provided an update on Alzheimer's impact on our Senior Community, the needed care for these patients and help we can provide.

- More than 6 million Americans are living with Alzheimer's and over 11 million are providing unpaid care for people living with the disease. The Alzheimer's Association dedicates over \$300 million in active research of the disease in 45 countries. Unpaid caregivers dedicate more than 16 billion hours of service at a value of over \$271 billion.
- They provide many ways to learn and help including a 24 hour hot line, free educational seminars locally and on line and local community resources.
- As a community they need all our help by being an advocate for the Alzheimer's Association, learn more about the disease and participate in fundraising.
- The SAC is committed to leverage this non-profit and others like it for the benefit of the City of Dallas Community. This will include additional presentations, attend local events in our Council Districts and awareness of legislation that they are supporting.

**Zach deMoya, Executive Director, and Kelly Drake, Board Chair, of Owenwood Farm and Neighbor Space** provided a broad overview of the history, mission, vision, programs, and services provided by, a nonprofit community center focused primarily on East Dallas in 75228.

- Founded as Owenwood United Methodist Church in 1976, it has transitioned into a non-profit community center in 2022, under the fiscal umbrella of the Dallas Foundation.
- Owenwood's mission is to create equitable opportunities for our neighbors to be known, empowered, and inspired.
  - Programs include internally created senior programs like chair yoga, painting, art, gardening classes, health and nutrition seminars.
  - They also provide food and diaper distribution on the last Saturday of the month.
  - Partners-in-Residence, including the trans empowerment coalition, advocates for the trans community and other community non-profit partnerships.
- Owenwood's campus is well located in East Dallas, has a large campus and can be a good community partner for Seniors in that area.

## April , 2023

**Luis Gonzalez, Program Services Chief Executive Officer, Society of St. Vincent de Paul of North, Texas** provided insights into the prescription services provided.

- The Society of St Vincent de Paul (SSVP) and was established as a network of friends, inspired by Gospel values, growing in holiness and building a more just world through personal relationships with and service to people in need. They started serving the poor in the United States in 1845.
- In 2018 the SSVP realized that there was a need for a charitable pharmacy, they must have also inspired Mark Cuban. These factors lead to this decision:
  - Many people are unable to afford health-sustaining prescription medications like insulin, blood pressure medications and asthma inhalers.
  - Those without adequate means will forego paying for medicines to pay for rent, utilities or food.
- Nearly 21% of Texans have no health insurance, 88% of those uninsured earn incomes below 300% of the Federal Poverty Level, and 1 in 6 Texans (or 5.3 million people) are eligible for free medications. Over 1 million uninsured Texans in the Dallas / Ft. Worth metroplex. Since inception SSVP is serving over 190,000 prescriptions valued at \$53M, helping over 5,300 patients.
- The Society provides free medications with qualified prescriptions for Resident of Texas who have a valid prescription, are uninsured and have an income at or below 300% of the Federal Poverty Level. Medications can be delivered directly to the patient or to clinic that serves them
- Since October, 2022 through the date of the presentation the Society of St Vincent de Paul had served over 75 seniors in the City of Dallas with nearly 1,600 free 30-day prescriptions at a value of over \$343,000.
- The SSVP needs funding to fulfill the expanding need for medications for our most needy Seniors. This non-profit should also be added to our list of resources available to our Senior community.

**David Gonzales, Corporate Public Affairs, Humana Senior-Related Services** presented on Centerwell Senior Primary Care. CenterWell, is part of Humana Insurance and operates a network of senior-focused primary care centers focused on improving the health and wellness of their patients. Centerwell is expanding its Primary Care units throughout the Dallas/Fort Worth area.

- Centerwell currently operates three centers in Dallas, one near Redbird on Camp Wisdom, one on Buckner Road in East Dallas and the newest center which opened in May in Garland on NW Highway.

- Centerwell is one of many Primary Care Providers that are trying to integrate many services under one roof ( Social Services, Behavioral Health, Nursing Coaches, Prescriptions, and doctor) to help maximize health outcomes.
- The focus is on providing access to care for seniors in underserved communities in a senior- focused, primary care setting including an activity center for seniors in each location.
- Centers like Wellmed, Centerwell and others are especially supportive of areas within the City where there are a limited number of hospitals, doctors offices and other medical support. Many of these provide transportation to/from for their patients, provide some activity center and participate in community senior events. The City should support them as needed.

### **May 15, 2023**

**Reese Collins, Area Redevelopment Manager, City of Dallas Department of Housing and Neighborhood Revitalization** provided an update on the Senior Home Repair Program (SHRP).

- Housing staff completed inputting over 700 Senior Home Repair Program applications.
- The Housing Department will be hosting contractor events, actively recruiting contractors, and beginning to plan for the Home Improvement and Preservation Program targeted to reopen in August or September 2023.

### **June 26, 2023**

There were no briefing summaries as the SAC discussed and finalized the CITY OF DALLAS SENIOR AFFAIRS COMMISSION RECOMMENDED FUNDING PRIORITIES FISCAL YEARS 2023-24 Report. A copy of the report is included as Appendix IV of the 2023 Annual Report.

### **July, 2023**

No meeting

## August 21, 2023

**Dr. Lindsey Wilson, Director, Office of Equity and Inclusion** presented an overview of the City of Dallas **Racial Equity Plan (REP)**. purpose and vision, inclusive community engagement efforts, big audacious goals, department progress measures, communication, transparency, and accountability.

- The REP is a strategic framework to support the City in understanding and addressing disparities across Dallas.
- The program was developed with collaboration with our community through many meetings throughout Dallas and input from a broad variety of community groups. The message was clear:
  - Community members who experience the greatest disparities desire the opportunity to participate in and contribute towards our city's tremendous **shared prosperity**.
  - There is a clear community appetite for more progress and fewer plans. Residents want greater government **accountability and leadership**.
  - Historically disadvantaged communities are calling for access to safe, healthy and **connected communities with affordable and quality housing**.
- The REP's purpose is to guide city departments and offices to enhance current plans, policies, and initiatives with measurable goals and aspirational goals to addressing racial, ethnic, and socioeconomic equity.
- The REP will provide City leaders with actionable levers by establishing short-, mid-, and longer-term goals – to minimize inequities for Dallas residents and to inspire and sustain our commitment to economic inclusion and shared prosperity.
- The City is committed to this effort and in this FY has allocated \$40 million in various equity related projects which will begin to address the disparities within the City.
- The Office of Equity and Inclusion is working with the data analytics and business intelligence department to highlight the progress of the REP.
- The SAC know that many Seniors in Dallas are in poverty, are under served in affordable housing, are located in food deserts and don't feel connected to the community. Therefore the SAC is committed to monitoring progress of the Plan, and will request annual updates by this department.

## September 18, 2023

**Lindsey Rider, Manager, Dallas Park and Recreation Active Senior Adult Programs (ASAP)** is the new Service Area Manager for the ASAP program. Goals for the Senior Program include:

- Revamp the program in a positive way, hire more staff, restructure, as well as grow the program and partnerships.
- ASAP program is currently provided in 20 Recreation Centers.
- Outreach efforts to make the program information more accessible to seniors, as well as plans to conduct needs assessment surveys of seniors were discussed.
- Ms. Rider is new to her position and we look forward to more updates and more reporting on the ASAP programs.

**Kevin Mondy, Manager II, Department of Code Compliance- Marketing, Communication and Community Engagement Division.** His presentation included the following:

- The Marketing, Communication and Community Engagement Division (MCCED) promotes and communicates the Department’s programs and services to all Dallas residents. Its goal to foster meaningful connections and engagement within the community through marketing, effective communication, and proactive community initiatives.
- To promote community engagement the Department has several programs
  - Community Clean-ups are scheduled throughout the city yearly and encourage residents to help clean areas in their neighborhoods
  - Community Hand Tool Program is designed to provide volunteer groups with equipment to mow grass, cut vegetation and clean litter in their neighborhoods. All types of equipment is provided, including gloves and trash bags making it a low cost high productivity community activity for any group. They also offer an “On the Go” program where equipment is provided at the location targeted for a Community Clean-up.
  - Community Clean Trash-Off program is an interdepartmental collaboration between the Department of Code Compliance and Sanitation. Trash Off offers the City of Dallas residents an opportunity to clear out their garages and yards of bulk trash, brush, batteries, motor/cooking oil, water-based paint and even document shredding with roving collection centers in Dallas. Thus eliminating the need to go find the right drop off location in some far off location.
  - Code Compliance acquired Keep Dallas Beautiful (KDB) as an affiliate with Keep Texas Beautiful and Keep America Beautiful. As an affiliate program, KDB will be able to provide additional resources and programs for City of Dallas Residents that address community needs such as litter, beautification, and recycling.
  - In addition to these services Code Compliance collects and measures the impact of their efforts and in doing so can demonstrate the effectiveness of their programs.

### **October 18, 2023**

No outside speakers were scheduled due to updates by Senior Services and Housing. Additionally, the SAC worked on the agenda for upcoming Workshop.

### **November 18, 2023**

A Senior Affairs Commission Workshop was held after our brief monthly meeting. The following topics were presented during the meeting. The full presentation outline is attached to this report

- The goal of meeting was to update the Board, many of which have been in their role for less than a year, on the services provided to the Senior Community in Dallas by City of Dallas Departments, The Office of Community Care and Senior Services. Additionally, time was spent addressing best practices for the SAC given our mission

and role within the city and lastly to discuss goals for the upcoming year. Due to time restraints the goals for 2024 were not presented and will be discussed in the December meeting.

- Chairman Kline kicked off the meeting with a “Get to Know” session. As many of the SAC board attends meetings virtually the need to know each other, backgrounds and why they serve the City is important. Jessica Galleshaw led the group through the overview of services provided by various city departments as well as her responsibilities as Director of Community Care. The Best Practices Section was lead through Vice Chair Jarvis and the meeting ended due to time constraints.
- Senior Activities within each of the following departments were presented by Jessica and representatives of those departments were available for any Q&A.
  - Data Analytics and Business Intelligence
  - Dallas Park and Recreation Department
  - Dallas Public Libraries
  - Housing and Neighborhood Revitalization
  - Office of Arts and Culture
  - Public Works
  - Code Compliance
  - Department of Sanitation Services
  - Integrated Public Safety Solutions
  - Dallas Fire-Rescue Department
- The Office of Community Care (OCC) was then presented with its organization, functions and divisions including:
  - Social Services
  - Community Centers
  - Women, Infant & Children Services
  - Vital Statistics
  - Financial Empowerment
  - ARPA Programs
- As the SAC is most familiar with the Senior Services provided within the OCC the presentation of these services was brief, but included:
  - Senior Information and Referrals
  - Dental Services – Contracted through Texas A&M
  - Senior Employment Services – Contracted through UI
  - Senior Transportation – Contracted through DART, DART Rides
  - Ombudsman Services – Contracted through The Senior Source
- Senior Services priorities for FY 24 include:
  - Hiring a senior staff member to oversee the Age Friendly Dallas (AFD) program and to assure there is cross departmental alignment with the

- activities and services of the OCC senior programs. This will include working with AARP to review and update the ADF as needed.
- Through evaluation of services and programs create a new strategic plan to enhance and improve the effectiveness of these services to Seniors in the City.
  - Retain consulting services to assist with the evaluation of Seniors highest needs, services to address these and strategic planning.
  - The mission of the SAC was presented by Chairman Kline and emphasized the duty to provide access for senior citizen comment on elderly issues, assist the city in the identification of highest need programs and communication to the City Council and Mayor on elderly issues. Given the mission of the SAC, we discussed best practices to achieve these goals including:
    - Listening Sessions in each District with the Council Member
    - Meeting with the District Councilman quarterly and with other board members representing the District (Parks and Rec, Arts and Culture, etc.)
    - Focus on fewer issues to have a greater impact
    - Improved reporting from City departments who assist seniors to more accurately measure effectiveness
    - Working with the Data Analytics Team to identify the highest concentrations of poverty and senior needs in each Council District.
    - Establishing “subject matter experts” within the SAC who can focus on specific issues and who then present findings and next steps to the Board.

### **December 18, 2023**

There were no outside speakers at the December meeting. The agenda was dedicated to a discussion of SAC priorities and goals for 2024 and the content of the 2023 Annual Report.

**APPENDIX IV**

**SENIOR AFFAIRS COMMISSION**

**2023-24**

**FUNDING PRIORITIES MEMO**

## Memorandum



CITY OF DALLAS

DATE July 7, 2023

TO Honorable Mayor and Members of the City Council

SUBJECT **Report on Funding Priorities Recommendations from the Senior Affairs Commission**

On June 26, 2023, the Senior Affairs Commission (SAC) approved its Funding Priorities Recommendations report. This report was developed by the SAC Committee appointed to review senior programming in the City of Dallas and to draft a report outlining recommendations to the Mayor and City Council for consideration during the upcoming budget cycle.

The Funding Priorities Recommendations report is attached to this memo in three parts: Attachment A is a transmittal memo drafted by the Chair of the Senior Affairs Commission. Attachment B is the Funding Priorities Recommendations report drafted by the Ad Hoc Committee on Funding Priorities. Attachment C is a Minority Viewpoint drafted by a member of the Commission.

If you have any questions, please contact me or Office of Community Care Director, Jessica Galleshaw, at [Jessica.galleshaw@dallas.gov](mailto:Jessica.galleshaw@dallas.gov).

A handwritten signature in black ink, appearing to read 'Liz Cedillo-Pereira'.

M. Elizabeth (Liz) Cedillo-Pereira  
Assistant City Manager

c T.C. Broadnax, City Manager  
Chris Caso, City Attorney  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizer Tolbert, Deputy City Manager  
Jon Fortune, Deputy City Manager

Majed A. Al-Ghafry, Assistant City Manager  
Robert Perez, Assistant City Manager  
Carl Simpson, Assistant City Manager  
Jack Ireland, Chief Financial Officer  
Genesis D. Gavino, Chief of Staff to the City Manager  
Directors and Assistant Directors

## Attachment A

**SENIOR AFFAIRS COMMISSION  
CITY OF DALLAS**

June 28, 2023

**FROM: J. Peter Kline, Chairman**

**TO: Mayor Eric Johnson, all City Council Members and the City Manager**

**SUBJECT: Recommended Funding Priorities for Senior Citizens**

Attached is a copy of the Senior Affairs Commission's Recommended Funding Priorities that we believe should be incorporated into the City's budget process for fiscal year 2023- 2024.

The SAC recognizes that the City has funded a variety of programs and services for senior citizens for many years. However, our work to create a demographic profile of Dallas seniors makes it clear that the senior population's needs are exponentially greater than the city's effort to address the problems. The City has not adequately prioritized the special needs of the elderly even though they are the fastest growing segment of the population and 30,000 Dallas seniors are living below the federal poverty level. When contrasted with the budget and city priorities related to the 4,000 homeless people in Dallas, the effort to serve the critical needs of the 142,000 senior citizens over the age of 65 is significantly underfunded.

This report was prepared by an Ad Hoc Committee on Funding Priorities chaired by Feliz Jarvis. Members of the Ad Hoc Committee included Commissioners Cantrell D-2, Jarvis D-5, Kline D-13, and Roberts D-14. The report was reviewed and approved by the full Senior Affairs Commission at our June 26, 2023 regular meeting. We hope these priorities are included in the final adopted budget by the Mayor and Council.

Thank you for your consideration and for the opportunity you have given us to serve the City.

**J. Peter Kline, Chair**

**Dallas Senior Affairs Commission**

**Copy - All Senior Affairs Commissioners**

**Attachment - Senior Affairs Commission Recommended Funding Priorities FY 2023-24**

## Attachment B

### **CITY OF DALLAS SENIOR AFFAIRS COMMISSION RECOMMENDED FUNDING PRIORITIES FISCAL YEARS 2023-24**

*(Approved at the June 26, 2023 Meeting of the Senior Affairs Commission)*

The Senior Affairs Commission (SAC) has prepared this report to advise the Dallas Mayor, City Council, and City Manager regarding funding priorities to properly serve the needs of Dallas' senior population.

#### **IT IS TIME TO MAKE ALL SENIOR CITIZENS A CITY PRIORITY**

The elderly population is the fastest-growing segment of the Dallas population and the only segment which has an increasing poverty rate. There are over 200,000 Dallas residents aged 60 or older and at least 30,000 are living on incomes less than \$1,000 per month. All senior citizens are confronted with a myriad of issues associated with aging and need some level of assistance in their daily lives. It is important that resources are created and implemented to serve ALL of our seniors, particularly as it relates to socialization opportunities to combat the sense of isolation that affects almost all seniors.

The senior LGBTQ+ community is included in these statistics, but are virtually invisible in the demographics we have for the City of Dallas.

National Statistics indicate that:

- One third of LGBTQ+ elders live at or below 200% of the federal poverty level.
- LGBTQ+ elders are less likely than other older adults to reach out to Senior Centers, meal programs, and other vital services, including medical help.
- About two-thirds of LGBTQ+ older people have experienced victimization at least three times in their lives. More than half report being discriminated against in employment or housing.
- Research has shown that LGBTQ+ people have higher rates of poor physical health and mental distress than non- LGBTQ+ people.

It is clear that the City of Dallas has not prioritized the well-being of our elderly population. Senior citizens are barely mentioned in the City Manager's Goals, the Dallas 365 citywide measures deemed most important to public and the Performance Measures used to hold city departments accountable for results. No senior city executive is tasked with overall responsibility for assessing senior needs, tracking city services provided for seniors across all

city departments or providing an effective communications program to inform seniors how to best access programs.

During the past year, the Senior Affairs Commission has led the effort to capture meaningful demographic data for the Dallas senior population, although limited data is available for the LGBTQ+ senior community. Professional survey work is still required to identify, quantify and prioritize the most important needs in the senior community. It is essential to look beyond the seniors who are now taking advantage of existing programs and develop good data on high-need seniors who presently do not participate. In addition, since there is very little census data on the LGBTQ+ community, a special effort will be required to survey this subgroup and identify special needs and challenges. This will require funding for outside consultants to assist in the survey work and the development of a strategic plan for how to best serve senior citizens.

### **CURRENT CITY-FUNDED SENIOR PROGRAMS**

In general, the City's senior programming has evolved as a response to the anecdotal identification of problems and needs, rather than a data driven definition of the size and scope of issues confronting seniors. Over the years the City of Dallas has allocated some funding to respond to specific problems and needs of the senior community. Currently funded senior programming occurs across several city departments and outside contractors including:

- Office of Community Care (OCC)
  - Senior Services / Information and Referral Services
  - Senior Dental Health Program
  - Senior Workforce Programs
  - DART Rides Program
  - Senior Ombudsman Program
- Dallas Public Library System
- Parks and Recreation Department
- Housing Department - Home Repair Programs
- Targeted activities to seniors within the Police and Fire Departments

The seniors who take advantage of these programs and services benefit greatly from them. Unfortunately, the collective participation in all of the city-sponsored senior programs represents significantly less than 5% of the 142,000 seniors over the age of 65 who live in Dallas. The Senior Services Information and Referral Services program is on track to serve about 1,800 unduplicated clients in FY 2022-23, each of whom will require between 6 and 10 rounds of communications in order to respond to their needs. The various programmatic resources that are under the Senior Services umbrella are generally serving fewer than 500 individual seniors in a typical year. Given that at least 15% of all Dallas seniors are living at or below the federal poverty line and many more are struggling to make ends meet, it is clear that the City's efforts to serve our elderly residents are not having a material impact on the problems being faced.

Some programs are constrained by inadequate funding, but virtually all senior programming is

constrained by a lack of awareness that these services and programs even exist. The City of Dallas does not have a comprehensive strategy on how to best reach out to the senior population. Many of the programmatic efforts seem to operate in a silo and each have their own communications effort that is based largely on people who have utilized services in the past. There is no centralized source of information on all senior programming and available services. The city must make it a priority to address this problem.

Finally, the City should compile a comprehensive report on the number of seniors served by all of these initiatives. This data is essential for a fact-based evaluation of the effectiveness of senior programming.

### **THE AGE-FRIENDLY DALLAS PLAN**

The City of Dallas adopted as a guide the Age Friendly Dallas Plan in May of 2019 which set forth goals for community accessibility by all age groups, with a particular focus on seniors. The areas of focus of this Plan included seven domains:

- Outdoor Spaces and Buildings
- Transportation
- Housing
- Social Participation & Inclusion
- Civic Participation & Employment
- Communications & Information
- Community Support & Health Services

Clearly, work has been accomplished in the four years since Dallas City Council adopted the plan. However, the Covid-19 pandemic had a crippling impact on many of elements of the plan and it exacerbated the problems facing senior citizens living in Dallas. It is time to carefully reevaluate the goals and objectives of the plan and objectively assess how much progress has been made toward improving the quality of life for our elderly residents.

### **DEMOGRAPHIC PROFILE OF THE DALLAS SENIOR POPULATION**

In 2022 the Senior Affairs Commission worked with City's Office of Data Analytics & Business Intelligence and the Office of Community Care to build a demographic profile of Dallas' Senior Population for the city as a whole and for each City Council District. Please refer to the Senior Affairs Commission's 2022 Annual Report to review the results of this work to obtain the full demographic profile of the senior population.

The demographic profile is currently being updated to reflect the data from the Census Bureau's 2021 American Community Survey and the new City Council District boundaries. The more recent data is expected to reconfirm the trends revealed by the 2019 American Community Survey. The senior population will continue to be the fastest growing segment of the Dallas population and will likely be the only segment with an increasing rate of poverty.

## **MAJOR ISSUES CONFRONTING DALLAS SENIORS**

Like all Dallas residents, senior citizens are impacted by all of the major urban issues affecting our city and they benefit from the broad-based city programs and services that address these issues. However, inflation and the resulting cost of living are hitting our senior population hard. The tight labor market has impacted retaining and hiring of new employees in the service sector, including health care, medical services as well as city services. These staffing shortages are impacting the city's ability to adequately serve those seniors with the highest need.

### **Poverty & Cost of Living**

As stated in our 2022 report, there were about 30,000 seniors living at or below the federal poverty line in Dallas in 2019. Although this data has not yet been updated, it is reasonable to assume that these figures have increased. Most senior citizens live on a fixed income that may or may be supplemented by part time employment. Over 30% of seniors live alone and do not benefit from multiple incomes in their household.

Even during the 2014 – 2019 period of minimal inflation, the number of Dallas seniors living below the poverty line grew by 11%, while non-seniors in poverty fell by 17%. In 2019, the average inflation rate was below 2%. The current federal rate of inflation is reported at just below 5%, and the last 24 months have seen the highest rate of price increases in over 40 years averaging just below 7%<sup>1</sup>. This has been driven by large increases in rent, food and gas prices. Many seniors who were struggling to make ends meet are now in crisis mode. At the same time, continuous Medicaid benefits which was available during Covid have been dropped which could negatively impact seniors.

### **Affordable Housing**

The lack of affordable housing in Dallas is a wide-spread problem that is being exacerbated by limited availability and increases in rental rates for apartments and rental homes. Year-over-year rental price growth is predicted to rise from 5.8%, as of June 2022, to 8.4% as of May 2023, according to a Federal Reserve Bank of Dallas forecast<sup>2</sup>. For seniors who are living on a fixed income, these increases make it virtually impossible to continue to live independently because the supply of less expensive apartments simply does not exist.

Affordability is also a major problem for seniors who own their homes. About 30% of all single-family homes in the city are owned by residents over the age of 65. Even for seniors who no longer have a mortgage, large increases in property taxes, insurance, utilities and maintenance costs have been very difficult to absorb. Residents of Dallas had an average property tax bill of \$2,851 in 2016 and that jumped to \$4,671 in 2021, Dallas posted the highest increase of any major city in the U.S.<sup>3</sup> "The average cost to insure a home in Texas has gone up 6% in the last year, making the state the second-most expensive for home insurance in the entire nation,"

says Nick VinZant with CBS Texas News<sup>4</sup>

Further findings from the 2022 Dallas County Community Health Needs Assessment report that:

- There are 20 affordable and available rental units per 100 Extremely Low Income (ELI) renter households
- 85% of extreme low-income renter households spend more than 50% of their household income on housing

### **Food Insecurity**

Food insecurity is still a significant issue for Dallas residents of all ages and the dramatic escalation in grocery store prices has compounded the problem, particularly for seniors living on a fixed income. The North Texas Food Bank and VNA's Meals on Wheels programs are seeing all-time record demand for their assistance. The lack of grocery stores in proximity to seniors living in low-income neighborhoods is also a major problem. According to USDA Economic Resource Service, and supported by local data, those areas in Southern Dallas with the lowest incomes also have low access to food.

### **Social Isolation**

Older adults are particularly susceptible to social isolation, adversely impacting their quality of life and their physical and mental health. According to the Administration for Community Living (ACL), between the end of 2020 and early 2021 there was an increase in symptoms of anxiety and depression among older adults in the U.S. Since the onset of the COVID-19 pandemic, 21% of Medicare beneficiaries reported feeling more lonely or sad, 15% reported they felt less financially secure and 38% reported feeling less socially connected to friends and family<sup>5</sup>. Currently, this issue is of even greater concern because most of the opportunities for socialization are still reduced from pre-pandemic levels and many senior citizens are unaware of what is available and how to access programs. Additionally, not all programs previously offered by the City are available, web sites may not be updated or staff is unaware of what is offered.

### **Mobility Issues and Transportation**

Access to medical care, grocery stores and socialization opportunities is a very common issue for senior citizens. Nearly 10% of all Dallas households do not have a motor vehicle and must rely on family, friends or public transportation. Nearly 30,000 Dallas seniors report having two or more disabilities, and as people age, almost everyone has some sort of mobility issue, making it difficult to get to DART bus stops. There are about 57,000 Dallas seniors aged 75 and older who are particularly vulnerable to these difficulties.

### **FUNDING PRIORITIES FOR FISCAL YEAR 2023-24 AND BEYOND**

Based on our work to develop a fact-based demographic profile of the senior population in Dallas, the SAC believes that the historical budget process has underestimated the critical needs of the fastest growing segment of the City's population. Funding has not kept up with population growth. The Covid-19 pandemic protocols have had a disproportionate adverse impact on seniors, both directly and indirectly. Resources, access to facilities and senior programming have been curtailed over the past few years due to the Covid 19 pandemic. As the City senior population continues to grow and age, additional resources will be required to help our seniors attain a suitable quality of life.

The funds for services provided by the City for our Seniors should be comprehensively measured against the number of seniors served. Currently, participation by seniors in some programs are not measured. The dollars spent compared to numbers served does not appear to be considered. This data would make future funding decisions more informed and outcomes more certain.

The SAC recommends the following funding priorities be incorporated into the FY 2023-24 budget process. The list is presented in rank of importance to the seniors in our community.

- **Consulting Resources.** In order to complete a comprehensive city-wide senior needs assessment and a strategic plan on how to best to serve the senior population, it will be essential to retain the services of one or more outside consultants. Current city staff does not have the time and capacity to perform the activities necessary to do this investigation in a comprehensive manner. An objective outside consultant can produce the necessary documents without having the city commit to ongoing salaries for the talent needed to complete this work. While it may be possible to obtain some pro bono consulting resources, it is unlikely that these projects could be completed in a timely manner without retaining paid consultants. The SAC recommends that approximately \$250,000 be budgeted for these resources.

- **Communications Strategy and Staffing.** The City needs to develop a clear strategy on how best to communicate with our senior residents. Based on the participation levels in the existing senior programming, it is clear that we are not reaching those seniors with the greatest needs or our service volumes would be much higher. The SAC recommends that a full-time position be created to gather senior programming information from all city departments and create one central comprehensive information source for seniors. In the long run, this new staff position would be responsible for exploring the best way to integrate information on senior programming offered by the non-profit community with the City's programming. The City, its partners and grantees should have some resources that specifically address awareness and education about the LGBTQ+ senior community and promote inclusivity and acceptance of this group.

In addition, the SAC recommends budgeting \$100,000 to retain a communications consultant to develop a strategic communications plan for senior programming. The Strategic Communications Plan should identify the most effective way to reach all

seniors as well as specific ways to reach targeted subgroups such as the senior LGBTQ+ community.

The State of Texas has a 2-1-1 hotline for community social services. Some Dallas County senior services are currently listed, but it does not reflect the scope of offerings by the City or local non-profits. This platform could be a starting point as it is both web based and phone supported. Additionally, service providers can add to the data base, thus providing the potential for a comprehensive information source. While this source may not be the best solution, funding for this type of resource should be considered rather than the fragmented/siloed approach on the City web site.

- **Senior Services Case Worker Staffing.** The current caseworker staffing in the Senior Services department is based on the current activity levels. These volumes will almost certainly increase significantly if a more effective communications strategy increases community awareness of available programs. Additional staffing will be required to serve higher volumes and to increase outreach initiatives to under-served segments of the senior community.

- **Food Insecurity Strategies.** The current economic climate has stressed the capacity of non-profits that are addressing food insecurity in Dallas. The VNA's Meals-On-Wheels program is a highly utilized resource by the Senior community and is near capacity due to lack of sufficient funds. The City should explore ways that additional funding could improve services to Dallas senior citizens in future years.

The Dallas County Health and Human Services offer congregate lunch meals for Seniors in various locations throughout the City. Some meals are offered within Dallas Recreation Centers or Senior Centers and even in free standing Churches. However, some Districts are not served by this important program. Federal funding for these programs is at risk of cutbacks and these programs will be in serious jeopardy if that happens. The City needs to closely monitor this issue since these centers must continue to be a priority because they are critical to fighting food insecurity, social isolation and overall health for seniors. The City should explore ways to create additional sites in high-need districts that are not presently served.

The City recently approved \$5.8 million in incentives for the development of a new grocery store in southern Dallas, a food desert area. Similar opportunities should be pursued in other locations, especially in those areas that are food deserts where there are few or no grocery stores. Since the effort to attract new grocery stores will take several years to become reality, the City should work closely with the North Texas Food Bank to find ways to create new and expanded food pantries to serve these areas of high need.

- **Affordable Housing and Minor Home Repair Program (CDBG).** With the dramatic increase in both overall population growth and rent rates, the city must address the lack of affordable housing, particularly within the Senior Community. Seniors on fixed

income are particularly vulnerable in this environment. Since there are limited housing alternatives, finding ways to keep seniors in their existing homes is especially important. Pillar III of the Dallas Comprehensive Housing Policy is focused on preserving existing housing. Older homes need repairs. Currently, resources for making repairs are less available and supplies have significantly increased in cost.

In late 2022, the City Council approved a Senior Home Repair Program with funding of \$100,000. The program is targeted to improve the accessibility and safety of Senior's homes. Over 700 applications were received for this program. At an estimated cost per house of \$5,000 that would only help 20 Senior households or less than .03% of all homes owned by Seniors. An additional \$1 million was made available for the program through Fee-In lieu funds. With this additional funding, the Senior Home Repair Program will be well funded in FY 2023-2024. However, an ongoing fund in the amount of at least \$1,000,000 annually for this program should be established.

- **Senior DART Rides Program.** The City currently offers the DART Rides program, offering on demand ride service to both Seniors as well as qualified individuals with disabilities. The volume of rides from this service, while increasing from pandemic levels, average 566 one-way rides monthly. Improved communication of this service is vital for this service. However, additional information about the use of service (shopping, social, medical) would help determine the true value to our highest need population. The cost of these services may need to be reviewed as a factor in the number of participants.

There are numerous transportation services offered for Seniors by health providers, Dallas County HHS, religious entities and various other non-profits. My Rides, which has transitioned to a private provider, has attempted to create a centralized information source for these transportation sources but the listings provided are not comprehensive and adequate funding will be required. A service that is comprehensive, accurate, up to date and contains complete information about the various services is needed. This project could be part of the Communication and Staffing priorities previously discussed.

- **Senior Dental Program.** The Texas A&M Dental Clinic usage has surged post-pandemic, with procedures provided to senior patients visits averaging 500/mo. The centrally located site near Fair Park is well located to attract patients from many Districts. Current year volumes are expected to consume full funding in the current budget. The SAC recommends continuation of this program, an increase of over the current year budget, as well as consideration of opening an additional center in Southern Sector of Dallas.

- **The Dallas Library System.** Since the City does not operate dedicated senior centers, the Dallas Library System has long served as social gathering places for senior citizens. During the Covid-19 pandemic this important senior resource was taken away and staffing and hours of operation have not been fully restored to pre-pandemic levels. Historically, this important function of the library system has not been given

enough consideration in the budget process. Dedicated senior programming and staff to support it should be expanded significantly in the upcoming budget cycle.

- **Park and Recreation Programs.** Given the lack of dedicated senior centers, the City's Rec Centers have also played an important role as social gathering places and sites for targeted senior programming. The return of the ASAP program has been greeted with good participation but there is a need for more dedicated senior programming. Programming should consider the specific demographics of the District to ensure programs resonate with the community needs and will be utilized by the community. The continuation of both in-person and online programs should be funded. In addition, the City should explore the potential for creating new dedicated space for Senior Centers across the Park & Recreation system.

- **Senior Ombudsman Supplement.** The City contracts with the Senior Source to provide supplemental funding to enhance ombudsman services to residents in Dallas nursing homes and assisted living facilities. The Ombudsman program did a remarkable job of maintaining contact with residents and their families during the ban on personal visitation during the pandemic. This is an exemplary program and they serve a very high percentage of the people living in senior living facilities. Volumes have returned to normal this fiscal year and may well increase as a result of post-pandemic regulations. The amount of this contract was increased last year to reflect inflation, and the SAC recommends that current funding levels be increased again to reflect the current inflationary environment and increased workloads.

- **Senior Training and Employment.** The current economic environment is causing many seniors to find part-time employment to supplement their fixed income retirement plans. After being suspended during the Covid-19 pandemic and a change of contractors, a new program was initiated last year. Based on very low participation in the program, the SAC recommends the continuation of funding through the term of the current contract, but a concerted effort should be made to find more effective ways to facilitate senior employment matches. It is also recommended that the city explore an internal program to fill open city positions with senior citizens who already possess the needed skills and are seeking part-time and/or full-time employment.

- **Sidewalk Plan.** The SAC supports continued funding for the implementation of the Master Sidewalk Plan to support sidewalk replacement throughout the city. The upcoming bond program should make sidewalk improvements in areas of the city that are heavily populated by seniors.

<sup>1</sup>Source: [https://ycharts.com/indicators/us\\_inflation\\_rate](https://ycharts.com/indicators/us_inflation_rate)

<sup>2</sup>Source: <https://www.cnbc.com/2022/09/28/how-much-higher-rent-will-go-in-2023-according-to-experts.html>

<sup>3</sup>Source: <https://www.wfaa.com/article/money/dallas-property-tax-increase/287-2674546e-b5d3-43c0-bf2f-97125ea874a5>

<sup>4</sup>Source: <https://www.cbsnews.com/texas/news/texas-home-insurance-prices-could-soon-become-the-highest-in-the-country/>

<sup>5</sup>Source: The Administration for Community Living. 2020 Profile of Older Americans. May 2021. Retrieved on July 28, 2022. Available at: <https://acl.gov/aging-and-disability-in-america/data-and-research/profile-older-americans/>

**Attachment C****MINORITY VIEWPOINT ADDENDUM - CITY OF DALLAS SENIOR AFFAIRS COMMISSION  
RECOMMENDED FUNDING PRIORITIES FISCAL YEARS 2023-24**

Recommendation to Members of the Dallas City Council:

I am writing this report as the only openly gay Senior Affairs Commissioner in Dallas, to address the unique needs of LGBTQ seniors within our community. As a marginalized group, LGBTQ seniors often face distinct challenges that require specialized attention and support.

One of the primary obstacles in addressing the specific needs of LGBTQ seniors is the lack of available data regarding their numbers in Dallas. This gap in information makes it difficult to accurately assess the size of this population and, subsequently, allocate resources effectively. By conducting comprehensive surveys and studies, we can gather valuable data that will allow us to better understand the needs and concerns of LGBTQ seniors.

To ensure that their voices are heard and their needs are met, I strongly recommend the establishment of an LGBTQ Senior Liaison position within the city council. This dedicated role would serve as a bridge between LGBTQ seniors and the council, advocating for their rights and providing them with a platform to express their concerns. The LGBTQ Senior Liaison could also collaborate with existing organizations and agencies to coordinate support services and initiatives for this vulnerable population.

Furthermore, I urge the city council to seriously consider the establishment of an LGBTQ Senior Center in Dallas. Such a center would provide a safe and welcoming space for LGBTQ seniors to socialize, access resources, and receive support services catered to their unique needs. This center could offer a wide range of programs, including health workshops, legal assistance, and intergenerational activities fostering connections with younger generations. By creating an inclusive environment that promotes socialization and empowerment, we can enhance the overall quality of life for LGBTQ seniors in Dallas.

The benefits of having an LGBTQ Senior Center and an LGBTQ Senior Liaison cannot be overstated. These initiatives would not only demonstrate Dallas's commitment to inclusivity and equity but also foster a greater sense of belonging and well-being among LGBTQ seniors. By providing them with resources, support, and a platform for their voices to be heard, we can empower them to make informed decisions and actively participate in our community.

I sincerely urge the Dallas City Council to prioritize the unique needs of LGBTQ seniors and take proactive steps to address them. By doing so, we can create a more compassionate and inclusive city that values and supports all its residents.

Thank you for your consideration.  
Sincerely,  
Portia M. Cantrell RN