

# Senior Services Programs Updates

## Quality of Life, Arts, & Culture Committee

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# Agenda for Today



Senior Services in the City of Dallas

Age Friendly Dallas Overview

Overview of Data on Senior Population

OCC Senior Services Programs

Senior-Focused Programs and Initiatives

Questions and Discussion



# Seniors-Focused Programs at COD



## Departments with exclusive Senior Programming:

- Office of Community Care
  - Senior Affairs Commission
  - Senior Dental Program
  - Senior Employment Program
  - Senior Transportation Program
  - Senior Ombudsman Program
- Parks and Recreation Department
  - ASAP Program
- Dallas Public Libraries
  - Adult Programs
- Department of Housing and Neighborhood Revitalization
  - Senior Home Repair
- Office of Arts and Culture
- Public Works

## Departments with significant engagement with Seniors:

- Code Compliance
- Dallas Police Department
- Dallas Water Utilities
- Dallas Fire Department
- Sanitation Services



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# Background on Age Friendly Communities



- The World Health Organization (WHO) developed a framework that defines the features of an age-friendly city
- AARP, United States affiliate of the WHO global network, developed a similar framework for the U.S. that involves:
  - Joining the global network of age friendly communities;
  - Assessing the needs of a given community's older residents;
  - Planning and implementing actions that will address those needs; and
  - Evaluating the success of the plan.
- The Age-Friendly Dallas plan is arranged around 7 domains that capture the WHO's 8 domain-structure and with insight from the Livability Index



# Age Friendly Dallas Plan Background



- Based on a framework created by the World Health Organization that defines the features of an age-friendly City
- Adopted in 2019 after 2 years engagement and discussions with community groups and partners
- Led by Senior Affairs Commission and Office of Community Care in partnership with AARP
- Set forth 23 goals for the City to be addressed through a combination of City implementation, community organizations and partnerships



# Age Friendly Dallas Domains



1. **Outdoor Spaces & Buildings** – Availability of safe and accessible recreation facilities
2. **Transportation** – Safe and affordable modes of private and public transportation
3. **Housing** - Availability of home modification programs for aging in place as well as a range of age-friendly housing options
4. **Social Participation & Inclusion** – Access to leisure and cultural activities, including opportunities for older residents to socialize and engage with their peers as well as with younger people.
5. **Civic Participation & Employment** – Paid work and volunteer activities for older residents and opportunities to engage in the formulation of policies relevant to their lives
6. **Communication & Information** – Access to communication technology and other resources so older residents can connect with their community, friends and family
7. **Community Support & Health Services** – Access to home-based care services, health clinics and programs that promote wellness and active aging.



# Updating Age-Friendly Dallas Plan



- Progress has been made against most of the established goals since 2019, both through City programs and external programs
- OCC has been in conversation with AARP and Office of Equity and Inclusion to develop a strategy to update the Age Friendly Dallas Plan during FY24, supported by the Age Friendly Officer



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# Data Analytics and Business Intelligence



# Senior Demographic Data



- DBI conducted a data analysis on Senior Demographic Data in 2021 in collaboration with the Office of Community Care and the Senior Affairs Commission.
- The objective of the analysis was to gain insights into the needs of Dallas' senior population.
- The analysis was conducted both at overall City and Council District levels.



# Data Sources



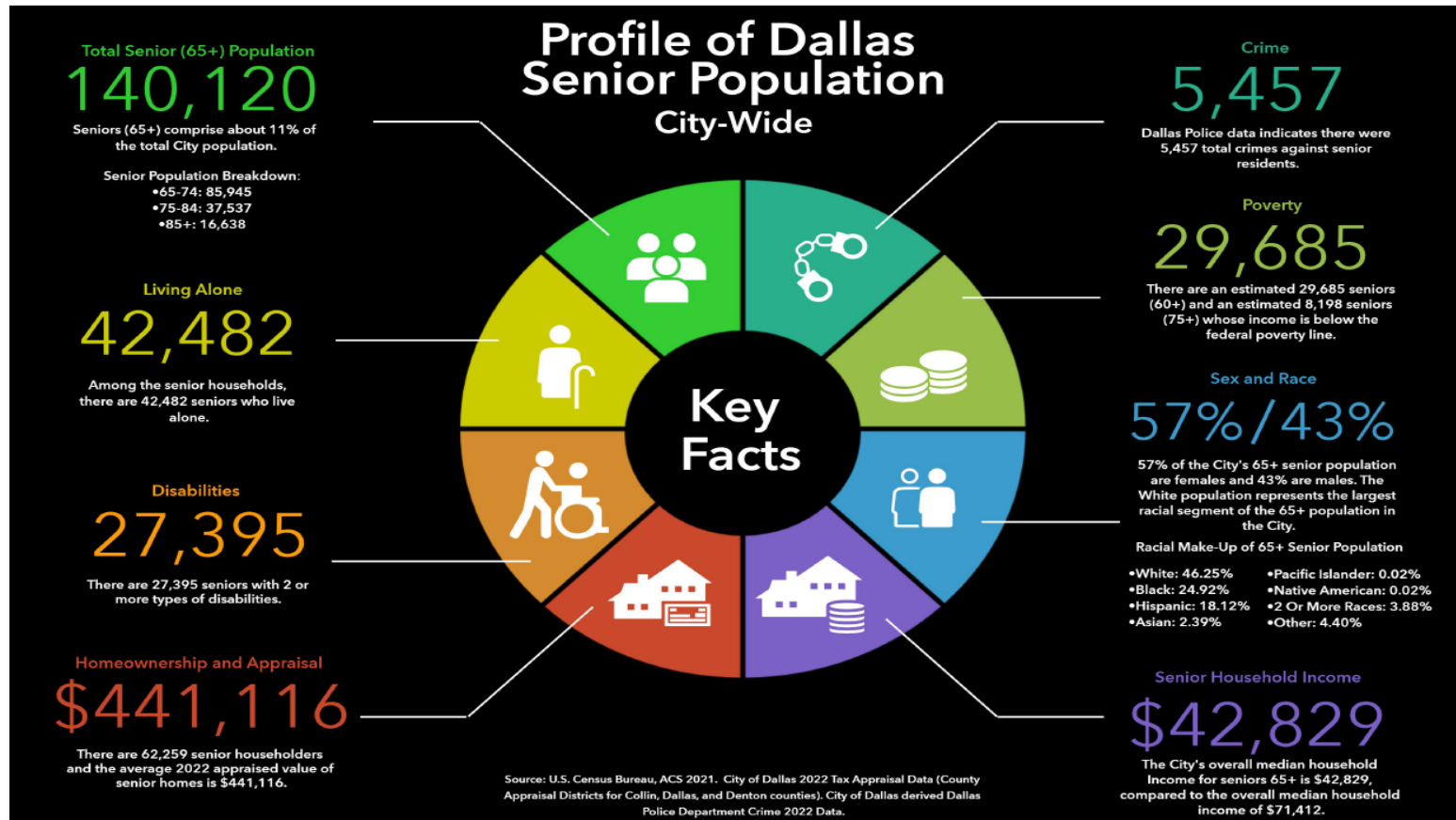
- The data sources incorporated includes:
  - U.S. American Community Survey (ACS) 5-Year data for years 2014, 2019, and 2021
  - U.S. Census Bureau 2020 Decennial Survey,
  - County tax appraisal districts for years 2019 and 2021, and
  - City of Dallas crime data from Dallas Police Department for years 2019 and 2021



# Data Products



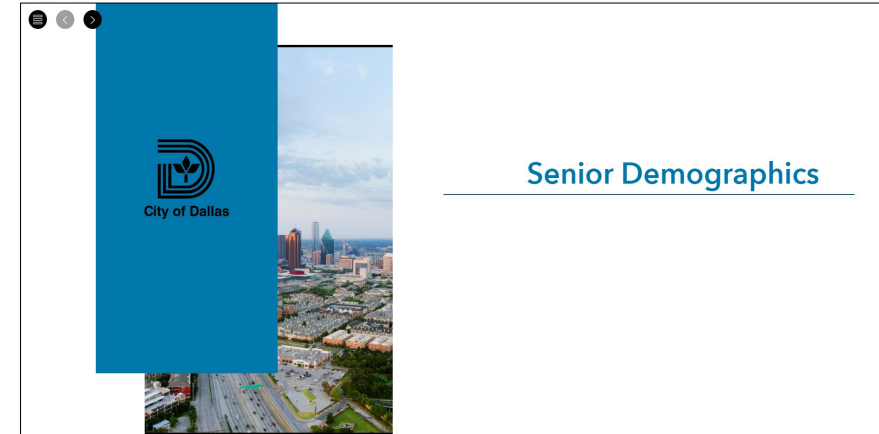
- DBI created infographics summarizing demographic statistics for senior residents by Council District and City-wide.



# Data Products



- DBI also developed a publicly available application related to Senior Demographics for an in-depth, and interactive exploration of 2014 and 2019 demographic data.



# Findings



- The analysis highlighted key findings about the City's senior population.

## Findings

- Senior residents are the fastest growing group, growing at least 2x faster than other age groups from 2014 to 2019.
- Senior residents at or below the poverty level increased by 10.7%, while non-senior residents decreased by 16.9% from 2014 to 2019.
- Approximately 13.9% of the City's seniors have an income at or below the poverty level.
- An estimated 10% (21,276) of seniors reside in census tracts with a high poverty rate and high senior homeownership.



# Presentation to Senior Affairs Commission



- DBI presented the interactive application to the Senior Affairs Commission on June 27, 2022.
- The product was very well received and positively noted as the first analytic tool designed to help shed light on senior residents.



# Moving Forward



- On August 30, 2022, DBI hosted a meeting with senior-serving organizations in collaboration with the Office of Community Care and the Senior Affairs Commission.
- City staff are working with senior-serving organizations to bring their data onto the City's GIS platform to further enhance collaborations and data analysis.



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# Office of Community Care



# Office of Community Care



- Senior Affairs Commission
- OCC Senior Services
- Senior Dental Program
- Senior Employment Program
- Senior Transportation Program
- Senior Ombudsman Program



# Senior Affairs Commission



- 15 member body appointed by Mayor and City Council (Chapter 8)
- Mission: To bring attention to senior affairs in the Dallas Community
- Purpose: The commission shall act as an advisory body to the city manager and the city council to assist with senior services and assist in identifying needed senior programming
- Duties:
  - Recommend the role of the City and Commission in ensuring the provision of services to the elderly;
  - Advise 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; and
  - Perform other duties as assigned by the City Council



# Senior Services



- Provides information and referral services for older adult Dallas residents, linking them to nonprofits, City services, and other assistance
  - Senior Services Help Line: 214-670-5227
- Conducts outreach and awareness activities to promote City programs and connect seniors with services
- Oversight of programs, including dental, transportation, ombudsman and employment
- Liaison to Senior Affairs Commission



# Senior Services – Information and Referrals



			August	
			FY21-22	FY22-23
Total unduplicated Information and Referral Clients Served			161	151
Most Common Referrals by Type:				
Housing			26	54
Home Repair (eg roof, plumbing, etc)			63	84
Home Modifications (eg grab bars, ramps)			16	13
Financial Assistance (eg utility assistance, rental assistance, etc)			70	104
Transportation			10	14
Total Points of Contact / Communications			712	603
	FY21-22 Goals	Aug. 2022 YTD	FY22-23 Goals	Aug 2023 YTD
Unduplicated Clients (I&R)	500	1034	600	1461
Outreach Events	35	33	35	55



# Senior Services - Dental



- **Contractor:** Texas A&M School of Dentistry
- **Description:** Texas A&M University Health Science Center, d/b/a, Texas A&M School of Dentistry, will provide basic dental health services to seniors aged 60 and older residing within the City of Dallas. All dental services will be provided at North Dallas Shared Ministries in Northwest Dallas and M.C. Cooper Dental Clinic in South Dallas. Services covered include exams, cleanings, fluoride treatments, sealants, oral health education, fillings, extractions, root canals, crowns, extractions, partial and full dentures, treatment for infections, oral biopsies, and tobacco cessation counseling and treatment.

Metric	FY22 Target	Aug 2022	FY22 Aug YTD	FY23 Target	Aug 2023	FY23 Aug YTD*
Unduplicated Seniors	1,000	168	1370	1,000	158	848
Patient Visits	2,000	232	1,816	2,000	162	1,022
Procedures Provided	5,000	727	4,987	5,000	463	2,690

- Comparison between FY22 and FY23 YTD are not direct comparisons due to a slight delay renewal causing a 2-month gap in contract



# Senior Services - Employment



- **Contractor:** U&I
- **Description:** The Program provides assistance, training, and advocacy to enable low to moderate income senior individuals with disabilities, age 60 and older, to successfully obtain and maintain employment. Through hands-on job preparation and job search assistance, trusted partnerships with area employers, and employer education and advocacy, U&I's Senior Services Employment Program facilitates access to well-suited jobs for this vulnerable population to ensure placement and increase the likelihood of long-term success and job security.

Metric	FY22 Goal	Aug 2022	Aug YTD FY22	FY23 Goal	Aug2023	Aug YTD FY23
Number of seniors served	140	28	154	140	6	183
Number of seniors who complete a forklift certification class	14	3	26	14	0	22
Number receiving job placement assistance	130	28	154	130	6	183



# Senior Services - Transportation



- **Contractor:** DART (funding from NCTCOG)
- **Description:** The Program is administered through the Riders Assistance Program, providing on call transportation for seniors 65 and older as well as individuals with qualifying disabilities. The program provides a 3:1 match for participants to use for transportation services, which they schedule according to their needs.

	April 2023	May 2023	June 2023	July 2023	August 2023
Registered Users	493	502	510	537	562
New Registrants	21	25	14	27	27
Unique Riders/Customers Served	90	97	95	191	119
Total One-Way Trips	641	653	701	794	806



# Senior Services - Ombudsman



- **Contractor:** The Senior Source
- **Description:** Provides ombudsman services for selected nursing homes and assisted living facilities in Dallas. The ombudsmen visit all homes at least monthly, investigating complaints from residents, families and their own observations. The ombudsmen consult with facility staff to resolve these complaints as well as provide consultation sessions with residents, families and facility staff regarding residents' rights and quality of care issues and attend State survey inspections as they are scheduled.



# Senior Services – Ombudsman



May 2023	Annual Target	YTD Aug 2022	YTD Aug 2023
# nursing home and assisted living visits by certified staff and volunteer ombudsman	725	609	633
# unduplicated nursing home and assisted living residents visited	4,000	3,699	3,450
Recruit and place volunteers within 34 nursing homes and assisted living facilities	500	203	1,208
Assist low-income residents in obtaining goods or services	400	2,166	737
Improve the quality of life and care for residents by resolving complaints	70%	88%	85%
Percentage of complaints resolved by ombudsman staff within 90 days	85%	95%	94%



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# Park and Recreation



# Park and Recreation – Program Overview




- Dallas Park and Recreation Department is committed to enhancing the quality of lives of active seniors and adults by providing recreation and leisure activities to compliment a full and rewarding life
- The Active Senior Adult Program (ASAP) is designed to address five core program areas:
  - Health and Wellness
  - Socialization
  - Competition Play
  - Special Interest Programs
  - Events
- FY2022-23 YTD: Over 63K program hours were offered to Dallas area seniors through Dallas Park and Recreation
- Currently serving 7,005 registered senior participants



# Park and Recreation – A.S.A.P. (Active Senior and Adult Program)



- Programs offered under the Senior Program Division are categorized as the **A**ctive **S**enior and **A**dult **P**rogram (ASAP). ASAP is offered at 43 recreation facilities and is designed for participants age 60+. Programs are offered Monday – Friday between 9am and 2pm.
- Dedicated Senior Centers: Marcus Annex, Singing Hills, Willie B. Johnson, Umphress and WellMed Charitable Foundation Senior Activity Senior



The graphic is a large blue triangle composed of three smaller triangles. The top triangle shows two women smiling. The middle triangle shows a woman in a blue swimsuit in a pool. The bottom triangle shows two women standing together. Text is overlaid on the triangles.

DALLAS PARK AND RECREATION DEPARTMENT  
**A.S.A.P.**  
ACTIVE SENIOR ADULT PROGRAM  
MONDAY– THURSDAY  
9AM-2PM  
\*FREE\*  
FOR DALLAS RESIDENTS 60 AND OLDER  
COURTESY OF  
**WELLMED CHARITABLE FOUNDATION**  
\$5 PER MONTH FOR NON-RESIDENTS AND AGES 55-59

ASAP  
ACTIVITY  
5 CORE AREAS:  
COMPETITION  
HEALTH/FITNESS  
SOCIALIZATION  
SPECIAL EVENTS  
SPECIAL INTEREST

EXAMPLES OF ASAP ACTIVITIES:  
AEROBICS, WALKING CLUBS, BRIDGE, DOMINOES,  
ARTS & CRAFTS, BOOK CLUBS, DAY TRIPS, THEATRE ARTS,  
FITNESS & NUTRITION CLASSES!

SENIOR PROGRAM DIVISION  
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DALLAS TEXAS 75224  
PKRSENIORPROGRAMS@DALLASCITYHALL.COM

Dallas Park & Recreation

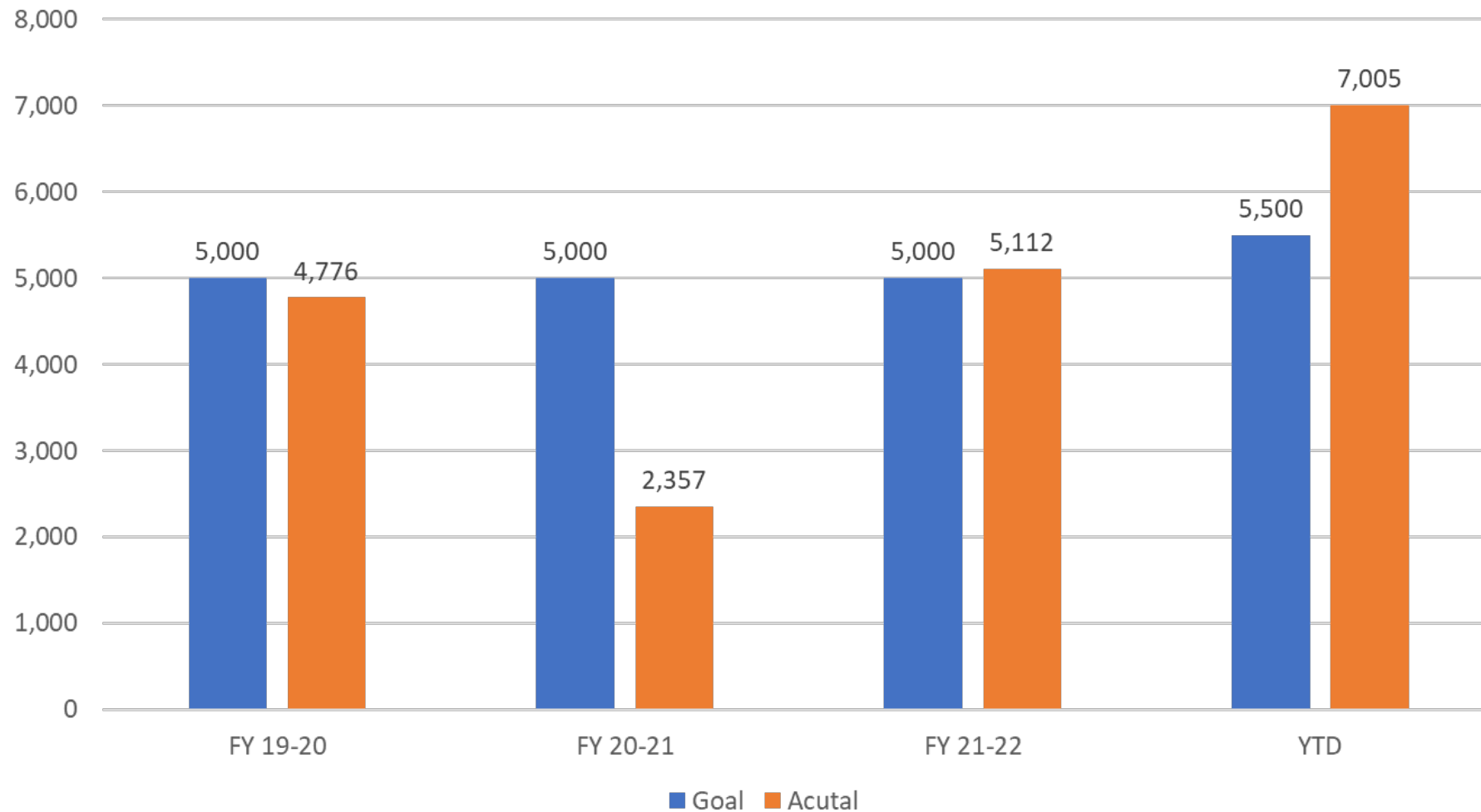
WELLMED  
CHARITABLE FOUNDATION



# Dallas Park and Recreation – Registration Numbers and Trends



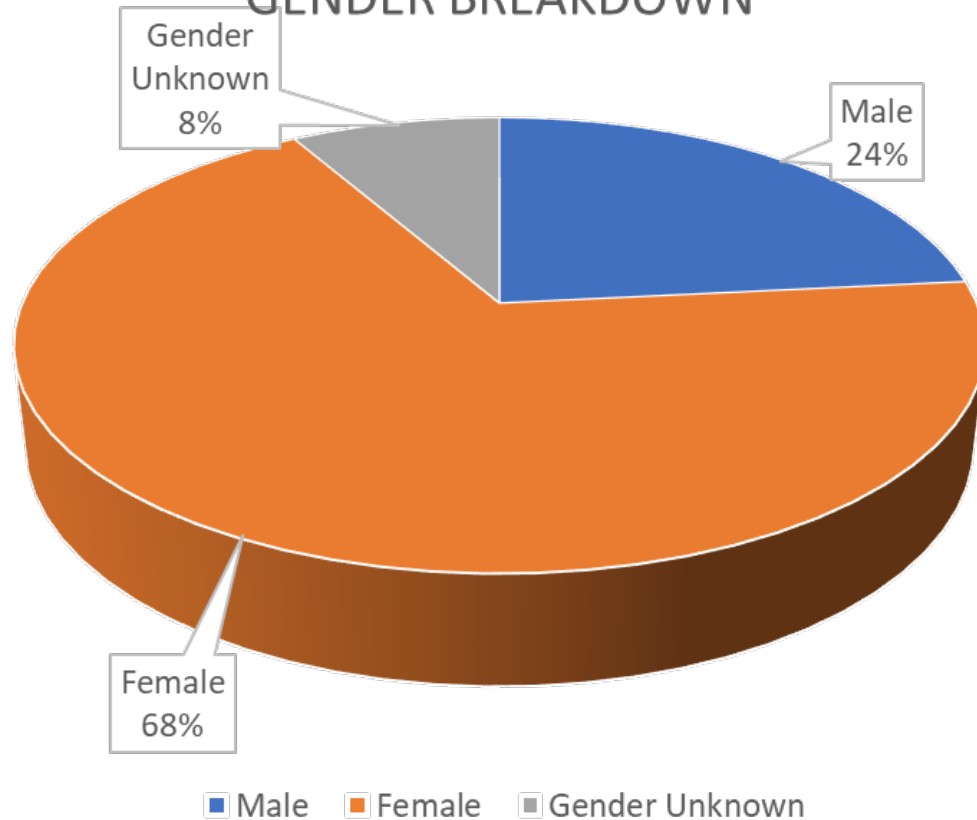
## SENIOR PROGRAM DIVISION REGISTRATION



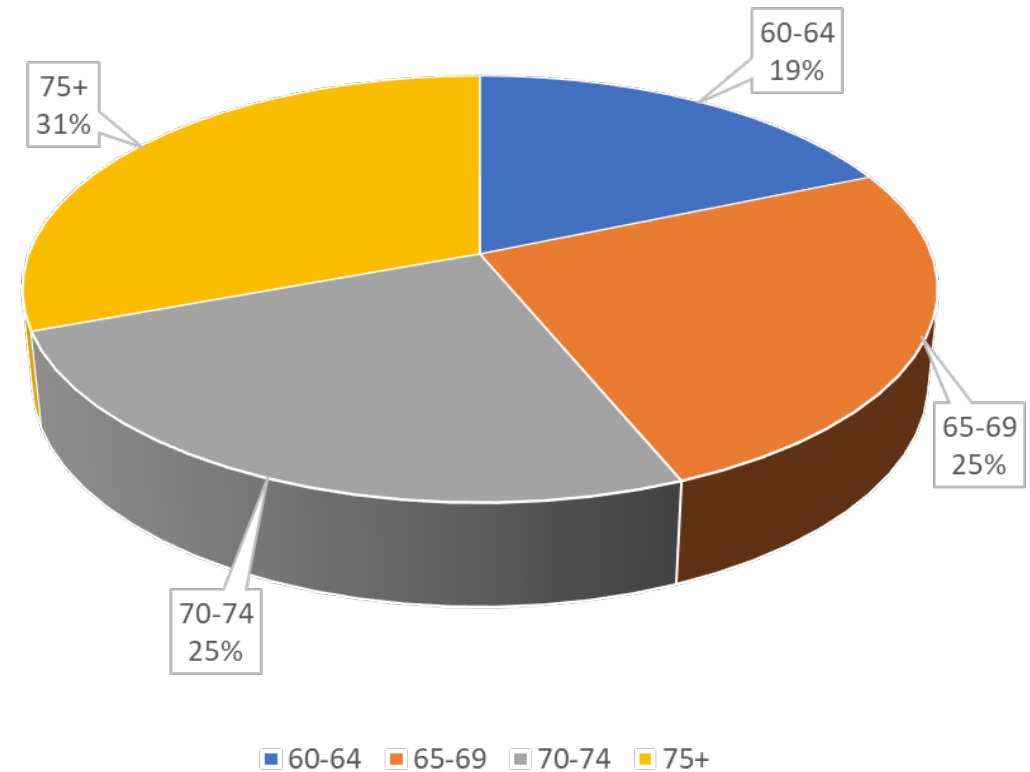
# Dallas Park and Recreation – Program Participant Overview



## GENDER BREAKDOWN



## AGE GROUPS



# Park and Recreation – Current Program Partners



- **External Program Partners**

- AARP
- Baylor Scott & White
- Care N Care
- CenterWell
- Dallas County Department of Health
- Dallas County Peace Officers
- North Texas Food Bank
- The Senior Source
- United Health Care
- WellCare
- WellMed

- **Internal Program Partners**

- Dallas Public Library
- Office of Arts and Culture
- Office of Community Care



# Park and Recreation – Signature Events



- Signature events are an added enhancement to the daily programming offered in ASAP. Event attendees are afforded an opportunity to socialize with peers from across the city. Signature Events are often co-sponsored and funded by local and national senior organizations
  - Father's Day Luncheon
  - Golden Games
  - Grandparents Day
  - Health and Wellness Expo
  - Mother's Day Luncheon
  - Summer Camp



# Park and Recreation – Challenges and Successes



- **Challenges**
  - Transportation
  - Dedicated Facilities / Shared Program Space
- **Successes**
  - Program Growth and Expansion
  - Strong Partnerships
  - Retaining Dedicated Staff
- **Next Steps**
  - Training and Certification
  - ASAP redesign
  - Partnership recruitment
  - Increase program visibility and enrollment





# Dallas Public Libraries





- Purpose of Senior Services in Libraries
  - Engagement through social, emotional, educational and physical activities
  - Support older adults and caregivers
  - Connect older adults to services and resources



# Dallas Public Libraries – Current Programs



- Medicare Assistance
  - Workshops
  - One-on-one informational sessions
- Healthcare navigators
- Wellness
  - Healing Yoga and Meditation
- Weather and Emergency Disaster Preparedness
- Tech for Seniors – learn to use Smart device and more
- Volunteer opportunities



# Dallas Public Libraries – Current Programs



- Social Programs
  - Coffee Club
  - Crochet & knitting
  - Chess Club
  - American Mahjong
- Curbside service (by request) for seniors and disabled patrons
- Library Materials
  - Large print books
  - Digital audiobooks
- Library programs – informational, entertaining, cultural, arts





- In Circulation
  - Favorite Things Memory Kits (available at 3 branch locations)
  - CD players (available at 1 branch location)





- Inspired Age Residencies
  - Inspired and Creative Aging – Professionally conducted arts programs for older adults, including:
    - Painting
    - Singing and dancing
    - Music
    - Theater and writing
- Senior-focused programming at all branch locations
- Additional volunteer opportunities for seniors



# Housing and Neighborhood Revitalization



# Housing and Neighborhood Revitalization Department



- The Department of Housing & Neighborhood Revitalization has a Senior Home Rehabilitation Program. This program offers grants of up to \$10,000 to Senior Homeowners 65 age and older for minor home repair needs. It was funded with \$100k from the FY 22-23 budget. 10 Seniors are currently being served by this program. The FY 23-24 has \$1.5M allocated to expand the program.
- All other home repair programs also serve seniors but not exclusively.





# Office of Arts and Culture





- South Dallas Cultural Center: Senior Programming via a partnership with Park South YMCA to provide space for their seniors
  - Tuesdays through Fridays beginning September 12
  - Includes line dancing, bongo, low-impact dance, Crime Watch, Chair Fit, Birthday Celebrations and Movie Days
- Bath House Cultural Center: Sing! Act! Dance! Seniors Theater with Michael Childs coming up in September
  - Other current programs popular with seniors include weekday daytime art workshops, Saturday matinee performances, Echo Theatre in co-production with Soul Rep Theatre Co, and Cadillac Crew by Tori Sampson



- Latino Cultural Center: LCC hallmark *Cine de Oro*, *Loteria*, and *LCC Line Dancing*
  - *Cine de Oro* provides socialization over pan dulce and screenings of classic and contemporary Spanish-language films
  - Seasonal *Loteria* program offers chances to win prizes and bring loved ones
  - Outreach partnerships with nonprofits, such as AARP
  - Regular visitors from nearby recreation centers' ASAP services





- The Collection oral history program captures knowledge and lived experiences of seniors
- For the remainder of the fiscal year, 62 planned Community Arts Program events that target seniors and/or intergenerational populations, including multiple dance, musical and theater performances



# Public Works



# Public Works – Sidewalk Replacement



- **Introduction:** Pursuant Chapter 43 Article III. Sec 43-63 (A) when a sidewalk, driveway, or any appurtenance to a sidewalk or driveway becomes defective, unsafe, or hazardous, the abutting property owner shall reconstruct or repair the sidewalk, driveway, or appurtenance, and the expense of such work must be borne by the abutting property owner.
- **Program and purpose:** The Sidewalk Replacement Program was implemented by City Council in 1985 to help address pedestrian safety needs within residential communities. The City partners with residential property owners to share the cost for existing sidewalk removal and replacement.



# Public Works – Sidewalk Replacement



- **Senior Citizens or Disable Person Assistance:** Eligible applicants must be 65 years of age and older or disabled person who's primary residence is homestead exempt within the City of Dallas. Additional requirements maybe be subject to funding eligibility requirements.
- **Process for Senior Citizens or Disable Person Assistance:** Once funding is obtained, eligible recipients will be notified. The City of Dallas will fund 100% of the sidewalk replacement adjacent to the property. Due to program popularity, recipient selection is based on funding availability and first come first serve basis.



# Public Works – Sidewalk Replacement



- **Participant Eligibility:** Property owners in the City of Dallas who own single family residences, condominiums, and townhomes.
- **Cost shared summary:** The participant cost by the property owner will be  $\frac{1}{2}$  cost for front sidewalk replacement ,  $\frac{1}{4}$  cost of sidewalk located on the side of the property and the property will pay for the entire cost of drive approach replace.
- **Process and timeline:** Upon initial inquiry it may take 3-9 weeks for a free assessment, sidewalk improvements may be completed within 3-9 months of payment and one-year warrantee on workmanship.
- **How to sign-up:** 311 Service requests, department referral or phone inquiry at (214) 948-4127





# Code Compliance



# Code Compliance



- Community Clean Trash-Off Program
  - This program is an interdepartmental collaboration between the Department of Code Compliance and Sanitation. Trash Off is an excellent opportunity for City of Dallas residents to clear out their garages and yards of bulk trash, brush, batteries, motor/cooking oil, and water based paint.
- Keep Dallas Beautiful
  - Keep Dallas Beautiful provides additional resources and programs for City of Dallas Residents that address community needs such as litter, beautification, and recycling.





# Sanitation Services



# Sanitation Services



- Many Seniors take advantage of Sanitation's Helping Hands Program. Helping Hands is a special service for recycle and garbage collection that is available for physically impaired persons residing without an able-bodied person in the household.





# Other Departments



# Other Departments



- **Dallas Water Utilities:** Established in HB 670 from 1993, DWU customers over 60 do not pay a late payment charge.
- **Dallas Fire Rescue:** Fire prevention division offers education programs related to fire prevention practices and fire safety for the senior population.
- **Office of Integrated Public Safety Solutions:** Routinely responds to the needs of Dallas' senior community through its Crisis Intervention Team and the RIGHT Care Units.
- **Sanitation:** Many Seniors take advantage of Sanitation's Helping Hands Program. Helping Hands is a special service for recycle and garbage collection that is available for physically impaired persons residing without an able-bodied person in the household.



# Items of Interest



- Age 65/Disabled Exemption – increased from \$115,500 to \$139,400 (approved by City Council on June 14, 2023)
- OCC – Age Friendly Officer and strategic plan for senior services planned for FY24
- Housing – Expanded home repair programs planned for FY24
- Libraries – additional senior programs and expansion of facility hours to 6 days/week at remaining 15 locations that are still open 5 days/week
- Public Works – investments in Sidewalk Master Plan for sidewalk improvements plus added funding to improve sidewalks near DART facilities; seniors eligible for 100% coverage in sidewalks assistance



# Next Steps



- Over the next 12-18 months, complete a strategic planning process to help align senior services and policies citywide and provide a tool to help direct City services and resources
- Office of Community Care work with Senior Affairs Commission and AARP to review progress towards Age Friendly Dallas goals and develop a plan to update/refresh AFD Plan
- Continue and build on existing cross-departmental seniors program staff meetings to strengthen partnerships and programmatic alignment



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