# Age-Friendly DC Task Force Meeting

John A. Wilson Building, Room G-9

## November 17, 2016

## 10:00am - 12:00pm

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role/Domain** | **Member** | **Attended** | **Stand In** | **Attended** |
| Co-Chair | Brenda Donald | x | Rachel Joseph |  |
| Co-Chair | Steven Knapp |  | Renee McPhatter | x |
| Outdoor Spaces | Eric Shaw |  | Andrea Limauro | x |
| Outdoor Spaces | Kathy Sykes |  | None |  |
| Transportation | Leif Dormsjo |  | Tyra Redus | x |
| Transportation | Christian Kent |  | Christiaan Blake | x |
| Housing | Polly Donaldson | x | Jose Nunez | x |
| Housing | Deborah Royster |  |  |  |
| Social Participation | Charon Hines |  | Charlotte Flournoy | x |
| Social Participation | Ron Swanda |  | Ivan Lanier | x |
| Respect/Inclusion\* | Alexis Taylor | x | Jessica Hunt |  |
| Respect/Inclusion | Mario Acosta-Velez | x | None |  |
| Employment | Deborah Carroll |  | Mary Terrell | x |
| Employment | Romaine Thomas |  | Buddy Moore |  |
| Communication | Archana Vemulapalli |  | Mike Rupert |  |
| Communication | Stuart Rosenthal |  | None |  |
| Health Services | Laura Newland | x | Brian Footer | x |
| Health Services | Saul Levin |  | Sejal Patel | x |
| Emergency Prep | DM Kevin Donahue |  | Christina Murphy |  |
| Emergency Prep | Linda Mathes |  | Paul Carden |  |
| Elder Abuse | Laura Green Zeilinger |  | Dr. Sheila Jones | x |
| Elder Abuse | Kathleen Quinn |  | None |  |
|  |  |  |  |  |
| Economic Dev. | Brian Kenner |  | None |  |
| Education | Jennifer Niles |  | Aaron Parrott |  |
| Community Dev. | DM Courtney Snowden |  | None |  |

Also attending were: Councilmember Brandon Todd, representatives from his office, and a representative from Councilmember Nadeau’s office

1. **Call to order –** Deputy Mayor Brenda Donald called the meeting to order at !0:10am
2. **Task Force Meeting Notes Accepted -** Meeting notes were reviewed by Task Force members in September following the September 15, 2016 meeting. Only one comment was received and it was incorporated into the final notes distributed in advance of the November Task Force meeting.
3. **New Business**
4. **Presentation of Age-Friendly DC Progress Report to AARP-DC**

Deputy Mayor Donald presented to AARP-DC Senior State Director Louis Davis the Age-Friendly DC 2016 Progress Report.

1. **Comments from Councilmember Brandon Todd**

Councilmember Brandon Todd thanked the Task Force for its work leading the Age-Friendly DC initiative. Noting that Ward 4 has the second highest population of 50+ year old residents in DC, Councilmember expressed his enthusiasm for serving as Ambassador for the Age-Friendly Business initiative.

1. **Louis Davis Remarks**

Louis Davis summarized the content of Jo Ann Jenkins book, *Disrupt Aging*. He emphasized page 212 in the book, which explains Aging’s Four Freedoms: 1) to choose, 2) to earn, 3) to learn, to pursue happiness.

He noted that there are now 127 jurisdictions in the US working to become Age-Friendly Communities where together more than 60 million people reside.

Not only do we have to change the public view of aging, but those who are 50+ need to stop perpetuating negative concepts about people who are older.

Davis told the Task Force and those who chose to attend the meeting, “We need to catch ourselves, when we say, I am too old for this or that and counting ourselves out of social events, rather than making ourselves included.”

Agencies that serve 50+ year old residents need to find more positive approaches to engaging 50+ year old residents.

1. **Task Force Committee Reports and Discussion**

At the September Task Force meeting, members and stand-ins were asked to read Jo Ann Jenkins’ book, *Disrupt Aging* and respond to the following questions.

* 1. Are there more 50+, 60+, 70+ people working at your agency/organization today than in 2012?
  2. What skills and abilities do 50+ year old colleagues and customers bring to your agency/organization?
  3. Should attitudes and actions within your agency/organization and communication from your agency/organization change as DC residents and the workforce grow older?

Numbers in each Domain below correspond to the questions above.

Some Task Force members and stand-ins submitted slides in advance of the meeting that were included in the Powerpoint presentation (attached separately), while other chose to make an oral presentation. In response to the first question, agencies provided estimates of the proportion of colleagues who are now 50+ and were in 2012, as data are not readily available.

**Domain 1 Outdoor Spaces and Buildings**

Office of Planning’s Andrea Limauro presented the slide.

1. One-quarter of the Office of Planning staff is 50+ with little turnover since 2012.
2. OP employees who are past 50 are valued for recalling institutional history, particularly the historic value of what to preserve, land use and the architecture of buildings added.
3. Awareness of changing demographics and future land use.

**Domain 2 Transportation**

Department of Transportation’s Tyra Redus presented the slide.**?**

* 1. Yes, or maybe, but less as a result of recruitment of older adults and more from people continuing in long term positions

Capitol Hill Village noted they rely heavily on volunteers – use their professional knowledge after their careers

* 1. Institutional knowledge of the agency, job position knowledge

See point above on volunteers.

* 1. At a symposium on design: thinking about how people use space differently as they age

Recent Metropolitan Council of Governments renovation - Blending workplace styles COG left closed offices with 50+ year old employees in mind, but constructed cubicles for younger workers, who like the ability to communicate more readily

Recognize different means of learning new technology – making technology approachable for different ages and backgrounds.

**Domain 3 Housing**

Department of Housing and Community Development Director Polly Donaldson presented the Housing domain report.

* + - 1. In our estimations, approximately 1/3 of the work force of our agency is 50 to 65 years old; some are between 66 and 80 years old.
      2. The DHCD work force needs to address its senior demographic due to retirements and attrition. The senior workforce in the Federal Government has decreased more than in Local Governments.
      3. Among the most important values are the institutional knowledge, better historic perspective of the cities and experience in the implementations of housing assistance programs.

Director Donaldson reported that the Housing Production Trust Fund has enabled DHCD to develop addition residences for all, older adults in particular (ex. Delta Towers refurbished, Genesis, Plaza West).

In FY17 DHDC is going to complete a housing assessment focused on 40+ year old residents to examine housing preferences and service needs.

**Domain 4 Social Participation**

AARP’s Ivan Lanier made the presentation.

* + - 1. Thirty percent of AARP’s staff is 50+ years old.

The number of Americans age 50+ who are working or looking for work has grown significantly over the past decade, and is expected to continue to increase. In fact, 35% of U.S. labor force participants will be age 50+ in 2022. This compares to just 25% in 2002.

* + - 1. The 50+ segment of the workforce continues to be the most engaged age cohort across all generations. Sixty-five percent of employees age 55+ are considered engaged based on survey data, while younger employee engagement averages 58% to 60%. The level of employee engagement has implications for both retention and business results. It takes only a 5% increase in engagement to achieve 3% incremental revenue growth.

Other advantages of workers ages 50+ include their experience, professionalism, work ethic, lower turnover, and knowledge.

Contrary to common perception, workers age 50+ do not cost significantly more than younger workers. Shifting trends in reward and benefit programs have created a more age-neutral distribution of labor costs, meaning that adding more age 50+ talent to a workforce results in only minimal increases in total labor costs. Furthermore, the incremental costs of 50+ workers may be far outweighed by the value that they add.

Discussion: People are staying in the workforce longer and making meaningful contributions.

**Domain 5 Respect and Social Inclusion**

Verizon’s Mario Acosta-Velez, chair of the Age-Friendly Business initiative made the report.

* The next Age-Friendly Businesses Award ceremony will be at the end of January.
* We need more DC residents to continue to nominate businesses that meet the Age-Friendly Business best practices, although there are now more than 200 nominations that need to be reviewed by the Age-Friendly Business Review Committee. We need more mystery shoppers to help.
* Verizon is partnering with others including DCOA to offer tech training to older residents. Four hundred DC residents were trained this year.
* Discussion: DC residents need awareness of the value of persons living with disabilities.

**Domain 6 Civic Participation and Employment**

Department of Employment Services’ Mary Terrell made the presentation.

1. DOES data were presented from 2012 compared to 2016. The number of senior employees at DOES has increased since 2012– growing from 183 to 236.
2. At DOES, we do not make distinctions among our staff or customers based on age. In her book *Disrupt Aging,* AARP CEO Jo Ann Jenkins discusses outdated stereotypes and research that shows worker productivity can increase with age because of older worker experience. According to Jenkins, “what older workers want is no different from what millennials and Gen Xers want: challenging meaningful work; opportunities for learning, development and advancement, fair treatment….”

*“This [DC Department of Employment Services, Office of the Director] is the safest place to work. Everybody pitched in to show me things that I didn’t know. I mastered one task and then moved on to the next. I’m learning something new every day about the agency’s operations. Working in a customer facing position, I am able to help customers connect with the right staff within the agency to help solve their problems.”*

-Ms. Beverly Gillis, Senior Community Service Employment Program (SCSEP) participant

Aging is about living not dying; there is no age requirement for innovation. We must confront institutional ageist attitudes and embrace the “Extended Middle Age” concept put forth in *Disrupt Aging.*

1. When managing through change, expectations for employee performance should not be altered because employees are aging. Instead we should provide staff the tools needed to grow and adapt to the changes.

Tues, Nov 15 DOES held a Job Fair with 19 employers and 119 interviews completed.

**Domain 7 Communication and Information**

In the absence of Task Force members or stand-ins from the Communications and Information domain, Nick Kushner reported, using the slide from task force member, Stuart Rosenthal, publisher of The Beacon Newspapers.

1. Beacon Newspapers Workforce

In 2012: In 2016:

4 workers under 50 4 workers under 50

6 workers 50-59 9 workers 50-59

1. workers 60-69 4 workers 60-69

1. Because the employees are in the age-bracket of the readers, the employees are better able to understand the needs and issues of people 50+ years old. Our sales representatives also best reflect our readership when they are 50+, as all 6 of them are.
2. The attitudes and actions of our entire workforce reflect sensitivity and understanding, regardless of their age. But we are proud to make a point of hiring older adults whenever we can. Not surprisingly, our graphic design and webmaster employees are younger.

Discussion: Words of Wisdom is an AARP Foundation-funded program, administered by George Washington University staff members are engaging homebound DC residents in phone conversations with groups of similarly situated older adults.

**Domain 8 Community Support and Health Services**

DC Office on Aging’s director Laura Newland made the presentation.

* DCOA did not have data on staff ages. DCOA has made many changes; staff continuity has made that possible. Management team members are all less than 50 years old.
* Jo Ann Jenkins book, *Disrupt Aging* reflects the direction DCOA is going.

**Domain 9 Emergency Preparedness and Resilience**

In the absence of Task Force members or stand-ins from the Emergency Preparedness and Resilience domain, Nick Kushner reported.

* DC is one of the worldwide 100 Resilient Cities, which provides funding for citywide planning and focus on emergency preparedness and resilience.
* Climate Ready DC is focused on upcoming snow storms. Residents who need help shoveling are urged to register now with ServeDC.
* Certified Emergency Response (CERT) Training is encouraged for all DC residents who want to understand the city’s preparedness and individual actions that can help others.

Discussion: Older workers have history about their agency/organization that can benefit younger workers.

**Domain 10 Elder Abuse, Neglect and Fraud, a DC focus**

Department of Human Services’ Dr. Sheila Jones presented.

1. DHS has many 50+ employees and a younger director, making things happen. Fewer than anticipated are retiring.

* Adult Protective Service & Department of Insurance, Securities and Banking launched the Senior $afe training Initiative designed to assist financial institutions in recognizing and reporting financial exploitation to strengthen the fight against those who would steal from our seniors and vulnerable adults. As a result more financial abuse cases are being reported than in the past. APS set up a separate email account to manage the cases.
* WE should expand this collaboration with other partners such as the AARP and other government agencies to develop and package a prevention message to educate vulnerable adults, caregivers, guardians, and families through broadcasting (TV and Radio), print and social media,
* We should engage in more discussion with the financial industry on best practices

Discussion: Many choose to continue to work, while others *must* work to make ends meet.

1. **Age-Friendly DC Presentation: Timeline thru December 2017 and Discussion**

In 2017 Age-Friendly DC will continue to implement the 2014-2017 Age-Friendly DC Strategic Plan, evaluating age-friendly changes that have happened while we listen for inputs to shape the 2017-2022 plan. A timeline for 2016-2018 was presented.

* **November 17, 2016: Task Force Meeting**

**Dec. 2016- Feb 2017:**

* + Completion and release of DCOA Needs Assessment
  + Begin Housing & Community Living Needs Assessment
  + Task Force Committees meet (including new members) with focus on implementation and evaluation
  + Continued Age-Friendly DC and Comp Plan outreach
* **February 16, 2017:** Task Force Meeting
  + First quarter dashboard update and workplan established for all strategies not yet green

**Feb 2017 – June 2017:**

* + Collecting data to demonstrate progress from 2012-2017
  + Simultaneous evaluation of 2012-2017 Plan and listening for 2017-2022 Plan development using Livability survey data and other sources
  + Housing and Community Living Needs Assessment completed
  + Task Force Committees meet to examine and collect data sources demonstrating progress from 2012-2017 and to provide updates on implementation of all strategies and workplans
  + 2017-2022 Task Force member candidates identified and appointed by Mayor to begin official term in 2018 and to be involved in committee work beginning in June 2017.
* **June 15, 2017: Task Force Meeting**
  + Second quarter dashboard update presented.
  + Final information collected for use in WHO report.
  + Shift to discussion and development of updated goals and strategies for 2017-2022 plan.
  + Announce 2017-2022 Task Force members

**June 2017- Sept 2017**:

* + TF Committees review information from Age-Friendly DC outreach and assessments,
  + Begin drafting new strategies and goals,
  + Age-Friendly DC drafts final report for 2012-2017 plan and 2017 Progress Report and shares with Task Force committees for comments
  + Assemble any missing data for final WHO report
* **September 21, 2017: Task Force Meeting** 
  + Task Force committees present on initial draft 2017-2022 goals and strategies and any updates on unfinished workplans from 2012-2017 implementation

**Sept 2017-Nov 2017**

* + Age-Friendly DC submits final 5-year report to WHO/AARP and releases 2017 Progress Report to DC residents.
  + Recognition event for DC as a WHO Age-Friendly City
  + Task Force Committees continue work on revising goals and strategies for 2017-2022 plan
* **November 16, 2017: Task Force Meeting** 
  + Last meeting of 2012-2017 Age-Friendly DC Task Force
  + Recognition of service by 2012-2017 Task Force members
  + Official welcoming of 2017-2022 Task Force members
  + Update on draft goals and strategies for 2017-2022 Plan

**Nov 2017- Feb 2018**

* + Finalize new strategies for 2017-2022 plan
* **February 2018: Task Force meeting**
  + First 2017-2022 Age-Friendly DC Task Force meeting;
  + Draft plan adopted

**Feb 2018- June 2018**

* + Public Meetings on 2017-2022 Strategic Plan;
  + Public comments incorporated
* **June 2018: Task Force Meeting**
  + Final approval of the 2017-2022 Age-Friendly DC Strategic Plan content

**June 2018-Sept 2018**

* + Produce and release 2017-2022 Strategic Plan
* **Sept. 2018: Task Force Meeting**

First meeting focused on implementing newly adopted 2017-2022 Plan

1. **Old Business**

**Upcoming Events**

DCOA/Congress Heights Senior Wellness Center Community Health Fair, Nov 30, Congress Heights Wellness Center, 10:30-2:00pm

DCOA Holiday Party at the DC Armory, Dec 8th from 10:00-2:00pm

Columbia Lighthouse for the Blind[**Blind and Low Vision Awareness Forum**](http://www.clb.org/calendar/blind-and-low-vision-awareness-forum/)November 30 @ 9:00 am - 12:00 pm at Old Council Chambers, One Judiciary Square

**Task Force Member Honored**

Louis Davis noted that Ron Swanda recently received the Andrus Volunteer of the Year Award from AARP-DC for his outstanding advocacy for older adults and the LGBTQ community.

**Task Force Members Asked to Help Evaluate Age-Friendly Business Nominees for Recognition**

In addition to identifying additional mystery shoppers, Task Force members were asked to help with Age-Friendly Business nominee reviews, either by completing desktop reviews or mystery shopping. Many of the businesses nominated may not require another visit because Task Force members will have been in the nominated businesses recently.

**Calendar**

2/9/2017 from 10:00 AM – Noon, GWU TBA

6/15/2017 from 10:00 AM- Noon , JAWB, TBA (*or elsewhere*)

9/21/2017 from 10:00 AM- Noon, GWU, TBA

11/16/2017 from 10:00 AM – Noon, JAWB, TBA *(or elsewhere)*

1. **Adjournment –**The meeting was adjourned at 11:30am