

Age-Friendly DC

2016 PROGRESS REPORT



Age-Friendly DC, as part of the World Health Organization's Global Network of Age-Friendly Cities and Communities, is a coordinated, comprehensive, and collective-action effort with a goal to ensure that all DC residents are active, connected, healthy, engaged, and happy in their environment as they age.



My fellow Washingtonians,

I am proud to present the 2016 Age-Friendly DC Progress Report. With guidance from the World Health Organization, our city has been working for four years to become an easier place to live, work, learn, visit and play as we grow older.

People of all ages tell me that focusing on issues such as increasing access to and accessibility of buildings, public spaces, transportation options, and homes; expanding access to health care and wellness services; strengthening the elder abuse prevention, detection, and enforcement system; and expanding levels of volunteerism, employment, civic participation, and intergenerational connections among all ages should be priorities to keep our city great. Age-Friendly DC has brought the community together with government and non-government leaders to make significant strides on all of these fronts.

Your support and encouragement have made a difference. You have helped us identify where there are traffic lights that don't allow enough time to cross, sidewalks that create fall risks, neighbors that could benefit from more awareness of city services, and local businesses that should be recognized as age-friendly. You recognize and support our annual \$100 million investment in the Housing Production Trust Fund. You applaud the grants made available to 60+ year old

residents, through the Safe at Home program which launched in January, to modify homes for safety and accessibility. You understand the importance of safe transportation, no matter how you get around, by supporting our Vision Zero initiative. You welcome innovative approaches to intergenerational living such as the opening of the Genesis project and groundbreaking of the new Plaza West grandfamily apartments. You enjoy the mix of people in our city and take pride in our inclusiveness. These are attributes admired in Age-Friendly Cities worldwide.

I hope you take the time to read this report and share your thoughts on how the city is transforming as we see many more among us who are living healthier and longer. In 2017 Age-Friendly DC will again be asking for your opinions to gauge how far we have come since we began this effort in 2012. We will then seek worldwide recognition from the World Health Organization as an "Age-Friendly City" by submitting a final report on the progress made by all of us to make this city a world-class model of what it means to be age-friendly.

With an eye to our shared future,

Muriel Bowser, Mayor



ABOUT AGE-FRIENDLY DC

In 2012, DC adopted the World Health Organization (WHO) guidance to prepare for the growing number of residents aged 50 and older by transforming the built, natural and social environments into great DC neighborhoods to grow up and grow older. The WHO outlined a framework for creating age-friendly cities and communities through four phases: 1) assessment; 2) planning; 3) implementation; and 4) evaluation.

In 2016, the WHO network has grown to include 302 cities and communities across 33 countries, positively affecting the lives of 118 million people. Each community's journey began with a self-examination or assessment by its residents. DC followed the same blueprint in 2012 and completed its self-assessment in 2014.

Mayor Muriel Bowser initially led the charge for Age-Friendly DC from her seat as the Ward 4 Councilmember, proposing legislation to adopt and support the Age-Friendly DC Strategic Plan. After taking office in 2015, the Bowser administration hit the ground running with implementation of the plan. Over the course of the last two years, the District has been working hard to continue to transform into a world-class Age-Friendly City.

Age-Friendly DC relies on a Mayoral-appointed Task Force for advice and guidance. The Task Force is composed of community leaders, deputy mayors, and agency directors, all appointed by the Mayor, and each assigned to pay particular attention to

one of the ten Age-Friendly DC domains. The Task Force is co-chaired by the Deputy Mayor for Health and Human Services, Brenda Donald, and the President of George Washington University, Steve Knapp. A complete and current list of all Task Force members is provided here: <http://agefriendly.dc.gov/page/age-friendly-dc-task-force>.

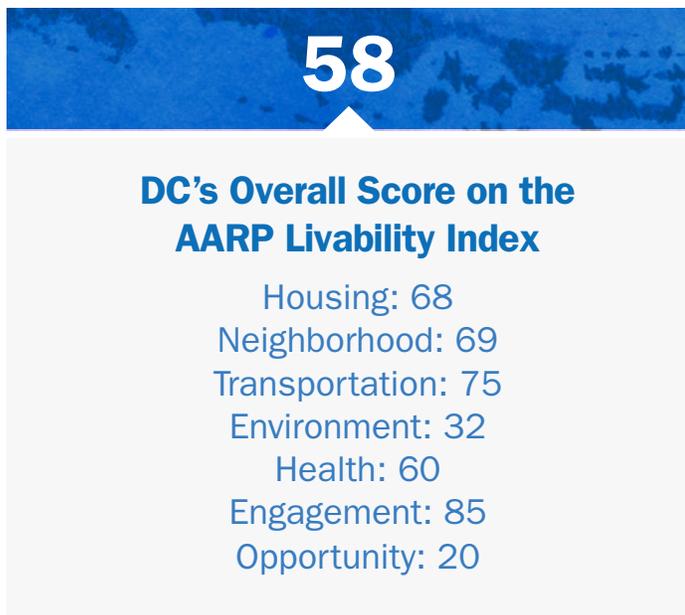
The Task Force was instrumental in sifting through what was heard from extensive listening to DC residents from 2012-2014 and in developing the goals and strategies of the current plan. Next year, the District will embark on the final year of this current plan's implementation and evaluation. In the fall of 2017, a final report will be submitted to the World Health Organization and to AARP for review and to designate the District of Columbia as an Age-Friendly City. Moving forward, the Task Force will help to shape and adjust plans, goals and actions that will lead to continued transformation of the city into a place where intergenerational connections are engrained into policy development and programming, and where everyone can age with grace, dignity and support.

Throughout calendar year 2017, as part of the plan adjustment process for the Age-Friendly DC Strategic Plan, Age-Friendly DC staff will work closely with the Office of Planning through the District's Comprehensive Plan amendment to listen to DC residents of all ages, who will be asked to describe the opportunities and challenges they see for the future of the city.

Please share your thoughts with Age-Friendly DC staff and join the Task Force committees as they begin discussing new and adjusted strategies for the 2017-2022 Age-Friendly DC Strategic Plan. You can tweet us @AgeFriendlyDC, find us on Facebook (<https://www.facebook.com/AgeFriendlyDC/>), email us at agefriendly@dc.gov or call 202-727-7973. Tell us what topics you are interested in and we will get you involved.

Tracking Progress

One way to track progress on Age-Friendly initiatives in the United States is by using AARP's Livability Index. The AARP Livability Index tracks national data sources, which can be disaggregated at the county, city, census tract, or zip code level, across seven categories.¹ The following infographic shows how DC scores overall and within each of the seven categories.²



¹ Go online to see how your address compares: <https://livabilityindex.aarp.org/>

² The AARP Livability score is on a scale of 1 – 100. Scores from different communities are compared with one another, so a score of 50 is average and anything above that is above-average. Scores are calculated across each of the seven categories from a series of public data sources as well as a review of each community's existing policies.

Another way to track progress is through indicators developed by the World Health Organization. In 2015, the District of Columbia participated, along with 14 other cities across the world, in a pilot study to apply local indicators developed by the World Health Organization across the eight core domains of age-friendly communities. The goals of these indicators are:

- to help chart progress throughout the implementation of age-friendly plans
- to provide a global comparison to see how different communities in the network compared with one another on their impacts.

The indicators proposed by the World Health Organization include both quantitative and qualitative measures and highlight the need to gather more qualitative data by surveying residents. In December 2015, WHO published its final guide, which is available here: http://www.who.int/kobe_centre/publications/AFC_guide/en/. DC's work is featured in the section focused on equity indicators.

The WHO indicators informed many of the questions asked in the Age-Friendly DC Livability Survey. Over 800 people completed the survey, which has provided a wealth of information that is being used to help us track progress on how well we are implementing our plan. The following pages of this report highlight key actions taken from October 2015 through September 2016 to achieve the goals of the Age-Friendly DC 2012-2017 Strategic Plan. Unless otherwise cited, the metrics you will see displayed in this report come from the Livability survey. To learn more about the survey and to see the full breakdown of results go to agefriendly.dc.gov.



OUTDOOR SPACES AND BUILDINGS

Accessibility to buildings, parks and recreation facilities

"I start most days with a walk in this park, rain or shine."³

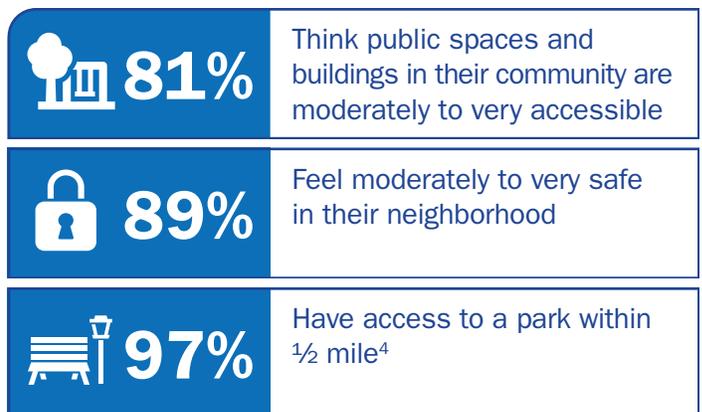
Summary of Progress

Improving safety in all of our neighborhoods is critical so that residents of all ages can feel comfortable utilizing parks and public spaces. The Bowser administration is continuing the hard work of making the District safer through community-led initiatives. Safer Stronger DC Community Partnerships is committed to working with community leaders and stakeholders to create community driven solutions to violence and unsafe spaces. Age-Friendly DC is working with Safer Stronger DC to ensure that intergenerational programming and connections form part of these solutions.

Another element reflected in this domain that residents have told us they want is more community gardens. Age-Friendly DC, the Office of the State Superintendent of Education (OSSE), the Department of Parks and Recreation (DPR), and the DC Food Policy Council have partnered to establish an innovative new garden share program in the summer of 2016. These city agencies have worked with the local nonprofit Kid Power to match volunteers at six neighborhood school gardens to maintain them over the summer when children are not in school.

Outdoor spaces can also be great places for physical activity. Park Prescriptions are

prescriptions that physicians give to patients recommending certain activities to do in their neighborhood park to improve the patient's overall health and wellness. April 24, 2016 was National Park Prescription Day. People from across the city gathered at Malcolm X/Meridian Hill Park to take part in physical fitness activities. U.S. Surgeon General Dr. Vivek Murthy led a walk through the park with Dr. Robert Zarr from Unity Health Care. Age-Friendly DC gave away healthy fruit and asked residents what their favorite activities were in parks. Most responded that walking and picnicking in peaceful, beautiful places attracted them.



³ Quotes throughout this report are the paraphrased thoughts heard from 60+ year-old DC residents engaged in Age-Friendly DC activities over the last year
⁴ https://www.tpl.org/sites/default/files/2016%20City%20Park%20Facts_0.pdf



TRANSPORTATION

Safe and affordable modes of private and public transportation

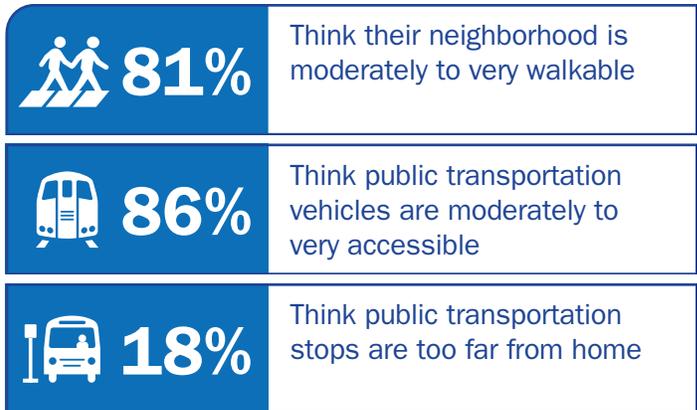
"DC has more ways to get around than most cities; I wish I could contact one source anytime to find the fastest, cheapest option."

Summary of Progress

A number of transportation providers have been meeting over the last year to discuss ways to improve the efficiency of paratransit services in the District. The "Transportation Collective" included representatives from the Washington Metropolitan Area Transportation Authority (WMATA), the Department of For-Hire Vehicles (DFHV - formerly the DC Taxicab Commission), the DC Office on Aging (DCOA), Seabury Resources for Aging, the Department of Health Care Finance (DHCF), and the District Department of Transportation. Based on this work, DDOT won an Inclusive Planning Impacts Grant from the Community Transportation Association of America to explore the feasibility of a "one-call, one-click" transportation services system for the District.

Capitol Hill Village, a neighborhood support organization, also won a transportation grant from the Metropolitan Washington Council of Governments to look at how to streamline and efficiently deliver transportation services, not just in the Capitol Hill Area, but throughout the system of 14 villages in DC.

Age-Friendly DC also continues to partner with the Vision Zero initiative, to make the city safe for all commuters. Working with District Department of Transportation (DDOT) and the DC Commission on Arts and Humanities (DCCA), a call for artists went out in the spring of 2016 and two public art projects were selected that are intended to bring awareness to the danger of street harassment which can make people feel unsafe, sometimes even causing them to dart across a street to avoid harassers.





HOUSING

Wide range of housing options for older residents aging in communities/place, and other home modification programs

"I want to live right where I am now for the rest of my days."

Summary of Progress

A lot has happened with the Age-Friendly DC Housing domain over the past year. In November, 2015, the Genesis intergenerational community opened, providing affordable residences to 27 young mothers aging out of foster care and seasoned residents providing support and intergenerational connections. In addition, Visionary Square, Israel Senior Residences opened in May with 47 units for residents whose income is 60% or below; and 30% of the Area Median Income (AMI) and nine reserved for residents whose income is 30% of AMI. Twenty-five new apartments also became available for residents 55 or older whose income is 30% of AMI, located at 1545 Girard Street NE. Nine units are permanent housing reserved for formerly homeless residents.

In January 2016, the DC Office on Aging (DCOA) and Department of Housing and Community Development (DHCD) launched the Safe at Home program, providing funds and carrying out small home accessibility retrofits to residents over 60 or adults living with a disability. The program uses a needs-based model and provides a home

accessibility audit and repairs/installations up to \$10,000 per household. Find out more about the program and who qualifies at <http://dcoa.dc.gov/page/safe-home> or call 202-638-0050.

In June 2016, a groundbreaking was held for the new Plaza West development in the Mount Vernon neighborhood. This development will provide 223 units at 60% AMI or below, with 50 units reserved for grandparents raising grandchildren. Construction is expected to be completed in 2018.



33%

Think housing in their neighborhood is affordable



73%

Said that someone in a wheelchair could not enter their home without assistance



SOCIAL PARTICIPATION

Access to leisure, cultural activities, and volunteer opportunities for older residents to participate in social engagement with peers and younger people

“It’s all about what you put into it.”

Summary of Progress

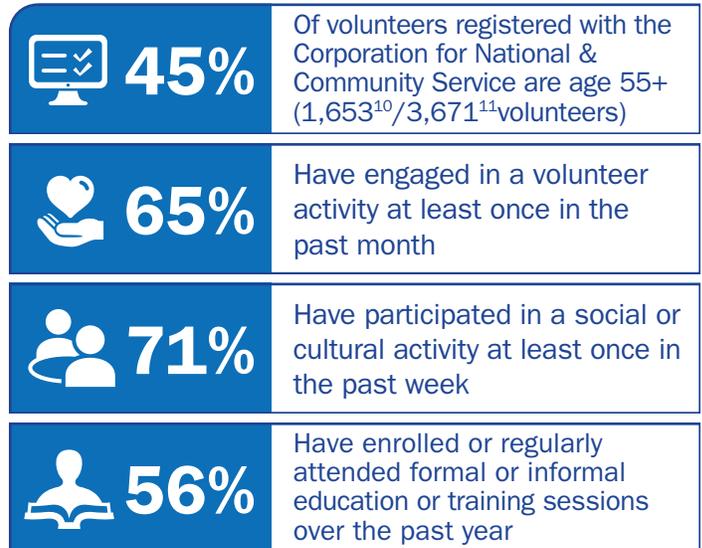
In the District, there are many interesting things to do with others no matter who you are.

Volunteering opportunities are easier to find than ever before with ServeDC’s new Cloud Red search and sign-up program, and ongoing federal programs from the Corporation for National & Community Service’s (CNCS) SeniorCorps, such as the Foster Grandparents Program⁵, Retired and Senior Volunteer Program (RSVP)⁶ and Senior Companions.⁷ Nearly 3,700 DC residents participated in CNCS’s projects in 370 locations in the last year – tutoring and mentoring children, supporting veterans and military families, providing health services, restoring the environment, responding to disasters, increasing economic opportunity, and recruiting and managing volunteers.⁸

The DC Osher Lifelong Learning Institute (OLLI)⁹ chapter has continued its willingness to provide scholarships to qualified applicants and to attract interested residents to classes, primarily held at American University. Approximately 1,200 DC

residents participate in Osher Lifelong Learning Institute classes annually.

Finally, George Washington University, So Others Might Eat and Age-Friendly DC are using a grant from the AARP Foundation to engage homebound residents in telephone conversations around topics of mutual interest. The grant is studying the effects of these telephone conversations on levels of loneliness and depression.



⁵ <http://www.nationalservice.gov/programs/senior-corps/foster-grandparents/>
⁶ <http://www.nationalservice.gov/programs/senior-corps/rsvp>
⁷ <http://www.nationalservice.gov/programs/senior-corps/senior-corps-programs/senior-companions>
⁸ <http://www.nationalservice.gov/impact-our-nation/state-profiles/dc>
⁹ <https://www.olli-dc.org/>

¹⁰ http://www.nationalservice.gov/sites/default/files/upload/state_profiles/pdf_2016/DC%20Senior%20Corps.pdf
¹¹ http://www.nationalservice.gov/sites/default/files/upload/state_profiles/pdf_2016/DC%20State%20Profile.pdf



RESPECT AND SOCIAL INCLUSION

Programs to support and promote ethnic and cultural diversity, along with programs to encourage multigenerational interaction and dialogue

“This community is our family.”

Summary of Progress

The major focus of this domain has been encouraging Age-Friendly Business designation. In May 2016, during a ceremony at the Washington DC Economic Partnership, Mayor Bowser commended 32 local businesses that demonstrate best practices in welcoming older adult customers. They received designation as Age-Friendly Businesses.

Additionally, Age-Friendly DC staff also had a busy year talking with people in the community and tabling at events across the city, such as the 2017 Capital Pride Festival & Concert, the DC Office on Aging’s Senior Symposium, and the Department of Parks and Recreation’s Senior Picnic. Age-Friendly DC also introduced surveys to determine attitudes about respect and social inclusion and intergenerational activity. As we move forward with implementation of the Age-Friendly DC Strategic Plan, it has become apparent that there is a clear interest in and a proven track record of the mutual benefits of intergenerational thinking, programming and policy.

By adopting the Age-Friendly Cities initiative, DC has committed to changing attitudes about growing older and promoting interactions that enable participants to feel positive about themselves and others. AARP’s chief operating officer, Jo Ann Jenkins walks among DC residents. In *Disrupt Aging: A Bold New Path to Living Your Best Life at Every Age*, she has articulated the way. The Age-Friendly DC Task Force has been assigned to discuss how organizations and government agencies must change to address these issues.



¹² <http://wdcep.com/become-an-age-friendly-business/>



CIVIC PARTICIPATION AND EMPLOYMENT

Promotion of paid work and entrepreneurship for older residents and opportunities to engage in the formulation of policies

“With part time work I could make ends meet.”

Summary of Progress

The Age-Friendly DC Civic Participation and Employment Task Force Committee is recommending to the Workforce Investment Council that it serve as an Advisory Committee to represent the needs and desires of adults age 50+. The Department of Employment Services (DOES) conducted four focus groups in the last year to inform adults age 50+ about potential job opportunities, including opportunities for entrepreneurship. DOES also launched the Alternative Pathways to Employment Program (APEP). APEP targets adults who are not eligible for the federal Senior Community Service Employment Program (SCSEP) or Project Empowerment program and who have barriers to employment. Participants receive job readiness assistance, career coaching and retention services, and then are matched with employers who have vacancies and are willing to train on the job. Currently, there are 33 APEP participants enrolled.

In addition, DOES’ Project Empowerment program, a transitional employment program, serves residents with significant barriers to employment, including returning citizens. From October 1, 2015 to date, Project Empowerment

has served 633 District residents, 115 of whom are over the age of 50.

Finally, DOES and the DC Office on Aging (DCOA) have a pilot program underway to integrate job placement and work readiness activities and are continuing to hold trainings on entrepreneurship.

3.8%	US average unemployment rate (55-64: 3.8% and 65+: 3.8%) ¹³
6.5%	DC average unemployment rate (55-64: 8% and 65+: 4.7%)
39.9%	US labor force participation rate (55-64: 63.9% and 65+: 18.9%)
43.7%	DC labor force participation rate (55-64: 65.1% and 65+: 26.7%)
JOBS 62%	Say they do not have paid employment opportunities
49%	Involved in decision making about important political, economic, and social issues in the community

¹³ Bureau of Labor Statistics. Department of Employment Services, Office of Labor Market Research and Information. <http://does.dc.gov/page/labor-statistics>



COMMUNICATION AND INFORMATION

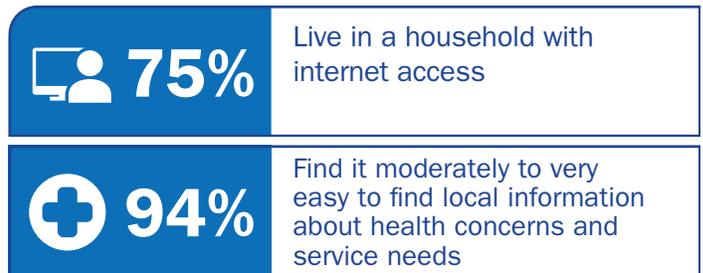
Make timely and pertinent information available to, and accessible to, older residents through multiple media

“We were uncomfortable at first with using the technology, but with help we greatly enjoyed using the computer to complete Age-Friendly DC surveys.”

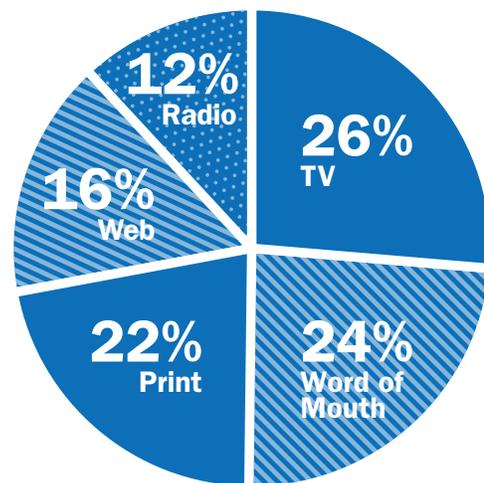
Summary of Progress

The Office of the Chief Technology Officer (OCTO), through its Connect.DC program, partners with the DC Office on Aging (DCOA), other District agencies, and local nonprofits to provide computer training for adults age 50+. More than 75 adults age 50+ have received digital literacy training at various locations across the city since October 2015. More than 60 completed training courses from Byte Back and 15 participated in a multi-generational program from Cyberseniors and the Boys & Girls Club of Greater Washington, which enlisted teenagers to teach adults to use computers and tablets. All six DCOA Senior Wellness Centers and all 26 DC Public Libraries regularly provide computer and internet access and training.

In addition, to reach more residents with important news and events, Age-Friendly DC launched its Facebook page this year. The page is a great way to stay up to date with everything that is happening with Age-Friendly DC and to connect with other DC agencies and community organizations working to make DC an easier, more enjoyable place to grow up and grow older.



Primary Source of Health and Safety Information





COMMUNITY SUPPORT AND HEALTH SERVICES

Access to homecare services, clinics, and programs to promote wellness and active aging

“I get up and go to the Tai Chi class because I feel better the rest of the day, when I do.”

Summary of Progress

In January 2016, as part of Mayor Bowser’s FitDC initiative, the Department of Parks and Recreation (DPR) announced that all 22 DPR fitness centers would be free to residents, allowing access to exercise facilities that promote healthy aging in all wards of the city.

Over the last year, Department on Disability Services has continued to collaborate with sister agencies and stakeholders to complete a multiyear interagency No Wrong Door initiative to streamline processes and implement systems that make it easier for people to learn about and access the long term services and supports services (LTSS) they need. DC is one of only five states to receive a three-year No Wrong Door (NWD) implementation grant.

The DC Office on Aging (DCOA) is partnering with Whitman Walker Health to promote lesbian, gay, bisexual, transgender and questioning (LGBTQ) cultural competency for service providers. As of August 31, 2016, DCOA has completed five trainings that have been attended by more than 120 social workers, managers, and other client-interfacing staff from the Senior Service Network.

DCOA has two additional trainings scheduled with 60 people registered.

Additionally, the DCOA Alzheimer’s initiative grant group developed an Alzheimer’s Behavior Symptom Management training that is approved for both social work and Nursing Assistive Personnel (NAP) Continuing Education Credits (CEUs). The training has already been provided to a few groups of social workers, family caregivers and to all of Home Care Partners’ home health aides. Additionally, Home Care Partners does an annual ethics training for all of its home health aides. DCOA and Sibley Memorial Hospital have also partnered to operate Club Memory programs across the city at all 6 wellness centers as well as Sibley facilities to serve residents of all eight wards.



18%

Face the threat of hunger¹⁴



96%

Rate their quality of life as moderately to very good

¹⁴ <http://www.nfesh.org/wp-content/uploads/2016/05/State-of-Senior-Hunger-in-America-2014.pdf>



EMERGENCY PREPAREDNESS AND RESILIENCE

A DC focus: Information, education, and training to ensure the safety, wellness and readiness of older adults in emergency situations

“Villages are a means for resilience. They provide support services, activities, and create social inclusiveness. They allow you to know your neighbor, to check up on them, and to create a group of caring.”

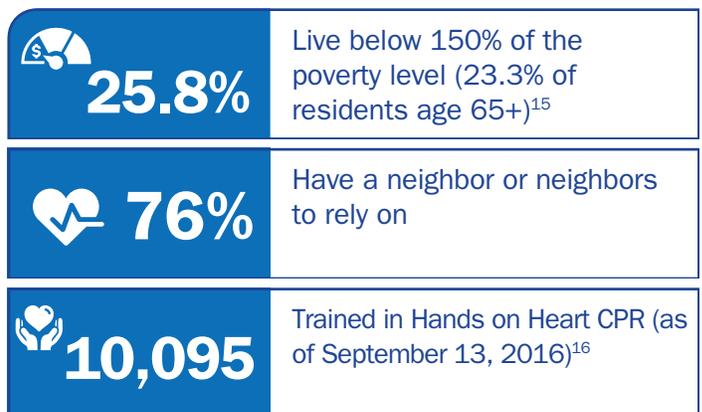
Summary of Progress

In late January 2016, the city was tested by more than 22 inches of snow. Serve DC and community volunteers helped shovel out more than 500 homes for residents who needed help, many of whom were age 60+.

In May 2016, DC was selected by the Rockefeller Foundation as one of its 100 Resilient Cities. DC joins a network of 99 other cities across the globe, including other capital cities such as Paris and London, to embark on a resilience strategy that addresses not only physical infrastructure but also social, economic, and cyber resilience as well.

The Office of Planning is also creating a Resilience Element to add to the city’s Comprehensive Plan, which will be open for public amendments and public feedback in 2017. The Resilience Element will set a long-range vision for how the city can become more resilient to acute shocks and underlying stressors as it continues to grow and develop, and will align with the District’s recently launched 100 Resilient Cities initiative.

DC Fire and Emergency Medical Services has offered free hands-only cardio-pulmonary resuscitation (CPR) training throughout the year to thousands of DC residents. ServeDC was also able to rehire a Certified Emergency Response Team (CERT) coordinator to begin doing comprehensive emergency response trainings. Meanwhile, the number of residents registered with Alert DC - to receive messages when the city experiences emergencies - continues to increase with 8,780 new AlertDC recipients registered in the first three quarters of FY16.



¹⁵ Census Bureau. American Community Survey. 5-Year Estimate, 2009-2014

¹⁶ Data received from Deputy Mayor for Public Safety and Justice, 8/26/16



ELDER ABUSE, NEGLECT AND FRAUD

A DC focus: Prevention and prosecution of financial exploitation, neglect and physical, sexual, and emotional abuse of older adults

“Money Smart training was good for me. I feel more confident knowing that there are 'mandated reporters' at my bank watching for unusual withdrawals from my savings.”

Summary of Progress

More DC residents and professionals have been learning to watch for signs of abuse, neglect and fraud. In 2016, training on how to spot and report predatory activity and disclose any possible exploitation of senior citizens, called “SENIOR\$AFE,” was offered for the first time to financial securities firm personnel by DC Adult Protective Service (APS) and the Department of Insurance, Securities and Banking (DSIB). DSIB has also made another 23 Money Smart presentations in 2016, some in partnership with the Office of the Attorney General (OAG) and other DC agencies. There were more DC residents who attended in 2016 than in 2015 with 409 trainees present at these sessions, who are now qualified to share Money Smart with others.

The Office of Contracting and Procurement (OCP) with the Office of the Attorney General (OAG) has delivered 40 presentations to over 1,200 participants about telltale signs of abuse, neglect and fraud at senior centers, libraries, community centers, and to local chapters of the AARP across DC.

The Department of Health now has a link on its website to allow anyone to search for licensing

status and disciplinary actions of licensed health professionals. You can view the link here: <https://app.hpla.doh.dc.gov/Weblookup/> or call 1-877-672-2174.



¹⁷ All data in this section comes from Victim Services Needs Assessment DC TROV: The District’s Collaborative Training & Response for Older Victims, Grant No. 2013-EW-AX-K009

GOALS AND STRATEGIES

The following Goals and Strategies make up the 2012-2017 Age-Friendly DC Strategic Plan. Most strategies have a DC Government Agency listed as the lead agency, but many private and community partners are also partnering to implement this work. There are also a number of activities taking place, other than the strategies listed below, that are helping to fulfill the plan's goals and make DC an age-friendly city. You can read more in-depth progress reports on each strategy and learn about the work that non-government partners are doing to carry out this plan by checking out the Age-Friendly DC Dashboard. It can be found online here: <http://agefriendly.dc.gov/publication/age-friendly-dc-dashboard>. New dashboards are released twice a year - in the spring and the fall.

PROGRESS KEY: ■ Significant progress or outcome achieved ■ Moderate, steady progress
■ Minimal or no progress ■ Strategy withdrawn

Age-Friendly DC Goal/Strategy	Lead Agency	Partners	2017 Outcome	
Domain 1. Outdoor Spaces and Buildings: Accessibility to buildings, parks, and recreation facilities				
Goal 1.1: Increase access to buildings and use of parks and open spaces by incorporating a systems approach to provide greater opportunities for people to enjoy the outdoors while protecting the environment.				
1.1.1: Ensure all residents have access to parks and open spaces within a half-mile of every home, and recreation facilities within a mile of every home.	DPR	DGS, OP	Improve/develop 1-2 small parks and playgrounds based on the Capital Improvement Plan. Establish joint-use agreements with schools allowing communities to use school recreational facilities.	
1.1.2: Develop a plan to use landscaping, art, and natural features as a way to create distinct and memorable places within neighborhoods.	DCCA	OP, DPW	Implement one or more new public art projects that have an age-friendly component.	
1.1.3: Increase the number of parks and public spaces that are equipped with seating (particularly seats with arms and backs), drinking fountains, and restrooms.	DPR	NPS	Finalize a method for identifying areas that need more benches, drinking fountains, and restrooms. Identify a strategy for adding arms and backs to benches and drinking fountains to selected parks.	

Age-Friendly DC Goal/Strategy	Lead Agency	Partners	2017 Outcome	
1.1.4: Enhance clinical and community linkages to physical activity and nutrition programs for residents 50+, including expanding the Park Prescription program beyond children to residents age 50+.	Unity Health Care, NPS	DOH, DPR, DCOA, Senior Wellness Centers, MCOs, DC Greens, Wholesome Wave	Identify clinical and community sites that serve adults 50+ and seniors. Disseminate information about DPR Senior Services Division programs at these sites. Identify existing evidence-based physical activity and nutrition programs, such as the Diabetes Prevention Program.	
1.1.5: Post on-line accessibility reports for District buildings and parks. Work with the private sector to publish additional accessibility reports for private buildings.	ODR	DCRA	Accessibility survey data posted on ODR website. Access for All campaign created, where constituents send in recommendations for ADA improvements, like the Department of Transportation (DDOT) does with sidewalks.	
1.1.6: Increase opportunities for intergenerational gardening and food access on public lands, focusing on DC food deserts.	DPR, OP	OSSE, DCOA	Activate 2-3 community gardens/yard space, providing opportunities for intergenerational interactions.	
1.1.7: Establish an awareness campaign for safe disposal of over-the-counter and prescription medications. The campaign will focus on both disposal of medications as household waste and the establishment of convenient drop-off locations throughout the city.	DEA	DC Water, FEMS, DCOA, Pharmacies, Hospitals, Clinics, DOEE, MPD, DPW	Establish a permanent drop-off location for medications.	
Domain 2. Transportation: Safe and affordable modes of private and public transportation				
Goal 2.1: Ensure all modes of transportation are safe, affordable, and accessible for residents of all ages and abilities.				
2.1.1: Improve the transparency of reports for - and prioritization of - service requests for repairs of sidewalks, curb cuts, and street lights.	OUC	DDOT	Publish reports on data kept around repairs, curb cuts, and street lights. ADA Transition Plan inventory of barriers will be complete and available as an online map.	
2.1.2: Develop a sustainable funding system for sidewalk repairs.	DDOT		Utilize two local capital projects to focus on restoring distressed sidewalks. Utilize Federal dollars to assist.	
2.1.3: Use safe, aesthetically pleasing materials for sidewalk construction that minimize falls and accidents.	DDOT		Continuously increase feet of Flexi® -Pave throughout the city to repair dangerous sidewalks in an environmentally-friendly way.	

Age-Friendly DC Goal/Strategy	Lead Agency	Partners	2017 Outcome	
2.1.4: Establish workgroup to promote bicycle safety and identify strategies to increase the number of older riders using bicycles.	DDOT	Capital Bike-share, WABA, DCPS, DCPCSB, DCPL, MPD, DCOA, DPR	Workgroup formed and recommendations developed. GWU study completed and shared with community.	
2.1.5: Require that replacement of missing street/traffic signage is easily readable, well-lit at night, and addresses access and functional needs.	DDOT		The new Manual on Uniform Traffic Control Devices standards have enhanced retro reflectivity requirements to improve night time visibility. Continuously increase the number of signs that comply with the new standards as part of regular sign installation and replacement.	
2.1.6: Increase accessibility at public transit stops.	DDOT	WMATA	In FY16 DDOT will develop ADA-compliant engineering plans and drawings for 51 high priority bus stops in the District. We plan to make 26 bus stops fully ADA accessible which will include the access and egress of the bus stop and bus shelter (if applicable) and nearby curb ramps in FY16. Another 25 will be completed in FY17.	
2.1.7: Convert pre-existing on-street parking spaces into ADA accessible spaces.	DDOT	DPW, DGS, Various disability organizations	Roll out Red Top Meter Program including finalizing the new rulemaking.	
Goal 2.2: Provide residents with the information and tools they need to make informed travel choices.				
2.2.1: Create an integrated, one-call, one-click system for older adults and those with disabilities to access and schedule transportation options, including accessible options.	OUC	WMATA, DCOA, DDOT, DFHV, DHCF, OCTO	Develop more integrated transportation protocols to maximize efficiency of transportation access.	
2.2.2: Develop an available-on-demand, cross training for direct service staff to ensure they have up-to-date information about current accessible transportation options and the one-call, one-click system.	DCHR		STRATEGY WITHDRAWN	

Age-Friendly DC Goal/Strategy	Lead Agency	Partners	2017 Outcome	
2.2.3: Expand offerings of transportation trainings (individual counseling and group instruction) to introduce and familiarize older adults with all travel options to ensure they can make informed, appropriate, cost-effective, and efficient choices.	WMATA	DCOA, DCPL, DPR, DMV	Increase number of individuals receiving WMATA's travel training. Develop a new cross-agency training to incorporate neighborhoods, popular destinations, and alternative transportation options in addition to transit.	
2.2.4: Integrate eligibility determination for transportation options into the DC Access System (DCAS).	DHS	DDOT, WMATA, DFHV, DCOA, DHCF, ODR, DDS	STRATEGY WITHDRAWN	
Domain 3. Housing: Wide range of housing options for older residents aging in communities/place, and other home modification programs				
Goal 3.1: Streamline, expand, and promote programs that support affordable housing and aging in place.				
3.1.1: Conduct a current Needs Assessment Study taking into consideration recent population changes, needs of residents of various age-cohorts ages 45+, income levels, current and future availability of housing, visitability, etc. and the projected resources necessary to meet these needs.	DHCD, DCOA	LGBTQ, DDOT, DOES, OP	Comprehensive citywide needs assessment completed, taking into account: current aging programs, senior wellness centers, senior center facilities, housing, transportation infrastructure, employment, and services offered to older adults in DC.	
3.1.2: Research and promote home-sharing options for both intergenerational living arrangements and among residents age 50+, as a strategy to enable capable older adults to remain in their communities.	DCOA	WAVE DC, AARP, DHCD, DMHHS, CFSA, Mi Casa, Generations of Hope	Begin development of second Generations of Hope Project in DC and develop home-sharing program.	
3.1.3: Amend DC Zoning Law to permit accessory dwelling units (also known as ADUs or "granny flats") in more residential zones.	OP		Implement new zoning code.	

Age-Friendly DC Goal/Strategy	Lead Agency	Partners	2017 Outcome	
3.1.4: Encourage the development, preservation, and improvement of new and existing independent living residences and affordable and accessible housing in the city by working with the U.S. Department of Housing and Urban Development (HUD) to increase the allocation of units under the 202 and Section (811) programs.	DHCD, DCHA, DCHFA, DMPED	DDOT, WMATA, HUD	Identify complexes that need accessibility improvements. Increase availability of subsidized housing for seniors.	
3.1.5: Improve age 50+ residents' awareness of, and access to, home modification programs, so that they can prepare applications prior to the years when they may experience mobility limitations. Streamline the processes (e.g., the Single Family Residential Rehabilitation Program (SFRRP) and Handicapped Accessibility Improvement Program (HAIP), Rebuilding Together) for older residents who need home modifications urgently.	DHCD	DCOA	SFRRP streamlined so that all money can be dispensed annually.	
3.1.6: Develop incentives financed by the Housing Production Trust Fund (HPTF) and other government financing to encourage developers to increase the production of new affordable, transit-oriented, universally-designed units for older residents with incomes less than 30% of Area Median Income (AMI).	DHCD, DCHA, DCHFA, OP	Nonprofit housing developers, DBH, DHS	Increased supply of affordable, accessible units within 1/2 mile of major transit.	
3.1.7: Explore and develop options for expanding the supply of neighborhood-scale assisted living for DC residents with incomes below 50% AMI.	DOH, DHCF	DCOA, DHCF	Explore potential locations for these developments and raise Medicaid reimbursement rate.	
Goal 3.2: Maximize awareness and provide training to increase the amount of housing that is accessible, affordable, safe, and healthy.				

Age-Friendly DC Goal/Strategy	Lead Agency	Partners	2017 Outcome	
3.2.1: Develop a series of easy-to-comprehend fact sheets, webinars, and/or infomercials on topics such as qualifying for tax credits, Fair Housing Act compliance, saving money on utilities, and maintaining healthy homes.	DHCD, DCHFA, DCHA, DOEE, DOH	DCOA, OCTFME	Compile information on a central site that is easy to access and ensure that printed versions are up to date.	
3.2.2: Develop a user-friendly inventory and description of housing choices ideally suited for residents age 50+, who are LGBTQ, who have disabilities, and/or who are English language learners, and identify methods for wide dissemination of this list.	DHCD, DCHFA, DCHA	ODR, DCOA, LGBTQ, MOLA, MOAA, MOAPIA, National Association of Realtors	Add additional filters to DC Housing Search.	
3.2.3: Provide training for managers of existing public and private housing (including tenant-owned buildings) to address the needs of aging residents, including Fair Housing and ADA compliance and cultural competency for populations such as residents who are LGBTQ, who are disabled, and/or who are English language learners.	OHR, ODR, DHCD	OTA, DCOA, LGBTQ, MOLA, MOAA, MOAPIA, DCHA	To provide 10 fair housing trainings for managers of existing public and private housing with a specific focus on the needs of aging residents as they pertain to the federal Fair Housing Act, Americans with Disabilities Act and the DC Human Rights Act. A cultural competency component of the training will address LGBTQ, disability, and language access issues.	
3.2.4: Promote consistent compliance with the Fair Housing Act by providing DCRA and third-party inspectors with additional guidance and training and offering technical assistance to architects and developers during design and construction.	DCRA, ODR	DHCD, OHR, DGS	Increase in trainings and decrease in complaints.	
Domain 4. Social Participation: Access to leisure, cultural activities, and volunteer opportunities for older residents to participate in social engagement with their peers and younger people				
Goal 4.1: Strengthen, develop, and promote arts, recreation, leisure, and educational activities involving and targeting older adults.				
4.1.1: Inform and connect older residents to arts, recreation, leisure, and educational activities through technology and non-technological means in order to make it easier to find activities of interest.	DCOA	DCCAH, DPR, DCPL, DDOT, DOEE, DCOA, Serve DC, OUC	Increase in the number of residents referred to services and activities through DCOA.	

Age-Friendly DC Goal/Strategy	Lead Agency	Partners	2017 Outcome
4.1.2: Increase opportunities for formal and informal group learning for older residents.	DMHHS	Consortium of Universities, DCPL, DPR, DME, OLLI	Increase number of participants in lifelong learning. And develop database of all courses offered by universities in the Consortium.
4.1.3: Organize peer-to-peer learning activities on art, history, travel, culture, sports, politics, etc. that isolated residents can facilitate and participate in.	DMHHS	DCCAH, MOLA, MOAA, MOAPIA, LGBTQ, OCTO, DCPL, DCOA, Smithsonian Museums, GWU, SOME, EventsDC, Verizon Center, National Geographic	Complete pilot study with GWU & SOME and expand to incorporate a learning/teaching component.
4.1.4: Expand activities, services, and programs likely to attract residents age 50+ throughout the day.	DCOA	DCCAH, DMPED, AARP, WAVE DC, DCOA, DPR, DDS	Increase in the number of residents participating in recreational activities.
Goal 4.2: Promote and provide quality volunteer opportunities for older adults.			
4.2.1: Produce a "State of Volunteerism in the District" report assessing volunteerism by age group, activity, and organization and providing recruiting and retaining techniques and recommendations.	Serve DC	United Way, AARP	Produce an extensive report assessing volunteerism by age group, activity, and organization, as well as providing recruiting and retaining techniques and recommendations.
4.2.2: Enhance and promote the NeighborGood volunteer database to expand volunteer opportunities, improve usability, increase choices, and better match residents age 50+ with volunteer opportunities.	Serve DC	WAVE DC	District agencies, non-profits, and collaborative partners in the District will increase their advertising of volunteer opportunities on NeighborGood with a focus on intergenerational opportunities.

Domain 5. Respect and Social Inclusion: Programs to support and promote ethnic and cultural diversity, along with programs to encourage multigenerational interaction and dialogue

Age-Friendly DC Goal/Strategy	Lead Agency	Partners	2017 Outcome
Goal 5.1: Empower older adults by improving services, levels of engagement, and public perceptions.			
5.1.1: Expand training to improve age-friendly customer service best practices at all government frontline, public-facing agencies.	DMHHS	OCA, DMPED, DME, DMPSJ, ODR, DCHR, OCTO, OHR	Produce an online training curriculum to be delivered to agency staff and track participation by agency.
5.1.2: Develop and launch a Districtwide anti-discrimination and anti-ageism campaign that is inclusive of diverse constituencies, including but not limited to LGBTQ older adults, older adults with disabilities, and older adults who are limited and non-English proficient.	OHR	DCOA, DDS	OHR will launch the campaign in late FY16 on social media and in collaboration with multiple agencies. OHR also plans to release the campaign in the Metro if funding is secured.
5.1.3: Encourage the business community to adopt age-friendly business best practices and provide a welcoming and inclusive environment for older adult customers.	DC Economic Partnership	DC Economic Partnership, ODR	Continue to designate more businesses, reaching more than 100.
5.1.4: Increase Districtwide engagement in ongoing Age-Friendly DC initiatives that promote inter-generational and multicultural respect and inclusion among diverse communities.	DMHHS	LGBTQ, Serve DC, OSSE, DYRS, DDS, Generations United, MOAA, MOLA, OAPIA, MOWPI	Connect with partner agencies to increase number of residents reached at events across the city.
5.1.5: Develop and distribute surveys in various languages to gauge the level of respect and social inclusion felt by various groups across the city.	DMHHS		Show improvement in 2017 Livability Survey from 2015/16 survey results. Reach over 1,000 respondents.
Domain 6. Civic Participation and Employment: Promotion of paid work and entrepreneurship for older residents and opportunities to engage in the formulation of policies			
Goal 6.1: Increase full- and part-time employment and entrepreneurial opportunities for older residents.			

Age-Friendly DC Goal/Strategy	Lead Agency	Partners	2017 Outcome	
6.1.1: Establish an interagency work group to increase coordination of employment and senior services for residents age 50+.	DOES	DCOA, DDS, DHS, DCPL, OCA, NCBA, WIC, AARP	Develop a resource tool combining all workforce training/development resources and job sites/opportunities.	
6.1.2: Develop and increase District government adult internship/fellowship programs for residents age 50+.	DCHR	DOES	Produce findings on DCHR research on programs associated with this goal. Establish partnerships in creating internships/fellowships.	
6.1.3: Increase outreach and understanding of issues and opportunities related to employment and entrepreneurship for residents 50+.	DOES	DCOA, DHS, DDS, OHR, DCHR, DSLBD, Chamber of Commerce	Develop training and resource materials to connect older adults to entrepreneurship opportunities.	
6.1.4: Increase technical assistance to help small and local businesses become age-friendly, hire residents age 50+, and provide entrepreneurship opportunities for older residents.	DSLBD	OTR	Increase the number of businesses seeking technical assistance to become age-friendly.	
Goal 6.2: Strengthen, develop, and promote civic participation among residents age 50+.				
6.2.1: Compile and publish a listing of all opportunities for civic participation and how to get involved.	MOCA	OANC, MPD, BOE, MOTA	Create a booklet or guide for civic participation with steps on how to get involved.	
Domain 7. Communication and Information: Make timely and pertinent information available to, and accessible by, older residents through multiple media.				
Goal 7.1: Improve readability, ease of use, and delivery of timely and accessible information through traditional and digital media utilized by residents age 50+ and caregivers, including television, radio, print, telephone, websites, and mobile apps.				
7.1.1: Develop guidance for, and promote adoption of, age-friendly communication practices to be used in all media.	DMHHS	DDS, OHR	Age-Friendly Communication Guidebook adopted by all DC government agencies.	
7.1.2: Overhaul and promote 211 Answers, Please! database to ensure it is up-to-date, user-friendly, and offers filterable reports.	DHS, OCTO	OUC, OCP	STRATEGY WITHDRAWN	

Age-Friendly DC Goal/Strategy	Lead Agency	Partners	2017 Outcome
7.1.3: Ensure that appropriate government employees, contractors, community partners, and others from whom people may seek age-related information know how to answer them or to direct them to the Aging and Disability Resource Center for answers.	DCOA	"No Wrong Door Partners: DHCF, DDS, DBH, DOH, OVA, DHS, Senior Service Network	STRATEGY WITHDRAWN
7.1.4: Utilize radio, TV, print, public service announcements, email blasts, face-to-face events, home-delivered meals, and other means to inform residents how they can access age-related information in a format appropriate to their needs and abilities.	DCOA	National Council on Aging	Increase the number of residents accessing Benefits Check-Up.
Goal 7.2: Expand availability and use of age-friendly and affordable technology by older residents.			
7.2.1: Increase access to technology (computers, tablets, smartphones, and Wi-Fi) at home and in public places for low-income residents age 50+, including those who are disabled and/or isolated.	OCTO	DCPL, DDS, ODR, OCP	Develop program to provide surplus computers and smart phones to older adults.
7.2.2: Train older DC residents in technologies and devices using existing institutions (libraries, senior centers, nonprofits, and other organizations that offer technology education and intergenerational training opportunities).	DCPL	DPR, DC PCSB, Byteback, Connect DC, Academy of Hope, UDC, DCOA, Connect Home Program	Identify service providers of technology training for seniors and their offerings. Review and research the current technology skills aptitudes of seniors in the District. Craft a plan outlining suggested recommendations to address technology training needs.
Domain 8: Community Support and Health Services: Access to homecare services, clinics, and programs to promote wellness and active aging			
Goal 8.1: Increase consumer awareness of and access to preventive, primary, urgent, and long-term care.			

Age-Friendly DC Goal/Strategy	Lead Agency	Partners	2017 Outcome	
8.1.1: Finalize and implement an interagency No Wrong Door plan so that intake, information, assistance, and referral staff at DC health and human services agencies provide person-centered counseling to assist residents with identifying, understanding, and accessing appropriate long-term services and supports. In addition, educate contractors, community partners, and others who work with older adults so they know how to refer people to the appropriate resources that can answer their questions or address their needs.	DDS	All direct service agencies	Finalize No Wrong Door Strategic Plan.	Yellow
8.1.2: Provide cross-training for navigators and a series of fact sheets on accessing financial planning, will and estate planning, Medicaid qualification, and long-term care resources for individuals, families, spouses, and domestic partners.	DCOA	DISB, LCE, Senior Service Network, DHCF, DDS, DBH, DOH, OVA, DHS	Improved customers service provision achieved through cross-training and information sharing with other District agencies and community partners.	Green
8.1.3: Require Continuing Education Units (CEU) or relevant training in geriatric care and cultural competency to be obtained by licensed healthcare providers, first responders, caseworkers, and caregivers.	DOH	DHS, FEMS, Home Care Partners	Have one of the boards require CEUs or training specific to geriatric care	Yellow
8.1.4: Continue progress toward federal approval to implement the Program for All-inclusive Care for the Elderly (PACE), using a hub and spoke model to reach more residents closer to home.	DHCF	DOH, DCOA, PACE vendor	The District moves closer to implementing PACE.	Red
8.1.5: Expand compensated respite care for low-income unpaid caregivers.	DCOA	DHCF, Home Care Partners	Increase number of low-income, unpaid caregivers receiving some form of support.	Red
8.1.6: Fully implement the Nursing Assistive Personnel (NAP) legislation.	DOH	DISB	Fully promulgate rulemaking.	Yellow

Age-Friendly DC Goal/Strategy	Lead Agency	Partners	2017 Outcome	
8.1.7: Ensure the availability of linguistically and culturally competent training and certification for nursing assistive personnel.	DOH	Carlos Rosario, ESL providers	Multi-lingual training and revised certification program.	
8.1.8: Introduce or expand primary mental health screening programs for older adults.	DBH	DCOA, DHCF, MCO's, APA	Require the use of screening tool(s) by PCPs in annual physicals and hospital discharges.	
8.1.9: Provide training on behavioral health for counselors and aides working in hospitals and home-based care units.	DBH	DCOA, DHCF, APA, DCHA, Home Care Partners	Provide training on behavioral health signs, symptoms, and management developed for counselors and aides working in hospitals and home-based care units.	
Goal 8.2: Promote safety, wellness, livability, and activity in the community.				
8.2.1: Increase access to affordable, fresh produce and other healthful foods.	DOH, DCOA	DC Central Kitchen, AARP, Capital Area Food Bank, OP, DSLBD, Unity Health Care, DC Farmers' Market Collaborative	Conduct a needs assessment for senior food insecurity. Use data to better connect seniors to programs that provide affordable, fresh produce and wellness education.	
8.2.2: Establish and implement an evidenced-based falls prevention program for residents, particularly those with balance and mobility issues.	DCOA	DMHHS, DPR, DCPL, and Dupont Circle Village	Increase the number of programs available to improve strength and balance and reduce the risk of falls.	
8.2.3: Expand number of peer counseling and support programs and increase the number of older adult peer counselors.	DBH	DOH, DHCD, DCRA, DDOT, DCOA's Senior Service Network, Substance Use Disorders providers	Increase in the number of Certified Peer Specialists who are age 50+.	
8.2.4: Establish awareness campaign to educate older adults on optimal use of over-the-counter and prescription medications.	DOH	Pharmacies, Hospitals, Universities	Establish campaign.	

Age-Friendly DC Goal/Strategy	Lead Agency	Partners	2017 Outcome	
8.2.5: Increase opportunities and programming for older adults to engage in physical and mental wellness activities.	DCOA	DPR, OLLI, Consortium of Universities	Increase physical activity and mental health offerings.	
Domain 9: Emergency Preparedness and Resilience, a DC focus: Information, education, and training to ensure the safety, wellness, and readiness of older adults in emergency situations				
Goal 9.1: Identify and reach vulnerable and at-risk resident populations with information and education on emergency preparedness and resilience.				
9.1.1: Increase AlertDC enrollment.	HSEMA	OUC	Increase Alert DC enrollment by 6% from FY15 numbers.	
9.1.2: Identify and locate facilities and service centers serving vulnerable populations and identify locations with high concentrations of vulnerable adults throughout DC, creating a usable database containing this information.	DOH	HSEMA, OCTO, OP	Database created with vulnerability index.	
Goal 9.2: Build individual and community resilience and preparedness for emergencies.				
9.2.1: Continue to provide uniform trainings on preparedness, mass care, emergency response, access and functional needs, behavioral health, CPR/first aid, and resilience to District government staff and public volunteers.	DOH	Serve DC, FEMS	Provide CERT training for every existing village.	
9.2.2: Create and assist community supported, neighbor-to-neighbor networks across the city that are accessible to all income levels.	DCOA	DMHHS	Launch villages in Wards 5, 7, and 8.	
Domain 10: Elder Abuse, Neglect, and Fraud, a DC focus: Prevention and prosecution of financial exploitation, neglect, and physical, sexual, and emotional abuse of older adults				
Goal 10.1: Strengthen the elder abuse prevention, detection, and enforcement system.				
10.1.1: Improve awareness about elder abuse among the public, unpaid caregivers, and non-healthcare mandated reporters.	DHS	DISB	Increase in the number of participants reached through presentations on how to detect and report elder abuse, neglect, and fraud.	

Age-Friendly DC Goal/Strategy	Lead Agency	Partners	2017 Outcome	
10.1.2: Provide training specific to elder abuse, neglect, and fraud to be obtained by in-service providers, licensed caseworkers, and caregivers working with older adults.	DOH	LCE, U.S. Attorney's Office, Community Prosecution Division	Provide specific training on elder abuse prevention.	Green
10.1.3: Develop programs to educate and protect vulnerable residents from scams.	OAG	DHCD, DCOA, DCRA, OAG	Continual increase in number trained/reached through presentations.	Green
10.1.4: Conduct a study to determine the amount of "hidden" cases of elder abuse that are not reported.	DHS		Finish study by 2017 providing recommendations for how to address hidden cases.	Red
Goal 10.2: Improve cooperation and collaboration among agencies on cases of actual or suspected elder abuse.				
10.2.1: Adult Protective Services and the DC Long Term Care Ombudsman Program (DCLTCOP) will collaborate on mutual issues, including investigations, and will share limited information accordingly.	DHS	MPD, LCE, DCOA, DBH, DHCF, DOH, OTA, DCRA, DHCD, CFSA, DYRS, DDS	Increased collaboration between Adult Protective Services and DCLTCOP	Green
10.2.2: Enhance awareness by agencies and the public of the Health Regulation & Licensing Administration's "Online Professional License Search" that provides names of health care professionals who have been disciplined by their respective boards.	DOH	DHCF, DCOA	Increased awareness and usage of search engine.	Green

As government and community partners work over the next year to continue to make progress on each of these strategies, not every single one of them will get to green by October 2017. Some have much longer horizons than five years to complete and others face unique barriers and hurdles. If there is a particular strategy that you are interested in helping work on to get it to green, let Age-Friendly DC know. You can email agefriendly@dc.gov or call 202-727-7973.

Acronym	Full Name
APA	American Psychiatric Association
BOE	Board of Elections
CFSA	Child and Family Services Agency
DBH	Department of Behavioral Health
DCCAH	DC Commission on the Arts and Humanities
DCHA	DC Housing Authority
DCHFA	DC Housing Finance Agency
DCHR	DC Department of Human Resources
DCOA	DC Office on Aging
DCOZ	DC Office of Zoning
DCPCSB	DC Public Charter School Board
DCPL	DC Public Library
DCPS	DC Public Schools
DCRA	Department of Consumer and Regulatory Affairs
DDOT	District Department of Transportation
DDS	Department on Disability Services
DFHV	Department of For-Hire Vehicles
DGS	Department of General Services
DHCD	Department of Housing and Community Development
DHCF	Department of Health Care Finance
DHS	Department of Human Services
DISB	Department of Insurance, Securities and Banking
DME	Deputy Mayor for Education
DMHHS	Deputy Mayor for Health and Human Services
DMPED	Deputy Mayor for Planning and Economic Development
DMPSJ	Deputy Mayor for Public Safety and Justice
DMV	Department of Motor Vehicles
DOEE	Department of Energy & Environment
DOES	Department of Employee Services
DOH	Department of Health
DPR	Department of Parks and Recreation
DPW	Department of Public Works
DSLBD	Department of Small and Local Business Development
DYRS	Department of Youth and Rehabilitation Services
FEMS	Fire and Emergency Medical Services Department
GWU	George Washington University

Acronym	Full Name
HSEMA	Homeland Security and Emergency Management Agency
LCE	Legal Counsel for the Elderly
LGBTQ	Mayor's Office of Lesbian, Gay, Bisexual, Transgender and Questioning Affairs
MCO	Managed Care Organization
MOAA	Mayor's Office of African Affairs
MOAPIA	Mayor's Office of Asian and Pacific Islander Affairs
MOCA	Mayor's Office of Community Affairs
MOLA	Mayor's Office of Latino Affairs
MOTA	Mayor's Office of Talent and Appointments
MOWPI	Mayor's Office on Women's Policy and Initiatives
MPD	Metropolitan Police Department
NCBA	National Caucus & Center on Black Aging, Inc.
NPS	National Park Service
OAG	Office of the Attorney General
OANC	Office of Advisory Neighborhood Commissions
OCA	Office of the City Administrator
OCP	Office of Contracting and Procurement
OCTFME	Office of Cable Television, Film, Music & Entertainment
OCTO	Office of the Chief Technology Officer
ODR	Office of Disability Rights
OHR	Office of Human Rights
OLLI	Osher Lifelong Learning Institute
OP	Office of Planning
OSSE	Office of the State Superintendent of Education
OTA	Office of the Tenant Advocate
OTR	Office of Tax and Revenue
OUC	Office of Unified Communications
OVA	Office of Veteran's Affairs
Serve DC	The Mayor's Office on Volunteerism
SOME	So Others Might Eat
UDC	University of the District of Columbia
WABA	Washington Area Bicyclist Association
WAVE DC	Washington Area Villages Exchange
WDCEP	Washington DC Economic Partnership
WIC	Workforce Investment Council
WMATA	Washington Metropolitan Area Transit Authority

Age-Friendly DC

2016 PROGRESS REPORT



John A. Wilson Building | 1350 Pennsylvania Avenue, NW, Suite 223 | Washington, DC 20004
202-727-7973 | agefriendly@dc.gov | agefriendly.dc.gov | [@AgeFriendlyDC](https://www.instagram.com/AgeFriendlyDC)