

Age-Friendly DC Dashboard
February 2017

Goal/Strategy	Lead Agency	Partners	2017 Outcome	Progress Code	February 2017 Update
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, DOEE	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.		DOEE will select the contractor this spring for the Spring Valley stream and park restoration project. This initiative will help restore a degraded stream valley and renew a neglected District park in Northwest. OP has substantially completed an inventory of small parks as part of its interagency project to create a Small Parks Vision and Management Strategy to make the most of District-owned small parks so they contribute to the growing recreational and environmental needs of the District and its residents.
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, DDOT	Implement one or more new public art projects that have an age-friendly component.		In partnership with DDOT's Vision Zero Initiative, CAH and Age-Friendly DC have completed the Zero Street Harassment Public Art Project with two site-specific works opening in January: Marshall Moya Design Firm installed "The Walkway" at the Reeves Center, and the Emziki Art Collective created signage leading to a social media campaign entitled #RESPECTDC. Other public art projects currently in-process include the Howard Theatre Walk of Fame, the K Street Gateway with Golden Triangle BID and the Barry Commission. In FY17, OP will complete a citywide Cultural Plan and has engaged over 1,000 stakeholders across the city. OP's Crossing the Street Initiative has held 32 events promoting community cohesion through creative placemaking in neighborhoods across the District.
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, ODR	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.		DPR is identifying locations for public restrooms, while ODR and DPR are continuing to assess playgrounds that can attract all.

**Age-Friendly DC Dashboard
February 2017**

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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 Diabetes Prevention Program		DPR will pilot outdoor programming, "Fitness in the Parks" in the summer of 2017.
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 , DCPS	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.		ODR has deployed teams to survey DCPS buildings for accessibility and asked all District agencies to self-assess worksites.
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.		OP is collaborating with the private sector to prepare a District Food Assessment, which will be used to propose legislative and policy amendments to incorporate food access, food business, and food production principles through the DC Food Policy Council before submission to the Mayor and Council.
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	DBH, DC Water, FEMS, DCOA, pharmacies, hospitals, clinics, DDOE, MPD, DPW	Establish a permanent drop-off location for medications.		DBH is distributing bags to DC residents with neutralizers into which medication can be placed with water, sealed and tossed in the trash. Bag distribution encompasses awareness of safe disposal of 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.					

**Age-Friendly DC Dashboard
February 2017**

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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.		Using the completed assessment, DDOT improved 370,000 sq.ft. of sidewalk, 88 traffic signals and 83 bus shelters in 2016. Regarding tree root damage to sidewalks, DDOT is addressing repairs within 30-60 days. DDOT's ADA Division has funding for FY17 to address ADA Compliance in the District and to make immediate repairs needed for residents' safety when necessary.
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.		DDOT repaired 261 blocks for the completion of FY16.
2.1.3: Use safe, aesthetically pleasing materials for sidewalk construction that minimize falls and accidents.	DDOT		Continuously increase feet of flexipave throughout the city to repair dangerous sidewalks in an environmentally-friendly way.		DDOT continues to utilize flexipave to repair sidewalks.
2.1.4: Establish workgroup to promote bicycle safety and identify strategies to increase the number of older riders using bicycles.	DDOT	Capital Bikeshare WABA,DCPS, DCPCSB, DCPL, MPD, DCOA, DPR, Unity Health DC, Whitman-Walker Health, Community of Hope.	Workgroup formed and recommendations developed.		The Capital Bikeshare Community Partners program officially launched in April 2016. The program is designed to help improve access to Capital Bikeshare at an affordable price. Through partnerships with area social service providers, nonprofits and DC government agencies, District residents receiving need-based services can purchase an annual membership for Capital Bikeshare for \$5. The program is targeted at all age groups of low-income individuals in the DC region. Since launch, the Capital Bikeshare Community Partners program has enrolled eight partners, such Unity Health DC, Whitman-Walker Health and Community of Hope. It provides over 180 annual memberships through these partners and members have enjoyed more than 7,500 two-wheeled trips since summer 2016.
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 MUTCD 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.		For FY 16, DDOT completed 10,903 sign replacements. In FY17 DDOT has completed 6,842 sign replacements.

**Age-Friendly DC Dashboard
February 2017**

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2.1.6: Increase accessibility at public transit stops.	DDOT	WMATA	In FY 16 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 FY 2017		For FY 16 DDOT completed 83 bus Stops improvements. In FY 17 DDOT has completed 25 bus stops. DDOT's Maintenance Administration will include bus stop improvements as part of its elements for completion of projects.
2.1.7: Convert pre-existing on-street parking spaces into ADA accessible spaces.2.1.7: Convert pre-existing on-street parking spaces into ADA accessible spaces.	DDOT	DPW, DGS, Various disability organizations	Roll out of Red Top Meter Program including finalizing the new rulemaking.		DDOT will begin its public education campaign for the Red Top Meter program in March of 2017. The public education campaign will include a meeting with the community and organizations who represent persons with disabilities, notice to stakeholders, and social media and print information. The official launch of the program will be in the Spring of 2017.
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, DCTC, DHCF (MTM), OCTO	Develop more integrated transportation protocol to maximize efficiency of transportation access.		The Transportation Collective, which includes DDOT, selected a consultant team to assist with the Inclusive Coordinated Transportation Study and the first Open Mic Listening Session was held in the last quarter of 2016. The second Open Mic Listening Session will be held in March of 2017 where the first draft of recommendations and strategies for improving access to transportation for older District residents and people with disabilities will be presented. The study will be complete by June 2017.
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 Dashboard
February 2017**

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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.		In calendar year 2016 Metro provided travel training to over 2600 individuals, many of them seniors. Metro intends to continue its travel training initiative in 2017. As part of its commitment to DCAF, Metro held two "Train the Travel Trainer" workshops in 2016. Metro intends to conduct three such workshops in 2017. The workshops provide individuals who will train audiences beyond public transportation, with a general curriculum and tips for classroom and field trainings.
2.2.4: Integrate eligibility determination for transportation options into the DC Access System (DCAS).	DHS	DDOT, WMATA, DCTC, 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	DMPED, OP, OVA,VA, ODR, OHR, DMHHS, DDOT, DOH, OGLBTQ	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.		DCOA's needs assessment of facilities and senior services provided by the City was released in December 2016. DHCD and the DMHHS, DDOT, DOH, OP, LGBTQ Offices are jointly developing and finalizing the preparation of a comprehensive Citywide Housing and Community Living Needs Assessment scope of work and RFP to be issued at the end of Q2 in FY17.
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.		A multi-generational, affordable housing development, Plaza West, has been approved and is under construction. 50 of the 223 units will be set aside for grandparents raising children.
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.		New code passed by Zoning Commission in January 2016. New regulations went into effect in September 2016. Code permits more ADUs in residential zones.

**Age-Friendly DC Dashboard
February 2017**

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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 federal 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.		During FY17 DHCD and its partners will complete the preparation of current inventories of all housing projects for older adults and people with disabilities located in the District of Columbia and determine the status of each complex, highlighting complexes that need accessibility improvements or contain units with expiring affordability covenants. DCHFA has prepared an inventory of all senior projects it is has financed through 2016.
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.		DCOA in partnership with DHCD implemented the Safe at Home Program to promote aging in place for older adults (age 60+). In 2016, under this program, 223 home adaptations were completed. DHCD under the SFRRP completed the repairs of 36 properties occupied by individuals age 60+ and 6 additional properties were abated under the Lead Safe Program.
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.		DHCD has reviewed the criteria of the HPTF and other funding sources. To provide incentives for developers, up to five prioritization scoring points will be awarded for projects that include units designed and reserved for seniors, including assisted living and intergenerational housing units. The New RFP issued in March 2016 which included those incentives for developers resulted in the approval of 4 projects totaling 380 units for older adults and persons with disabilities. DCHFA is currently in the process of updating its application scoring guidelines and will consider how to effectively make the inclusion of very low income units and older adults a clear agency policy goal. DCHFA will also consider whether including such units as a prerequisite to developers receiving bridge financing from DCHFA is feasible.
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.		DOH has received 2 new applications for smaller assisted living facilities (16 beds or less). DOH in conversations with larger providers to create smaller facilities. Age-Friendly DC's housing needs assessment will explore this issue and look into strategies on how to incentivize more of these developments.
Goal 3.2: Maximize awareness and provide training to increase the amount of housing that is accessible, affordable, safe, and healthy.					

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February 2017**

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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, DC-OCT	Compile information on a central site that is easy to access and ensure that printed versions are up to date.		Working to compile all information in one-place and host on Age-Friendly DC's website. DHCD is revising its brochures and outreach materials to incorporate Age-Friendly philosophy. DCHFA has abundant training material on how to qualify for, calculate the value of, and stay in compliance with low income housing tax credits. Additional information exists at other agencies.
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, GLBTA, OLA, OAA, OAPIA, National Association of Realtors	Add additional filters to DC Housing Search.		DHCD and partner agencies incorporated the study and assessment of the LGBTQ group as part of the Citywide comprehensive needs assessment. Currently the committee is finalizing the preparation of the RFP and the development of the SOW. The study is targeted to be completed by the end of FY17.
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, OGLBTA, OLA, OAA, OAPIA, 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 it pertains 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.		On June 7, 2016, DHCD held the Housing Expo and Home Show at the Convention center. It was attended by over 3,000 people. There were several exhibitors and training sessions exclusively for Older Adults and persons with disabilities. During the event, DHCD and the Age friendly Task Force, held related training sessions for renters, policymakers, and advocates. Currently is preparing and coordinating with the Department of employment a training seminar for housing advocates and management companies that serve the older adults population in DC.
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, DSG	Increase in trainings and decrease in complaints.		DCRA enforces ICC A117.1-2009 -the accessible and usable buildings and facilities code. If you comply with this code, you meet the Fair Housing Act requirements. This code applies to all construction outside of 1 and 2 unit buildings. In order to be a third party inspector approved by DCRA, you need ICC certification w/ a focus on accessibility. DCRA does lots of trainings for third party inspectors and ODR has also held trainings on ADA compliance. OHR has received 18 FHA complaints in the first quarter of FY16, 3 of these have been filed under the protected trait of disability.
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					

**Age-Friendly DC Dashboard
February 2017**

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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, DDOE, DCOA, Serve DC, OUC	Increase in the number of residents referred to services and activities through DCOA.		DPR has expanded its social media presence and has utilized new social media tools, such as Facebook Live and a YouTube video, to promote DPR programs, activities, and events. DPR is also in the process of identifying locations for new informational kiosks or bulletins in strategically placed locations within its inventory.
4.1.2: Increase opportunities for formal and informal group learning for older residents.	DMHHS	Consortium of Universities, DCPL, DPR, DME	Increase number of participants in lifelong learning. And develop database of all courses offered by universities in the Consortium.		DCPL, DPR and DME are collaborating on new programs to increase the number of formal and informal learning opportunities for older DC residents.
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, OLA, OAA, OAPIA, OGLBTA, 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.		Additional participants are being recruited. Most popular topic is politics. AARP Foundation extended funding so the project can continue for another year.
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.		In FY16, 2,991 unduplicated customers actively attending Senior Wellness Centers. In the first quarter of FY17 that number was 1,890. DPR has begun partnering with senior villages in Ward 3 and has seen an increase in seniors participating in recreation programming. DPR has reached out to other senior villages in other wards to expand partnerships. DPR will also organize a small concert series this summer that tours across the city utilizing small parks as their performances stages.
Goal 4.2: Promote and provide quality volunteer opportunities for older adults.					

**Age-Friendly DC Dashboard
February 2017**

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4.2.1: Produce a "State of Volunteerism in the District" report, assessing volunteerism by age group, activity, and organization, 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.		AARP-DC and ServeDC are considering a partnership to increase data about volunteer activities in DC. The Corporation for National & Community Service uses the US Census and other sources to report on volunteer activities across the nation. In 2015 27.9% of DC residents 55 and over volunteered 100 hours per year at the median. At 33.8% DC residents 65-74 volunteering more than 100 hours a year at the median, topped any other age category.
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.		Volunteer.dc.gov has launched as an easier-to-use web portal to find volunteer opportunities. Users can search by type of activity and skillset.
Domain 5. Respect and Social Inclusion: Programs to support and promote ethnic and cultural diversity, along with programs to encourage multigenerational interaction and dialogue					
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.		Age-Friendly DC continues to work with DCHR to develop an online training to combat age-bias and provide excellent customer service for all ages. A kick-off meeting was held and work on the content of the training is progressing.
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, OP, ODR	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.		The training that Age-Friendly DC is developing with DCHR will include content on age-discrimination. Age-Friendly DC has reached out to private partners to gauge interest in bringing this training to a larger audience. OP will support the National Park Service's "Lesbian, Gay, Bisexual, Transgender and Queer Heritage Initiative" by completing a detailed historic context for the District's LGBTQ heritage and resources. ODR held its Annual Districtwide Disability Exposition in October 2016, which had over 400 attendees.
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.		Councilmember Brandon Todd, who was named Age-Friendly Business Ambassador, issued a challenge to other councilmembers to identify 20 additional Age-Friendly Businesses. The Business Initiative Review Committee is working to review over 100 nominations that have been received from residents since the last designation ceremony in May 2016.

**Age-Friendly DC Dashboard
February 2017**

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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	OGLBTQ, Serve DC, OSSE, DYRS, DDS, Generations United, OAA, OLA, OAPIA, Office of women's policy, GWU, DCPL, OP	Connect with partner agencies to increase number of residents reached at events across the city.		GWU research is being conducted by students on feelings of well-being among DC residents 60 and over. Age-Friendly DC staff and trained facilitators have begun holding Community Consultations across DC to gather opinions of DC residents for evaluation and planning purposes. OP held seven citywide public meetings regarding the Second Amendment Cycle to the Comprehensive Plan. DCPL is working on a DC Oral History Project to share oral histories of the District.
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.		No additional progress to report. Age-Friendly DC staff will use the findings from the various surveys conducted in FY16 in the 2012-2017 Age-Friendly DC Evaluation Report, which will be presented to AARP National and the World Health Organization in October 2017.
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 Dashboard
February 2017**

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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, Community partners, OCA, NCBA, WIC, AARP, MOCA, ServeDC	Develop a resource tool combining all workforce training/development resources and job sites/opportunities.		DOES - provided a comprehensive list of its workforce programs and services available to seniors; most notably, the federal Senior Community Service Employment Program (SCSEP) and the locally funded Alternative Pathways Employment Program (APEP); in addition to services offered at the four American Job Center locations in the District, and regular hiring events with accommodations tailored to the needs of seniors. DCHR - provided a comprehensive list of programs that are open to District seniors: (1) Resident Services/Job Circle; (2) Learn, Earn, Advance, Prosper (LEAP) Program; (3) Capital City Fellows Program; and (4) District Leadership Program; in addition to free, weekly resume and job interview skills classes. DCOA - provided its one page fact sheet of programs and services available to District seniors age 60 and up. DCOA has an extensive network that includes more than 20 community based nonprofit organizations offering more than 40 programs. MOCA - provided a comprehensive Age-Friendly contact list of DC government agencies and offices. Serve DC - provided a detailed update of its partnerships, activities, and accomplishments on behalf of District seniors since 2015; most notably, the DC Resident Snow Team has registered 2,100 seniors this winter.
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.		DOES launched the Alternative Pathways to Employment (APEP) July 25, 2016. APEP targets seniors who are not eligible for Project Empowerment or SCSEP who have barriers to employment. They receive job readiness assistance, career coaching and retention services, and they are matched with vacancies and willing to train on the job. They will work 40 hours per week and will be compensated the minimum wage. The first cohort consists of 33 seniors and Image Works is our business partner who will conduct the job readiness training.
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.		DOES conducted four focus groups, two to inform seniors about potential job opportunities and to encourage seniors to seek jobs and entrepreneur opportunities. Two focus groups informed seniors about Age-Friendly DC and obtained feedback from seniors. In addition to DOES staff, Senior Community Services Employment Program (SCSEP) Seniors attended to share their work experience.
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, DOES	Increase the number of businesses seeking technical assistance to become age-friendly.		DOES is working in collaboration with the Age-Friendly Committee to register as many Age-Friendly Businesses as possible. At the recent SCSEP and APEP JOB FAIR in November, 10 businesses registered. At each quarterly job fair, employers are encouraged to become Age-Friendly Businesses.

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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	OBC OANC MPD BOE, MOTA	Create booklet or guide for civic participation with steps on how to get involved.		Domain 6 Taskforce continues to expand the taskforce by engaging other groups to promote Civic Engagement and Employment: Greater Washington Urban League joined the taskforce represented by Ms. Christine Hogan, Chief Program Officer. Greater Washington Urban League Vision Event for seniors will be held on December 14, 2016. ReServe (National nonprofit that matches experienced professionals age 55+ for jobs and pays them \$11.50 per hour), Council of Churches of Greater Washington, DC Rotary Club (Created a Rotary Working Group for outreach to potential employers). The Mayor's Office of Community Affairs has completed a Community Handbook. DOES secured the list of Boards and Commissions that can be accessed on line or in hard copy. The information will be used to encourage seniors to seek opportunities that pay a stipend or to volunteer.
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 DMHHS	Age-Friendly Communication Guidebook adopted by all DC government agencies.		The Age-Friendly DC Communications and Information Task Force Committee has completed the flyer, Reaching Adults Age 50+ More Effectively Through Print, which has been sent to all Public Information Officers throughout DC government.
7.1.2: Overhaul and promote <i>211 Answers, Please!</i> database to ensure it is up-to-date, user-friendly, and offers filterable reports.	DHS OCTO	OUC OCP	STRATEGY WITHDRAWN		
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		Strategy moved: language added to 8.1.1 (No Wrong Door)

Goal/Strategy	Lead Agency	Partners	2017 Outcome	Progress Code	February 2017 Update
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		1) DCOA is developing a comprehensive communications plan to better target underserved populations and ensure messaging is accurate and consistent across all stakeholders. As part of the plan, DCOA will redesign its website to serve as a central, comprehensive portal of services, information, and resources available to seniors, adults with disabilities, and caregivers. Further, DCOA is expanding its Ambassador program to include ongoing community training on DCOA programs, as well as quarterly workshops covering a variety of issues that are important to seniors. Through proactive and ongoing engagement with Ambassadors, DCOA seeks to leverage these relationships to further bring awareness to DCOA services and supports through effective word-of-mouth marketing. 2) The 2016 Needs Assessment is a critical tool in establishing the baseline for identifying community-driven priorities. The data gathered from the community will assist in shaping DCOA's messages, evaluating current programs and services, and setting agency goals and objectives. DCOA is committed to using the findings to improve overall agency efficiency, expand opportunities for the community to be part of the decision making process, and identify high-value areas for expansion or innovation. DCOA's immediate priority is to develop a robust communications strategy. The communications plan will focus on targeting outreach to District seniors facing economic hardship and social isolation; empowering individuals to take charge of their long-term goals; drawing feedback from seniors on how to support healthy aging and continuing to identify community needs; amplifying District seniors' voices to ensure all sister agencies' programs are meeting the needs of a growing senior population; and continuing to expand opportunities for seniors to participate in the decision making process.
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.		DC's Assistive Technology Program continues to demonstrate and loan devices, and to offer low-interest loans to purchase them.

**Age-Friendly DC Dashboard
February 2017**

Goal/Strategy	Lead Agency	Partners	2017 Outcome	Progress Code	February 2017 Update
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, DCPCS, Byteback, Connect DC, Academy of Hope, UDC, DCOA, Connect Home Program, DCHA	Identify service providers of technology training for seniors and their offerings, review and research the current technology skills aptitudes of seniors in the District, and craft a plan outlining suggested recommendations to address technology training needs.		Project Reboot, a joint project of OCTO, DC Housing Authority, and the private sector have implemented a program at Frederick Douglass Community Center in Ward 8 to train residents to use and repair older computers donated by major corporations.
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.					
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		No Wrong Door implementation grant activities are hitting work plan bench marks with complete implementation anticipated in Sept. 2018. NWD implementation activities for this reporting period include: completion of multi-agency NWD Person-Centered Practices (PCP) training program where 2 Mentor Trainers, 11 Trainers representing 4 core LTSS agencies and over 200 government and provider staff were successfully trained; completion of Current State Assessment of intake and eligibility processes including Process Maps and a Crosswalk for all 5 core LTSS agencies; DHCF in collaboration with DDS and DCOA issued a Request for Proposals (RFP) for a new Multi-Agency Case Management System that supports NWD eligibility, enrollment and access to LTSS; drafting of a common definition for cultural and linguistic competency to be recommended for intake/referral and outreach/engagement across the NWD system (which includes five core partner agencies) and now in the final stages of developing a new NWD Logo with name along with an Interagency Marketing Campaign that will involve broad stakeholder input; and more.

**Age-Friendly DC Dashboard
February 2017**

Goal/Strategy	Lead Agency	Partners	2017 Outcome	Progress Code	February 2017 Update
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 customer service provision achieved through cross-training and information sharing with other District agencies and community partners.		In FY17, DCOA and the Administration for Community Living (ACL) launched a Dementia Navigator Program. The primary goals of the Dementia Navigator Program are to: (1) provide dementia education; (2) develop dementia specific Individualized Service Plans (ISPs) to conduct resource referral; (3) carry out group and one-on-one behavior symptom management training; and (4) provide ongoing case management to people caring for individuals with dementia. Additionally, Whitman-Walker Health (WWH) is working with DCOA to reviewed proposed fact sheets on public benefits and estate planning. DCOA identified an additional need for short guides on: Medicaid Spend-Down; Spend-down on EPD Waiver (for public); Medicaid liens on real property and assets; Guide for Power of Attorney agents on how to use a power of attorney, and their responsibilities; Execution requirements for Powers of Attorney; Guide for professionals on how to respond to a Power of Attorney. WWH will draft guides to respond to these needs. WWH will also provide to DCOA, as requested, form healthcare advance directives and disposition of bodily remains to DCOA containing model language to protect identity for transgender individuals.
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		In FY16, DCOA partnered with Whitman-Walker Health to promote LGBTQ cultural competency for service providers. Between June and September 2016, DCOA held seven 4.5-hour LGBTQ cultural competency trainings and trained 181 members of the Senior Service Network. Additionally, the DCOA Alzheimer's initiative grant group developed an Alzheimer's Behavior Symptom Management training that is approved for both social work and NAP 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. We also recently did a "Train the Trainer" session so others could take the training back to their agencies. Additionally, Home Care Partners does an annual ethics training for all our home health aides.
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.		PACE -DC Advisory Group has been working with DHCF to allocate funds for PACE in FY18 and is launching an Ambassador Program in February 2017. PACE Ambassadors will be trained in order to assist in outreach and communications efforts designed to inform the public about PACE model.

**Age-Friendly DC Dashboard
February 2017**

Goal/Strategy	Lead Agency	Partners	2017 Outcome	Progress Code	February 2017 Update
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.		No Change
8.1.6: Fully implement the Nursing Assistive Personnel (NAP) legislation.	DOH	DISB	Fully promulgate rulemaking		Regulations are still undergoing legal sufficiency review.
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.		In 2016, Mayor Bowser signed into law a new requirement for all health professionals who see patients in a clinical setting to take LGBTQ cultural competency training. This is a striking commitment to making sure that people can receive health care and that partners/spouses can be a part of health care decisions, regardless of how people identify. DCOA has taken early steps to implementing this law. In FY16, DCOA partnered with Whitman-Walker Health to promote LGBTQ cultural competency for service providers. Between June and September 2016, DCOA held seven 4.5-hour LGBTQ cultural competency trainings and trained 181 members of the Senior Service Network. Additionally, DOH and Office of Human Rights are working together to ensure licensing and certification exams are offered in language other than English, as described in language access laws in the District.
8.1.8: Introduce or expand primary mental health screening programs for older adults.	DBH	DCOA, DHCF, MCO's, AMA, CHA	Require the use of screening tool(s) by PCPs in annual physicals and hospital discharges.		DBH continues to work with community leaders such as DC Hospital Association to better understand how to ensure health care professionals use the ICB9 Assessment Tool.
8.1.9: Provide training on behavioral health for counselors and aides working in hospitals and home-based care units.	DBH	DCOA, DHCF, AMA, 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		No change.
Goal 8.2: Promote safety, wellness, livability, and activity in the community.					

**Age-Friendly DC Dashboard
February 2017**

Goal/Strategy	Lead Agency	Partners	2017 Outcome	Progress Code	February 2017 Update
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	Effectively promote nutrition services to better connect seniors to programs that provide affordable fresh produce and wellness education		No change.
8.2.2: Establish and implement an evidenced-based falls prevention program for residents, particularly those with balance and mobility issues.	DCOA	Community partners	Increase the number of programs available to improve strength and balance and reduce the risk of falls.		In FY 2016, DCOA partnered with the Department of Housing and Community Development (DHCD) to create Safe at Home, a program that promotes aging in place for older adults (60 years and older) and people with disabilities (between 18 and 59 years old) by offering home accessibility adaptations to reduce the risk of falls and reduce mobility barriers. After working with community stakeholders to design the program from October through December, the Safe at Home Program began operating on January 4, 2016. The original budget in the pilot year was \$1 million with a projection to serve up to 100 clients. The demand for Safe at Home has been much higher than anticipated. The budget was increased to \$1.75 million and 223 clients completed home adaptations with contractors. The average number of days between the date of the initial occupational therapist assessment visit and the occupational therapist final review of completed project was approximately 45 days. Additionally, all DCOA Wellness Centers have federal funding for Enhanced Fitness which is an evidence-based, outcome driven fitness program. Otago training being planned with OT/PT students, DC government and Wellness Center employees.
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, and DCOA's Senior Service Network; CSAs/SUD providers	Increase in the number of Certified Peer Specialists who are age 50+		No change.

Goal/Strategy	Lead Agency	Partners	2017 Outcome	Progress Code	February 2017 Update
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.		In FY16, DCOA hosted the 3rd Annual Falls Prevention Day Program in partnership with the Falls Free Prevention Coalition. Program activities incorporate health education, on-site screenings, and connection to community resources, like CVS Pharmacists, to provide a holistic approach to health and wellness. DCOA continues to strengthen its community partnerships to ensure access to a comprehensive network of resources.
8.2.5: Increase opportunities and programming for older adults to engage in physical and mental wellness activities.	DCOA	DPR, OLLI, University Consortium	Increase physical activity and mental health offerings.		In October 2014, DCOA was awarded a competitive grant by the Administration for Community Living (ACL) to further develop a dementia-capable system of long-term services and supports (LTSS). Through the Initiative, DCOA implemented five pilot programs. Two of which increased opportunities in mental and physical wellness: Club Memory and Saturday Respite Program. As of September 30, 2016, DCOA has enrolled 342 district residents in either Club Memory or Saturday Respite. Additionally, in 2016 two new senior villages opened their doors to serve seniors in the community.
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 3% from FY16 numbers.		AlertDC enrollment increased by 10,709 users in FY16. HSEMA continues to promote this service at various events and in public announcements during emergencies.
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, DOEE	Database created with vulnerability index.		DOEE is working with the National Center for Atmospheric Research and the Union of Concerned Scientists to produce a heat vulnerability analysis looking at 911 call data. DCOA awarded Foggy Bottom Village funds to work with isolated residents.
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	ServeDC, FEMS	Provide CERT training for every existing village.		ServeDC has done CERT training for OSSE and childcare providers and is looking to schedule more trainings with villages and faith-based institutions. Dupont Circle Village members have had CERT training and assigned block captains. Capitol Hill Village members took Hands on Heart CPR training.

Age-Friendly DC Dashboard
February 2017

Goal/Strategy	Lead Agency	Partners	2017 Outcome	Progress Code	February 2017 Update
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 a village in ward 5, 7, and 8.		New village models have begun to develop in affordable housing residences in Ward 8 (Overlook) and Ward 5 (Edgewood).
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.		By June 2017 the Elder Abuse, Neglect and Fraud Task Force Committee intends to have a brochure to distribute widely to highlight sources of sources of training and ways to report. Funding sources for printing are being sought.
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.		Ongoing presentations by APS and OAG will continue to serve as means to distribute information about additional training and reporting. The Elder Abuse, Neglect and Fraud Task Force Committee intends to galvanize the support of the Metropolitan Bankers Association for Senior \$afe.
10.1.3: Develop programs to educate and protect vulnerable residents from scams.	OAG	DHCD DCOA DCRA OAG, MPD	Continual increase in number trained/reached through presentations.		MPD recently started a new series. A representative of the Metropolitan Police Departments' (MPD) Financial and Cyber Crimes Unit (FCCU) offers a 30 to 45 minute presentation that focuses on scams that target seasoned individuals. They provide advice on how seasoned individuals can prevent themselves from becoming a victim of these cons and what actions to take if they have already fallen victim. Money Smart trainings have also continued. There were 33 workshops in FY16 that had 760 participants. In FY17, there have been 8 sessions with 66 participants.
10.1.4: Conduct a study to determine the amount of 'hidden' cases of elder abuse that are not reported.	DHS		STRATEGY WITHDRAWN		The Age-Friendly DC Task Force agreed that a study in DC was unnecessary, as studies elsewhere in the US have shown that there are many more unreported than reported cases of elder abuse, neglect and fraud. Instead the focus will be on prevention through education.
Goal 10.2: Improve cooperation and collaboration among agencies on cases of actual or suspected elder abuse.					

**Age-Friendly DC Dashboard
February 2017**

Goal/Strategy	Lead Agency	Partners	2017 Outcome	Progress Code	February 2017 Update
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.		APS and the DCLTCOP continue to collaborate on cases when appropriate. In FY16, APS investigated 1,485 cases.
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.		DOH has a hyperlink on its website that allows the public to search for licensing status and disciplinary actions of licensed health professionals. https://app.hpla.doh.dc.gov/Weblookup/

Code	
	Significant progress or outcome achieved
	Moderate, steady progress
	Minimal or no progress
	Strategy withdrawn