

2015 Progress Report

# Age-Friendly DC



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.

WE ARE  
WASHINGTON  
DC

# Age-Friendly DC



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Dear Washingtonians:

I am proud to present this progress report on our Age-Friendly DC accomplishments. Since I came into office nine months ago, my Administration has been hard at work to make Washington, DC a great city for people as they grow older.

The truth is, many of the initiatives and policies we are advancing are good for people of ALL ages. In March, I launched Vision Zero – which will improve the livability of our city by enhancing biker, pedestrian and driver safety. In April, I kicked off FitDC and renewed our city's focus on prevention, wellness and fitness. And in May, the Council of the District of Columbia unanimously passed my budget, which makes a historic \$100 million investment in affordable housing. We want to make DC affordable for all residents and ensure that longterm residents can afford to live independently in their homes and communities.

Word about Age-Friendly DC is getting out. Local establishments continue to share their best practices and earn the Age-Friendly Business distinction from the Washington DC Economic Partnership. Sixty Age-Friendly ambassadors have been trained to share what it means to be an age-friendly city, and hundreds of residents ages 60 and older have become involved by participating in our livability survey. And DC government staff from every sector have engaged community leaders to inform our plans, because it will take all of us to achieve the World Health Organization designation of 'age-friendly.'

Meanwhile, we continue to look for opportunities to enhance programs and services for all generations. For example, the new Genesis affordable housing project, which will open later this year, uses the Generations of Hope model to pair young mothers in foster care with nurturing older adults. And a number of local community partners have come together in Ward 7 to create a new urban farm that will provide not only fresh fruits and vegetables, but also incorporate art, environmental best practices and intergenerational volunteer opportunities for our residents.

And individuals have a role to play too. I urge everyone in the District to prepare for your future. Take care of yourself by eating healthy foods and exercising regularly. Make sure you are saving for the future. And spend time with the people you love. This is a fantastic city with easy access to parks, recreation and wellness centers that offer interesting programs.

I hope you'll consider getting involved in your community, and with Age-Friendly DC. Together, we are stronger.

Sincerely,

Muriel Bowser, Mayor



## About Age-Friendly DC

In 2012, DC adopted the World Health Organization (WHO) guidance to prepare for the increasing and growing number of residents aged 50 and older by transforming built, natural, and social environments into great places 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 2015, the WHO network has grown to include 258 cities in 28 countries. Together, these communities have begun to make a positive difference in the lives of more than 100 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.

The next phase, as identified by the WHO, was to use the results of the self-assessment to formulate a plan to transform the community. DC completed its plan in December 2014 and is now working to implement the strategies it lays out. DC plans to evaluate its progress each

year through 2017. Then, in 2017, the WHO will review DC's progress and results and determine whether to designate DC as an Age-Friendly City.

AARP is playing an important role in the WHO Age-Friendly effort. The WHO has designated AARP as its agent in the United States and DC is a member of AARP's national network of 60 communities that are all preparing for expected growth among the 50+ year old population. In 2015, the AARP Policy Institute launched its Livability Index, which allows users to examine a neighborhood's livability. The livability scale ranges from zero (very poor) to 100 (excellent).

58

DC's Overall Score on the AARP Livability Index.

Go to <https://livabilityindex.aarp.org/> to learn more about the Livability Index and enter your address to see your neighborhood score.

# DC's residents, government, and community stakeholders can transform DC into a better place for all as we grow older.

Since her first day in office, Mayor Muriel Bowser has charged her new leadership team with implementing the strategies outlined in the Age-Friendly DC strategic plan. In April 2015, the DC Council unanimously passed a resolution supporting the Age-Friendly DC Strategic Plan and urging the Mayor to implement its strategies.

Age-Friendly DC relies on a Mayoral-appointed Task Force for advice and guidance. Members are appointed by the Mayor to serve until they leave their roles or the Age-Friendly DC strategic plan is implemented and its impact is evaluated. The Task Force is composed of community leaders, deputy mayors, and agency directors, each assigned to pay particular attention to one of the ten Age-Friendly DC areas of focus, which the WHO refers to as domains. The Task Force is co-chaired by DC's Deputy Mayor for Health and Human Services, Brenda Donald, and by George Washington University President, Steven Knapp. For a list of all Task Force members, visit <http://agefriendly.dc.gov/page/age-friendly-dc-task-force>.

This 2015 progress report presents strategic adjustments, metrics, and notable accomplishments within the last year. You are invited to read this report and join other DC residents by exercising, eating well, joining data collection efforts, and pointing out ways DC's residents, government, and community stakeholders can transform DC into a better place for all as we grow older.



## Walking with a Purpose

In 2014, one-third of DC's 296 local political boundaries, known as Single Member Districts, were walked by DC residents with students from George Washington University and Trinity Washington University to report safety issues and needed services and amenities for local livability. In 2015, Age-Friendly DC asked residents to continue the effort. By September 2015 more than 900 reports had been submitted to 311 through the Block-by-Block Walk efforts and locations were identified on the Vision Zero map that identified vehicle/pedestrian safety risks.



# Outdoor Spaces and Buildings

## OUR VISION

We envision a city in which people of all ages lead active and purposeful lives that promote personal growth, as well as mental and social well-being — a city where everyone has access to recreational facilities, activities, and services; can easily move about indoors and out; and protects and respects the natural environment to ensure that current and future generations will have regular opportunities to enjoy nature.

## NOTABLE ACHIEVEMENTS IN 2015

### Safer, Stronger DC

In August 2015 Mayor Bowser outlined a comprehensive public safety agenda to protect all District residents. Her Fiscal Year 2015 Supplemental Budget included funds to incentivize businesses, property owners and churches to install security cameras with the goal of deterring crime. The Supplemental Budget also included funds to install additional lighting outside eight recreation centers in neighborhoods experiencing increases in crime, which will ensure that these centers remain safe places for residents 60+ to congregate.

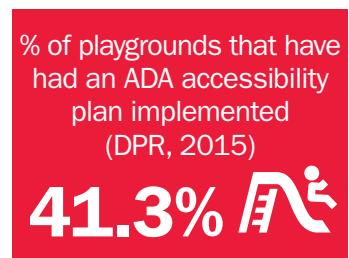
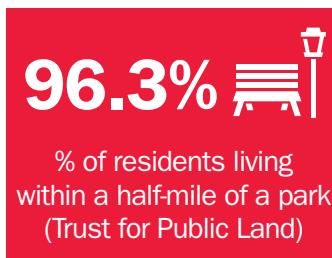
### East Capitol Urban Farm

The University of the District of Columbia (UDC), in partnership with the DC Commission on the Arts and Humanities (DCCAH), the US Environmental Protection Agency Urban Waters Federal Partnership

(UWFP), the DC Building Industry Association (DCBIA), the DC Housing Authority (DCHA), and others, have planned the transformation of a vacant three-acre plot in Ward 7 into a new urban farm. With art, stormwater management, aquaponics, fresh fruit and vegetables, intergenerational volunteer opportunities, and community support and engagement, the partners have used a systems approach to create an innovative, age-friendly space that addresses community needs and sustainability goals.

## WHAT YOU CAN DO TO HELP

- Go for a walk to your nearest park. Do you feel safe? Are pathways/sidewalks in good condition? Does the park have benches, drinking fountains, and clean bathrooms? Please share your observations with the Department of Parks and Recreation by calling 202-673-7647 or emailing [agefriendly@dc.gov](mailto:agefriendly@dc.gov).
- Are the public buildings you visit accessible for someone in a wheelchair or pushing a stroller? If not, tell us where that building is located. Contact the Office of Disability Rights at 202-724-5055 or email [agefriendly@dc.gov](mailto:agefriendly@dc.gov).





# Transportation

## OUR VISION

We envision a city with a varied and efficient nexus of transportation modes. These modes include active transportation, such as walking and biking; are safe and affordable for travelers of all ages and abilities; are easy to find and use; and connect residents to jobs, goods, and services, both near home and across the city.

## NOTABLE ACHIEVEMENTS IN 2015

### Vision Zero Launched

Vision Zero is a part of Mayor Bowser's response to the US Department of Transportation's *Mayor's Challenge for Safer People and Safer Streets*, which aims to improve pedestrian and bicycle transportation safety by showcasing effective local actions, empowering local leaders to take action, and promoting partnerships to advance pedestrian and bicycle safety. Vision Zero is a collaboration between more than 20 partners including Age-Friendly DC and the DC Office on Aging.

### Seabury Connector Card and Accessible Taxicabs

In 2015, Seabury Connector piloted ConnectorCard, a prepaid debit card that provides DC residents 60+ with access to various public and private transportation services, including taxis, buses and trains, and more. Customers contribute funds determined by their income level, which were then combined with a subsidy from Seabury, to

comprise the funds on their card. Also, the DC Taxicab Commission (DCTC), through regulatory requirements and grants for taxi operators, expanded the citywide fleet of wheelchair-accessible vehicles in service for residents.

## WHAT YOU CAN DO TO HELP

- Take Washington Metropolitan Area Transit Authority (WMATA) transit training. Metro offers free travel training to older customers and persons with disabilities on how to travel safely and independently on the transit system. For more information, please call 202-962-2700 or email [TravelTraining@wmata.com](mailto:TravelTraining@wmata.com).
- Use the 311 smart phone app (<https://dc311.secure.force.com/>) and the Vision Zero map (<http://visionzero.ddot.dc.gov/VisionZero/>) to report safety issues in your neighborhood. Create your own 311 account or you can use Age-Friendly DC's. Simply log on with the email [agefriendly@dc.gov](mailto:agefriendly@dc.gov) and use the password [dcblockwalk15](#). Find more detailed instructions online at [agefriendly.dc.gov](http://agefriendly.dc.gov).





# Housing

## OUR VISION

We envision a city that provides a continuum of safe, affordable, and healthy housing options that provide the services, resources, and accessible designs necessary to allow residents to age in place.

## NOTABLE ACHIEVEMENTS IN 2015

### **Historic Investments in Housing Affordability and Homeless Prevention**

The Housing Production Trust Fund (HPTF) is the District's primary tool for facilitating the creation of affordable housing units. Mayor Bowser demonstrated her commitment to housing affordability for all residents by including \$100 million for the HPTF in her Fiscal Year 2016 Proposed Budget. Mayor Bowser also made historic and unprecedented investments in homeless assistance programs - \$143 million including \$23 million in new resources to ensure homelessness is rare, brief and non-recurring. These efforts help residents of all ages who lack secure, affordable housing.

### **Genesis: A Generations of Hope Residence**

Genesis is a new concept for Washington, DC, but the model on which it's based has been in existence for more than 20 years. Genesis is a 27-unit affordable residence that brings together DC residents age 60+ with young families and single mothers transitioning from DC's foster care system. Older residents commit to sharing their skills and

wisdom with younger families. Expectations are mutual — all adult residents will be required to commit service hours each quarter to support their neighbors and the community. Genesis is scheduled to open in November 2015.

## WHAT YOU CAN DO TO HELP

- Consider how many rooms in your home you use every day. Could you share your home with another person? Sharing expenses and home responsibilities may help with affordability. We want to help you match your expectations for a housemate with others looking for an affordable place to live. Please call 202-727-7973 and ask for an Age-Friendly DC staff member.
- Modify your home for one-floor living – even while you are able to live on two floors. Don't wait for a crisis! DC is improving its home modification assistance programs for low-income DC residents. Contact the Department of Housing and Community Development (DHCD) at 202-442-7200 for assistance.

% of households headed by residents 60+ who spend less than 30% of their household income on housing (Census, 2009-2013)

**61.7%**

**444**

# of housing units at 80% Area Median Income (AMI) or below produced by DC agencies within one-half mile of a Metro rail station or frequent Metrobus route (DHCD & OP 2014-2015)



## Social Participation

### OUR VISION

We envision a city with a robust slate of leisure, cultural, and creative activities and opportunities for and with residents age 50+. These activities are accessible, affordable, participatory, cross-cultural, and intergenerational. They strengthen relationships and knowledge, promote fun and healthy activities with others, and enrich lives.

### NOTABLE ACHIEVEMENTS IN 2015

#### Fit DC

In April, Mayor Bowser launched FitDC – a new health and wellness initiative to encourage all residents from Ward 1 to Ward 8 to get out and adopt a healthier, more active lifestyle. If you want to get healthier and make better lifestyle choices but need a bit of help or encouragement getting started, there's support for you. Visit [www.fitdc.com](http://www.fitdc.com) to get connected to nutrition and physical fitness resources in your community, including FitDC coaches who can offer guidance on making healthy lifestyle choices.

#### Homebound Engagement

In April 2015, residents receiving home-delivered meals were asked whether they would like to take part in organized telephone conversations on topics that interested them. Respondents expressed an interest in discussing Washington, DC neighborhoods, health issues, religion/spirituality, and other topics. The Washington DC Geriatric

Education Center Consortium has partnered with Age-Friendly DC to call those who expressed an interest in participating or leading conversations to refine plans for organizing the calls this fall.

#### WHAT YOU CAN DO TO HELP

- Find a new program or activity that appeals to you and invite a friend to join you.
- Organize a group of friends and neighbors to dine together, discuss mutual topics of interest, or take a walk.
- Search for or submit a DC-based volunteer opportunity. Visit <http://serve.dc.gov/service/neighborgood>, or call Serve DC at 202-727-7925.
- Are you interested in walking with a purpose? Consider leading a “walking school bus” with elementary school-aged children in your neighborhood to encourage healthy lifestyles from a young age. If you are interested, please contact DDOT’s Safe Routes to School Coordinator at 202-671-2227.

# of DPR programs  
in which 55+ year old  
residents participate  
(DPR, 2015)



2,961

Three white icons on a red background, each depicting a person in a different pose: one standing with arms raised, one standing with arms crossed, and one standing with arms down.

# of 60+ year old  
residents who visited  
wellness centers  
(DCOA, 2014)



# Respect and Social Inclusion

## OUR VISION

We envision a city that actively empowers older adults, especially those often marginalized, such as LGBTQ seniors, recent immigrants, non-English speakers, or persons with disabilities. We further envision a city that fosters economic partnerships with older adults and routinely uses education and communication campaigns to promote respect and build awareness regarding contributions to the community by older adults.

## NOTABLE ACHIEVEMENT IN 2015

### Celebrating the Americans with Disabilities Act

July 26, 2015, marked the 25th anniversary of the Americans with Disabilities Act. To celebrate the societal changes as a result of the Act, the Office of Disability Rights partnered with other DC agencies and private organizations on an evening gala with Mayor Bowser, which included performances by DC residents with disabilities and panel discussions with thought leaders on disability issues. Additionally, more than 1,700 people and 46 businesses participated in the DC Office of Human Rights' "End the Awkward" campaign, which provided participants with "End the Awkward: Ask Me How" pins and talking points on how to respectfully interact with people with disabilities. Watch the "End the Awkward" video at: <http://ohr.dc.gov/page/endtheawkwardDC>.

## WHAT YOU CAN DO TO HELP

- If possible, offer to give up your seat to another who might need to sit on public transportation.
- Think about how older people are portrayed in media. Is that how you view yourself or older friends and relatives? Help to change perceptions and redefine aging. Read about the differences between common stereotypes and the facts about aging: [http://frameworksinstitute.org/assets/files/aging\\_mtg.pdf](http://frameworksinstitute.org/assets/files/aging_mtg.pdf).
- Look out for neighbors who could benefit from knowing that you care.
- Nominate your favorite business, particularly a small, local establishment, to be recognized as an Age-Friendly Business. Information on how businesses can apply can be found at: <http://www.wdcep.com/become-an-age-friendly-business>.





# Civic Participation and Employment

## OUR VISION

We envision a city with many opportunities for full- and part-time work, civic leadership and participation, and meaningful volunteer experiences for residents age 50 and older.

## NOTABLE ACHIEVEMENT IN 2015

### Senior Hiring Event

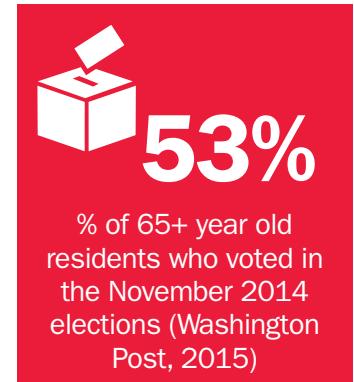
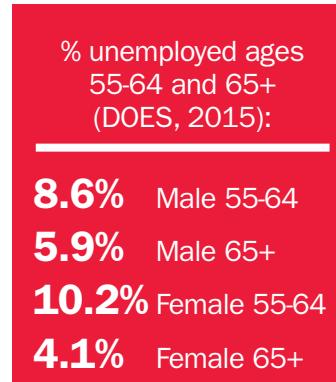
This fall, the DC Office on Aging will hold its first senior hiring event in more than 15 years. Conversations are underway with employers in the region and with federal and local agencies that train older residents who want to return to the workforce with 21st Century skills. For example, the National Caucus and Center on Black Aging (NCBA) and DC's Department of Employment Services (DOES) have continued their commitment to the federal Senior Community Service Employment Program, serving 200 of the most in need DC residents age 55+ with on-the-job training.

## WHAT YOU CAN DO TO HELP

- If you want to work, consider updating your resume. Visit your local DC Public Library, where staff are on hand to help with any questions you may have.
- If you are an employer, learn about the benefits of hiring older workers. Contact the DC Office

on Aging's Employment Services to discuss this at 202-724-3662.

- Vote in local and national elections. Register at a nearby branch of the Department of Motor Vehicles (DMV) or online at <https://www.vote4dc.com>. You can also call the DC Board of Elections at 202-727-2525.
- Get involved with your local Advisory Neighborhood Commission (ANC) or with a neighborhood association. If you don't know your Commissioner or which ANC you live in, go to <http://anc.dc.gov/> to find out, or call the Office of Advisory Neighborhood Commissions at 202-727-9945.
- Apply to serve on a DC board or commission. Openings can be found here: <http://mota.dc.gov>.





# Communication and Information

## OUR VISION

We envision a city with older residents who are abreast of current information about the services and resources that are available to assist them and their loved ones and are well-connected to their chosen communities, friends, and family, both near and far. To achieve this level of connectedness, we envision a city that actively promotes — and provides access to — a range of affordable technologies (including advanced, emerging, and assistive methods), as well as high quality electronic and print information resources.

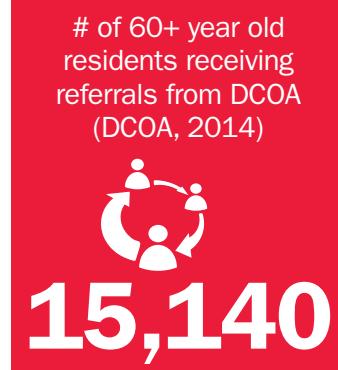
## NOTABLE ACHIEVEMENT IN 2015

### DC Livability Survey

In partnership with the World Health Organization (WHO) and The Beacon Newspapers, Age-Friendly DC devised a Livability Survey to ask DC residents age 60+ for their opinions regarding life in DC. The survey was first distributed to DC residents at the 2015 DCOA Senior Symposium. It has been translated into six languages to accommodate DC residents for whom English is a second language. All DC libraries have copies of the survey. By the end of Fiscal Year 2015, 300 residents have completed the Age-Friendly DC Livability Survey.

## WHAT YOU CAN DO TO HELP

- If you are age 60+, tear out the Age-Friendly DC Livability Survey in the center of this report, complete it, and take it to your nearest DC Public Library. Ask for additional copies and distribute the copies to friends. If you are not age 60+, give your livability survey to a friend or family member who is. You can also complete the survey online. Go to [www.agefriendly.dc.gov](http://www.agefriendly.dc.gov) and follow the link to the Livability Survey.
- Invite an Age-Friendly DC speaker to an event in your community to talk about Age-Friendly DC's strategies and initiatives. Call 202-727-7973 and ask for an Age-Friendly DC staff member.





# Community Support and Health Services

## OUR VISION

We envision a city that promotes wellness and active aging with the goal of achieving excellent health outcomes for residents of all ages. Through improved access to services, healthy food, and information; sensitivity to cultural and ethnic differences; and consistently excellent care, we will provide a growing, changing, and aging population with supports and services across the healthcare continuum, including long-term care.

## NOTABLE ACHIEVEMENT IN 2015

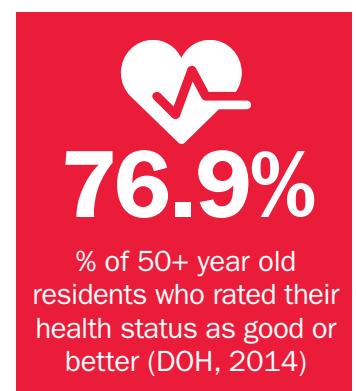
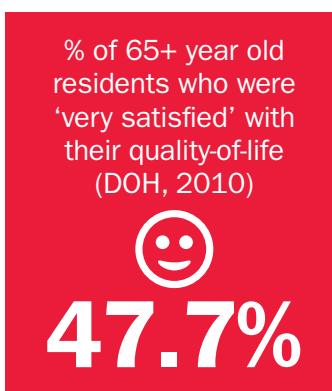
### **Access to and Quality of In-Home Care**

The quality of in-home care remains an important concern for DC residents with chronic ailments and personal care needs. For more than a decade, Medstar's Medical House Call Program has provided in-home geriatric medical care to Northeast and some Southeast DC neighborhoods. Through the program, a team of health professionals, led by physicians and supported by family and/or hired caregivers, provides in-home primary medical services for frail, often low-income, DC residents. Meanwhile, the city's Nursing Assistive Personnel regulations are progressing steadily toward full implementation. These regulations will create a consistent framework for training requirements and a career ladder for home caregivers including home health aides, certified nursing assistants, medication aides, patient care technicians, and dialysis technicians. Finally, DC is nearing completion

of a three-year strategic plan for a No Wrong Door approach to Long-Term Services and Supports so that older adults and their families will be able to learn about and have easy access to a full range of services and supports, regardless of what health and human services agency they contact initially.

## WHAT YOU CAN DO TO HELP

- Enroll in falls prevention or balance classes now. Check with the DC Office on Aging for dates and locations: <http://dcoa.dc.gov/> or call 202-724-5622.
- Join Mayor Bowser's health and wellness initiative, FitDC. The Department of Health and the Department of Parks and Recreation are encouraging residents to live healthier lifestyles by linking them to nutrition and physical fitness resources in their communities, including official FitDC coaches who can offer guidance on making healthy lifestyle choices. Go to <http://www.fitdc.com/> for more information.





# Emergency Preparedness and Resilience

## OUR VISION

We envision a city that ensures the readiness, immediate safety, and resiliency of all residents and communities before, during, and after emergency situations — with responders fully trained and able to identify, locate, and reach those at risk, as well as provide a rapid and safe response.

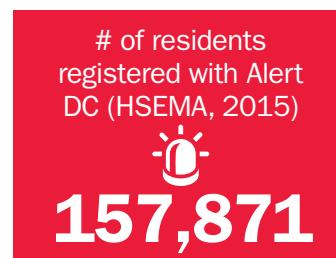
## NOTABLE ACHIEVEMENT IN 2015

### Villages and Resilience

In 2015, Mt. Pleasant residents formed the newest neighbor-to-neighbor support network in DC. Mt. Pleasant Village joins 14 villages across DC, either already operating or in development, and more than 50 across the region, the largest concentration in any major metro area in the US. Members of grassroots, neighborhood-developed villages help one another to stay put in their communities by providing primarily volunteer supports and services for one another. Networks like this build strong community ties, which are essential for resilience. As the Department of Health, in partnership with many other local and federal agencies, continues to provide trainings for residents on emergency preparedness and resilience, partnerships with villages and other neighbor-to-neighbor community support networks will be key to creating a more resilient DC.

## WHAT YOU CAN DO TO HELP

- Sign up for AlertDC to receive emergency alerts whenever they happen, wherever you are. <http://hsema.dc.gov/page/alertdc>
- Join your neighborhood village or start one with your faith-based community or community based organization or group. For assistance getting started, obtain DCOA's handbook on starting and sustaining a village or attend the next Washington Area Villages Exchange meeting: <http://www.wavevillages.org/>.
- Sign up to take DC's Community Emergency Response Team (CERT) training by visiting <http://dc.gov/service/community-emergency-response-team-cert-training> or calling 202-727-7925.
- Prepare yourself and those you love by taking action on the recommendations in a *Path to Preparedness*. You can view the guide online at: <http://odr.dc.gov/release/odr-releasespath-preparedness-handbook> or call the Office on Disability Rights at 202-724-5055 to receive a copy.





# Elder Abuse, Neglect, and Fraud



## OUR VISION

We envision a city in which older adults live free from fear of financial exploitation, neglect, and physical, sexual, and emotional abuse — a city where an effective collaborative and systems approach results in high levels of public awareness, streamlined and accessible reporting, and rigorous enforcement of laws and regulations.

## NOTABLE ACHIEVEMENTS IN 2015

### **DC Office on Aging Money Smart Training**

The Federal Deposit Insurance Corporation (FDIC) and the Consumer Financial Protection Bureau (CFPB) developed an instructor-led, train-the-trainer curriculum that cover basic financial topics including a description of deposit and credit services, choosing and maintaining a checking account, spending plans, the importance of saving, how to obtain and use credit effectively, and the basics of building or repairing credit. These trainings and discussions have increased awareness and prevention of financial exploitation, one of the most unreported crimes. More than 20 trainings have been held with 1,088 DC residents trained, including caregivers and older adults.

## WHAT YOU CAN DO TO HELP

- Contact the Adult Protective Services Hotline at 202-541-3950 if you suspect that you or someone you know has been a victim of elder abuse, neglect, or fraud.
- Read *Protect Yourself: A Consumer Protection Pamphlet* from the District of Columbia Office of the Attorney General: [http://oag.dc.gov/sites/default/files/dc/sites/oag/page\\_content/attachments/Consumer%20Protection%20Pamphlet.pdf](http://oag.dc.gov/sites/default/files/dc/sites/oag/page_content/attachments/Consumer%20Protection%20Pamphlet.pdf)
- Contact the DC Office on Aging at 202-724-5622 to sign up for Money Smart training.
- Join the Federal Communications Commission's "Do Not Call" list and encourage your loved ones to do the same. Go to <https://donotcall.gov/register/Reg.aspx> to sign up.

# of accepted referrals  
for neglect, self-neglect, exploitation,  
abuse, or emergency  
(DHS, 2014)

831

**1,088**



# of residents trained in  
Money Smart trainings  
(DCOA, 2015)

# Goals and Strategies

AGE-FRIENDLY DC GOAL/STRATEGY	LEAD AGENCY
<b>Domain 1. Outdoor Spaces and Buildings: Accessibility to buildings, parks, and recreation facilities</b>	
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
1.1.2: Develop a plan to use landscaping, art, and natural features as a way to create distinct and memorable places within neighborhoods.	DCCAH
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
1.1.4: Expand the Park Prescription program beyond children to residents age 50+.	DOH, NPS
1.1.5: Post online accessibility reports for all federal and District-owned buildings and parks. Work with the private sector to publish additional accessibility reports for private buildings.	ODR
1.1.6: Increase opportunities for intergenerational gardening and food access on public lands, focusing on DC food deserts.	DPR
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.	DOH, DPW, MPD
<b>Domain 2. Transportation: Safe and affordable modes of private and public transportation</b>	
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
2.1.2: Develop a sustainable funding system for sidewalk repairs.	DDOT
2.1.3: Use safe, aesthetically pleasing materials for sidewalk construction that minimize falls and accidents.	DDOT
2.1.4: Establish a workgroup to promote bicycle safety and identify strategies to increase the number of older riders using bicycles.	DDOT
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
2.1.6: Increase accessibility at public transit stops.	DDOT

## AGE-FRIENDLY DC GOAL/STRATEGY

## LEAD AGENCY

2.1.7: Convert pre-existing on-street parking spaces into ADA accessible spaces.

DDOT

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.

OCTO

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

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

2.2.4: Integrate eligibility determination for transportation options into the DC Access System (DCAS).

DHS

### 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, OP, DCOA

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

3.1.3: Amend DC Zoning Law to permit accessory dwelling units (also known as ADUs or "granny flats") in more residential zones.

OP

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

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

# Goals and Strategies

AGE-FRIENDLY DC GOAL/STRATEGY	LEAD AGENCY
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
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
Goal 3.2: Maximize awareness and provide training to increase the amount of housing that is accessible, affordable, safe, and healthy.	
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, DDOE, DOH
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
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
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
<b>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</b>	
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
4.1.2: Increase opportunities for formal and informal group learning for older residents.	DMHHS
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
4.1.4: Expand activities, services, and programs likely to attract residents age 50+ throughout the day.	DCOA

## AGE-FRIENDLY DC GOAL/STRATEGY

## LEAD AGENCY

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, providing recruiting and retaining techniques and recommendations.

Serve DC

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

### 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

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

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

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

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

### 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.

6.1.1: Establish an interagency work group to increase coordination of employment and senior services for residents age 50+.

DOES

6.1.2: Develop and increase District government adult internship/fellowship programs for residents age 50+.

DCHR

6.1.3: Increase outreach and understanding of issues and opportunities related to employment and entrepreneurship for residents 50+.

DOES

# Goals and Strategies

AGE-FRIENDLY DC GOAL/STRATEGY	LEAD AGENCY
6.1.4: Increase technical assistance and explore financial incentives to help small and local businesses become age-friendly, hire residents age 50+, and provide entrepreneurship opportunities for older residents.	DSLBD
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
<b>Domain 7. Communication and Information: Make timely and pertinent information available to, and accessible by, older residents through multiple media.</b>	
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
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
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
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
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 wifi) at home and in public places for low-income residents age 50+, including those who are disabled and/or isolated.	OCTO
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
<b>Domain 8: Community Support and Health Services: Access to homecare services, clinics, and programs to promote wellness and active aging</b>	
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.	DDS

## AGE-FRIENDLY DC GOAL/STRATEGY

## LEAD AGENCY

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

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

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

8.1.5: Expand compensated respite care for low-income unpaid caregivers.

DCOA

8.1.6: Fully implement the Nursing Assistive Personnel (NAP) legislation.

DOH

8.1.7: Ensure the availability of linguistically and culturally competent training and certification for nursing assistive personnel.

DOH

8.1.8: Introduce or expand primary mental health screening programs for older adults.

DBH

8.1.9: Provide training on behavioral health for counselors and aides working in hospitals and home-based care units.

DBH

**Goal 8.2: Promote safety, wellness, livability, and activity in the community.**

8.2.1: Increase access to fresh produce and healthy foods.

DOH, DCOA

8.2.2: Establish and implement an evidenced-based falls prevention program for residents, particularly those with balance and mobility issues.

DCOA

8.2.3: Expand number of peer counseling and support programs and increase the number of older adult peer counselors.

DBH

8.2.4: Establish awareness campaign to educate older adults on optimal use of over-the-counter and prescription medications.

DOH

8.2.5: Increase opportunities and programming for older adults to engage in physical and mental wellness activities.

DCOA

**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

# Goals and Strategies

AGE-FRIENDLY DC GOAL/STRATEGY	LEAD AGENCY
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
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
9.2.2: Create and assist community-supported, neighbor-to-neighbor networks across the city that are accessible to all income levels.	DCOA
<b>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</b>	
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
10.1.2: Require CEUs or training specific to elder abuse, neglect, and fraud to be obtained by in-service providers, licensed caseworkers, and caregivers working with older adults.	DOH
10.1.3: Develop programs to educate and protect vulnerable residents from scams.	OAG
10.1.4: Conduct a study to determine the amount of “hidden” cases of elder abuse that are not reported.	DHS
Goal 10.2: Improve cooperation and collaboration among agencies on cases of actual or suspected elder abuse.	
10.2.1: Execute a Memorandum of Agreement (MOA) between the DHS Adult Protective Services Program (APSP) and the DC Long-Term Care Ombudsman Program (DCLTCOP) to allow for investigative collaborations and data sharing, including DCLTCOP providing expert consultative services to APSP and receiving referrals from APSP involving long-term care group homes, assistive living residences, or home care providers.	DHS
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

ACRONYM	FULL NAME
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
DCPL	DC Public Library
DCRA	Department of Consumer and Regulatory Affairs
DDOT	District Department of Transportation
DDS	Department on Disability Services
DHCD	Department of Housing and Community Development
DHCF	Department of Health Care Finance
DHS	Department of Human Services
DMHHS	Deputy Mayor for Health and Human Services
DMPED	Deputy Mayor for Planning and Economic Development
DOEE	Department of Energy & Environment
DOES	Department of Employment Services
DOH	Department of Health
DPR	Department of Parks and Recreation
DPW	Department of Public Works
DSLBD	Department of Small and Local Business Development
HSEMA	Homeland Security and Emergency Management Agency
MOCA	Mayor's Office of Community Affairs
MPD	Metropolitan Police Department
NPS	National Park Service
OAG	Office of the Attorney General
OCTO	Office of the Chief Technology Officer
ODR	Office of Disability Rights
OHR	Office of Human Rights
OP	Office of Planning
OUC	Office of Unified Communications
Serve DC	The Mayor's Office on Volunteerism
WMATA	Washington Metropolitan Area Transit Authority

# Age-Friendly DC



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