Age-Friendly DC Dashboard

May 2016

Age-Friendly DC

Goal/Strategy	Lead Agency	Partners	2017 Outcome	Progress Code	Progress 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	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.	[green]	DPR will provide CIP locations for parks and recreation centers once the FY 17-FY 22 CIP has been approved by the City Council and Mayor.
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	OP, DPW	Implement one or more new public art projects that have an age-friendly component.	[green]	DCAH is embarking on an update to its Public Arts Master Plan and working with Age-Friendly DC on a pedestrian safety, anti-street harassment public art project that will be part of Vision Zero. MuralsDC mural completed, in partnership with DCCAH and DPW, on Paul Laurence Dunbar apartments at 15th and U NW that highlights the value and vibrancy of older adults.
1.1.3: Increase the number of parks and public spaces that are equipped with seating (particularly seats with arms and backs), drinking fountains, and restrooms.	DPR	NPS	Finalize a method for identifying areas that need more benches, drinking fountains, and restrooms. Identify a strategy for adding arms and backs to benches and drinking fountains to selected parks.	[yellow]	DPR's Capital Projects Team will identify the parks that require the addition of restrooms, drinking fountains and benches with arms and provide quarterly updates. Prominent directional/informational signage for parks that do not have restrooms is a feasible alternative to the installation of restrooms. Several recreation and field houses are in design or under construction for ADA compliance upgrades - those upgrades include restroom and drinking fountain modifications that will make those centers more age-friendly and user friendly for all.
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	[yellow]	Dr. Zarr hired part-time at NPS. Parks prescription program expanding to other Unity physicians. Unity also partners with DC Greens and Wholesome Wave on fruit and vegetable prescriptions redeemable at farmers markets.

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1.1.5: Post on-line accessibility reports for District buildings and parks. Work with the private sector to publish additional accessibility reports for private buildings.	ODR	DCRA	Accessibility survey data posted on ODR website. Access for All campaign created, where constituents send in recommendations for ADA improvements, like the Department of Transportation (DDOT) does with sidewalks.		During FY15, 200 schools and rec centers were surveyed for use as shelters during large-scale disasters. Now, ODR is focused on 9am-5pm buildings. Schools, polling places, and wellness centers will be surveyed during the spring and summer. Survey data for wellness centers will be posted on ODR website.
1.1.6: Increase opportunities for intergenerational gardening and food access on public lands, focusing on DC food deserts.	DPR, OP	OSSE, DCOA	Activate 100 community gardens/yard space, providing opportunities for intergenerational interactions.		DPR, OP and Age-Friendly are exploring opportunities to link older adults with younger gardeners. Focus is on activating underused school gardens over summer, finding community garden plots that need an additional hand, and identifying residents interested in sharing underutilized yard space for gardening.
1.1.7: Establish an awareness campaign for safe disposal of over-the-counter and prescription medications. The campaign will focus on both disposal of medications as household waste and the establishment of convenient drop-off locations throughout the city.	DEA	DC Water, FEMS, DCOA, pharmacies, hospitals, clinics, DDOE, MPD, DPW	Establish a permanent drop-off location for medications.		Initial conversations held between MPD and DPW to explore potential for a permanent drop-off location. Drug Enforcement Administration drop-offs twice a year.
Domain 2. Transportation: Safe and affordable modes of private and public transportation					
Goal 2.1: Ensure all modes of transportation are safe, affordable, and accessible for residents of all ages and abilities.					
2.1.1: Improve the transparency of reports for- and prioritization of- service requests for repairs of sidewalks, curb cuts, and street lights.	OUC	DDOT	Publish reports on data kept around repairs , curb cuts, and street lights. ADA Transition Plan inventory of barriers will be complete and available as an online map.		OUC released a new version of 311 in FY15.DDOT is creating a condition assessment tool for the inventory of ADA barriers citywide and planning to move into prioritization once that is complete (will be publicly available).
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 has repaired 25 blocks of the 176 blocks in our sidewalk paving plan in the first quarter 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 has installed 9,120 sq. ft. at over 62 locations in the first quarter of FY16. Contractors that are laying the materials have received additional training to install walkable/accessible pavements.

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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	Workgroup formed and recommendations developed. GWU study completed and shared with community.	RED	Vision Zero includes a focus on safety for cyclists. Capital Bikeshare is developing a Community Partners program with an anticipated launch in Spring. Through this program, low-income participants of partner organizations will have access to a low-cost Capital Bikeshare membership and custom training materials. This program is targeted at all age groups of low-income individuals in the DC region. GWU is looking into pedestrian and bicyclist-involved collisions, including vulnerable communities (e.g. age groups, demographics). Proposing to work with WABA and the Bicycle Advisory Council (BAC) involved in setting up the workgroup.
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.	GREEN	MUTCD Code requires larger letters and night time light reflexivity. DDOT replaces signs to this code. DDOT has replaced 6,068 sign in the first quarter of FY 16. Standard operating procedure is to also check for blocking tree branches and trim as needed during installation.
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	GREEN	In first quarter of FY 16, concluded negotiations as a result of the procurement process to finalize our selection. The consultant will develop approximately 50 ADA-compliant design and engineering drawings for bus stops in the District. To date, 2 have been designed and 7 have been scoped. 34 bus stops have been improved, exceeding the originally planned 26.

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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 is working with a group of stakeholders and representatives from various disability organizations to obtain feedback on the proposed Reserved Parking for Individuals with Disabilities Program (also known as the Red Top Meter Program). The proposed program provides, where possible, one reserved accessible parking meter per square block for the use of individuals with disabilities. DDOT is also in the process of finalizing the rulemaking for Red Top Meters. Prior to publishing the rulemaking for public review and comment, DDOT shared a summary of the draft notice of rulemaking with stakeholders and obtained their feedback in January. Staff is working on publishing the regulations in the next couple of months. Once regulations are published, members of the public will have an opportunity to comment on the draft.
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.		OUC taking over as eventual lead. DCOA and DDOT leading the effort thus far. Transportation Collective formed in FY16 to look at all transportation options for older adults and individuals living with disabilities. Collective has met multiple times and is due to present recommendations in March on how to move forward with a streamlined system of transportation options for these users. DDOT is applying for grant funds to help implement the one-call, one-click system.
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		One-call, One-click system does not exist currently. Until it does, this strategy cannot be completed.

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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.		Ongoing trainings. Approximately 1,500 individuals were trained in FY15. Approximately 1,500 individuals were trained in FY15, of which 345 were from DC and 75 were over the age of 65. DC Agencies are to participate in upcoming "train the transit trainer" workshop. Following that, there will be efforts to expand the training beyond transit.
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		DCAS Release 3 is already set and there are no further releases planned at this time.
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	DMPED, OP, OVA,VA, ODR, OHR	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.		A needs assessment of DCOA's facilities and senior services is currently in progress. DHCD, DMHHS, DDOT, DOH, OP, and LGBTQ Office are jointly preparing a citywide housing and community living needs assessment RFP to be issued at the beginning of Q4 in FY16.
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.		Genesis development opened in October 2015. A multi-generational, affordable housing development, Plaza West, has been approved for development. Fifty 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 will take effect in September 2016. Code permits ADUs in more residential zones.

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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 FY16 DHCD and its partners will prepare current inventories of all housing projects for seniors located in the District of Columbia and determine the status of each complex, highlighting complexes that need accessibility improvements or that contain units with expiring affordability covenants. Currently DCHFA does not have any projects on its books or pipeline that use the section 202 or 811 programs. DCHFA has prepared an inventory of all senior projects it is has financed through 2015. It has determined when the affordability restriction will expire on each of its projects and is in the process of assessing which projects will need funds for rehabilitation or accessibility compliance.
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.	🟩	Safe at Home program developed. 36 individuals age 60+ have been served through the SFRRP program over the previous 4 fiscal year quarters.
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. New RFP was issued in March 2016 and it includes incentives for developers that address this.

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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.					
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.		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. Working to compile all information in one-place and host on Age-Friendly DC's website. DHCD is revising its materials to incorporate Age-Friendly philosophy.
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 have agreed to incorporate the LGBTQ study as part of the citywide comprehensive needs assessment.
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.		Numerous, regular fair housing trainings were held for seniors and other residents in FY15. DHCD's Annual Housing Expo will be held on June 11.

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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. DHCD held a training session on April 28 for renters, policymakers, and advocates.
Domain 4. Social Participation: Access to leisure, cultural activities, and volunteer opportunities for older residents to participate in social engagement with their peers and younger people					
Goal 4.1: Strengthen, develop, and promote arts, recreation, leisure, and educational activities involving and targeting older adults.					
4.1.1: Inform and connect older residents to arts, recreation, leisure, and educational activities through technology and non-technological means in order to make it easier to find activities of interest.	DCOA	DCCAH, DPR, DCPL, DDOT, DDOE, DCOA, Serve DC, OUC	Increase in the number of residents referred to services and activities through DCOA.	■	DCOA is also revamping its website to make it easier to navigate. It will be broken down by target populations (modeled after CFSA's website).
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.	■	OLLI offers courses but they are concentrated around American University. They have a desire to be more inclusive of different incomes and races. Consortium is interested in following NYC's model of creating a database of lifelong learning courses in the region.
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.	■	GWU received a grant from AARP Foundation to conduct pilot study of homebound residents over the course of 6 months in 2016. GWU, along with So Others Might Eat and Age-Friendly DC will organize biweekly telephone conversations on topics of interest and evaluate outcomes on levels of isolation and health.

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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.	🟨	DPR waived fees for all District-owned fitness centers in 2016. DCOA and DPR are coordinating to provide recreational opportunities for older adults. In FY16, three new villages are under development and one officially launched that had been in progress.
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	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.	🟨	Initial report was compiled in FY15. Lack of data led to awareness that more demographic information needs to be captured on volunteers. 49/~500 volunteers in ServeDC's registry in FY15 were 60+.
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.	🟥	Serve DC is launching a new volunteer management tool, Cloud Red to replace NeighborGood. It's a platform that many fellow Volunteer Offices across the country utilize. Serve DC has discussed increased outreach to seniors via the SeniorCorps program with UPO. The new site will launch in May 2016 with senior specific opportunities .
Domain 5. Respect and Social Inclusion: Programs to support and promote ethnic and cultural diversity, along with programs to encourage multigenerational interaction and dialogue					
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.	🟨	DMHHS is working on creating a training packet of resources and best practices for age-friendly customer service.
5.1.2: Develop and launch a Districtwide anti-discrimination and anti-ageism campaign that is inclusive of diverse constituencies, including but not limited to LGBTQ older adults, older adults with disabilities, and older adults who are limited and non-English proficient.	OHR	DCOA, DDS	OHR will launch the campaign in late FY16 on social media and in collaboration with multiple agencies. OHR also plans to release the campaign in the Metro if funding is secured.	🟨	In FY15 OHR launched its End the Awkward campaign which focused on helping District residents and businesses better interact with people with disabilities, including seniors with disabilities. More than 1700 people registered to participate in the campaign, which involved wearing "End the Awkward" pins and sharing talking points about best practices.

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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.		Outreach and dissemination of information to businesses throughout FY15. More than 20 new businesses will be designated as Age-Friendly in spring 2016. In FY16, the Business Initiative is moving to a nomination process alongside its former application process, so that residents can now nominate their favorite businesses.
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	OGLBTA, Serve DC, OSSE, DYRS, DDS, Generations United – Donna Butts, OAA, OLA, OGLBTQ, OAPIA, Office of women's policy	Connect with partner agencies to increase number of residents reached at events across the city.		Age-Friendly DC trained over 75 volunteers and held information session at all DC public libraries in both spring and winter 2015.
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.		Age-Friendly DC Livability Surveys printed in Amharic, Chinese, English, French, Korean, Spanish, and Vietnamese. Over 500 respondents reached through 2015/16 survey.
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	DCOA, DDS, DHS, DCPL, Community partners, OCA, NCBA, WIC, AARP	Develop a resource tool combining all workforce training/development resources and job sites/opportunities.		Andy Shallal named as Chairman of the Workforce Investment Council (WIC) in December 2015. Odie Donald, Executive Director of the WIC, will serve on the Domain 6 Age-Friendly DC Task Force Committee and attended a briefing on March 25. The creation of an Advisory Committee for Seniors connected to the WIC has been recommended to focus on jobs for seniors. DOES and the Office on Aging are developing a plan to integrate job placement and work readiness activities. AARP through Mr. Davis is willing to discuss a partnership that will help agencies link into the AARP website that has tremendous information to share with seniors.

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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.	🟩	DCHR recently brought on a new cohort of Capital City Fellows that was intergenerational. DOES Director Deborah Carroll will make additional funds for FY16/17 available to support adult and senior transitional employment programs to launch May/June 2016. DOES' Project Empowerment (PE) Program, a transitional employment program for adults up to age 54, serves residents with significant barriers to employment, including returning citizens residents. During the first and second quarters of FY16, PE served 255 seniors. In March 2016, DOES finalized the On-the-Job training program and conducted an orientation for prospective employers. The OJT policy provides an increased reimbursement for seniors- up to 90% based on their education and work experience level. Seminars for recruiting employers will begin in April 2016.
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 to host Civic Symposium and Senior Hiring Event in the fall. The Coalition For Non Profit Housing and Economic Development launched DCsmallbizhelp.com in December 2015. Aging 2.0 has a large network in DC focused on innovative technology for aging. DCOA and DSLBD organize trainings on entrepreneurship for older adults.
6.1.4: Increase technical assistance to help small and local businesses become age-friendly, hire residents age 50+, and provide entrepreneurship opportunities for older residents.	DSLBD	OTR	Increase the number of businesses seeking technical assistance to become age-friendly.	🟨	DSLBD operates the Main Streets program and has helped recruit business to apply for Age-Friendly designation. DOES will identify age friendly businesses through First Source and other business engagement activities and refer them to the Age-Friendly Business committee.
Goal 6.2: Strengthen, develop, and promote civic participation among residents age 50+.					

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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.	█ (yellow)	MOCA distributes "We Are Washington, DC Cards" to residents at all events that include information and ways to get involved. There is a detachable portion to share contact information. DOES requested a list of the Boards and Commissions, roles and vacancies from EOM. The information is forthcoming. The Mayor hosted three ward based Budget Engagement sessions. Each session included a good degree of participation from seniors.
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.	█ (red)	NIA's guide on "Making your Printed Health Materials Senior Friendly" offers a model. DMHHS researching other guides and best practices.
7.1.2: Overhaul and promote *211 Answers, Please!* database to ensure it is up-to-date, user-friendly, and offers filterable reports.	DHS OCTO	OUC OCP	STRATEGY WITHDRAWN		The District is determining how to move forward with 211. Strategy cannot move forward until a decision is reached.
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		Redundant with 8.1.1 (No Wrong Door)
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	█ (yellow)	Benefits Check-Up launched by DCOA in October 2015. Consistent outreach.
Goal 7.2: Expand availability and use of age-friendly and affordable technology by older residents.					

Goal/Strategy	Lead Agency	Partners	2017 Outcome	Progress Code	Progress Update
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.		The city is fully Wi-Fi accessible now (completed in FY15). OCTO can play a role in helping to establish a common platform and promote the use of public facing computers as part of its Digital Inclusion and Mobile Tech Lab programs. Providing seniors with low-cost or free technology needs to be redirected from government surplus (which cannot be distributed to private individuals) to private sector efforts involving technology companies, DC businesses and residents. Many additional partners will be needed, including Internet providers, if we are to make progress towards this goal.
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	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.		Internal cohort established to address age-friendly strategic goal. Researching partner organizations and best methodology for achieving this goal.
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.					

Goal/Strategy	Lead Agency	Partners	2017 Outcome	Progress Code	Progress Update
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		DDS collaborated with sister agencies and stakeholders to complete a multiyear interagency No Wrong Door plan to streamline our processes and implement systems that make it easier for people to learn about and access the long term services and supports services they need. We are one of only five states to receive a three-year No Wrong Door implementation grant. Implementation activities are underway, including: launching cross-agency person-centered thinking training; submission of an Advance Planning Document to CMS for a new Multi-Agency Case Management System that supports NWD eligibility, enrollment and access to LTSS; process mapping intake at No Wrong Door partner agencies, and more.
8.1.2: Provide cross-training for navigators and a series of fact sheets on accessing financial planning, will and estate planning, Medicaid qualification, and long-term care resources for individuals, families, spouses, and domestic partners.	DCOA	DISB, LCE, Senior Service Network, DHCF, DDS, DBH, DOH, OVA, DHS	Improved customers service provision achieved through cross-training and information sharing with other District agencies and community partners.		DCOA has Medicaid enrollment specialists in communities. In process of designing dementia navigators program. Launched Benefits Check-Up on its website in October 2015.
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		The care of geriatric patients is included in nursing personnel curricula. The Board of Nursing has encouraged NAP training programs to offer CEUs focusing on "Alzheimer's" and "ethics". The DC Center for Rational Prescribing (DCRx) is developing a series of online education modules that will be focused on older adult care. 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. Home Care Partners 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 of its home health aides. The Board of Nursing and Social Work have increased the licensure hours by additional CEU requirements for HIV and LGBTQ.

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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.	🟥	DC will continue investigating the possibility of a PACE site in DC.
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.	🟥	DCOA's federal program of Lifespan Respite will end in FY16.
8.1.6: Fully implement the Nursing Assistive Personnel (NAP) legislation.	DOH	DISB	Fully promulgate rulemaking	🟨	The Board of Nursing has completed its draft. The regulations are currently going thru the approval process.
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.	🟨	DOH issued RFP for a new training curriculum focused on home health aides. A 5th-grade English level is required to complete the exam. DOH refers non-native English speakers to ESL classes. Carlos Rosario offers a CNA training program in Spanish.
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 is in the process of asking DC Academy of Family Physicians and the American Geriatrics Society what screening tools are currently used or can be recommended.
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	🟨	DBH will be surveying primary care providers to determine training needs. Home Care Partners has staff that are Mental Health First Aid instructors and the course has been approved for both social work and NAP CEUs. Home Care Partners has provided the 8 hour training to social workers, nurses and home health aides.
Goal 8.2: Promote safety, wellness, livability, and activity in the community.					
8.2.1: Increase access to affordable, fresh produce and other healthful foods.	DOH, DCOA	DC Central Kitchen, AARP, Capital Area Food Bank, OP, DSLBD, Unity Health Care, DC Farmers' Market Collaborative	Conduct a needs assessment for senior food insecurity. Use data to better connect seniors to programs that provide affordable, fresh produce and wellness education.	🟨	Food Policy Director hired and confirmed, gardens expanding; expansion of Freggie Bucks, Fruit and Vegetable Rx (FVRx) program, and Produce Plus Program (PPP); promotion of USDA Farmers' Market Nutrition Programs (FMNP); million meal event held by AARP on National Mall, DSLBD grant for healthy food retailers. DCOA's nutrition Task Force. Outreach to senior service network on Senior markets, and commodity food supplements program.

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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.	(green)	Otago training being planned with OT/PT students. Safe at Home program launched. All DCOA Wellness Centers have federal funding for Enhanced Fitness which is an evidence-based, outcome driven fitness program.
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+	(yellow)	Currently, 53 of 107 individuals who have been certified as peer specialist are age 50+ and 17 of the 21 individuals being trained in FY16 are age 50+.
8.2.4: Establish awareness campaign to educate older adults on optimal use of over-the-counter and prescription medications.	DOH	pharmacies, hospitals, universities	Establish campaign.	(yellow)	Medication reviews were conducted during DCOAs falls prevention day activities in September 2015. DOH has developed handout materials that are going through internal approval process and is engaging stakeholders including Howard University's College of Pharmacy to find licensed pharmacists who can distribute materials and respond to questions.
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.	(yellow)	DCOA is partnering more closely with DPR. FitDC walks held in every ward. Club Memory is expanding to all senior wellness centers - operating in 4 currently.
Domain 9: Emergency Preparedness and Resilience, a DC focus: Information, education, and training to ensure the safety, wellness, and readiness of older adults in emergency situations					
Goal 9.1: Identify and reach vulnerable and at-risk resident populations with information and education on emergency preparedness and resilience.					
9.1.1: Increase AlertDC enrollment.	HSEMA	OUC	Increase Alert DC enrollment by 6% from FY15 numbers.	(green)	In the first quarter of FY16, HSEMA had a 2.14% increase in AlertDC users. There were 158,751 AlertDC users at the end of FY15. 3,428 new AlertDC recipients registered in the first quarter of FY16. HSEMA has aggressively advertised AlertDC on social media, its website, and through its community outreach activities. During both the Papal Visit and the January blizzard, AlertDC sign up information was prominently included on the pope.dc.gov and snow.dc.gov web pages.

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9.1.2: Identify and locate facilities and service centers serving vulnerable populations and identify locations with high concentrations of vulnerable adults throughout DC, creating a usable database containing this information.	DOH	HSEMA, OCTO, OP	Database created with vulnerability index.	 	DOH is working with OCTO, OP, and Age-Friendly DC to compile a list of existing geolayers of critical facilities. HSEMA has issued a Task Order to complete a District-wide situation study examining the District's natural features, social characteristics, economic conditions, and built environment - evaluating threats/hazards, disabilities and access and functional needs, economic impacts, and infrastructure.
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.	 	Serve DC has brought on a new coordinator and has started scheduling trainings.
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.	 	"How to Start a Village" guide developed. New map of existing village boundaries produced. Three new villages under development and one launched in FY16.
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.	 	APS has given 4 presentations and hosted a table at the Mayor's Christmas Party
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.	 	This is included in the model curricula for home health aide training, which all aspiring home health aides go through before certification.

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10.1.3: Develop programs to educate and protect vulnerable residents from scams.	OAG	DHCD DCOA DCRA OAG	Continual increase in number trained/reached through presentations.	(green)	1,088 Money Smart participants trained in FY15. OAG started an Office of Consumer Protection and operates a consumer protection hotline. Presentations have been given at senior wellness centers, ANCs, and civic association meetings. OAG has also participated in two forums on construction and housing scams -one federal and one with DCRA.
10.1.4: Conduct a study to determine the amount of 'hidden' cases of elder abuse that are not reported.	DHS		Finish study by 2017 providing recommendations for how to address hidden cases.	(red)	DHS approached GWU about conducting this research but needs to find funding to support a comprehensive study.
Goal 10.2: Improve cooperation and collaboration among agencies on cases of actual or suspected elder abuse.					
10.2.1: Adult Protective Services and the DC Long Term Care Ombudsman Program (DCLTCOP) will collaborate on mutual issues, including investigations, and will share limited information accordingly.	DHS	MPD, LCE, DCOA, DBH, DHCF, DOH, OTA, DCRA, DHCD, CFSA, DYRS, DDS	Increased collaboration between Adult Protective Services and DCLTCOP.	(green)	In the first quarter of FY16, the two offices collaborated on four 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.	(yellow)	DOH working to make this tool more prominent on its website and also to have relevant agencies link to it from their websites.

Code	
(green)	Significant progress or outcome achieved
(yellow)	Moderate, steady progress
(red)	Minimal or no progress
(gray)	Strategy withdrawn