



**Year 1 Progress Report**

June 2015 – December 2016

St. Louis County, Missouri

[www.stlouisco.com/agefriendly](http://www.stlouisco.com/agefriendly)



## **St. Louis County Vision**

*St. Louis County is a welcoming, prosperous, and safe community where businesses thrive and people have an equal opportunity to grow up and grow old successfully.*

**Steven V. Stenger**  
County Executive

### **COUNTY COUNCIL**

Pat Dolan - Hazel Erby - Mark Harder - Kevin O'Leary  
Michael O'Mara - Sam Page - Colleen Wasinger

**Prepared by the County Executive's  
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# St. Louis County's Age-Friendly Initiative

In St. Louis County, older adults (ages 45 and older) number nearly a half-million people, or half of the total population. There are 277,942 St. Louis County adults ages 45-64 and this age group is largely represented by Baby Boomers (those born between 1946 and 1964). In addition, our senior population is comprised of adults 65 and older. This group, which includes the earliest-born Boomers, totals 169,017.

Through demographic, economic and housing market analysis and considerable public policy research, County planners compiled a picture of a new St. Louis County: one seeking to attract a young, talented workforce; one struggling to create prosperity after the Great Recession; and one needing to support its aging population.

Through policy briefs and roundtable discussions, a four-pronged strategy emerged to support a thriving and aging community:

- Link seniors with health and social services and provide infrastructure and amenities that promote a healthy, active lifestyle.
- Provide adequate housing and neighborhood options for people whether they choose to live in their existing home or relocate within their community.
- Provide infrastructure that enhances mobility to support the independence of an aging population.
- Ensure the continued social, civic and economic engagement of an aging population.

On the strength of its research and commitment to an age-friendly agenda, St. Louis County was accepted into the World Health Organization's (WHO) and AARP's Network of Age-Friendly Communities in June, 2013. Participation in the Network is a five-year commitment: two years of assessment and planning, followed by three years of implementation.

The World Health Organization has eight interconnected "domains" or areas of livability that help to identify and address barriers to the well-being and participation of older people. These eight domains dovetail nicely with St. Louis County's four focus areas and provide the overall framework for engagement and planning for St. Louis County's *Age-Friendly Community Action Plan*.



# Grow Up and Grow Old Successfully

In June 2015, St. Louis County Executive Stenger approved, and the County Council adopted, the *Age-Friendly Community Action Plan* by ordinance, almost exactly two years after St. Louis County joined the World Health Organization and AARP's Network of Age-Friendly Communities.

St. Louis County's Age-Friendly initiative relies on collaboration between operating departments, municipalities, community partners and citizens. Internally, an interdepartmental team, representing eight departments, meets quarterly to collaborate and update one another on the progress of the action plan.

## Notable Accomplishments

One of the biggest accomplishments of the Age-Friendly initiative to date occurred in December 2015 when, at the request of the County Executive, the County Council established an Older Adult Commission. The Commission, which is currently being filled, will help guide the implementation of the action plan. Their role is to provide guidance on policies, operations, programs, events and services that impact older adults.

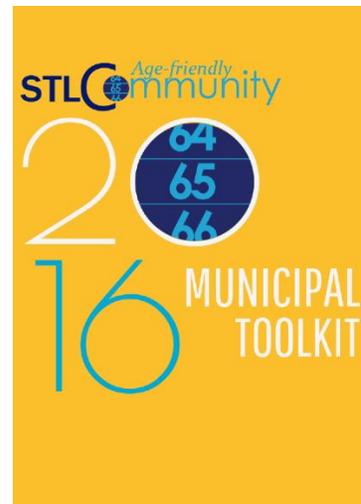
Other notable accomplishments include the creation of the *St. Louis County Municipal Toolkit*, released in early 2016, which provides municipalities with concrete resources to increase their capacity towards building age-friendly communities. Among the toolkit resources, the *St. Louis County Age-Friendly Facilities Audit* is recognized by the World Health Organization as a top 100 best practice in action in the world for age-friendly communities.

This 2016 Annual Report presents progress made on the *Age-Friendly Community Action Plan* from June 2015 through

December 2016 as well as strategic adjustments, noteworthy accomplishments, and collaborative alignments. For more information and updates on St. Louis County's Age-Friendly initiative, visit [www.stlouisco.com/agefriendly](http://www.stlouisco.com/agefriendly)



Swearing in of St. Louis County Older Adult Commission Members, (left to right) John Ramsay, Zuleyma Tang-Martinez, Elizabeth deLaperouse, Helen Casteel; October 2016



# Serving the Next Generation of Older Adults

While many St. Louis County departments have a role in implementing the actions in the *Age-Friendly Community Action Plan*, none is more poised to take on the lead role in implementation than the County Older Resident Programs (CORP). A division of the Department of Human Services, CORP has been providing various volunteer-based services to St. Louis County's older adults since 1975. However, just as the next generation of older adults is different than those previous, the next generation of CORP will need to embrace new opportunities and take on new challenges if it is going to continue to play a vital role in promoting an age-friendly community.

The *Age-Friendly Community Action Plan* laid out a path for CORP to take a leadership role in advocating and providing for its older residents. Over the past year, CORP has made significant progress on building capacity, resources and policy around the following key areas:

- Policy and advocacy
- Communication and coordination
- Comprehensive volunteer coordination
- Management of a robust home care and repair program
- Providing targeted, direct services

## Policy and Advocacy

This year, CORP took a role in promoting Seniors Count, a ballot initiative that would have approved a 5 cent property tax enabled by state statute (67.990.1) dedicated to providing senior services. The initiative was narrowly defeated on November 8 ballot with 51-49% (around 13,000 of 495,000 votes). Although the initiative did not pass in St. Louis County, it is expected that the initiative will be on the ballot in the future. CORP is prepared to continue advocating for initiatives that support older adult residents and to look for non-partisan opportunities to promote senior issues.

Additionally, CORP is providing staff support for the newly created St. Louis County Older Adult Commission. The Commission, with CORP's support, will evaluate and provide guidance on policies, operations, programs, events and services impacting older adults. CORP will bring relevant policies, programs and printed materials to the Commission to review for cultural sensitivity and work as a liaison between St. Louis County departments and the Commission.

## Communication & Coordination

The complexity of service delivery – with multiple levels of government, a myriad of public and non-profit agencies, and partners from the private sector – requires considerable coordination of information and effective communication with older adults, their families and caregivers, and the service providers themselves.

This year, CORP reviewed its assessment and referral process and identified an opportunity to improve service to older adults and better connect them to relevant referrals. CORP developed an assessment tool used at the initial visit with a new customer. This tool helps CORP staff screen an individual for needed services in the areas of nutrition risk, fall risk, insurance needs, daily functioning needs, depression, legal document needs, specific resources and an elderly

abuse/neglect checklist. Specific referrals are provided following the assessment. The assessment tool will be utilized in January 2017 and is designed to identify needs and connect people with resources from partnering agencies to address those needs.

In 2016, CORP prioritized updating their technology to provide service to residents. New computers were purchased and staff were trained on updating records to electronic filing sources and electronic correspondence with residents. Because of the investment in technology and training, now, residents can request services to CORP through email as well as by phone or in person. Additionally, CORP reviewed the entirety of its website content, updated relevant information for residents and linked to the St. Louis County Age-Friendly site.

To bring residents more relevant information, CORP partnered with the Parks Department at the Affton White-Rodgers Community Center to teach “Seniors Meet Siri,” a bring-your-own device curriculum designed by Washington University graduate Occupational Therapy students and classes on Avoiding Scams, Brain Fitness and Workouts to Go.

## Volunteer Coordination

CORP is taking the lead in coordinating volunteer managers from across St. Louis County Departments to work together in volunteer recruitment. Goals for 2017 include having a section of the St. Louis County website that offers volunteer opportunities and making a volunteer application available online.

# ***Being an Age-Friendly Community***

Strong leadership from County Executive Stenger led St. Louis County government to embark on data-driven, comprehensive strategic development in 2015. The result of this process is St. Louis County's strategic framework, within which there are four priority areas: **Equitable, Responsible Governance; Healthy, Engaged Residents; Desirable, Connected Communities;** and **Accessible, Attractive Opportunities** and fifteen strategic priorities. Within the **Healthy, Engaged Residents** priority area, *Be an Age-Friendly Community*, is identified as a strategic priority.

Identifying age-friendly as a strategic priority for the County has heightened the importance of this initiative. Rooted in the *Age-Friendly Community Action Plan*, and supported by the strategic framework, St. Louis County government has taken significant steps towards increasing the age-friendliness of our community even beyond the tactical actions laid out in the plan.

## **100 Best Age-Friendly Practices**

The St. Louis County Age-Friendly Facilities Audit, included in the 2016 Municipal Toolkit, was recognized by the World Health Organization (WHO) as a top 100 best practices in action in the world for Age-Friendly Communities. This instrument is highlighted on the WHO's website as a best practice for the Network of Age-Friendly Communities.

## **Elder Voices on Ferguson**

Beginning in 2015, St. Louis County participated in *Elder Voices on Ferguson*, a grant project funded through Washington University with partners from University of Missouri-St. Louis, Office of Strategy + Innovation, Mid-East Area Agency on Aging (MEAAA) and Better Family Life. The project's purpose is to document the experience of older adults in relation to the events in Ferguson during the summer and fall of 2014. Highlights of the project included summaries of issues from ten older adult focus groups and two intergenerational roundtable events that facilitated conversation between youth and older adults as they shared their respective viewpoints.

## **Independent Transportation Network (ITN)**

In 2015, Age-Friendly St. Louis County co-sponsored a half-day conference with the University of Missouri-St. Louis and Independent Transportation Network (ITN) as part of a storybook tour. There were more than 200 conference participants – the largest attendance in the country. A representative of the County Office of Strategy and Innovation was a guest speaker at the event.

Additionally, County Strategy + Innovation staff has been providing advice and guidance to a Steering Committee, driven by several municipalities, who are exploring transportation options in mid-county with the Independent Transportation Network (ITN).

## **Neighbor Driving Neighbor Process Improvement Project**

St. Louis County has a countywide continuous improvement initiative, rooted in Lean Government. In 2016, CORP carried out a Lean Government five-day Kaizen project focusing

on the Neighbor Driving Neighbor Transportation Program. A Kaizen project is designed to thoroughly investigate an existing process in order to increase efficiency and improve processes through intentional small changes.

The impetus of the project is the need to move from a manual process for connecting customers to drivers to an automated system. Automating the system will help nine coordinators schedule over 13,000 customer rides per year from a list of 120 volunteers. Project goals included increasing the number of customer participants, volunteer drivers, program efficiency, customer and volunteer satisfaction and reducing paper trails and delays in the current process.

During the Kaizen project, the Neighbor Driving Neighbor program was evaluated from start to finish and produced positive changes to eliminate redundancy, standardize work procedures, update manuals, and streamline the volunteer mileage reimbursement process. The original process had 48 major and minor tasks, which were reduced to 27. Currently, all process improvements from the Kaizen have been implemented except for the creation of a database, which is in progress.

### Trailblazers for Older Americans Month

Championed by the Administration on Aging, Older Americans Month (May) in 2016 was themed “Blaze a Trail”. Answering a call to acknowledge the ways communities are actively blazing trails for older adults, St. Louis County launched a social media awareness campaign highlighting our own St. Louis County Age-Friendly Trailblazers. In addition to consistent messaging on Twitter and Facebook, each week in the month of May, the St. Louis County website featured a web banner recognizing our Age-Friendly Trailblazers.

**STLC** Age-friendly **Community** **TRAILBLAZER**

**Steve Stenger,**  
County Executive,  
St. Louis County

I am proud that St. Louis County's commitment to the health and happiness of residents of all ages has led to its designation as the only community in Missouri among AARP and the World Health Organization's Global Network of Age-Friendly Communities.

Our county is home to more than 430,000 residents over the age of 45. Our St. Louis County Age-Friendly Community Action Plan is a guide for them to thrive as they grow older.

Across all county departments, we have focused our efforts on helping even the eldest of our residents to actively participate in their community and stay connected to those around them.

I look forward to continuing to work with our dedicated staff and terrific volunteers to make St. Louis County a national model for age-friendly communities!

**Older Americans Month Blaze a Trail: May 2016**

# Measuring Success

As part of its acceptance into the Network, St. Louis County committed to a two-year assessment and planning process, culminating in the creation of the *Age-Friendly Community Action Plan*, followed by a three-year effort of implementation and monitoring. While a considerable amount of work went into creation of the assessment and action plan, the real work begins with implementation of the plan.

Seven St. Louis County departments are responsible for carrying out the 70+ actions to meet the goals of creating an age-friendly community. Monitoring progress on individual actions and measuring the effect those actions have on the quality of life of St. Louis County's older adults is necessary to insure the ongoing success of the action plan.

The key to any good performance measurement framework is the ability to not only track progress on specific actions, but to also measure the overall effectiveness in meeting the goals set forth in the plan. Measuring success across the age-friendly focus areas can be challenging as some outcomes are more easily quantifiable, while others are more qualitative or based on resident perception.

For this reason, St. Louis County is using a three-pronged approach to measure the success of the Age-Friendly Community Action Plan: 1) annual progress reports to track actions; 2) development of key indicators of the quality of life of older residents; and 3) tracking of resident perception and satisfaction through community surveys.

## Annual Progress Reports

Annual progress reports chart the actions taken towards achieving the age-friendly community goals. Monitoring progress requires cross-department coordination in order to establish meaningful output measures and create systems to record and report the data. To the extent possible, the progress reports will also account for actions taken by partner agencies, through partnerships and collaborative efforts. While tracking actions does not necessarily demonstrate how effective St. Louis County is in achieving the goals, the intent is for the operational indicators to result in positive changes in the quality of life indicators.

## Quality of Life Indicators Report

St. Louis County developed a set of indicators designed to measure the overall effectiveness in creating an age-friendly community. Working with university partners from Washington University's Friedman Center on Aging and University of Missouri – St. Louis' Graduate Gerontology program, staff from St. Louis County's Department of Health and Office of Strategy and Innovation articulated a set of indicators and established benchmarks to track the measures over time. The *Age-Friendly Performance Indicators Report* was released and submitted to AARP in December 2015.

## Community Surveys

Measuring achievement of some of the goals in the action plan is best accomplished through tracking the satisfaction and perceptions of our residents over time through community surveys. St. Louis County developed and integrated questions focused on specific age-friendly focus

areas and goals and aggregated all responses by age groups, including adults 45-64 years old and over 65 years old in the 2016 general countywide citizen survey.

Additionally, promoting the action plan and creating annual progress reports will build awareness among departments to begin to include questions on age-friendly issues whenever project-specific surveys are conducted.

## 2016 Countywide Citizen Survey Results

The 2016 Citizen Survey is a random-sample telephone survey of County households commissioned by the Office of Strategy + Innovation as part of St. Louis County's strategic planning and performance measurement process. The purpose of the survey is to obtain information about County Government services and citizen priorities, as well as to gauge opinion about key public policy issues facing St. Louis County. Similar telephone surveys have been conducted in conjunction with prior strategic planning efforts in 2007 and 2012.

The 2016 survey was conducted by a local survey research firm early in the year with 653 randomly selected St. Louis County residents. Both landline and cell phones were contacted. Statistically, precision for the survey results is at +/- three percent with a 95% confidence level. The survey included more than 60 questions, including demographic information about the respondent. Along with overall responses to questions, results were tabulated by various characteristics of the respondents. Those characteristics or "segments" included: age, race, gender, years of education, place of residence (incorporated or unincorporated), years of residence in St. Louis County, whether there were children 18 and under in the home, and how closely respondents follow local issues in St. Louis County. Several questions in the survey specifically focus on quality of life for older adults.



## Community Challenges

Countywide, one-in-three seniors (age 65 and older) have some sort of disability, and half of those indicated that they have some sort of physical, mental or emotional condition that prevents them from living independently. Additionally, hospitalizations for diabetes and major depressive disorders are up for seniors across St. Louis County.

Increasing the level of community-based services to allow people to live independently and heightening awareness and access to services, prevention and education of pervasive health issues will be key in addressing these countywide issues.

A more targeted approach of service delivery is needed to address the concentrations of health disparities that exist in St. Louis County. Older adults living in North St. Louis County fare worse on indicators for primary care, heart and lung health. There is even a stark disparity in the expected life span across the county, which correlates with education, income, and race, and ultimately affects health. Greater evaluation and monitoring is needed to better understand the causes of these disparities and community partnerships will be essential in closing the gap of health disparities for St. Louis County's older adults.

## Goals

1. Address the countywide health issues of mental health and diabetes through accessible, age-sensitive services, prevention and education.
2. Increase access to primary care and improve respiratory and

cardiovascular health outcomes among older adults with health disparities, particularly African American and underserved residents.

3. Increase the level of community-based services offered by municipal and local public service providers to improve the health and wellbeing of older adults.

## Key Achievements

- ✓ Updated the St. Louis County countywide strategic framework and Department of Public Health's Strategic Plan to include "Be an Age-Friendly Community" as a strategic health priority.
- ✓ Established age-stratified benchmarks to denote 45+ and 65+ populations for the Community Health Assessment (CHA) for 2016-2017.
- ✓ Partnered with Washington University graduate Occupational Therapy to develop 'Program Plan for Coalition Capacity Building for Health and Wellness Programs for Older Adults'.

## Community Challenges

St. Louis County's older adults are fortunate to have a wealth of resources available that provide a wide variety of social and civic engagement opportunities.

Municipal governments, libraries and non-profit and private agencies offer robust programming for fitness, lifelong learning, social interaction and volunteer opportunities targeted to older adults. However, the key to the success of existing programming is ensuring awareness, accessibility and affordability to maximize the overall impact of services and programs offered.

Tools to enhance communication and disseminate information are available like never before due to the prevalence of the Internet and the rise of mobile technology; and four-out-of-five St. Louis County seniors say they use the Internet and social media for community information. This means local governments and partner agencies need to find the best ways to use technology to communicate with their older adult customers, families and caregivers.

## Goals

1. Create opportunities for multigenerational interaction and dialogue.
2. Connect residents to existing facilities, programs and resources.
3. Encourage the delivery and promotion of existing programs to reflect the diversity of older adult population.

4. Encourage businesses to adopt age-friendly practices in order to attract and retain older adults as customers and potential employees.
5. Provide volunteer opportunities for older adults to remain engaged in their communities.
6. Engage older adults in the creation of policies and programs relevant to their lives and that support and address diversity in the older adult population.
7. Improve access to information about services and programs for older adults and caregivers.
8. Expand the use of technology to allow older adults to remain socially connected to their family and community.

## Key Achievements

- ✓ Established the St. Louis County Older Adult Commission by ordinance.
- ✓ Expanded the Parks Department Activity guides to include a "Young at Heart" section with all programming for adults 50+ in age.
- ✓ Partnered with Washington University Occupational Therapy graduate students to design a technology curriculum to be taught at St. Louis County facilities.

# Mobility & Accessibility

## Community Challenges

Mobility, the ability to get around one's community, is vital to independence of older adults.

Due to its largely suburban character, mobility in St. Louis County is often identified with driving, reflected in the increase of driver's license ownership among seniors in the past decade. Seniors who live to be older than 70 will outlive their driving years by 7-10 years and with 9 out of 10 St. Louis County seniors owning a driver's license; it is clear that alternate mobility options will be in high demand. Additionally, over 50,000 seniors have some disability that prevents them from driving and another 11,000 have no access to a car. For these 61,000 seniors, alternative transportation options are vital.

The challenge is that St. Louis County lacks a comprehensive, connected transportation system. Municipal door-to-door van service is not available countywide and the cities that offer service do so on different days, at different times and with different service areas. Volunteer door-through-door services are limited by the availability of volunteers, among other challenges, and public transit is not always affordable or timely to meet the needs of older adults.

Tying the system together into a cohesive whole will be necessary for St. Louis County's older adults to remain mobile and independent.

## Goals

1. Increase the mobility of older adults of all abilities by coordinating, expanding and enhancing the network of transportation options available to them.

2. Improve access to a broad range of educational, social, fitness and civic programs for non-driving older adults.
3. Improve pedestrian mobility and active transportation options for older adults of all abilities.
4. Enhance the mobility of older adults by creating a system of signs, graphics and other design elements that helps them navigate the transportation network.
5. Improve the safety of older adult drivers.

## Key Achievements

- ✓ Enacted new requirements for driver safety training for all County Older Resident Programs (CORP) volunteer drivers.
- ✓ Revised the Zoning Ordinance for St. Louis County to include form-based code which, when used, creates compact, walkable developments for all ages.
- ✓ Convened an interdepartmental team to plan and execute a Walkability Audit Week at three locations in spring 2017 in partnership with AARP and the St. Louis County Library System.
- ✓ Participated on Steering Committee with community partners to explore bringing Independent Transportation Network (ITN) to St. Louis County.

## Community Challenges

St. Louis County's relatively high homeownership rate is both an asset and a challenge. High homeownership means people are invested in their communities and neighborhoods. Yet, two-thirds of the housing stock owned by seniors was built before 1970, making home repairs and modification a growing concern.

As older adults become "empty nesters," some may desire smaller homes or homes with more amenities and less maintenance. The challenge becomes having the right diversity in housing stock to accommodate the variety of needs of older adults who wish to remain in their communities.

In addition, affordability is also an important consideration for older adults. In St. Louis County, where more than half of renters are facing a housing burden and over 95 percent of the unmet needs of older adults are housing and utility related, housing affordability will be a growing issue.

## Goals

1. Expand and promote programs that support affordable property maintenance and home repair.
2. Improve availability and awareness of home modification programs to increase safety and accessibility for older adults.
3. Enable older adults to remain in their homes for as long as possible by creating and expanding high quality home and community-based services.
4. Expand and promote programs that provide assistance for housing costs

and utilities for older adults who are unable to meet their basic needs.

5. Create a diversity of housing options for older adults that are accessible, affordable and low maintenance.
6. Improve safety in neighborhoods with high concentrations of older adults.
7. Ensure all existing and planned facilities are accessible and safe for people of all ages.

## Key Achievements

- ✓ Assessed the Office of Community Development's Home Improvement Program (HIP) to ensure senior homeowners have access to home improvement funding and verified that 44% of HIP program participants are currently seniors.
- ✓ Revised the Zoning Ordinance for St. Louis County to include form-based code, which, when used create compact, walkable developments for all ages.
- ✓ Connected St. Louis County Police to the CORP Care Call program, giving police a resource to use when encountering isolated older adults.
- ✓ Launched Functional Needs Registry, an emergency preparedness registry that gives emergency responders information to plan and provide services to individuals in need assistance during disasters.



# Health & Wellbeing

## WHO Domain: Community Support & Health Services

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

GOAL 1: Address the countywide health issues of mental health and diabetes through accessible, age-sensitive services, prevention and education.

<i>Action</i>	<i>Lead Department</i>	<i>Status</i>	
1. Establish benchmarks through the Community Health Assessment in 2016.	PUBLIC HEALTH	<b>ON TRACK</b>	
2. Stratify implementation opportunities of the Community Health Improvement Plan to facilitate services to older adults.	PUBLIC HEALTH	<b>ON TRACK</b>	
3. Provide a dedicated health promotions staff point of contact for literature and programming recommendations, services and awareness campaigns.	PUBLIC HEALTH	<b>ON TRACK</b>	
4. Partner with community agencies, such as OASIS, to provide education, awareness and screenings at community locations (libraries, community centers and mobile unit) accessible to older adults.	PUBLIC HEALTH	<b>AHEAD OF SCHEDULE</b>	
5. Disseminate appropriate resources, referrals, programs and opportunities to the public and partnering agencies.	PUBLIC HEALTH	<b>AHEAD OF SCHEDULE</b>	



Indicates an action item is fully complete



Indicates an action item is in process and on-going

**GOAL 2: Increase access to primary care and improve respiratory and cardiovascular health outcomes among older adults with health disparities, particularly African American and underserved residents.**

1. Establish benchmarks using epidemiology surveillance to provide stratified data, by age, and maps based on chronic disease and health indicators.	PUBLIC HEALTH	<b>ON TRACK</b>	
2. Provide material and partnership support to the Integrated Health Network's Community Referral Coordinator program in order to decrease hospital emergency department visits and facilitate access to primary care for people with chronic conditions, including older adults.	PUBLIC HEALTH	<b>ON TRACK</b>	
3. Support the work of the Regional Health Commission in increasing access to care for all County residents through participation in the Gateway to Better Health Program and as an active Provider Services Advisory Board member.	PUBLIC HEALTH	<b>AHEAD OF SCHEDULE</b>	

**GOAL 3: Increase the level of community-based services offered by municipal and local public service providers to improve the health and wellbeing of older adults.**

1. Explore the creation of a web-based and app-based resource guide for municipal and public health practitioners and services.	PUBLIC HEALTH IT	<b>ON TRACK</b>	
2. Assess and create a comprehensive plan to determine where qualified graduate and medical students can complete clinical and community work within existing age-friendly programs for workforce development.	PUBLIC HEALTH	<b>ON TRACK</b>	
3. Establish a multi-sector coalition of agencies to apply for federal funding and work on initiatives focused on older adults.	PUBLIC HEALTH IT	<b>AHEAD OF SCHEDULE</b>	

<p>4. Present to St. Louis Area City Managers Association and the Municipal League on the importance of expanding local government's ability to provide consultation, programming and case management services to older adults through gerontologists and social workers.</p>	<p>CORP, PUBLIC HEALTH</p>	<p><b>ON</b>TRACK</p>	
<p>5. Increase health screenings and workshops, targeted for older adults, at recreation and community centers.</p>	<p>PARKS</p>	<p><b>ON</b>TRACK</p>	



# Social & Civic Engagement

## WHO Domain: Social Participation, Respect & Inclusion

*Access to leisure and cultural activities; opportunities for older residents to participate in social and civic engagement with their peers and younger people; programs to promote ethnic and cultural diversity*

<i>Actions</i>	<i>Lead Department</i>	<i>Status</i>	
1. Create established links among programs for older adults and children to facilitate inter-generational opportunities (gardening, fishing, naturalists).	PARKS	<b>ON TRACK</b>	
2. Establish a formal dialogue with school districts to develop programs that allow older adults to participate in intergenerational activities with youth.	CORP, PARKS,	<b>ON TRACK</b>	
<b>GOAL 2: Connect residents to existing facilities, programs and resources.</b>			
1. Create outreach materials that increase awareness of existing programs and resources.	CORP, PARKS	<b>ON TRACK</b>	
2. Conduct environmental audits of facilities where programs for older adults are held.	CORP, PARKS	<b>ON TRACK</b>	
<b>GOAL 3: Encourage the delivery and promotion of existing programs to reflect the diversity of older adult population.</b>			
<i>Actions</i>	<i>Departments</i>		
1. Review communication of programs for cultural diversity and sensitivity.	CORP, S+I	<b>ON TRACK</b>	
2. Evaluate all programs to serve a diverse older adult population.	CORP, S+I	<b>ON TRACK</b>	

**WHO Domain: Civic Participation & Employment**

*The promotion of paid work and volunteer activities for older residents and opportunities to engage in the formulation of policies relevant to their lives.*

**GOAL 4: Encourage businesses to adopt age-friendly practices in order to attract and retain older adults as customers and potential employees.**

1. Explore the development of an Age-Friendly Business certification program.		<b>NOT STARTED</b>	
2. Provide a template for local municipalities to host job “re-entry” fairs for older adults.	S+I	<b>ON TRACK</b>	
3. Create a template of best practices/guidelines for Municipal League and local chambers of commerce to educate about the importance of older adults as economic participants.	S+I	<b>ON TRACK</b>	

**GOAL 5: Provide volunteer opportunities for older adults to remain engaged in their communities.**

1. Create a dynamic volunteer resource system that provides multiple ways to find and sign up for regular volunteer opportunities available throughout STLCO departments.	CORP, PARKS, CUSTOMER SERVICE, IT	<b>ON TRACK</b>	
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**GOAL 6: Engage older adults in the creation of policies and programs relevant to their lives and that support and address diversity in the older adult population.**

1. Create a St. Louis County Older Adults Commission to evaluate and provide guidance on policies, operations, programs, events and services impacting older adults.	COUNTY EXECUTIVE/ COUNTY COUNCIL	<b>ON TRACK</b>	
2. Create a question bank of standard survey questions that municipalities can ask when conducting community surveys, that allow for consistent reporting and tracking of issues that are important to older adults over time.	S+I	<b>ON TRACK</b>	
3. Create a template on how to create older adult commissions or focus groups.	S+I	<b>ON TRACK</b>	

## WHO Domain: Communication & Information

*The promotion of and access to technology to keep older residents connected to their community and friends and family.*

### GOAL 7: Improve access to information about services and programs for older adults and caregivers.

1. Create an accessible web-based and app-based resource for older adult services offered by local governments, and other public and non-profit agencies.	CORP, IT, CUSTOMER SERVICE	<b>ON TRACK</b>	
2. Expand PARKS and Recreation Activity Guides to include an older adult section.	PARKS	<b>ON TRACK</b>	
3. Create and provide a printed list of common referrals for older adult services to local governments.	CORP, S+I	<b>ON TRACK</b>	
4. Create a mobile information kiosk that provides hardcopy material as well as electronic access to resources, and establish regular venues for display.	CORP	<b>AHEAD OF SCHEDULE</b>	
5. Develop and promote the use of a standardized template for providing information for older adults and caregivers on local government websites.	S+I	<b>ON TRACK</b>	

### GOAL 8: Expand the use of technology to allow older adults to remain socially connected to their family and community.

1. Develop partnerships to promote and expand technology training programs such as BYOD (Bring Your Own Device), Grab-A-Geek and Book-A-Trainer programs.	CORP, PARKS	<b>AHEAD OF SCHEDULE</b>	
2. Promote “tech training” curriculum for PARKS staff to teach through recreation and community centers.	PARKS	<b>AHEAD OF SCHEDULE</b>	



# Mobility & Accessibility

## WHO Domain: Transportation

*Safe and affordable modes of private and public transportation*

GOAL 1: Increase the mobility of older adults of all abilities by coordinating, expanding and enhancing the network of transportation options available to them.

<i>Actions</i>	<i>Departments</i>	<i>Status</i>	
1. Conduct a comprehensive assessment of transportation services available to older adults, including an analysis of service gaps, availability of accessible service, funding options, and service delivery options including transportation programs (e.g. Integrated Transportation Network).	PLANNING, CORP	<b>DELAYED</b>	
2. As part of the comprehensive assessment, convene a forum on senior transportation that brings together local officials, service providers, legislators and users of the system to build consensus and action around coordination and funding of a senior transportation network.	PLANNING, CORP	<b>DELAYED</b>	
3. Create a web portal that links people with available transportation services and resources for older adults in St. Louis County.	PLANNING, CORP, IT	<b>DELAYED</b>	
4. Provide technical assistance and Planning support to Metro to analyze the feasibility of establishing hyper-local bus routes that serve older adults during specific times in specific locations.	PLANNING TRANSP., CORP	<b>AHEAD OF SCHEDULE</b>	
5. Work with Metro to explore options to improve access to reduced fair cards for older adults.	PLANNING TRANSP., CORP	<b>ON TRACK</b>	

**GOAL 2: Improve access to a broad range of educational, social, fitness and civic programs for non-driving older adults.**

1. Pilot “ride matching” opportunities at a recreation or community center frequented by older adults to promote carpooling for older adult programs, and evaluate the potential for replicating such events at other locations.	PARKS	<b>NOT STARTED</b>	
2. Promote the transportation resources web portal through activity guides to facilitate access to community centers, PARKS and other recreation programs and events.	PARKS, CORP	<b>ON TRACK</b>	

**GOAL 3: Improve pedestrian mobility and active transportation options for older adults of all abilities.**

1. Prioritize sidewalk and intersection improvements in areas with concentrations of older adults.	TRANSP., PLANNING	<b>AHEAD OF SCHEDULE</b>	
2. Provide opportunities for more walkable mixed-use and transit-oriented development through the adoption and implementation of St. Louis County’s Sustainable Zoning and Subdivision Code update.	PLANNING	<b>ON TRACK</b>	
3. Promote the adoption of land use regulations modeled on St. Louis County’s Sustainable Zoning and Subdivision Code in municipalities throughout St. Louis County.	PLANNING	<b>ON TRACK</b>	
4. Engage older adults in walkability audits and create “senior-friendly” walk routes to reach specific destinations.	CORP, TRANSP., PLANNING	<b>ON TRACK</b>	
5. Work with Metro and other partners to install benches, lighting and other streetscape amenities along identified “senior-friendly” walk routes.	PLANNING, TRANSP.	<b>ON TRACK</b>	
6. Work with East-West Gateway and other regional transportation partners to develop criteria to increase the competitiveness for funding of projects that promote active transportation for older adults.	TRANSP.	<b>ON TRACK</b>	

GOAL 4: Enhance the mobility of older adults by creating a system of signs, graphics and other design elements that helps them navigate the transportation network.

1. Work with Metro, Great Rivers Greenway and other partners to ensure that signage for transit and trails is tailored to the needs of older adults.	PLANNING, TRANSP., CORP	<b>ON TRACK</b>	
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GOAL 5: Improve the safety of older adult drivers.

1. Promote and expand the availability of driver safety education and competency programs for older adults, e.g. Car Fit and AARP's driver transition course.	CORP	<b>ON TRACK</b>	
2. Pursue grants, such as Missouri Department of Transportation's Highway Safety grants, to support partnerships to advance older adult driver safety.	CORP, TRANSP.	<b>ON TRACK</b>	



# Safe & Attractive Neighborhoods

## WHO Domain: Housing

*A wide range of housing options for older residents; the ability to age in place; and other home modification programs.*

**GOAL 1:** Expand and promote programs that support affordable property maintenance and home repair.

<i>Actions</i>	<i>Departments</i>	<i>Status</i>	
1. Create and promote a monthly/seasonal checklist to encourage preventative home maintenance.	S+I, CORP, PUBLIC WORKS	<b>ON TRACK</b>	
2. Evaluate the feasibility of creating a volunteer “handyman” program for preventative maintenance and minor home repair services.	CORP, PUBLIC WORKS	<b>NOT STARTED</b>	
3. Create a new, robust Home Care & Repair program that comprehensively addresses the issues of home repair for older adults: <ul style="list-style-type: none"> <li>• A vetted list of contractor referrals, with information on fraud prevention</li> <li>• Workers and volunteers from trade schools, organizations such as YouthBuild and community service participants</li> <li>• Financial assistance for home repair for older adults who cannot meet basic needs</li> <li>• Create an accessible online resource guide</li> </ul>	CORP	<b>NOT STARTED</b>	
4. Present to forums for municipal code enforcement and building inspection professionals to learn best practices for working with older adults.	CORP, PUBLIC WORKS	<b>DELAYED</b>	
5. Explore the feasibility of designating a share of Office of Community Development funding for eligible elderly and disabled homeowners.	COMMUNITY DEV'T	<b>ON TRACK</b>	

**GOAL 2: Improve availability and awareness of home modification programs to increase safety and accessibility for older adults.**

1. Partner with Occupational Therapy programs from area universities to provide home safety assessments to older adults with needs.	CORP	<b>NOT STARTED</b>	
2. Partner with the National Association of Remodeling Industry-St. Louis Chapter to explore opportunities to expand home modification programs.	CORP	<b>NOT STARTED</b>	
3. Provide referrals for geriatric assessments to older adult applicants for any St. Louis County home modifications and retrofitting assistance programs.	COMMUNITY DEV'T	<b>NOT STARTED</b>	
4. Promote the Certified Aging-in-Place Specialist (CAPS) program provided by the National Association of Homebuilders to ensure professional credentialing in the home modification field.	CORP	<b>DELAYED</b>	
5. Promote AARP's Homefit guide.	CORP	<b>ON TRACK</b>	
6. Expand the inclusion of Universal Design elements in St. Louis County's housing stock by: <ul style="list-style-type: none"> <li>• Exploring integration of Universal Design elements into the St. Louis County building code</li> <li>• Promoting Universal Design to area homebuilders and developers</li> <li>• Promoting the ability to search Multiple Listing Service real estate listings for Universal Design elements</li> </ul>	PUBLIC WORKS, CORP, PLANNING	<b>NOT STARTED</b>	
7. Create a template for county and municipal officials to provide information about the needs of older adults in retrofitting their homes and available resources to do so.	S+I	<b>ON TRACK</b>	

GOAL 3: Enable older adults to remain in their homes for as long as possible by creating and expanding high quality home and community-based services.

1. Partner with Village to Village and provide technical assistance to areas seeking to establish villages.	PLANNING, CORP	<b>NOT STARTED</b>	
2. Use the “village” concept model as a means for delivering select CORP services in targeted areas.	PLANNING, CORP	<b>NOT STARTED</b>	
3. Provide a template for municipalities to conduct asset mapping to identify existing services, agencies and businesses that support successful aging in their communities.	S+I	<b>ON TRACK</b>	

GOAL 4: Expand and promote programs that provide assistance for housing costs and utilities for older adults who are unable to meet their basic needs.

1. Create an accessible online resource guide for all utility assistance and weatherization programs, including eligibility requirements.	CORP, IT	<b>DELAYED</b>	
2. Explore the creation of a sustained funding source for utility assistance, through grants, foundations and corporate giving programs.	CORP, COMMUNITY DEV'T	<b>NOT STARTED</b>	
3. Consider partnering with financial institutions to provide assistance to older adult households with budgeting, assets, tax advocacy and financial assessments.	CORP	<b>NOT STARTED</b>	

GOAL 5: Create a diversity of housing options for older adults that are accessible, affordable and low maintenance.

1. Conduct a housing suitability study of the availability and diversity of quality, affordable housing stock for older adults.	PLANNING	<b>NOT STARTED</b>	
2. Explore successful co-housing programs that provide opportunities for adults, especially women, to live together in a single residence.	PLANNING	<b>NOT STARTED</b>	

GOAL 6: Improve safety in neighborhoods with high concentrations of older adults.

1. Explore partnerships with Housing Options Provided for the Elderly (HOPE) and AmeriCorps to expand and promote friendly “care calls” to ensure the wellbeing of older adults.	CORP, POLICE	<b>ON TRACK</b>	
2. Develop a community-based crime prevention and safety program to support older adults in targeted communities.	POLICE, CORP	<b>AHEAD OF SCHEDULE</b>	

**Outdoor Spaces & Buildings**

*Availability of safe and accessible recreational facilities.*

GOAL 7: Ensure all existing and planned facilities are accessible and safe for people of all ages.

1. Promote age-friendly facility audits to ensure public buildings and parks are accessible to all ages.	PUBLIC WORKS	<b>DELAYED</b>	
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