CMAP

Aging in Place White Paper

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Chapter 1
INTRODUCTION

The Importance of Planning for an Aging Population

Planning for the needs of seniors is a key priority and challenge for the region. The country's population of older residents has grown significantly over the past several decades and is projected to continue growing. According to the United States Census Bureau's 2014 National Projections, the number of residents who are 65 and older will increase by more than 50 percent by 2040, reaching approximately 82.3 million and representing 22 percent of the nation's population. Close to a fifth of these seniors (14.6 million people, or 18 percent of the total senior population) will be older seniors (85+).[1]

In keeping with national trends, the senior population in metropolitan Chicago is also expected to continue increasing. CMAP's population projections predict that the region will be home to approximately 10.3 million residents by 2040. According to analysis conducted by Woods and Poole, seniors will represent 18 percent of the population and seniors over 75 will represent 10 percent of the population, up from 11 percent and 5 percent in 2010, respectively.

Much of this population growth is projected to occur in parts of the region where residences, services, and commercial areas are currently more spread out and not well-served by public transit, creating difficulties for those who have limited mobility and cannot drive. This phenomenon will have major impacts on future housing, land use, and transportation demand. Communities will need to plan proactively to prepare for these changes, and to protect the rights and well being of vulnerable residents. Planning for an aging population is also an investment in the well being of all community members, as it benefits people of all ages and abilities, creating healthy, sustainable places ideal for both "growing up and growing old."[2]

[1] 2014 National Population Projections. US Census Bureau. http://www.census.gov/population/projections/data/national/2014/summarytables.html.

[2] Intergenerational Community Building: Resource Guide. 2014. Temple University Intergenerational Center. http://education.temple.edu/sites/education/files/u261/IGCdocs/cfaa_resourceguide.pdf

Aging in Place and Planning Frameworks

The Center for Disease Control and Prevention defines aging in place as "the ability to live in one's home and community safely, independently, and comfortably, regardless of age, income, or ability."[3] Similarly, CMAP defines aging in place as sustaining residents' ability to remain in their homes and communities as they grow older, if they choose. While definitions of aging in place are fairly consistent, there is significant variety in the planning frameworks and terminology that planners, communities, and advocacy groups use to discuss age-friendly planning strategies and promote aging in place.

Generally, CMAP has addressed aging in place through the framework of "livability." GO TO 2040 discusses the key role livability plays in allowing older residents to age in place, and identifies livability goals that promote aging in place. These include: creating healthy, safe, and walkable communities that offer housing and transportation choices, as well as access to schools, jobs, services, and basic needs. Likewise, CMAP's Local Technical Assistance (LTA) planning work promotes age-friendly planning through recommendations that help realize GO TO 2040's livability goals. Other common planning terms include: "communities for all," "lifelong communities," and "multigenerational planning,"

When examining the goals and strategies of these frameworks, it is clear that they share many similarities with other development movements. As Grantmakers in Aging (GIA) write in their *Age-Friendly Communities* guide:

"In aiming to make communities better for people of all ages, the age-friendly movement echoes the goals of numerous other development models, many of them launched to push back against the isolating, car-dominated suburban landscape of the 1950s and 1960s. These include the New Urbanism, which promotes walkable neighborhoods; Sustainable Communities, focusing on sustainable energy use, housing, transportation, education, health, and job creation; Complete Streets, which seeks to make streets safe and accessible for drivers, walkers, bicyclists, and wheelchair users; and Walkable Communities, designed "around the human foot, truly the only template that can lead to sustainability and future community prosperity."

Furthermore, as GIA state "all these approaches share many elements and produce benefits that generally accrue to most, if not all, members of a community."[4] To put it simply, age-friendly planning is good planning.

[3] Centers for Disease Control and Prevention. http://www.cdc.gov/healthyplaces/terminology.htm.

[4] Age-Friendly Communities. 2013. Grantmakers in Aging. http://www.giaging.org/documents/130402_GIA_AFC_Primer.pdf.

The Role of Federal and State Government

As is described on its website, The Administration on Aging (AOA) is the principal agency of the U.S Department of Health and Human Services designated to carry out the provisions of the Older Americans Act of 1965 (OAA), as amended (42 U.S.C.A. § 3001 et seq.)."[5] The AOA awards funds to the 56 State Units on Aging, 629 Area Agencies on Aging, 244 Tribal organizations, and two Native Hawaiian organizations.

Illinois's State Unit on Aging is the Illinois Department on Aging (DOA), which has divided the state into 13 Planning and Service Areas. Each of these is managed and served by an Area Agency on Aging: 12 not-for-profit corporations and one unit of local government, the City of Chicago.[6]

[5] Administration on Aging. http://www.aoa.gov.

[6] Illinois Department on Aging. https://www.illinois.gov/aging/PartnersProviders/Pages/aaa-main.aspx.

Chicagoland Area Agencies on Aging

As is described on the DOA's website, "Area Agencies have the primary task of planning and coordinating services and programs for older people in their respective areas. The Area Agencies receive funding from the Department based on a formula which takes into consideration the number of older citizens and minorities in that area, as well as the number living in poverty, in rural areas, and alone. Like the DOA, Area Agencies are not, as a rule, direct service providers. Area Agencies contract with local agencies which provide services to the older people who live in the same community."[7] Area Agencies also advocate on behalf of older persons and their families to support legislation and direct service provision. Area Agencies also often house Aging and Disability Resource Centers.

While in some regions, Area Agencies are housed within the regional planning agency or metropolitan planning organization, in the Chicago region they are standalone entities, and their planning processes are generally focused on funding services and programming and are conducted independent of municipal, county, or regional level plans. Chicagoland is served by three Area Agencies:

- The Chicago Department of Family and Support Services (DFSS), which houses the Senior Services Area Agency on Aging for the City of Chicago.
- AgeOptions, which serves suburban Cook County.
- The Northeastern Illinois Agency on Aging, which serves DuPage, Grundy, Kane, Kankakee, Kendall, Lake, McHenry, and Will Counties.

See the appendix for a summary of programs offered by these Area Agencies.

[7] Illinois Department on Aging. https://www.illinois.gov/aging/PartnersProviders/Pages/aaa-main.aspx.

How to Use This White Paper

This white paper focuses on best practices for supporting aging in place at the municipal level. The practices it highlights are compatible with the goals and strategies of the various planning and development movements mentioned above, and are intended to be incorporated into local planning processes and documents.

Chapter Two of the white paper provides an overview of how to incorporate age-friendly practices into municipal planning processes. The subsequent chapters are organized by standard comprehensive plan chapters, and present specific strategies for aging in place. Each chapter outlines Priority Strategies and Additional Strategies. Priority Strategies are the strategies that are most important for a municipality to adopt, and are relevant to all types of communities. Additional Strategies provide supplementary best practices that are relevant to municipalities seeking to address aging in place more extensively. In some cases, Additional Strategies also include strategies that are not directly applicable to local government, but are appropriate for municipalities to address in collaboration with their county governments and state representatives, or with the private and non-profit sectors.

Additional Resources

Planners seeking additional information on aging in place research and best practices can turn to the following helpful resources:

- AARP's Livable Communities archives. The archives include links to research reports, best practices, and other materials, all organized by topic area. The archive also includes a collection of survey responses and statistics and facts.
- The American Planning Association's (APA) recent Planning Advisory Service (PAS) report, Planning Aging-Supportive Communities, by Bradley H. Winick and Martin Jaffe. A comprehensive guide, the PAS includes an overview of the planning context for aging in place, as well as key issues and challenges for older adults in the areas of housing, mobility, and the public realm and public services. It also offers recommendations for each of these areas, examples of successful programs, and information on additional resources.
- The World Health Organization's Global Age-Friendly Cities: A Guide, which offers a global perspective on aging trends and best practices for improving the age-friendliness of cities.

A number of organizations track innovative and successful aging in place programs, which planners can look to for case studies. See, for instance:

- AARP's The 8 Domains of Livability: Case Studies.
- The Milken Institute's Best Cities for Successful Aging webpage, and the highlighted Programs with Purpose.
- The National Association of Area Agencies on Aging (also known as "n4a") annual Aging Innovations and Achievement Awards program, and the accompanying "book of winners," available for download on the webpage.
- Partners for Livable Communities' Aging in Place Best Practices webpage.

Finally, key toolkits, guides, and plans referenced throughout this report include:

- APA's Aging in Community Policy Guide
- Atlanta Regional Commission's Aging in Place toolkit
- CMAP and Metropolitan Planning Council's (MPC) Home Grown: Local Housing Strategies in Action and Homes for a Changing Region Toolkit Recommendations Guide
- Grantmakers in Aging's Aging Power Tools
- Partners for Livable Communities' A Blueprint for Action
- The Growing Older in Clark County plan

Chapter 2
AGING IN PLACE AND MUNICIPAL PLANNING PROCESSES

Overview

This chapter provides guidance on how to incorporate age-friendly planning into four key municipal planning phases:

- Assessment of existing conditions
- Plan development
- Plan implementation
- Evaluation and reassessment of existing conditions

Assessment of Existing Conditions

In order to understand the current and future needs of seniors, assessment of existing conditions should be informed by:

- Stakeholder engagement
- Demographic data analysis
- Asset mapping
- Built environment assessment

More detailed information, including key considerations, indicators, and additional resources for each assessment activity is provided below.

Planners can also use formal assessment tools designed specifically to evaluate the age-friendliness of communities. The following tools are particularly notable for their comprehensiveness:

- AARP's *Livable Communities: An Evaluation Guide* (2005) and Livability Index (2015).
- Partners for Livable Communities
  - o Assessing Your Community's Aging-Readiness: A checklist of key features of an aging-friendly community," found in Appendix B of *A Blueprint for Action*
  - o Community Report Card, developed as part of the City Leaders Institute on Aging in Place
- World Health Organization's Checklist of Essential Features of Age-Friendly Cities

Many municipalities choose to develop their own assessment tools, some of which are developed by and for municipal staff, others of which are developed by and for residents and community organizations to conduct "grassroots" assessments, and finally many opt for a hybrid method. GIA's *Aging Power Tools Resources and Tools for Quantitative Research* section includes additional resources for conducting needs assessments.

Stakeholder engagement

Stakeholder engagement is crucial to the existing conditions assessment process. Communities should convene focus groups with seniors, conduct key person interviews, and distribute surveys to learn about the senior community's challenges, needs, strengths, and goals. Often, special effort must be made to ensure that seniors can attend and participate in broader community meetings. As the APA's *Aging in Community Policy Guide* notes:

"For older adults particularly, it is important to consider meeting times, physical accessibility of locations, transportation options, accessibility of oral and written communications, and relevant agendas. Planners must actively seek out those who are homebound, who speak languages other than English and those who may not have access to computers. Family caregivers and paid caregivers can also provide planners with insight into their needs and desires, and those of their loved ones."

As the policy guide also notes, outreach and engagement should involve professionals from related fields such as physical and mental health, architecture and design, and social work. Finally, special efforts may also be needed to ensure that foreign-born or limited English proficiency older adults participate in planning processes. For guidance on how make public engagement more accessible to immigrant communities, see CMAP's Immigrant Integration Toolkit.

For more information on stakeholder engagement, see Center for Civic Partnerships' Aging Well in Communities toolkit, which provides guidance on how to structure an aging well planning process, including step-by-step guides for resident surveys, public forum, and focus groups. GIA's *Aging Power Tools* also provides additional information on best practices for focus groups, key person interviews, and surveys in the *Resources and Tools for Qualitative Research* section in Chapter 2 and in Chapter 3.

Demographic data analysis

Demographic data analysis should focus on trends and projections for the following key indicators:

- Senior population (65+, 75+, and 85+) as compared to county and region (count and percentage of total population)
- Race and ethnicity by age
- Household income and median household income by age
- Housing costs by age
- Disability characteristics
- Old-age dependency ratio (number of people aged 65 and over as a percentage of the labor force (ages 15-64)
- Means of transportation to work by age

Key sources of demographic data include the U.S. Census Bureau's decennial census, American Community Survey, and the Longitudinal Employer-Household Dynamics program. Finally, Area Agencies, various federal agencies, as well as research and advocacy organizations collect data and statistics on aging.

Asset mapping

Planners should begin asset mapping by defining asset types of interest, creating an inventory of existing resources and programs, as well as their location and the geography they serve. Ideally, these assets should be mapped out to identify strengths and gaps by geographic area and asset type. A helpful, if highly advanced, example of asset mapping is the Atlanta Regional Commission's Lifelong Communities interactive map, which tracks the following types of assets:

- Activity and Enrichment Centers
- Community Service Agencies
- Health Supportive Services
- Housing Types
- Veteran Services

While an interactive map is complicated to create, communities should consider developing "low-tech," non-interactive versions of such a map using Esri GIS, Google Maps, or other software. For a brief tutorial on how to create a customized Google Map, see the video clip at https://www.youtube.com/watch?v=TftFnot5uXw&feature=player_embedded. The Lifelong Communities map provides a comprehensive overview of the types of assets that are important to track when evaluating age-friendliness.

When creating an inventory of assets, planners should reach out to local seniors, local service providers, as well as township and county contacts. Area Agencies are also an important source of information regarding existing resources, resource gaps, and broader sub-regional initiatives and plans. See the appendix for Area Agency contact information.

Additional guidance on asset mapping is also available in the *Resources and Tools for Qualitative Research* section of GIA's *Aging Power Tools*.

Built environment assessment

The built environment assessment should focus on walkability and transit access. Key walkability considerations include: continuity and condition of sidewalk network, crosswalks and crossing signals, proximity of various types of destinations, and the differing abilities and needs of different people. Health by Design, an Indiana coalition that promotes physical activity and healthy living, offers a user-friendly and comprehensive walkability scoresheet that can aid planners and residents conduct a systematic assessment.

Planners should also consider analyzing GIS pedestrian-automobile accident data, filtering accidents by age, so as to identify streets and intersections that are particularly dangerous for pedestrians, and specifically seniors. An overall measure of walkability can also be obtained via Walkscore.com, which scores the walkability of a location, neighborhood, or city based on proximity to basic amenities.

In terms of evaluating transit, CMAP created an index to measure access to transit. The four separate factors included in the index are: walkability, connectivity, frequency, and proximity. For more information, see CMAP's Mobility web page, Data Hub, and local wiki page.

Plan development

Following the existing conditions assessment, planners should work with residents, elected officials, and municipal staff on plan development, the key aspects of which include: visioning and goal setting, and creating the strategies, policies, and programs that will help realize the vision. Depending on the type of document being developed, different types of strategies will be appropriate. The key planning and regulatory documents into which age-friendly strategies can be incorporated are: comprehensive plans, transportation plans, zoning codes, design guidelines, and development ordinances.

Strategy types will also vary based on each community's characteristics, priorities, and the issues and opportunities identified during the existing conditions assessment. If the existing conditions assessment reveals that supporting aging in place is a high priority for a community it may be appropriate for the community to incorporate best practices from thwwe Additional Strategies sections, in addition to the Priority Strategies. Aging in place should be considered a high priority if, for instance: a significant percentage of a community's population is made up of seniors, or is expected to be made up of seniors; walkability and public transit access are low; communities lack accessible housing or diverse housing stock; diverse stakeholders consistently describe a need for, or a commitment to, age-friendly planning.

For instance, the comprehensive planning processes that CMAP facilitated in Norridge and Westchester revealed that both municipalities have a very large senior population, and that seniors make up a much larger share of the overall population of both municipalities as compared to the Cook County and region. It was a priority for elected officials, staff, residents, and other stakeholders in both communities to address the needs and challenges facing their senior population, and both comprehensive plans include several strategies for aging in place. These strategies touch on housing choice and design, housing affordability and maintenance, transit access and walkability, as well as the importance of services and partnerships.

Plan implementation

As part of the implementation process, planners should continue to work with the stakeholders engaged during the existing conditions assessment phase to help ensure that initiatives are implemented effectively.

Evaluation and reassessment of existing conditions

Once implementation is underway, it is important to monitor and evaluate implementation efforts. It is also important to continue to assess existing conditions. For instance, it is recommended that comprehensive plans be updated every five to ten years.

For more information, see GIA's Aging Power Tools, which includes a chapter on evaluation and assessment with resources and examples for measuring the effectiveness of age-friendly initiatives. and walkability, as well as the importance of services and partnerships.

Chapter 3
LAND USE AND REGULATORY STRATEGIES

Priority Strategies

Neighborhood design

Neighborhood design is one of the important contributors to age-friendliness. Age-friendly neighborhoods are walkable, offer housing and transportation choices (which in turn help promote affordability), as well as access to basic needs and amenities, including services, jobs, and open space. Land use planning and zoning codes are the primary tools planner can use to achieve age-friendly neighborhood design. As such, planners should focus on creating land use and zoning policies that:

- Promote mixed use. Mixed use areas should accommodate a mix of residential, retail, and office uses arranged in a compact and pedestrian-friendly development pattern. Buildings could be configured as single-use buildings interconnected in a pedestrian-friendly manner and with complementary uses in close proximity, or could mix uses within the same building.
- Allow a diversity of residential districts and housing types, including:
  - Multifamily and single-family residential zones.
  - Townhouses, apartments and condominiums in various zones, including single-family zones.[9]
  - Allow assisted living facilities in single-family residential zones.[10]
  - Encourage smaller minimum floor areas, smaller lot sizes, and more compact development.[11]
  - Allow accessory dwelling units (ADUs), multigenerational homes, cohousing, shared housing, senior congregate housing, etc.
  - Reduce parking requirements, particularly for senior housing.
- Accommodate diverse living arrangements, including:
  - "Families of choice" (groups of individuals who are not biologically related but live together and share a kitchen).[12]
  - Allow child and elder care in residential settings and allow older adults and caregivers to reside together.[13]

[9] Community Choices Toolkit. Atlanda Regional Commission. http://www.atlantaregional.com/local-government/implementation-assistance/best-practices.

[10] Growing Older in Clark County, 2012. AARP. http://www.aarp.org/content/dam/aarp/livable-communities/plan/planning/Growing-Older-in-Clark-County-AARP.pdf.

[11] APA Policy Guide on Aging in Community. 2014. APA. https://www.planning.org/policy/guides/adopted/agingincommunity.htm.

[12] Community Choices Toolkit. Atlanda Regional Commission. http://www.atlantaregional.com/local-government/implementation-assistance/best-practices.

[13] APA Policy Guide on Aging in Community. 2014. APA. https://www.planning.org/policy/guides/adopted/agingincommunity.htm.

Additional Strategies

Building codes and development guidelines

While building codes and development guidelines are sometimes outside the direct purview of planners, they play an important role in supporting aging in place. As such, planners may want to work with the building department, and other appropriate municipal staff on adopting ordinances or guidelines that are age-friendly.

- **Illinois Accessibility Code and the Fair Housing Act**

  Care should be taken to make sure that new multi-family housing meets both the design standards of the Illinois Accessibility Code (IAC) and the Fair Housing Act. Statewide, the IAC requires that new residential housing be accessible to persons with disabilities. Under the IAC, prior to issuing permits, municipalities must evaluate whether the designs comply with the IAC. However, municipalities are not obligated to assess whether the plans comply with the federal Fair Housing Act. The federal law requires that multifamily housing with four or more units include basic attributes of accessibility (e.g., accessible entrances, accessible routes, accessible kitchens and bathrooms, and accessible common areas). Holding new developments to this higher standard would be relatively easy to implement as the standards are already written and it would promote accessibility in a municipality, which is important for both persons with disabilities and older adults.

- **Universal design**

  Universal design reflects the broad concept that building, products, materials, and environments should be inherently accessible to people with and without disabilities. As applied to housing, the idea is embodied by "visitability," creating homes that accommodate those with and without physical impairments, such as construction modifications to doorways, hallways, and bathrooms. Communities can choose to standardize visitability and incorporate it in local codes by adopting a visitability ordinance. Such an ordinance would ensure that new construction or major housing renovations can provide for the needs of the disabled and senior populations.

It is important to note that adopting several freestanding ordinances can make development and approvals, as well as ordinance enforcement, complicated. If a community seeks to supplement the zoning code with additional guidelines or ordinances, it is recommended that the community create a Unified Development Ordinance (UDO). See *APA's discussion of UDOs* for more information.

For more information and guidance see:

- CMAP and MPC's Homes for a Changing Region Toolkit *Recommendations Guide*, which includes information on providing diverse housing options for seniors, and livable downtown development.
- The U.S. Green Building Council's *Local Government Guide to LEED for Neighborhood Development,* which offers case studies and discusses strategies for achieving smart, sustainable neighborhood development, including zoning code revisions, as well as density and other development incentives.
- Raimi + Associates and the Natural Resources Defense Council's *Citizen's Guide to LEED-ND*, which discusses the elements of sustainable neighborhood development (including compact development, mixed use development, affordable and diverse housing, universal design, among others), and provides benchmarks for evaluating projects and neighborhoods.
- Partners for Livable Communities' *A Blueprint for Action,* which provides specific strategies for creating a successful ADU program and discusses senior friendly housing ordinances, as well universal design and visitability.
- The Atlanta Regional Commission's model ordinance language, which includes language for ADUs, mixed use development, senior housing, and transit oriented development, among others.
- APA's *Aging in Community Policy Guide*'s discussion of universal design and visitability.

Chapter 4
HOUSING STRATEGIES

Priority Strategies

Modifications and maintenance

Home modifications and maintenance are fundamental to keeping seniors safe in their homes. They can also be an effective way of reducing housing costs, and increasing affordability. There are a variety of assistance programs that a community can implement. Some communities support such programs through funding sources such as the U.S. Department of Housing and Urban Development (HUD) Community Development Block Grants (CDBG). Other communities rely on local funding, volunteer services, and/or collaborations with their local township, county, and neighboring communities. See for instance, the Proviso Township Handyman Service program.

Partners for Livable Communities' *A Blueprint for Action* outlines the following specific roles that local government can play in developing a modification and repair program:

- Expediting permitting processes so that residents can easily install modifications such as wheelchair ramps
- Funding home modification, repair, and weatherization services
- Providing home safety assessments
- Maintaining a database of qualified contractors, such as Certified Aging in Place Specialists (CAPS)
- Providing educational programs for homeowners and referrals to available services and qualified businesses
- Supporting volunteer programs, such as local Rebuilding Together Affiliates
- Encouraging greater communication between social workers, health workers, and aging services staff and housing officials so that homeowners in need of repairs and modifications can receive services (see "Housing, Action Step: Build partnerships between housing and service providers")

Educational and information resources

Programs that benefit seniors must be marketed to seniors. Communities that do not or cannot provide these kinds of services should promote and provide information on resources provided by the local township, county, and other social service agencies. These resources should be featured prominently on the community's website, and flyers should be available in municipal offices, as well as school, library and park facilities.

Partnerships

Planners can also support age-friendly housing options by creating partnerships with realtor and builder associations to increase the number of Senior Real Estate Specialists and CAPS working in a community.[14]

[14] Growing Older in Clark County, 2012. AARP. http://www.aarp.org/content/dam/aarp/livable-communities/plan/planning/Growing-Older-in-Clark-County-AARP.pdf.

Additional Strategies

Affordability

Housing affordability is a major challenge facing seniors. Planners can work to promote affordability in a number of ways, including:

- **Developing new affordable housing**, utilizing funding programs such as CDBG, HOME Investment Partnerships Program, and the Low-Income Housing Tax Credit Program. Note that such initiatives typically require close collaboration with developers and county government.
- **Creating a non-profit/land trust affordable housing model**, as discussed in the Homes for a Changing Region Toolkit Recommendations Guide, and Growing Older in Clark County Washington plan.
- **Preserving and modernizing federally-assisted senior housing**, as discussed in APA's *Aging in Community Policy Guide*.
- **Offering property tax assistance.** See *A Blueprint for Action's* discussion of local grants for property tax assistance as an alternative to changing the tax code. Note that Illinois already offers Senior Citizens Homestead Exemptions, Senior Citizens Assessment Freeze Homestead Exemptions, and Senior Citizens Tax Deferrals.
- **Allowing and promoting the development of diverse housing types,** as discussed in Chapter 3.

For more information and guidance see CMAP and MPC's *Home Grown: Local Housing Strategies in Action,* a compilation of studies covering community housing issues, including affordability and accessibility.

Chapter 5 TRANSPORTATION AND CIRCULATION STRATEGIES

Priority Strategies

Complete Streets

A fundamental strategy for supporting aging in place is promoting and implementing Complete Streets. CMAP defines Complete Streets as "a transportation policy and design approach that requires streets to be planned, designed, operated, and maintained to enable safe, convenient, and comfortable travel and access for all anticipated roadway users, regardless of their age, abilities, or mode of travel."[15]

CMAP, in collaboration with Active Transportation Alliance, and the National Complete Streets Coalition developed a Complete Streets Toolkit to help communities incorporate a Complete Streets approach into local planning, design, and construction processes and documents. Planners should refer to this toolkit for a basic overview of the Complete Streets movement, and guidance on policy development, adoption, and implementation. The toolkit also includes overall design concepts for roadway planning, as well as examples of bicycle facilities and basic transit and pedestrian facilities, among others, and intersection and traffic calming treatments.

For additional information and guidance see:

- Atlanta Regional Commission's Aging in Place toolkit, which includes recommendations for transportation improvements. For instance:
  - Provide clear signage at crosswalks for both pedestrians and motorists.
  - Construct pedestrian islands in the medians of multi-lane streets.
  - Extend length of crossing signals to ensure adequate time for elderly, disabled and slow pedestrians to cross streets safely.
- Partners for Livable Communities' *A Blueprint for Action*, which provides guidance on making streets safe for people of all ages and abilities. Strategies include:
  - Brighter stop lights and pavement markings.
  - Larger lettering on street-name and directional signs.
  - Protected left-turn signals.
  - Converting two-way-stop intersections to four-way-stop intersections.

[15] CMAP Complete Streets Toolkit. http://www.cmap.illinois.gov/programs-and-resources/local-ordinances-toolkits/complete-streets.

Public transit

In order for seniors to be able to take advantage of existing public transit services, facilities must be age-friendly and include shelters, seating, signage, and scheduling information. Planners can work to improve public transit facilities by applying to funding sources such as the Congestion Mitigation and Air Quality Improvement Program (CMAQ). For more information on CMAQ and project eligibility see CMAP's CMAQ web page. Planners can also publicize the Regional Transportation Authority (RTA) "Ride Free Program," which offers qualifying seniors free rides on the Chicago Transit Authority (CTA), Metra, and Pace fixed-route services.

Paratransit

Pace offers paratransit service, "a 'demand-response' service in which a passenger must reserve a ride in advance."[16] Planners should work to raise awareness of partransit options for seniors. Programs to highlight include:

- Americans with Disabilities Act (ADA) Paratransit, which "is provided for customers whose disability or health condition prevents them from using CTA and/or Pace fixed route services for some or all of their travel. Only persons who are certified by the RTA are eligible to ride ADA Paratransit."[17]
- Local Dial-a-Ride programs (if applicable). As Pace explains, "In most cases, Pace has a financial partnership with a city or township to pay for and operate the service. Dial-a-Ride programs have different rules on fares, geographic boundaries and passenger eligibility."[18]
- The Taxi Access Program, which offers customers reduced taxi rates as an alternative to Pace's ADA paratransit program.

[16] Pace http://www.pacebus.com/sub/paratransit/.

[17] Ibid.

[18] Ibid.

Additional Strategies

Paratransit

Many Dial-a-Ride programs do not allow same-day scheduling and have limited service hours, constraining seniors' ability to travel. Planners should work with neighboring communities, the local township, and Pace to modify (or develop new) Dial-a-Ride programs. A Blueprint for Action suggests the following key modifications:

- Allow same-day scheduling for patrons of paratransit services through computerized scheduling and dispatching systems.
- Extend service hours for paratransit and fixed-route transit services to wweekend and evening times.
- Provide neighborhood circulator services, such as smaller shuttle buses serving senior centers.

If a Dial-a-Ride program does not exist, planners can work with Pace and the township or county, to establish one or expand an existing program. Planners can also work with the municipality, neighboring municipalities, and townships to establish local programs, such as the Bloom Township Senior Wheels program, which provides curb-to-curb transportation services.

Finally, Planners can work to improve accessible transportation options by participating in RTA's Coordinated Public Transit - Human Services Transportation Plan planning process.

Alternative Transportation

Alternative transportation, such as volunteer driver programs or rideshare programs, provide an important supplement to public transit and paratransit. APA's Aging in Community Policy Guide recommends that states, and where applicable, localities, enact various initiatives to support volunteer driver programs. Planners and local governments can work with state representatives to support these measures. For instance, two measures recommended by the Policy Guide are:

- States should establish policies that protect volunteer drivers from unreasonable or unfair increases in liability or insurance rates that arise solely from volunteer driver status.
- States and localities should exempt non-profit volunteer driver programs from livery laws when those programs collect payment for rides to help cover operating expenses.

Alternative transportation can also involve partnerships initiated, organized, or supported by local governments to help seniors access key locations such as hospitals, clinics, and senior centers. A Blueprint for Action suggests the following strategies for improving access to medical transportation specifically:

- Working with the local transit agency to adjust routes so that older adults have easier access to health care services.
- Creating a brokerage service connecting health care consumers with the most appropriate available transportation services.
- Encouraging vehicle sharing among health institutions, human service providers, and other organizations with fleets that may be used at different times.

Older driver safety

The safety of older drivers is a major concern. Planners can help raise awareness of older driver safety programs, such as the American Automobile Association and AARP programs, which include local, as well as online courses and resources. As *A Blueprint for Action* notes, community-based driver programs are also a good way to reach seniors who are not aware of, or unable to access the above mentioned programs. *A Blueprint for Action* suggests the following components for a community-based driver safety program:

- Driving skills assessments.
- Classes focusing on improving agility and other driving-related skills.
- A phone hotline providing advice to older drivers, caregivers, and family members.
- Help in identifying other mobility options and training older adults how to use new mobility options, such as public transportation.
- Partnerships with occupational therapists and other specialists who can help assess and improve drivers' skills.

Chapter 6 WORKFORCE AND ECONOMIC DEVELOPMENT STRATEGIES

Priority Strategies

Age-Friendly businesses and aging improvement districts

As discussed in APA's *Aging in Community Policy Guide,* "Planners should promote age-friendly businesses that facilitate access, employment and use by older adults." In order to promote age-friendliness, planners should establish partnerships with businesses, chambers of commerce and business associations and work collaboratively to create and implement age-friendly practices.

New York City has done significant work in this area, creating simple guidelines and marketing strategies to help businesses attract senior customers, as well as piloting entire age-friendly neighborhoods, called "Aging Improvement Districts." New York City has also created guidelines for businesses to become better employers of seniors, or "age-smart." Clark County, Washington and Ontario, Canada have also developed helpful resources and guidelines for making businesses friendlier to senior customers, as well as helping employers retain aging employees. Planners and local governments can work to create similar resources, tailored to their specific communities, or can develop policies and implementation initiatives based off of existing resources.

Planners can also work with the Area Agencies to raise awareness of the federally funded Senior Community Service Employment Program. The program "promotes useful part-time (at minimum wage) training opportunities in community service activities for unemployed low-income persons who are 55 years old or older who are actively looking for employment."[19]

For additional information and guidance see:

- New York City
  - Age-Friendly NYC website
  - Age-Friendly Business Guide and Age-Friendly Checklist
  - Age-Smart Employer: Compendium of Strategies and Practices
  - Aging Improvement Districts web page
  - Toolkit for Establishing an Aging Improvement District in Your Community
- Ontario's assessment check-list for small businesses in the appendix of its Age Friendly Community Planning guide
- The Growing Older in Clark County plan

[19] Illinois Department on Aging. https://www.illinois.gov/aging/AboutUs/Pages/employ.aspx.

Additional Strategies

Workforce development and training programs

In addition to working with the business community, planners can work with the education, workforce development, and social services sectors as well as with seniors directly, to help seniors stay in their jobs if they wish, access job training and re-training programs, or find new employment opportunities. Initiatives might include:

- Creating a senior talent pool or senior job bank, as is discussed in the Growing Older in Clark County plan.
- Hosting senior job fairs.
- Raising awareness of training and education programs offered by local community colleges, non-profits, and faith-based organizations, by featuring programs on municipal websites, and providing informational flyers in municipal buildings.

Chapter 7
PUBLIC SAFETY, COMMUNITY FACILITIES, AND SERVICES STRATEGIES

Priority Strategies

Public safety

There are a number of strategies and programs that planners, in collaboration with municipal service departments, fire and police and departments, and neighborhood associations, can implement to help address the various public safety challenges faced by seniors. For instance:

- Establish heating and cooling centers.
- "Implement targeted service delivery (e.g. backyard trash collection, sidewalk snow removal) that alleviates the risk of injury in treacherous weather conditions, or overexertion for those with chronic health conditions."[20]
- "Offer specific aging sensitivity training for first responders and voluntary registry programs so that older adults can be located and assisted in crisis situations."[21]
- "Encourage and promote the development of a voluntary Vulnerable Population Registration for emergency service providers."[22]
- "Encourage neighborhood associations to implement a phone tree/reverse 9-1-1 system."[23]
- "Create mail carrier alert programs."[24]
- "Train law enforcement officials to detect and report elder abuse."[25] Some communities also train "Elderly Service Officers." In Illinois, the Attorney General's office offers an Elderly Service Officers Training program, which "educates law enforcement officials to become aware of the needs and problems of the senior community, and to play a more active role in preventing crimes against older people."[26]

Volunteerism

Intergenerational volunteering programs are an effective way of keeping seniors active and engaged. In some cases, they can also be an effective way of delivering services to seniors, and/or taking advantage of seniors' skills and knowledge to provide free training and assistance to younger generations. Planners should work with schools and the nonprofit/social services community to create partnerships and programs. For more information and guidance, see New York City's report on good practices in Intergenerational Programming.

20 The Maturing of America: Communities Moving Forward for an Aging Population. 2001. MetLife Foundation. https://www.metlife.com/assets/cao/foundation/MaturingOfAmerica_FINAL_Rpt.pdf.

21 Ibid.

22 Growing Older in Clark County. 2012 Clark County Washington. http://www.aarp.org/content/dam/aarp/livable-communities/plan/planning/Growing-Older-in-Clark-County-AARP.pdf.

23 Ibid.

24 A Blueprint for Action: Developing a Livable Community for All Ages. 2007. MetLife Foundation. http://www.livable.org/storage/documents/reports/AIP/blueprint4actionsinglepages.pdf.

25 Ibid.

26 Illinois Attorney General. http://www.illinoisattorneygeneral.gov/seniors/eso.htm.

Additional Strategies

Facilities and Programming

Libraries and parks often play an important role as "third places," or "social environments outside of home and workplace"[27] for all community members, but especially seniors. Planners should work with library and park districts to make their facilities and programming age-friendly. For instance, Partners for Livable Communities' *A Blueprint for Action* suggests the following strategies:

- **Exercise classes**: Many local governments offer exercise classes that are tailored specifically to older adults, such as swimming programs, osteoporosis prevention classes, and line dancing. These can be held at accessible, convenient locations such as senior centers.
- **Walking programs:** Local governments can encourage walking by sponsoring group programs and distributing pedometers, enabling participants to track their exercise.
- **Developing and promoting parks and trails:** Walking in parks and on trails is a favored means of recreation for older adults. Local governments can promote area trails by distributing maps and other materials that make these amenities easy to find and use.

When evaluating or considering new programs, the APA Policy Guide recommends an "age in everything" approach, "where older adults are considered in all program and facility planning." Such an approach "is especially critical in suburban and rural areas, where there may not be the population to support 'older adult only' services, but where modification of existing assets makes them useful to older adults."

Planners should also work with library and park districts, as well as school districts, to enter into formal sharing agreements that would allow facilities to be used for various purposes. Sharing agreements are particularly important in communities where parks, open spaces, or community meeting spaces are limited.

For additional information and guidance see *New York City's 10 Ways to Make Your Library Age-Friendly* pamphlet.

[27] Growing Older in Clark County. 2012 Clark County Washington. http://www.aarp.org/content/dam/aarp/livable-communities/plan/planning/Growing-Older-in-Clark-County-AARP.pdf.

Service provision

While planners and local governments are not typically service providers, they can play an important role on coordinating services and service providers, as well as raising awareness of and providing information on available services. For instance, *A Blueprint for Action* recommends that communities create "a single point of entry for information about local services and publicize information on websites." For additional information on key components of such a program, see *A Blueprint for Action*.

Planners can also use demographic data analysis to identify Naturally Occurring Retirement Communities (NORCs) or areas with high concentrations of seniors so as to improve and target service provision, including services at home. AARP has found that "At least six states—Georgia, Maryland, Massachusetts, Missouri, New York and Pennsylvania—are using NORCs to better provide services and promote the ability to age in place."[28] More information about NORCs, as well as resources and recommendations for best practices, see the NORC Blueprint web page.

Planners can also provide information on and promote non-traditional service delivery models, such as the "Elder Village" model, which supports neighbors joining together to share services such as home maintenance, transportation, meal delivery, and in-home care, often at a discounted rate, through creation of a nonprofit organization with professional staff and multi-generational participation. More information about the Elder Village concept can be accessed via the Village to Village Network, a national peer-to-peer network of Elder Village organizations that assists communities with implementing the Village concept.

[28] Aging in Place: A State Survey of Livability Policies and Practices. 2011. National Conference of State Legislatures and AARP. http://www.ncsl.org/documents/transportation/aging-in-place-2011.pdf.

APPENDIX

Chicagoland Area Agency on Aging Programs

Chicago Department of Family and Support Services

The Chicago Department of Family and Support Services (DFSS) houses the Senior Services Area Agency on Aging, which offers several resources including, information and assessment, and services in health, fitness, education, cultural enrichment, and recreation. Below is a complete list of programs:

- Assisted Living Information
- Benefits Check Up
- Caregiving Assistance
- Department on Aging's Circuit Breaker and Illinois Cares Rx
- Insurance Counseling for Seniors
- Regional Senior Center
- Satellite Senior Center
- Senior Related Literature
- Senior Services Information and Assessment Assistance
- Senior Well Being Check

Additional information on each program is available at: http://www.cityofchicago.org/city/en/depts/fss/provdrs/senior/svcs.html

The City of Chicago is also a member of the World Health Organization's Global Network of Age-Friendly Cities. As part of the its efforts to become more inclusive of, and accessible to its aging residents, DFSS, in partnership with the Buehler Center on Aging, Health & Society at Northwestern University, developed the Age-Friendly Chicago Assessment and Benchmarking Report. The full report and executive summary, as well as additional information on the Age-Friendly Chicago initiative, is available at: http://www.cityofchicago.org/city/en/depts/fss/supp_info/age-friendly-chicago.html.

Age Options

AgeOptions is the Area Agency for suburban Cook County, serving over 480,000 older adults in 30 townships and 130 communities. In addition to advocating for the seniors and their families, AgeOptions administers federal and state funds to support community agencies in the delivery of services. Services and programs are grouped into four main categories:

- Take Charge of Your Health
- Living Well in Your Home and Community
- Safety and Well-Being
- Access Information & Resources

Services and programs include:

- Community and home delivered meals
- Central Point of Entry information and assistance so older persons, their families and friends have local, reliable and knowledgeable resource centers for information
- Culturally appropriate services and supports for limited-English-speaking and newly arrived residents
- Elder abuse, neglect and financial exploitation services to support older persons through local senior service agencies
- In-home care
- Legal assistance
- Transportation
- Senior centers
- Housing assistance
- Respite support for family caregivers
- Training and education
- Outreach
- Ombudsman services for older persons in long term care and assisted living facilities
- Health promotion and disease prevention
- Medication management

Additional information on these resources is available at: http://www.ageoptions.org/services-and-programs_landingpage.html

Northeastern Illinois Agency on Aging

The Northeastern Illinois Agency on Aging serves over 520,900 seniors (60+) live in the agency's eight-county service area (DuPage, Grundy, Kane, Kankakee, Kendall, Lake, McHenry, and Will counties). The agency supports services and programs including: Meals on Wheels, Case Management, Information and Assistance, Family Caregiver Support, and Legal Services. Additional information, organized by county, can be found here: http://www.ageguide.org/assistance.html.

Acronym List

ADA	Americans with Disabilities Act
ADU	Accessory Dwelling Units
AOA	Administration on Aging
APA	American Planning Association
CAPS	Certified Aging in Place Specialist
CDBG	Community Development Block Grant
CDC	Centers for Disease Control
CMAP	Chicago Metropolitan Agency for Planning
CMAQ	Congestion Mitigation and Air Quality Improvement Program
CTA	Chicago Transit Authority
DFSS	Chicago Department of Family and Support Services
FHWA	Federal Highway Administration
FTA	Federal Transit Administration
GIA	Grantmakers in Aging
HUD	U.S. Department of Housing and Urban Development
IAC	Illinois Accessibility Code
IDOT	Illinois Department of Transportation
LTA	Local Technical Assistance
MMC	Metropolitan Mayors Caucus
MPC	Metropolitan Planning Council
NORC	Naturally Occurring Retirement Communities
PAS	Planning Advisory Service
RTA	Regional Transit Authority
UDO	Chicago Department of Family and Support Services

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