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
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Prepared by the County Executive's
OFFICE OF STRATEGY + INNOVATION
and
Department of Human Services
COUNTY OLDER RESIDENT PROGRAMS
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 276,007 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 168,620 (2017 American Community Survey, 5 Year Estimates).

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.
St. Louis County Older Adult Population (2015)

St. Louis County Older Adults (45-64) by Census Tract
ACS 5 year Estimates 2015

Older adult population (45-64) is too big to ignore.

Generation Breakdown, 2015
Population
ACS 5 year Estimates 2015

- Older adults (45+) make up 45% of total population of 1 million residents
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.

An Age-Friendly Culture

As St. Louis County completes its third year of action plan implementation, the notion of being an “age-friendly” community has become part of the culture. Using an age-friendly lens to view opportunities and challenges and continually asking, “is this age-friendly?” are now a routine part of St. Louis County’s practices and lexicon.

The past year has presented St. Louis County with both opportunities and challenges. The opportunity to promote an age-friendly St. Louis County through its Older Adult Commission and key partnerships have been highlights of the past year, while significant budget constraints and staffing capacity have prevented some initiatives from being fully implemented. Despite a changing landscape and resource barriers, St. Louis County has continued to advance its Age-Friendly Community Action Plan.

2018 Highlighted Successes

*St. Louis County Older Adult Commission.* A highlight in 2018 was the growth of St. Louis County’s Older Adult Commission, which was established in 2017 as one of the plan’s recommendations. The commission met ten times in 2018 focusing on building awareness and creating value. A new initiative, *Commissioner Coffees*, was launched where commission members meet with key constituents in their respective council districts to network and receive input on needs. The commission also hosted a variety of representatives from partner agencies, including STL Village, St. Louis County Library, and municipal and county agencies. The commission has also developed a Speakers Bureau, with each quarter of the year aligned with one of St. Louis County’s Age-Friendly four focus areas.
Community Partnerships. Beginning with St. Louis County’s age-friendly assessment and planning process, community partnerships have been an integral component of its practice. In 2018, specific examples of partnerships and community outreach included Catholic Charities of St. Louis, St. Louis Naturally Occurring Retirement Community (NORC), Washington University, and St. Louis Elder Financial Protection Interdisciplinary Team. Collaborations included data sharing, presentations, implementation of the Age-Friendly Municipal Toolkit at the local level and serving as a host agency for a first-year college seminar entitled, When I’m 64.

St. Louis County Affordable Housing Trust Fund Task Force. The appointment of a blue-ribbon task force by the County Executive in June 2018, provided the opportunity to explore affordable housing issues in St. Louis County, including the impact on older adults. Data showed that more than 33,000 seniors residing in St. Louis County are cost burdened, especially renters. Recommendations to fund an affordable housing trust fund will be presented in 2019.

Cost Burden, by Tenure

<table>
<thead>
<tr>
<th>Income Level</th>
<th>% of Cost Burdened Households</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; $30,000</td>
<td>Owner 26, Renters 12</td>
</tr>
<tr>
<td>$30,000-44,999</td>
<td>Owner 12, Renters 24</td>
</tr>
<tr>
<td>$45,000-59,999</td>
<td>Owner 35, Renters 35</td>
</tr>
<tr>
<td>$60,000-74,999</td>
<td>Owner 10, Renters 10</td>
</tr>
<tr>
<td>$75,000+</td>
<td>Owner 5, Renters 2</td>
</tr>
</tbody>
</table>

Cost Burdened Households

- Total number of cost burdened households: 115,045
- Cost burdened renter households: 54,480
- Cost burdened owner households: 60,545
- Cost burdened senior (65+) households: 33,628

WHO Website. St. Louis County’s Planning Department and Office of Strategy + Innovation collaborated to update St. Louis County’s presence on the World Health Organization’s website with all current documents and materials uploaded.

Looking Ahead

In 2019, the year will be focused on new goal setting and strategy development as the Office of Strategy + Innovation will lead the organization-wide effort to update St. Louis County’s five-year Strategic Plan. The end of the three-year Age-friendly Action Plan cycle and the start of the five-year countywide strategic plan cycle will allow for a fresh look at data, strategies, and evaluating an age-friendly community focus. Using its age-friendly lens, the new strategic plan update will look to the best practices of serving its older adults in the 21st century.
St. Louis County Departments were asked how they approach serving the aging population. Does it affect service delivery or policies? Where are the opportunities?

**Accessibility**

Transportation/Public Works: For ADA compliance, we have increased font size on signage. It is expensive to fix existing infrastructure.

Revenue: We offer mixed service delivery options which serve different age cohorts of population. Financial literacy and lack of transportation have been issues.

**Programming**

Parks: Silver Sneakers is at four STLCO locations. The youth programs are very successful, but the youth programs not as much. It could be a communication issue. We offer a lot of services that older adults take advantage of (e.g. trails, pickleball, neighborhood connections).

Human Services: The aging population impacts how many service CORP provides. CORP relies on volunteers for services, but volunteer numbers are going down. CORP’s average customer age is 94 years old.

**Lacking Transportation**

Public Health: Although clinics do not generally serve the Medicare population, we know that the #1 reason older adults miss appointments at primary care/clinics is the lack of transportation.

**Aging Workforce**

Administration: We have felt the wave of aging St. Louis County workforce as our pension and health insurance amounts continue to rise. We do not currently know the amount of health insurance costs older adult employees share, but we could look at that and track it.

**Fixed Incomes**

Transportation/Public Works: Residents on fixed incomes have difficulty maintaining their properties which lead to violations.

Community Empowerment: We offer financial literacy information at resource fairs. It has been really well received. Older adults are sometimes strapped for resources (e.g. utility assistance, heating/cooling, housing assistance).

**Accommodation**

Justice Services: Nationally, jail populations are seeing intake ages rising. This would have significant impacts—they need special assistance, mental health services, transportation, and accommodating in/out bus design.

**Higher Need**

Police Department: Higher calls for service from older adult population, primarily for sick or fall cases. Dispatchers spend time assisting older adult callers who call 911 but do not have an emergency. We have an opportunity for training officers on how to assist older adults.
**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**

In 2018, St. Louis County’s Older Adult Commission acted as an advisory group to all St. Louis County departments and expanded their efforts by reaching out to various community agencies to spread awareness of the Commission. This year was spent reaching out to and gathering information from community partners, which led the Commission to begin planning a community event focusing on Arts and Aging.

The Older Adult Commission advocated for maintaining a property tax credit for low income older adults and will continue to monitor issues relevant to the quality of life of St. Louis County’s older residents, and take necessary action, when appropriate.

**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.

In 2018, CORP continued to look for ways to connect older adults to community resources. A template was developed to create an on-line resource tool for community services focusing on older adults.
Volunteer Coordination

CORP took the lead on organizing volunteer coordinators across St. Louis County departments to work together to recruit volunteers. The interdepartmental Countywide Volunteer Management Team meets on a regular basis to expand access to volunteer opportunities across County departments. A volunteer recruitment flyer was developed, and recruitment events have been held. An internal SharePoint site was created to allow referrals of potential volunteers among County departments and agencies. A link will be added to St. Louis County’s website when the website is re-designed.
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.
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.

Health & Wellbeing

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

✓ Health Disease profile data completed and added to the Department of Public Health website.

✓ Health Promotion programs integrated into the Community Health Improvement Plan (CHIP) to address older adult health.

✓ Worked with a local municipality to secure funding for a survey of older adults to identify community-specific needs.
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 multi-generational 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

✔ Parks Department programming now includes programming to link young children with older adults to facilitate inter-generational opportunities. This includes a Children’s Garden Club and community gardens which both link young children with older adults to provide learning experience in gardening activities; Police Athletic Leagues which link young children with older adults to provide learning experience and positive role models; and Farm Fridays which links young children with older adults to provide learning and recreation experiences.

✔ Countywide Volunteer Management Team is expanding opportunities to promote volunteerism in various St. Louis County departments.

✔ Parks Department works with schools on a regular basis to facilitate programs and activities that bring youth into parks and recreation centers. Working with a
private sponsor is allowing chess classes and tournaments into the recreation complexes so seniors can mentor/teach chess kills to school-age children.
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

✓ In partnership with Metro Transit, a comprehensive analysis of the MetroBus system was completed. Input from transit users and the public, along with the information collected from the analysis, allowed Metro planners to identify enhancements to the transit system and develop a new service plan that will improve the customer experience, increase access to destinations throughout the system and address the future mobility needs of the region.
Independent Transportation Network began operation in May 2018, providing service to older adults in the central corridor of St. Louis County.

Department of Transportation has actively been implementing St. Louis County’s Complete Streets ordinance. This ordinance directs the Department to look at ways to improve multi-modal connectivity for all citizens of St. Louis County.

Consultant was selected and contract negotiated for the Action Plan for Biking and Walking in St. Louis County. This plan will identify problem areas for walking and measures to improve walking and biking in St. Louis County. This will identify areas where improvements can be made, which will result in improved mobility and healthy living choices for older adults. The plan will also help identify sidewalks that are in need of improvement for safe pedestrian access for all users.

Department of Planning and Department of Transportation worked with Great Rivers Greenway and MetroBus in development of their signage systems.
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

✓ Volunteer Handyman program was expanded to include several individual volunteers and one church group.
**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.

<table>
<thead>
<tr>
<th>Action</th>
<th>Lead Department</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Establish benchmarks through the Community Health Assessment in 2016.</td>
<td>PUBLIC HEALTH</td>
<td>ON TRACK</td>
</tr>
<tr>
<td>2. Stratify implementation opportunities of the Community Health Improvement Plan to facilitate services to older adults.</td>
<td>PUBLIC HEALTH</td>
<td>ON TRACK</td>
</tr>
<tr>
<td>3. Provide a dedicated health promotions staff point of contact for literature and programming recommendations, services and awareness campaigns.</td>
<td>PUBLIC HEALTH</td>
<td>ON TRACK</td>
</tr>
<tr>
<td>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.</td>
<td>PUBLIC HEALTH</td>
<td>AHEAD OF SCHEDULE</td>
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<tr>
<td>5. Disseminate appropriate resources, referrals, programs and opportunities to the public and partnering agencies.</td>
<td>PUBLIC HEALTH</td>
<td>AHEAD OF SCHEDULE</td>
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</table>

- 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.

<table>
<thead>
<tr>
<th>1. Establish benchmarks using epidemiology surveillance to provide stratified data, by age, and maps based on chronic disease and health indicators.</th>
<th>PUBLIC HEALTH</th>
<th>ON TRACK</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>PUBLIC HEALTH</td>
<td>ON TRACK</td>
</tr>
<tr>
<td>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.</td>
<td>PUBLIC HEALTH</td>
<td>AHEAD OF SCHEDULE</td>
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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.

<table>
<thead>
<tr>
<th>1. Explore the creation of a web-based and app-based resource guide for municipal and public health practitioners and services.</th>
<th>PUBLIC HEALTH IT</th>
<th>ON TRACK</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>PUBLIC HEALTH</td>
<td>ON TRACK</td>
</tr>
<tr>
<td>3. Establish a multi-sector coalition of agencies to apply for federal funding and work on initiatives focused on older adults.</td>
<td>PUBLIC HEALTH IT</td>
<td>AHEAD OF SCHEDULE</td>
</tr>
</tbody>
</table>
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.

5. Increase health screenings and workshops, targeted for older adults, at recreation and community centers.
### 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.*

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<thead>
<tr>
<th>Actions</th>
<th>Lead Department</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Create established links among programs for older adults and children to facilitate inter-generational opportunities (gardening, fishing, naturalists).</td>
<td>PARKS</td>
<td>ON TRACK</td>
</tr>
<tr>
<td>2. Establish a formal dialogue with school districts to develop programs that allow older adults to participate in intergenerational activities with youth.</td>
<td>CORP, PARKS</td>
<td>ON TRACK</td>
</tr>
</tbody>
</table>

**GOAL 2: Connect residents to existing facilities, programs and resources.**

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<thead>
<tr>
<th>Actions</th>
<th>Lead Department</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Create outreach materials that increase awareness of existing programs and resources.</td>
<td>CORP, PARKS</td>
<td>ON TRACK</td>
</tr>
<tr>
<td>2. Conduct environmental audits of facilities where programs for older adults are held.</td>
<td>CORP, PARKS</td>
<td>ON TRACK</td>
</tr>
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</table>

**GOAL 3: Encourage the delivery and promotion of existing programs to reflect the diversity of older adult population.**

<table>
<thead>
<tr>
<th>Actions</th>
<th>Departments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Review communication of programs for cultural diversity and sensitivity.</td>
<td>CORP, S+I</td>
</tr>
<tr>
<td>2. Evaluate all programs to serve a diverse older adult population.</td>
<td>CORP, S+I</td>
</tr>
</tbody>
</table>
**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.  
   **NOT STARTED**

2. Provide a template for local municipalities to host job “re-entry” fairs for older adults.  
   **S+I**  
   **ON TRACK**

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**  
   **ON TRACK**

**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**  
   **ON TRACK**

**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**  
   **ON TRACK**

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**  
   **ON TRACK**

3. Create a template on how to create older adult commissions or focus groups.  
   **S+I**  
   **ON TRACK**
### 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
   - **ON TRACK**

2. Expand PARKS and Recreation Activity Guides to include an older adult section.  
   - PARKS
   - **ON TRACK**

3. Create and provide a printed list of common referrals for older adult services to local governments.  
   - CORP, S+I
   - **ON TRACK**

4. Create a mobile information kiosk that provides hardcopy material as well as electronic access to resources, and establish regular venues for display.  
   - CORP
   - **ON TRACK**

5. Develop and promote the use of a standardized template for providing information for older adults and caregivers on local government websites.  
   - S+I
   - **ON TRACK**

### 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
   - **ON TRACK**

2. Promote “tech training” curriculum for PARKS staff to teach through recreation and community centers.  
   - PARKS
   - **ON TRACK**
<table>
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<tr>
<th>Actions</th>
<th>Departments</th>
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<tbody>
<tr>
<td>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).</td>
<td>PLANNING, CORP</td>
<td>DELAYED</td>
</tr>
<tr>
<td>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.</td>
<td>PLANNING, CORP</td>
<td>DELAYED</td>
</tr>
<tr>
<td>3. Create a web portal that links people with available transportation services and resources for older adults in St. Louis County.</td>
<td>PLANNING, CORP, IT</td>
<td>DELAYED</td>
</tr>
<tr>
<td>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.</td>
<td>PLANNING TRANSP., CORP</td>
<td>ON TRACK</td>
</tr>
<tr>
<td>5. Work with Metro to explore options to improve access to reduced fair cards for older adults.</td>
<td>PLANNING TRANSP., CORP</td>
<td>ON TRACK</td>
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</tbody>
</table>
### GOAL 2: Improve access to a broad range of educational, social, fitness and civic programs for non-driving older adults.

<table>
<thead>
<tr>
<th>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.</th>
<th>PARKS</th>
<th>ON TRACK</th>
</tr>
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<tbody>
<tr>
<td>2. Promote the transportation resources web portal through activity guides to facilitate access to community centers, PARKS and other recreation programs and events.</td>
<td>PARKS, CORP</td>
<td>ON TRACK</td>
</tr>
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</table>

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

<table>
<thead>
<tr>
<th>1. Prioritize sidewalk and intersection improvements in areas with concentrations of older adults.</th>
<th>TRANSP., PLANNING</th>
<th>ON TRACK</th>
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<tbody>
<tr>
<td>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.</td>
<td>PLANNING</td>
<td>ON TRACK</td>
</tr>
<tr>
<td>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.</td>
<td>PLANNING</td>
<td>ON TRACK</td>
</tr>
<tr>
<td>4. Engage older adults in walkability audits and create “senior-friendly” walk routes to reach specific destinations.</td>
<td>CORP, TRANSP., PLANNING</td>
<td>ON TRACK</td>
</tr>
<tr>
<td>5. Work with Metro and other partners to install benches, lighting and other streetscape amenities along identified “senior-friendly” walk routes.</td>
<td>PLANNING, TRANSP.</td>
<td>ON TRACK</td>
</tr>
<tr>
<td>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.</td>
<td>TRANSP.</td>
<td>ON TRACK</td>
</tr>
</tbody>
</table>
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  
   ON TRACK

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  
   ON TRACK

2. Pursue grants, such as Missouri Department of Transportation’s Highway Safety grants, to support partnerships to advance older adult driver safety.  
   CORP, TRANSP.  
   ON TRACK
**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.

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<tr>
<td>1. Create and promote a monthly/seasonal checklist to encourage preventative home maintenance.</td>
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<tr>
<td>2. Evaluate the feasibility of creating a volunteer “handyman” program for preventative maintenance and minor home repair services.</td>
</tr>
<tr>
<td>3. Create a new, robust Home Care &amp; Repair program that comprehensively addresses the issues of home repair for older adults:</td>
</tr>
<tr>
<td>- A vetted list of contractor referrals, with information on fraud prevention</td>
</tr>
<tr>
<td>- Workers and volunteers from trade schools, organizations such as YouthBuild and community service participants</td>
</tr>
<tr>
<td>- Financial assistance for home repair for older adults who cannot meet basic needs</td>
</tr>
<tr>
<td>- Create an accessible online resource guide</td>
</tr>
<tr>
<td>4. Present to forums for municipal code enforcement and building inspection professionals to learn best practices for working with older adults.</td>
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<tr>
<td>5. Explore the feasibility of designating a share of Office of Community Development funding for eligible elderly and disabled homeowners.</td>
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<td>3. CORP</td>
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<tr>
<td>5. COMMUNITY DEV'T</td>
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<td>DELAYED</td>
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GOAL 2: Improve availability and awareness of home modification programs to increase safety and accessibility for older adults.

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<tbody>
<tr>
<td>1.</td>
<td>Partner with Occupational Therapy programs from area universities to provide home safety assessments to older adults with needs.</td>
<td>CORP ON TRACK</td>
</tr>
<tr>
<td>2.</td>
<td>Partner with the National Association of Remodeling Industry-St. Louis Chapter to explore opportunities to expand home modification programs.</td>
<td>CORP NOT STARTED</td>
</tr>
<tr>
<td>3.</td>
<td>Provide referrals for geriatric assessments to older adult applicants for any St. Louis County home modifications and retrofitting assistance programs.</td>
<td>COMMUNITY DEV’T ON TRACK</td>
</tr>
<tr>
<td>4.</td>
<td>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.</td>
<td>CORP DELAYED</td>
</tr>
<tr>
<td>5.</td>
<td>Promote AARP’s Homefit guide.</td>
<td>CORP ON TRACK</td>
</tr>
<tr>
<td>6.</td>
<td>Expand the inclusion of Universal Design elements in St. Louis County’s housing stock by:</td>
<td>PUBLIC WORKS, CORP, PLANNING ON TRACK</td>
</tr>
<tr>
<td></td>
<td>• Exploring integration of Universal Design elements into the St. Louis County building code</td>
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<tr>
<td></td>
<td>• Promoting Universal Design to area homebuilders and developers</td>
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<tr>
<td></td>
<td>• Promoting the ability to search Multiple Listing Service real estate listings for Universal Design elements</td>
<td></td>
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<tr>
<td>7.</td>
<td>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.</td>
<td>S+I ON TRACK</td>
</tr>
</tbody>
</table>
## 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**  
   - **NOT STARTED**

2. Use the “village” concept model as a means for delivering select CORP services in targeted areas.  
   - **PLANNING, CORP**  
   - **NOT STARTED**

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**  
   - **ON TRACK**

## 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**  
   - **DELAYED**

2. Explore the creation of a sustained funding source for utility assistance, through grants, foundations and corporate giving programs.  
   - **CORP, COMMUNITY DEV’T**  
   - **NOT STARTED**

3. Consider partnering with financial institutions to provide assistance to older adult households with budgeting, assets, tax advocacy and financial assessments.  
   - **CORP**  
   - **ON TRACK**

## 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**  
   - **NOT STARTED**

2. Explore successful co-housing programs that provide opportunities for adults, especially women, to live together in a single residence.  
   - **PLANNING**  
   - **NOT STARTED**
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  
   ON TRACK

2. Develop a community-based crime prevention and safety program to support older adults in targeted communities.  
   POLICE, CORP  
   ON TRACK

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  
   ON TRACK