This Age-Friendly Action Plan is dedicated to:

The 50-plus community of Dallas, whose experiences and wisdom enrich our city, along with our community partners who strive to make Dallas an age-friendly community.
Across the globe, cities are transforming themselves to meet the needs of residents at every stage of life. One of the ways in which cities set these transformative goals and measure their results is by membership in the World Health Organization’s Network of Age-Friendly Communities, an international program designed to help communities prepare for aging populations.

Today, the City of Dallas joins the more than 350 participating communities in the Network of Age-Friendly Communities. On behalf of the residents of Dallas, Texas, I am proud to present the Age-Friendly Dallas Plan.

This roadmap, developed by our citizens and community organizations in partnership with city leadership and staff, demonstrates our commitment to a livable community where all generations are able to thrive.

Dallas’ population consists of 1.3 million people, and it is ranked the ninth-fastest growing community of people age 65 and older in the country. Nearly 24% of the city’s population today is over age 50.

To address our changing demographics and city growth, our community offers this Action Plan that addresses areas identified by the World Health Organization as key to ensuring an aging-friendly environment.

The Age-Friendly Dallas Plan focuses on:

- supportive community and health service for all
- civic engagement and participation
- social inclusion through employment and volunteer opportunities
- appropriate housing in a range of affordability levels
- vibrant outdoor spaces and public places
- effective, sensible transportation options

This initiative, along with the work of our Senior Affairs Commission and other city comprehensive plans, will help ensure that Dallasites of all ages have the resources to remain healthy, independent and integrated into community life.

We look forward to working with AARP Texas and other partners to ensure our community has the appropriate infrastructure and support in place so that all the people of Dallas can choose how they live as they age.

Sincerely,

Michael S. Rawlings
Mayor of Dallas
Regardless of age, we all want to be a part of our community and share in the opportunities and services that our city provides.
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**AGE-FRIENDLY
DALLAS**

**AARP** Real Possibilities in

**Texas**
A sprawling metropolis that still values its traditions, Dallas sits along the Trinity river and stretches over five counties. A modern city that serves as the regional hub for commerce, culture and the arts, Dallas forms the lion-share of the Dallas-Fort Worth Metroplex and will drive the development of the area for years to come.

As such, it’s critically important for Dallas to lead out front on Age-Friendly improvements; to set the standards for how all cities should grow and develop in ways that benefit residents of all ages and allow residents to age in place.

Establishing the settlement in 1841, its ideal location and further developments, such as a railroad from the south and several stage coach lines intersecting in Dallas, would further development in the fledgling settlement. By 1850, Dallas was named the seat of Dallas County was chartered as a town in 1856, followed by the election of its first government officials, including Samuel Pryor as its first mayor.

After the Civil War, the next major development was the intersection of the major north-south railroad (Houston and Texas Central) and east-west railroad (Texas and Pacific) in 1873, ensured Dallas would be a major commercial hub going forward.

A PROUD HISTORY

John Neely Bryan came across the Three Forks area of the Trinity River looking for a place to establish a trading post for Native Americans and settlers. The Three Forks area proved the easiest place to cross the river and the newly formed Preston Trail would bring even more people through the town. Bryan returned to his home in Arkansas until he heard that a treaty had been signed to remove all Native Americans from northern Texas, resulting in a loss of customers at his trading post. He decided to form a permanent settlement and named it “Dallas,” but there are still some open question as to whom he referred.
Over the next decades, Dallas continued to grow, annexing other towns, and transforming from a farming and ranching economy to an industrial city. Dallas was soon the leading city in terms of pharmaceutical drugs, books, jewelry, wholesale liquor, the cotton trade, grain, buffalo saddlery, and cotton gin machinery. As its industries matured, Dallas found itself a center for banking and insurance and other businesses far removed from its agricultural past.

Recovery from the Great Depression would largely be due to the discovery and booming oil industry. From there, Texas was well placed to be a manufacturing hub during WWII and experienced a post-WWII economic boom, like most of the country.

In the years since, Dallas has continued to enjoy great economic growth, which has continued to attract new generations to make Dallas home.

**SHIFTING DEMOGRAPHICS**

Aside from a few years after the Great Recession, Dallas has experienced a largely uninterrupted boom in its population since the early 1900s (see Chart 1 for historical perspective).

This population growth in Dallas is largely attributed to four factors: (a) increased longevity of residents; (b) relatively higher birthrates; (c) new immigrants; and (d) domestic migration from other parts of the country.

Of these factors, the economic growth Dallas has enjoyed is a contributing factor to the population increase as it serves to draw people to Dallas.

One trend that seems to have leveled off or at least slowed down, however, is the growth in diversity among Dallas’ population. Where many cities across Texas (and many parts of the country) see projected populations growing in terms of percentage of racial/ethnic minorities. The Texas Demographic Center shows that Dallas has already attained a diverse population and its racial makeup will largely hover around current levels for the upcoming decades.

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2. Chart 2. Dallas County Projected Population by Race
Dallas, Texas
Current Population

- Total Population: 1,341,103 residents.
- Median Age: 32.4 years.
- Population Age 50+: 321,864 residents.
- Percent Age 50+: 24% of population.


In addition to race, demographic changes will be felt in the age of the population. The aging of the U.S. population has been a key concern for city planners and policymakers for decades. As the Baby Boom generation (those born between 1946 and 1964) grow older, they will change the age profile for the entire country, including Dallas. The oldest Baby Boomers began turning 65 in 2011 and all will reach that age by 2030.

While Texas tends to be younger than most other states, the aging population will still have an overall effect. Charts 3 and 4 show projections for the Dallas-Fort Worth area compiled by the Texas Demographic Center. The trend lines show that while the older segments will increase significantly, they will be outpaced by general population growth. However, the proportion of the older population will still increase, albeit not as dramatically as most other parts of the country.

Dallas gains strength through its growing diversity.
AGE-FRIENDLY DALLAS COMMUNITY PARTNERS

AARP Texas
Adult Protective Services
Age Well Live Well
Alzheimer’s Association
American Foundation for the Blind
Brookhaven College 50+
Catholic Diocese
Catholic Charities
Celebration Magazine
City of Dallas Senior Services
City of Dallas Mobility and Street Services
City Square
Coalition for Aging LGBT
Community Council/Dallas Area Agency on Aging/
My Ride
Dallas Area Agency on Aging
Dallas Area Gerontologic Society
Dallas Police Department
Dallas Public Library
Dallas Area Rapid Transit
DCCCD
Determination, Inc.
Ed-U-CARE Dallas
Grow North Texas
Health and Human Services
Independent Transportation Network
Injury Prevention Center
IACT
Metrocare Services (ADRC)
Metro Dallas Homeless Alliance
Office of Community Care - Senior Services
Parkland Hospital
Rebuilding Together
Senior Blue Book
Texas Hunger Initiative, Senior Action Team
The Senior Source
SPAN
United Way
University of North Texas Dallas
Visiting Nurses Association

Domain Leaders:
• Brittney Tree
• Cobbie Ransom
• Daryl Quarles
• James McClinton
• Valencia Hooper-Alexander
• Susan Williams
• Sara Wick (SAC Liaison)

Special Thanks to the Senior Affairs Commission (SAC) for championing this project:
• Sharon Fein (Chair)
• Trini Garza, (Past Chair)
• Carmen Arana, District 1
• Currently Vacant, District 2
• John Johnson, Vice-Chair, District 3
• Myrtis Evans, District 4
• Carl Raines, District 5
• Jeraldine McDaniel, District 6
• Deloris L. King, District 7
• Debbie Austin, District 8
• Mary Ann Sparks, District 9
• Jeri Baker, District 10
• Bill Gart, District 11
• Marlene Cohen, District 12
• Syl Benenson, District 13
• Sara Wick, District 14

AARP Texas
• Jann Horswell
• Chandra Marshall-Henson
• Susan Williams
Regardless of age, we all want to be a part of our community and share in the opportunities and services that our city provides.
Outdoor Spaces and Buildings:
Availability of safe and accessible recreational facilities.

Transportation:
Safe and affordable modes of private and public transportation.

Housing:
Availability of home modification programs for aging in place as well as a range of age-friendly housing options.

Social Participation and Inclusion:
Access to leisure and cultural activities, including opportunities for older residents to socialize and engage with their peers as well as with younger people.

Civic Participation and Employment:
Paid work and volunteer activities for older residents and opportunities to engage in the formulation of policies relevant to their lives.

Communication and Information:
Access to communications technology and other resources so older residents can connect with their community, friends and family.

Community Support and Health Services:
Access to home-based care services, health clinics and programs that promote wellness and active aging.
In establishing its Age-Friendly Cities and Communities Program, the World Health Organization (WHO) developed a framework for defining the features that make a city age-friendly. The WHO also created a five-year process for cities to earn the age-friendly designation.

AARP, as the U.S. affiliate of the WHO’s global network, has developed a similar five-year process tailored to the United States. Essentially, the process involves joining the global network of age-friendly communities, assessing the needs of a given community’s older residents, planning and implementing actions that will address those needs, and evaluating the success of the plan. However, this process should not be considered completed at the end of the five-year process; AARP intends the process to be a continuous cycle of improvement.

As the City of Dallas joined the AARP Network of Age-Friendly Communities in the process is entering its third year.

In its advocacy for policies that improve the quality of life for people of all ages, AARP provided a new tool in 2015: the Livability Index. The online tool compiled information about cities across the country to assess the livability of a given city and identify policies that would improve conditions. Results are provided by a single index score, which is broken out by different categories covering various aspects of the city’s livability.

Dallas’ overall Livability Index score is 55 of 100, placing it in the middle tier of cities. This Age-Friendly Dallas Action Plan is organized around 7 domains that capture the WHO’s 8 domains structure of Age-Friendly Communities along with insights from the Livability Index. As such, in the discussion of each domain, this action plan will include information from the Livability Index.

**PLAN DEVELOPMENT PROCESS**

**2014**
- July: AARP Texas presented Age-Friendly Communities (“AFC”) to Senior Affairs Commission (“SAC”) and an ad hoc committee was formed for AFC Dallas.
- August: Mayor Rawlings enrolled in the AFC Network.
- December: AARP Texas presented AFC certificate to Mayor Rawlings and the Dallas City Council.

**2015**
- January: Met with the Manager of COD Senior Services and Director of Housing to introduce the plan. In this meeting it was decided that Senior Services would take the lead on the AFC Dallas Plan and act as intermediary with other city departments.
- January: Convened the first AFC community partner stakeholder meeting.
2016
• January: Conducted AARP Member Survey.
• January - December: Conducted 11 listening sessions/events with city staff.
• February: AARP Texas met with the new Director of COD Senior Services and Director of Housing.
• Monthly: Convened monthly AFC community partner stakeholder meetings to draft the AFC Dallas Plan.
• May: Placed unmanned listening posts in all Dallas libraries.
• July: Commissioned UNT Dallas to do a supplemental survey of the Hispanic community in Dallas.

2017
• January - May: Continued monthly AFC community partner stakeholder meetings.
• February - December: Conducted 9 listening sessions/events with city staff.
• October: Reviewed AFC Dallas Plan with AARP National.

2018
• January: AARP Texas, COD Senior Services and SAC members met with City Council members individually to update them and share the AFC Dallas Plan.
• January - March: Conducted 15 listening sessions/events with city staff to present the AFC Dallas Plan to residents and obtain comments.
• May: AARP Texas met with the new Director of Community Care.
• September: Convened AFC community partner stakeholder meeting.
• December: AARP Texas and SAC Chair met with the Director of Community Care and the Assistant City Manager. It was decided that SAC will champion the AFC Dallas Plan.

2019
• March: SAC Chair presented AFC Dallas Plan to the Human and Social Needs Committee.
Access to safe neighborhood parks and recreational facilities ensures we can stay strong and active throughout our lives.
OUR VISION

We envision a Dallas where there is a variety of safe and accessible outdoor spaces. These spaces should be enjoyed by residents of all ages. However, often cities fail to consider the necessary elements for older adults to equally share and make use of outdoor spaces and facilities. Our vision is to ensure that our outdoor spaces and buildings work for all residents of Dallas.

WE HEARD

Through the AARP Member Survey, the UNT Dallas survey focused on Dallas’ Hispanic community, and the numerous listening post/events conducted over the past few years, many Dallasites expressed concerns about the city’s outdoor spaces.

When focused on this domain of livability, the issues largely involved: (a) the access and use of parks, open spaces and public buildings; and (b) sidewalk issues in those areas with a high older adult pedestrian population.
Goal 1
Increase access to and utilization of parks, open spaces and public buildings for older adults.

- **Action Item 1.1**  
  **Dallas Park and Recreation**  
  Work towards all residents having access to parks and open spaces near their homes. Create plan to provide equitable access to parks. Assess where parks are located and identify gaps.

- **Action Item 1.2**  
  **Dallas Park and Recreation**  
  **Dallas Mobility and Street Services**  
  Increase the number of parks and public spaces that are equipped with accessible and safe seating, drinking fountains, and public restrooms.
  
  Create a work group to study this and advocate for new equipment where it is needed. Use NRPA standard.

- **Action Item 1.3**  
  **Dallas Park and Recreation**  
  Increase the number of older adults in the Active Senior Adult Program (ASAP) operating in 43 recreational centers in Dallas.
  
  WellMed provided free Parks and Recreation pass 2017-2018 and renewed the grant for 1 more year. In fall of 2018, Dallas Park and Recreation to operate a new senior activity center cooperatively with non-profit WellMed Charitable Foundation in South Dallas.

- **Action Item 1.4**  
  **Dallas Park and Recreation**  
  **Rebuilding Together Determination, Inc.**  
  Explore designating at least one “Age Friendly,” multi-generational park to include integration of specialized equipment for both youth and adults.
• **Action Item 1.5**
  *The Senior Source*
  *Age-Friendly Dallas Stakeholders*
  Support the Senior Source’s efforts to advocate for destination Senior Centers in Dallas.

• **Action Item 1.6**
  *Dallas Park and Recreation*
  *Office of Community Care-Senior Services*
  Expand older adult amenities in Park and Recreation Center.
  Funded by the 2017 bond program, the Willie B. Johnson Recreation Center and Singing Hill Recreation Center will get an extension to be used by seniors.

• **Action Item 1.7**
  *Dallas Park and Recreation*
  Complete an assessment of underutilized space in the City of Dallas Recreation Centers to see if they can be used for older adults.

**Goal 2**
Improve sidewalks in areas where there are a large number of older adults.

• **Action Item 2.1**
  *Office of Community Care-Senior Services*
  *Dallas Mobility and Street Services*
  *AARP Texas*
  Request a needs assessment of areas where there are a large number of older adult pedestrians and sidewalk issues. Conduct sidewalk audits and advocate for improvements to be made.

• **Action Item 2.2**
  *Age-Friendly Dallas Stakeholders*
  Older adults will know how to access the City’s sidewalk cost share program and to request new sidewalks via the Property Owner Petition Program.
Older adults often struggle with transportation, which is not only necessary for shopping and doctor appointments, but also to stay active and engaged.
OUR VISION

We envision a Dallas where there are a variety of safe and affordable modes of private, non-profit and public transportation for residents of all ages. Our aim is to increase the number of residents over age 50 that have access to transportation options. Our vision is that our older population is mobile so they remain active and engaged in their community.

WE HEARD

Through the AARP Member Survey, the UNT Dallas survey focused on Dallas’ Hispanic community, and the numerous listening post events conducted over the past few years, many Dallasites expressed concerns about the city’s transportation system.

When focused on this domain of livability, the issues largely involved: (a) ensuring all modes of transportation are safe, affordable, and accessible for people of all ages and abilities; (b) providing residents with information and tools to make informed and safe travel choices; and (c) developing additional transportation options for older adults.
WE WILL

Goal 1
Ensure all modes of transportation are safe, affordable and accessible for residents of all ages and abilities, particularly older adults.

- **Action Item 1.1**
  AARP Driver Safety
  Community Council/My Ride Dallas
  Age-Friendly Dallas Stakeholders

  Help older adults be informed about Driver Safety by promoting Driver Safety Classes and programs.

- **Action Item 1.2**
  Dallas Mobility and Street Services

  New street build-outs will follow City of Dallas’ Complete Streets manual guidelines.

- **Action Item 1.3**
  Dallas Area Rapid Transit (DART)
  Paratransit Accessibility Advisor Group

  Support DART’s Paratransit Accessibility Advisor Group (PAAG) in determining the needs of the disability community and to broaden DART’s community outreach to persons with disabilities.

- **Action Item 1.4**
  Dallas Area Rapid Transit (DART)
  Office of Community Care-Senior Services
  Community Council/Dallas Area Agency of Aging
  Community Council/My Ride Dallas

  DART will conduct an assessment of transportation deserts in Dallas to prioritize and address gaps. Special focus on areas where a high number of older adults live.

- **Action Item 1.5**
  Office of Community Care-Senior Services

  The City Senior Medical Transportation program will be adapted to provide referral and application support as well as last resort rides.

Goal 2
Provide residents with the information and tools they need to make informed travel choices through a wide range of transportation training.
KEY PLAYERS & PARTNERSHIPS

A number of public entities and other organizations will be vital to effectively improve transportation in Dallas:

- **City of Dallas departments:**
  - Mobility and Street Services
  - Office of Community Care-Senior Services
- **Community Council**
  - Dallas Area Agency on Aging
  - My Ride Dallas
- **Independent Transportation Network Network (ITN)**
- **Dallas Area Rapid Transit (DART)**
  - Paratransit Accessibility Advisor Group (PAAG)
- **Senior Affairs Commission**
- **AARP Texas**
- **Age-Friendly Dallas Stakeholders**

Goal 3
Develop additional transportation options for older adults.

- **Action Item 3.1**
  - Independent Transportation Network
  - Dallas will have an independent transportation network affiliate program.
- **Action Item 3.2**
  - DART
  - DART is testing a ride share service on-call zone pilot.
- **Action Item 3.3**
  - Community Council/Dallas Area Agency of Aging
  - Community Council/My Ride Dallas
  - Support Dallas Area Agency on Aging and My Ride Dallas’ pilot transportation program with LYFT to provide rides to eligible older adults in Dallas County.
Living where we have always lived is part of who we are.
OUR VISION

We envision a Dallas where there is availability of affordable home modification programs for aging in place as well as a range of age-friendly housing options. As Dallas attracts new generations of Dallasites, housing will become an ever-increasing component to the livability of the city. Our vision is that Dallas residents of all ages are able to find housing accommodations that fit their lifestyles and where they can feel able to maintain to age in place.

WE HEARD

Through the AARP Member Survey, the UNT Dallas survey focused on Dallas’ Hispanic community, and the numerous listening post events conducted over the past few years, many residents expressed concerns about housing in Dallas.

When focused on this domain of livability, the issues largely involved: (a) expanding and promoting the development of diverse housing options that are affordable and accessible; (b) supporting aging in place through the preservation of existing housing for seniors; (c) increasing awareness and referral programs to senior housing; and (d) supporting efforts to address the unique, homelessness issues with older adults.
WE WILL

Goal 1
Expand and promote the development of diverse housing options that are affordable for older adults.

- **Action Item 1.1**
  - Dallas Commission on Homelessness
  - Citizen Homelessness Commission
  - City of Dallas
  Dallas is investing $250K to provide improved supportive housing for chronically homeless seniors by providing housing rental subsidies and supportive services for up to 24 months.

Goal 2
Support the preservation of existing affordable housing for seniors.

- **Action Item 2.1**
  - Dallas Housing Department
  - Age-Friendly Dallas Stakeholders
  Promote the new City of Dallas home repair initiative.

- **Action Item 2.2**
  - Senior Affairs Commission
  - Office of Community Care-Senior Services
  Support the Senior Affairs Commission annual budget recommendation to increase Senior Home Repair Budget.

For many families, their house is their most significant asset.

The comforts of a home should remain available as we age.

Aging in place allows residents to feel secure and be healthier.
KEY PLAYERS & PARTNERSHIPS

A number of organizations will be needed to improving housing options in Dallas:

- **City of Dallas Departments:**
  - Housing Department
  - Office of Community Care-Senior Services
  - Homeless Services

- **Citizen Homelessness Commission**

- **Dallas Commission on Homelessness**

- **Metro Dallas Homeless Alliance (MDHA)**

- **Community Council/Dallas Area Agency on Aging**

- **Senior Affairs Commission**

- **Determination Inc.**

- **Rebuilding Together**

- **AARP Texas**

- **Age-Friendly Dallas Stakeholders**

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**Goal 3**
Maximize awareness and referral to housing that is accessible, affordable and healthy.

- **Action Item 3.1**
  - Office of Community Care-Senior Services
  - Promote City of Dallas Office of Fair Housing’s affordable Housing Guide and HUD’s affordable housing tools on Senior Affairs website.

- **Action Item 3.2**
  - Senior Affairs Commission
  - Office of Community Care-Senior Services
  - AARP Texas
  - Host annual Housing 101/Housing Resource Fair event to connect older adults with resource organizations.

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- **Action Item 2.3**
  - Determination Inc.
  - Age-Friendly Dallas Stakeholders
  - Support Determination, Inc.’s pilot Village Project in East Dallas.

- **Action Item 2.4**
  - AARP Texas
  - Rebuilding Together
  - Community Council/Dallas Area Agency on Aging
  - Age-Friendly Dallas Stakeholders
  - Creating and inventory local resources that support older adults and veterans in need of home modifications.
When older residents are active in their community, they feel connected, needed and wanted.
Belonging is a fundamental human need. Our cities should be designed to encourage social participation and inclusion.

OUR VISION

We envision a Dallas with a variety of leisure and cultural activities, including opportunities for older residents to socialize and engage with their peers and with younger people. Our vision is to keep older adults engaged, active, included, and participating among friends, family, and community.

WE HEARD

Through the AARP Member Survey, the UNT Dallas survey focused on Dallas’ Hispanic community, and the numerous listening post events conducted over the past few years, many residents expressed concerns about social participation and inclusion in Dallas.

When focused on this domain of livability, the issues largely involved: (a) strengthening recreation, leisure, and educational activities targeting older adults; (b) increasing older adult programming in city facilities; (c) creating a city interagency team to optimize senior engagement and services; and (d) developing age- and dementia-friendly business practices.
An inclusive city is a welcoming city and one that keeps seniors part of the community.

WE WILL

Goal 1
Strengthen and develop recreation, leisure and educational activities involving and targeting older adults.

• Action Item 1.1
  Dallas Park and Recreation
  City of Dallas Park and Recreation include senior programming in budget to support the Active Senior Adult Program (ASAP). Including Dallas in Texas Senior Game.

• Action Item 1.2
  Dallas Parks and Recreation
  American Foundation for the Blind
  Alzheimer’s Association
  AARP Texas
  All Senior Service Dallas Park and Recreation staff will receive sensitivity training to equip them with skills to encourage broader participation from the community. Training to include how to work with older adults with dementia and low or no vision.

• Action Item 1.3
  Dallas Public Library
  Office of Community Care-Senior Services
  Increase senior programming in Dallas Public Libraries. Added full-time staff position to support senior programming.

• Action Item 1.4
  Dallas Office of Cultural Affairs
  Continue providing facilitators for the ASAP classes. Including providing support and opportunities for diverse artists to connect to the community through the Community Artist Program.

• Action Item 1.5
  Office of Community Care-Senior Services
  Dallas Public Library
  Dallas Park and Recreation
  Dallas Cultural Affairs
  Dallas Housing Department
  Dallas Police Dept. Community Affairs
  Dallas Transportation Department
A number of organizations will be needed to ensure social participation and inclusion in Dallas:

Goal 2
Encourage more businesses will develop age- and dementia-friendly practices.
- **Action Item 2.1**
  - AARP Texas
  - Chambers of Commerce
  - Small Business Administration

Develop an age-friendly business practices program that provides a welcoming and inclusive environment for customers of all ages, including dementia friendly training.

Goal 3
Provide training and access to older adults with low vision.
- **Action Item 3.1**
  - American Foundation for the Blind
  - AARP Texas

Help people with low vision discover ways to enhance their ability to live as independently as possible despite their loss of vision.

Goal 4
Keep isolated older adults safe.
- **Action Item 4.1**
  - Senior Affairs Commission
  - Dallas Police Department

Advocate for a pilot program where the community police officers will make an maintain contact with isolated homebound older adults.
Older residents bring experience, perspective and wisdom, which makes their civic participation invaluable.
CIVIC PARTICIPATION AND EMPLOYMENT

OUR VISION

We envision a Dallas with both employment and volunteer opportunities for older adults. With the experience and wisdom older adults can bring, they are invaluable resources to the community. Moreover, being productive, useful, and helpful gives meaning to how we spend our days. Our vision is that opportunities of all sorts are available to Dallasites of all ages.

WE HEARD

Through the AARP Member Survey, the UNT Dallas survey focused on Dallas’ Hispanic community, and the numerous listening post events conducted over the past few years, many residents expressed a desire for greater employment, volunteer, and civic engagement opportunities in Dallas.

When focused on this domain of livability, the issues largely involved: (a) increasing employment, entrepreneurial, and volunteer opportunities for residents age 50+; and (b) engaging the older adult perspective in city issues.

Dallas has many great organizations and resources for its older residents; The Senior Source is a prominent resource for residents.
CIVIC PARTICIPATION AND EMPLOYMENT

These days as we live longer, some of us choose to work longer and some of us find we have to work longer.

WE WILL

Goal 1
Increase employment, entrepreneurship and volunteer opportunities for residents age 50+.

- **Action Item 1.1**
  City of Dallas
  The Senior Source
  Continue supporting the senior employment program at The Senior Source.

- **Action Item 1.2**
  Office of Community Care-Senior Services
  The Senior Source
  AARP Senior Community Service Employment Program
  AARP Job Search in the Digital Age
  Promote the resources in the community that help 50+ residents with employment resources via the city’s website.

Many seniors still own their own businesses.
• **Action Item 1.3**  
The Senior Source  
AARP Texas  
Chambers of Commerce  
Conduct outreach to small and local businesses to become age-friendly and hire residents age 50+.

• **Action Item 1.4**  
AARP Texas  
Small Businesses Administration  
Dallas County Community Colleges  
Increase awareness in the Encore Entrepreneur Program and other business startup resources for older adults.

**Goal 2**  
Engage the older adult perspective in city issues.

• **Action Item 2.1**  
Senior Affairs Commission  
Office of Community Care-Senior Services  
The Senior Affairs Commission will be a way to engage the older adult perspective in city of Dallas issues and other commissions.

**KEY PLAYERS & PARTNERSHIPS**

A number of organizations will be needed to address issues of civic participation and inclusion in Dallas:

• City of Dallas Departments:  
  • Office of Community Care-Senior Services

• The Senior Source

• Chambers of Commerce

• Dallas County Community Colleges

• Senior Affairs Commission

• Small Business Administration

• AARP Texas

• Age-Friendly Dallas Stakeholders

*Many older adults continue to work after retirement.*
In our libraries, we see how email, social media, and access to technology keeps our older adults connected to their families and friends.
COMMUNICATION AND INFORMATION

As technology advances, it offers new ways to educate, communicate, and connect; the challenge is to keep new technology accessible.

OUR VISION

We envision a Dallas with access to communications technology and other resources so older residents can connect with their community, family, and friends. Our vision is that all Dallas residents have access to technology and training to use technology for all manner of educational, commercial, and social purposes.

WE HEARD

Through the AARP Member Survey, the UNT Dallas survey focused on Dallas’ Hispanic community, and the numerous listening post events conducted over the past few years, many residents had thoughts about improving technology and communication in Dallas.

When focused on this domain of livability, the issues largely involved: (a) providing information regarding issues, events and interests related to older adults in user friendly formats; and (b) promoting access to technology and technology training to keep older adults connected to their community, friends and families.
WE WILL

Goal 1
Provide information regarding issues, events and interests related to older adults in user-friendly formats.

• **Action Item 1.1**
  Office of Community Care-Senior Services
  Expand, update and maintain information about aging services on the City of Dallas website and with the bi-annual newsletter.

• **Action Item 1.2**
  City of Dallas
  Expand public knowledge about the Senior Affairs Commission by broadcasting the Senior Affairs Commission monthly meeting on cable access TV, and promote via quarterly newsletter.

• **Action Item 1.3**
  Office of Community Care-Senior Services
  Senior Affairs Commission
  Host quarterly listening sessions/events in each council district as a method of continuing engagement with the 50+ population. Senior Affairs Commissioners will host.

• **Action Item 1.4**
  Office of Community Care-Senior Services
  AARP Texas
  Explore the possibility of providing a one-stop source resource and calendar information for older adults in Dallas.

• **Action Item 1.5**
  Senior Blue Book
  Celebration Magazine
  Hosting partners
  Increase community partner’s use of existing calendars to promote events in Dallas that are aimed at older adults.
Goal 2
Promote awareness about accessible technology and its role in keeping older adults connected to their community, friends and family.

- **Action Item 2.1**
  *Dallas Public Libraries*
  Dallas public libraries offer technology training for older adults.

- **Action Item 2.2**
  *AARP TEK*
  *CC Young Point and Pavilion*
  *The Senior Source*
  *Dallas County Community College District*
  *WellMed Senior Center*
  Promote other opportunities for Older Adults to receive access to technology education and training.

### KEY PLAYERS & PARTNERSHIPS

A number of organizations will be needed to improve communication and information in Dallas:

- City of Dallas Departments:
  - Office of Community Care-Senior Services
  - Public Information Office
- Dallas Public Libraries
- Senior Affairs Commission
- Senior Blue Book
- Celebration Magazine
- CC Young Point and Pavilion
- The Senior Source
- WellMed Senior Center
- Dallas County Community College District
- AARP Texas
- Age-Friendly Dallas Stakeholders
Living healthier should be key to every community and every resident of all ages.
OUR VISION

We envision a Dallas in which there is widespread access to all the services available that promote wellness, safety and active aging. Our vision is for a healthier Dallas for all its residents.

WE HEARD

Through the AARP Member Survey, the UNT Dallas survey focused on Dallas’ Hispanic community, and the numerous listening post events conducted over the past few years, many residents expressed concerns about housing in Dallas.

When focused on this domain of livability, the issues largely involved: (a) increasing awareness and access of health services, fresh and healthy foods; and (b) support to prevent elder abuse, neglect, financial exploitation and fraud.

WE WILL

Goal 1
Increase consumer awareness of services available in Dallas.

- **Action Item 1.1**
  Community Council/Dallas Area Agency of Aging
  Create an inventory of all agencies and organizations that have navigation, case management services for older adults.

- **Action Item 1.2**
  Community Council/Dallas Area Agency of Aging
  Partnering organizations
  Convene quarterly meetings with navigators/case management agencies to identify gaps in services and work with partners to create a plan to address those gaps.
COMMUNITY SUPPORT AND HEALTH SERVICES

KEY PLAYERS & PARTNERSHIPS

A number of organizations will be needed to improve Dallas’ community support and health services:

- City of Dallas Departments:
  - Office of Community Care-Senior Services
  - Park and Recreation
  - Community Emergency Response Team (CERT)
  - Police Department
- Elder Financial Safety Center
  - District Attorney’s Office
  - The Senior Source
  - Dallas County Probate Courts
- Community Council/Dallas Area Agency on Aging
- Ed-U-CARE Dallas
- UNT Dallas
- Texas A&M - College of Dentistry
- Alzheimer’s Association
- Grow North Texas
- Dallas Coalition for Hunger Solutions
- Senior Hunger Action Team
- AARP Texas
- Age-Friendly Dallas Stakeholders

- **Action Item 1.3**
  **Community Council/Dallas Area Agency of Aging**

  Dallas area social workers and case managers have access to continuing education about older adult issues via the Dallas Area Agency on Aging’s monthly informational meetings.

- **Action Item 1.4**
  **Ed-U-CARE Dallas**  
  **AARP Texas**  
  **Alzheimer’s Association**

  Promote education of geriatric care and cultural competency training (e.g., LGBTQ) for licensed health care providers, first responders, case workers, care givers, and personal care attendants.

- **Action Item 1.5**
  **Alzheimer’s Association**

  Raise awareness and promote education about Alzheimer’s disease including community resources available to support the individual diagnosed and their family.

- **Action Item 1.6**
  **Aging and Disability Resource Center (ADRC)**  
  **Community Council/Dallas Area Agency of Aging**

  Support the Community Council and ADRC’s “No Wrong Door” system and “Whole Person, Whole Family Care” intake and evaluation.

**Goal 2**

Promote safety and wellness in the community.

- **Action Item 2.1**
  **Community Council/Dallas Area Agency of Aging**  
  **Partnering community organizations**

  Use “Matter of Balance” program to address older adults with balance and mobility issues.

- **Action Item 2.2**
  **Community Council/Dallas Area Agency of Aging**

  Support diabetes self-management/prevention and chronic disease self-management programs to address issues older adults have while managing diabetes and chronic disease.
Goal 3
Increase public awareness of and access to fresh produce, health foods, and SNAP.

- **Action Item 3.1**
  - Dallas Coalition for Hunger Solutions
  - Senior Hunger Action Team
  - Office of Community Care-Senior Services
  - Dallas Park and Recreation
  More older adults in Dallas have access to food assistance and information about Supplemental Nutrition Assistance Program (SNAP) via “Eating Well is a Snap” outreach presentations. Dallas Senior Services staff and Park and Recreation ASAP staff trained to present “Eating Well is a Snap” and as navigators.

- **Action Item 3.2**
  - Grow North Texas
  - Dallas Park and Recreation
  More older adults in Dallas will have access to fresh produce via pop-up produce markets by utilizing more community facilities such as Park and Recreation centers for pop-up produce markets. Produce is purchased from local farmers and then sold at cost.

- **Action Item 3.3**
  - Senior Living Communities
  - Grow North Texas
  - Senior Hunger Action Team
  - AARP Texas
  - UNT Dallas
  Explore the feasibility of using senior living communities and the UNT Dallas Campus to start community gardens and build community.

Goal 4
Emergency preparedness and community resilience: information, education and training to ensure the safety, wellness, and readiness of seniors in crisis situations.

- **Action Item 4.1**
  - Office of Community Care-Senior Services
  - Community Emergency Response Team
  Provide emergency preparedness training that includes promotion of registries of seniors and caregivers.

- **Action Item 4.2**
  - Office of Community Care-Senior Services
  - Community Emergency Response Team
  Publicize Community Emergency Response Team (CERT) programs for seniors on City of Dallas Office of Senior Affairs website.

Goal 5
Elder Abuse, Neglect, and Fraud Prevention and detection of financial exploitation.

- **Action Item 5.1**
  - The Senior Source
  - District Attorney’s Office
  - Dallas County Probate Courts
  Support and grow the Elder Financial Safety Center work to prevent, investigate and prosecute criminals of elder financial exploitation.

- **Action Item 5.2**
  - AARP Texas
  Conduct outreach programs to help older adults protect themselves from frauds and scams.

- **Action Item 5.3**
  - AARP Texas
  - Dallas Park & Recreation
  - Elder Financial Safety Center
  Offer free community “Shred Events” during AARP’s annual “Operation Stop Scams.”

(Continued on next page)
Goal 6
Dental Health services are available for 60+ in Dallas.

• **Action Item 6.1**
  Office of Community Care-Senior Services
  Texas A&M University - College of Dentistry
  Continue support for Senior Dental Health Program.

Goal 7
Support Family Caregivers.

• **Action Item 7.1**
  AARP Texas
  Alzheimer’s Association
  Faith-based communities
  AARP Texas and Alzheimer’s Association to connect with members of the faith-based community to support or start caregiving ministries.

• **Action Item 7.2**
  Community Council/Dallas Area Agency of Aging
  The Senior Source
  Continue supporting family caregivers.

ENDNOTES

1 United States Census Bureau - Dallas population in 1880 (pg.40), 1890 (pg.3), 1900 (pg.4), 1910 (pg.3), 1920 (pg.79), 1930 (pg.68), 1940 (pg.106), 1950 (pg.106), 1960 (pg.23), 1970 (pg.12), 1980 (pg.38), 1990 (pg.114), [1]. Retrieved 20 November 2006.


The underlying U.S. Census Bureau data used to make population projections is unavailable at the Dallas City level. Consequently, Texas Demographic Center aggregates data for larger geographic area to make its projections. For population projections of race, used Dallas County level data.

3 See Endnote #2.


5 See Endnote # 3.
Of all our years, it is our older years when we should be able to savor and enjoy life.