2021-2023 Action Plan: Age-Friendly Jefferson County Colorado

SUMMER 2021
Acknowledgments

Thank you to the following individuals and groups who made this report possible:

- Karin Stewart, Jefferson County Department of Human Services
- All participants of the Aging Well/Age-Friendly Jefferson County work groups
- Jefferson County Council on Aging
- All the interviewees and survey respondents

Community engagement and report preparation completed by Aging Dynamics consulting firm:

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Executive Summary

Age-friendly communities are places where people of all ages and backgrounds can grow up and grow older.

Building on the previous age-friendly initiatives across Jefferson County and incorporating community voices, this action plan outlines the next steps to creating more age-friendly communities. This plan is intended to guide government, nonprofits, businesses, and individuals in taking tangible actions together. Creating an age-friendly county requires a collaborative and inclusive effort.

Approach

Action plan informed by:
- Previous work of those involved in Age-Friendly Jefferson County coordinated by Jefferson County Department of Human Services
- Community engagement through interviews and a survey about vision and elements of age-friendly communities
- Research and best practices.

Community engagement strategy principles: be curious, equitable, and open.

Action Plan Highlights

Build a Strong Foundation: Designing an age-friendly community relies on establishing a clear, shared vision, measurable steps, and a strong network of collaborators.

Foster Social Inclusion: All community members need to be included in the designing and evolution of an age-friendly community. Intergenerational programs and spaces foster social inclusion, but we must address capacity barriers to creating such connections.

Enhance Communication and Information Exchange: Ongoing, personal communication fosters social inclusion and ensures information flows between organizations and community members. This communication needs to include consistent messaging to keep community members engaged in co-creating age-friendly communities.

Design an Inclusive Built Environment: Build age-friendly communities around equitable access, where the physical infrastructure and social environment work together to help everyone be included.
Letter from County Leadership

September 15, 2021

Dear Community:

I am excited to share with you our first Age-Friendly Jefferson County Action Plan. This plan outlines strategies we can implement to strengthen the sense of community throughout Jefferson County. Daily, I see the importance of community all around me, one in which we each have something to contribute and something to learn. The key to creating a strong community we all envision is figuring out how to create opportunities to share those strengths. The Jefferson County Age-Friendly initiative recognizes this opportunity.

One of the assets of Jefferson County is our dynamic and diverse population. By the year 2040, more than a quarter of Jefferson County’s population will be age 60 or older. The increase in the aging population and corresponding needs presents an opportunity to create an accessible, inclusive, social and physical infrastructure that facilitates healthy aging.

Now is the time to think about you, your family, your friends, and what you might need to feel more safe, comfortable, and welcomed in this community. Now is the time to imagine a future where people of all ages and backgrounds can eat healthy food, go to the doctor, enjoy the sunshine, play in the snow, and otherwise be part of the community. I envision a community where we take care of ourselves by taking care of each other. This plan is a step toward that vision. The age-friendly initiative and community is truly a team effort, and creating a vibrant place for all to live, work, and play requires all of us to be more involved.

Semper Fidelis,
Donald J. Davis, MPA, MSS
Jefferson County Manager

100 Jefferson County Parkway, Golden, Colorado 80419
303.279.6511 | jeffco.us
Letter Establishing Age-Friendly Jefferson County

March 15, 2019

Robert Murphy
State Director, AARP Colorado
303 E. 17th Avenue, Suite 510
Denver, CO 80203

Dear Mr. Murphy,

On behalf of Jefferson County, Colorado I am pleased to offer this letter of commitment to creating an age-friendly environment and respectfully request membership to the World Health Organization and AARP’s Network of Age-Friendly Cities and Communities. Jefferson County recognizes the importance of encouraging and promoting age-friendly strategic planning and policies to address changing demographics and to enhance independent living. We are committed to a process of continuous improvement to support active and healthy aging and sustain economic and social vitality.

In 2008, Jefferson County Human Services Department launched our Aging Well in Jefferson County initiative. This initiative brought together a wide array of stakeholders from around our communities, representing a large variety of public and private sectors. This group worked to develop strategic planning focused on developing and implementing strategies to create inclusive, livable communities through sustainable partnerships and integrated services. The Leadership Committee is comprised of professionals from all areas, including care giving, emergency preparedness, food security, health and mental health, housing, legal, planning and zoning, workforce, social and civic engagement and transportation.

Additionally, the Jefferson County Council on Aging (JCCoA) is an advocacy group of volunteers whose mission is to identify and address the needs, concerns, and issues of older adults in Jefferson County. JCCoA was formed in 1974 and is the longest operating and largest county council on aging in Colorado.

Jefferson County has developed an effective, long-standing network of stakeholders serving older adults. Aging Well and JCCoA are the natural fit of working together to take the lead on bringing this opportunity to Jefferson County to further address the World Health Organization and AARP’s eight domains to help impact the quality of life and health of older people.
Letter Establishing Age-Friendly Jefferson County

Re: Jefferson County, Colorado Request for Membership
Date: March 15, 2019
Page: 2 of 2

As a participant in the national network of communities, it is the intent of Jefferson County to
- include the active engagement of older adults in the work groups;
- obtain baseline assessment data of the age-friendliness of the community;
- establish a plan of action to respond to the needs identified by older adults in the community; and
- commit to measuring activities, reviewing action plan outcomes and reporting the results publicly.

We look forward to joining this global network of communities committed to giving their older residents the opportunity to live rewarding, productive, and safe lives. Thank you for your consideration of membership for Jefferson County to the World Health Organization and AARP’s Network of Age-Friendly Cities and Communities.

Sincerely,
BOARD OF COUNTY COMMISSIONERS

Libby Szabo, Chairman

LS/ms

100 Jefferson County Parkway, Golden, Colorado 80419
303.271.8625 | jeffco.us
Background

What is an Age-Friendly Community?
Age-friendly communities are designed so that every community member has opportunities to be active, connected, and contribute to their community. We need to make it easy for people to access all areas of their community whether as pedestrians (walking or rolling) or through public transportation. Events should be engaging and of interest to diverse audiences, gathering areas should offer appropriate seating and washrooms. People of every age should be encouraged to participate in the economic, social, and cultural life of their cities, counties, and states. This benefits every generation within a community.

Jefferson County's Priority Areas
Jefferson County Department of Human Services launched a strategic initiative in 2008 with the goal of becoming an age-friendly county. The initiative, Aging Well, was informed by community feedback to highlight and focus on areas of need and opportunity.

Since 2008, Jefferson County Department of Human Services coordinated commissioners, Jefferson County Council on Aging (JCCOA), and community partners to work together to improve five specific areas of life for all ages.

From the Aging Well 2019 Annual Report
## Background

### Why Now: Jefferson County’s Age-Friendly Efforts to Date

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
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<tbody>
<tr>
<td>2018</td>
<td>AARP designated Colorado an age-friendly state, the third state to receive the designation (State of Colorado, 2021). The State of Colorado demonstrated a commitment to age-friendly communities by establishing Lifelong Colorado, a partnership between the state, communities, and supportive organizations to ensure that communities across Colorado develop and implement age-friendly strategies (State of Colorado, 2021).</td>
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<tr>
<td>2019</td>
<td>Aging Well committed to “develop a strategy to recruit more older adults, from a variety of socioeconomic situations and from various areas throughout the county, including urban and rural areas to be involved with the initiative” (Jefferson County &amp; AARP, 2019). Jefferson County pledged to become an AARP-designated age-friendly county (Jefferson County, 2019).</td>
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<tr>
<td>2020</td>
<td>Aging Well was renamed Age-Friendly Jefferson County. Age-Friendly Jefferson County contracted Aging Dynamics consulting firm to conduct a series of in-person community listening sessions. The sessions would have asked what it means to be an age-friendly county and participants' visions for the future. With the COVID-19 pandemic, rather than waiting to hold in-person listening sessions, alternative engagement (i.e. interviews and surveys) would inform the initial co-creation of an action plan.</td>
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Inclusive and ongoing community engagement is the most effective way to build age-friendly communities. Genuinely involving community members, including older adults, in the planning process is necessary to create age-friendly policies that work. (Lui et al., 2009; Sánchez-González et al., 2020; Steels, 2015)

Our Lens: Age-Friendly Communities Are Co-Created by All Community Members

To build age-friendly communities and policies, we have to engage all community members in the planning process from the beginning. Cultivating safe, open community dialogue ensures community members share their insights and experiences and helps communities respond to evolving needs. This isn’t just once, but in an ongoing and equitable manner.

We recognize that this can be challenging. Still, we must commit to serving everyone to make Jefferson County a friendly community for all who live, work, and play here. The action plan puts community voices at the center of Jefferson County’s age-friendly work. We seek to include voices from all backgrounds, identities, languages, ages, and locations within Jefferson County so that decisions, programs, and policies serve all community members.

Action Plan Goals

1. Set a series of strategies to establish a strong foundation for the Age-Friendly Jefferson County initiative.

2. Build on previous and existing efforts of the Aging Well work groups and local municipalities who have conducted the Boomer Bond assessment and/or are developing and implementing age-friendly strategies.

3. Be attainable and realistic, yet move the initiative forward.

4. Begin to craft a community-informed vision in which people of all ages can see themselves.

5. Engage underrepresented voices and diverse geographic, cultural, ethnic, socioeconomic, and age perspectives.
Action Plan Strategy

Approach

Building on the previous efforts of the Age-Friendly Jefferson County work groups, the Aging Dynamics team developed a community engagement strategy based on the principles of being curious, equitable, and open. The team conducted 30 interviews with organizations across Jefferson County engaged in health, social services, land use planning, parks and recreation, County leadership, housing and more. A survey (paper and online) was distributed widely across the County with 572 completed and analyzed. Questions were designed with input from Age-Friendly Jefferson County participants and informed by existing tools, frameworks, and the experience of other age-friendly community initiatives nationwide.

Focus on Social Inclusion and Communication & Information

The Age-Friendly Jefferson County work groups previously explored aspects of several of the AARP eight livability domains. The 2021-2023 action plan builds on those efforts by raising up two particular domains:

- Social inclusion
- Communication and information.

Research in this phase focused on these domains with the goal of continuing to expand focus as efforts are completed and capacity is increased.

Ultimately, We Wanted to Answer:

- What are the priorities for creating more age-friendly communities?
- What can we do to help everyone feel respected, connected, and valued?
- How can we enhance communication exchange between community members and organizations?
- How can government, nonprofits, faith-based organizations, and community members get creative together to realize the vision of an age-friendly community?

This engagement served as an additional opportunity to raise awareness of and recruit participants to Age-Friendly Jefferson County.
Action Planning Priorities

Focus on Equity: Openness, Resources, and Commitment

This action plan recognizes communities as inherently diverse. Every individual community member has unique abilities, desires, and needs. They live in different geographic areas, speak distinct languages, and are diverse in their cultures, ethnicities, sexual preferences, and gender identities. Age-Friendly Jefferson County partners should work to engage as many people from diverse backgrounds as possible in its action plan and age-friendly work. They should also consider who in our community has access to what resources and why.

The community engagement approach sought input from people from all backgrounds in the following ways:

- Conducting outreach with both organizations and individuals
- Conducting interviews on the phone
- Offering the survey in both Spanish and English
- Providing Spanish interpretation for interviews
- Offering the survey both online and on paper
- Recruiting trusted community partners to distribute the survey (see Appendix F).

Despite these efforts, we need to do even more to genuinely engage diverse communities so the action plan benefits everyone. The survey responses do not accurately represent Jefferson County community members in regards to age, race, and ethnicity.

Recommendations for Future Community Engagement

- Engage trusted community leaders in specific underrepresented and marginalized communities so that their members feel comfortable engaging in planning and implementation. Future outreach should target people who claim diverse:
  - Racial and ethnic identities (e.g. American Indian/Alaska Native, Asian, Black or African American, Latina/Latino or Latinx)
  - Gender identities
  - Sexual orientations
  - Age groups
  - First languages.
- Translate outreach materials and meetings into more languages present in Jefferson County such as Russian and Vietnamese.
- Tailor outreach to rural/mountain communities.
- Gather broad enough perspective so that data can be disaggregated into what people from specific backgrounds need and want.
- Designate specific resources for robust, diverse community engagement.
- Reach out to more community members under age 34.
Development of a Community-Informed Action Plan

Organizational Leader Interviews

- Purpose: Gather broad perspectives about the elements of and priorities for a more age-friendly Jefferson County
- Data informed survey questions and action plan
- 30 interviews with county, municipal, and organizational leaders
- See Appendix C: Interview Protocol and Appendix D: List of Interviewees.

How Interviews Capture Broad Ideas and Tee Up Future Steps

Community Member Surveys

- Purpose: Gather broad input from people who live, work, and play in Jefferson County
- 570 English responses, 2 Spanish responses
- 516 completed online; 56 completed paper surveys
- See Appendix E: Survey Questions.
Urban/suburban areas typically receive more focus in age-friendly planning (Lui et al., 2009; WHO, 2007). Aging in rural communities can offer benefits such as greater access to fresh air, peace and quiet, and feeling safe from crime (Davis & Bartlett, 2008). Rural areas have greater access to community leaders to advocate for change, more community self-reliance, and a strong sense of community (Menec et al., 2015).

Jefferson County spans urban, suburban, and mountain communities. It’s natural that age-friendliness will look and feel different in each setting.

Access to resources and benefits in geographic settings vary in ways we can learn from:

- Urban/suburban areas typically receive more focus in age-friendly planning (Lui et al., 2009; WHO, 2007).
- Aging in rural communities can offer benefits such as greater access to fresh air, peace and quiet, and feeling safe from crime (Davis & Bartlett, 2008).
- Rural areas have greater access to community leaders to advocate for change, more community self-reliance, and a strong sense of community (Menec et al., 2015).

65% of interviewees noted that Jefferson County is more age-friendly in urban/suburban areas than rural areas (e.g., more access to transportation and community services such as libraries and recreation centers).

Before considering a strategy to solve a certain problem, decision-makers should ask:

- How can we creatively ensure that people have access to services regardless of their location?
- What strengths do rural/mountain or urban/suburban communities have that can be built upon?
Inclusion in Action

A Closer Look at Equity in Decision-Making

Marginalized Communities

When considering a new policy or program, decision-makers should evaluate whether the action has equitable effects across communities, or if the decision may have adverse impacts.

Let’s consider two considerations in particular: people with different incomes and people from different racial and ethnic backgrounds.

- Research shows that age-friendly policies may adversely affect already marginalized racial and ethnic groups if decision-makers do not specifically tailor policies.

- 48% of Jefferson County partner interviewees recognized that the priorities may be different for people with lower incomes.

Practicing Inclusion

Before considering a strategy to solve a certain problem, decision-makers should ask:

- Does this policy/action benefit everyone equitably?
- Are there groups that will be left behind or negatively affected?
- How can the policy/action be modified to ensure it is equitable?
Recommendations & Supporting Evidence

Action Step 1: Build a Strong Foundation

Key Finding
Designing an age-friendly community relies on establishing a clear, shared vision, measurable steps, and a strong network of collaborators.

Research/Evidence
Without a solid foundation, communities struggle to move from planning to action. The World Health Organization (WHO) has called upon communities around the world to move to more active, measurable age-friendly initiatives (WHO, 2020).

Community Input
Jefferson County partner interviews indicated that there is room for stakeholders to expand their vision of age-friendliness through resources and partnerships. Of those interviewed:

- 57% emphasized age-friendly includes access for all ages, not only older adults.
- 43% focused solely on older adults.

Jefferson County partner interviewees recognize the initiative’s work towards becoming age-friendly, and are ready to commit to taking concrete steps forward. All municipality contacts interviewed are interested in a network to help them learn from one another, develop best practices, and form supportive partnerships.
### Recommendations & Supporting Evidence

**Action Step 1: Build a Strong Foundation**

**How to Build a Strong Foundation**

*See Appendix A for more detail*

<table>
<thead>
<tr>
<th><strong>Establish Age-Friendly Jefferson County network structure.</strong></th>
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<tr>
<td>- Create an advisory committee to provide guidance, connections, and strategic oversight.</td>
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<td>- Mobilize municipalities who have previously completed the Boomer Bond or other age-friendly assessments (e.g. Edgewater, Wheat Ridge, Littleton, Arvada).</td>
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<th><strong>Build a library of tools and resources to enhance the knowledge and capacity of partners.</strong></th>
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<tr>
<td>- Develop/adapt/adopt tools to assist municipal efforts for assessment and planning with a specific focus on equity including consideration of age, culture, ethnicity, geography, and socioeconomic status.</td>
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<td>- Develop/adapt/adopt an age-friendly decision-making framework that guides planning and implementation in considering age-friendly specific dynamics.</td>
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<td>- Provide technical assistance/consultation for assessment, planning, and development of age-friendly projects/programs/policies.</td>
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<th><strong>Actively collaborate with other Lifelong/Age-Friendly communities and statewide initiatives.</strong></th>
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<th><strong>Seek funding.</strong></th>
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<td>- Raise start-up and foundational funds.</td>
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<td>- Establish pilot project funding.</td>
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Research/Evidence
People with the greatest needs most often systematically lack the resources to meet those needs (WHO, 2015).

Blanket solutions cannot be used to adequately address a nuanced community with diverse needs.
- Research shows that age-friendly policies may adversely affect already marginalized racial and ethnic groups if decision-makers do not specifically tailor policies.
- Urban/suburban areas typically receive more focus in age-friendly planning (Lui et al., 2009; WHO, 2007).
- However, aging in rural communities can offer benefits such as greater access to fresh air, peace and quiet, and feeling safe from crime (Davis & Bartlett, 2008) as well as greater access to community leaders to advocate for change, more community self-reliance, and a strong sense of community (Menec et al., 2015).

Community Input
Interviewees agreed that when considering a new policy or program, decision-makers should carefully evaluate whether the action has equitable effects across all communities. They highlighted two considerations in particular: people with different income levels and people from diverse racial and ethnic backgrounds.

The diversity between Jefferson County municipalities is also an important factor to residents and decision-makers.

65% of interviewees noted that Jefferson County is more age-friendly in urban/suburban areas than rural areas (e.g. more access to transportation and community services).
Recommendations & Supporting Evidence

Action Step 2: Foster Social Inclusion

What is Social Inclusion?
Social inclusion happens when people feel valued (AARP, 2021) and have opportunities to take part in society (World Bank, n.d.)

Key Finding #2
Intergenerational programs and spaces foster social inclusion.

Research/Evidence
One of the most effective ways to fight social isolation and alleviate social inclusion is through intergenerational programs and meaningful cross-age relationships.

Intergenerational programs can increase older adults’ sense of belonging, self-esteem, and well-being (Henkin & Butts, 2012; Sakurai et al., 2016; Thompson & Weaver, 2015; Young & Janke, 2013).

Intergenerational programs can improve outcomes for children, youth, and young adults, dispel negative age-related stereotypes on both ends of the age spectrum, and address critical community issues from hunger and nutrition, to housing and transportation (Henkin & Butts, 2012; Thompson & Weaver, 2015). See Making the Case for Intergenerational Programs from Generations United, which explains how intergenerational programs benefit all.

Community Input
Interviewees and surveys highlighted several ways Jefferson County prioritizes social inclusion:

- Creating affordable activities for all residents and a variety of cultural activities for diverse populations. For all ages, these are the two most important activities for feeling welcomed in your community.

- Tailoring programs and events to community needs. 70% of interviewees reported that their organizations consider tailoring as a mechanism for fostering inclusion.

How organizations create opportunities for community members to feel included

Despite the known benefits of intergenerational programs, only 26% of interviewees built or witnessed intentional intergenerational programs.
Recommendations & Supporting Evidence

Action Step 2: Foster Social Inclusion

Key Finding #3
Creating intergenerational programs requires overcoming capacity and intentionality barriers.

Research/Evidence
The government has a role in building age-friendly plans, largely as a convener, but cannot be the sole entity implementing the plan (Lui et al., 2007; WHO, 2020).

Bottom-up action plans are more likely to generate broad-based community support, but the government must maintain its leadership and support (Lui et al., 2009).

Community Input
When interviewees were asked to identify their organizations’ barriers to providing intergenerational programming:
- 43% reported a lack of capacity (e.g., funding, staff, innovative partnerships).
- 35% reported a lack of intentionality (35%).

Interviewees reported a desire to address these barriers.
- 43% expressed a desire for more intentional intergenerational interactions in the community and to overcome barriers.
- 57% envisioned a community with multi-generational interactions and social participation.

Interviewees believed innovative partnerships, particularly between faith communities, government, and nonprofit service providers, could maximize people-power without a significant financial burden.
Recommendations & Supporting Evidence

Action Step 2: Foster Social Inclusion

How to Foster Social Inclusion

See Appendix A for more detail

Create opportunities for more expansive community engagement to further define the vision and action steps.

Carry out focused outreach and relationship-building to include underrepresented voices from initial outreach phase.

Establish Community Champions

- Recruit and develop individual Community Champions.
- Recruit and develop organizational and business Community Champions.

Create capacity for intentional intergenerational connections, programs, and spaces.

- Establish an intergenerational committee, goals, and metrics.
- Launch pilot programs.
- Assess opportunities for intergenerational shared sites.
Recommendations & Supporting Evidence

Action Step 3: Enhance Communication and Information Exchange

**What is Communication and Information?**

How information flows through a community and who has access to what information and in what way (AARP, 2021)

**Key Finding #1**

Ongoing, personal communication fosters social inclusion and ensures information flows between organizations and community members.

---

**Research/Evidence**

The reliance on personal and organizational networks is part of why multi-sector collaborations are so important (Lui et al., 2009). If organizations primarily find out what community members need and also share information through their networks/partners, those networks need to be working well to ensure programs meet community needs.

This communication exchange is essential to the ongoing work of creating an age-friendly community. Leaders and providers must gather adequate information about what their community needs and wants, or they risk wasting time and resources rolling out programs or protocols that don’t actually benefit those they serve (Sánchez-González et al., 2020).

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**Community Input**

Survey respondents of all ages reported that the three most important resources for finding information were: friends and family, the internet, and email.

Jefferson County partners rely on personal and network contacts to send and receive information with community members. Of those interviewed:

- 52% rely on their networks to **SHARE** information with community members.
- 56% rely on their networks to **GATHER** information/feedback about what community members may need.
- 30% rely on community members’ personal contacts, like family and friends, to distribute information to them.
Recommendations & Supporting Evidence

Action Step 3: Enhance Communication and Information Exchange

Key Finding #2
Consistent messaging is key to engaging community members in co-creating age-friendly communities.

<table>
<thead>
<tr>
<th>Research/Evidence</th>
<th>Community Input</th>
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<tbody>
<tr>
<td>Age-friendly frameworks and initiatives emphasize that age-friendliness is for everyone not only older adults, 'creating a place to grow up and grow old.' This helps create a shared vision in which all community members can see themselves (AARP, 2021).</td>
<td>We asked how Age-Friendly Jefferson County can focus its efforts to accomplish its vision. Interviewees cited improving messaging around what it means to be age-friendly and building awareness of the initiative.</td>
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</table>
| Speaking consistently about the vision and why it matters for everyone will bring in more supporters who can find their own place in the vision. Otherwise, we risk community members feeling like the vision does not apply to them. | • 65% of interviewees suggested that the messaging around age-friendliness needs to change.  
• Interviewees suggested "improving messaging" more frequently as a top priority over specific policies and programs. |

Interviewees mentioned more frequently than any other strategy that the messaging around age-friendliness needs to be more clear and consistent.
Measure age-friendly impacts.

- Define impact metrics for each of the focus areas aligned with the goals established by committees.
- Create a dashboard to visually communicate the initiative's impact.
- Provide training and resources to community organizations and Champions to collect necessary data and apply analysis.

Launch countywide campaign to raise awareness of Age-Friendly efforts and what it means to be age-friendly.

- Update current Age-Friendly social media messaging to be more inclusive/expansive across the age spectrum. Collectively develop a shared vision and definitions for age-friendliness.
- Co-create community-led education campaign about age-friendly communities.

Recommendations & Supporting Evidence

**Action Step 3: Enhance Communication and Information Exchange**

See Appendix A for more detail
Recommendations & Supporting Evidence

Action Step 4: Design an Inclusive Built Environment

Key Finding #1
Age-Friendly communities are largely built around equitable access.

Research/Evidence
“An age-friendly community is barrier-free, designed for diversity, inclusive and cohesive. For example accessible and safe road and transport infrastructure, barrier-free access to buildings and houses, and public seating and sanitary facilities, among others. Age-friendly environments enable people to stay active, connected, and able to contribute to the economic, social, and cultural life in their community. Becoming age-friendly can make a city a city of choice for all generations – a great place to live, have a family, and grow older in,” (WHO, n.d., para. 6).

Community Input
Jefferson County partners agree that access is important. When asked what an age-friendly community looks or feels like:

- 87% emphasized the importance of access.
- 65% noted the importance of physical access.
- 57% envisioned a community with multi-generational interactions and social participation.

Jefferson County interviewees do not agree on what “access” means, however. Work needs to be done so that everyone is working towards the same vision. They interpreted access widely, between a narrow vision, such as transportation, to wider concepts, including:

- the built environment (close outdoor spaces, accessible buildings)
- community amenities (libraries, recreation centers, yard services)
- access to basic needs (health care, mental health care, housing, financial security, food).

87% of people interviewed said age-friendliness is about access.
Recommendations & Supporting Evidence

Action Step 4: Design an Inclusive Built Environment

Research/Evidence

There are six major age-friendly models and all agree upon the necessary components of both the built infrastructure and the social environment. In their international review of age-friendly communities, Lui et al. (2009) compared the various age-friendly models and found that the physical and social environments lie on a continuum (see below) and that the built and social environments are mutually reinforcing. The research also shows that age-friendly communities are usually built from the bottom-up (i.e. community-led) rather than top-down (e.g., mandates).

Key Finding #2
Age-friendly initiatives are on a continuum of physical infrastructure and social environment.

Age-Friendly Models are on a Continuum of Physical Infrastructure and Social Environment, with Components Reinforcing Each Other
Adapted from Lui et al., 2009

2021-2023 Action Plan for Age-Friendly Jefferson County Colorado
Establish Age-Friendly Jefferson County as an expert in age-friendly built environment issues.

- Provide consultation to county and local municipalities on age-friendly housing, visitability, land use, etc.
- Create a speakers bureau on age-friendly housing and neighborhood planning.

Develop resources for planners and leadership for better practices for incentivizing affordable, adequate housing.

Provide leadership and expertise in mobility management.

- Increase awareness of mobility management needs, options like the 15-minute community for urban areas, and explore rural-focused concepts.
- Collaborate with municipal staff (see above), county, and regional leadership to provide input on transportation plans locally, countywide, and across the region.
Conclusion

This action plan creates a foundation for the Age-Friendly Jefferson County initiative to strengthen Jefferson County’s commitment to becoming an age-friendly county. Through cross-sector collaboration and by learning from age-friendly research and best practices, the efforts of the last decade will expand to engage more people and organizations throughout Jefferson County. Central to meaningful transformation will be community input from diverse perspectives in every phase, from the vision process to the way information is communicated to the equitable design of policies and programs. This action plan is intended to help government, nonprofits, businesses, and individuals take tangible steps to build a community that is accessible for all who live, work, and play in Jefferson County to grow up and grow old.

For questions or to learn more about getting involved with Age-Friendly Jefferson County, please contact:

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P: (303) 271-4251
kstewart@co.jefferson.co.us
Appendices
## Appendix A: Age-Friendly Jefferson County Action Plan Steps Summary

**Pause, is this equitable and inclusive?**

When this icon appears in the action plan, there’s particular opportunity to consider how that action will affect people of different geographies, races and ethnicities, incomes, and ages. See pages 11-12 of the main report.

<table>
<thead>
<tr>
<th>Action Step</th>
<th>Who</th>
<th>How</th>
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<th>Resources Needed</th>
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<tbody>
<tr>
<td><strong>Build a Strong Foundation</strong></td>
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<tr>
<td>1. Establish Age-Friendly Jefferson County network structure</td>
<td>Jefferson County Human Services (JCHS): Convener, Administrative Support; Organizations; Municipalities; Individuals (residents, employees, recreators)</td>
<td>Identify two .5 FTE staff (coordinator and administrative support); follow up on interest from survey participants (70+), share action plan, and create 3-5 opportunities to engage; establish advisory committee and 1-3 new committees based on the action plan</td>
<td>Phase 1</td>
<td>Funding for 1.5 FTE (coordinator 1.0 and admin .5 FTE) at JCHS; additional funds needed for printing, events, translation/interpretation, communication system, consultant for community engagement, technical assistance, etc.</td>
</tr>
<tr>
<td>a. Create an advisory committee to provide guidance, connections, and strategic oversight</td>
<td>JCHS</td>
<td>Recruit diverse group of 8-10 individuals a mix of people previously involved with Aging Well and new; organizational representatives and individuals tasked with guiding the implementation of this action plan and recruiting individuals and organizations</td>
<td>Phase 1</td>
<td>Coordinator time for outreach, facilitation, and establishing group norms and process; translation and interpretation services as needed</td>
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<td>Action Step</td>
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<td>b. Mobilize municipalities who have previously completed the Boomer Bond or other age-friendly assessments (Edgewater, Wheat Ridge, Littleton, Arvada)</td>
<td>JCHS</td>
<td>Identify key staff (planning, economic development, administrative leadership, etc.) to form a subgroup to share experiences, identify barriers to action, and tools needed such as an age-friendly assessment tool or policy guide; members of this subcommittee are encouraged to participate in other committees</td>
<td>Phases 2 and 3</td>
<td>Coordinator time for outreach, facilitation, and establishing group norms and process; translation and interpretation services as needed</td>
</tr>
<tr>
<td>2. Build a library of tools and resources to enhance the knowledge and capacity of partners</td>
<td>Committees; consultant</td>
<td></td>
<td>Phases 3 thru 4</td>
<td>Age-friendly communities consultant to guide development of online resource library and collaboration with statewide partners</td>
</tr>
<tr>
<td>a. Develop/adapt/adopt tools to assist municipal efforts for assessment and planning with a specific focus on equity including consideration of age, culture, ethnicity, geography, socioeconomic status</td>
<td>Committees; consultant</td>
<td>Building on efforts from National Civic League (equity tool), AARP, DRCOG (Boomer Bond), and others, assess existing age-friendly assessment tools such as Boomer Bond, LEED Neighborhood Program or similar; walkability/mobility assessment and either adopt or adapt a tool and resources that will guide assessment and planning; customize for Jefferson County; create an online library</td>
<td>Phases 3 thru 4</td>
<td>Age-friendly communities consultant; resources for development of printed and online tools including translation</td>
</tr>
<tr>
<td>Action Step</td>
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<tr>
<td>b. Develop/adapt/adopt an age-friendly decision-making framework that guides planning and implementation in considering age-friendly specific dynamics</td>
<td>Committees; consultant</td>
<td>Similar to health equity assessment tools, develop/adapt/adopt a tool to guide decision making to assure that all aspects of an age-friendly community are considered for activities like community planning, development, events, and program development. The tool would guide individuals in asking key questions, seeking additional information, and designing options; development of trainings and ongoing guidance by committee members for broad adoption</td>
<td>Phases 3 thru 4</td>
<td>Age-friendly communities consultant; resources for design of printed and online resources including translation</td>
</tr>
<tr>
<td>c. Provide technical assistance/consultation for assessment, planning and development of age-friendly projects/programs/policies</td>
<td>Selected committee members; consultant</td>
<td>Recruit and vet experts (formal and informal) from committees and communities with general and specialized expertise in housing, transportation, mobility, social inclusion, etc.</td>
<td>Phase 3 and ongoing</td>
<td>Funding for a bank of professional technical assistance consultation; Age-friendly consultant</td>
</tr>
<tr>
<td>3. Actively collaborate with other Lifelong/Age-Friendly communities and statewide initiatives</td>
<td>JCHS and committees</td>
<td>Participate in regional and statewide networks; share lessons learned, tools developed, metrics dashboard; collaborate on larger scale policy and funding advocacy efforts</td>
<td>Phase 1 and ongoing</td>
<td>JCHS staff and committee time</td>
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<tr>
<td>Action Step</td>
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<tr>
<td>4. Seek funding</td>
<td>JCHS and members</td>
<td>Identify and meet with potential funders including Jefferson County Human Services Foundation; Community First Foundation, NextFifty Initiative, and others to discuss potential funding</td>
<td>Phase 1</td>
<td>Grant writer; JCHS staff time</td>
</tr>
<tr>
<td>a. Raise start up and foundational funds</td>
<td>JCHS and committees</td>
<td>Develop budget and narrative describing funding to establish the JCHS staffing; remuneration for community engagement; additional community engagement; organizational structure, recruitment etc.</td>
<td>Phase 1</td>
<td>Grant writer, letters of support</td>
</tr>
<tr>
<td>b. Establish pilot project funding</td>
<td>JCHS and committees</td>
<td>Fundraise for flexible funding to support pilot projects developed by committees in collaboration with Community Champions</td>
<td>Phases 2 and 3</td>
<td>Grant writer, letters of support</td>
</tr>
<tr>
<td>Foster Social Inclusion</td>
<td>Community engagement consultant, committees, and Community Champions</td>
<td>Create customized outreach tactics with representatives of each of the diverse groups to ensure quality engagement both now and in the long term; tactics could include community visioning sessions, interviews, focus</td>
<td>Phase 2 and ongoing</td>
<td>Community engagement consultant; interpretation/translation; extensive time and additional resources to recruit and compensate champions and participants</td>
</tr>
<tr>
<td>Action Step</td>
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<td>groups; consider developing a community navigator/connector or a type program for outreach</td>
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<tr>
<td>a. Carry out focused outreach and relationship building to include underrepresented voices from initial outreach phase</td>
<td>Community engagement consultant, committees, and Community Champions</td>
<td>Underrepresented voices at a minimum included: Latinx community (residents, businesses, organizations); Vietnamese, American Indian, and Veterans, mountain community residents and businesses; more diverse age groups; varying socioeconomic status</td>
<td>Phase 2 and ongoing</td>
<td>Community engagement consultant; interpretation/translation; extensive time and additional resources to recruit and compensate Champions and participants</td>
</tr>
<tr>
<td>2. Establish Community Champions</td>
<td>JCHS and committees</td>
<td>Establish dynamic team of individuals, organizations, and businesses committed to sharing about age-friendly practices and identifying opportunities for action</td>
<td>Phase 2 and ongoing</td>
<td>JCHS staff time for outreach; marketing for training materials</td>
</tr>
<tr>
<td>a. Recruit and develop individual Community Champions</td>
<td>Committees and Family Leadership Training Institute (FLTI)</td>
<td>Establish cohort within FLTI to build capacity of individuals interested in engaging with the Age-Friendly initiative; individual projects should be connected with priorities of committees</td>
<td>Phase 2 and ongoing</td>
<td>Funding to support ongoing special FLTI cohorts</td>
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<tr>
<td>Action Step</td>
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<tr>
<td>b. Recruit and develop organizational Community Champions</td>
<td>JCHS and committees</td>
<td>Identify individuals from public and private organizations as Champions to provide brief presentations within their networks, identify and share opportunities to apply an Age-Friendly lens to a decision or a policy</td>
<td>Phase 2 and ongoing</td>
<td>JCHS staff time for outreach; marketing for training materials</td>
</tr>
<tr>
<td>3. Create capacity for intentional intergenerational connections, programs, and spaces</td>
<td>Committees and Community Champions</td>
<td>Partner with the LinkAGES Colorado intergenerational initiative to learn more about the value of intergenerational connections; how to develop and sustain programs; how to create connections and foster good communication between people of various ages; and how to develop partnerships to implement the programming</td>
<td>Phase 3 and ongoing</td>
<td>JCHS staff time; consultant familiar with intergenerational programming and sites; funding for trainings or other skills building resources</td>
</tr>
<tr>
<td>a. Establish intergenerational committee, goals, and metrics</td>
<td>JCHS and committees</td>
<td>Recruit individuals of diverse ages/generations with experience or interest in intergenerational programming</td>
<td>Phase 3 and ongoing</td>
<td>JCHS staff time</td>
</tr>
<tr>
<td>b. Launch pilot programs</td>
<td>Committees</td>
<td>Identify organizations/community groups interested or with program ideas to pilot a program</td>
<td>Phases 3 and 4</td>
<td>JCHS staff, see above about acquiring pilot funds</td>
</tr>
<tr>
<td>Action Step</td>
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<tr>
<td>c. Assess opportunities for intergenerational shared sites</td>
<td>Committees</td>
<td>Build understanding of value and options through existing toolkits from Generations United; speak with operators of intergenerational spaces/places; meet with potential community partners; develop business plan or shared strategy</td>
<td>Phase 4</td>
<td>Consultant to develop business plan and support committees in site identification and assessment</td>
</tr>
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</table>

### Enhance Communication and Information Exchange

1. Launch countywide campaign to raise awareness of Age-Friendly efforts and what it means to be age-friendly

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<th>Resources Needed</th>
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<tbody>
<tr>
<td>JCHS, committees, County agencies, Health Alliance, Communities That Care (CTC) other existing networks</td>
<td>Create community and individual spotlights to celebrate age friendly efforts across the county</td>
<td>Phases 2 and 3</td>
<td>Marketing and branding consultant; JCHS staff</td>
</tr>
</tbody>
</table>

a. Update current Age-Friendly social media messaging to be more inclusive/expansive across the age spectrum

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<th>Who</th>
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<th>Resources Needed</th>
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<tbody>
<tr>
<td>JCHS marketing and Age-Friendly coordinator; committees</td>
<td>Expand current messaging beyond older adults focus to include photos and messages relevant to all ages demonstrating the value of an age-friendly community; incorporate Changing the Narrative guidelines</td>
<td>Phase 1</td>
<td>JCHS marketing staff time</td>
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<td>Action Step</td>
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<tr>
<td>i. Collectively develop a shared vision and definitions for age-friendliness</td>
<td>Diverse stakeholders; community engagement consultant</td>
<td>Utilize community visioning sessions; focus groups and interviews engage individual and organizational stakeholders across diverse geographies, cultures, and ethnicities</td>
<td>Phases 2 and 3</td>
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<tr>
<td>b. Co-create community led education campaign about age-friendly communities</td>
<td>Diverse stakeholders, community engagement consultant, committees</td>
<td>Co-create materials (translated in multiple languages) including short presentations, videos, and fact sheets that can be shared by a multitude of stakeholders; topics could include housing options (both available and needed), mobility issues, intergenerational spaces, and civic engagement</td>
<td>Phases 3 and 4</td>
</tr>
<tr>
<td>2. Measure age-friendly impacts</td>
<td>JCHS, SAPGA</td>
<td></td>
<td>Phases 2 and ongoing</td>
</tr>
<tr>
<td>a. Define impact metrics for</td>
<td>Committee with</td>
<td>Research metrics from other</td>
<td>Phase 2</td>
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<td>Action Step</td>
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<td>each of the focus areas aligned with the goals established by committees</td>
<td>evaluation consultant</td>
<td>jurisdictions, AARP, and WHO; tailor metrics</td>
<td></td>
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<tr>
<td>b. Create a dashboard to visually communicate initiative’s impact</td>
<td>JCHS, SAPGA, Age-friendly community network (to be created by state)</td>
<td>Utilize county or state expertise to create a dashboard</td>
<td>Phase 3</td>
</tr>
<tr>
<td>c. Provide training and resources to community organizations and Champions to collect necessary data and apply analysis</td>
<td>Committees</td>
<td>Develop materials to build skills and knowledge for how to collect, analyze data, and apply the results</td>
<td>Phase 3 and ongoing</td>
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### Design an Inclusive Built Environment (e.g. housing, transportation, mobility, parks, arts/culture, community spaces, etc.)

**1. Establish Age-Friendly Jefferson County as an expert in age-friendly built environment issues**

<p>| JCHS, committees, Community Champions | Provide annual education sessions to Commissioners, County, and municipal leadership across diverse departments including planning, human services, public health, economic development and community development about all aspects of age-friendly communities (physical to social) | Phase 3 and ongoing | Graphic design and educational content; consultation for creation of branded educational materials including PowerPoint presentations; JCHS staff time; stipends for Community Champions |</p>
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<th>Action Step</th>
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<tr>
<td>a. Provide consultation to county and local municipalities on age-friendly</td>
<td>Committee, champions, consultants as needed</td>
<td>Recruit team of experts including Community Champions (FLTI cohort); train on tools created/adapted/adopted</td>
<td>Phase 3 and</td>
<td>JCHS staff time; age-friendly consultant time for training and oversight of technical questions</td>
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<td>housing, visitability, land use, etc.</td>
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<td>ongoing</td>
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<td>b. Create speakers bureau on age-friendly housing and neighborhood planning</td>
<td>Committee</td>
<td>Recruit speakers on a variety of topics related to age-friendly housing and neighborhoods; prepare 15-30 minute presentations with associated resources (see Foundation 1B) and recommended action steps</td>
<td>Phase 3</td>
<td>Graphic design and educational content for creation of standardized educational materials</td>
</tr>
<tr>
<td>2. Develop resources for planners and leadership for better practices for</td>
<td>Committee, consultant as needed</td>
<td>Assess age-friendly zoning codes locally and around the country that facilitate a wide range of housing-in particular accessible, visitable, and flexible housing options; convene sessions with planners and developers to discuss and brainstorm additional supportive policy and codes; develop recommendations and implementation strategies; collaborate with regional and statewide age-friendly network</td>
<td>Phases 3 and 4</td>
<td>Age-friendly planning consultant</td>
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<td>incentivizing affordable, adequate housing</td>
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2021-2023 Action Plan for Age-Friendly Jefferson County Colorado
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<tr>
<td>3. Provide leadership and expertise on mobility management</td>
<td>Committee</td>
<td>Expand current membership to include local municipality staff and individuals; private companies and mobility experts; identify strengths and areas of expertise; establish policy priorities and advocacy strategies</td>
<td>Phase 2 and ongoing</td>
<td>JCHS staff time</td>
</tr>
<tr>
<td>a. Increase awareness of mobility management needs, options like the 15-minute community for urban areas, and explore rural focused concepts</td>
<td>Committee</td>
<td>Develop educational materials, presentations and issue papers; host speakers on related topics for all committees and the general public; prepare social media posts to spotlight work and local accomplishments</td>
<td>Phase 2 and ongoing</td>
<td>Writing and research support; honorariums for speakers; web hosting platform</td>
</tr>
<tr>
<td>b. Collaborate with municipal staff (see above), County, and regional leadership to provide input on transportation plans locally, countywide, and across the region</td>
<td>Committee</td>
<td>Through the municipal network established in Foundation 1A, see above, identify opportunities/needs for expertise</td>
<td>Phase 2 and ongoing</td>
<td>JCHS staff time; age-friendly consultant time for training and oversight of technical questions</td>
</tr>
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Appendix B: References


Appendix B: References


Appendix C: Interview Protocol

Notes on organizational interviews: held via phone; 30 minutes in length; recorded. **Please note** this protocol was only used for organizational interviews, not municipal leader interviews. Municipal leader interviews included different questions focused on previous age-friendly assessment efforts.

Hi, my name is Chantalle Hanschu, and I'm an Associate of Aging Dynamics. Have you been involved with any of the Aging Well or Age-Friendly Jefferson County initiatives? I can give you a little context for how this interview fits into the Age-Friendly Jefferson County initiative. Since 2008, Jefferson County has been working toward an age-friendly community, through several workgroups focused on a variety of topics. They've recently decided to step back and re-evaluate priorities, and so they are gathering information from stakeholders and also input from community members about what's important in terms of age-friendly communities. We will use the input from this interview to inform the survey, and then we'll take what we find from the interviews, the surveys, and the prior action plans of the workgroups and create a concrete action plan, which will be released this summer.

I know you saw the informed consent information when you signed up for this interview, but I want to let you know I am recording this interview for my own purposes, and you might also hear me typing as I take some notes of our conversation. Are we ready to dive in?

- Starting broadly, if you were to look around a community and think to yourself, wow, this is really an age-friendly community, what would that look like or feel like?
- Given that description, do you think that the communities in Jefferson County are age-friendly?
  - Which areas are/are not age-friendly, and why or why not?
  - What do you think are the top three priorities we need to focus on to help Jefferson County become (more) age-friendly?

Now that we've looked broadly at what a more age-friendly Jefferson County might look like, I want to talk specifically about your organization.

- Where geographically does your organization focus?
- How does your organization create opportunities for older adults to feel respected and included?
- How does your organization/your community create opportunities for people from multiple generations to connect with each other?
  - What's an example of this happening?
  - What made that opportunity possible?
  - What barriers exist to creating (or expanding) programs where multiple generations come together?
- How does your organization distribute information to older adults and community members?
- How does your organization find out what older adults and community members want or need to know?
- What are the barriers to this communication between your organization and older adults and community members?

- Is there anything I haven't asked about regarding JeffCo becoming an age-friendly community that you think I need to know?
- We'd love to hear from all sorts of people for these interviews. Who else should we contact?
## Appendix D: List of Interviewees

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<thead>
<tr>
<th>Name</th>
<th>Organization/Affiliation</th>
<th>Title</th>
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<tbody>
<tr>
<td>Andy Kerr</td>
<td>Jefferson County Board of County Commissioners</td>
<td>Commissioner, District 2</td>
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<tr>
<td>Brad Calvert</td>
<td>Denver Regional Council of Governments</td>
<td>Regional Planning and Development Director</td>
</tr>
<tr>
<td>Cary Johnson</td>
<td>Jefferson County Council on Aging</td>
<td>Member, Director of Crime Prevention</td>
</tr>
<tr>
<td>Chris Lynn</td>
<td>Seniors’ Resource Center</td>
<td>Executive Director</td>
</tr>
<tr>
<td>Daniela Wolwenz</td>
<td>Mountain Resource Center</td>
<td>Program Officer</td>
</tr>
<tr>
<td>David Appel</td>
<td>City of Lakewood</td>
<td>Senior Services Support Specialist, Older Adult Programs City of Lakewood</td>
</tr>
<tr>
<td>David Smart</td>
<td>Eaton Senior Communities</td>
<td>President/CEO</td>
</tr>
<tr>
<td>Derrick Webb</td>
<td>Denver Regional Council of Governments</td>
<td>Regional Planner</td>
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<tr>
<td>Don Davis</td>
<td>Jefferson County</td>
<td>County Manager</td>
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<tr>
<td>Enessa Janes</td>
<td>City of Arvada</td>
<td>Community Resilience Coordinator</td>
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<tr>
<td>Gary Olson</td>
<td>Brothers Redevelopment</td>
<td>Senior Services Manager</td>
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<tr>
<td>Hilary Lenz Simmons</td>
<td>A Little Help</td>
<td>Executive Director</td>
</tr>
<tr>
<td>Jane Barnes</td>
<td>Benefits in Action</td>
<td>Executive Director</td>
</tr>
<tr>
<td>Jennifer Henninger</td>
<td>City of Littleton</td>
<td>Community Development Director</td>
</tr>
<tr>
<td>Jocelyn Mills</td>
<td>City of Edgewater</td>
<td>Planning Manager</td>
</tr>
<tr>
<td>Julie Rieskin</td>
<td>Colorado Cross-Disability Coalition</td>
<td>Executive Director</td>
</tr>
<tr>
<td>Katie Cue</td>
<td>Colorado Commission for the Deaf, Hard of Hearing and Deaf/Blind</td>
<td>Outreach and Consultative Services Manager Deaf Specialist</td>
</tr>
<tr>
<td>Lauren Mikulkak</td>
<td>City of Wheat Ridge</td>
<td>Planning Manager</td>
</tr>
<tr>
<td>Lesley Dahlkemper</td>
<td>Jefferson County Board of County Commissioners</td>
<td>Commissioner, District 3</td>
</tr>
<tr>
<td>Marianne Schilling</td>
<td>City of Wheat Ridge</td>
<td>Assistant to the City Manager</td>
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<tr>
<td>Mary Berg</td>
<td>Jefferson County Department of Human Services</td>
<td>Deputy Director</td>
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<tr>
<td>Matt Robbins</td>
<td>Jefferson County Open Space</td>
<td>Community Connections Team Manager</td>
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<tr>
<td>Nancy Judge</td>
<td>Evergreen Area Chamber of Commerce</td>
<td>President/CEO</td>
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<tr>
<td>Natalie DeVille</td>
<td>Lutheran Family Services Rocky Mountains</td>
<td>Program Director Older Adult &amp; Caregiver Services</td>
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<tr>
<td>Nick Nelson</td>
<td>Jefferson County Planning and Zoning Division</td>
<td>Senior Planner</td>
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<tr>
<td>Noah Atencio</td>
<td>Community First Foundation</td>
<td>Vice President of Community Impact</td>
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<tr>
<td>Reg Cox</td>
<td>Power of Partnership, Lakewood Connects</td>
<td>City Connector</td>
</tr>
<tr>
<td>Robyn Lupa</td>
<td>Jefferson County Public Library</td>
<td>Kids &amp; Families Manager</td>
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<tr>
<td>Peg Hooper</td>
<td>Jefferson County Public Library</td>
<td>Adult Services Manager</td>
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<tr>
<td>Susan Kimes-Dambowski</td>
<td>Jefferson County Public Schools</td>
<td>Coordinator, Community and Family Connections</td>
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<tr>
<td>Tracy Kraft-Tharp</td>
<td>Jefferson County Board of County Commissioners</td>
<td>Commissioner, District 1</td>
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Appendix E: Survey Questions (English)

**Age-Friendly JeffCo**

**Purpose of Survey**
The purpose of this survey is to help your community leaders learn about your priorities for making the places in Jefferson County where you live, work, and play inclusive of all ages (also known as age-friendly). You do not have to take this survey. If there are any questions you do not want to answer, you do not have to.

Your privacy and confidentiality are important to us, and all data collected through this survey will be kept on a secure, password-protected computer. The survey results will be shared in a summary format, and your name (if you choose to include it in your responses) will not be identified in any publications or presentations. If you have any questions, you can contact our project team at chantalle@aging-dynamics.com or (970) 658-9690. By completing this survey, you are agreeing to participate in this project.

**Instructions**
For all of the questions in this survey, there are no right or wrong answers. We want to know your thoughts about the survey questions. Please answer as honestly as you can. For some questions, you might not be sure of the answers, but please give your best guess. This survey will take approximately 5 minutes to complete.

1. **To what extent do you agree or disagree that you can easily get to where you need to go in your community?**
   - [ ] Strongly agree
   - [ ] Agree
   - [ ] Neither agree nor disagree
   - [ ] Disagree
   - [ ] Strongly disagree

2. **To what extent do you agree or disagree that you feel welcomed in your community?**
   - [ ] Strongly agree
   - [ ] Agree
   - [ ] Neither agree nor disagree
   - [ ] Disagree
   - [ ] Strongly disagree

3. **How do you make your voice heard in your community? Check all that apply.**
   - [ ] Attend town hall meetings
   - [ ] Call local leaders
   - [ ] Participate in surveys
   - [ ] Participate in advisory boards, committees, or councils
   - [ ] Call or email organizations to give them feedback
   - [ ] Other (please specify)
Appendix E: Survey Questions (English)

4. Think back to before the start of the COVID-19 pandemic. How important, if at all, were the following resources to finding information about community events, volunteer opportunities, caregiving support, home repair, fitness or recreation centers, or other supportive services?

<table>
<thead>
<tr>
<th>Resource</th>
<th>Not important</th>
<th>Slightly important</th>
<th>Moderately important</th>
<th>Important</th>
<th>Very important</th>
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<tbody>
<tr>
<td>Local senior centers</td>
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<tr>
<td>Community centers</td>
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<tr>
<td>Family and friends</td>
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<td>AARP</td>
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<td>Senior Planet Colorado</td>
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<td>Faith-based organizations like churches and synagogues</td>
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<tr>
<td>Internet</td>
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<td>Email</td>
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<tr>
<td>Mailed flyers</td>
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<td>Doctor or other health care professional</td>
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<tr>
<td>Local government offices like the Health Department</td>
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<tr>
<td>Libraries</td>
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<tr>
<td>Neighbors</td>
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<tr>
<td>Schools</td>
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<tr>
<td>Childcare centers</td>
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</tbody>
</table>

5. Are there other resources for information about community services not listed above that you use? If yes, please describe them.

6. Think about your community after COVID-19. What resources will you be most comfortable using to find information about community services? Please describe them.
Appendix E: Survey Questions (English)

7. Think back to before the start of the COVID-19 pandemic. How important, if at all, were the following activities to feeling included in your community?

<table>
<thead>
<tr>
<th>Activity</th>
<th>Not important</th>
<th>Slightly important</th>
<th>Moderately important</th>
<th>Important</th>
<th>Very important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Easily accessible entertainment venues</td>
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<tr>
<td>Activities that are affordable to all residents</td>
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<tr>
<td>Activities that involve both younger and older people</td>
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<tr>
<td>A variety of cultural activities for diverse populations</td>
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<tr>
<td>Events at local schools that involve both younger and older people</td>
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<tr>
<td>Continuing education classes</td>
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<tr>
<td>Social clubs to pursue new interests, hobbies, or passions</td>
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<tr>
<td>Faith-based activities</td>
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</tbody>
</table>

8. Are there other activities not listed above that make you feel included in the community? If yes, please describe them.

9. Think about your community after COVID-19. What types of social activities will you be most comfortable participating in? Please describe them.

10. What are your top 3 priorities for making the places where you live, work, and play in Jefferson County age-friendly?

☐ Access to healthcare and mental health services
☐ Access to transportation
☐ Affordable, suitable housing
☐ Fighting social isolation and making community more inclusive
☐ Financial security and access to benefits, such as food, entitlement programs, financial assistance, and wrap-around services
☐ Access to community services and amenities, such as internet, technology, community centers, libraries, recreation centers, and yard and snow care
☐ Access to physical spaces, including parks and community centers
☐ Opportunities for multi-generational events and programs
☐ Safety initiatives, such as crime and scam prevention
☐ Opportunities to volunteer
☐ Employment opportunities for people of all ages
☐ Other (please specify)__________________________
Appendix E: Survey Questions (English)

11. How would you be willing to contribute to making communities more age friendly? Please check all that apply.
   - [ ] Participate in a mentorship program
   - [ ] Volunteer at an organization
   - [ ] Provide feedback for community age-friendly plans
   - [ ] Call my local elected officials to encourage them to adopt age-friendly initiatives
   - [ ] Share cultural knowledge
   - [ ] Other (please specify) ________________________________

12. What is your age?
   - [ ] 18 to 24
   - [ ] 25 to 34
   - [ ] 35 to 44
   - [ ] 45 to 54
   - [ ] 55 to 64
   - [ ] 65 to 74
   - [ ] 75 or older

13. Of which racial, ethnic or cultural group do you consider yourself a member? Select all that apply.
   - [ ] American Indian/Native American
   - [ ] East Asian
   - [ ] Asian Indian
   - [ ] Asian Pacific
   - [ ] Black American/African American
   - [ ] Middle Eastern
   - [ ] Multi-racial
   - [ ] Native Hawaiian/Pacific Islander
   - [ ] White/Caucasian/Anglo American
   - [ ] Hispanic/Latino/Latina
   - [ ] Self-describe: ________________________________

14. What is your total household income?
   - [ ] Less than $20,000
   - [ ] $20,000 to $34,999
   - [ ] $35,000 to $49,999
   - [ ] $50,000 to $74,999
   - [ ] $75,000 to $99,999
   - [ ] $100,000 to $149,999
   - [ ] $150,000 or More

15. What is your zip code?

16. OPTIONAL: Would you like to participate in future efforts related to making your community age-friendly? If yes, please provide the following information, and our project team will contact you:
   Name: __________________________ Email Address: __________________________ Phone Number: __________________________
Appendix E: Survey Questions (Spanish)

JeffCo para todas las edades

Finalidad de la encuesta
El propósito de esta encuesta es ayudar a los líderes de su comunidad a conocer sus prioridades para que los lugares del Condado Jefferson en donde vive, trabaja y lleva a cabo actividades recreativas, incluyan a todas las edades (o en inglés, age-friendly). Usted no tiene que responder a esta encuesta. Si hay una o más preguntas que no desee contestar, no tiene que hacerlo.

Su privacidad y confidencialidad son importantes para nosotros, y todos los datos recabados a través de esta encuesta se almacenarán en una computadora segura y protegida por contraseña. Los resultados de la encuesta se compartirán en un formato de resumen, y su nombre (si usted desea incluirlo en sus respuestas) no será identificado en ninguna publicación ni presentación. Si tiene alguna pregunta, comuníquese con nuestro equipo del proyecto por correo a chantalle@aging-dynamics.com o por teléfono al (970) 658-9690. Al completar esta encuesta, está otorgando su consentimiento para participar en este proyecto.

Instrucciones
No hay respuestas correctas o incorrectas para ninguna de las preguntas en esta encuesta. Queremos conocer sus ideas sobre las preguntas de la encuesta. Contesté lo más honestamente posible. Es posible que no esté seguro(a) sobre algunas respuestas, pero conteste lo mejor que pueda. Se tardará aproximadamente 5 minutos en responder a la encuesta.

1. ¿Hasta qué punto está de acuerdo o en desacuerdo con esta afirmación? Puede llegar fácilmente a donde necesite ir en su comunidad.
   - Muy de acuerdo
   - De acuerdo
   - Ni de acuerdo ni en desacuerdo
   - En desacuerdo
   - Muy en desacuerdo

2. ¿Hasta qué punto está de acuerdo o en desacuerdo con esta afirmación? Se siente bienvenido(a) en su comunidad.
   - Muy de acuerdo
   - De acuerdo
   - Ni de acuerdo ni en desacuerdo
   - En desacuerdo
   - Muy en desacuerdo
Appendix E: Survey Questions (Spanish)

3. ¿Cómo expresa su opinión en su comunidad? Marque todas las aplicables.
   - Asiste a todas las asambleas municipales.
   - Llama a los líderes locales.
   - Participa en encuestas.
   - Participa en Juntas, Comités o Consejos de Asesoría.
   - Llama o envía correos a organizaciones para darles retroalimentación.
   - Otra (por favor especifique).

4. Piense en el tiempo anterior al comienzo de la pandemia de COVID-19. ¿Qué tan importantes, si lo fueren, eran los siguientes recursos para encontrar información sobre eventos comunitarios, oportunidades de voluntarios, apoyo a proveedores de cuidado, reparaciones del hogar, centros de aptitud física o recreativos y otros servicios de apoyo?

<table>
<thead>
<tr>
<th>Sin importancia</th>
<th>Algo importante</th>
<th>Moderadamente importante</th>
<th>Importante</th>
<th>Muy importante</th>
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</thead>
<tbody>
<tr>
<td>Centros locales para adultos mayores</td>
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<tr>
<td>Centros comunitarios</td>
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<tr>
<td>Familia y amigos</td>
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<td>AARP</td>
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<td>Senior Planet Colorado</td>
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<td>Organizaciones de fe como iglesias y sinagogas</td>
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<td>Internet</td>
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<td>Correo electrónico</td>
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<tr>
<td>Folletos enviados por correo</td>
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<td>Médico u otro profesional de la salud</td>
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<tr>
<td>Oficinas del gobierno local, como el Departamento de Salud</td>
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<td>Bibliotecas</td>
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<td>Guarderías</td>
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</table>

5. ¿Hay otros recursos que usted usa para información sobre servicios comunitarios, que no estén listados arriba? De ser así, por favor describalos.
Appendix E: Survey Questions (Spanish)


7. Piense en el tiempo anterior al comienzo de la pandemia de COVID-19. ¿Qué tan importantes, si lo fueren, eran estas actividades para sentirse incluido(a) en su comunidad?

<table>
<thead>
<tr>
<th>Actividad</th>
<th>Sin importancia</th>
<th>Algo importante</th>
<th>Moderadamente importante</th>
<th>Importante</th>
<th>Muy importante</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lugares de espectáculos de acceso fácil</td>
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<tr>
<td>Actividades asequibles para todos los residentes</td>
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<tr>
<td>Actividades tanto para jóvenes como para adultos mayores</td>
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<tr>
<td>Una variedad de actividades culturales para diversos sectores de la población</td>
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<tr>
<td>Eventos en escuelas locales con la participación de jóvenes y adultos mayores</td>
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<tr>
<td>Clases de educación continua</td>
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<tr>
<td>Clubes sociales de nuevos intereses, pasatiempos o pasiones</td>
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<tr>
<td>Actividades de fe</td>
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</table>

8. ¿Hay otras actividades que hacen que se sienta incluido(a) en la comunidad, que no estén listadas arriba? De ser así, por favor describálas.

10. ¿Cuáles son sus 3 prioridades principales para que los lugares en los que vive, trabaja y realiza actividades recreativas en el Condado Jefferson, incluyan a todas las edades?
   - Acceso a servicios médicos y de salud mental.
   - Acceso a transporte.
   - Vivienda adecuada y asequible.
   - Combate al aislamiento social y hacer la comunidad más inclusiva.
   - Seguridad financiera y acceso a beneficios como alimentos, programas de derecho a pensión, asistencia financiera y servicios integrales.
   - Acceso a servicios comunitarios y públicos como Internet, tecnología, centros comunitarios, bibliotecas, centros de recreación, servicios de jardinería y relacionados con la nieve.
   - Acceso a espacios físicos, como parques y centros comunitarios.
   - Oportunidades de eventos y programas para varias generaciones.
   - Iniciativas de seguridad, como prevención de delitos y estafas.
   - Oportunidades de voluntariado.
   - Oportunidades de empleo para personas de todas las edades.
   - Otra (por favor especifique).

11. ¿En qué está dispuesto(a) a contribuir para que las comunidades incluyan más a personas de todas las edades? Marque todas las aplicables.
   - Participar en un programa de mentores.
   - Ser voluntario(a) en una organización.
   - Proveer retroalimentación para planes comunitarios para todas las edades.
   - Llamar a sus oficiales electos para alentarlos a adoptar iniciativas para todas las edades.
   - Compartir conocimientos culturales.
   - Otra (por favor especifique).

12. ¿Qué edad tiene?
   - Entre 18 y 24 años
   - Entre 25 y 34 años
   - Entre 35 y 44 años
   - Entre 45 y 54 años
   - Entre 55 y 64 años
   - Entre 65 y 74 años
   - 75 años o mayor.
Appendix E: Survey Questions (Spanish)

13. ¿De qué grupo racial, étnico o cultural se considera usted miembro? 
Elija todos los aplicables.
☑ Indígena americano/nativo americano
☑ Del este asiático
☑ Indio asiático
☑ Asiático del Pacífico
☑ Negro americano/afroamericano
☑ Del Medio Oriente
☑ Multirracial
☑ Nativo de Hawái/de las Islas del Pacífico
☑ Blanco/caucásico/angloamericano
☑ Hispano/latino(a)
☐ Describalo usted mismo(a): ______________________________________

14. ¿Cuál es el total de sus ingresos del hogar?
☐ Menos de $20,000
☐ Entre $20,000 y 34,999
☐ Entre $35,000 y 49,999
☐ Entre $50,000 y 74,999
☐ Entre $75,000 y 99,999
☐ Entre $100,000 y 149,999
☐ $150,000 o más

15. ¿Cuál es su código postal?

16. OPCIONAL: ¿Le gustaría participar en esfuerzos futuros relacionados con hacer su comunidad para todas las edades? De ser así, suministre la siguiente información y nuestro equipo del proyecto se comunicará con usted:

Nombre: ___________________________ Dirección electrónica: ___________________________ N.° de teléfono: ___________________________
Appendix F: Survey Distribution List

- Age-Friendly Jefferson County Workgroups
- Arvada Facebook
- Denver Indian Center
- City of Lakewood Senior Support Services Office
- Evergreen Chamber of Commerce
- Hoyer Senior Placement (Arvada)
- Jefferson County Council on Aging
- Jefferson County Health Alliance
- Jefferson County Department of Human Services social media
- Power of Partnership newsletter
- Prime Time News website
- Residents of Eaton Senior Communities
- South Lakewood Business Association
- Several personal social media accounts of interviewees and people involved in Age-Friendly Jefferson County, including Commissioner Dahlkemper
- Weir Gulch Gardens Community Group
- Wheat Ridge Active Adult Center
- Wheat Ridge Facebook
Appendix G: Steering Committee Members

- Ashleigh Phillips, Porter Adventist Hospital
- Dave Ruchman, Community Member
- Dawn Sluder, City of Lakewood
- Donna Mullins, Mullins Youngdahl Design Company
- Cary Johnson, Jefferson County District Attorney’s Office
- Chris Lynn, Seniors’ Resource Center
- Mike Hughes, West Corridor Transportation Management Association
- Jane Barnes, Benefits In Action
- Jean Bogar, Seniors' Resource Center
- Joe Lamers, Community Member
- Roberto Rey, Colorado AARP