CITY OF UNIVERSITY CITY
REGULAR MEETING OF THE COMMISSION ON SENIOR ISSUES
CENTENNIAL COMMONS RECREATION FACILITY, 7210 OLIVE BLVD.
MONDAY OCTOBER 16, 2023 – 6:00 PM

- Call to Order / Roll Call
- Approval of Minutes
- Citizens' comments: General comments may be made prior to agenda beginning. Citizens must make written request to speak on specific agenda items as items are addressed (Note: Comments are limited to 3 minutes).
- Presentation – MJ Grothe/Christine Hustedde, Aging Ahead
  Susan Schafers, St. Louis County Department of Human Services
- Staff Liaison Report
- Council Liaison Report
- New Business
  - Subcommittee Discussion of Senior Services Coordinator Position Essential Functions – vote required
- Old Business
  - Update on Reinstatement of Senior Services Coordinator position
  - Continued brainstorming discussion on How to Let Resident Know About the Senior Commission and ways to stay connected with the Golden Lions Senior Program participants
- Other Updates/Topics of Concern
- Public/Citizen Participation (comments limited to 3 minutes)
- Closing Comments
- Adjournment

THIS MEETING IS OPEN TO THE PUBLIC

Enclosure: Draft of Minutes – September 14, 2023; St. Louis County Age-Friendly Action Plan; Senior Services Coordinator Position Essential Functions Recommendation by Commission Subcommittee

PLEASE NOTE: If you are unable to participate, please contact Staff Liaison, Lynda Euell-Taylor 314.505.8525 or 314.505.8625 or email: letaylor@ucitymo.org

CITY OF UNIVERSITY CITY
REGULAR MEETING OF THE COMMISSION ON SENIOR ISSUES
CENTENNIAL COMMONS RECREATION FACILITY, 7210 OLIVE BLVD.
MONDAY SEPTEMBER 18, 2023 – 6:00 PM

Members Present: Gretchen Barry, Allieze Ruby Curry, Teresa Huether, Mary Dee Schmidt

Members Excused: Christopher Lhotak, Suzanne Greenwald

Also in Attendance: Staff Liaison Lynda Euell-Taylor

Guests: Juliet Simone, Mary Saputo, Mimi Taylor-Hendrix

The meeting was called to order at 6:12pm by Ms. Huether.

Introductions: Ms. Huether introduced Juliet Simone Chief Program Officer of Oasis, Mary Saputo Outreach Coordinator for Oasis and Mimi Taylor-Hendrix from the SHED, Inc. Board of Directors.

Minutes: Ms. Huether moved to approve the July 17, 2023, minutes. Ms. Schmidt seconded.

Presentations:

Oasis: Ms. Simone gave an overview of the history of Oasis which was founded in St. louis during the early 1980's for senior citizens. The goal is to provide intellectual stimulus and social engagement, both critical for mental health. She described the various classes and programs provided by Oasis. The classes are fee-based, and the organization is funded by several grants. A course catalogue is available on-line. Printed copies were distributed at the meeting. She spoke highly of their tutor training program which trains seniors as reading tutors for elementary school children.

Ms. Huether will invite Ms. Simone to speak and the library speaker's series for seniors.

SHED: Ms. Taylor-Hendrix explained that SHED was founded in 2009 by churches volunteering to help seniors, people with disabilities, and veterans with home repairs. SHED incorporated as a 501(c)(3) nonprofit in 2014 with the mission of building stable foundations for accessible and inclusive communities. Twice yearly, on a Saturday in April and October, volunteers provide exterior home repairs to qualified homeowners. Typically, three or four volunteers work three or four hours on two things the homeowner needs. Often these are properties that have been cited by inspectors for code violations. SHED also has two houses under construction in the 3rd ward that will be available for

draft

purchase by low/moderate income buyers. They provide career opportunities for U City students and sponsored a speaker series for high school construction and engineering classes. SHED began a 3-year strategic planning process in 2020 and hired an executive director expanding services in several areas. Ms. Taylor-Hendrix provided a handout at the meeting which outlined all of the work this organization has completed & pending projects.

Staff Liaison Report: Deferred

Council Liaison Report: Deferred

New Business: Deferred

Old Business: Ms. Euell-Taylor mentioned that Mary Goodman is the U. City communications person who can add content to the website.

Other Updates / Topics of Concern: Deferred

Public / Citizen Participation (comments limited to 3 minutes): None

Closing Comments: None

Adjournment: 7:30pm

draft

University City Senior Services Coordinator Position

- Acts as a link between University City Seniors and other community services within the region.
- Organizes educational, health, recreational and social activities for University City Seniors.
- Facilitates services for vulnerable Seniors as identified by University City Emergency Agencies (such as the fire and police departments.)
- Coordinates and supervises a cadre of volunteers and interns who will serve the needs of University City Seniors.
- Develops a program for high school students to provide services for University City Seniors.
- Advertises/Communicates all the services available to University City Seniors via the ROARS, the website and more
- Serves as the University City liaison to the Senior Commission
- Is housed in a location easily accessible to most University City Seniors

Age-friendly STL Community ACTION PLAN 2015

R-3
6/9/15

RESOLUTION NO. 5985, 2015

Introduced by Councilmember Dolan

R E S O L U T I O N

WHEREAS, on May 19, 2015 the Committee of the Whole met to consider a presentation of the Department of Planning concerning the Age-Friendly Community Action Plan; and

WHEREAS, in a communication received and filed June 9, 2015, the County Executive has asked the County Council to enact a resolution adopting the Age-Friendly Action Plan for St. Louis County; and

WHEREAS, the County Council is now advised in the premises;

NOW, THEREFORE,

BE IT RESOLVED BY THE COUNTY COUNCIL OF ST. LOUIS COUNTY, MISSOURI, AS FOLLOWS:

SECTION 1. The Age-Friendly Community Action Plan, copies of which are kept and retained as public records by the Administrative Director and the Director of Planning in their official offices, is hereby adopted.

SECTION 2. The Administrative Director is directed to send a certified copy of this Resolution to AARP, the United States affiliate of the World Health Organization's (WHO) Network of Age-Friendly Communities.

ADOPTED: June 9, 2015

CHAIR, COUNTY COUNCIL

ATTEST: Genevieve Kland
ADMINISTRATIVE DIRECTOR

APPROVED AS TO LEGAL FORM:
COUNTY COUNSELOR

24A-13

St. Louis County Vision

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

Steven V. Stenger
County Executive

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

DEPARTMENT OF PLANNING
Glenn Powers, Director

Prepared by the
COMPREHENSIVE PLANNING DIVISION
Lori Fiegel, Manager
Justin Carney - Dara Eskridge - Amy Humboldt - Andria Nelson

Age-friendly STLCommunity

Action Plan

To cultivate a healthy, inclusive and accessible St. Louis County for residents who choose to live here into retirement

www.stlouisco.com/agefriendly

OFFICE OF THE COUNTY EXECUTIVE
SAINT LOUIS COUNTY
41 SOUTH CENTRAL AVENUE
SAINT LOUIS, MISSOURI 63105

STEVEN V. STENGER
COUNTY EXECUTIVE

(314) 615-7016

June 10, 2015

Ms. Jeanne Anthony, Project Advisor
Education and Outreach
AARP
601 E Street, NW
Washington, D.C. 20049

Dear Ms. Anthony:

On behalf of St. Louis County, I am pleased to present the St. Louis County Age-Friendly Community Action Plan. This plan represents two years of assessment and planning as part of our commitment to joining AARP's Network of Age-Friendly Communities. The plan is the culmination of thorough research and analysis, thoughtful engagement, and critical evaluation of how St. Louis County can enhance the quality of life for our aging population.

Developed with guidance from a 24-member Citizen Advisory Taskforce, the action plan articulates policies and actions that impact all facets of aging in St. Louis County. By strategically aligning department work programs, fostering partnerships with area agencies, and sharing what we have learned with municipal officials, St. Louis County is poised to be a leader in support of active and healthy aging of its residents.

I view the action plan, and the overwhelming interest generated from its creation, as the beginning of an ongoing focus to cultivate a healthy, inclusive and accessible St. Louis County for everyone who chooses to live here.

Sincerely,

Steven V. Stenger
County Executive

SVS/jpc
cc: Sheila Holm, AARP Missouri

Acknowledgment

CITIZEN ADVISORY TASKFORCE

Citizen Representatives

Name	Place of Residence
Helen Casteel	Unincorporated West County
Virginia Cook	Unincorporated North County
Cyd Dodson	City of Richmond Heights
Charlotte Ellis	City of Brentwood
Dean Harris	Glasgow Village
Lisa Hautly	City of Kirkwood
Harry Hilburg	City of Olivette
Rose Mary Johnson	City of Jennings
Shirley Martin	City of Maryland Heights
Joan Matyshak	City of Fenton
Mike Owens	Lemay
Denise Pott	City of Chesterfield
J. Reuben Rigel	City of Wildwood
Beverlee Thomas-Kopecky	Oakville
Juana Wakefield	Unincorporated North County
Shelia Woods	City of Maryland Heights

At-Large Representatives

Name	Affiliation
Stephanie Herbers	Harvey A. Friedman Center for Aging, Institute for Public Health, Washington University
Art McDonnell	St. Louis County Municipal League, Mayor of the City of Kirkwood
Tom Meuser	University of Missouri - St. Louis, Gerontology Graduate Program
Kate Moore	University of Missouri – St. Louis, Gerontology Graduate Program
Marian O'Reilly	St. Louis County Commission on Disabilities (alternate)
Susan Orton	St. Louis County Commission on Disabilities
John Ramsay	AARP Chapter 4048

Contents

Introduction 1

Two-Year Assessment & Planning 5

St. Louis County's Older Adults 11

The Community Context 19

The Age-Friendly Framework 23

Focus Area: Health & Wellbeing 27

Focus Area: Social & Civic Engagement 39

Focus Area: Mobility & Accessibility 45

Focus Area: Attractive & Safe Neighborhoods 47

Implementation 53

64

Introduction

66

Introduction

Baby Boomers, born between 1946 and 1964, represent the largest generation in St. Louis County with a population of 284,200. People born before 1946, often identified as the Greatest and Silent generations, number nearly 150,000 people. Together these generations make up 43 percent of St. Louis County's one million residents.

The aging of the Boomer generation combined with the increasing lifespan of those born in the Greatest and Silent generations are trends currently impacting communities across the United States. Baby Boomers, with their sheer numbers, historical housing and transportation choices and desire to remain active and work longer into their lives, will redefine what quality of life means for the country's and St. Louis County's aging residents.

St. Louis County's journey to become an age-friendly community began with the research and development of *Imagining Tomorrow for St. Louis County*, the five-year county strategic plan adopted in 2013. Through demographic, economic and housing market analysis and considerable public policy research, county planners crafted a picture of a new St. Louis County: one seeking to attract a young, talented workforce; one striving to create prosperity after the Great Recession; and one needing to support its aging population.

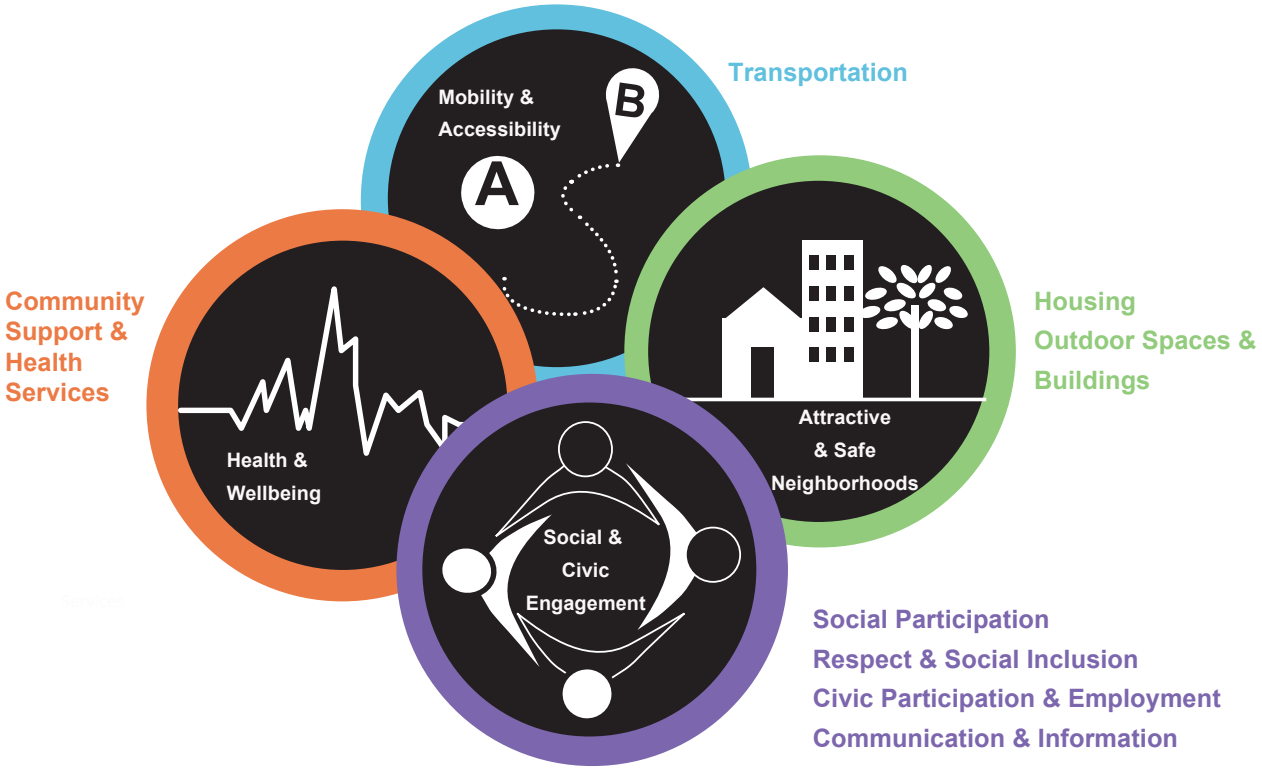
Ultimately, the aging of St. Louis County's population became one of the primary demographic drivers for *Imagining Tomorrow*. Through policy briefs and expert roundtable discussions, a four-pronged strategy emerged to support a thriving and aging community:

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

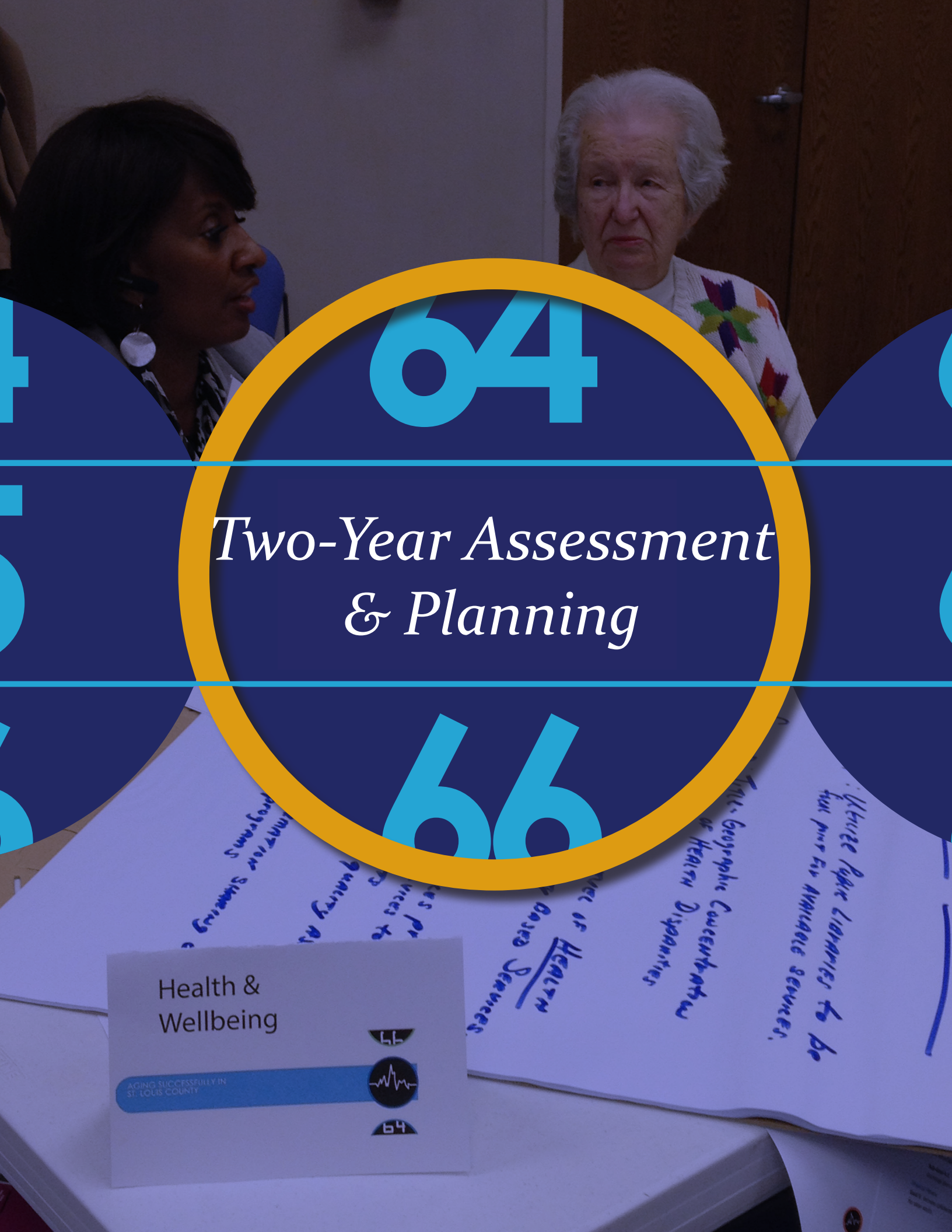
"Baby Boomers will redefine what quality of life means for STLCO's aging residents."

Research and engagement efforts for the strategic plan led county planners to discover the World Health Organization's (WHO) Network of Age-Friendly Cities and Communities Program©, affiliated in the U.S. with AARP. After connecting with AARP Missouri, the County Executive made a formal request to join the Network of Age-Friendly Communities. On the strength of its research and commitment to an age-friendly agenda, St. Louis County was accepted into the network in June 2013. Participation in the Network of Age-Friendly Communities is a five-year commitment comprised of two years of assessment and planning, followed by three years of implementation.

The WHO's age-friendly model has eight interconnected "domains" or areas of livability that help to identify and address barriers to the wellbeing and quality of life of older people. These eight domains dovetail with the four focus areas established in *Imagining Tomorrow* and provide the overall framework for engagement and planning for St. Louis County's Age-friendly Community Action Plan.



Page intentionally left blank.


64
Two-Year Assessment
& Planning
66
Health &
Wellbeing
AGING SUCCESSFULLY IN
ST. LOUIS COUNTY
64

Two-Year Assessment & Planning

Overview

The development of St. Louis County's Age-Friendly Community Action Plan was managed and coordinated by the county Planning team. The scope of the initiative included a two-part assessment process and a detailed, multi-faceted engagement process. The two-part assessment process was designed to include: 1) a comprehensive analysis of publicly available data, local surveys and inventories, and 2) a countywide Livability Communities survey administered by AARP.

The multi-faceted engagement process involved a Citizen's Advisory Taskforce, inter-departmental county team, professional network of agencies and university advisors, and municipal network of officials and staff. A variety of engagement opportunities were held throughout the planning process, including workshops, focus groups, strategy sessions and public meetings. A dedicated website for the initiative was created to showcase current activities and events and make all presentations and documents accessible to the public.

Assessment

AARP Countywide Survey

A component of the assessment was a survey of St. Louis County residents age 45 and older conducted by AARP in the spring of 2014. The survey, which was mailed countywide to randomly selected residents, asked respondents to rate the importance of a variety of community features and whether or not they were available in their community. The survey results are based on responses from 1,248 county residents and summarized in a report prepared by AARP.

Quality of Life Assessment

Aging Successfully in St. Louis County: A Quality of Life Assessment, published in December 2014, is a report that examines the quality of life of adults age 45 and older in St. Louis County. Using primarily publicly available data, the assessment provides a detailed demographic, economic and health profile of the county's older residents, examines economic security and housing needs, inventories public sector services provided by local

> *"The 24-member Citizen Advisory Taskforce helped guide creation of the action plan."*

governments and agencies, and identifies place-based initiatives in St. Louis County. Findings from the assessment are organized around several key areas that influence the quality of life of older adults and provided the analytical basis for development of the St. Louis County Age-Friendly Community Action Plan.

Engaging Older Adults and Community Stakeholders

Citizen Advisory Taskforce

A Citizen Advisory Taskforce was established in 2014 to help guide the development of the three-year action plan. St. Louis County citizens, age 45 and older, were sought through St. Louis County's website, online DIRECT newsletter, and personal solicitation from the County Executive and County Council members. Ultimately, eighteen citizens were selected to represent the diversity of St. Louis County and its seven council districts and joined by another six at-large members from the University of Missouri- St. Louis Gerontology Graduate Program, Washington University's Friedman Center on Aging, the St. Louis County Commission on Disabilities, AARP and the St. Louis County Municipal League. The Citizen Advisory Taskforce formally met six times over the course of a year, on an alternate month basis.

County Interdepartmental Team

St. Louis County is the largest provider of local services in the St. Louis region. As the leader in the Age-Friendly Community initiative, it was important to establish an interdisciplinary, interdepartmental team. This team consisted of representatives from the following county departments: Administration (Customer Service, Personnel), Health, Human Services, Transportation, Parks, Planning, Police and Public Works.

Municipal Network

There are 90 municipalities within St. Louis County, some of which have their own age-friendly efforts. All of the municipalities in St. Louis County were invited to identify an age-friendly contact person to be part of an informational network for activity, event and document updates.

Age-Friendly Professionals Network

An interdisciplinary and broad-based network of professionals was created to include agencies, organizations, and university partners reflecting the eight facets of age-friendly communities. Members of the network were kept informed of activity, event and document updates.

1,248
Older residents participated in our 2014 AARP survey

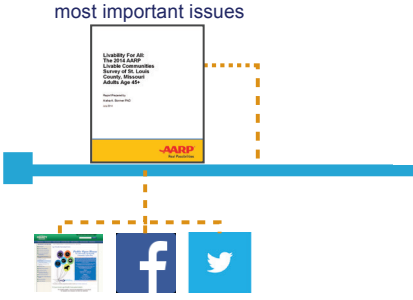
Listening to the Public

Community Outreach Meetings

From mid-October through early November 2014, St. Louis County convened a series of community outreach meetings with older adults throughout the county in an effort to hear what they think makes an age-friendly community. The sessions were targeted at communities with active senior groups or community centers with active senior programming. Each of the sessions consisted of a presentation about St. Louis County's Age-Friendly Community initiative, interactive keypad polling of participants to get feedback on priorities and needs of older adults and small group discussion to hear attendees' ideas for creating age-friendly communities. Input from these sessions was synthesized with the results of the countywide survey and information from *Aging Successfully in St. Louis County: A Quality of Life Assessment* to establish a starting point for discussion for an Age-Friendly Community strategy session workshop.

AARP Survey, Spring 2014

Surveyed STLCO residents age 45+ and received 1200 responses. Housing and transportation topped list of most important issues



www.stlouisco.com/agefriendly

St. Louis County Age-Friendly Website

Created to share information with the public about the assessment and planning process of the plan

Strategy Session Workshop

On November 19, 2014, St. Louis County hosted the Age-Friendly Community strategy session workshop at The Heights community center in Richmond Heights. The event brought together more than 70 citizens, public officials, senior services agency representatives and university partners in an engaging discussion around the focus areas of Housing & Neighborhoods, Mobility & Accessibility, Health & Wellbeing and Social & Civic Engagement. Workshop participants were guided through interactive keypad polling and small-group discussions to identify opportunities and best practices to make St. Louis County an age-friendly community building on key findings from *Aging Successfully in St. Louis County: A Quality of Life Assessment*, AARP's countywide survey and community outreach sessions.

Action Plan Workshops

In February 2015, St. Louis County hosted a series of four workshops to develop recommendations around each of the focus areas. Over the course

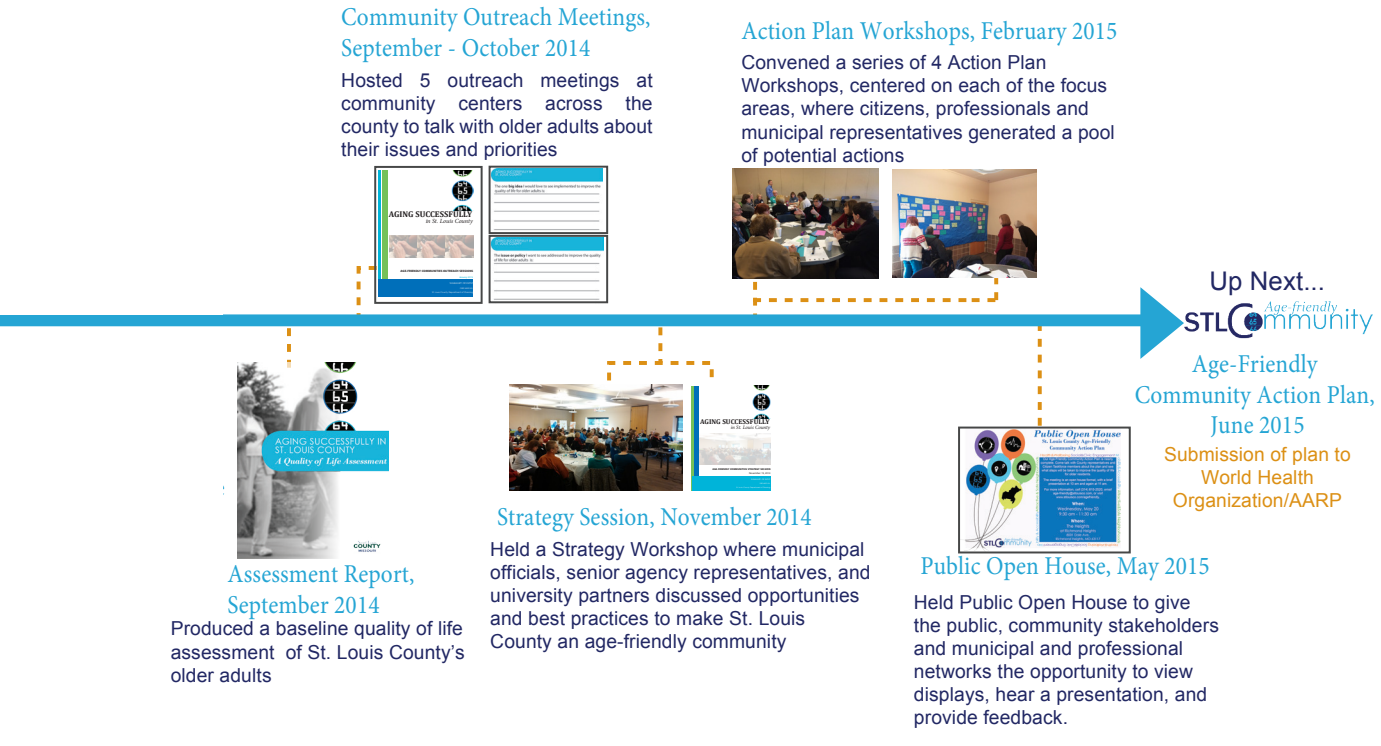
of the four workshops, nearly 90 people participated including members of the Citizen Advisory Taskforce, municipal officials and staff, senior services agencies, professionals and university partners, and St. Louis County department representatives. Attendees worked in small groups to develop concrete recommendations for meeting the goals of an age-friendly community. Input from these workshops provided the foundation for the recommendations that are included in St. Louis County's Age-Friendly Community Action Plan.

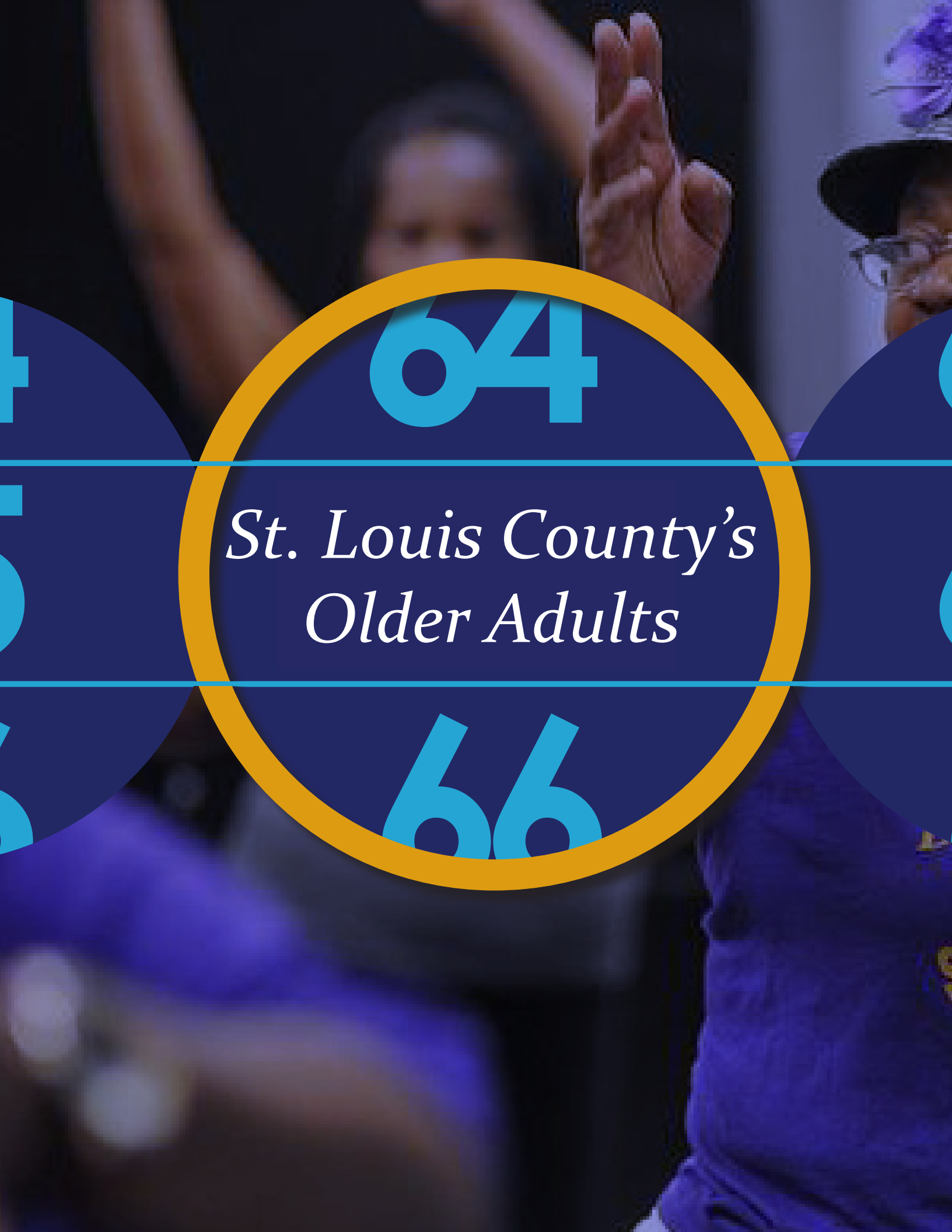
St. Louis County Council

On May 19, 2015, the county Planning team formally presented an overview of the Age-Friendly Community Action Plan to the Committee of the Whole of the County Council. The public meeting afforded the council members the opportunity to ask questions about the plan and citizens to provide comments.

Public Open House

On May 20, 2015, St. Louis County held an open house at The Heights community center in Richmond Heights to give the public, community stakeholders and members of the age-friendly municipal and professional networks the opportunity to view informational displays, hear a presentation about the plan and interact with Citizen Advisory Taskforce members and county department representatives. Comment cards were provided to solicit feedback about the recommendations in the plan. More than 80 participants attended the two-hour event.




64
St. Louis County's
Older Adults
66

St. Louis County's Older Adults

People and Households

St. Louis County's older adult population makes up 44 percent of the almost one million people living in the county. These older adults are comprised of two distinct age groups: those 45-64, with a population of 282,922; and those 65 and older with a population of 152,958. For the purposes of discussing the data, the term "older adults" refers to the population aged 45 and older, while "seniors" is a subset of older adults and refers to people age 65 and older.

Analysis from *Aging Successfully in St. Louis County: A Quality of Life Assessment* reveals that 95,964 households are headed by someone age 65 and older. Of those senior-headed households, 43,855 (45 percent) live alone, and three-quarters of those are women. Roughly 3 percent of all households in St. Louis County are multi-generational households with a grandparent living with a grandchild.

Income and Economic Security

St. Louis County's older adults have relatively high incomes. The median household income for residents age 45-64, those still in the prime working years of their careers, is roughly 30 percent more than the countywide median ($75,901 and $58,901, respectively). Even those in traditional retirement age, however, are earning a relatively high median income of $42,530. This relatively high median income for seniors translates into a comparatively low poverty rate: 6.3 percent (9,187) for seniors, compared to a 10.9 percent poverty rate countywide in 2013.

Poverty rate is only one piece of the economic security story for St. Louis County's seniors. A method to measure the ability of seniors to meet their basic needs and age in place with dignity, called the Elder Economic Security Standard™ (or Elder Index), has been developed by a national non-profit organization called Wider Opportunities for Women (WOW). While WOW's analysis only looks at retired, single and two-person senior households, it provides important insight into a portion of the aging population that may not be living in poverty, but may still be making difficult trade-offs between housing, food, transportation and health care costs.

Using 2012 data, the analysis conducted by WOW for St. Louis County reveals that one-third of the senior households studied live below the Elder Index. This equates to approximately 19,800 senior households, or 23,800 seniors. With approximately 9,500 seniors living below

"Nearly 96,000 households are headed by someone 65 or older."

6%
(9,500)
of seniors live in poverty
in St. Louis County,
but... an additional

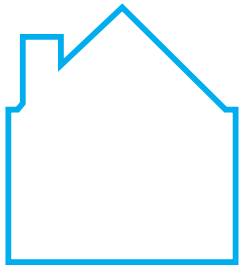
31%
(14,300)
of seniors live above
the federal poverty line
and still struggle to meet their
BASIC NEEDS

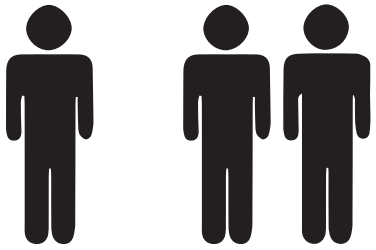
which means...

37%
(23,800)
of seniors live below the
ELDER INDEX

What is the ELDER INDEX?

An innovative tool designed to measure the income seniors (65+) need to meet their basic needs and age in place with dignity...
specific to geographic location, housing status, & household size.





	single adult	adult couple
homeowner	$18,696	$28,524
carries a mortgage	$27,288	$37,116
renter	$20,976	$30,804

In St. Louis County, some seniors fare worse than others...

single, senior women	African American households	renters
48%	60%	54%

live below the ELDER INDEX

Source: Wider Opportunities for Women Calculations; US Census Bureau, American Community Survey 2012 PUMS

the poverty level in 2012, the analysis shows an additional 14,300 seniors do not have enough income to meet their basic needs. The analysis further shows that single women (48 percent), African American households (60 percent) and renters (54 percent) are more likely to live below the Elder Index and are among the more vulnerable segments of St. Louis County's senior population.

Housing

Being a primarily suburban county with a large stock of older single-family homes has two major housing implications for St. Louis County's older adults. The first is a high rate of homeownership among older adults which is approximately 80 percent in the county. The second is that nearly two-thirds of the housing stock owned by St. Louis County's seniors was built before 1970, not surprising in a county where a significant share of stock was built during the suburban housing boom of the 1950s and 1960s.

When it comes to affordability of housing for seniors, just over one-quarter of senior homeowners, and nearly 55 percent of senior renters, suffer a housing cost burden, defined as paying more than 30 percent of monthly income on housing costs. These census statistics were supported by United Way 211 call center data that shows 96 percent of the unmet needs for older adults in St. Louis County are housing related supports and utility payment assistance.

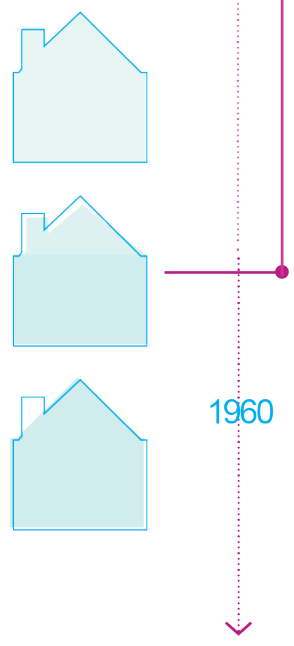
Mobility

St. Louis County's suburban character also has an impact on mobility as driving is the primary mode of transportation for older adults. Having a car and the ability to drive are primary indicators of independence for those ages 65 and older. Ownership of a driver's license for seniors has steadily increased in St. Louis County, as it has across the nation, to where now nearly 90 percent of the county's seniors possess a driver's license.

Driving, however, is only one component of mobility for St. Louis County's seniors. Non-driving options will be of growing importance, whether due to health or economic reasons. Nearly 48,000 seniors have some disability which may limit their ability to drive and another 11,000 senior-headed households do not have access to a car, resulting in nearly 60,000 seniors for whom driving is not an option. For those seniors, and those who live past 70 and will outlive their driving age by an average of 7-10 years, non-driving options such as transit, walking, or other personalized service will be critical to maintaining independence.

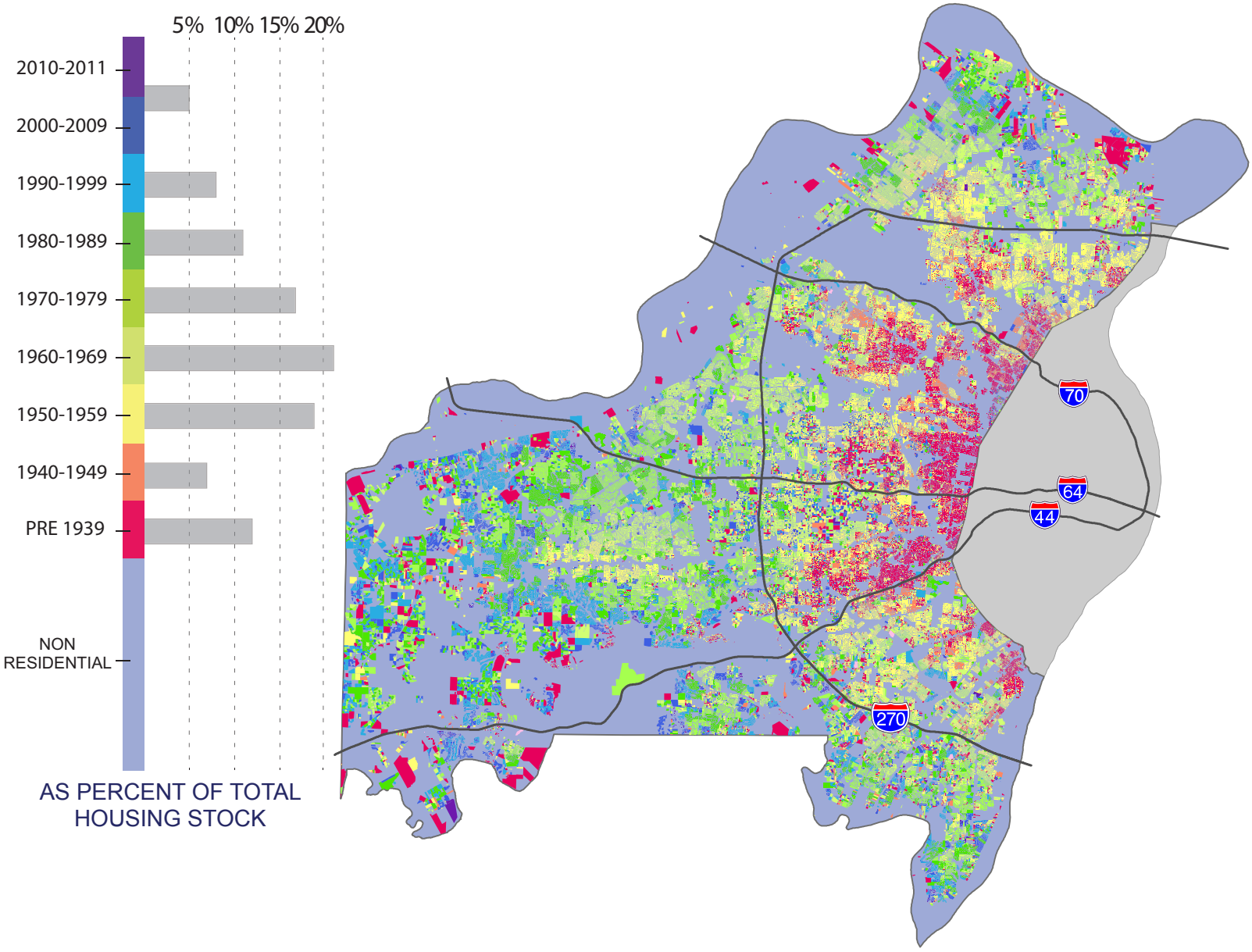
96%
of unmet needs of seniors and Boomers are for utilities and housing support

65%
of homes owned by seniors in St. Louis County built before 1970



DECADE HOUSING BUILT

BY PARCEL



Disability, Chronic Health Issues, and Health Disparities

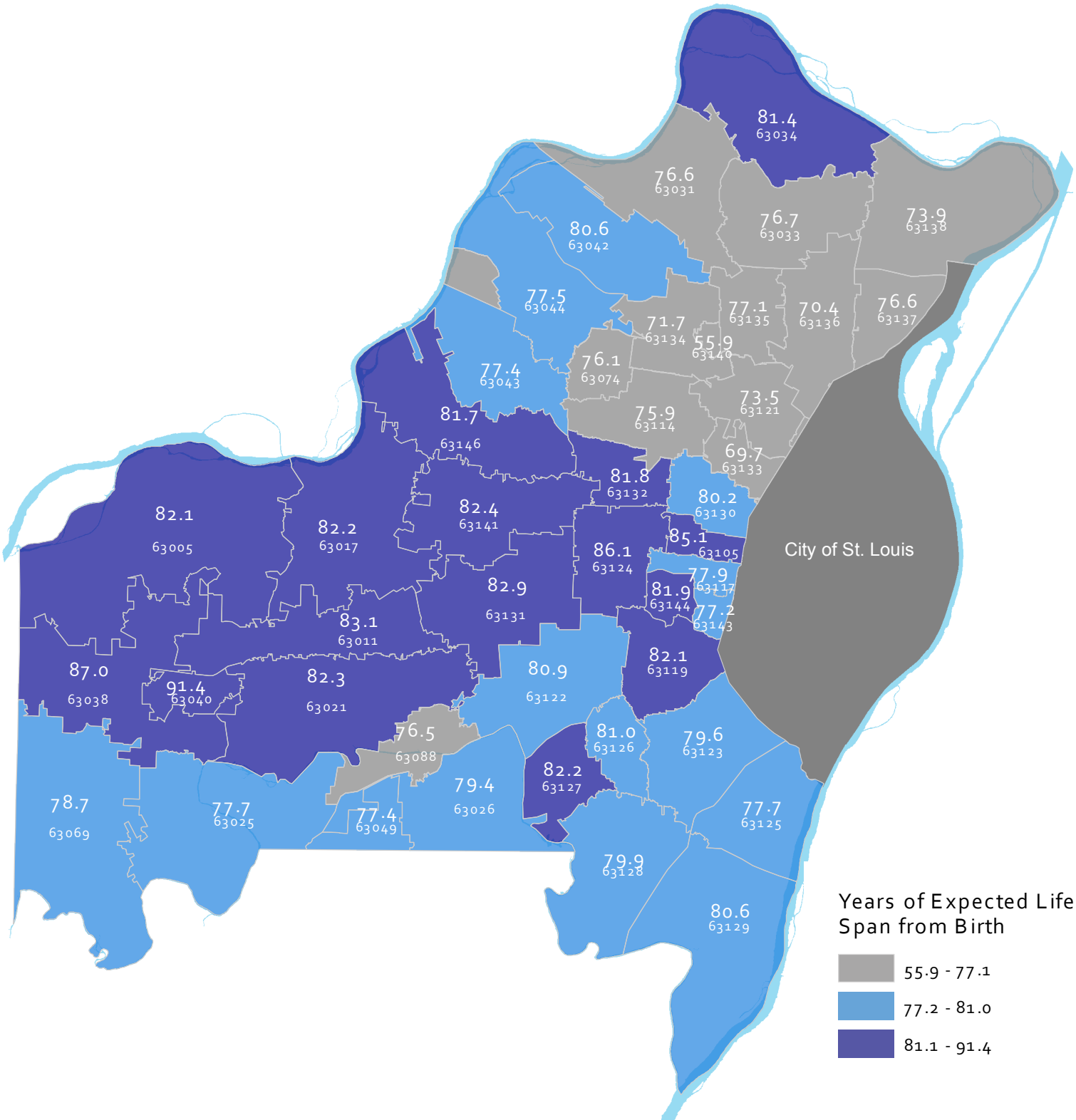
According to census data, one-third of St. Louis County's seniors, nearly 48,000 have a disability. Of those, two-thirds have serious difficulty walking or climbing stairs and 45 percent indicate they have some physical, mental or emotional condition that makes living independently difficult.

Two key findings emerge from the St. Louis County Department of Health's 2011 Community Health Assessment. One significant finding is the prevalence of diabetes and mental health issues among seniors countywide. Across St. Louis County, the hospitalization rates for diabetes as well as major depressive disorders are higher than the overall rates for seniors in Missouri.

A second important finding is the existence of health disparities for older adults living in North St. Louis County. Indicators of access to primary care, including hospitalization and emergency room rates for conditions often dealt with successfully through primary care physicians, as well as indicators for cardiovascular and respiratory health are all significantly higher in North County than the rest of St. Louis County.

Additionally, an analysis of the years of expected life span from birth in St. Louis County, by zip code, further substantiates the health disparities reflected in the 2011 Community Health Assessment. There are many factors that contribute to life expectancy, such as genetics, diet and exercise, as well as social factors like income and education, medical care, and unhealthy environments. These factors affect life expectancy and likely correlate to the health disparities exhibited in the Community Health Assessment.

ST. LOUIS COUNTY LIFE EXPECTANCY
BY ZIP CODE



64
The Community Context
66
VOLUNTEER

The Community Context

St. Louis County government is a large and unique service provider. The diversity of services reflects the fact that we serve an urbanized community of one million residents who live in both municipalities and large unincorporated areas. Some services are provided on a countywide basis, such as parks and recreation and public health functions, while others are targeted more locally to unincorporated communities where 320,000 people reside.

Aging Successfully in St. Louis County: A Quality of Life Assessment details a thorough inventory of existing public sector services, including county, municipal, library and area agency on aging services for older adults in St. Louis County. Importantly, the inventory shows that there is a lot of capacity in county departments, and the public sector, to address and serve the needs of older adults. Currently, the majority of older adult services offered by municipalities are through departments of parks and recreation.

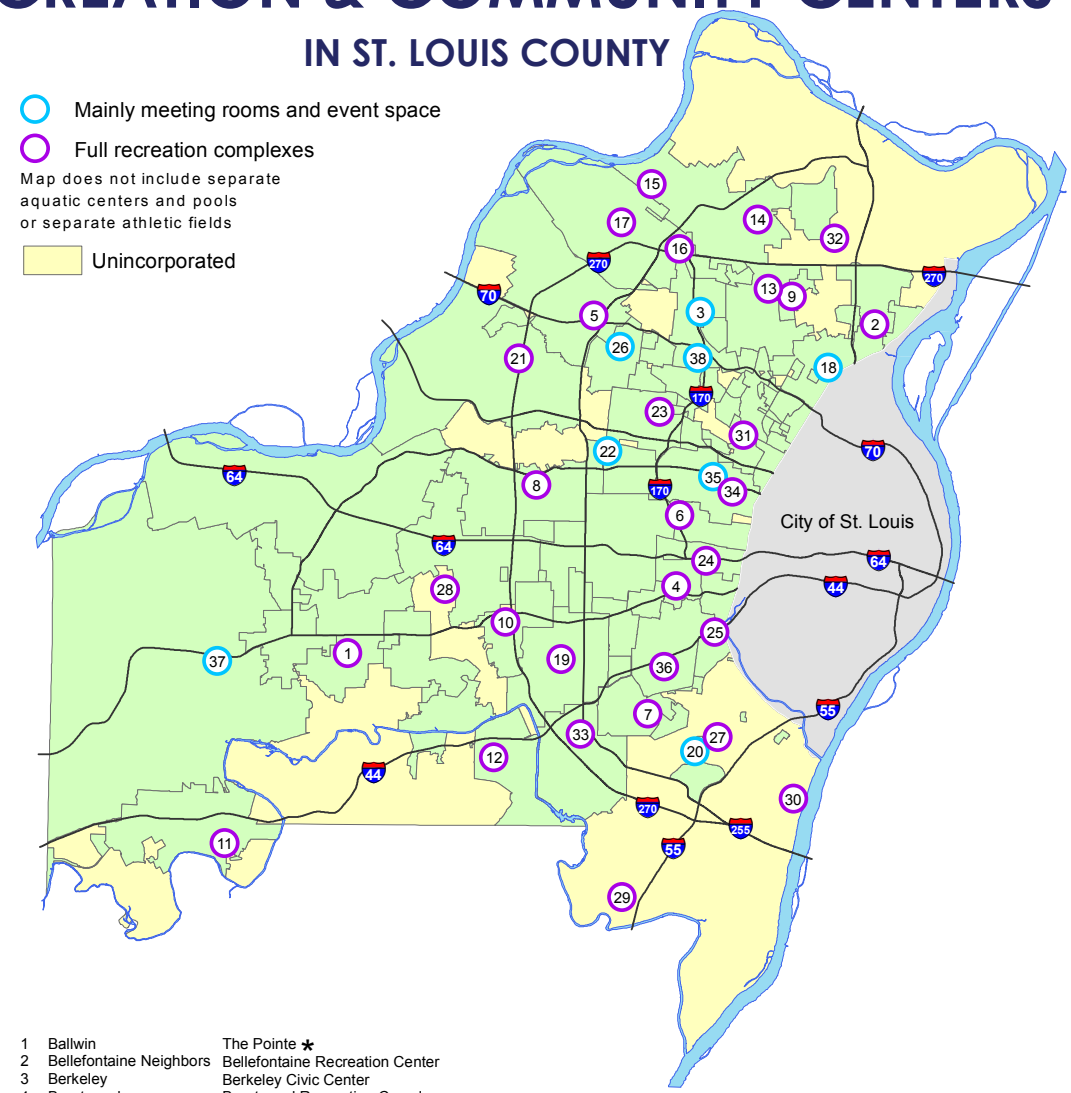
There are a number of county departments that provide services to benefit older adults, including Health, Transportation, Human Services, Parks & Recreation, Planning and Police. St. Louis County's most widely recognized program focused on older adults is the County Older Resident Programs, known as CORP, which is operated by the Human Services Department. Additional opportunities to collaborate and partner with other departments and organizations with complementary services could help to expand the range of service options for older adults.

Although there is an abundance of programs, agencies, and services, the relationship between the location of these services and the needs of the aging population is not always apparent. Some areas of St. Louis County benefit from multiple agencies located in close proximity regardless of the magnitude of the need, while other areas may not be as well served. Further, easy access to information about services and programs for older adults is an ongoing challenge. Although there is a lot of capacity within the public sector, there are opportunities to improve communications and information about services through existing websites and information referrals.

"There is a broad network of public sector services for STLCO's older adults."

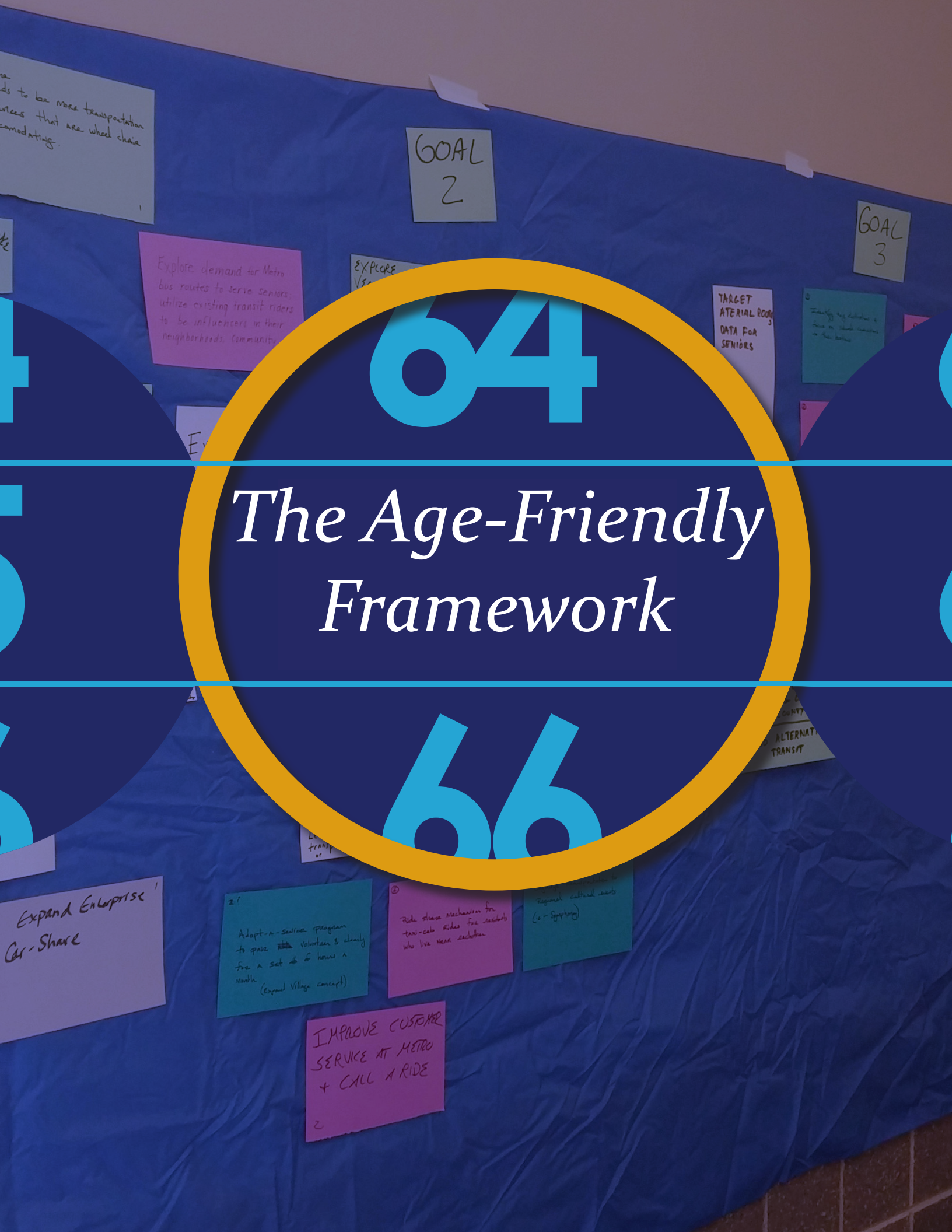
RECREATION & COMMUNITY CENTERS

IN ST. LOUIS COUNTY



1	Ballwin	The Pointe ✱
2	Bellefontaine Neighbors	Bellefontaine Recreation Center
3	Berkeley	Berkeley Civic Center
4	Brentwood	Brentwood Recreation Complex
5	Bridgeton	Bridgeton Community Center
6	Clayton	Center of Clayton
7	Crestwood	Crestwood Community/Aquatic Center
8	Creve Coeur	Dielmann Recreation Complex
9	Dellwood	Dellwood Recreation Center
10	Des Peres	The Lodge Des Peres
11	Eureka	The Timbers of Eureka ✱
12	Fenton	RiverChase Recreation Center ✱
13	Ferguson	Ferguson Community Center
14	Florissant	James J Eagan Center
15	Florissant	John F Kennedy Community Center
16	Hazelwood	Hazelwood Civic Center East
17	Hazelwood	Hazelwood Community Center
18	Jennings	Wm. D Tharp Civic Center
19	Kirkwood	Kirkwood Community Center
20	Lakeshire	Lakeshire Community Center
21	Maryland Heights	Maryland Heights Centre ✱
22	Olivette	Olivette Community Center
23	Overland	Frank Munsch Community Center
24	Richmond Heights	The Heights ✱
25	Shrewsbury	Shrewsbury City Center
26	St. Ann	St. Ann Community Center
27	St. Louis County	Affton White-Rodgers Community Center
28	St. Louis County	Greensfelder Recreation Complex in Queeny Park
29	St. Louis County	Kennedy Recreation Complex
30	St. Louis County	Lemay Community and Aquatic Center
31	St. Louis County	St. Vincent Community Center
32	St. Louis County	North County Recreation Complex
33	Sunset Hills	Sunset Hills Community Center
34	University City	Centennial Commons ✱
35	University City	Heman Park Community Center
36	Webster Groves	Webster Groves Recreation Complex
37	Wildwood	Wildwood Municipal Building
38	Woodson Terrace	Woodson Terrace Community Center

✱ SilverSneakers® participating locations



64 66

The Age-Friendly Framework

The Age-Friendly Framework

St. Louis County's Age-Friendly Community Action Plan is developed around a framework that addresses the full breadth of issues affecting the quality of life for the county's older adults. Four focus areas provide the context for analysis, public engagement, goal development and ultimately the organization of the action plan. The focus areas, which reflect the importance of individual health and wellbeing, social interaction and civic participation within communities, the ease of getting around, and the ability to successfully age in place, are:

- Health & Wellbeing
- Social & Civic Engagement
- Mobility & Accessibility
- Safe & Attractive Neighborhoods

Spanning the four focus areas is the issue of economic security and equity for St. Louis County's older residents. From WOW's Elder Index analysis to data from United Way and the 2011 Community Health Assessment, it is clear that the issue of economic security for St. Louis County's older adults needs to be addressed. While each of the focus areas have actions that address some aspect of equity and economic security, it is important to spotlight the need to help those who struggle to meet their basic needs. For this reason, two additional actions have been identified:

GOAL: Help older adults to meet basic needs and age with dignity.	
Actions	*Departments*
1. Explore modifying eligibility requirements for assistance to help those who do not qualify for federal assistance but are still unable to meet basic needs.	Planning
2. Target service delivery of select programs specifically to help underserved older adult populations including single women, African American households, and renters.	CORP, Planning

"Addressing equity and economic security is vital for STLCO's older adults."

27
Health &
Wellbeing

Health & Wellbeing

WHO DOMAINS
Community Support
Health Services

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

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

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

"Community partnerships will be essential in closing the gap of health disparities for STLCO's older adults."

Our Current Challenges

Within St. Louis County, health related issues are visible on both a countywide basis as well as concentrated within certain geographic areas. Across the county, one-in-three seniors age 65 and older have a disability and half of those indicated that they have some sort of physical, mental or emotional condition that prevents them from living independently. Additionally, hospitalizations for diabetes and major depressive disorders are up for seniors across St. Louis County. Increasing the level of community-based services to allow people to live independently and heightening awareness and access to services, prevention and education of pervasive health issues will be key in addressing these countywide issues.

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

Our Goals

- Address the countywide health issues of mental health and diabetes through accessible, age-sensitive services, prevention and education.
- Increase access to primary care and improve respiratory and cardiovascular health outcomes among older adults with health disparities, particularly African American and underserved residents.
- Increase the level of community-based services offered by municipal and local public service providers to improve the health and wellbeing of older adults.

Health & Wellbeing

WHO Domain: Community Support & Health Services

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

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

	Actions	*Departments*
1.	Establish benchmarks through the Community Health Assessment in 2016.	DOH
2.	Stratify implementation opportunities of the Community Health Improvement Plan to facilitate services to older adults.	DOH
3.	Provide a dedicated health promotions staff point of contact for literature and programming recommendations, services and awareness campaigns.	DOH
4.	Partner with community agencies, such as OASIS, to provide education, awareness and screenings at community locations (libraries, community centers and mobile unit) accessible to older adults.	DOH
5.	Disseminate appropriate resources, referrals, programs and opportunities to the public and partnering agencies.	DOH

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

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

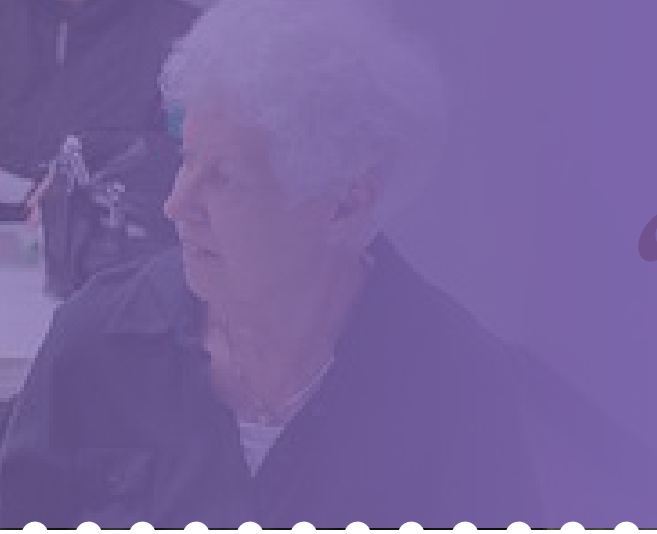
GOAL 3: Increase the level of community-based services offered by municipal and local public service providers to improve the health and wellbeing of older adults.	
Actions	*Departments*
1. Explore the creation of a web-based and app-based resource guide for municipal and public health practitioners and services.	DOH, IT
2. Assess and create a comprehensive plan to determine where qualified graduate and medical students can complete clinical and community work within existing age-friendly programs for workforce development.	DOH
3. Establish a multi-sector coalition of agencies to apply for federal funding and work on initiatives focused on older adults.	DOH, IT
4. Present to St. Louis Area City Managers Association and the Municipal League on the importance of expanding local government's ability to provide consultation, programming and case management services to older adults through gerontologists and social workers.	CORP, DOH
5. Increase health screenings and workshops, targeted for older adults, at recreation and community centers.	Parks

33
Social & Civic Engagement

Social & Civic Engagement

WHO DOMAINS
Social Participation
Respect & Social Inclusion
Civic Participation & Employment
Communication & Information

- Create opportunities for multigenerational interaction and dialogue
- Connect residents to existing facilities, programs and resources
- Encourage the delivery and promotion of existing programs to reflect the diversity of older adult population
- Encourage businesses to adopt age-friendly practices in order to attract and retain older adults as customers and potential employees
- Provide volunteer opportunities for older adults to remain engaged in their communities
- Engage older adults in the creation of policies and programs relevant to their lives and that support and address diversity in the older adult population
- Improve access to information about services and programs for older adults and caregivers
- Expand the use of technology to allow older adults to remain socially connected to their family and community



"The key to success is ensuring awareness, accessibility, and affordability of services & programs."

Our Current Challenges

As people establish roots and live within a community, it becomes important to find meaningful ways to connect with other people, and build relationships and respect with one another. This is perhaps especially true of seniors who may have retired and may be looking for social activities and volunteer opportunities to keep them active, connected, and help them serve their community.

St. Louis County's older adults are fortunate to have a wealth of resources available that provide a wide variety of social and civic engagement opportunities. Local governments, libraries, non-profit and private agencies offer robust programming for fitness, lifelong learning, social interaction and volunteer opportunities targeted to older adults. The key to the success of existing programming is ensuring awareness, accessibility and affordability to maximize the overall impact of services and programs offered.

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

Our Goals

- Create opportunities for multi-generational interaction and dialogue.
- Connect residents to existing facilities, programs and resources.
- Encourage the delivery and promotion of existing programs to reflect the diversity of older adult population.
- Encourage businesses to adopt age-friendly practices in order to attract and retain older adults as customers and potential employees.
- Provide volunteer opportunities for older adults to remain engaged in their communities.
- Engage older adults in the creation of policies and programs relevant to their lives and that support and address diversity in the older adult population.
- Improve access to information about services and programs for older adults and caregivers.
- Expand the use of technology to allow older adults to remain socially connected to their family and community.

Social & Civic Engagement

WHO Domain: Social Participation, Respect & Inclusion

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

GOAL 1: Create opportunities for multi-generational interaction and dialogue.

Actions	*Departments*
1. Create established links among programs for older adults and children to facilitate inter-generational opportunities (gardening, fishing, naturalists).	Parks
2. Establish a formal dialogue with school districts to develop programs that allow older adults to participate in intergenerational activities with youth.	CORP, Parks,

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

Actions	*Departments*
1. Create outreach materials that increase awareness of existing programs and resources.	CORP, Parks
2. Conduct environmental audits of facilities where programs for older adults are held.	CORP, Parks

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

Actions	*Departments*
1. Review communication of programs for cultural diversity and sensitivity.	CORP, Planning
2. Evaluate all programs to serve a diverse older adult population.	CORP, Planning

WHO Domain: Civic Participation & Employment

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

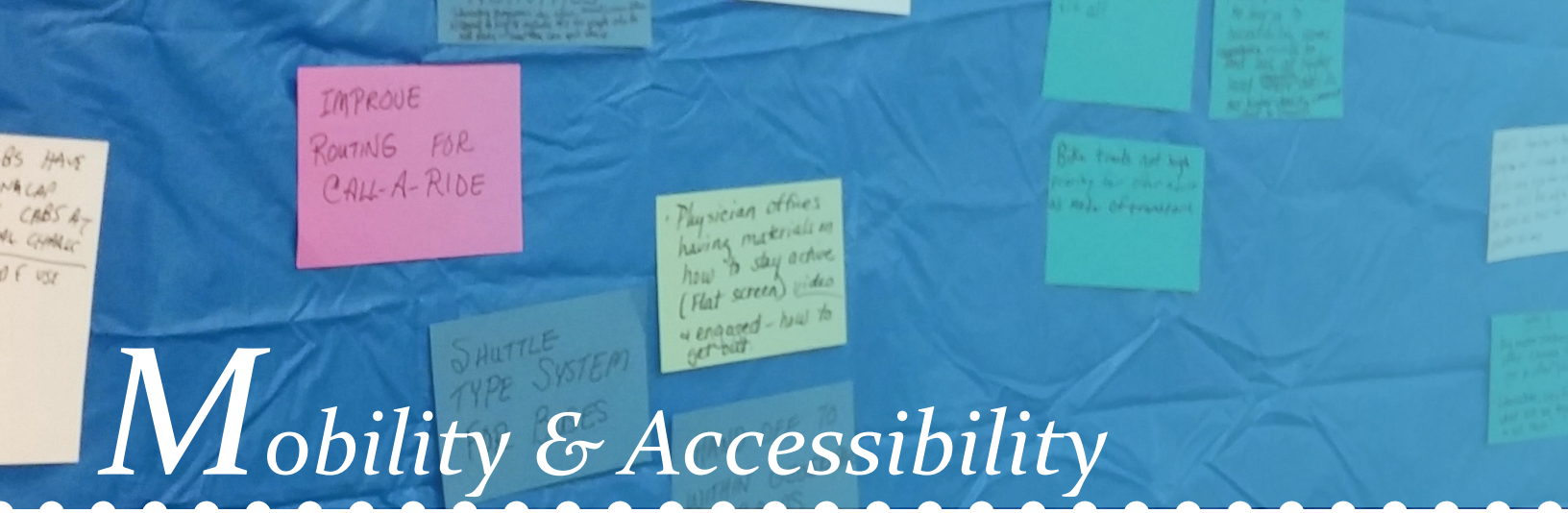
GOAL 4: Encourage businesses to adopt age-friendly practices in order to attract and retain older adults as customers and potential employees.

Actions	*Departments*
1. Explore the development of an Age-Friendly Business certification program.	Planning
2. Provide a template for local municipalities to host job "re-entry" fairs for older adults.	Planning
3. Create a template of best practices/guidelines for Municipal League and local chambers of commerce to educate about the importance of older adults as economic participants.	Planning

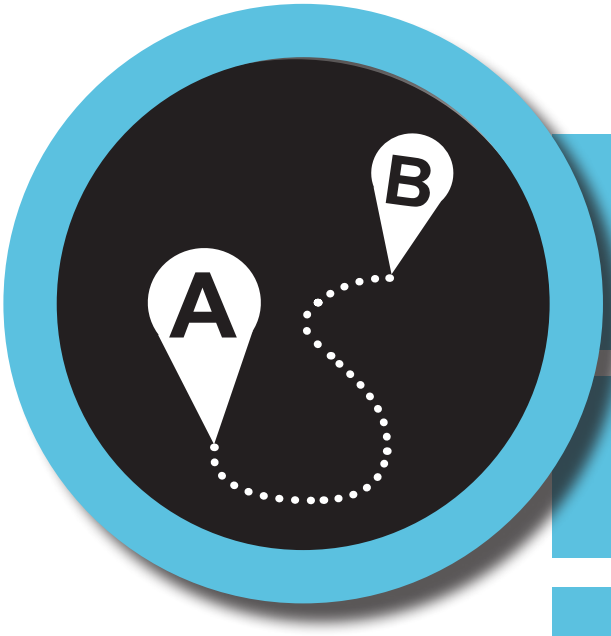
GOAL 5: Provide volunteer opportunities for older adults to remain engaged in their communities.	
Action	*Departments*
1. Create a dynamic volunteer resource system that provides multiple ways to find and sign up for regular volunteer opportunities available throughout STLCO departments.	CORP, Parks, Customer Service, IT
GOAL 6: Engage older adults in the creation of policies and programs relevant to their lives and that support and address diversity in the older adult population.	
Actions	*Departments*
1. Create a St. Louis County Older Adults Commission to evaluate and provide guidance on policies, operations, programs, events and services impacting older adults.	County Executive/ County Council
2. Create a question bank of standard survey questions that municipalities can ask when conducting community surveys, that allow for consistent reporting and tracking of issues that are important to older adults over time.	Planning
3. Create a template on how to create older adult commissions or focus groups.	Planning
WHO Domain: Communication & Information *The promotion of and access to technology to keep older residents connected to their community and friends and family.*	
GOAL 7: Improve access to information about services and programs for older adults and caregivers.	
Actions	*Departments*
1. Create an accessible web-based and app-based resource for older adult services offered by local governments, and other public and non-profit agencies.	CORP, IT, Customer Service
2. Expand Parks and Recreation Activity Guides to include an older adult section.	Parks
3. Create and provide a printed list of common referrals for older adult services to local governments.	CORP, Planning
4. Create a mobile information kiosk that provides hardcopy material as well as electronic access to resources, and establish regular venues for display.	CORP
5. Develop and promote the use of a standardized template for providing information for older adults and caregivers on local government websites.	Planning
GOAL 8: Expand the use of technology to allow older adults to remain socially connected to their family and community.	
Actions	*Departments*
1. Develop partnerships to promote and expand technology training programs such as BYOD (Bring Your Own Device), Grab-A-Geek and Book-A-Trainer programs.	CORP, Parks
2. Promote "tech training" curriculum for Parks staff to teach through recreation and community centers.	Parks

39

Mobility &
Accessibility



Mobility & Accessibility



WHO DOMAIN
Transportation

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

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

Improve pedestrian mobility and active transportation options for older adults of all abilities

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

Improve the safety of older adult drivers

> *"It is clear that alternate mobility options will be in high demand."*

Our Current Challenges

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

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

Our Goals

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

Mobility & Accessibility

WHO Domain: Transportation
Safe and affordable modes of private and public transportation

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

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

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

Actions	*Departments*
1. Pilot "ride matching" opportunities at a recreation or community center frequented by older adults to promote carpooling for older adult programs, and evaluate the potential for replicating such events at other locations.	Parks
2. Promote the transportation resources web portal through activity guides to facilitate access to community centers, parks and other recreation programs and events.	Parks, CORP

GOAL 3: Improve pedestrian mobility and active transportation options for older adults of all abilities.	
Actions	*Departments*
1. Prioritize sidewalk and intersection improvements in areas with concentrations of older adults.	CoDOT, Planning
2. Provide opportunities for more walkable mixed-use and transit-oriented development through the adoption and implementation of St. Louis County's Sustainable Zoning and Subdivision Code update.	Planning
3. Promote the adoption of land use regulations modeled on St. Louis County's Sustainable Zoning and Subdivision Code in municipalities throughout St. Louis County.	Planning
4. Engage older adults in walkability audits and create "senior-friendly" walk routes to reach specific destinations.	CORP, CoDOT, Planning
5. Work with Metro and other partners to install benches, lighting and other streetscape amenities along identified "senior-friendly" walk routes.	Planning, CoDOT
6. Work with East-West Gateway and other regional transportation partners to develop criteria to increase the competitiveness for funding of projects that promote active transportation for older adults.	CoDOT
GOAL 4: Enhance the mobility of older adults by creating a system of signs, graphics and other design elements that helps them navigate the transportation network.	
Action	*Departments*
1. Work with Metro, Great Rivers Greenway and other partners to ensure that signage for transit and trails is tailored to the needs of older adults.	Planning, CoDOT, CORP
GOAL 5: Improve the safety of older adult drivers.	
Actions	*Departments*
1. Promote and expand the availability of driver safety education and competency programs for older adults, e.g. Car Fit and AARP's driver transition course.	CORP
2. Pursue grants, such as Missouri Department of Transportation's Highway Safety grants, to support partnerships to advance older adult driver safety.	CORP, CoDOT

45
Attractive & Safe Neighborhoods

Attractive & Safe Neighborhoods

WHO DOMAINS
Housing
Outdoor Spaces & Buildings

- Expand and promote programs that support affordable property maintenance and home repair
- Improve availability and awareness of home modification programs to increase safety and accessibility for older adults
- Enable older adults to remain in their homes for as long as possible by creating and expanding high quality home and community-based services
- Expand and promote programs that provide assistance for housing costs and utilities for older adults who are unable to meet their basic needs
- Create a diversity of housing options for older adults that are accessible, affordable and low maintenance
- Improve safety in neighborhoods with high concentrations of older adults
- Ensure all existing and planned facilities are accessible and safe for people of all ages

"STLCO's older adults are showing a growing desire to remain in their homes & communities as they age."

Our Current Challenges

Overwhelmingly, in St. Louis County and across the nation, older adults are showing a growing desire to remain in their homes and communities as they age. To do so, communities must have quality, affordable housing with features and amenities older adults need and want as they age. It also means older adults need services, programs and assistance to help them meet the needs of living independently at home.

St. Louis County's relatively high homeownership rate is both an asset and a challenge. High homeownership means people are invested in their communities and neighborhoods. Yet, two-thirds of the housing stock owned by seniors was built before 1970, making home repairs and modification a growing concern. As older adults become "empty nesters," some may desire smaller homes or homes with more amenities and less maintenance. There is also a growing interest in non-traditional living arrangements, including co-housing options, which do not always lend themselves to traditional single-family homeownership. The challenge becomes having the right diversity in housing stock to accommodate the variety of needs of older adults who wish to remain in their communities.

In addition to maintenance, modification and housing options, affordability is also an important consideration for older adults. Homeowners may be challenged to afford necessary repairs or desired modifications, while renters are challenged with simply finding affordable housing options. In St. Louis County, where more than half of renters are facing a housing burden and over 95 percent of the unmet needs of older adults are housing and utility related, housing affordability will be a growing issue.

Our Goals

- Expand and promote programs that support affordable property maintenance and home repair.
- Improve availability and awareness of home modification programs to increase safety and accessibility for older adults.
- Enable older adults to remain in their homes for as long as possible by creating and expanding high quality home and community-based services.
- Expand and promote programs that provide assistance for housing costs and utilities for older adults who are unable to meet their basic needs.
- Create a diversity of housing options for older adults that are accessible, affordable and low maintenance.
- Improve safety in neighborhoods with high concentrations of older adults.
- Ensure all existing and planned facilities are accessible and safe for people of all ages.

Safe & Attractive Neighborhoods

WHO Domain: Housing

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

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

Actions	*Departments*
1. Create and promote a monthly/seasonal checklist to encourage preventative home maintenance.	CORP, PW
2. Evaluate the feasibility of creating a volunteer "handyman" program for preventative maintenance and minor home repair services.	CORP, PW
3. Create a new, robust Home Care & Repair program that comprehensively addresses the issues of home repair for older adults: • A vetted list of contractor referrals, with information on fraud prevention • Workers and volunteers from trade schools, organizations such as YouthBuild and community service participants • Financial assistance for home repair for older adults who cannot meet basic needs • Create an accessible online resource guide	CORP
4. Present to the American Public Works Association and other forums for municipal code enforcement and building inspection professionals to learn best practices for working with older adults.	CORP, PW
5. Explore the feasibility of designating a share of Office of Community Development funding for eligible elderly and disabled homeowners.	OCD

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

Actions	*Departments*
1. Partner with Occupational Therapy programs from area universities to provide home safety assessments to older adults with needs.	CORP
2. Partner with the National Association of Remodeling Industry-St. Louis Chapter to explore opportunities to expand home modification programs.	CORP
3. Provide referrals for geriatric assessments to older adult applicants for any St. Louis County home modifications and retrofitting assistance programs.	OCD

4. Promote the Certified Aging-in-Place Specialist (CAPS) program provided by the National Association of Homebuilders to ensure professional credentialing in the home modification field.	CORP
5. Promote AARP's Homefit guide.	CORP
6. Expand the inclusion of Universal Design elements in St. Louis County's housing stock by: • Exploring integration of Universal Design elements into the St. Louis County building code • Promoting Universal Design to area homebuilders and developers • Promoting the ability to search Multiple Listing Service real estate listings for Universal Design elements	PW, CORP, Commission on Disabilities, Planning
7. Create a template for county and municipal officials to provide information about the needs of older adults in retrofitting their homes and available resources to do so.	Planning

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

Actions	*Departments*
1. Partner with Village to Village and provide technical assistance to areas seeking to establish villages.	Planning, CORP
2. Use the "village" concept model as a means for delivering select CORP services in targeted areas.	Planning, CORP
3. Provide a template for municipalities to conduct asset mapping to identify existing services, agencies and businesses that support successful aging in their communities.	Planning

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

Actions	*Departments*
1. Create an accessible online resource guide for all utility assistance and weatherization programs, including eligibility requirements.	CORP, IT
2. Explore the creation of a sustained funding source for utility assistance, through grants, foundations and corporate giving programs.	CORP, OCD
3. Consider partnering with financial institutions to provide assistance to older adult households with budgeting, assets, tax advocacy and financial assessments.	CORP

GOAL 5: Create a diversity of housing options for older adults that are accessible, affordable and low maintenance.	
Actions	*Departments*
1. Conduct a housing suitability study of the availability and diversity of quality, affordable housing stock for older adults.	Planning
2. Explore successful co-housing programs that provide opportunities for adults, especially women, to live together in a single residence.	Planning
GOAL 6: Improve safety in neighborhoods with high concentrations of older adults.	
Actions	*Departments*
1. Explore partnerships with Housing Options Provided for the Elderly (HOPE) and AmeriCorps to expand and promote friendly "care calls" to ensure the wellbeing of older adults.	CORP, Police
2. Develop a community-based crime prevention and safety program to support older adults in targeted communities.	Police, CORP, Planning
Outdoor Spaces & Buildings *Availability of safe and accessible recreational facilities.*	
GOAL 7: Ensure all existing and planned facilities are accessible and safe for people of all ages.	
Action	*Departments*
1. Promote age-friendly facility audits to ensure public buildings and parks are accessible to all ages.	PW

Departments Key

CORP = County Older Resident Programs

DOH = Department of Health

IT = Information Technology

OCD = Office of Community Development

PW = Public Works

CoDOT = Department of Transportation

64
Implementation
66

Implementation

Serving the Next Generation of Older Adults

As the Baby Boomers age, several forces are changing what it means to grow old in St. Louis County and across the nation. With longer life expectancies, older adults have a greater desire to remain physically fit and active later into life. New and ever-evolving technologies create more opportunities for people to connect and engage in their communities. And, an aging suburban infrastructure brings with it a variety of mobility and housing challenges. It is clear that addressing the needs and desires of St. Louis County's next generation of older adults will be fundamentally different from past generations.

St. Louis County's Age-Friendly Community Action Plan is designed to address these future challenges and requires St. Louis County Government to re-evaluate its role in promoting a high quality of life for its older adults. Focusing primarily on the delivery of volunteer-based services is no longer enough to meet the myriad needs of the next wave of older adults. The complexity of the generational landscape requires a more comprehensive and strategic approach to understanding the issues, coordinating and delivering services, and garnering the necessary resources.

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

In order for St. Louis County, through CORP, to take a leadership role in advocating and providing for its older residents, it will be necessary to build capacity, resources and expertise around five key areas:

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

> *"Addressing the needs of STLCO's next generation of older adults will be fundamentally different from past generations."*

Policy & Advocacy

The diversity of the issues facing older adults in our complex society requires an age-friendly light to illuminate policies, practices and programs to ensure that limited resources are being used as effectively as possible. This requires policy research and staying connected to current issues and best practices, as well as methodical data collection and analysis to understand the trends that impact the quality of life for older adults. It also means taking information and advocating for new policies at the local, regional and state level. A policy and advocacy role requires establishing professional networks and building a reputation as one of the principal actors in the regional dialogue. This role also means establishing meaningful avenues for older adults to advocate and participate in advancing age-friendly policies within St. Louis County and beyond.

Communication & Coordination

The complexity of service delivery – with multiple levels of government, a myriad of public and non-profit agencies, and partners from the private sector – requires considerable coordination of information and effective communication with older adults, their families and caregivers, and the service providers themselves. Within St. Louis County Government alone there are several departments providing a broad range of services and programs to older adults. Taking on a leadership role in an age-friendly community means not only knowing who is doing what, but effectively communicating that information. It requires establishing networks and building tools to collect and disseminate information. It requires embracing new technologies and finding new avenues of communication, while still enabling low-tech, high-touch ways of reaching older adults.

Volunteer Organization

Within St. Louis County Government there are several departments that provide a broad range of volunteer opportunities to citizens and, particularly, to older adults. These volunteer opportunities not only provide older adults with ways to stay connected with and serve their community, but they also provide St. Louis County with a very valuable resource to deliver services. While some departments offer regular opportunities, some others are more ad hoc. Comprehensively coordinating what is available, better communicating those opportunities to the public, and streamlining the process to connect volunteers with projects and programs would improve the overall effectiveness of St.

Louis County's volunteer-based services. This role requires coordinating regularly with departments, networking with community partners to expand volunteer opportunities, and developing processes and tools that more effectively match people with programs.

Managing a Robust Home Care & Repair Program

As the data and engagement reveal, home maintenance and modification are top issues for St. Louis County's older adults. To meet this growing challenge, St. Louis County needs to take a comprehensive, multi-department, multi-sector approach. CORP, working with other departments such as Public Works and the Office of Community Development, along with workers and volunteers from trade schools and partner agencies, will create a robust home care and repair program that:

- provides timely and accessible information on common repairs and modifications
- establishes a pool of workers available to make affordable improvements
- establishes dedicated financial resources to provide direct assistance to senior homeowners and expand resources to provide direct repair and modification services.

Older adult residents are looking for quality, affordable, trustworthy contractors to do repairs and retrofits. Some, unable to meet their basic needs, are looking for assistance to get the work done. A robust and sustainable home care and repair program is needed to maintain quality housing and neighborhoods throughout St. Louis County.

Providing Targeted Direct Services

The relationship between the location of agencies/services and needs of the aging population is not always apparent. Some areas of St. Louis County benefit from multiple agencies located in close proximity regardless of the magnitude of the need, while other areas may not be as well served. In an effort to help close the service delivery gap and to maximize resources to serve those with the greatest needs, it will be necessary for CORP to evaluate where it should continue to provide direct services and which services it makes the most strategic sense to provide. This will require systematically assessing the current levels of service and identifying gaps in service, which services to provide, and the populations and locations most in need. Such an approach is not only strategic from an organizational stand point, but has a greater potential to positively impact those with the greatest needs.

Municipal Toolkit

St. Louis County has a great diversity of people and communities, including 90 municipalities that range in size from over 50,000 residents to several with populations under 300 residents. As the municipal inventory in *Aging Successfully in St. Louis County:*

A Quality of Life Assessment shows, there is a broad continuum of municipal services offered to older adults, from a few cities with dedicated senior services offices and staff to many municipalities providing recreational and social programming for older adults through recreation facilities and community centers. Municipalities play a unique role in shaping the quality of life for the older adults throughout St. Louis County, either by providing direct services or simply playing a referral role in connecting older adults to other community services.

To extend the reach of the Age-Friendly Community Action Plan and assist municipalities in taking steps to serve their older residents, St. Louis County will create an Age-Friendly Municipal Toolkit. The purpose of the toolkit is to provide concrete resources that municipalities can use to build their capacity to better serve their older residents. Included in the toolkit are templates, models, how-to's and resource lists that municipalities can take off the shelf, modify to meet their specific circumstances and implement.

St. Louis County will work with representatives from municipalities who have taken an active role in supporting age-friendly initiatives within their own jurisdictions. Through this collaboration, additional actions and resources may be identified, awareness will be raised and energy for implementation will be generated. A supplemental document for the municipal toolkit will be will be completed within the first six months of the implementation phase of the action plan.

The following actions are those that have been identified to be included within St. Louis County's Age-Friendly Municipal Toolkit:

Social & Civic Engagement

- Provide a template for local municipalities to host job "re-entry" fairs for older adults.
- Create a template of best practices/guidelines for Municipal League and local chambers of commerce to educate about the importance of older adults as economic participants.
- Create a question bank of standard survey questions that municipalities can ask when conducting community surveys, that allow for consistent reporting and tracking issues that are important to older adults over time.
- Create a template on how to create older adult commissions or focus groups.
- Create and provide a printed list of common referrals for older adult services to local governments.
- Develop and promote the use of a standardized template for providing information for older adults and caregivers on local government websites.

Mobility & Accessibility

- Promote the adoption of land use regulations modeled on St. Louis County's Sustainable Zoning and Subdivision Code in municipalities throughout St. Louis County.

Safe & Attractive Neighborhoods

- Create and promote a monthly/seasonal checklist to encourage preventative home maintenance.
- Create a template for county and municipal officials to provide information about the needs of older adults in retrofitting their homes and available resources to do so.
- Provide a template for municipalities to conduct asset mapping to identify existing services, agencies and businesses that support successful aging in their communities.
- Promote age-friendly facility audits to ensure public buildings and parks are accessible to all ages.

Measuring Effectiveness and Success

While a considerable amount of work went into creating the assessment and action plan, the real work begins with implementation of the plan. As detailed in the previous section, many St. Louis County departments have a substantial role in carrying out actions to meet the goals of an age-friendly community. Monitoring progress on individual actions and measuring the effect those actions have on the quality of life of St. Louis County's older adults is necessary to ensure the ongoing success of the action plan.

The key to any good performance measurement framework is the ability to not only track progress on specific actions, but to also measure the overall effectiveness in meeting goals set forth in the plan. Measuring success across the age-friendly focus areas will be challenging as some outcomes are easily quantifiable, while others are more qualitative or based on resident perception. For this reason, St. Louis County proposes a three-pronged approach to measuring success of the Age-Friendly Community Action Plan: 1) annual progress reports to track actions; 2) development of key indicators of the quality of life of older residents; and 3) tracking of resident perception and satisfaction through community surveys.

Annual Progress Reports

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

Quality of Life Indicators

With the creation of *Imagining Tomorrow for St. Louis County*, the county Planning team took a significant step toward establishing a set of quality of life indicators to measure the effectiveness of the county in achieving its strategic outcomes. Similarly, St. Louis County is committed to developing a set of indicators designed to measure the overall effectiveness in creating an age-friendly community. Working with its university partners from Washington University's Friedman Center on Aging and University of Missouri – St. Louis' Gerontology Graduate Program, and St. Louis County's Department of Health, the county Planning team will develop a set of indicators, establish benchmarks and track the measures over time. A supplemental document that presents the indicators and performance measures will be completed within the first six months of the implementation phase of the action plan.

Community Surveys

Measuring achievement of some of the goals will best be accomplished through tracking the satisfaction and perceptions of residents over time through community surveys. St. Louis County will develop questions focused on specific age-friendly focus areas and goals, and integrate them into the general countywide citizen survey. It may also be desirable to develop targeted surveys to drill down into specific focus areas. Through promotion of the St. Louis County Age-Friendly Community Action Plan and creation of the annual progress reports, it will also be possible to build awareness among departments to begin to include questions on age-friendly issues whenever project-specific surveys are conducted.