



**House of Representatives**  
COMMONWEALTH OF PENNSYLVANIA  
HARRISBURG

**HOUSE DEMOCRATIC POLICY COMMITTEE HEARING**  
**Topic: Age-Friendly Communities – Shaping A Brighter Future For All**  
**West Goshen Township Building – West Chester, PA**  
**September 18, 2018**

**AGENDA**

- 2:00 p.m. Welcome and Opening Remarks
- 2:10 p.m. Panel One:
- Teresa Osborne  
Secretary, Pennsylvania Department of Aging
  - Virginia Brown  
Director of the Bureau of Policy and Regulatory Management in the Office of Long Term Living, Pennsylvania Department of Human Services
- 2:40 p.m. Panel Two:
- Jasmin Tahmaseb-McConatha, Ph.D.  
Professor of Psychology, West Chester University  
Coordinator of WHO-Sponsored Age-Friendly Communities Programs and AARP-Sponsored Projects
  - Yocasta Lora  
Associate State Director of Community Outreach, AARP Pennsylvania
  - Karin Morris, AICP  
Associate Director of Livable Communities, Delaware Valley Regional Planning Commission
  - Heidi Carlson  
Deputy Director, Chester County Department of Aging Services
  - Pat Bokovitz  
Director, Chester County Department of Community Development
- 3:50 p.m. Closing Remarks



**Testimony  
of  
Teresa Osborne  
Secretary  
Pennsylvania Department of Aging**

**Before the  
House Democratic Policy Committee**

**Age-Friendly Communities: Shaping a Bright Future for All**

**September 18, 2018  
West Goshen Township Building  
1580 Paoli Pike  
West Chester (Chester County), Pennsylvania 19389**

Good afternoon, Chairman Sturla, Representative Comitta, and members of the House Democratic Policy Committee. My name is Teresa Osborne and I have the honor of serving as Secretary for the Pennsylvania Department of Aging.

While I am grateful for the opportunity to present this testimony today, please know also of my gratitude that your committee, which seeks to analyze policy concerns by holding public hearings in order to investigate local impact and collect valuable expert input on the topic of Age Friendly communities.

By reviewing the list of the testifiers who will follow me today, I am quite confident that the information to be shared will be enlightening and beneficial as together we strive to understand prepare for and respond to the needs of our fellow citizens, which naturally accounts for our 3 million Pennsylvanians age 60 and older.

For the past forty years, the Department of Aging has served as the State Unit on Aging specifically tasked by the federal Older Americans Act to be a “visible and effective advocate” for seniors in Pennsylvania. We believe that in order for us to effectively advocate for seniors, we must continuously assess population shifts and trends and we must continuously pause and listen to the voices of older Pennsylvanians as they desire what each of us desire to live and age well to stay healthy and active longer to be free from all types of abuse and neglect and to be treated with dignity and respect.

As the State Unit on Aging, we are required to submit to the federal government and specifically to the United States Department of Health and Human Services’ Administration for Community Living a State Plan on Aging. The State Plan on Aging carries out the complementary objectives of the Older Americans Act which fund critical services that are intended to keep older adults healthy and independent services like meals, job training, senior

centers, caregiver support, transportation, health promotion, benefits enrollment, and elder justice programs, such as protective services and ombudsman services. In order to provide a vision and direction for Pennsylvania's network of aging services we submit a State Plan on Aging every four years. The current plan was submitted and approved by the Administration for Community Living and is in effect from October 1, 2016 through September 30, 2020.

The development of a State Plan on Aging requires collecting input from a wide variety of stakeholders from across the 67 counties of the Commonwealth. Needless to say, the Department's capacity to coordinate a comprehensive array of services that benefit older Pennsylvanians, their families, and their caregivers is dependent upon our aging network - 52 local area agencies on aging - which are responsible for planning, developing, and implementing a system of services for persons age 60 and over in their respective planning and services areas.

Pennsylvania's current State Plan on Aging notes our current growing senior population, which as referenced earlier, is nearly three million individuals are age 60 or older; and by the year 2020, one in four Pennsylvanians will be over the age of 60. As an added point of reference, beginning on January 1<sup>st</sup>, 2011, the oldest Baby Boomers - those born between 1946 and 1964 - began celebrating their 65<sup>th</sup> birthdays; and every day in the United States, until December 31<sup>st</sup>, 2029, 10,000 Americans will cross this threshold. As this demographic trend plays out, there will be an increased demand for services providing care and support to Pennsylvania's seniors.

Moreover, the state ranks 4<sup>th</sup> among all states in the percentage of persons age 65 years of age and older, and 2<sup>nd</sup> in the percentage of persons age 85 years of age and older. It is this last demographic that is most often in need of personal care, assisted living, and services in a

skilled nursing facility. They often have the most complex care needs and require the most support in order to age in place in their homes and communities.

By 2030, Pennsylvania's 60 and older population is expected to be 29% of the population, approximately 4 million people. Trends in our aging demographic, their care needs, and those of their caregivers and providers of long-term services and supports and the financing of this care are all critical and all underscore the importance of communities across the commonwealth engaging in conversation with their elected leaders to commit to actively working toward making their town, city, county, and our state a great place for people of all ages.

Known as "age- friendly" communities, the goal is simple: to engage the community, identify community needs, and develop and implement an action plan to address those needs; all in an effort to make for healthier, happier residents of all ages and stages of life.

How fitting it is that we gather today for this public hearing in the borough of West Chester, which joined the ranks of other cities and towns in the United States, and dozens of communities around the world, including six other Pennsylvania communities by joining the AARP Network of Age-Friendly Communities and set its sights on making the community an enriching place to live for all generations.

While you will hear directly from those who have been directly involved in the Age-Friendly West Chester planning process, from my lens at the Department their efforts to address critical issues, such as ageism, diversity, and social inclusion as they strive to create physical and social environments that allow for and promote healthy and active aging for older adults has been impressive.

To this end, it's recognized Representative Comitta, that in your prior role as Mayor of West Chester, you fully supported and endorsed the project. Thank you for your prior and current leadership to address Pennsylvania's aging and support services and programs, including the services that are coordinated directly by the Chester County Department of Aging Services, which like it's sister agencies on aging throughout Pennsylvania is striving every day to link seniors in need of assistance to the services and supports that are available in their local community.

While our aging network faces the same challenge that other states are also encountering: how to meet the needs of a diverse, aging population when financial resources are limited. Pennsylvania is, however, unique in one particular regard: the funding of its long-term services and supports services is supported by the Pennsylvania Lottery.

Since 1972, the Pennsylvania Lottery has generated nearly \$28 billion in funding to support programs for older residents, including the Property Tax Rent Rebate Program, the Free-and-Reduced Shared Ride Program, the Pharmaceutical benefits program, known as PACE, long-term services and supports programs and home and community based services programs all designed to support seniors in their desire to live and age well in their homes and communities.

Specific to the Department of Aging and its aging network, every day older Pennsylvanians are connected to Older Americans Act services which are supported by Lottery funds. From a demographic perspective, such services, which includes for example personal assistance in one's home are most often provided to individuals 85 years of age and older, who receive over four times the amount of services as those age 60 to 64.

This reality requires us to rebalance our long-term care system as we look to serve more people in their homes by identifying the social determinants of health: those conditions in the environment in which people are born, live, learn, work, play, worship and age that affect a wide range of health, functioning, and quality of life outcomes and risk earlier in their lives to preempt complex and costly long-term care needs.

While the Department of Aging and its aging network facilitates the provision of important aging services, such as caregiver support, employment, health and wellness, help at home, housing, insurance counseling, legal assistance, meals, transportation, prescription assistance, protective services and ombudsman services we realize that it is only by working in and across state and local agencies will we truly have age-friendly communities that promotes the well-being of our residents in every age and stage of life.

To this end, the Wolf Administration is working with stakeholders throughout the commonwealth to implement Community Health Choices, a program that was launched in January of this year in 14 southwestern Pennsylvania counties, and will be rolled out in Southeastern Pennsylvania in January 2019, and then in the remainder of the state in January 2020.

If you are 21 years of age or older and have both Medicare and Medicaid, or receive long-term services and supports through Medicaid because you need help with everyday personal tasks, you will be covered by Community HealthChoices. Community HealthChoices will coordinate your health care coverage to improve the quality of your health care experience — serving more people in communities rather than in facilities, giving them the opportunity to work, spend more time with their families, and experience an overall better quality of life.

In addition to Community HealthChoices, which our sister-state agency, the Department of Human Services will speak more directly about, Pennsylvanians also have access to another care option that also supports independent living while receiving services and supports that meet the health and personal needs of the individual. Known as LIFE (Living Independence for the Elderly), LIFE is a managed care program that provides a comprehensive, all-inclusive package of medical and supportive services. Known nationally as PACE (the Program of All-Inclusive Care for the Elderly), all PACE providers in Pennsylvania have LIFE in their name, and for the past 20 years LIFE programs have enabled eligible older Pennsylvanians to age in place in their homes and communities.

Additionally, the department is working to better support individuals with Alzheimer's Disease and related disorders and their caregivers to improve their quality of life. This effort is driven by Pennsylvania's State Plan on Alzheimer's Disease and Related Disorders, created in 2014, which lays out the challenges and strategies for helping individuals who have been diagnosed as well as those who care for them. One recommendation addresses the potential to create Alzheimer's-friendly spaces in the community, such as memory cafes. Currently in Pennsylvania, eighteen memory cafes currently exist which provide a safe space for caregivers and individuals with Alzheimer's and related disorders to receive support through activities and socialization. Addressing the challenges associated with Alzheimer's disease requires a myriad of collaborations with entities such as the Alzheimer's Association of Greater Pennsylvania and the Alzheimer's Association Greater Delaware Chapter. In order to strengthen the Commonwealth's efforts in this space, in May of 2018, the Wolf Administration announced the creation of an Alzheimer's Disease State Plan Task Force, which is specifically focused on finding solutions to move our State Plan goals forward. Their ongoing work is occurring from the ground up, to identify partnerships where they exist, create partnerships where there is a need, and create solutions at the local level that can be replicated and elevated statewide.

Lastly, as we work working to lift up the significant role that the community plays in the overall health of our citizens, we heard from many stakeholders who were calling for increased cultural competency, a better focus on serving diverse and hard-to-reach populations, and overall improvement of awareness and access to services for LGBTQ older Pennsylvanians and their caregivers. To enhance this focus and help remove barriers to service, the department will hold its inaugural LGBTQ Aging Summit in October. We intend for this summit to connect the aging services network directly with the LGBTQ senior community so that together we can help drive much needed change to better serve this population. By achieving this goal, we will ensure that an age-friendly community is respectful and inclusive to all seniors.

These essential programs and services help build out the framework of an age-friendly community by meeting seniors where they are and where they want services. Older Pennsylvanians have built our communities, raised their families, and served our country in times of crisis, they deserve our best efforts to ensure that the resources entrusted our care are utilized well and wisely, and that we work together in order to develop age friendly communities that are welcoming, safe, inclusive, and respectful. The Wolf Administration is committed to continuing our efforts to help seniors live healthy, active and independent lives. Thank you for the opportunity to testify and I am happy to answer any questions you may have.

Office of Long-Term Living Services

Virginia Brown, Director of the Bureau of Policy  
and Regulatory Management

Office of Long-Term Living

Representative Comitta's public hearing on Human Services for Older Adults

September 18, 2018



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

The Department of Human Services Office of Long-Term Living (OLTL) administers programs and partners with the community, providers, and families to support the long-term living needs of older Pennsylvanians and adults with physical disabilities. OLTL currently offers a variety of services to older Pennsylvanians and to adults with physical disabilities. Services available to seniors and adults with physical disabilities who meet program requirements include: nursing services, respite services, personal assistance services, transportation and durable medical equipment and supplies. These services are provided to individuals in the home or community-based setting of their choice when possible or in a nursing facility.

## COMMUNITY HEALTHCHOICES

OLTL is committed to improving the health and welfare of older Pennsylvanians and individuals with physical disabilities by enhancing and integrating health care and long-term services and supports while ensuring efficiency, transparency, accountability, and effectiveness.

OLTL is doing so by transitioning the long-term living system in Pennsylvania from the current traditional fee-for-service model to a mandatory managed care model. The managed care program is called Community HealthChoices (CHC). CHC serves both individuals who are eligible for Medicare and Medicaid (also called “dually eligible”) and individuals with physical disabilities who qualify for Medicaid long-term supports and services due to a need for the level of care provided by a nursing home. Those with a need for nursing home level care may receive their care and services either in a nursing home or in their own home. CHC will serve more people in the community,

giving them the opportunity to work, spend more time with their families and experience an overall better quality of life. CHC has been developed to: (1) enhance access to and improve coordination of medical care and; (2) create a person-driven, long-term support system in which people have choice, control, and access to a full array of quality services that provide independence, health, and quality of life.

CHC includes physical health benefits and long-term services and supports. Long-term services and supports are home and community-based services or nursing facility services that help individuals live and work in the setting of their choice. Managed Care Organizations (MCOs) are responsible for coordinating all the services and supports an individual may need. The CHC-MCOs manage their members' physical health and long-term care needs and coordinate with Medicare and behavioral health organizations. Service providers, such as physicians, specialists, therapists, homecare and home healthcare, contract with, are managed by, and are paid by the MCOs. The CHC-MCOs are accountable for how well the services are coordinated and delivered. DHS monitors the CHC-MCOs. DHS requires the CHC-MCO's to satisfy the program's goals and to create better ways of serving Pennsylvanians.

CHC is being implemented in three phases. The first phase was implemented in the southwest region of the state on January 1, 2018 and included 14 counties. The second phase includes five counties in the southeast region of the state and will be implemented on January 1, 2019. The third phase includes the remaining 48 counties in the state and will be implemented on January 1, 2020. CHC will serve an estimated 420,000 individuals statewide, including 150,000 older persons and adults with physical

disabilities who are currently receiving long-term services and supports in the community and in nursing facilities.

As CHC is implemented throughout the State, DHS will continue to provide long term-services and supports through the home and community-based waiver programs. Those programs include the Aging Waiver, the Attendant Care Waiver, the Independence Waiver and the OBRA Waiver. Waiver programs as we know them today, however, will be mostly eliminated with CHC as CHC-MCOs will provide these services to their participants.

## LIFE PROGRAM

Older Pennsylvanians also have the option to participant in the Living Independence for the Elderly (LIFE) Program. The LIFE Program is a managed-care program that provides a comprehensive, all-inclusive package of medical and supportive services. The LIFE Program is a separate program from CHC and the home and community-based waiver programs. However, it similarly allows individuals ages 55 and older to live at home while receiving services and supports that meet the health and personal needs of the individual. For most LIFE Program participants, there are no costs for prescription drugs and there is the availability of various in-home services, day center access, transportation and more. To be eligible for the LIFE Program, you must be age 55 or older; be medically eligible to participate in the LIFE Program; be financially eligible for Medicaid or be able to pay privately; reside in an area served by a LIFE Program provider; and be able to safely be served in the community as determined by a LIFE Program provider.

## ENROLLMENT INTO THE PROGRAMS

OLTL has engaged an Independent Enrollment Broker, known as an "IEB," to walk people through the application process for its long-term services and supports programs. The IEB is responsible for educating and notifying individuals seeking long-term services and supports about their rights, their responsibilities, and their choice of CHC-MCO and for providing information on the LIFE Program. The IEB is responsible for including a description of the LIFE Program and providing information to individuals on how to contact a LIFE Program provider for further information on services and supports and on the enrollment process for the LIFE Program. If an individual is applying for CHC, the IEB assists the individual in plan selection through a comprehensive choice counseling process. The choice counseling process includes independent education to the individual on the managed care program and services and supports offered by each of the CHC managed care organizations. The IEB also provides services for applicants for the fee-for service waiver programs administered by OLTL. The enrollment broker follows-up with each person, provides options, and helps with the decision-making process by asking about current providers and preferences.

The IEB works in close collaboration with applicants and their families to respond to needs, address issues, and ensure individuals receive prompt, high-quality service. The IEB is the first step in enrolling in the aforementioned programs and can be reached at 877-550-4227.

Thank you for the opportunity to present information on OLTL's programs for seniors and adults with physical disabilities. I am happy to address any questions you may have about this information. Thank you.



**Connecting Generations and Communities  
Age Friendly West Chester  
September 18, 2018  
Dr. Jasmin Tahmaseb-McConatha**

**Discussion Points: How did the WHO and AARP West Chester designation evolve?  
Where are we now?  
Where are we going from here?  
How can we connect policies, public awareness, learning and teaching, research, and community service projects?**



*Age Friendly Communities Project: West Chester is a part of the World Health Organizations Consortium of Age Friendly Cities and Communities. This global network consists of cities and communities around the world who are designated as “age friendly” places to live.*

*WHO's Global Network of Age-Friendly Cities and Communities provides an opportunity for cities and communities to exchange information, resources, and support one another through shared experience of changing demographics, increased life expectancy, and health promotion.*

The aim of this international project is to create a global exchange of information and support on how to create senior friendly cities and communities through the creation of social and physical environments that promote healthy and active aging for older adults. The World Health Organization Age Friendly designation is particularly crucial at this time given that the older adult population in general, and in our region in particular is expected to grow to 24 percent by 2020.

More than 16 percent of the population of Pennsylvania is (2017) over the age of 65 (more than 2.0 million men and women).

***Background of Age Friendly Designation: How did we get here? How is it related to our research?*** Our designation was based on years of research which included ethnographic field work and survey research as well as in-depth interviews with elders living in the West Chester community.

Research and community projects that have led to this community project include studies of ageism, immigration and social support, well-being in later life, illness management, life satisfaction and community. Each of these has resulted in published manuscripts and community service work.

### **Where are we now – ongoing activities:**

**2014 – 2016: Website and Video:** Website and video highlighting the health promoting and age friendly aspects of West Chester:

<https://www.wcupa.edu/sciences-mathematics/psychology/agefriendlywestchester/>

**Our link on the WHO website:** <http://agefriendlyworld.org/en/property/west-chester/>

### **AARP Age Friendly Designation:**

In 2016 West Chester joined the AARP network of Age Friendly Communities. The goal of this network is to focus on ways that communities can promote a healthy life for people of all ages. **AARP Livable Communities** initiative works to educate and inspire elected officials, local leaders, planners and citizen activists on how to identify their community's specific needs and then create and implement the programs, policies and projects that will help meet those needs. <https://www.aarp.org/livable-communities/about/info-2014/what-we-do.html>

### **Ongoing Projects:**

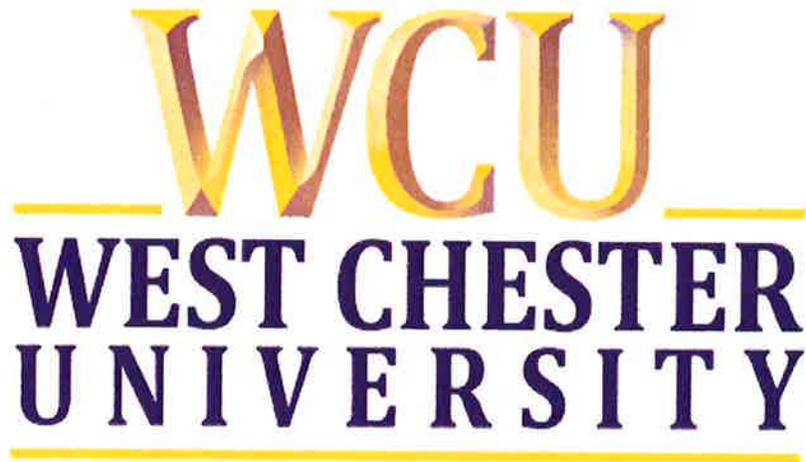
**Quantitative and qualitative Analysis of Age Friendly components:** This project has resulted in ethnographic field research, survey research, and qualitative studies. We are also using census data to conduct Applied Geographic Mapping (with the help of Esteban Romero from the Center for Geographic Information Systems and Special Analysis). This type of research provides maps of services and resources as well as demographic information such as age, gender, income, and so forth.

**Qualitative interviews:** Interviews have focused on well-being, stressful life experiences, prejudice and discrimination, sources of support, community support, economic factors, coping with social and political changes, and overall feelings about “life experiences” in the community. The assessment of the current ‘infrastructure of aging’ and subsequent exploration of the impact and effectiveness of various age-friendly policy components will hopefully continue to build on the valuable relationships between the university and the community.

**ILEARN:** Inter-generational learning and mentoring program.

### **Where do we go from here?**

Research Development Projects: Chronic illness management (diabetes), ageism in the workplace and at home, social isolation, marginalization, and loneliness.



**AGE-FRIENDLY WEST CHESTER  
A MEMBER OF THE WHO GLOBAL NETWORK OF  
AGE-FRIENDLY CITIES AND COMMUNITIES**

**April 2016**

**Report of Activities, Assessments and Action Plan**

**Dr. Jasmin Tahmaseb-McConatha and Elizabeth Raymond, Department of  
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*Chester joined 24 other cities and towns in the United States and dozens of communities around the world that have been designated as "Age Friendly".*

Our designation was based on 15 years of research which included ethnographic field work and survey research as well as in-depth interviews with elders living in the West Chester community. Based on this previous scholarship and service in the community, the Borough of West Chester and the state of Pennsylvania were found to be an "age friendly" community, a welcoming and health promoting community for older adults. In the fall of 2013, we met with various community leaders in order to gain support for the Borough of West Chester's application to the World Health Organizations Consortium of Age Friendly Cities and Communities.

*For a two-year period Professors Jasmin Tahmaseb McConatha, and other collaborating faculty as well as West Chester undergraduate and graduate students, the Mayor of West Chester, the Borough Council, and residents of West Chester have collaborated with faculty and students of West Chester University to explore and promote the "Age-friendly" components of the West Chester community.*

**Age Friendly Domains:**

1. *Social participation*
2. *Respect for diversity and social inclusion*
3. *Civic participation and employment*
4. *Communication and information; and*
5. *Community and health services*
6. *Outdoor spaces and buildings*
7. *Transportation*
8. *Housing*



*a) Ageism (added by WCU)*

The World Health Organization Age Friendly designation is particularly crucial at this time given that the older adult population in general, and in our region in particular is expected to grow to 24 percent by 2020. Sixteen percent of the population of Pennsylvania is at present (2015) over the age of 65 (2.0 million men and women).

**Benefits:** Our participation and inclusion in this global project is important for the community, the state, and the region. The ultimate goal of this project is to create a global communication and exchange network focusing on the quality of life in later adulthood. Projects address such factors as ageism, diversity, social inclusion, and ways to create senior friendly cities and communities through the creation of physical and social environments that allow for and promote healthy and active aging for older adults.

Our status as a part of this consortium is beneficial, not only for the University, but also for the businesses and health care services in the community. Age friendly communities promote the



## Introduction

The world is aging. The number of adults over the age of 65 makes up 8% of the world's population (NIH, 2015). In 2013, those aged 65 and older represented 14.1% of the U.S. population (AoA, 2013). These demographic underscore the need for the development of program addressing factors which promote well-being and happiness in later life. Focusing on the promotion of age friendly communities is a key component of the quality of life for people of all ages. The WHO "Age Friendly Cities and Communities Consortium" is one program addressing this pressing need. As a result the number of cities and communities that are striving to better meet the needs of their older adult residents is growing, which increases the need for reports, such as this one, that outline a communities services and resources that help older adults live healthy, active, and independent lives.

## Age Friendly Cities and Communities



*The World Health Organizations Consortium of Age Friendly Cities and Communities. This global network consists of cities and communities around the world who are designated as "age friendly" places to live. WHO's Global Network of Age-Friendly Cities and Communities provides an opportunity for cities and communities to exchange information, resources, and support one another through shared experience of changing demographics, increased life expectancy, and health promotion.*

*The aim of this international project is to create a global exchange of information and support on how to create senior friendly cities and communities through the creation of social and physical environments that promote healthy and active aging for older adults.*

### **Background into our Age Friendly Designation: How did we get here?**

In 2010, The World Health Organization established the W.H.O. Global Network of Age-friendly Cities and Communities (World Health Organization, 2016). This global network connects organizations, communities, and cities that have the goal of providing their residents with a great place to grow old. The communities involved in this global network must assess and monitor the services and resources for older adults. *On April 1, 2014 the Borough of West*

well-being of its residents; residents of all ages. They also promote and sustain the economic well-being of communities. This designation showcases places West Chester, both the Borough and the University as a part of an international network of communication and exchange.



*“I am delighted to be working with the West Chester University and the World Health organization on this project addressing the age friendly’s project. It is perfect for West Chester.”*

— West Chester Mayor Carolyn Comitta

## Assessment of Age Friendly Components

**A) Website and Video:** During our first semester we created our Website and an introductory video highlighting the health promoting and age friendly aspects of West Chester:

[https://www.wcupa.edu/academics/sch\\_cas.psy/agefriendlywestchester/](https://www.wcupa.edu/academics/sch_cas.psy/agefriendlywestchester/)

- We would like to expand this Introductory Video that presents an overview of the West Chester Age Friendly documentary to include life histories of community resident elders. We hope to create a documentary project that can share and preserve the stories of elders in the community. Such a video would serve as a valuable way of recording the changing life experience of a diverse group of West Chester residents.

**Our link on the WHO website:** <http://agefriendlyworld.org/en/property/west-chester/>

**B) Quantitative and qualitative Analysis of Age Friendly components:** We are using census data to conduct Applied Geographic Mapping (with the help of Esteban Romero from the Center for Geographic Information Systems and Special Analysis). This will provide maps of services and resources as well as demographic information such as age, gender, income, and so forth.

### **C) Ethnographic Analysis of Age Friendly Components: Interviews with Community Residents**

**Qualitative interviews:** Undergraduate and graduate students have conducted interviews with elder residents in the community, service providers, and business leaders. These interviews have focused on their life experiences in the community, economic factors, social and political changes, and overall feelings about “life experiences” in West Chester. The assessment of the current ‘infrastructure of aging’ and subsequent exploration of the impact and effectiveness of

various age-friendly policy components will hopefully continue to build on the valuable relationships between the university and the community.

Exploring the following eight components of the community, which are represented on the diagram, completes these assessments. These domains provide the communities with opportunities to plan for improvement that can be made to better meet the needs of the older adult residents. West Chester, Pennsylvania was designated a W.H.O. Age-friendly City and Community on April 1<sup>st</sup>, 2014. For the past several years faculty, students, WC officials, and residents have explored the age friendly components of the community. This report is by no means a complete list of all services and programs; it focuses on those identified by student interns engaged in community assessments. During these assessment of the previously mentioned eight domains, ethnographic analysis, interviews with residents, and geographic mapping within the West Chest community were conducted.

## Assessment of Aging Support Services and Programs

The community that will be covered in this report is West Chester, PA. West Chester is located in Chester County, PA. The population of West Chester, PA is approximately 18, 500; and 11% of the population is over the age of 60 (World Health Organization, 2014). **From the total population of West Chester, PA, 78% are non-Hispanic White, 12 % are African American, and 13 % are Hispanic (US Census, 2010).** This report on the West Chester, PA community will provide a detailed overview of a variety health and nutrition services and resources, which are shown on the diagram, that are available to the older adult residents of the West Chester, PA community.



The following map was created by Esteban Romero to display the results of the community assessments (Romero, 2014). As indicated on the map of the Greater West Chester Area (see Appendix A), the Borough of West Chester is displayed inside the black box. The map represents a summary of will find a large population of services and resources that are available for older adult residents. **The map displays block groups outside of the West Chester Borough because the community of West Chester, PA is made up of two zip codes, 19380 and 19382 (see Appendix B), and this depiction provides the most accurate description of demographics and services.** Included are outlying communities, which have a higher population of older

adults, represented by the dark red regions, and are able to utilize West Chester community services and resources. This map also depicts the convenience of the SEPTA bus routes that are located throughout the West Chester community (Romero, 2014).

ROVER Community Transportation Shuttle provides additional affordable transportation. ROVER runs Monday through Friday, from 7 AM to 5:30 PM, with the exception of major holidays and limited hours on Saturdays and Sundays. This transportation service covers all of Chester County, PA and will go, at most, 15 miles outside of the area for medical trips. Residents of Chester County over the age of 65 are sponsored to ride the ROVER Community Transportation (ROVER, 2016).

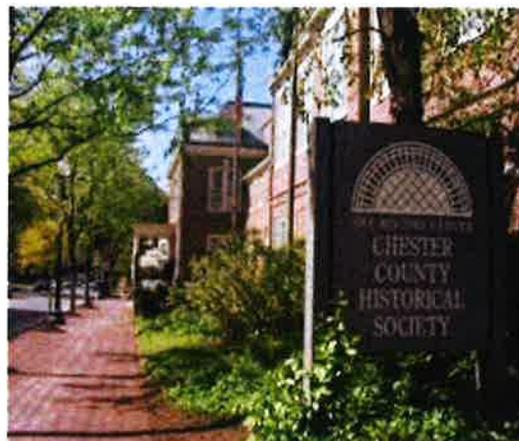
The Chester County Department of Aging Services provides older adult residents, over the age of 60 with safety, support, and information on services available to them. Initially, when contacting the Department of Aging Services, one will be connected to an Information and Referral Specialist, who will discuss and address any questions or concerns. This information and additional resources can be found on the Chester County Department of Aging Services website: <http://www.chesco.org/136/Programs-Services> (Chester County Department of Aging, 2016). Below you will find an overview of the services and programs, which is from the website, that are offered to the residents of West Chester, PA through the Area Agency on Aging (Chester County Department of Aging, 2016).

Programs & Services	Descriptions
<b>Apprise - Health Insurance Counseling</b>	APPRISE counselors are specially trained to answer your questions about Medicare and provide you with objective, easy-to-understand information about health insurance. Specifically, APPRISE can answer your questions about Medicare, Medicare Supplemental Insurance, Medicaid, and Long-Term Care Insurance as well the new prescription drug plans
<b>Assessments for People Under 60</b>	The Department of Aging Services also conducts assessments on individuals under the age of 60 to determine if consumers qualify medically for certain PA Department of Public Welfare programs. After the assessment is done the information is transferred to the County Assistance Office for financial review and disposition.
<b>Domiciliary Care</b>	The Domiciliary Care (DOM Care) Program provides a supportive, home-like living arrangement in the community for adults who need assistance to live independently.
<b>Family Caregiver Support Program</b>	Family Caregiver Support Program allows the

	caregiver the opportunity to manage and control what goods and services will be purchased according to the caregiver's needs. The goal of the program is to reduce caregiver stress and reinforce the care being provided to older persons at home.
<b>Information &amp; Assistance</b>	The Department of Aging Services maintains information on services, benefits and entitlements available to older persons in Chester County.
<b>Intergenerational Family Caregiver Support</b>	This program is specially designed to assist adults age 60 and over who care for children in their homes age 18 and younger.
<b>Life at Home Program</b>	LIFE at Home is the local subsidiary of the PACE Model program, PACE as in the Federal Program of All-Inclusive Care for the Elderly, not the PACE prescription program. LIFE at Home became an available service to Chester County residents on July 1, 2007. The program is designed to be a "one-stop shop" for persons to have access to such services all in one location.
<b>Nursing Facility Assessments</b>	The Dept of Aging completes an assessment to determine if the individual needs nursing facility care.
<b>Nursing Home Transition</b>	The Nursing Home Transition (NHT) is designed to provide information and assistance to people currently residing in a nursing home so they may make an informed choice about returning to the community.
<b>Ombudsman Program</b>	The Ombudsman advocates for and protects the rights of all persons receiving long-term care services, and seeks to bring about needed changes to improve the quality of care received.
<b>Options Program</b>	The program provides home and community-based services to enable consumers to remain in their home. Services are provided on a sliding fee scale to those who qualify.
<b>PDA Waiver Program</b>	The PDA Waiver programs targets individuals age 60 or older eligible for nursing home placement to be provided alternative

	community based in-home services in a home environment setting. Consumers must meet medical and financial eligibility requirements, and choose to receive services in their own home.
<b>Personal Care Boarding Home Supplement</b>	The Department of Aging completes an assessment to determine if the individual needs personal care boarding home level of care.
<b>Protective Services</b>	Chester County Department of Aging Services (CCDAS) is mandated to receive and investigate reports of suspected abuse, neglect, exploitation and abandonment of incapacitated Chester County residents aged 60 and older and to provide activities, resources and supports to detect, prevent, reduce and eliminate these conditions.

The Chester County Historical Society is located in West Chester, PA. CCHS inspires, informs, and builds community identity by preserving and sharing the remarkable story of Chester County and its people (CCHS, 2015). Interviews of older community residents indicated that a large percentage utilize the services and resources provided by the Chester County Historical Society for geological research and education purposes.



The Hickman, Senior Living, is a personal care community for older adults, and is conveniently located in the heart of historic West Chester, Pennsylvania. The Hickman is a blend of continued vitality with support in place as needed and they embrace and thrive on diversity at all levels (Hickman, 2016). The website is

<http://www.thehickman.org>



Members of AARP have access to a variety of discounts and services in West Chester, PA. The West Chester facilities that AARP members can access discounts are under the following categories:

(1) Restaurants (2) Pharmacies (3) Coffee Shops (4) Home Health Care Services and (5) AARP Foundation Tax-aide, which offers free tax preparation for low and moderate income paying taxpayers, which can be scheduled at the West Chester Area Senior Center (AARP, 2016). The AARP benefits are one of many services and resources that can be found at the West Chester Area Senior Center.

There are a variety of different memberships that can be obtained with prices as low as \$48.00 for an entire year of membership. An application must be filled out, either online or in person. The benefits of becoming a member of the senior center are numerous. Members receive: free newsletters monthly, which include a calendar of events and the food menu for that month; free fitness classes, which include adult strength training and yoga; free admission to programs that all community members are welcome to, such as learning a foreign language and learning how to use computer software and programs; free health screenings, such as blood pressure screening and monitoring; and free senior benefits reviews/support. Additional nutrition, health, and well-being education classes that are offered include:

(1) Hearing Clinics, which take place every 1st and 3rd Wednesday, (2) Nurse Programs, which include free blood pressure screening, take place on Tuesdays at 10:00 AM, and (3) Lectures on aids to healthy living. The Senior Center is also affiliated with the APRISE program. This program is a free Medicare health insurance counseling program and helps PA residents, 60 years old and older and those with disabilities, with any Medicare health insurance concerns and questions from the help of a trained volunteer. This service needs to be made by appointment by either calling the number provided or by using the link provided (West Chester Area Senior Center, 2016). The West Chester Area Senior Center has daily breakfast, from 7:30 AM- 9:30

AM, Monday-Friday; and daily lunch, at 12 PM, Monday- Friday. The lunch meals, which are provided by the Chester County Department of Aging Services Congregate Meal Program, must be reserved 3 days in advance of the meal service. There is no cost for the daily lunch, but a voluntary donation of \$2.00 is encouraged. Senior residents have the option to specify if they want to order both a hot lunch and cold lunch. The hot lunch must be consumed at the West Chester Area Senior Center and the cold lunch is for seniors to take home for later consumption (West Chester Area Senior Center, 2016).

West Chester has an abundant amount of services and programs for helping better meet the nutritional needs of the older adults in the community. Meals on Wheels of Chester County, INC. (MOWCC) is a nonprofit organization that delivers well-balanced and nutritious meals five days a week to homebound residents, who are unable to prepare their own meals in the Chester County area. The MOWCC has 21 chapters across the Chester County area, including West Chester, PA. Meals are delivered to all clients individually at their homes Monday through Friday, between 10:45 AM and 1:00 PM. The 21 chapters of MOWCC are all semi-autonomous, meaning that a volunteer will ask for a donation from the client, either weekly or monthly. Referral forms can be filled out online, by visiting the website provided. All information can be found at the website provided or by contacting the phone number provided anytime Monday-Fridays, from 9 AM to 3 PM, or by email at [meals@mowcc.org](mailto:meals@mowcc.org) (Meals on Wheels of Chester County, 2016).

The Chester County Food bank is a non-profit organization that distributes food to those who are food-deprived and live in Chester County, PA. They distribute food to over 120 organizations, and the food is free to residents who present a Self-declaration of Income form. In addition, some locations may require a photo ID and a recent bill or letter confirming a current address. The Food bank asks that those who are using this service please call ahead to confirm the times and dates that these agencies are open. The West Chester community is the location of 4 sites, where residents can obtain Food bank assistance. The locations are presented on the chart provided. All information and additional resources can be found on the website provided and any additional questions can be answered by calling the Chester County Food bank anytime between Monday-Friday, from 8:00 am – 4:30pm (Chester County Food Bank, 2016).

The West Chester Growers Market is Chester County's first local farmers market that requires that all produce, poultry, meats, and a variety of other nutritious fresh ingredients and foods be farmed by the local farmers, who sell their products at the Grower's Market. This market is a friendly environment that emphasizes the importance of growing and consuming locally produced goods, and meeting local neighbors and community residents. The market is conveniently located in downtown West Chester, where there are multiple parking garages and street parking spots available to customers. The website provided can be used for further information and details regarding the West Chester Grower's Market (West Chester Growers Market, 2016).

# Age Friendly Initiatives Activities 2014-2016

## A) Civic Engagement Promotion

### Celebrating Life Long Learning

#### A Celebration of Life-Long Learning and Age Friendly West Chester

Sharing the results of Assessments and Programs with the University, the local community and the region



#### Connecting West Chester University local residents and officials on Age-Friendly matters

The photos display a visit to the Borough building, meeting with Mayor of West Chester, Carolyn Comitta, and the police station.





### ***ILEARN: The Intergenerational Learning and Mentoring Project***

The ILEARN (Intergenerational Learning and Mentoring) program provides an intergenerational education exchange opportunity for older adults and students at West Chester University. Intergenerational learning can facilitate respect and appreciation for diversity (Ropes, 2004; Zuccherro, 2011). ILEARN is a program designed to foster an equal exchange between generations. Such learning models are still an underdeveloped theme in academia. The few programs which have been developed have indicated that there are numerous benefits to be gained. They promote social and civic engagement, reduce isolation, increase awareness of aging related concerns such as elder abuse, improve social skills and competencies, and lead to an understanding and respect for diversity (Klein, & Shu-Li, 2008; Newman & Hatton-Yeo, 2008). In a mutual mentoring and learning relationship, partners focus on sharing life skills, knowledge, wisdom, and positive psychological adaptation to social and cultural changes and transitions. The program emphasizes the promotion of respect and learning across generations, genders, and ethnic groups.

ILEARN is a service learning project which can provide undergraduate students the opportunity to become familiar with older adults, it can reduce ageism, provide a safe learning environment for cross-generational encounters, build self-esteem, cultural competency, and skills for younger and older generations (Weinreich, 2004). Students will benefit from a role model in a mutually respectful relationship and a safe learning environment (Weinreich, 2004). Studies have indicated that when today's youth have contact with elders, misconceptions and stereotypes fade. Young people who may fear their own aging can also benefit by seeing older adults participating and contributing to society (Philip & Hendry, 2000). As the world becomes more diverse and interdependent, it becomes increasingly important to gain respect and an understanding of individuals of different ages, gender, and backgrounds. Such awareness and understanding will have a significant impact on a WCU student's future responses to people and events.





### ***B) Walkability (Sidewalks)***

Community improvements are making West Chester more Age-Friendly. Walk ability assessments concluded: sidewalk renewal in progress. These photos display West Chester sidewalks before and after Age-Friendly improvements, more work needs to be done in this area in order to make the Borough an age friendly walkable community.



Before



After

### ***C) Focus groups***

During 2014-2016, six Focus Groups were held with community residents and Senior (those over 60 students) at WCU in order to explore strengths and challenges relating to Age Friendly practices.





#### ***D) Ongoing Interviews & Ethnographic Field Work***

As a part of our community assessment process we have conducted ethnographic analysis of our community “green spaces” and other third spaces and interviewed older men and women living in the community. This research focuses on the impact of “third spaces” on well-being in later life. As a part of the WHO’s Global Network of Age-friendly cities and communities, West Chester, PA is a community striving to meet the needs of its older residents. Ethnographic fieldwork, geographic mapping, and interviews with residents indicate that the WC Community offers significant support to its older residents. “Green third spaces,” parks, nature preserves, community gardens are one important source of support promoting physical and social activity and civic engagement. Research has indicated that green spaces access also leads to renewal, mental fatigue recovery; improvement in learning and cognitive functioning. However, social inequalities exist in green space and access.

Geographic mapping analysis indicates that those who struggle economically are at a disadvantage when it comes to having access to health promoting green spaces. This research addresses the relationship between support and well-being in an increasingly diverse population of elders. No one can experience a healthy or happy aging experience alone. Life experiences are influenced and shaped by the neighborhoods, communities, societies, and cultures in which they take place.

The majority of the 27 residents interviewed (n=24) stated that they value green space as an important health promoting resource. Studies have found that a positive relationship exists between green space use and health and life satisfaction (Thompson et al., 2010). Analysis of green space availability indicates that inequality is widespread. Areas in which 40 % of the population consists of minority residents tend to have 11 times less green space than areas which are largely White (Groenewegen et al., 2006). Economically disadvantaged areas also are exposed to a larger share of environmental risks. Access to green spaces is fundamental to a positive quality of life, connections with nature foster health and happiness and full-fill basic needs (Maslow, 1968). The results of our analysis have indicated that one important health promoting resource is the existence of green spaces, parks, walking trails, dog parks, and community gardens. Third spaces foster well-being and social engagement. “Green third spaces” have the added benefit of promoting contact with the natural environment. A neighborhood park can serve as a space for social engagement, intergenerational gatherings,

picnics, and family reunions. Walking or cycling with friends can lead to greater physical as well as psychological well-being. Research has indicated that green spaces provide settings for renewal, mental fatigue recovery. They can also increase learning potential and improve cognitive functioning.

## WCU Research and Programs related to “Age Friendly Communities”

Coordinator	Project	Contact
<p><b>Barbara Harrison (McPherson)</b> PhD, FNP-BC, GNP-BC Associate Professor, Dept of Nursing</p>	<ol style="list-style-type: none"> <li>1. On of 4 researchers, who completed an 8-week Fall prevention program at 2 local senior centers.</li> <li>2. Nursing students in Community Health Course (NSG 311) complete community Assessments and Teaching projects</li> <li>3. Teaches Theories of Aging courses and will be teaching an Intro to Aging course.</li> <li>4. Works as a GNP 4 hours/week for Christiana Care in Memory eval clinic (Team Captain of Nursing group at the Wilmington Alzheimer's Walk - raising over \$1,000.00)</li> </ol>	
<p><b>Neil Beresin</b> National Program Manager</p>	<p><b>Vitalize 360</b></p> <p>Combines an innovative, award-winning<sup>1</sup>, person-directed approach to wellness coaching with the power of information derived from a scientifically-grounded assessment system. The program engages, challenges and inspires older adults to live full, healthy, vibrant lives and enables communities to demonstrate significant improvement in successful aging<sup>2</sup>. Vitalize 360 is a joint venture between two not-for-profits: Hebrew SeniorLife, a Harvard Medical School Affiliate, and Kendal.</p>	<p><a href="mailto:info@Vitalize360.org">info@Vitalize360.org</a> 610.335.1283 Vitalize360.org</p>

**Action Plan  
2016-2017**

Activity	Purpose	Who	Logistics	When																																																																													
<p><b>ILEARN: Connecting Communities and Generations</b></p>	<p>Recruitment of 5 to 10 undergraduate and 5 to 10 community elders will take place prior to the semester start.</p>	<p>Age Friendly Community Coordinators</p>	<p>Contact potential undergraduate students and older adult participants and finalize 20 volunteers</p>	<p style="text-align: center;">August 2016</p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>S</th><th>M</th><th>T</th><th>W</th><th>T</th><th>F</th><th>S</th> </tr> </thead> <tbody> <tr> <td></td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td> </tr> <tr> <td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td> </tr> <tr> <td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td> </tr> <tr> <td>21</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td> </tr> <tr> <td>28</td><td>29</td><td>30</td><td>31</td><td></td><td></td><td></td> </tr> </tbody> </table>	S	M	T	W	T	F	S		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31																																						
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	<p>Week 1 and 2: Orientation and Training; Pre-assessment (if the project is funded IRB approval will have been submitted for approval).</p>	<p>Age Friendly Community Coordinators</p>	<p>Organize and plan training, orientation, and pre/post-assessment meeting times and locations, administer pre-assessments. Meetings will take place on campus, at a café, the library, or the West Chester Senior Center. Additional online communication will be encouraged.</p>	<p style="text-align: center;">September 2016</p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>S</th><th>M</th><th>T</th><th>W</th><th>T</th><th>F</th><th>S</th> </tr> </thead> <tbody> <tr> <td></td><td></td><td></td><td></td><td>1</td><td>2</td><td>3</td> </tr> <tr> <td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td> </tr> <tr> <td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td> </tr> <tr> <td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td> </tr> <tr> <td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td></td> </tr> </tbody> </table>	S	M	T	W	T	F	S					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30																																				
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	<p>Weeks 3-14 weeks: Participants will agree to meet bi-weekly for at least 13 weeks (at least 7 meetings).</p>	<p>Age Friendly Community Coordinators</p>	<p>Hold weekly meetings with undergraduate students to discuss partnerships and meetings; Bi-weekly meetings with older adult participants to discuss partnership and meetings. Discussions will vary but will include</p>	<p style="text-align: center;">September 2016</p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>S</th><th>M</th><th>T</th><th>W</th><th>T</th><th>F</th><th>S</th> </tr> </thead> <tbody> <tr> <td></td><td></td><td></td><td></td><td>1</td><td>2</td><td>3</td> </tr> <tr> <td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td> </tr> <tr> <td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td> </tr> <tr> <td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td> </tr> <tr> <td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td></td> </tr> </tbody> </table> <p style="text-align: center;">October 2016</p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>S</th><th>M</th><th>T</th><th>W</th><th>T</th><th>F</th><th>S</th> </tr> </thead> <tbody> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td>1</td> </tr> <tr> <td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td> </tr> <tr> <td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td> </tr> <tr> <td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td> </tr> </tbody> </table>	S	M	T	W	T	F	S					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30		S	M	T	W	T	F	S							1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
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			<p>contemporary social/political events. The following topics will be included for suggested discussions each semester: (1) Sources of stress and personal, social, and community support; (2) Coping with life changes and transitions; (3) Recreational and free time activities; (4) Goals and plans for the next 5 years; (5) Adapting to technological, social, and cultural changes; (6) Creating awareness of factors influencing happiness and well-being (7) Promoting wisdom across generations.</p>	<table border="1"> <tr><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td></tr> <tr><td>30</td><td>31</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><th colspan="7">November 2016</th></tr> <tr><th>S</th><th>M</th><th>T</th><th>W</th><th>T</th><th>F</th><th>S</th></tr> <tr><td></td><td></td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr> <tr><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td></tr> <tr><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td></tr> <tr><td>27</td><td>28</td><td>29</td><td>30</td><td></td><td></td><td></td></tr> <tr><th colspan="7">December 2016</th></tr> <tr><th>S</th><th>M</th><th>T</th><th>W</th><th>T</th><th>F</th><th>S</th></tr> <tr><td></td><td></td><td></td><td></td><td>1</td><td>2</td><td>3</td></tr> <tr><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td></tr> <tr><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td></tr> <tr><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td></tr> <tr><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td></tr> </table>	23	24	25	26	27	28	29	30	31						November 2016							S	M	T	W	T	F	S			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30				December 2016							S	M	T	W	T	F	S					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
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	<p>Weeks 15 and 16: Debriefing, and post-assessment.</p>	<p>Age Friendly Community Coordinators</p>	<p>Administer post assessments, with the help of the PI (5) collaborate on a written report and manuscript, attend academic and professional conferences to present results of ILEARN. Pre and post</p>	<table border="1"> <tr><th colspan="7">December 2016</th></tr> <tr><th>S</th><th>M</th><th>T</th><th>W</th><th>T</th><th>F</th><th>S</th></tr> <tr><td></td><td></td><td></td><td></td><td>1</td><td>2</td><td>3</td></tr> <tr><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td></tr> <tr><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td></tr> <tr><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td></tr> <tr><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td></tr> </table>	December 2016							S	M	T	W	T	F	S					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31																																																															
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			<p>assessment:  Participants will be asked to complete a modified version of the Kogan (1961) Attitudes towards Old People Scale. At the conclusion of the semester participants will also be asked to respond to assessment questions evaluating their satisfaction with the experience. Undergraduate students will be asked to write an essay reflecting on the assignment, including areas of interest, information, and knowledge gained from participation in ILEARN and suggestions for change.</p>	
<p><b>World Elder Abuse Awareness Day</b></p>	<p>Plan Aging Diversity and Elder Abuse Awareness Day -- which will be affiliated with the Area of Aging WEAAD (AoA, 2016)</p>	<p>West Chester University and Community collaboration</p>	<p>World Elder Abuse Awareness Day (WEAAD) was launched on June 15, 2006 by the International Network for the Prevention of Elder Abuse and the World Health Organization at the United Nations. WEAAD provides an</p>	<p>Planning and organizing WEAAD: Fall &amp; Spring 2016-2017</p> <p>WEAAD Event Day: June 15<sup>th</sup>, 2017</p>

			opportunity for communities around the world to promote a better understanding of abuse and neglect of older persons by raising awareness of the cultural, social, economic and demographic processes affecting elder abuse and neglect (AoA, 2016).	
<b>Additional Programs:</b>	<b>(1) Aging Film Series</b>	The Hickman, West Chester, PA and Age Friendly Community Coordinators	Increasing intergenerational information and dialogue.	Fall & Spring 2016-2017
	<b>(2) Grandfriends</b>	West Chester Area Senior Center and Age Friendly Community Coordinators	Intergenerational Activities at the Senior Center, such as arts and crafts, reading, music, and much more (West Chester Area Senior Center, 2016).	Fall & Spring 2016-2017

## Action Plan Summary

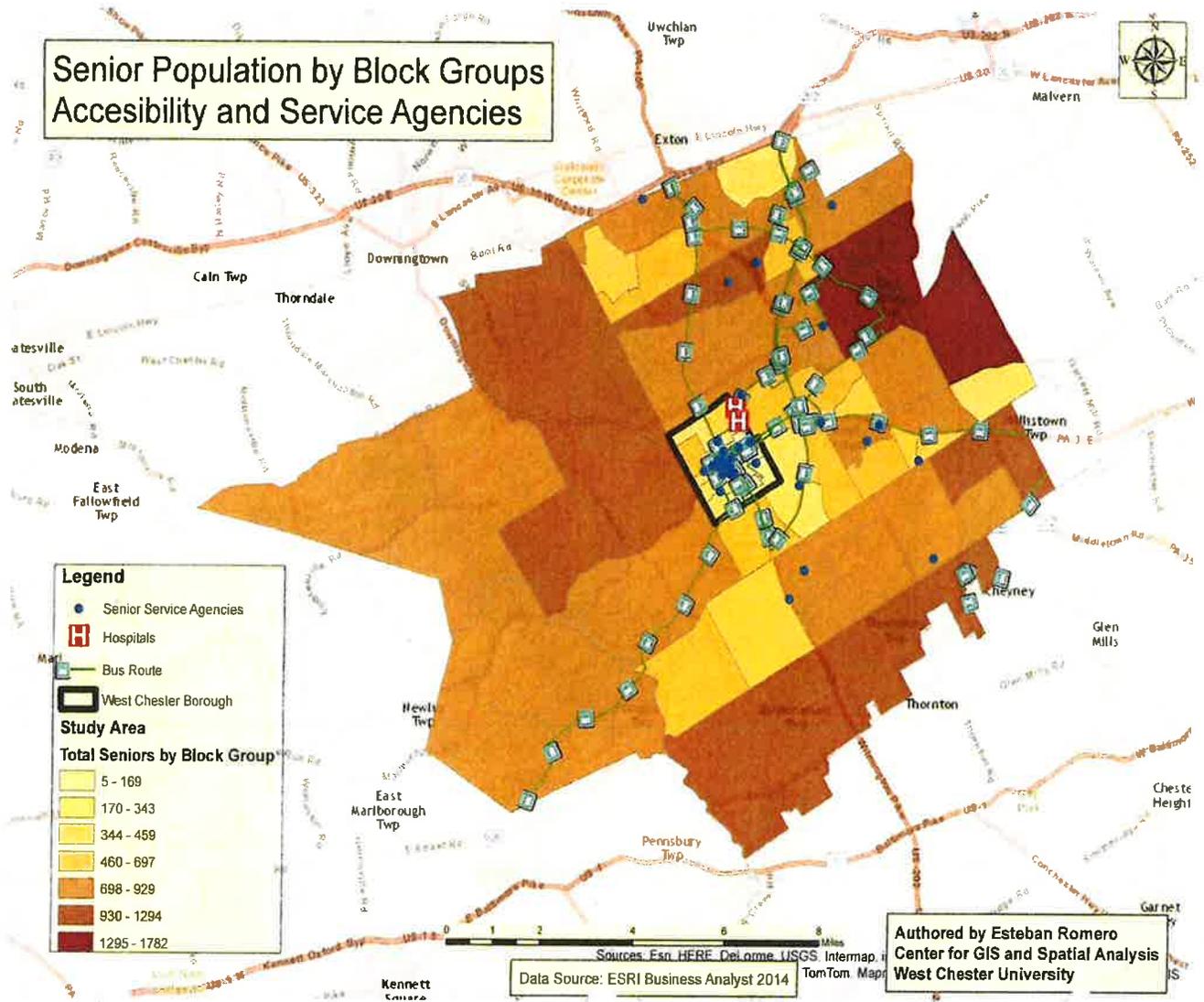
The West Chester community is a great place to stay active, healthy, and live a well-balanced life, especially for older adults. Communities play a significant role in the overall healthy and active aging of their citizens. The role of community support, services, and programs for older adults is crucial for the health, nutrition, and well-being of the aging population. Older adults make very important contributions to cities and communities and should be valued as such. This report provides older residents and health care professionals with an outline of the available resources and services that West Chester has to offer. If you have any additional questions or concerns please contact: Elizabeth Raymond by the email at provided.

## References

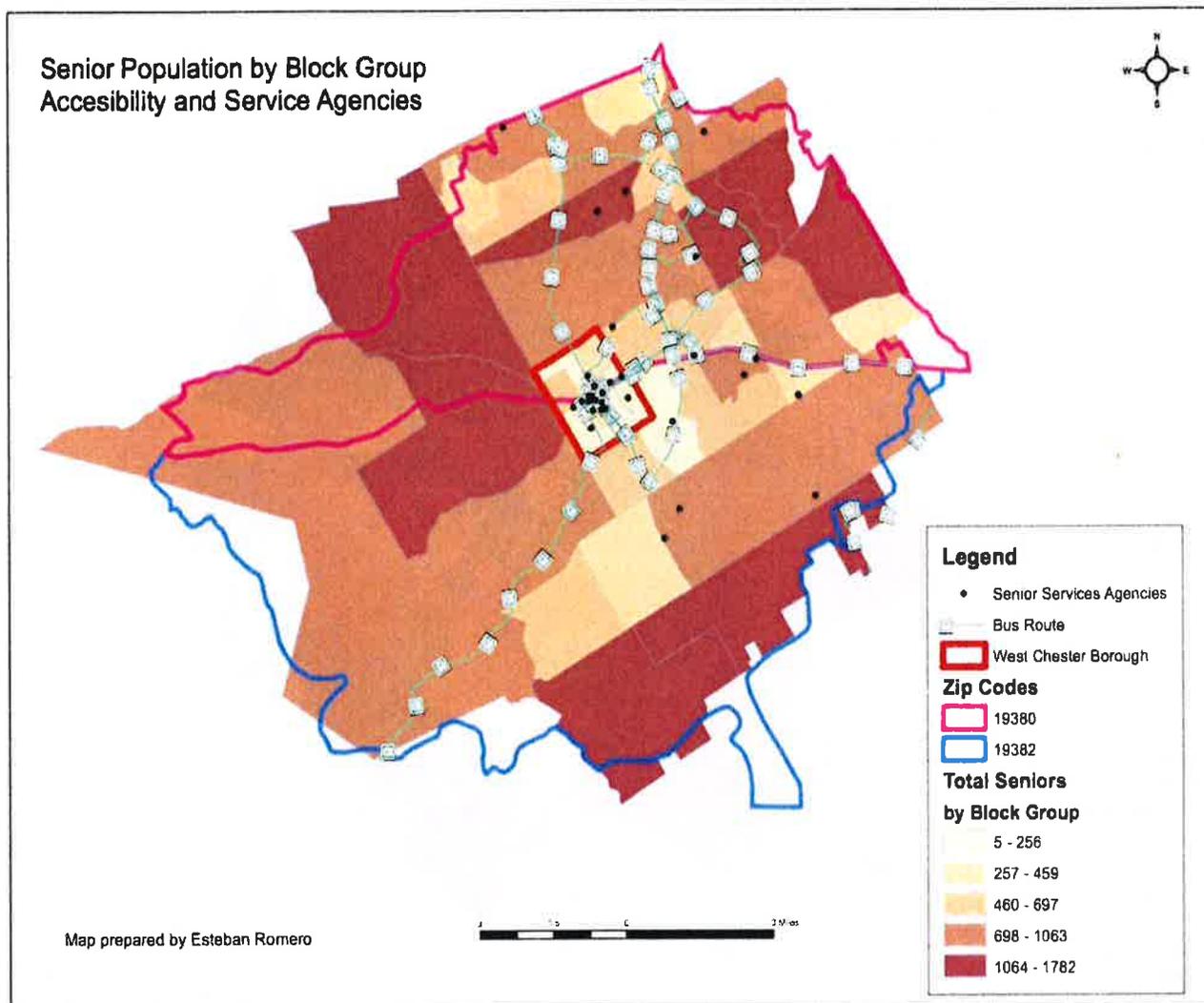
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# Appendix A

## Senior Population by Block Groups Accessibility and Service Agencies



## Appendix B

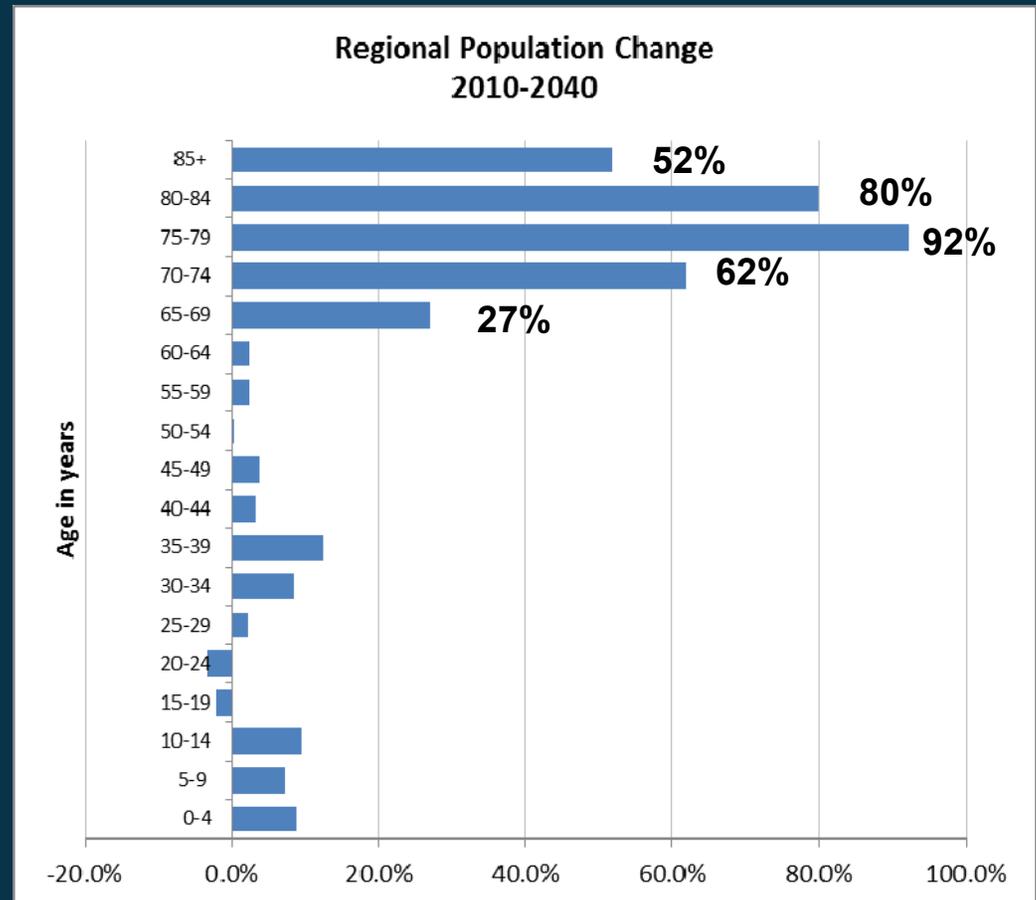


### Description of how the project will be evaluated (if known) and how you describe success

- Based upon the results of the assessment, we support the development of a 3-year city-wide action plan. Such an action plan will be linked to other municipal action plans. Such linkage will to that age-friendliness become a core responsibility for all municipal departments.
- We also support the process of identifying indicators that monitor the progress of the plan.
- Once the action plan is implemented, we will welcome WHO's evaluation of it and use such feedback to improve our plan to make West Chester an age-friendly community. When necessary adjustments are necessary, we will submit a progress report to WHO.

# Create Age-Friendly Communities: Why?

- Demographic imperative
- Forecast: Region will grow by 11% from 2010-2040; those 65+ will grow by 58%
  - *Suburban SF homeowners*
  - *Limited mobility*
  - *Transit may be lacking*
  - *Dispersion across suburbs*



# WHO/AARP Domains for Assessment

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- Outdoor Spaces and Buildings
- Transportation
- Housing
- Social Participation
- Respect and Social Inclusion
- Civic Participation and Employment
- Communication and Information
- Community Support and Health Services



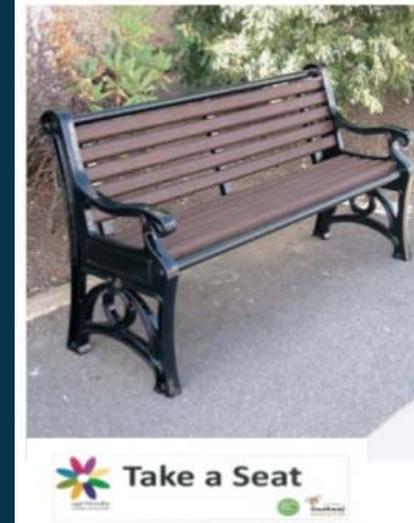
# Outdoor Spaces and Buildings

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- Narrowing down of spatial experience—getting outdoors harder, immediate neighborhood more important
- Amplification of impact of many small environmental deficits
- Assess for:
  - *Sidewalks, crosswalks, quality of pavements*
  - *Access to green space*
  - *Security, cleanliness*
  - *Places to sit, public toilets*
  - *Age-friendly buildings and businesses*



# Outdoor Spaces and Buildings



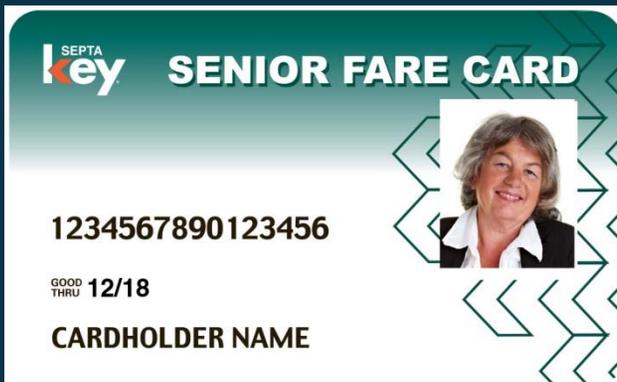
# Transportation

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- Maintaining one's sense of self and well-being
- Greater reliance on walking and transit, just as falls and traffic risks greater concerns
- Walking is barrier against vascular dementia and depression
- Assess for:
  - *Transit availability, affordability, reliability, frequency*
  - *Travel destinations*
  - *Age-friendly vehicles, transit stops & stations*
  - *Safety and comfort of modes*
  - *Community transport options*



# Transportation



# Housing

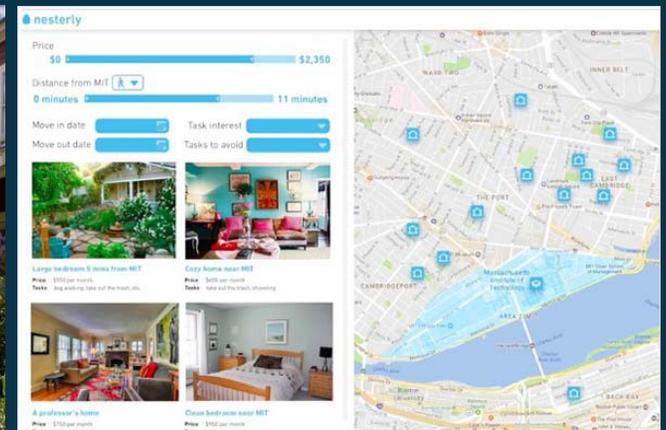
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- Identity, continuity, status
- Poor housing=poor health
- Not necessarily downsizing, rather better design; may need more space
- Assess for:
  - *Housing types —multigenerational?*
  - *Affordability*
  - *Universal design*
  - *Community integration*
  - *Access to essential services*



# Housing

- Think Flexible: Modifying an existing home
- Rethink Small: Micro-unit Buildings; Tiny Houses
- Designed to be Shared: Cohousing, Shared Housing, Homesharing (roommate matching, including apps)



# Housing

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- 2 Homes for 1: Accessory Dwelling Units (ADUs), temporary Med Cottages/Grannypods



# Housing

- 2 Homes for 1: Lennar Next Gen homes



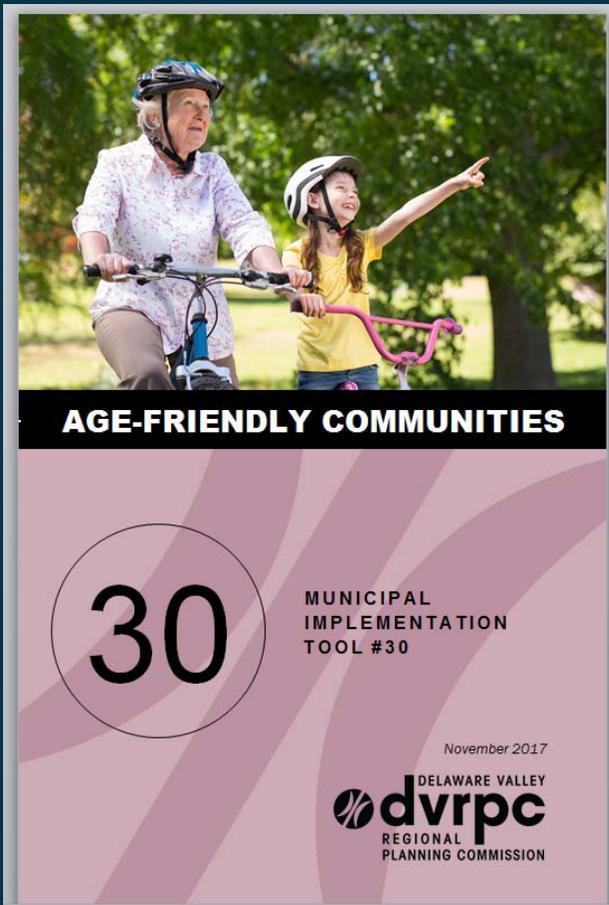
# How Can Munis/Counties/States Be More Age-Friendly?

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- Update zoning/SALDO to allow, require, or incentivize: *ADUs, shared housing, less parking for senior housing, visitability, inclusionary units, adult day care, long-term care, home-based offices, sidewalks, TOD, colocation*
- Adopt Complete Streets, Vision Zero, lower speed limit zones, senior pedestrian zones, wayfinding & legible signage, programs for older cyclists
- Plan for providing bus shelters, benches, public restrooms, senior playgrounds



# DVRPC and Age-Friendly Communities



Thank You!

Karin Morris

Associate Director, Livable Communities

Delaware Valley Regional Planning Commission

[kmorris@dvrpc.org](mailto:kmorris@dvrpc.org)

<https://www.dvrpc.org/aging>

