

FY 2019 Commission on Seniors Budget Recommendations for City Manager Adopted May 9, 2018

	Recommendation	Department(s)	Budget Impact	Strategic Alignment(s)
1	<p>The Commission on Seniors (COS) recommends the City provide adequate personnel resources for a Senior Program Coordinator to coordinate implementation of the Age Friendly Austin Action Plan. The position would focus on the successful implementation of the Age Friendly Action plan goals and strategies through coordination with other city departments, and where necessary, other units of government and outside agencies. This is the highest priority budget item for the COS.</p> <p>Seniors and pre-seniors are the fastest growing demographic in Austin according to the City demographer. Austin must better prepare for the growing population of seniors. The City took a crucial first step in declaring itself an Age Friendly City, adopting the Age Friendly Action Plan, and amending Imagine Austin to include consideration of the needs of Austin’s aging population. The COS determined that a Senior Project Coordinator who focuses on senior issues is necessary for City’s success in meeting the needs of seniors and is our priority budget recommendation.</p> <p>Beginning last October, Interim Assistant City Manager Sara Hensley took on responsibility as executive sponsor for the plan. She has convened an internal staff working group with the goal of tying the City’s work into the Age Friendly Action Plan. This effort has kick-started a clearer understanding of the implementation of plan requirements and fostered better cooperation between departments. This work highlights the need for ongoing coordination through a permanent staff position.</p> <p>Creation of this position would put Austin in line with other major cities. Most major cities pursuing Age Friendly Action</p>	APH, PARD or other department as identified by the City Manager	Add or reassign 1 FTE at Senior Program Coordinator level.	Addresses all Strategic Direction Priority Indicators because this is a cross cutting position.

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<p>plans have departments of Elder Affairs or departments on senior services devoted to coordinating services for older adults. In Washington DC, the Age-Friendly DC Coordinator manages their Age Friendly Action plan implementation and other work of the citywide effort.</p> <p>The Senior Program Coordinator will aim to oversee, promote and encourage implementation of the Age-friendly Austin Action Plan (AFAP) in order to create a supportive, welcoming and vibrant environment for older adults. This person will work collaboratively with the City of Austin departments, Imagine Austin team, Equity Office, Commission on Seniors, other Boards and Commissions, and the broader Austin community. The COS suggests the position be housed in a department with current responsibility for-senior focused programs, such as APH or PARD. The COS believes it is essential that the position is at a senior level with authority to work across departments to create seamless connections in City services for seniors.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Overall responsibility for implementation of the Age Friendly Action Plan across City departments. • Identify gaps in City services to seniors, breaking down silos across City departments (an example would be better coordination of necessary transportation for seniors, through PARD, AARC and within social services funding, see request below). • Support the Strategic Direction and Age Friendly Action Plan metrics in tracking project activities, timelines, and deliverables and identifying areas for improvement. • Responsible for maintenance and updating of Age Friendly Asset Map (see request below) 			

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	<ul style="list-style-type: none"> • Work closely with Equity Office to address needs of seniors. • Represent Age-friendly Austin at community events, neighborhood gatherings, and other community engagement forums. • Coordinate age-friendly activities, such as trainings and events, with internal and external partners, including City Departments, Commission on Seniors, AustinUP, community-based service providers, and other community and neighborhood-based organizations. • Provide staff support to meetings, workgroups, and related events. • Lead development of age-friendly media including reports, training materials, presentations, brochures, event flyers, newsletters, and articles. 			
2	<p>Develop an Asset Map of all senior-focused services and programs provided by the city of Austin and in Travis and Williamson counties; highlighting available city and county senior services and programs. The asset map would be similar to the Cultural Asset map.</p> <p>The Age Friendly Action Plan adopted by the city sets as goals development of an asset map to identify existing and new opportunities for senior social engagement, services and programs at public libraries, PARD facilities, APH facilities; schools; county facilities; and private and nonprofit venues. Further, the city should include an age friendly perspective and age-inclusive language, messaging and visuals in all communications materials. Marketing materials and web-based services should be senior-friendly and tested with senior users. The asset map should cover the full range of</p>	<p>PARD as lead with other Departments assistance, including APH, NHCD, emergency services, web design and 311</p>	<p>One time expenditure to create asset map and conduct marketing campaign; ongoing maintenance of effort on asset map and city website should be included in future departmental budgets</p>	<ul style="list-style-type: none"> • Homelessness • Housing • Skills and capability of our community workforce • Accessibility to quality health care services, both physical and mental • Accessibility to quality parks, trails and recreational opportunities • Vibrancy and sustainability of creative industry ecosystem

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	<p>programs, services and events, both those targeted to seniors and available to all, including seniors, with a focus on health care, social services, housing, transportation and social engagement.</p> <p>A recent study by PARD supports our request for an asset map and senior-focused public information. Based on its Community Engagement Survey and focus groups, PARD found a lack of awareness of its senior programs. PARD has shared with COS its request for one-time funding for a marketing campaign targeting seniors. PARD is also engaged in developing its own asset map for seniors.</p> <p>COS recommends expanding on PARD’s current asset mapping and their request for a marketing budget by first developing a city-wide Asset Map of city and county services, programs and resources for seniors (both governmental and nonprofit). Staff should be encouraged to work with Travis and Williamson counties and the Area Agency on Aging of the Capital Area in collecting information (Travis County Commissioners have already told the COS they will support development of the asset map as it relates to county services.) The “map” (linking with existing resources and other similar “maps”) will provide a one stop shop for seniors and their families in accessing resources. This tool should be tied to a senior-friendly web page and made available to 3-1-1. Once developed, a marketing campaign such as that proposed by PARD would create awareness of the tool.</p>			
3	<p>Improve and expand access to physical health care, mental health care and dental care for low-income seniors.</p>	<p>APH</p>	<p>Ongoing Mental health and cognitive screenings and referrals would</p>	<ul style="list-style-type: none"> • Accessibility to quality health care services, both physical and mental

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<p>The COS Community and Health Services Working Group (which is composed of commissioners, community members, and service providers) has identified a lack of access to physical health care, mental health care and dental care for low income seniors. Dental care is not covered under Medicare.</p> <p>While data is not available, it is the sense of the professionals on the working group that mobile vans and health screenings are not sufficiently focused on seniors and senior communities, nor do they include mental health and cognitive screenings.</p> <p>The COS specifically recommends:</p> <ul style="list-style-type: none"> • Include mental health and cognitive screening and assessment of dental care needs in current intake and/or preventative care screenings of older adults • Increase funding for health care navigators with the goal of increasing knowledge of and access to services to meet the identified needs of seniors, including physical, mental health care and dental care. • Include physical and mental health care and dental care needs of older adults in data collection • Compile and provide list of low-cost, accessible dental care options for low-income seniors • Increase APH staff dedicated to senior-focused health care, coordinating with health equity initiatives. • Conduct senior-focused outreach to inform seniors and their caregivers about access to insurance, available public benefits and services 		<p>require additional APH staff and resources.</p>	

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	<p>The COS recommends engaging and partnering with the counties and other health care and community-based social services agencies to address these accessibility issues.</p>			
4	<p>Expansion and coordination of transportation for seniors, including additional funding for PARD van drivers.</p> <p>While access to transportation ranks as a high priority for seniors, the current options in Austin are a patchwork of public, nonprofit and volunteer transportation providers. Through PARD Austin provides transportation that enables seniors to attend congregate meals, and also allows seniors to schedule rides to medical appointments and shopping. Demand for this service is greater than PARD’s current capacity. For the current budget year COS requested, and Council approved, purchase of 3 accessible vans for PARD. The vans are currently on order, therefore not yet serving seniors. The Asian American Quality of Life Commission has ongoing requests for transportation to serve seniors who would like to access meals and other services at the Asian American Resource Center.</p> <p>The COS makes the following recommendations to improve transportation options for seniors.</p> <ul style="list-style-type: none"> • PARD, with assistance from Austin Transportation Department and any other appropriate department, should identify gaps and develop a plan to better coordinate transportation for seniors across city programs, as well as social services agencies and volunteer driver programs. The city should actively participate in existing coordination opportunities such as the Regional Transit Coordination Committee 	<p>PARD ATD APH</p>	<p>One time (consultants) and Ongoing</p>	<p>Accessibility to and equity of multi-modal transportation choice</p>

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	<p>and Capital Area Council on Governments transportation planning efforts. (funding for a consultant may be necessary).</p> <ul style="list-style-type: none"> • Expand social services contracts to include transportation (i.e., increasing social service funding to cover transportation for seniors and others with mobility challenges). • Fund a sufficient number of drivers for vans to ensure the needs of seniors are met. • ATD and/or Office of Innovation, potentially with help of a consultant, look into innovative ways to address gaps in transportation for seniors and the disabled. These could include partnership with TNCs with drivers trained in and equipped for serving these populations. Additionally, development of a one-stop service that enables seniors and the disabled to book rides (currently Cap Metro Office of Mobility Management only makes referrals for rides) 			