



MEMORANDUM

TO: Mayor and Council

FROM: Adrienne Sturup, Interim Director, Austin Public Health

DATE: December 27, 2021

SUBJECT: Resolution No. 20181018-041- Adult Day Center Feasibility Study

On June 4, 2019, Austin Public Health (APH) distributed the LBJ School of Public Affairs' report findings and recommendations to the Mayor and Council; a copy can be found [here](#). This report was in response to Council Resolution No. 20181018-041. This resolution directed the City Manager to explore and recommend a process for developing an adult day center on City-owned property. Following the report's release, staff determined that the City of Austin does not have the jurisdiction to build a community clinic as this is within Central Health's domain. However, there was still interest in exploring the creation of a multigenerational center.

Upon further review of the previous recommendations, the Commission on Seniors and Age-Friendly Action Plan Workgroup Domain 8 requested an allocation of \$50,000 for an Adult Day Center feasibility study. APH granted this request in fiscal year 2020. The scope of the feasibility study was based on the previous recommendations and the report completed by the LBJ School of Public Affairs at the University of Texas. The primary areas of interest within the feasibility study answered the following questions:


- Is the RBJ Center the ideal location for Adult Day Center that provides?
- Is the RBJ Center the ideal location for Adult Day Center that provides intergenerational programs for low-income older adults?
- If not, where is the ideal location for services for low-income older adults?
- What city buildings and older adult services are available in the identified zip code?
- What services are critical to provide to older adults in the identified location?
- Is an intergenerational day center model the best fit for this project?
- How can the project be sustained?
- Are partners still committed to the project?
- Has the COVID-19 pandemic impacted the need?



The findings and recommendations of the feasibility study are attached. The final report will be presented to the Commission on Seniors for discussion and potential Council recommendations.

Enclosure: **Adult Day Center Feasibility Study**

CC Spencer Cronk, City Manager
 Anne Morgan, Interim Deputy City Manager
 Stephanie Hayden-Howard, Assistant City Manager



ADULT DAY CENTER WITH INTERGENERATIONAL PROGRAMMING FEASIBILITY STUDY

August 2021

This report summarizes community assessment research and recommendations related to service gaps and opportunities for low-income older adults living in the City of Austin.



Acknowledgements

This report would not have been possible without the support and expertise of many in the community. We would like to thank the following for their guidance and participation:

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Amy Temperley, Aging is Cool

A special thanks to all the recreation and senior center directors who filled out the survey about their services and encouraged completion of the older adult survey.

We would also like to thank Dr Jacqueline Angel and her students for providing the foundational reports that were so critical to this work.

The Woollard Nichols and Associates Team consisted of:

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Executive Summary

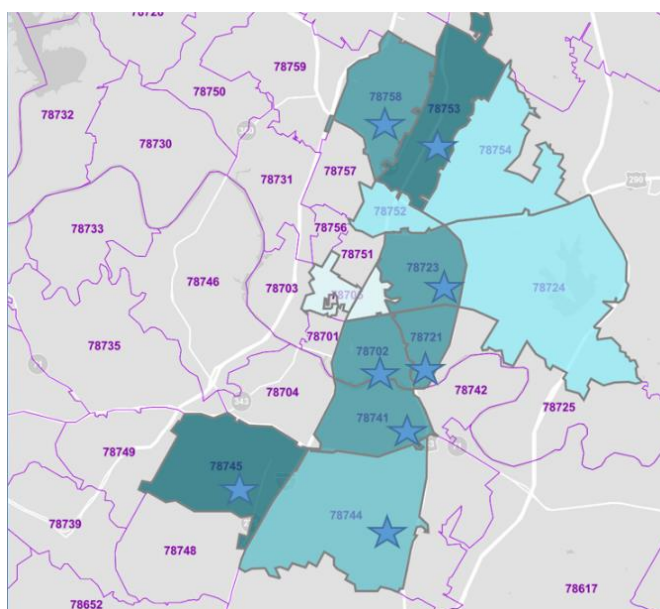
Background: The rate of growth among older adults in Travis County is anticipated to exceed that of national rates over the next decade. The population aged 65 and over is projected to grow 150% between 2010 and 2030.

To address the needs of older adults, Dr. Jacqueline Angel and students from the Lyndon B. Johnson (LBJ) School of Public Affairs conducted two studies that focused on the Rebekah Baines Johnson (RBJ) Center and recommended building a multigenerational center that includes an Adult Day Health center for older adults and a child care center. The City Council passed Resolution 41 which asked the City Manager to analyze the data from the reports and make recommendations about how to proceed.

Study Goals: The City of Austin contracted with AGE of Central Texas to answer the following questions:

- Is the RBJ Center the ideal location for an Adult Day Center that includes intergenerational programming for low-income older adults?
- If not, where is the ideal location for services for low-income older adults?
- What city buildings and older adult services are available in the identified zip code?
- What services are critical to provide to older adults in the identified location?
- Is an intergenerational day center model the best fit for this project?
- How can the project be sustainable?
- Are partners still committed to the project?
- Has the COVID-19 pandemic impacted the need?

Methodology: A variety of methods were used to produce the data in this report, including a baseline demographic analysis of zip codes, service mapping of existing older adult services, a survey that was completed by 388 older adults, two focus groups with older adults, a survey of City of Austin Recreation and Senior Centers, and interviews with community stakeholders. Eight zip codes were identified for analysis in this report based upon the population density of older adults residing in each zip code and other characteristics deemed relevant to assessing older adults' service needs.



Key Findings:

1. **Older adults expressed more interest in peer-to-peer interaction** than interaction with younger people (infants through college-age).
2. **Older adults expressed most interest in activities** and services related to physical health, fun/social/recreational, education/learning, celebrating holidays, health screening, and listening to live music/concerts. Most older adults in the sample would like to participate in these activities on a weekly basis.
3. **The greatest barriers to participation** in center-based activities were transportation, lack of knowledge about existing activities and services, location of the center, health limitations, and other mobility/access-related issues.
4. **There are recreation and activity centers that have the capacity to increase services** if allocated additional funding. There is also opportunity to increase programming at RBJ Center as the complex is expanded.
5. **Although a minority of the sample expressed interest in intergenerational activities, those that were interested appeared to have a passion for interacting with youth.** They were interested in a variety of ages. Several older adults shared that they would like to have conversations with young people to hear their views about the world.

Overarching Recommendations:

1. **Invest in increasing older adult services at existing sites in targeted zip codes.**
 - Provide additional funding to senior and recreation centers that have additional capacity and interest in expanding services for older adults at their sites.
 - Target the growth of City of Austin older adult services in zip codes that include a high number of older adults and pre-seniors who are low-income.
 - Provide additional services and activities that older adults have expressed interest in – i.e., field trips, physical activities, games.
2. **Assess and invest in the transportation infrastructure to support the needs of older adults.**
 - Explore options for greater investment in transportation, including more vehicles that can accommodate wheelchair and other mobility supports.
 - Address the need for more flexibility and responsiveness of transportation so older adults are not spending hours waiting for, or in, transit.
 - Explore potential partnerships with Capital Metro as they implement Project Connect and increase the number of pick-up zones.
 - Work with Capital Metro to increase transportation stops at the recreation/senior centers.
3. **Increase communication with older adults about available programs using their preferred communication mechanisms.**
 - Build peer to peer networks for communication.
 - Identify older adults who can serve as ambassadors for senior programs among older adults.
 - Use a variety of communication methods – many older adults expressed challenges with accessing technology and relied on information through flyers or other paper methods.

Responses to Study Questions:

- Is RBJ Center the ideal location for an Adult Day Center that incorporates intergenerational programming or low-income older adults?
 - *No, while 78702 is a zip code with a substantial number of low-income older adults, there are other zip codes that have a higher density of low-income older adults, fewer available services for older adults, and a higher need for child care services.*
- If not, where is the ideal location for services for low-income older adults?
 - *Based upon the analysis in this study of low-income older adults, services available and child care needs, additional services in 78745 could have the highest impact followed by 78753.*
- What city buildings and older adult services are available in the identified zip code?
 - *78745: Dittmar Recreation Center; Also of note, AGE is building a new center for older adults that will open in 2022*
 - *78753: The Gus Garcia Recreation Center*
- What services are critical to provide to older adults in the identified location?
 - *Older adults are interested in more activity and service opportunities that include field trips, games, physical activities, holiday activities, health screenings, and information about technology.*
- Is an intergenerational day center model the best fit for this project?
 - *No. Older adults are more interested in peer-to-peer activities. However, senior and recreation centers should explore ways in which they can engage young people across generations in services and activities as the older adults in the sample expressed interest in engaging with younger generations in conversation about their world views and perspectives.*
- How can the project be sustainable?
 - *There are funders who may be interested in supporting the expansion of older adult services, including increased access to Adult Day Health Services and even intergenerational programming, if the City provides the building.*
- Are partners still committed to the project?
 - *Yes, all the original partners are still committed to increasing older adult services in zip codes where there is the highest need. They are not tied to providing services at RBJ Center as was proposed in the initial studies.*
- Has the COVID-19 pandemic impacted the need?
 - *Yes, older adults have been greatly impacted by the stress of social isolation during the pandemic and they desire greater peer to peer interaction. However, they would like more information about the precautions being taken at each site to ensure their safety.*

Background

In a 2014 report, the older adult population in Travis County was estimated to have grown by 79% over the previous two decadesⁱ. According to this report, the rate of growth among older adults in Travis County is anticipated to exceed that of national rates over the next decade. The population aged 65 and over is projected to grow 150% between 2010 and 2030. Thus, there is great interest in assessing current community assets available to this population, particularly those considered most vulnerable according to their poverty and health status.ⁱⁱ

In 2016 the St. David's Foundation and Central Health sponsored a class at the University of Texas, Lyndon B. Johnson (LBJ) School of Public Affairs, led by Dr. Jacqueline Angel, to explore opportunities and best practices in elder care. Through their research, the LBJ School team developed a proposal in their report *"A Better Life for Low-Income Elders in Austin"* to create a community clinic with comprehensive services for older adults and a children's day care center to create a multigenerational community center. Concurrently, the City's Commission on Seniors Recommendation 20171011-4D supported the redevelopment of the adjacent RBJ Center owned by the nonprofit Austin Geriatric Center (AGC) into a mixed-use development with affordable apartments for older adults and recommended that the City study the feasibility of creating the multigenerational community center at the City-owned RBJ Center. In addition, they recommended renovating space in the City-owned RBJ Public Health Center to house the medical clinic for older adults (6,000 sf), an adult day center (1,675 sf), wrap-around services for elderly (1,200 sf), and a child day-care center (2,825 sf). The LBJ School team received operational commitments from Meals on Wheels to provide the adult day program and Family Eldercare to provide additional services. The Carl C. Anderson Sr. and Marie Jo Anderson Charitable Foundation and St. David's Foundation expressed interest in possible financial support.

In 2018, the Austin City Council passed Resolution 41 that directed the city manager to:

- Review the analysis completed to date and assess the need for an adult day center with other integrated community components on City-owned facilities, such as at the RBJ Public Health Center as proposed by the LBJ school team. This review should be done in conjunction with the LBJ school team, the Commission on Seniors, and other experts on older adult services, such as the Dell Medical School, as appropriate.
- Determine the feasibility of developing City-owned facilities for such purposes, including the RBJ Public Health Center.
- Recommend a process for developing an adult day center at the City-owned RBJ Public Health Center, or other potential City-owned facilities, should the City Council decide to provide that direction in the future.
- Report back to City Council with recommendations.

Following the release of the report it was determined that the City of Austin does not have the jurisdiction to build a community clinic as this is within Central Health's domain. However, there was still interest in exploring the creation of a multigenerational center.

Subsequent to the original report, in June 2020, another UT Austin LBJ school team created a report *"Building an Intergenerational Metropolis: Austin"* which proposed building an Intergenerational Day Care Center (IDC) in 78702 near the RBJ Center. This report outlined the benefits of an intergenerational approach and detailed the type of building that could be used.

In 2020, the City of Austin contracted with AGE of Central Texas to manage the process of responding to Resolution 41. AGE contracted with Woollard Nichols & Associates to conduct the research to answer the following questions:

- Is RBJ Center the ideal location for Adult Day Center that provides intergenerational programs for low-income older adults?
- If not, where is the ideal location for services for low-income older adults?
- What city buildings and older adult services are available in the identified zip code?
- What services are critical to provide to older adults in the identified location?
- Is an intergenerational day center model the best fit for this project?
- How can the project be sustainable?
- Are partners still committed to the project?
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Methodology

A variety of methods were used to produce the data in this report, including a baseline demographic analysis of zip codes, service mapping of existing older adult services, a survey that was completed by 388 older adults, two focus groups with older adults, a survey of City of Austin Recreation and Senior Centers, and interviews with community stakeholders. A full description of the methodology can be found in Appendix A.

Study Findings

The following information summarizes what was learned at each phase of the process and how it informed the subsequent phases.

Demographic Analysis

The 2021 Austin/Travis County Poverty Briefⁱⁱⁱ identified the eastern crescent of Austin as having a considerably higher rate of poverty compared to other regions of the city where there is a higher concentration of wealth. As such, 13 contiguous zip codes within the Austin city limits were identified for further exploration (see Table 1). The estimated number of low-income older adults residing in each of these zip codes were compared to determine which zip codes would be used for future analysis (herein referred to as “target zip codes”). The project team decided to focus in on 8 zip codes to narrow the scope for the subsequent analysis.

Table 1. Comparison of estimated number of older adults living below 200% FPL by zip code, 2019*				
Zip code	55-64	65-74	75+	Total
78745	2937	1979	1328	6244
78753	2461	1751	517	4729
78758	1990	973	657	3620
78741	1959	915	692	3566
78723	1590	938	744	3272
78744	1929	704	581	3214
78702	1384	937	756	3077
78752	986	596	382	1964

78721	930	489	519	1938
78724	795	394	348	1537
78754	762	439	311	1512
78722	342	117	134	593
78705	191	103	24	318
*Target zip codes for further analysis highlighted in green.				

Additionally, the project team compiled data on “dual eligibility,” disability status, and the living situation of older adults living below poverty (see Table 2). Based on the estimated population totals of older adults living at 200% FPL or below in the above analyzed zip codes and other demographic characteristics of older adults in these zip codes, 8 zip codes were selected for further demographic analysis and used as a focus for the service mapping phase of this project. These zip codes included: 78702, 78721, 78723, 78741, 78744, 78745, 78753, and 78758 (see Figure 2). It should be noted that, while 78752 had a slightly higher density of older adults, 78721 rose higher in other demographic categories deemed salient to assessing “high need” areas of older adults.

Table 2. Comparison of older adult (65+) characteristics by zip code, 2019*			
# Living Below Poverty	Living Below Poverty + Disability	Dual Eligible	Living Alone
78745	78753	78702	78745
78702	78758	78753	78702
78758	78745	78745	78723
78753	78721	78721	78753
78741	78702	78723	78758
78721	78741	78758	78752
78723	78723	78724	78741
78744	78752	78744	78754
78752	78724	78741	78744
78724	78744	78752	78721
78754	78754	78754	78722
78722	78722	78705	78724
78705	78705	78722	78705
*The eight zip codes are noted in various colors to highlight them across categories . The zip codes are ordered from highest to lowest population density within each category.			

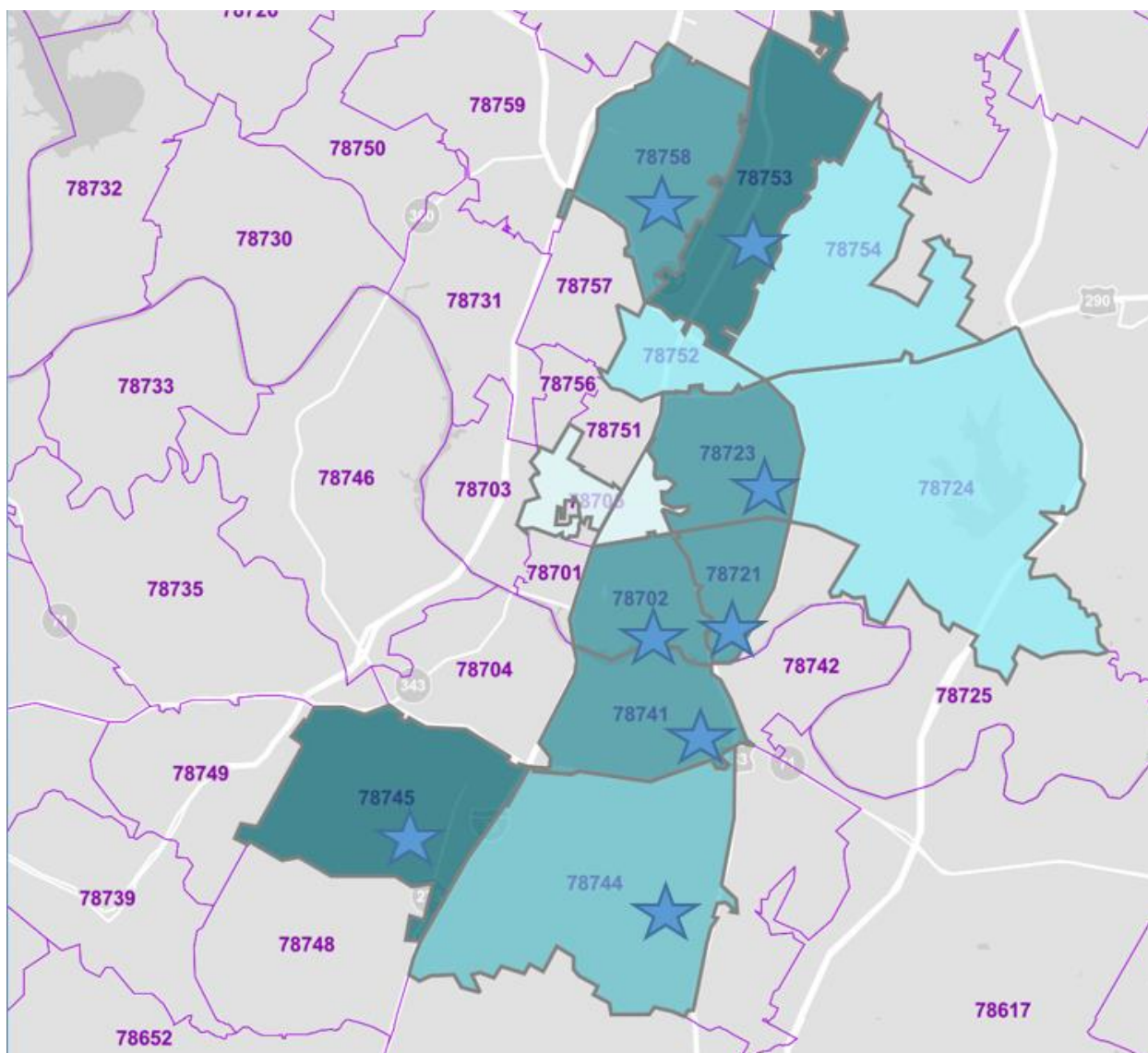


Figure 1. Map of target zip codes (indicated with a star shape). This map was generated using the U.S. Census Bureau, American Community Survey data dashboard.

The 8 target zip codes had some of the highest concentration of older adults living at 200% FPL, with a self-reported disability, dual enrollment in Medicare and Medicaid, and living alone. At the request of the steering committee, additional information was sourced for these 8 zip codes to provide a more complete demographic landscape of the older adult populations within (see Tables 3 and 4).

Table 3. Estimated number of older adults living below FPL by gender, race, and ethnicity by zip code, 2019

Zip Code	Females	Males	Total	Race					Ethnicity
				White Alone	Black or African American Alone	Asian Alone	AIAN Alone	Two or More Races	
78702	514	488	1002	35.4%	59.3%	4.3%	0%	1%	39.7%
78721	477	358	835	17.5%	75.9%	0%	6.7%	0%	37%
78723	431	480	911	34.7%	54.9%	3.6%	0%	7.4%	13.2%
78741	604	547	1151	26.8%	60.9%	5.1%	3.7%	3.6%	47.3%
78744	329	374	703	39.3%	53.4%	0%	0%	7.3%	62%
78745	757	754	1511	82.5%	8.5%	2.3%	2%	4.7%	37.9%
78753	712	606	1318	44%	30%	19.4%	0%	6.7%	40%
78758	465	476	941	59.7%	25.7%	12.1%	2.5%	0%	34.4%

In service of identifying potential needs within each of these zip codes, primary language and English language proficiency data was sourced using available census data. The data listed in Table 4 is relevant to all adults over the age of 18 living in each of these zip codes, as language data specific to older adults in these zip codes was not available. Of note, the most common primary language spoken is Spanish, followed by Asian and Pacific Island languages in 78753 and 78758, specifically. The estimates below demonstrate a considerable population of older adults in each zip code who primarily speak a language other than English and report speaking English “less than very well.”

Table 4. Estimated number of adults whose primary language is something other than English and ability to speak English, 2019

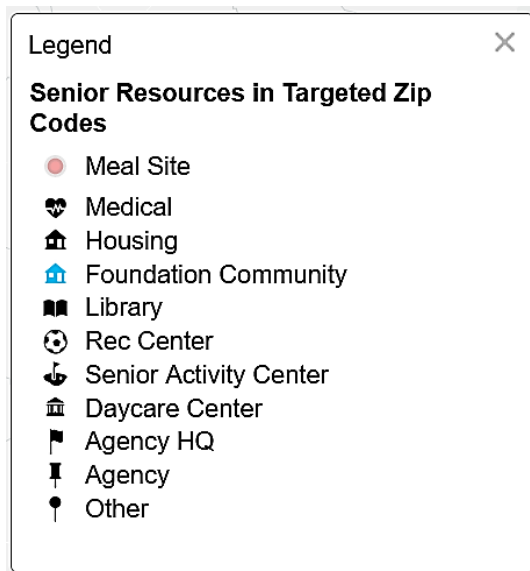
Number of people that speak English less than “very well”				
Zip Code	Spanish	Other Indo-European language	Asian and Pacific Island languages	Other languages
78702	583	0	26	0
78721	252	0	0	0
78723	285	0	10	37
78741	644	41	6	0
78744	544	0	8	0
78745	542	83	79	0
78753	1172	95	222	119
78758	382	6	113	12

In the interest of inclusivity, the steering committee agreed that the older adult survey should be translated into the three most common languages other than English: Spanish, Vietnamese, and Chinese (simplified).

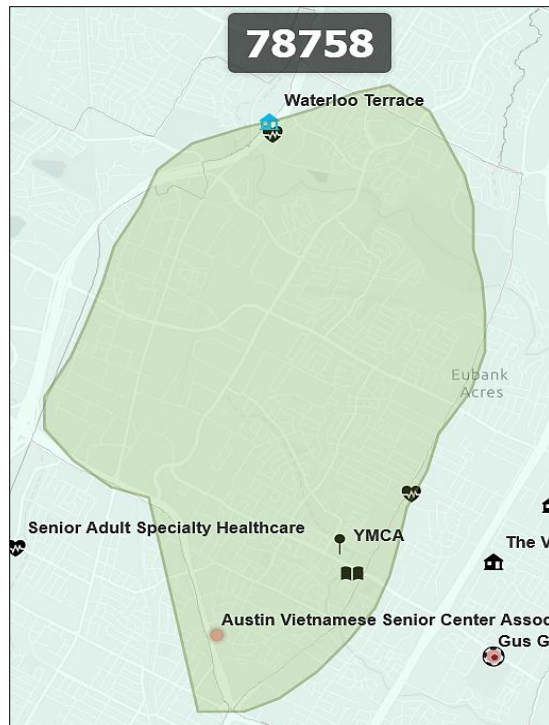
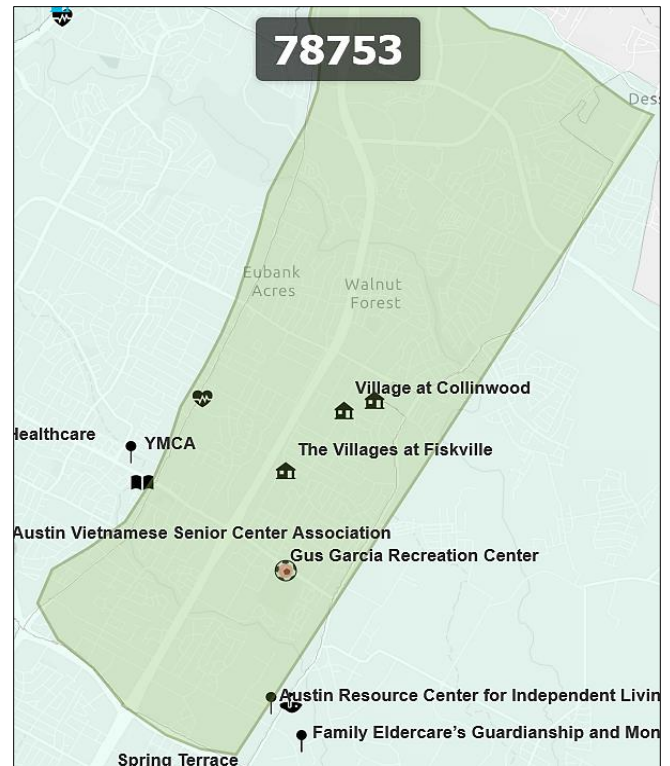
Service Mapping

The maps of Austin and the target zip codes illustrate areas in Austin with fewer identified senior services (see Appendix L for the map of Austin senior services).

The following zip code maps (found on pages 10-12) illustrate the senior services and centers (recreation, senior activity, and daycare centers) in each target zip code. The service type is designated by the corresponding image in the legend below. The service names are provided on the map. Each map is labeled by zip code.

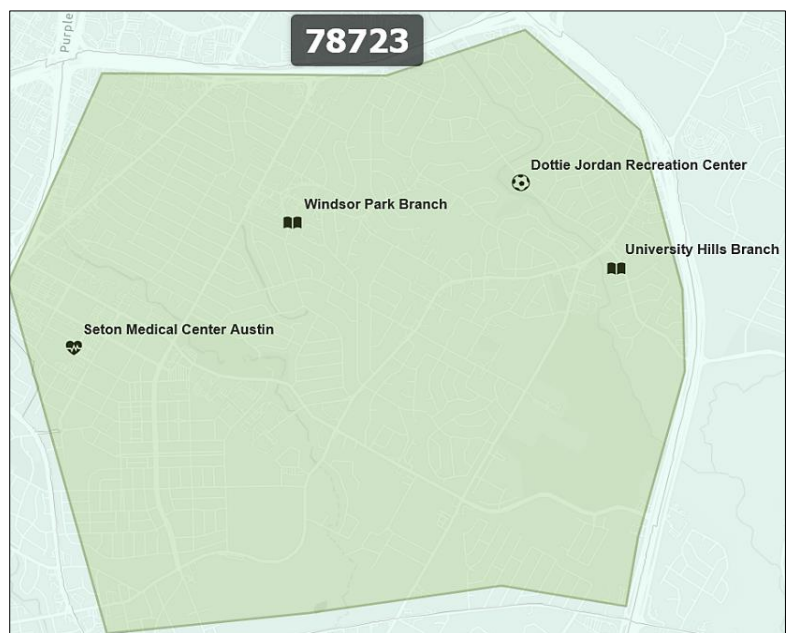


The map of 78753 is on the right. The map shows the location of six services within the zip code – a few housing resources, a recreation center, a meal site, and a medical resource. There are also visible services nearby – a medical resource, two Foundation Communities sites, the YMCA, a library, a senior center, senior activity center, and two other services. There is one center in the zip code and two in relatively close proximity.

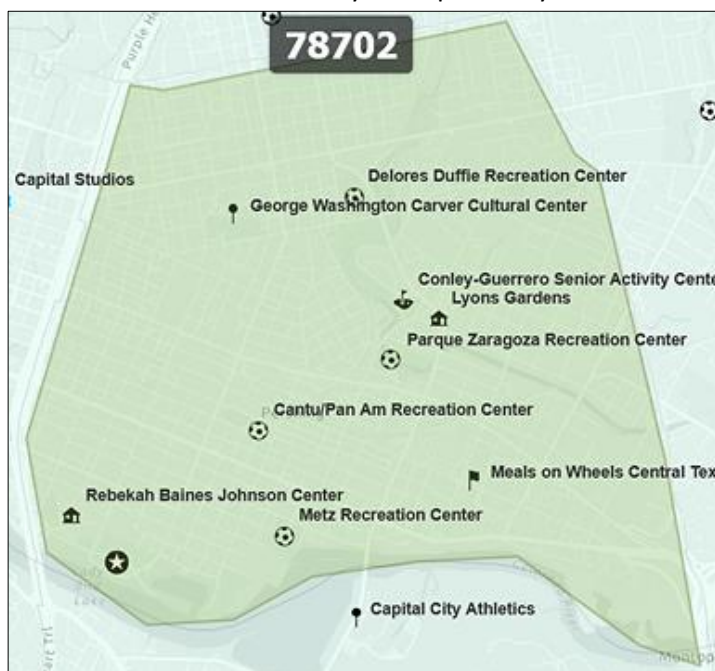
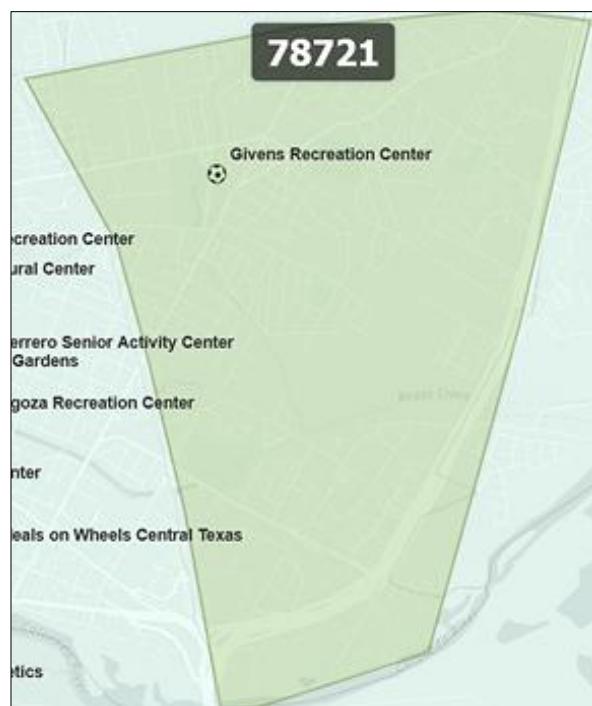


The map of 78758 is on the left. The map shows the location of seven services within the zip code – a Foundation Communities site, two medical resources, a YMCA, a library, a senior center, and a meal site. There are also visible services nearby – a medical resource, housing, a recreation center, and a meal site. There is one center in the zip code and one in relatively close proximity.

The map of 78723 is on the right. The map shows the location of four services within the zip code – two libraries, a recreation center, and a medical resource. There are no visible services in the adjacent zip codes. There is one center in the zip code and none in relatively close proximity.



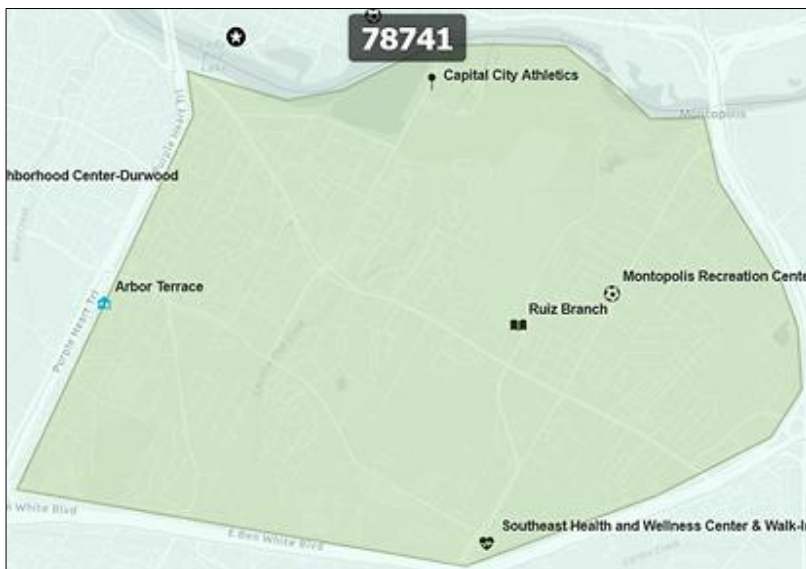
The map of 78721 is to the right. The map shows the location of one service in the zip code – a recreation center. There are also six visible services in the adjacent zip codes. From the map, it appears there is an activity center, two recreation centers, housing, an agency's headquarters, and one other service nearby. There is one center in the zip code and three in relatively close proximity.



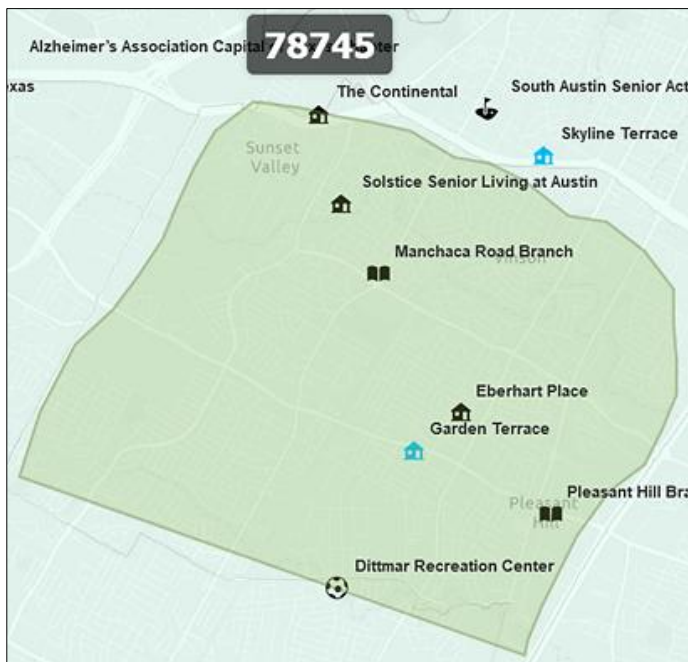
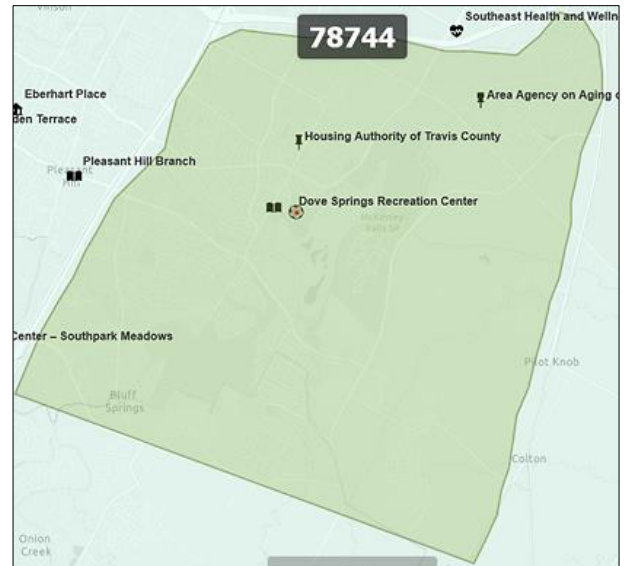
The map of adjacent zip code, 78702, is to the left. The map shows the location of nine services in the zip code – a senior activity center, two housing resources, three recreation centers, an agency's headquarters, and one other service. There

are a few visible senior services in surrounding zip codes – two recreation centers, a Foundation Communities site, and one other service. The current location of the proposed Nash Hernandez building is also located in this zip code. There are four centers in the zip code and two in relatively close proximity.

The map of adjacent zip code, 78741, is to the right. The map shows the location of five services in the zip code – a Foundation Communities site, a medical resource, library, recreation center, and one other service. There are two visible services among the adjacent zip codes – a recreation center and senior center. The proposed location of the Nash Hernandez building is also visible from the map. There is one center in the zip code and two in relatively close proximity.



The map of adjacent zip code, 78744, is to the right. The map shows the location of five services within the zip code – a recreation center, meal site, library, and two agencies. There are also five adjacent services visible from the map – a medical resource, a library, a Foundation Communities site, housing, and a senior daycare center. There is one center in the zip code and one in relatively close proximity.



The map of adjacent zip code, 78745, is on the left. The map shows the location of seven services – three housing, a Foundation Communities site, a recreation center, and two libraries. There are also three visible services in adjacent zip codes – a Foundation Communities site, senior activity center, and an agency. There is one center in the zip code and one in relatively close proximity.

The maps highlight specific zip codes in Austin with greater and fewer senior services. The zip codes in the northern (78758 and 78753) and southern (78702, 78741, and 78745) areas of Austin have a greater number of overall services. The one exception is 78744 which has a similar number of services to the central zip codes. The central zip codes (78723 and 78721) have fewer overall services.

The maps also illustrate specific zip codes with a lower/greater concentration of centers. For most zip codes, there is one center in the area and one in relatively close proximity. There are a few exceptions: 1) 78753 has three centers in relatively close proximity, 2) 78702 has five centers in the zip code and two in relatively close proximity, and 3) 78723 has no center in relatively close proximity of the zip code.

Service Provider Survey

Eleven service providers completed the survey about existing and potential capacity for older adult services (for a complete summary of responses, see Appendix K).

Hours of operation

Based on these responses, most centers offer older adult services Monday thru Friday (n=7), and a few provide services through the weekend (n=3; one service provider did not record their operating hours.). During the summer months, most centers continue to offer the same amount programming (excluding three that provided this information).

Referral method and language accessibility

When asked how their older adult service users receive information about available services, the most common response was “word of mouth;” several listed social media and websites as primary sources of communication about services as well. Most service provider respondents (n=7) reported that they provide language accommodations for English and Spanish speakers, two provide services in English only, and two can accommodate other languages.

Existing capacity of older adult services/activities

The range of older adults (65+) served by participating organizations varied widely, ranging from 10-500 older adults above the age of 65 and 10-1000+ older adults aged 55 and above. Similarly, the number of full-time staff dedicated to older adult services ranged from 1 to 6. A wide range of services are currently offered to older adults by these service providers:

Type of Activity	Number of Service Providers Offering
Physical health activities	10
Fun/social/recreational activities	10
Cultural activities	10
Outdoor activities	9
Arts & crafts	9
Education/learning classes	9
Health screenings	7
Holiday activities	7
Congregate meals	6
Culinary/cooking activities	6
Mental health support (I.e., groups)	4
Other	4 (including Bible study, tips, volunteer opportunities and performances)
Intergenerational activities	3 (including youth and teen-involved cultural activities, concerts and youth volunteer opportunities, and older adult volunteer opportunities)

Transportation

Most providers reported that the percent of older adults that use public transportation to access their facilities is unknown; however, those that were able to report provided a range of 2 to 40 percent. All service providers reported that they are less than a mile from a public transportation stop and only 1 of these reported that there is a bus stop right in front of their entrance. Only 4 service providers have vehicles that can be used to transport older adults, while the rest report that their facilities are accessible via public transportation (I.e., PARD, Capital Metro).

Capacity to increase

Most service providers shared that they have additional capacity and interest in increasing older adult services. Two of the service provider respondents reported that they have renovated space or new construction that can accommodate increased services. Only two reported that they do not have capacity to increase and two were unsure.

Child Care Deserts

To assess the need for child care services to address an intergenerational day center (IDC) model, United Way Success by Six representative Cathy McHorse recommended that we review the map of child care deserts created by Children at Risk. (See Figure 2 below.) Child care deserts are areas or communities with limited or no access to quality child care.

Overall access to child care: Of the eight targeted zip codes:

- 78702, 78721, 78723, 78745, and 78758 are **not considered child care deserts**
- 78744 and 78753 have **25-33 child care seats** per one hundred children of working parents
- 78741 has **15-25 child care seats** per one hundred children of working parents

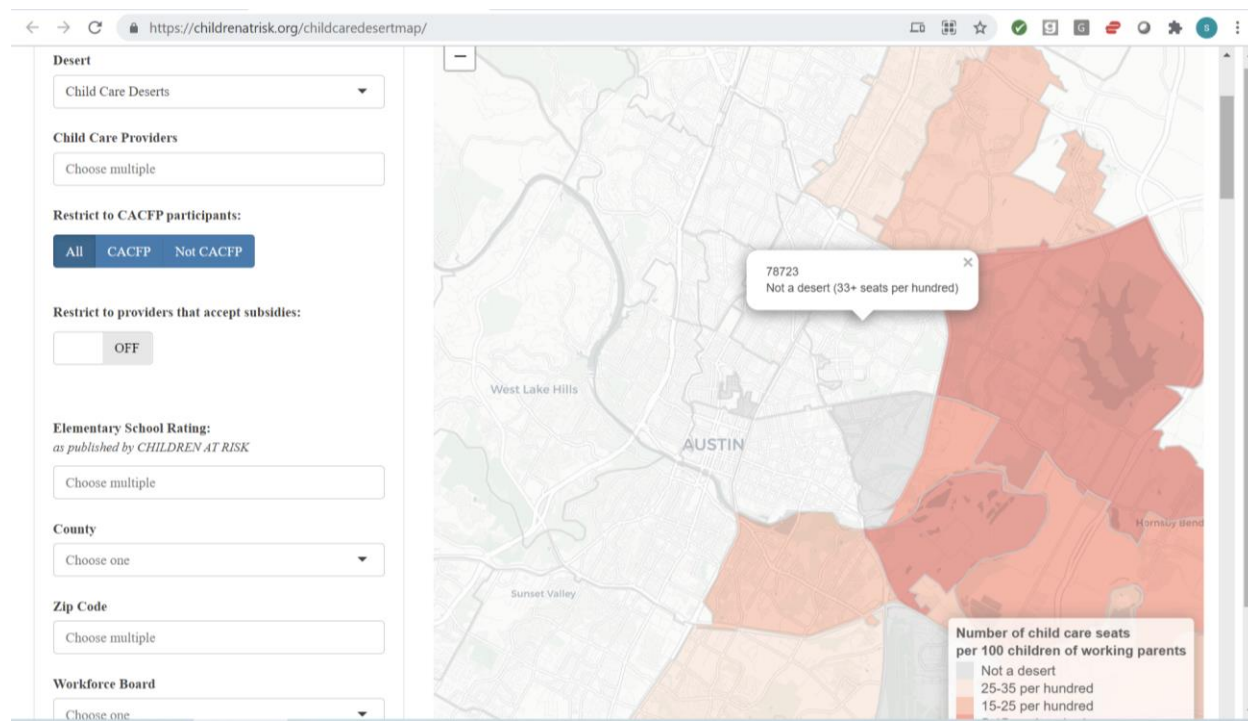


Figure 2. Map of child care deserts^{iv}

Number of Subsidized Child Care Slots: When looking at the access to subsidized child care slots in the targeted zip codes access becomes even more challenging:

- 78723 and 78745 are still **not considered child care deserts**
- 78758 **25-35 subsidized child care seats** per 100 children of working parents (<200% of Federal Poverty)
- 78721 **15-25 subsidized child care seats** per 100 children of working parents (<200% of Federal Poverty)
- 78702 78744 78753 **5-15 subsidized child care seats** per 100 children of working parents (<200% of Federal Poverty)
- 78741 **0-5 subsidized child care seats** per 100 children of working parents (<200% of Federal Poverty)

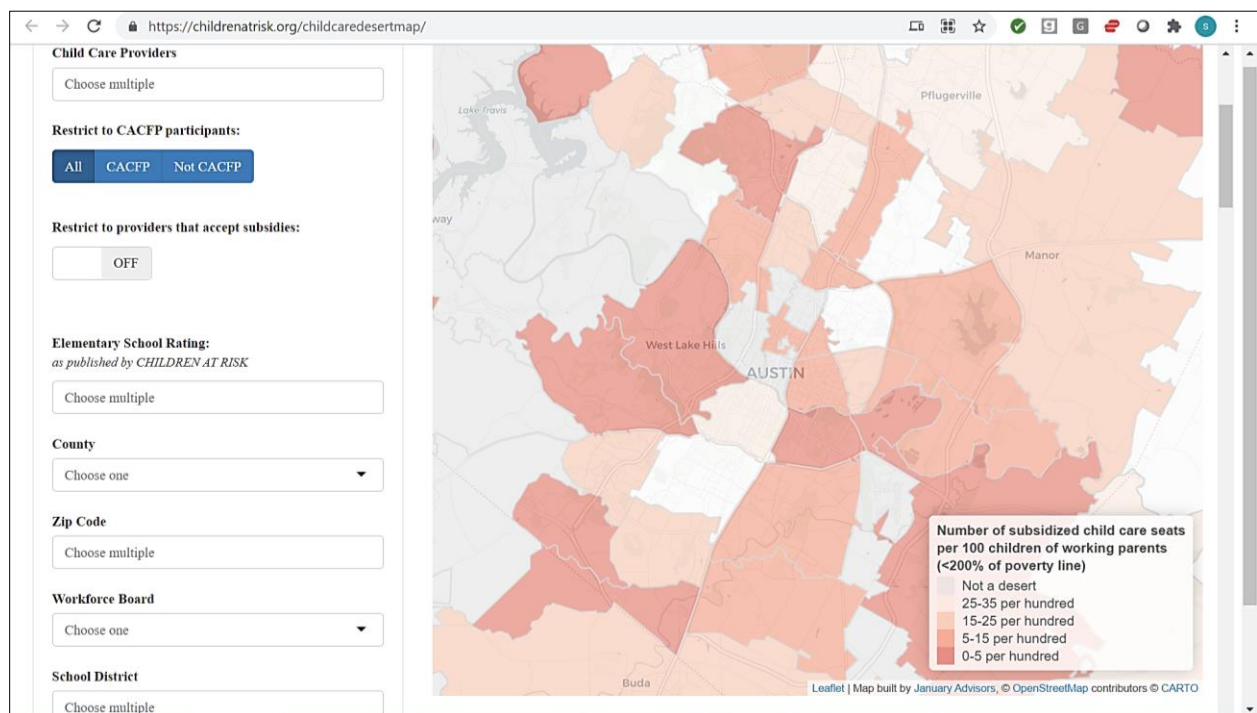


Figure 3. Number of subsidized child care seats per 100 children of working parents (<200% of poverty line)^v

Quality of Child Care: The quality of child care is measured by the number of Texas Rising Star Center (TRS) child care seats per 100 children of working parents (<200% of Federal Poverty). In the eight targeted zip codes:

- 78745 78723 **25-35 TRS child care seats** per 100 children of working parents (<200% of Federal Poverty)
- 78758 **15-25 TRS child care seats** per 100 children of working parents (<200% of Federal Poverty)
- 78702 **5-15 TRS child care seats** per 100 children of working parents (<200% of Federal Poverty)
- 78721 78741 78744 78753 **0-5 TRS child care seats** per 100 children of working parents (<200% of Federal Poverty)

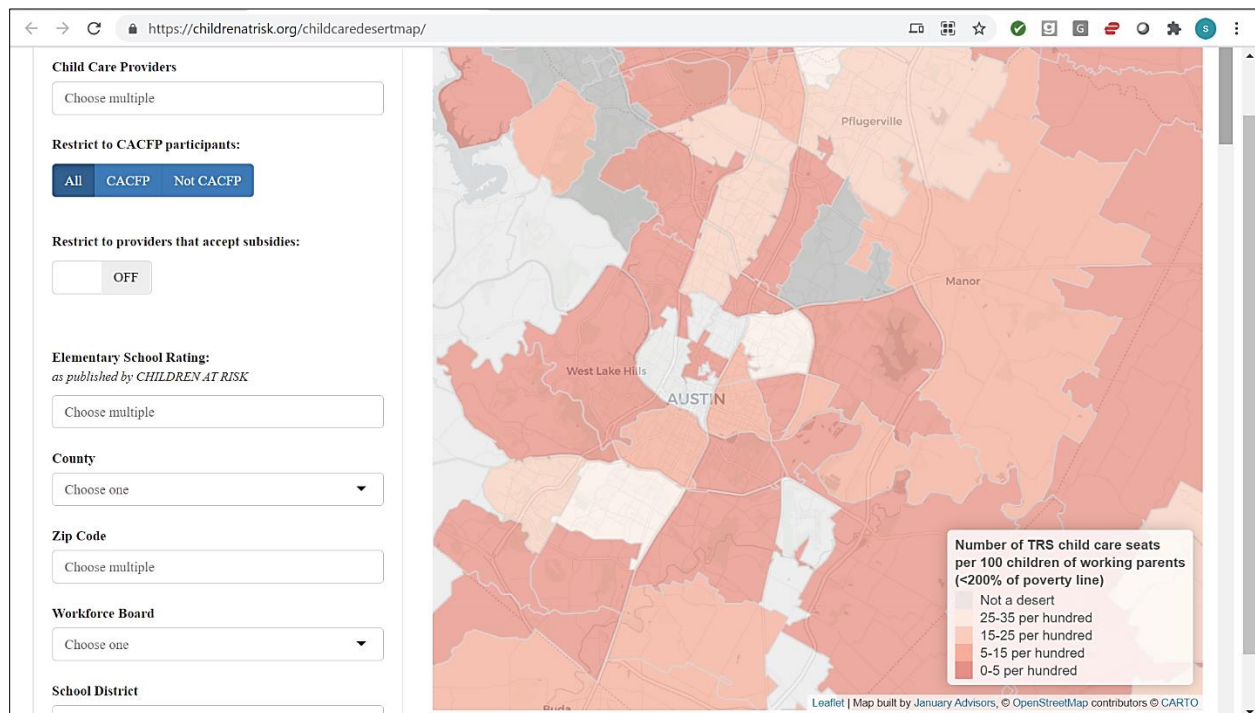


Figure 4. Number of TRS child care seats per 100 children of working parents (<200% of poverty line)^{vi}

Capital Metro Pickup Zones

Since transportation, especially door to door service, emerged as a critical factor for older adults, the relatively new Capital Metro pick up zones were reviewed to determine if they are serving the targeted zip codes. Capital Metro offers an on-demand pickup service in certain designated zones (“service zones”). The cost of this service is equivalent to a MetroBus fare (\$1.25; capitalmetro.org). Currently, Capital Metro has service zones in and near some of the target zip codes: 78753, 78758, 78702, and 78723 (see Figure 5 below).

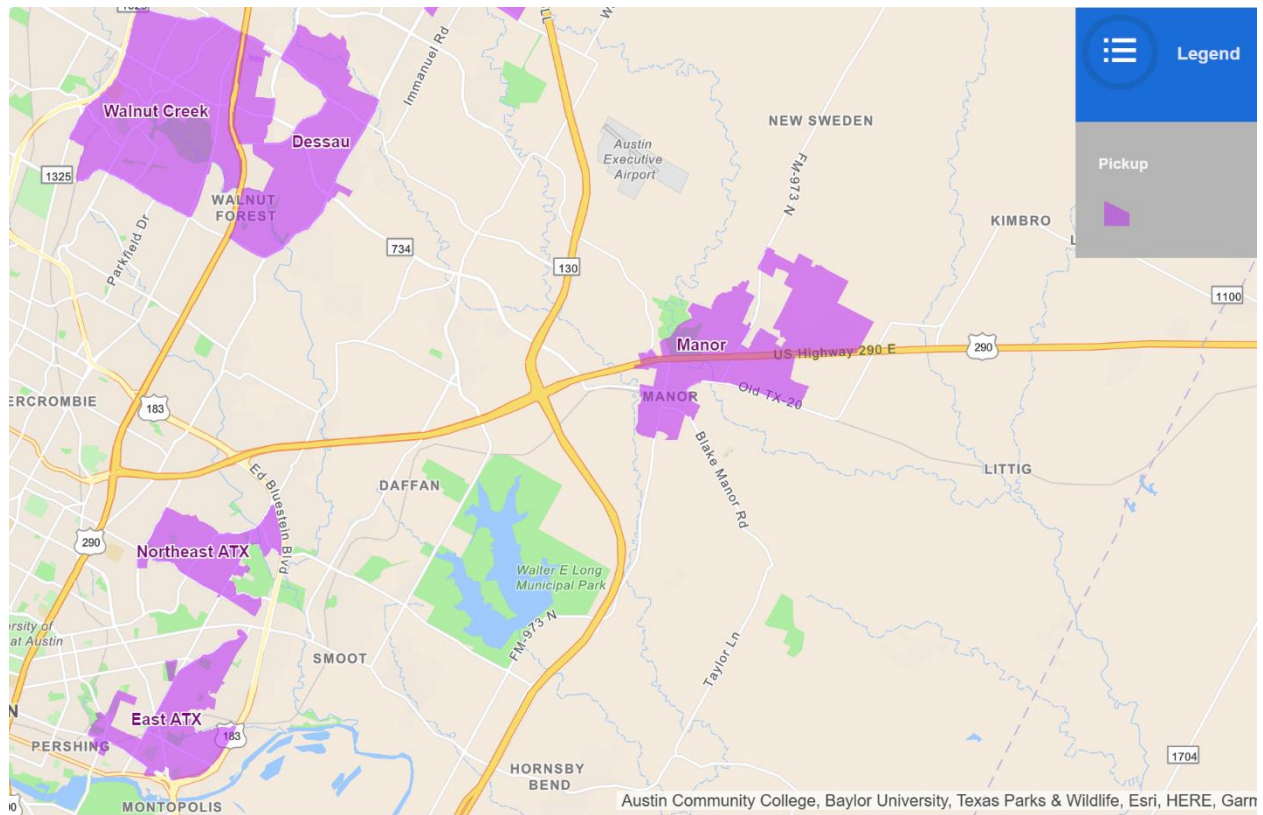


Figure 5. Map of Capital Metro pickup zones^{vii}

Older Adult Survey

Sample Characteristics

The whole sample was comprised of adults aged 55 and older (for characteristics broken down by sample/subsample, see Appendix E). Respondents between the ages of 70 to 74 made up the largest percentage by age (26%) followed by respondents ages 80 and above (22%), 65 to 69 (19%), 75 to 79 (18%), 60 to 64 (12%), and 55 to 59 (3%). The majority of the sample self-identified as female (77%). Over half the sample identified as non-Hispanic/Latino, white (54%); the second largest category was non-Hispanic or Latino, Black or African American (15%). The most common living arrangement reported was living alone (55%), followed by living with a spouse or relative (40%), and living with non-relatives (5%). The sample was almost equally split concerning marital status, wherein the greatest percentage reported that they were single (27%), followed by married (26%), widowed (25%), and divorced/separated (22%). Among those respondents who reported that English was not their first language ($n=156$), the majority (80%) responded that they understand English “very well”.

Referral, Information Sources

Older adults were asked how they get information about older adult services and activities, to which, the majority identified that their primary referral source is “word of mouth.” The following lists reported sources by most to least frequent:

- | | |
|---|--|
| 1. Word of mouth | 7. AARP |
| 2. Senior/Community/Neighborhood Center | 8. Newsletter |
| 3. Austin Senior Programs & Services | 9. Medical Professional |
| 4. Website | 10. Faith-based Organizations/Newspaper (tied) |
| 5. Television | 11. Radio |
| 6. Social Media | 12. Other |

The low-income subsample rated social media higher (fourth) and website lower (sixth) compared to the whole sample (see Appendix F for complete breakdown by sample/subsample).

Service, Activity Preferences

The older adults who shared comments about the senior center activities had mostly positive things to say though there were some comments about accessibility issues, COVID-19 concerns, and feeling that the activities were unsatisfactory. The following table provides the comment types, number of references associated with each comment type, and comment examples.

Comment Type	Number of References	Comment Example
Satisfactory	48	"I miss the daily activities at the Shoal Crest center" "After moving to Austin in 2018. I have attended many of the above and really appreciated them."
Not Always Accessible	22	
with Mobility Limitations	10	"How about outdoor activities for persons who are mobility-restricted? Love picnics, concerts, craft shows but stairs and dangerous sidewalks and streets make using even the best walkers difficult...."
for Transportation Disadvantaged	9	"Severe limitations exist when driving to an activity is required -other than a short distance. There is virtually no public transportation in my area."
with Health Limitations	5	"I am limited to do some of the activities because I have bad knees and back pain. Otherwise I would enjoy doing them."
Limited with COVID-19 Concerns	11	"I'm still social distancing but I'm half vaccinated and will be more amenable to these activities after I am fully vaccinated"
Unsatisfactory	5	"Those [activities] are for healthy living." "I'm a 68 yo senior and still working. Everything is too much geared to retired."

The comments suggest older adults are mostly appreciative of senior centers and activities and look forward to in-person connection. Older adults expressed some reservations about interacting in-person while COVID-19 is still a concern. There are some barriers noted with the activities, including mobility and health limitations. The comments about the barriers as well as the comments that are unsatisfied with center activities suggest that some older adults feel that the activities are not targeted for them and their situations.

When older adults were asked to list activities of interest, the majority were associated with field trips such as outdoor activities (bird watching, camping, kayaking) and going to a new place. The second most mentioned activity was games followed by dance (particularly line dancing) and physically active options. The highest referenced activities were most often partner or group activities (i.e., field trips, dancing, games). The following table provides the comment types and number of references associated with each comment type.

Comment Type	Number of References
Field Trips	33
Games	15
Dance	14
Physically Active	14
Technology	9
Art	8
Crafts	8
Movies	6
Reading/Writing	5
Relationship-building	5
Ancestry/Genealogy	4
Cultural/Language	4
Outside Presenter/Speaker	4
Gardening	3
Faith-Based	2
Music	2

Respondents were asked to reflect on the level of importance of access to various health and human service needs by rating items from 1/not very important to 4/very important. The following items are listed in terms of importance to the sample from most to least important (see Appendix G for breakdown by sample/subsample).

- | | |
|--|---------------------------------|
| 1. Healthcare | 5. Mental, emotional support |
| 2. Learning about available programs, services | 6. Spiritual, religious support |
| 3. Transportation/Basic needs (tied) | 7. Technology |
| 4. Social interaction | 8. Home repair |

It should be noted that the only difference in rating between the whole and low-income subsample was that the latter rated “transportation” and “basic needs” as the second most important and “learning about available programs and services” as third most important.

Intergenerational responses

Respondents were asked to rate their level of interest in a number of general and inter-generational activities using the scale 1/not very interested to 4/very interested. The top 5 and bottom 5 activities that older adults were most interested in were:

Top 5	Bottom 5
1. Physical health	1. Sharing cultural experiences
2. Fun/social/recreational	2. Playing with and nurturing babies
3. Education/learning classes	3. Holding and feeding infants
4. Holiday activities	4. Mentoring
5. Listening to live music and concerts	5. Helping with homework

Of note, the bottom 5 were all intergenerational activities (activities involving preschool through college age young people): sharing cultural experiences, playing with and nurturing babies, holding and feeding infants, mentoring, and helping with homework (see Appendix H for full list). Respondents were most interested in accessing general activities on a weekly basis (46%) and activities with young people on a monthly basis (36%).

Although respondents rated intergenerational activities the lowest, when asked how often they would like to engage in these activities about half (56.4%) responded to the question. Their responses were:

- daily (8.2%)
- weekly (20.4%)
- monthly (27.8%)

Respondents were asked, if they were interested in intergenerational activities, what age group of young people they were most interested in interacting with, for which there was a fairly even split (see Figure 6).

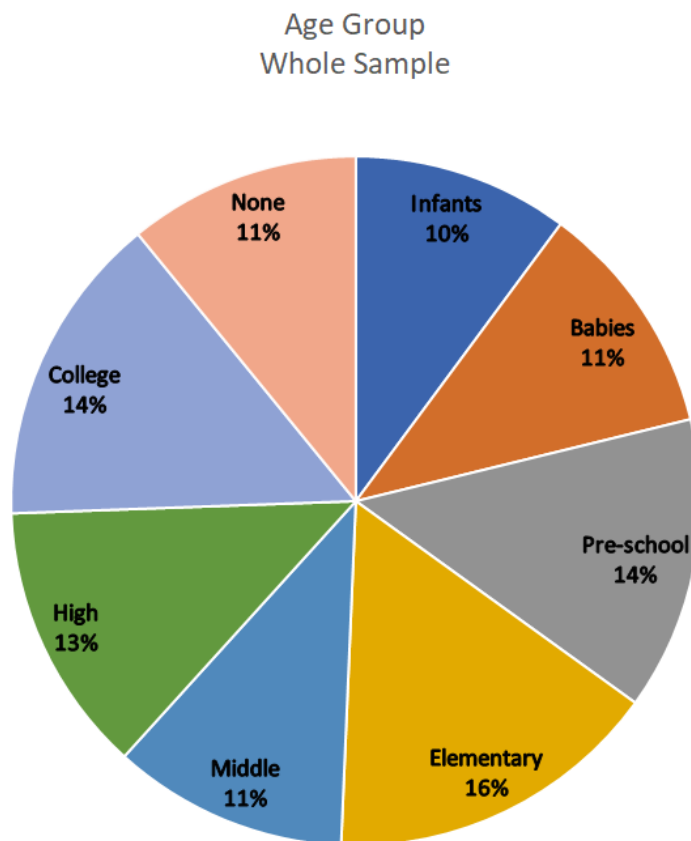


Figure 6. Breakdown of survey responses, age group interaction preferences

In the open-ended questions about inter-generational activities, 9.54% (n=37, approximately ten percent) of the respondents provided a reference that was positive in nature though some were specific to certain populations and/or circumstances. For example, some older adults wanted to interact with babies or older children or preferred interactions with young people that were associated with a specific activity. There were also older adults who expressed a desire to interact with young people if it was at a convenient time. Older adults often discussed the activities as though they were volunteering to help young people rather than seeing the activities as a benefit to their health and well-being.

Some older adults even expressed concerns about their health and how their interactions with young people would be limited. Some older adults also noted reservations about interacting with young people. Their comments suggested they want to interact with young people under certain circumstances, such as particular age groups and specific timeframes, rather than continually with all ages. There were some older adults who expressed no interest in interacting with young people, and these comments generally referred to having worked or provided services as a caregiver and wanting to interact with people of a similar age now that they are older.

The following table provides the comment types, number of references associated with each comment type, and comment examples.

Comment Type	Number of References	Comment Example
Positive	37	"Always happy to help!"
Doing a Specific Activity	15	"Am a retired librarian and would like to encourage reading and writing skills"
With Babies	5	"It would be nice to cuddle with a newborn infant and rock and feed them. Gods angels."
With Older Children	3	"It has been too long being around infants and too long ago for helping students with homework. I have attended university and classified as sophomore. But too many years have gone by. Especially with math and some English grammar rules. I would be happy to help with kindergarten?"
Of No Interest	16	"Big NO for above. Want activities with people my age who are young at heart (not young people)" "Seriously? I raised my children. Now it's my time to enjoy life."
Questionable (expressed reservations)	15	"Love kids but they can get on my nerves at times" "LOVE the babies until they learn to squirm. I'm afraid I will drop one more than 4 months old!"
Limited because of Health	12	"I have dementia & it is hard to communicate, especially when I am feeling very depressed." "Too weak to participate in those types of activities"

In their comments about the types of inter-generational activities they would like to do, older adults referred to similar activities as the ones they noted for the types of activities they would like to see for themselves. Most often, older adults suggested activities that allowed for interpersonal connection (i.e., games and field trips). Of the older adults who provided comments, older adults were more likely to express interest than disinterest in intergenerational activities. This is likely because older adults who were not interested in inter-generational activities did not find it relevant to leave a comment about the types of activities they would be interested in doing with young people.

The following table provides the comment types and number of references associated with each comment type for intergenerational activities.

Comment Type	Number of References
Field Trips	11
Games	11
Physically Active	9
Discussion	6
Technology	6
Cultural	5
Movies	5
Story-type (i.e., reading)	5
String Crafts (i.e., knitting)	4
Faith-based	3
Music	3
Art	2
Mentoring	2
Not Interested	2

In addition to these activity suggestions, older adults were asked what they may want to learn from young people. Older adults' responses suggested a strong desire to understand young people and the new generation. The high number of references for this comment type may provide some context for the general lack of interest in intergenerational activities. It appears older adults may be interested in interpersonal connection rather than intergenerational activities, which suggests older adults are more interested in young people who can have an intellectual conversation rather than a young child. There was no indication about how frequently older adults would like to engage in these interactions, but some of the comments suggest these conversations may not necessarily need to be frequent. For example, some older adults wanted to learn what young people "think about the world"—a topic that may not require daily, or even weekly, discussion.

Older adults did not express much interest in learning specific skills from young people. The one skill mentioned frequently was technology, specifically how to improve computer and phone use. There was also some interest in being around young people for their youthful-like qualities (i.e., innocence, joy).

The following table provides the comment types, number of references associated with each comment type, and comment examples.

Comment Type	Number of References	Comment Example
Their Thoughts/Interests	66	<p>"I like young people and to find out what they are feeling and thinking about life today and the politics"</p> <p>"I would love to have conversations about how they view the world around them."</p> <p>"What I want to learn from anyone; a deeper understanding of how human beings who are not me live their lives."</p>
Technology	27	<p>"Computer/phone shortcuts"</p> <p>"How to get more useful things out of my phone. Like taking photos and improving the picture."</p> <p>"How to use the latest technology."</p>
Nothing	20	<p>"Nothing. They think they know it all. They are ---"</p>
Intangible Things	17	<p>"How to celebrate life even when I'm tired or sore from hard work and stress"</p> <p>"Children are always smiling and transmit joy and happiness, they seldom get stressed and that helps us stay happy"</p>
"How to be Hip"	15	<p>"Just getting to know their culture"</p>
Arts	7	<p>"I'm interested in music, painting, coloring"</p>
Activities	6	<p>"Creative mind. Learn a new skill or a new game"</p>

Reasons for Not Accessing Recreation Center

Respondents were asked to reflect on what might prevent them from accessing a recreational center for services and activities (See Appendix I for full list). The top response for both the whole sample and low-income subsample was “transportation.” In fact, **transportation was identified at least three times the rate of any other option.** The following lists the response options for both the whole and low-income subsample from most to least frequently selected.

Whole Sample	Low-Income Subsample
<ul style="list-style-type: none">• Transportation• Don’t know about options• None• Location• Health limitations• Issues with mobility, access• No interest• Other• Not comfortable in social situations• Not sure if welcomed• No need• Language• Don’t feel activities are for me	<ul style="list-style-type: none">• Transportation• Don’t know about options/Health limitations (tied)• None• Location• Issues with mobility, access• Other• No interest• Not comfortable in social situations• Not sure if welcomed• Language• Don’t feel that activities are for me• No need

A difference that is important to note, within the low-income subsample, “health limitations” was selected as the second most frequent reason to not access a recreational center; wherein, health limitations were the fifth most frequently cited reason in the whole sample.

In the open-ended question that followed, some older adults provided comments about what would make going to activities at a senior/recreational center or library easier. Older adults commented mostly about the need for transportation.

The following table provides the comment types and number of references associated with each comment type.

Comment Type	Number of references
Access to Transportation	63
A More Convenient Schedule	15
Better Health	14
Different Activity Options	13
Information about Activities	12
The End of COVID-19	11
A Companion	6
Greater Accessibility	3
A Convenient Location	3
Decreased Cost	2
Name Tags	2
Greater Outreach	2

Of the comments associated with the need for transportation, there were three types of comments that were mentioned most frequently:

- 1) route challenges,
- 2) not having a ride, and
- 3) time inconvenience.

Most of the comments referred to not having a ride. The comments about not having a ride were mostly associated with needing a ride, but there were some additional comments about needing specific types of transportation options for people who are mobility impaired. The route challenges were associated with not having transportation to the front door of the senior service, having difficulties managing traffic if they were able to access a private vehicle, and weather-related barriers. The comments about time inconvenience were associated with having a ride but not having control of their schedule. For example, they may have a ride to the place but may have to wait a while to get a ride home or may have a ride to the place for one activity but cannot return for another activity later in the day. Older adults would have an easier time going to activities if they had reliable and timely transportation options.

The following table provides the comment types, number of references associated with each comment type, and comment examples.

Comment Type	Number of References	Comment Example
Not having a Ride	47	"Transportation available for mobility challenged people."
Route Challenges	11	"If bus parked closer to building entrance, it would make it more desirable to attend. I have asthma and I am short of breath easily. Makes it difficult to participate in activities if I am already short of breath when I arrive."
Time Inconvenience	5	"Pickup and dropoff but not stay whole day."

COVID-19 Concerns

As it relates to the COVID-19 health pandemic, respondents were asked, "What will need to happen for you to go to a senior/recreational center or library for activities?" (See Appendix J for chart.) Across both samples the frequency order of responses is the same: the most frequently cited response option was "people wearing masks," followed by "getting vaccinated," "reports of no virus," and "other." The least frequently selected options were "I plan to go regardless" and "nothing will make me want to go."

Focus Group Findings

The two focus groups generally mirrored the results from the older adult survey (see Appendix D for the focus group notes). Both groups identified transportation as the primary barrier to participation in activities. While the residents at RBJ Center were more interested in having services provided at their location, they expressed possible interest in going to another senior recreation site if convenient transportation was provided. When asked more specifically about the transportation barriers, focus group participants noted:

- More designated vans for transportation.
- Make sure transit options can accommodate multiple wheelchairs. It was noted that at RBJ Center, when transportation was offered, only two wheelchairs could fit in the van.
- Provide free Capital Metro bus passes.
- Either provide transportation that provides residents the opportunity to go to the center and leave when they want or have very clearly defined times for going to the center and leaving and stick to them, so people don't get stuck waiting.
- Make sure the Center and its pickup and drop off zones are accessible, and that there is seating and shade in the pickup zone.
- Provide transportation – current routes are too far and pick up and drop off takes too long.
- Identify the people who don't drive and create a plan for them.
- Would like to see a shuttle service that can drop off and pick up at several locations (medication, rec center, etc.) – It was noted that the Austin Parks Department senior transportation will provide pick up and take to some additional locations.
- Provide more information about available senior transportation (some were not aware of the Austin Parks Department option).
- It was recommended to create a magnet with the senior center phone number so folks could request rides.

For communication, both groups agreed that their peers do not have enough information about the activities that are available to them. The group at RBJ Center was a little more tech savvy than the group at Dove Springs and more comfortable with receiving or finding information on the internet. The group at Dove Springs was more interested in receiving information from peers and recommended setting up a phone tree where older adults are assigned a small number of people to text when new information or programs are available.

Both groups expressed interest in physical activities and games. The Dove Springs group also expressed an appreciation for the movies shown at the recreation center as they accommodate wheelchairs more easily than movie theaters. Both groups expressed a desire to have more clarity about the mobility level needed in order to participate in physical activities.

There was some divergence in the two focus group responses to intergenerational activities. The group at RBJ Center did not express strong interest in participating in intergenerational activities. Seventy one percent of RBJ Center residents scored a 0-2 on a scale of 1 to 5, with 1 not interested and 5 very interested, when asked “how interested are you in going to a rec or senior center with a children's daycare on-site” and the same percentage also said that they would never want to participate in a program with an on-site child care center. Whereas, in the Dove Springs group only twenty five percent

scored a 0-2. However, those who did want to have intergenerational activities, were also not interested in a shared space but wanted separate space for their senior activities. Similar to the survey, both groups had a wide variety of ages of young people with whom they were interested in interacting. The Dove Springs group was most interested in working with young people to help them to learn to “respect their elders” and share their traditions through playing loteria, sharing folk dance traditions and doing activities like learning how to make tamales. Neither group expressed much interest in daily contact with young people. The Dove Springs group was primarily interested in weekly contact, where those at RBJ Center who did express interest in interacting with young people were primarily interested in monthly contact.

In both focus groups, the impact of COVID-19 was profound. The majority of participants discussed the social isolation and often depression they had felt during the shutdown and the impact of not being able to visit with friends and family. Some participants noted the sense of fragility around their health they experienced either from experiencing COVID-19 themselves or from other incidents such as a fall. A couple of participants expressed that it had given them time to reflect and that they were still able to communicate with family members. All participants expressed an eagerness to get back to peer to peer engagement.

Overarching Recommendations

There are three overarching recommendations based on the quantitative and qualitative data analyses.

1. Invest in increasing older adult services at existing sites in targeted zip codes.

- Provide additional funding to older adults and recreation centers that have additional capacity and interest in expanding services for older adults at their sites.
- Target the growth of City of Austin older adult services in zip codes that include a high number of older adults and pre-seniors who are low-income.
- Provide additional services and activities that older adults have expressed interest in – i.e., field trips, physical activities, games.
- Add Adult Day Health capacity.

2. Assess and invest in the transportation infrastructure to support the needs of older adults.

- Explore options for greater investment in transportation, including more vehicles that can accommodate wheelchair and other mobility supports.
- Address the need for more flexibility and responsiveness of transportation so older adults are not spending hours waiting for, or in, transit.
- Explore potential partnerships with Capital Metro as they implement Project Connect and increase the number of pick-up zones.
- Work with Capital Metro to increase transportation stops at the recreation/senior centers.

3. Increase communication with older adults about available programs using their preferred communication mechanisms.

- Build peer to peer networks for communication.
- Identify older adults who can serve as ambassadors for older adult programs among older adults.
- Use a variety of communication methods – many older adults expressed challenges with accessing technology and relied on information through flyers or other paper methods.

Responses to Research Questions

Is RBJ Center the ideal location for a City intergenerational center project for low-income older adults?

The RBJ Center is located in 78702 which is a high target zip code for low-income older adults. 78702 is not the highest zip code for child-care needs and 78702 is relatively rich in resources for older adults as five City of Austin recreation centers are located in the zip code.

The RBJ Center is expected to complete the new Lady Bird Residential Tower in the fall of 2021. It will consist of 279 units. The existing Rebekah Tower will then be renovated. That renovation should be complete in 2024 at which time the RBJ Center will have a total of 510 units of housing for older adults. 137 of the units will be reserved for Section 8 HUD vouchers and the majority of the other units will be for low-income individuals. Diana McIver and Associates has been hired to manage the buildings and identify the types of services and community programming that will be provided for residents. There are

two commercial spaces open that have 2,500 sq. feet and 3,500 sq. feet available and other retail space will become available as the property is developed. The RBJ Center is hoping to include some medical support in the current retail spaces and is targeting a health clinic, pharmacy, and dental services, but this has not been finalized. There will be a common space in the Lady Bird Residential Tower that can be used for community programming. The exact nature of the programming has not been determined. It has not been decided whether programming will be exclusively for residents or if it will be open to the public as safety issues will need to be carefully considered if programming is public. At this time, RBJ Center leadership has not discussed intergenerational programming. According to Clarke Heidrick, while this is not in the initial plans for the complex, there could be an interest in intergenerational activities and possibly an intergenerational center as the community evolves but this would need a deeper level of discussion. The RBJ Center is located in an area of high need but not the highest need for low-income older adult services. It is in an area in need of affordable child care but not the in the area of highest need for child care services.

Since there are many other services available to older adults in the zip code, it does not have the highest density of low-income older adults, and 78702 is not considered a child care desert, the RBJ Center is not recommended as the ideal location for a City sponsored intergenerational center.

If not, where is the ideal location for services for low-income older adults?

Any of the eight targeted zip codes could benefit from additional supports for older adults but to refine the recommendation, population density, availability of services, and poverty were taken into consideration.

Population density: 78745 has the highest number of older adults 65+ living below 200% of FPL (followed by 78753 and 78758) and pre-seniors 55+ living at 200% (followed by 78753 and 78758).

Poverty: Highest zip code for older adult poverty is 78745 followed by 78702, 78753 and 78758.

The central zip codes (78723 and 78721) have fewer overall older adult services but also a lower density of older adults.

Based on population density and poverty, 78745 is the most ideal location for increasing older adult services. It has one existing recreation center and AGE is building a center there. The next highest zip code for density of older adults and pre-seniors and low-income older adults is in 78753. The Gus Garcia recreation center is the only recreation center located in 78753.

What city buildings and older adult services are available in the identified zip code?

78745: The Dittmar Recreation Center is located in 78745. It is open from 8:00am – 5:00pm Monday-Friday. Older adult programming is offered year-round from 9:00am -12:00pm Monday-Friday. A variety of activities in both English and Spanish are offered for older adults including:

- Arts & crafts
- Music
- Physical health activities
- Fun/social/recreational activities
- Outdoor activities

Dittmar Recreation Center is several blocks from the nearest bus stop. Their survey response indicated that they are not currently conducting intergenerational programming but have the capacity to increase services with additional investment.

While not a City property, it should be noted that AGE is building a new AGE Thrive Social and Wellness center for older adults in 78745 near Southpark Meadows. The building will be called the AGE South Austin Facility. It will house all of AGE's programs including a Thrive Social and Wellness Center (Adult Day Health Center) licensed for 75 people. AGE plans to host other programmatic opportunities for older adults living in the South-Central Texas area. The building is projected to open in early 2023.

78753: The Gus Garcia Recreation Center is located in 78753. During most of the year older adult programming is offered weekdays from 9:00am – 1:00pm. During the summer, however, there is a youth summer camp at the center from 7:30am – 6:00pm and so older adult programming is only offered on Saturdays from 9:00am -1:00pm. According to the program manager, older adults are frustrated by not having access to programming year-round. Older adults are generally offered a variety of programs, including:

- Congregate meals (Monday only)
- Field Trips
- Physical health
- Holiday activities
- Outdoor activities
- Cooking
- Games/Bingo
- Line Dancing
- Arts and Crafts

Note that many of these activities are not available currently due to COVID-19 protocols. Programming is offered in English and Spanish, but during an interview, the program manager noted the high number of individuals of Asian descent in the neighborhood who would like programming in Vietnamese or Mandarin. There is not currently any intergenerational programming that is offered at the site. It is estimated that approximately ten percent of the participants use public transportation, and the rest are either dropped off or drive their own vehicles. The bus stop is approximately a five-minute walk.

Of additional note: During the course of this study, the IDC Advisory Group, which has been exploring opportunities to implement an intergenerational day center model, identified the Nash Hernandez building which is located in 78702 near the RBJ Center and the river as a possible option to become an intergenerational day center. The location is opposite Martin Middle School which has a principal who has expressed interest in intergenerational activities and it is located near the river with an opportunity to build community gardens. The building has not been used for many years and would need a full rehabilitation. It is located approximately four blocks from the nearest bus stop and is currently just outside the pick-up zone for Capital Metro. The community has designed a master plan for the building which calls for it to be used as “shared community spaces (that) might include: a community meeting and dining space; a commercial learning demonstration kitchen that can be a

center for learning healthy meal preparation, publicly-accessible rest rooms and healthy food and drink vending. This program could be linked to community permaculture and “food Forest” areas in the western part of the park between the RBJ Center and I-35, adjacent to the existing community gardens. These sustainably planted areas would be integrated into the overall pastoral landscape of the west park.” It is not clear if the use of the building as an intergenerational day center fits within the community master plan and so the community would need to be engaged in that decision. The building would also need to be assessed to determine if it can meet all the child care licensing standards for indoor and outdoor space.

What services are critical to provide to older adults in the identified location?

Older adults who responded to surveys and focus groups, which shows a level of cognitive ability, clearly want opportunities to be with their peers in both structured and unstructured activities. Desired structured activities include field trips with accessible transportation; games (bingo was frequently mentioned); access to physical activities with clearly outlined ability levels; dancing; and holiday activities followed by technology and arts and crafts. Lower-income older adults are also especially interested in access to health screenings and basic needs supports. Older adults are also interested in having space for unstructured time with peers such as coffee mornings.

Through stakeholder interviews, including with the two funders interviewed, there was also an identified need for an increase in Adult Day Health Service in Austin. Adult Day service centers provide a coordinated program of professional and compassionate services for adults in a community-based group setting. Services are designed to provide social and some health services to adults who need supervised care in a safe place outside the home during the day. They also afford caregivers respite from the demanding responsibilities of caregiving. Adult day centers generally operate during normal business hours five days a week. Austin currently has two programs that target Adult Day services for low-income older adults: AGE of Central Texas which provides services in 78705 and Meals on Wheels Central Texas’ Mike’s Place which provides services in 78702.

A common theme in both the survey and the focus groups was a need for greater communication and outreach to older adults regarding existing programs and transportation options. It was frequently noted that their peers simply did not know what is available. Word of mouth was noted as the primary form of communication and there were some creative ideas about how to increase peer to peer communication by appointing ambassadors or setting up text message phone trees.

Is an intergenerational day center model of a co-located child care and older adult services center the best fit for this project?

The benefits of an intergenerational model have been well documented. They can reduce a sense of isolation, share experiences and skills among generations, allow for an understanding of different perspectives, dispel negative stereotypes, and build overall well-being of participants.

However, what came through consistently in both the survey and the focus groups is that older adults are primarily interested in peer-to-peer interactions and want their own space. The lower level of interest in an intergenerational day space could be influenced by several factors including the pandemic resulting in a stronger desire to be with peers, a lack of experience with intergenerational programming resulting in disinterest, or the limitations of the survey options resulting in a lack of more

comprehensive information. There may also be respondent cultural differences that influenced survey choices, which this project did not fully explore.

Since there are documented benefits to an intergenerational approach and there is a passionate interest among a minority of older adults, this report recommends that an incremental approach is taken to increasing intergenerational programming so that the City of Austin can assess the interest and monitor the impact of the programming prior to investing in a building built as an intergenerational space.

This approach could include:

- Building partnerships with local schools and child care centers to increase connections between older adults and young people.
- Providing convenient transportation to child-care centers and schools so older adults can interact with children of different ages.
- Providing intergenerational activities at recreational/senior centers such as opportunities for older adult to converse with older children and share their cultural traditions and holidays.

How can the project be sustainable?

AGE of Central Texas reviewed the construction costs for remodel that takes a building down to the studs and a complete ground up build. Currently, the cost of construction materials is variable and high. Winter Storm Uri impacted available supplies due to burst pipes, and Tesla and Amazon are triple bidding on materials to maintain priority for their construction projects. Material costs should stabilize in the next 2 to 3 years. The current estimates for a remodel or new construction are as follows:

Cost analysis

New construction for a 20,000 sq./ft. building two story (the cost per square foot goes up the smaller the building due to economy of scale):

\$310 - \$320 per square foot – does not include soft costs

This example = \$6,200,000

Add 12% for design, engineering, permitting, utilities, assessments

This example = \$744,000

Add 5% for FF & E – Furniture, Fixtures and Equipment. This piece can be a little more or a little less depending on choices.

This example = \$310,000

Total = \$7,254,000

For a **remodel**, there are many financial factors involved, depending on the site. Using the Nash Hernandez building as an example, and without an assessment of the building or the land, the project would entail a complete gutting of the facility leaving only the exterior and load bearing walls. The building is approximately 10,000 sq./ft.

\$325 - \$335 per square foot – does not include soft costs

This example = \$3,250,000

Add 12% for design, engineering, permitting, utilities, assessments

This example = \$390,000

Add 5% for FF & E – Furniture, Fixtures, Equipment

This example = \$162,500

Total = \$3,802,500 /less 10% for remodel – saved on materials, and other assessments and permitting depending on information available.

Final Total = \$3,422,250

Local Foundations, the St. David's Foundation and the Anderson Foundation, have expressed interest in continuing to support older adult services, especially Adult Day Health services. However, they have limited interest in supporting capital campaigns. They may be more interested in opportunities for partnerships-- where the City owns the building and they could support older adult programming in areas that target low-income older adults. Both would want to see a commitment to older adult programming from their City partner.

Are partners still committed to the project?

The original partners are still committed to continuing with services. However, their commitments are not location specific. They want to provide services where most needed. Below are the responses from partners about their on-going commitments:

AGE of Central Texas

In April of 2019, AGE committed to drive a direct route from RBJ Center to AGE's Adult Day Health Center to provide services for those older adults residing in RBJ Center or in the 12 zip codes identified in the original report who met the Adult Day Health service requirements. The cost estimates for this commitment were based on adding an additional twelve individuals. According to Suzanne Anderson, AGE maintains a commitment to both increasing the availability of Adult Day Health services and to providing transportation for older adults with cognitive impairment in high need zip codes to Adult Day Health services.

Anderson Foundation

In 2018, the Anderson Foundation wrote a letter of support for an integrated health center at RBJ Center including primary care, social services, adult day services, and early childhood/daycare facility. This was based on a desire to eliminate the loneliness of residents, address residents taking too many medications, increase fall safety measures, address transportation, health care literacy and advanced directives that were identified through an informal assessment by Dr. Stephen Bekanich. In 2021, the Anderson Foundation remains focused on being a basic needs foundation and supportive of increasing the number of Adult Day Health Centers. Cate Sitton, Grants Manager at the Foundation stated that generally the Foundation has not supported intergenerational work even though Day Health centers may have an intergenerational component. Generally, the Foundation funds a limited number of capital campaigns. She stated that even though in the past the Foundation has not funded senior centers, they may have some interest if there is a compelling case made for a collaborative opportunity to serve low-income older adults in targeted zip codes.

Family Eldercare

In 2018, Family Eldercare committed to work with the City of Austin and "support the activities described in the LBJ School of Public Affairs document outlining the bond proposal for the RBJ Health Administration building, including the recommended timeline for construction and opening of a space

for community-based agencies like Family Eldercare to provide services.” Family Eldercare “committed to absorb the operational costs, which will include salary, benefits and all required payroll taxes. This total will be approximately \$210,000 annually. Family Eldercare is committed to providing all the funding and the funding will be available at the beginning of fiscal year, e.g., October 1, 2018, and our commitment is long-term.” Kent Herring, CEO, reports Family Eldercare remains interested in providing service coordination at RBJ Center or in any other location across the community that will serve low-income older adults as long as there is funding available. Family Eldercare is also interested in expanding their service offerings to include the PACE program with benefit enrollment. They are also interested in engaging in intergenerational programming and, once COVID-19 has abated, will be embarking on an intergenerational program with LifeWorks which will connect residents from the LifeWorks complex with residents at Lyons Gardens.

Meals on Wheels Central Texas (MOWCTX) Commitment

The MOWCTX commitment in 2018 was to “support the activities described in the LBJ School of Public Affairs document at the RBJ Health Administration building and absorb the estimated operational costs of \$225,000 a year and provide your own staffing for the program MOWCTX expects to operate at the location”. Adam Hauser, CEO MOWCTX, reports that MOWCTX is still committed to expanding its Mike’s Place services for individuals in the early stages of Alzheimer’s or dementia. They like the RBJ Center or Nash Hernandez building locations as they are in an area with high demand for MOWCTX services and they are also interested in expanding to other areas where there is a need for older adult services for low-income older adults. MOWCTX is interested in the intergenerational model and can see the benefits for its Mike’s Place population and are also focused on an overall expansion of older adult services whether or not they are linked to an intergenerational model.

Open Door Pre-schools

While Open Door pre-school was not part of the original study, they have been participating in the IDC as a possible partner for the pre-school in the intergenerational model. Cynthia McCollum, Executive Director for Open Door Preschools, reports that at the proposed Nash Hernandez site, they would be most interested in a program for babies and toddlers as they are finding that throughout the City, as the Austin Independent School District moves toward greater Pre-K and three year old programming, that families are choosing to put their children into AISD programs, especially if a sibling goes to the school, and there is a greater need for low-cost baby and toddler care. They are interested in intergenerational programming, especially in areas that have been identified as child-care deserts and have experienced success with a “Foster grandparents” program that connects older adults with infants and toddlers. Their sustainability model requires that there is an adequate mix of children whose families are full-pay and children whose care is government funded.

St. David’s Foundation

In their 2018 commitment letter, the St. David’s Foundation indicated that they would continue to support the needs of older adults in Central Texas. This included an interest in increasing Adult Day Health Services, wrap-around case management services and Meals on Wheels services for low-income older adults residing at RBJ Center and in the surrounding neighborhood. According to Andrew Levack, Senior Program Officer, St. David’s Foundation remains committed to increasing and improving senior

services in Central Texas, especially in zip codes that demonstrate a high number of low-income seniors. They are especially interested in projects where a building is already available and they can provide funding toward the support services. They consider this a strategic opportunity to leverage the Foundation's commitment to sustained programmatic support for older adults if the City of Austin can dedicate space from properties that it owns. The Foundation continues to be concerned about the low availability of Adult Day Health Services across the City and has a goal to double the number of Adult Day Health Centers in Central Texas over the next 5 years.

Has the COVID-19 pandemic impacted the need?

Most older adult respondents in the survey and focus groups shared that the COVID -19 pandemic increased their sense of isolation, caused feelings of depression, and reduced their access to friends and family. Rather than participate in typical mental health programming, this experience resulted in a strong desire to interact with their peers and rebuild friendships and connections. Some expressed an openness to learning more about mindfulness and meditation to address their mental health needs. They also expressed fears about being able to connect with others safely. To reconnect older adults with programming, it is recommended that senior centers:

- Communicate and demonstrate that they have COVID-19 safety protocols in place so that older adults will feel safe.
- Offer structured and unstructured (coffee mornings were suggested) activities that allow older adults to congregate with their peers.

Some older adults commented about not feeling like activities at senior/recreational centers were geared toward them or their situation. They suggested the activities were for people who are retired or people who are healthy. These types of comments suggest the information about activities is not targeting all types of older adults and may be unintentionally excluding some older adults. Service providers may need to evaluate their marketing strategy and activity options to ensure they are inclusive.

Older adults also discussed a concern about not feeling welcome at senior centers and not wanting to go alone, which begs the question: How can we help seniors feel more comfortable going to activities and then help them feel welcome and integrated upon arrival? Service providers may want to consider some type of peer friendship program to help incoming older adults acclimate to the environment and provide incoming seniors with social support.

There were also two results—a desire for field trips and a lack of transportation—that highlight the possible social exclusion among seniors who are transportation disadvantaged. This information suggests service providers can improve the social inclusion of older adults while meeting an activity demand for field trips if there are more opportunities for older adults to go on outings.

Recommendations for Future Research Efforts

Challenges, Insights

To inform future research efforts, several challenges were documented throughout this process. Due to the pandemic, most researched locations were closed and there was no identifiable contact person, limiting opportunities for distribution. Relatedly, some older adults were reticent to complete the survey in person at locations where the WNA team was invited to assist older adults in completing the survey in person. The most successful strategy for engaging community partners was to leverage the existing contacts of WNA and the steering committee (via phone calls, emails, and social media requests).

In addition, the surveys had limitations as a primary data collection tool. Many older adults in the targeted zip codes reported technology challenges, limiting the accessibility of the online version. There were also some questions in the survey—the questions related to income, living arrangement, and identity (i.e., race, gender)—perceived as sensitive and some respondents were unwilling to disclose this information. Another limitation was that respondents were not asked if they were interested in volunteering with young people. Without context, older adults reflected in the open-ended responses various interpretations concerning whether or not they were being asked to volunteer their time which may have influenced their responses.

Survey fatigue was also apparent among some respondents who disclosed that they are asked to provide information via survey quite often. Finally, some older adult housing and center staff were weary of allowing access to their residents and attendants out of concern for protecting the privacy and personal information of older adults at these locations. It should be noted that some of these concerns were mitigated by providing additional information to leadership to explain the study.

Throughout this study, we heard from service providers that the availability of translated versions of the survey were paramount to ensuring inclusivity. Unfortunately, translated versions of the survey were only made available half-way through the data collection process, yielding a low response rate (n=3). In future research efforts involving this population, it would be prudent to ensure translated versions of data collection tools are available earlier in the research process to improve the response rate of respondents for whom English is not a primary language.

Summary

The older adult population is growing at a rapid rate and there are areas of the City that have a high density of older adult populations that are low-income. These zip codes are an investment opportunity for the City to reduce social isolation among older adults by increasing the availability of older adult activities. While the majority of older adults are interested in peer-to-peer interaction, there are a passionate minority who want to engage in intergenerational activities. The City has an opportunity to increase its investment in intergenerational programming and assess its impact and interest.

Appendices

- A. Methodology
- B. Older adult survey
- C. Distribution list of organizations
- D. Older adult focus group questions
- E. Older adult sample characteristics by sample and subsamples
- F. Referral information Sources (ordered most to least frequent)
- G. Service Access Importance (ordered most to least important)
- H. Activity Preference (ordered most to least interested)
- I. Reasons for not accessing senior centers
- J. COVID-19 concerns
- K. Service provider inventory
- L. Map of Austin senior services

Appendix A. Methodology

To address the research questions, WNA collaborated with a steering committee comprised of project stakeholders. WNA performed this study with two parallel lines of inquiry concerning (1) older adults' geographical location and service preferences, and (2) existing and potential capacity for older adult services.

Defining low-income older adults and older adult services:

To address the research questions guiding this inquiry, the following definitions were used:

- **Adult Day Services:** Adult day service centers provide a coordinated program of professional and compassionate services for adults in a community-based group setting. Services are designed to provide social and some health services to adults who need supervised care in a safe place outside the home during the day.
- **Intergenerational day center model:** an environment where multiple generations receive ongoing services and/or programming at the same site, and generally interact through planned and/or informal intergenerational activities – locally this has been discussed as combined child care and Adult Day Health center.
- **Intergenerational activities:** social engagements and interactions, bringing together younger and older generations for a common purpose.
- **Low-income:** Adults living at or below 200% of the U.S. Federal Poverty Level (FPL) (U.S. Department of Health & Human Services, 2021).
- **Older adult:** Individuals aged 55 and older
- **Older adult services:** Health and human services that are accessible to low-income older adults that include: clinics and hospitals, older adult-focused organizations (i.e., AGE of Central Texas), senior housing, and common locations for older adult activities (recreation centers, senior centers, and libraries).
- **Target zip codes:** Those zip codes identified as having the highest estimated density of low-income older adults, considering other demographic characteristics (i.e., disability status, dual eligibility for state health insurance).

Parallel Lines of Inquiry

The objectives, data collection method, and analyses were designed to answer the following major research questions:

- Where are low-income older adults living in Austin?
- What services are currently available to low-income older adults?

Figure 7 illustrates the evolving process used to answer these questions. The first step in each process involved analyzing available data. The second step involved engaging stakeholders to gather additional data that was not previously available.

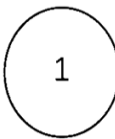
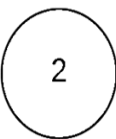
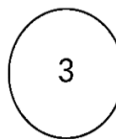
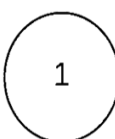
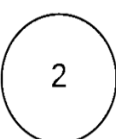
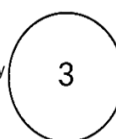
Where are older adults in Austin?	Demographic Analysis & Previous Research Review  <p><i>Objective:</i> Use census data to identify and describe zip codes with the highest density of low-income older adults.</p> <p>To summarize what was discovered about older adult activity preferences in previous local research.</p>	Older Adult Survey  <p><i>Objective:</i> To answer the following questions: (1) What are the activity preferences of older adults? (2) What barriers do older adults experience accessing services in centers?</p>	Older Adult Focus Group  <p><i>Objective:</i> To provide context to quantitative findings about service preferences and needs.</p>
What services are available to older adults?	Service Mapping  <p><i>Objective:</i> Identify and map available health and human services available to low-income older adults in and around target zip codes.</p>	Older Adult Service Provider Survey  <p><i>Objective:</i> To answer the question, What activities do senior centers, recreation centers, and libraries already provide to low-income older adults in target zip codes?</p>	Older Adult Service Provider Inventory  <p><i>Objective:</i> Create a comprehensive document of existing and potential service provider capacity for older adult activities and services.</p>

Figure 7. Research questions and related processes

The subsequent sections outline the general processes employed to answer each overarching research question.

Demographic Analysis

In April 2021, Travis County identified the population experiencing poverty as being highest in the east. A recent report by the University of Texas at Austin identified the “eastern crescent” as having the highest concentration of economic disadvantage^{viii}. The demographic analysis focused on those identified zip codes in the City of Austin. Census data from the American Community Survey (2019, 5-year estimates) were used to answer the study question: Where are low-income older adults living in the City of Austin? The purpose of this analysis was to locate the highest density of low-income older adults in the City of Austin within 13 pre-identified zip codes identified in the Travis County Poverty Brief^{ix}. Data for older adults who report income at or below 200% FPL were included in the analysis. The estimated number of low-income older adults in each zip code were recorded versus the population percentages, as the latter may be diluted by the rapid population growth in Austin that primarily consists of younger individuals.

In addition to reporting the number of older adults living in these zip codes, the steering committee was presented with data concerning the rate of older adults living below poverty with a disability, dual eligible, and living alone (consistent with the LBJ report; see Table 1 in “Findings” section). The intended outcome of this analysis was to identify a reduced number of “target zip codes” to be considered for the location for a senior center that could include an intergenerational model. These zip codes were further explored concerning their available services accessible by low-income older adults within and adjacent to those zip codes.

Older Adult Survey

The purpose of the older adult survey was to learn about the service and activity preferences of older adults in and around the target zip codes. The initial survey questions were adapted from previous older adult studies in Austin^x. Through an iterative process of refinement with the project steering committee, an English version of the survey was finalized in mid-April (see Appendix B for the final survey). The survey was made available in both print and online using the SurveyMonkey platform. It was determined

that there was a need for translated version of the survey. The City of Austin provided translation services, with alternate versions of the survey in Spanish, Vietnamese, and Simplified Chinese (completed and distributed by May 10th). The English versions of the survey were distributed as an online link and PDF to partner organizations from mid-April through mid-May, and the translated versions were made available on May 10th online and through pen and paper distribution. Data collection concluded on June 1st, 2021.

The checkbox items on the survey were analyzed for the whole sample ($n=388$) and sub-samples of low-income older adults ($n=196$) and low-income older adults in target zip codes ($n=95$). To identify the “low-income” sample, a variable was created using information provided by respondents concerning their income bracket and number of adults living with them. This information was used to identify those individuals who met or fell below 200% FPL. It should be noted that given the sensitive nature of these questions, some older adults chose not to share this information. Therefore, the “low-income” subsamples may be under-representative of the actual number of low-income older adults in the whole sample.

The open-ended items from the survey were analyzed for the whole sample. This allowed greater interpretability of the data because 1) the number of responses to be coded varied among the open-ended items – with as many as 182 comments for one item and as little as 123 responses for another item and 2) the content of the responses was not always helpful--some of the responses were irrelevant (i.e., “Need assistance in obtaining Covid shot”), uninterpretable (i.e., “SoCo”), or did not add meaning to the data (i.e., none, NA, ?).

Online Distribution

The online survey was distributed on the social media pages of the Aging Services Council. A QR code was attached to all pen and paper surveys to provide older adults an alternate option for completion. The link and PDF of the survey were emailed to partner and faith-based organizations for distribution (see Appendix C for a list of organizations). Additionally, interns at AGE for Central Texas assisted in completion of surveys by making scripted phone calls to older adult clients of the organization and entering their responses directly into SurveyMonkey.

Pen & Paper Distribution

Pen and paper surveys were printed by AGE of Central Texas and the City of Austin for distribution at research locations: local senior and recreation centers, libraries, healthcare places, religious organizations, and low-income older adult housing locations in targeted zip codes (see Appendix C for a list of drop locations). Approximately 1000 pen and paper surveys were printed and dropped at these locations. To increase the responses rate, staff from the City of Austin recreation centers sent self-addressed return envelopes to the older adults who participate in their programs and included the surveys with their monthly newsletters. Partner organizations were also provided the option to either collect the surveys for pick-up or scan and email survey responses to the WNA team. During the data collection period, a member of the WNA team set up a table at two Foundation Communities sites and a WellMed clinic to assist older adults in filling out the survey and to collect additional field notes about the survey process. All pen and paper surveys were entered by a member of the WNA project team.

Older Adult Focus Groups

Focus groups were conducted in June 2021 at two sites 1) the RBJ Center located in 78702 and 2) the George Morales Dove Springs Recreation Center in 78744. There were 26 total participants. All

participants signed a focus group consent form. At the end of the session all participants received a \$20 gift card to HEB.

At the Dove Springs Recreation Center there were 12 participants all of whom participate in senior programming. Eight were female and four were male. All spoke Spanish with about fifty percent also able to respond in English. Translation was available.

At the RBJ Center, there were 14 participants all of whom resided at RBJ Center (between 4 and 18 years). Ten were female and four were male. We observed diversity of race and ethnicity, but folks were not asked to self-identify their race and ethnicity. All spoke English.

WNA facilitated the focus groups, asked the same questions to each group and took notes. The questions used to facilitate discussion can be found in Appendix D.

Service Mapping

In the second phase of this study, health and human services (such as senior-specific agencies, faith-based senior resources, senior centers, meal sites, medical facilities, libraries, and housing) available to low-income older adults in the target zip codes were identified through an iterative process of internet searches (including a search of 2-1-1 resources) and steering committee additions and confirmation. This process also included communicating with key stakeholders in the community familiar with specific senior resources, such as faith-based senior resources. Using ArcGIS mapping software, these services were designated on a map within the target zip codes and surrounding areas to ascertain where there may be service gaps within the city of Austin.

Service Provider Survey

The purpose of the service provider survey was to create a working inventory of available services and activities accessible by low-income older adults. The information sought through this survey included details about the frequency and type of activities and services available and capacity for additional services and activities (i.e., resources, space). The service provider survey was sent to a list of service providers by a program manager for the City of Austin on June 1st, 2021. A follow-up email was sent on June 15th to service providers who had not yet participated.

Presentations

The preliminary results from the survey were shared with the Commission on Seniors and the City of Austin recreation centers so key findings and recommendations could be reviewed and any additional comments or corrections could be made before submitting the final report.

Appendix B. Older adult survey



Taking this survey makes you eligible to win a \$50 HEB gift card.

AGE of Central Texas is working with the City of Austin to get information about the types of activities that interest older adults (people 55 and older) at local senior centers, recreational centers, and libraries. This survey is one method for getting this information. Please answer the following:

1. What is the zip code of your home address? _____
2. What is your age?
 - ☐ 54 years or younger
 - ☐ 55-59 years
 - ☐ 60-64 years
 - ☐ 65-69 years
 - ☐ 70-74 years
 - ☐ 75-79 years
 - ☐ 80 years or older
3. Where do you get information about services for older adults (choose all that apply)?
 - ☐ Word of mouth/friends/family
 - ☐ Television
 - ☐ Radio
 - ☐ Internet
 - ☐ Social media
 - ☐ Newspaper
 - ☐ Newsletter
 - ☐ Senior/community/neighborhood center
 - ☐ Austin senior programs and services
 - ☐ Faith-based organization/church
 - ☐ Medical doctor/professional
 - ☐ AARP
 - ☐ Other: _____

4. How do you rate the importance of access for yourself to each of the following?

Please choose the box that applies, from (Not important at all) to (Very important).

	Not Important at all	Somewhat Important	Important	Very Important
Health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social interaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spiritual or religious support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental or emotional support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Basic needs (food, rent, utilities)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning about available programs or services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

We know that many people are still socially isolating/distancing due to the COVID-19 pandemic.

Please respond to the below questions as though the COVID-19 pandemic has ended.

5. How interested are you in going to a senior/recreational center or library for the following activities?

Please check the box for each activity to indicate your level of interest from Not Interested at All to Very Interested

	Not Interested at All	Somewhat Interested	Interested	Very Interested
Congregate/group meals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arts and crafts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Music (choir, sing-alongs, band, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listening to live music/concerts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education/learning classes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental health support groups or therapy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical health (exercise classes, sports, yoga, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health screenings (blood pressure, diabetes checks, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fun/social/recreational (bingo, field trips, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Cultural activities, performances, or lectures (Día de los Muertos, Black History Month, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Holiday activities (4 th of July, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor activities (gardening, riding bikes, walking trails, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Culinary/cooking activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Animal-inclusive activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5.1 Please share any comments or thoughts about the activities above:

5.2 Please list any activity you would like to do that is not listed above:

5.3 How often do you want to go to a senior/recreation center or library for any of the above activities?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Never

6. How interested are you in going to a senior/recreational center or library for the following activities with young people? **Please check the box for each activity to indicate your level of interest from Not Interested at All to Very Interested**

	Not Interested at All	Somewhat Interested	Interested	Very Interested
The following activities are with pre-school through college young people:				
Playing games and doing activities	1	2	3	4
Helping with homework	1	2	3	4
Sharing cultural experiences and traditions	1	2	3	4
Mentoring	1	2	3	4
The following activities are with infants and babies:				
Holding and feeding infants	1	2	3	4
Playing with and nurturing babies	1	2	3	4

6.1 Please share any comments or thoughts about the activities above:

6.2 Please list any activity you would like to do that is not listed above:

6.3 How often do you want to go to a senior/recreation center or library for any of the above activities with young people?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Never

6.4 Which group of young people do you like to be around (choose all that apply)?

- ☐ Infants
- ☐ Babies
- ☐ Pre-school
- ☐ Elementary
- ☐ Middle school
- ☐ High school
- ☐ College
- ☐ None

6.5 What, if anything, do you want to learn from young people?

7. What are your top reasons for not going to activities at a senior/recreational center or library (choose all that apply)?

- ☐ Problem with transportation
- ☐ Location of activity is not convenient
- ☐ No need for activities
- ☐ Issues with mobility and access
- ☐ Health limitations
- ☐ Lack of language accessibility at senior/recreational center or library
- ☐ No interest in activity options
- ☐ Don't know about the activity options
- ☐ Don't feel that the activities are for me ("I am not old enough")
- ☐ Not comfortable in new social situations
- ☐ Not sure if would be welcomed
- ☐ Other: _____
- ☐ None

8. If you identified any reason(s) for not going, what would make going to activities at a senior/recreational center or library easier for you?

9. We know the COVID-19 pandemic has kept people at home. What will need to happen for you to go to a senior/recreational center or library for activities (choose all that apply)?

- ☐ Getting vaccinated
- ☐ People wearing masks
- ☐ Reports of no virus in the community
- ☐ I plan to go regardless of vaccination or virus in the community
- ☐ Other: _____
- ☐ Nothing will make me want to go

It is helpful for us to know more information about you so we can best serve the community. Please answer the following:

10. What is your gender:

- ☐ Man
- ☐ Woman
- ☐ Transgender
- ☐ Non-binary
- ☐ Prefer to self-describe: _____
- ☐ Prefer not to answer

11. How do you identify your race (choose all that apply)?

- ☐ White
- ☐ Black or African American
- ☐ Native American or American Indian
- ☐ Asian or Pacific Islander
- ☐ Other
- ☐ Prefer not to answer

12. Are you of Hispanic, Latino, or Spanish heritage?

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

13. What is your marriage status?

- a. Single
- b. Married/Domestic partnership
- c. Widowed
- d. Divorced/Separated

14. What is your primary language? _____

15. [If a language other than English]: How well do you understand English?

- ☐ Very well
- ☐ Somewhat well
- ☐ Not well at all

16. What is your estimated annual household income? (This includes all income such as social security.)

- ☐ Less than \$13,000
- ☐ \$13,001 – \$19,999
- ☐ \$20,000 – \$29,999
- ☐ \$30,000 – \$39,999
- ☐ \$40,000 – \$49,999
- ☐ \$50,000 – \$59,999
- ☐ \$60,000 and above

17. What is your living situation?

- ☐ Living alone
- ☐ Living with spouse or relative
- ☐ Living with non-relatives

18. How many people live with you? _____

If you want to be in the drawing to win the \$50 HEB gift card, please give us your contact information:

Name: _____

Email (if you have one): _____

Phone number (if you have one): _____

Address: _____



Appendix C. Distribution list of organizations

Representatives of the following organizations allowed the WNA team to collect surveys on-site and/or provided distribution assistance with both online and pen and paper surveys.

- AARP
- AGE of Central Texas
- Aging is Cool
- Austin Parks & Recreation
- Austin Public Libraries
- City of Austin
- Foundation Communities
- Housing Authority City of Austin
- Meals on Wheels Central Texas
- Senior Access

Appendix D. Older adult focus group questions

RBJ Center Focus Group

06/24/21

Participants: 14 participants all of whom reside at RBJ Center (between 4 and 18 years). Ten were female and four were male. We observed diversity of race and ethnicity, but folks were not asked to self-identify their race and ethnicity. All spoke English. All participants signed a focus group consent form. At the end of the session all participants received a \$20 gift card to HEB.

George Morales Dove Springs Recreation Center Focus Group

06/29/21

Participants: 12 participants all of whom participate in senior programming at the George Morales Dove Springs Recreation Center. Eight were female and four were male. All spoke Spanish with about fifty percent also able to respond in English. Translation was available. All participants signed a focus group consent form. At the end of the session all participants received a \$20 gift card to HEB.

The same questions were asked of both focus groups.

Questions

Managing social issues at centers

1. What can we do to help seniors feel more comfortable going to a center by themselves?

Providing information to seniors

1. How can we reach more seniors when giving information about centers and activities?

COVID-19 health impact

1. What has been the impact of COVID-19 on your physical or mental health?

Intergenerational activities -- Daycare on site?

1. On a scale of 1 to 5 with 1 not interested and 5 very interested, how interested are you in going to a rec or senior center with a children's daycare on-site?
2. How often would seniors want to go to a center with a children's daycare? (Daily, Monthly, Weekly, Never)

3. Other than a daycare, are there any other activities you would like to do with young people (0-18)

Transportation (not having a ride)

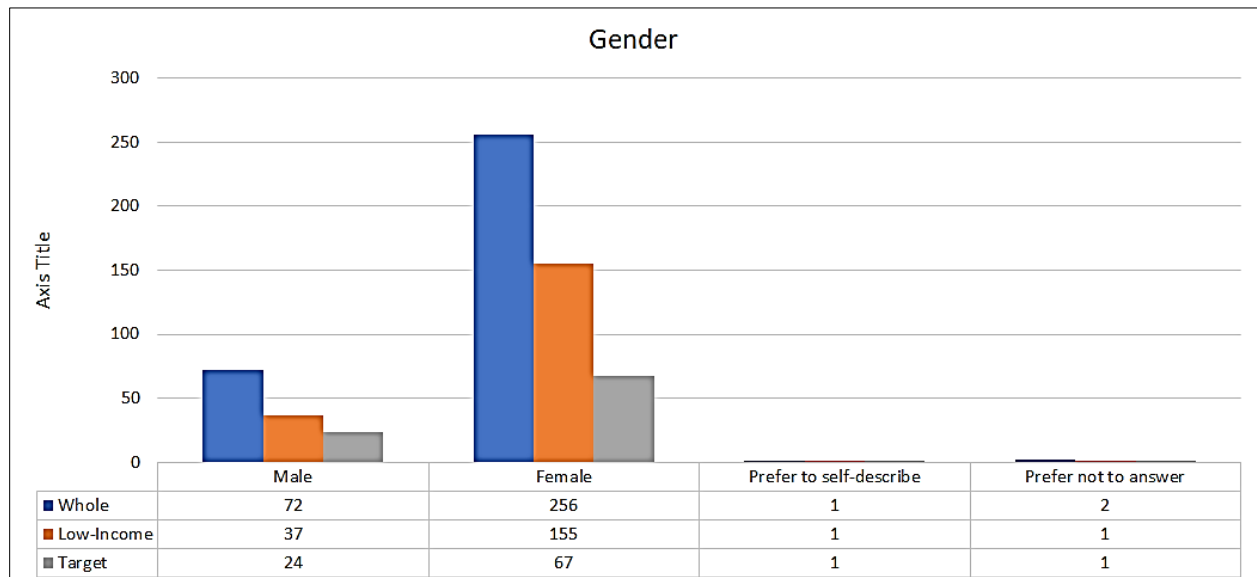
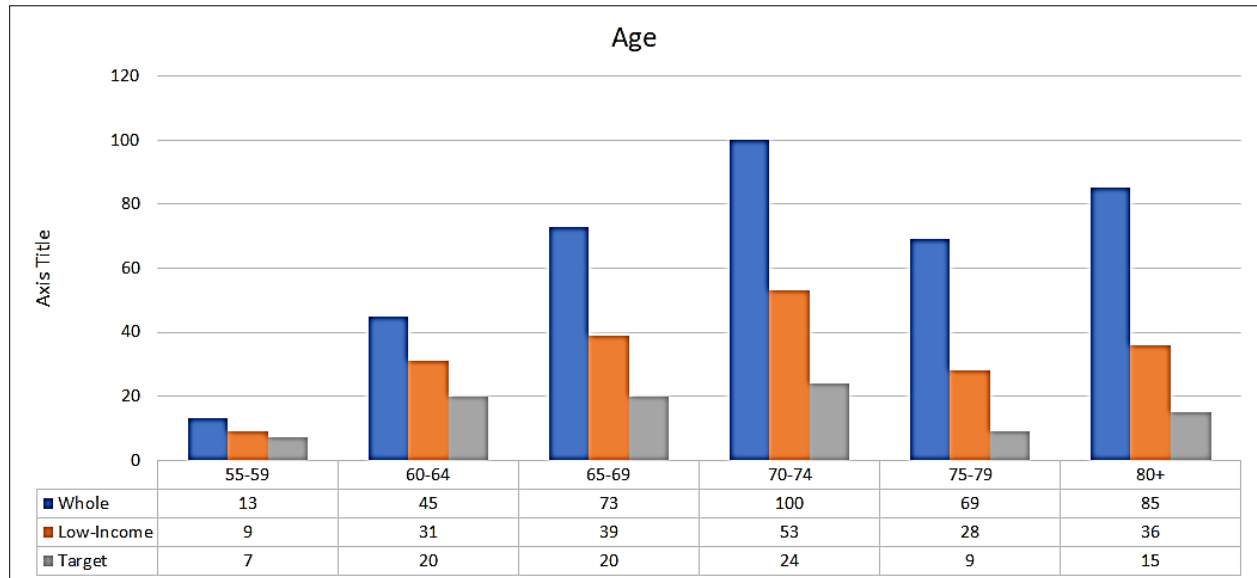
1. Other than providing a ride to seniors, how can centers help seniors without transportation connect with other seniors?
2. Other than providing a ride to seniors, how can centers help seniors without transportation take part in activities?

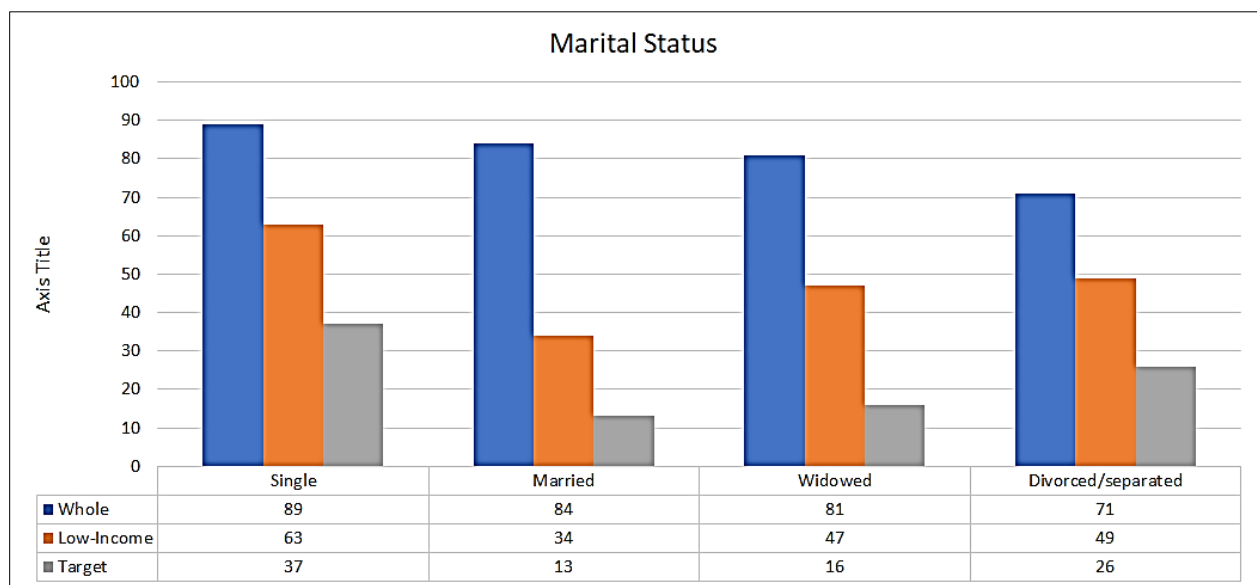
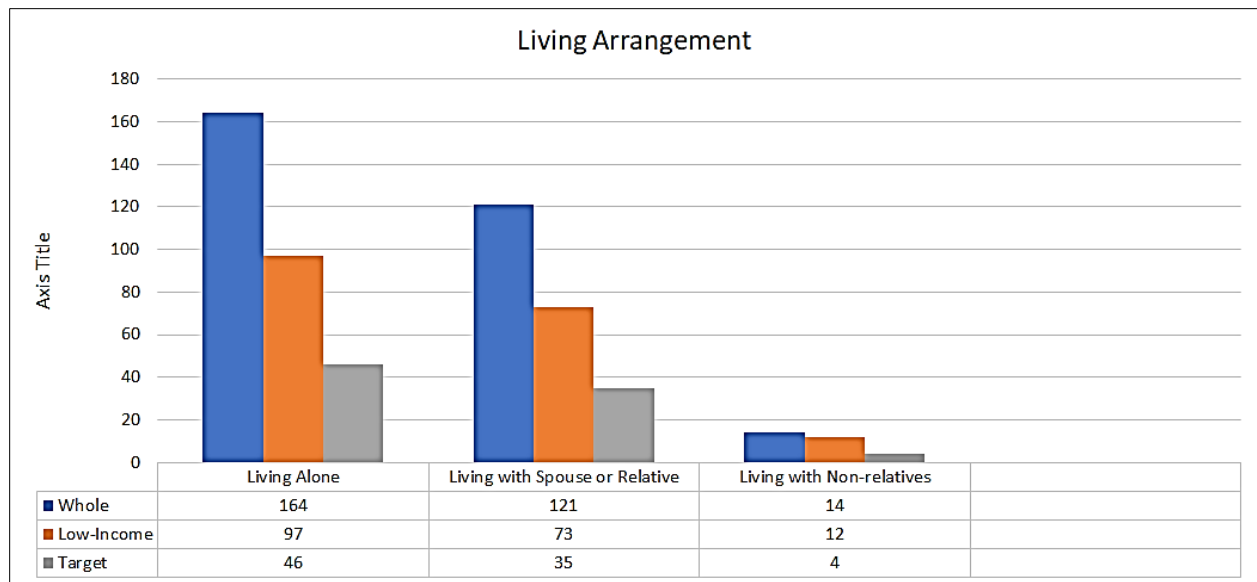
Physical Activities

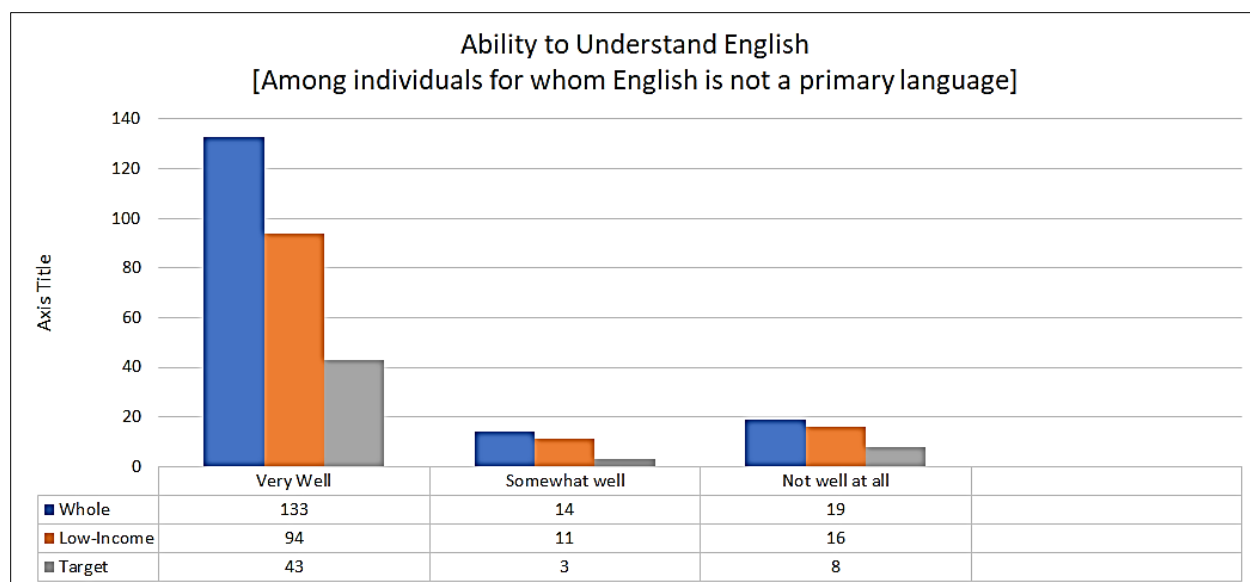
1. What kinds of physical activities are seniors interested in?

Any other comments you want the City of Austin to think about for seniors.

Appendix E. Older adult sample characteristics by sample/subsample







Appendix F. Referral and information sources (ordered most to least frequent)

Whole Sample (N=388)	Low-Income Sample (N=196)
Word of Mouth	Word of Mouth
Senior/Community/Neighborhood Center	Senior/Community/Neighborhood Center
Austin Senior Programs & Services	Austin Senior Programs & Services
Website	Social Media
Television	Television
Social Media	Website
AARP	AARP
Newsletter	Newsletter/Medical Professional*
Medical Professional	Faith-based Organization/Other*
Faith-based Organization/Newspaper*	Newspaper
Radio	Radio
Other	
*Frequency was equal for both items	

Appendix G. Service access importance (ordered most to least important)

Whole Sample (N=388)	Low-Income Sample (N=196)
Healthcare	Healthcare
Learning about available programs, services	Transportation/Basic needs (Food, rent, utilities)*
Transportation/Basic needs (food, rent, utilities)*	Learning about available programs, services
Social interaction	Social interaction
Mental, emotional support	Mental, emotional support
Spiritual, religious support	Spiritual, religious support
Technology	Technology
Home repair	Home repair
*Average rating was equal for both items	

Appendix H. Activity Preference (ordered most to least interested)

Top and Bottom 5

	Whole Sample (N=388)	Avg	Low-Income Sample (N=196)	Avg
T O P 5	Physical health	3.07	Physical health	3.01
	Fun/social/recreational	3.03	Fun/social/recreational	2.98
	Education/learning classes	2.82	Holiday activities	2.84
	Holiday activities	2.78	Education/learning classes	2.81
	Listening to live music, concerts	2.74	Health screenings	2.81
B O T T O M 5	Sharing cultural experiences, traditions with pre-school through college young people	1.92	Sharing cultural experiences, traditions with pre-school through college young people	1.98
	Playing, nurturing babies	1.83	Holding, feeding babies	1.96
	Holding, feeding infants	1.82	Playing, nurturing babies	1.95
	Mentoring preschool through college young people	1.78	Helping preschool through college young people with homework	1.83
	Helping preschool through college young people with homework	1.76	Mentoring preschool through college young people	1.83

General Activity Interest

Whole Sample (N=388)	Avg	Low-Income Sample (N=196)	Avg
Physical health	3.07	Physical health	3.01
Fun/social/recreational	3.03	Fun/social/recreational	2.98
Education/learning classes	2.82	Holiday activities	2.84
Holiday activities	2.78	Education/learning classes	2.81
Listening to live music, concerts	2.74	Health screenings	2.81
Health screenings	2.73	Listening to live music, concerts	2.79
Outdoor activities	2.70	Outdoor activities	2.73
Cultural activities	2.67	Congregate meals	2.67
Congregate meals	2.61	Culinary/cooking	2.63
Culinary/cooking	2.52	Cultural activities	2.61
Arts and crafts	2.49	Arts and crafts	2.60
Mental health support	2.48	Mental health support	2.54
Music	2.23	Music	2.33
Animal-inclusive	2.11	Animal-inclusive	2.21
*Average rating was equal for both items			

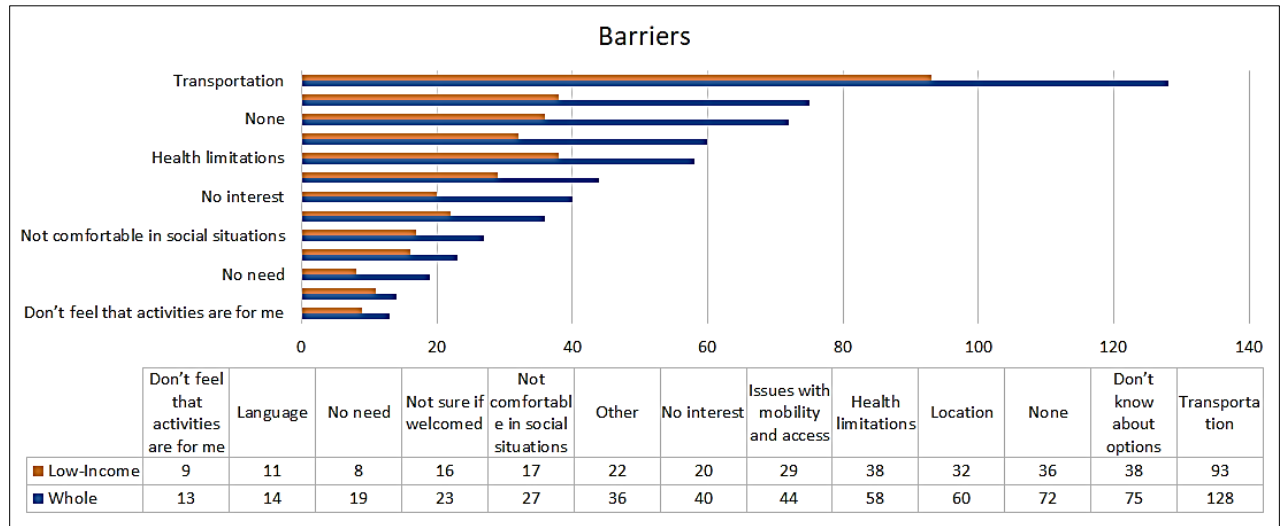
Activities with Young People Interest

Whole Sample (N=388)		Low-Income Sample (N=196)	
Physical health	Avg 3.07	Physical health	Avg 3.01
Fun/social/recreational	3.03	Fun/social/recreational	2.98
Education/learning classes	2.82	Holiday activities	2.84
Holiday activities	2.78	Education/learning classes	2.81
Listening to live music, concerts	2.74	Health screenings	2.81
Health screenings	2.73	Listening to live music, concerts	2.79
Outdoor activities	2.70	Outdoor activities	2.73
Cultural activities	2.67	Congregate meals	2.67
Congregate meals	2.61	Culinary/cooking	2.63
Culinary/cooking	2.52	Cultural activities	2.61
Arts and crafts	2.49	Arts and crafts	2.60
Mental health support	2.48	Mental health support	2.54
Music	2.23	Music	2.33
Animal-inclusive	2.11	Animal-inclusive	2.21
*Average rating was equal for both items			

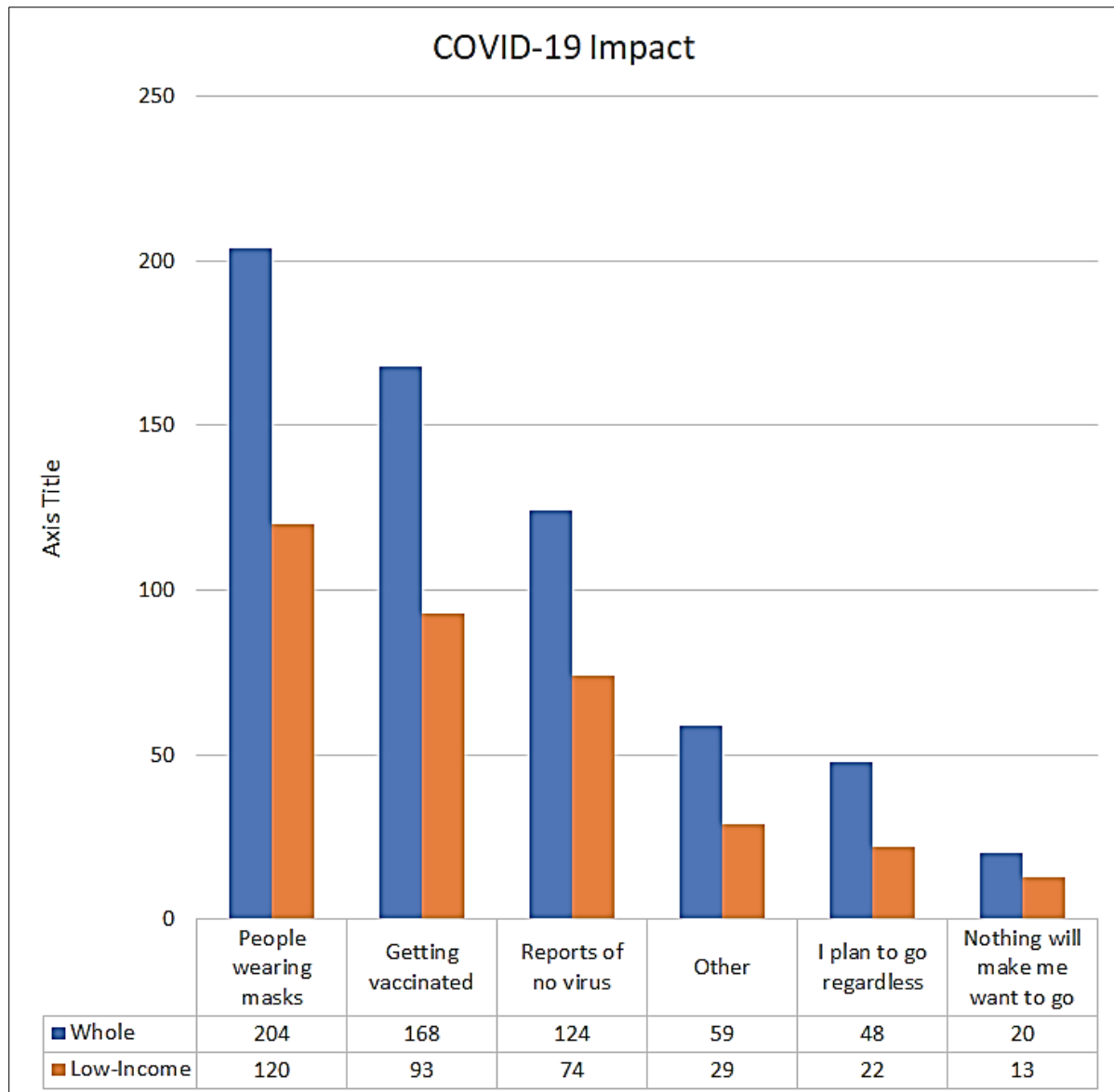
Frequency of Activities Interest

	Whole Sample (N=388)	Low-Income Sample (N=196)
General Activities	Weekly (46%) Monthly (26%) Daily (20%) Never (8%)	Weekly (48%) Monthly (29%) Daily (17%) Never (6%)
Activities with Young People	Monthly (36%) Never (27%) Weekly (26%) Daily (11%)	Monthly (38%) Weekly (26%) Never (25%) Daily (11%)

Appendix I. Reasons for not accessing senior centers



Appendix J. COVID-19 concerns



Appendix K. Service provider inventory

Location & Hours of Operation

Name of Facility/Address	Contact	Hours of Operation	Summer Hours
Gus Garcia Recreation Center 1201 E. Rundberg Lane 78753	Tamika Bateman Tamika.bateman@austintexas.gov (512)978-2525	Monday – Friday: 9:00 am – 6:00 pm For older adults: Monday – Friday: 9 am – 1:00 pm	Reduced: Older adult programming only available Saturdays 9:00-1:00 pm due to summer camp for children
George Morales Dove Springs Recreation Center 5801 Ainez Dr. 78744	Barbara Garcia barbara.garcia@austintexas.gov (512)974-3840	Monday – Friday: 9:00 am – 9:00 pm Saturday: 10:00 am – 4:00 pm Sunday: 12:00 – 4:00 pm For older adults Monday – Friday: 9:00 am – 1:00 pm	Reduced
Asian American Resource Center 8401 Cameron Rd. 78754	Van Doan van.doan@austintexas.gov (512)974-1700	Monday, Tuesday, Friday, Saturday: 9:00 am – 5:00 pm Wednesday & Thursday: 9:00 am – 9:00pm For older adults Monday – Thursday: 9:30 am - 1:30 pm	Still available at same level
Dittmar Recreation Center 1009 W. Dittmar Rd. 78745	Clay Shelton clay.shelton@austintexas.gov (512)974-6061	Monday – Friday: 8:00 am – 5:00 pm For older adults Monday – Friday: 9:00 am -12:00 pm	Still available at same level
Virginia L Brown Recreation Center 7500 Blessing Ave 78752	(512)974-7865	[Not provided]	[Information not provided]

Givens Recreation Center 3811 E 12th St. #1936 78721	Tameisha Carter Tameisha.Carter@austintexas.gov (512)974-2564	Monday - Sunday (specific hours not provided; 70 hours total) <i>For older adults</i> 20 hours total (specific days/hours not provided)	Reduced
Alamo Recreation Center 2100 Alamo St. 78722	Devon Farber devon.farber@austintexas.gov (517)974-5680	Monday – Friday: 9:00 am – 6:00 pm <i>For older adults</i> Monday – Friday: 9:00 am – 1:00 pm	Still available at same level
Conley-Guerrero Senior Activity Center 808 Nile St. 78748	West Baxter West.Baxter@austintexas.gov Sharon L. Bryant-Campbell sharon.bryant-campbell@austintexas.gov (512)978-2660	Monday – Friday: 9:00 am – 3:00 pm	Still Available at same level
South Austin Senior Activity Center 3911 Menchaca Rd. 78704	Maria R Reyes maria.reyes2@austintexas.gov Justin Perez justin.perez@austintexas.gov (512)978-2400	Monday – Friday: 8:00 am – 5:00 pm	Still available at same level
Lamar Senior Activity Center 2874 Shoal Crest Ave. 78705	Leticia Alvarez leticia.alvarez@austintexas.gov Jerilyn Rainosek jerilyn.rainosek@austintexas.gov (512)978-2480	Monday: 8:30 am – 8:30 pm Tuesday – Thursday: 8:30 am – 4:30 pm Friday: 8:30 am – 1:30 pm/6:00 – 10:00 pm	Still available at same level
Montopolis Recreation Community Center 1200 Montopolis Dr. 78741	Stella Saldana stella.saldana@austintexas.gov (512)978-2300	Monday – Friday: 8:00 am – 5:00 pm <i>For older adults</i> Monday, Wednesday, Friday: 9:00 am – 12:00 pm	Reduced

Turner-Roberts Recreation Center 7201 Colony Loop Dr. 78724	David Blackwood david.blackwood@austintexas.gov (512)978-2690	Monday – Friday: 9:00 am – 9:00 pm Saturday: 10:00 am – 4:00 pm <i>For older adults</i> Monday – Friday: 9:00 am – 1:00 pm	Still available at same level
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Outreach & Language Accessibility

Name of Facility/Address	Outreach	Language Accessibility
Gus Garcia Recreation Center	<ul style="list-style-type: none"> • Email • In person programming 	English Spanish (noted need for Vietnamese and Mandarin)
George Morales Dove Springs Recreation Center	<ul style="list-style-type: none"> • Word of mouth • Website • Social media 	English Spanish
Asian American Resource Center	<ul style="list-style-type: none"> • Word of mouth • Website • Social media • Newsletter • Local nonprofit community orgs 	English Chinese
Dittmar Recreation Center	<ul style="list-style-type: none"> • Word of mouth • Website • Social media • Newsletter 	English Spanish

Givens Recreation Center	<ul style="list-style-type: none"> • Word of mouth • Website • Social media • Senior/community/neighborhood center • Faith-based organizations 	English
Alamo Recreation Center	<ul style="list-style-type: none"> • Word of mouth • Website • Social media • Newsletter 	English
Conley-Guerrero Senior Activity Center	<ul style="list-style-type: none"> • Word of mouth • Website • Social media • Newsletter • Senior/community/neighborhood center • Austin Senior Programs & Services • Medical professionals • AARP 	English Spanish
South Austin Senior Activity Center	<ul style="list-style-type: none"> • Word of mouth • Radio • Website • Social media • Newsletter • Senior/community/neighborhood center • Austin Senior Programs & Services • Medical professionals • AARP 	English Spanish Chinese Hindi Korean

Lamar Senior Activity Center	<ul style="list-style-type: none"> • Word of mouth • Website • Social media • Newsletter • Senior/community/neighborhood center • Austin Senior Programs & Services • Faith-based organizations • Medical professionals 	English Spanish
Montopolis Recreation Community Center	<ul style="list-style-type: none"> • Word of mouth • Website • Social media • Newsletter • Senior/community/neighborhood center 	English Spanish
Turner-Roberts Recreation Center	<ul style="list-style-type: none"> • Word of mouth • Website • Newsletter • Senior/community/neighborhood center 	English Spanish

Estimated Capacity

Name of Facility/Address	Total Estimated Capacity	Number of Classrooms	Average Number of Older Adults Served Per Week	Average Number of Adults (55+) Served Per Week	Number of FTE Staff Dedicated to Older Adults	Available Physical Capacity to Increase
Gus Garcia Recreation Center	Limited to 20 in gym and 10 per room during COVID-19	4	10-15	unknown	1	Yes

George Morales Dove Springs Recreation Center	1425	5	18	17	1	Yes - Our building was just renovated
Asian American Resource Center	Unknown	6	145	145	1	Not sure
Dittmar Recreation Center	Unknown	4	25	25	1	Yes
Virginia L Brown Recreation Center	[information not provided]	[information not provided]	[information not provided]	[information not provided]	[information not provided]	Yes - We would like to expand our program to more seniors in the area
Givens Recreation Center	350	3	15	15	1	Yes
Alamo Recreation Center	24	1	16	30	0.5	No
Conley-Guerrero Senior Activity Center	600	6-10	400	60-375	4-5	Yes - The center is able to offer afternoon programs from 1:00 – 4:00 pm
South Austin Senior Activity Center	250-300	7-9	150-500	300-1000+	3-6	No
Lamar Senior Activity Center	175-200	8-10	100-465	100 – 500+	2-3	Yes - Some room availability at various times throughout days; varies day to day and hour to hour
Montopolis Recreation Community Center	20	4	15-20	15-20	1	Yes - we have a new building and have plenty of room
Turner-Roberts Recreation Center	350	5	10-15	10-15	4	Not sure

Services & Activities

Name of Facility/Address	Types of Services & Activities Offered	Intergenerational Activities	Other Activities
Gus Garcia Recreation Center	<ul style="list-style-type: none"> • Congregate meals (Monday only) • Field Trips • Physical health • Holiday activities • Outdoor Activities • Cooking • Games/Bingo • Line Dancing • Arts & crafts 	No	Bible study
George Morales Dove Springs Recreation Center	<ul style="list-style-type: none"> • Congregate meals (5 days/week) • Arts & crafts • Education/learning classes • Physical health activities • Health screenings • Fun/social/recreational activities • Cultural activities • Holiday activities • Outdoor activities 	[information not provided]	[information not provided]
Asian American Resource Center	<ul style="list-style-type: none"> • Congregate meals (4 days/week) • Arts & crafts • Education/learning classes • Physical health activities • Fun/social/recreational activities • Cultural activities 	N/A	[information not provided]

	<ul style="list-style-type: none"> • Holiday activities • Outdoor activities 		
Dittmar Recreation Center	<ul style="list-style-type: none"> • Arts & crafts • Music • Physical health activities • Fun/social/recreational activities • Outdoor activities 	N/A	[information not provided]
Givens Recreation Center	<ul style="list-style-type: none"> • Arts & crafts • Music • Education/learning classes • Mental health support groups/therapy • Physical health activities • Health screenings • Fun/social/recreational activities • Cultural activities • Holiday activities • Outdoor activities • Culinary/cooking activities 	N/A	Performances
Alamo Recreation Center	<ul style="list-style-type: none"> • Congregate meals (5 days/week) • Arts & crafts • Education/learning classes • Physical health activities • Health screenings • Fun/social/recreational activities • Cultural activities • Outdoor activities • Culinary/cooking 	N/A	Bible study

Conley-Guerrero Senior Activity Center	<ul style="list-style-type: none"> • Congregate meals (5 days/week) • Arts & crafts • Music • Listening to live music • Education/learning classes • Physical health activities • Health screenings • Fun/social/recreational activities • Cultural activities • Holiday activities • Outdoor activities • Culinary/cooking activities 	N/A	[information not provided]
South Austin Senior Activity Center	<ul style="list-style-type: none"> • Congregate meals (5 days/week) • Arts & crafts • Music • Listening to live music • Education/learning classes • Mental health support groups/therapy • Physical health activities • Health screenings • Fun/social/recreational activities • Cultural activities • Holiday activities • Outdoor activities • Culinary/cooking activities • Animal-inclusive activities 	Youth and teens participate in different cultural activities throughout the year	[information not provided]
Lamar Senior Activity Center	<ul style="list-style-type: none"> • Arts & crafts • Music 	Concerts & youth volunteer opportunities (spring break, summer)	Tips

	<ul style="list-style-type: none"> • Listening to live music • Education/learning classes • Mental health support groups/therapy • Physical health activities • Fun/social/recreational activities • Cultural activities • Holiday activities • Outdoor activities • Culinary/cooking activities 		
Montopolis Recreation Community Center	<ul style="list-style-type: none"> • Listening to live music • Education/learning classes • Mental health support groups/therapy • Physical health activities • Health screenings • Fun/social/recreational activities • Cultural activities • Holiday activities • Outdoor activities 	Senior volunteer opportunities (i.e., Back to School Give Away, Stocking Give Away, Easter egg hunt)	Various volunteer opportunities
Turner-Roberts Recreation Center	<ul style="list-style-type: none"> • Congregate meals (5 days/week) • Arts & crafts • Education/learning classes • Physical health activities • Health screenings • Fun/social/recreational activities • Cultural activities • Culinary/cooking activities 	[information not provided]	[information not provided]

Transportation

Name of Facility/Address	% Older Adults that Use Public Transportation	Distance to Public Transportation	Offers Transportation
Gus Garcia Recreational 1201 E Rundberg Ln, Austin, TX 78753	10%	5-minute walk	Yes; two vans, Austin PARD transportation
George Morales Dove Springs Recreation Center 5801 Ainez Dr. 78744	2%	4 blocks	Yes; 15 passenger van
Asian American Resource Center 8401 Cameron Rd. 78754	Unknown	Less than 1 block	Yes; private van and PARD senior transportation
Dittmar Recreation Center 1009 W. Dittmar Rd. 78745	Unknown	Unknown	No
Virginia L Brown Recreation Center 7500 Blessing Ave 78752	[information not provided]	0.3 miles	Yes; City of Austin transportation
Givens Recreation Center 3811 E 12th St. #1936 78721	1%	Less than a mile. Bus stops located at both entrance and exit to facility	No
Alamo Recreation Center 2100 Alamo St. 78722	15%	0.25 miles	Yes; Austin PARD 50+ transportation services
Conley-Guerrero Senior Activity Center 808 Nile St. 78748	30-40%	0.25 miles	Yes; City of Austin Senior transportation
South Austin Senior Activity Center 3911 Menchaca Rd. 78704	30%	We have a bus stop at the entrances of the senior center	Yes; Senior transportation program (PARD)
Lamar Senior Activity Center 2874 Shoal Crest Ave. 78705	10%	0.05 miles	Yes; Austin PARD, CapMetro special access service
Montopolis Recreation Community Center 1200 Montopolis Dr. 78741	Unknown	Across the street	No
Turner-Roberts Recreation Center 7201 Colony Loop Dr. 78724	Unknown	0.1 miles	Yes; van

Appendix L. Map of Austin senior services

ⁱ Research & Planning Division, "Focus on Older Adults in Travis County," Travis County Health and Human Services & Veterans Service, 2014

ⁱⁱ The Lyndon B. Johnson School of Public Affairs, The University of Austin Texas. (2016). "A Better Life for Low-Income Elders in Austin."

ⁱⁱⁱ Klein, A. Olivares, R., & Ulloa, O. (April 2021). "Travis County Poverty Brief from the 2015-2019 American Community Survey Estimates."

^{iv} Map screenshot taken from the ChildrenAtRisk.org website: <https://childrenatrisk.org/childcaresdesertmap/>

^v Ibid

^{vi} Ibid

^{vii} Map screenshot taken from CapMetro.org website.

^{viii} Way, H., Mueller, E., & Wegman, J. (2018). Residential displacement in Austin's gentrifying neighborhoods and what can be done about it.

^{ix} Research & Planning Division, "Travis County Poverty Brief," Travis County Health and Human Services, 2019. Accessed online: https://www.traviscountytx.gov/images/health_human_services/Docs/2013-2017_poverty_brief_3.25.19_final.pdf

^x LBJ School of Public Affairs, The University of Texas at Austin. "A Better Life for Low-income Elders in Austin."

Legend

Austin Senior Resources

 Meal Site

 Medical

 Adult Day Health Care

 Rec Center

 Neighborhood Center

 Senior Center

 Library

 PBRA Housing (HACA)

 Senior-Focused Housing

 Foundation Communities

 Subsidized Senior HUD Program

 Agency HQ

 Agency

 Other

Recommended Site

 Nash Hernandez Building