

Building an Age Friendly Community

ARLINGTON COUNTY, VIRGINIA



ACTION PLAN 2020-2023



February 13, 2020

As County Manager, and an Arlington County resident, I know that Arlington already ranks as one of the top age friendly communities in the nation and want to ensure that we continue to be a livable community for all. In April 2018, the Arlington County Board approved the Commission on Aging's application to join the World Health Organization/AARP Network of Age-Friendly Communities, enrolling Arlington as the 250th community in the United State. This began the planning process that culminated in this implementation plan.

It is evident that many of Arlington's services and programs span across each of the Age Friendly domains highlighted in the implementation plan. An Age Friendly Arlington enables people of all ages to actively participate and ensures the inclusion of older adults in community activities. It encourages people to stay healthy and active at every age and offers services and support to those who may need assistance to remain safe and independent in their communities of choice.

The process and vision outlined in the Age Friendly Plan summarizes strategies for our community to become more livable for individuals of all ages. We want to create environments that are truly age friendly, and this requires action across County departments: human services, public health, parks and recreation, housing, transportation along with our business partners and community organizations. Our goal is to ensure Arlington continues to lead the way for a livable, vibrant and fulfilling community inclusive of all walks of life.

Thank you to the Commission on Aging, the Age Friendly Arlington Task Force and staff from the Department of Human Services' Aging and Disability Services Division (ADSD) who worked collaboratively to engage the community to address the growing needs of an aging demographic and shape the strategic direction. We all remain committed to achieving the recommendations of this Plan while adopting new elements that align with the emerging needs of the community today.

As one of the highest ranked age friendly communities in the United States, Arlington County stands directly to take active steps towards becoming more inclusive and age friendly through this global initiative.

Sincerely,

A handwritten signature in blue ink that reads "Mark J. Schwartz".

Mark J. Schwartz
County Manager

The Commission on Aging is fortunate to have so many talented and willing members who worked to prepare this plan. The plan also benefits from the Age Friendly Task Force comprised of volunteers and former Commission members who wanted to help with the plan and all the preparation for it.

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Executive Summary



In 2018, Arlington County joined the [AARP Network of Age Friendly States and Communities](https://www.aarp.org/livable-communities/network-age-friendly-communities/), the U.S. Affiliate of the World Health Organization Global Network of Age-friendly Cities and Communities.¹ In keeping with the five-year cycle of network planning, Arlington had two years to develop its Age Friendly Plan, to then be implemented in the next three years. This is Arlington's plan through 2023.

Interest in Network membership was initiated by the County's Commission on Aging (COA), the volunteer organization that advises the County Board on issues and policies affecting older residents. The Commission understood that Arlington is already age friendly in many ways; it has a wealth of programs and services available to older populations. At the same time, the age friendly planning cycle offers a structured and strategic way to guide Arlington's future efforts. This plan was developed and approved with the collaboration and support of County staff and community partners, working through a volunteer task force and COA committees.

The AARP-WHO Age Friendly Framework includes eight domains of livability:

- Transportation
- Civic participation and employment
- Community and health supports
- Housing
- Outdoor spaces and buildings
- Respect and social inclusion
- Social participation
- Communication and information

In assessing Arlington's current status, the task force combined the three domains that center on participation and inclusion; the other priority domains were housing, transportation, and communication. However, this plan does address all the domains.

The mission and vision behind this plan will move Arlington forward as an age friendly community. Its core values are inclusion, equity, access, and elimination of stigma and stereotypes for older Arlingtonians. However, it centers on the recognition that an age friendly community is good for **every** resident. The

¹ <https://www.aarp.org/livable-communities/network-age-friendly-communities/>

characteristics of livability encourage positive engagement, support, and accessibility for any member of the community.

The goals and objectives of the plan will help Arlington to grow as an age friendly community by strengthening its already positive approach and addressing observed gaps and concerns.

GOALS AND OBJECTIVES

Transportation

Goal 1: Keep all forms of transit, including walking, safe.

- **Objective 1:** Eliminate all traffic fatalities and serious injuries.
- **Objective 2:** Make Arlington older adults aware of transportation safety training opportunities.
- **Objective 3:** Urge adequate lighting and signage as part of the maintenance program for roadways, pathways, and sidewalks.
- **Objective 4:** Ensure rigorous safety regimes for shared mobility devices, such as scooters and electric bicycles.

Goal 2: Support availability of countywide transportation options and promotion of their use.

- **Objective 1:** View transportation systems not only as a method of moving about the County and beyond but also as a means for older adults to stay connected to the community.
- **Objective 2:** Ensure robust communication of transit information, so that just as there is “no wrong door” for many Arlington public services, there is “no wrong ask” for County transportation agencies and transit systems.

Goal 3: Ensure accessibility of each mode of transportation by the full range of Arlingtonians.

- **Objective 1:** Make equity no less important for transportation than for any other County services.
- **Objective 2:** Study the role of affordability in use of public transit to achieve maximum use by all Arlingtonians.

Housing

Goal 1: Advance housing policies and programs that focus on affordability and accessibility.

- **Objective 1:** Identify options for home sharing and group homes, both intergenerational and among older adults.
- **Objective 2:** Increase the supply of residential housing to allow for construction of “missing middle” units in areas zoned as single family.
- **Objective 3:** Promote the development of accessory dwelling units (ADUs).
- **Objective 4:** Have a COA Housing and Supportive Services committee member serve on the Planning Commission's Site Plan Review Committee to address housing needs for older adults for all site plans dealing with older adult housing.
- **Objective 5:** Advocate for policies and programs that help reduce financial burdens on older adults in need of housing.

Goal 2: Promote supportive services and tools to help Arlingtonians remain in the homes of their choice, living safely and independently.

- **Objective 1:** Increase the use of universal design by increasing awareness and promoting incorporation of universal design principles in new and rehabilitated housing to facilitate access for aging adults.
- **Objective 2:** Promote awareness of assistive devices to enable older adults to live independently and in the homes of their choice.
- **Objective 3:** Identify and promote the development of products and services to help older adults age in the housing of their choice.

Goal 3: Promote the development of affordable assisted living facilities in Arlington.

- **Objective 1:** Promote the adoption by the County Board of an ordinance requiring developers to set aside five percent of units in new assisted living facilities as auxiliary grant units.
- **Objective 2:** Ensure that the Assisted Living and Elder Care Facilities Zoning Study and the update and revision of the Affordable Housing Master Plan include a provision on the need for Objective 1.
- **Objective 3:** Ensure that the development of all assisted living properties includes auxiliary grant units.

- **Objective 4:** Advocate for policies and programs to support affordability of assisted living facilities in Arlington.

Social and Civic Participation

Respect and Social Inclusion

Outdoor Spaces and Buildings

Goal 1: Increase social activities in a variety of locations, including Community and 55+ Centers.

- **Objective 1:** Identify opportunities for social interaction.

Goal 2: Involve older adults in serving others.

- **Objective 1:** Increase opportunities for civic participation.

Goal 3: Promote intergenerational activities throughout the community to help young and old to learn from each other, honor what each has to offer, and at the same time feel good about themselves.

- **Objective 1:** Encourage intergenerational opportunities with George Mason and Marymount Universities, as well as other higher education institutions
- **Objective 2:** Learn about the Fairfax County, VA's [GrandInvolve](#) program, which brings retirees and other volunteers into schools that could use a few helping and experienced hands and implement as appropriate in Arlington Public Schools.

Goal 4: Work with Arlington's departments to ensure that all places where people gather, indoors or out, are accessible, used and enjoyed by people of all ages.

- **Objective 1:** Promote annual review of the Public Spaces Master Plan.

Community and Health Supports

Goal: Ensure the inclusion of age friendly issues and support progress toward health equity in Arlington.

- **Objective 1:** Establish Commission on Aging connection with and participation in the Destination 2027 project.

- **Objective 2:** Identify issues of specific concern to older populations and suggest solutions and approaches.

Communication and Information

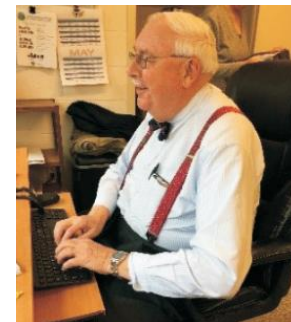
Goal 1: Sustain opportunities to engage older adults, their families and caregivers, and adults with disabilities, to build relationships and linkages with the Department of Human Services, Arlington Area Agency on Aging, and community partners.

- **Objective 1:** Increase communication and awareness about government programs and community services available to older Arlington residents, their families and caregivers, and adults with disabilities, especially among minority communities.
- **Objective 2:** Increase outreach and accessibility of information about government programs and community services through a variety of formats and languages and presented in many and diverse venues.

Goal 2: Establish a Senior Ambassador Program to assist in dissemination of information about programs and services for older adults, their families, caregivers, and people with disabilities, with emphasis on targeting minority communities.

- **Objective 1:** Explore feasibility of establishing a Senior Ambassador Program in Arlington County.
- **Objective 2:** Identify needed steps for successful implementation in Arlington.

The full Age Friendly Plan details the actions, tasks, and timelines that will achieve these goals and objectives, and the measures that will indicate success. The Commission on Aging has reorganized its committee structure to align with the domains and will use the plan as its guide for investigation, discussion, and advising the County Board on aging matters.



Goals and Objectives

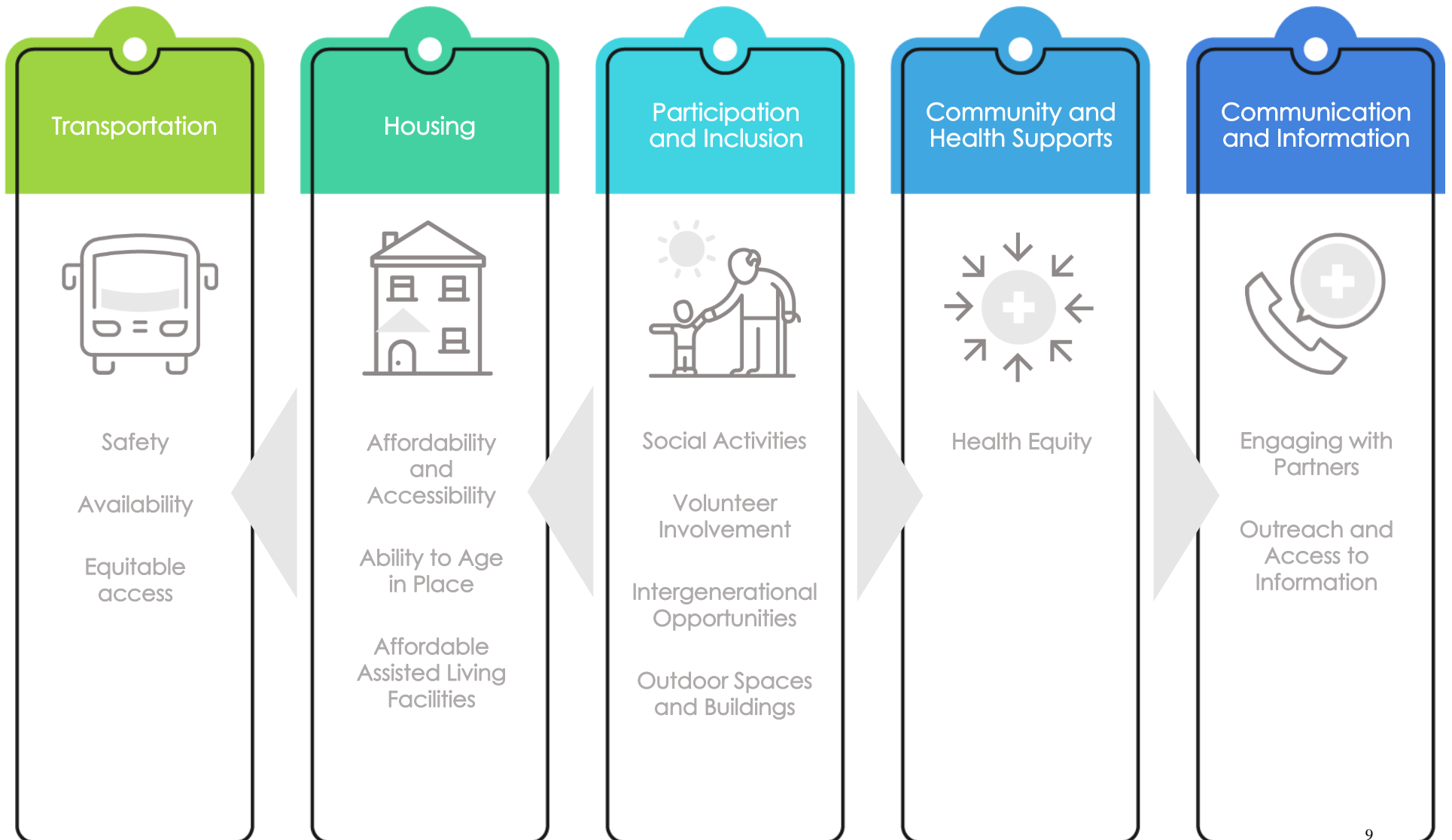


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COMMUNITY PROFILE

Arlington County is situated in Northern Virginia on the south bank of the Potomac River directly across from Washington, D.C. It is also bordered by Fairfax County, the City of Falls Church, and the City of Alexandria. Covering 26 square miles, Arlington is the geographically smallest self-governing county in the United States. Despite its small size, Arlington is home to nearly 230,000 people, and its urban density and commercial activity bring its daytime population to over 306,000 ([Arlington County Profile, 2019](#)).



Arlington has the highest median family income in the United States and is one of the highest-educated localities in the country, with three-quarters of residents having a bachelor's degree or higher. It also has the highest concentration of singles in the Washington metropolitan region. The average household size in the County is just above two persons.

Among residents, 64 percent are white/non-Latino, 15 percent Latino, almost ten percent Asian or Pacific Islander, and eight percent Black or African American. The population includes many immigrants and English-as-a-second-language speakers; nearly 23 percent were born outside the United States. After English, the most common language is Spanish, although over 100 different languages are spoken by [Arlington Public School](#) students.²

In 2019, according to the [American Community Survey](#), adults 65 and older represented 10.3 percent of the population. About 55 percent of those are female and 45 percent male. One in four are still in the workforce. About 53 percent live alone, and 69.5 percent own their own home. An estimated 13 percent of adults 65-plus live at or below the poverty level, and eight percent collect Supplemental Nutrition Assistance Program (SNAP) benefits (formerly known as Food Stamps).³

According to the [US Census](#), Arlington's population is growing rapidly, about one percent annually. Despite an influx of younger residents due to commercial development, the older adult population is growing at least at the same rate. Between the years 2020 and 2040, when Arlington's projected population will exceed 295,000, the total number of residents aged 65 and over is projected to

² Arlington County Profile 2019, https://arlingtonva.s3.amazonaws.com/wp-content/uploads/sites/31/2019/05/Profile2019_5_10_19_FINAL.pdf.

³ American Community Survey (ACS), 2017, <https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=CF>.

increase about 28 percent, to nearly 30,000. Close to 10 percent of that group (2,885 persons) will be age 85 and over.⁴ (For the purposes of this plan, older adults are defined as age 60 and over, as deemed by the federal Older Americans Act, unless otherwise noted.)

Infrastructure and Support

A five-person County Board governs the County, presided over by chair Libby Garvey; members are elected at large with staggered four-year terms. The County places a priority on resident involvement and inclusion of residents in decision making, an approach known as “the Arlington Way.” Some 50 standing advisory groups provide guidance to the County Board on a variety of areas including transportation and accessibility, neighborhood conservation, disability issues, and emergency preparedness.

As part of this participatory structure, the [Arlington County Commission on Aging](#) is a volunteer body of 17 members meeting monthly with the mission “to promote quality of life for all older persons and to ensure their needs are included in County planning and activities.”⁵ The Commission membership includes representatives of long-term care and health organizations, related business groups, community organizations, media, volunteer activists, and caregivers. Over 80 percent of Commission members are over 60 years old; nearly all have leadership experience in private or voluntary sectors, and 70 percent represent older persons, supportive service providers, or health care provider organizations.⁶ The County Board designates a liaison to each commission; Board member Katie Cristol is the current liaison to the Commission on Aging.

The work of the Commission on Aging often intersects with that of other commissions and planning groups; to help foster collaborations, COA members also serve as liaisons to over a dozen other volunteer and advisory groups in the County, and Commission meetings include updates and conversations with representatives of those groups as well as County staff. In addition, the COA committees include members who do not sit on the Commission, thus bringing additional expertise and representation from other areas: for example, the local AARP chapter, faith groups, County services, Arlington Neighborhood Village, and facilities such as the library system, Parks and the Arlington Chamber of Commerce.

⁴ Projections from U.S. Census data and University of Virginia’s Cooper Center for Public Service, <https://demographics.coopercenter.org/virginia-population-projections>.

⁵ <https://commissions.arlingtonva.us/coa/about/>

⁶ Area Plan for Aging Services, Arlington Agency on Aging, 2019

An appointed County Manager, Mark Schwartz, is the principal administrative officer of the county government. The County's [Department of Human Services](#) (DHS) is headed by Anita Friedman and includes the Aging and Disability Services Division (ADSD). Within ADSD, the [Arlington Area Agency on Aging](#) (AAA), directed by Rachel Coates, provides staff support to the Commission on Aging and its committees. The Arlington AAA serves as a point of contact throughout the Age Friendly planning and implementation process and works closely with Commission members to link county and community support toward this endeavor. AAA staff work collaboratively with the Commission in planning the County's annual Community Engagement Forum on Aging.

The Commission provides advocacy in all forms of governance. At the state level, it is important to note that the Commonwealth of Virginia observes the [Dillon Rule](#), which provides that a county may engage in an activity only if it is specifically allowed by the General Assembly.⁷ This limits the County's options in many areas, for example zoning and taxing. However, the Commonwealth provides many supportive structures and resources. [The Virginia Department for Aging and Rehabilitative Services](#) (DARS) four-year plan places a high priority on age friendly initiatives, as does the Commonwealth Council on Aging. DARS has worked with AARP in launching six age friendly efforts throughout Virginia, including that of Arlington's close neighbor, Alexandria. Commission on Aging members and County staff maintain ongoing contact with DARS.

Age Friendly History

The mission of Arlington County is as follows:

Arlington will be a diverse and inclusive world-class urban community with secure, attractive residential and commercial neighborhoods where people unite to form a caring, learning, participating, sustainable community in which each person is important.

This mission, with its emphasis on participation and support, has already led Arlington to offer many aspects of an age friendly community. County planning has included a focus on those needs. In 2006, the County Board charged an [Elder Readiness Task Force](#) with assessing County readiness to meet the changing needs of a growing population of older adults. The Elder Readiness

⁷ <http://virginiaplaces.org/government/dillon.html>

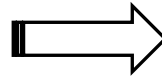


Plan offered a blueprint for an inclusive, livable community to meet the increased needs of the aging population expected over the next 25 years. In the ADSD and across many other County agencies, a wide range of community services and programs – detailed in the discussions of each domain in address the needs of older

this plan --

Arlingtonians. Consequently, on the [AARP Livability Index](#),⁸ Arlington County has the highest score in the region and one of the highest in the nation, a composite score of 65.

Regional	Score
Arlington	65
Alexandria	61
Fairfax	61
Montgomery County	61
Washington, D.C.	57
National	Score
Boston, MA	63
New York, NY	58
Philadelphia, PA	57
San Francisco, CA	64



Housing	47
Neighborhood	76
Transportation	70
Environment	54
Health	95
Engagement	67
Opportunity	47

The scores are especially strong on Health (95), Neighborhood (76), and Transportation (70), and for Engagement (67).

Despite this strong showing, there are opportunities for improvement. Reflecting common concerns about affordability and population density, Arlington's lowest scores are on Environment (54), Housing (47), and Opportunity (47), although specific scores can change frequently. Through its age friendly initiative, Arlington is identifying and addressing gaps.

⁸ <https://livabilityindex.aarp.org/search#Arlington+VA+USA>

The Commission on Aging (COA) mission and vision are aligned with the age friendly focus:

Mission:

To promote quality of life for all older persons and to ensure their needs are included in county planning and activities.

Vision:

Arlington is a community where older persons thrive.

In 2016, the Commission resolved to use the AARP Age-friendly Initiative, with its eight domains defined by the World Health Organization, to guide a strategic planning process, building on earlier work by the County's 2006 Elder Readiness Task Force. Research was conducted on age friendly principles and best practices. Local champions for the initiative were identified, along with key themes and a tentative process for implementation. Finally, with the full support of the County Board and Department of Human Services, and leadership by successive Commission chairs Mitch Opalski and Laurie Young, a proposal was submitted for Arlington County to participate in the AARP Network of Age-Friendly States and Communities. That proposal was accepted in May 2018.

To guide the project, an Age Friendly Arlington Task Force led by Laurie Young was formed. The Task Force reports monthly at full Commission meetings and collaborates with the Commission Chair to integrate age friendly planning into COA activities. To support that integration, the Commission's committee structure was reconfigured in 2018 to align with key livability domains (see committee chart in Appendix 1). As a result, the COA Executive Committee – made up of the chairs of all COA committees – is familiar with and focused on the goals and objectives of the Age Friendly Arlington Plan.

This plan, covering the five-year period 2019-2023, was developed through collaboration between the Task Force and COA committees. It reflects current status in the domains of livability, goals and objectives related to the domains, and the planned strategies to reach those goals.

Asset Inventory

As the Livability Index reflects, Arlington County has a plethora of services and programs consistent with age friendly goals. The Commission on Aging, Arlington AAA, and Age Friendly Arlington Task Force have identified the following factors related to the domains:

Transportation

Arlington has a wide range of transportation options to meet the needs of its older residents, including:

- A door-to-door Metro Access paratransit service;
- Free individual Metro travel training;
- A Metro senior discount program;
- An Arlington Transit (ART) bus system, with a senior discount;
- [STAR](#), (Specialized Transit for Arlington Residents), for pre-arranged curb-to-curb trips and additional specialized STAR programs;
- Non-emergency Medicaid transportation;
- Senior grocery shopping loops from senior residences;
- Senior taxi discount programs; and
- Senior Center Adult Transportation, a prearranged shared-ride cab transportation service that Arlington residents can use to travel to and from their homes to Arlington 55+ Centers.

Voluntary services include the Connect-A-Ride Transportation Resource Center, a free service in Maryland and Virginia suburbs that helps seniors and disabled adults with schedules, benefits, and eligibility requirements; NV Rides, a volunteer driver program administered by the Jewish Community Center of Northern Virginia; and transportation assistance for members of Arlington Neighborhood Village.



Housing

Arlington County has an active [Housing Commission and Department of Community Planning, Housing and Development](#). It also has a [Real Estate Tax Relief Program and a Housing Grant Subsidy Program](#) for low-income adults age 65 and above. Pursuant to its Affordable Housing Plan, the County recently revised its regulations concerning accessory dwelling units to encourage development of alternative housing solutions on single-family lots. Many older persons in Arlington live in their own single-family home or apartment; 69.5 percent own their own home. Some reside in one of the County's five low or moderate-income senior residences, five assisted living residences and four nursing homes. These residences include two nationally recognized affordable assisted living facilities that receive County funding:

- [Culpepper Garden](#), an award-winning independent and assisted living residence that houses low-income and very low-income residents and partners with the County to provide services to the residents.

- [The Mary Marshall Assisted Living Residence](#), providing assisted living housing and care for low-income older adults with serious mental illness and disabilities, which is operated in partnership with Volunteers of America and funded by a combination of client private payments, auxiliary grants, and housing choice vouchers.

Social Participation, Respect and Social Inclusion

The [Arlington Office of 55+ Programs](#) operates an extensive array of programs supporting the social participation of older residents, including:

- The *55+ Guide* to programs, filled with a range of activities including educational programming, exercise classes, trips and speakers on a wide array of topics.
- Six centers with diverse activities, including three congregate meal sites, known in Arlington as “Social 60+ Cafes.”

[Arlington Neighborhood Village](#) is a non-profit organization in the community that helps people 55 and older age in place. In addition to providing transportation services, the Village provides technology support, home maintenance, friendly visitors and a variety of social activities. Volunteers, mostly over the age of 55, provide services.



Another nonprofit membership organization, [Encore Learning](#), offers special interest clubs as well as educational courses and special events, including lectures and tours, for individuals over 50.



In May 2019, Arlington joined the [Dementia Friendly America](#) initiative, in partnership with [Leading Age Virginia](#) and [Goodwin House](#). These efforts will be part of Age Friendly Arlington as they both engage the community to encourage collaborations of community-based supports, faith communities, health care, residential settings and other services for the aging including people living with dementia and their caregivers.

Civic Participation and Employment

One in four Arlingtonians aged 65 and above remain in the workforce. Nearly half of these work in professional, scientific, and technical services, making an average of \$140,000 annually. However, about 22 percent, who work in administrative and support services, earn an average wage of \$60,000 annually; and 11 percent work in retail and trade, with an average annual wage of

\$40,000.⁹ The [Arlington Employment Center](#) provides services for jobseekers including:

- Assistance with career assessment, planning, and coaching
- Job search workshops
- Career training and certification
- Career fairs
- Job board
- Veterans services
- Services for individuals with disabilities
- Resource Center to conduct successful job search

Arlington is a community full of activism, and community engagement is strong. With over 50 commissions and advisory groups, as well as volunteer positions at venues such as libraries, parks, and [Virginia Hospital Center](#), the County offers many volunteer opportunities, and a variety of nonprofit organizations also help to engage residents. These roles include many older members and leaders who make important contributions based on their life skills and experiences; 80 percent of Commission on Aging members are over 60.

Arlington actively supports civic participation among older residents. In the 2016 election, 85 percent of Arlingtonians turned out to vote, and in this active and informed county, 66 percent of voters are over 60. The [Arlington Voter Registration and Elections Office](#) maintains contact with the County's long-term care residences and conducts outreach for voter registration and absentee ballots. One of the voting sites is Culpepper Garden. Additionally, Arlington has an option for curbside voting.

The annual Community Engagement Forum sponsored by the Agency on Aging and the Commission on Aging offers an opportunity for older residents to voice their views and perspectives on current resources as well as gaps and needs. Participation in the Forum has increased each year over the past four years.

⁹ White, Mark, "Assessing Alexandria/Arlington's Regional Labor Market," George Mason University Center for Regional Analysis.

Arlington participates in the [Northern Virginia Aging Network \(NVAN\)](#), which includes the Commissions on Aging and Area Agencies on Aging of Alexandria, Arlington, Fairfax, Loudoun, and Prince William, as well as regional service and advocacy organizations, and which has produced a legislative platform each year since 1982. In addition, an annual legislative forum is jointly chaired by the Commission on Aging Chairs from Arlington and Alexandria. The NVAN legislative priorities address many of the issues related to livability, including funding for housing and services, specific needs of groups within the aging population, and other health and community supports.



Community Support and Health Services

The Aging and Disability Services Division, as well as other County agencies and private partners, offers numerous community supportive and health programs.

The County offers personal care/homemaker services with a variety of eligibility and fee arrangements, as well as a Medicaid Waiver Program to provide long-term in-home support services in lieu of admission to a nursing home.

- The Nursing Case Management Program improves or maintains the health status of adults with multiple chronic illnesses and/or disabilities to enable them to remain at home. By providing nursing case management, including medication dispensing and coordination of healthcare for eligible adults who lack a sufficient support system and require assistance managing health care needs, the program prevents unnecessary emergency room visits, hospitalizations, and premature nursing home placements.
- The [Arlington Free Clinic](#) serves eligible patients of all ages. Services are also available through the County Public Health programs.
- The Commission on Aging has a Supportive Services and Housing Committee that aims to maximize opportunities for aging in place – including through greater use of assistive technology and home modifications.
- [AAA Senior Nutrition Programs](#) support both health and opportunities for social contact through services in a variety of settings including congregate meal services at 55+ Centers (Social 60+ Cafes), home delivered meals, booklets to purchase fresh fruits and vegetables at participating farmers markets, and nutrition counseling.



- The Arlington Department of Human Services also has a limited dental clinic for low-income residents in need, including older adults.

Outdoor Spaces and Buildings

Arlington offers a wide variety of outdoor parks with walking and bicycle trails available to residents of all ages. In fact, 98 percent of residents live within a 10-minute walk to a park.¹⁰ These include Quincy Park, the county's first "universally designed" playground with a play environment accessible for users of all ages and physical abilities, as well as the fully ADA-accessible Mosaic Park, currently under development with a completion date of spring 2020.



The Arlington AAA works closely with the [Department of Parks and Recreation](#) (DPR) Office of 55+ Programs, which coordinates a range of activities for participation by older residents. The 55+ Programs oversees Arlington's five 55+ centers (with a sixth planned for the new Lubber Run Community Center in 2020), which offer programming including exercise and sports, clubs and games, social and educational events, and three Social 60+ Cafés for a hot lunch and socialization.

Planning for public spaces draws on extensive public input, principles of smart growth and urban design. Arlington's volunteer commissions include a Pedestrian Advisory Committee, Parks and Recreation Commission, and a [Neighborhood Complete Streets Program](#) to improve safety and access on noncommercial arterial streets, including improvements in sidewalks, curbs, and crosswalks.

Communication and Information

All these County services and resources continue to grow, as indicated in the following table¹¹ showing increases from 2018 to 2019:

¹⁰ Arlington County Profile, 2019.

¹¹ Area Plan for Aging Services, Arlington Agency on Aging, 2019.

Program	Total Served	Units of Service	Increase in Total Served (FY 2018)
Social 60+ Cafés	238	12,991 meals	+ 3%
Home-Delivered Meals	193	54,297 meals	+ 34%
Transportation	275	23,645 trips	+ 27%
Aging and Disability Resource Center*	2,340	4,844 contacts	+ 19%

*Information and Referral, Options Counseling, S.O.S.

Not the least of those services is communication and information about community activities and special resources available for older adults. The [Aging and Disability Resource Center](#) (ADRC) serves as a “no wrong door” entry point for adults 60 and above, persons with disabilities, and caregivers. The ADRC can direct residents to available services and assist them in learning about eligibility, offering:

- Senior Outreach to Services (S.O.S.), available to all individuals who are 60 years of age or older and living in the community.
- Options Counseling services, including individual services plans, for persons age 60 and above or 18 and over with a disability who request long-term services and supports.
- Service Coordination for persons age 60 and above who are unable to maintain independent living and self-sufficiency in their community.
- Trained staff to visit the homes of older adults to assess the services needed by the individual, and to handle referrals from the public regarding individuals who need assistance and help to navigate community resources.

Arlington has its own public community-based radio station, [WERA 96.7](#), broadcast with the support of community volunteers certified in radio production, allowing community residents to host their own radio programs featuring talk, music, news, and event coverage. Arlington also has its own public cable TV station, ATV, which covers community events including County Board meetings and work sessions. A weekly show on WERA, [Aging Matters](#), produced and hosted by Commissioner Cheryl Beversdorf, features interviews with an array of knowledgeable guests on aspects of aging in Arlington. *Aging Matters* is also a monthly video program on cable, and streams live at www.arlingtonmedia.org.

Information is also available through free publications including the [Beacon](#), and the [Arlington Gazette](#). The County-produced publication, the *Arlington*

Citizen, is now a weekly online newsletter, [Inside Arlington](#). Additionally, for those who prefer to get news electronically, [ARLNow](#) is a privately-owned daily blast that covers the day's events including events at schools, crime in the area and local community events and coupons for local vendors.

INTRODUCTION TO THE PLAN

Mission and Vision

The mission and vision that guide both Age Friendly Arlington and the Commission on Aging (COA) are:

Mission:

To promote quality of life for all older persons and to ensure their needs are included in county planning and activities.

Vision:

Arlington is a community where older persons thrive.

Throughout the Age Friendly Arlington plan and informing the mission and vision are some core values:

- **Inclusion:** Commitment to the “[Arlington Way](#),” meaning extensive opportunities for participation and dialogue, with emphasis on outreach to diverse ethnic, geographic, and economic groups
- **Equity:** Belief in equitable treatment and representation, and strategies to support equitable outcomes
- **Access:** Commitment to removing barriers, particularly those created by individual disability, economic status, and/or race and ethnicity.
- **“Stigma busting”:** Awareness of the need to make older Arlingtonians visible and integrated into the community in a meaningful way, dismantling stereotypes and stigma around age

Committee Composition and Collaboration

The Age Friendly Arlington Task Force includes:

- Laurie Young (chair), past Commission Chair
- Mitch Opalski, past Commission Chair
- Joan McDermott, past Commission Chair
- Erica Wood, member of the Virginia Commonwealth Council on Aging and past Commission Vice Chair
- Jim Feaster, current Commission Chair

- Cynthia Davis, Arlington community volunteer, recorder and writer for the task force

The Task Force developed the proposal to join the Age Friendly Network and guides the timeline and methods of the project. The monthly Task Force meetings are open, and meeting notes are shared with the full Commission and AAA staff through a Google Docs site. The site also includes resources for planning, including reports from listening sessions, examples of Age-Friendly plans from other communities, and relevant data and documents.

Chairs of the Commission on Aging's standing committees – who make up the COA Executive Committee -- worked with their respective committee members to draft the goals and objectives of this plan, which were presented for discussion with the full Commission. (See Appendix 1 for the committee structure and memberships.) The task force reviewed and edited the workplans developed by the committees to create a coherent and focused plan with clear measures for success.

The Arlington Area Agency on Aging, which supports the Commission and Age Friendly Arlington, has a complementary mission:

To promote the maximum level of independence of persons served and to ensure that older Arlington residents live as an integral part of society, with dignity and access to programs and services that meet their needs and preferences.

The Arlington AAA Four-Year Plan for Aging Services 2019-2023 identifies four initial key priority areas:

- Connect older adults and their caregivers with services and supports that strengthen, protect and empower.
- Increase access to services and supports that help older adults remain safe and independent in the community of their preference.
- Enrich community collaborations to positively affect the attitudes, values and beliefs of aging.
- Enrich opportunities for social inclusion, engagement and civic participation.

These priorities and related action items (see Appendix 2) align with the age friendly domains and will support this plan's focus and goals; many of the achievements and gaps identified in this plan were drawn from the Arlington AAA plan. AAA staff Rachel Coates and Helen King work closely with the Task

Force and the Commission and made major contributions to the planning process and results. Each of the COA committees also has a staff liaison appointed by the AAA, which contributes to the integration of effort.

Age Friendly Arlington is a countywide endeavor. However, the volunteer leadership of both the Task Force and the full Commission are essential to its planning and implementation. In keeping with the County's commitment to the "Arlington Way," committed volunteers play key roles in identifying issues and suggesting solutions. Thus both the integration of Age Friendly Arlington with COA priorities and the search for creative partnerships are key to the plan. In addition, since County funds are limited, continued alignment of County plans with age friendly priorities is critical to ensure appropriate use of available resources. Therefore, monitoring and review of County master plans and budgets appear throughout the workplans. County staff work closely with the Commission to support its efforts and facilitate access and coordination with County initiatives. That support will continue throughout the implementation of this plan.

AARP resources have also been important in the planning process. Task Force members consult with Amber Nightingale Sultane, AARP State Director for Community Outreach, as well as the Virginia State Office. AARP had contracted with Just Partners, Inc., to enable initial work on behalf of AARP Virginia with four jurisdictions on planning a livable community. Jane King, former Chair of the Alexandria Commission on Aging, was responsible for executing the contract in Arlington. Ms. King meets regularly with the task force and provides advice and assistance. She also conducted two planning sessions – in November 2018 and March 2019 -- as a forum model and information resource for Commission members and stakeholders.

Interns from graduate programs in health management and business at Marymount University, Aminata Berry and Stephanie Konow, assisted in the project, including participating in task force meetings and providing support in data entry and analysis. Additional interns from Marymount and from George Mason University will continue to support Age Friendly activities.

Assessment and Outreach

The Age Friendly Arlington Task Force and Commission on Aging worked with the Arlington Agency on Aging to conduct community outreach and gather data and public opinion for this plan in 2018 and 2019:

- The Community Engagement Forums in 2018 and 2019 focused on the theme of Arlington as an Age Friendly Community, and garnered significant public input. These annual forums include informational speakers as well as

breakout groups and surveys to collect attendee input and set priorities. The resulting themes are consistent; attendees are especially concerned with affordability of housing and services that support aging in place, economic security, public safety, reliable and safe transportation, opportunities to play, caregiver support, and continuing community diversity and inclusivity. The March 2020 forum has been planned with a similar focus but also to provide information and collect input on the goals of the Age Friendly Plan.

- An AARP-sponsored Age-Friendly Workshop on November 19, 2018, conducted by Jane King on behalf of Just Partners, Inc., provided a model for COA members and other stakeholders to familiarize themselves with the planning format and issues in goalsetting. Attendees drafted early goals in the domains of housing, transportation, and communication.
- An AARP-sponsored Age-friendly Workshop on November 19, 2018, conducted by Jane King on behalf of Just Partners, Inc., provided a model for COA members and other stakeholders to familiarize themselves with the planning format and issues in goalsetting. Attendees drafted early goals in the domains of housing, transportation, and communication.

The Age Friendly Survey, originally developed by the AAA for the 2019 Community Engagement Forum, was also distributed at other listening sessions and community locations. The survey was made available in English, Spanish, Amharic, Russian, and Vietnamese; in English, it was also available online. Both electronic and paper results were entered into Survey Monkey for tabulation. Table 1 shows some of the results. (See Appendix 3 for the survey form and full summary results.)

Table 1. Age Friendly Survey Results

368 respondents; mean age 64



73% WOMEN



40% EMPLOYED



96% INTERNET
ACCESS AT HOME



80% SOCIALLY
CONNECTED

This self-selected sample may not fully reflect the diversity of Arlington's older population, particularly in its lower age, ethnic composition, and economic circumstances. That gap makes it clear why the plan emphasizes diversity and equity as primary themes.

- Despite Internet access and use, other modes of information were also important in survey responses, with half getting information by print and over a third by word of mouth. Although more than half of respondents said their housing had been adapted to facilitate aging, only 29 percent said that someone in a wheelchair could enter. Even though most lived in single-family housing and owned rather than rented, 76 percent agreed that housing in Arlington is not affordable. And opinions on accessibility of public transportation, walking, and public spaces were mixed, with just 13 percent rating such access "very good" for public transportation and 18 percent for walking and public spaces.

To raise visibility and gain input, members of the Task Force and Commissioners held other outreach meetings and more than twenty community listening sessions in a variety of formats and venues. PowerPoint presentations, combining AARP resources with an Arlington-specific focus and tailored to a variety of audiences, were designed for these sessions, including discussion questions about experiences, challenges or gaps, needs, and possible resources or changes that would serve older adults.

Commission members who are liaisons to other voluntary groups and commissions approached those groups, requesting time on their agenda to explain and discuss Age Friendly Arlington. The resulting discussion sessions included:

- Neighborhood Complete Streets Commission
- Citizens Advisory Commission on Housing
- Planning Commission
- Neighborhood Conservation Advisory Committee
- Park and Recreation Commission
- Pedestrian Advisory Committee
- Commission on the Status of Women

Similar outreach was made to other civic groups, including:

- Mary Marshall and Culpepper Gardens assisted living residences

- [Arlington Chapter of the National Association of Retired Federal Employees](#) (the oldest continuously operating chapter in Virginia)
- Arlington County Community Services Board
- Arlington Neighborhood Villages
- Community and faith organizations
- Arlington County 55+ centers
- Volunteer Arlington

These meetings with other groups and organizations increased awareness of the age friendly initiative but also supported its intersection with others. They often produced very specific suggestions of resources and data, such as references to items in County master plans or Commonwealth regulations, as well as invitations for Age Friendly/COA participation on other commissions and planning groups. Results were reported to the Task Force and the full Commission, and a summary of open-ended comments was compiled, organized by domain, for use by planning committees.

Where a presentation was not possible, other contacts -- through emails, newsletter articles, and attendance at meetings or meeting sites -- were used to explain Age Friendly Arlington, collect comments, and hand out the survey and/or disseminate the URL for the online version. These efforts included:

- Arlington Civic Federation
- [Arlington Food Assistance Center](#)
- Senior Law Day
- Arlington County Fair in 2018 and 2019

AARP provided "Listening Point" posters and flyers on the elements of a "livable community," which were used to invite input and have a presence at 55+ centers, community centers, and libraries.

In addition, the Commission on Aging received presentations and briefings at its meetings on a wide range of issues related to the age friendly mission, providing context and data for the planning process. In 2018-2019, in addition to strategic planning for the Age Friendly Arlington initiative, Commission agendas included:

- Regular updates from the ADSD and AAA, including the Area Plan for Aging Services and the County budget

- Changes to the Arlington Real Estate Tax Relief program for older homeowners
- Senior centers and 55+ programs
- Impact of the Virginia Medicaid expansion
- [Arlington Partnership for Affordable Housing](#)
- Metro Department of Emergency Management and Emergency Readiness
- Updates to Arlington's Public Spaces Master Plan
- Proposal for a new assisted living center in Arlington and the zoning issues involved, and subsequent updates on the proposed revisions to zoning laws related to senior living centers and group housing
- Accessibility and Disability Rights
- Bicycle Master Plan, Walk Arlington and Bike Arlington
- Shared mobility devices (shared bicycles and scooters) and Arlington's pilot project for regulating them
- Pedestrian safety and traffic
- Expansion and renovation of the Virginia Hospital Center
- Arlington County's Digital Equity Workgroup
- Age Friendly Montgomery County Maryland and Jewish Council for the Aging

Lessons Learned

Task Force members and committees also reviewed Arlington's 2006 Elder Readiness Plan and its update in 2010 to see how its themes and recommendations still resonate for this plan, and what has been accomplished since then. Some concerns from 2006 are still strong themes in 2019 feedback. These include:

- Communication, with emphasis on how residents can locate and navigate the many resources that do exist for older adults in Arlington
- Housing affordability and accessibility
- Need for clear centralized sources of information about transportation services, and support for individual mobility
- Need for continued development of senior centers and volunteers for information, outreach and counseling
- Issues with Virginia's restrictive Medicaid program and reimbursement for residential services and assisted living, as well as rigid HUD requirements

Results of all the meetings, surveys, and data reinforced these themes and fleshed them out with current information. Specific gaps and strategies appear in the domain plans, but overall, there are clear primary concerns:

- As Arlington experiences strong growth, expensive high-rise construction, and rising prices – trends that will only be accelerated by the recent selection of Arlington as the site for Amazon's second headquarters -- one of the greatest challenges to livability for all ages is the high cost of living in Arlington. With the 2019 median home price at \$658,600 and average monthly rent \$2,148 -- and both projected to keep rising -- Arlingtonians of all ages struggle to find an affordable place to live. More than half of Arlington's older renters are "rent burdened" (i.e., spend 30 percent or more of their income on rent),¹² and rising costs can make it difficult even for older homeowners to fulfill their desire to age in place. Affordable housing options are limited and often do not include specific options for older residents.
- Accessibility and mobility for older residents are critical to encourage participation and inclusion. Walkability of streets, information on modification of homes for older residents, accessibility of public spaces, and public transportation all appear in comments on surveys and forums.
- Intergenerational opportunities for social participation, as well as activities and discounts specifically for seniors, also appear as important ways to reduce social isolation.
- Communication and information need to be timely, accessible, and appropriate. With an extensive array of County services and sources, much information and support exist -- but not everyone knows how to find it when needed. In addition, some older adults may not be comfortable or proficient with technology, so Internet sources may be less accessible.

¹² ACS, 2017

- Outreach to minority and economically disadvantaged communities is a focal concern. Diversity and equity need to be integrated with all planning.

More specific challenges and issues are discussed for each domain in relation to the action plans. To address these themes and needs, action plans for each domain will guide the work of the Commission on Aging and the Age Friendly Arlington Task Force over the next three years. COA committee chairs will be responsible for reporting progress and issues to the full Commission and updates to the community will occur at the annual Engagement Forum held in March.

DOMAIN-SPECIFIC FINDINGS AND ACTION PLANS

The Age Friendly Arlington Plan addresses the domains of livability through a variety of strategies. The following summary explains the current status, challenges identified, and goals and objectives by domain. Detailed charts present the related tasks, responsibilities, and indicators for achieving those goals and objectives.

The Commission on Aging reorganized its committee structure around the domains of livability to ensure that its work would be guided by the age friendly focus. Six of the eight domains -- transportation, housing, social participation, respect and social inclusion, civic participation and employment, and communication – fall primarily within the scope of one of the COA committees; this plan includes their missions, goals and objectives for plan implementation. Social participation, civic participation, and respect and social inclusion are addressed together.

Two domains -- outdoor spaces and buildings, and community support and health services – both rank high on the AARP livability index. As a result, they were not given the highest priority in plan development and are considered primarily through intersection with other domains. For example, open spaces appear in the transportation domain's objective for safety on roads, paths, and sidewalks; and community support and health services are an aspect of the housing domain's considerations.

However, the plan also addresses each of those domains more directly. The action plan for social participation includes a goal for use of public spaces, both indoor and outdoor. The domain of community support and health services is addressed here primarily through Destination 2027, a County initiative that is not under the purview of the Commission on Aging; that initiative is described here, along with a plan for COA participation with an age friendly focus.

Following are descriptions of each domain-specific focus and the related action plans:

Transportation

The Transportation Safety and Accessibility Committee reviews transportation programs, evaluates issues of safety and accessibility, and makes recommendations to the Commission on necessary actions to expand or create services for older adults.

The committee reviewed current services and Arlington's Transportation Master Plan, as well as meeting with the Northern Virginia Transportation Alliance and

the Arlington Transportation Commission. An overarching concern of the resulting committee plan is safety. As already described, Arlington has a wide range of transportation options to meet the needs of its older residents. Of special concern are the growing safety issues posed by increased traffic and new modes of transportation that are not yet familiar or well regulated (e.g., scooters, electric bicycles). In 2019, the Arlington County Board adopted a Vision Zero traffic safety strategy, approving a resolution directing the County Manager to develop goals and an action plan, based on a comprehensive analysis of traffic collisions in Arlington, for eliminating fatalities and serious injuries caused by collisions.¹³ The resolution calls for an annual report and quarterly summaries to track performance. The draft action plan for Vision Zero is due Fall 2020, with implementation beginning in 2021. The COA Vice Chair sits on the Vision Zero committee.

Also in 2019, the Transportation Committee and Commission on Aging offered comments to the County Board on the County pilot project for shared mobility devices (shared bicycles, scooters) with an emphasis on safety for older Arlingtonians; their comments stressed the need for rigorous enforcement and protection of pedestrians.

Equity and affordability are also priority issues in a County where some neighborhoods have access to more modes of transportation (for example, Metro stops) and some residents are more economically secure than others.

To achieve safety and equitable access, the goals and objectives for this domain thus focus on monitoring, awareness, support for existing initiatives, and advocacy.

Goal 1: Keep all forms of transit, including walking, safe.

- **Objective 1:** Eliminate all traffic fatalities and serious injuries.
- **Objective 2:** Make Arlington older adults aware of transportation safety training opportunities.
- **Objective 3:** Urge adequate lighting and signage as part of the maintenance program for roadways, pathways, and sidewalks.
- **Objective 4:** Ensure rigorous safety regimes for shared mobility devices, such as scooters and electric bicycles.

Goal 2: Support availability of countywide transportation options and promotion of their use.

¹³ <https://newsroom.arlingtonva.us/release/county-board-adopts-vision-zero-traffic-safety-strategy/>

- **Objective 1:** View transportation systems not only as a method of moving about the County and beyond but also as a means for older adults to stay connected to the community.
- **Objective 2:** Ensure robust communication of transit information, so that just as there is “no wrong door” for many Arlington public services, there is “no wrong ask” for County transportation agencies and transit systems.

Goal 3: Ensure accessibility of each mode of transportation by the full range of Arlingtonians.

- **Objective 1:** Make equity no less important for transportation than for any other County services.
- **Objective 2:** Study the role of affordability in use of public transit to achieve maximum use by all Arlingtonians.

Transportation, Safety and Accessibility Domain Action Plan

Goal 1: Keep all forms of transit, including walking, safe.

Objective 1: Eliminate all traffic fatalities and serious injuries.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Support County Board's commitment to Vision Zero	<p>Regular review with County Transportation officials and Arlington County Police of major accidents and how to prevent them, especially those involving older adults and including issues of transit around construction sites</p> <p>Review Master Transportation Plan (2017) with an eye to needs and desires of older adults</p>	Transportation committee and full COA support and participation as needed	Ongoing, with at least annual reviews and reports	Data from County transportation staff, ACPD	<p>Police report metrics reflect reduced traffic fatalities and injuries</p> <p>Master Transportation Plan monitoring reflects attention to issues of safety for older adults</p>	Reduction in accidents and injuries, for older adults and all residents

Objective 2: Make Arlington older adults aware of transportation safety training opportunities.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Promote programs by WMATA and groups such as ENDependence Center of Northern Virginia that provide one-on-one information and travel training	Familiarize COA and associated networks in which older adults participate with those programs, as well as the Arlington Police Department's promotion of safety developments and strategies, including safe-driving efforts	Transportation Committee and COA	Throughout 2023, with annual reviews	Program information from WMATA, ENDependence Center of Northern Virginia	Increased attendance at programs	Increased awareness of transportation safety related programs and training

Objective 3: Urge adequate lighting and signage as part of the maintenance program for roadways, pathways, and sidewalks.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Monitoring of streets and pedestrian walkways to identify barriers, including those that become overgrown	<p>Educate stakeholders so that they can advocate with the County Board and responsible agencies for best practices</p> <p>Establish a routine -- and a checklist -- for submissions and reviews</p>	Transportation Committee, working with COA and other advisory groups.	Ongoing, at least annually	Information and concerns from other related County advisory groups	<p>Reporting with and from related advisory groups</p> <p>Development and use of checklist and schedule for reviews</p>	Increased community awareness and adequate maintenance of transit ways

Objective 4: Ensure rigorous safety regimes for shared mobility devices, such as scooters and electric bicycles.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Participate and advocate as COA and Transportation Committee as the County formulates and begins operation of final regulations for SMDs, especially scooters	Keep track of policies, initial operational, and enforcement process	COA and Transportation Committee as well as working with other County advisory groups	Ongoing as the processes move forward, including final regulations and initial operation beyond the study phase	Information on County process and policies, input from other related County advisory groups	Real-time monitoring of service, repair, and other relevant data	County enactment and enforcement of appropriate policies to ensure safety

Goal 2: Support availability of countywide transportation options and promotion of their use.

Objective 1: View transportation systems not only as a method of moving about the County and beyond but also as a means for older adults to stay connected to the community.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Review the multimodal offerings (range of transportation options) with an eye to gaps in the routes that are of most utility to older adults	Develop an age-friendly transportation map as not only an information source but also a method for checking on gaps	Transportation Committee with assistance of other related County commissions and the Transportation Department	2020-2021	Information and use data from related County commissions and Transportation Department	Age-friendly transportation map	Increased awareness of options among older adults Increased awareness of gaps among policymakers

Objective 2: Ensure robust communication of transit information, so that just as there is "no wrong door" for many Arlington public services, there is "no wrong ask" for County transportation agencies and transit systems.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Better advertise existing programs and work to develop additional outreach opportunities	<p>Work through COA's outreach resources to get existing and new transit opportunities to all stakeholders</p> <p>Promote technology training and usage as a means of accessing transit options</p>	COA and its applicable committees, especially Public Information and Outreach	Ongoing through 2023, with annual updates on programs and outreach	AAA program information; Public Information and Outreach channels	Increased measures and uses of existing outreach tools	Enhanced older adult awareness of transit information and access to transit options

Goal 3: Ensure accessibility of each mode of transportation by the full range of Arlingtonians.

Objective 1: Make equity no less important for transportation than for any other County services.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Monitor the equity of County transportation services through a watchful process	Interaction with older adults, including at the COA's annual Community Engagement Forum and other age-friendly activities, inventory where needs are not being met, especially in the pockets of the County that may not have adequate -- or any -- public transit	COA, Transportation Committee, working as feasible with other County advisory groups that deal with transportation and independent non-profits and public groups	Continuous assessment and reporting, with annual reassessment	AAA support for Engagement Forums and other activities, other advisory groups	Surveys and inventories reflect fewer gaps and equity issues related to transportation	Increased access and equitable access across geographic and demographic groups

Objective 2: Study the role of affordability in use of public transit to achieve maximum use by all Arlingtonians.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Compare the cost of public transport, including ridesharing and ride-hailing services, in Arlington and similar communities	Identify and address barriers and best strategies	Transportation Committee, working with County transportation agencies and public transit providers, especially those in which Arlington County has a regulatory or advisory role	2020-2021	Data and policy information from County agencies, public transit providers	Identification of cost differentials, barriers identified Recommendation of strategies for County to pursue	Increased awareness and use of public transport by Arlington older adults

Housing

The Committee for Housing and Community Supports has the mission of promoting supportive services and tools to help older Arlingtonians remain in the home of their choice (independent living, supported living or long-term care) and live safely. This committee focuses on housing policies and programs to maintain the availability of appropriate, affordable and accessible housing for all older Arlington residents and make Arlington a more age friendly community.

In developing goals for this plan, the committee reviewed policies and data including the County's 2006 Elder Readiness Plan and the Affordable Housing Master Plan, the current Affordable Housing Initiative and existing County policies, as well as practices and policies in other age friendly communities.

In Arlington, more than 90 percent of older adults report a desire to age in place, in their own home or apartment. However, despite property tax relief and housing grant subsidies for lower-income seniors, rising costs in Arlington are making it more difficult for these older Arlingtonians to stay in their homes or find other options in the vicinity. Those who are able to stay in their homes may still need additional care and support, more accessible surroundings, or assistive services and devices.

For that portion who desire or need a higher level of care such as assisted living or nursing home – and for the additional persons who may need it in the future although not currently planning for it -- Arlington's current resources will need expansion from its current 2,541 beds or units in long-term care settings.

Affordability is an urgent concern. Almost eight percent of Arlingtonians over the age of 60 live at or below the poverty level, with even higher concentrations in certain areas. Resources for affordable housing are extremely limited in this fast-growing, prosperous county. Recipients of Supplemental Security Income (SSI) and certain others who are aged or disabled and living in assisted living may be eligible for an auxiliary grant; the county pays 20 percent and the Commonwealth 80 percent of the cost. However, the reimbursement rate is low, about \$1,500 monthly. Because of that low rate, no assisted living facilities in Arlington accept auxiliary grants, except for Mary Marshall (for a very specific population) and Culpepper Garden (which has a one-year waiting list). Too often, low-income Arlingtonians must be housed in facilities outside the region, heightening their isolation. Even those above poverty level often struggle with fixed incomes and the rising cost of housing and taxes, as they may have incomes too high for subsidies but too low for many market-based homes.

The “missing middle” – lack of diverse as well as affordable housing options – is an additional concern. Growth in Arlington has increased cost and reduced options in types of housing, and there is already a very limited supply of independent living residences for older adults in the county. Arlington County has developed a framework for a Missing Middle Housing Study, which will begin in the second quarter of 2020.¹⁴

The Commission on Aging and its Housing Committee have already attempted to address some of these issues, for example in 2019 with letters urging the Arlington County Board and the Planning Commission to consider requiring that five percent of residences in proposed new assisted living centers be set aside as auxiliary grant units. Also, in 2019, committee review of a proposed new privately-owned assisted living center in Arlington helped to identify unnecessary zoning restrictions. The County subsequently moved to change zoning regulations to encourage such centers throughout the County, but the Commission continues to advocate for affordable units.

The goals and objectives for the housing domain therefore address the need for a range of options to meet the varied and diverse needs of the aging population. The overarching themes are affordability and accessibility -- in policies, programs, services and tools, and new facilities. The objectives and implementation plan emphasize the need for increased knowledge about options and approaches in order to build on current work. Among the special considerations is the availability of volunteers to accomplish this ambitious plan.

Goal 1: Advance housing policies and programs that focus on affordability and accessibility.

- **Objective 1:** Identify options for home sharing and group homes, both intergenerational and among older adults.
- **Objective 2:** Increase the supply of residential housing to allow for construction of “missing middle” units in areas zoned as single family.
- **Objective 3:** Promote the development of accessory dwelling units (ADUs).
- **Objective 4:** Have a COA Housing and Supportive Services committee member serve on the Planning Commission’s Site Plan Review Committee to address housing needs for older adults for all site plans dealing with older adult housing.
- **Objective 5:** Advocate for policies and programs that help reduce financial burdens on older adults in need of housing.

¹⁴ https://arlingtonva.s3.amazonaws.com/wp-content/uploads/sites/15/2019/12/HousingArlington_MissingMiddleHousingStudy_Framework.pdf

Goal 2: Promote supportive services and tools to help Arlingtonians remain in the homes of their choice, living safely and independently.

- **Objective 1:** Increase the use of universal design by increasing awareness and promoting incorporation of universal design principles in new and rehabilitated housing to facilitate access for aging adults.
- **Objective 2:** Promote awareness of assistive devices to enable older adults to live independently and in the homes of their choice.
- **Objective 3:** Identify and promote the development of products and services to help older adults age in the housing of their choice.

Goal 3: Promote the development of affordable assisted living facilities in Arlington.

- **Objective 1:** Promote the adoption by the County Board of an ordinance requiring developers to set aside five percent of units in new assisted living facilities as auxiliary grant units.
- **Objective 2:** Ensure that the Assisted Living and Elder Care Facilities Zoning Study and the update and revision of the Affordable Housing Master Plan include a provision on the need for Objective 1.
- **Objective 3:** Ensure that the development of all assisted living properties includes auxiliary grant units.
- **Objective 4:** Advocate for policies and programs to support affordability of assisted living facilities in Arlington.

HOUSING AND SUPPORTIVE SERVICES ACTION PLAN

Goal 1: Advance housing policies and programs that focus on affordability and accessibility.

Objective 1: Identify options for home sharing and group homes, both intergenerational and among older adults.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Investigate County ordinances and policies related to group living arrangements	Review County ordinances to determine whether there are differences for home sharing and group homes	Housing Committee	September 2020	AAA staff; Housing Division, volunteers to accomplish task	List of ordinances with identified gaps	Better understanding of ordinances, issues and needed changes
Investigate policies on home sharing in local jurisdictions (WCOG)	Obtain list of appropriate jurisdictions and contacts from WCOG	Housing Committee	October 2020	Housing offices of the various jurisdictions, volunteers to accomplish task	Summary of findings	Increased knowledge of options available
Investigate best practices for the home sharing model	Review AARP and related material	Housing Committee	December 2020	AARP, volunteers to accomplish task	Summary of findings	Use of information collected to formulate COA position and next steps on issue

Objective 2: Increase the supply of residential housing to allow for construction of “missing middle” units in areas zoned as single family.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Explore experiences of other jurisdictions such as Minneapolis to determine lessons learned	Review 2019 Alliance for Housing Solutions Public forum, Minneapolis presentation, AARP material, and any relevant pending state legislation	Housing Committee	March 2021	County Planning Division; obtain assistance from School of Social Work 2 nd year MSW intern or another student intern; volunteer support	Summary of findings	Developed strategy/position based on findings
Monitor County's plans regarding housing conservation districts	Identify position of other affordable housing advocates on this issue	Housing Committee	Ongoing	CPHD, volunteer support for task	Information to determine impact on older adults	County becomes more responsive to concerns of older persons
Develop position based on most current demographics defining “missing middle” in Arlington	Obtain analysis of current data re: Arlington older adults	AAA staff; CPHD staff; county demographers; student from VA Tech Urban Affairs and Planning or other university	July 2021	CPHD and other county demographers	Usable presentation of data on demographics to define missing middle	Development of fact-based position for COA advocacy

Develop strategy to obtain County Board approval of COA's position on this issue	Use data presentation for strategy plan	Housing Committee	September 2021		Presentation of position to County Board	County approval of COA recommendation that increases housing options
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Objective 3: Promote the development of accessory dwelling units (ADUs).

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Track development of ADUs by total and type in the County; determine who is building them and who is using them	Contact CPHD office If data not readily available, work with staff to develop consistent and accurate data	Housing Committee	January 2021	Cooperation of CPHD	Development of factual examples	Increased knowledge and data for use in advocacy
Work with County Housing Division to include Accessory Dwelling Units on annual	Contact CPHD staff	Housing Committee	January 2021	Availability of volunteers and cooperation of CPHD, ADU owners	Promotion of ADUs through outreach and tour	Better understanding of ADUs

affordable housing tour						
Create video and other tools featuring how older adults may use ADUs and additional options made available through amended Zoning Ordinance re: ADUs	Review how universal design video was made and develop an action plan based on that experience	Housing Committee	December 2021	Technical assistance and donated time needed to help in video creation	Production and use of a video and promotional materials explaining development of ADUs	Readily accessible information on how to complete a successful ADU application, increased development and use of ADUs by Arlington seniors

Objective 4: Have a COA Housing and Supportive Services committee member serve on the Planning Commission's Site Plan Review Committee to address housing needs for older adults for all site plans dealing with older adult housing.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
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Determine if any older adult housing issues will come before the Planning Commission	Track Planning Commission's monthly agenda to determine matters of interest and concern to older adults Get on appropriate County email lists	Housing Committee	Ongoing	Available volunteers to accomplish task and serve on committees Cooperation of Planning Commission to keep COA informed of opportunities	Consistent and current data for timely comment and action	Older adult considerations will not be overlooked in these reviews
Identify site plans to consider	Meet with CPHD staff twice a year	Housing Committee	January and June	Availability of volunteers to accomplish task; cooperation of CPHD	Better knowledge of how CPHD operates, CPHD staff assignments, information on site plans to consider	Consistent information to develop action plan
As appropriate, develop COA position on matters coming before the Planning Commission and its committees	Develop a checklist for consistent review of issues affecting older adults	Housing Committee	June 2020	Availability of housing committee volunteers; Planning Commission members; Affordable housing advocates	Understanding of site plan review process and lessons learned from experiences of other advocates serving on these committees Checklist for use in review	Regular use of checklist in development of consistent policy

Objective 5: Advocate for policies and programs that help reduce financial burdens on older adults in need of housing.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Advocate for the County Board to expand Housing Grants to adults ages 60-64 to help reduce the number of older adults who are rent burdened	Monitor for opportunities and advocate	Housing Committee	Ongoing, as advocacy opportunities arise	Available volunteers to accomplish task; AAA staff information on advocacy opportunities	Timely comment and action	Expansion of Housing Grants
Support the Real Estate Tax Relief program to help older adults with the increasing rates of property taxes	Monitor for opportunities and advocate	Housing Committee	Ongoing	Availability of volunteers to accomplish task; AAA staff support	Timely comment and action	Continuation of Real Estate Tax Relief Program as needed

Goal 2: Promote supportive services and tools to help Arlingtonians remain in the homes of their choice, living safely and independently.

Objective 1: Increase the use of universal design by increasing awareness and promoting incorporation of universal design principles in new and rehabilitated housing to facilitate access for aging adults.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Promote universal design video	Contact real estate and construction industry and other industries, as appropriate, to show and discuss video concerning how to incorporate universal design principles in construction and renovation	Housing Committee	Annual schedule of contacts and meetings	Create list of groups/ organizations who may find video useful; use real estate expertise of Housing Committee real estate member Distribution of brochure or flyer describing video	Number of organizations contacted Relationships with organizations, evaluate and address their receptivity to universal design concepts	Increased use of universal design in construction and renovations

Objective 2: Promote awareness of assistive devices to enable older adults to live independently and in the homes of their choice.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Broaden awareness to audiences	Develop outreach brochure Identify and train additional volunteers to conduct sessions Conduct informative sessions	Housing Committee; community volunteers and partners	Brochure June 2021 Sessions ongoing	Draw on relationships with county staff; faith-based groups; civic associations Need more volunteers to conduct sessions	Outreach brochure Numbers distributed and information sessions conducted	Older adult community becomes better informed

Objective 3: Identify and promote the development of products and services to help older adults age in the housing of their choice.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Develop outreach to inform consumers of relevant products and services (e.g., senior discount programs)	Identify businesses/organizations promoting these products and services (Note: most are for-profit businesses and it is difficult to assess quality)	Housing Committee, Chamber of Commerce	June 2021	Information and Outreach committee; AARP	Brochure to share findings without endorsing providers due to quality concerns;	Older adults become informed consumers about these products and services

					number distributed	
Explore structure and financial assistance tools to help older adults offset condo fees, recognizing that failure to pay may result in foreclosure on the home	Identify useful tools for dissemination	Housing Committee	2023	AAA staff; AARP	Informational materials for outreach on financial assistance	Older adults are more informed about these options

Goal 3: Promote the development of affordable assisted living facilities in Arlington.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Obtain data on the need for the goal	Review Arlington Affordable Housing Master Plan, Elder Readiness Plan, recent American Community Survey data	Housing Committee members, CPHD staff	January/ February 2020	CPHD; other county demographers, university researchers Note: ACS data difficult to interpret without demographer assistance, they may have other priorities	Data to support position on need for ordinance, presented in understandable and usable format	Stronger arguments to support goal
Obtain the support of other affordable housing advocates for the goal	Meet with Arlington Housing Commission; Planning Commission; Alliance for Housing Solutions Create a short memo or Power Point advocating for the goal to share with these organizations	Housing Committee members	March 2020	Volunteer(s)	Number of meetings and presentations Number of organizations who become active supporters of goal	Increased support and coordinated advocacy
Obtain individual support of County Board members on the need for the goal	Meet individually with County Board members	Housing Committee members	April 2020		Number of County Board members informed about goal	Board commitment More affordable housing for older adults

Objective 1: Promote the adoption by the County Board of an ordinance requiring developers to set aside 5 percent of units in new assisted living facilities as auxiliary grant units.

Objective 2: Ensure that the Assisted Living and Elder Care Facilities Zoning Study and the update and revision of the Affordable Housing Master Plan include a provision on the need for Objective 1.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Meet with Zoning staff completing study on Elder Care Housing	Contact staff to determine whether County Board 9/9/19 directive to address Objective 1 will be included in the study to be released in October	Housing Committee	September 2019	AAA; Zoning office (ZO) staff	Completed.	Zoning Office recognizes and addresses the need for affordable assisted living
Monitor release and content of Zoning Office study	Obtain a copy of the study in advance of meetings Attend public meetings when study is released	Housing Committee members	10/7/19 Public Forum 10/15/19 Planning Commission 10/21/19 COA (prepare questions for ZO based on their 10/15 presentation)	AAA; Zoning Office	Completed	Zoning Office recognizes and addresses the need for affordable assisted living

<p>Monitor 2019 Housing Arlington Initiative and the Housing Division staff initiative to update Affordable Housing Master Plan and secure COA participation in deliberations</p>	<p>Learn name of Housing Division staff working on this</p> <p>Develop contact on the Housing Commission</p> <p>Coordinate COA work with Arlington Alliance for Housing Solutions</p>	<p>Housing committee members; CPHD; Affordable Housing advocates; County Board</p>	<p>January 2021</p>	<p>Volunteer support</p>	<p>Contacts and coordination with Housing Division, Housing Commission, Arlington Alliance for Housing Solutions</p>	<p>The Housing Arlington Initiative and the update to the Affordable Housing Master Plan address affordable assisted living</p>
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Objective 3: Ensure that the development of all assisted living properties includes auxiliary grant units.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Obtain membership on the Planning Commission Site Plan Review Committee	Contact Chair of the Planning Commission	Housing Committee members	September 2019		Completed	COA has a voice in a critical element of the development
Review Artis site plan	Meet with Site Plan Review Committee	Housing Committee members	11/18/19 12/12/19 1/06/20	COA	COA has a voice in the development of this assisted living facility	Site plan is responsive to concerns of COA
Meet with Lee Highway Alliance to discuss need for including affordable housing option	Meet Executive Director and members	Housing Committee members	December 2020		Cooperative strategy and data to support need	Lee Highway Alliance support for affordable housing option
Testify at County Board hearing on Artis site plan	Prepare testimony based on experience in site plan review committee	COA members	TBD		Data-supported testimony to support need	Board support for Objective

Objective 4: Advocate for policies and programs to support affordability of assisted living facilities in Arlington

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Advocate to the Commonwealth for an increase in the rates of funding for Auxiliary Grant beds in Assisted Living	Monitor for opportunities and advocate	Housing Committee, Legislative Committee, Northern Virginia Aging Network (NVAN)	Ongoing, as advocacy opportunities arise	Available volunteers to accomplish task; NVAN, information on advocacy opportunities	Timely comment and action	Increase in funding
Promote development of an Assisted Living Investment Fund (like the County's Affordable Housing Investment Fund) to help offset the cost of care in Assisted Living facilities	Monitor for opportunities and advocate	Housing Committee, Legislative Committee	Ongoing	Availability of volunteers to accomplish task; AAA staff support	Timely comment and action	Development of an Assisted Living Investment Fund

Social and Civic Participation

Respect and Social Inclusion

Outdoor Spaces and Buildings

The Positive Aging, Inclusion and Enrichment (PAIE) Committee focuses on programs and services in our community that encourage active, healthy, engaged older adults and a community that values their presence and participation. This committee works with community partners, schools and local businesses to promote and encourage the participation of older adults in the community; making a difference in the lives of older adults.

Basic needs for older Arlingtonians (food, water, warmth, rest) and safety needs (security, safety) are largely provided through the Arlington County's Department of Human Services; Economic Development; Community Planning, Housing and Development; Environmental Services; Fire and Police; Public Safety Communications and Emergency Management and Technology Services. The higher psychological needs (belonging, friendships and relationships, prestige, and feeling of accomplishment) and self-fulfillment needs (achieving one's full potential, including creative activities) are addressed once an individual's basic needs are met.

Regardless of age, loneliness negatively affects a person's health and sense of well-being. Despite Arlington's active community, where over half (53 percent) of older adults live alone, isolation can be a concern, particularly for those with disability or mobility issues. Due to health issues or lack of ability to get out, older adults often find their social opportunities shrinking and they spend more time alone. They need opportunities to be with family, friends and the community. Arlington has a myriad of functions to meet this need, but far too often older adults may be unaware of what is available or experience other barriers to participation.

Isolation can be combatted by the availability of accessible, affordable, and enjoyable social activities. The PAIE Committee is particularly involved with the 55+ centers throughout Arlington that provide dedicated opportunities and space for participation by older Arlingtonians. The Arlington County Community Centers offer a wide variety of 55+ programs, services, and activities including exercise and sports, social events, classes and guest speakers, discussion groups and clubs, games, crafts, music and more. These include:

- Arlington Mill Community Center
- Aurora Hills Community Center
- Langston-Brown Community Center
- Lee Community Center

- Lubber Run Community Center
- Walter Reed Community Center

The goals and objectives developed by the PAIE Committee aim to promote those opportunities but also to develop additional ways to involve and support older Arlingtonians and increase their participation in the community. The goals revolve around the fundamental ingredients of successful aging:

- Socialization, being with people
- Physical exercise, maintaining physical strength
- Mental stimulation, maintaining cognitive abilities
- Purpose, reason to jump out of bed each day

Goal 1 (Social Participation): Increase social activities in a variety of locations, including Community and 55+ Centers.

- **Objective 1:** Identify opportunities for social interaction.

Goal 2 (Civic Participation): Involve older adults in serving others.

- **Objective 1:** Increase opportunities for civic participation.

Goal 3 (Respect and Social Inclusion): Promote intergenerational activities throughout the community to help young and old to learn from each other, honor what each has to offer, and at the same time feel good about themselves.

- **Objective 1:** Encourage intergenerational opportunities with George Mason and Marymount Universities as well as other higher education institutions
- **Objective 2:** Learn about the Fairfax County, VA's *GrandInvolve* program, which brings retirees and other volunteers into schools that could use a few helping -- and experienced -- hands and implement as appropriate in Arlington Public Schools.

Goal 4 (Outdoor Spaces and Buildings): Work with Arlington's departments to ensure that all places where people gather, indoors or out, are accessible, used and enjoyed by people of all ages.

- **Objective 1:** Promote annual review of the Public Spaces Master Plan.

POSITIVE AGING, INCLUSION AND ENRICHMENT ACTION PLAN

Goal 1 (Social Participation): Increase social activities in a variety of locations, including Community and 55+ Centers.

Objective 1: Identify opportunities for social interaction.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Identify new and desired social activities to offer in the community and at 55+ centers.	Identify needs and preferences using public input, announcements, status reports, flyers and emails, news articles	PAIE Committee	2020	AAA staff C/SC Directors AARP Arlington Neighborhood Village Churches DPR Arlington County Library	Steady increase in numbers of people participating in social activities	Growth every year in social opportunities
	Identify space/facilities, staffing	PAIE, DRP	2021	AARP, community organizations, faith communities and other resources	List of resources identified	Enhanced potential for planning new program activities
	Evaluate options	PAIE	2022		Committee assessment/implementation plan	Solid, realistic plan, given constraints
	Plan/implement new program activities	PAIE C/SC Directors	2023	AAA staff C/SC Directors AARP	Number of older adults participating in new activities	New opportunities for social

				Arlington Neighborhood Village DPR Library		interaction for older adults
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Goal 2 (Civic Participation): Involve older adults in serving others.

Objective 1: Increase opportunities for civic participation.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Work with organizations such as the Arlington Chamber of Commerce and its member businesses to identify and develop activities to introduce and involve older adults in serving others, volunteer their skills and become more actively engaged in community life	Establish or enhance relationships with Chamber of Commerce, Marymount, George Mason University, local businesses, nonprofits	PAIE COA Chamber of Commerce Marymount George Mason Arlington Employment Center, RSVP of Volunteer Arlington	2020	AED Chamber of Commerce Marymount George Mason Volunteer Arlington Nonprofits	Flyers distributed, meetings held, website hits	Collaboration will increase available opportunities and participation by older adults
	Identify possible opportunities for older adults				Increase number of businesses and volunteer organizations interested in involving older adults	
	Develop/use website video, flyers, brochures to educate and motivate					
	Develop pilot opportunities	COA CoC Marymount George Mason Nonprofits	2021	Interested CoC members, university faculty, nonprofits	Number of new opportunities, number older adults participating	Increased opportunities for older adults to become involved in civic engagement, helping others

	Implement pilot	COA CoC Marymount George Mason	2022			
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Goal 3 (Respect and Social Inclusion): Promote intergenerational activities throughout the community to help young and old to learn from each other, honor what each has to offer, and at the same time feel good about themselves.

Objective 1: Encourage intergenerational opportunities with George Mason and Marymount Universities as well as other higher educational institutions.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Identify and develop opportunities	Identify possible opportunities with GMU and Marymount staff/leaders	PAIE Subcommittee	2020	Volunteer Arlington, Public Outreach and Information Committee (promotional articles and outreach)	Increase number of activities and opportunities Support non-profits' programming and operation	More intergenerational participation and support for volunteer services, non-profits' programming and operation Growth in volunteer expertise and satisfaction
	Identify pilot program	PAIE Committee COA	2021	University staff	Existence and number of new programs	More intergenerational opportunities

	AAA Staff				
Engage participants	PAIE Committee	2022	Public Outreach and Information Committee	Number of participants in new program	Increased intergenerational opportunities
Expand projects	PAIE Committee	2023			

Objective 2: Learn about the Fairfax County, VA's *GrandInvolve* program, which brings retirees and other volunteers into schools that could use a few helping-- and experienced -- hands, and implement as appropriate in Arlington Public Schools.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Evaluate potential of Fairfax County's <i>GrandInvolve</i> program for Arlington	Learn about Fairfax program Investigate possible Title I funding	PAIE Committee	2020	Arlington Public Schools PTA Fairfax County staff willing to share information about model	Outline of facts and data on program	Greater understanding by CoA and Committee of potential for program
	Evaluate, including availability of volunteer talent	PAIE Committee	2020		Attract interest of retirees	
	Implement pilot		2022	County website County PR	Six volunteers and pilot curriculum	

	Develop pilot as appropriate in Arlington Public School		2023		Professional volunteer support provided to the schools; number of older adults involved	Strengthened relationships between schools and community, strengthened intergenerational opportunities
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Goal 4 (Outdoor Spaces and Buildings): Work with Arlington's departments to ensure that all places where people gather, indoors or out, are accessible, used and enjoyed by people of all ages.

Objective 1: Promote annual review of the Public Spaces Master Plan.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Establish a liaison with Department of Parks and Recreation (DPR)	Encourage DPR to complete all priority items in the Public Spaces Master Plan (PSMP)	PAIE	2020, annual reports thereafter	DPR DHS APS DES CPHD	Clear statement of common interest and goals Continuing input into PSMP and DPR budget	Increased and optimized usage of county open spaces and buildings
	Motivate annual status updates for Arlington COA review	PAIE	Annually	DPR DHS APS DES CPHD		

Community Support and Health Services

Despite the wide range of health services and support in Arlington, significant disparities exist among communities. For example, average life expectancy in the North Rosslyn neighborhood is 88; in the lower-income neighborhood of Buckingham, which has a high proportion of immigrants and minority ethnic groups, it is 78. Latinx residents are 11 times more likely to lack health insurance coverage than non-Latinx white residents. Black/African American residents are 8 times more likely to be hospitalized for asthma.¹⁵

Destination 2027

To consider these disparities and create a plan to achieve health equity in Arlington through systems change, in 2018 Dr. Reuben Varghese, Health Director of the Arlington County Public Health Division (ACPHD), convened a steering committee of local leaders. The committee reviewed assessments by the ACPHD and identified key areas for reaching health equity by 2027.

Health equity exists when everyone has access to the community conditions needed for optimal health and well-being. [*A Decade of Difference: Destination 2027 Steering Committee Report*](#)¹⁶ calls for Arlington County to adopt a Health Equity Policy, establish an oversight entity to implement it, and ask decision makers at all levels and sectors to use basic “equity questions” for planning, assessment, and budgeting. It also identifies needed approaches for Arlington to achieve health equity and provides a “toolkit” of equity questions for use by decision makers.

The Destination 2027 plan is framed as the foundation and pillars of health equity:

Foundation: Health equity policy adoption and oversight

- In 2019, the County Board adopts a Health Equity Policy, consistent with the County vision to be a “diverse and inclusive” community.
- In 2019, Arlington establishes an entity, either within or outside of County Government, to implement the Policy within County government and to encourage the adoption of similar policies in the private sector.

¹⁵ <https://arlingtonva.s3.amazonaws.com/wp-content/uploads/sites/25/2019/04/A-Decade-of-Difference-D2027-Report.pdf>

¹⁶Ibid.

Pillars of health equity:

- Pillar 1: Make data about health disparities, including community conditions, readily available to community leaders for decision making.
- Pillar 2: Build awareness, responsibility, and engagement to promote health equity.
- Pillar 3: Embrace a culture of collaboration and coordination to improve health equity.
- Pillar 4: Expand access to the resources and opportunities needed for optimal health and wellbeing.

Specific strategies, tasks and resources in the plan include data, collaboration and coordination, access to resources, and considerations including metrics and evaluation as well as community engagement.

Although the Destination 2027 initiative is not under the purview of the Commission on Aging, it clearly intersects with the Age Friendly domain of Community Support and Health Services. There is clearly a role that the COA can play in supporting and contributing to this initiative.

The Commission on Aging will work with Destination 2027, including appointing a COA liaison to ensure that age friendly aspects of the issues are incorporated. For the purposes of the Age Friendly action plan, the goal and objectives will focus on participation and issues identification:

Goal: Ensure the inclusion of age friendly issues and support progress toward health equity in Arlington.

- **Objective 1:** Establish Commission on Aging connection with and participation in the Destination 2027 project.
- **Objective 2:** Identify issues of specific concern to older populations and suggest solutions and approaches.

COMMUNITY SUPPORT AND HEALTH SERVICES ACTION PLAN

Goal: Ensure the inclusion of age friendly issues and concerns, and support progress toward health equity in Arlington.

Objective 1: Establish Commission on Aging connection with and participation in the Destination 2027 project.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Create liaison between COA and Destination 2027	Appoint COA member as liaison	COA chair	2020	COA, Destination 2027 leadership	COA contribution to 2027 initiative	Integration of efforts
	Regular reports by liaison to COA	COA liaison	Monthly		COA informed about 2027 and its intersection with Age Friendly	Expanded communication about Destination 2027

Objective 2: Identify issues of specific concern to older populations and suggest solutions and approaches.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Raise and promote issues related to aging as part of Destination 2027 agenda	Identification of specific issues or proposal of issues for 2027 consideration Promote evidence-	COA liaison to Destination 2027 in discussion with COA	Ongoing	COA	Addition or elaboration of issues and proposed solutions with emphasis on age friendly aspects	Support of age friendly aspects of 2027, greater awareness of health equity issues

	based programs, like Chronic Disease Self-Management and Falls Prevention, and help to recruit trainers and facilitators				Recruitment of trainers and facilitators	
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Communication and Information

The Public Information and Outreach Committee develops and implements outreach and information programs which provide older adults with knowledge of and access to available services, activities, and programs, including educational opportunities.

This critical domain has two goals with related objectives defined by this Committee. However, communications planning also appears in other domains, and the committee will review and integrate with those initiatives.

The Information and Outreach Committee reviewed the findings of previous engagement forums and feedback from the listening sessions, as well as the communication planning from other Age Friendly communities including the City of Alexandria. Communication is a major theme in all those sources; although Arlington has a wealth of resources and services for older residents, feedback always seems to highlight the difficulty of finding the right information at just the time when it is needed. This is especially true for Arlingtonians who are less comfortable with Internet search and online communication. In addition, communication efforts reach some communities better than others.

Thus, the goals and objectives in this plan emphasize outreach to underrepresented groups, communication in diverse ways, and development of new models for communication.

Goal 1: Sustain opportunities to engage older adults, their families and caregivers, and adults with disabilities, to build relationships and linkages with the Department of Human Services, Arlington Area Agency on Aging, and community partners.

- **Objective 1:** Increase communication and awareness about government programs and community services available to older Arlington residents, their families and caregivers, and adults with disabilities, especially among minority communities.
- **Objective 2:** Increase outreach and accessibility of information about government programs and community services through a variety of formats and languages and presented in many and diverse venues.

Goal 2: Establish a Senior Ambassador Program to assist in dissemination of information about programs and services for older adults, their families, caregivers, and people with disabilities, with emphasis on targeting minority communities.

- **Objective 1:** Explore feasibility of establishing a Senior Ambassador Program in Arlington County.
- **Objective 2:** Identify needed steps for successful implementation in Arlington.

COMMUNICATION AND INFORMATION ACTION PLAN

Goal 1: Sustain opportunities to engage older adults, their families and caregivers, and adults with disabilities, to build relationships and linkages with Department of Human Services, Arlington Area Agency on Aging, and community partners.

Objective 1: Increase communication and awareness about government programs and community services available to older Arlington residents, their families and caregivers, and adults with disabilities, especially among minority communities.

Objective 2: Increase outreach and accessibility of information about government programs and community services through a variety of formats and languages and presented in many and diverse venues.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Assess access to information about Arlington services and programs for older adults, families, caregivers, and adults with disabilities	<p>Track outreach to older adults and their families, caregivers, and adults with disabilities, with special attention to minority communities</p> <p>Assess outreach of current providers of communications for older adults, their families and caregivers, and adults with disabilities, to identify target audiences, distribution methods, and effectiveness</p>	Information and Outreach Committee, Commission on Aging, DHS, Agency on Aging, Age Friendly Arlington Task Force, graduate students	2020	Community partners, AAA, Age Friendly surveys, forum and listening session results, available data on use of services and programs	Assessment of current outreach, including identification of gaps	Information base for communication planning

Develop strategic, inclusive approach to communicating information about relevant programs and services for older residents, their families and caregivers, and adults with disabilities	<p>Coordinate dialogues with community partners to determine how to increase awareness of local resources</p> <p>Identify community partners who can place program content and service links through their internal and external communication channels</p> <p>Develop a quarterly editorial calendar to disseminate social media content for community partners, older adults, families, and caregivers</p> <p>In media including social media, seek opportunities to publicize issues and activities relevant to older residents, their families and adults with disabilities</p> <p>Use varied communication vehicles</p>	Communication Committee and COA	January-June 2021	Department of Parks and Recreation (Senior Centers), Adult Day Program, Culpepper Garden, <i>Aging Matters</i> radio & TV, Beacon, Sun Gazette, Connections newspaper, Arlington Neighborhood Village, NOVA Falls Prevention Alliance, Arlington Public Library, VHC, Capital Caring, multicultural community, LTC community, faith community, LGBTQ community, assisted living community, Dementia Friendly	For selected number of Area Agency on Aging programs or services, Increased participation and utilization by older adults and their families, caregivers, and members of underserved communities	Arlington's older adults, their families and caregivers, and those with disabilities have increased knowledge about available supportive and educational programs and services; and increasingly use their services

	to reach all generations including family members who help to convey information			Arlington, AARP Virginia, NVAN, local businesses frequented by older adults, students/PTAs, local media		
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Goal 2: Establish a Senior Ambassador Program to assist in dissemination of information about programs and services for older adults, their families, caregivers, and people with disabilities, with emphasis on targeting minority communities.

Objective 1: Explore feasibility of establishing a Senior Ambassador Program in Arlington County.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Identify potential need and if so, agency or organization to oversee management of Senior Ambassador Program Explore necessity for funding source to pay for Senior	Identify individual or group to coordinate Senior Ambassador program services Identify possible funding sources for Senior Ambassador Program operations	Communications Committee consulting with community groups and possible funding sources	2021	Retired Senior Volunteer Program (RSVP), Volunteer Arlington, Arlington 55+ centers, AARP chapters, faith-based organizations, civic organizations, NARFE chapters	Development of communication and outreach system in Arlington to educate and inform about available programs and services for older adults and adults with disabilities	Increased profile of Arlington Commission on Aging and local resources to improve the quality of life and independence of older adults

Ambassador Program staff						
Develop curriculum to adapt for Arlington County of nationally recognized Senior Ambassador Program	Prepare training curriculum for Senior Ambassador Program.	Communications Committee, volunteer leaders recruited to help develop and implement project	2021	Model curricula from other programs, collaboration from agencies and organizations to ensure relevant information reaches target audiences	Draft curriculum	Establish a trusted source for information between the formal network of social services and diverse communities
Recruit no less than 25 diverse Senior Ambassadors to increase the profile of the Commission on Aging and local resources for older adults	Identify groups and organizations from which Senior Ambassadors might be recruited Train new ambassadors	COA Volunteer Arlington Other community partners	2021	Facilities to train Senior Ambassadors Media and print publications to advertise/recruit new Ambassadors	Number of volunteer Ambassadors and initial schedule for their use	Volunteer commitment and visibility of age friendly activities

	on information about programs and services available to Arlington older adults					
Identify and engage local community partners to serve as vehicles to coordinate and host speaking engagements.	Collaborate with Senior Ambassadors about best methods to disseminate information to Arlington older adults	COA, Communication Committee with community partners	2022	Incorporation into communication plan, including schedule of appearances and primary messages	Growth in number of Ambassadors, number of seniors assisted	Build capacity to serve seniors in their own communities, in their own language, and within their own cultural norms.

Objective 2: Identify needed steps for successful implementation in Arlington.

Action	Tasks	By Whom	By When	Support Available/ Needed	Results and Measures	Desired Outcome
Evaluate success of initial model program and make recommendation for future	Create way to capture source of referrals to determine if Ambassador Program's outreach motivates participants to seek services and resources	Ambassador program	2023	Data reports	Data on increase in senior participation in AAA and County programs	Evaluation of success in information dissemination and resulting referrals
	Use participant feedback and follow up data to evaluate success of program	Communication Committee, COA, Age Friendly task force	2023	Data and feedback reports	Ambassador evaluation report	Solid basis for continuing action on Senior Ambassador program; and basis for enhanced funding
	Make recommendations on future format, messaging, funding, and use of Senior Ambassador program in Arlington	COA and Age Friendly	2023		Recommended path forward for program and/or alternative options	Effective dissemination of information and support of users of services and programs

MOVING FORWARD

This plan will guide the work of the Commission on Aging over the next three years, with the appropriate COA committee chairs focusing on the domains as indicated in their workplans. As with any strategic plan, adjustments and new issues will arise during implementation, and the Commission will review and address them.

The Age Friendly Task Force will continue but will shift its focus to evaluation, consulting with the COA committees and developing approaches to both formative and summative evaluation based on the timelines and measures in the plan. Those evaluations and the work of the committees will also draw on the ongoing assessments available from County data, COA listening activities such as the Engagement Forums, and collaboration with other commissions and organizations. All of this review and reflection will provide the basis for continued progress and cyclical revision of the plan to keep Arlington moving forward as an age friendly community.

Appendices

**ARLINGTON COUNTY COMMISSION ON AGING
COMMITTEE STRUCTURE AND MEMBERSHIP***

**Appendix 1
COA Committee
Structure January 2020**

*Committee Chair(S) are in **Bold**, current COA members are listed first

Committee	Description	Membership	Members
Executive	<p>The Executive Committee is the strategic planning board for the Commission on Aging and is also charged with moving the Age Friendly Arlington initiative forward. The Executive Committee has and can exercise the powers and duties of the Commission between meetings as appropriate. It meets at the call of the Chair. The presence of three members constitutes a quorum for the transaction of business.</p> <p>Other duties this committee is responsible for include:</p> <ul style="list-style-type: none"> • recruiting, vetting and recommending interested and knowledgeable people to serve on the commission • recommending reappointments of current commissioners as needed • presenting the nomination of chair and vice chair to the commission for approval in October • reviewing items of special interest to older persons in the proposed Arlington County, State and Federal budgets and submitting recommendations to the Commission on Aging. 	<p>Chair, Vice Chair, Committee Chairs, former Chairs, AAA Director and AAA Program Coordinator</p>	<p>Jim Feaster Carl Brooks Cyndy Schneider Linda Kelleher Linc Cummings Cragg Hines Cheryl Beversdorf Herschel Kanter</p> <p>Mitch Opalski Laurie Young Erica Wood Joan McDermott</p>
Housing and Community Supports	<p>The Housing and Community Supports Committee promotes supportive services and tools to help older Arlingtonians remain in the home of their choice (independent living, supported living or long-term care) and live safely. This committee focuses on housing policies and programs to maintain the availability of appropriate, affordable and accessible housing for all older Arlington residents and make Arlington a more community.</p>	<p>Open</p>	<p>Cyndy Schneider Linda Kelleher Martha Villanigro-Santiago Jim Feaster Jim Ruff</p> <p>Laurie Young Wendy Zenker Erica Wood Michelle Winters Megan Rappolt (McGuire Woods) Tad Lunger (Arlington Chamber of Commerce) Cathi Coridan (Keller Williams)</p>

			Helen King, AAA Program Coordinator
Positive Aging, Inclusion and Enrichment	The Positive Aging, Inclusion and Enrichment Committee focuses on programs and services in our community that encourage active, healthy, engaged older adults and a community that values their presence and participation. This committee works with community partners, schools and local businesses to promote and encourage the participation of older adults in the community.	Open	Linc Cummings Cheryl Beversdorf Martha Villanigro-Santiago Herschel Kanter Jim Feaster Andrea Walker Bonnie O'Leary Rita Wong Jennifer Collins Wendy Zenker (ANV) Tom Daly, AAA
Transportation Safety and Accessibility	The Transportation Committee reviews transportation programs, evaluates issues of safety and accessibility and makes recommendations to the Commission on necessary actions to expand or create services for older adults.	Open	Jim Richardson Herschel Kanter Sophie Shen Jim Feaster Cragg Hines Michael DiGeronimo Anne Peret Joan McDermott William Jones/Andy Wexler Sabrina Brown (STAR) John Glowacky, AAA
Public Information and Outreach	The Information and Outreach Committee develops and implements outreach and information programs which provide older adults with knowledge of and access to available services, activities, and programs, including educational opportunities.	Open	Cheryl Beversdorf Carlos Velázquez Linc Cummings Jim Ruff Jessica Vasquez Rita Wong Wendy Zenker Mary Lee Anderson Gordon Hasenei Michelle Thomas, AAA
Legislative	The Legislative Committee, either independently or through its involvement with the Northern Virginia Aging Network (NVAN), develops a draft legislative package for the Virginia General Assembly which is presented to the Commission for its endorsement. The Committee monitors issues of interest to the Commission at the State and Federal levels. The Committee meets with members of the Arlington County Board, members of the Arlington delegation to	Open	Herschel Kanter Carl Brooks Cyndy Schneider Martha Villanigro-Santiago Cragg Hines Jim Ruff Jim Richardson Erica Wood Mary Lee Anderson Laurie Young

	the General Assembly and elected Federal leaders, advocating on behalf of the Commission's position on legislative matters.		Joan McDermott Anne Herman Helen King, AAA
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Appendix 2
Arlington AAA Area
Plan 2019-2023 Priorities

Priority	Action Items
<p>Connect older adults and their caregivers with services and supports that strengthen, protect and empower.</p>	<ul style="list-style-type: none"> • Expand and enhance programs and services that engage and empower older adults. • Streamline, expand and promote programs that support affordable housing and aging in place. • Provide supplemental services that include assistive technology, home assessments and modifications to reduce risk and promote autonomy. • Evaluate transportation services to ensure a variety of safe, reliable, accessible modes of transportation for individuals of all ages
<p>Increase access to services and supports that help older adults remain safe and independent in the community of their preference</p>	<ul style="list-style-type: none"> • Provide information, referral and assessments through culturally competent, person-centered service delivery. • Provide public information and community education on available resources and services. • Support caregivers through assessments, counseling, support groups, training and respite. • Modernize access to programs through enhancements to online resource tools and applications. • Develop digital technology solutions and resources and facilitate community involvement with digital technology. • Offer a variety of housing options, such as home modifications that promote accessibility, real estate tax relief, housing grants that help subsidize rents and auxiliary grants that help subsidize care in assisted living residences. • Encourage development and retention of a sufficient supply of housing affordable to households with low and moderate incomes that include accessory dwelling units, missing middle housing, and zoning ordinances that promote future developments.
<p>Enrich community collaborations to positively affect the attitudes, values and beliefs of aging</p>	<ul style="list-style-type: none"> • Offer trainings on cultural sensitivity and customer service skill building in working with older Arlingtonians. • Build the network of trained Dementia friends. • Share webinar and offer onsite presentations with community partners. • Foster linkages to county and community partners serving older Arlingtonians

	<ul style="list-style-type: none"> • Partner with outreach education, and present on Aging Matters Radio, local gerontology, nursing and healthcare programs. • Encourage internship opportunities.
<p>Enrich opportunities for social inclusion, engagement and civic participation</p>	<ul style="list-style-type: none"> • Engage the community through forums, surveys, focus groups. • Recruit and engage volunteers from senior residences and across county departments • Meet with county departments to learn about opportunities to engage older Arlingtonians • Strengthen partnerships and outreach across minority groups, LEP population and diverse communities • Expand outreach to LEP communities and empower community leaders to disseminate basic resource information

Age Friendly Arlington

We invite you to share your opinion on how livable Arlington is for all ages. Please complete this survey, return it to your program facilitator before you leave today, email it to arlaaa@arlingtonva.us, or mail it to:

Arlington Agency on Aging
2100 Washington Blvd
4th Floor
Arlington, VA 22204.

If you prefer to take the survey online, you can access it on the Commission on Aging website (<https://commissions.arlingtonva.us/coa/>)

Thank you for your feedback!

<p>What is your age? _____</p> <p>What race do you identify with?</p> <p><input type="checkbox"/> American Indian and Alaska Native</p> <p><input type="checkbox"/> Asian American</p> <p><input type="checkbox"/> Black or African-American</p> <p><input type="checkbox"/> Native Hawaiian and Other Pacific Islander</p> <p><input type="checkbox"/> White</p> <p><input type="checkbox"/> More than one race</p> <p><input type="checkbox"/> Other (please specify)</p> <p>_____</p>	<p>What is your gender?</p> <p><input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender</p> <p><input type="checkbox"/> Other (please specify)</p> <p>_____</p> <p>What is your zip code? _____</p> <p>How would you rate your overall quality of life?</p> <p><input type="checkbox"/> 5 <input type="checkbox"/> 4 <input type="checkbox"/> 3 <input type="checkbox"/> 2 <input type="checkbox"/> 1</p> <p>(Very Good) (Very Poor)</p>
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Housing

1. What type of housing do you live in?

- Single-family Multi-family
 Other (please specify)

2. Do you rent or own the place where you live?

- Rent Own

5. Has your house been adapted or can it be adapted, to facilitate aging at home?

- Yes No

3. How many individuals, besides yourself, live in your household? (If you live alone, put 0) _____

4. In your opinion, is housing in your neighborhood affordable?

- Yes No

6. Could someone enter your house in a wheelchair without assistance?

- Yes No

Outdoor Spaces & Buildings

7. Is walking without assistance easy for you?

- Yes No

8. In your opinion, how suitable is your neighborhood for walking, including for those who use wheelchairs and other mobility aids?

- 5 4 3 2 1
(Very) (Not at All)

9. In your opinion, how accessible are parks, public spaces and buildings in your community for all people, including those who have limitations in mobility, vision or hearing?

- 5 4 3 2 1
(Very) (Not at All)

Respect & Social Inclusion

10. In the past month, have you been involved in: (check all that apply)

- Group physical activity
 Volunteer activity
 Social or cultural activities
 Decision-making about political, economic and social issues in Arlington

11. Do you feel respected and socially included in your neighborhood?

- Yes No

12. In the past year, have you experienced a major loss or change? (examples: death of a loved on, retirement, move)

- Yes No

Communication & Information

13. How do you typically find out about important health or safety information?

- Word of mouth
- Print
- Web
- Radio
- TV
- Other (please specify) _____

14. How easy is it for you to find local sources of information about your health concerns and service needs?

- 5 4 3 2 1
(Very Easy) (Very Difficult)

15. Do you live in a household with internet access?

- Yes No

16. How do you access the internet?
(Check all that apply)

- Home computer
- Smart phone or tablet
- Local library or community space
- Other (please specify) _____

17. What is your preferred language?

Transportation

18. What is your primary mode of transportation?

- Personal Vehicle
- Public Transportation
- Other (please specify) _____

19. In your opinion, are public transportation stops close to your home?

- Yes No

20. Is it hard to find transportation to get you where you want to go?

- Yes No

21. How far are you willing/able to walk to reach a public transportation stop?
(Can answer in distance or time)

22. Please rate the level of accessibility of public transportation vehicles for all people, including those who have limitations in mobility, vision, and hearing.

- 5 4 3 2 1
(Very) (Not at All)

Economic Stability

23. What is your employment status? <input type="checkbox"/> Employed full-time <input type="checkbox"/> Employed part-time, seeking full-time <input type="checkbox"/> Employed part-time, not seeking full-time <input type="checkbox"/> Not employed, seeking full-time <input type="checkbox"/> Not employed, seeking part-time <input type="checkbox"/> Not employed, not seeking employment	24. Over the past year, have you had enough income to meet your basic needs without public or private assistance? <input type="checkbox"/> Yes <input type="checkbox"/> No
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25. Do you plan to stay in Arlington as you age? Yes No

Why or why not?

26. What matters most to you as you consider aging in Arlington?

27. What would make Arlington a more livable community for all ages?



Age Friendly Survey results as of 11/1/2019

Survey opened March 2019, 368 respondents

Average Age	64	
Zip Codes	22201	19%
	22207	19%
	22202	14%
	22203	14%
	Other Arlington	14%
	Non Arlington	4%
Race	White	85%
	Minority	9%
	Other/no answer	6%
Gender	Male	26%
	Female	73%
	Other	1%
Quality of Life	Very Good	58%
	Good	35%
	Neutral	5%
	Poor	2%
	Very Poor	0%
Housing (Other includes Townhouse, Condo, and other MF descriptors)	Single Family	63%
	Multi-Family	23%
	Other	14%
Rent vs Own	Rent	25%
	Own	75%
Is Housing Affordable	Yes	24%
	No	76%
Has your housing been adapted to facilitate aging	Yes	52%
	No	48%
Could someone in a wheelchair enter your home	Yes	29%
	No	71%
Is walking without assistance easy for you?	Yes	93%
	No	7%
How suitable is your neighborhood for walking, including wheelchair and other mobility aids?	Very Good	18%
	Good	30%
	Fair	31%
	Poor	17%
	Not at All	4%
How accessible are parks, public spaces and buildings	Very Good	18%
	Good	37%
	Fair	34%
	Poor	8%
	Not at All	3%

In the past month, have you been involved in	Group physical activity	50%
	Volunteer activity	63%
	Social or cultural event	85%
	Decision making on politics, economic & social issues	42%
Do you feel respected and socially included?	Yes	84%
	No	16%

In the past year, have you experienced a major loss?	Yes	32%
	No	68%
How do you find out about important health & safety information	Word of Mouth	36%
	Print	50%
	Web/Internet	79%
	Radio	23%
	TV	36%
	Other	11%
How easy is it for you to find local source of information about your health concerns & safety needs	Very Easy	18%
	Easy	48%
	Neutral	27%
	Difficult	5%
	Very Difficult	2%
Do you live in a household with internet access?	Yes	96%
	No	4%
How do you access the internet	Home Computer	90%
	Smart Phone or tablet	77%
	Library/Community Space	9%
	Other	4%
Preferred Language	English	99%
Primary mode of transportation	Personal Vehicle	67%
	Public Transportation	22%
	Other	11%
Is Public Transportation Close to your home?	Yes	87%
	No	13%
Is it hard to find Transportation	Yes	15%
	No	85%
Rate the accessibility of public transportation for all	Very Good	13%
	Good	36%
	Fair	39%
	Poor	10%
	Not at All	2%
Employment Status	Full Time	27%
	Part Time, Seeking Full Time	2%
	Part Time	12%
	Not employed, seeking full time	1%
	Not employed, seeking part time	3%
	Retired	55%

Over the past month, have you had enough income to meet your basic needs without assistance	Yes	92%
	No	8%
Do you plan to stay in Arlington as you age?	Yes	66%
	No	10%
	Unknown	24%