

Arlington County Age Friendly Action Plan 2023-2028



ARLINGTON
VIRGINIA



The Arlington Age Friendly Action Plan provides the foundational structure for what matters most to the older adults in our community, and addresses current and emerging trends so that we become an even more inclusive community for persons of all ages and stages.

INTRODUCTION

In 2018, Arlington County joined the AARP Network of Age-Friendly States and Communities, the U.S. Affiliate of the World Health Organization Global Network of Age-Friendly Cities and Communities.

The first five years of Arlington County's experience with Age Friendly planning and implementation were both productive and instructive. The 2018-2023 Plan guided the development of a strong but flexible process, using the volunteer committees of the Arlington County Commission on Aging (COA) to develop goals and objectives in cooperation with County staff and other community partners. This process continues, with modifications as appropriate to emerging needs and goals.

Some clear lessons emerged from the initial Plan implementation, including the importance of regular reporting and adjustments to the Plan based on developments. The advisory role of the COA was strengthened, leading to more active advocacy and more focus on the sustainability of projects. Other lessons included the value of outreach and partnerships to other organizations and Commissions, to make Age Friendly a true community endeavor and to gain resources and support.

As a result of the COVID-19 pandemic, and the impact on Long-term care residences, the Long-Term Care committee was formed to foster collaborations between Aging and Disability Services, Public Health, Nursing Homes, Assisted Living residences and community members. Additionally, the pandemic and other health crises made it clear that the domain of community support, health services and wellness would need more attention in future. And the coordination across committees and domains was highlighted, particularly the need to integrate communication and advocacy throughout all activities.

The COA restructured in 2023, to recognize these new emphases and changes in focus. The new committee structure is designed to map to the Age Friendly domains, but with more coordination and new areas of emphasis. It reflects more attention to health and wellness issues as well as active outreach, and -- in keeping with the new mission statements of the COA and the Arlington County Department of Human Services -- an overarching theme of equity.

The structure now includes a new committee on Aging Equity and Engagement and one on Health and Wellness. In recognition that Age Friendly communication and information efforts (such as the Community Ambassador program and other outreach) are designed to invite and encourage participation and inclusion by diverse older adults, this group combines the former Communication and Information committee with the former committee on Positive Aging, Inclusion & Enrichment. The committee on Health and Wellness focuses on coordination and accessibility of health and wellness programs.

The Age Friendly Task Force continues to assist with planning and process, but the goals for the domains are determined by the appropriate committees. The committees map to the eight domains of livability as follows:

DOMAINS OF LIVABILITY	COMMITTEE/TASK FORCE
Social Participation	Aging Equity and Engagement
Respect and Social Inclusion	
Civic Participation and Employment	
Communication and Information	
Community Support and Health Services	Health and Wellness Long-Term Care
Housing	Housing
Transportation and Outdoor Spaces and Buildings	Transportation
All domains as appropriate	Legislation

Coordination among committees is encouraged, particularly on legislation and communication efforts. Each committee developed goals and objectives for its area, with the full Plan discussed and approved by the COA. These goals and objectives will guide the COA and help Arlington to continue its progress as an age-friendly community. Indeed, that progress did not slow down during the planning process; the COA and its partners continued to act and implement in these emerging areas as the new cycle began.

This plan outlines the goals and objectives in each area, followed by charts of action plans, with tasks and timelines over the plan period.

ARLINGTON OLDER ADULT PROFILE

Arlington is home to nearly 240,900 people, with 37,300 ages 60 and above. From 2019-2023, there has been a 9% increase in the number of adults age 60+ who reside in Arlington.

Year	# of adults Age 60+
2019	34,747
2020	36,058
2021	36,274
2022	37,300
2023	37,300

Arlington’s median family income is one of the highest in the United States, and it is one of the highest-educated localities in the country, with 78% of residents having a bachelor’s degree or higher.

Among residents, 59 percent are white/non-Hispanic, 15 percent Hispanic, 11 percent Asian or Pacific Islander, and 9 percent Black or African American. The population includes many immigrants and English-as-a-second-language speakers; nearly 22% were born outside the United States.

In 2024, older adults (age 60+) totaled 37,300 in Arlington. The majority (53%) are female. Of the total 60+ population, 50 percent live alone, and 66 percent own their own home. Older adults include many homeowners and renters who are housing cost-burdened: 20% of owners and 65% of renters spend more than 30 percent of household income on housing.

Though Arlington County is an affluent community with a median household income of \$137,384 and an average rental cost of \$2,413 (*Arlington Profile 2024*), there remains a segment of the population in poverty and without access to services. An estimated 9.2 percent of adults 65-plus live at or below the poverty level, and five percent collect SNAP (Supplemental Nutrition Assistance Program) benefits or Food Stamps.

In Arlington, the Area Agency on Aging (AAA) is part of the Department of Human Services’ Aging and Disability Services Division. The Aging and Disability Resource Center (ADRC) is part of the AAA and serves as a “no wrong door” entry point for adults 60 and above, persons with disabilities, and caregivers.

The ADRC has seen a 116% increase in the number of individuals served from 2019 to 2023 and a 21% increase from FY22 to FY23, with projections to serve more than 11,000 individuals in FY24.

ADRC Clients	# Served
FY 2019	3,767
FY 2020	3,253
FY 2021	4,849
FY 2022	6,718
FY 2023	8,154

With the high cost of living and the increase in older adults, the ADRC began tracking shelter referrals in FY 2021 and has experienced an 80% increase in the number of shelter referrals from FY 22 to FY 23.

ADRC Shelter Referrals	# Served
FY 2021	35
FY 2022	115
FY 2023	207

On average, roughly one-third of persons experiencing homelessness are older adults (age 55+), and the metrics captured by the Arlington Continuum of Care (CoC) reflect the growing trend.

Fiscal Year (FY)	# of Adults Age 55+
FY 2019	258
FY 2020	276
FY 2021	282
FY 2022	275
FY 2023	308

An age-friendly community is welcoming and inclusive for all ages. It encourages people to stay healthy and active at every age and provides services to support those who need assistance to remain safe and independent in their communities. Age-friendly communities ensure the inclusion of older people in community activities and create opportunities to connect older adults to issues that are important to them. They strive to reduce social isolation, increase community engagement, and address social determinants of health such as access to health care, safety, and social support.

The Arlington Age-Friendly Action Plan provides the foundational structure for what matters most to older adults in our community and addresses current and emerging trends so that we become an even more inclusive community for persons of all ages and stages.



2023-2028 GOALS AND OBJECTIVES

AGING EQUITY AND ENGAGEMENT

Goal I: Visibility: Increase capacity to elevate critical issues related to older adults aging in place through no less than three communications strategies.

- **Objective 1.1:** Support strategies to leverage opportunities for older adults to enhance their digital footprint through biannually reviewing key messages.
- **Objective 1.2:** Implement training opportunities for local service providers and allied organizations to learn about age friendly communications by the fourth quarter of Year 1.
- **Objective 1.3:** Create accessible and user-friendly tools to support local and regional efforts related to aging equity through biannual review and development of key messages and supporting digital resources.

Goal II: Partnerships: Create and implement at least two regional initiatives that strengthen partnership opportunities and cultural responsiveness towards aging equity for Year 2 and Year 4.

- **Objective 2.1:** Create webinar series on elder fraud in collaboration regionally with local Commonwealth Attorneys and law enforcement outreach officers.
- **Objective 2.2:** Establish an Out and About Task Force that advocates and defines policies for the development of LGBTQ older adult programs and activities by the fourth quarter of Year 1.
- **Objective 2.3:** Support the development of evergreen online resources to increase the awareness of the impact and solutions towards mitigating elder fraud by the third quarter of Year 1.

Goal III: Sustainability: Identify no less than two opportunities to sustain strategic initiatives for aging equity by the first quarter of Year 2.

- **Objective 3.1:** Engage member organizations of Aging Equity and Engagement Committee to promote opportunities for aging equity initiatives.
- **Objective 3.2:** Research and pursue in partnership with local private, nonprofit, and government partners opportunities to leverage and secure resources that sustain aging equity initiatives by the third quarter of Year 2.
- **Objective 3.3:** Define regional opportunities to support efforts that elevate the awareness and visibility of critical issues related to making aging equity possible for ongoing tasks which will be reviewed and sustained by the second quarter of the plan year.

Aging Equity & Engagement Action Plan is on page 8.

HEALTH & WELLNESS

Goal I: Support and increase access to senior adult mental health services.

- **Objective 1.1:** Identify pathways to increase accessibility of existing programs and resources to reduce social isolation and loneliness.
- **Objective 1.2:** Increase outreach to targeted, vulnerable audiences such as older men and older persons living alone with evidence-based programs that help older adults manage depression.

Goal II: Coordinate outreach of available wellness programs (in partnership with Senior Ambassador) with particular emphasis on lower-income older adults.

- **Objective 2.1:** Define audiences (in need of wellness programs but who don't participate), identify barriers and partner with other CoA committees to find solutions.
- **Objective 2.2:** Identify and disseminate dental care resources available to low-income adults.

Goal III: Increase coordination of care among health care, community and Arlington County Partners.

- **Objective 3.1:** Improve discharge coordination procedures by working with health and social services case managers to improve health outcomes and reduce readmissions.
- **Objective 3.2:** Work with VHC Health's case managers to increase support and coordination for primary caregivers who are assisting patients at time of discharge to promote safe transition home and with the long-term goal of decreased readmission rates.
- **Objective 3.3:** Support increased awareness and access to preventative services.

Goal IV: Encourage health care partners to adopt Age-Friendly Health Systems model.

- **Objective 4.1:** Explore this model with health care systems, select ambulatory care practices and public health.

Goal V: Determine opportunities for advocacy at the state and local level regarding health and wellness of older adults.

- **Objective 5.1:** Identify annual key concerns, advocacy partners and share with appropriate governing body.

Health & Wellness Action Plan is on page 16.

HOUSING

Goal I: Advocate for policies and programs that focus on affordable new older adult housing and support for existing housing.

- **Objective 1.1:** Advocate for the development of all types of housing that are affordable for older adults.
- **Objective 1.2:** Advocate for policies, programs, and funding to proactively prevent evictions and foreclosures and provide alternate housing for older adults facing eviction. Study needs of older adults to end their homelessness in Arlington.
- **Objective 1.3:** Support new and existing policies to reduce housing burdens.

Goal II: Promote supportive design and services to help Arlingtonians live safely and independently.

- **Objective 2.1:** Finalize and use Universal Design Checklist for multi-unit residential developments to promote livability.
- **Objective 2.2:** Promote use of universal design guides, models and features in individual homes/duplexes/condos.

Goal III: Promote the development of affordable assisted living units in Arlington.

- **Objective 3.1:** Promote alternative assisted living formats such as the Greenhouse project in new ALF developments.

- **Objective 3.2:** Advocate at State level for legislation allowing local governments to enact an enabling ordinance requiring developers to set aside units in new assisted living facilities as auxiliary grant units.
- **Objective 3.3:** Advocate for the set-aside of reduced rent/auxiliary grant units for low income older adults in assisted living facilities.

Housing Action Plan is on page 25.

LONG-TERM CARE

Goal I: Support environmental design quality of Arlington nursing homes.

- **Objective 1.1:** Cultivate interest and support for small household model (SHM).

Goal II: Support greater community integration of nursing home residents with the community.

- **Objective 2.1:** Establish community advisory councils (CACs) to bridge long-term care facilities and community.
- **Objective 2.2:** Establish long-term care facility engagement outreach worker to support Objective 2.1.

Goal III: Increase transparency of information about nursing homes.

- **Objective 3.1:** Pursue limited disclosure of facility-specific long-term care ombudsman complaints.
- **Objective 3.2:** Track and highlight nursing home ownership and management information for better public understanding.

Long-Term Care Action Plan is on page 35.

TRANSPORTATION

Goal I: Accessibility and Equity: Promote frequent and reliable transportation for the older adult community.

- **Objective 1.1.** Frequent and reliable transit for older adults.
- **Objective 1.2.** Reliable transportation for Social 60+ cafe patrons.
- **Objective 1.3.** Focus on needs of older adults.

Goal II: Safety: Reduce the number of pedestrian/bike injuries and deaths.

- **Objective 2.1:** Promote safety for older adults on streets.
- **Objective 2.2.** Improve signs, signals and sidewalks, especially around Social 60+ cafes and older adult residences.
- **Objective 2.3.** Collect data on walking accessibility on paths and sidewalks.

Transportation Action Plan is on page 43.

AGING EQUITY AND ENGAGEMENT ACTION PLAN 2023-2028

Goal I: VISIBILITY: Increase capacity to elevate critical issues related to older adults aging in place through no less than three communications strategies.

Objective 1.1: Support strategies to leverage opportunities for older adults to enhance their digital footprint through biannually reviewing key messages.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support <i>(recruitment of new partners could be one of the tasks)</i>	Expected Measurable Results <i>(e.g., new policy or data, increase in persons served, benefits received)</i>	Expected Outcome <i>(e.g., increased awareness, access, inclusion, outreach)</i>
Identify key communication strategies through input from Aging Equity and Engagement Committee members Create action steps for implementation for Years 2-4	Year 1	List strategies and action steps with scalable metrics	Aging Equity & Engagement (AEE) Committee members Commission on Aging (COA)	Communication strategies and schedule of scalable action steps	Increased communication and awareness about aging equity critical issues

Organize biannual review meetings to support ongoing dissemination of key messages	Biannual	Review schedule	AEE Committee members Commission on Aging (COA)	Review conclusions and actions to disseminate messages	Enhanced messaging and engagement
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Objective 1.2: Implement training opportunities for local service providers and allied organizations to learn about age friendly communications by the fourth quarter of Year 1.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
Create and implement training for Years 1 and 2 and upload for ongoing access through partner websites	Year 1 Quarter 4 Year 2	Training design and creation Upload of training	AEE Committee Age Friendly partners	Training available and accessed on partner websites Use by Age Friendly partner organizations	Improved collaboration and coordination with partner organizations Common communication and messaging

Goal 2 : PARTNERSHIPS: Create and implement at least two regional initiatives that strengthen partnership opportunities and cultural responsiveness towards aging equity for Year 2 and Year 4.

Objective 2.1: Create webinar series on elder fraud in collaboration regionally with local Commonwealth Attorneys and law enforcement outreach officers.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
<p>Create webinar series</p> <p>Record sessions for ongoing dissemination to reach no less than 2,000 viewers</p>	<p>Year 2</p>	<p>Series design and creation</p> <p>Recording and dissemination plan through partner organizations and stakeholders</p>	<p>Local Commonwealth Attorneys and law enforcement outreach officers</p>	<p>Ongoing series and measurement of viewership</p>	<p>Increased awareness of and response to issues of elder fraud</p>

Objective 2.2: Establish an Out and About Task Force that advocates and defines policies for the development of LGBTQ older adult programs and activities by fourth quarter of Year 1.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
<p>Work with local private funders to identify priorities and cultivation opportunities</p> <p>Meet with local policymakers to advocate for ongoing programs and activities to combat social isolation of LGBTQ older adults</p>	<p>Year 1 fourth quarter</p>	<p>Creation of Out and About Task Force</p> <p>Identification of appropriate funders</p> <p>List of priorities and opportunities</p> <p>Schedule of meetings with local policymakers and private funders</p>	<p>Task Force</p> <p>Community organizations</p>	<p>Identified contacts and supporters</p> <p>Outreach to funders and policymakers</p> <p>Advocacy contacts and assessment of responses</p>	<p>Increased awareness and identifiable policy changes</p>

Objective 2.3: Support the development of evergreen online resources to increase the awareness of the impact and solutions towards mitigating elder fraud by third quarter of Year 1.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
<p>Meet with Aging Equity and Engagement Committee members to secure feedback on key audiences for the elder fraud webinar series</p> <p>Market online resources to promote content on elder fraud</p>	<p>Year 1 Third Quarter</p>	<p>AEE Committee</p> <p>Compile feedback on key audiences</p> <p>Identify and reach online resources and audiences</p>	<p>Organizations that reach key audiences</p> <p>Online networks</p>	<p>Compilation of feedback</p> <p>List of online resources</p> <p>List of appropriate audiences</p> <p>Schedule for marketing resources</p>	<p>Increased awareness of elder fraud and possible solutions</p>

Goal 3: SUSTAINABILITY: Identify no less than two opportunities to sustain strategic initiatives for aging equity by the first quarter of Year 2.

Objective 3.1: Engage member organizations of Aging Equity and Engagement Committee to promote opportunities for aging equity initiatives.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
Organize outreach opportunities with the local Ambassador Program	Year 2 first quarter	Ambassadors Outreach schedule	Ambassador Program	Outreach measures	Increased outreach and identification of communication needs Support recruitment of diverse Ambassadors

Objective 3.2: Research and pursue in partnership with local private, nonprofit, and government partners opportunities to leverage and secure resources that sustain aging equity initiatives by the third quarter of Year 2.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
Identify private donors (corporate and individual) that can provide resources that support aging equity initiatives through donor advised funds	Third quarter Year 2	AEE Committee Identify potential private donors and appropriate contacts	Funding organizations and donors	Identification of appropriate donors and possible funding	Expanded resources for initiatives

Objective 3.3: Define regional opportunities to support efforts that elevate the awareness and visibility of critical issues related to making aging equity possible for ongoing tasks which will be reviewed and sustained by the second quarter of the plan year.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
<p>Meet with members of the Aging Equity and Engagement Committee to review progress on the Five-Year Plan on an annual basis</p> <p>Update tasks and tactics as necessary in collaboration with the Age Friendly Plan Subcommittee</p>	<p>Year 1 Second Quarter and annually</p>	<p>AEE Committee</p> <p>Annual progress review</p>		<p>Assessment of progress and as needed, revision of plan</p>	

HEALTH AND WELLNESS ACTION PLAN

2023-2028

Goal I: Support and increase access to senior adult mental health services.

Objective 1.1: Identify pathways to increase accessibility of existing programs and resources to reduce social isolation and loneliness.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support <i>(recruitment of new partners could be one of the tasks)</i>	Expected Measurable Results <i>(e.g., new policy or data, increase in persons served, benefits received)</i>	Expected Outcome <i>(e.g., increased awareness, access, inclusion, outreach)</i>
Gain understanding of Assessment and Placement through ADS	Begin Q1 2024; Ongoing	Invite Dr. Juan Couto to speak at Commission on Aging (COA) meeting; completed Continue to engage mental health experts	Arlington County mental health programs, 55+	Increase awareness of programs for COA commissioners and community at-large	Specific recommendations in PPT presentation <ul style="list-style-type: none"> • Assisted Living services for older adults with SMI diagnoses • Crisis stabilization units to prevent inpatient admission • Advocacy for funding for new positions
Gather information about existing programs and	Begin Q1 2024; Ongoing	Outreach to libraries and other civic groups	Virginia Hospital Center (VHC) Health (Emergency Room		Gain a better understanding of current pathway for

resources for mental health services		Continue to learn and monitor Assisted Living services for older adults with SMI diagnoses (outside of Arlington)	staff/case manager, behavioral health facility team), Regional Older Adults Facility Mental Health Support Team (RAFT), Neighborhood Health		elevating level of care for residents in facilities, size of population
Learn about and promote models to reduce loneliness	Begin Q1 2024; Ongoing	Gain information from Housing and Services Resource Center (fed gov't) Meet with Marymount to discuss goals	Parks and Recreation, faith-based organizations, Arlington Neighborhood Village, neighborhood associations	Recommend best practices to Arlington County and Marymount (Center for Optimal Aging)	Recommend resources for the Ambassador Program
Incorporate Surgeon General's recommendations https://www.hhs.gov/sites/default/files/surgeon-general-social-connection-advisory.pdf					

Objective 1.2: Increase outreach to targeted, vulnerable audiences such as older men and older persons living alone with evidence-based programs that help older adults manage depression.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
Investigate tools for reaching vulnerable audiences	Begin Q1 2024; Ongoing	Committee members will share responsibility for reaching out to audiences	<p>Health IDEAS, PEARLS (Both programs can be implemented with OAA Title II-D funds) https://healthyideasprograms.org/ Senior Centers through Arlington Parks & Recreation, Environmental Services Department</p> <p>Organizations like Senior Democrats, Meals on Wheels (MOW), VHC Health, AARP volunteers, Virginia Insurance Counseling & Assistance Program (VICAP), Libraries</p>	Form partnerships with community organizations to disseminate resources	Sharing and distribution of resources to primary care clinics, safety net programs; faith based communities; retirement groups; civic associations
Seek resources and provide education/ training to frontline providers for vulnerable populations	Begin Q1 2024; Ongoing	Committee will explore Rush training and determine steps	Rush Center for Excellence https://e4center.org/	Share and implement best practices in Arlington County	Disseminate mental health training tool (RUSH) to providers

Goal 2: Coordinate and increase outreach of available wellness programs (in partnership with Senior Ambassador) with particular emphasis on lower-income older adults.

Objective 2.1: Define audiences (in need of wellness programs but who don't participate), identify barriers and partner with other COA committees to find solutions.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
Survey/compile health resources that provide medical care and wellness services and disseminate through COA and community partners			Arlington Free Clinic, VHC Health Clinic, VA Health Clinic, Chronic Disease Self-Management Program, Senior Ambassadors, Resident Service Coordinator		
Share recommendations and resources with other COA committees and other audiences as appropriate		Investigate demographic resources with Weldon Cooper Center at UVA to further define audiences	COA Housing Committee, COA Transportation Committee, Senior Ambassadors, Resident Services Coordinators at affordable housing	Dr. Couto's presentation at 1/2024 COA meeting Increase dissemination using County-based distribution	Using demographic data, identify next steps to target resource sharing and how best to raise awareness

Objective 2.2: Identify and disseminate dental care resources available to low-income adults.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
Gather information on resources that exist to provide dental care to low-income older adults in Arlington County	Begin Q1 2024; Ongoing	Meet and partner with: Arlington Free Clinic Executive Director Neighborhood Health Clinic NOVA Dental Program (Merrifield) Others TBD	Arlington Free Dental Clinic, Neighborhood Health, other groups in Northern Virginia	Create tangible informational materials to disseminate	

Goal 3: Increase coordination of care among health care, community and Arlington County partners.

Objective 3.1: Improve discharge coordination procedures by working with health and social services case managers to improve health outcomes and reduce readmissions.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
<p>Talk to large health system providers, such as VHC Health and Kaiser, MCOs</p> <p>United, Anthem, Aetna</p>		<p>Set up meeting with James Meenan, AVP Population Health at VHC Health</p> <p>Kaiser</p> <p>MCOs, connect with Michelle Thomas, VICAP</p> <p>Explore with AL providers how to improve discharge coordination, including survey</p> <p>Identify existing data that can be leveraged to measure impact</p>	<p>VHC Health, Arlington-based nursing and AL facilities providing respite care, Arlington County Mental Health, Culpepper Garden, Mary Marshall</p>	<p>Improved communication and transition to home among hospital providers with patients and caregivers</p>	<p>Decrease in readmissions for same diagnosis/reasons as previous admission</p> <p>Improved quality of life and function among older Arlingtonians</p>

Objective 3.2: Work with case managers and primary caregivers to increase support and coordination for assisting patients at time of discharge to promote safe transition home and with the long-term goal of decreased readmission rates.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
Outreach to the community at large	Ongoing	<p>Conduct education sessions for caregivers related to promoting effective transitions for stages of life (explore and coordinate with county -Jackie Igoe)</p> <p>Partner with Encore learning, 55+, and community groups (Committee 100, ANV, churches, Aging Matters)</p>	VHC Health, Arlington County,	Increase persons served by existing and new outreach efforts	Greater access to services to assist with transitions for both older adults and their caregivers

Objective 3.3: Support increased awareness and access to preventative services.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
			Medicare preventive services, AWW, vaccines, cancer screenings, depression		

			screenings, nutrition counseling, etc.		
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Goal 4: Encourage health care partners to adopt the Age-Friendly Health Systems model.

Objective 4.1: Explore this model with health care systems, select ambulatory care practices and public health.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
Disseminate Age-Friendly Health System model training and education materials on adoption of 4Ms framework https://241684.fs1.hubspotusercontent-na1.net/hubfs/241684/AgeFriendlyHealthSystems_GuidetoUsing4MsCare_FINAL_July2020.pdf	Ongoing	Schedule meetings with local health care partners to explore adoption of Age-Friendly Health System model (or components of the model) Facilitate trainings on the Age-Friendly Health System model	VHC Health, Arlington Public Health, Arlington Fire Department, Pharmacy chains (Walgreens, CVS), coordinate with the LTC Committee, Neighborhood Health free clinic, Senior Mental Health Program	Creation of an Age-Friendly ecosystem that encompasses the community and health care partners, including improved discharge services (see Goal 3) Ecosystem can also include age-friendly public health and age-friendly universities	Adoption of one area of the Age-Friendly Health system model by health care partners Raise awareness among the pharmacy community of the needs of older patients and best practices in medication management

Goal 5: Determine opportunities for advocacy at the state and local level regarding health and wellness of older adults.

Objective 5.1: Identify annual key concerns, advocacy partners and share with appropriate governing body.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
Coordinate and advocate with NVAN	Ongoing	Coordinate with Legislative Committee and Forum	Northern Virginia Aging Network (NVAN), Arlington County Board, state and local officials		Collaborations with community partners to come up with creative solutions to key concerns Identify concerns and increase legislative support

HOUSING ACTION PLAN 2023-2028

Goal I: Advocate for policies and programs that focus on affordable new older adult housing and support for existing housing.

Objective 1.1: Advocate for the development of all types of housing that are affordable for older adults.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support <i>(recruitment of new partners could be one of the tasks)</i>	Expected Measurable Results <i>(e.g., new policy or data, increase in persons served, benefits received)</i>	Expected Outcome <i>(e.g., increased awareness, access, inclusion, outreach)</i>
Participate in Housing Commission’s working group to study the developer’s contribution to the Affordable Housing Investment Trust Fund and set aside requirements	2025-2026	Housing Group COA Legislative Committee	Housing Commission Northern Virginia Aging Network (NVAN)	Change in state law to address increased contribution requirement from developers for affordable housing to better align with actual costs of affordable units	More affordable older adult housing

Serve on all Site Plan Review Committees that include development of designated older adult housing	Ongoing	Housing Group		Increase in number of older adult housing units	Older adult “voice” on Site Plan Review Committees
Communicate to County Board and advocate within the community COA’s position on all housing alternatives and policies impacting older adults	Ongoing	Housing Group		<p>Testify or submit letters to Planning Commission and County Board on COA’s position, 10 times (as needed)</p> <p>More older adults in housing of their choice as measured by Engagement Forum Survey</p>	More affordable older adult housing being developed

Objective 1.2: Advocate for policies, programs and funding to proactively prevent evictions and foreclosures and provide alternate housing for older adults facing eviction. Study needs of older adults to end their homelessness in Arlington.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
Communicate to County Board COA’s support for additional funding for Department of Human Services staff to focus on eviction prevention and support	On-going			Reduced number of evictions of older adults	
Advocate for additional funding to house homeless/evicted older adults in appropriate temporary settings (i.e., not homeless shelters)	2026		Housing Commission	Placement of OA in appropriate temporary housing	
Research issue of homelessness of older adults in Arlington	2026		County Homelessness Task Force	Data on homelessness among OA— reasons, outcomes, etc.	Recommendations for addressing needs of unsheltered older adults

Objective 1.3: Support new and existing policies to reduce housing burdens.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
<p>Participate in County’s review of the Real Estate Tax Relief (RETR) program to ensure equity and to benefit more Arlingtonians</p> <p>Communicate this program widely, to older adults</p>	<p>Set by County</p>	<p>Representatives of Housing Group</p>		<p>Revised RETR policy</p>	<p>Increased number of participants qualifying for deferrals</p> <p>Increased economic equity of eligible participants</p>
<p>Letter to County Board requesting support for condo owners facing increasing condo fees, assessments.</p>	<p>2026</p>	<p>Housing Group</p>			

Goal II: Promote supportive design and services to help Arlingtonians live safely and independently.

Objective 2.1: Finalize and use Universal Design Checklist for multi-unit residential developments to promote livability.

Action	Deadline	Tasks [and By Whom]	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
Meet with the Arlington Partnership for Affordable Housing (APAH) & others currently considering universal design	March 2024	Housing Group members	APAH Crystal Six Certified Aging in Place Specialists (CAPS)	Number of improvements in universal design checklist; added key features Increased partnership with APAH	Universal design checklist is pilot tested
Continue to advocate for support of Disability Advisory Commission	Ongoing	Housing Group members	Disability Advisory Commission members	Disability Advisory Commission moves to support use of checklist	Checklist gains momentum and is ready for continued use

Present checklist to Housing Commission	April 2024	Present checklist at Housing Commission meeting	Housing Commission	Indications of Housing Commission support for checklist	Raised awareness of universal design features and checklist by Housing Commission members
Use universal design checklist at Site Plan Review Committees (SPRC) meetings	Ongoing	Housing group members participate in SPRC meetings and raise checklist features	Housing advocates such as AHS Housing Commission members	Number of times universal design features raised in SPRC meetings	Additional UD features incorporated into plans, greater livability for multi-unit residents

Objective 2.2: Promote use of universal design guides, models and features in individual homes/duplexes/condos.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
Promote existing universal design resources	2025	Promote existing resources (AARP Home Fit Guide, Arlington Smart Choice Homes guide, Commission universal design video) on	Commission PIO committee Housing Commission Real estate developers	Increase in website visits about UD resources At least four presentations on universal design resources	Additional universal design features incorporated into home development and/or modification, resulting in greater access, livability, independences and

		<p>Commission website & housing websites</p> <p>Promote resources through presentations & outreach</p> <p>Develop one-pager to highlight resources</p>	<p>County housing/permit staff</p>	<p>Additional permits/plans with universal design features</p> <p>Number of one-pagers distributed</p>	<p>potential for aging in community</p>
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Goal III: Promote the development of affordable assisted living units in Arlington.

Objective 3.1: Promote alternative assisted living formats such as the Greenhouse Project in new ALF developments.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
Learn more about Alternative Assisted Living formats	2025	Housing Committee	COA LTC Committee		

Promote these formats during Site Plan Review Committees process	ongoing	Housing Group		Improved quality of life at ALF	ALF adopts alternative format
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Objective 3.2: Advocate at State level for legislation allowing local governments to enact an enabling ordinance requiring developers to set aside units in new assisted living facilities as auxiliary grant units.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
Have NVAN adopt this objective in their annual platform	2025	Housing Group member participates in NVAN	NVAN members	Enabling state legislation	Affordable Assisted Living for poorest older adults
Meet with Arlington state legislators to secure sponsorship	On-going	Annual meeting by Housing Group members with state legislators		Sponsorship of enabling legislation	

Meet with County Board members to have County lobbyist advocate for this goal	On-going	Meet before state legislative session begins		Sponsorship of enabling legislation	Increased older adults in affordable assisted living
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Objective 3.3: Advocate for the set-aside of reduced rent/auxiliary grant units for low-income older adults in assisted living facilities.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
Obtain COA membership on PC Site Place Review Committee for Assisted Living Facilities (ALF) developments	ongoing	Housing Group		Membership on SPRC	COA voice in ALF planning process
Obtain PC support to include this objective as a SPRC inquiry	2024	Housing Group		New PC policy	Additional pressure on ALF developers

<p>Educate other low-income housing advocate groups about need for this objective and seek to form collaborations</p>	<p>2024</p>	<p>Housing Group</p>	<p>VOICE = Volunteers Organized for Interfaith Community Engagement</p> <p>Northern Virginia Aging Network Virginia Housing Alliance</p> <p>Northern Virginia Affordable Housing Alliance</p>	<p>Advocacy by other groups on this goal</p>	
<p>Testify at County Board meetings when new ALF development is being considered</p>	<p>ongoing</p>	<p>Housing Group</p>		<p>Awareness of County Board of this need</p>	<p>County Board support for this objective</p>

LONG-TERM CARE ACTION PLAN 2023-2028

Quality of Life for Nursing Home and Other Long-Term Care Facility Residents¹

Goal I: Support environmental design quality of Arlington nursing homes.

Objective 1.1: Cultivate interest and support for small household model (SHM).

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support <i>(recruitment of new partners could be one of the tasks)</i>	Expected Measurable Results <i>(e.g., new policy or data, increase in persons served, benefits received)</i>	Expected Outcome <i>(e.g., increased awareness, access, inclusion, outreach)</i>
Coordinate with the Moving Forward Coalition efforts for SHM	Ongoing	Appoint a liaison to Moving Forward Coalition LTC Residences Committee	Commission on Aging (COA) Moving Forward Coalition	Access to and use of Moving Forward resources to assist in advocating for SHM	Optimum coordination and use of helpful advocacy resource
Obtain individual support of County Board members on the need for the goal	Year 1	Meet individually with County Board members LTC Residences Committee members	COA Moving Forward Coalition	Number of County Board members informed about goal Board commitment to support nursing home facility transformation locally and in State	

¹ In this document, the term “Long-Term Care Facility” includes only Assisted Living Facilities in addition to licensed nursing homes

<p>Conduct community outreach to inform the public about the small household model</p>	<p>Ongoing</p>	<p>LTC Residences Committee members</p>	<p>COA's Housing & Health Committees</p> <p>Arlington Steering Committee on Services to Older Persons</p> <p>Nursing homes in the County</p> <p>Housing Commission</p> <p>Northern Virginia Aging Network (NVAN)</p> <p>Long-Term Care Ombudsman Program</p> <p>Faith communities</p>	<p>Contacts with or presentations to at least 5 groups, with dissemination of materials</p>	<p>Greater community awareness of potential benefits of small household model</p>
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Goal II: Support greater community integration of nursing home residents with the community.

Objective 2.1: Establish Community Advisory Councils (CACs)² to long-term care facilities and community.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
Investigate enforceability of the original CAC agreements of the 3 freestanding nursing homes	First 6 months	Ask County Board to have County Attorney conduct review LTC Residences Committee	COA and County Attorney	Clarity on whether the County can require the nursing homes to assist in creation of CACs	Establishment of functioning CACs in the 3 freestanding nursing homes
Seek support of CAC creation from the 3 nursing home administrators	Ongoing	Educate administrators of need for and value of CAC LTC Residences liaison to each of the 3 free standing nursing facilities	COA	Nursing home administrators and staff support for CACs	Establishment of functioning CACs in the 3 freestanding nursing homes
Assist the 3 freestanding nursing homes in establishing CACs	Ongoing	Contacting and recruiting community members to participate	COA	Initial meetings of the CACs	Establishment of functioning CACs in the 3 freestanding nursing homes

² The 1987 Arlington Health Center Commission described the function of a Nursing Home Community Advisory Council to: “(1) assist residents in maintaining community involvement; (2) interest and educate the community on the functioning of the nursing homes and the needs of its residents; and (3) review unresolved patient and family complaints and suggest alternative solutions, where appropriate.” Since the State Long-Term Care Ombudsman Program now has responsibility for the third function, this plan substitutes the following for the third function: (3) work with staff and community resources to effect needed policy and practice changes to improve the lives of facility residents.

		LTC Residences Committee and (if established) engagement outreach worker			
Replicate the above 3 Actions to establish CACs in all county LTC facilities	TBD, contingent on success of Actions 1-3	Replicate the above 3 Tasks to establish CACs in all county LTC facilities Same as above	COA	Initial meetings of the CACs	Establishment of functioning CACs in all county LTC facilities

Objective 2.2: Establish long-term care facility engagement outreach worker to support Objective 2.1.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
Seek grant support for establishing a pilot CAC initiative with funding to employ a facility engagement outreach worker, targeting the 3 free-standing nursing homes	Proposal stage: 1 year Implementation stage: 3-5 years.	Identify possible grant funding sources Draft proposals containing 3-to-5-year work plan and evaluation. LTC Residences Committee; Aging and Disability Services Division, DHS; LTC Ombudsman	COA Grant making organizations County Board action and authorization of grant	Extent of success in establishing operational CACs in the 3 free-standing nursing homes Impact on community engagement between facility residents, staff, and community	Establishing a model which can attract support for state legislation

Implement pilot project	Year 2-5	<p>(1) Establish implementation project components needed, e.g., project supervisor, advisory group, county infrastructure, project evaluation measures</p> <p>(2) Hire facility engagement outreach worker</p> <p>(3) Educate and engage nursing home administrators</p> <p>(4) Recruit and educate CAC members</p> <p>(5) Monitor project activities</p> <p>COA, LTC Residences Committee</p> <p>Seek state legislation to fund and/or mandate CACs and engagement outreach workers</p> <p>LTC Residences Committee; NVAN; State Ombudsman</p>	<p>Residents of Arlington, especially those living in neighborhoods surrounding the 3 free-standing nursing homes</p> <p>County Board</p> <p>DHS</p> <p>State Ombudsman</p>	Effective functioning of CACs for the 3 free-standing nursing homes in Arlington	Establishment of permanent CACs for nursing homes with the necessary support to sustain them
Evaluate pilot project	Year 4-5	Create an evaluation committee of the COA	Nursing home administrators	Evidence of the value and effectiveness of CACs to	Better quality of care and life of nursing home residents

		Implement collection and analysis of evaluation measures specified in the pilot plan	Nursing home CACs COA LTC Ombudsman APS	improve the quality of life in nursing homes Evidence to support expansion of CACs to all LTC facilities Evidence that may support legislative or regulatory change to support CACs statewide	
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Goal III: Increase transparency of information about nursing homes.

Objective 3.1: Pursue limited disclosure of facility-specific long-term care ombudsman complaints.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
Research rationale for current lack of disclosure	Completed	Meet with State & Local Ombudsman LTC Residences Committee	State Ombudsman	Meetings with the State officials knowledgeable about the current policy	Clarity about reasons for current policy and potential for greater transparency
Seek change in policy to enable limited disclosure of complaint data for LTC facilities, excluding	Year 1-3	Negotiate options with State LTC Ombudsman LTC Residences Committee	State Ombudsman County Board NVAN DARS	Change in policy to permit limited disclosure of facility-specific complaint data	Beginning of monthly expanded data reports by Ombudsman to the LTC Residences Committee and public

personally identifiable information (PII)					
Contingent on above policy change, make use of nursing home facility specific data	Year 3-5	Monthly reporting of complaint data by LTC Ombudsman LTC Residences Committee	State & Local Ombudsman	Monthly expanded data reports by Ombudsman to the LTC Residences Committee	Greater quality of care accountability of LTC facilities in Arlington

Objective 3.2: Track and highlight nursing home ownership and management information for better public understanding.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
Coordinate with the Moving Forward Coalition efforts for nursing home transparency	Ongoing	Appoint a liaison to Moving Forward Coalition LTC Residences Committee	COA Moving Forward Coalition Virginia Voices for Nursing Home Residents AARP	Access to and use of Moving Forward resources to assist in advocating for greater nursing home transparency	Optimum coordination and use of helpful advocacy resources
Seek policy change to increase	Ongoing	Raise County Board and public awareness of need to support greater State	Moving Forward Coalition	Documented support for State and Federal policy change	Significant change of State and/or Federal

<p>transparency of nursing home ownership and management information</p>		<p>and Federal transparency policy</p> <p>Support efforts for State and Federal policy change</p> <p>LTC Residences Committee; COA</p>	<p>NVAN</p> <p>Virginia Voices for Nursing Home Residents</p> <p>AARP</p>		<p>policy to require greater transparency</p> <p>Increased transparency for use by advocates and the public</p>
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TRANSPORTATION ACTION PLAN 2023-2028

Goal I: Accessibility and Equity: Promote frequent and reliable transportation for the older adult community.

Objective 1.1: Frequent and reliable transit for older adults.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support <i>(recruitment of new partners could be one of the tasks)</i>	Expected Measurable Results <i>(e.g., new policy or data, increase in persons served, benefits received)</i>	Expected Outcome <i>(e.g., increased awareness, access, inclusion, outreach)</i>
Collaborate with transit providers		Members	Washington Metropolitan Area Transit Authority (MATA), MetroAccess, Arlington Transit (ART), Specialized Transit for Arlington Residents (STAR) Arlington Transportation Advisory Commission	Frequent and on-time service On-time pickup and application process for paratransit	Promote access for disadvantaged communities

Objective 1.2: Reliable transportation for Social 60+ cafe patrons.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
Advocate to County Board		Members	Patrons Parks & Recreation Commission	Increase service Reduce wait list	Promote access for Social 60+ Cafe patrons

Objective 1.3: Focus on needs of older adults.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
Listen to older adults at Social 60+ Cafes and older adult residences		Members	Patrons Parks & Recreation Commission	Listen and respond, share information about transportation options	Meet needs of older adults

Goal II: Reduce the number of pedestrian/bike injuries and deaths.

Objective 2.1: Promote safety for older adults on streets.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
Collaborate with partners		Members	Transportation Commission Vision Zero Bike Arlington Walk Arlington Pedestrian Advisory Committee	Reduced injuries and deaths	Promote safety for older adults on streets

Objective 2.2: Improve signs, signals and sidewalks, especially around Social 60+ cafes and older adult residences.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
Advocate to County Board		Members	Patrons Building residents Parks & Recreation Commission	Reduced injuries and deaths	Promote safety

Objective 2.3: Collect data on walking accessibility on paths and sidewalks.

Action	Deadline	Tasks and By Whom	Current and Potential Partners & Support	Expected Measurable Results	Expected Outcome
Listen to older adults at Social 60+ cafes and older adult residences		Members	Patrons Parks & Recreation Commission	Listen and respond	Meet needs of older adults