

Guide to Elder-friendly Community Building





Cuyahoga County
Planning Commission
*in partnership with
The Cleveland
Foundation*

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INTRODUCTION

The Cleveland Foundation's Successful Aging Initiative (SAI) is focused on ensuring that Cuyahoga County's older adults have a sense of well-being brought about by dealing effectively with life's changes and challenges, by sustaining positive, meaningful and dynamic relationships, and by living with purpose and joy, while remaining in their communities and homes as long as it is safe and practical.

As the population of Cuyahoga County and the region ages, and the "baby boomers" reach retirement, local governments can anticipate facing even greater challenges in creating physical and social environments which support the needs of older adults. As part of the SAI, The Cleveland Foundation invites Greater Cleveland communities to participate in a pilot to identify the features that define an "elder-friendly" community, to assess their community's elder friendliness, and to undertake planning and action steps to build an elder-friendly community. At the end of this process, Greater Cleveland will have a better understanding of what it means to be an "elder-friendly" community and of the most effective processes for assessment, planning, and community building.

As a beginning step, and to assist communities that will participate in the pilot, the *Guide to Elder-Friendly Community Building* has been developed by an Elder-Friendly Community Task Force facilitated by the Cuyahoga County Planning Commission in partnership with The Cleveland Foundation. The *Guide* will assist a local municipality in identifying the physical, social and institutional elements that older adults need to lead full and productive lives in the community. It is intended to be a guide for a community building process that begins with discerning the extent to which a community is already meeting the needs of older adults, identifying specific conditions and issues that need to be addressed, and engaging in planning to enable elder-friendly community building.

The *Guide* consists of three Sections:

Section One: The Elder-Friendly Community Building Process

Section Two: The Elder-Friendly Community Indicators

Section Three: Elder-Friendly Community Assessment Tools and Worksheets

For each community, the journey to understand the needs of persons as they age and to build a community that can develop responses to those needs will be unique. *The Guide to Elder-Friendly Community Building* is intended to provide a framework for collaboration, analysis, and ultimately, consensus, about shaping a community that both values its elders at the same time that it meets the needs of all members of the community. In addition to the social dimensions of community building, the end result is likely to involve municipalities making physical and programmatic changes that address the needs of older adults.

Although each community is unique in the way it makes and implements decisions, participation in the Elder-Friendly Community project and the use of the *Guide to Elder-Friendly Community Building* is designed to occur within the normal city, village or township planning and budgetary processes. Often, the physical and programmatic changes that communities choose to make to meet the needs of their aging population emerge from the community's comprehensive planning process. In other circumstances, communities deal with a complex, specific issue on an *ad hoc* basis, and then relate that issue to other aspects of community operations or capital improvements.

The process described in the *Guide to Elder-Friendly Community Building* can be used in either approach. The key point, however, is that the community has to make a commitment to taking the first steps to build an elder-friendly community by assessing its elder-friendliness in a comprehensive way, drawing up realistic plans to make needed changes, and being prepared to follow through and allocate resources to ensure that changes are made.

SECTION ONE: THE ELDER-FRIENDLY COMMUNITY BUILDING PROCESS

The fundamental decision municipalities that participate in the Elder-Friendly Community Building Pilot must make is to take steps to build an elder-friendly community so that their oldest residents can feel a sense of safety, belonging, and motivation to engage. It is assumed that a community that values its elders will also be a strong community for all generations. Coupled with that commitment, the lasting success of the process will be totally dependent on the network of individual and organizational relationships that are built along the journey of building an elder-friendly community.

Community building has been defined in various ways.^a United Way of America defines it as *"the process of mobilizing communities to improve people's lives. It engages diverse stakeholders, including residents and others, in sustained, collaborative, strategic efforts to strengthen and improve conditions in an identified geographic area." It is the "coming together of diverse segments of a community to develop a community agenda.... And it is working together for as long as it takes to achieve the intended result, whether one year, three years or a decade."*

The Rockefeller Foundation has another definition: *"continuous, self-renewing efforts by residents and professionals to engage in collective action aimed at problem solving and enrichment that creates new or strengthened social networks, new capacities for group action and support, new standards and expectations for life in the community."*

The end result of the process is an agenda for building an elder-friendly community that has the support of a network of stakeholders who will work together to implement it. To take the first steps to achieve this, there are several phases a municipality must undertake:

- Phase One: Organizing
- Phase Two: Assessment
- Phase Three: Planning
- Phase Four: Implementation

^a COMPASS II: Guide to Community Building: *Mobilizing Communities to Improve People's Lives*, United Way of America, page 2-3 ff.

Phase One: Organizing

To begin the process of building an elder-friendly community, multiple stakeholders, both public and private, need to be involved. These stakeholders include: the elected community leadership (mayor, township trustees or city manager); council; city departments and agencies; planning and zoning commissions; and any other entity in a community that affects the physical environment and operation of programs. In addition, those who have special expertise in matters related to aging, those who serve the older adult population, those who are emerging elders or older adults, as well the public, should be part of the process.

These individuals and organizations should be brought together as members of an Elder-friendly Community Building Task Force. It is recommended that the Task Force be comprised of 20-25 members, and reflect the community in terms of age, gender, race, ethnicity and income. The following is a list of suggested categories of representatives to serve on the Task Force:

- Mayor or Representative
- City Council Member(s)
- Office of Aging Director
- Housing/Building Professional (architect, building inspector) with knowledge of Americans with Disabilities (ADA) requirements
- Planning Commission and/or Zoning Board Representative
- Residential Real Estate Professional
- Consumer Aid Professional
- Housing Contractor
- Safety Forces (Police, Fire and EMS)
- Geriatrician
- Business Operator (Chamber of Commerce Representative or Retail/Service Merchant)
- City Engineer
- Greater Cleveland Regional Transit Authority (GCRTA) Representative
- Senior Transportation Provider (nonprofit and/or private)
- Recreation Director or Representative
- Educator - from community schools, a college or other educational institution
- Places of Worship (those that provide services to older adults)
- Emerging Elders and Older Adults

The Elder-friendly Community Building Task Force should also call on experts and community volunteers when necessary to help with assessing the community and designing solutions to address the issues that are identified.

Another key organizing element is the need for a Consultant to assist with data collection, organizing the assessment, and helping the Task Force reach consensus at various points in the process.

Phase Two: Assessment

Once the Elder-friendly Community Building Task Force is formed and the Consultant is identified, the assessment can begin. The Elder-friendly Community Indicators in Section Two of the *Guide* and the companion tools and worksheets in Section Three are designed to provide structure for community discussion and decision-making to enable communities to become more elder-friendly. Each community should customize the assessment process to meet its unique circumstances and priorities.

Recognizing the broad range and complexity of the subject, the assessment process is structured around three components of daily life of older adults: their home life, their need for mobility, and their community life. For each component, there are goals, indicators, and questions that focus on specific issues confronting today's older adults. These goals and indicators were selected because they can be addressed within the scope of responsibilities of local government and in partnership with other stakeholders, such as, non-profit and business organizations.

There are three steps in the assessment process:

- *Step One:* Data and information gathering to obtain responses to the questions for each indicator. Methods include: obtaining Census data and other available aggregate community data, conducting key informant interviews with major stakeholder, holding focus groups with emerging elders and older adults, observing the community through walking or riding tours. Suggested approaches to data collection or sources are identified for each question related to the respective indicator.
- *Step Two:* A written report of the findings from the data and information collection.
- *Step Three:* Analysis of the findings by the Task Force and reaching conclusions on each indicator to identify strengths as well as issues to be addressed in the subsequent planning.

Phase Three: Planning

Once the assessment has been completed, the Task Force should understand both the strengths of the community and issues that need to be addressed in the planning. The work of the Task Force then shifts to identifying ways to build on the strengths, prioritizing identified issues, designing alternative solutions to address the issues, and preparing recommendations for adoption and action. Strategies, action steps, timelines, and an analysis of resources for implementation of the plan will be developed.

The result of the planning could be new or expanded services, programs, and assistance or modifications to the infrastructure that will help older adults. Some strategies may be futuristic to prepare for the emergence of baby boomers aging in place.

As many of the stakeholder and constituency groups as practical should be involved in the process to ensure a strong foundation of community support for the plan and its subsequent implementation. The plan should identify which of the stakeholders will be responsible for implementing specific parts of the plan. It should be endorsed by the Task Force and then by the executive and legislative branches as appropriate.

Phase Four: Implementation

The final step is translating the plan into action to move in the direction of building a community that is becoming more elder-friendly. For example, the mayor and council may have to make adjustments to operating and capital budgets; planning commissions may have to adopt building and land use changes; local businesses may have to change their product and service offerings; regional agencies may have to perform their functions in different ways; and other organizations and individuals may also have to modify their approaches. Keeping the Task Force functioning is a way of institutionalizing a monitoring function to ensure that the plan is implemented and that the community building process continues.

The end result will be individual communities and all of Greater Cleveland that are more hospitable to older adults. Ultimately, this region will be a place that serves the needs of all age groups and is a more competitive and attractive community for all.

SECTION TWO

THE ELDER-FRIENDLY COMMUNITY INDICATORS

Overview

The Elder-Friendly Community Indicators have been designed to elicit information about older adults in the community - how they live, what issues are important to them, how the community organizes its services and physical environments in relation to their needs, and ultimately, what are the community values in relation to older adults who live in or visit the community.

The Indicators are organized around three dimensions of the daily life of older adults:

1. Home Life Indicators
2. Mobility Indicators
3. Community Life Indicators

Each section includes one or more goal and multiple indicators. For each indicator, there are questions to help a community determine its strengths and where there are issues to be addressed. Some of the questions ask for objective, quantitative, measurable, obtainable information. Others are subjective or qualitative to reveal a community's perceptions. Responses to these questions demonstrate community reality, illustrate or tell a story, and connect to values.

The Consultant should coordinate the gathering of the source materials needed to answer the objective questions. S/he should also work with the community and the Task Force to organize the process to respond to the subjective questions as completely and accurately as possible, given the time and resources that are available.

There are many expressions used to describe persons 60 years and older such as senior, senior citizen, elder, older person and older adult. The Indicators use the term "*older adult*", except for those instances when a specific program uses the term "*senior*". The term "*emerging elder*" is a newly coined phrase to describe those persons 50-59 years old and is also used.

The entities assessing the indicators may be a city, a group of cities, or a neighborhood within a city. Therefore, the term "*community*" has been selected and is used.

Throughout, there are words or phrases in *italic font*, that are defined in the Elder-friendly Glossary in Section Three.

Summary Box - at the end of each Indicator section, there is space provided to list conclusions reached about community strengths and issues to be addressed following data collection. These will guide the subsequent planning.

What is an Elder-friendly Community?

In partnership with its older residents, an Elder-friendly Community engages in a community building process that involves assessment, planning that anticipates and prepares for the aging of its citizens, and implementation. This results in policies and actions that maximize opportunities to age successfully.

As long as possible, older residents of an Elder-friendly Community are:

- Meeting their basic food, shelter, medical, and safety needs.
- Self-sufficient & independent.
- Physically, mentally, and spiritually healthy.
- Living in a safe and comfortable community-based home setting.
- Active and engaged in their community.

Strengthening their home life, approaches to mobility, and community life will support older adults to have a quality of life as they age in place. A set of Indicators has been developed for each of these dimensions.

Home Life Indicators

Goals: An Elder-friendly Community provides:

- *Access to diverse housing options for older adults as their preferences and/or physical, social, and/or financial status changes.*

Indicators:

- Availability of a range of housing options with different styles, prices, and locations.
- Municipal regulations and codes supportive of and sufficiently flexible to meet the changing housing needs of older adults.

- *Access to home modification and repair services.*

Indicators:

- Availability of programs to educate older adults about in-home safety hazards to prevent falls and accidents and home modification options.
- Availability of home modification and repair programs to assist older adults with having a safe home that accommodates their changing physical needs.

- *Access to housing that is reasonably affordable in relation to household income.*

Indicators:

- Availability of affordable housing for older adults.
- Availability of programs, incentives, and services to make housing costs more affordable.

Mobility Indicators

Goals: An Elder-friendly Community provides:

- *Access to accessible, acceptable, affordable, adequate transportation and facilities.*

Indicators:

- A range of affordable travel modes within the community, including services for persons with disabilities.
- *Public environments that support independence and livability by being sensitive to the physical needs and limitations of older adults.*

Indicators:

- Age-friendly public environments, signage, and infrastructure.
- Street infrastructure such as curb cuts, ramps, sidewalk surfaces and signs for older adults with motor and/or sensory problems in public spaces, businesses, community institutions.
- Mobility amenities for walkers.
- Trails, walking paths, sidewalks
- Monitoring/feedback mechanisms to ensure adherence to speed limits/stop signs.

Community Life Indicators

Goal: An Elder-friendly Community provides:

- *Involvement of older adults in planning, decision-making, and program development.*

Indicators:

- Inclusion of older adults in municipal decision making , planning, and zoning codes.
- *A menu of programs and services that is responsive to the needs of older adults.*

Indicators:

- A diverse range of social, recreational, leisure, and faith-based resources.
- Readily available opportunities for participation in neighborhood activities and paid or unpaid engagement.
- Access to lifelong learning programs.
- A community focal point, such as an office on aging, to link older adults to health and social services.
- Programs to assist older adults with home chores and other services.
- Approaches to dealing with safety and crime issues to create a sense of safety and security for older adults.
- A system of responsive safety forces trained and sensitive to the needs of older adults and linked to the health and social service community.
- Age-friendly businesses.

Home Life Indicators Worksheets

Home Life encompasses the many physical aspects related to an older adult's home environment. The evaluation of housing is paramount given that 80% of older adults surveyed by the American Association of Retired Persons (AARP) said they wanted to remain at home as they age or "age in place." The indicators below assess the affordability, availability, and design of housing. Also important are the indicators that illuminate the challenges facing older adults as they try to maintain their homes and deal with new problems.

GOAL: An elder-friendly community provides access to diverse housing options for older adults as their preferences and/or physical, social, and/or financial status changes.

Indicator: Availability of a range of accessible housing options with different styles, prices and locations.

1. Types of housing and the approximate number that older adults currently reside in: *(Check all that apply and enter the number of each type.)*

- | | | |
|--|---|-------|
| <input type="checkbox"/> Apartments | # | _____ |
| <input type="checkbox"/> Assisted Living Centers/Nursing Homes | # | _____ |
| <input type="checkbox"/> Single-Family Homes | # | _____ |
| <input type="checkbox"/> Townhomes/Condominiums | # | _____ |
| <input type="checkbox"/> Other: _____ | | |

(Suggested Source: Building Department)

2. Types of accessible housing available to older adults in the community. *(Check all that apply.)*

- Accessory Apartments (e.g., granny flats, mother-in-law suites)
- Apartments with Elevators
- Two-Family Houses
- Assisted Living Centers
- Housing Choice Vouchers (previously known as Section 8)*
- Nursing Homes
- Over 55 Adult Development Centers
- Single-Family Homes with first floor bedrooms and bathrooms
- Section 202 Supportive Housing for the Elderly*
- Townhomes/Condominiums
- Other: _____

(Suggested Source: Building Department)

3. The number and percentage of homes of older adults with housing violations:

	<u>Number</u>	<u>Percent</u>
0 - 10 violations	_____	_____ %
10 - 15 violations	_____	_____ %
16 - 20 violations	_____	_____ %
21 - 25 violations	_____	_____ %
25 + violations	_____	_____ %

(Suggested Source: Building Department)

4. The extent to which the building code incorporates the concept of *Universal Design*.

- Entirely Somewhat Minimally Not at All

(Suggested Source: Building Department)

<p>FINDINGS:</p> <p>Strengths: _____</p> <p>_____</p> <p>_____</p> <p>Issues to Address: _____</p> <p>_____</p> <p>_____</p>

Indicator: Municipal regulations and codes supportive of and sufficiently flexible to meet the changing housing needs of older adults.

1. The community's zoning code restricts the housing options available to older adults.

- Yes No

(Suggested Source: Community Zoning Code)

2. List the types of housing restrictions in the Community Zoning Code that might impact senior housing choices.

(Suggested Source: Community Zoning Code)

3. List the types of housing that are permitted through the zoning code.

(Suggested Source: Community Zoning Code)

4. Municipal codes restrict or prevent housing modifications that older adults need to accommodate their changing physical, mobility and safety needs.

Yes No (if "NO", skip next question and go on to the next section)

(Suggested Source: Community Zoning Code)

5. Municipal codes restrict: *(Check all that apply.)*

- Unrelated persons living in same unit (e.g., caregiver).
- Doorways size of at least 32" wide with swing clear hinges.
- Dwelling unit size (e.g. square foot per occupant).
- Location of electrical outlets 18"-48" inches above the floor.
- Hallways widths that are at least 42".
- Wheelchair ramps
- Other: _____

(Suggested Source: Community Zoning Code)

FINDINGS:

Strengths: _____

Issues to Address: _____

GOAL: An elder-friendly community offers access to home modification and repair services.

Indicator: Availability of programs to educate older adults about in-home safety hazards to prevent falls and accidents and home modification options.

1. Estimate the number of programs offered to older adults to educate them about reconstructing or adapting their home to meet their changing needs.

Many Some Few None

(Suggested Sources: Building Department; Community Associations; Nonprofit Organizations)

2. Estimate how often these programs are used by older adults:

Frequently Occasionally Rarely Never

(Suggested Sources: Building Department; Community Associations; Nonprofit Organizations)

FINDINGS:

Strengths: _____

Issues to Address: _____

Indicator: Availability of home modification and repair programs to assist older adults with having a safer home that accommodates their changing physical needs.

1. Estimate the number of older adults in your community that are injured by in-home safety hazards (e.g. slipping in bath/shower because there are no grab bars, tripping on thresholds, reaching above to get something from an overhead cabinet).

Many Some Few None

(Suggested Sources: Paramedic and/or Fire Departments)

2. Estimate the number of older adults not making repairs and/or modifications to their homes.
- Many Some Few None

(Suggested Source: Building Department)

3. Estimate the number of older adults that are aware of and use the home safety and repair programs that are available.
- Many Some Few None

(Suggested Source: Building Department)

4. Indicate (✓) the types of home safety and repair programs the community provides for older adults. *(Check all that apply.)*

- Home safety self-assessment form to complete.
 Municipal employees visit homes and prepare a report on needed repairs.
 Municipal employees visit homes and do minor repairs or install smoke detectors.
 Office on Aging provides personnel to visit homes and do a home safety assessment.
 Office on Aging schedules classes on how to do minor repairs.
 Other: _____
- _____

(Suggested Sources: Building Department; Office on Aging)

5. Estimate the number of older adults that do home improvement projects and feel comfortable dealing with contractors and vendors.
- Many Some Few None

(Suggested Sources: Building Department; Office on Aging)

6. The community provides and maintains a list of registered and licensed contractors that older adults can contact for home improvement projects.
- Yes No

(Suggested Sources: Building Department; Office on Aging)

FINDINGS:

Strengths: _____

Issues to Address: _____

GOAL: An elder-friendly community provides access to housing that is reasonably affordable in relation to household income.

Indicator: Availability of affordable housing for older adults.

1. The U.S. Department of Housing and Urban Development (HUD) has determined that the percentage of *household income* spent on housing costs should not exceed 30%. Estimate the following:

(a) Percent of older adults spending **less** than 30% of their household income on housing costs. _____%

(b) Percent of older adults spending **more** than 30% of their household income on housing costs. _____%

(Suggested Source: To estimate the number of older adults in the community who are not meeting the HUD threshold, go to Section Three, part three, Table A.)

2. Generally, older adults' income decreases as they age. Estimate the rate of change in the income of older adults in the community:

(a) Rate of change in household income between older adults 55-64 years of age and 65-74 years of age. _____%

(b) Rate of change in household income between older adults 65-74 years of age and 75 years of age. _____%

(c) Rate of overall change in household income of older adults 55-64 years of age and 75 years of age and older. _____%

(Suggested Source: To estimate the change in household income for different age cohorts, go to Section Three, Part Three, Table B.)

3. Estimate the number of older adults in the community that need special assistance in dealing with financial, utility and legal matters.

Many Some Few None

(Suggested Source: Office on Aging)

4. Indicate (✓) the programs or assistance the community provides to older adults with financial, utility and legal matters. *(Check all that apply.)*

- Income Tax Preparation
- Living Will Declarations
- Medicare Forms
- Overcharges on Utility Bills
- Predatory Lending
- Powers of Attorney
- Utility Disconnect Notices
- Other: _____

(Suggested Source: Office on Aging)

FINDINGS:

Strengths: _____

Issues to Address: _____

Indicator: Availability of programs, incentives, and services to make housing costs more affordable.

1. Estimate the number of older adults in the community that are aware of and use assistance programs to reduce housing costs.

- Many Some Few None

(Suggested Source: Office on Aging)

2. Indicate (✓) the home assistance programs available to older adults in the community and the number of them that are using the programs. Complete the following table:

(Suggested Source: Office on Aging)

**Table H-1
Home Assistance Programs**

Program	Available	Estimated Number of Older Adult Users
<i>Cleveland Water Department - Senior Discount</i>		
<i>Deferred Housing Rehabilitation Loan Program for Senior Citizens</i>		
<i>Heritage Home Loan Program</i>		
<i>Homestead Exemption</i>		
<i>Home Weatherization Assistance Program</i>		
<i>Ohio Home Energy Assistance Programs (HEAP)</i>		
<i>People Helping People Fuel Fund</i>		
<i>Percentage of Income Payment Plan (PIP)</i>		
<i>Reverse Mortgage</i>		
Other:		

(Suggested Source: Office on Aging)

3. The median sales price of a single-family home in the community is \$ _____ for the Year_____.

(Suggested Source: Residential Sales Price Distribution, Monthly, Cleveland State University, The Urban Center.)

4. The median gross rent for the community is \$ _____for the_Year_____.

(Suggested Source: Know Your Elders Profile, in Section Three). Part Two, Community Profile: Housing costs, #1.

FINDINGS:

Strengths: _____

Issues to Address: _____

Mobility Indicators Worksheets

Navigating around one's community whether by walking, driving or using public or private transportation is the focus of the Mobility Indicators. According to the U.S. Administration on Aging, changes in vision, physical strength and cognition as a person ages can contribute to diminished ability to operate a motor vehicle or use public transportation systems. These Indicators enable a community to evaluate whether there is an adequate range of transportation options available for older adults. Public spaces and streets are also assessed as to their ability to accommodate the special needs of elders as they move throughout the community.

GOAL: An elder-friendly community provides accessible, affordable, adequate transportation and facilities.

***Indicator:* A range of affordable travel modes within the community, including services for persons with disabilities.**

1. Estimate the number of bus shelters provided within the community.

Many Some Few None

(Suggested Source: Public Service Department; Community Observation)

2. Mobility is a problem for older adults in the community.

Major Problem
 Moderate Problem
 Minor Problem
 Not a Problem

(Suggested Sources: Public Service Department; Office on Aging; Perceptions of Older Adults)

3. Older adults feel they have a variety of travel modes within the community (i.e., walking, biking, riding, and driving).

- Strongly Agree
- Mildly Agree
- Neither Agree nor Disagree
- Mildly Disagree
- Strongly Disagree

(Suggested Sources: Public Service Department; Office on Aging; Perceptions of Older Adults)

4. Rank the following modes of transportation that can be used by older adults in the community on a scale of 1 to 9, with 1 being the most used mode and 9 the least used.

- _____ Biking
 - _____ Motorized scooter
 - _____ Municipal transportation
 - _____ Private Car
 - _____ Private/nonprofit transportation
 - _____ Public transportation – GCRTA
 - _____ Taxicabs
 - _____ Walking
 - _____ Other: _____
-

(Suggested Source: Perceptions of Older Adults)

5. Rank the travel destinations of older adults in the community on a scale of 1 to 15, with 1 being the primary destination and 15 the least.

- | | |
|---|--|
| <input type="checkbox"/> Churches/synagogues | <input type="checkbox"/> Pharmacy |
| <input type="checkbox"/> Educational Institutions | <input type="checkbox"/> Recreation activities (open spaces/parks) |
| <input type="checkbox"/> Grocery store | <input type="checkbox"/> Senior center meals |
| <input type="checkbox"/> Leisure shopping | <input type="checkbox"/> Senior center social activities |
| <input type="checkbox"/> Library | <input type="checkbox"/> Visit family and friends |
| <input type="checkbox"/> Medical Facilities | <input type="checkbox"/> Volunteer activities |
| <input type="checkbox"/> Personal grooming | <input type="checkbox"/> Work (full-time or part-time) |
| <input type="checkbox"/> Other: _____ | |
-

(Suggested Sources: GCRTA; Perceptions of Older Adults)

6. The community provides or refers older adults for transportation services.
(Check all that apply).

Transportation Service	Community Provides	Community Refers	Not Available
Driver education programs			
Driver screening programs			
Education and awareness programs			
Escort/companion services			
Public transportation			
Transportation			
Volunteer driver program			
Other:			

(Suggested Source: Office on Aging)

7. Older adults in the community have access to American with Disabilities Act (ADA) accessible and regular mainline public transportation.

- Strongly Agree
 Mildly Agree
 Neither Agree nor Disagree
 Mildly Disagree
 Strongly Disagree

(Suggested Source: GCRTA; Perceptions of Older Adults)

8. Older adults in the community have access to other public transportation services (Check all that apply.)

- Community circulator
 Paratransit services
 Park-n-ride lots
 Special shuttle bus services
 Transit centers
 Other: _____

(Suggested Source: GCRTA; Perceptions of Older Adults)

9. Older adults with no major disabilities can walk to a bus stop, circulator flag zone or rapid transit station from their homes.

- In less than 5 minutes
- Within 5-9 minutes
- Within 10-14 minutes
- Within 15-20 minutes
- Other: _____

(Suggested Source: GCRTA; Perceptions of Older Adults)

10. Determine the number of older adults in the community that are eligible for GCRTA paratransit transportation service because they were 65 years old in 1996 or are ADA-certified as *functionally disabled*. Number: _____

(Suggested Source: GCRTA)

11. Determine the number of older adults in the community who have a *GCRTA Senior Discount Card*. Number: _____

(Suggested Source: GCRTA)

12. In addition to, or in place of GCRTA services, older adults in the community have access to transportation provided by: *(Check all that apply.)*

- | | |
|--|---|
| <input type="checkbox"/> Ad hoc volunteer services | <input type="checkbox"/> Organized volunteer services |
| <input type="checkbox"/> Assisted living facility | <input type="checkbox"/> Places of worship |
| <input type="checkbox"/> Family members and neighbors | <input type="checkbox"/> Private services |
| <input type="checkbox"/> Grocery stores | <input type="checkbox"/> Retail centers |
| <input type="checkbox"/> Hospital/ Medical office | <input type="checkbox"/> Senior centers |
| <input type="checkbox"/> Municipal office on aging | <input type="checkbox"/> Social service agency |
| <input type="checkbox"/> Nonprofit agency | <input type="checkbox"/> Taxi services |
| <input type="checkbox"/> No other transportation services are provided | |
| <input type="checkbox"/> Other | |

(Suggested Source: Office on Aging; Perceptions of Older Adults)

13. Estimate the number of transportation providers in the community that limit the services provided to older adults, e.g. geographically, for specific purposes, for organization-provided services, etc.

- Many Some Few None

(Suggested Source: Office on Aging)

14. The service limitations that transportation providers have in place are:
(Check all that apply.)

- Agency affiliation is required.
- Distance or geographic limits
- Income requirements
- Hours and/or days of service are limited
- Residency requirement
- Scheduling restrictions
- Social Security or Medicaid eligibility
- Trip type restrictions (i.e., only medical)
- Other restrictions: _____

(Suggested Source: Office on Aging)

15. Indicate the average cost of a one-way trip.

- Free \$2.00 or less \$2.00-\$4.99 \$5.00- \$7.99 \$8.00 or more

(Suggested Source: Office on Aging)

16. Is the average cost of a one-way trip checked in question 15 affordable for older adults in the community?

- Yes No

(Suggested Sources: Office on Aging; Perceptions of Older Adults)

FINDINGS:

Strengths: _____

Issues to Address: _____

GOAL: Physical environments that support independence and livability by being sensitive to the physical needs and limitations of older adults.

Indicator: Age-friendly public environments, signage, and infrastructure.

1. The community is addressing the mobility needs of older adults.

- Strongly Agree
- Mildly Agree
- Neither Agree nor Disagree
- Mildly Disagree
- Strongly Disagree

(Suggested Sources: Office on Aging; Perceptions of Older Adults)

2. Does the community offer or refer for rehabilitation, physical therapy, physical conditioning, or other recreational programs to help older adults maintain and enhance their driving ability?

- Yes
- No

(Suggested Sources: Office on Aging; Perceptions of Older Adults)

3. If YES, estimate the number of older adults that use these programs.

- Many
- Some
- Few
- None

(Suggested Source: Office on Aging)

4. Estimate the number of older adults in the community who can walk or bike to major destinations in the community.

- Many
- Some
- Few
- None

(Suggested Source: Office on Aging)

5. Estimate the number of bus shelters that provide seating, lights, and schedule and route information.

- Many
- Some
- Few
- None

(Suggested Source: Public Service Department)

6. Estimate the number of bike racks that are provided at bus stops.

- Many Some Few None

(Suggested Sources: GCRTA, Public Service Department)

FINDINGS:

Strengths: _____

Issues to Address: _____

Indicator: Street infrastructure such as curb cuts, ramps, sidewalk surfaces and signs for older adults with motor and/or sensory problems in public spaces, businesses, community institutions.

1. Percentage of the community that **does not** have sidewalks or pedestrian walkways in places where they are needed. _____ %

Identify the areas: _____

(Suggested Sources: Public Service Department; Community Observation)

2. The community's subdivision regulations require the following features for streets:
(Check all that apply.)

- ADA requirements
- Curb cut design (low, textured, have appropriate slope and width)
- Grid street system*
- Handicap accessible doors
- Short blocks in compact and mixed-use development
- Sidewalk construction
- Street intersections provide time an adequate time to cross.
- Other: _____

(Suggested Source: Community or County Subdivision Regulations)

3. The community's street infrastructure addresses the needs of its citizens. Indicate in Table M-1 using a (✓).

**Table M-1
Street Infrastructure**

Street Infrastructure (Access and Facilities)	Strongly Agree	Mildly Agree	Neither Agree nor Disagree	Mildly Disagree	Strongly Disagree
Condition					
Streets and sidewalks are well maintained all year.					
Sidewalks are suitable for persons requiring motorized scooters and wheelchairs.					
Sidewalks are wide enough to accommodate wheelchairs, motorized scooters and pedestrians.					
Signals					
Signals are timed to allow anyone to cross comfortably and safely.					
Pedestrian devices such as buttons that stop traffic and walk/don't walk signals are available to allow safe crossing.					
Signage					
Streets are striped appropriately and traffic signs, name markers and addresses are clear, unobstructed, readable and suitably placed.					
Design					
Intersections have safety features such as bright, reflective lane markings, directional signals and overhead indicators that are present for turning lanes and left turn lanes.					
Lane widths meet design service capacity.					

Street Infrastructure (Access and Facilities)	Strongly Agree	Mildly Agree	Neither Agree nor Disagree	Mildly Disagree	Strongly Disagree
Traffic calming devices are used.					
Crosswalks and Curb Ramps					
Crosswalks and curb ramps are well signed and striped appropriately.					
Crosswalks and curb ramps are well lit at night.					
Curb ramps are low, textured for traction, and have the appropriate slope and width for persons with disabilities.					
Other:					

(Suggested Sources: City Engineer; Public Service Department; Community Observation)

<p>FINDINGS:</p> <p>Strengths: _____</p> <p>_____</p> <p>_____</p> <p>Issues to Address: _____</p> <p>_____</p> <p>_____</p>

Indicator: Mobility amenities for walkers.

1. The retail businesses in the community (e.g., restaurants, grocery stores, drug stores) are sensitive to the needs of older adults and provide the following *mobility amenities* to older adults (*Check all that apply*).

- | | |
|---|---|
| <input type="checkbox"/> Carry-out assistance | <input type="checkbox"/> Transportation to and from store |
| <input type="checkbox"/> Motorized shopping carts | <input type="checkbox"/> Waiting and resting areas |
| <input type="checkbox"/> Secured on-line shopping | <input type="checkbox"/> Wheelchairs |
| <input type="checkbox"/> Secured home delivery services | <input type="checkbox"/> 24-hour pharmacy access |
| <input type="checkbox"/> Shopping selection assistance | |
| <input type="checkbox"/> Other: _____ | |

(Suggested Source: Retail Businesses; Community Observation)

2. Estimate the number of businesses in the community that provide mobility amenities to older adults.

- Many Some Few None

(Suggested Source: Retail Businesses; Community Observation)

3. The community provides incentives to businesses and institutions that provide mobility amenities to older adults. (*Check all that apply*)

- Reimbursements
 Special recognition/awards
 Subsidies
 Tax reductions/abatements
 Other:

(Suggested Sources: Development Department; Office on Aging)

4. The community's businesses and institutions provide the following mobility amenities. Indicate in Table M-2 with a (✓).

**Table M-2
Building Design**

Building Design	Strongly Agree	Mildly Agree	Neither Agree nor Disagree	Mildly Disagree	Strongly Disagree
Entrances:					
Have large, lightweight, power assist doors, and push-plate entrances.					
Provide direct access from the entrance route that do not require the use of stairs for persons with disabilities.					
Are close to the parking lots and require a minimum of footsteps, no stairs and tight building angles to maneuver around.					
Hallways:					
Allow persons to move throughout the building.					
Are well-marked, free of clutter and designed to allow persons with disabilities to move throughout the building.					
Bathroom Facilities:					
Are handicapped accessible.					
Have unobstructed entrances, appropriate thresholds, and door handles.					
Other:					

(Suggested Source: Community Observation)

FINDINGS:

Strengths: _____

Issues to Address: _____

Indicator: Trails, walking paths, sidewalks.

1. The community's trails have the following mobility amenities. Indicate in Table M-3 with a (✓).

**Table M-3
Trails**

Trails:	Strongly Agree	Mildly Agree	Neither Agree nor Disagree	Mildly Agree	Strongly Disagree
Are multi-purpose, (i.e., suitable for walking, running and biking).					
Are barrier-free and can be used by persons with disabilities.					
Have sufficient width with acceptable surfaces and slopes, and allowing for safe passing.					
Have clearly marked signs and trail markings.					
Connect to neighborhoods, parks, other bike lanes, streets, retail centers and other common destinations.					
Have appropriately situated resting areas with benches.					
Other:					

(Suggested Sources: Recreation Director; Community Observation)

Indicator: Monitoring/feedback mechanisms to ensure adherence to speed limits and stop signs.

1. Motorists in the community drive on most **residential** streets, regardless of posted speed limits at average speeds of _____ mph.

(Suggested Source: Police Traffic Reports.)

2. Motorists in the community drive on most **commercial** streets, regardless of posted speed limits, at average speeds of _____ mph.

(Suggested Source: Police Traffic Reports.)

<p>FINDINGS:</p> <p>Strengths: _____</p> <p>_____</p> <p>_____</p> <p>Issues to Address: _____</p> <p>_____</p> <p>_____</p>

COMMUNITY LIFE INDICATORS WORKSHEETS

Community Life encompasses the availability of public, safety and social services and recreational outlets, specifically geared towards well and frail/disabled older adults. The services provided by a community for older adults can keep them healthy, safe, and engaged in their community.

<p>GOAL: An elder-friendly community involves older adults in planning, decision-making and program development.</p>

1. Which of the following are involved in major decision-making related to meeting the needs of older adults? *(Check all that apply.)*

- Community *Master Plan*
- Task Forces/Committees
- Department/Director
- Mayor/Council Driven
- Other:

(Suggested Source: Master Plan, Key Informant Interviews with Municipal Leadership)

2. The community's most recent Master Plan studied the needs of older adults and made recommendations to help meet these needs.

- Yes No

(Suggested Source: Master Plan)

3. The community's zoning code requires the following development features:
(Check all that apply.)

- ADA requirements
- Open space/greenspace
- Compact development*
- In-fill housing* within or near commercial areas
- Incentive zoning* (encourage preferred development with incentives/bonus)
- Minimal commercial front yard setbacks (how close buildings are to the street)
- Mixed-use zoning* development
- Performance zoning* (each property meets performance criteria)
- Signs designed for clarity (optimum letter size, lighting, color choice, etc)
- Other:

(Suggested Source: Community Zoning Code)

FINDINGS:

Strengths: _____

Issues to Address: _____

Indicator: A diverse range of social, recreational, leisure, and faith-based resources.

1. The community's recreation programs and facilities meet the needs of older adults.
 - Strongly Agree
 - Mildly Agree
 - Neither Agree nor Disagree
 - Mildly Disagree
 - Strongly Disagree

(Suggested Sources: Recreation Director; Perceptions of Older Adults)

2. Indicate (✓) on Table C-5 whether the **recreation** programs that are provided to older adults meet their needs.

**Table C-5
Recreation Programs**

Program	Meets Need	Does Not Meet Need	Not Provided
Art and Crafts			
Community Celebrations (dances, parties)			
Continuing Education/Life Long Learning (computer/Internet training and use, musical training, local history)			
Cultural Outings/Day trips			
Exercise/Physical Fitness			
Gardening/Outdoor Nature Activities			
<i>Intergenerational Activities</i>			
<i>Socialization Activities</i>			
<i>Wellness Programs</i> (health-related programs/seminars/speakers)			
Other (Please describe)			

(Suggested Sources: Recreation Department; Office on Aging; Perceptions of Older Adults; Complete Recreation Programs Worksheet in Section Three, Part Four, before completing the table.)

3. A recreation center is available to older adults in the community or is located nearby.

- Yes No

If YES, indicate location(s): _____

(Suggested Source: Recreation Department)

4. Estimate the number of multi-purpose trails that are available and accessible to older adults.

- Many Some Few None

(Suggested Sources: Recreation Department; Cuyahoga County MetroParks)

5. Estimate the number of passive recreation areas (e.g. quiet spaces) which are available and accessible to older adults.

- Many Some Few None

(Suggested Sources: Recreation Department; Cuyahoga County MetroParks)

6. The community has community organizations (e.g., Kiwanis, YMCA) that provide programs to older adults.

- Yes No

Please describe: _____

(Suggested Sources: Community Directory; Chamber of Commerce; Interviews with Municipal Leadership; Office on Aging)

7. There are places of worship in the community provide programs to older adults.

- Yes No

Please describe: _____

(Suggested Sources: Office on Aging; Key Informant Interviews)

FINDINGS:

Strengths: _____

Issues to Address: _____

Indicator: Readily available opportunities for participation in neighborhood activities and paid or unpaid engagement.

1. The community promotes volunteer and mentoring opportunities for older adults.

- Strongly Agree
- Mildly Agree
- Neither Agree nor Disagree
- Mildly Disagree
- Strongly Disagree

(Suggested Sources: Office on Aging; Perceptions of Older Adults)

2. The community encourages and supports neighborhood activities (e.g., block parties, picnics).

- Strongly Agree
- Mildly Agree
- Neither Agree nor Disagree
- Mildly Disagree
- Strongly Disagree

(Suggested Sources: Recreation Department; Perceptions of Older Adults)

3. The community actively helps older adults find employment (i.e. employment counseling, job search assistance, training and placement).

- Strongly Agree
- Mildly Agree
- Neither Agree nor Disagree
- Mildly Disagree
- Strongly Disagree

(Suggested Sources: Office on Aging; Perceptions of Older Adults)

4. Estimate the number of older adults the municipality hires and employs.

- Many
- Some
- Few
- Very Few
- None

(Suggested Source: Municipal Human Resource Department)

5. Estimate the number of older adults businesses in the community hire and employ.

- Many
- Some
- Few
- Very Few
- None

(Suggested Sources: Business Human Resources Departments; Chamber of Commerce; Cleveland/Cuyahoga County Workforce Investment Boards)

FINDINGS:

Strengths: _____

Issues to Address: _____

Indicator: Access to lifelong learning programs.

1. A library is available and accessible to older adults in the community.

- Yes
- No

(Suggested Sources: Cleveland, Cuyahoga County, or Local Libraries)

2. Indicate the number of programs/classes/events per month geared towards older adults that are provided by the local library. Number per Month: _____

Please describe: _____

(Suggested Sources: Cleveland, Cuyahoga County, or Local Libraries)

3. A lifelong learning and development center is available and accessible in the community.

Yes No

(Suggested Source: The Cleveland Foundation's Successful Aging Initiative)

4. A high school, college or other educational institution is accessible to older adults in the community.

Yes No

(Suggested Source: Community Directory)

5. Estimate the number of programs/classes/events that older adults can audit at the high school, college or other educational institution per semester.

Many Some Few Very Few None

Please describe: _____

(Suggested Sources College/University Course Catalogues and Continuing Education Programs; Local School Systems Continuing Education Catalogues)

FINDINGS:

Strengths: _____

Issues to Address: _____

Indicator: A community focal point, such as an office on aging, to link older adults to health and social services.

1. The community staffs its own Office on Aging or Department of Aging.
 Yes No

(Suggested Source: Office on Aging)

2. Indicate (✓) below, any other entity which oversees older adult issues and programs in the community.
 Consortium of communities
 Local Hospital
 Non-profit organization
 Partnership between municipality and non-profit/private organization
 Other: *(Please describe):* _____

(Suggested Source: Office on Aging)

3. The municipal Office on Aging or other entity offers a variety of programs and services for older adults in the community.
 Strongly Agree
 Mildly Agree
 Neither Agree nor Disagree
 Mildly Disagree
 Strongly Disagree

(Suggested Sources: Office on Aging; Perceptions of Older Adults)

4. Indicate the outreach methods used to communicate with older adults in the community. *(Check all that apply.)*

- Automated Hot-line
- Community Ombudsman
- In-person/individual consultation
- Mailings
- Newsletter articles/alerts
- Program/service/activity posting(s) at Senior Center/ City Hall/ Library
- Speaker presentations
- Telephone (live operator)
- Web site
- Other:

5. Older adults in the community know about programs and assistance that are available to them.

- Strongly Agree
 - Mildly Agree
 - Neither Agree nor Disagree
 - Mildly Disagree
 - Strongly Disagree
- (Suggested Source: Perceptions of Older Adults)*

6. Older adults in the community can readily obtain information on older adult services and programs.

- Strongly Agree
 - Mildly Agree
 - Neither Agree nor Disagree
 - Mildly Disagree
 - Strongly Disagree
- (Suggested Source: Perceptions of Older Adults)*

7. A senior center is available to older adults in the community or is located nearby.

- Yes No

If YES, indicate location: _____

(Suggested Sources: Community Directory; Western Reserve Area Agency on Aging)

8. Older adults in the community that may have difficulty communicating with others:

(a) Percent of non-English speaking older adults in the community. _____%
(Suggested Source: Know Your Elders Profile, Section Three, Community Profile: Language #2)

(b) Percent of older adults in the community with the following types of disabilities:

Physical:	_____%
Mental:	_____%
Sensory	_____%
Self-care	_____%
Going outside the home	_____%

(Suggested Source: Know Your Elders Profile, Community Profile: Disability #1, #2, #3)

9. Older adults in the community who have communication challenges (e.g., language barriers, sight and/or hearing impairments) can contact the community for assistance.

Yes No

(Suggested Source: Perceptions of Older Adults)

FINDINGS:

Strengths: _____

Issues to Address: _____

Indicator: Programs to assist older adults with home chores and other services.

1. Indicate (✓) in Table C-3 whether the *assistive* maintenance services provided to older adults meets demand.

**Table C-3
Assistive Maintenance Service Programs**

Program	Available & Meets Demand	Available & Does Not Meet Demand	Not Available
Errand service			
Home delivery service (groceries, etc.)			
Leaf raking/removal in fall			
Lawn mowing program			
Library book delivery			
Mail delivery service (from street box to older adults door)			
Senior chore program			
Snow removal in winter			
Trash to curbside program			
Other :			

(Suggested Sources: Service Department; Office on Aging; Service Waiting Lists. Complete Assistive Services Worksheet in Section Three, Part Four before completing the table.)

2. Indicate (✓) whether the *supportive* services provided to older adults meets their needs.

**Table C-4
Supportive Services Programs**

Program	Available & Meets Demand	Available & Does Not Meet Demand	Not Available
<i>Adult day care</i>			
Bereavement support			
Community-sponsored meals (central location)			
Defensive driving and/or screening			
Home delivered meals (Meals on Wheels)			
Home visitations			
<i>Kinship Caregiver Supports</i>			
Medical equipment loan program			
Medical services (i.e., blood pressure checks, vaccinations, medication management, home health aides)			
Nutrition counseling			
Transportation services			
Other :			

(Suggested Sources: Office on Aging; Perceptions of Older Adults; Program Waiting Lists. Complete Supportive Services Worksheet in Section Three, Park Four before completing the table.)

FINDINGS:

Strengths: _____

Issues to Address: _____

Indicator: Approaches to dealing with safety and crime issues to create a sense of safety and security for older adults.

1. Older adults in the community feel secure within their homes and in close proximity to their house. For example, they feel comfortable enough to open their doors and windows in the summer, walk down their street, and talk with their neighbors.

- Strongly Agree
- Mildly Agree
- Neither Agree nor Disagree
- Mildly Disagree
- Strongly Disagree

(Suggested Sources: Perceptions of Older Adults; Community Observation; Police Reports)

2. Emergency calls to Police and Fire Department from older adults about perceived threats in the past 12 months.

Police: Number of Calls in Past 12 Months from Older Adults: _____ Percent of All Calls in Past 12 Months: _____

Fire: Number of Calls in Past 12 Months from Older Adults: _____ Percent of All Calls in Past 12 Months: _____

(Suggested Sources: Police & Fire Department Records)

3. Older adults feel safe in the community.

- Strongly Agree
- Mildly Agree
- Neither Agree nor Disagree
- Mildly Disagree
- Strongly Disagree

(Suggested Sources: Perceptions of Older Adults)

4. Estimate how many older adults are observed in the community's public places.

- Many Some Few None

(Suggested Source: Key Informant Interviews; Community Observation)

5. Over the past three-year period, crimes against older adults in the community have: *(Check the one that applies and provide the percent of change.)*

- Decreased by _____% Not changed Increased by _____ %

(Suggested Source: Police Department Records for Last Three Years)

6. Rank the following kinds of crimes against older adults in the community on a scale of 1 to 10, with 1 being most prevalent and 10 least prevalent.

- Arson
 - Assault (Simple and Felony)
 - Harassment by neighbors
 - Homicide
 - Larceny (Theft)
 - Rape
 - Robbery
 - Unwanted, Aggressive Solicitors
 - Vehicle Theft
 - Other: _____
-

(Suggested Source: Uniform Crime Report Compiled by the Community)

7. Public spaces, including parks and streets, are well illuminated.

- Strongly Agree
- Mildly Agree
- Neither Agree nor Disagree
- Mildly Disagree
- Strongly Disagree

Identify problem areas: _____

(Suggested Sources: Perceptions of Older Adults; Community Observation)

8. Vacant, derelict properties are cleaned up and maintained in the community.

- Strongly Agree
- Mildly Agree
- Neither Agree nor Disagree
- Mildly Disagree
- Strongly Disagree

Identify problem areas:

(Suggested Sources: Perceptions of Older Adults; Community Observation)

9. A community "Block Watch" program exists in the community.

- Yes No

Please describe: _____

(Suggested Sources: Perceptions of Older Adults; Community Observation)

10. Indicate (✓) on Table C-2 whether **safety-oriented** programs and/or services provided to older adults meet their needs.

**Table C-2
Safety-Oriented Programs**

Program	Available & Meets Need	Available & Does Not Meet Need	Not Provided
Emergency-related			
911 emergency response service			
<i>Reverse 911</i>			
Cell phones for older adults			
<i>CPR</i> training			
Fire-related			

Program	Available & Meets Need	Available & Does Not Meet Need	Not Provided
Fire safety course			
Smoke detectors provided and installed			
In-home Help			
Distress counseling			
Elder abuse education			
Phone check-up			
<i>"Gate Keeper"</i>			
<i>"Vial of Life"</i>			
Fraud-related			
Fraud prevention education			
Fraud counseling			
Police-related			
Police presence in public places			
Other safety-related programs (list)			

(Suggested Sources: Police Department; Office on Aging; Perceptions of Older Adults. Complete the Safety-Related Worksheet in Section Three, Part Four before completing the table.)

11. Older adults in the community are victims of fraud.

Number of Calls in Past 12 Months: _____ Percent of All Calls: _____

(Suggested Source: Police Department Records)

12. Listed below are the most common types of fraud targeted towards older adults. Indicate the types commonly reported in your community. *(Check all that apply.)*

- | | |
|---|---|
| <input type="checkbox"/> Bogus credit card offers | <input type="checkbox"/> Identity theft |
| <input type="checkbox"/> Charity scams | <input type="checkbox"/> Insurance scams |
| <input type="checkbox"/> Family member coercion/deception | <input type="checkbox"/> Prizes/Sweepstakes |
| <input type="checkbox"/> Financial planning scams | <input type="checkbox"/> Housing contractor scams |
| <input type="checkbox"/> Fitness/Diet/Health scams | <input type="checkbox"/> Travel/Vacation offers |
| <input type="checkbox"/> <i>Slamming</i> | |
| <input type="checkbox"/> Other: _____ | |
-

(Suggested Sources: Police Department; Office on Aging)

13. The following are some of the most common ways in which older adults become victims of fraud. Indicate (✓) those reported in your community. *(Check all that apply.)*

- Direct Mail
 - Door-to-Door Salesperson
 - Encounters in Public Places (e.g., store, bank, library, park, etc)
 - Internet/email
 - Phone Solicitations including Telemarketers
 - Seminars
 - Other: _____
-

(Suggested Sources: Police Department; Office on Aging)

14. The fraud prevention programs offered in the community address the most common types of fraud experienced by older adults.

- Strongly Agree
- Mildly Agree
- Neither Agree nor Disagree
- Mildly Disagree
- Strongly Disagree

(Suggested Sources: Police Department; Office on Aging; Perceptions of Older Adults)

15. The community's building code requires the following features for public buildings: *(Check all that apply.)*

- ADA Compliance
- Drop-off/pick-up zones in front of businesses
- Elevators with power-assisted doors
- Ramps
- Signs designed for clarity (minimum letter size, lighting, color choice, etc)
- Site furniture (benches, trash receptacles, bike racks, bus shelters, etc)
- Other: _____

(Suggested Source: Municipal Building Code)

16. Indicate the fraud prevention strategies provided by the community to educate older adults. *(Check all that apply.)*

- Community Ombudsman
- Hot-line for questions, concerns, and advice
- Newsletter articles/alerts
- One-on-one counseling/advice (Legal, tax, etc...)
- Posting at Senior Center/ City Hall/ Library
- Speaker presentations/Lectures/Seminars
- Web/Internet site
- Other: _____

(Suggested Source: Office on Aging)

<p>FINDINGS:</p> <p>Strengths: _____</p> <p>_____</p> <p>_____</p> <p>Issues to Address: _____</p> <p>_____</p> <p>_____</p>

Indicator: A system of responsive safety forces trained and sensitive to the needs of older adults and linked to the health and social service community.

1. The municipality educates and trains its staff about the physical changes that older adults experience, such as loss of hearing and/or vision.

- Strongly Agree
- Mildly Agree
- Neither Agree nor Disagree
- Mildly Disagree
- Strongly Disagree

(Suggested Source: Human Resource Department)

2. Estimate the number and percent of emergency calls from older adults in the community to the Police and Fire Departments in the past 12 months.

Police: Number of Calls in Past 12 Months: _____; Percent of All Calls: _____

Fire: Number of Calls in Past 12 Months: _____; Percent of All Calls: _____

(Suggested Sources: Police and Fire Department Records.)

3. Estimate the number of distress calls from older adults to the Police and/or Fire Department in the past 12 months that were forwarded to a community agency for follow-up.

- Many
- Some
- Few
- None

(Suggested Sources: Police and Fire Department Records; Key Informant Interviews)

Indicator: Age-friendly businesses.

1. The retail businesses in the community (e.g. restaurants, grocery stores, drug stores) are sensitive to the needs of older adults and provide amenities such as large-type menus, discounts and delivery services.

- Strongly Agree
- Mildly Agree
- Neither Agree nor Disagree
- Mildly Disagree
- Strongly Disagree

Please describe: _____

(Suggested Sources: Perceptions of Older Adults; Community Observation)

2. The commercial services in the community (e.g., banks, law offices, beauty salons) are sensitive to the needs of older adults and provide amenities such as affordable pricing programs and in-home visits.

- Strongly Agree
- Mildly Agree
- Neither Agree nor Disagree
- Mildly Disagree
- Strongly Disagree

Please describe: _____

(Suggested Sources: Perceptions of Older Adults; Community Observation)

3. The community offers the following incentives to businesses if they provide amenities/ services to older adults.

- Reimbursement(s)
- Special Recognition/Awards
- Subsidies
- Tax Reductions/Abatement
- Other: _____

(Suggested Sources: Key Informant Interviews with Municipal Leadership; Office on Aging; Businesses)

FINDINGS:

Strengths: _____

Issues to Address: _____

SECTION THREE

ELDER-FRIENDLY COMMUNITY ASSESSMENT TOOLS AND WORKSHEETS

Overview

The worksheets and tools included in this Section of the *Guide* have been designed to assist communities in the assessment process. There are five Parts:

Part One: Elder-friendly Glossary

Throughout Section Two: Elder-friendly Community Indicators, there are words that appear in *Italics*. Each is defined in the Glossary.

Part Two: Know Your Elders Profile

The Profile provides the community with a format for organizing U.S. Census 2000 data, some of which is needed to answer questions in the Indicator Section. It is also intended to inform the community of the socio-economic characteristics of their older adults.

Part Three: Home Life Worksheets

The Home Life Worksheets help a community respond to questions related to the Home Life Indicators. Specifically, there is a worksheet to help determine whether an older adult's housing costs exceed 30% of their income and another to calculate the rate of change in household income by different age cohorts.

Part Four: Community Life Worksheets

The Community Life Worksheets help a community conduct research about community resources relevant to the Community Life Indicators. There are four worksheets that capture information about programs, numbers of clients served, and known concerns about capacity:

- Safety-Related Services Worksheet
- Assistive Services Worksheet
- Supportive Services Worksheet
- Recreation Programs Worksheet

Part Five: Five-Year Capital Plan

To help with the resource analysis in the planning phase of the process, a form entitled the "Five-Year Capital Plan" has been provided so that each community can identify the programs that will be initiated over the next five to ten years. The Plan should be adopted by the administrative and legislative branches of the community and serve as part of its guiding document.

Part One: Elder-friendly Glossary

Adult day care	Program designed to meet the needs of functionally and/or cognitively impaired adults. The program provides a variety of health, social, and other related support services in a protective setting.
Affordable housing	The relationship between the income of the housing consumer and the direct and incidental costs of shelter.
Block watch	A program where households, apartments or condominiums on a block form agree to watch out for each others' homes and report suspicious activities to the police and each other.
Cleveland Water Department - Senior Discount	Discount on the price of water to homeowners and customers that are over 65 years old.
Compact development	Development done at higher density in order to conserve open space.
CPR Training	CPR stands for cardiopulmonary resuscitation. The procedure is provided to those whose heart suddenly stops beating and can no longer effectively pump blood through the body. Doing CPR artificially circulates blood to vital organs, which can sustain them until a defibrillator and advanced treatment is available.
Deferred Housing Rehabilitation Loan Program for Senior Citizens	Cuyahoga County Department of Development program that provides loans to low and moderate income older adult homeowners in participating communities to make repairs and basic home improvements. The City of Cleveland has a similar program.
Design service capacity	Takes into account the fact that larger physical dimensions do not necessarily define increased service capacity. The current service demands on the existing facility must be compared to the ability of the proposed improvement to perform service against an increased level of service.

Functionally disabled	As defined in Title 42 of the U.S. Code, functionally disabled persons are 65 years and older and are: 1. Unable to perform without substantial assistance from another individual at least two of the three daily living activities: toileting, transferring or eating or 2. Has a primary or secondary diagnosis of Alzheimer's disease.
Gate Keeper	Program where social service providers and/or other professionals such as postal carriers or bank tellers are trained to recognize unusual characteristics of older adults such as being unkempt, disoriented, withdrawing large sums of money, etc., and to notify the appropriate person(s) or agency(ies).
Greater Cleveland Regional Transit Authority (GCRTA) Senior Discount Card	Older adults (65 years and older) receive a discount on regular mainline service.
Grid street system	A street and block system resulting in formal, regular, rectangular blocks and resulting in four-way intersections.
Going outside the home disability	Unable to go outside the home (e.g. shopping or visiting a doctor's office).
Gross rent	The amount of the contract rent plus the estimated average monthly cost of utilities (electricity, gas, and water and sewer) and fuels.
Heritage Home Loan Program	Home improvement and restoration program for owners of older and historic homes in participating cities. See www.clevelandrestoration.com
Homestead Exemption	Program that lowers the real estate taxes on the residences of qualified low income seniors and disabled persons.
Home Weatherization Assistance Program	Program provides free energy efficient improvements to eligible homeowners and renters at no cost to the household.

Household income	Includes the income of the householder and all persons 15 years and older in the household, whether related to the householder or not. Since many households consist of one person, average household income is usually less than average family income.
Housing Choice Vouchers	Program helps with rent affordability for very-low and extremely low-income persons in existing private rental housing.
Incentive zoning	A community granting additional development capacity in exchange for a developer's provision of a public benefit or amenity.
In-fill housing	The development of new housing or other buildings on scattered vacant sites in a built-up area.
Intergenerational activities	Activities designed to bring older adults in contact with young or school-aged children for the benefit of both.
Kinship caregiver supports	Supports for older adults who are the primary caregivers to children of relatives.
Master plan	A comprehensive, long-range plan intended to guide the growth and development of a community. The plan typically includes inventory and analytical sections leading to recommendations for the community's future, related to the community's goals and objectives.
Mixed-use zoning	Zoning regulations that permit a combination of different land uses within a single development.
Mobility amenities	Special services or benefits that increase the physical comfort of older adults as they travel throughout the community. Amenities include benches for resting, the provision of wheelchairs or scooters in stores, grocery carry-out assistance, etc.
Ohio Home Energy Assistance Program (HEAP) and (E-HEAP)	Federally funded program to help eligible low-income residents meet the high costs of home heating. E-HEAP provides assistance once per heating season to eligible households that are disconnected, threatened with disconnection or have less than a 10-day supply of bulk fuel.

Non-family household income	Combined income of a householder living alone or where the householder shares the home exclusively with people to whom they are not related.
Passive recreation	Activities that involve relatively inactive or less energetic activities, such as walking, sitting, picnicking, card games, etc.
People Helping People Fuel Fund	A Dominion East Ohio Gas program whereby persons donate money that is then offered to low-income residents to pay their gas bills.
Percentage of Income Payment Plan (PIPP)	An extended payment arrangement that requires regulated gas and electric companies to accept payments based on a percentage of the household income.
Performance Zoning	A set of criteria or limitations such as noise, vibration, heat, traffic, etc., that a particular use or process may not exceed for a specific development.
Phone Check-up	Program where residents (over 60 years of age) are called daily. If no one answers after three (3) calls, EMS is dispatched to the resident's home.
Reverse 911	An outbound calling system which contacts citizens within a specified geography and communicates urgent information to them. The system can solve and prevent crimes and alert residents in times of emergencies.
Reverse Mortgage	A home loan that allows older persons to convert the equity in their homes into income. The proceeds can be used to make home repairs, pay real estate taxes or pay off first and second mortgages to prevent foreclosure.
Section 202 Supportive Housing for the Elderly	Program provides funds for the development and construction of supportive housing for seniors and includes project-based rental assistance that ensures that no senior pays in excess of 30% of their income.

Self-care disability	A person is unable to take care of their own personal needs such as dressing, bathing, or getting around inside their home.
Sensory disability	A long-lasting physical, mental or emotional condition which makes it more difficult for a person to do activities such as walking, biking, learning or remembering.
Slamming	Unauthorized changing of a utility provider.
Street infrastructure	Includes streets, curbs, sidewalks and driveway aprons, traffic signalization, and signage.
Socialization activities	Activities which solely involve the interaction of individuals in group settings.
Traffic calming devices	Includes a variety of changes that slow or divert vehicular traffic, separates pedestrian pathways from vehicle traffic, and makes the road corridor more pleasant. Common devices include: <ol style="list-style-type: none">1. Raised intersections and crosswalks;2. Extending corners of the sidewalk into the street so as to shorten the crossing distance (bulbouts);3. Road narrowing;4. Creation of zigzag routes and curves; and5. Traffic circles and roundabouts.
Universal Design	<p>The design of products and environments to be used by all people, regardless of their age, size or abilities, to the greatest extent possible, without the need for adaption or specialized design.</p> <p>Top Ten Universal Design Standards:</p> <ol style="list-style-type: none">1. Doorways are a minimum of 32" wide with swing clear hinges and hallways are at least 42" wide.2. Handrails are placed on both the interior and exterior sides of stairways.3. The first floor has a bathroom.4. Grab bars are installed in shower/tub areas or walls are reinforced so grab bars can be installed as needed.

Universal Design cont'd

5. Storage areas are accessible with multiple height and/or adjustable height shelves.
6. User-friendly lighting.
7. Easy grip handles such as lever handles and d-shaped pulls are located throughout the house.
8. Work areas and appliances are accessible.
9. Flooring has low or no thresholds, non-slip/non-glare surfaces and low-pile rugs.
10. Safety devices are in place - smoke detectors, night lights, temperature limiting mixer valves and carbon monoxide detectors.

(Source: Ohio State University Extension Service <http://ohioline.osu.edu>)

Vial of Life

Program where older resident(s) agrees to list their medications(s) and store the list in a sealed container, usually in their refrigerator, so that in case of an emergency, EMS crews can determine the person's current health needs and medications.

Wellness programs

Health-related programs provided to older adults to introduce them to healthy living. Programs usually provide exercise classes, seminars, and speakers on topics such as nutrition, aging well, education, etc.

Part Two: Know Your Elders Profile

Before completing the assessment, it is important to know the socio-economic characteristics of the older adult population and the emerging older adults in the community.

The data provided below have been derived from 2000 U.S. Census. Additional information is readily available from the U.S. Census bureau website (www.census.gov) or by calling the Cuyahoga County Planning Commission (216-443-3700).

CUYAHOGA COUNTY PROFILE	
County population	1,393,978
County population 60 years and over	273,378
Percent of population 60 years and over	19.6%
Male	110,377
Female	163,001
County population between 50 and 59 years of age.	152,230
Percent of population between 50 and 59 years of age.	10.9%
Male	71,310
Female	80,920

COMMUNITY PROFILE

COMMUNITY PROFILE: HOUSING COSTS	
1. Median Gross Rent for Your Community <i>(H63)</i>	\$
2. Median Household Income	
Householders 55 to 64 years	
Householders 65 to 74 years	
Householders 75+ years	
3. Gross Rent as a Percentage of Household Income in 1999 <i>(H69)</i>	
Less than 10%	
10 - 14%	
15 - 19%	
20 - 24%	
25 - 29%	
30 - 34%	
35 - 39%	
40 - 49 %	
50 % or more	
4. The percent of Household Income spent on Housing Costs <i>(H96)</i>	
Householders 50 to 64 years	
Less than 20 percent	
20 to 24 percent	
25 to 29 percent	
30 to 34 percent	
35 percent or more	
Householders 65 to 74 years	
Less than 20 percent	
20 to 24 percent	
25 to 29 percent	
30 to 34 percent	
35 percent or more	

COMMUNITY PROFILE: HOUSING COSTS	
Householders 75 years and older	
Less than 20 percent	
20 to 24 percent	
25 to 29 percent	
30 to 34 percent	
35 percent or more	
5. The percent of Household Income spent on Gross Rent (<i>H71</i>)	
Householders 50 to 64 years	
Less than 20 percent	
20 to 24 percent	
25 to 29 percent	
30 to 34 percent	
35 percent or more	
Householders 65 to 74 years	
Less than 20 percent	
20 to 24 percent	
25 to 29 percent	
30 to 34 percent	
35 percent or more	
Householders 75 years and older	
Less than 20 percent	
20 to 24 percent	
25 to 29 percent	
30 to 34 percent	
35 percent or more	

COMMUNITY PROFILE: HOUSING COSTS	
6. The number of homeowners (50-59) that live in homes that were built between: <i>(HCT5)</i>	
1990 - March 2000	
1980 – 1989	
1970 – 1979	
1960 – 1969	
1950 – 1959	
1940 – 1949	
1939 or earlier	
7. The number of homeowners 60 to 74 years of age and over that live in homes that were built between:	
1990 - March 2000	
1980 – 1989	
1970 – 1979	
1960 – 1969	
1950 – 1959	
1940 – 1949	
1939 or earlier	
8. The number of homeowners 75 years of age and over that live in homes that were built between:	
1990 - March 2000	
1980 – 1989	
1970 – 1979	
1960 – 1969	
1950 – 1959	
1940 – 1949	
1939 or earlier	
COMMUNITY PROFILE: INCOME	
1. The Median Household Income of persons: <i>(P56)</i>	
50 to 59 years	\$
60 to 74 years	\$

COMMUNITY PROFILE: INCOME	
75 years and older	\$
2. The number of persons with income <u>below</u> the poverty line: <i>(P89 and P87)</i>	
50 to 59 years	
Male	
Female	
60 to 74 years	
Male	
Female	
75 years and older	
Male	
Female	
3. The number of persons with income <u>at or above</u> the poverty line : <i>(P89 and P87)</i>	
50 to 59 years	
Male	
Female	
60 to 74 years	
Male	
Female	
75 years and older	
Male	
Female	
4. Median Non-Family Household Income <i>(PCT42)</i>	\$
Male Householder 60 years and over - Living Alone	\$
Male Householder 60 years and over - Not Living Alone	\$
Female Householder 60 years and over - Living Alone	\$
Female Householder 60 years and over - Not Living Alone	\$

COMMUNITY PROFILE: EMPLOYMENT	
1. The number of persons, by gender, 50 - 59 years of age who are employed (<i>PCT35</i>)	
Male	
Female	
2. The number of persons, by gender, 60 - 74 years of age who are employed (<i>PCT35</i>)	
Male	
Female	
3. The number of persons, by gender, 75 years old and over who are employed	
Male	
Female	
COMMUNITY PROFILE: DISABILITY	
1. The number of persons aged 50 - 59 that experience one of the following disabilities: (<i>P-42</i>)	
Physical Disability	
Mental Disability	
Sensory Disability	
Self-care	
Going outside the home	
2. The number of persons aged 60-74 that experience one of the following disabilities:	
Physical Disability	
Mental Disability	
Sensory Disability	
Self-care	
Going outside the home	
COMMUNITY PROFILE: DISABILITY	
3. The number of person aged 75 years and older that experience one of the following disabilities:	
Physical Disability	
Mental Disability	
Sensory Disability	

COMMUNITY PROFILE: DISABILITY	
Self-care	
Going outside the home	

COMMUNITY PROFILE: LANGUAGE	
1. The number of persons 60 years and over that have the ability to: <i>(P19)</i>	
Speak Only English	
Speak Spanish but speak English:	
Very Well	
Well	
Not Well	
Not at all	
Speak other Indo-European Language but speak English:	
Very Well	
Well	
Not Well	
Not at all	
Speak Asian and Pacific Island Language but speak English:	
Very Well	
Well	
Not Well	
Not at all	
2. The number of Linguistically Isolated Households in your community <i>(PCT 13)</i>	
Speak Spanish	
Speak other Indo-European languages	
Speak other Asian and Pacific languages	
Speak other languages	

Part Three: Home Life Worksheets

How to determine whether housing costs exceed 30% of an older adult's income.

Note: Table A is in Excel with formulas already formatted in the copy of the guide at www.successfulaging.org.

Step 1: In Table A, place the numbers for the corresponding age groups from the Know Your Elders Community Profile: Housing Cost in Section Three, Part Two, #4 of the *Guide* in Columns 1 and 2

Step 2: Column 3 is the total of Columns 1 and 2.

Step 3: Column 4 is the percent each household income level is of the total in Column 3.

TABLE A					
ROW	% of Household Income Spent on Housing	Column 1	Column 2	Column 3	Column 4
		65-74 Years	75+ Years	Total	
				Number	Percent
1	Less than 20%			0	
2	20-24%			0	
3	25-29%			0	
4	30-34%			0	
5	35% or more			0	
6	TOTAL	0	0	0	

How to determine the rate of change in household income.

Note: Table B is in Excel with formulas already formatted in the copy of the guide at www.successfulaging.org.

Step 1: In Table B, Column 2, enter the Median Household Income for the corresponding age brackets, indicated in Know Your Elders, Community Profile: Income, #2, in Section Three, Part Two of the *Guide*.

Step 2: The Rate of Change in Household for the Between Ages 55-64 and 65-74 is found by dividing the latter by the former.

Step 3: The Overall Rate of Change in Household is the change Between Ages 55-64 and 75+. The rate is found by dividing the latter by the former.

TABLE B					
ROW	Column 1	Column 2	Rate of Change in Household Income		
	Age Bracket	Median Household Income	Between Ages 55-64 and 65-74	Between Ages 65-74 and 75+	Overall
1	55-64 Years				
2	65-74 Years				
3	75+ Years				

Part Four: Community Life Worksheets

Safety-Related Services Worksheet (Make as many copies as needed.)

<p>Program:</p> <p>No. of clients served:</p> <p>Capacity:</p> <p>Known concerns:</p> <p>Local contact:</p> <p><i>Completed by:</i></p>
<p>Program:</p> <p>No. of clients served:</p> <p>Capacity:</p> <p>Known concerns:</p> <p>Local contact:</p> <p><i>Completed by:</i></p>
<p>Program:</p> <p>No. of clients served:</p> <p>Capacity:</p> <p>Known concerns:</p> <p>Local contact:</p> <p><i>Completed by:</i></p>

Assistive Services Worksheet
(Make as many copies as needed.)

<p>Program:</p> <p>No. of clients served:</p> <p>Capacity:</p> <p>Known concerns:</p> <p>Local contact:</p> <p><i>Completed by:</i></p>
<p>Program:</p> <p>No. of clients served:</p> <p>Capacity:</p> <p>Known concerns:</p> <p>Local contact:</p> <p><i>Completed by:</i></p>
<p>Program:</p> <p>No. of clients served:</p> <p>Capacity:</p> <p>Known concerns:</p> <p>Local contact:</p> <p><i>Completed by:</i></p>

Supportive Services Worksheet
(Make as many copies as needed.)

<p>Program:</p> <p>No. of clients served:</p> <p>Capacity:</p> <p>Known concerns:</p> <p>Local contact:</p> <p><i>Completed by:</i></p>
<p>Program:</p> <p>No. of clients served:</p> <p>Capacity:</p> <p>Known concerns:</p> <p>Local contact:</p> <p><i>Completed by:</i></p>
<p>Program:</p> <p>No. of clients served:</p> <p>Capacity:</p> <p>Known concerns:</p> <p>Local contact:</p> <p><i>Completed by:</i></p>

Recreation Programs Worksheet
(Make as many copies as needed.)

<p>Program:</p> <p>No. of clients served:</p> <p>Capacity:</p> <p>Known concerns:</p> <p>Local contact:</p> <p><i>Completed by:</i></p>
<p>Program:</p> <p>No. of clients served:</p> <p>Capacity:</p> <p>Known concerns:</p> <p>Local contact:</p> <p><i>Completed by:</i></p>
<p>Program:</p> <p>No. of clients served:</p> <p>Capacity:</p> <p>Known concerns:</p> <p>Local contact:</p> <p><i>Completed by:</i></p>

Part Five: Five Year Capital Plan Worksheet

PROGRAM NAME	DESCRIPTION	ESTIMATED START					ESTIMATED COSTS			FUNDING SOURCE(S)
		Y1	Y2	Y3	Y4	Y5	S	I	O	

S - Start-up costs
 I - Implementation costs
 O - Ongoing costs