



**Age**  
**FRIENDLY**  
COLORADO  
SPRINGS





A Report and Action Plan  
September 2016

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## Letter from the Mayor of Colorado Springs, John Suthers



In 2015, Colorado Springs committed to pursuing an Age-Friendly City designation through AARP and the World Health Organization. As an age-friendly community, we are charged with increasing awareness and advocacy around senior related issues, and developing and implementing local initiatives so that individuals of all ages can maintain active, healthy, and productive lifestyles in their city. We are proud to announce that in March of 2016, Colorado Springs was designated an Age-Friendly City, and synergistic work between the City of Colorado Springs and Innovations in Aging Collaborative (IIAC) has resulted in this strategic plan.

According to a recent study, the population of residents 65 and older in our region will grow by 160% by the year 2040. For me, it's personal. For those with aging parents and grandparents, it should be too. What I find interesting is that the factors which make a community "age friendly" are the same whether you are a senior or a millennial. Both groups want to live in a city that includes opportunities for social participation, beautiful outdoor spaces, excellent health services, respect and inclusion, as well as housing and transportation options that fit their lifestyles. The initiative is a win-win for all generations. And it's something that we can all work together to achieve.

As Olympic City USA, Colorado Springs has an opportunity to be a leader in the age-friendly movement and become a trailblazer in encouraging the success and accomplishment of residents of all ages.

I want to thank all those who have contributed to the development of this plan. In particular, our project facilitator and former City Council President, Jan Martin, who led this effort for many months and brought together segments of the community in support of one ultimate goal: to create a new vision for aging in Colorado Springs. We are also thankful for the Committee Chairs who assisted IIAC in bringing together hundreds of community members and local experts to develop the goals outlined in this plan. A special thanks to Craig Blewitt (City of Colorado Springs), Jody Barker (YMCA of the Pikes Peak Region), Jeanne Devant (Life After 50 Magazine), Kent Mathews (Pikes Peak Area Council of Governments Area Agency on Aging), Carrie Schillinger (Pikes Peak Area Council of Governments Area Agency on Aging), Dan O'Rear (Myron Stratton Home), Susan Presti (Colorado Springs Utilities), and Carl Schueler (City of Colorado Springs) for their time and effort. Furthermore, a special thanks to Age-Friendly Committee Chairperson Paula Pollet, and the staff at Innovations in Aging, Claire Anderson, Teelin Lucero, and Emma Schiestl.

Our ultimate goal is to make Colorado Springs a remarkable city in which to age. Throughout this process, we have all learned a few valuable lessons. We now know that a striking majority

of our residents appreciate the abundance of parks in our city and their access to safe and well-maintained outdoor recreation facilities. We have also confirmed that it is extremely important to the residents of Colorado Springs that they remain independent in their own homes as they age. These lessons, along with the plethora of additional information you'll find in this report, confirm for us the need to create age-friendly infrastructure and to develop a community that supports residents at all stages of the aging process.

The following plan establishes goals, action items, and metrics in the following areas: outdoor spaces and buildings, transportation, housing, social participation, community health and support, respect and social inclusion, civic participation and engagement, and communication and information. By working together to implement these initiatives, we can create a Colorado Springs that is a remarkable place in which to age.

A handwritten signature in blue ink that reads "John Suthers". The signature is fluid and cursive, with a long horizontal stroke at the end of the name.

John Suthers  
Mayor of the City of Colorado Springs

## **Letter from Innovations in Aging Collaborative Board Chair, David Lord**

The Innovations in Aging Collaborative Board appreciates the leadership and involvement of the many Age-Friendly participants who helped to develop an Action Plan that will make our community a great place in which to age for years to come. In 2015, Tucker Hart Adams researched and wrote a report called Aging in the Pikes Peak Region. The Innovations in Aging Collaborative Board decided that the AARP process of becoming an Age Friendly City was a logical next step that fell perfectly in line with the mission of our organization. Now that our action plan is finalized, work will begin with partners in the community to implement the goals identified in this report. Some of the action items are already underway and other, more challenging goals will occur further into the implementation process. Innovations in Aging Collaborative will work to convene partners, conduct public meetings, provide catalytic support, and help identify sources of funding along the way. Additionally, AARP will support our process by providing guidance and Age-Friendly tools to help propel the action forward. As a Board, we appreciate the support of Mayor John Suthers, City Council, and City staff. We plan to reach out to the El Paso County Commissioners Office and to the Pikes Peak Area Council of Governments for additional involvement and support. It is with love for the Pikes Peak Region that we react to significant demographic shifts and work to make our area a great place in which to age. As of now, we look to governmental agencies, citizens, businesses, non-profit organizations, educational institutions, and funders to make our goals a reality.

Best,  
David Lord  
Board Chair, Innovations in Aging Collaborative

## **Letter from Age-Friendly Colorado Springs Committee Chair, Paula Pollet**

Our Age Friendly Steering Committee began working in January to engage the community members and encourage them to participate in the Age-Friendly planning process. Ultimately more than one hundred individuals stepped up to create this report that identifies Age-Friendly strengths in Colorado Springs and areas that we can enhance to make our city a wonderful place for all ages. Partners have been identified and many collaborations are dedicated to driving the goals and action items identified in this report forward in order to make an exponential impact on the city of Colorado Springs. Thank you sincerely for your interest. We look forward to sharing this exciting process with each of you as it evolves. Please lend your ideas, voice and momentum to the Age Friendly initiative!

Warmly,  
Paula Pollet  
Chair, Age Friendly Steering Committee

## **Letter from Innovations in Aging Executive Director, Claire Anderson**

Greetings! We at Innovations in Aging Collaborative are thrilled to share the Age Friendly Colorado Springs report and action plan with you. This project has been a labor of love for our staff and we are excited to finally see it come to fruition. Many thanks to our year-long fellow, Emma Schiestl, for her contributions to the plan, as well as our newest staff member, Teelin Lucero, and to our project facilitator and champion, Jan Martin. Thank you to our significant partners, including AARP, City of Colorado Springs, YMCA of the Pikes Peak Region, Pikes Peak Library District, Silver Key Senior Services, Pikes Peak Area Council of Governments Area Agency on Aging, and many more, without whom our community survey and focus groups would not have been possible. The over 100 committee members who contributed to this project did a fabulous job surveying the community and creating actionable goals that will serve our city for years to come. Finally, thank you to the Innovations in Aging Collaborative Board of Directors and the Age Friendly Colorado Springs Committee for their guidance, foresight, and dedication on moving this project forward. We look forward to the next three years of work and to making Colorado Springs a livable city for all ages! Share feedback with us at [agefriendly@innovationsinaging.org](mailto:agefriendly@innovationsinaging.org) or visit Age Friendly Colorado Springs on Facebook. Join the conversation with [#agefriendlycos](https://www.facebook.com/agefriendlycos).

Best,  
Claire Anderson  
Executive Director, Innovations in Aging Collaborative

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## Introduction

The Age-Friendly Network, launched in 2008 by the World Health Organization and AARP, has spread to over 90 locations across the United States including large metropolitan cities and small rural towns.<sup>1</sup> By providing a detailed framework for improving the livability of a community and offering a variety of tools to assess the needs of each individual location, the Age-Friendly Network has successfully improved the quality of life for thousands of older adults across the nation.

According to the Age-Friendly Livability Index, Colorado Springs currently scores a 53 out of 100, just slightly above the nation's average score of 50. For perspective, cities with the highest ranking on the Livability Index score around a 70, indicating that every city can make significant changes in order to improve the quality of life of its residents.<sup>2</sup> By exploring the areas of outdoor spaces, transportation, housing, social participation, community health, respect and social inclusion, civic participation, and communication and information in detail, we are committed to improving Colorado Springs in a comprehensive way that will address all areas of livability.

In the following pages, we will describe the specific process that Colorado Springs took to become an Age-Friendly City. Beginning with our official acceptance into the network, through the creation of the final action plan, and finishing with our goals for the future, we hope to paint a detailed picture of our community and how we plan to address the needs of our residents.

Although our action plan is complete, the work is just beginning. It is up to dedicated and passionate members of the Colorado Springs community, in tandem with city officials and business professionals, to champion this initiative and to motivate influential partners so that the goals set forth in this report may become a reality.

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<sup>1</sup> AARP Website

<sup>2</sup> Livability Index

## Our Process



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*Innovations in Aging Collaborative Board of Directors*

### *The Formation of Innovations in Aging*

Innovations in Aging Collaborative is a small non-profit organization that was founded in 2008 by current board members BJ Scott and Barbara Yalich in order to comprehensively address aging issues in Colorado Springs. Originally, the work of IIAC was to spark community conversation about the growing number of seniors in our city and how this demographic shift would impact economics, industry, and quality of life in Colorado Springs. To accomplish this, IIAC held a series of summits, each of which focused on a different aging issue ranging from lifelong learning to urban planning and transportation. In December 2012, IIAC was officially recognized as a 510(c)3 non-profit and continued to energize the community around aging issues by holding additional community conversations.

By early 2014, IIAC began to shift focus from community conversation to strategic action. Presently, IIAC views itself as a catalytic organization that identifies best practices in aging from other communities and partners with local organizations to implement them in Colorado Springs. Specifically, IIAC is in the process of developing Colorado Springs' first intergenerational Village in conjunction with the Old North End Neighborhood Association, in addition to partnering with many other local nonprofits and businesses to implement the goals outlined in this report.

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<sup>3</sup> Photo by Claire Anderson, Innovations in Aging Collaborative

### *Joining the Network*

In 2014, board members and staff of Innovations in Aging Collaborative (IIAC) were introduced to the Age-Friendly City Network by Roberto Rey of AARP Colorado. Intrigued by the concept, the following year representatives from IIAC visited Portland, Oregon; Washington, DC; and Winter Park, Florida to witness the Age-Friendly City initiative firsthand. On the trip they were introduced to best-practices in aging and learned how other large cities had successfully adopted the age-friendly framework. Using this framework, board member and economist Dr. Tucker Hart Adams crafted the *Aging in the Pikes Peak Region* report that identified the current age-friendly initiatives in Colorado Springs, and introduced the best-practices of other cities. The report also addressed areas of improvement and gaps in service within Colorado Springs. An obvious gap in our city was the lack of an Age-Friendly designation as well as a strategic action plan to make Colorado Springs more livable for people of all ages. As a result, joining the Age-Friendly Network became a top priority for IIAC in 2016.

In early 2016, Executive Director Claire Anderson and Chair of the Age-Friendly Colorado Springs Steering Committee, Paula Pollet, held several meetings with Mayor John Suthers to gain official support for the initiative. With written approval from the mayor and support from City Council, Colorado Springs officially joined the Age-Friendly Cities Network on March 8<sup>th</sup>, 2016.



*On March 8, 2016, Kim Adler of AARP presented City Council President At-Large Merv Bennett and Mayor John Suthers with the official Age Friendly Network designation.*

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<sup>4</sup> Photo by Jody Barker, YMCA of the Pikes Peak Region

### *Creating an Action Plan*

Once inducted into the Age-Friendly Network, IIAC began to create eight committees, each one representing a separate domain of livability. To do so, the Age-Friendly Steering Committee identified community leaders from a wide variety of backgrounds including city representatives, non-profit leaders, local residents, and active college students to participate in the initiative. Individuals were invited to contribute to the Age-Friendly Action Plan and encouraged to suggest any additional individuals who might provide valuable input. Committee chairs were selected for each domain to help organize meetings and maintain project momentum.

Furthermore, former City Council President Pro Tem Jan Martin agreed to act as the Age-Friendly Colorado Springs Facilitator. In this role, she guided conversations at committee meetings and worked to ensure that each committee produced finalized goals that would be impactful and obtainable. All committees held the same responsibilities: identify current initiatives in Colorado Springs that make the city age-friendly, pinpoint any gaps in service or available resources that hinder the age-friendliness of Colorado Springs, and develop three to five goals with specific action items in order to best address community needs. Each committee met six-seven times over the course of two months to brainstorm, cultivate, and finalize their individual goals. On May 19, 2016, committee members from every domain gathered to share their individual action plans and to provide input on the identified goals and action items.

### *Community Assessment*

In addition to the work of our domain committees, the Age-Friendly Steering Committee gathered information about the age-friendliness of Colorado Springs by conducting a Community Needs Assessment Survey with local residents. Questions on the survey asked for feedback on all eight domains of livability and included an option to provide additional comments. The survey was made available online, via email, as a website and social media link, and was also disseminated in person at several locations with high levels of senior traffic.

Additionally, the Steering Committee conducted three small focus groups with active senior residents and senior-industry professionals, asking them to provide their input on the finalized Age-Friendly Action Plan. Residents were instructed to evaluate each goal, identify any issues that were not addressed by the action plan, and to help the steering committee prioritize initiatives.

## Over 65 in Colorado Springs

Due to a combination of factors including the high number of births following World War II, an increase in average life expectancy, and a declining national birthrate, the Baby Boomer generation is one of the largest populations in the United States. Currently, the 78.3 million people identified as Baby Boomers make up 26% of the national population.<sup>5</sup> In 2011 the first of the Boomers began turning 65, sparking a dramatic surge in the national senior population. It is estimated that anywhere between 7,000 and 10,000 individuals turn 65 every day.<sup>6</sup>

How does Colorado Springs compare? Because of ample opportunities for outdoor recreation, three individual military installations, and an emphasis on young professional development, the majority of newcomers to Colorado Springs are young. However, the things that now attract Millennials to the Pikes Peak Region once attracted Baby Boomers, many of whom have decided to remain in the area permanently. Consequently, the rate of growth in the senior population of Colorado Springs is rising sharply as Baby Boomers begin to reach retirement age. El Paso County in particular is expected to experience the third largest increase in the 65+ population in all of Colorado, an overall increase of 40,000 people between 2010 and 2020.<sup>7</sup>

As a result of the surge in the 65+ population, the number of households headed by people over 65 in El Paso County is expected to increase dramatically. While senior headed households made up only 17% of total households in 2010, it is expected to increase to 30% by 2040, outpacing the growth of households headed by people under 65.<sup>8</sup> Although Colorado Springs is a sprawling city, resulting in relatively low population density, there are several highly concentrated areas of seniors. Specifically, neighborhoods near the Air Force Academy, the Broadmoor area, the Kissing Camels/Garden of the Gods neighborhood, and areas west of Highway 83 near Union Avenue, Academy Boulevard, and Palmer Boulevard host the largest concentration of senior residents.<sup>9</sup>

One unique characteristic of the Baby Boomer population in El Paso County is the high proportion of veterans, with 31.7% of the total 65+ population having served. In addition, nearly 70% of the male population 65 and older is composed solely of veterans.<sup>10</sup> Because veterans in the Pikes Peak region have a higher median household income and higher educational attainment than other local citizens, this high proportion has a significant positive economic impact.

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<sup>5</sup> Adams, T. H., (2014). Aging in the Pikes Peak region; A report from the Innovations in Aging Collaborative, pg. 11

<sup>6</sup> Adams, T. H., (2014). Aging in the Pikes Peak region; A report from the Innovations in Aging Collaborative, pg. 11

<sup>7</sup> Adams, T. H., (2014). Aging in the Pikes Peak region; A report from the Innovations in Aging Collaborative, pg. 13

<sup>8</sup> Adams, T. H., (2014). Aging in the Pikes Peak region; A report from the Innovations in Aging Collaborative, pg. 16

<sup>9</sup> Adams, T. H., (2014). Aging in the Pikes Peak region; A report from the Innovations in Aging Collaborative, pg. 19

<sup>10</sup> Adams, T. H., (2014). Aging in the Pikes Peak region; A report from the Innovations in Aging Collaborative, pg. 17

## Goals and Action Items

After thoroughly assessing the needs of local residents and identifying areas of improvement, each domain committee began to focus on how best to address significant gaps in services and resources. Each group was tasked with defining three to five overarching goals that would ultimately improve the age-friendliness of Colorado Springs in their domain area, and to create specific, doable action items that would successfully meet those goals. Committee members went above and beyond in identifying innovative ways to improve the livability of Colorado Springs, ultimately creating an action plan full of collaborative initiatives and creative solutions to the issues identified by local residents.

In the following pages, we will explore each individual domain in depth, discussing current age-friendly initiatives, pinpointing critical gaps and challenges, and laying out our vision for future improvements. At the end of this report you will find the complete action plan with potential partners, metrics, and more.



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**This report explores each of the eight domains of an Age Friendly Community in more detail. Each domain includes the following:**

- AARP description of each domain
- Examples of current age friendly initiatives underway in each domain
- Critical gaps and challenges in each domain
- Our vision for strategic initiatives and action items for each domain

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<sup>11</sup> Apartments for Rent in Colorado Springs, CO. *Colorado Springs, CO Apartments for Rent*. Retrieved on 15 June 2016 from <http://rent.com/colorado/colorado-springs-apartments/2-220/>



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## Domain 1: Outdoor Spaces and Buildings

*To what extent does the natural and built environment help older people get around conveniently and safely in the community? To what extent does the outdoor and built environment encourage active community participation?*

### Current Age-Friendly Initiatives

Located at the base of Pikes Peak, also known as America's Mountain, Colorado Springs offers endless opportunity for residents to enjoy the great outdoors. According to the Parks and Recreation Department, Colorado Springs has more than 9,000 acres of parks, 500 acres of trails, and an additional 5,000 acres of open space including prairies and foothills.<sup>13</sup> It is estimated that 75% of residents live within a ten-minute walk of a park, which makes it easy to see why Colorado Springs receives consistent national recognition as a top ranking city in regards to outdoor spaces and recreation<sup>14</sup>.

In addition to the sheer abundance of parks and outdoor spaces, a variety of government and non-profit organizations have developed projects to ensure that the outdoors are accessible and safe for a wide variety of users. Many of these active projects fall directly in line with the goals of an Age-Friendly City.

<sup>12</sup> LegacyLoop. Retrieved May 16, 2016, from <http://www.greenwayfund.org/legacy-loop.html>

<sup>13</sup> Parks and Trails. Retrieved June 15, 2016, from <https://coloradosprings.gov/parks-recreation-and-cultural-services/page/parks-trails-open-space>

<sup>14</sup> 2016 Best Counties for Outdoor Activities - Niche. Retrieved June 15, 2016, from <https://local.niche.com/rankings/counties/best-outdoors/>

### *Legacy Loop*

In 2015, The Greenway Fund of Colorado Springs proposed a project, known as the Legacy Loop, to connect a series of disjointed trails surrounding the heart of downtown. Inspired by the legacy of Colorado Springs Founder, General William Jackson Palmer, the vision of this project is to increase the accessibility of trails from the downtown area, to link accessibility and mobility to our parks and trails, to upgrade the connectivity of the trails that are currently severed by street crossings and crumbling pathways, and to improve the overall safety and functionality of the trails<sup>15</sup>. Although it is stated that these improvements will benefit youth and families, the Legacy Loop improvements will also greatly benefit older adults. Specifically, by addressing degrading pathways and inadequate park amenities like scarce seating, older adults with mobility limitations or other concerns will be able to access downtown trails and parks.

### *Outdoor Fitness Zones*

Although Colorado Springs has an abundance of small neighborhood parks, the vast majority of park equipment is geared towards children and young families. To enhance adult use of parks and to promote intergenerational interaction, we anticipate that two parks in Colorado Springs will soon be furnished with outdoor fitness equipment. Known also as Outdoor Fitness Zones, these spaces are intended to draw a larger demographic of park users ranging from active older adults to young professionals who would not otherwise visit a park with amenities only for children.

### *Adult Sports*

In addition to offering organized sports to the youth of Colorado Springs, the Parks and Recreation Department also has a vibrant Adult Sports League. Annually, over 35,000 adults, many of whom are over the age of 60, participate in sports including basketball, flag football, softball, and the ever popular sport of pickleball<sup>16</sup>. Outside of the Parks and Recreation Department, several additional adult sports organizations exist including the Pikes Peak Pickleball Association, Play It Now Sports, and the Colorado Springs Sports Corporation allowing active older adults to have several recreational outlets.

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<sup>15</sup> LegacyLoop. Retrieved May 16, 2016, from <http://www.greenwayfund.org/legacy-loop.html>

<sup>16</sup> Adult Sports. Retrieved May 16, 2016, from <https://coloradosprings.gov/parks-recreation-and-cultural-services/page/adult-sports>

## Significant Gaps

Despite the abundance of parks in Colorado Springs there is ample opportunity to improve the age-friendliness of our outdoor spaces. While researching and gaining public input on this domain, three resource gaps continually surfaced; inadequate seating on trails and in parks, poorly maintained restroom facilities and water fountains, and insufficient signage and distance markings on public trails. According to our Age-Friendly Community Survey, only 40% of respondents were satisfied with the amount of seating in public parks<sup>17</sup>. Additionally, it was underscored that while many parks do have seating, benches are often directly in the sun or away from other facilities causing older adults to be left alone while family members use other areas of the park.

Additionally, 56% of respondents to the same survey reported that the bathrooms in public parks are not well maintained or accessible. This issue can be tied to city-wide budget cuts that occurred in 2010, including extreme water cutbacks in parks and open spaces which impacted bathroom facilities<sup>18</sup>. Although the budget for parks has since been raised, many public restrooms remain neglected, or even locked.

Finally, the signage in parks and on trails is perceived as inadequate, particularly for wayfinding and distance marking. In several places, trails branch and it is unclear how to continue in the right direction. Furthermore, many trails abruptly end forcing users to backtrack, and access points can often be difficult to find. In addition, many trails do not have route maps, distance indicators, or terrain descriptions. Without this information many older adults may be wary of using trails, unable to predict the physical ability or level of exertion necessary to participate.



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*Signage that is outdated or challenging to read can often pose difficulties to older adults when wayfinding or distance marking on a trail or in a park.*

<sup>17</sup> Innovations in Aging Collaborative (2016). Age-Friendly Colorado Springs survey, [Data file], retrieved from <https://www.surveymonkey.com/r/TBR6L93>

<sup>18</sup> Zubek, P. (2008, December 21). El Paso County budget cuts will slice deep. Retrieved May 17, 2016, from <http://gazette.com/el-paso-county-budget-cuts-will-slice-deep/article/45210>

<sup>19</sup> Seven Bridges Trail. Retrieved May 17, 2016, from <http://www.hikingintherockies.com/hiking/hike-reports/sevenbridges/sevenbridges.htm>

## Our Vision

Through the Age-Friendly initiative, we hope to address these identified gaps in a variety of ways, allowing residents of Colorado Springs to continue safely using parks, trails, and outdoor spaces as they age. Additionally, we hope that these action items will give seniors who are currently unable to use outdoor spaces better access to meaningful experiences with the natural world.

### Goal 1: Fully incorporate Age-Friendly concepts and initiatives within the City of Colorado Springs Comprehensive Plan Update

1.1 – Clearly and comprehensively identify significant aging trends and issues

1.2 – Identify locations with current and future concentrations of senior living and activity

1.3 – Include strategies in the plan to implement catalytic actions that address the needs of seniors

1.4 – Include one or more “Co-creator” of the Age-Friendly Action Plan to participate in the Comprehensive Plan Update

### Goal 2: Redevelop two or more highly utilized parks as Age-Friendly pilot projects that include concepts of universal design

2.1 – Create a refined list of potential park sites or community spaces that are close in proximity to senior housing and activity hubs

2.2 – Evaluate current facility operations plans at the identified locations from an Age-Friendly perspective and adapt them to include Age-Friendly concepts

2.3 – Fund and implement capital construction and programming

### Goal 3: Redevelop two or more underutilized parks as Age-Friendly pilot projects that include concepts of universal design

3.1 – Create a comprehensive list of parks with age-friendly and multigenerational utilization opportunities

3.2 – Identify two pilot parks and plan improvements

3.3 – Implement the improvements and programs

### Goal 4: Create a database that contains comprehensive information rating the relative ease of access to and use of local trails, and comprehensively identifies the amenities in all parks

4.1 – Examine other communities creating and implementing an Age-Friendly facilities rating system, particularly for parks and trails

4.2 – Create a uniform system for identifying trails as easy, medium, and difficult using an Age-Friendly focus

4.3 – Create an app, an interactive website, and signage that helps to identify the age-friendly status of parks and trails



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## Domain 2: Transportation

*To what extent do older adults have the opportunity to travel conveniently and safely wherever they want to go in the community, using a variety of transportation modalities?*

### Current Age-Friendly Initiatives

The city of Colorado Springs, spanning approximately 195 square miles of terrain, is home to 451,585 individuals resulting in relatively low population density<sup>21</sup>. Consequently, transportation consistently ranks as one of Colorado Springs most significant public issues. Despite public perception, the city does have several transit programs that amount to approximately 11,000 one way trips per day<sup>22</sup>. Additionally, Mountain Metropolitan Transit offers ADA services that match the traditional bus schedule so individuals who need physical assistance can be served in the same locations, and they offer a half price senior discount to encourage senior ridership.

The city has also made significant strides in making Colorado Springs more bike-friendly. Specifically, in 2014 the city began holding focus groups to update the Bicycle Master Plan, seeking community input on how to make biking a safe and convenient transportation option, and consequently hired a Bike Planner to implement that master plan. With the increase in popularity of three-wheeled bikes and bikes with uphill assist, this update could create an additional mode of transportation for seniors.

Currently, several local non-profit and private organizations offer transportation services for older adults and individuals with physical disabilities. In tandem with the services offered by the

<sup>20</sup> Food Pantries. Retrieved June 15, 2016, from [http://www.foodpantries.org/ci/co-colorado\\_springs](http://www.foodpantries.org/ci/co-colorado_springs)

<sup>21</sup> Population Data | Colorado Department of Local Affairs. Retrieved September 28, 2016, from <https://www.colorado.gov/pacific/dola/population-data>

<sup>22</sup> Bus Services. Retrieved May 21, 2016, from <https://coloradosprings.gov/mountain-metro/book/bus-services>

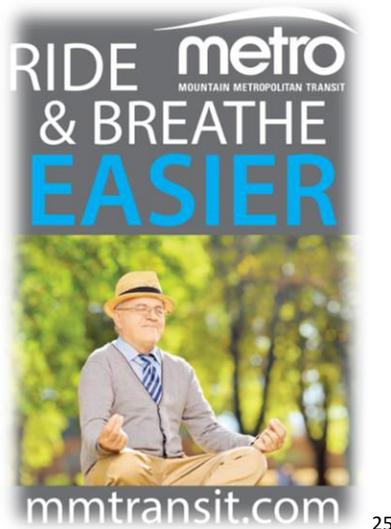
city's transit system, many initiatives in Colorado Springs offer transportation options that qualify as Age-Friendly.

### *Silver Key Transportation*

Silver Key Senior Services is a grassroots, non-profit organization that provides a variety of services to individuals over the age of 60 in the Pikes Peak Region. Transportation is consistently the most requested service from Silver Key, adding up to approximately 49,170 rides annually. To support this demand, Silver Key utilizes about 80 volunteer drivers, many of whom volunteer daily<sup>23</sup>. Because many of their clients require physical assistance, Silver Key offers door-through-door service meaning drivers go inside the client's home, assist them out of the house and into the vehicle, and then assist them from vehicle to building at their destination. Clients are able to use Silver Key Transportation to go to any location including doctor's appointments, grocery stores, and social obligations.

### *Senior Ambassador Program*

In an effort to increase the number of senior bus riders, Mountain Metro Transit in partnership with the Area Agency on Aging developed a program where an older adult who is familiar with the bus system partners with a novice senior rider to help them become comfortable with public transportation. Through this program, the Senior Ambassador will meet a new rider at a pre-determined location, help them find the nearest bus stop, teach them to read route maps, and ride on the bus with them to their desired locations. The goal of the Senior Ambassador's Program is to help seniors save money, improve their health, and maintain independence.<sup>24</sup>



<sup>23</sup> Orwig, L. (2016) Silver Key Senior Services

<sup>24</sup> Senior Riders. Retrieved May 21, 2016, from <https://coloradosprings.gov/mountain-metro/page/senior-riders>

<sup>25</sup> Photo by Mountain Metropolitan Transit

## Significant Gaps

Because of the sprawling geography of Colorado Springs, transportation is often cited as one of the top public issues. In the Community Assessment Survey of Older Americans (CASOA), ease of travel around Colorado Springs was rated as much worse than the ease of travel in other communities of a similar size.<sup>26</sup> Similarly, according to our Age-Friendly Colorado Springs Survey, 65% of respondents felt that the city does not have accessible or convenient public transportation, and only 33% reported living within walking distance to a bus stop<sup>27</sup>. In addition, due to dramatic budget cuts in 2009, evening and weekend transportation options are extremely limited. As a result, older adults who are unable to drive independently can experience a phenomenon called the “adult curfew”, becoming unable to participate in social and other events due to the lack of public transportation options outside traditional work hours. Finally, because most of the Mountain Metro Transit routes only run on an hourly schedule, riding the bus can become an all-day affair or completely out of the question for some individuals.

In addition to inconvenient public transportation, many residents believe that our sidewalks and streets are not maintained well enough to promote safe travel for older adults. Specifically, 63% of respondents to the Age-Friendly Survey reported that Colorado Springs does not have well maintained streets or sidewalks<sup>28</sup>. Furthermore, several comments from committee members revolved around poorly maintained or inaccessible bus stops. One man reported a bus stop near his home that was completely surrounded by rocks, making it inaccessible to anyone with a wheelchair or walker.

Finally, although there are several private and nonprofit transportation options for seniors, many travel demands remain unmet. Specifically, in order to coordinate an efficient schedule, most alternative transportation options require older adults to schedule their rides several days in advance. While this is appropriate for medical appointments and other planned engagements, transportation needs can often occur spontaneously, leaving seniors unable to reach their desired destination. Additionally, there is no coordination between alternative transportation services forcing seniors to contact several different organizations in order to find the most convenient travel option, a practice that is inconvenient in itself.

As we are living longer, the need for door-to-door transportation is essential for maintaining independence. The lack of an affordable, on demand service for seniors such as Lyft or Uber

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<sup>26</sup> CASOA

<sup>27</sup> Innovations in Aging Collaborative (2016). Age-Friendly Colorado Springs survey, [Data file], retrieved from <https://www.surveymonkey.com/r/TBR6L93>

<sup>28</sup> Innovations in Aging Collaborative (2016). Age-Friendly Colorado Springs survey, [Data file], retrieved from <https://www.surveymonkey.com/r/TBR6L93>

can be an impediment to aging in place. As we look to solve this issue there is growing interest in adapting modern innovations in personal transportation to the needs of seniors.

**Our Vision**

We recognize that transportation impacts several other domains of livability including social participation, community health, and respect and social inclusion. As a result, the action items set forth by the Age-Friendly Transportation Committee aim to give older adults the ability to consistently, affordably, and safely reach any destination of their choice with the same ease as driving independently. In order to achieve this goal, action items are focused specifically on the connectivity between modes of travel and on improving information and tools to increase the ease of use of various transportation options.

<b>Goal 1: Increase ease of use by expanding and increasing the availability of tools and information concerning local transportation options</b>
2.1 – Develop and implement real time technology for bus arrivals
2.2 – Create a Joint Call Center to coordinate transportation resources
2.3 – Increase use of the Senior Ambassadors Program by tying it to a special event (ex. Labor Day Lift Off)
2.4 – Encourage multi-modal information dissemination for community events by including information on bus routes, bike routes, and walking opportunities
2.5 – Implement the Walk Your City initiative

<b>Goal 2: Improve the connectivity between modes of transportation and reduce physical and other barriers that limit people from reaching their desired destination</b>
1.1 – Incentivize transit oriented, walkable, and bike-able development that is conducive to senior access in the City Infill Plan
1.2 – Create a heat map with different overlays including mode of travel, senior services, housing, parks, key senior destinations, and more to identify hot spots of senior activity
1.3 – Implement an on-demand senior ride service (ex. Senior Uber)
1.4 – Assess the need for vehicular transportation options on weekends and evenings, including the need for first and last mile connections
1.5 – Create a promotional program for older adults to increase the number of choice riders

**Goal 3: Advocate for a transportation network that is safe, convenient, accessible, and comfortable**

3.1 – Ensure that the relocated downtown terminal meets the accessibility and safety needs of older adults

3.2 – Create a plan for uniform sidewalks and accessible paths of travel around bus stops including snow removal, sidewalk maintenance, and code enforcement

3.3 – Encourage appropriate implementation of the Complete Streets Initiative



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### **Domain 3: Housing**

*To what extent do older people have housing options that are safe and affordable? To what extent do seniors have options that allow them to maintain dignity and autonomy as their needs change?*

#### **Current Age-Friendly Initiatives**

As the fastest growing county in Colorado, El Paso County has seen a significant rise in the need for affordable and varied housing options. In response to the increase in the older adult population, Colorado Springs is rising to meet the demands of a diverse population with a wide variety of needs and desires.

For its older adult residents, the Pikes Peak Region offers a variety of senior apartments, retirement communities, assisted living communities, and skilled nursing facilities. This includes over 25 senior apartment complexes, over 14 retirement communities, nearly 30 skilled care facilities, and over 50 assisted living residences. As an Age-Friendly City, Colorado Springs must continue to respond to the needs of our 65+ population, and offer a variety of safe and affordable options. This will allow for change and flexibility as individual needs change throughout the life span and as our population of older adults continues to grow.

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<sup>29</sup>Blue Dot Place - Colorado Springs, CO. Retrieved June 1, 2016, from <http://www.mynewplace.com/apartment/blue-dot-place-colorado-springs-co-502671710130>

### *Myron Stratton Home*

The Myron Stratton Home has been serving intergenerational segments of our community since the early 1900's. In his will, Winfield Scott Stratton left a legacy to provide for poor persons who are without means of support and who are physically unable by reason of old age, youth sickness or other infirmity to earn a livelihood. In accordance with his will, The Myron Stratton Home opened in 1913 and has operated continuously since that date, serving hundreds of poor elderly and children for more than a century. While older adults are the only residents at the home, Myron Stratton Home provides office space and support to many local nonprofit organizations that serve the housing and safety needs of children and adults alike. The Myron Stratton Home carries out Winfield Scott Stratton's wishes by providing housing, services, and grants to improve the quality of life for those less fortunate.<sup>30</sup>

### *Greccio Housing*

The mission of Greccio Housing is to provide stable, safe, and affordable housing, and to create supportive opportunities for local residents to enhance their individual growth.

Greccio Housing is a local nonprofit agency that was established in 1990 to provide affordable rental housing for low to moderate income residents of Colorado Springs. Greccio currently owns or manages 23 properties, with a total apartment inventory of 519 units. By supporting the needs of low to moderate income residents of our city, Greccio provides safe and affordable options for residents of all ages.<sup>31</sup>

### *Old North End Neighborhood iVillage*

IIAC, along with the Old North End Neighborhood Association is working in partnership to implement Colorado Springs' first intergenerational Village. Villages organize and provide internal services that improve the safety, health, education, and basic necessities of life for people of all ages. Additionally, they promote programs, policies, and practices that increase cooperation, interaction, and exchange between people of different generations, enabling all people to share their talents and support one another in a relationship that benefits both the individual and the community. Most importantly, a Village focuses on meeting the emerging needs of each individual neighborhood's senior population while simultaneously encouraging intergenerational interaction. The most common resources that a Village provides are discounted services from local vetted vendors and a centralized volunteer program where

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<sup>30</sup>Myron Stratton Home. *Myron Stratton Home | Home*. Retrieved on 16 June 2016 from <http://www.myronstratton.org>

<sup>31</sup> Greccio Housing | Stable. Safe. Supportive. *Greccio Housing*. Retrieved on 17 June 2016 from <http://www.grecciohousing.org>

residents can sign up to receive or provide different services ranging from ride sharing and babysitting, to lawn mowing and snow removal.

### *AARP*

The AARP Public Policy Institute has launched a new initiative called The Future of Housing that advocates for accessible housing and raises awareness of housing challenges across the country, and collaborates with a variety of partners to find creative solutions. AARP also offers demonstrations, guides, and toolkits that assess the current accessibility of homes and offer information, suggestions, and practical solutions for creating a home that will remain free from accessibility barriers and other challenges for entire lifetimes.

### *Hatler-May Village*

Colorado Springs will celebrate the opening of Hatler-May Village in early Fall 2016. The state of the art community will encompass 77 new affordable apartments for low-income seniors. Hatler-May Village is named after Rev. Gay Hatler, a retired minister of First Christian Church, Colorado Springs, and Bill May, a retired Air Force officer and Disciples lay member. The two gentlemen prepared the initial grant which made it possible to build Village at the Bluffs, a HUD 202-funded affordable senior community in Colorado Springs, which currently serves 51 senior residents. The project is funded by a Colorado Housing Finance Agency (CHFA) Low Income Housing Tax Credit (LIHTC) allocation of \$1,228,589; \$500,000 from the City of Colorado Springs and \$300,000 from the State.<sup>32</sup>

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<sup>32</sup>Mayor John Suthers. Web. Retrieved 7 June 2016 from <https://www.mayorsuthers.com/news/hatler-may-village-provide-affordable-housing-low-income-seniors>

## Significant Gaps

Although Colorado Springs has a large inventory of single family homes, due to zoning and code regulations within the city limits, alternative dwelling units and other alternative housing options like home sharing are limited. According to data collected by the city, 18.2% of the population in Colorado Springs lives alone, but only 11.3% of the housing inventory is small.<sup>33</sup> Because many older adults seek to downsize as they reach retirement age, this shortage is likely to become even more dramatic in coming years. Similarly, according to the CASOA, Colorado Springs was described as having very little variety in housing options in comparison to other metropolitan cities<sup>34</sup>. As an Age-Friendly city, Colorado Springs will need to change current housing policies in order to allow for alternative, small housing options, and work to increase the inventory of single and two-bedroom living spaces.

In addition to the lack of smaller housing options, residents of Colorado Springs also mention a general lack of affordable and accessible housing options. While there are often larger housing options available, many apartments and townhomes within the city are only available for rent, which can often be too expensive for older adults or inaccessible due to physical barriers or other obstacles, such as stairs, narrow doorways, and other hindrances. Thus, a variety of housing options must not only be more widely available, but also more affordable and accessible. Encouraging builders and contractors to include a certain number of affordable units in a new development may also contribute to the housing stock that is available to older adults.

Finally, in recent years many new housing units have been erected in Colorado Springs. Rather than building within developed areas, much of the construction is being conducted on the outskirts of the city. As a result, fewer resources may exist near these new housing developments, creating a challenge for individuals who may rely on public transit and other community services which may not yet have expanded into these newer developments. Commonly, new housing developments may be built without consideration of the nearest transit stop, virtually eliminating alternative transportation options for non-drivers. In order to best serve our older adults, new housing developments in Colorado Springs should be constructed, not only with affordability in mind, but also taking into consideration the nearest grocery store, the closest transit stop, and other important nearby social and cultural activities.

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<sup>33</sup> City of Colorado Springs and El Paso County. *Colorado Springs Affordable Housing Needs Assessment*, 2014.

<sup>34</sup> CASOA

## Our Vision

The ability to age in place is dependent on the availability of and access to affordable, safe, and diverse housing options for all income levels. We hope that these action items will encourage local government, home builders, contractors and local nonprofits to increase their awareness concerning the demand for smaller, more affordable housing units. Additionally, the availability of renovation and home improvement packages that can remove barriers and increase the ability to age in place must increase.

**Goal 1: Create innovative ways to promote aging in place and expand current resources that allow older adults to remain in their homes as they age**

1.1 – Promote home improvement and renovation packages that facilitate a senior’s ability to age in place

1.2 – Support aging in place using the Village model and other models that focus on bringing services and support to individuals in their neighborhoods

1.3 – Utilize AARP Housing resources, including developing the Lifelong Housing Certification Project in Colorado Springs, HomeFit Toolkit, and HomeFit Remodel Guides

**Goal 2: Develop incentives to increase the inventory of affordable and accessible senior housing units**

2.1 – Encourage and advocate for waiving development fees, streamlining the permit process, and providing incentives to builders, investors, and utility companies to use age-friendly concepts

2.2 – Incentivize builders to supply a percentage of affordable senior units in each new development

2.3 – Encourage the city to create incentives for infill and affordable housing options

**Goal 3: Increase and promote community awareness of age-friendly housing options, home modifications opportunities, and universal design**

3.1 – Educate senior home owners on home modification and retrofit considerations and create home modification demonstrations to raise awareness about age-friendly retrofits

3.2 – Promote awareness of age identified tax credits through the El Paso County Assessor’s Office

3.3 – Encourage the creation of innovative, intergenerational housing opportunities

3.4 – Increase awareness of alternative housing options like alternative dwelling units to amplify demand for a variety of housing options

**Goal 4: Advocate for senior focused housing issues**

4.1 – Create a Commission on Aging

4.2 – Encourage the City to make affordable senior housing a top priority when disposing of city owned property

4.3 – Encourage the City and local nonprofits to take an active role in the preservation of subsidized housing units that are at risk for conversion

4.4 – Endorse modified zoning codes to allow for alternative housing options like alternative dwelling units

4.5 – Encourage an increase in the annual funds from the City to remove housing barriers and to make seniors homes more accessible



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## Domain 4: Social Participation

*To what extent do citizens have access to leisure and cultural activities? What opportunities are there for older residents to participate in social and civic engagement with their peers and younger people?*

### Current Age-Friendly Initiatives

According to the World Health Organization, social participation has significant benefits above and beyond adding a little entertainment to one's life. It is also connected to positive health and wellbeing outcomes including a longer life, lower rates of depression, and feelings of empowerment<sup>36</sup>. However, as an individual grows older opportunities to participate socially can be more challenging due to physical changes or a lack of accessible transportation. As a result, in order for older adults to participate, social opportunities must be close to home, varied, and consistently occurring<sup>37</sup>.

Fortunately, for the residents of Colorado Springs, many options for social participation already exist. According to the Age-Friendly Colorado Springs Survey, 87% of respondents claimed to interact with friends and loved ones at least several times a week, the majority of which reported social interaction more than once a day<sup>38</sup>. Furthermore, Colorado Springs was

<sup>35</sup> Upcoming Events. Retrieved June 1, 2016, from <http://www.csseniorcenter.com/upcoming-events.html>

<sup>36</sup> Social Determinants of Health. *World Health Organization*. Web. 10 June 2016. Retrieved from [http://www.who.int/social\\_determinants/en/](http://www.who.int/social_determinants/en/)

<sup>37</sup> Adams, T. H., (2014). Aging in the Pikes Peak region; A report from the Innovations in Aging Collaborative, pg. 54

<sup>38</sup> Innovations in Aging Collaborative (2016). Age-Friendly Colorado Springs survey, [Data file], retrieved from <https://www.surveymonkey.com/r/TBR6L93>

described as having excellent recreation opportunities by the CASOA indicating that there are a variety of accessible activities that appeal to a wide range of older adults in our community<sup>39</sup>.

### *The Colorado Springs Senior Center*

For more than 30 years, the Colorado Springs Senior Center has served adults 55 and older by providing senior resources and hosting a wide variety of classes and social activities. More than 250 classes are offered per trimester including courses on the arts, exercise, dance, lifelong learning, computer skills, and health. In addition to classes hosted on site, the Senior Center also organizes several day-long and overnight trips. In the past, attendees have gone dog sledding, visited museums in Denver, rafted down white water rapids, and cheered on the Colorado Rockies at Coors Field. On a day to day basis, the Colorado Springs Senior Center serves over 400 individuals, making it an important asset for older adults looking to engage in the community<sup>40</sup>.



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### *PILLAR Institute for Lifelong Learning*

PILLAR Institute for Lifelong Learning, established as a non-profit in 1999, is self-described as an institution of continued learning for the young at heart<sup>43</sup>. On an annual basis, PILLAR offers 300 courses ranging from “A Beginners Guide to Understanding Newton’s Laws of Motion and Gravity” to “America’s Famous Serial Killers.” Courses are offered in a variety of locations across the city making them more accessible to a wide range of residents. In addition to courses, community leaders are invited to give lectures on relevant topics, participants can

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<sup>39</sup> CASOA

<sup>40</sup> About Us. *Colorado Springs Senior Center*. Web. 15 June 2016. Retrieved from <http://www.csseniorcenter.org/>

<sup>41</sup> About Us. *Colorado Springs Senior Center*. Web. 15 June 2016. Retrieved from <http://www.csseniorcenter.org/>

<sup>42</sup> About Us. *PILLAR Institute for Lifelong Learning*. Web. 9 June 2016. Retrieved from <http://www.pillarinstituteforlifelonglearning.wildapricot.org>

watch live history portrayals, and other hands-on learning opportunities are offered. With no papers, tests, or homework, PILLAR promotes an environment of learning for the fun of it<sup>44</sup>.

### Significant Gaps

According to Dr. Tucker Hart Adams, affordability, accessibility, and awareness are the biggest challenges facing older adults who are trying to participate socially in any city<sup>45</sup>. Colorado Springs is no exception. Currently, with individuals over 65 making up more than 10 percent of the population, our city has only one social and recreation center specifically for older adults<sup>46</sup>. Located just north of downtown, the Colorado Springs Senior Center is too far of a trip for many older adults, especially those relying on public transportation. Furthermore, there is a significant proportion of older adults who want to participate in community activities but do not wish to attend a facility meant only for seniors. As a result, a significant number of seniors in Colorado Springs are unable to benefit from organized classes and activities.

In addition, many respondents to the Age-Friendly Colorado Springs survey commented that there is a lack of opportunities for individuals of different ages to interact with one another<sup>47</sup>. While many organizations have classes and activities open to individuals of all ages, very few promote intentional intergenerational interaction. Because many individuals live far away from their extended families, naturally occurring intergenerational interaction is becoming less frequent. This phenomenon is particularly exaggerated in Colorado Springs due to the large population of retired military veterans and young military employees who have moved away from their families for work.

Finally, seniors in Colorado Springs can easily miss out on social opportunities because there is no centralized resource to find information about community events and other social activities. Instead, information is hosted in a variety of places including websites, Facebook, newspapers, and radio or TV commercials. Furthermore, event and class descriptions often do not contain information about accessibility or audio/visual support leaving individuals who have physical and sensory impairments with concerns about attending.

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<sup>44</sup> About Us. *PILLAR Institute for Lifelong Learning*. Web. 9 June 2016. Retrieved from <http://www.pillarinstituteforlifelonglearning.wildapricot.org>

<sup>45</sup> Adams, T. H., (2014). Aging in the Pikes Peak region; A report from the Innovations in Aging Collaborative, pg. 54

<sup>46</sup> El Paso County Health Indicators 2012 Report. (2012). El Paso CO Public Health. Web 8, June 2016. Retrieved from <http://elpasocountyhealth.org/>

<sup>47</sup> Innovations in Aging Collaborative (2016). Age-Friendly Colorado Springs survey, [Data file], retrieved from <https://www.surveymonkey.com/r/TBR6L93>

## Our Vision

In order to make Colorado Springs an Age-Friendly City, we aspire to create and maintain social opportunities that appeal to a wide range of older adults, not simply individuals interested in going to events specifically for seniors. Thus, our goals include increasing deliberate intergenerational interaction, developing creative transportation options to a variety of social activities, and improving the dissemination of information about community events to individuals of all ages.

**Goal 1: Expand senior programming hubs across the city to allow more people access to social opportunities and learning experiences**

1.1 – Implement Senior Center programming in local community centers, empty schools, and other unused public spaces

1.2 – Implement Senior Center programming at local YMCA locations

**Goal 2: Increase the dissemination of information about senior-friendly activities, events, and programming**

2.1 – Create and maintain a centralized database that includes a community calendar, programming, and classes. Include information on physical accessibility, audio and visual aids, and transportation options

**Goal 3: Increase intentional intergenerational interaction and promote skill and wisdom sharing between generations**

3.1 – Increase the number of activities and programs that promote intentional intergenerational interaction

3.2 – Develop and disseminate a How-To Guide for businesses and organizations interested in creating intergenerational programming

**Goal 4: Centralize volunteer opportunities for older adults**

4.1 – Create a volunteer database and matching website that allows users to filter volunteer opportunities based on their interests and abilities

**Goal 5: Create innovative transportation options to allow older adults to participate in more social activities**

5.1 – Develop and implement a ride share program for local trips



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## Domain 5: Community Support and Health Services

*To what extent do older people have access to quality community support and health services necessary for staying healthy and maintaining independence?*

### Current Age-Friendly Initiatives

When people think of Colorado, images of lean mountain bikers, muscular rock climbers, and rugged back-country hikers come to mind. Research largely confirms this perception, with Colorado ranking as the 8<sup>th</sup> healthiest state in the nation<sup>49</sup>. The unexpected statistic may be that older adults in Colorado are doing even better, ranking 2<sup>nd</sup> in the nation for highest engagement in physical activity among individuals over 65.<sup>50</sup> According to the Milken Institute, out of 100 major metropolitan cities, Colorado Springs ranks 7<sup>th</sup> in the lowest number of obese individuals over the age of 65<sup>51</sup>.

However, health encompasses more than physical fitness, especially for older adults. In an Age-Friendly City, community health initiatives must also include access to health care services, caregiver support, an emphasis on mental health, and an abundance of preventative wellness programs. According to the Age-Friendly Colorado Springs survey, 70% of residents were able to identify a local resource that helps older adults find access to health and support services and 76% said Colorado Springs has adequate home care services<sup>52</sup>. In addition, the Pikes Peak

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<sup>48</sup> Photo by Jody Barker

<sup>49</sup> The 10 Healthiest and Least Healthy States in the US. *Fox News*. FOX News Network, 2015. Web. 15 June 2016.

<sup>50</sup> Department of Public Health & Environment. Web. 15 June 2016. Retrieved from <http://www.colorado.gov/cdphe>

<sup>51</sup> Colorado Springs, CO. *Best Cities for Successful Aging*. Web. 8 June 2016. Retrieved from <http://successfulaging.com>

<sup>52</sup> Innovations in Aging Collaborative (2016). Age-Friendly Colorado Springs survey, [Data file], retrieved from <https://www.surveymonkey.com/r/TBR6L93>

region has several senior oriented health and wellness organizations, non-profits, and programs.

### *Rocky Mountain Program of All-Inclusive Care for the Elderly (PACE)*

Rocky Mountain PACE is an all-inclusive medical and wellness program that helps adults 55 and older in and around Colorado Springs live as independently as possible. PACE has been described as the “gold standard of care nationwide” because of its all-inclusive approach to senior wellness which includes medical, social, and emotional support services. Specifically, PACE can offer home health care, respite care, meal delivery, recreational and physical therapy, medication management, gerontology services and more. Services are available to anyone living within the PACE service area who is 55 or older and who qualifies for nursing home services based on guidelines set forth by the state of Colorado<sup>53</sup>.



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### *Silver Key SOS*

Silver Key SOS began as Senior Reach, a cooperative initiative between Innovations in Aging Collaborative, Silver Key Senior Services, and the University of Colorado at Colorado Springs (UCCS) Aging Center, funded through the Pikes Peak Area Council of Governments Area Agency on Aging. As is the practice at Innovations in Aging, the program was incubated by staff and volunteers, before being passed on to our local partners for further implementation. Now known as Silver Key SOS, it functions as a collaborative program between Silver Key Senior Services and the UCCS Aging Center. Silver Key SOS is a program designed to identify and address behavioral and emotional health challenges that impact individuals 60 and older.

<sup>53</sup> RMHCS Rocky Mountain PACE. *RMHCS*. Web. 15 June 2016. <http://www.rmhcare.org/rocky-mountain-pace/>

<sup>54</sup> RMHCS Rocky Mountain PACE. *RMHCS*. Web. 15 June 2016. <http://www.rmhcare.org/rocky-mountain-pace/>

Mental health concerns that are addressed by Silver Key SOS include depression, anxiety, PTSD, substance abuse, and more. When an older adult is exhibiting signs of mental strife, friends and family members can call the SOS referral line housed at Silver Key and explain their concerns. Silver Key can then contact the identified individual, explain the SOS program, and ask if they would like to participate in the program. Services provided through Silver Key SOS are free and include grief support, treatment for anxiety and depression, techniques for coping with stress, emotional assistance with life transitions and more<sup>55</sup>.

### *UCCS Aging Center*

The Aging Center is a community-based non-profit mental health services facility administered by the University of Colorado-Colorado Springs (UCCS), and is the primary practicum training site for the APA accredited clinical psychology Ph.D. program. It is currently one of the few geropsychology training clinics in the nation linking the academic standards of excellence and innovative clinical training with the practical needs of the community. The Aging Center provides comprehensive psychological and neuropsychological assessment and treatment services to individuals 55+ as well as their families, trains graduate students in clinical geropsychology and supports the study of psychological aging processes. The mission of the Aging Center is to enhance the quality of life for older adults and their caregiver families through innovative mental health services, programs, and research.<sup>56</sup>

### *Colorado Springs Health Foundation*

When the citizens of Colorado Springs voted to lease Memorial Health System to the University of Colorado Health in 2012, they also decided to establish a foundation. This historic vote ensured that the proceeds of the lease would benefit the health and wellness of El Paso and Teller County residents for generations to come. The Colorado Springs Health Foundation was created to fulfill this responsibility. Each year, a percentage of the invested corpus is awarded in grants to qualified organizations focused on improving community health in El Paso and Teller Counties. The Colorado Springs Health Foundation has begun its work by focusing on expanding access to health care for those in greatest need, addressing the workforce shortage of primary care and psychiatric providers, and developing or expanding healthy eating and active living efforts for children and families.<sup>57</sup>

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<sup>55</sup> Programs | Silver Key. *Programs / Silver Key*. Web. 9 June 2016. Retrieved at <http://www.silverkey.org/prgrams>

<sup>56</sup> UCCS Aging Center. Web. 7 July 2016. Retrieved at <http://www.uccs.edu/~healthcircle/aging-center.html>

<sup>57</sup> Colorado Springs Health Foundation Web. 7 July 2016. Retrieved at <http://cshf.net/>

## Significant Gaps

Colorado Springs suffers from a critically low number of medical experts in the fields of gerontology, mental health, psychiatry, and primary care. According to the Quality of Life Indicators Report published by the Pikes Peak United Way, Colorado Springs is 25% below the national average in the number of primary care physicians per capita, at a rate of only .6 physicians for every 1,067 residents<sup>58</sup>. Because age is a predictor of several chronic diseases including diabetes, high blood pressure, arthritis, and heart disease, as the population lives longer it is critical that the number of primary care physicians rises. Age is also a factor in several other diseases like cancer, Alzheimer's, and other forms of dementia, increasing the need for medical specialists in these fields<sup>59</sup>. It is generally understood in our community, that there exists a growing healthcare workforce shortage, as well as a Care Gap for those unable to afford services. Currently, there are no major local organizations that are directly addressing these issues.

Mental health services in Colorado Springs are also severely lacking. According to Dr. Tucker Hart Adams, the Pikes Peak region has 37% fewer psychiatrists than the national average<sup>60</sup>. This was reflected in the Age-Friendly Colorado Springs survey as well, with several respondents commenting on a lack of mental health services for older adults<sup>61</sup>. Mental health and wellness services are critical for older adults, many of whom suffer from isolation, grief over the loss of loved ones, and trauma from elder abuse. While some organizations in Colorado Springs are slowly bringing more mental health services to seniors in the area, a dramatic increase in the number of resources is necessary.

In addition, the resources that are available for older adults in Colorado Springs suffer from a general lack of visibility. While many services exist, including caregiver support, Medicare and Medicaid enrollment assistance, palliative care, hospice, and courses on end of life decisions, the majority of older adults in Colorado Springs do not know how to access them, falsely believe they don't qualify for services, or simply do not know these services exist. Of the 24% of those who indicated in the Age-Friendly Colorado Springs survey that Colorado Springs did not offer adequate home care services, our research would show that the lack of knowledge around available resources and services, and an absence of a public outreach campaign around available services for older adults, may be where this significant gap by be most evident. With over 75 different medical and non-medical care home care agencies in our community, it is our observation that there is a greater need for promotion of services, an understanding of what

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<sup>58</sup> Pikes Peak United Way. (2013). Quality of Life Indicators Report, pg. 65

<sup>59</sup> Pikes Peak United Way. (2013). Quality of Life Indicators Report, pg. 69

<sup>60</sup> Adams, T. H., (2014). Aging in the Pikes Peak region; A report from the Innovations in Aging Collaborative, pg. 64

<sup>61</sup> Innovations in Aging Collaborative (2016). Age-Friendly Colorado Springs survey, [Data file], retrieved from <https://www.surveymonkey.com/r/TBR6L93>

types of care are available from different providers and a better awareness of alternative home care options, rather than an increase in the supply of home care agencies.

**Our Vision**

We envision a Colorado Springs where all older adults can easily determine which services best suit their needs. By increasing familiarity with a variety of health and wellbeing initiatives, including mental health, medical support, and preventative care programs, we hope to meet the needs of all residents. In addition, we hope to strengthen current initiatives that promote healthy aging, and develop new programming to meet the needs of our growing senior population.

- Goal 1: Increase awareness of and participation in health and wellness activities that focus on healthy aging**
- 2.1 – Create a centralized resource of wellness activities focused on healthy aging
- 2.2 – Create a public outreach campaign to increase awareness of available programs

- Goal 2: Increase the support for caregivers charged with supporting an older adult**
- 3.1 – Increase the awareness of and strengthen existing caregiver support programs

- Goal 3: Promote and expand health and wellness initiatives that foster healthy physical and mental aging**
- 1.1 – Expand the Community and Public Health Division of the Colorado Springs Fire Department (formally the CARES Program)
- 1.2 – Implement the Dementia Friendly Initiative in Colorado Springs
- 1.3 – Develop a local Conversation Project for advanced care planning
- 1.4 – Support the development of the Transitional Care Group’s Portable Patient Information initiative
- 1.5 – Increase participation in current community gardens in food desert areas and neighborhoods with a high senior population
- 1.6—Support the development and further implementation of Silver Key Senior Outreach Services Program



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## Domain 6: Respect and Social Inclusion

*To what extent do we offer programs to support and promote ethnic and cultural diversity? To what extent are there programs and events that encourage intergenerational interaction and dialogue?*

### Current Age-Friendly Initiatives

Inclusion goes beyond simply inviting people to participate. Intrinsic to the concept of inclusion is the sense of a wide range of perspectives, especially LGBT and minority perspectives that are frequently excluded, being valued, respected, and appreciated. Too often, older adults are invited to passively engage in community activities rather than being recognized as potential active participants. In order for Colorado Springs to become an Age-Friendly City it will be necessary not only for older residents to feel included in community activities, but also for seniors to be given an important voice in public matters, viewed as contributing members of society, and given the opportunity to take on leadership roles.

Fortunately, from participation on boards and commissions to developing a number of organizations focused on promoting the success of older adults, the residents of Colorado Springs have found several ways to include seniors in the fabric of the city. Current initiatives

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<sup>62</sup> "Welcome." *Connect! Colorado Springs*. Web. 6 June 2016. Retrieved from <http://www.connectcos.org/>

include adult-child mentoring programs, talk series with an intergenerational focus, and networking opportunities specifically for older adults. As a result of these organizations, and the efforts of individual, catalytic residents, 66% of respondents to the Age-Friendly Colorado Springs survey said older adults are generally treated with respect<sup>63</sup>.

### *District 11 Grandfriends*

In 1992, the District 11 Grandfriends program was created in an effort to unite two valuable segments of our community, youth and elders. Through the program, knowledgeable older adults are paired with school children in order to improve their skills in math, reading, and writing in a supportive, mentoring relationship. Although the original intent of the Grandfriends program was to improve the academic achievement of young people, it is clear that the older adults also benefit from their relationship with the members of a younger generation. By engaging with the students, older adults benefit from refreshing their academic skills, and gain a sense of value by contributing meaningfully to the community. Currently, 250 older adults serve as mentors through Grandfriends, supporting hundreds of students ranging from elementary school to high school<sup>64</sup>.



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### *Artemis*

Launched in 2004, Artemis was developed in order to mentor, motivate, and mobilize women in the greater Colorado Springs area and to give women an influential voice in the community. Activities through Artemis include learning circles, dining out groups, and holiday parties that

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<sup>63</sup> Innovations in Aging Collaborative (2016). Age-Friendly Colorado Springs survey, [Data file], retrieved from <https://www.surveymonkey.com/r/TBR6L93>

<sup>64</sup> GrandFriends. *District 11*. Web. 6 June 2016. Retrieved from <http://www.d11.org/>

<sup>65</sup> GrandFriends. *District 11*. Web. 6 June 2016. Retrieved from <http://www.d11.org/>

are meant to foster supportive relationships and important conversations between members. The newest Artemis committee, Generation All (Gen A) is a lunchtime interest group that offers discussion topics for women inclusive of all ages and endorses intergenerational mentoring relationships. With an annual membership fee, Artemis members will benefit from vibrant community conversation and supportive professional relationships.<sup>66</sup>

### Significant Gaps

For the past few years Colorado Springs has made a conscious effort to bring more young professionals to the city and encourage those currently living locally to stay. As a result, many networking groups have been focused on creating events and opportunities for young professionals and community wide conversations have been largely focused on the importance of the millennial to a city's vitality. As a result, many older adults have begun to feel undervalued and even uninvited to actively participate in a community to which they have contributed for years. While it is important to enhance the vitality of Colorado Springs by catering to certain demographics, we must make sure that our efforts do not isolate other populations.

The abovementioned issue is particularly relevant to the LGBT members of the older adult population in Colorado Springs. The LGBT community in Colorado Springs is confronting a significant lack of centralized programs and community centers. In 2011, the Gill Foundation closed the Colorado local office for the Gay and Lesbian Fund and in 2014 the Colorado Springs Pride Center followed suit and closed their doors. With the loss of the local presence of these two organizations, the LGBT community has been left without a central point around which to build community programs, facilitate organized social opportunities, or respond to the needs of individuals. All of these goals are accomplished by isolated groups who contact only a particular subset of the community, and many people may be unsure of how to connect or where to turn for assistance, engagement, or simply support. LGBT elders may find themselves isolated and distanced from other parts of their community and uncertain where to go or who to turn to when seeking connection.

Additionally, many other cities, including Denver, have a citywide Commission on Aging charged with recommending service priorities to the city, advising local politicians on senior issues, and identifying the needs of local senior residents<sup>67</sup>. Unfortunately, Colorado Springs seriously lacks a formal senior advocacy organization. As a result, senior related issues tend to fly under the radar and are addressed only by small, individual organizations, and often too late

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<sup>66</sup> About Us. *Artemis Women*. Web. 9 June 2016. Retrieved from <http://www.artemiswomen.org/>

<sup>67</sup> Commission on Aging. *Denver Human Rights and Community Partnerships*. Web. 8 June 2016. Retrieved from <http://www.denver.gov.org/>

in a process or project. In addition, issues are being tackled with limited resources and organizations with the same overarching goals can end up competing for funding. Finally, according to the Age-Friendly Colorado Springs survey, 42% of respondents reported the presence of negative stereotypes concerning older adults in the community<sup>68</sup>. Stereotypes about older adults can range from being thought of as unproductive or slow in the work place to being frail and helpless. One woman reported that with age comes invisibility, saying that people no longer talked to her directly but instead referred to her children, effectively taking away her autonomy. Some older adults even report being treated like young children, referring to a concept called “elder speak”, the demoralizing adult version of baby talk. Furthermore, according to the CASOA, older residents in Colorado Springs reported significant problems with feeling like their voices were heard in the community<sup>69</sup>. In order to become an Age-Friendly City, it is critical that we change the culture surrounding senior stereotypes so older adults feel like respected members of the community.

**Our Vision**

We envision a city in which older adults can offer their insights and concerns on a variety of public issues while being assured that their voices will be valued and respected. Additionally, we will work to reduce the physical and social barriers that prevent older adults from participating in the community, and will promote a culture of respect for people of all ages and backgrounds through transparent community conversation. This conversation may take the form of Food for Thought programming, media campaigns highlighting older adult business and community leaders, and educational opportunities such as Project Visibility. Finally, we believe that intergenerational activities are inherently inclusive and will encourage the growth and development of programs that bring together individuals of different ages.

- Goal 1: Establish, support, and sustain formal advocacy concerning senior-related issues and ensure that all voices are included and respected**
- 1.1 – Create a Commission on Aging
- 1.2 Implement Project Visibility in Colorado Springs

- Goal 2: Create intergenerational understanding by fostering intergenerational opportunities and creating forums for intergenerational dialogue**
- 3.1 – Create a senior themed topic for Food for Thought
- 3.2 – Identify and establish intergenerational enrichment opportunities

<sup>68</sup> Innovations in Aging Collaborative (2016). Age-Friendly Colorado Springs survey, [Data file], retrieved from <https://www.surveymonkey.com/r/TBR6L93>

<sup>69</sup> CASOA

Goal 3: Improve human connectivity within neighborhoods, social settings, and support services by including older adults in activities and conversations

2.1 – Offer discounts for low income seniors to allow them to participate in social activities

2.2 Identify services that can cover the gap between private payers and those who qualify for government funding

2.3 – Incentivize neighborhoods and HOAs to bring services hyperlocally

2.4 – Establish a Mobile Community Center



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## Domain 7: Civic Participation and Employment

*To what extent do older people have the opportunity to participate in community decision making? Can older adults regularly contribute their experience and skills to the community through paid or unpaid work?*

### Current Age-Friendly Initiatives

Unlike past generations, Baby Boomers have consistently expressed interest in remaining employed even as they reach their older years. This trend has come about for two reasons; some older adults enjoy the satisfaction and purpose they gain from working, while others require additional income to cover their cost of living. Alternatively, as some adults grow older and more financially secure, they encounter new opportunities to start small businesses or launch an encore career<sup>71</sup>. According to the Milken Institute, Colorado Springs ranks 18<sup>th</sup> out of 100 large U.S. cities in the employment of individuals 65 and older<sup>72</sup>. This statistic is likely the result of a myriad of organizations that support older adults in the workforce such as the Senior Core of Retired Executives (SCORE), and the 50+ Networking Group at the Pikes Peak Workforce Center.

In addition to paid positions, Colorado Springs also boasts thousands of volunteer opportunities, many of which are popular with older residents. According to the Age-Friendly Colorado Springs survey, 70% of respondents felt there were a wide variety of volunteer

<sup>70</sup> "News." *KRDO*. Web. 7 June 2016. Retrieved from <http://www.krdo.com/news/>

<sup>71</sup> Adams, T. H., (2014). Aging in the Pikes Peak region; A report from the Innovations in Aging Collaborative, pg. 60

<sup>72</sup> Colorado Springs, CO. *Best Cities for Successful Aging*. Web. 8 June 2016. Retrieved from <http://successfulaging.com>

opportunities suitable for older adults<sup>73</sup>. From walking dogs at the Humane Society and cleaning up hiking trails, to assisting with local elections and serving on non-profit boards, there is ample opportunity for an individual of any ability to participate.

#### *Leadership Pikes Peak – Encore Leadership Program*

Leadership Pikes Peak is a non-profit that encourages community members to lead a life of ongoing learning, personal development, and contribution to community. Their Encore Leadership program was developed specifically for individuals 55 and older who are entering a new phase of life and looking for meaningful ways to engage in the community. Throughout the 4-month session, participants are introduced to a variety of local non-profits, guided in sharpening their professional skills, and connected to a plethora of opportunities to serve on local boards and committees. By finding ways to stay connected to the community and creating personal meaning in later life, individuals who complete the Encore Leadership Program are prime examples of how to age well in Colorado Springs<sup>74</sup>.

#### *Pikes Peak Workforce Center*

By connecting vetted businesses to work-ready job seekers, the Pikes Peak Workforce Center (PPWC) is a wonderful resource for seniors looking to jumpstart a second career. The PPWC prepares individuals for the jobs of today and tomorrow by helping people explore new occupational opportunities, providing information on the local labor market, and guiding individuals to better understand the personal talents and work skills that will benefit them in a new position. Additionally, the PPWC has resources for individuals looking to start a small business, an endeavor that has become very popular among older adults<sup>75</sup>.

#### *Pikes Peak Community College*

Pikes Peak Community College (PPCC) offers a broad range of personal and professional education for adults looking to change careers, re-enter the workforce, or improve their skills in a current position. Classes can be thought of in two distinct categories: those that teach relevant workplace skills like computer courses, and those that guide an individual to better understand their personal and professional goals. Specifically, PPCC can assist individuals as they match personal skills to appropriate job opportunities, develop strategies for marketing themselves to potential employers, and better understand their reasons for seeking employment<sup>76</sup>. Due to resources like PPCC, Colorado Springs was described as having excellent

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<sup>73</sup>Innovations in Aging Collaborative (2016). Age-Friendly Colorado Springs survey, [Data file], retrieved from <https://www.surveymonkey.com/r/TBR6L93>

<sup>74</sup> Encore. Retrieved June 6, 2016, from <http://www.leadershippikespeak.org/encore/>

<sup>75</sup> Pikes Peak Workforce Center. Retrieved June 6, 2016, from <http://www.ppwfc.org/>

<sup>76</sup> Pikes Peak Community College. PPCC. Web. 6 June 2016. Retrieved from <http://www.ppcc.edu/>

opportunities to enroll in skill building and personal enrichment classes according to the CASOA.<sup>77</sup>

### Significant Gaps

Although many seniors demonstrate a desire to remain in the workforce for as long as possible, traditional work hours can often be too demanding. According to respondents of the Age-Friendly Colorado Springs survey, a demand for part time work abounds<sup>78</sup>. This demand appears to stem either from a need to supplement retirement income, or from the desire to sustain a sense of contribution to the community. One respondent identified the particular need for part time *professional work*, indicating that she was “not interested in busywork”. Thus, in order for Colorado Springs to become more age-friendly, a variety of professional and non-professional positions with flexible hours must become more widely available.

Additionally, during committee meetings many older adults reported feeling misunderstood or disrespected in the workplace. Now that many older adults are delaying retirement for a variety of reasons, we have reached the age of the multi-generational workforce. This dynamic can often lead to differences in workplace expectations which result in misunderstanding and resentment. In response, workplaces should be proactive with their employees by addressing these expectations up front and encouraging employees to communicate with one another. By encouraging such conversations, the workplace can become a more age-friendly environment.

Finally, many individuals described feeling overwhelmed by the number of volunteer opportunities available in Colorado Springs. As a city, we have 3,078 registered non-profit organizations, many of whom rely on volunteers to accomplish their stated missions<sup>79</sup>. While this means that there is a volunteer activity available for any interest, it can be extremely difficult to locate the specific opportunities that match individual priorities and interests. Moreover, it can be challenging for older adults to find opportunities that are compatible with their physical and sensory needs. By centralizing volunteer resources, individuals will have all of the information they need to find an opportunity that meets their demands.

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<sup>77</sup> CASOA

<sup>78</sup> Innovations in Aging Collaborative (2016). Age-Friendly Colorado Springs survey, [Data file], retrieved from <https://www.surveymonkey.com/r/TBR6L93>

<sup>79</sup> Cote, A. (2016) Center for Nonprofit Excellence

## Our Vision

In order for Colorado Springs to become an Age-Friendly City we must ensure that residents of all ages have equal opportunity employment. This includes increasing the number of part time work opportunities, endorsing an environment of respect in the workplace, and making sure employment opportunities are open for individuals with physical and sensory limitations. Additionally, volunteer opportunities must be available that are accessible, and also offer a sense of meaningful contribution for the volunteer.

### Goal 1: Make local businesses and employment opportunities Age-Friendly

3.1 – Create an Age-Friendly Employer Designation

3.2 – Create an Age-Friendly Business Designation

### Goal 2: Enhance political interest and government involvement in aging issues

1.1 – Develop a Commission on Aging to educate the community on aging issues and to promote Age-Friendly public decision making

1.2 – Increase advocacy for seniors in the political sector by teaching individuals in the Leadership Pikes Peak Encore Leadership program about local government and political involvement

1.3 – Create a senior living facility roundtable to increase community participation by residents

### Goal 3: Enhance volunteer engagement among seniors by providing them with information on volunteer opportunities and increase the Age-Friendliness of local volunteer opportunities

2.1 – Create a centralized volunteer resource and referral center (ex. 3-1-1)

2.2 – Develop a training program for volunteer coordinators and employer leadership teams to facilitate work with older adults and multigenerational volunteer groups

2.3 – Create and implement an intergenerational mentorship program

2.4 – Create and implement in home and in facility volunteer opportunities

### Goal 4: Enhance employment opportunities for seniors and adequately prepare older adults to “re-enter” the workforce

4.1 – Develop midernship and encore fellowship opportunities

4.2 – Create and implement reimagine/redefine programs to help people to identify their personal and professional goals



## Domain 8: Communication and Information

*To what extent can residents access technology in order to keep them connected to community, friends, and family? To what extent is community information disseminated to residents through a variety of modalities?*

### Current Age-Friendly Initiatives

Communication and Information holds a position of critical importance in the Age-Friendly City Initiative because it directly affects all of the other domains. If widespread information does not ultimately reach older adults, even the best senior services will be underutilized and the most enjoyable social events will suffer from low attendance. When targeting older adults, it is important to use a variety of modalities to disseminate information. While many Baby Boomers are comfortable using the internet and social media to discover information, older generations are unfamiliar with computers and will miss out on information if it is not provided in other ways. Although the internet ranked as the number one way to access information on the Age-Friendly Colorado Springs survey, word of mouth, newspapers, and religious organizations were also frequently cited<sup>80</sup>.

Fortunately, Colorado Springs has several informational resources targeted specifically towards seniors that exist in a variety of modalities, including print resources guides, newspapers, telephone lines, and websites. Additionally, Colorado Springs hosts two senior resource expos annually, featuring a robust collection of health providers, home cleaning services, dementia experts, and social clubs. As a result of these efforts, a whopping 72% of respondents to the

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<sup>80</sup> Innovations in Aging Collaborative (2016). Age-Friendly Colorado Springs survey, [Data file], retrieved from <https://www.surveymonkey.com/r/TBR6L93>

Age-Friendly Colorado Springs Survey said they do not feel disconnected from their community<sup>81</sup>.

### *Life After 50*

Printed monthly, Life After 50 is a local newspaper that is marketed towards older adults in Colorado Springs and other surrounding areas. Stories in the paper include information on policy changes that will affect local seniors, common age-related medical concerns, opinion pieces written by local residents, and entertainment pieces like the coverage of a recent vintage baseball game. In addition to relevant articles, the newspaper also features local activity schedules and the monthly Golden Circle lunch menu. Life After 50 is distributed to more than 200 locations across the county and is free to anyone interested in the articles<sup>82</sup>.

### *Senior Information and Assistance Center (SIAC)*

Located in the Pikes Peak Area Agency on Aging (AAA), the Senior Information and Assistance Center provides accurate information on the availability of services for older adults and their caregivers in the Pikes Peak Region. The SIAC hosts a senior hotline that operates Monday through Friday, 8AM to 5PM, and can provide comprehensive contact information for a variety of senior services including Medicare and Medicaid assistance, housing information, caregiver resources, and more. In addition to the information hotline, on an annual basis the SIAC produces a Senior Information and Assistance Directory, more widely known as the Yellow Book. This directory contains a brief description of services and contact information for a variety of resources available to the older residents of El Paso, Park and Teller Counties.<sup>83</sup>

### *Seniors Blue Book*

The Seniors Blue Book is a national resource guide that provides information to seniors, their caregivers, and geriatric professionals on a variety of services, housing options, and other resources in order to enrich the lives of older adults. The Senior's Blue Book strives to make finding information easy by providing accurate and relevant information across multiple platforms including a printed resource guide, a website, and a person operated phone line. In addition to providing a comprehensive list of services and resources, the Senior's Blue Book also hosts an up-to-date activities calendar encouraging older adults to attend a variety of community activities and events.<sup>84</sup>

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<sup>81</sup> Innovations in Aging Collaborative (2016). Age-Friendly Colorado Springs survey, [Data file], retrieved from <https://www.surveymonkey.com/r/TBR6L93>

<sup>82</sup> LIFE after 50 - Current Issue - June 2016 Vol. 26 No. 6. Retrieved June 4, 2016, from <http://www.lifeafter50online.com/>

<sup>83</sup> Senior Information. Retrieved June 2, 2016, from <http://www.ppacg.org/aging/senior-info>

<sup>84</sup> Crandall, L. (2016). The Senior's Blue Book, <http://www.seniorsbluebook.com/>

## Significant Gaps

As was discovered in many other domains, Colorado Springs suffers from a lack of centralized resources in the realm of communication and information. According to the Age-Friendly Colorado Springs Survey, one respondent reported, “My experience has been that all of these agencies are very friendly but in the end it turns into a referral run-around.”<sup>85</sup> Thus, it is a common experience for older adults who seek services or information to be referred to multiple organizations, leading to a chain of unsuccessful phone calls and personal visits and a great deal of confusion and frustration. In an effort to reduce time spent searching for the appropriate organization and to increase the satisfaction of older adults, it is important to establish a centralized resource that individuals can use for all of their informational needs.

In addition, Colorado Springs suffers from a phenomenon that can be summed up in one simple phrase, “People don’t know what they don’t know.”<sup>86</sup> While our city has several informational resources including the Seniors Blue Book, 2-1-1, and the Yellow Book, older adults cannot utilize the services they describe if they do not know about the resources in the first place. According to the Age-Friendly Colorado Springs Survey, only 22% of respondents reported using the Yellow Book for information and only 8% cited the Seniors Blue Book as an informational resource<sup>87</sup>. Additionally, respondents to the CASOA reported feeling ill-informed about services and activities that are available to older adults in Colorado Springs<sup>88</sup>. Consequentially, it is imperative to increase the visibility of the informational tools through a marketing and outreach campaign in Colorado Springs so that seniors can benefit from the many resources our city has to offer.

Finally, it is important to address the language that is used when discussing the resources, services, and opportunities available to older adults. There are many individuals in their late fifties, sixties, and seventies who qualify for a variety of services but do not access them because they do not view themselves as “seniors” or are otherwise not interested in using a resource specifically targeted to older adults. Thus, it is important that through Age-Friendly Colorado Springs, we market resources and services for older adults that will appeal to a wide range of individuals, all with varying views of later adulthood.

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<sup>85</sup> Innovations in Aging Collaborative (2016). Age-Friendly Colorado Springs survey, [Data file], retrieved from <https://www.surveymonkey.com/r/TBR6L93>

<sup>86</sup> Ellis, P. (2016) Silver Key Senior Services

<sup>87</sup> Innovations in Aging Collaborative (2016). Age-Friendly Colorado Springs survey, [Data file], retrieved from <https://www.surveymonkey.com/r/TBR6L93>

<sup>88</sup> CASOA

## Our Vision

We envision a city in which residents can quickly and conveniently locate information on social activities, health resources, and other relevant services commonly utilized by older adults. Additionally, we hope to adopt a culture of respect and inclusion by promoting language that does not inadvertently exclude segments of the local population.

**Goal 1: Senior residents and their support systems are able to easily access information and services related to aging**

1.1 – Create a consortium to develop, implement, and maintain a senior information portal

**Goal 2: Create a Commission on Aging for the City of Colorado Springs**

2.1 – Create a Commission on Aging

**Goal 3: Promote accurate information and vetted resources through outreach to seniors and their caregivers**

3.1 Coordinate networks of currently established senior resources to disseminate information

3.2 – Conduct a survey to determine what means of communication seniors prefer, how easy/difficult it is for them to find information, how willing they are to adopt technology, and what barriers they face

**Goal 4: Encourage the community to promote an Age-Friendly culture in Colorado Springs**

4.1 – Develop a broad communication strategy, including an Age-Friendly advertising campaign

4.2 – Highlight and elevate intergenerational opportunities

## Common Themes & Overlapping Concerns

Throughout the development of this report, several areas of overlap came to our attention. Because the following issues were found to impact several different domains of livability, we will use this information as we begin to prioritize goals and action items. That is, the following goals will be treated as initiatives of high importance, and we will work to address the gaps they represent with urgency at the start of our implementation phase.

### *Colorado Springs Commission on Aging*

While all eight of our domain committees identified the merit behind a City Commission on Aging, most believed the Commission impacted their domain enough to be a standalone goal. As of now, the City of Colorado Springs has no comprehensive advocacy group to address the issues of aging at a citywide level unlike other metropolitan areas of comparable size. As a result, such issues are tackled on a piecemeal basis, with individual nonprofits and other such organizations attempting to tackle widespread challenges with limited resources. Furthermore, opportunities for collaboration can often lead to the replication of services and competition for funding rather than strategic partnerships.

A City Commission on Aging would encourage collaboration and strategic planning between organizations and individuals with common goals, leading to powerful initiatives and policy change without the threat of competition. For example, the Denver Commission on Aging supports local seniors through outreach, communication, and advocacy<sup>89</sup>. Members ensure that policy change will make a positive impact on local seniors rather than a negative one, they consistently identify gaps and duplications in services targeted towards seniors, and they advise local officials on initiatives and programming that will improve the lives of local residents. A citywide Commission on Aging in Colorado Springs would similarly advocate for local seniors and work to ensure that the needs of older adults are addressed with the appropriate amount of urgency and importance.

### *Centralized Resources*

The second most identified gap by each of our domain committees was a lack of centralized resources. Our civic participation domain recognized the lack of a centralized database for different volunteer opportunities; social participation noticed that there was no compiled list of community events, social activities, or classes; transportation identified the need for a joint call center that can offer resources from a variety of ride providers; and the communication and information domain discovered the demand for a comprehensive database of senior related

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<sup>89</sup> Commission on Aging. *Denver Human Rights and Community Partnerships*. Web. 8 June 2016. Retrieved from <http://www.denver.gov/>

services and resources that could be made available through a variety of communication modalities including via the telephone, the internet, and print media.

Regardless of a plethora of valuable services and social opportunities, without easily accessible and up to date information even the most beneficial resources will be underutilized by the older adults who need them. Furthermore, when resources aren't centralized, users suffer from confusion and frustration as a result of being constantly referred to a new location for each individual need. In order to increase the use of senior-focused services and to improve the experience of users, it is important to streamline information by providing it in a centralized, easy-to-use resource.

### *Intergenerational Opportunity*

The need for intergenerational activities rose to the top as an important issue on the Age-Friendly Colorado Springs Survey in addition to being recognized as a gap in several domain areas. Specifically, committee members and residents felt that an increase in intergenerational dialogue and interaction would positively impact social participation, respect and social inclusion, civic participation, and communication and information in a variety of ways. For example, intergenerational activities and events give individuals from different generations the chance to share knowledge and skills, a phenomenon that happens less frequently than in previous decades. Additionally, misconceptions and stereotypes harbored by older adults and younger adults about each other can be easily overturned with increased opportunities for interaction, and can ultimately foster a culture of respect and inclusion. Thus, as we roll out Age-Friendly initiatives in Colorado Springs, it is important to understand how our goals and action items will positively impact individuals of all ages, and promote interaction between individuals of different ages.

### *Transportation*

Finally, transportation was consistently rated as one of the largest areas in need of improvement due to its significant impact on several other domains of livability. In particular, social participation, civic participation and employment, outdoor spaces, and community health and support are impacted heavily by inconsistent, unreliable, or nonexistent transportation options. For example, in order to reach community events, classes, and other social engagements, it is necessary that a variety of transportation options exist for older adults who can no longer drive or who need physical assistance. Additionally, if an older adult is interested in a second career or wants to continue working but can no longer drive, the hours of operation for public transportation and other transportation services must react to this need. Furthermore, in tandem with traditional transportation options, it will be important to consider creative ride-share methods in order for older adults to participate actively in the community.

## Next Steps

Now that we have identified areas of improvement in Colorado Springs, the Age-Friendly framework set forth by AARP and the WHO will serve to guide us over the next four years and beyond. Using the goals and action items laid out in the Age-Friendly Colorado Springs Action Plan, we will start taking concrete steps to promote, implement, and sustain age-friendly initiatives and programming in order to make our city a great place in which to age.

### *Implementation 2016-2019*

The implementation phase of Age Friendly Colorado Springs will be led by Innovations in Aging Collaborative and will occur over the span of three years. Innovations in Aging staff, along with the Office of the Mayor, will submit the Age Friendly Colorado Springs Action Plan to AARP and the World Health Organization. Upon endorsement of the report, IAC will begin to identify partners and develop the initiatives laid out in the Age-Friendly Action Plan. After three years, IAC and the City of Colorado Springs will submit a progress report to WHO and AARP.

### *Evaluation and Continuous Improvement*

After the successful implementation of goals laid out in the Age-Friendly Action Plan, in conjunction with a positive progress assessment from AARP and WHO, IAC and the City of Colorado Springs may begin to identify new goals and action items to continue the improvement of Colorado Springs as a remarkable city in which to age. Innovations in Aging Collaborative will complete internal evaluations annually and make updates as necessary. After the initial three-year period of implementation, Innovations in Aging will work with the City of Colorado Springs and other community partners to submit a progress report, and define further goals and action items as we move forward into further implementation cycles/continuous improvements.

### *Colorado's Strategic Action Planning Group on Aging*

Created by Colorado House Bill 15-1033, the Strategic Action Planning Group on Aging is tackling the pressing issues facing our state and families as Colorado's population ages. The group, which Innovations in Aging Collaborative and Age Friendly Colorado Springs are proud to partner with, is working to ensure all Coloradans have the support they need to enjoy a healthy, mobile, and vibrant lifestyle as they age. SAPGA will work to answer questions about affordable housing, supports for family caregivers, community design, transportation options, workforce needs, retirement security, the viability of federal programs, impact on the state budget and access to quality health care. SAPGA will create a comprehensive strategic aging in order to prepare Colorado for the wide-ranging effects of the demographic shifts in Colorado's older adult population. Many of the same questions that exist for SAPGA are challenges and gaps

that were identified in the Age Friendly Colorado Springs planning process. Age Friendly Colorado Springs will partner with SAPGA as they work to identify their recommendations for Governor Hickenlooper and the Colorado General Assembly, to seek the areas of crossover and identify similarities that can be solved through a state-wide collaborative approach.

*World Health Organization Global Network of Age Friendly Cities and Communities*

On June 24, 2016, Colorado Springs joined the Global Network of Age Friendly Cities and Communities. By joining the network, Colorado Springs can connect worldwide with other cities and communities to facilitate the exchange of information and experience, as well as find solutions through innovation and evidence-based support and guidance. Colorado Springs is a vibrant, active community focused on healthy aging and a welcoming, open environment for residents of all ages. Coined “Olympic City USA” and home to the U.S. Olympic Committee and Olympic Training Center, Colorado Springs is a global city that is poised to contribute innovative ideas, share best practices, and work in partnership with other age-friendly cities and communities. With our numerous military installations and Pikes Peak “America’s Mountain,” Colorado Springs is a diverse and unique city where we seek to become a remarkable community in which to age. We hope that our participation in the Global Network of Age-friendly Cities and Communities can connect us to other cities with similar challenges and opportunities, and use those partnerships to craft together a new vision for aging in our city.

## Implementation of Goals



### *Identification of immediate goals*

In an effort to better identify which goals address the most pressing needs of the community and thus which goals should take priority in implementation, IIAC conducted an Age Friendly Colorado Springs Community Survey at three community locations highly trafficked by older adults. The Colorado Springs Senior Center, Library 21c, and the Briargate YMCA served as survey locations and over 200 individuals completed the questions. Additionally, AARP Colorado emailed the Age Friendly Colorado Springs Community Survey to approximately 5,000 AARP members in Colorado Springs for a wider demographic of community input. Furthermore, IIAC staff completed three focus groups with staff from the Area Agency on Aging, clients at the Colorado Springs Senior Center, and clients and volunteers from Silver Key Senior Services. These groups, along with IIAC's board members and staff members from the Office of the Mayor assisted in identifying the most important goals to prioritize as the Age Friendly Colorado Springs committee initiates the early stages of implementation.

### *Seeking Funding & Approaching Partners*

As we begin the implementation phase of, IIAC will work locally to seek appropriate community partners that can assist in age-friendly program development. Furthermore, IIAC will work in tandem with these partners to seek funding from foundations, businesses, and organizations in order to successfully implement the goals and action items laid out in the Age-Friendly Action Plan.

## Acknowledgments

Completing the Age-Friendly Action Plan for Colorado Springs was made possible by the collaboration of dozens of local individuals. Without their hard work and dedication to making our city a more livable place for residents of all ages, this action plan would not have come to fruition.

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Cover photos courtesy of the Colorado Springs Convention and Visitors Bureau.

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And finally, our sincere thanks to our report sponsor, Ent.

## **Age-Friendly Colorado Springs Steering Committee**

Claire Anderson, Innovations in Aging Collaborative  
Jody Barker, YMCA of the Pikes Peak Region  
Jim Berry, FRESC Consultant  
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Ann Fetsch, Business Consultant  
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*Outdoor Spaces & Buildings* – Carl Schueler, City of Colorado Springs  
*Transportation* – Craig Blewitt, Mountain Metropolitan Transit  
*Housing* – Dan O’Rear, Myron Stratton Home  
*Social Participation* – Jody Barker, YMCA of the Pikes Peak Region  
*Community Health & Support* – Kent Mathews, Pikes Peak Area Council of Governments AAA  
*Respect & Social Inclusion* – Carrie Schillinger, Pikes Peak Area Council of Governments AAA  
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*Communication & Information* – Jeanne Davant, Life After 50 Magazine

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## OUTDOOR SPACES AND BUILDINGS ACTION PLAN

*To what extent does the natural and built environment help older people get around easily and safely in the community and encourage active community participation?*

**Goal 1:** Fully evaluate and incorporate Age Friendly concepts and initiatives in the City of Colorado Springs Comprehensive Plan Update

<b>Action Item</b>	<b>Lead Organization</b>	<b>Potential Partners</b>	<b>Timeline</b>	<b>Potential Barriers</b>	<b>Current Resources</b>	<b>Communication Plan</b>	<b>Metrics</b>
Clearly and comprehensively identify and present aging trends and issues	City Planning & Development Department, IIAC	Plan Consultant	2016	None anticipated	City of Colorado Springs Citizen Engagement Specialist	Tied to Comprehensive Plan update public participation plan	Was it satisfactorily completed?
Identify locations with current and future concentrations of senior activity and living	City Planning & Development Department, IIAC	Plan Consultant, PPACG AAA	2016 & 2017	None anticipated	Colorado Department of Local Affairs, PPACG, City of Colorado Springs Planning & Development	Tied to Comprehensive Plan update public participation plan	Clear, logical, and defensible mapping provided
Include strategies in the plan to implement catalytic actions that address the identified needs of seniors	City Planning & Development Department, IIAC	Plan Consultant	2016 & 2017	Challenges of prioritization, balancing and resources	Available funding may not be ID'd for AF actions	Tied to Comprehensive Plan update public participation plan	Inclusion in the final comprehensive plan and identification of appropriate

							partners for implementation
Include one or more “Co-creators” of the AF Action Plan to participate in the Comprehensive Update	IIAC	City of Colorado Springs Planning & Development Department	2016	None anticipated	City of Colorado Springs, Carl Schueler	Comprehensive Plan update public participation plan	Others informed and cognizant of age-friendly issues and concerns

**Goal 2:** Redevelop two or more highly utilized parks or community spaces as Age Friendly pilot spaces that include concepts of universal design

<b>Action Item</b>	<b>Lead Organization</b>	<b>Potential Partners</b>	<b>Timeline</b>	<b>Potential Barriers</b>	<b>Current Resources</b>	<b>Communication Plan</b>	<b>Metrics</b>
Create a refined list of potential park sites or community spaces that are close in proximity to senior housing and activity hubs	Parks, Recreation and Cultural Services Department	IIAC, CONO and Parks and Recreation Board	2016	Potential difficulty making choices	Parks, Recreation and Cultural Services staff, IIAC, City of Colorado Springs	Possible press release/ web site notice/ check in with Parks Board	Refined list completed and accepted
Evaluate current facility operations plans to include age-friendly concepts	Parks, Recreation and Cultural Services Department	Parks and Recreation Board, IIAC	2016-2017	None anticipated	IIAC data, Parks, Recreation and Cultural Services, City of Colorado Springs	Inclusion in Age Friendly branding and marketing campaign	Evaluation report completed
Fund and implement capital construction and programming	Parks, Recreation and Cultural	Various non-profits and	2018+	Scarce resources,	Partnership with City and Parks and	Communication as part of the budget process;	Identification and funding, Implementation

	Services Department	grant organizations		funding needed	Recreation, TOSC	communication of available facilities	phase, use and acceptance by seniors and people of all ages
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**Goal 3:** Redevelop two or more underutilized parks as Age-Friendly pilot projects that include concepts of universal design

<b>Action Item</b>	<b>Lead Organization</b>	<b>Potential Partners</b>	<b>Timeline</b>	<b>Potential Barriers</b>	<b>Current Resources</b>	<b>Communication Plan</b>	<b>Metrics</b>
Create a comprehensive list of parks with age-friendly and multi-generational utilization opportunities	Parks, Recreation and Cultural Services Department	IIAC	2016	Matching the locations with capacity to what seniors need and at what locations; addressing safety and security	Parks, Recreation and Cultural Services staff, IIAC	Communicate list with potential stakeholders for further involvement	Underutilized parks identified consistent with age-friendly needs
Identify two pilot parks or areas and plan the improvements	Parks, Recreation and Cultural Services Department	IIAC	2017	Competition for scarce resources	Parks, Recreation and Cultural Services staff, IIAC	Communicate results to key stakeholders to get input on program	Two approved parks with complete comprehensive plans
Implement the improvements and programs	Parks, Recreation and Cultural Services Department	Various funders, friends groups, IIAC	2018+	Limited funding resources	IIAC, City of Colorado Springs, local philanthropic opportunities	Coordinate with user groups, utilize citywide marketing and communication opportunities to share improvement information	Modifications implemented; ultimately-measures of facilities used

**Goal 4:** Create a database containing comprehensive information that rates the relative ease of access to/use of local trails, and comprehensively identifies the amenities in all parks

<b>Action Item</b>	<b>Lead Organization</b>	<b>Potential Partners</b>	<b>Timeline</b>	<b>Potential Barriers</b>	<b>Current Resources</b>	<b>Communication Plan</b>	<b>Metrics</b>
Examine other communities creating and implementing an Age-Friendly facilities rating system, particularly for parks and trails	Parks, Recreation and Cultural Services Department, IIAC	TOSC	2016	None anticipated for this stage	Parks, Recreation and Cultural Services staff, IIAC, AARP, World Health Organization	Work with Parks, Recreation and Cultural Services staff to reach out to other Parks Departments in various comparable cities	Comprehensive exploration of other cities
Create a uniform system for identifying trails as easy, medium, and difficult, including an age-friendly focus	Parks, Recreation and Cultural Services Department	TOSC, IIAC	2017	None anticipated for this stage- this process and approach is ongoing	Potential to leverage volunteers and social media	Identification of volunteers and important stakeholders to spread the word, City of Colorado Springs Citizen Engagement Specialist outreach	Completion of uniform system, outreach/signage throughout the community, # of residents utilizing new rating system
Create an app or interactive web site and signage/wayfinding that helps identify the age-friendly status of parks and trails	Parks, Recreation and Cultural Services Department	TOSC, IIAC	2017-2018	Cost/effort for rating & maintaining database and applications	Opportunity to leverage volunteers, social media, <i>Inspire</i> Grant	Inclusion in Age Friendly branding and marketing campaign, promotion	Creation of app and or site; quality updating and maintenance

						through City of Colorado Springs Citizen Engagement Specialist outreach, and TOSC	
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## TRANSPORTATION ACTION PLAN

*To what extent do older adults have ample opportunity to travel conveniently and safely wherever they want to go in the community?*

**Goal 1:** Increase ease of use by expanding and increasing the availability of tools and information concerning local transportation options.

<b>Action Item</b>	<b>Lead Organization</b>	<b>Potential Partners</b>	<b>Timeline</b>	<b>Potential Barriers</b>	<b>Current Resources</b>	<b>Communication Plan</b>	<b>Metrics</b>
Develop and implement real time technology for bus arrivals	MMT	In action	6 months	Funding and technology	City of Colorado Springs, MMT	MMT, City of Colorado Springs Communication Department	Project completion
Create a Joint Call Center to coordinate transportation resources	MCC, MMT, Silver Key, PPACG	MCC partners, IAC	Jan 2017	Willingness/commitment	Software, a facility, players in place	Tied to MMT and MCC Communication Plan once center is complete	Project completion
Increase use of the Senior Ambassadors Program by tying it to a special event (ex. Labor Day Lift Off)	MMT, IAC, City of Colorado Springs	YMCA, Senior Center, Drive Smart	6 months	Personal resistance, individual interest	MMT Mobility Manager, existing Senior Ambassadors, City of Colorado Springs	PPACG, MMT, Senior Center	Increased ridership Number of special events
Encourage multi-modal information dissemination for community events, by including information on the closest bus routes,	GIS, Parks, Recreation and Cultural Services	City of Colorado Springs Special Events Coordinator, LART, Cultural Office of the Pikes	12-18 months	Resources, community buy in	Support from local organizations supporting biking and	City of Colorado Springs Communication Department, City of Colorado Springs Bike	Number of events advertising multimodal options

bike parking/routes, and walking opportunities		Peak Region, City of Colorado Springs Bike Planner			pedestrian access	Planner, Peak Radar.com, community calendars	
Implement the Walk Your City initiative	IIAC	COS Ramblers, City of Colorado Springs, YMCA	12-18 months	Funding for materials	Support from local organizations supporting pedestrians	Promotion through Age Friendly Colorado Springs, COS Ramblers, City of Colorado Springs Citizen Engagement Specialist	Prevalence of signs and use of QR codes

**Goal 2:** Improve the connectivity between modes of transportation and reduce physical and other barriers that limit people from reaching their desired destination

<b>Action Item</b>	<b>Lead Organization</b>	<b>Potential Partners</b>	<b>Timeline</b>	<b>Potential Barriers</b>	<b>Current Resources</b>	<b>Communication Plan</b>	<b>Metrics</b>
Incentivize transit-oriented, walkable, and bikeable development that is conducive to senior access as recommended by the City Infill Plan	Economic Development Office - Bob Cope, City of Colorado Springs Bike Planner, Commission on Aging	City of Colorado Springs Planning & Development Department, Land Use Review, Stakeholders for Infill Action Plan, Colorado Springs Utilities, RBA,	12 months	Those who don't benefit from incentives; Lack of ownership by departments; Those who currently receive fees	Momentum behind Infill Plan	City Planning, Economic Development Office, RBA, Public Meetings, PPACG, Commission on Aging	Incentives are implemented around high-frequency transit corridors

		Downtown Partnership					
Create a heat map with different overlays including mode of travel, senior services, housing, parks, key senior destinations, and more to identify hot spots of senior activity	PPACG, City of Colorado Springs Office of Transportation, IIAC	PPUW QLI, El Paso County Public Health, Colorado State Demographer's Office, Colorado Springs Housing Authority Community Organizations,	6 months	Lack of resources/ data; Data projections may not be reliable, (based on current travel patterns); Maintenance	College Data/GIS, PPACG, Demographer's Office	City Planning, Economic Development Office, Developers, RBA, Public Meetings, IIAC, Commission on Aging, PPACG	Completed and correct map available; maintained
Implement an on-demand senior ride service (ex. Senior Uber)	Silver Key	IIAC, ONEN iVillage, MMT, The Independence Center, Entrepreneur Community, Peak Startup, Uber	2 years	New technology, pushback from Taxi companies, Uber, Startup Costs, coordination	RouteMatch program, iVillage software, Uber, Silver Key	Inclusion in Age Friendly branding and marketing campaign, other local ride providers, Uber	Number of requested and completed rides
Assess the need for vehicular transportation options on weekends and evenings. Assess the need for first and last mile connections	MCC	Silver Key, MMT, MCC partners, IIAC	1 year	Scarce Resources	MCC, staff at MMT, Silver Key, local community groups and organizations	Network of MCC and their partners, IIAC, Senior Center, YMCA	Completed survey on demand of services
Create a promotional program for older adults to increase the number of choice riders	MMT	MCC, IIAC	1 year	Usage, lost revenue?	Ambassadors, Current marketing at seniors	MCC, MMT	Number of riders

**Goal 3:** Advocate for a transportation network that is safe, convenient, accessible, and comfortable

<b>Action Item</b>	<b>Lead Organization</b>	<b>Potential Partners</b>	<b>Timeline</b>	<b>Potential Barriers</b>	<b>Current Resources</b>	<b>Communication Plan</b>	<b>Metrics</b>
Ensure that the relocated downtown terminal meets the accessibility and safety needs of older adults	MMT	MCC, Community Transit Coalition, IAC	1 to 3 years	Cost, resources, community consensus	Budget, study underway	City of Colorado Springs Communication Department, City of Colorado Springs Citizen Engagement Specialist, The Independence Center, MCC	Participation throughout the planning process and ensuring accessibility and usability for all ages
Create a plan for uniform sidewalks and accessible paths of travel around bus stops, including snow removal, sidewalk maintenance, and code enforcement	City of Colorado Springs Public Works	CONO, iVillage, ATAC, CTAB, MTT, GoCO Springs App, IAC	By the first snowfall 2017	Resources, enforcement, community buy-in and engagement	Existing models of uniform sidewalk plans, City of Colorado Springs, City of Colorado Springs Code Enforcement	Inclusion in Age Friendly branding and marketing campaign, City of Colorado Springs Communication Department	Annual audit
Encourage appropriate implementation of the Complete Streets Initiative	CTAB, ATAC, City of Colorado Springs	City of Colorado Springs Public Works, American Heart Association, Bike Colorado Springs, AARP, UpaDowna	1 year	Funding, consistency, developers, HPA	Bike master plan, existing policy, Complete Streets Initiative in other cities, AARP	Inclusion in Age Friendly branding and marketing campaign, City of Colorado Springs Communication Department, City of Colorado	Implement the initiative

						Springs Comprehensive Plan	
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## HOUSING ACTION PLAN

*To what extent do older people have housing options that are safe, affordable and allow them to maintain dignity and choice as their needs change?*

**Goal 1:** Create innovative ways to promote aging in place and expand the current resources that allow older adults to remain in their homes as they age

<b>Action Item</b>	<b>Lead Organization</b>	<b>Potential Partners</b>	<b>Timeline</b>	<b>Potential Barriers</b>	<b>Current Resources</b>	<b>Communication Plan</b>	<b>Metrics</b>
Promote home improvement and renovation packages that facilitate ability to age in place.	UCCS Aging Center, IIAC, HBA Remodelers Council, CAPS	Medicaid, The Resource Exchange, City of Colorado Springs, HBA Cares, ADT, Lifeline, AARP	6-12 months	Standardizing the package for all builders/contractors	Lowes Heroes, similar Home Depot program, Handley Wood, Fair Housing Act, Title 9, CAPS	HBA Cares marketing team, local, home builder cost analysis	Home builders using/selling the package.
Support aging in place using the Village model and other models that focus on bringing services and support to individuals in their neighborhoods	IIAC, ALH	ONEN, Westside, Patty Jewitt, Ivywild, iVillage, BBB, Home Advisor, Silver Key, Next Door.com, Village to Village Network, CONO, Community	6 months	Low number of households joining, low participation, transient community, annual fee, neighborhoods not designed in a way that is conducive to the village model	IIAC, Village to Village Network, existing Villages, ONEN	IIAC communication plan for hiring of Coordinator for Village	Number of enrollees, and cost of membership

		Centers, Senior Centers					
Utilize AARP Housing resources, including developing the Lifelong Housing Certification Project in Colorado Springs, HomeFit Toolkit, and HomeFit Remodel Guides	IIAC, AARP	HBA Remodelers Council, CAPS	18 months	Encouraging use of toolkits and guides, builder/remodeler participation	AARP, HBA, HBA Cares, local homebuilders	Inclusion in Age Friendly branding and marketing campaign, HBA	Number of houses utilizing resources

**Goal 2:** Develop incentives to increase the inventory of affordable and accessible senior housing options

<b>Action Item</b>	<b>Lead Organization</b>	<b>Potential Partners</b>	<b>Timeline</b>	<b>Potential Barriers</b>	<b>Current Resources</b>	<b>Communication Plan</b>	<b>Metrics</b>
Encourage and advocate for the waiving of development fees, streamlining the permit process, and providing incentives to builders, investors, and utility companies to use age-friendly concepts.	City of Colorado Springs, Regional Building Department, IIAC	CSU, CONO, Commission on Aging, HBA Cares, AARP, CAPS, PPLD, Area Agency on Aging	18-24 months	Local resistance to changes in policy and inclination to continue with old policies and habits	ERC, energy efficiency home shows, ID successful examples in other cities	Encourage homeowner education about incentives, reach out to contractors, reach out to insurance companies, educational opportunities	Increase in affordable and alternative inventory. Closing the gap from a percentage standpoint.
Incentivize builders to supply a percentage of	City of Colorado Springs, Regional	Commission on Aging, IIAC, HBA, AARP	18-24 months	Resistance to changes in policy	ERC, energy efficiency home shows,	Encourage educational opportunities	Increase in affordable inventory

affordable senior units in each new development	Building Department				ID successful examples in other cities	for homeowners, builders, and contractors	
Encourage the city to create incentives for infill and affordable housing options	City of Colorado Springs Comprehensive Plan	Commission on Aging, IIAC, HBA, UCCS Aging Center	18-24 months	City of Colorado Springs, current codes and regulations, current housing options and availability	City of Colorado Springs, existing nonprofits	Use the same resources as the comprehensive plan	Infill occurs more than outward development

**Goal 3:** Increase and promote community awareness of alternative, age-friendly housing options, home modification opportunities, and universal design

<b>Action Item</b>	<b>Lead Organization</b>	<b>Potential Partners</b>	<b>Timeline</b>	<b>Potential Barriers</b>	<b>Current Resources</b>	<b>Communication Plan</b>	<b>Metrics</b>
Educate senior home owners on home modification and retrofit considerations. Create home modification demonstrations to raise awareness about age-friendly retrofits.	UCCS Aging Center, AAA, IIAC, Commission on Aging, HBA, Senior Resource Council	Silver Key, AAA, Commission on Aging, HBA Cares, Regional Building Department, AARP, CAPS, Parade of Homes, Senior Expo, AARP	12 months	Lack of community buy in, insufficient promotion and marketing	Successful Aging Expo, HBA Cares, SRC	Successful Aging Expo, partner with appropriate housing resource to create media/awareness campaign	Increasing awareness of modification and retrofit options

Promote awareness of age identified tax credits through the El Paso County Assessor's Office	IIAC, El Paso County Assessor's Office	Commission on Aging	6 months	El Paso County, Funding	IIAC, existing nonprofits	Work with El Paso County Assessor's Office to increase awareness, include info in next mailing	# of seniors reached with mailing in El Paso County
Encourage the creation of innovative, intergenerational housing opportunities.	UCCS Aging Center, AAA, IIAC, Center on Community Engagement, Colorado Springs Housing Authority	HBA Cares, Pikes Peak Area Association of Realtors, Greccio Housing, AARP, Senior Resource Council	12 months	Support, awareness opportunities	IIAC, SRC	Participate in Successful Aging Expo, partner with appropriate housing resource to create media/awareness campaign	Survey data indicating increase in awareness or housing options.
Increase awareness of alternative housing options like ADUs and Granny Flats to amplify the demand for a variety of housing options.	UCCS Aging Center, AAA, IIAC, Center on Community Engagement, Colorado Springs Housing Authority	HBA Cares, Pikes Peak Area Association of Realtors	12 months	Support, awareness opportunities	Senior Resource Council Expo, Gazette Successful Aging Expo,	Participate in Successful Aging Expo, partner w/ appropriate housing resource to create media/awareness campaign	Survey data indicating increase in awareness or housing options.

**Goal 4:** Advocate for senior focused housing issues

<b>Action Item</b>	<b>Lead Organization</b>	<b>Potential Partners</b>	<b>Timeline</b>	<b>Potential Barriers</b>	<b>Current Resources</b>	<b>Communication Plan</b>	<b>Metrics</b>
Create a Commission on Aging	IIAC	Office of the Mayor and City Council, CONO, LPP	12 months	Bureaucratic concerns, opposition to forming yet more commissions	IIAC, AARP, Colorado Commission on Aging, Denver Commission on Aging	City of Colorado Springs, IIAC, Mayors Office	Establishing a Commission
Encourage the City to make affordable senior housing a top priority when disposing of city owned property	IIAC, Commission on Aging	City of Colorado Springs, Housing Authority	Ongoing	Competing projects/ land use ideas	High quantity of lots and spaces available	Commission on Aging advocacy	Ratio of sites developed
Encourage the City and local nonprofits to take an active role in the preservation of subsidized housing units that are at risk for conversion	IIAC, Commission on Aging	Greccio Housing, City of Colorado Springs, CS Housing Authority	Ongoing	City of Colorado Springs plans	Greccio Housing, IIAC, Colorado Springs Housing Authority, City Infill Plan	Commission on Aging advocacy	Number of preserved units
Endorse modified zoning codes to allow for alternative housing options like alternative dwelling units	IIAC, Commission on Aging	City of Colorado Springs, HBA, RBA, AARP	12 months	Current codes, City of Colorado Springs City Council	Awareness of issue throughout the community	Commission on Aging advocacy, HBA Cares, AARP, RBA	Codes are modified/more units are available

Encourage an increase in the annual funds from the City to remove barriers and make seniors homes more accessible.	IIAC, Commission on Aging	City of Colorado Springs	18-24 months	Current budget, Funding	City of Colorado Springs, Colorado Springs Housing Authority	Commission on Aging advocacy, HBA Cares	Growth in annual funds
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## SOCIAL PARTICIPATION ACTION PLAN

*To what extent do all citizens have access to leisure and cultural activities? What opportunities are there for older residents to participate in social and civic engagement with their peers and younger people?*

**Goal 1:** Expand senior programming hubs across the city to allow more people access to social opportunities and learning experiences

<b>Action Item</b>	<b>Lead Organization</b>	<b>Potential Partners</b>	<b>Timeline</b>	<b>Potential Barriers</b>	<b>Current Resources</b>	<b>Communication Plan</b>	<b>Metrics</b>
Implement senior center programming in community centers, empty schools, and other unused public spaces.	Senior Center	YMCA, Community Centers, PILLAR, Fine Arts Center, PPCC, IIAC	1 year	Funding, transportation, space/availability, scheduling	Senior center	YMCA network, Senior Center network, Silver Key network, Peak Radar	Number of classes offered and attendance
Implement senior center programming at local YMCA locations	Senior Center	YMCA, PILLAR, Fine Arts Center, PPCC, IIAC	6 months	Funding, space	YMCA network	Senior Center network, Silver Key network, Peak Radar	Number of classes offered and attendance

**Goal 2:** Increase the dissemination of information about senior activities, events, and programming

<b>Action Item</b>	<b>Lead Organization</b>	<b>Potential Partners</b>	<b>Timeline</b>	<b>Potential Barriers</b>	<b>Current Resources</b>	<b>Communication Plan</b>	<b>Metrics</b>
Create and maintain a centralized information database that includes a community calendar, programming, and classes. Include information on physical accessibility, audio and	Seniors Blue Book, IIAC, Silver Key, PPLD, Cultural Office of the Pikes Peak Region	Goodwill, Senior Center, PILLAR, Life After 50, Nextdoor.co, CONO, Peak Radar.com	1 year	Collecting information, getting people to post up to date information, maintenance,	Blue book calendar, Peak Radar.com	Inclusion in Age Friendly branding and marketing campaign, YMCA, City of Colorado Springs, Commission on Aging,	Website traffic, attendance of classes and opportunities, community feedback about usability and helpfulness

visual aids, and transportation options						forementioned partners, IIAC	
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**Goal 3:** Increase intergenerational interaction and promote skill and wisdom sharing between generations

<b>Action Item</b>	<b>Lead Organization</b>	<b>Potential Partners</b>	<b>Timeline</b>	<b>Potential Barriers</b>	<b>Current Resources</b>	<b>Communication Plan</b>	<b>Metrics</b>
Increase number of activities and programs that promote intergenerational interaction	YMCA, Senior Center	Pioneers Museum, Intergeneration Foundation, Spellbinders, Grandfriends	1 year	Available space, instructors/organizers	Senior Center, PILLAR, Atlas Prep School, IIAC	Senior Center, Silver Key, Atlas Prep School, Food for Thought, IIAC, PPACG AAA	Increase in activities offered and participation in programs
Develop and disseminate a How-To Guide for businesses and organizations interested in creating intergenerational programming	IIAC, Intergeneration Foundation	Senior Center, Fine Arts Center, Community Centers, Food for Thought, Atlas Prep School, PPCC	6 months	Universal guide is difficult when organizations do different things, interest and ability	Resources from other age friendly cities	Senior Center, Silver Key, PPCC, PPACG AAA,	The completion of the guide

**Goal 4:** Centralize volunteering opportunities for seniors

<b>Action Item</b>	<b>Lead Organization</b>	<b>Potential Partners</b>	<b>Timeline</b>	<b>Potential Barriers</b>	<b>Current Resources</b>	<b>Communication Plan</b>	<b>Metrics</b>
Create a volunteer database/matching website that allows seniors to filter volunteer opportunities based on their interests/abilities	IIAC, CNE	PPACG AAA, United Way, PPLD, City of Colorado Springs	6 months	Grant funding	United Way, 2-1-1, CNE, IIAC, Pikes Peak Workforce Center, Volunteers of	Inclusion in Age Friendly branding and marketing campaign, promotion with BBB, Pikes Peak Workforce	Created and maintained

					America (Denver)	Center, PILLAR, Senior Center	
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**Goal 5:** Create innovative transportation options to allow older adults to participate in social activities

<b>Action Item</b>	<b>Lead Organization</b>	<b>Potential Partners</b>	<b>Timeline</b>	<b>Potential Barriers</b>	<b>Current Resources</b>	<b>Communication Plan</b>	<b>Metrics</b>
Develop and implement a ride share program for local trips	CONO, IIAC, Silver Key	Senior Center, iVillage, local churches and other organizations with existing vehicles, Joint Call Center	1 year	Liability, drivers, funding	iVillage, Uber, Silver Key	Inclusion in Age Friendly branding and marketing campaign, marketing with other existing ride services, community calendars, churches, community organizations	Usage, number of trips requested and completed

# COMMUNITY SUPPORT AND HEALTH SERVICES ACTION PLAN

*To what extent do older people have the resources, access, and availability of quality social, community support, and health services they need to stay healthy and maximize independence?*

**Goal 1:** Increase awareness of and participation in health and wellness activities focused on healthy aging

<b>Action Item</b>	<b>Lead Organization</b>	<b>Potential Partners</b>	<b>Timeline</b>	<b>Potential Barriers</b>	<b>Current Resources</b>	<b>Communication Plan</b>	<b>Metrics</b>
Create a centralized resource of wellness activities focused on healthy aging	IIAC, AAA, Life After 50	Kaiser Family Foundation, UC Health, YMCA, UCCS Aging Center	24-36 months	Time, Funding, Maintenance	UCCS Aging Center, YMCA, Senior Center	IIAC, AAA, UCCS Aging Center	Database is up and active
Create a public outreach campaign to increase awareness of available programs	IIAC, Senior Center, YMCA, AAA	Media Partners, Yellow Book distributors, Life After 50, Seniors Blue Book, City of Colorado Springs Communication Department, SRC	Ongoing	Funding, staffing	Yellow Book, Seniors Blue Book, Network of Care, AAA, IIAC, YMCA, hospitals, local senior living communities	AAA, IIAC, Senior Center, Silver Key	Number of seniors at programs, increase in awareness of programs offered

**Goal 2:** Increase support for caregivers charged who are supporting older adults

<i><b>Action Item</b></i>	<i><b>Lead Organization</b></i>	<i><b>Potential Partners</b></i>	<i><b>Timeline</b></i>	<i><b>Potential Barriers</b></i>	<i><b>Current Resources</b></i>	<i><b>Communication Plan</b></i>	<i><b>Metrics</b></i>
Increase the awareness of and strengthen existing caregiver support programs	AAA	Media, all organizations that have support groups, IIAC, hospitals, SRC, rehab facilities	Ongoing	Lack of awareness, getting participation, family values and cultural values, money	AAA Caregiver support program, AAA Silver Key	AAA, SRC, hospitals, rehab facilities, senior living communities	Number of participants

**Goal 3:** Promote and expand health and wellness initiatives that foster healthy physical and mental aging

<i><b>Action Item</b></i>	<i><b>Lead Organization</b></i>	<i><b>Potential Partners</b></i>	<i><b>Timeline</b></i>	<i><b>Potential Barriers</b></i>	<i><b>Current Resources</b></i>	<i><b>Communication Plan</b></i>	<i><b>Metrics</b></i>
Expand the Community and Public Health division of CSFD (CARES Program)	Colorado Springs Fire Department	RCCO, CHP, Hospitals, Kaiser, CSPD, Aspen Pointe, AMR	Ongoing	City limits Legislation Funding	RCCO, CHP, Hospitals, Kaiser, CSPD, Aspen Pointe, AMR, Silver Key	City of Colorado Springs Communication Department	Statistics, increase in number served, and increase in partnerships
Implement the Dementia Friendly Initiative in Colorado Springs	IIAC	Alzheimer's Association, senior living communities, SRC, Home Care Companies, Best	12 months	Funding, Turnover in LTC community, community engagement and involvement	Best Practices in Dementia Care working group, other cities who have adopted this initiative	Inclusion in Age Friendly branding and marketing campaign, Alzheimer's	Implement the initiative in our community

		Practices in Dementia Care group, AAA				Association Communication network	
Develop a local Conversation Project for advance care planning	LTC/Palliative Care Committee, Transitional Care Group, IIAC, AAA	Hospices, Southern Colorado Palliative Care Council, El Paso County Bar Association	12-24 months	Resources, Community engagement	Statewide programs, Anschutz Medical Center, Trust and Estates Section	Inclusion in Age Friendly branding and marketing campaign, AAA, El Paso County Bar Association	Implement program locally
Support the development of Transitional Care Group Portable Patient Information	Transitional Care Committee, IIAC, AAA, LTC/Palliative Care Committee	RCCO, CHP, hospitals, CSHP	12 months	Ongoing support, logistical concerns	Program already in existence in our community and other communities	LTC/Palliative Care Committee, Transitional Care Committee	Community feedback and usage
Increase participation in current community gardens in food desert areas and neighborhoods with a high senior population	Galileo Garden Project	Colorado Springs Food Rescue, Pikes Peak Urban Gardens, Galileo Garden Project, IIAC, Atlas Prep School, Silver Key	12 months	Many local gardens, participation , gardens require maintenance	Existence of many local gardens, existing collaborations, Atlas Prep School, Silver Key, Galileo Garden Project	Inclusion in Age Friendly branding and marketing campaign, promotion with existing organizations	Number of people who use garden per year, increase in number of gardens in food deserts/areas

							of greatest need
Support the development and further implementation of Silver Key Senior Outreach Services Program	Silver Key Senior Services, IIAC	Senior living communities, SRC, UCCS Aging Center	12 months	Inadequate funding/ support	Existing mental health organizations, UCCS Aging Center, AAA	UCCS Aging Center and Silver Key outreach plan	Number of clients served through the program

## RESPECT AND SOCIAL INCLUSION ACTION PLAN

*To what extent do we offer programs to support and promote ethnic and cultural diversity, along with programs to encourage multigenerational interaction and dialogue?*

**Goal 1:** Establish, support, and sustain formal advocacy to champion senior-related issues and to ensure that all voices are included and respected

<b>Action Item</b>	<b>Lead Organization</b>	<b>Potential Partners</b>	<b>Timeline</b>	<b>Potential Barriers</b>	<b>Current Resources</b>	<b>Communication Plan</b>	<b>Metrics</b>
Create a Commission on Aging	IIAC	Mayor and City Council, CONO, LPP, BBB, AARP, Pikes Peak Diversity Forum	12 months	Mayor and City Council (too many commissions)	IIAC, AARP, Colorado Commission on Aging, Denver Commission on Aging	City of Colorado Springs, IIAC, Mayors Office	Make sure the commission has a variety of ages, and represents people from a variety of backgrounds
Implement Project Visibility in Colorado Springs	IIAC, Springs Equality	PPACG Area Agency on Aging, Senior Resource Council, Senior living communities	12 months	Potential community opposition	IIAC, PPACG Area Agency on Aging, Boulder County Area Agency on Aging	Inclusion in Age Friendly branding and marketing campaign, SRC, senior living communities, AAA	Number of senior living communities trained

**Goal 2:** Foster cross-generational acceptance by creating intergenerational understanding

<i><b>Action Item</b></i>	<i><b>Lead Organization</b></i>	<i><b>Potential Partners</b></i>	<i><b>Timeline</b></i>	<i><b>Potential Barriers</b></i>	<i><b>Current Resources</b></i>	<i><b>Communication Plan</b></i>	<i><b>Metrics</b></i>
Create a senior themed topic for the Food for Thought program	Pikes Peak Diversity Forum, IIAC	Citizens Project, AAA	24 months	Interest in topics	AAA/RAC, IIAC	Promote through IIAC website and social media, Food for Thought outreach and communication plan	Number of senior topics discussed, program participation
Identify and establish intergenerational enrichment opportunities	Colorado College, IIAC	Concrete Couch, Galileo Garden Project, Atlas Prep School, local nonprofits, PPCC, Silver Key, AAA	12 months	Transportation, promotion of opportunities	Existing nonprofits and momentum	Inclusion in Age Friendly branding and marketing campaign,	Number of programs initiated and participation

**Goal 3:** Improve human connectivity within neighborhoods, social settings, and support services by including older adults in public activities and conversations

<i><b>Action Item</b></i>	<i><b>Lead Organization</b></i>	<i><b>Potential Partners</b></i>	<i><b>Timeline</b></i>	<i><b>Potential Partners</b></i>	<i><b>Current Resources</b></i>	<i><b>Communication Plan</b></i>	<i><b>Metrics</b></i>
Offer discounts to low income seniors to allow them to participate in social activities	Senior Resource Council, IIAC, BBB, Senior Center	City of Colorado Springs, AAA, El Paso County, Commission on Aging	6-12 months	Funding, associated costs with discount	Existing discounts, Life After 50 Magazine, Senior Center,	BBB, AAA, SRC, IIAC, Senior Center	Increased participation in social activities, self-reported use of discounts

					BBB		
Identify services that can cover the gap between private payers and those who qualify for government funding	Commission on Aging	Silver Key, City of Colorado Springs, El Paso County, Senior Center, AAA, IIAC	24 months	Funding	AAA, Silver Key, City of Colorado Springs, El Paso County, State Demographers Office	Commission on Aging, AAA, SRC	Comprehensive list of existing services and assessment of need for more
Incentivize neighborhoods and HOAs to bring services hyperlocally	IIAC	CONO, neighborhoods	6 months	Neighborhood leadership, fees, membership	Scholarship money, ALH, Village to Village Network	CONO outreach, iVillage membership and communication plan	Formation of more organized neighborhoods, providing services and opportunities
Establish a Mobile Community Center	IIAC, YMCA	PPLD, Pioneers Museum, City of Colorado Springs, El Paso County	12-18 months	Funding	Community centers, Senior Center, City of Colorado Springs Comprehensive Plan	Inclusion in Age Friendly branding and marketing campaign, YMCA, City of Colorado Springs Communication Department, City of Colorado Springs Citizen Engagement Specialist	Successful operation and programming of a mobile center

## CIVIC PARTICIPATION AND EMPLOYMENT ACTION PLAN

*To what extent do older people have opportunities to participate in community decision making? And do older people have ample opportunities to contribute their experience and skills to the community in paid or unpaid work?*

**Goal 1:** Make local businesses and employment opportunities age-friendly

<b>Action Item</b>	<b>Lead Organization</b>	<b>Potential Partners</b>	<b>Timeline</b>	<b>Potential Barriers</b>	<b>Current Resources</b>	<b>Communication Plan</b>	<b>Metrics</b>
Create an Age-Friendly Employer Designation	RBA, PPWC	BBB, SBDC, CVB, PPCC, Add Staff	1 year	Employer participation, employee participation, matching agency, demonstration of employer benefit	SBDC, BBB, SCORE	BBB marketing, community outreach	Number of members participating
Create an Age-Friendly Business Designation	BBB, IIAC	RBA, Downtown Partnership, SBDC, Assoc. of Restaurants, BBB, CVB, SRC, Silver Key	Currently in progress	Business participation	BBB	BBB marketing, event sponsorship and outreach	Number of participating businesses, community feedback

**Goal 2:** Enhance political interest in aging issues and increase city involvement on senior concerns

<b>Action Item</b>	<b>Lead Organization</b>	<b>Potential Partners</b>	<b>Timeline</b>	<b>Potential Barriers</b>	<b>Current Resources</b>	<b>Communication Plan</b>	<b>Metrics</b>
Develop a commission on aging to educate the community on aging issues and to promote age-friendly public decision making	IIAC	PPACG, City of Colorado Springs, LPP, CONO, Artemis, MOA, The Independence Center, BBB, YMCA	6 to 12 months	City Council	State Commission on Aging	Outreach events, discussion panels, promotional campaign	Permanent and ongoing advocacy for aging issues
Increase advocacy for seniors in the political sector by teaching individuals in the Leadership Pikes Peak Encore Leadership program about local government and political involvement	LPP	IIAC, City of Colorado Springs, PILLAR, CONO, Artemis, Citizens Project, MOA, PPCC, UCCS Aging Center, El Paso County, PPACG AAA	12 months	Funding, membership	Encore program/LPP	PILLAR, participants, PPLD, Commission on Aging, LPP communication and outreach plan	Return of Encore program and number of participants enrolled
Create a senior living facility roundtable to increase the	SRC	IIAC, senior living communities	1 year	Competitive industry, high staff turn over	Affiliation with senior living communities, Senior	Partner with senior living communities to	Roundtable participation

community participation by residents					Resource Council, Area Agency on Aging	promote, SRC outreach plan	
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**Goal 3:** Enhance volunteer engagement among seniors by increasing the age-friendliness of volunteer opportunities and providing easy access to information

<i>Action Item</i>	<i>Lead Organization</i>	<i>Potential Partners</i>	<i>Time Line</i>	<i>Potential Barriers</i>	<i>Current Resources</i>	<i>Communication Plan</i>	<i>Metrics</i>
Create a centralized volunteer resource and referral center	CNE, IIAC	PPUW, CNE, HOA's, CONO, LPP, PPACG, The Independence Center, PPCC, Connect Colorado Springs PILLAR, Silver Key, MOA, YMCA	1-2 years	Funding, staffing	CNE, national database	YMCA Senior Center, Silver Key network, PPLD	QLI stats on volunteerism demographics
Develop a training program for volunteer coordinators and leadership teams	CNE, IIAC, SRC	CSU, LPP, CSLI, RBA, BBB, USAA, CNE	1 year	Funding	CSU, CSR, Cooperation of Social responsibility, Leighty Foundation, CNE	CNE, CSLI, RBA, CSBJ	AF language is incorporated into employee/volunteer training
Create and implement an	LPP, IIAC, PPWC, CSRP	RBA, CNE, PPCC	1 year	Funding	Local partnerships	CNE, Business Journal, Life	Several mentorship

intergenerational mentorship program						After 50, RBA, PPWC	programs begin and enroll members
Create and implement in home/in facility volunteer opportunities	Pikes Peak Hospice, SRC, IIAC	YMCA, Senior Center, AAA, Inn at Garden Plaza, Silver Key through Meals on Wheels, Brookdale	1-2 years	Funding	Existing volunteer programs at Silver Key and Pikes Peak Hospice	Promote through portal and Age Friendly marketing	Number of opportunities created and utilized

**Goal 4:** Enhance employment opportunities for seniors and prepare seniors to “re-enter” the workforce

<b>Action Item</b>	<b>Lead Organization</b>	<b>Potential Partners</b>	<b>Timeline</b>	<b>Potential Barriers</b>	<b>Current Resources</b>	<b>Communication Plan</b>	<b>Metrics</b>
Develop and implement local Midternships and Encore Fellowship opportunities	PPWC	PPWC, AddStaff, PPCC, PPACG, Mount Carmel, MOA, RBA, BBB, SCORE, CNE	1 year	Matching process Participation/ Awareness recruitment of midterns Educate employers on benefits	None	Promote through portal and Age Friendly marketing	Number of placements
Create and implement Reimagine/	PPCC, AARP Life Reimagined	PPWC, AddStaff, SCORE, PPCC, AAA, Mount Carmel, MOA,	1 year	Awareness, personal resistance	PPWC, Mt. Carmel, MOA, PILLAR	Promote through portal and Age Friendly marketing, Pikes	Program participants

redefine programs to help people identify goals and relevant opportunities		Peak Military Care Network				Peak Workforce, and BBB	
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## COMMUNICATION AND INFORMATION ACTION PLAN

*This domain focuses on promotion of and access to technology to keep residents of all ages connected to community, friends and family, and ensures that community information is disseminated to all residents through a variety of means.*

**Goal 1:** Ensure that senior residents and their support systems are able to easily access information and services related to aging

<i><b>Action Item</b></i>	<i><b>Lead Organization</b></i>	<i><b>Potential Partners</b></i>	<i><b>Timeline</b></i>	<i><b>Potential Barriers</b></i>	<i><b>Current Resources</b></i>	<i><b>Communication Plan</b></i>	<i><b>Metrics</b></i>
Create a consortium to develop, implement, and maintain a senior information portal	Silver Key Senior Services, IAC	Yellow Book, Blue Book, 211, Peak Radar, PPACG, IAC, 311, PPLD, El Paso County, United Way	12 months	Funding competing interests, ongoing tech support, staffing	Existing organizations	City of Colorado Springs Communication Department, aforementioned partners, IAC	Established consortium of interested parties at end of 12 months

**Goal 2:** Create a Commission on Aging for the City of Colorado Springs.

<i><b>Action Item</b></i>	<i><b>Lead Organization</b></i>	<i><b>Potential Partners</b></i>	<i><b>Timeline</b></i>	<i><b>Potential Barriers</b></i>	<i><b>Current Resources</b></i>	<i><b>Communication Plan</b></i>	<i><b>Metrics</b></i>
Create a Commission on Aging	IAC	Mayor's Office & City Council, SRC, PPEAC, CSPD	12-18 months	City Government, Expectations	Model from other Boards and Commissions	Build a case for the need for a commission	City approves a Commission on Aging

**Goal 3:** Promote accurate information and vetted resources/services through outreach to seniors and their caregivers

<b>Action Item</b>	<b>Lead Organization</b>	<b>Potential Partners</b>	<b>Timeline</b>	<b>Potential Barriers</b>	<b>Current Resources</b>	<b>Communication Plan</b>	<b>Metrics</b>
Coordinate networks of currently established senior resources to disseminate information	Seniors Blue Book, SRC, Silver Key, IAC	Golden Circle, Yellow Book, PPACG, Senior Center, Senior Living Facilities, YMCA, Care and Share, El Paso County Medical Society, Comcast, AAA churches	6-12 months	Funding, Competing Interest	Individual databases, community calendars, existing committees and communication networks	Promote through portal and Age Friendly marketing, partner organizations	Ability to disseminate information easily through shared channels and distribution methods
Conduct a survey to determine what means of communication seniors prefer, how easy/difficult it is for them to find information, how willing they are to adopt technology, and what barriers they face	IAC, Silver Key	Colorado Springs Senior Center, AARP Colorado, PPLD, Senior Living Communities, Golden Circle Nutrition sites	3-6 months	Participation	AARP Colorado, Senior Center, Silver Key, IAC resources	Create a survey, tabulation and follow-up plan for executing the survey	Survey Results

**Goal 4:** Encourage the community to promote an Age-Friendly cultural attitude in Colorado Springs

<i><b>Action Item</b></i>	<i><b>Lead Organization</b></i>	<i><b>Potential Partners</b></i>	<i><b>Timeline</b></i>	<i><b>Potential Barriers</b></i>	<i><b>Current Resources</b></i>	<i><b>Communication Plan</b></i>	<i><b>Metrics</b></i>
Develop a broad communications strategy, including an Age-Friendly advertising campaign	IIAC	Advertising/ Marketing company, AARP, City of Colorado Springs, Convention and Visitors Bureau, RBA, Silver Key, Comcast, Life After 50 Magazine, CSBJ, The Gazette, AAA	12 months	Funding	AARP Colorado, IIAC, City of Colorado Springs, existing relationships with advertising/marketing firms	Coordinating with other domain groups to ensure message of Age Friendly Community is clearly conveyed	AARP Post-Survey at end of 1 year after roll out
Highlight and elevate intergenerational opportunities	IIAC	PPLD, Story Project, StoryCorps, iVillage, UCCS, School Districts, PPCC, Air Force Academy, Atlas Prep School, Silver Key, Senior Center	6-12 months	Staff time	Existing partners	Promote through portal and Age Friendly marketing, partner organizations	Post-Survey at end of 1 year after roll out

## Acronym Guide

<b>AAA</b> – Area Agency on Aging	<b>SRC</b> – Senior Resource Council
<b>AARP</b> – American Association of Retired Persons	<b>TOSC</b> – Trails and Open Space Coalition
<b>ADT</b> – American District Telegraph Security	<b>UCCS</b> – University of Colorado, Colorado Springs
<b>AF</b> – Age Friendly	
<b>ALH</b> – A Little Help	
<b>AMR</b> – American Medical Response	
<b>ATAC</b> – Active Transportation Advisory Committee	
<b>BBB</b> – Better Business Bureau	
<b>CAPS</b> – Certified Aging in Place Specialist	
<b>CHP</b> – Community Health Partnership	
<b>CNE</b> – Center for Non-Profit Excellence	
<b>CONO</b> – Council of Neighbors and Organizations	
<b>CSBJ</b> – Colorado Springs Business Journal	
<b>CSFD</b> – Colorado Springs Fire Department	
<b>CSHP</b> – Colorado Springs Health Partners	
<b>CSLI</b> – Colorado Springs Leadership Institute	
<b>CSRP</b> – Colorado Springs Rising Professionals	
<b>CSPD</b> – Colorado Springs Police Department	
<b>CSU</b> – Colorado Springs Utilities	
<b>CTAB</b> – Citizens Transport Advisory Board	
<b>CVB</b> – Convention & Visitors Bureau	
<b>ERC</b> – Energy Resource Center	
<b>GIS</b> – Geographic Information Systems	
<b>HBA</b> – Housing and Building Association	
<b>HOA</b> – Home Owners Association	
<b>IIAC</b> – Innovations in Aging Collaborative	
<b>LART</b> – Lodgers and Automobile Rental Tax	
<b>LPP</b> – Leadership Pikes Peak	
<b>LTC</b> – Long Term Care	
<b>MCC</b> – Mobility Coordination Committee	
<b>MMT</b> – Mountain Metro Transit	
<b>MOA</b> – Military Association	
<b>ONEN</b> – Old North End Neighborhood	
<b>PPACG</b> – Pikes Peak Area Council of Governments	
<b>PPCC</b> – Pikes Peak Community College	
<b>PPEAC</b> – Pikes Peak Elder Abuse Coalition	
<b>PPLD</b> – Pikes Peak Library District	
<b>PPUW</b> – Pikes Peak United Way	
<b>PPWC</b> – Pikes Peak Workforce Center	
<b>QLI</b> – Quality of Life Indicators	
<b>RAC</b> – Regional Advisory Council	
<b>RBA</b> – Regional Business Alliance	
<b>RCCO</b> – Regional Care Collaborative Organization	
<b>SBDC</b> – Small Business Development Center	
<b>SCORE</b> – Senior Core of Retired Executives	

## Age Friendly Colorado Springs Community Survey Results

During the spring and summer of 2016, a survey of local residents was used to assess many different aspects of life for older adults in Colorado Springs. The survey questions roughly correspond to the eight domains of Age Friendly communities and begin with questions about the general picture of aging in our region, as well as investigating the availability of particular services or the presence of specific problems.

The survey begins with the very general.

*Question 1: "How would you rate your community as a place for people to live as they age?"*

Excellent	17.20%
Good	51.08%
Fair	27.42%
Poor	2.15%
Very poor	2.15%

The majority of respondents indicated that they consider themselves to be in a reasonably good place to age, but one with significant room for improvement, and subsequent questions display specific areas which may be most in need of improvement and pose the most difficult challenges.

*Question 2 of the survey asks: "How important is it for you to remain in your community as you age?"*

Extremely important	42.47%
Important	39.78%
Somewhat important	9.68%
Not very important	5.91%
Not at all important	2.15%

The results of this question were quite decisive and clearly indicated that no matter how amenable or not their community is to staying in place, people are committed to staying put, for better or worse. This

attachment to place applies not only to a generalized ‘community’ but also to the individuated place of one’s own home.

*Question 3 asks: “How important is it for you to be able to live independently in your own home as you age?”*

Extremely important	66.49%
Very important	27.03%
Somewhat important	5.41%
Not very important	0.54%
Not at all important	0.54%

The responses to this question are even more decisive and sharply indicate that promoting the variety of supportive services that assist individuals in maintaining their independence in all neighborhoods, and not just specially designated spaces for the aging, must emerge as a top priority for anyone representing the interests of older adults. Information about the kind of home most older adults live in is important information for such groups.

*Question 4 asks: “What type of home is your primary home?”*

Single family home	70.27%
Mobile home	1.62%
Townhome/duplex	10.81%
Apartment	9.19%
Senior Living Community	0.00%
Other (please specify)	8.11%

Of the ‘Other’ responses, seven respondents reported living in condominiums, one respondent listed a travel trailer, one reported a ranch, one listed an apartment but stated the need to move into income

based housing and that there were long waiting lists for senior housing, and five respondents declined to answer.

*Question 5 asks: “How do you get around for things like shopping, doctor’s appointments, errands, or recreation? Check all that apply”*

Drive yourself	92.43%
Have others drive you	11.35%
Walk	14.59%
Ride a bike	5.41%
Use public transportation	7.03%
Take a taxi or Uber	6.49%
Use a special transportation service like Silver Key or Metro Mobility	2.70%
Other (please specify)	1.62%

Of the ‘Other’ responses, one respondent reports using “A Ride in Luxury” for airport transportation. Another respondent states “I get out myself most of the time but, when I need a large grocery shop, I use Silver Key unless a friend asks me first. But, you can't rely on others as much as you can Silver Key.”, while one other person simply says “Can’t wait for self drive cars.”

The next several questions pertain to various neighborhood characteristics and access to basic services and amenities.

*Question 6 asks: “Does the community in which you live have the following?”*

	Yes	No	Unsure
Well-maintained and safe parks that are within walking distance of your home?	70.81%	26.49%	2.70%

Sidewalks that are in good condition, and safe for pedestrian use and accessible for wheelchairs or other assistive mobility devices?	54.89%	39.13%	5.98%
– Public parks with enough benches?	47.83%	39.13%	13.04%
– Well-maintained public restrooms that are accessible to people of different physical abilities?	19.23%	50.00%	30.77%
– Trails that are easy to access, safe, and useable for people of different physical abilities?	53.01%	19.67%	27.32%

Question 7 reiterates the question in regard to different amenities and services “Does the community in which you live have the following?”

	Yes	No	Unsure
Accessible and convenient public transportation?	33.88%	51.91%	14.21%
Well-maintained streets?	33.52%	62.64%	3.85%
Easy to read traffic signs?	84.24%	14.13%	1.63%

<b>Audio/visual pedestrian crossings?</b>	<b>49.45%</b>	<b>32.97%</b>	<b>17.58%</b>
<b>Safe public transportation stops or areas?</b>	<b>40.33%</b>	<b>28.73%</b>	<b>30.94%</b>

These two questions illustrate the specific areas that are most in need of improvement from an infrastructure point of view in order to promote the health and happiness of all citizens, but especially older adults.

*Question 8 turns to another important aspect of life and asks: “About how frequently do you interact with friends, family, or neighbors in your community? This interaction can be by phone, in person, via e-mail or via social media.”*

<b>More than once a day</b>	<b>39.56%</b>
<b>About once a day</b>	<b>13.19%</b>
<b>Several times a week</b>	<b>30.22%</b>
<b>Once a week</b>	<b>8.24%</b>
<b>Once every 2 to 3 weeks</b>	<b>5.49%</b>
<b>Less than once a month</b>	<b>2.20%</b>
<b>Never</b>	<b>1.10%</b>

*Question 9 asks: “Which of the following best describes your current employment status?”*

<b>Self-employed, part-time</b>	<b>6.01%</b>
<b>Self-employed, full-time</b>	<b>1.64%</b>
<b>Employed, part-time</b>	<b>7.10%</b>
<b>Employed, full-time</b>	<b>32.24%</b>
<b>Unemployed, but looking for work</b>	<b>2.73%</b>
<b>Retired, not looking for work</b>	<b>45.90%</b>

<b>Not in the labor force for other reasons</b>	<b>4.37%</b>

Employment is an important component of life for older adults as well as their younger counterparts, no matter how they choose to engage in the labor force. An ever growing number of people express an intent to stay working for longer than previous generations and it is important to plan ahead appropriately. Another important aspect of community engagement is addressed by the next question, as many seniors participate not only through formal employment opportunities, but also through strong volunteerism.

*Question 10 asks: “Does your community have a variety of volunteer opportunities for older adults?”*

Yes	<b>67.93%</b>
No	<b>5.98%</b>
Unsure	<b>26.09%</b>

That over a quarter of community members are unsure of volunteer opportunities available in their area reveals the importance of creating a centralized source of information about volunteer and other opportunities available to older citizens. Although some of these residents may not be interested in volunteering and therefore have not investigated the available opportunities, many others may simply be unsure about where to go for information, a problem that was shown by our committee meetings to be persistent in many aspects of life in Colorado Springs.

As Colorado Springs is an incredibly active and fitness oriented city, it is critical to assess how likely or able older adults are to continue to participate in such activities and how health outcomes may be impacted by varying levels of physical fitness.

*Question 11 asks: “How often do you engage in some form of physical exercise (such as walking, running, biking, swimming, sports, strength training, yoga, Zumba, or stretching)?”*

<b>Everyday</b>	<b>36.96%</b>
<b>Several times a week</b>	<b>40.22%</b>
<b>About once a week</b>	<b>8.70%</b>
<b>About once every other week</b>	<b>4.89%</b>

<b>About once a month</b>	<b>3.26%</b>
<b>Less than once a month</b>	<b>2.17%</b>
<b>Never</b>	<b>3.80%</b>

Although people are notoriously inaccurate when it comes to self-reported levels of fitness and activities, these results can still be taken to indicate that rates of overall physical exercise remain very good even as residents of Colorado Springs age, although they once again demonstrate the potential for significant improvement and merit attention to ensure that a multiplicity of options are available for older adults, some of whom have specific physical or mobility challenges.

*Question 12 asks: "How do you access information about your community? Check all that apply"*

<b>Internet (websites, community calendars, Facebook)</b>	<b>85.87%</b>
<b>Telephone (calling a business/service directly for information)</b>	<b>42.93%</b>
<b>Phone book</b>	<b>15.76%</b>
<b>Yellow Book</b>	<b>21.74%</b>
<b>Blue Book</b>	<b>7.61%</b>
<b>United Way 211</b>	<b>2.72%</b>
<b>Other (please specify)</b>	<b>29.89%</b>

Of the 'Other' responses the majority list various local newspapers, or word of mouth (family members, friends, community at large) senior centers, or television. One respondent states that it is extremely difficult to find information and thinks the community would benefit from a centralized point of information.

*Question 13 asks "Does the community in which you live have the following?"*

	<b>Yes</b>	<b>No</b>	<b>Unsure</b>
<b>A service that helps seniors find and access health and supportive services?</b>	<b>65.05%</b>	<b>9.68%</b>	<b>24.19%</b>

	Yes	No	Unsure
Conveniently located health and social services?	51.09%	27.17%	21.20%
Easily accessible and helpful information on end of life decisions?	35.68%	17.30%	45.95%
Home care services including home health, personal care, and housekeeping?	69.19%	5.95%	24.32%
A variety of healthcare professionals and specialists?	81.62%	8.65%	9.73%
Convenient healthy food options?	67.93%	19.02%	13.04%
A grocery store close to your house?	78.26%	20.11%	1.63%
A community garden near your home?	20.65%	55.43%	22.83%

*Question 14 asks: “Who would you turn to if you, a family member, or a friend needed information about services for older adults such as caregiving services, home delivered meals, home repair, medical transportation, or social activities?”*

	Yes	No	Unsure
Area Agency on Aging	68.10%	8.59%	23.31%
Colorado Springs Senior Center	66.67%	14.67%	18.67%

<b>Silver Key Senior Services</b>	<b>76.07%</b>	<b>3.68%</b>	<b>20.25%</b>
<b>United Way 211</b>	<b>31.62%</b>	<b>24.26%</b>	<b>44.12%</b>
<b>Church/Religious organization</b>	<b>48.65%</b>	<b>31.08%</b>	<b>20.27%</b>

Although there are many good sources of information and many seniors feel confident utilizing them, it is also clear that a great many people are unsure of where to go for information or do not know much about the organizations that provide it, and it is frequently reported that contacting any agency turns into a chain of referrals which may be time consuming and frustrating.

Transportation always emerges as a vital and controversial issue in Colorado Springs and it also consistently emerges as a significant challenge for the mobility of older adults.

*Therefore, Question 15 asks: "How close do you live to a bus stop?"*

<b>10 minutes or less</b>	<b>38.92%</b>
<b>15-30 minutes</b>	<b>32.97%</b>
<b>More than 30 minutes</b>	<b>10.81%</b>
<b>Unsure</b>	<b>17.30%</b>

*Question 16 asks: "How close do you live to a senior center, community center, or YMCA?"*

<b>10 minutes or less</b>	<b>35.33%</b>
<b>15-30 minutes</b>	<b>52.17%</b>
<b>More than 30 minutes</b>	<b>9.24%</b>
<b>Unsure</b>	<b>3.26%</b>

*Question 17 asks: "How often do you utilize the services at your senior center, community center, or YMCA?"*

<b>Everyday</b>	<b>6.56%</b>
<b>Several times a week</b>	<b>18.58%</b>

<b>About once a week</b>	<b>5.46%</b>
<b>About once every other week</b>	<b>2.19%</b>
<b>About once a month</b>	<b>3.28%</b>
<b>Less than once a month</b>	<b>15.30%</b>
<b>Never</b>	<b>48.63%</b>

The combined responses to these two question indicate an important component of providing senior services in our community: while many excellent opportunities and services are already in existence, they are thoroughly underutilized, partially due to transportation issues, but also partially because of promotion, or possible stereotyping about the kind of services or kind of people who make use of them. All of the wonderful opportunities our community provides would benefit from better multimodal transportation access, as well as better dissemination of information about what they are, who they are for, and the important message that these activities are for everyone, not just one particular subset of the older adult population.

*Question 18 asks: "Please state your agreement with the following statements about your community?"*

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Not sure</b>	<b>Disagree</b>	<b>Strongly disagree</b>
<b>There are negative stereotypes about older adults in my community</b>	<b>8.15%</b>	<b>30.98%</b>	<b>26.09%</b>	<b>29.89%</b>	<b>4.89%</b>
<b>Older people are generally treated with respect</b>	<b>7.26%</b>	<b>56.98%</b>	<b>17.32%</b>	<b>17.32%</b>	<b>1.12%</b>
<b>There are opportunities for community members from different generations to socialize together</b>	<b>7.65%</b>	<b>42.62%</b>	<b>26.23%</b>	<b>21.31%</b>	<b>2.19%</b>
<b>I feel disconnected</b>	<b>4.44%</b>	<b>15.56%</b>	<b>8.33%</b>	<b>51.67%</b>	<b>20.00%</b>

	Strongly Agree	Agree	Not sure	Disagree	Strongly disagree
from my community					

The last question of the survey allowed people to provide additional comments and simply asked: *“Please identify any other senior related issues you would like to be addressed in Colorado Springs?”* The responses were varied and covered a number of topics, some of which corresponded to other respondents. The collected responses have been listed below in order to provide a full picture of the issues that concern older adults in Colorado Springs.

It would be great to have a registry of all senior services that are available at one location. Or the registry with all services listed at several locations.

8/9/2016 6:21 AM

Repair the roads and cracked sidewalks

8/3/2016 3:56 PM

senior living

8/2/2016 2:47 AM

We need senior apartment communities in better class neighborhoods that are just for independent living without any special care. The cheaper senior places are all down south in bad neighborhoods and the assisted living and etc. ones are way too expensive for most people.

7/31/2016 8:05 PM

The bus transportation is not the best

7/30/2016 3:22 PM

Affordable housing for those retired income below \$1000 a month that can be moved into a shorter time than a year or 2.

7/30/2016 2:43 PM

Colorado Springs has a lot of senior resources but seniors need to be made more aware of them and their locations.

7/30/2016 12:34 PM

How to plan your where we will live as we age. Ex: should we sell, should we look for senior communities?

7/30/2016 10:13 AM

Costs of medical care, dental care, vision and hearing care. Costs must be in line with the ability of patients to pay.

7/29/2016 6:06 PM

Community is short on younger people. They leave to be in more progressive communities.

7/29/2016 3:28 PM

Better bus service running earlier and later and covering more of the city than what they have now. Help for people who are not impoverished but are low income (having income \$25 above the poverty level does not mean a person can afford to live comfortably).

7/29/2016 1:35 PM

Longer walking timer at intersection lights.

7/29/2016 12:17 PM

There needs to be at least one community such as a Dell Web single family home, age restricted community with services and activities geared to people 55 and over. This city seems to be driven by policy directed, or dictated, by religious organization such as mega-church's and the YMCA with everyone else left out.

7/29/2016 12:12 PM

employment discrimination due to age

7/29/2016 11:51 AM

There should be more paid opportunities for those of us who were disabled and working from home for HP (and other corporate wannabees in our 'quiet' little town) when laid off at a TERRIBLE TIME IN MY LIFE!!! I digress. REAL local opportunities to help us stay in our homes!!! not scams.....0

7/29/2016 11:40 AM

Small-footprint homes. Community-focused, multi-aged living environments (mix of free-standing homes, townhomes, condos) with shops, groceries, restaurants, community centers within walking distance. Now that would be an attractive living situation.

7/29/2016 9:48 AM

Meeting other single seniors

7/29/2016 9:36 AM

I no longer live in Colorado Springs. I live in Woodland Park, approximately 35 minutes away, but as far as I know, this area is really good for Seniors. They seem to be treated very well.

7/29/2016 8:48 AM

Assistance with outdoor home maintenance

7/29/2016 8:29 AM

resident rehab companies that do not have complete cell phone service, know about it and do not inform potential customers. Felt like I was in prison and being held without any ability to contact anyone.

7/29/2016 8:26 AM

Public transportation and conditions of the roads.

7/29/2016 8:24 AM

I would like to see better traffic enforcement. The Colorado Springs Police Department is excellent overall. They should be able to enforce traffic laws in unmarked cars of various makes and models. This

would encourage most drivers to obey traffic laws on their own. Texting and phone usage while driving, speeding, and aggressive driving are growing problems in this community.

7/29/2016 8:21 AM

co-housing

6/30/2016 10:35 AM

Wish we had a big grocery downtown and a Walgreens.

6/20/2016 3:32 PM

would like to see more intergenerational hang-out, socializing, art-making centers in neighborhoods

6/17/2016 9:32 AM

public transportation

6/16/2016 1:17 PM

affordable housing transportation options groups to enjoy similar hobbies/activities with others

6/3/2016 6:59 PM

Mental Health

6/2/2016 2:03 PM

many houses have unsafe stairs and steep walkways

6/2/2016 2:01 PM

Affordable Housing, Transportation

6/1/2016 6:41 PM

public transportation; convenient food access; part-time employment for seniors

5/31/2016 1:12 PM

Transportation. Affordable Housing, Support for minorities

5/31/2016 8:27 AM

affordable housing

5/24/2016 3:03 PM

More things to do that are not religion oriented. Not everyone is a Christian!

5/24/2016 3:01 PM

transit programs

5/24/2016 2:59 PM

Colorado Springs needs more affordable housing for the many seniors who downsize and can't find a suitable 1-level place. Many seniors still drive and want a garage because scraping ice off car windows 8 months a year just sucks! To buy or rent in CS is very expensive. Many seniors have limited incomes

5/24/2016 2:43 PM

Rent is too high for some of my senior friends who are barely making it  
5/24/2016 2:36 PM

more affordable senior living communities  
5/23/2016 4:53 PM

Meaningful volunteer opportunities and part-time employment  
5/23/2016 10:50 AM

Poor local govt  
5/18/2016 6:01 AM

The lack of programs and visibility of African Americans or other people of color in the services available, the focus is on the white senior quality of life. There is a need for diversity and inclusion program and leadership.  
5/15/2016 11:12 AM

Affordable senior only housing....not assisted living.  
5/13/2016 11:07 PM

help when single people need help with surgery appointments and help in the home  
5/13/2016 9:07 PM

Paid, professional part-time employment opportunities; coop housing communities; more opportunities for intergenerational contact (I'm not interested in going to a senior center).  
5/13/2016 8:37 AM

Security Area: Street lights are needed. Once you cross Milton Proby Blvd the darkness takes over.. People keep their porch lights on at night to see. With summer approaching the trees will make visual means difficult. Why is this? Is the City targeting this community for more danger? Street Lights, please! I understand Stratmoore Hills got or will be getting street lights very soon. This is an election year, what are County Commissioners planning to do about this situation in Security?  
5/12/2016 11:33 PM

There's a lack of primary care physicians in our community.  
5/12/2016 10:55 PM

More mental health services  
5/12/2016 1:41 PM

Individualized transportation - private cars, Uber How to stay permanently in my own home  
5/12/2016 8:32 AM

A partnership with a hospital and fitness and community center in the Fountain area.  
5/11/2016 10:13 PM

Transportation in our immediate neighborhood..North east Colorado Springs  
5/11/2016 7:22 PM

Centralized services, instead of being shuttled all over town for each individual need and dignified transportation instead of being strapped into a 14 passenger bus like an animal.

5/11/2016 4:27 PM

Many homes will never accommodate aging citizens well. I wonder if we have enough recognition of or help for seniors with mental health issues.

5/11/2016 1:41 PM

part time/volunteer work to supplement retirement income

5/11/2016 1:24 PM

affordable housing

5/11/2016 1:17 PM

more concerned about seniors who live alone. more community activities for seniors. more places that give seniors discounts

5/11/2016 1:15 PM

affordable housing continues as an issue as baby boomers age, difficulty finding available housing, the waiting lists are quite long leaving people in limbo for extended periods of time

5/11/2016 1:12 PM

When i go shopping young people tend to run me over with their carts or knock me as they pass. i feel as if i am not walking that slow so that they need to do this. both men and women

5/11/2016 1:05 PM

I would like to go back to the Y to use the pool. Do they still have the Aspen program?Put the #12 bus line back the way it was.

5/11/2016 12:44 PM

affordable housing and transportation

5/11/2016 12:32 PM

question on how close are you....is this on foot or in car?

5/11/2016 11:56 AM

it is very confusing to find out about medicaid eligibility

5/11/2016 11:37 AM

Public transportation

5/11/2016 11:32 AM

We need a leadership council or similar organization. In recent years lots of good things have happened, but much more needs doing.

5/11/2016 11:16 AM

Legal and accounting help is difficult for senior to seek and understand how to pursue it.

5/11/2016 11:14 AM

Affordable Housing

5/11/2016 11:09 AM

Housing, transportation free events

5/11/2016 11:04 AM

Mental health and also People who live out in rural areas and then as they age and can no longer take care of their animals or homes: their expectations of services, transportation or free help on their farm, ranch, property is not realistic. Also, one comment on this survey: questions 15 and 16. The answers are in the form of time rather than miles. I am unsure if the question is asking how long does it take to drive or how long does it take to walk to the bus stop, senior center, community center or YMCA.

5/11/2016 10:59 AM

run the bus through widefield instead of around edge.

5/11/2016 10:54 AM

Convenient Public Transportation

5/11/2016 10:52 AM

housing costs

5/11/2016 10:34 AM

Would like to see affordable, single level cottage type independent living quarters. In my opinion, there are few places for independent, senior living within walking distance to stores.

5/11/2016 10:21 AM

public transportation

5/11/2016 10:15 AM

public transportation

5/11/2016 10:08 AM

Mental Health services for seniors is sorely lacking.

5/11/2016 10:06 AM

We need much better public transportation.

5/11/2016 10:05 AM

## City of Colorado Springs Demographic Data

**Population:** 451,585

**Median Age:** 34.9

**Population 65+:** 45,313

**Number of Males 65+:** 19,080

**Number of Females 65+:** 26, 233

### **Ethnicity**

**White:** 78.8%

**Black or African American:** 6.3%

**Asian:** 3.0%

**American Indian or Alaska Native:** 1%

**Native Hawaiian or Pacific Islander:** 0.3%

**Another Race:** 5.5%

**Median Household Income:** \$54,228

**Number of Households 65+:** 14,245

**Percentage of the Population Who Are Native Coloradans:** 31.7%

**Percentage of Population Living in Poverty:** 13.88%

**Number of Civilian Veterans 65+:** 48,476

*Source: Colorado Department of Local Affairs and United States Census Bureau*

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