

# Age Friendly Colorado Springs Midway Progress Report

December 2018





## **Innovations in Aging Collaborative**

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



Well-designed, livable communities promote health and economic growth, and they make for happier, healthier residents — of all ages. In Colorado Springs, we're working to do just that. Creating a city that is livable and welcoming, where citizens from 8-80 have the opportunity to live rewarding, productive, and safe lives.

Colorado Springs officially joined the AARP Network of Age Friendly Cities and Communities on March 8, 2016. We immediately got to work and, through the help of over 100 community members, professionals, and experts, created the Age Friendly Colorado Springs Report and Action Plan,

a guiding document that would focus our aging work through 2020. Since then, Age Friendly Colorado Springs partners have been working diligently to accomplish the 150+ action items laid out in that plan. In the following report, you will find an overview of our progress since joining the network, as well as notable achievements highlighted in our work.

Over the last few years, Colorado Springs received local, statewide, and national accolades for our Age Friendly work. The Age Friendly Colorado Springs Report and Action Plan was featured on national platforms and was included in *Plan COS*, the City of Colorado Springs Comprehensive Plan. Numerous action items from the plan blossomed into full-fledged programs and are gaining national recognition, such as the Better Business Bureau of Southern Colorado's Age Friendly Business Certification program. Finally, Colorado Springs is proud to play a large role in the launch of Governor Hickenlooper's Lifelong Colorado initiative, which will work to add 100 Age Friendly Cities and Communities in Colorado by 2030. As a featured community, Colorado Springs will help lead and serve as a model for future Age Friendly cities across our state.

As our city continues to grow older, our ultimate goal is to ensure that we develop a community that supports residents at all stages of the aging process. As we move forward towards 2020, Olympic City USA will continue to work towards making Colorado Springs a remarkable place in which to age.

A handwritten signature in blue ink that reads "John Suthers".

John Suthers  
Mayor of the City of Colorado Springs

# Age Friendly Colorado Springs Midway Progress Report

## *History of Age Friendly Colorado Springs*

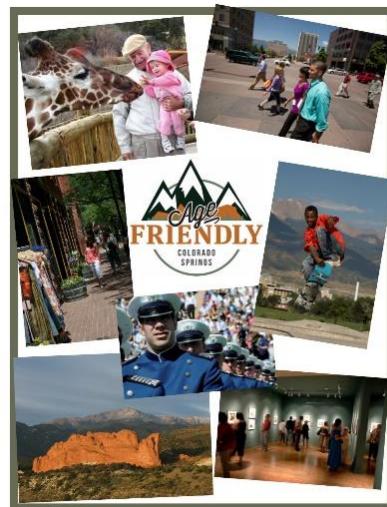
In the Pikes Peak Region, the population of residents 65 and older is projected to grow by 179% from 2015 to 2040. In the same time period, the population of residents 85 and older is projected to grow by 337%.<sup>1</sup> In a 2015 report, *Aging in the Pikes Peak Region*, Tucker Hart Adams, PhD offered a detailed account of the expected demographic shift in the Pikes Peak region and its possible effects. This report built a research framework for the growth of the Age Friendly Colorado Springs movement.

With the endorsement of Mayor John Suthers and City Council, Colorado Springs joined the AARP network of Age Friendly Cities on March 8, 2016. After Colorado Springs received this official Age Friendly designation, Mayor Suthers tasked Innovations in Aging Collaborative (IIAC) with creating and administering the Age Friendly Colorado Springs Report and Action Plan. IIAC conducted a Community Needs Assessment Survey and gathered hundreds of community leaders and stakeholders to create the Age Friendly Colorado Springs Plan, which was completed in September 2016.

Once the Age Friendly Colorado Springs Plan was published and launched, IIAC began collaborating with community partners to nurture new programs that fulfill Age Friendly goals. Together, IIAC and our community partners have been implementing action items detailed in the 2016 plan. In this report, we will refer to our partners and organizations who help implement the Age Friendly Colorado Springs Plan as “AFCS partners”.

## *Creating a Progress Report*

Since becoming an Age Friendly city in March 2016, we have worked to convene the community, establish partnerships to accomplish the actions items within the Age Friendly Colorado Springs Plan, and improve the community for people of all ages. One crucial component of this plan is the evaluation process. The AARP Age Friendly cycle is a five-year time period, and Colorado Springs is now at the mid-point in its Age Friendly Plan. Therefore, this report seeks to evaluate the progress made on the action items within the Age Friendly Colorado Springs Plan. The Age Friendly Colorado Springs Plan can be found at:  
<https://innovationsinaging.org/initiatives/age-friendly-colorado-springs/>.



*Cover of the Age Friendly Colorado Springs Report and Action Plan*

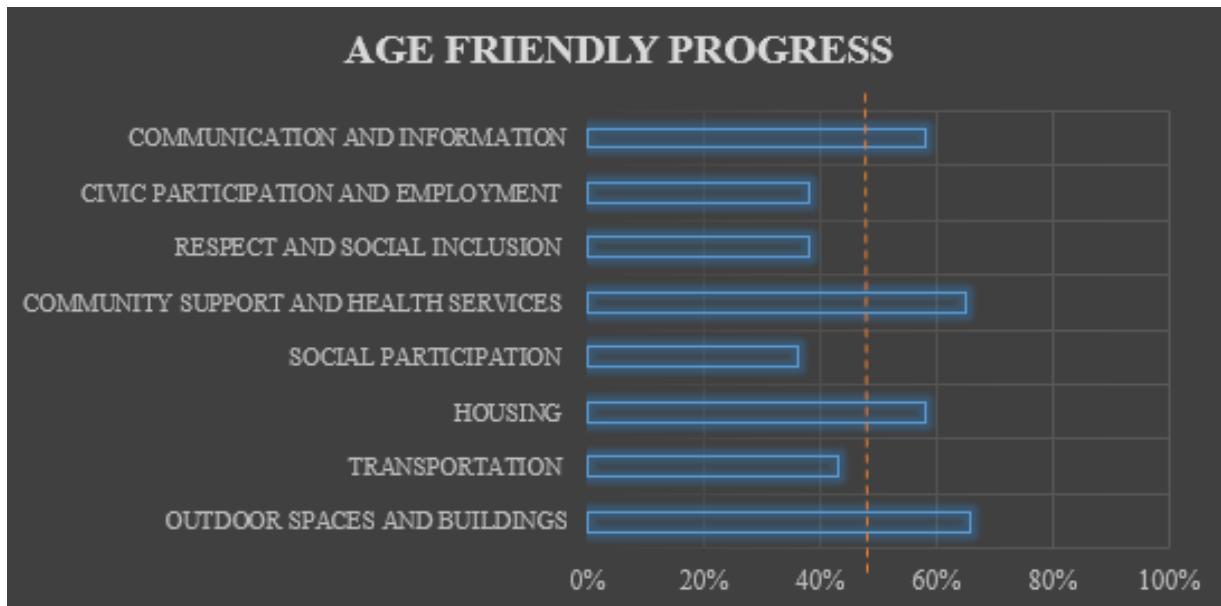
This midway report will show the status of the action items under the eight domains of livability set forth in the 2016 report. Each domain section will include a summary, major partners, highlights, next steps, and a comprehensive table detailing actions taken on each goal. Furthermore, the AFCS partners' logos are arranged in alphabetical order in the top left corner of each domain summary, and the table detailing domain status includes an icon showing progress for each goal.

Completed or near completion	
In progress	
Beginning stages	
Not yet started	

*Icons representing the progress of each domain goal*

## *Progress Summary*

To quantify progress on Age Friendly goals, point values were assigned to each action item based on their level of progress. As of December 2018, AFCS partners have completed 50% of the Age Friendly Colorado Springs Plan action items. This number is determined based on the progress in each domain, which is shown in the graph below. Progress in the different domains varies, with the lowest progress rate in the Social Participation domain and the highest progress rate in the Outdoor Spaces and Buildings domain. A full description of each domain and its related action items are found in the individual domain sections.



*Progress of each domain relative to each other and to the expected 50% mark, shown by the dotted orange line*

## *Notable Achievements*

Over the past two and a half years, we incubated and fostered several major programs to improve the lives of older adults in Colorado Springs.

- IIAC partnered with the Better Business Bureau of Southern Colorado to create the Age Friendly Business Designation in 2016. This designation allows older adults to easily access a list of businesses, which are dedicated to serving people of all ages and mobilities.
  - Over 100 businesses were certified as Age Friendly in Colorado Springs as of the publication date of this report.
- In 2015, IIAC partnered with Silver Key Senior Services, the University of Colorado Colorado Springs (UCCS) Aging Center, and the Pikes Peak Area Agency on Aging to create the Silver Key Senior Outreach Services (SOS) Program. This program works to identify older adults who may need support before a serious crisis develops and connects them to mental health and case management services.
  - More than 300 clients have been served by the SOS program since 2015.
- In Spring 2017, City Council voted to establish the Colorado Springs Commission on Aging, following advocacy efforts by AFCS partners. The Commission on Aging advises City Council on issues around aging, especially as they affect the municipal government policies and operations.
  - The Commission on Aging presented its first budget recommendations to City Council in Summer 2018, and they included expanding affordable housing and increasing access to transportation options.
- In Fall 2018, the Colorado Springs Planning Commission released the final draft of *Plan COS*, a twenty-year comprehensive plan for the city. Following advocacy efforts by AFCS partners, the Age Friendly Colorado Springs Plan was included as a partner entity plan. City Council plans to formally adopt *Plan COS* in January 2019.



*IIAC executive director, Claire Anderson, presents to City Council about Age Friendly Colorado Springs*

# Outdoor Spaces and Buildings

## Partners



With over 9,000 acres of parkland and 500 acres of trails, Colorado Springs' outdoor livability is often cited as a top attraction for the city.<sup>2</sup> While many Colorado Springs residents take advantage of these natural amenities, some of these outdoor spaces are inaccessible to older adults. A goal within the Age Friendly Colorado Springs Plan is to "address identified gaps in a variety of ways, allowing residents of Colorado Springs to safely use parks, trails, and outdoor spaces as they age."<sup>3</sup>

As of December 2018, the Outdoor Spaces and Building domain is the fastest progressing domain, with 66% of the action items completed or in progress. Partner organizations and local citizens are fueling the adoption of universal design in parks and the expansion of Age Friendly outdoor spaces and buildings.

## Highlight

In Spring 2017, IIAC partnered with AARP and the YMCA to conduct a walking audit of the Sand Creek Trail in Southeast Colorado Springs. A workshop and walking tour along the trail helped a variety of stakeholders establish concrete ideas for improving the trail. AFCS partners are in the process of implementing improvements identified by the walk audit with funding from AARP.



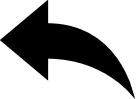
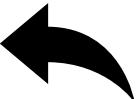
*Artist rendering of possible placemaking improvements along the Sand Creek trail*

## Next Steps

AFCS partners will help all residents in Colorado Springs safely access outdoor spaces and buildings by:

- Defining what an Age Friendly park includes and using that definition to implement improvements in two underutilized parks.
- Creating a list of parks in Colorado Springs with universal design elements and a list of parks or community spaces that are near senior housing and activity hubs.

Goal	Action Items	Status	Next Steps
<p>Fully evaluate and incorporate Age Friendly concepts and initiatives in the City of Colorado Springs Comprehensive Plan update</p>  <p><i>Completed or near completion</i></p>	<ul style="list-style-type: none"> <li>• Clearly and comprehensively identify aging trends and issues</li> <li>• Identify locations with current and future concentrations of senior activity and living</li> <li>• Include strategies in the plan to implement catalytic actions that address the identified needs of seniors</li> <li>• Include one or more “co-creators” of the Age Friendly Colorado Springs Plan in the Colorado Springs Comprehensive Plan update</li> </ul>	<p>AFCS partners reviewed the full draft of the City’s comprehensive plan update, <i>Plan COS</i>, released in the Summer of 2018. Though the draft included some references to seniors and adopted several policies that support Age Friendly activities, AFCS partners advocated for the inclusion of additional older adult focused items. IIAC staff and board members attended public open houses, and AFCS partners submitted a formal memo to the Planning Commission. Following these advocacy efforts, the Age Friendly Colorado Springs Plan was included as a partner entity plan in <i>Plan COS</i>. City Council plans to formally adopt <i>Plan COS</i> in January 2019.</p>	<p>Continue monitoring and advocating for needs of older adults at the municipal government level</p>
<p>Redevelop two or more highly utilized parks or community spaces as Age Friendly pilot spaces that include concepts of universal design</p>  <p><i>In progress</i></p>	<ul style="list-style-type: none"> <li>• Create a refined list of potential park sites or community spaces that are near senior housing and activity hubs</li> <li>• Evaluate current facility operations plans to include Age Friendly concepts</li> <li>• Fund and implement capital construction and programming</li> </ul>	<p>Colorado Springs Parks and Recreation undertook projects at Nancy Lewis and Memorial Park to ensure universal accessibility. IIAC is seeking a partner that can create a list of parks or community spaces that are near senior housing and activity hubs.</p>	<p>Determine a GIS source to map public spaces near senior living</p>

<p>Redevelop two or more underutilized parks as Age Friendly pilot projects that include concepts of universal design</p>  <p><i>Beginning stages</i></p>	<ul style="list-style-type: none"> <li>• Create a comprehensive list of parks with Age Friendly and multi-generational use opportunities</li> <li>• Identify two pilot parks or areas and plan the improvements</li> <li>• Implement the improvements and programs</li> </ul>	<p>The Commission on Aging identified Panorama Park as an underutilized park, and their 2018 budget recommendations included funding for the park. Additionally, AFCS partners conducted a walk audit along the Sand Creek Trail and received funding from AARP to install benches and lighting along the trail.</p>	<p>Develop criteria for an Age Friendly park and implement Age Friendly improvements in two identified underutilized parks</p>
<p>Create a database containing comprehensive information that rates the relative ease of access to and use of local trails and comprehensively identifies the amenities in all parks</p>  <p><i>Beginning stages</i></p>	<ul style="list-style-type: none"> <li>• Examine other communities creating and implementing Age Friendly facilities rating systems, particularly for parks and trails</li> <li>• Create a uniform system for identifying trails as easy, medium, and difficult, including an Age Friendly focus</li> <li>• Create an app or interactive web site and signage/wayfinding that helps identify the Age Friendly status of parks and trails</li> </ul>	<p>Colorado Springs Parks and Recreation will not rate trails because of liability issues. While this suspended the rating action item, AFCS partners will make suggestions for Age Friendly amenities on parks' websites.</p>	<p>Examine alternative ways to designate parks as Age Friendly and create a list of parks with universal design elements</p>

# Transportation

## Partners



Colorado Springs spans over 194 square miles, which makes reliable transportation a priority issue for all residents.<sup>4</sup> One component in reliable transportation is maximizing transit options beyond personal cars, mainly public transit, biking, and walking. The goal within the Age Friendly Colorado Springs Plan for transportation is to “give older adults the ability to consistently, affordably, and safely reach any destination of their choice with the same ease as driving independently.”<sup>5</sup>

Partners in this effort are making strides to ensure that older adults are included in conversations about transportation in this growing city. AFCS partners are 43% complete with the action items in the Transportation domain. Since 2016, there has been a noticeable shift in transportation priorities. Walkability, bikeability, and expanded transit services have become a higher priority for local citizens, partners, and elected leaders<sup>6</sup>.

## Highlight

Recent projects by partners expanded the availability of transit information, which makes it easier for people to access information from a variety of channels.

- Mountain Metro Transit (MMT) provides My Next Bus real time information through google maps.
- The City of Colorado Springs offers a hotline (**719-ONE-RIDE**), which is a call center that coordinates transportation resources.

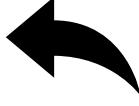


## Next Steps

AFCS partners will expand affordable and accessible transportation options in Colorado Springs by:

- Assessing the need for vehicular transportation options on weekends and evenings and the need for first and last mile connections.
- Encouraging information dissemination about transportation options available for community events.

Goals	Action Items	Status	Next Steps
<p>Increase ease of use by expanding and increasing the availability of tools and information concerning local transportation options</p>  <p><i>In progress</i></p>	<ul style="list-style-type: none"> <li>• Develop and implement real time technology for bus arrivals</li> <li>• Create a joint call center to coordinate transportation resources</li> <li>• Increase use of the Senior Ambassador's Program by tying it to a special event (ex. Labor Day Lift Off)</li> <li>• Encourage multi-modal information dissemination for community events, by including information on the closest bus routes, bike routes, and walking opportunities</li> <li>• Implement the Walk Your City initiative</li> </ul>	<p>MMT provides My Next Bus real time information through google maps. In partnership with Silver Key, MMT created a call center to coordinate transportation (<i>719-ONE-RIDE</i>). IIAC received Lodgers and Automobile Rental Tax (LART) funding to implement the Walk Your City initiative.</p>	<p>Fulfill the Walk your City Initiative</p> <p>Determine partners to increase use of the Senior Ambassador's Program</p> <p>Use the <i>agefriendly pikespeak.org</i> portal as a multi-modal information channel</p>
<p>Improve the connectivity between modes of transportation and reduce physical and other barriers that limit people from reaching their desired destinations</p>  <p><i>In progress</i></p>	<ul style="list-style-type: none"> <li>• Incentivize transit-oriented, walkable, and bikeable development that is conducive to senior access as recommended by the City Infill Plan</li> <li>• 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</li> <li>• Implement an on-demand senior ride service (ex. Senior Uber)</li> </ul>	<p>Through advocacy efforts and cooperation with the Commission on Aging, AFCS partners are actively encouraging the expansion of walkability and bikeability. The City of Colorado Springs created a heat map for modes of travel. IIAC is partnering with Silver Key to examine the feasibility of an on-demand senior ride service, and IIAC is working with the Senior Center to expand the Senior Ambassador's Program, which trains older riders on public</p>	<p>Assist Silver Key, MMT, and the Senior Center to create an on-demand senior ride service, create a promotional program, and assess the need for first and last mile connections</p>

	<ul style="list-style-type: none"> <li>• Assess the need for vehicular transportation options on weekends and evenings. Assess the need for first and last mile connections</li> <li>• Create a promotional program for older adults to increase the number of choice riders</li> </ul>	transit options by pairing them with an experienced rider.	
Advocate for a transportation network that is safe, convenient, accessible, and comfortable   <i>Beginning stages</i>	<ul style="list-style-type: none"> <li>• Ensure that the relocated downtown terminal meets the accessibility and safety needs of older adults</li> <li>• Create a plan for uniform sidewalks and accessible paths of travel around bus stops, including snow removal, sidewalk maintenance, and code enforcement</li> <li>• Encourage appropriate implementation of the Complete Streets Initiative</li> </ul>	The Commission on Aging is advocating for the expansion of complete streets.	Advocate for the expansion of walkability and bikeability

# Housing

## Partners



In the 2011 *Colorado Assessment Survey of Older Adults*, 31% of surveyed Colorado Springs respondents reported a lack of housing to fit their needs.<sup>7</sup> As home and rental prices rise in Colorado Springs, people of all ages, but especially older adults, are experiencing growing difficulty in finding accessible and affordable housing options. The goal from the Age Friendly Colorado Springs Plan is to expand “availability of and access to affordable, safe, and diverse housing options for all income levels.”<sup>8</sup>

The need for affordable housing is becoming more pressing. City officials, nonprofits, and business owners in Colorado Springs are focusing on affordable housing as a growing issue. IIAC hosts a bi-monthly Housing Domain meeting with stakeholders from partner organizations and key community members, which works to drive forward the Age Friendly action items. This domain is currently 58% complete.

## Highlight

The Housing Domain committee for Age Friendly Colorado Springs actively advocates for the expansion of affordable housing options. These actions include:

- Submitting a formal memo to the *Plan COS* Steering Commission advocating for the expansion of housing code to allow for accessory dwelling units.
- Sending a memo to Colorado Springs Utilities Policy Advisory Committee supporting their affordable housing recommendations.



## Next Steps

AFCS partners will work to expand accessible and affordable housing options for people of all ages by:

- Expanding knowledge about universal design and Homefit (home retro fits and modifications).
- Continuing advocacy efforts for the creation of new affordable housing for older adults.

Goals	Action Items	Status	Next Steps
<p>Create innovative ways to promote aging in place and expand current resources that allow older adults to remain in their homes as they age</p>  <p><i>Beginning stages</i></p>	<ul style="list-style-type: none"> <li>Promote home improvement and renovation packages that facilitate the ability to age in place</li> <li>Support aging in place using the Village model and other models that focus on bringing services and support to individuals in their neighborhoods</li> <li>Utilize AARP housing resources, including developing the Lifelong Housing Certification Project in Colorado Springs, HomeFit Toolkit, and HomeFit Remodel Guides</li> </ul>	<p>IIAC piloted the intergenerational Village model in the Old North End neighborhood (ONEN). After suspending the ONEN IVillage, IIAC will work with the Council of Neighborhoods and Organizations (CONO) to create a Village toolkit available to all neighborhoods. IIAC is also working with the Independence Center to explore possible promotions of HomeFit and universal design in homes.</p>	<p>Partner with CONO to create a Village toolkit</p> <p>Implement the Lifelong Housing Certification in Colorado Springs</p>
<p>Develop incentives to increase the inventory of affordable and accessible senior housing options</p>  <p><i>In progress</i></p>	<ul style="list-style-type: none"> <li>Encourage and advocate for the waiving of development fees, streamlining the permit process, and providing incentives to builders, investors, and utility companies who use Age Friendly concepts</li> <li>Incentivize builders to supply a percentage of affordable senior units in each new development</li> <li>Encourage the City of Colorado Springs to create incentives for infill and affordable housing options</li> </ul>	<p>AFCS partners actively advocate for the expansion of affordable housing for older adults. Along with pitching new, innovative ideas, the Housing Domain committee sent a formal memo to Colorado Springs Utilities to support their efforts in expanding affordable housing and to encourage them to include a focus on senior housing. Additionally, Greccio Housing is working on an affordable apartment complex for older adults.</p>	<p>Continue to work with city officials and builders to create incentives for affordable housing for seniors</p>

<p>Increase and promote community awareness of alternative, Age Friendly housing options, home modification opportunities, and universal design</p>  <p><i>In progress</i></p>	<ul style="list-style-type: none"> <li>Educate senior home owners on home modification and retrofit considerations and create home modification demonstrations to raise awareness about Age Friendly retrofits</li> <li>Promote awareness of age identified tax credits available through the El Paso County Assessor's Office</li> <li>Encourage the creation of innovative, intergenerational housing opportunities</li> <li>Increase awareness of alternative housing options like accessory dwelling units and granny flats to amplify the demand for a variety of housing options</li> </ul>	<p>The Housing Domain committee advocated for alternative Age Friendly housing options by supporting the expansion of housing code to allow for accessory dwelling units in <i>Plan COS</i>, publishing information about age identified tax credits, and pitching an innovative idea of affordable housing to the Colorado Springs Leadership Institute.</p>	<p>Host an event that offers education and resources about home modification to older adult home owners</p> <p>Explore other alternative housing options, like roommate matching</p>
<p>Advocate for senior focused housing issues</p>  <p><i>Completed or near competition</i></p>	<ul style="list-style-type: none"> <li>Create a Commission on Aging</li> <li>Encourage the City of Colorado Springs to make affordable senior housing a top priority when disposing of city owned property</li> <li>Encourage city officials and local nonprofits to take an active role in the preservation of subsidized housing</li> </ul>	<p>In Spring 2017, City Council voted to establish the Commission on Aging. AFCS partners actively advocated for expanding affordable housing by submitting a formal memo to the Planning Commission, and IIAC wrote letters of support for Greccio Housing.</p>	<p>Continue advocating for the expansion of affordable housing for older adults</p>

	<p>units that are at risk for conversion</p> <ul style="list-style-type: none"><li>● Endorse modified zoning codes to allow for alternative housing options like accessory dwelling units</li><li>● Encourage an increase in the annual funds from Colorado Springs to remove barriers and make seniors homes more accessible</li></ul>		
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# Social Participation

## Partners



Social participation and interaction are key components to an individual's health and well-being. AARP notes "loneliness negatively affects a person's health and sense of wellbeing."<sup>9</sup> In order to ensure life-long social participation, AFCS partners are working to expand social engagement opportunities in the community. The vision of the Age Friendly Colorado Springs Plan is "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."<sup>10</sup>

The need for social participation is crucial for people of all ages, however; this domain features some challenges because of the intangible nature of social interactions. While this domain is 36% complete, IIAC and its partners are working to expand opportunities and build awareness around the importance of consistent engagement and interaction at every stage in life.

## Highlight

Many AFCS partners and nonprofits in Colorado Springs expanded programming for older adults and intergenerational activities in 2018.

- PILLAR Institute opened a new location at Chapel Hills Mall, expanding their lifelong learning programs.
- Silver Key Senior Services is developing an Active Living program, which will consist of classes, seminars, clubs/groups, events, and outings that are supportive of health and wellbeing.
- The Senior Center collaborates with local nonprofits to expand the diversity of their programs.

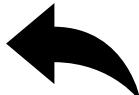


A yoga class at the Senior Center

## Next Steps

AFCS partners will ensure people of all ages have access to a wide variety of social opportunities by:

- Creating a 'How to Guide' for intergenerational activities.
- Expanding senior programming into community centers and hubs.
- Studying how transportation can be expanded to benefit these efforts.

Goal	Action Items	Status	Next Steps
<p>Expand senior programming hubs across the city to allow more people to access social opportunities and learning experiences</p>  <p><i>In progress</i></p>	<ul style="list-style-type: none"> <li>• Implement senior center programming in community centers, empty schools, and other unused public spaces</li> <li>• Implement senior center programming at other local YMCA locations</li> </ul>	Along with programming at the Senior Center, the YMCA implemented senior programming at some of their other locations in Colorado Springs.	Examine ways to expand senior center programs outside of the YMCA and continue to foster their growth within the YMCA
<p>Increase the dissemination of information about senior activities, events, and programming</p>  <p><i>In progress</i></p>	<ul style="list-style-type: none"> <li>• Create and maintain a centralized information database that includes a community calendar, programming, and classes. The portal will also include information on physical accessibility, audio and visual aids, and transportation options.</li> </ul>	IIAC received funding to begin the initial research and marketing stages for an online portal, <i>Agefriendly pikespeak.org</i> , which will become a centralized database of senior resources.	Continue to work on the portal project
<p>Increase intergenerational interaction and promote skill and wisdom sharing between generations</p>  <p><i>Beginning stages</i></p>	<ul style="list-style-type: none"> <li>• Increase the number of activities and programs that promote intergenerational interaction</li> <li>• Develop and disseminate a How to Guide for businesses and organizations interested in creating intergenerational programming</li> </ul>	AFCS partners are exploring programs to expand intergenerational interactions in Colorado Springs.	<p>Promote intergenerational interaction and determine a space in the community that would benefit from intergenerational programming</p> <p>Create a How to Guide for organizations looking to create intergenerational programming</p>

<p>Centralize volunteering opportunities for seniors</p>  <p><i>Completed or near competition</i></p>	<ul style="list-style-type: none"> <li>• Create a volunteer database/matching website that allows seniors to filter volunteer opportunities based on their interests and abilities</li> </ul>	<p>Volunteer Match lists current volunteer openings with filters for 55+ participants.</p>	<p>Continue to promote the Volunteer Match opportunity</p>
<p>Create innovative transportation options to allow older adults to participate in social activities</p>  <p><i>In progress</i></p>	<ul style="list-style-type: none"> <li>• Develop and implement a ride share program for local trips</li> </ul>	<p>Silver Key received a grant for a feasibility study to examine the transportation needs of older adults.</p>	<p>Partner with Silver Key to determine how to incorporate their study within this action item</p>

# Community Support and Health Services

## Partners



Colorado Springs' extensive health and community service resources offer access to wide-ranging supports, which encourage whole health. AFCS partners want to ensure that these services are equally accessible to everyone, including older adults. The vision for this domain is to "increase the familiarity with a variety of health and wellbeing initiatives, including mental health, medical support, and preventative care programs to meet the needs of all residents."<sup>11</sup>

The actions items in the Community Support and Health Services domain are 65% complete. Community partners in this domain ensure the progress of action items by working to expand the dialogue around mental health and expansive wellness for older adults.

## Highlight

In partnership with IIAC, the UCCS Aging Center, and the Pikes Peak Area Agency on Aging, Silver Key Senior Services created Silver Key Senior Outreach Services (SOS). This program works to identify older adults who may need support before a serious crisis develops and connects them to mental health and case management services.



- This program provides eight free counseling sessions to eligible older adults.
- Since 2015, the SOS program served over 300 unique clients.

## Next Steps

AFCS partners hope to encourage a Colorado Springs health and wellness community that is inclusive of age by:

- Implementing the Dementia Friendly Initiative.
- Increasing awareness and participation in health and wellness activities.
- Increasing older adult participation in community gardens.

Goals	Action Items	Status	Next Steps
<p>Increase awareness of and participation in health and wellness activities focused on healthy aging</p>  <p><i>In progress</i></p>	<ul style="list-style-type: none"> <li>• Create a centralized resource of wellness activities focused on healthy aging</li> <li>• Create a public outreach campaign to increase awareness of available programs</li> </ul>	<p>AFCS partners are beginning research and marketing for the online portal. The marketing for the new website will function as a public outreach campaign. Once completed, the website will be a centralized resource of wellness activities.</p>	<p>Implement the marketing plan and launch the portal, <i>Agefriendly pikespeak.org</i></p>
<p>Increase support for caregivers who are charged with supporting older adults</p>  <p><i>Completed or near competition</i></p>	<ul style="list-style-type: none"> <li>• Increase the awareness of and strengthen existing caregiver support programs</li> </ul>	<p>In 2017-2018, Silver Key offered a series of events to support caregivers, and IIAC was one of the sponsors for the series. Additionally, the UCCS Aging Center has an aging family and caregiver program.</p>	<p>Continue to support community-based organizations that offer education and resources to caregivers</p>
<p>Promote and expand health and wellness initiatives that foster healthy physical and mental aging</p>  <p><i>In progress</i></p>	<ul style="list-style-type: none"> <li>• Expand the Community and Public Health division of Colorado Springs Fire Department (CARES Program)</li> <li>• Implement the Dementia Friendly Initiative in Colorado Springs</li> <li>• Develop a local Conversation Project for advanced care planning</li> <li>• Support the development of Transitional Care Group Portable Patient Information</li> <li>• Increase participation in current community</li> </ul>	<p>IIAC works with partners to ensure the success and sustainability of many of these existing programs. The organization works with Silver Key to ensure the growth and viability of the SOS program, collaborates with PPACG to support the Transitional Care Group Patient Information, and works with CSFD to expand the CARES program.</p>	<p>Identify a partner to implement the Dementia Friendly Initiative</p> <p>Encourage older adult participation in community gardens</p> <p>Support the CARES program by assisting the CSFD with their search for funding opportunities</p>

	<p>gardens in food desert areas and neighborhoods with a high senior population</p> <ul style="list-style-type: none"> <li>Support the development and further implementation of Silver Key Senior Outreach Services Program</li> </ul>		
Implement the Bank Safe initiative  	<ul style="list-style-type: none"> <li>Lead the Colorado state coalition for Bank Safe</li> </ul>	<p>In partnership with Ent, Silver Key, and the Department of Regulatory Agencies (DORA), IIAC recruited financial institutions to participate in the Bank Safe pilot, which empowers front line employees to identify the signs of financial abuse and exploitation of older adults.</p>	<p>Recruit more financial institutions as the program transitions past its pilot stage</p>

# Respect and Social Inclusion

## Partners



The Respect and Social Inclusion domain is essential to an Age Friendly city because its goals seek to change the mindset of residents by decreasing stigma surrounding older adults and creating an environment where people of all ages feel welcome. The goal in the Age Friendly Colorado Springs Plan is to foster a community where “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.”<sup>12</sup>

The dialogue and language surrounding older adults is changing, and this shift highlights the importance of respect and social inclusion for older adults. The Commission on Aging and community events focused on addressing ageism increase the visibility of Age Friendly and older adults in the community. Currently, the Respect and Social Inclusion domain is 38% complete.

## Highlight

In Spring 2017, the Colorado Springs City Council voted to establish the Commission on Aging. The Commission on Aging is a group of community members which:

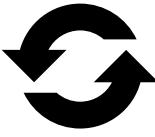
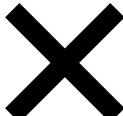
- Provides ongoing and embedded advocacy for older adults in the municipal government of Colorado Springs.
- Advises City Council on special issues and opportunities relating to the city's aging population.
- Makes recommendations to City Council and the Mayor on pending legislation and the annual municipal budget process.



## Next Steps

AFCS partners will foster an environment where people of all ages feel respected and included by:

- Expanding intergenerational activities and mentoring.
- Implementing Project Visibility, a training for aging industry professionals to be more aware of LGBTQ seniors' needs.

Goals	Action Items	Status	Next Steps
<p>Establish, support, and sustain formal advocacy to champion senior-related issues and to ensure that all voices are included and respected</p>  <p><i>In progress</i></p>	<ul style="list-style-type: none"> <li>• Create a Commission on Aging</li> <li>• Implement Project Visibility in Colorado Springs</li> </ul>	<p>In Spring 2017, City Council voted to establish the Commission on Aging. IIAC is in the process of applying for grants to fund train the trainer sessions for Project Visibility. Additionally, IIAC hosted an event with Ashton Applewhite, a prolific activist against ageism.</p>	Determine appropriate funding to implement Project Visibility
<p>Foster cross-generational acceptance by creating intergenerational understanding</p>  <p><i>In progress</i></p>	<ul style="list-style-type: none"> <li>• Create a senior themed topic for the Food for Thought program</li> <li>• Identify and establish intergenerational enrichment opportunities</li> </ul>	<p>IIAC is working with Food for Thought to integrate Age Friendly concepts into their program. Also, IIAC is researching intergenerational activities already available within Colorado Springs.</p>	Narrow down the second action item by determining a space in Colorado Springs where intergenerational activities are needed
<p>Improve human connectivity within neighborhoods, social settings, and support services by including older adults in public activities and conversations</p>  <p><i>Not yet started</i></p>	<ul style="list-style-type: none"> <li>• Offer discounts to low income seniors to allow them to participate in social activities</li> <li>• Identify services that can cover the gap between private payers and those who qualify for government funding</li> <li>• Incentivize neighborhoods and HOAs to bring services hyper-locally</li> <li>• Establish a Mobile Community Center</li> </ul>	<p>Several organizations in Colorado Springs offer discounts to low income older adults. Pillar and the Fine Arts Center offer their volunteers discounted social activities. Additionally, AFCS partners' work on the iVillage project expanded Age Friendly ideas into local neighborhoods.</p>	Collaborate with CONO, the Commission on Aging, the Senior Center and others to begin implementing these programs

# Civic Participation and Employment

## Partners



Center for  
Nonprofit Excellence

Employers  
Council



In the Pikes Peak region, the median age of people leaving the workforce is expected to increase almost three years over the next two decades.<sup>13</sup> As people leave the workforce later and the number of retired volunteers increases, it is important for Colorado Springs to adapt to its changing demographics. The vision in the Age Friendly Colorado Springs Plan is “to ensure that residents of all ages have equal opportunity for employment,” which includes both paid and unpaid opportunities.<sup>14</sup>

IIAC works with its partners to foster employment opportunities for people of all ages, and the domain is 38% complete. AFCS partners are planning to improve the progress of the Civic Participation and Employment domain by expanding existing opportunities and creating new opportunities for older adults in the workforce.

## Highlight

In 2016, the Better Business Bureau of Southern Colorado created the Age Friendly business designation. This certification promotes Age Friendly business practices and endorses Colorado Springs businesses as Age Friendly through a review process of their physical environment, staff and personnel, marketing, and customer experience. As of Fall 2018, there are over 100 Age Friendly certified businesses in Colorado Springs.

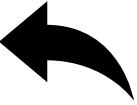


## Next Steps

AFCS partners are working to foster an environment where people of all ages are encouraged to work, volunteer, and engage by:

- Expanding volunteer and work opportunities for older adults.
- Creating opportunities for roundtable discussion in senior living communities.

Goals	Action Items	Status	Next Steps
Make local businesses and employment opportunities Age Friendly  <i>In progress</i>	<ul style="list-style-type: none"> <li>• Create an Age Friendly Employer Designation</li> <li>• Create an Age Friendly Business Designation</li> </ul>	IIAC is working with the Employers Council to create an Age Friendly Employer Designation. The Better Business Bureau of Southern Colorado currently offers an Age Friendly Business Designation.	Create an Age Friendly Employers Designation with the Employers Council
Enhance political interest in aging issues and increase city involvement on older adult concerns  <i>In progress</i>	<ul style="list-style-type: none"> <li>• Develop a Commission on Aging to educate the community on aging issues and to promote Age Friendly public decision making</li> <li>• 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</li> <li>• Create a senior living facility roundtable to increase the community participation of residents</li> </ul>	In Spring 2017, City Council approved the Colorado Springs Commission on Aging. The Encore Leadership Program is no longer available, so that action item is suspended.	Identify a partner to create a senior living facility round table

<p>Enhance volunteer engagement among seniors by increasing the Age Friendliness of volunteer opportunities and by providing easy access to this information</p>  <p><i>Beginning stages</i></p>	<ul style="list-style-type: none"> <li>• Create a centralized volunteer resource and referral center</li> <li>• Develop a training program for volunteer coordinators and leadership teams</li> <li>• Create and implement an intergenerational mentorship program</li> <li>• Create and implement in-home and in-facility volunteer opportunities</li> </ul>	<p>The Center for Nonprofit Excellence offers training programs for volunteer coordinators, and Volunteer Match has a database of volunteer opportunities with a filter for 55 plus. As AFCS partners continue to develop and create <i>Agefriendlypikespeak.org</i>, they will include a centralized volunteer resource in the portal.</p>	<p>Continue to work on the portal</p> <p>Develop and implement a program for intergenerational mentorship, like the Adopt a Grandparent program</p> <p>Narrow down opportunities for in-home and in-facility volunteer opportunities and create a program to fulfill that action item</p>
<p>Enhance employment opportunities for seniors and prepare seniors to “re-enter” the workforce</p>  <p><i>Not yet started</i></p>	<ul style="list-style-type: none"> <li>• Develop and implement local Midternships and Encore Fellowship opportunities</li> <li>• Create and implement programs to help people identify goals and relevant opportunities</li> </ul>	<p>IIAC identified possible partners to fulfill these action items. Additionally, AARP offers a Senior Community Service Employment Program.</p>	<p>Collaborate with the Pikes Peak Workforce Center and other partners to implement these action items</p>

# Communication and Information

## Partners



The ability to easily access information, regardless of age, ability, or means, is a crucial component of the Age Friendly Colorado Springs Plan. While many people can easily surf the internet, others may not have the access or knowledge to easily gain information from the web. The goal for this domain is for “residents to quickly and conveniently locate information on social activities, health resources, and other relevant services commonly utilized by older adults.”<sup>15</sup>

Nonprofits and businesses in Colorado Springs offer a wealth of information about services for people of all ages in Colorado Springs, including older adults, and a majority of this information comes in easily accessible print materials. AFCS partners are working to create one central database that offers all these sources. This website or portal will eventually occupy *Agefriendlypikespeak.org*. Currently, the Communication and Information domain is 58% complete.

## Highlight

IIAC received a grant from the NextFifty Initiative for capacity building to create and launch a comprehensive senior services and resources online portal. This funding will allow IIAC to conduct surveys and focus groups to determine awareness of available services and resources for older adult residents. IIAC will also develop an effective marketing plan for the online resource portal.

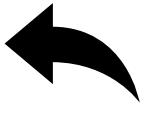


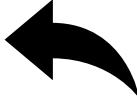
*Possible icons and formatting to be used in Agefriendlypikespeak.org*

## Next Steps

AFCS partners will work to ensure that older adults are able to easily access information by:

- Publishing *Agefriendlypikespeak.org*, a centralized website with information on senior resources.
- Encouraging the Colorado Springs community to adopt an Age Friendly attitude.

Goals	Action Items	Status	Next Steps
Ensure that senior residents and their support systems can easily access information and services related to aging  	<ul style="list-style-type: none"> <li>• Create a consortium to develop, implement, and maintain a senior information portal</li> </ul>	IIAC convened representatives from PPACG, Silver Key, Peak Radar, and the City of Colorado Springs to form a portal committee. This committee determines the most effective path forward for the portal and monitors future progress of the portal.	Continue to consult the portal committee as the project progresses
Create a Commission on Aging for the City of Colorado Springs  	<ul style="list-style-type: none"> <li>• Create a Commission on Aging</li> </ul>	In Spring 2017, City Council approved the Commission on Aging.	Provide recommendations to the Commission on Aging and keep them updated on the progress of the Age Friendly Colorado Springs Plan
Promote accurate information and vetted resources/services through outreach to seniors and their caregivers  	<ul style="list-style-type: none"> <li>• Coordinate networks of currently established senior resources to disseminate information</li> <li>• 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</li> </ul>	AFCS partners are working on the initial steps of creating the portal, which will coordinate information from established senior resources. The portal project will also include a survey to determine the best way to communicate with older adults in the Pikes Peak region.	Implement the project plan for <i>Agefriendly pikespeak.org</i>

<p>Encourage the community to promote an Age Friendly cultural attitude in Colorado Springs</p>  <p><i>Beginning stages</i></p>	<ul style="list-style-type: none"> <li>• Develop a broad communications strategy, including an Age Friendly advertising campaign</li> <li>• Highlight and elevate intergenerational opportunities</li> </ul>	<p>AFCS partners are working to implement the portal project, which includes a marketing plan. IIAC uses its social media channels and newsletter to highlight intergenerational activities in Colorado Springs. Additionally, IIAC brings community organizations and businesses together to discuss issues relevant to older adults in the region and hosts events and educational opportunities to encourage Age Friendly practices.</p>	<p>Implement the portal project plan</p> <p>Narrow down the second action item to create steps to elevate intergenerational opportunities</p>
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## Thank You to Our Supporters



*Ent Community Fund of the Pikes Peak  
Community Foundation*



*Funding by the Lodgers and Automobile Rental Tax (LART)*



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