Action Plan To
Increase Age Friendliness

Adopted by the Mayor and Council of the City of Hyattsville
On January 7, 2019

Table of Contents

Introduction

This document is the City's plan to improve conditions for people of all ages in the City of Hyattsville, with a specific focus on the senior population. It was written in accordance with the guidelines provided by the AARP Network of Age-Friendly Communities, of which the City seeks to be a continuing member. The City joined the network in January of 2017.

The plan was drafted by the Age Friendly Initiative Work Group, comprised of City residents who volunteered their time to research, analyze and prioritize the actions that would make Hyattsville a more age-friendly community. They did this work in consultation with the broader community, to ensure the document is community driven. Their work was catalyzed and supported by City staff, who ultimately converted the document to City authorship, after obtaining approval from the City's Mayor and Council.

Executive Summary

Based on City surveys and input from the community at large, the City is focused on four domains for age-friendly improvements: Housing, Health & Safety, Home & Community Based Services, and Communications & Information.

The chart below includes the action steps within these domains that the City plans to carry out in the next three years. The chart is color coded to reflect the City body responsible for execution of each action item.

Mayor/Council	Community & Economic Development	Community Services	Public Works
Objectives	**Action Steps**		
A	Advocate for County laws and zoning that reflect the need for affordable and accessible housing options.		
	Year 1	Year 2	Year 3
	Join Prince George's County Comprehensive Housing Strategy Committee.	Research ways to allow accessory dwelling units, including tiny homes.	
	Form a committee in Hyattsville to explore housing issues, particularly affordability, accessory dwelling units, co-housing, and other options.	Advocate for County to adopt inclusionary zoning and zoning that allows ADUs.	
		Outreach to affordable housing developers and organizations, urging them to administer affordable units here.	
B	Incentivize developers to build affordable and accessible units.		
	Year 1	Year 2	Year 3

	Develop and adopt a policy for affordable and accessible housing that targets maintaining diversity in the City.		Adopt an affordable housing "toolbox" to positively impact affordable and accessible housing in the City.
C	Research home sharing, co-housing, and other options and support if warranted.		
	Year 1	Year 2	Year 3
	Determine if there is interest among area seniors to home share.	Research what other communities have done to facilitate home sharing.	Pending interest, create plan to support home-sharing.
D	Provide resources and information to help residents modify their homes for aging.		
	Year 1	Year 2	Year 3
	Publicize existing state, county, and city loan and grant programs for home modifications, including partnering to offer annual workshop.	Seek funding from state/county/private sources to support home modification program, and/or utilize City resources.	Pursue opportunities to support or create a sliding scale home improvement program for seniors.
E	Help keep homes and yards in good repair.		
	Year 1	Year 2	Year 3
	Expand programming to support seniors in need of yard maintenance.	Seek grants to supplement support for home maintenance program in order to provide free/discounted services.	Pursue opportunities to support or create a sliding scale program for home maintenance for seniors.
	Publicize county yard cleanup program.		
F	Create and utilize a contact list for outreach to seniors and people with disabilities in emergencies.		
	Year 1	Year 2	Year 3

	Conduct periodic outreach through city communications, nonprofits, faith communities, medical sites, etc. to publicize existence and purpose of the list.	Directly or via third party, contact residents on lists in such situations to determine need for emergency food, medicines, snow shoveling, etc., and with residents' permission, convey needs to nonprofits able to meet such needs.	Establish and publicize shelters in the City to be used in emergency situations.
G	Provide support to those who experience senior abuse, develop standards to address such abuse and work to prevent it.		
	Year 1	Year 2	Year 3
	Research senior abuse and determine best practices for preventing and addressing it.	Educate the public about senior abuse and how to address and prevent it.	
		Advocate to County to implement best practices on investigating senior abuse.	
H	Educate on the issues of self-care for caretakers and fall prevention.		
	Year 1	Year 2	Year 3
	Sponsor an annual workshop on self-care for caregivers.	Publicize resources for caretakers, including respite care options.	
	Participate annually in the National Falls Prevention Awareness Day.	Publicize the importance of fall prevention.	
I	Work with businesses, faith communities, and organizations to ensure healthy, reasonably priced food readily accessible throughout the city.		
	Year 1	Year 2	Year 3
	Compile and distribute a list of free and low-cost food options available for seniors.	Encourage growth of the City's farmers market.	Determine where there are gaps in food provision and pursue oppotunities to have them filled.

J	Publicize existing and provide additional opportunities for enhancement of seniors' physical and mental health.		
	Year 1	Year 2	Year 3
	Partner with Hyattsville Aging in Place to expand its annual aging fair including offering screenings and health services.	Explore opportunities to offer similar screenings and health services at appropriate venues (e.g. the Farmer's Market).	
	Co-sponsor monthly Memory Cafes with Hyattsville Aging in Place to encourage socialization for persons with dementia.	Regularly publicize programs or classes offered by PGC Parks and Planning and PG Community College.	
		Collaborate with local fitness-oriented businesses to implement monthly outdoor physical activities suitable for seniors from May – October each year.	
K	Advocate with county and implement at city level increased public transportation for seniors or persons with disabilities, especially in areas with high population density, high street crime rates, and significant commercial businesses.		
	Year 1	Year 2	Year 3
	Regularly publicize availability of all existing public transportation options for seniors (e.g. taxi discounts, Metro Access, etc.).	Advocate to County to increase hours of operation for County Call-A-Bus to include weekends and evenings.	
		Extend City Call-A-Bus hours to include weekends and evenings.	
L	Implement and advocate for best practices for pedestrian safety in terms of lighting, signals, and other pedestrian safety options.		
	Year 1	Year 2	Year 3

	Year 1	Year 2	Year 3
	Educate seniors on how to address street lighting concerns.	Install call boxes in all medium to large city parks and high crime areas.	
	Publicize driver's education classes for seniors.	Study traffic calming near Frindship Arms Apartments.	
		Provide medical ID bracelets for seniors with dementia.	
M	Increase wheel-chair accessibility in public areas.		
	Year 1	Year 2	Year 3
	Continue to address findings in the Hyattsville ADA Transition Plan.	Ensure reserved space for wheelchairs (with good sight-lines to game fields, stages, etc.) in city-owned parks and paths that are accessible and comfortable for wheelchairs.	
N	Ensure seniors have access to affordable and comprehensive personal and health care services, including in-home services.		
	Year 1	Year 2	Year 3
	Publicize sources of support for covering the costs of home and personal care services (Medicaid waiver, Senior Care from county/state programs, Veterans benefits)	Pursue opportunities to support or create a sliding scale program for in-home personal care services.	Pursue opportunities to support or create a sliding scale grant program to assist seniors in obtaining in-home respite care and support.
	Publicize a list of in-home personal service providers for seniors and families.	Explore other options for in-home care including working with nonprofits, student volunteers, faith based communities to supplement availability.	

	Publicize assistance for home services (discounted water, gas & electric bills; assistance from faith-based communities and non-profit organizations)		
O	Support or create partnership with local medical providers to ensure seniors have access to affordable and accessible health services.		
	Year 1	Year 2	Year 3
		Pursue opportunities to support or create a program for medical personnel (especially nurses) to provide in-home care.	
		Pursue opportunities to support or create a program whereby hospital discharge planners notify a responsible third-party (for residents who opt-in).	
P	Develop programs at reasonable costs to reduce isolation.		
	Year 1	Year 2	Year 3
	Pursue opportunities to support or create expanded activities and trips for seniors, with special attention to those more isolated (to include creating activities in their homes), as well as a wider range of activities (book clubs, museum visits, plays, round robin meals).	Pursue opportunities to support or create a program that provides sufficient friendly visits to seniors.	
		Pursue opportunities to support or create a program for low-cost adult day care and respite care.	

9

Q	Create and distribute printed materials that summarize key services in critical areas.		
	Year 1	Year 2	Year 3
	Obtain printed brochures from county and other agencies and place them in key areas and bulletin boards in city building.	Make materials available to City Council and staff.	Create brochures for critical areas where information doesn't exist or isn't comprehensive.
	Place city brochures, notices and flyers at libraries, tiny libraries, information boards, faith-based communities, community/senior centers with contact information to follow up with Senior and Disability Services Coordinator	Ensure calls to City from seniors are returned within one business day.	Research use of technology for seniors.
	Pursue opportunities to support or create a program that tracks success/failure of service providers and shares findings with residents.	Publish information on website and cable channel in critical areas and create electronic library.	
R	Publicize available resources.		
	Year 1	Year 2	Year 3
	Publicize services provided by the Senior and Disability Services Coordinator.	Create a phone line with recorded messages about services in the City and County.	Expand Hyattsville Reporter to publicize critical service needs and available assistance.
	Develop a directory of senior services.	Pursue a policy to communicate services, events and programs of other agencies and organizations to assist residents and encourage greater social engagement/prevent isolation.	Seek feedback through mailback postcards and other means.
S	Continue to examine availability and accessibility of services to diverse populations.		

	Year 1	Year 2	Year 3
	Encourage residents to share information.		
	Continue to work to reach residents of all backgrounds.		
	Ensure website and communications meet accessibility standards.		
	Maintain a list of translators and interpreters and explore ways to deploy them for events.		

Age Friendly Snapshot of Hyattsville

Incorporated in 1886, Hyattsville, Maryland is now home to 18,000 residents. The population is quite diverse, according to the 2016 American Community Survey, comprised nearly equally of black (33%), Hispanic of any race (37%), and white (31%) residents. The population is similarly split nearly into thirds among low-, middle-, and high-income households, which are filled by residents of all ages, including 8.6% who are age 65 or older (13.3% age 60 and older), and 7.4% who have a disability. Additionally, nearly 17% of the City's households include at least one person age 65 or older.

An established and independent City, Hyattsville formed in the Victorian era. Its oldest neighborhood is listed in the National Register of Historic Places as a historic district and includes 20 designated historic sites, mostly homes built during that era but also including a bank building and a former hardware store (now Franklins restaurant and brew pub). The original historic district was designated in 1982 and was expanded in 2004 to include additional neighborhoods. Most of the homes are owned and lived in by local families. An active historic preservation association (Hyattsville Preservation Association) runs an annual citywide tour of these and homes from more recent eras.

Since 2005, the City of Hyattsville has seen tremendous growth, both in terms of population and in economic development. Much of this growth stems from four factors: (1) two Metro stations, making it easier for residents to commute to Washington, D.C., where housing prices have increased significantly in recent years; (2) being part of the state-designated Gateway Arts and Entertainment district, with more than 500 artists, supporting businesses, galleries, and entertainment; (3) being relatively affordable, having interesting neighborhoods and architecture; and (4) being within biking distance of Washington, D.C. and the University of Maryland with its outstanding arts, research and intellectual communities. All of these factors make it a lively and desirable community to develop businesses and to move to.

In addition to relative affordability and the liveliness of the arts district, Hyattsville offers wide variety among its 7,000 housing units. Nearly half of them are single family homes, and the rest are rental apartments, condos and town homes. Much of the housing sits on tree-lined streets within walking distance of parks and other amenities, making the neighborhoods highly desirable. This has brought about significant new housing in recent years, led by rental apartments, as well as condominiums, spacious town homes, and some single-family houses.

The City, local businesses, non-profits, and community groups offer a plethora of activities and support services for residents of all ages. Hyattsville is home to a multi-age horticultural society offering seed sales and lively green thumb knowledge; a community garden; close-by farmers markets; a nurturing moms (and dads) network; a peer support and volunteer group for seniors to age in place; active schools, with fine

performing arts emphases; and many programs for children and youth. It has multiple co-work spaces, comfortable artsy restaurants, a vibrant coffee shop and roastery, several brew pubs, nearby breweries and a meadery, informal wine crawls, porchfests, arts festivals, and pop-up groups. These help to maintain the City's small-town feeling and face to face atmosphere and bolster the sense of community among neighborhoods and neighbors of all ages and backgrounds.

This small-town feeling is reflected in what seniors say about Hyattsville — it is a caring community that actively considers the needs of its older residents with exercise and social programs organized by City staff and community organizations. The culture of the City is one where neighbors look out for one another. Seniors wish to stay in their homes and neighborhoods because of the convenience of grocery stores, closeness of Metro trains and buses, availability of various forms of transportation, and of course friends and neighbors. The City's closeness to Washington, D.C. and the University of Maryland for cultural events, a police department that waves to say hello when they pass by, and notices that inform in print and electronically about social events and programs, all instill feelings of inclusion, comfort, and safety.

However, even with all the advantages Hyattsville has to offer, many seniors are concerned about the increasing cost of living in the DC metropolitan area, including Hyattsville. They are concerned about being priced out of the neighborhoods where they have raised their children, unable to afford to fix and maintain their homes and pay for the services they need, and the lack of affordable housing if they wish to downsize.

Like most small cities in Maryland, Hyattsville does not have control over local zoning, nor does it offer extensive social and health services. The services that Hyattsville's senior residents need – and the control over zoning and development – are provided at the county or state level. The city's recent growth and lively atmosphere have made it a mecca for younger families seeking community and value. This growth also has resulted in rapidly rising rents and home prices, potentially placing it out of reach for the diverse population the community wants to maintain. This is a problem facing communities, cities and towns all over the country. As these trends continue, more residents are concerned about affordability and about rising taxes. Residents who have lived here all their lives, now living on fixed incomes, are confronting how to continue to maintain their homes, health and welfare, and remain in the City to age in place, or to downsize but stay in the community.

The residents who worked on this report believe Hyattsville is a wonderful place to live, but that the community-based services needed by seniors are inadequate, and that rising housing costs will price people out of the community. They urge the City's government to take action on these fronts immediately. If Hyattsville seeks to maintain its vibrancy, as well as the artsy, neighborly, economic and environmental strengths of its community, it must act to protect its diversity. Doing so will require a balanced vision tied to executable action plans such as this one.

What Is An Age Friendly Community?

According to the World Health Organization (WHO), an Age-Friendly Community is "a place that encourages active aging by optimizing opportunities for health, participation and security in order to enhance quality of life as people age. It is a place that works to improve the livelihood of people of all ages."

After consulting communities around the world, the WHO identified eight domains that make a community more Age-Friendly. These domains are:

• Social Participation
• Housing
• Transportation
• Respect and Social Inclusion
• Community Support and Health Services
• Communication and Information
• Civic Participation and Employment
• Outdoor Spaces and Buildings.

In January 2017, the City of Hyattsville became a member of The AARP Network of Age-Friendly Communities which represents the WHO's Global Network of Age-Friendly Cities and Communities in the United States and began a process to develop its plan.

Communities approach the domains a way that make sense for their residents. For the City of Hyattsville and its residents, the domains are defined as follows:

• Housing
• Home- and Community-based Services (including transportation, social inclusion and respect)
• Health and Safety (including elder abuse, transportation, outdoor spaces and social inclusion)
• Communication and Outreach

This is the story of the Hyattsville approach, the development of its plan and the actions necessary to make the plan a reality.

Methodology

The City of Hyattsville first became interested in the Age-Friendly Community process at a community meeting in 2015. A resident, employed by AARP, presented an overview of the Age-Friendly Community Network at a meeting of Hyattsville Aging in Place, an all-volunteer community non-profit that helps seniors in various ways so they can stay in their homes. The meeting was attended by the Mayor of Hyattsville and several City Council members.

Believing the Age-Friendly planning process would be a good one to assist the city in examining future needs of aging residents, the Mayor opened discussion about joining the network at a Council meeting in November 2015. The Council passed a resolution to explore joining the network shortly thereafter.

The city carried out a community survey (Services for Seniors and People with Disabilities) in early 2016, asking residents their opinions of current and potential services for seniors, building on a 2011 community survey (see Appendix 5). The results of the survey indicated general agreement on the following priorities: transportation, social work and home visits, affordable housing, assistance with home/yard maintenance, assistance with home/property modification, and stronger communications. The results and a summary of County and other communities' services were presented to the City Council in March 2016. Following the Council's approval, the staff prepared and submitted an application.

Hyattsville was certified as a member of the WHO/AARP Global Network of Age-Friendly Cities in January 2017, the second Maryland jurisdiction to join, and started its two-year planning process.

The City convened a public forum attended by 60 community, City, County, faith-based, non-profit and business stakeholders on July 17, 2017, to discuss priorities identified in the community survey and solicit other needed services. The City also requested volunteers to join an Action Team that would be tasked with developing the City's plan. The stakeholders confirmed the priorities and also highlighted other needs: access to legal services, emergency call phones, health services, expanding accessibility, check-in calls, buddy system, referral database, food accessibility and infrastructure safety changes and maintenance.

Fifteen members from across Hyattsville stepped forward and the first meeting of the Action Team met a month later in August, to discuss what success would look like and how to proceed. The group met monthly in two-hour sessions thereafter, with staff support at each meeting.

In its September 2017 meeting, the group elected a chair to create meeting agendas and lead the group, as well as a scribe to take notes. It also reconstituted itself as the Age-Friendly Initiative (AFI) Work Group and determined that it would develop a mission

statement, and members were tasked with developing a draft. Subsequently, subcommittees were formed to meet between Work Group meetings to get work done. The subcommittees met with City staff for informational purposes, but largely operated self-sufficiently.

In its October 2017 meeting, the AFI Work Group discussed its mission statement and considered its current membership, agreeing on an outreach plan to bring in other stakeholders. A decision process was used to agree on areas of greatest importance, organizing results from the community surveys and the recommendations from the stakeholder group within the AARP/WHO domains so these priorities were not lost. The following domains were deemed most critical, in order of votes received: Housing (including affordable housing, home modification, and home and yard maintenance), Home- and Community-based services, Health and Safety (including elder abuse prevention), Civic and Social Engagement (including respect and social inclusion), and Communications and Outreach. Transportation, Employment and Income, and Outdoor Spaces/Buildings received 1 vote or less.

As the City of Hyattsville was already actively working on transportation and buildings/outdoor spaces and other domains in its Sustainability plan, the three areas were placed in a "parking lot" for future review. Members then volunteered in each of the remaining domains and identified "leads" or chairs for each subcommittee. To keep the Work Group on track, members formulated a working timetable with goals for each meeting.

With subcommittees meeting monthly and a timetable established with tasks, the AFI Work Group proceeded to define the domain areas and identify both goals and action plans. In February of 2018 it met again with the original group of community stakeholders to present its initial findings and seek additions and corrections. In October of 2018 the Work Group presented a draft plan to the City's Mayor and Council.

Staff then went about the work of incorporating feedback and converting the document to one of City authorship, for Council to discuss, approve, and submit to AARP.

Action Plan – Housing

Mission

To ensure that Hyattsville residents will have choices of dwellings to meet changing needs and preferences and to maintain the diversity of the community, both in terms of residents' ages, income and backgrounds, and in terms of housing stock. Policy and practice must support initiatives to assist older adults to age in place, to downsize, choose rental housing or home ownership, and encourage support services so residents do not have to leave the community.

Priorities

- Keep Hyattsville Housing Affordable
- Develop Resources for Home Modification and Accessibility
- Expand Assistance for Home and Yard Maintenance

Housing Affordability

Current Status
As noted in the introduction, Hyattsville has remained an affordable and diverse enclave in an increasingly expensive metro area. It has a diverse population both in terms of race and ethnicity and in terms of income levels. This diversity is supported by strong neighborhoods, lively arts and a diverse housing stock that embraces rental units and multi-family dwellings (47% in 2016), single family detached (36%) and single family attached town homes (17%). Yet in recent years, as Hyattsville's attractiveness has grown, there is growing concern that affordability is, and will become, a serious issue in the city that will negatively affect young families and seniors, and threaten the diversity that is the city's hallmark.

Recent development of large complexes of town homes with prices in the $500-600 thousands, and rents that vary in the $1800-2100/month suggest a changing area that will not remain accessible to those who currently live here. This is a problem facing communities all over the country and many jurisdictions are looking for ways to provide affordability by changing zoning requirements, allowing accessory dwelling units and developing inclusionary zoning. For example, Montgomery County, MD has had inclusionary zoning since the 1990s.

Like most small cities in Maryland, Hyattsville does not have control over local zoning – which is handled at the county level. While Prince George's County is currently considering a zoning rewrite, it is unclear what the final legislation will allow or when it will be complete. Currently, the Gateway Arts and Entertainment District, which covers some areas of Hyattsville, does allow more flexible zoning.

The City Council has discussed several measures recently: legislation to amend its Revitalization Tax Credits to provide benefits to developers that include a percentage of affordable units in their plans; a rent stabilization proposal that would hold rents to a percentage increase; and the creation of a "trust" fund that developers or the City would pay into and that the City could use for high priority programs, including assisting in affordability. In addition, the City has negotiated tax benefits for individual developers that are rehabilitating existing rental buildings to keep them affordable, and has enacted property tax credits for home owners with limited income to parallel credits passed by the county.

Hyattsville Aging in Place and individual residents are exploring alternative housing and living options for residents as they age, including accessory dwelling units, co-housing and accessible and affordable housing.

Background
The City of Hyattsville as a close-in, urban suburb established over a century ago, has little open land available for development. As a result of rapid development over the last several years, what few open parcels existed are already in development, mostly with expensive town homes that are only accessible with elevators and only affordable for those with substantial income. Hyattsville welcomes this development and our new neighbors, but the rising prices pose problems for existing residents who might like to downsize, and the likelihood of increasing property taxes will strain those on limited incomes. Higher prices are also a problem for older relatives of residents who may want to relocate closer to family.

With the increased development, rents and housing prices have risen substantially, making it more difficult for moderate income families and singles to find space to live. This is a problem for new residents, but it also threatens the diversity in income and cultural background that has for so long been a distinguishing characteristic of Hyattsville.

Furthermore, only the county holds zoning authority and it repealed its inclusionary zoning authority in 2009. While the planning board and district council give weight to the desires of the City of Hyattsville, there is a limit to what developers will agree to without legal requirements.

Recently, residents have expressed interest in exploring other alternatives in housing, including tiny homes, accessory dwelling units, cottages and co-housing. A co-housing or home sharing program exists in the County, in Bowie and another program exists in Baltimore. Montgomery County is currently developing a program and the nonprofit Jewish Council on Aging is exploring the concept. As well, Washington, D.C. has recently created its first tiny homes, working with a program in a DC school.

Opportunities

Communities across the county, the region, and the country are very concerned that development and rising housing costs are threatening community diversity and are looking for ways to assure that diversity is maintained and that all people have affordable housing. Prince George's County has an opportunity to enact reasonable legislation that will keep the county diverse and affordable and protect the rights of all of its citizens. It is currently considering a comprehensive zoning re-write but it appears likely the Council will not take on issues such as affordability and accessory dwelling units until after approving the general re-write.

There is, however, a growing sense that the county must act before it is too late. The Prince George's Comprehensive Housing Strategy Committee, which involves non-profits, faith-based institutions, the National Center for Smart Growth/UMD, and Enterprise Community Partners/Enterprise Advisors, is concerned about maintaining affordable housing throughout the county. As well, there is growing concern by Hyattsville residents that the community must remain diverse, and that action should be taken to keep housing affordable and accessible.

The County should enact inclusionary zoning in certain areas where desired by the community. In addition, it should explore pilot projects of "tiny" homes and "granny" pods, cottage communities and pocket neighborhoods which could be available for rent or purchase. These options could provide great housing for low income, seniors and young families and allow greater density and sustainable growth in some single family home areas in keeping with the community design and character.

Areas around the country are experimenting with these new designs and there is no reason it shouldn't happen here.

In addition, other cities Hyattsville's size have taken action to assure affordability in housing prices, rents, and other options in order to protect their residents and provide reasonable development. These programs provide models that can be examined, and prompt Hyattsville to act while it still can.

Challenges
The City of Hyattsville can't accomplish this on its own. It must advocate for the County to enact enabling legislation. In addition, the City of Hyattsville can make changes to its revitalization tax credit and can explore other options such as cohousing. Challenges include balancing what it can give up in income, whether developers can find partners to operate the "affordable" aspects of its housing, and whether a market exists for tiny homes, cottage communities or cohousing.

Home Modification

Current Status
One of the serious issues senior residents face as they age is maintaining their homes and making repairs on a limited income and with changing health. In addition, often single-family homes are built on two or three (or even four) floors, and with steps

leading up to the entrance. Combine that with safety issues to prevent falls in bathrooms (grab bars), non-skid rugs and cords, and older residents may face a number of needed home modifications.

The county's Christmas in April program has helped with home modification for residents of Hyattsville, generally working on a few Hyattsville homes a year. In addition, area non-profits, faith-based organizations, and others have assisted seniors in making homes more usable for mobility impaired residents. Also, the State of Maryland has a loan program which allows home owners to make safety changes to their homes and place a lien on the property that will be satisfied when the home is sold.

Falls are a major issue in declining health for older people, and for that reason, Hyattsville Aging in Place has run a series of education programs for residents and implemented a "Safe Homes" project with the Prince George's County Fire Department. This program replaces smoke and carbon dioxide detectors and has provided some modification to increase safety in the home.

There are also private businesses, such as Mobility Solutions in Silver Spring, that have helped families make needed modifications.

One developer of a current project in Hyattsville has expressed willingness to contribute to a fund to make home modifications.

Background
Surveys conducted by the city and feedback in public meetings indicate that Hyattsville residents are looking for ways to make their homes accessible and age-friendly. Not all residents have the financial or personal resources to make these changes. Private companies are available to help but often recommendations are for more complicated renovations than what many neighbors need: grab bars and adaptations in bathrooms, railings on stairs inside and out, and possibly a full bath on the first floor. Organizations such as Christmas in April/Rebuilding Together are able to make changes like this.

The Southeast Baltimore Housing Coalition ran a program for many years that made modifications and home repairs to seniors' homes that allowed them to continue to live safely in their homes. Most commonly recommended modifications were installation of grab bars, adjustable grab bars on bathtub sill, raised toilets (or adjustable height toilets), and handrails on stairwells. Requests for chairlifts and access ramps were also common. Most frequently requested home repairs were securing older or broken hand rails (outside), roof and rain spout repairs, window repairs, and updating electrical outlets. Housing Initiative Partnership is currently operating a home repair and safety program, funded by the state.

Opportunities
The State of Maryland has a program called Accessible Homes for Seniors, which is administered by Prince George's County. Its funds run out very early each year and the

program has a long waiting list. There are non-profit and for-profit companies that may be willing to collaborate on such a program. The program might run on sliding scale, so that those with limited income would pay little and those with more income could cover most costs. The program might also be run similarly to how the energy efficiency programs are run, possibly with state grant help.

Challenges
Organizing such a program and eligibility determinations would require specialized staffing. It is unclear if state grant assistance is available.

Home and Yard Maintenance

Current Status
Many neighbors, faith-based organizations, University of Maryland service fraternities, and individual youth and non-profit organizations help with yard and home maintenance tasks in Hyattsville. Hyattsville Aging in Place, a peer-led volunteer nonprofit, is one such organization and has helped seniors with home tasks and finding vendors or volunteers to help with both yard work and various house tasks.

The City of Hyattsville has in place a program (Hyattsville Heroes) to assist residents with shovels, rakes, and other equipment if they shovel snow or do yard maintenance for neighbors. As well, city police have begun a program with the Hyattsville Youth Club to rake leaves, cut grass, shovel snow, and carry out other yard maintenance for seniors.

Also, Prince George's County has two programs to help: (1) Heat's On, Water's Off which works with the Mechanical and Steamfitters Union to help senior residents whose heat or plumbing needs repair; and (2) Senior Environmental Assistance Program that will provide up to $2,000 for seniors who have been cited by code enforcement for landscaping and environmental cleanup.   Both programs are also income-based.

Assistance with home and yard maintenance was one of the highest ranked items desired by Hyattsville seniors in the 2015 Senior Survey.

Opportunities
Nonprofits in the city (Hyattsville Aging in Place, faith communities) provide yard maintenance assistance to senior residents and are available to help. Code Enforcement in the city has referred homeowners to these organizations when homeowners have needed help. As noted above, state/county programs exist that provide funding for plumbing and heating repairs. As well, the state has a loan program for home repairs, safety and maintenance that can be paid back when the home is sold. While funds are limited and not always available, the program should be publicized more broadly. The city could also pursue a public-private partnership with area businesses to help seniors make repairs.

Challenges
In some cases, maintenance issues may be extensive and require more funds and skills than can be provided by non-profits and volunteers.

Goals/Action Steps/Metrics

Priority 1. Keep Hyattsville Housing Affordable

Goal 1. Expand range of options for affordable and safe housing for seniors at all income levels.

Objective 1: Advocate for County laws and zoning that reflect the need for affordable and accessible housing options.

Action Steps:
• Join Prince George's County Comprehensive Housing Strategy Committee. (Community and Economic Development) (Year 1)
• Form a committee in Hyattsville to explore housing issues, particularly affordability, accessory dwelling units, co-housing, and other options. (Mayor and Council) ((Year 1)
• Research ways to allow accessory dwelling units, including tiny homes. (Year 2)
• Advocate for County to adopt inclusionary zoning and zoning that allows ADUs (in pilot areas if necessary). (Year 2)
• Outreach to affordable housing developers and organizations, urging them to administer affordable units here. (Community and Economic Development) (Year 2)

Metrics
• Percent of rents that fall between (30-40% and 60% of AMI) in city; # for seniors (baseline and continuing)
• Increase in percent of the above
• Development of "granny" flats and cottage communities for seniors
• Establishment of zones for inclusionary zoning in city

Objective 2:   Incentivize developers to build affordable and accessible units.

Action Steps:
• Develop and adopt a policy for affordable and accessible housing that targets maintaining diversity in the City. (Mayor and Council) (Year 1)
• Adopt an affordable housing "toolbox" to positively impact affordable and accessible housing in the City. (Mayor and Council) (Year 3)

Metrics
• Pass legislation
• # of affordable units in the 30-40% AMI and 60% AMI that result from legislation
• Percentage rented to seniors

<u>Objective 3</u>: Encourage sharing of units, co-housing, and other options.

<u>Action Steps</u>
- Determine if there is interest among area seniors to home share. (Community Services) (Year 1)
- Research what other communities have done to facilitate home sharing. (Community Services, nonprofits) (Year 2)
- Pending interest, create plan for developing co-housing. (Community Services) (Year 3)

<u>Metrics</u>
- Survey indicates solid need/desire
- Create program
- Monitor diversity in income, cultural background of program participants

Priority 2. Develop Resources for Home Modification

Goal 2: Help residents make their homes more age friendly and safe to live in as they age.

<u>Objective</u>: Provide resources and information to help residents modify their homes for aging.

<u>Action Steps:</u>
- Publicize existing state, county, and city loan and grant programs for home modifications, including partnering to offer annual workshop. (Community and Economic Development) (Year 1)
- Seek funding from state/county/private sources to support home modification program (Community Services) (Year 2)
- Pursue opportunities to support or create a sliding scale home improvement program for seniors. (Community Services) (Year 3)

<u>Metrics</u>
- Create program
- Number of senior homeowners receiving assistance
- Monitor diversity (by income, culture/race) of those applying for program

Priority 3. Expand Assistance for Home and Yard Maintenance

Goal 3: Keep seniors safe in their homes.

<u>Objective</u>: Help keep homes and yards in good repair.

<u>Action Steps:</u>

- Expand programming to support seniors in need of yard maintenance. (Community Services) (Year 1)
- Publicize county yard cleanup program. (Community Services) (Year 1)
- Seek grants to supplement support for home maintenance program in order to provide free/discounted services. (Community Services) (Year 2)
- Pursue opportunities to support or create a sliding scale program for home maintenance for seniors. (Community Services) (Year 3)

Metrics
- Expand existing programs and determine expected numbers.
- Number of senior homeowners assisted with limited incomes
- Number of seniors needing help with moderate incomes.

Action Plan – Health and Safety

Mission

To ensure that residents can live in their homes and move about the community free from barriers and violence of any kind. Furthermore, to provide affordable services that support the health and well-being of residents.

Priorities

- Safety in the home and the community
- Resources to support a healthy lifestyle
- Safe and effective transportation

Safety in the Home and the Community

Current Status
Elder abuse includes physical abuse, emotional abuse, sexual abuse, exploitation, neglect, and abandonment. Perpetrators are most often family members or others entrusted with the person's care. It often goes unreported, but when reported it can get categorized as domestic abuse. In 2017, the Hyattsville Police Department received 38 calls that were categorized as domestic violence, but not all concerned seniors. The Hyattsville Police Department is considered to be very responsive to community needs and have been especially helpful to Hyattsville Aging in Place in their efforts to keep seniors safe. Everyone in the Department has been trained in responding to persons with dementia.

There is one domestic violence shelter for Prince George's County, however, it is often full and has had some difficulties in the past in terms of facilities maintenance. Several counseling programs and hotlines are also available. There are statewide educational and outreach programs conducted periodically by the state domestic violence coalition.

In emergency situations, the City sends out emails and text messages with alerts and information. It does not have a system for those who do not have access to text messages or email, which may disproportionally impact seniors. Hyattsville Aging in Place (HAP) has a telephone tree which is activated in situations with extreme weather or other emergencies to contact seniors it serves and check whether those seniors on the list have any needs (groceries, medications, help with cooling down or warming up, assistance with snow shoveling, etc.) At present, 32 residents are on that list.

In hot weather conditions, Prince Georges County operates cooling centers around the county including several in Hyattsville or in close proximity. Should an emergency arise in which shelter is needed, the City of Hyattsville will make arrangements with a local faith community or other organization and/or the county will announce shelter locations.

The city also passes along emergency information from the county through its own system.

<u>Opportunities</u>
The City and its Police Department have the opportunity to educate residents on elder abuse, and to draft its own emergency plan.

<u>Challenges</u>
Like most small cities in Maryland, Hyattsville is limited in what services it can provide and must rely on the county in some areas. However, when the City can offer its own services, it is more able to tailor them to the specific needs of residents.

So much of the abuse of seniors (financial, physical, emotional, sexual) remains hidden. Not only are there all the reasons any victim has for not reporting (e.g., discomfort with having one's personal issues made public, fear of retaliation, fear of immigration issues or other legal concerns, etc.), for seniors there is the very real issue of vulnerability.

Since this abuse is overwhelmingly committed by family or others with close access, seniors are often faced with the dilemma of reporting the abuse at the risk of losing the essential care or resources they desperately need. Addressing these issues can be fraught with serious consequences and community response cannot be limited to the justice system's actions. Follow-up to link seniors to needed services and assistance is paramount.

Resources to Support a Healthy Lifestyle

<u>Current Status</u>
There are numerous food pantries and free meals offered each week in Hyattsville by government, non-profit and faith organizations. A low-cost lunch is also available at a nearby County senior center. Although the major grocery chains in the city offer primarily market rate foods, there are two discount grocery stores in the Hyattsville area. Hyattsville Aging in Place also offers free, fresh vegetables grown in the community garden to seniors it serves throughout the local growing season. The City also offers subsidies at its farmers market and a local grocery store.

Hyattsville also offers Meals on Wheels to people with disabilities and low-income seniors in the city. Meals are delivered Monday, Wednesday and Friday to the recipients' homes for free. Only about 10 residents are utilizing this subsidized program, although it is relatively new to the city.

There are numerous programs offered by the city and county that provide opportunities for physical exercise, mental stimulation, and/or social interaction. Some of these are targeted to seniors and some are either low-cost or free. The city offers a free, biweekly seated exercise class which generally has an attendance of 10-20 people. There are a number of small to mid-size parks and one large park available to residents in the city and the city strives to keep them as accessible as possible to people with physical

limitations. Additional activities to keep residents physically active are also offered by the city and by several local businesses, some of which are targeted to seniors.

Prince George's Community College and the University of Maryland offer seniors low-cost classes on a wide range of topics. The County's community center in Hyattsville offers free classes and gym equipment for senior residents. County Parks and Planning also provides numerous free activities for seniors including a nearby senior center. Many of these activities provide physical, mental, and social opportunities.

Finally, many faith communities as well as non-profits offer social events and educational programs specifically for seniors. Additionally, several faith communities and non-profits conduct health fairs each year which offer health screenings as well as information/discussions on a wide range of topics of interest to seniors.

Background
Nationally, almost 15% of people age 60+ face the threat of hunger each year. This percentage doubled from 2001 to 2016. African American and Hispanic seniors are more than twice as likely as whites to be affected. Although the Supplemental Nutrition Assistance Program (SNAP) offers very beneficial support to seniors, only 3 out of 5 who qualify for the program use it due to factors such as lack of awareness, mobility limitations, or stigma.

AARP states that remaining physically, mentally, and socially active is essential for healthy aging. Regular exercise and learning new skills or taking on mental challenges enables seniors to continue aging with fewer risks of health problems and mental decline. Social interaction and close relationships with people is a key element of healthy aging that is often overlooked.

As seniors age, there are a variety of reasons why they may find it increasingly difficult to participate in activities that include physical, mental, or social investment on their part. Decreasing personal mobility and fewer/less convenient transportation options may limit people's ability to get to and/or participate in activities outside their home. Furthermore, other physical limitations such as decreased ability to hear or see, lessening of a sense of balance or decreased strength and muscular coordination may also reduce the ability/willingness to participate in activities.

Some seniors, with or without official diagnoses of dementia, often find it more difficult to concentrate, follow directions, or "keep up" with others. The fear of embarrassment or shame can seriously dampen one's desire to step outside of their comfort zone as can concerns about being "found out" and having unwanted services imposed or being forced to move to an institutional living situation.

Opportunities
The need for healthy and sufficient food is something readily understood by the community, which has resulted in the number of privately run meal and food programs.

With appropriate solicitation, it may be possible to encourage other entities to meet some of these gaps.

With increased awareness of available programs (especially Meals on Wheels) more individuals are likely to participate.

Options to overcome some of the obstacles to participation include person-to-person contact with seniors, explaining programs/events that may be of interest to them and offering free door to door transportation. Although there is mass outreach regarding such programs, the individual approach will break through some of the barriers described above. Faith communities and local non-profits could take this on.

Additionally, developing (or redesigning) some repeated activities to allow seniors to establish personal relationships with a subset of participants may minimize anxiety about getting out of the house to interact with others. For example, at a seniors' art class or regular game days, setting up groups of 4-5 who will consistently be together can provide opportunities for individual relationships which would reduce social isolation and increase comfort with participation for some.

Challenges
Although there are a number of helpful meal and food programs offered by the city and by faith communities, there are also gaps, especially on the weekends, holidays, and for breakfast. The food offered by food pantries is usually limited in terms of fresh fruits, vegetables, and meat and limited in terms of the amount that can be obtained and the frequency one can use the services.   Additionally, for all but Meals on Wheels, transportation is required to get to the sites where meals or free food is offered, and as noted elsewhere, transportation can be difficult for the elderly. Lack of awareness of the food and meal programs available is also a concern as demonstrated by the relatively small number of seniors who utilize the programs.

While there are many opportunities in and around Hyattsville for social interactions, physical activity, and mental stimulation, lack of awareness of these programs as well as difficulty getting to them present obstacles. Additionally, many older seniors are reluctant to come out to the community to partake in such activities due to health or mobility concerns, discomfort with being in groups or interacting with strangers, or fear of inability to fully participate or appearing incompetent.

Safe and Effective Transportation

Current Status
There are a number of transportation options available including Call-A-Bus, operated by the City of Hyattsville, which is available during the day Mon-Fri and offers curb to curb service. There is a nominal fee for seniors and disabled residents and it will take riders anywhere in a 6-mile radius. The County offers a similar Call-a-Bus service, which is free for seniors and operates on a similar schedule as the city's.

Other transportation options include the University of Maryland's shuttle, which runs through Hyattsville and includes several popular shopping destinations; The Bus which is run by the county with fixed routes in the city back and forth to the metro stops; the Call-A-Cab program which offers half-priced fares for seniors; and Metro Access which provides ADA compliant transportation to persons unable to utilize the regular Metro bus and rail system. Hyattsville Aging in Place offers free door-to-door transportation for senior members.

Most of these options, however, have periodic problems with timeliness and/or availability. Since almost all of the options require the user to get to and from their door to the vehicle, seniors who need more assistance are limited.

Background
Transportation was identified in surveys and community input meetings as one of the top priorities for Hyattsville residents. This included availability, accessibility and safety. Only one transportation option includes door to door service, making them less accessible to those with limited mobility. Some of the options have limited hours and some only pick-up and drop-off at pre-determined locations. Reliability is another common concern.

Pedestrian and driver safety is also a concern as older seniors often have slower reactions and may not recognize a dangerous situation as quickly as they would have in the past.

Opportunities
The city is in the process of developing a transportation plan which should address some of the current concerns, especially those regarding safety for pedestrians and drivers from a seniors' perspective (e.g. length of time needed to cross a street, slower response times, etc.). It is also reviewing the schedule of its Call-a-Bus. Additionally, the city has already conducted a survey to determine ADA compliance throughout public buildings and areas. They are currently in the process of addressing those findings and upgrading to improve accessibility.

Challenges
The primary concern in this area is the lack of curb to curb transportation options and any public service available during evenings and weekends. While seniors often prefer to conduct their shopping and other errands during weekday/daytime hours, without evening and weekend transportation options, their ability to participate in many social or recreational activities is curtailed. Another limitation faces seniors who do not have a companion to accompany them, but need assistance getting from the door to the curb.

Goals/Action Steps/Metrics

Priority 1: Safety in the Home and the Community

Goal 1: Establish specific plans for addressing needs of seniors and disabled residents in cases of severe weather or other safety emergencies and expand the numbers on contact lists.   *Potential Partners: HAP, other nonprofits, faith communities, and medical sites*

Objective: Create and utilize a contact list for outreach to seniors and people with disabilities in emergencies.

Action Steps:
- Conduct periodic outreach through city communications, nonprofits, faith communities, medical sites, etc. to publicize existence and purpose of the list. (Community Services) (Year 1)
- Directly or via third party, contact residents on lists in such situations to determine need for emergency food, medicines, snow shoveling, etc., and with residents' permission, convey needs to nonprofits able to meet such needs. (Community Services) (Year 2)
- Establish and publicize shelters in the City to be used in emergency situations. (Community Services) (Year 3)

Metrics
- Number of residents on contact lists (both the city's and non-profits')
- Protocol to solicit needs from seniors on contact lists and process to relay relevant information to organizations able to provide said services
- Number and range of outreach efforts (e.g. information in city publications, number of announcements sent to faith communities, agencies working with seniors, etc.)

Goal 2: Advocate with County and implement locally best practices to ensure safety of seniors reporting abuse during the investigation process and educate seniors about their rights and options if they experience abuse in any form.   *Potential Partners: faith communities, HAP and other nonprofits, medical sites*

Objective: Provide support to those who experience senior abuse, develop standards to address such abuse and work to prevent it.

Action Steps:
- Research senior abuse and determine best practices for preventing and addressing it. (Community Services) (Year 1)
- Educate the public about senior abuse and how to address and prevent it. (Community Services) (Year 2)
- Advocate to County to implement best practices on investigating senior abuse. (Mayor and Council) (Year 2)

Metrics
- Number of sites receiving information on abuse
- Number of education presentations/outlets on senior abuse

Goal 3: Provide support for seniors who are caring for ill or disabled family members, including respite care. *Potential Partners: faith communities, HAP, Hyattsville Life & Times, local businesses*

Objective: Educate on the issues of self-care for caretakers and fall prevention.

Action Steps:
- Sponsor an annual workshop on self-care for caregivers. (Community Services) (Year 1)
- Participate annually in the National Fall Prevention Awareness Day. (Community Services) (Year 1)
- Publicize resources for caretakers, including respite care options. (Community Services) (Year 2)
- Publicize the importance of fall prevention. (Community Services) (Year 2)

Metrics
- Development of compiled resources and number of distribution efforts
- Development of workshop and number of attendees
- Number of activities planned and people participating in conjunction with the NFPAD
- Number of sites/organizations providing information on fall prevention

Priority 2: Resources to Support a Healthy Lifestyle

Goal 1: Work with businesses, faith communities, and organizations to ensure healthy, reasonably priced food readily accessible throughout the city. *Potential Partners: community groups, non-profits, faith communities*

Action Steps:
- Compile and distribute a list of free and low-cost food options available for seniors. (Community Services) (Year 1)
- Encourage growth of the City's farmers market. (Community Services) (Year 2)
- Determine where there are gaps in food provision and pursue oppotunities to have them filled. (Community Services) (Year 3)

Metrics
- Development of comprehensive list and number of sites to which list is distributed
- Number of persons participating in meal and food programs
- Development of gap list and number of gaps filled by public or private entities
- Number of organizations receiving city farmers' market information
- Number of vendors participating in farmers' market and number of people attending

Goal 2: Publicize existing and provide additional opportunities for enhancement of seniors' physical and mental health.   *(Potential Partners: HAP, PGC Parks & Planning, PG Community College, local fitness-oriented businesses)*

Action Steps:
* Partner with Hyattsville Aging in Place to expand its annual aging fair including offering screenings and health services.   (Community Services) (Year 1)
* Co-sponsor monthly Memory Cafes with Hyattsville Aging in Place to encourage socialization for persons with dementia. (Community Services) (Year 1)
* Explore opportunities to offer similar screenings and health services at appropriate venues (e.g. the Farmer's Market). (Community Services) (Year 2)
* Regularly publicize programs or classes offered by PGC Parks and Planning and PG Community College. (Community Services) (Year 2)
* Collaborate with local fitness-oriented businesses to implement monthly outdoor physical activities suitable for seniors from May – October each year. (Community Services) (Year 2)

Metrics
* Number of activities/topics included in the annual aging fair; number of attendees
* Number of health screenings offered
* Number of physical activities offered and number of people attending
* Number of times/ways classes and programs are publicized; increase in number of attendees from Hyattsville

Priority 3: Safe and Effective Transportation

Goal 1: Advocate with county and implement at city level increased public transportation for seniors or persons with disabilities, especially in areas with high population density, high street crime rates, and significant commercial businesses. *Potential Partners: PGC*

Action Steps:
* Regularly publicize availability of all existing public transportation options for seniors (e.g. taxi discounts, Metro Access, etc.). (Community Services) (Year 1)
* Advocate to County to increase hours of operation for County Call-A-Bus to include weekends and evenings. (Mayor and Council) (Year 2)
* Extend City Call-A-Bus hours to include weekends and evenings. (Community Services) (Year 2)

Metrics
* Increased hours of operation for Call-A-Bus
* Number of sites receiving information on transportation options available

Goal 2: Implement and advocate for best practices for pedestrian safety in terms of lighting, signals, and other pedestrian safety options.   *Potential Partners: AARP, external funders*

Action Steps:
- Educate seniors on how to address street lighting concerns. (Community Services) (Year 1)
- Publicize driver's education classes for seniors. (Community Services) (Year 1)
- Install call boxes in all medium to large city parks and high crime areas. (Public Works) (Year 2)
- Study traffic calming near Friendship Arms Apartments. (Public Works) (Year 2)
- Provide medical ID bracelets for seniors with dementia. (Community Services) (Year 2)

Metrics
- Number of outlets used to increase awareness re: addressing street lighting issues as well as AARP-sponsored classes
- Number of additional call boxes installed
- Installation of light at Friendship Arms
- Number of medical ID bracelets distributed

Goal 3: Increase wheel-chair accessibility in public areas.

Action Steps:
- Continue to address findings in the Hyattsville ADA Transition Plan. (Public Works) (Year 1)
- Ensure reserved space for wheelchairs (with good sight-lines to game fields, stages, etc.) in city-owned parks and paths that are accessible and comfortable for wheelchairs. (Public Works) (Year 2)

Metrics
- Increases in wheel-chair accessibility in parks
- Number of findings addressed

Action Plan – Home- and Community-Based Services

Mission

To provide Hyattsville residents with coordinated, community-based support that will allow them to age safely and with dignity in the community.

Priorities

- Affordable personal care at home in-home
- Periodic health assessment
- Programs to reduce isolation

Affordable Personal Care at Home

Current Status
Hyattsville Aging in Place, area seniors, and the City of Hyattsville came together and created a position of Senior Services Coordinator in 2012 and made that position full-time in 2016, as Senior and Disabilities Services (SDS) Coordinator. The SDS Coordinator provides referrals, connects residents with services and coordinates senior trips and activities.

Most of the support for in-home care is funded by the State of Maryland or the Federal government through Medicaid dollars, and the support is based on income; generally, residents need to be Medicaid eligible to qualify. These programs include: Community First Choice (for those who may need institutional level care but can live in their own homes with support), Community Options Waiver (which allows people to stay in the community for services that would generally be provided in a long-term care facility), Community Personal Assistance Services (provides support to those who need assistance with activities of daily living but don't meet the requirements for long-term care). The State of Maryland also funds services for seniors of limited income to keep them out of nursing home placement, through the Senior Care Program which is administered by the County Area Agency on Aging. However, the program has a long waiting list and this past year ran out of funds in January. The County also administers Maryland Access Point – a single point of entry for information and referral for older adults, their families, and disabled persons. This program can provide information about services and referrals to programs such as those listed above.

There are multiple private agencies and private caregivers that provide in-home services that charge from $15 to $30 an hour, depending on the type of assistance.

Area faith-based organizations, Hyattsville Aging in Place and neighbors throughout the city provide some volunteer in-home assistance. Still, family caregiving remains the primary form of caregiving. The county, with federal funds, provides problem solving

assistance, respite care, and other support assistance to family caregivers, including an annual gathering. The county also provides support with a telephone reassurance program and contracts with some agencies for adult day care.

Background
Surveys conducted by the city and feedback in public meetings indicate that Hyattsville senior residents and their families are pressed to find and pay for personal care services, even at a minimum of 8 hours a week ($800 approximately a month). The waiting list for the county's Senior Care program is very long and is income dependent, making it not helpful for most families. Families don't often plan for these costs, assuming Medicare may pay for it, which it does not. As a result, seniors overlook health problems, struggling to stay in their homes, homes are not kept up and often have safety hazards.

Opportunities
There are some sources of support for care (Veterans benefits, Medicaid waiver, county/state/federal programs) and these should be better publicized. There are also sources that can help offset energy costs (energy providers, weatherizing programs) and other volunteer groups that can help assistance (faith-based organizations and nonprofits). These also should be more broadly publicized. In addition, there are multiple private providers in the wider metro area that serve Prince George's County and may be willing to reduce the cost per hour as referred vendors and, if able, to serve a number of residents. Prince George's Community College has various training programs for care assistance (home health, personal care, skilled care, and nursing programs) which require internships for completion of the programs. These programs could be a source of in-home assistance.

Challenges
These in-home services are traditionally administered and paid for by the federal government, state and county in the State of Maryland. It is unclear whether the county/state will expand funding for these services.

In-Home Periodic Health Assessment

Current Status:
Chronic health issues and disabilities make it hard for some senior residents to get out to be seen by a doctor and to pick up prescriptions, even with available transportation assistance such as Call-A-Bus and non-profits providing rides. The County administers a program that encourages individuals with chronic health problems to become more aware and take action to control their health (Evidence-based Chronic Disease Self-Management).

In Hyattsville, there is one pharmacy and two doctors who currently provide in-home care. In addition, a new clinic located in the city recently provides urgent care in Spanish and English. Hyattsville is close to several hospitals that provide service to city residents as well as nursing and personal care training programs offered by universities

and community colleges. Future collaboration with these institutions could offer mutual benefit and in-home care and is a prime recommendation of this report and of great potential for good health service for Hyattsville in the community.

Opportunities
There are multiple nursing training programs near the City of Hyattsville, including Prince George's Community College, University of Maryland, Bowie State, and Catholic University. They may have interest in placing interns with the City or a local organization to visit seniors and provide periodic health checks. In addition, hospitals are under some pressure to assure that patients do not return within 90 days and are also an active group that other cities collaborate with. Home visits by medical staff would act to stave off more serious conditions and provide proper care.

Challenges
Organizing such programs will take time and effort and may require specialized staffing. While the Older American's Act and Medicaid/Medicare programs are looking to provide more services in the community, it is unclear whether this will result in ways for local communities to obtain funding to provide services.

Programs to Reduce Isolation

Current Status:
There are numerous activities that could be used by seniors to reduce isolation, including those of businesses, non-profits, and governments. Among them, exercise programs, art, and social programs are offered by the city, and social and educational programs are available through Hyattsville Aging in Place, the Hyattsville Preservation Association, and other formal and informal groups. Some neighborhoods are strong and have get togethers frequently. Hyattsville Aging in Place has a phone tree that checks in on people in bad weather throughout the year and phones seniors to let them know of its events. In addition, the county has a telephone reassurance programs that places daily calls to seniors who live alone.

Background
Research suggests that isolation is a factor in diminishing health and psychological well-being. The City of Hyattsville provides many programs that are aimed at increasing social activity and connection to neighbors, including recreation programs, senior trips and gatherings.

Opportunities
Strong neighborhoods are a good base for extending outreach to those more isolated, in addition to faith-based communities and nonprofits. In addition, the city is very diverse with many cultures represented and people at various income levels. Interaction across these communities and cultures is an opportunity.

Challenges
There are barriers to seniors of various ages and limitations participating in programs,

including most prominently: knowledge of what exists, lack of interest in large group programs, availability of transportation, and personal concerns about leaving home. Additionally, many activities are organized solely for seniors, or for all ages but without transportation for seniors.

Goals/Action Steps/Metrics

Priority 1: Provide Affordable Personal Care at Home

Goal 1: Expand options for affordable personal care and support for seniors at all income levels.

Objective: Ensure seniors have access to affordable and comprehensive personal and health care services, including in-home services.

- Publicize sources of support for covering the costs of home and personal care services (Medicaid waiver, Senior Care from county/state programs, Veterans benefits) (Community Services) (Year 1)
- Publicize a list of in-home personal service providers for seniors and families. (Community Services) (Year 1)
- Publicize assistance for home services (discounted water, gas & electric bills; assistance from faith-based communities and non-profit organizations) (Community Services) (Year 1)
- Pursue opportunities to support or create a sliding scale program for in-home personal care services. (Community Services) (Year 2)
- Explore other options for in-home care including working with nonprofits, student volunteers, faith-based communities to supplement availability. (Community Services) (Year 2)
- Pursue opportunities to support or create a sliding scale grant program to assist seniors in obtaining in-home respite care and support. (Mayor and Council) (Year 3)

Metrics
- Number of requests for information about in-home care providers and potential assistance
- Number of meetings and agreements with in-home care providers
- Number of clusters of care for in-home care providers established
- Number of collaborations to provide in-home care with non-profits, faith-based communities, student groups

Priority 2: In-home periodic health assessment

Goal 2: Help residents and their families maintain their health through a range of in-home and in-community services.

<u>Objective:</u> Support or create partnership with local medical providers to ensure seniors have access to affordable and accessible health services.

- Pursue opportunities to support or create a program for medical personnel (especially nurses) to provide in-home care. (Community Services) (Year 2)
- Pursue opportunities to support or create a program whereby hospital discharge planners notify a responsible third-party (for residents who opt-in). (Community Services) (Year 2)

<u>Metrics</u>
- Create relationships with training programs
- Establish nursing assessment internship program
- Number of seniors receiving assessments
- Number of relationships with hospitals
- Change in number of return hospital visits
- Number of in-home medical staff visits

Priority 3: Programs to reduce isolation

Goal 3. Reduce isolation and build community across ages, neighborhoods, cultures and incomes in Hyattsville.

<u>Objective:</u> Develop programs at reasonable costs to reduce isolation.

- Pursue opportunities to support or create expanded activities and trips for seniors, with special attention to those more isolated (to include creating activities in their homes), as well as a wider range of activities (book clubs, museum visits, plays, round robin meals). (Community Services, nonprofits) (Year 1)
- Pursue opportunities to support or create a program that provides sufficient friendly visits to seniors. (Community Services, nonprofits) (Year 2)
- Pursue opportunities to support or create a program for low-cost adult day care and respite care. (Community Services, nonprofits) (Year 2)

<u>Metrics</u>
- Expand existing neighbor to neighbor programs and determine baseline and increase.
- Number of seniors participating in existing and new programs
- Demographics of existing and new programs over time

Action Plan – Communications and Information

Mission

To distribute and publicize understandable, timely, and accessible information about public and other services to better serve the needs of older adults in the city of Hyattsville.

Priorities

- Reaching all residents so they can find services
- Raising awareness of available services
- Assuring information gets to diverse communities

Current Status:
The Hyattsville community has many ways to communicate with residents, including seniors. There are multiple independent listservs and newsletters serving individual streets, particular areas of the city, and segments of the population (West Hyattsville, Nurturing Moms and Dads, seniors, University Hills, etc.) The city publishes a newsletter twice monthly, which gets mailed to every address in the city. A separate mailing focused on senior activities is mailed monthly to all who request it. The City also emails and texts notices daily to residents and listserves, and broadcasts information on its cable channels. City council announces events at the end of each Council meeting. All notices are published in English and Spanish routinely by the city and online announcements can be made available in other languages. The city will provide translators (sign language and multiple other languages) for public meetings with notice of need. In addition, both the city and nonprofits include notice of events in print and mail to seniors who do not use the internet. Additionally, the City does not promote non-governmental services and events.

Background
Communities across the country report that more services are available than residents are aware of. The City of Hyattsville has multiple ways to reach community residents, but health issues, disabilities, and emergencies can prevent receipt of information. Therefore, multiple media, repetition and intermediaries should be used to bolster dissemination.

Opportunities
There are multiple faith-based communities, other public venues (community center, libraries, other listservs, community bulletin boards, tiny libraries, other city committees) that can be tapped to help get information to seniors.

Challenges
Marketing theories suggest that in this time of information overload, six to eight contacts are necessary to reach people, yet the city has limited time and personnel.

Not all services that are needed are available and not all people who apply for them are approved. Tracking who is successful and who is not is also important.

Goals/Action Steps/Metrics

Priority 1: Reach All Residents

Goal 1: Expand and publicize media so residents can find services regardless of use of electronic media.

<u>Objective</u>: Create and distribute printed materials that summarize key services in critical areas.

- Obtain printed brochures from county and other agencies and place them in key areas and bulletin boards in city building. (Community Services) (Year 1)
- Place city brochures, notices and flyers at libraries, tiny libraries, information boards, faith-based communities, community/senior centers with contact information to follow up with Senior and Disability Services Coordinator (Community Services) (Year 1)
- Pursue opportunities to support or create a program that tracks success/failure of service providers and shares findings with residents. (Community Services) (Year 1)
- Make materials available to City Council and staff. (Community Services) (Year 2)
- Ensure calls to City from seniors are returned within one business day. (Community Services) (Year 2)
- Publish information on website and cable channel in critical areas and create electronic library. (Community Services) (Year 2)
- Create brochures for critical areas where information doesn't exist or isn't comprehensive. (Community Services) (Year 3)
- Research use of technology for seniors. (Community Services) (Year 3)

<u>Metrics</u>
- Number of sites where literature is placed and number of brochures/flyers taken per site per quarter.
- Measure variations by site, by season and by activity.
- Does variation correlate with attendance (in the case of events).

Priority 2: Raise awareness of services

Goal 2: Help residents and their families maintain their health and safety by helping them connect with needed services in a timely manner.
<u>Objective</u>: Publicize available resources.

- Publicize services provided by the Senior and Disability Services Coordinator. (Community Services) (Year 1)
- Develop a directory of senior services. (Community Services) (Year 1)
- Create a phone line with recorded messages about services in the City and County. (Community Services, nonprofits) (Year 2)
- Pursue a policy to communicate services, events and programs of other agencies and organizations to assist residents and encourage greater social engagement/prevent isolation. (Community Services) (Year 2)
- Expand Hyattsville Reporter to publicize critical service needs and available assistance. (Community Services) (Year 3)
- Seek feedback through mailback postcards and other means. (Community Services) (Year 3)

Metrics
- Baseline and increase in requests to Senior Services Coordinator
- Development and distribution of directory.
- Creation of phone line with recorded messages.
- Establishment of policy to distribute other organizations' materials.
- Expanded pages in greensheet/Hyattsville Life and Times

Priority 3: Assure information gets to diverse communities
Goal 3: Increase awareness in diverse of populations of social activities, recreation programs, medical and other health assistance
Objective: Continue to examine availability and accessibility of services to diverse populations.

- Encourage residents to share information. (Community Services) (Year 1)
- Continue to work to reach residents of all backgrounds. (Community Services) (Year 1)
- Ensure website and communications meet accessibility standards. (Community Services) (Year 1)
- Maintain a list of translators and interpreters and explore ways to deploy them for events. (Community Services) (Year 1)

Metrics
- Number of media used and number of languages translated into
- Increased number of calls to SDS Coordinator
- Growth in attendance at events by diverse populations
- Changes in feedback on awareness by diverse populations

Appendices
Appendix 1: Age Friendly Initiative Work Group Members

Core Group
Lisa Walker, Lead
Mary Bloodworth
Gloria Felix-Thompson
Mosi Harrington
Shirley Horton
Edna Little
Sherri McGee
Denise Snyder
Winifred Weaver
Marialis Zmuda

Contributors: Mickie Ballotta, Rosezella Canty Letsome, Vallorie Watson, Yonette Williams

Staff
Beryl Johnson, Hyattsville Senior Services and Disability Coordinator
Katie Gerbes, Hyattsville Planner
Jake Rollow, Hyattsville Director of Community Services

Subcommittees
1. Housing
Lisa Walker, lead
Gloria Felix Thompson
Mosi Harrington
Shirley Horton
Edna Little
Contributors: Mickie Ballotta, Rosezella Canty Letsome

2. Health and Safety
Denise Snyder, lead
Edna Little
Sherri McGee
Marialis Zmuda

3. Home and Community Based Services
Lisa Walker, lead
Denise Snyder
Winifred Weaver

4. Communications
Mary Bloodworth, lead
Lisa Walker

Appendix 2: Acknowledgements

The City thanks the Work Group, who contributed over 1,000 hours of their time to research, compile and draft this plan. Their commitment has been profound.

The Work Group thanks the many people who contributed to this report:

☐ Seniors in the community who have helped us see how – with some helpful supports – their lives could be easier and greatly enriched and their wisdom shared with others.

☐ The many residents, faith-based groups, county and business leaders who attended the two public sessions and the community forum that started this process.

☐ Members of the Hyattsville city staff who supported our efforts, answered our many questions, and helped us understand more about how the city functions, but particularly Jake Rollow and Beryl Johnson who attended all of the Work Group meetings and helped us at every stage; and Katie Gerbes, Hyattsville city planner who helped us think about affordable housing.

☐ Marci LeFevre who got the process started with her presentation at the Hyattsville Aging in Place community meeting in 2015 and initially chaired the Work Group.

☐ Mickie Ballotta who brought to the Work Group research on tiny homes, cohousing communities and the buddy program, Rosezella Canty Letsome who shared with us her frustrating experience in trying to construct a tiny home in Hyattsville, and Subcommittee members Shirley Horton, Edna Little and Winifred Weaver who researched several prioritized areas and made it possible for the Subcommittees to form recommendations.

☐ Other members of the WHO/AARP network from whom we borrowed extensively, but especially Montgomery County, Maryland.

Appendix 3: Age Friendly Workgroup Timeline

August, September 2017	Understand charge, Work Group determines functioning
October	Finalize domains, structure of report, subcommittees' membership
November	Subcommittees make initial verbal reports to AFI Work Group (identify where they are - gaps/barriers)
December	Subcommittees continue to meet to define domain
January 2018	Subcommittees report to Work Group with detailed outlines/drafts and asset/gap highlights
February	AFI Work Group presents findings to Community Stakeholders to gather feedback
March	Subcommittees incorporate stakeholder changes and report recommendation sections
April	Subcommittees submit draft domain and general sections
May	Subcommittees submit final domain and metrics
June	AFI Work Group meets with staff for full exchange and review
July	AFI Work Group reviews revised drafts and appoints writers to bring single voice, structure to report
August	Draft sent to city staff for final review and preparation
September	Staff feedback and final review
October	Draft plan presented to Mayor and City Council
November	Staff revises plan to reflect feedback, City authorship
December/January	Council discusses and adopts Action Plan
January 2019	Action Plan sent to AARP/WHO

Appendix 4: Resources

Housing

<u>Accessory Dwelling Units</u>

- https://www.aarp.org/content/dam/aarp/livable-communities/documents-2015/ADU-Case-Study-Report-USHUD-.pdf

  Report done for HUD on accessory dwelling units

- https://www.aarp.org/content/dam/aarp/livable-communities/documents-2015/ADU-report-AARP-APA.pdf

  Model legislation and ways to find space for ADUs

- http://fw.to/eJB7kJO

  AARP article looking at New Hampshire's zoning law allowing ADUs

- https://ggwash.org/view/65579/its-basically-illegal-to-build-accessory-apartments-adus-in-prince-georges-county

<u>Age Friendly Homes</u>

- http://fw.to/ChWHRWN

  AARP article looking at what makes a home age-friendly

<u>Affordability Strategies</u>

- https://www.brookings.edu/blog/the-avenue/2017/10/19/advancing-regional-solutions-to-address-americas-housing-affordability-crisis/

  Brookings Institution Community of Practice on addressing housing affordability – 4 communities

- https://www.regionalhousingsolutions.org/

  tool developed that addresses many issues and special populations in the Chicago area – useful to look at strategies for seniors as well as other populations

- http://ahpnj.org/news/entry/accessory-dwelling-units-and-affordable-housing

<u>Examples of Tiny Homes</u>

- https://tinyhousetalk.com/communities/

- https://tinyhousetalk.com/city-changes-zoning-allows-small-homes/

- https://www.squareonevillages.org/emerald

Tiny House Villages in Eugene, Oregon - shows how the land is set up and some samples of tiny houses, how they worked with the community to develop and build the communities.

- ☐ https://dc.urbanturf.com/articles/blog/dc-debuts-tiny-home-demonstration-in-deanwood/14489

- ☐ http://www.baltimoresun.com/business/real-estate/bs-md-housing-trust-20180810-story.html

Land Use Codes for Accessory Dwelling Units
http://www.cottagecompany.com/Planning/Land-Use-Code/Langley.aspx

http://www.cottagecompany.com/consulting/innovative-land-use-code.aspx

Home and Community Based Services

In Home Health Assessments
The Johns Hopkins School of Nursing's CAPABLE program helps low-income seniors safely age in place.
https://nursing.jhu.edu/faculty_research/research/projects/capable/capable-faqs.html

Friendly Visits/Buddy System
The Buddy program was used during the AIDS epidemic to help care for people with HIV/AIDS and may be useful to adapt for Hyattsville older adults. A similar program called Friendly Visits/Friendly visitors (FV) exists in Hyattsville although at this point it isn't as extensive as the Buddy program.

The Buddy is a trained volunteer who provides companionship, emotional support and assistance in daily living tasks and engages the individual socially. The Buddy and the individual would agree on frequency of meetings and visits and discuss ways the buddy could be helpful. They might provide food delivery, cleaning, transport to medical appointments or make suggestions for mental health counseling or other services.

Because of continuing contact with the person, the buddy would have a good sense of repairs that might need to be made or changes in the person's behavior. The buddy could refer to services that the person or his/her family would take the lead in contacting. Buddies make a commitment of a year (6 months for Friendly Visitor), must be trained and participate on a buddy team led by a team leader and attend a monthly meeting. (HAP asks Friendly Visitor to report after each visit to a Volunteer Coordinator who refers any concerns to the Outreach committee. HAP also requires background check for each FV or volunteer.)

If the city or partners were to recommend this program or expand the HAP program, it would be important to define what population is to be served (adults of what age?

Disabled? Children with parents recommendation? Families? All incomes? All health conditions, and what kind of services – e.g., the FV program does not provide personal care, financial or medication management.)

Buddy has job description and an application process for the person to be served as does the FV program. Buddies don't spend money or give money to person, important that the volunteer think about their boundaries and what they are willing to do, important to realize that not all relationships will be gratifying as some people find it hard to accept help.

If the city or partners pursue program, it would be helpful to get recruitment materials used, directory, application, training materials and outlines; system for regular communication among buddies. More information is available.

Appendix 5: Stakeholder Meetings List of Attendees

1	Rosemary	Allender
2	Mickie	Ballotta
3	Helen	Barnes
4	Virginia	Bennett
5	LaKeysha	Boyd
6	Jackie	Byrd
7	Maria	Cabrera
8	Rosezella	Canty-Letsome
9	Carla	Cash
10	Peggy	Dee
11	Kathy	Dow-Burger
12	Irma	Echeverria
13	Jennifer	Elrod
14	Andrea	Faller
15	Gloria	Felix-Thompson
16	Blake	Fetrow, Esq.
17	Sara	Fought
18	Michael	Galvoz
19	Altonia	Garrett
20	Gwendolyn	Glover
21	Theresa	Grant
22	Scott	Hahn
23	Daphne	Hall
24	Marghi	Hopkins
25	Shirley	Horton
26	Parthenia	Lea
27	Marci	LeFevre
28	Gina	Lewis-Carmon

29	Perry	Limes
30	Edna	Little
31	Darilyn	Marinelli
32	Ann	Marks
33	Debra	Marshall
34	Bonnie	McClellan
35	Gary	Mekerdijian
36	Pauline	Mekerdijian
37	LaKeysha	Moore
38	Victoria	Moss
39	Krystal	Murillo
40	Dorn	Muscar
41	Tracey	Nalesnik
42	Nicole	Nguyen
43	Edda	Osborne
44	Molly	Parrish
45	LaToria	Pierce
46	Karren Jo	Pope-Onwukwe
47	Daniel	Richardson
48	Daisy	Rickert
49	Perrin	Rogers
50	Kristin	Slawson
51	Carrie	Smith
52	Denise	Snyder
53	Emily	Strab
54	Karen	Sylvester
55	Beatrice	Tignor
56	Maragrita	Valladares
57	Suzanne	Van Nuys
58	Diana	Varela

59	Lisa	Walker
60	Vallorie	Watson
61	Winnifred	Weaver
62	Angela	White
63	Mattie	White
64	Yonette	Williams
65	Cathy	Wilson
66	Leah	Wolf
67	Angela	Wright
68	Marialis	Zmuda