



**DATE:** May 8, 2018

**CATEGORY:** Consent

**DEPT.:** Community Services

**TITLE:** **Age-Friendly City Update**

### **RECOMMENDATION**

Accept a project update regarding the Community Services Department Age-Friendly initiative.

### **BACKGROUND**

The Senior Advisory Committee (SAC) Fiscal Year 2016-17 Work Plan identified applying to the World Health Organization's (WHO) Age-Friendly City Initiative for Age-Friendly City designation. Through this initiative, the WHO promotes policies to enhance the lives of older adults in communities around the world, with a focus on eight domains which support the health and longevity of an aging population. The eight domains include housing, transportation, communication and information, community support and health services, outdoor spaces and buildings, social participation, respect and social inclusion, and civic participation and employment.

On October 18, 2016, the Community Services Department, on behalf of the SAC, brought forth a recommendation for the City Council to adopt a resolution in support of Mountain View's application to the WHO for an Age-Friendly City Designation. As part of the recommendation, staff committed to organize an Age-Friendly City Task Force to conduct community assessments, develop an action plan, and identify indicators so progress can be documented against the action plan. The recommendation was approved by the City Council and an application was submitted by staff to WHO in November 2016.

On February 17, 2017, the City of Mountain View was notified of acceptance as a new member to the WHO Global Network of Age-Friendly Cities and Communities. In April of 2017, the City Council designated the Age-Friendly Cities Initiative as a project to support the City Council's 2017-19 Major Goal to protect vulnerable populations and preserve the diversity of the community (Community for All). The purpose of this

Council report is to provide an update on the City's Age-Friendly designation, with information about Task Force recruitment, community focus groups, and establishing an action plan for a more age-friendly Mountain View.

## **ANALYSIS**

Once staff received the notification from WHO that Mountain View had been accepted to the Global Network of Age-Friendly Cities and Communities, the next step was to create an Age-Friendly City Task Force.

Recruitment for Age-Friendly City Task Force members began in March 2017. The initial recruitment ran through early April 2017 and, due to lack of applicants, was extended until mid-May 2017. A total of six applications were received for the Age-Friendly Task Force. Interviews for the Task Force were held in late June and early July 2017. Five of the six applicants were appointed to the Task Force with a sixth member appointed from the SAC. Task Force members are: Pamela Conlon-Sandhu (SAC appointee); Karin Mauge; Mika Moran; Ruth Norris; Linda Rosen; and Elna Tymes.

### **Community Focus Groups**

Following the appointment of the newly formed Task Force, focus groups were scheduled to solicit information from the community related to being Age-Friendly as recommended by WHO. In early August 2017, staff hosted two Age-Friendly City focus groups. One group was made up of professionals serving seniors in Mountain View and the second group was made up of senior residents of Mountain View. Focus groups were facilitated by Dr. Anabel Pelham, founder of the Center for Age-Friendly Excellence (CAFÉ) and professor emeritus of gerontology at San Francisco State University. Dr. Pelham introduced the "Age-Friendly" concept to both groups and led the participants through a series of questions to determine what makes the City of Mountain View Age-Friendly and also solicit input on what might make for a more Age-Friendly Mountain View in the future.

### **Action Plan Development and Identifying Progress Indicators**

Once the data from the focus groups was collated and analyzed by CAFÉ, the information was provided to the Task Force. Subsequent meetings of the Task Force in 2017 were used to determine priorities, develop a format for the action plan, and identify progress indicators. From information gathered through the community focus groups, the Task Force decided to prioritize two domains: Communication and Information and Respect and Social Inclusion. As identified by WHO, several of the essential functions of each of the two priority domains selected include:

- **Communication and Information**—Regular and widespread distribution of information and a coordinated and centralized access; a basic, effective communication system reaches community residents of all ages; and public and commercial services provide friendly, person-to-person service on request.
- **Respect and Social Inclusion**—Older individuals are regularly consulted by public, voluntary, and commercial services on how to serve them better; service staff are courteous and helpful; and older people are specifically included in community activities for “families.”

### **Next Steps**

To address both of the chosen priority domains, the Age-Friendly Task Force has decided to create a resource guide for Mountain View seniors. The guide will focus on providing information on topics such as housing, transportation, and other topics important to our local senior population. The guide will be easy to read and available at the Mountain View Senior Center and on the Senior Center section of the City website. The Task Force is anticipating completion of this action item by the third quarter of 2018.

In addition, the Task Force has decided to expand on the information gathered through the community focus groups and create a more comprehensive priority list of the needs of seniors in Mountain View. This will entail the development of a community survey, distribution of the survey through Open City Hall, and a community meeting after the data is processed. The community meeting will function to both present the data and solicit comment on community priorities. Final development and prioritization of the action steps will also occur through this process. The anticipated time to complete this effort is by the end of the fourth quarter of 2018.

Staff will report back to the City Council in early 2019 on the progress of the Age-Friendly initiatives.

**FISCAL IMPACT**

To date, the cost of implementing this project has been absorbed by the Community Services operating budget and staff does not anticipate the need for additional funding to complete the Age-Friendly initiative.

Prepared by:

Michele Petersen  
Interim Recreation Manager

J.P. de la Montaigne  
Community Services Director

Approved by:

Audrey Seymour Ramberg  
Assistant City Manager

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