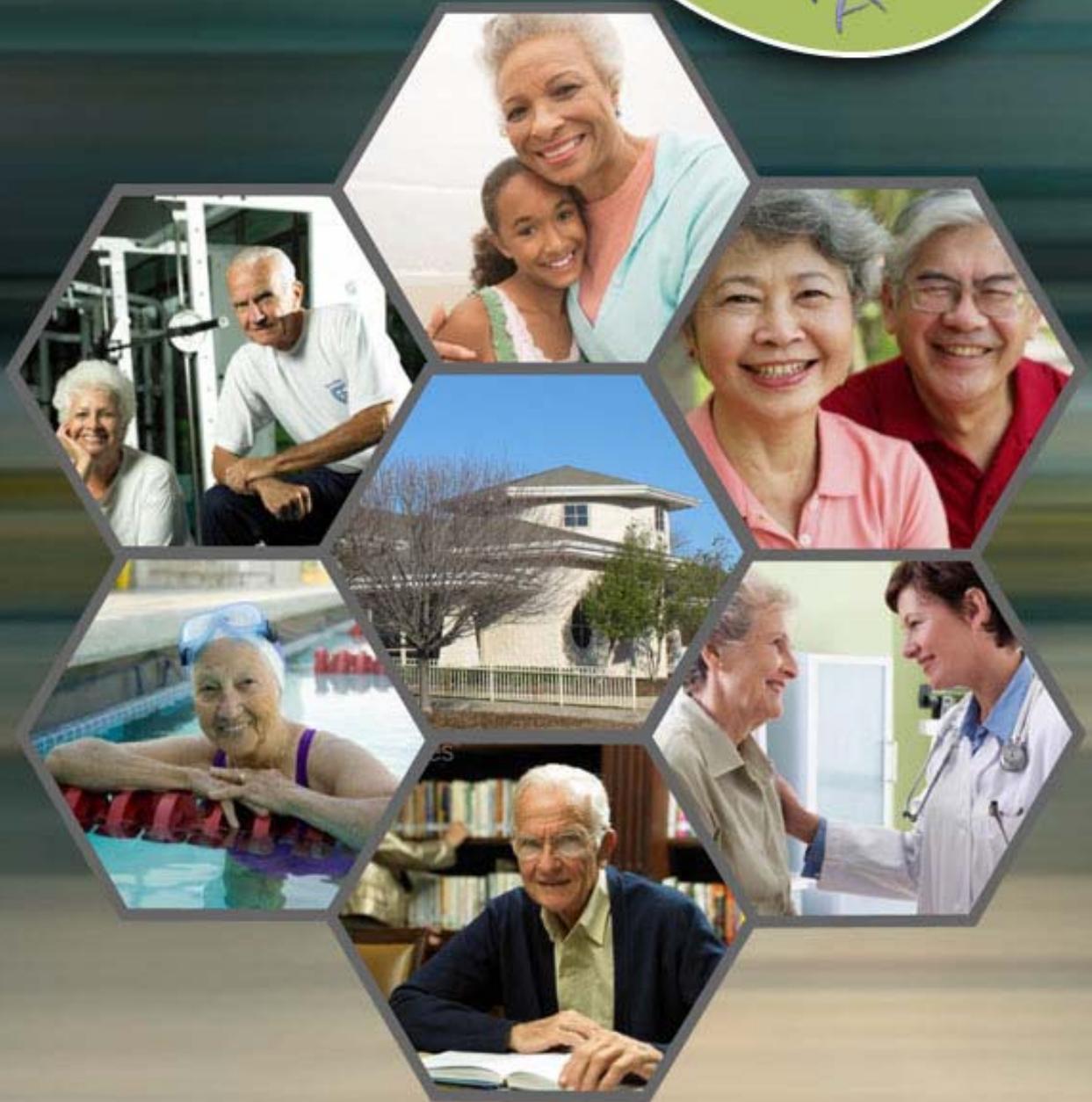


# MP3 - 2007



*Preparing for an Aging Population in Plano*



***Preparing for an Aging Population  
in Plano***

**MP3 Class 2007**

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## Table of Contents

<b>Introduction</b>	<b>Page 1</b>
<b>Policy Priorities: One-Stop Shop for Senior Services</b>	<b>Page 5</b>
<b>Policy Priorities: Information Referral and Coordination</b>	<b>Page 9</b>
<b>Policy Priorities: Transportation</b>	<b>Page 13</b>
<b>Policy Priorities: Housing</b>	<b>Page 19</b>
<b>Policy Priorities: Healthcare</b>	<b>Page 23</b>
<b>Policy Priorities: Public Safety</b>	<b>Page 27</b>
<b>Policy Priorities: Life Enhancement</b>	<b>Page 31</b>
<b>Final Comments</b>	<b>Page 37</b>
<b>Appendices</b>	
Appendix A: Plano map of distribution of citizens over 65	Page 39
Appendix B: Bob Ross Senior Center	Page 43
Appendix C: Geriatric Wellness Center description	Page 45
Appendix D: Possible expansion at Senior Center	Page 49
Appendix E: Existing transportation options	Page 51
Appendix F: Types of housing options	Page 53
Appendix G: Universal design	Page 61
Appendix H: Gatekeeper program in Seattle	Page 63
Appendix I: Current transportation options	Page 65
Appendix J: Implementation Matrix	Page 67
<b>References</b>	<b>Page 75</b>



# **Preparing for an Aging Population in Plano**

## **Introduction**

For the past 40 years, Plano has been a rapidly growing suburb with a very young population. These demographics are starting to change and in the coming years, Plano's population of older adults is projected to grow tremendously. For a city that has traditionally served a population consisting of many families with children, this and other demographic shifts will require some adaptive thinking about the provision of services. With this in mind, the 2007 MP3 class set out to evaluate the role of the City of Plano in providing services to seniors. What we found is that the growth in Plano's senior population is likely to be felt across the board, including housing, transportation, planning, emergency, and health services. In fact, many of these challenges already exist. The network of currently available services is fragmented and, in many cases, is already stretched beyond capacity.

This report, which builds on previous research done by Planning Staff ("Senior Citizen Resource Study, January 2007"), explores the impacts of the growing senior population in Plano and presents a policy roadmap for Plano as the City prepares to meet the needs of older adults today and in the future. This document is divided into sections which address various needs seniors have, ranging from transportation to housing to health care and recreation. These needs exist for seniors throughout the City. (See Appendix A, page 39.) Recognizing the needs of all Plano's citizens, the authors have attempted to develop a set of recommendations that both maintain and create effective programs for seniors while still ensuring that the needs of the City's population as a whole continue to be served.

## **The Graying of the Suburbs**

Across the nation, the percentage of seniors living in suburbs is growing faster than in central cities or rural areas. In the suburbs, the number of people at least 35 years old increased by 28 percent in the 1990s, as compared to 15 percent in cities. By 2000, 70 percent of the 35-and-over population in large metropolitan areas lived in suburbs. The preference for these groups to locate in the suburbs means that by 2000 those aged 35 to 54 (pre-seniors) accounted for 31 percent of total suburban population (up from 26.6 percent in 1990). Plano's population is also growing, though seniors represent a smaller percent of the City's population than in many cities of similar size. (See Table 1 on next page.)

**Table 1: City Comparison**

<b>Place</b>	<b>Population</b>	<b>65 &amp; Over</b>	<b>Percent</b>
Gilbert, AZ	109,697	4,118	3.8%
Fontana, CA	128,929	6,113	4.7%
<b>Plano, TX</b>	<b>222,030</b>	<b>10,911</b>	<b>4.9%</b>
Carrollton, TX	109,576	5,711	5.2%
West Valley City, UT	108,896	5,858	5.4%
Anchorage, AK	260,283	14,242	5.5%
Moreno Valley, CA	142,381	7,809	5.5%
Santa Ana, CA	337,977	18,565	5.5%
Palmdale, CA	116,670	6,520	5.6%
Provo, UT	105,166	6,020	5.7%
United States	281,421,906	34,991,753	12.4%

In 2005, people aged 65 or older accounted for approximately six percent of the Plano's population, but by 2020, that number is expected to swell to approximately 15 percent<sup>1</sup>. Plano is an attractive place for seniors with low taxes, access to medical facilities, recreation facilities, five libraries, and other desirable services. In addition to the population that ages in place, seniors are likely to move to Plano to reside close to their children and utilize Plano's quality services. Combined, the net effect is a significant increase in the City's senior population. (See Table 2 below.)

**Table 2: Plano's Senior Population**

	<b>Total Population</b>	<b>Senior Population</b>	<b>% of Total Population</b>
1980	72,331	1,908	2.6%
1990	128,713	4,577	3.6%
2000	222,030	10,911	4.9%
2005	251,648	16,336	6.5%
2010	264,781	22,242	8.4%
2015	270,000	32,130	11.9%
2020	271,100	41,478	15.3%

This trend is consistent with the City of Richardson, whose residential development slowed several years ahead of Plano and whose senior population comprised 10 percent of its population in 2000. However, it must be noted that while the senior population is expected to grow dramatically, as compared to other cities, Plano's senior population is still relatively low.

## **The Baby Boomers**

The Baby Boomer Generation is often cited as the primary driving force behind the growth in the percentage of the U.S. population considered to be seniors. This, however, is not the case. The growth in percentage of older adults is not the result of accelerated growth of the over-65 population but is largely due to a slowdown in growth of the workforce. (This important point is discussed further

in the Life Enhancement Section.) According to the Brookings Institution, “the growth in the number of elderly Americans averaged two percent annually between 1960 and 1995. In the next 15 years, it will actually slow to a one percent annual rate before accelerating to three percent between 2015 and 2025 when most baby-boomers” will be retired. Annual growth in the number of workers, which also averaged two percent during the past three decades, is projected to slow steadily to only 0.1 percent annually by 2025<sup>ii</sup>.

Still, aging Baby Boomers are expected to have a tremendous impact in the communities where they live. “Baby Boomers continue to catalyze important sociological changes in the communities where they live. In successive waves during the 1950s, 1960s, 1970s, and 1980s, Boomers inflated the demand for schools, college enrollment, first jobs, homes, and stock market portfolios. Indeed, this highly diverse group has continuously displayed very different proclivities than earlier generations in its consumption, politics, and lifestyles, which in turn have had important impacts on generations to which they are senior and junior<sup>iii</sup>”.

Also, retirement for the Baby Boomers is likely to be very different from previous generations. Today’s retirees can expect to lead active lifestyles well into their later years, and many will choose to continue to work beyond age 65. Some will even pursue second careers. As the baby boomers age, there will be more diversity in the senior population. The City will therefore need to offer services to several groups of seniors with varied needs. These groups include the “go-goes” who are active and can live on their own, the “slow-goes” who need some assistance and local services, as well as the “no-goes” who need expanded care and assistance.

## Implications

Today, the total number of seniors in the U.S. is more than the entire population of Canada. Growth of the “middle-aged-plus” population in suburbs during the 1990s outpaced growth of the under-35 population by a ratio of four-to-one. For the first time in U.S. history, more than half of the nation’s residents are at least 35 years old.

Because state and national governments already struggle to keep up with the demand for senior services, it is likely that as the Baby Boomers reach retirement, resources will be spread even thinner. As a result, the provision of senior services is likely to shift much more heavily to the local level. Municipal governments are likely to become increasingly responsible for more of the core of services essential to keeping the senior population in their homes and communities.



While Plano's senior population will not be as large (percentage wise) as many communities, the increase can still be expected to have a significant impact. Plano should begin preparing for the growth in its senior population today. As much as possible, these programs should be structured so they can scale up to meet the growing needs. The City of Plano has a responsibility to all its citizens. These programs and the required resources must be balanced with the needs of the community as a whole.

## **Policy Priorities: One-Stop Shop for Senior Services**

### **Introduction**

During the course of our research, it became apparent that there are many existing services available to meet the needs of senior citizens in Plano but locating those services and finding information about them can be extremely difficult, even for the most able senior citizens. Coordinated information and delivery of services would significantly improve the ability of seniors to benefit from these services.

One consistent recommendation contained in the publications and resources we have consulted is the creation of One-Stop Shops for senior citizens. A One-Stop Shop provides a single point of access for information on available senior services. This need is mentioned in all regions of the country. In Texas, the City of San Antonio has recently responded to this need with the creation of its first One-Stop Shop, the Bob Ross Multi-Service Senior Health and Resource Center. (See Appendix B, page 43.) This is the first of four One-Stop Shops for seniors planned in San Antonio. The City of Fort Worth is also in the process of developing its first One-Stop Shop.

There are some important differences between the situation in San Antonio, where the senior population is significantly larger, and, in general, less affluent than the senior population in Plano. The Bob Ross Center is primarily funded through a coordinated effort of the City of San Antonio and Bexar County. These two entities have a long history of funding social services at the local level which has not been the case with Plano and Collin County.

The provision of social services has not traditionally been a role filled by the City of Plano, and we do not believe it will be necessary for the City of Plano to become a major social services provider in order to meet the needs of seniors in Plano. The Geriatric Wellness Center (GWC) of Collin County, located within the Plano Senior Center, already provides many of the services provided by the One-Stop Shop in San Antonio.

The GWC is a private, non-profit organization that works closely with the North Central Texas Area Agency on Aging, the Collin County Area Agency on Aging, and other organizations to provide a variety of health services and education programs for Plano's senior citizens. When taken together with the recreation and education programs available through the Plano Senior Center, we already have in place most of the pieces necessary to create a One-Stop Shop for seniors in Plano. (See Appendix C, page 45, for information about the services provided at the Geriatric Wellness Center.)

An issue closely related to the provision of services is transportation. Transportation is consistently identified as a major problem for senior citizens. This is especially true in suburban areas where the automobile is the only, or at

least the primary, source of transportation for the majority of the population. As people age and their driving skills diminish, even simple activities such as grocery shopping, going to medical appointments, visiting a friend, or attending religious or social functions can be beyond their abilities. The availability of even the best of services is useless if seniors cannot access them.

In researching programs around the country, we found many models, the most successful of which were tailored to the specific needs of the local community. A few seemed most relevant to Plano. Austin has a significant volunteer transportation program in place that provides over 24,300 rides for senior citizens in the Austin area each year. The Austin Area Caregivers are non-profit organizations funded solely by grants and charitable contributions. Their primary source of funding and volunteers is local church congregations. We also looked at cities such as Chandler and Mesa, Arizona, and found a number of practical transportation solutions such as voucher programs and mileage reimbursement programs. These programs could potentially be run in conjunction with a One-Stop Shop and are discussed in more detail in the transportation section of this report.

## **Issues**

- The dedicated staff at the existing Geriatric Wellness Center already does an outstanding job of providing many of the social services needed by Plano's senior citizens. The delivery of these services is severely limited by a lack of space at the existing wellness center.
- If you cannot drive, it is extremely difficult to get anywhere in Plano. Alternative transportation options are limited. They are not timely. They are difficult to access. They are not convenient to use. There are gaps in the services provided, and it is difficult to get information about them. Residents who need them may not be aware that there are other transportation options available.
- The combined efforts of the Geriatric Wellness Center and existing Senior Center already provide many educational opportunities for senior citizens. Current programs will not meet the needs when Plano's senior population grows. Current education programs for adults who have the responsibility of caring for an aging parent will also be insufficient.
- The existing Senior Center does a great job of providing for many of the recreation and social needs of some segments of the current small senior population in Plano. As is, it will not meet the needs of a growing senior population.

## Recommendations

- Create a One-Stop Shop for seniors citizens in Plano. As stated earlier, most of the elements needed for a One-Stop Shop already exist at the Geriatrics Wellness Center and Plano Senior Center. We believe that enhancing these existing facilities and services is a very cost effective and efficient way to meet the needs of our rapidly growing senior population. The One-Stop Shop will provide a single point of access for all of the information and services available to senior citizens in Plano. It will serve as a comprehensive information and referral service for community resources. A very important element of this One-Stop Shop will be to provide a single point of access and information for the various transportation options available to senior citizens in Plano. The City should continue to support the Geriatric Wellness Center throughout the formation of the One-Stop Shop by providing additional space and access to staff resources.
- Provide an additional grant to the Geriatric Wellness Center to make it possible for them to establish a senior transportation program. This additional program may require the Geriatric Wellness Center to hire additional staff. The program could include a volunteer driver program, a voucher program, and mileage reimbursement program. The Geriatric Wellness Center will determine which combination of programs will be most effective in Plano. (A more detailed discussion of these programs is included in the transportation section of this report.) This will allow the City to assist in meeting the needs of seniors without the addition of City staff and without direct involvement in the provision of social services for senior citizens.
- Parks and Recreation Staff should begin working with Geriatric Wellness Center staff now to determine space needs for a future Geriatric Wellness Center that includes a One-Stop Shop. They should also work with senior citizens to determine future space needs for the existing Senior Center. Elements that should be considered include an expanded wellness center, space for other nonprofit partners, expanded cafeteria, expanded fitness facilities, additional classroom space, and the addition of a warm water exercise pool. The existing Senior Center and Geriatric Wellness Center building is approximately 21,000 S.F. Our initial review indicates that an additional 20,000 S.F. will be needed to provide the facilities described above. (See Appendix D, page 49.)
- We propose funding the expansion of the Geriatric Wellness Center and the Senior Center in the planned 2009 Bond Election. Our preliminary cost estimate for providing the facilities described above is \$6,500,000. Projected annual operations and maintenance costs are estimated to be \$498,000 with an indoor, warm-water pool and approximately \$189,000 without the pool.



## Policy Priorities: Information Referral and Coordination

### Introduction

In addition to the availability of services, providing information about those services is critical to meeting the needs of seniors. Finding a point of entry into the system of senior services can be very difficult.

**Challenge:** Imagine that you are the caregiver for a senior and need to find information on healthcare or transportation services. Using the resources you have available and without reading ahead in this report, where would you turn for help?

We looked at two similar cities, Glendale and Chandler, Arizona. Both are fast-growing suburbs of Phoenix, and both are similar in size and characteristics to Plano. Chandler was recognized by AARP

as one of the five best places for seniors. The senior citizen information Chandler offers on its website is not all that different from what Plano offers. Glendale offers even less than Plano.

The City of Plano information for senior citizens is located in the Parks and Recreation portion of the website. As a result of our draft report, a link was added recently to the front page of the City's website. Additionally, the City offers subscription service so people can get e-mails telling them about updates to the City's webpage on specific topics. Information on the Senior Citizen Advisory Board is the only information related to senior issues that is available through this service.

Title II of the American with Disabilities Act requires that "A public entity shall take appropriate steps to ensure that communications with applicants, participants, and members of the public with disabilities are as effective as communications with others." Recently, the City added the capability of web users to increase the size of the font on the webpage and has other features available to aid disabled users.

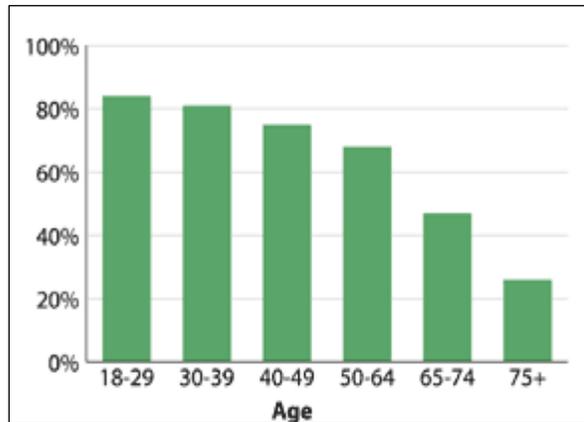
The Plano Senior Center Newsletter provides information on programs offered by the Geriatric Wellness Center of Collin County as well as recreational programs. This newsletter is available by mail and online.

The Geriatric Wellness Center is a good source of information for seniors, especially wellness care information. The Collin County Committee on Aging, located in McKinney, has listings of links on their website for a vast array of senior services. The Area Agency on Aging of North Central Texas is a good source of information and referrals. Another source of information is the '211' system; people can obtain referrals to assistance agencies by calling this number.

The private sector is reacting to the growing market of the senior population. Publications are being produced specifically for seniors. The Senior Resource Guide is mailed directly to seniors while the New Lifestyles is available for free at many places around town. However, these sources of information are not meant to be the place for seniors to find information on social services.

Getting information to seniors can be challenging. Seniors may live in their own home, live with a relative, live in a retirement community, or rent. Some use the

**Figure 1: Computer Literacy Rates by Age**



services of the Plano Senior Center, but not the majority. Today's seniors are not as computer literate as tomorrow's seniors will be. The graph to the left shows that less than 50 percent of the people 65-74 years of age are computer literate. Fewer than 25 percent of seniors over the age of 75 are computer literate. This means that we cannot rely solely on the Internet to get information to our seniors. The use of utility bill stuffers or direct mail may be an option.

## Issues

- Many senior citizens and their families are not aware of the information coordination services already available to senior citizens through the Geriatric Wellness Center, the Collin County Committee on Aging, the Plano Senior Center, or other area organizations.
- Providing a One-Stop Shop, coupled with excellent transportation services for seniors, is of little value if seniors do not know about them. Getting information to seniors and the younger adults who care for them is essential if we are going to meet the needs of senior citizens in Plano. Although many cities have made significant efforts on this issue, we did not find any one example that could serve as a complete model for how we can effectively educate the public about the senior services available in Plano.
- For seniors who are computer literate, the Internet can be a good source of information. Finding the relevant information is the problem.
- Many seniors are not computer literate. Other means of communication may need to be used.



- Our website may not meet the requirements of Title II of the Americans with Disabilities Act for effective communications.

## **Recommendations**

- Make Senior Services a more prominent element of the City's website. Improve the ease of finding senior information on the City's website and increase efforts to list the services available. Move information about senior services out of the Parks and Recreation website. Senior Services should be given a separate domain name so that it can be accessed independently of the main City website in a manner similar to other major City departments and services. Place a link for senior information on the front page of the City's website. (A link on the front page was recently added which directs people to the senior services under the Parks and Recreation site, [www.planoseniors.org](http://www.planoseniors.org).)
- Make the City of Plano website fully compliant with ADA Accessibility Requirements. Seniors who are vision or hearing impaired will benefit from a website that meets these requirements.
- Create an e-mail subscription for senior issues.
- Communicate to seniors that the One-Stop Shop in The Geriatric Wellness Center is the best source for complete and relevant information. The City of Plano should send out one utility bill stuffer each year geared toward seniors. A direct mailing to Plano's over-65, tax-exempt citizens and retirement communities should be considered as well.



## Policy Priorities: Transportation

### Introduction

Mobility is essential for independent living. Transportation is the key link between home and many vital services including groceries, medical care, and social connections. When seniors are no longer able to drive themselves, access to all of these services is threatened. The average man will outlive his driving ability by seven years, the average woman by ten years. Non-drivers, most notably those ages 85 and older, are the least satisfied with their ability to get around their communities, are most isolated, and experience the greatest problems when accessing transportation services.



A review of nine senior transportation studies from around the country showed that seniors who must use public transportation want transportation choices, lower trip costs, extended service hours, service to additional places, the opportunity to take more trips, increased responsiveness from service providers, door-to-door service, and an emphasis on safety and customer service.

In cities such as Plano that were built around the car, transportation can be particularly challenging. Because our land uses are separated and our transportation network is heavily oriented towards automobile travel, people who can't drive often find they are unable to obtain essential services. They become socially isolated.

The physical design of the City presents challenges for providing efficient mass transportation services—both in terms of time and money. Plano's population of seniors is still relatively small and widely dispersed throughout the community. As a result, it is difficult to provide fixed-route mass transit. It also means that, because there is no economy of scale, it is relatively expensive to provide transportation.

The Dallas Area Rapid Transit (DART) and Collin County Area Regional Transit (CCART) provide demand responsive transportation services to the residents of Plano. These services supplement fixed-route bus and light rail transit service and provide special transportation services to senior and disabled persons. It can, however, be difficult for seniors to figure out which transportation option(s) they may use. (The chart in Appendix E, page 51, shows the different options that are available.)

Because DART Para-transit riders must meet specific ADA categories to qualify for the service, certification is more complicated than simply verifying impairment. An in-depth evaluation procedure is required by DART at their headquarters in

downtown Dallas for this purpose. The detailed ADA evaluation process considers:

- If a person's disability prevents them from learning how to use fixed route service, even with training.
- If the available fixed route service in the area has accessible equipment.
- If a specific disability prevents the person from getting to/from the bus/rail stop or bus/rail transit center.

On average, 17 assessments are scheduled for Plano residents every month. Of these 17, about 13 are actually completed. Reported reasons for canceling a scheduled assessment include:

- Forgot about the appointment
- Sick/not feeling well
- Inability to pay the fare
- Unreliable transportation (family/friend) to the assessment
- Changed their mind about using the service

DART reports that it is a rare occasion that someone refuses to travel to the assessment center because of its location. Recognizing that senior riders may be reluctant to use their services because of the "Para-transit" markings on the sides of vehicles, DART is considering changing these markings in hopes of increased social acceptance.

Our visit to San Antonio and Austin indicated that their transit providers' procedures made it equally as difficult for seniors/disabled to get certified for Para-transit rides.

Staff evaluated the feasibility of Plano providing supplemental senior transportation services directly by utilizing City vehicles and staff. Also considered was the use of faith-based organizations and volunteers. After investigating ways to best manage risk, start-up capital and operational/maintenance costs, staff concluded that a supplemental transportation service is best provided by a non-profit or faith-based organization. Research of other cities using non-profits, faith-based organizations, and volunteers determined that the provision of service is possible given adequate administrative resources and managed risk. Volunteers may be more willing to provide travel assistance when using their own vehicle versus an agency provided vehicle. Use of volunteers may reduce wait time and thus reduce the physical toll of a long trip.

Staff contacted several taxi (non-limousine) companies to obtain their level of interest and input on developing a taxi-based service where seniors would use City provided vouchers to pay for their trip. The vouchers would be sold to seniors at a discount. Although no formal response was received from these firms, it is assumed that this type of service would be relatively costly because these firms are located in the other parts of the Dallas area thus making their base "drop" fares high.

In 2006, the North Central Texas Council of Governments (NCTCOG) acknowledged the regional problem of duplicate transit services, difficulty in accessing services, and how best to inform citizens of these services. They have initiated a study on these problems with the goal of providing seamless transit services no matter where in the Dallas Metroplex a potential patron may live. Both CCART and DART representatives are serving on the NCTCOG development committee. As of November 2007, the report had not been completed and a completion date has not been identified.

## Issues

- Plano Seniors needing transportation service must become knowledgeable about the variety of programs available to meet their destination needs and whether or not they qualify for the service. (See Appendix I, Page 65.) Fare structures and ridership rules vary significantly between and within DART and CCART service programs, and this often confuses and frustrates patrons. Scheduling is done on a first-come, first-serve basis and may be difficult when the trip is unexpected. Last minute changes to travel plans are difficult to accommodate. On the other hand, system-savvy riders may reserve all prime travel times well in advance, hindering needed travel by less experienced riders.

"We're asking an awful lot of our citizens who have been driving for (generations) to start becoming public-transit users — if there is public transportation in their community," - Elinor Ginzler, AARP's director of livable communities.
- CCART reports that currently their drivers are able to bend some ride rules for Plano riders because of the few Plano seniors who use CCART. Should ridership increase, CCART customer service satisfaction may be reduced due to passengers being left because they fail to get to the vehicle within a certain time. Also, increased ridership means that passengers will experience additional stops before they reach their destination.
- There are issues with both CCART and DART overall cost to provide the service (cost per trip) and point-to-point service availability and accessibility.
- Persons using DART On-Call during peak hours must begin or end their trip at the Parker Road Station. Unless the purpose of the trip is to link to another DART service or to return home, the round trip will require multiple trip segments and potentially a total fare of \$4.50/age 64 and younger, \$1.00 day-pass/age 65 and older.
- CCART and DART drivers are not permitted to leave their vehicles. Patrons must be able to independently complete the trip to and from the vehicle or personally arrange for assistance.

- The City of Plano’s contract with CCART is based on a straight hourly rate regardless of the number of riders served. In recent months, the monthly ridership has been approximately 200 trips, for approximately 40 persons, which translates to more than \$40 per passenger trip (a one-way trip). The City has approximately \$110,000 budgeted annually for the current CCART contract.

## Recommendations

- Develop a coordinated, single-call reservation system as part of the One-Stop Shop concept in the Geriatric Wellness Center. The One-Stop Shop staff will advise Plano seniors of the transportation options available (e.g., fixed route, demand responsive, Para-transit, volunteer driver, taxi voucher, etc.) that best fit their situations.
- Through a grant to the Geriatric Wellness Center, support the development of additional options for senior transportation. These might include:
  - a. A program that will allow seniors to get their own drivers who are then reimbursed by the One-Stop Shop for standard travel costs.
  - b. A voucher program whereby cab companies and other private providers would be paid through vouchers sold at a discount to qualified riders.
  - c. A volunteer transportation program for seniors (similar to North Austin Caregivers).
  - d. Information sharing with the One-Stop Shop on federal transportation grants for “seed money” to become a supplemental transportation provider.
- Investigate deviated fixed routes, defined as a situation in which buses travel fixed routes but stop at any corner where a person waves.
- Work to restructure the City’s contract for senior transportation to improve services while managing the cost per trip. Seek out alternative providers and mandate performance audits of service contracts.
- Strive to tailor programs to meet local service priorities. Potentially fixed routes could be reduced and DART On-Call and Para-transit expanded if it were more efficient and effective.

Though public transportation systems are helping seniors by making buses easier to access, announcing stops, and providing more personal assistance, volunteer drivers can represent a key transportation link for many seniors, particularly seniors who live in towns that don't have large transit systems.

- If appropriate, coordinate any proposed service revisions with future NCTCOG recommendations on developing seamless regional transit services.



## Policy Priorities: Housing

### Introduction

Housing is, by its very nature, a critical issue for anyone, including seniors. The preference for most seniors seems to be to age in place in both their own homes and communities. However, complete independence during the later years may be compromised as longevity is associated with increasing changes in the physical, social, emotional, mental, and financial status of older persons.

*Plano with a population of about 255,000, faces some challenges in providing social services in general, and senior services in particular. Plano has been built predominately in a suburban form, with a dispersed population. The city and county governments operate relatively independently (when compared with unified city-county governments found in some other states).*

In recent years, construction of senior housing has increased in Plano. Several active retirement communities have been built in the City, and as of October 2007, there are 31 independent living, assisted living, and long-term care facilities in Plano housing 3,320 people. Three additional facilities are presently under construction; these will provide housing for an additional 669 seniors. The non-profit Plano Community Home has approximately 300 units in their three facilities available to low-income residents; however these are vastly inadequate as evidenced by a waiting list of approximately three years. While recent development has increased the number of available options, much of the senior housing is still either at the high- or low-end of the market. Not much exists in the middle and not enough exists at the low end. In addition, the cost of housing can easily be a burden for seniors, especially those with limited resources.

For those seniors who want to stay in their own homes, maintenance and accessibility issues can become problems. Further, Plano's suburban development pattern is limiting for seniors, especially when they lose the ability to drive. Transportation options are exceedingly important for this reason. Our suburban development pattern makes the provision of transportation more costly. Senior housing is a natural fit with mixed-use, higher density environments such as Legacy Town Center, and the inclusion of this type of housing should be encouraged in future urban center projects. Regardless of where seniors live in the community, there is a need to make sure that seniors have access to a supportive, accessible environment with services.

### Issues

- Larger homes that were once suitable for raising a family can become maintenance issues as people become older and money becomes tight. Yard maintenance alone can be a full-time job, depending on the size of the yard

and the amount of landscaping. Inside, it doesn't get any easier. Besides the basic upkeep, there is the never-ending issue of home repair. Regardless of a home's age, things in and around the home will break down and need repair.

- The ability to maintain or modify housing to meet needs of seniors is necessary for seniors to be able to age in place and remain a part of their community. As physical abilities decline, accessibility can become a challenge. Modifications are often needed to improve accessibility. Ramps are sometimes required to facilitate wheelchair mobility. Bars on walls and bathrooms are often necessary for stability. Uneven surfaces may need to be fixed so that the simple task of walking doesn't become a dangerous activity. And when stair climbing becomes agonizing, electronic lifts may need to be installed.
- Proximity to medical facilities is important. As seniors age, they frequently need more medical attention. The location of housing is often related to the availability and accessibility of alternate forms of transportation, including public transportation. Appropriateness is important. The abilities of the senior citizen must be matched with available services.
- Seniors have different needs and preferences with regard to housing, and it is important that communities have a variety of options available. This should include housing at a variety of price points as well as different styles and neighborhood characteristics.

## **Recommendations**

- Develop additional programs to support making existing homes more accessible for seniors who choose to age in place.
- Explore ways to incorporate more flexible senior housing into the community. (See Appendix F, page 53, for types of housing options.)
- Funding for the Plano Community Home is very dependant on Federal grants which may not always be available. These facilities are a tremendous asset to our community. Look at ways to ensure these facilities continue to be built.
- Promote the inclusion of senior housing in mixed-use, transit-supportive environments.
- Create a database of senior housing facilities.
- Work to reduce gaps in the continuum of housing.

- Work to encourage universal design elements in new homes and the retrofit of older homes. (See Appendix G, page 61.)
- Encourage the clustering of commercial and other desirable services such as drug stores, grocery stores, transit, medical, etc., near senior housing developments.



## Policy Priorities: Healthcare

### Introduction

Most seniors are fully independent in their daily activities and can care for both themselves and others. Declining mortality and disability rates mean that older adults are likely to enjoy even more active years than previous generations. However, that does not mean that today's seniors are not going to face some challenges as they reach their later years. On average, however, older adults are coping with or managing two chronic health conditions, such as high blood pressure, arthritis, or diabetes. While relatively few people over 65 have cognitive impairments, the rates of serious neurological diseases go up dramatically with age, such that nearly a third of older adults surviving to 85 have significant cognitive impairment. Further, today's seniors are faced with a severely stressed Federal system of Social Security and Medicare.

Access to affordable healthcare and preventive services is a growing concern among older adults. Access at the community level to healthcare and to preventive services such as immunizations, screenings, mental health services, and wellness programs, is essential to promoting successful aging. This is particularly true for ethnic minority older adults who tend to have a higher incidence of chronic disease. Access to healthcare can relate to the proximity of health services, which is a major issue for those older adults who cannot drive and lack transportation alternatives.

"There are only four kinds of people in the world: those who have been caregivers, those who are caregivers, those who will be caregivers, and those who will need caregivers."  
- Rosalynn Carter

### Issues

- Community information about available healthcare services is dispersed across agencies and providers. There is no single point of entry.
- Under the Federal Older American's Act, Area Agencies on Aging are responsible for planning, coordinating, and offering services for older adults. The North Central Texas Council of Governments Area Agency on Aging is a critical connector to other organizations and resources in our area. The NCTCOG Area Agency on Aging is responsible for a 14-county area. Therefore, local agencies, including the Geriatric Wellness Center of Collin County and the Collin County Committee on Aging, have been contracted funds to provide aging services specifically in Collin County by the NCTCOG Area Agency on Aging. Many seniors do not know about six services available at the regional level through the Area Agency on Aging. These services are care coordination, caregiver support, caregiver respite, benefits counseling, long-term care ombudsman, and homemaker. The Geriatric Wellness Center of Collin County and the Collin County Committee on Aging

have referral relationships with the NCTCOG Area Agency on Aging and often refer seniors and their caregivers for assistance.

- The Geriatric Wellness Center, located in the Plano Senior Center, has co-existed with the City of Plano senior services since 1979 and provides preventive medical and mental healthcare, senior health analysis, evaluation, and health education about existing conditions, and prescription drugs. In addition, the Geriatric Wellness Center provides non-medical volunteer support and transportation to seniors post-hospitalization, free lending of durable medical equipment, support groups for diabetes, grief, hearing loss and low vision, and support groups for caregivers. It also provides individual therapeutic counseling for seniors and their caregivers, resource referral, and help with Medicare issues through benefits counseling. It provides detailed and in-depth information and referral services customized for local seniors and their caregivers in person at the Plano Senior Center or in the home environment for the homebound. Such personal service is often necessary when dealing with seniors who are visually or hearing impaired. The Geriatric Wellness Center is short on space, funding, and staff.
- Many older citizens consume fewer than 1,000 calories per day and are at high risk of malnutrition.
- There is a growing need for caregivers to assist seniors with everyday living activities that allow them to be autonomous and self-sufficient. Family caregivers are easily taxed beyond their coping abilities.
- Medicare reimbursement to physicians is based on the number of people per square mile. Dallas County has more people per square mile than Collin County, so Medicare reimbursement to Dallas County physicians is greater than Medicare reimbursement to Collin County physicians. The number of Plano providers accepting Medicare is steadily shrinking. As a result, Plano seniors are having a difficult time accessing healthcare services.
- There is an absence of healthcare coverage through Medicare to address preventative care, eye exams and lenses, dental services, and mental health problems.
- As Plano's foreign-born population grows, there are also a growing number of elderly persons who are not citizens and, therefore, do not qualify for Medicare. This group is likely to increase in the future.

## Recommendations

- Increase the visibility of the Area Agency on Aging and its contractors, such as the Geriatric Wellness Center of Collin County and the Collin County Committee on Aging.
- As the Meals on Wheels program expands in Plano, the City should provide free additional sites as needed for volunteers to pick up the meals they deliver to the elderly. This space could be a room regularly reserved around lunchtime at a library or recreation center. The City should encourage clearly marked numbers on apartments to facilitate meal delivery.
- Work to increase offerings of caregiver support programs at the Senior Center, such as those presently offered by the Geriatric Wellness Center of Collin County.
- Provide a single point of access for senior services including healthcare service. (See “One-Stop Shop” in report.)
- Alert our congressional representatives in Washington, D.C. to the disparity between Medicare payments to doctors in Dallas County versus Collin County, which is still labeled a rural county.
- Provide the Geriatric Wellness Center and other non-profits serving the senior population with additional free space in an enlarged Senior Center (as a part of the One-Stop Shop). Support the Geriatric Wellness Center in its emphasis on wellness/preventative care for seniors.
- Increase City of Plano grants to the Geriatric Wellness Center to enable them to expand services (as a part of the One-Stop Shop).
- Alert our congressional representatives in Washington, D.C. of the need for additional funds to address more extensive dental care for Collin County seniors. Present services are unable to meet the demand of either the number of seniors needing dental or the extent of the dental services often needed by seniors (i.e., dentures).
- Explore a partnership with the SMU in Legacy Counseling program to offer free or low-cost counseling services to seniors and their families.



## **Policy Priorities: Public Safety**

### **Introduction**

Older adults often feel especially vulnerable to disasters or other emergencies, falls and injuries, and crime and victimization. Nationwide, an estimated half-million persons age 60 and older are abused, neglected, or exploited in their domestic settings.

In Plano, Police, Fire and Rescue, and Public Safety Communications each have programs that are geared towards/attended by senior citizens. When the Citizens Police Academy is held, usually at least half of the participants are senior citizens. Half of the Citizens Police Academy Alumni are senior citizens.

Police Crime Prevention offer several programs tailored specifically to seniors. They include fraud prevention, abuse of the elderly, personal safety, property safety, theft prevention, ID theft, and a six-week Senior Citizens Police Academy.

Fire and Rescue programs include door-to-door smoke alarm checks, the File of Life method of giving paramedics the information they need in a medical emergency, the Remembering When fire and safety program, and Home Safety Council's Safe Steps program. Fire and Rescue is working with local geriatric services to incorporate specialized inspections with their home visits to the elderly.

Public Safety Communications provides the R.U.O.K. program that automatically phones registered users to check on their welfare. Currently the program has 29 participants.

In case of a disaster, the City Health Department maintains a list of bed capacity at all Plano retirement communities and nursing homes.

Plano Department of Emergency Management and Homeland Security are participating in a regional campaign known as KnoWhat2Do. The KnoWhat2Do guide teaches senior citizens, as well as the general public, how to think, prepare, and act when disaster strikes.

The City continues to install road signs that aid all drivers, including older drivers. These include larger, easier-to-read lighted road signage, reflective road markings, raised buttons to delineate lanes, and dedicated left-turn lanes. The City continues to assess sidewalk accessibility.

## Issues

- Senior citizens who live alone may become socially isolated and have few people to turn to for help.
- Senior citizens who live alone may be unable to help themselves should Plano be struck by a disaster.
- In shelter planning, FEMA has limited resources for special needs, e.g., the inability to shower without help.
- Senior citizens are targets for abuse, neglect, and fraud. They will have increased contact with police.
- Drivers over 65, along with new teen-age drivers, have the highest accident rates per miles driven. On the basis of estimated annual travel, the fatality rate for drivers 85 and over is nine times as high as the rate for drivers 25 through 69 years old. Three behavioral factors in particular may contribute to these statistics: poor judgment in making left-hand turns, drifting within the traffic lane, and decreased ability to change behavior in response to an unexpected or rapidly changing situation.
- Elderly citizens can wander away from their homes and become lost.

### Scottsdale, Arizona —Public Safety

The City of Scottsdale is a large urban community in the Phoenix-Mesa-Scottsdale metro area with a population of approximately 230,000. It has a significant older adult population. In 2000, it was the ninth major city by percentage of residents age 65 and over and continues to face immigration of older adults and others. Two Scottsdale programs involve innovative partnerships to enhance the delivery of aging services.

Through the city's Lock Box program, local realtors provide lock boxes to the elderly and residents with disabilities. Seniors who sign up for the program have a lock box secured outside of their homes with a key that only police or fire personnel can access in case of emergency. Good collaboration between police and fire departments, senior centers, and staff of home delivered meals is necessary to ensure the program's success. The program, which was prompted by fear voiced by seniors and children of seniors, is funded through grants and is managed by local law enforcement.

## Recommendations

- Continue current programs targeting senior citizen populations.
- Frequently investigate and consider new technologies designed to ensure the safety and well-being of older adults.
- Incorporate the needs of older residents into our local emergency plan. Create a community-wide emergency plan for older and disabled people. Identify where pockets of

senior citizens may exist, specifically those who are transportation–dependent and have no other mode of transportation should they need to evacuate. Plano’s Purchasing Department should identify suppliers from whom supplies for the elderly, such as adult diapers, can be obtained quickly.

- Using such sources as the R.U.O.K call list, Meals on Wheels, and the Senior Center, begin to create a special-needs registry so emergency officials are able to identify and locate senior citizens who need help should a disaster occur. Encourage fragile and mobility-impaired elderly to pre-register with 211 as part of their disaster preparedness.
- Increase targeted efforts to help senior citizens ready themselves to “shelter in place” during an emergency by preparing enough supplies—including prescriptions—for up to five days, keeping in mind that they may lack electricity. Teach them to turn off their gas and electricity.
- Build a training program for all City employees who have face-to-face contact with senior citizens to alert the proper authorities when they suspect isolation or victimization by abuse, neglect, or fraud. Educate City employees on elderly issues in a Gatekeeper program. Affected departments, in addition to emergency services, may include Libraries, Neighborhood Services, Public Works, Parks and Recreation, and Property Standards. Incorporate the Gatekeeper program into current programs such as the Crime Watch neighborhood programs, Citizens on Patrol program, and Homeowners Associations to emphasize the need of neighbors to look in on their senior neighbors. (See Appendix H, page 50, Gatekeeper Program in Seattle.)
- Train beat police officers to acquaint themselves with the older citizens on their beats.



## Policy Priorities: Life Enhancement

### Introduction

Today's older adults are living longer and healthier lives than their parents did. As a result, their retirement years are often spent very differently than those of previous generations. Many seniors are staying much more active and even remaining in the workforce longer. American society can benefit enormously from the energy, experience, and wisdom of these older citizens.



The staff at the existing Senior Center does an excellent job of providing for many of the life enhancement needs of Plano's senior citizens. The center provides a large number of social, recreational, and educational opportunities for older adults. The center also provides opportunities for seniors to find help with legal and financial issues. The City will need to remain proactive and forward thinking in providing these programs if we are going to meet the needs of a growing and changing senior population.

One of the most important ways for seniors to remain actively involved in the community is through volunteering. Volunteering has a favorable impact on the health of older adults. A large part of our City's volunteer workforce is made up of senior adults. We have many excellent volunteer programs in place. These programs will also need to change to keep pace with the demands of a growing and changing senior population.

While our population is aging, the workforce is also aging. The number of older employees leaving the workforce over the next two decades is expected to exceed the number of new employees entering the workforce. This may require that we rethink how our workforce is structured if we are going to continue to meet the needs of our citizens.

The State of Texas through the Department of Agriculture has a program, Texas Certified Retirement Community Program, to encourage retirees

The City of Plano is already doing many things to enhance the lives of seniors. Our Public Works Department is increasing the size of street signs, lighted signs are used on our major thoroughfares, and they are surveying our sidewalks to improve accessibility in the future. Our Sustainability & Environmental Services Department offers smaller waste containers and will assist with waste pickup if necessary. Public Safety Communication offers the RUOK Program and Parks and Recreation offers a variety of programs at the Senior Center and other recreation centers in town. Libraries offer a Books by Mail service and collect many large print books. City departments will need to continue to be proactive in identifying opportunities to better serve our senior citizens.

or potential retirees to make their homes in Texas. Texas is now the second most popular retirement state. Through this program, cities can be certified and the state will market your city to retirees. To date, five cities and one county have been certified.

## **Issues**

- Many seniors living in Plano do not know about the existing Senior Center in Harrington Park and the programs and services it offers.
- Many seniors in Plano are not users of the existing Senior Center.
- A substantial number of users at the existing Senior Center are over 70. Younger, more active seniors are not as likely to use the facility.
- Adults with older parents living in Plano may not be aware of the existing Senior Center and the programs and activities it offers.
- The fitness room, cafeteria, classrooms, and activity spaces at the existing Senior Center are already over crowded. They will not be adequate for a projected senior population that is three times the size of the current senior population.
- The next generation of older adults is expected to have very different expectations about recreation and leisure than their parents. They may not be willing to identify themselves as “senior citizens” and may not participate in many of the programs and activities offered today.
- Education and recreation opportunities for seniors and their caregivers are not generally available at other recreation centers for those who choose not to use the existing Senior Center.
- Should the City of Plano wish to become a Certified Retirement Community, the cost to be certified would be about \$55,000 and is good for five years. The City Council Strategic Plan includes the attraction of more young families to Plano. Should Plano try to attract a specific segment of the population or should Plano be a community for citizens of all ages?
- In the past, City volunteers have often been consigned to low-level tasks. The next generation of volunteers may not be willing to accept these types of tasks as the only volunteer opportunities available to them. The City will have a tremendous resource when large numbers of well-educated, experienced, and highly motivated Plano residents leave the workforce and move into the ranks of the retired or semi-retired. A shift will be needed in the next five years to accommodate senior citizen expectations of purposeful volunteer activities. Our existing volunteer programs will need to change in order to

fully harness these resources and use them for the greatest possible benefit to the City.

- There are still many untapped opportunities for City Departments to better meet the needs of senior citizens without compromising services to residents as a whole.
- Many City departments have not examined ways to accommodate older customers.
- The City of Plano's workforce is aging rapidly. Large numbers of experienced employees at all levels in the organization will be leaving in the next 5 to 10 years. National trends suggest that the number of qualified workers available to fill those positions is likely to be significantly less than the number of positions being vacated.
- Most programs being developed today to address the loss of experienced workers are oriented toward management and professional positions. Qualifications and experience will be important at every level in the organization and not just in upper management positions.
- Programs being developed in many organizations to retain older workers could create inequities in the workplace if similar programs and opportunities are not offered to younger workers.

## Recommendations

- Parks and Recreation staff should begin planning now for the future recreation and education needs of Plano's senior population. The Senior Center should be expanded in accordance with the recommendations in the One-Stop Shop section of this report.
- Begin offering more recreation and education programming for seniors at the City's other recreation centers.
- Begin planning now to provide increased educational opportunities related to issues such as long-term care insurance, health insurance,

### Executive Service Corps

Chicago's Executive Service Corps uses well-trained volunteers to teach clients how to create a strategic plan, how to recruit energetic board members, how to establish compensation programs, how to manage agency finances, and how to produce fund development plans. Volunteers come from some of Chicago's top companies and organizations, and they have retired from or continue to work in accounting, finance, education, law, insurance, government, social services, community and youth development, healthcare, the media, utilities, cultural arts, and merchandising. Volunteers work in teams or as individuals.

Medicare policies, local doctors, legal issues, estate planning, money management, fraud protection, fall prevention, transportation options, housing options, and many other issues important to older adults and their caregivers.

- “Stealth senior programming” may be necessary to attract older adults who are not willing to identify themselves as “seniors”. These programs and activities could be specifically designed to meet the needs and wants of seniors without ever identifying themselves as “senior programming.”
- Each City department should conduct an internal review to identify ways to better meet the needs of seniors. Examples of ways to enhance services include things like larger computer monitors at libraries and adjustable text size on the City website.
- The City of Plano should not apply to be a Certified Retirement Community at this time. The City should strive to be a livable city for all ages and should not focus on attracting one particular group, such as senior citizens.
- Volunteers in Plano (V.I.P) staff should establish a volunteer committee made up of future retirees to study and develop programs for a growing and changing volunteer population. City leaders and staff will need to assist volunteer program staff in identifying purposeful volunteer opportunities that can utilize the resources of well-educated and highly capable volunteers. Many programs have been developed in other parts of the country that could have some application in Plano. Chicago’s Executive Service Corps, The University of Maryland’s Legacy Leadership Institute, and Atlanta’s and Milwaukee’s Senior Academies are good examples of the types of programs Plano may need in the future.
- Assign the Employee Advisory Committee the responsibility of studying and making recommendations concerning additional programs designed to deal with the rapidly aging workforce at the City of Plano. Several types of programs have been implemented by organizations around the country. Some of these have already been used in some departments of the City of Plano. Examples of programs:
  - Hiring retirees as consultants or contractors
  - Creating an “on-call” pool of retirees
  - Phased-in retirement
  - Creating flexible or special benefits
  - Mentoring
  - Continuous learning and training
  - Pre-retirement planning
  - Delayed retirement enhancements to pension plans
  - Workplace restructuring
  - Creating a culture that promotes generational diversity
  - Career counseling
  - Modifications to early retirement subsidies

- The primary focus of programs developed to address the problems of an aging workforce should be the most cost effective and efficient way to provide services to the citizens of Plano with the workforce that is available. These programs should not be limited to management and professional positions, and they should also be offered, when applicable, to younger employees.



## **Final Comments**

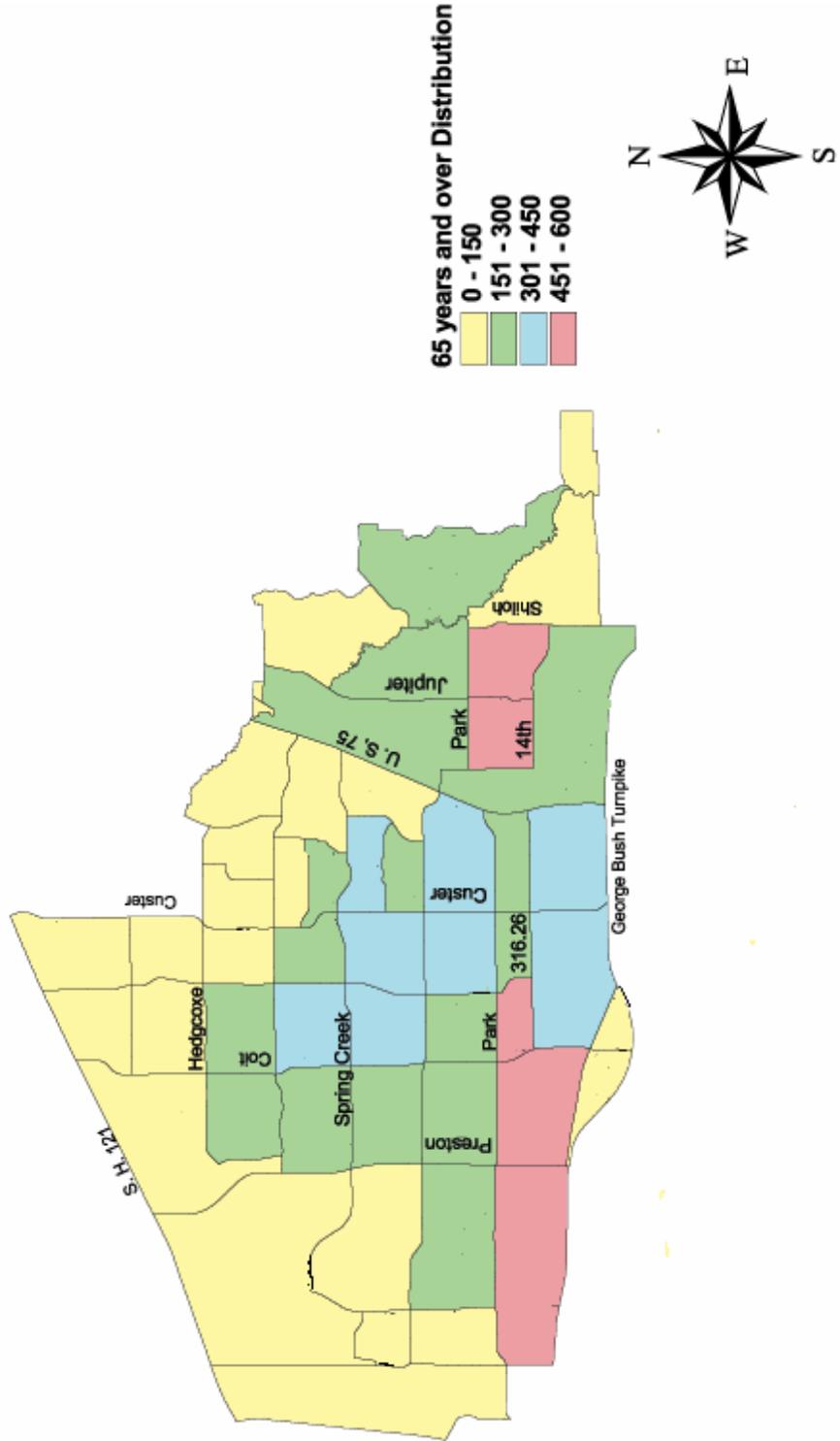
The City Plano has always been a well-planned, forward-thinking City that has provided excellent services to its citizens. For the last 40 years, Plano has been confronted with continuous growth and a rapid demand for new infrastructure, facilities and services. The City and school district have provided the young families moving here with excellent schools, parks, libraries, streets, and infrastructure along with outstanding police and fire departments.

Today Plano's population is growing more diverse, and that diversity is creating new and changing demands for our public services and facilities. A significant increase in the number of residents over 65 will be a major part of that increasing diversity. Many of those young parents that moved here decades ago will remain here long after their children are grown, and they themselves have retired. Others will be faced with bringing aging family members here to Plano to live with them or near them. It will be important for the City of Plano to adapt its services and facilities to meet these changing needs.

In this report, we have attempted to identify the most important needs facing Plano's senior citizens and then make recommendations for how the City of Plano, where appropriate, can prepare to meet those needs. Plano will always be a great City for young families to live. With proper planning and the forward thinking leadership the City has displayed in the past, Plano can also be a great place for its residents to live long after they have retired. We hope this report will provide a starting point for meeting the needs of our growing senior population and help Plano continue to be a national leader in providing excellent City services for all of our citizens.



# 2000 Census 65 years and over Distribution

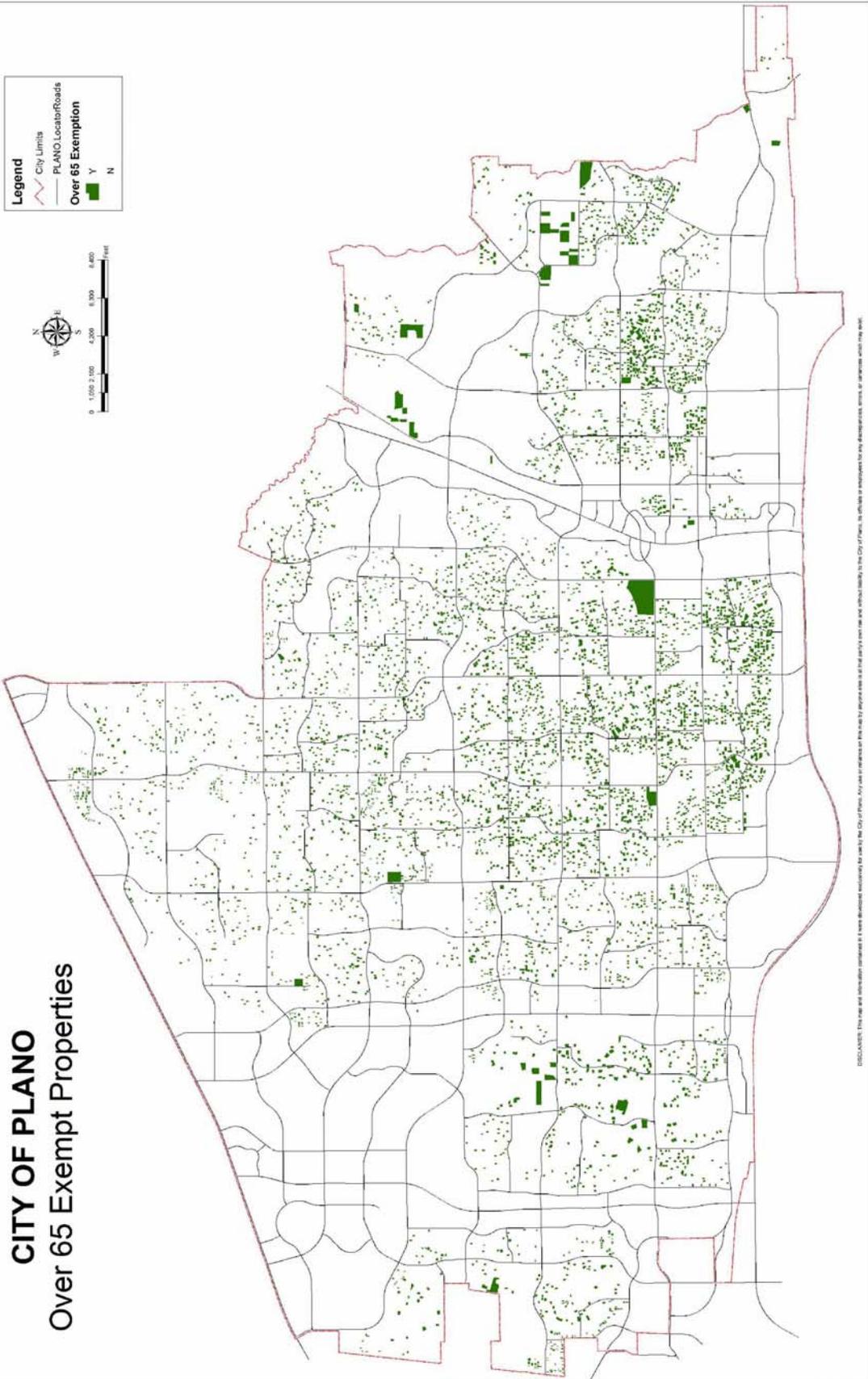




# CITY OF PLANO Over 65 Exempt Properties

**Legend**

- City Limits
- PLANO Locator Roads
- Over 65 Exemption
- Y
- N



DISCLAIMER: This map and information contained herein are the intellectual property of the City of Plano. Any use or reliance on this map or information is at the user's own risk without liability to the City of Plano. An official or employee of the City of Plano, in reliance on information for any development, cannot be held liable for any errors or omissions which may occur.



## Appendix B: Example of One-Stop Shop



**Bob Ross Multi-Service  
Senior Health & Resource Center  
2219 Babcock  
San Antonio, Texas 78229  
Phone 210-207-5300**



**Pete McKinnon, MPA  
Center Administrator  
([pmckinnon@sanantonio.gov](mailto:pmckinnon@sanantonio.gov))**

### **History**

In a May 2003 report to City Council and the Bexar County Commissioners Court, the City/County Joint Commission on Elderly Affairs presented a recommendation that senior one-stop access centers be created in each of the county's four quadrants. Councilman Art Hall, Council District 8 responded to the Commission's recommendation and in November 2003, San Antonio and Bexar County voters approved bond funding for creation of the first senior one-stop center to be located in the South Texas Medical Center (Council District 8 and County Precinct 3). The center was subsequently named in honor of Bob Ross, a former City of San Antonio Councilman and the first chairman of the City/County Joint Commission on Elderly Affairs who devoted much of his life and efforts toward raising awareness of senior concerns and issues in San Antonio.

### **Showcase for Comprehensive Wrap-around Senior Services:**

Located at 2219 Babcock Road in northwest San Antonio, the Bob Ross Center will combine services of both the City of San Antonio and Bexar County to provide a true "one-stop" clearinghouse for services and information. The Center will host comprehensive, wrap-around services to seniors 60 and older, focusing on case management, health and wellness, education, social and cultural activities and volunteer opportunities. This one-of-a-kind facility will be a showcase for senior services in the entire region. Resting on the corner of Babcock and Wurzbach, the Bob Ross provides easy access to City and County services and allows for unique integration of public resources never before enjoyed by our community.

Design priorities of the facility were developed based on a study and in-depth survey with seniors, policy makers, elected City and County officials. Based on this commissioned survey, the Bob Ross Center was designed and will be staffed with those services most important to our seniors, as identified by our seniors. Sensitivity to the needs of seniors from the inception of this project ensures that service delivery will be comprehensive and in the best interest of our clients.

Additionally, the Center increases the ability of local governments to respond to the needs of the community. While service delivery is a priority, seniors will also enjoy the companionship of their peers, a variety of recreational activities, a nutritious meal, and exercise.

Below are some additional facts and service offerings hosted by the Bob Ross Center.

- **Funding: \$6,626,000**
  - 2003 General Obligation Public Health and Safety Bond
  - Bexar County Bond
  - Community Development Block Grant
  - Housing and Urban Development (HUD) 108
- **Facility:**
  - Located in the heart of the City's Medical Center
  - 24,400 square feet
  - Exercise room
  - Comprehensive, wrap-around services will include:
    - Two atriums
    - Basic medical screening/assessment (hearing, vision, general health, etc.)
    - Senior homebound products display/demonstrations
    - Three multi-use conference rooms
    - City information services staff
    - Reading/resource room
    - City and County Caseworkers
    - Computer lab
    - Arts and crafts room
    - Demonstration kitchen
    - Outside, landscaped nature path
    - Outside area will include garden plots for seniors to work their own garden
    - Comprehensive Nutrition Program (CNP), including:
      - CNP Center Manager
      - Full multi-functional kitchen
      - Dining/event room with a stage (seats 85)

## **Appendix C: Geriatric Wellness Center of Collin County**

### **Geriatric Wellness Center of Collin County**

401 West 16th Street  
Suite 600  
Plano, Texas 75075  
972.941.7335  
972.516.4870 (fax)

### **MISSION**

Assisting older adults in achieving their highest levels of physical, mental, and spiritual well-being.

### **HISTORY**

Founded in 1979 by Churches for Community Cooperation under the leadership of Reverend Maurice Barnett, with strong support from Rotary and other service organizations. Established as a 501(c)(3) not-for-profit agency funded by United Way (1982), fundraising, grants, local churches, service clubs, service fees, and individual donations.

### **SERVING**

Serves older adults, 55 years of age and older, and their caregivers in Collin County and surrounding areas. Based in the Plano Senior Center and provides services at 12 different locations across the county and in senior/community centers where seniors gather for activities.

### **Health**

The primary goal of the Wellness Center is lasting good health and continued wellness for anyone aged 55 and over. A masters-level Geriatric Nurse-Practitioner offers senior health analysis, evaluation, preventative care, and health education about existing conditions and prescription drugs.

- Physical exams
- Lab work
- Foot care
- Ear cleaning
- Blood pressure checks
- Education
- Medical referrals
- Flu immunizations

Available screenings include:

- Blood pressure
- Blood sugar
- Cholesterol
- Cataracts
- Hearing loss
- Foot problems

Free lending of durable medical equipment provides convenience and mobility for temporary ailments or long-term convalescence.

- Wheelchairs
- Walkers
- Bath benches
- Potty chairs
- Canes

### **Support**

Support group meetings lend the opportunity for clients and/or caregivers to openly discuss concerns, experiences, and fears in a non-judgmental atmosphere and gather community resource and educational information.

### **Senior Support Group**

- Diabetic
- Grief
- Hearing loss
- Low vision
- Mental aerobics

### **Caregivers Support Groups**

- Alzheimer's
- General

Senior Support Network furnishes home visits to the isolated elderly by trained, non-medical volunteers.

### **Project Independence**

- Post-hospital volunteer support and transportation.

### **Counseling**

Positive encouragement and mental well-being are promoted through counseling on varied levels. Masters-level social workers and expert volunteers meet with families and/or individuals, by appointment, to assure privacy.

### **Gerontological Assessment**

- Physical
- Cognitive

### **Individual Counseling**

- Seniors
- Family
- Adult children
- Caregivers

### **Resource Referral**

- Housing

- Home healthcare
- Medical
- Transportation
- Nutrition
- Non-medical sitters
- Specific medical equipment
- Shopping
- Errands

**Medicare Benefits**

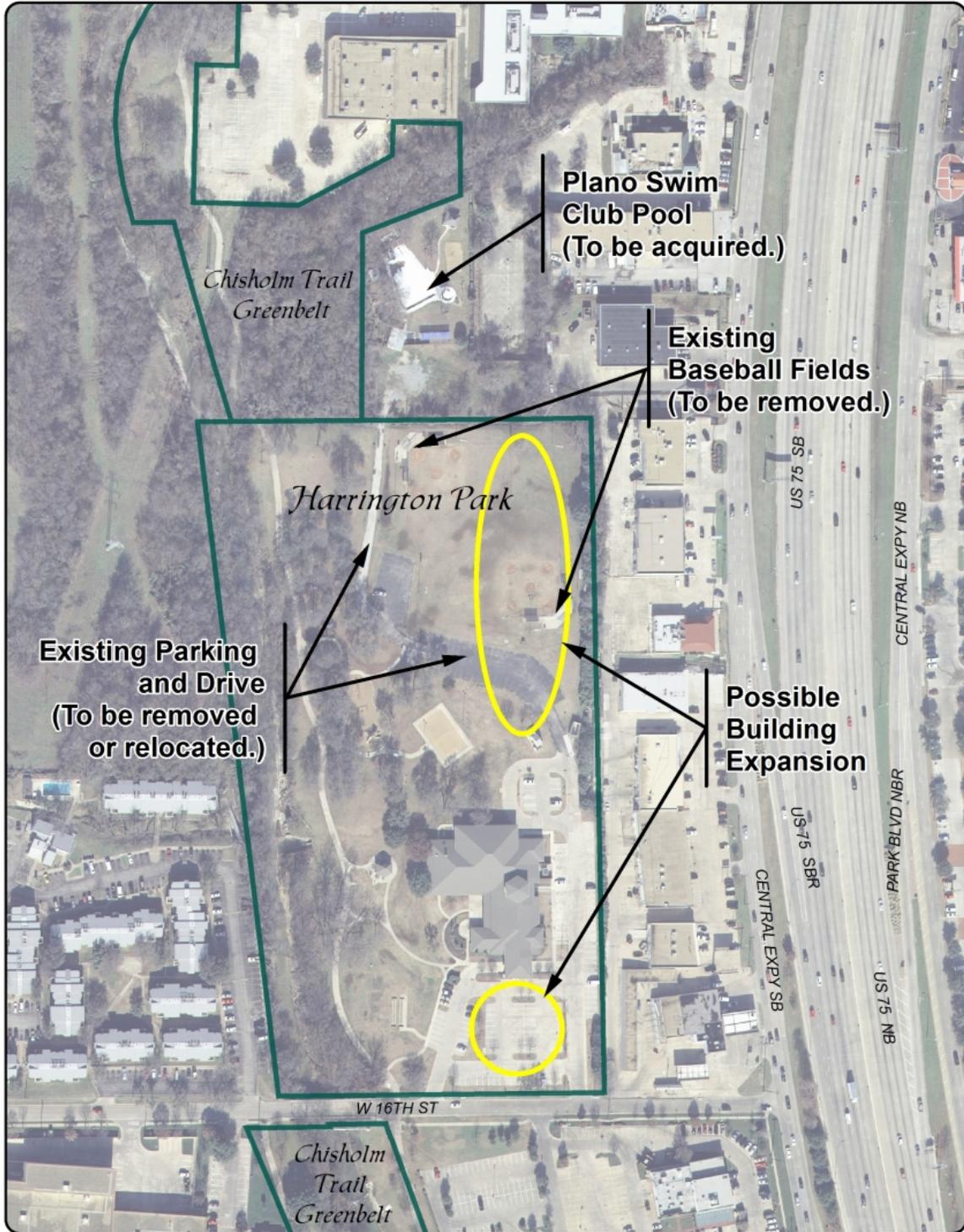
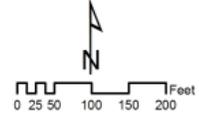
- Regulations
- Billing issues
- Insurance options



## Appendix D: Possible Expansion at Senior Center

Park Planning Division  
City of Plano, Texas

### Senior Center Expansion / One Stop Shop

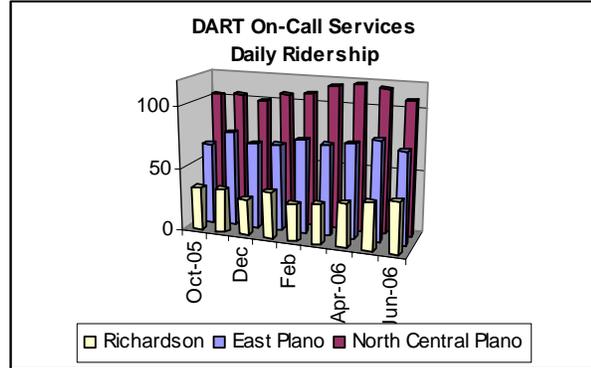




## Appendix E: Existing Transportation Options

### DART

**On-Call Service** - DART On-Call is a demand responsive shuttle service offered within two zones in Plano. The North Central Plano Zone, roughly bounded by Legacy, Custer, Parker, and K Ave, generated 974 trips since October 2005. The East Plano Zone, bounded by Parker, Shiloh, 14<sup>th</sup>, and US 75, generated 658 trips for the same period. DART On-Call carries passengers from any location to any destination within each respective service area during non-peak service hours. During peak hours, each trip must either begin or end at the Parker Road Light Rail Station. Peak hours are 6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 8/8:30 p.m. weekdays.



Reservations are required except for trips originating at the Parker Road Station. Reservations may be scheduled a week in advance but a least one hour in advance. Scheduling availability is based on a first-come, first-served basis. Children under 12 must be accompanied by an adult. All DART On-Call vehicles are ADA compliant. Drivers may not leave their vehicle, and patrons must arrange for assistance if they require help in traveling to and from the vehicle. Drivers are required to wait two minutes after the scheduled reservation time to pick up a passenger.

**Fixed-Route Service** - DART provides seven, fixed bus routes that serve Plano. Most of the routes also serve other cities through transit centers. There are two routes located totally within Plano City limits that have attracted 2,029 riders since October 2005. The other four routes have attracted 43,311 riders in the same period. Since much of the length of those routes lie outside of Plano, one could assume that most of those riders reside outside of Plano. Transit vehicles operating on fixed routes are ADA compliant. The user fare is \$2.25 per day.

**Para-transit Service** - DART Para-transit provides curb-to-curb public transportation for people with disabilities who are unable to use regular DART buses or trains. Para-transit is a shared-ride service operated with modern, accessible vehicles. The service is available from 5:00 a.m. to 11:30 p.m. with a charge of \$2.50 per certified rider. Currently there are 421 certified Para-transit riders originating from Plano. Wheelchair-lift equipped coaches are available to riders who are unable to access vans by using steps. Boarding chairs are available upon request. DART offers free travel training to



persons with disabilities who are capable of riding accessible bus and light-rail services. Certified Para-transit riders may begin and end their trips anywhere within the DART service area. Service is also provided to and from the Dallas Fort-Worth International Airport.

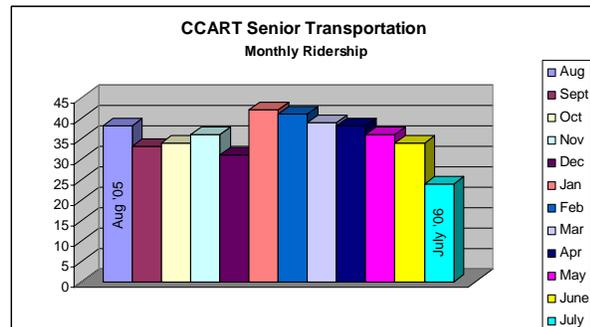
**CCART**

CCART is a non-profit division of Collin County Committee on Aging (CCCOA). CCART receives funding from Federal, State, and local governments, fares/donations, and contracts for service. CCART service vehicles range in size from mini-vans to large vans and are equipped with two-way radios. Services accessible to riders in wheel chairs are available. On-call, demand-response service is available to the public. All service is "curb-to-curb." CCART drivers are not permitted to enter private residences or leave their service vehicles unattended.



**Services and Service Area**

The City of Plano contracts with CCART to provide senior residents, age 60 years and older, with curb-to-curb trips. CCART also provides transit service (not paid for by Plano) to seniors for medical trips and for participating in the congregate meal program at the Plano Senior Center. In addition, DART contracts with CCART to provide service to the North Central DART On-Call service area. CCART provides a number of services throughout Collin County. However since Plano is a member of DART, which provides public transit, some of CCART's services are prohibited within the City of Plano.



CCART senior service in Plano carries an average weekday ridership of 10 patrons at an estimated program cost of \$34.72/hour (\$44.69/trip). The service contract is not on a per-passenger basis.

Reservations may be made Monday through Friday from 6:00 a.m. to 3:00 p.m. Non-peak hour service is available at various times during these hours. It is recommended that reservations be made 24-48 hours in advance. Scheduling is on a first-contact, first-served basis. Reservations may be made up to two weeks in advance.

## **Appendix F: Senior Housing**

	<b>Facility Name</b>	<b>Address</b>	<b>Independent Living</b>	<b>Long Term Care</b>	<b>Assisted Living</b>	<b>Alzheimer's</b>	<b>Rehabilitation</b>	<b>Total</b>
1	Assisted Concepts	7109 Falcon			8			8
2	Avalon Alzheimer's Care Home	5013 Sparrows Point				8		8
3	Collin Creek Assisted Living Center (Daybreak)	6400 Cheyenne			70			70
4	Collin Oaks	4045 West 15th			96	20		116
5	Colonial Lodge	5217 Village Creek			66			66
6	Cottonwood Estates	1940 Spring Creek Parkway	113					113
7	Creekside	2000 Spring Creek Parkway				54		54
8	Edenbrook - Plano	3000 Midway			78			78
9	Evergreen of Plano	600 Independence	250					250
10	Heritage Manor	1621 Coit		160				160
11	Life Care Center of Plano	3800 West Park		120				120
12	More Than Home Residential Care	3109 Phaeton Court			5			5
13	Plano Community Home - 1	1608 Avenue L	130					130
14	Plano Community Home - 2	1936 Avenue K	60					60
15	Plano Community Home - 3	3905 American	167					167
16	Plaza at Chase Oaks	7100 Chase Oaks	240					240
17	Preston Place	5000 Old Shepard	240					240
18	Prestonwood Court	7001 West Plano Parkway			129			129
19	Senior Residence	2129 Bay Hill	20					20
20	Silverado Senior Living - Plano	5521 Village Creek			56			56
21	Spring Creek Gardens	6410 Old Orchard			41	31		72
22	Sunrise	4800 West Parker	80		50			130
23	The Arbors at Prestonwood	2460 Marsh		132				132
24	The Collinwood	3100 Rigsbee		120				120
25	The Garden View Home	6500 Geneseo Circle			6			6
26	The Park in Plano	3208 Thunderbird					120	120
27	Village at Prestonwood	2601 Marsh	132		124			256
28	Villas of Mission Bend	1201 Medical	135					135
29	Waterford at Plano	3401 Premier	92		42			134
	<b>TOTAL</b>		1659	532	763	113	120	3187

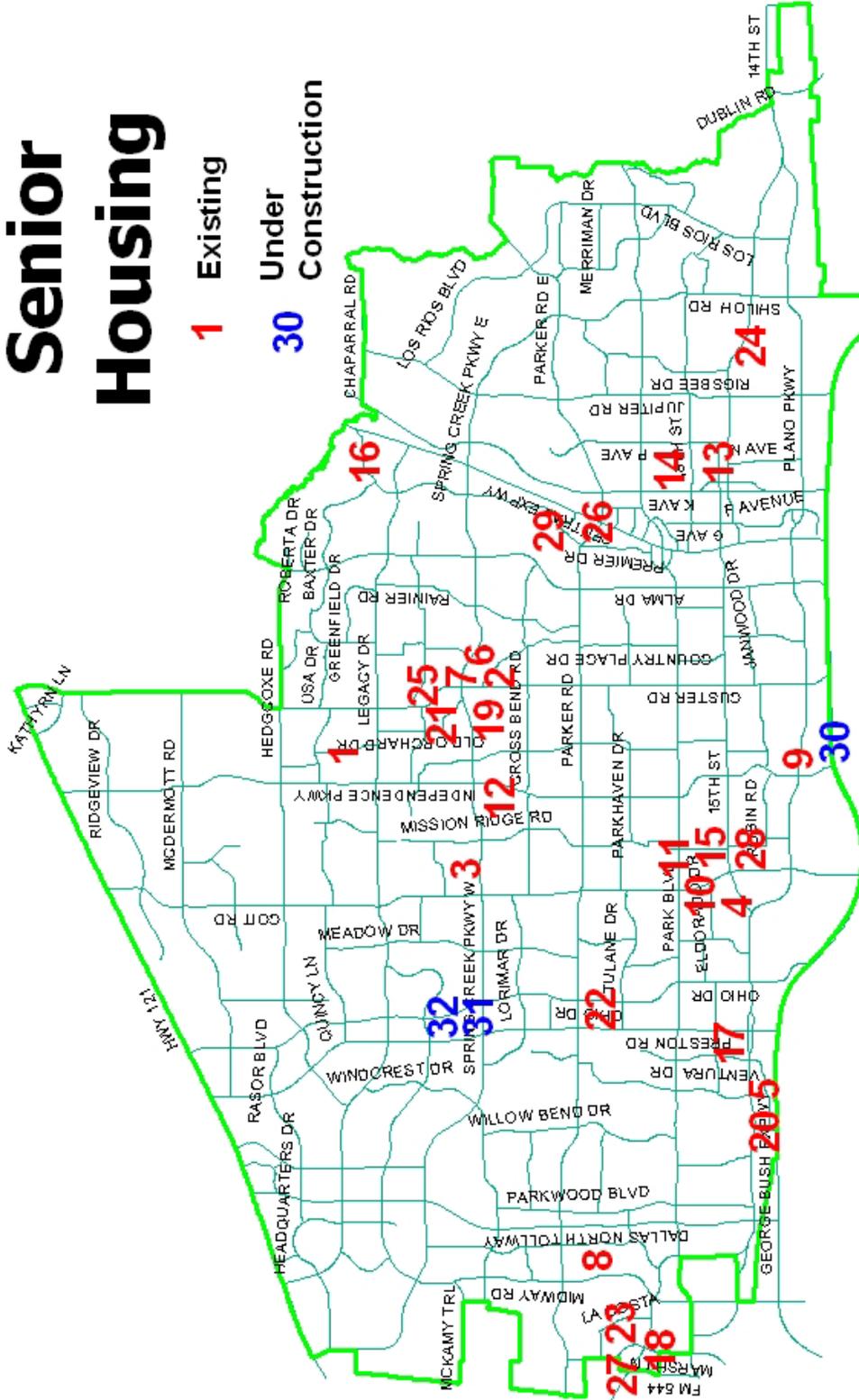
**Units Under Construction**

30	Franklin Park	212 Independence	212			212	
31	Legacy at Willowbend	6101 Ohio		235		235	
32	Marvin Myers Conservatory	6401 Ohio	222			222	
<i>TOTAL (Under Construction)</i>			434	0	235	0	669

# Senior Housing

**1** Existing

**30** Under Construction





## **Senior Housing Options**

There is much overlap among the names, definitions, and construct of various housing alternatives. Following are several housing categories and their major conventional characteristics, into which most available housing for seniors will fall.

### **Senior Housing Development**

These are multi-unit apartment buildings, condominiums, cooperatives, single-family home complexes, and mobile home parks that are restricted to persons over a specified age (defined variously as 55, 60, 62, or 65). Typically, these were not originally planned to include activities, supportive assistance, or personal/healthcare. Many have incrementally added these features as residents have aged and require help to continue aging in place. Monthly charges or rents usually do not include the costs of services. Charges/rents may be priced at market rates or subsidized with government assistance.

### **Naturally Occurring Retirement Communities (NORCs)**

These are geographic areas or multi-unit apartment buildings that are NOT restricted to persons over a specified age but which have evolved over time to include a significant number (typically, over 50 percent) of residents who are aged 60 and over. As their numbers of elderly tenants have grown, many NORCs have added activities, supportive assistance, and services to meet residents' needs. Monthly charges or rents typically do not include the costs of these activities/services. Charges/rents may be priced at market rates or subsidized with government assistance.

### **Congregate Housing**

These are multi-unit housing buildings (private rooms or full apartments) that are restricted to persons over a specified age and that include supportive assistance. Typically, monthly charges include rent and supportive services. Congregate housing does not require licensure or certification by a public agency as personal care services (help with eating, bathing, dressing, grooming, toileting, transferring) are not provided or included in the monthly charge. Congregate housing residents may contract privately with community homecare agencies to receive personal care and home healthcare services. Monthly charges may be priced at market rates or subsidized with government assistance.

### **Shared-Housing Alternatives**

Shared-housing arrangements can be intergenerational (age-integrated) or restricted to older persons. The benefits of home-sharing include: sharing costs and upkeep tasks, mutual support and assistance, companionship, continued aging-in-place, and facilitated care giving by family members. Local zoning laws may specify the conditions under which shared-housing alternatives may be established. Four shared-housing alternatives:

- **Shared-Living Residence**

This is an age-integrated or age-restricted residence that is shared by a small group (3 to 10) of unrelated persons who share the living expenses and tasks of running the household. Residents have private bedrooms but share the kitchen, dining, and living rooms. A shared-living residence may be owned/sponsored by a community organization and rented to residents. Additional supportive and household assistance for residents will vary according to the independence level of the residents. No government licensure or certification is required unless personal care is charged for or provided by the sponsoring organization. Charges/rents may be priced at market rates or subsidized with government assistance.

- **Accessory Apartment**

An accessory apartment is created when a single-family home is modified to include a complete, private apartment for use by an older person (typically, an elderly relative); or, as a source of additional income and the security of having a housemate while maintaining the privacy of a private living unit, an elderly person may convert part of their own home into an accessory apartment for use by another person.

- **Elder Cottage (or ECHO HOUSING)**

This is a small (apartment-sized), detached home for use by an older person which is temporarily sited on private property that contains the primary residence of a younger family member. An Elder Cottage utilizes the water, electric, and sewer systems of the primary home. It provides security for the older person, privacy for both the older person and the younger family, and facilitates the care-giving efforts of the younger family.

- **Home Sharing**

Under this arrangement, a homeowner or apartment renter with extra room shares his home with another person in exchange for rent and/ or services or as a mutually supportive arrangement to share companionship, expenses, assistance, and household tasks. Sharing may be intergenerational or only for older persons. Match-up home sharing may occur informally but is often a formal program operated by a community agency that assumes responsibility for screening participants, matching for compatibility, assisting in drawing up agreements for living together, and helping with conflict resolution.

### **Family-type Homes**

Family-type homes, for adults of all ages, are certified by county departments of Social Services. These are typically a single-family home in which the homeowner provides supportive services, meals, supervision, and personal care to four or fewer adults who are unrelated to the homeowner/ operator. Rent and care are included in one monthly charge. Charges may be paid with private resources, or those below a specified income level are eligible for subsidization through federal and state SSI Programs.

### **Adult Homes**

Adult homes, for adults of all ages, are licensed by the State Department of Health to provide room, meals, supportive services, personal care, and supervision to five or more adults. Room and services are included in one monthly charge, which may be paid with private resources or subsidized through federal and state SSI Programs for those below a specified income level.

### **Assisted Living**

Adult home operators and enriched housing operators are eligible to be approved by the State Department of Health to provide personal and health-related services (in addition to routine supportive services) to their residents who are assessed as being nursing-home-eligible. Rent and all services may be paid with private resources or, for those below a specified income level, may be subsidized through SSI for residential supportive services and through the Medicaid Program for personal care and health-related services.

### **Dementia Care Facilities**

These multi-unit developments are licensed by the State Department of Health as Enriched Housing Programs or Adult Homes. Their physical layouts, programmatic aims, staffing, and care plans are designed to address the needs of people with Alzheimer's disease or other dementia conditions.

### **Continuing Care Retirement Facilities (CCRCs)**

These multiple-level complexes are restricted to persons over a specified age, and they include independent living units (apartments and/or cottages), social activities, congregate meals, supportive assistance, and personal care all on one campus. Nursing home care is also included but may be provided on- or off-campus. Residents pay for housing, activities, meals, services, and nursing care with a one-time entry fee and regular monthly charges and may also use long-term care insurance. A community's independent living units may be structured as a cooperative, condominium, or rental arrangement.

CCRCs are approved for development and are regulated as a single, total entity, and residents are guaranteed housing, supportive assistance, and a specified amount of nursing care under a single contract. The single contract may cover the duration of the resident's life (unlimited nursing care) or cover a specified amount (limited) of nursing care.

### **Multi-level Care and Housing Complex**

These multiple-level complexes include independent living units (apartments and/or cottages), social activities, congregate meals, supportive assistance, and nursing care all on one campus. A complex's independent living units may be structured as a cooperative, condominium, conventional rental arrangement, or long-term lease arrangement. Residents pay for housing, activities, meals, and services with monthly charges and may also pay an initial entry or purchase fee.

**Nursing Home**

Nursing homes provide skilled nursing services and chronic custodial care. They are licensed and regulated. The Ombudsman's Program provides trained, community volunteer Ombudsmen who advocate on behalf of elderly residents of nursing homes and adult homes and their families. Ombudsmen receive complaints, investigate, and help resolve problems.

## **Appendix G: Universal Design**

What makes a home "universal"? It's simple. Everyone can use universal design! It doesn't matter if you are young or old. You could be short or tall, healthy or ill. You might have a disability. Or, you may be a prize-winning athlete. Because of universal design, people who are very different can all enjoy the same home. And that home will be there for all its inhabitants even when their needs change.

Here are some of the more common universal design features:

- No-step entry. No one needs to use stairs to get into a universal home or into the home's main rooms.
- One-story living. Places to eat, use the bathroom, and sleep are all located on one level, which is barrier-free.
- Wide doorways. Doorways that are 32-36 inches wide let wheelchairs pass through. They also make it easy to move large items in and out of the house.
- Wide hallways. Hallways should be 36-42 inches wide. That way, everyone and everything moves more easily from room to room.
- Extra floor space. Everyone feel less cramped. And people in wheelchairs have more space to turn.

### **Features for Comfort**

Some universal design features just make good sense. Once you bring them into your home, you'll wonder how you ever lived without them. For example:

- Floors and bathtubs with non-slip surfaces help everyone stay on their feet. They're not just for people who are frail. The same goes for handrails on steps and grab bars in bathrooms.
- Thresholds that are flush with the floor make it easy for a wheelchair to get through a doorway. They also keep others from tripping.
- Good lighting helps people with poor vision; and it helps everyone else see better, too.
- Lever door handles and rocker light switches are great for people with poor hand strength. But others like them too. Try using these devices when your arms are full of packages. You'll never go back to knobs or standard switches.

### **Features for Later**

Universal design gives you great home features you can enjoy now. It also helps you plan for the future. Take closets, for example. When you build a closet, add some adjustable brackets. Later on, you can use those brackets to move

clothing rods and shelves to a better height. This tiny investment helps a closet grow along with a child. It also means you can use the closet even if you start using a wheelchair. This kind of planning can help you make sure every part of your home will adapt to your changing needs.

Source: AARP [http://www.aarp.org/families/home\\_design/a2004-03-23-what\\_is\\_univdesign.html](http://www.aarp.org/families/home_design/a2004-03-23-what_is_univdesign.html)

## **Appendix H: Gatekeeper Program in Seattle**

### **Who are Community Gatekeepers?**

Gatekeepers are employees of corporations, businesses, and other organizations who, in the course of their daily work activities, come into contact with older adults in the community. Examples of Gatekeepers may include: postal workers, utility meter readers, police officers, firefighters, senior and recreation center personnel, and bank tellers to name a few. Gatekeepers are trained on site and educated to recognize signs and symptoms that may indicate an elderly person is in need of help.

### **Role of Gatekeepers**

The role of Gatekeepers is to recognize signs and symptoms that may indicate that an elderly person is in need of assistance and to refer that person to the Gatekeeper Program. Gatekeepers are not expected to assume the role of social workers or counselors. All that is requested of Gatekeepers is to keep a watchful eye while conducting daily work activities and make a simple referral for those people in need.

The goal of the Gatekeeper Program is to systematically locate and identify at-risk elders 60 years and older, particularly those who are isolated, living alone, and in need of some type of assistance to maintain their independence. The role of people acting as Gatekeepers is critical to the success of our mission as it organizes the fabric of our communities to identify senior citizens who need help the most.

### **Signs of an Elder at Risk**

The most common indicators are listed below. Gatekeepers could directly observe any one factor or combination of the following:

- Unkempt appearance
- Strong odors on person and/or in home
- Depression, confusion, forgetfulness
- Substance abuse
- Caregiver stress
- Financial and social problems
- Physical losses
- Yard and/or pets neglected
- Home needs repair

These individuals do not self-refer. Early identification of at-risk elders can prevent premature institutionalization, abuse, and neglect.

### **What information do Gatekeepers report?**

Whenever possible, Gatekeepers are asked to provide the following information when they call Senior Information and Assistance:

- Elder's name and phone number
- Age, if known
- Address or directions to elder's residence or whereabouts
- A brief description of concerns

- Gatekeeper's name, telephone number, and address

### **How the Gatekeeper Program Works**

The role of the Gatekeeper ends here. They have provided an important first step: identifying the vulnerable adult and referring them to Senior I&A. At this point, trained, professional Senior I&A Advocates step in to establish contact with the senior and assess the severity of the situation.

After contacting the senior and discussing their situation, the Advocate refers the client to the appropriate community services, including case management, mental health services, personal care, chore services, and transportation. If the older adult refuses intervention, the Senior I&A Advocate must determine whether or not they are sufficiently at risk to warrant referral to Adult Protective Services or a Mental Health Professional. In some cases, Advocates agree to continue monitoring the client's progress and will not refer for services until the older adult is ready. Advocates do not terminate contact until they are sure that the older adult is safe and getting the assistance that they need. Senior I&A Advocates follow up with the Gatekeeper to let them know that the situation is being handled.

### **Benefits of Being a Gatekeeper**

We all have an obligation to help those most in need. Forcing assistance is not our goal, but the elderly deserve to be informed of alternatives and options that will preserve their independence and enhance their quality of life.

Serving as a Gatekeeper is an excellent way to establish good public relations. In addition, taking part in a cooperative effort to maintain the dignity and independence of at-risk elders can be a personally rewarding and satisfying experience.

### **Gatekeeper Training**

Have you encountered an elderly person in the course of your business that needs help; yet, you don't know where to turn? The Gatekeeper Program, administered by Senior Information and Assistance (I&A), can train you and your employees to:

- Recognize warning signs that an elderly person 60+ may be in need of help.
- Refer those in need to Senior I&A for help.

For an on-site training at your agency or company, call 206-448-3110, 1-888-435-3377 or email [info@seniorservices.org](mailto:info@seniorservices.org). Gatekeeper training is conducted by professional staff members of Senior I&A. The Senior Information and Assistance Gatekeeper program has been helping vulnerable older adults since it began in 1983.

**<http://www.seniorservices.org/ina/i&A.htm>**

# Appendix I: Current Transportation Options

PLANO'S GUIDELINE FOR USING "SENIOR CITIZEN" PUBLIC TRANSPORTATION

Aug-06

AUTHORIZING SERVICE	DART				CITY OF PLANO			CCART (2) (BASED ON AVAILABILITY)				
	PARA TRANSIT	ON-CALL N. CENTRAL PLANO EAST PLANO	REGULAR BUS	SENIOR TRANS (CONTRACT WITH CCART)	PLANO SENIOR CENTER SHUTTLE	DISABLED SENIOR SERVICE ("H3")	GENERAL TRANSPORT.	MENTAL HEALTH CONTRACTS	SPECIAL EVENTS CONTRACTS	GENERAL TRANSPORT.	MENTAL HEALTH CONTRACTS	SPECIAL EVENTS CONTRACTS
AGENCY												
INFO												
PHONE	214-515-7272	N 972-658-2190 E 972-880-5723	214-979-1111	972-562-4275	972-941-7155	972-562-4275	972-562-4275	972-562-4275	972-562-4275	972-562-4275	972-562-4275	972-562-4275
AUDIENCE(1)	ADA ELIGIBLE OR TEMPORARY ADA ELIGIBLE	GENERAL PUBLIC	GENERAL PUBLIC	PLANO SENIORS	SENIOR CITIZENS	PLANO SENIORS	COLLIN COUNTY	ANYONE W/ DEFINED SPECIFIC	COLLIN COUNTY	ANYONE W/ DEFINED SPECIFIC	CONTRACT SPECIFIC	CONTRACT SPECIFIC
SERVICE FROM	HOME	HOME	BUS STOP OR TRANSIT CENTER	HOME	HOME OR CENTER	HOME	HOME	HOME	HOME	HOME	DEFINED PICK-UP	DEFINED PICK-UP
SERVICE TO	ANY LOCATION IN 13-MEMBER CITIES OR TRANSIT CENTER IN PLANO	ZONE-BOUNDARY TRANSIT CENTER IN 13-MEMBER CITIES	BUS STOP OR TRANSIT CENTER IN 13-MEMBER CITIES	MOST LOCATIONS IN PLANO	CENTER OR SPECIAL EVENT	MEDICAL LOCATION NOT SERVED BY DART	ANY COUNTY LOCATION	COLLIN COUNTY- WORK, SCHOOL	ANY COUNTY LOCATION	COLLIN COUNTY- WORK, SCHOOL	SPECIAL EVENT	SPECIAL EVENT
REQUIREMENTS	DART ID & EXAM	1 HR. ADVANCE CALL	MENTALLY PHYSICALLY ABLE TO USE BUS	PLANO SENIOR CITIZEN W/NO OTHER MEANS OF TRANSPORTATION	BY REQUEST TO SENIOR CENTER	QUALIFY THROUGH AREA AGENCY ON AGING	AVOID REPEATING DART SERVICE	QUALIFY THRU TX. DEPT HUMAN SERVICES	AVOID REPEATING DART SERVICE	QUALIFY THRU TX. DEPT HUMAN SERVICES	ONE-TIME CONTRACT	ONE-TIME CONTRACT
USER COST (ONE WAY)	\$2.25 ALL FARES PERSONAL CARE ATTENDANTS RIDE	\$2.25 FARE \$0.50 SENIOR	\$2.25 PREMIUM \$1.75-SR PREMIUM \$1.25-LOCAL	\$0.50 ALL TRIPS	NONE	DONATION	\$2.00-\$5.00	NONE	\$2.00-\$5.00	NONE	VARIES	VARIES
DAYS AVAILABLE	FREE 7 DAYS/WK	SR IS AGE 65 5 DAYS/WK	WEEKDAY SOME WEEKEND	5 DAYS/WK	5 DAYS/WK	5 DAYS/WK	5 DAYS/WK	5 DAYS/WK	5 DAYS/WK	5 DAYS/WK	VARIES	VARIES
CONTACT	DART & ATC	KATHARINE EAGAN CCART & DART	TIM NEWBY DART & FIRST TRANSIT	COLETTE HALL CCART	DELL KAPLAN PLANO CTR	PAT GREEVER CCART	PAT GREEVER CCART	PAT GREEVER CCART	PAT GREEVER CCART	PAT GREEVER CCART	PAT GREEVER CCART	PAT GREEVER CCART

(1) ALL RIDERS MUST BE "SELF MOBILE" TO USE ANY SERVICE LISTED; OR NON-EMERGENCY USERS  
 (2) CCART ALSO PROVIDES SERVICES FOR MEALS-ON WHEELS PROGRAM USING FOUR (4) VANS



## Appendix J: Implementation Matrix

Policy Priorities: One-Stop Shop for Senior Services	Responsible Parties
Create a One-Stop Shop for seniors citizens in Plano.	City of Plano / Geriatric Wellness Center
Provide an additional grant to the Geriatric Wellness Center to make it possible for them establish a senior transportation program.	City of Plano - Parks and Recreation
Parks and Recreation Staff should begin working with Geriatric Wellness Center staff now to determine space needs for a future Geriatric Wellness Center that includes a One-Stop Shop. They should also work with senior citizens to determine future space needs for the existing Senior Center.	City of Plano Parks and Recreation / Geriatric Wellness Center
Expansion of the Senior Center with additional space for the GWC in the planned 2009 Bond Election.	City of Plano - Parks and Recreation

<b>Policy Priorities: Information Referral and Coordination</b>	<b>Responsible Parties</b>
Make Senior Services a more prominent element of the City's website.	City of Plano - Public Information and Other Departments
Make the City of Plano website fully compliant with ADA Accessibility Requirements.	City of Plano - Public Information
Create an email subscription for senior issues.	City of Plano - Public Information and Technology Services
Promote senior issues through a utility bill insert each year geared toward seniors and a direct mailing to our over-65, tax-exempt citizens, and retirement communities could be considered as well.	City of Plano - Parks and Recreation

<b>Policy Priorities: Transportation</b>	<b>Responsible Parties</b>
Develop a coordinated, single-call reservation system as part of the One-Stop Shop concept in the Geriatric Wellness Center.	City of Plano - Parks and Recreation / Geriatric Wellness Center
Through a grant to the Geriatric Wellness Center, support the development of additional options for senior transportation.	City of Plano
Investigate deviated-fixed routes, defined as a situation in which buses travel fixed routes but stop at any corner where a person waves.	DART / City of Plano - Transportation Engineering
Work to restructure the City's contract for senior transportation to improve services while managing the cost per trip. Seek out alternative providers and mandate performance audits of service contracts.	City of Plano - Parks and Recreation
Strive to tailor programs to meet local service priorities. Potentially fixed routes could be reduced and DART On-Call and Para-transit expanded if it were more efficient and effective.	DART / City of Plano - Transportation Engineering
Investigate the feasibility of creating a voucher program whereby cab companies and other private providers would be partially paid through vouchers sold at a discount to qualified riders.	City of Plano - Transportation Engineering Geriatric Wellness Center
If appropriate, coordinate any proposed service revisions with future NCTCOG recommendations on developing seamless, regional transit services.	City of Plano - Transportation Engineering

<b>Policy Priorities: Housing</b>	<b>Responsible Parties</b>
Develop additional programs to support making existing homes more accessible for seniors that want to age in place.	City of Plano - Building Inspections / Geriatric Wellness Center
Explore ways to incorporate more flexible senior housing into the community. (See Appendix F for types of housing options.)	City of Plano - Planning
Funding for the Plano Community Home is very dependant on Federal grants which may not always be available. These facilities are a tremendous asset to our community. Look at ways to ensure these facilities continue to be built.	City of Plano
Promote the inclusion of senior housing in mixed-use, transit-supportive environments.	City of Plano - Planning
Create a database of senior housing facilities.	City of Plano - Planning
Work to reduce gaps in the continuum of housing.	City of Plano - Planning
Work to encourage universal design elements into new homes and the retrofit of older homes. (See Appendix G.)	City of Plano - Building Inspections
Promote clustering services such as drug stores, grocery stores, transit, etc., near senior housing developments.	City of Plano - Planning

Policy Priorities: Healthcare	Responsible Parties
Increase the visibility of the Area Agency on Aging and its contractors, such as the Geriatric Wellness Center of Collin County, and the Collin County Committee on Aging.	City of Plano
The City should provide free, additional sites for Meals on Wheels volunteers to pick up the meals they deliver to the elderly.	City of Plano - Libraries and Parks and Recreation
Work to increase offerings of caregiver support programs at the Senior Center, such as those presently offered by the Geriatric Wellness Center of Collin County.	City of Plano - Parks and Recreation / Area Agency on Aging
Alert our congressional representatives in Washington, D.C. to the disparity between Medicare payments to doctors in Dallas County versus Collin County which is still labeled a rural county.	City of Plano
Support the Geriatric Wellness Center in its emphasis on wellness/preventative care for seniors.	City of Plano - Parks and Recreation
Provide the Geriatric Wellness Center and other non-profits serving the senior population with additional free space in an enlarged Senior Center (as a part of the One-Stop Shop).	City of Plano - Parks and Recreation
Increase City of Plano grants to the Geriatric Wellness Center to enable them to expand services (as a part of the One-Stop Shop).	City of Plano - Neighborhood Services
Alert our congressional representatives in Washington, D.C. of the need for additional funds to address dental care for Collin County seniors.	City of Plano
Explore a partnership with the SMU in Legacy Counseling program to offer free or low-cost counseling services to seniors and their families.	City of Plano / Geriatric Wellness Center

<b>Policy Priorities: Public Safety</b>	<b>Responsible Parties</b>
Continue current programs targeting senior citizen populations.	City of Plano
Frequently investigate and consider new technologies designed to ensure the safety and well-being of older adults.	City of Plano
Incorporate into Crime Watch neighborhood programs and Homeowners Associations an emphasis on the responsibility of neighbors to remember to look in on their senior neighbors.	City of Plano - Police
Incorporate the needs of older residents into our local emergency plan. Create a community-wide emergency plan for older and disabled people.	City of Plano - Homeland Security
Using such sources as the R.U.O.K call list, Meals on Wheels, and the Senior Center, begin to create a special-needs registry so emergency officials are able to identify and locate senior citizens who need help should a disaster occur. Encourage fragile and mobility impaired elderly to pre-register with 211 as part of their disaster preparedness.	City of Plano - Homeland Security
Increase targeted efforts to help senior citizens ready themselves to “shelter in place” during an emergency by preparing enough supplies – including prescriptions – for up to five days, keeping in mind that they may lack electricity. Teach seniors to turn off their gas and electricity.	City of Plano - Homeland Security
Build a training program for all City employees who have face-to-face contact with senior citizens to alert the proper authorities when they suspect isolation or victimization by abuse, neglect or fraud. Educate City employees on elderly issues in a Gatekeeper program. Affected departments, in addition to emergency services, may include Libraries, Neighborhood Services, Public Works, and Property Standards. (See Appendix H Gatekeeper Program in Seattle.)	City of Plano - Professional Development
Train beat police officers to acquaint themselves with the older citizens on their beats.	City of Plano - Police

<b>Policy Priorities: Life Enhancement</b>	<b>Responsible Parties</b>
Begin offering more recreation and education programming for seniors at the City's other recreation centers.	City of Plano - Parks and Recreation
Begin planning now to provide increased educational opportunities related to issues such as long-term care insurance, health insurance, Medicare policies, local doctors, legal issues, estate planning, money management, fraud protection, fall prevention, transportation options, housing options, and many other issues important to older adults and their caregivers	City of Plano - Parks and Recreation
"Stealth senior programming" may be necessary to attract older adults who are not willing to identify themselves as "seniors". These programs and activities could be specifically designed to meet the needs and wants of seniors without ever identifying themselves as "senior programming."	City of Plano - Parks and Recreation
Each City department should conduct an internal review to identify ways to better meet the needs of seniors. Examples of ways to enhance services include things like larger computer monitors at the libraries, adjustable text size on the City website, and an option for a smaller, lighter trash bin.	City of Plano
Volunteers in Plano (V.I.P) staff should establish a volunteer committee made up of future retirees to study and develop programs for a growing and changing volunteer population.	City of Plano - VIP Program
Assign the Employee Advisory Committee the responsibility of studying and making recommendations concerning additional programs designed to deal with the rapidly aging workforce at the City of Plano.	City of Plano - Employee Advisory Committee



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