Age-Friendly Honolulu

Progress Report for 2016

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Table of Contents

Executive Summary

The Age-Friendly Honolulu Implementation Committee is comprised of influential members from the public and private sector. Domain workgroups are meeting monthly to review the Action Plan recommendations, set priorities, and take steps to implement the recommendations. Implementation strategies completed and planned to date include education and awareness, support and coordination with ongoing initiatives, advocacy and support for policy and programmatic change, and discussion of pilot initiatives.

Exciting progress to note:

✓ Domain 1, Outdoor Spaces and Buildings developed a park audit form to evaluate "age-friendliness" of a park and identified a subset of the city's parks to audit

✓ Domain 2, Transportation is focusing on pedestrian safety and supporting Complete Streets initiatives. HPD and EMS data will be used to identify high accident areas and contributing factors. Also, the group is working on and supporting Complete Streets projects in Urban Honolulu and the Windward side of ʻOahu.

✓ Domain 3, Housing is promoting accessory dwelling units as a means to support aging-in-place near family. The workgroup tracked increases in ADU permits after the passage of Bill 27 and are examining ways to provide ADU related information (e.g. sewage capacity) on the AFC GIS website.

✓ Domain 4, Communication and Social Involvement is guiding our larger marketing efforts. Chaminade marketing students are supporting the effort, by developing a marketing plan for our age-friendly city initiative.

✓ Domain 5, Civic Participation and Employment is developing an Age-Friendly Employer award program in partnership with Pacific Business News. Chaminade marketing students developed a plan for an age-friendly business certification program, which will support the Domain's efforts.

✓ Domain 6, Community Support and Health Services, is expanding long-term services and supports through the Aging and Disability Resource Center system, and looking to promote healthy aging through community events and presentations.

Background

        Honolulu began the process of an exciting transformation to become an age-friendly city. With the vision and leadership of Mayor Kirk Caldwell and AARP Hawaii, the City and County of Honolulu applied for and was accepted into the World Health Organization's Global Network of Age-Friendly Cities as well as AARP National's Network of Age-Friendly Communities in 2013. This prestigious designation indicates that Honolulu is a member of a dynamic and progressive network of cities striving to become age-friendly, engaging in specific planning and collaboration to be prepared for the city's aging population and support active aging throughout Honolulu.

<u>Vision for an Age-Friendly Honolulu</u>

        The Interim Implementation Committee is taking steps to achieve our vision, in which, inter-connected communities will embrace older adults who want to remain socially involved and physically active; the city infrastructure will remain responsive to capabilities and safety of our people; equitable services will enable community-wide health promotion; robust opportunities for intergenerational exchanges will exist; and, quality of life will thrive among all residents. Honolulu shall perceive active aging as a lifelong process and the city will be livable for all ages, not just for older adults. Safe and affordable transportation benefits all people, young and old. Families experience less stress when they have access to community support and health services for older adults they care for. A barrier-free city infrastructure enhances the mobility and independence of people of all ages with disabilities.

Honolulu's Age-Friendly City (AFC) Domains:
1. Outdoor Spaces
2. Transportation
3. Housing
4. Communication and Social Involvement
5. Civic Engagement and Employment
6. Community Support and Health Services

<u>AFC Structure and Activities</u>

        In 2016, the Interim Implementation Committee has strived to implement the recommendations and action steps in the Action Plan. The Action Plan was finalized in the summer of 2015, and then individuals were recruited for the Implementation Committee, which is comprised of prominent members of the community, including City and County Departments, for-profit companies, non-profit organizations, advocates, and the academic community. Co-chairs of the Implementation Committee are Gary Nakata, Director the City and County Department of Community Services, and Frank Streed, retired member of the City Council staff. The AFC Implementation Committee was divided into six workgroups, in alignment with the WHO domains of an age-friendly city. Members were carefully selected and recruited because of their community roles, skills, and expertise (See Appendix A). Over the past year, the workgroups met monthly; reviewed the Action Plan's goals, recommendations, and action steps; set priorities; and began implementation.

Monitoring Progress

The four tools described in the tables below are being used to collaboratively document AFC initiative activities and progress: Excel database tracking, GIS website, AARP Livability Index, and these progress reports. Information being captured through these systems is being used to assess progress of the Age-Friendly Honolulu initiative.

Tool #1- Excel Database Tracking

The purpose of the Excel database tracking is to document and help assess progress toward implementing Honolulu's Action Plan. Each workgroup used an Excel recommendations database as their guide, which details recommendations, action steps, lead organizations, indicators and benchmarks. Evaluation of the domains used the following process:
1. Each workgroup chair noted progress over the year through a stoplight system noting red, yellow, and green dots to indicate whether no progress, some progress was made, or the recommendation was accomplished.
2. Workgroup chairs also identified quantifiable outputs and accomplishments
3. Indicators, measures, and outcomes were discussed in each domain, and will be tailored and re-aligned as the domain workgroup moves forward in Year 2.

Tool #2- AFC GIS Website

The AFC GIS website serves as a means to target implementation and track progress. The GIS website was created during the planning phase by the Department of Planning and Permitting to understand the current context in Honolulu (http://gis.hicentral.com/storyboards/AFCHNL.html). Using U.S. Census, state, and city data, maps were created to understand the current conditions in Honolulu. Map information includes proportion of older adults and those living alone within planning areas, locations of affordable housing and other services, and areas with high pedestrian accidents among older adults. Over time, as additional data are added and updated, the GIS sites it can be employed to define indicators and measure progress.

Tool #3- AARP Livability Index

Age-friendly Honolulu is part of a national and international movement toward building a more age-friendly city. AARP's Public Policy Institute launched a web-based tool, the Livability Index, in April 2015 (http://livabilityindex.aarp.org). The index assesses a set of essential community features that comprise a livable community and assigns scores at the community, city, and state levels. Scores are based on the average of seven livability categories - housing, neighborhood, transportation, environment, health, engagement, and opportunity - which range from 0 to 100. Communities are scored by comparing them to one another, so the average community gets a score of 50. Overall, Honolulu's score of 58 indicates we are slightly above average when it comes to overall livability on a scale from 0 to 100. As the AARP Livability Index data are updated, it serves as a means to measure Honolulu's progress.

AARP® Real Possibilities | **Livability Index**
Great Neighborhoods for All Ages

58
Total Score

Honolulu, HI
Honolulu County

Tool #4- Progress Reports

The primary purpose of the progress reports is to provide updates on what is happening regarding: implementation approaches being used, domain workgroup activities, and community engagement and outreach.

To assist in evaluating the extent planned actions are being realized, for each domain, annual progress reports will present Domain updates organized as follows:
1. Action Plan goals
2. Priorities
3. Key Progress
4. Potential Indicators
5. Challenges and lessons learned
6. Marketing and visibility
7. Next steps

Implementation Approaches in Year 1

In the late summer and fall of 2015, AFC leadership transitioned from a Steering Committee to recruiting members for an Interim Implementation Committee and forming domain workgroups. The Interim Implementation Committee and workgroups formally began implementation in early 2016.

The workgroups reviewed the recommendations in the Action Plan and identified priority areas. Reviews of the recommendations also helped the workgroups to identify ongoing, existing initiatives to support and to invite additional members to the group. The remaining recommendations represented new ideas, programs, or approaches that required collaboration and planning.

In reflecting on workgroup process, effective implementation strategies:
- Balanced visible quick wins as well as long-term term initiatives
- Proceeded under umbrella themes or unifying projects which made implementation more manageable. For example, Domain 5-Civic Participation and Employment focused on recognizing age-friendly employers. The transportation workgroup prioritized themes of pedestrian safety and Complete Streets.
- Collaborated with and supporting ongoing initiatives and new policies
- Understood the need to be flexible in responding to policy developments, political change, and new opportunities

Within each workgroup, completed actions and future plans fall into one of four buckets, and represent a balanced approach in implementation that is both feasible and productive:
1. Education and awareness activities that promotes visibility and support for the initiative (e.g., development of criteria and plans for age-friendly employer awards)
2. Coordination with and support of ongoing initiatives (e.g. Complete Streets projects)
3. Advocacy and support for policy and programmatic change and implementation (e.g., accessory dwelling unit bill),
4. Discussion and plans for pilot initiatives

Activities by Domain in 2016

Domain 1: Outdoor Spaces

Goals in Action Plan

Outdoor spaces free of criminal activity and vandalism

Accessible spaces that accommodate persons with a range of disabilities

Outdoor spaces with services and amenities nearby

Clean and attractive outdoor spaces

Multigenerational/multipurpose use spaces

Workgroup Priorities in 2016	Key Progress in 2016	Potential Indicators to Use
• Focus on: • Parks are safe (Goal #1) • Parks are accessible (Goal #2) • Services and amenities are available in parks (Goal #3)	• Development of park audit form to identify age-friendly parks • Identified subset of parks to audit	• Number of parks audited • Number of parks with age-friendly designation • Universal Design Guide for parks created

*Indicators based on workgroup priorities, activities, and plans. Additional indicators to be developed, as the workgroup efforts and initiatives evolve.

Workgroup's Focus

The workgroup focused on two main areas: First, the group developed a minimum set of requirements to be designated an AFC Park/Open Space. The group had critical discussions about the minimum characteristics and criteria to qualify to be designated as an AFC park. And second, the workgroup identified a subset of the city's 286 parks to audit. The committee examined GIS data on the proportion of older adults in each planning area, but decided instead to work with Parks and Recreation to identify parks with senior clubs. The park audit tool represents a needed first step in order to evaluate "age-friendliness" and establish metrics for success.

Successes and Outputs
- Developed a 40-question AFC Park/Open Space Minimum requirements audit form. Criteria examine areas such as accessibility to the park (parking with ASA stalls, bus stop within 200 ft), amenities (playground, at least one active recreation area), and sociability (gathering space such as benches or game tables).
- Used GIS maps and identified locations of parks with senior clubs. This information will be used to target parks to audit.
- Updated Department of Parks and Recreation webpage on beach accessibility
- New trees planted at Leahi, Rotary Aloha, and Makalei Parks.
- New comfort station build at Puu Hulu park in Nanakuli

Park Audit Form- Key Components
- ✓ Accessibility
- ✓ Amenities
- ✓ Sociability
- ✓ Maintenance
- ✓ Safety

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*The audit form includes both basic requirements and bonus items

Challenges and Lessons Learned

The workgroup's initial focus was on park improvement projects using the city's Capital Improvement funds. Due to funding challenges, the group changed its focus to recognizing existing parks that meet a basic level of AFC components. This approach does not require funding, represents minimal risk, establishes early successes, and helps to build broader community support.

Community Engagement and Visibility

No activity in 2016. Potential to engage college students and older adults in park audits in 2017 to evaluate park features and make recommendations.

Next steps

Focus for 2017
- Audit and score a minimum 25 parks (prioritizing those parks situated in areas with a high proportion of older adults)
- Parks that meet the minimum AFC requirements will be identified and promoted using an AFC sign, sticker or information sheet at the park.
- Audit data will be available on the Age-Friendly Honolulu GIS website to be available to the general public in an open data format.

- The audit form will become a tool that guides future park development and renovation
- Develop a draft booklet of model Universal Design examples in Honolulu.

Long-term Initiatives
- Create a community ambassador program staffed by volunteers. An ambassador program will be piloted at Thomas Square.
- Maximize accessibility for all at public beaches and parks. The workgroup will identify areas of least accessibility; design and implement pilot project.
- The Department of Planning and Permitting has created a parklet program to encourage and support street life, walking, and biking. The workgroup will examine the potential to develop a parklet.

Domain 2: Transportation

Goals

Timely and responsive public transport

Increased pedestrian safety

Safe and maintained roadway design/infrastructure

Increased bicycle safety

Workgroup Priorities in 2016	Key Progress in 2016	Potential Indicators to Use
• Focus on: • Ride share options for older adults who cannot drive (Goal #1) • Pedestrian and bicycle safety (Goal #2 and #4) • Support of Complete Streets initiatives (Goal #2 and #4)	• Determined that data on circumstances of pedestrian and bicycle accidents needed • Identified data needs and data available from HPD crash reporting system • Agreements and support in place to put HPD data on GIS site • Support for ongoing initiatives, including Complete Streets • Study of ride share and other alternatives completed	• Number of improvements • Decrease in number of accidents at improvement sites • Increase in AFC representation at Complete Streets and TOD events • Increase in AFC partnership and advocacy for Complete Streets and TOD initiatives • Promotion of ride share alternatives- Type of promotion and number of venues

*Indicators based on workgroup priorities, activities, and plans. Additional indicators to be developed, as the workgroup efforts and initiatives evolve.

Workgroup's Focus

The workgroup decided that additional information was necessary in order to attain implementation goals, and therefore was a major component of 2016 efforts. This data will be the infrastructure to manage the process of implementing age-friendly transportation initiatives. Specifically, the group decided to develop data sources that accurately reflect locations and circumstances surrounding pedestrian and bicycle accidents. The group, which includes Honolulu Police Department (HPD) representation, identified data needs and process to utilize HPD case reporting data to understand patterns and causes of pedestrian and bicycling accidents. The data is geocoded and will be placed on a GIS map to assist in prioritizing implementation. In addition, the workgroup utilized a UH urban planning student to study ride share options and other alternatives available to older adults. A third area of focus has been to support ongoing city efforts related to Complete Streets, Handi-Van improvements, as well as transit system fare/schedule integration.

Successes and Outputs
Complete Streets
• Complete Streets Design Manual has been completed
• Complete Streets project on King and Isenberg St installed.
• 16 Complete Streets demonstration projects have been approved

- A position has been created and filled for a City "Complete Streets Administrator"

Transit Oriented Design
- Transit Oriented Design (TOD) approved guidelines require pedestrian connections among destinations associated with transit stations.

Other City Funding
- City and County of Honolulu 2017 budget includes $500k for pedestrian master plan
- City funds Hawaii Bicycle League safe bike training for 4th graders and a program for adults. The City prints and distributes bike laws pamphlets through bike shops.
- City awarded $500k Safe Routes to School grant for bikeway in Kailua
- City budget includes $2.1M for sidewalk curb ramps/ ADA improvements; $1.8M for bikeway connections in Kahalu'u, Primary Urban Center, and Kailua

Awareness and Education
- Education for pedestrian and bicycle safety. Hawaii Department of Transportation's Walkwise Hawaii program in conjunction with McDonalds and other partners is part of Pedestrian Safety Month.

Challenges and Lessons Learned

The transportation workgroup tackled implementation of the Action Plan amidst ongoing funding challenges that affect all mobility options. Complete Streets demonstration projects currently await funding. However, Bill 31(2016) allows city funding of sidewalks independent of "improvement districts". The workgroup acknowledges that community engagement will be essential, particularly where traffic may be perceived to be affected by bicycle, pedestrian, or Complete Street projects.

Community Engagement and Visibility

Complete Streets and Transit Orient Design partners conducted ongoing community events. AFC presence and support planned for 2017.

Next steps

Focus for 2017
- Continue to analyze mobility options for the elderly in rural and urban areas. In particular, investigate ways to improve and promote ride sharing among elderly in underserved areas
- Continue Complete Streets visibility, marketing, and support particularly in neighborhoods with high older adult populations. Ensure Complete Streets events includes AFC GIS data and AFC banners

Monitor and Support:
- Protected bike lanes being installed in South St and McCully early 2017
- City and County Bill 23 (2016) to supplement Handi-Van service is being negotiated with DTS to contain costs
- HART and TheBus fares and schedules are being integrated and will include reduced fares for the elderly

Domain 3- Housing

Goals

Affordable housing options are widely available

Home modifications are affordable and widely available to older adults and persons with disabilities

Age-Friendly design is incorporated in new housing communities and units

Development and expanded use of accessory dwelling units (ADUs) to provide affordable housing

Workgroup Priorities in 2016	Key Progress in 2016	Potential Indicators to Use
• *Focus on:* • Promotion of home modifications and universal design (Goals #2 and 3) • Promotion of ADUs (Goal #4)	• With passage of ADU bill (Bill 23), 100+ permit applications submitted • Plans to put areas that meet ADU requirements on GIS map • Promotion of Certified Aging In Place (CAPS) Specialist program • Collaboration with Chaminade class on Universal Design	• Increase in number ADU applications and permits • Development and uitilization of ADU map on GIS site • Development of standardized and accessible ADU designs • Enhanced partnerships with college students in workgroup initiatives

*Indicators based on workgroup priorities, activities, and plans. Additional indicators to be developed, as the workgroup efforts and initiatives evolve.

<u>Workgroup Focus</u>

The housing workgroup examined the final Action Plan and identified the most critical issues to address in the short and long-term. The group also focused on identifying additional public and private partners to collaborate in implementation. In 2016, the workgroup focused on examining affordable housing issues, increasing the number of ADUs processed, and discussing ways to expand availability of accessible modifications and to allow these modifications to be permitted in a process separate from full remodels and new construction permits.

<u>Successes and Outputs</u>

Accessory Dwelling Units

- Since the passage of Bill 27, there has been over a 100+ ADU permits issued, with several hundred permit requests in process. Bill 27 has dramatically increased the submission of permits.

Home Modifications

- The National Association of Home Builders (NAHB) Certified Aging-in-Place Specialist course is currently taught at the Building Industry Association of Hawaii and is open to all industry professionals/government and the public. It is currently the most successful course at NAHB. The next class is scheduled in Fall 2017 and offers the opportunity for professionals to earn CEU credits.

Age-Friendly Design

- A course at Chaminade focuses on the principles of Universal Design and opportunities her students to participate in housing initiatives to be developed in 2017.

<u>Challenges and Lessons Learned</u>

The workgroup identified an upcoming policy change will make it challenging to construct new affordable housing. A Fire Code Mandate that goes into effect after June 30th 2017 will make it mandatory to have fire sprinkler systems installed in all new homes. The additional cost is expected to be approximately be an additional $20,000 to $40,000; which will make an "affordable home" impossible to achieve. It also would be a water resource impact because of the thousands of gallons that is required to maintain a sprinkler system. The BIA of Hawaii is working with NAHB to advocate that it is the homeowner's decision to install fire sprinkler systems or not. The housing workgroup chair is on the board of directors for the BIA of Hawaii and the National Association of Home Builders State Representative for Hawaii, and has been active in advocating against this mandate.

To improve the accessibility of the housing stock, efforts are needed to improve the awareness and use of home modifications. Specifically, marketing of courses such as NAHB's Certified Aging-in-Place (CAPS) course needs to target industry professionals and government

departments. Also with courses such as the Universal Design course at Chaminade, is an opportunity to train students and expand workforce capacity.

In addition, there is limited awareness and use of the City's Housing Rehabilitation fund, which provides low or no interest loans. However, this fund is underutilized due to the numerous qualifications. The housing workgroup identifies this issue that needs to be examined.

The passage of Bill 27 has dramatically increased the number of applications and permits issued. However, ongoing barriers need to be addressed. ADU fees, which could average $8,000 or more, can be a major deterrent for the majority of homeowners. In addition, the lack of infrastructure continues to be a current and future barrier for ADU approvals.

At the Department of Planning and Permitting (DPP), a lack of staff is an ongoing issue. Additional staff are needed to review and approve plans to shorten the current 4 to 6 month review period. It also takes several years to sufficiently train new hires.

Marketing/Visibility

Marketing efforts are in process. The University of Hawaii, School of Architecture created a Community Design Center in August 2016, to engage students in applied, community design work. The Director of the Community Design Center has expressed an interest in partnering with the housing workgroup to discuss potential collaboration, including an ADU Design Challenge. Discussions will continue in 2017. Other plans include an Age-Friendly Honolulu display table at the BIA of Hawaii Home and Remodeling show. Also, the workgroup is discussing an Age-Friendly Honolulu, ADU Design of the Year award. Recognition by the City will give private contractors an incentive to design and build more ADUs.

Next Steps
- The workgroup will continue to monitor and advocate against the fire code mandate requiring a fire sprinkler system in new housing negatively impacts affordability of housing and our already limited water resources and infrastructure (sewer).
- Continue discussions with DPP on how home accessibility projects may be able to be submitted thru the e-files process. The workgroup will determine the guidelines as to what determines or is considered an "accessible" project(s) for home modification; so it may be able to be submitted thru the e-files process.
- Take steps to revise the current income limitations required to qualify for the City's Housing Rehabilitation fund loan. This would make it possible for residents to qualify and pay for much needed modifications.
- Examine ways to reduce the processing time for pre-check and permitting approval for ADUs.

- Work with the City's GIS Administrator to include ADU information on GIS maps with the goal of enabling homeowners to check whether their home meets ADU requirements before going through the permitting process.
- Recruit additional workgroup members from private sector companies to serve on housing domain workgroup

Domain 4- Communication and Social Involvement

Goals

Intergenerational opportunities to share knowledge, encourage mentorship, cultural exchange, and volunteer opportunities are available

Programs, events, volunteer opportunities, and opportunities for lifelong learning are available

Information and data are easily accessible and user-friendly

People have the support to understand and use new technology

All segments of the population have access to information via a variety of modalities

Workgroup Priorities in 2016	Key Progress in 2016	Potential Indicators to Use
• Focus: Not on specific Domain 4 goals • Instead, focus on overall Age-Friendly Honolulu marketing plan	• Development of Age-Friendly Honolulu marketing plan with Chaminade students • DCS staff person designated to implement marketing plan	• Development of Age-Friendly Honolulu marketing collateral materials • Number and type of dissemination efforts

*Indicators based on workgroup priorities, activities, and plans. Additional indicators to be developed, as the workgroup efforts and initiatives evolve.

Workgroup Focus

In 2016, the workgroup was charged with the marketing of the Age-Friendly Honolulu initiative. The workgroup will revisit and re-examine other goals and recommendations within this domain.

Successes and Outputs

- Draft marketing plan and collateral developed by the workgroup chair
- Chaminade marketing students developed a comprehensive marketing plan as part of a student class project that included sample website, social media accounts, and brochure.

Challenges and Lessons Learned

The workgroup members had difficulty convening regular meetings due to competing work responsibilities. In addition, the workgroup acknowledged that it should not duplicate efforts with other city initiatives, including Complete Streets, Blue Zones Hawaii and WalkWise Hawaii. The goal is to identify areas of potential collaboration.

Marketing and Visibility

This workgroup has transitioned to become an umbrella workgroup for the Age-Friendly Honolulu Initiative, responsible for supporting larger marketing and awareness efforts in the community. Increased marketing and public relations efforts are planned in 2017.

Next Steps

- A staff person at the Department of Community Services has been identified as the lead in further developing and refining the Age-Friendly Honolulu website and social media accounts started by the Chaminade marketing students. Other collaterals will be completed, including the Age-Friendly Honolulu letterhead, brochure, and banner.

Domain 5- Civic Participation and Employment

Goals

	Older persons are recognized as assets, and their contributions are valued and respected
	Flexible employment options are available
	Workplaces are age-friendly and there is a seamless system to transfer skills and increased opportunities for older workers to continue to work and be productive
	Volunteers have opportunities to develop leadership skills
	Volunteer options are widely available

Workgroup Priorities in 2016	Key Progress in 2016	Potential Indicators to Use
•*Focus on:* •Recognizing employers that value contributions of older workers (Goals #1-3) •Recognizing businesses that understand needs of older customers (Goals #1-3)	• Decision to create "Age-Friendly Employer Award" program •Criteria was developed for identifying top businesses and employers •Support from Chaminade marketing students in developing age-friendly business certification plan • Pacific Business News is an interested partner • Secured approval from the City to proceed with the event	•Awards program created and executed •Number of awardees • Increase in number of businesses that understand and support "age-friendliness" •Increase in number of businesses that are "age-friendly"

*Indicators based on workgroup priorities, activities, and plans. Additional indicators to be developed, as the workgroup efforts and initiatives evolve.

Workgroup Focus

  The committee reviewed the Action Plan and chose to focus on creating a program that would evaluate and recognize businesses that excel in meeting and serving age-friendly communities. This approach will raise general community awareness about the efforts underway to make Honolulu an age-friendly city.

In 2016, the group identified a suitable partner, Pacific Business News, to assist with the promotion and planning of an age-friendly business/employer event. The group has held preliminary conversations with a local magazine, created a template for the event, and developed separate criteria for identifying the top businesses and employers.

Successes and Outputs
- Developed plan for an Age-Friendly Employer event
- Secured buy-in from Pacific Business News as a partner for promotional and marketing efforts
- Secured approval and support from the City for the event

Challenges and Lessons Learned
The workgroup will need support from the larger Age-Friendly Honolulu implementation committee to generate sufficient buzz around the Age-Friendly Employer award event. It will be critical to partner with Pacific Business News to assist in planning and marketing.

Marketing and Visibility
The Age-Friendly Employer event will be a critical step toward the marketing and visibility of the larger Age-Friendly Honolulu Initiative. In 2016, the workgroup chair and AFC Consultant worked with a Chaminade marketing class project to assist with the development an Age-Friendly Business Certification Plan. The students' final project included an implementation plan that included larger scale promotion within the business community as well as a "door to door" approach targeting small businesses and storefronts along Waialae Avenue in Kaimuki. Products included an educational brochure, possible door stickers and other materials that certified businesses can display to show their commitment to making Honolulu an age-friendly city.

Next Steps
- Finalize partnership with co-sponsor for the Age-friendly Employer event
- Identify timeline for securing sponsors, planning, and holding the event
- Develop strategies to engage other domain workgroups in the planning and execution of the event.

Domain 6- Community Support and Health Services

Goals

	Long-term services and supports (LTSS) are accessible and available
	Health services are accessible and available
	Education and public awareness on healthy aging, elder care, and safety are widely available
	Older adults are safe from abuse and neglect
	Public emergency and disaster planning accounts for older adults

Workgroup Priorities in 2016	Key Progress in 2016	Potential Indicators to Use
• Focus on: • Strengthening Long-term services and supports (LTSS, Goal #1) • Building awareness and support for caregivers (Goal #3) • Build understanding and coordination with Adult Protective Services (Goal #4)	• Identified and included additional partners in the workgroup • Discussed approaches to better coordinate, and mutually support and expand services • AFC participated in the State Annual Code Challenge, and a hacker team developed a prototype app for caregivers	• Increased collaboration on educational/ awareness efforts and development of educational materials • AFC recognized as a partner and advocate for LTSS, healthy aging, or other initiatives

*Indicators based on workgroup priorities, activities, and plans. Additional indicators to be developed, as the workgroup efforts and initiatives evolve.

Workgroup Focus

In 2016, the workgroup focused on 1) identifying additional partners in the community, who are currently implementing projects within the Domain 6 Goals, Recommendations, Projects/Actions and Action Steps and 2) identifying and prioritizing short-term projects from within the Domain 6 Implementation Plan. Many of the goals, recommendations, and projects are already being implemented within the community, so the focus of this workgroup is to identify partners and stakeholders and to convene meetings in order to facilitate or connect organizations to assist in the enhancement and expansion of these programs.

<u>Successes and Outputs</u>

Elderly Affairs Division (EAD, workgroup leader) took critical steps in strengthening and expanding LTSS:

- The new Aging Disability Resource Center process was implemented effective July 1, 2015. A recent assessment, conduct by the Hawaii Executive Office on Aging (EOA), shows that the Honolulu ADRC is more than 90% fully functional. A recent time study evaluation of the Honolulu ADRC system showed that consumers received an initial assessment and support plan within an average of 8 days and services authorized within an average of 15 days.
- EAD has been working closely with the City and County's Purchasing Division to develop strategies to identify and increase additional providers that could be added to the service delivery pool, with the goal of reducing the wait lists for long-term services and supports.
- The State of Hawaii, in partnership with the University of Hawaii, received a grant to expand the Community Health Workers program and to develop a Community Paramedic Program, within two areas of 'Oahu, Waianae and Papakolea.

AFC participated in the Hawaii Annual Code Challenge:

- The Hawaii Annual Code Challenge event in August 2016 was a competition that challenged hacker teams to develop useful apps and technology-based tools. The AFC co-chair pitched the AFC initiative and the need for a "Yelp for Help" type app to help older adults and caregivers identify services and programs within their neighborhood. One hacker team took on the challenge and developed an app to manage caregiving tasks across multiple family caregivers. The app did include a feature to identify neighboring services. The hacker team presented the prototype to the Age-Friendly Implementation Committee. The next step for the group will be to incorporate the committee's feedback and further refine the app.

Workgroup members provide valuable education and awareness on key long-term care, dementia, legal issues, and elder abuse:

- The Alzheimer's Association holds community events, runs support groups, and provides individual consultation to families living with dementia. The organization also facilitates the State Taskforce on Alzheimer's Disease and Related Dementia.
- The UH Center on Aging's Hawaii Alzheimer's Disease Initiative (HADI) holds regular community events and presentations on dementia, caregiving, palliative care, and advance care planning. HADI closely collaborates with the Alzheimer's Association, Kokua Mau, ADRCs, Project Dana, Public Health Nurses, Med-QUEST and other government and non-profit partners to provide education and and create new services for persons with dementia and caregivers.

- The Legal Handbook "Deciding What's Next and Who in the World Cares" was created and published in FY 2016. New editions are developed every other year.
- The EOA, through their contracted consultant, developed and launched the LTSS public awareness campaign. In addition to the development of the website: www.takecaretakecharge.org, the campaign was disseminated via television, radio and print ads. The television ad was televised via KITV, KGMB and KHON, for approximately one month. The media ads directed the public to the website, where they could find information on how to plan for their long-term care needs. The contracted consultant provides updates on the campaign to the Policy Advisory Board on Elder Affairs (PABEA) on a monthly basis.
- The Department of Human Services – Adult Protective Services Division developed and has been conducting in-service training and community presentations on types and signs of elder abuse, required reporting requirements and the process to report abuse. These trainings are primarily given to agencies and facilities who are considered mandated reporters, and often give community presentations when requested.

Challenges and Lessons Learned

Ongoing funding and sustainability of funding is an ongoing issue. For example, the "Hack-A-Thon" project has not yet secured funding for app development. In addition, many programs within this domain are dependent on grant funds. For example, the Healthy Aging Partnership applied for a federal grant that would have allowed for the expansion of and development of new models of implementation, but was unsuccessful.

The implementation of the Honolulu Aging and Disability Resource Center system transformed the accessibility and availability of long-term services and supports (LTSS) to the community. There were significant improvements to policies, procedures and coordination of services. The main areas of change are, 1) the utilization of the statewide assessment tools, 2) being the single entry point for information and access to publicly funded LTSS, and 3) consolidation and utilization of the Hawaii Statewide ADRC Management Information System.

Marketing and Visibility

No marketing activities in 2016. Ideas for 2017 include developing infographics that include, but not limited to, facts about aging well, health aging, abuse and neglect, etc.

Next steps
- Assist St. Francis Healthcare System with reviewing its Active Aging Directory which will include programs and opportunities related to wellness, retirement, leisure, lifelong learning, and exercise. The Directory is being developed as part of Aloha United Way's Active Aging grant.

- The workgroup identified support for persons living alone in the community as particularly vulnerable. The group plans to collaborate with workgroup members, and identify approaches to support persons living alone, including a friendly visitor or neighbor helping neighbor approach.
- Develop Age-Friendly Honolulu, healthy aging infographics and distribute
- Identify opportunities to support Kapiolani Community College in their progress towards expanding and developing the Community Health Worker and Community Paramedic Program.
- Help to advertise Project Dana's "Eden At Home" training. In 2017, Project Dana has plans to conduct two trainings on the island of Oahu in 2017: one in the Honolulu area, and another in the Leeward area.

Community Engagement and Marketing

A critical component of the Age-Friendly Honolulu initiative is to engage the community in its implementation and marketing efforts. The following are a list of accomplishments in 2016.

1. AFC Consultant has successfully partnered with Chaminade's service learning coordinator. Several opportunities have been identified to enable Chaminade students to support AFC initiatives, including the nursing, marketing, and environmental and interior design classes.
- In 2016, Chaminade marketing students helped to: 1) develop an age-friendly city marketing plan and 2), create an age-friendly business certification program.

2. AFC Consultant has an ongoing partnership with 'Iolani School's One Mile Project class.
- The class conducted a walkability audit of an intersection near the school, and after going through a design thinking process, students presented their ideas to the Age-Friendly Honolulu co-chair, Blue Zones, and professionals from the city and state transportation departments.
- A student is working with GoGo Grandparent, a service that enables older adults to connect to Uber and Lyft ride share programs easily through a touch tone phone. Caregivers can keep track of loved one's trips. GoGo Grandparent is being tested in partnership with the Plaza Assisted Living Waikiki, and has potential for larger expansion

3. The transportation workgroup partnered with a UH urban planning student to conduct a transportation mode study that examines options and challenges with Handi-Van, TheBus and ride share options including Lyft and Uber.

4. Media was used to increase awareness of the Age-Friendly Honolulu Initiative.

- A Generations Magazine article in the August/September 2016 issue entitled discusses the potential of an intergenerational children's book called "Its Just Aging" to dispel ageism, improve awareness and create a more age-friendly community. The book was authored by two 'Iolani High School students, and Plaza Assisted Living Administrator Colby Takeda.

- Gary Nakata (AFC Co-chair), Barbara Kim Stanton (AFC Committee member), as well as Dr. Cullen Hayashida participated in the Bytemarks radio show, hosted by Burt Lum in January 2016.

- Frank Streed (AFC Co-chair), Barbara Kim Stanton (AFC Committee member), and the AFC Consultant participated in a 'Olelo community show hosted by Councilmember Brandon Elefante in November 2016.

- AFC Consultant made several presentations about Honolulu's Age-Friendly Initiative:
  - Generations United conference- July 2015 in Honolulu
  - Active Aging conference- March 2016 in Fukuoka, Japan
  - Working Women in an Aging Society conference- June 2016 in Fukuoka, Japan
  - Hawaii Pacific Gerontological Society conference- September 2016 in Honolulu
  - Hawaii Public Health Association conference in October 2016 in Honolulu

Strategies for Year 2

Strengthening AFC Functions and Impact

1. *Departmental Budget Requests.* The AFC co-chair successfully advocated to require that city budget department requests include age-friendly related plans and initiatives. This requirement was approved and supported by the Deputy Managing Director's office, which reflects the Mayor's support for the Age-Friendly Honolulu Initiative. This requirement will begin in Year 2.

2. *Launch Marketing Efforts.* A staff person at the Department of Community Services, with a background in marketing, will be tasked with the overall marketing of the Age-Friendly Honolulu Initiative. The focus will be on updating the AFC website, creation and maintenance of social media sites, development of a brochure, and a banner for public events. In addition, decals or plaques will be developed in order to identify and promote age-friendly projects.

3. *Identify Permanent Structure.* AFC will need to transition to a permanent structure by the end of 2018. A subcommittee will be convened in year 2 to discuss key roles and

functions, as well as options, which can include a city AFC coordinator or a public/private organization.

<u>Workgroup Tasks in Year 2</u>
Early in year 2, workgroups need to discuss and agree upon the following issues:

1. *Age-Friendly Standards.* Based on domain goals within the Action Plan, can workgroups identify key features or age-friendly standards for each domain? The advantage of this approach is to be able to identify age-friendly projects, businesses etc. This approach was used by Domain 1- Outdoor Spaces in order to identify criteria for an age-friendly park. Do workgroups see establishing age-friendly criteria for certification feasible and of value?

2. *Role and functions of the workgroup.* This issue should be revisited to agree upon the workgroup's appropriate role in implementing the workgroup's priority areas. For existing initiatives, what will be the workgroup's role: to strengthen or expand the initiative's efforts, or advocate or promote these initiatives in public settings? Also, how can the workgroup build momentum or serve as catalyst within the community? The workgroup's role may consider how to inspire grassroots, organic change from within the community.

3. *Program focus.* Can the workgroup identify priority areas and 1-2 projects that can be initiated and/or completed for year 2?

4. *Outputs for 2017*. Similar to the above, what will be the quantifiable outputs that can be documented by the end of year 2?

5. *Marketing.* Can the workgroup Identify opportunities to improve visibility of the initiative, as well as recognize age-friendly projects?

6. *Cross domain efforts.* Are there opportunities to work across domains? Are there either issues or communities in which the initiative can pilot a project and work across domains?

In Appendix B, logic models for each domain *propose* age-friendly standards/key components, activities, outputs, outcomes, and impact. The logic models need to be reviewed and revised by workgroups to ensure that workgroup members are clear and in agreement on the workgroup's next steps.

Final Comments

At the kick-off event for our AFC initiative in April 2014, a brainstorming activity tasked attendees with coming up with words that reflected our goals, what we want to achieve, and what we want to see in an age-friendly Honolulu. Words such as "vibrant", "engaged", "active", and "socially involved" inspired us during our planning process and continue to drive the implementation phase. As the initiative continues with implementation, it is critical to focus on the positive- the potential for change and opportunities for action. The Age-Friendly Honolulu leadership structure, collaboration with public and private partners, and community engagement will help to ensure ongoing success.

Domain 1- Outdoor Spaces
Public
*Chris Dacus, Department of Parks and Recreation
Art Challacombe, Retired, Department of Planning and Permitting
Duane Buote, Disability and Communication Access Board
Ed Manglallan, Department of Facility Maintenance
Francine Wai, Disability and Communication Access Board
Gary Kuraoka, Department of Budget and Fiscal Services
Jodi Chew, United States Department of Agriculture
Lola Irvin, Department of Environmental Services
Markus Owens, Public Information Officer
Raymond Ancheta, Honolulu Police Department
Noelle Cole, Department of Planning and Permitting
Harrison Rue, Department of Planning and Permitting
John Reid, Department of Parks and Recreation
Beverly Suzuki, Department of Facility Maintenance Home

Private
Amy Blagriff, AIA Honolulu
David Striph, The Howard Hughes Corporation
Bobbie Lau, The Howard Hughes Corporation
Chad Taniguchi, Hawaii Bicycle League
John Koga, Artist-Sculptor
John Whalen, Hawaii Community Development Authority
LeeAnn Crabbe, Queen Liliuokalani Trust
Marti Townsend, The Outdoor Circle
Mervina Cash-Kaeo, Alu Like
Paul Quintiliani, Bishop Estate, Kamehameha Schools
Ma Ry Kim, Group 70

Domain 2- Transportation
Public
Kari Benes, Department of Health
Liz Fischer, US Department of Transportation
Heidi Hansen-Smith, Department of Health
Randolph Sykes, Oahu Metropolitan Planning Organization
Asia Yeary, United States Environmental Protection Agency
Kelly Akasaki, Department of Transportation Services
Dylan Armstrong, Oahu Metropolitan Planning Organization
Noelle Cole, Department of Planning and Permitting
Mark Garrity, Department of Transportation Services
Lt. Carlene Lau, Honolulu Police Department
Maaza Mekuria, Department of Transportation

Michael Packard, Complete Streets Administrator
Beverly Suzuki, Department of Facility Maintenance

Private
*John Goody, AARP, Hawaii Bicycle League
Paul Luerson, ch2m
Robert Nehmad, Institution of Transportation Engineers
Daniel Alexander, Hawaii Bicycling League
Joy Barua, Kaiser Permanente Hawaii
Tom Fee, HHF Planners
Heidi Kim, Blue Zones Hawaii
Frank Streed, Co-chair, Age-Friendly Honolulu Initiative

Domain 3- Housing
Public
Tom Dinell, University of Hawaii
Norma Hara, University of Hawaii
Joyce Noe, University of Hawaii
Ken Schmidt, Department of Planning and Permitting
Harold Senter, Department of Planning and Permitting
Janice Takahashi, Hawaii Housing Finance Development Corporation
Crystal Beelen, Department of Emergency Management
Jun Yang, Department of Community Services
Brandon Elefante, Councilmember
Tim Hiu, Department of Planning and Permitting

Private
*Curt Kiriu, CK Independent Living Builders
Debra Luning, Gentry Homes
Mae Mendelson, AARP and Peace Child International
Gwen Yamamoto Lau, Hawaii Federal Credit Union
Art Challacombe, Retired, Department of Planning and Permitting
Evan Fujimoto, Graham Builders

Domain 4- Communication and Social Involvement
Public
*Francis Choe, former City Council staff
Roger Watanabe, retired, Department of Parks and Recreation

Private
Branson Murphey, Success Advertising
Burt Lum, Code for America
Elisa Yadao, Hawaii Medical Service Association
Ma Ry Kim, Group 70

Domain 5- Civic Participation and Employment
Private
*Scott Fuji, formerly of PHOCUSED, State Legislative staff
Angela Angel, 'Olelo
Beth Busch, Success Advertising
Lisa Murayama, Hawaii Alliance of Non-profit Organizations
Sam Moku, Hawaii Pacific University

Domain 6– Community Support and Health Services
Public
*Nalani Aki, Elderly Affairs Division
Gary Nakata, Department of Community Services
Ashley Muraoka-Mamaclay, Elderly Affairs Division
David Jenkins, Honolulu Fire Department
Keawe Kaholokula, University of Hawaii, School of Medicine
Kealii Lopez, DCCA, Department of Commerce and Consumer Affairs
Madi Silverman, Med-QUEST Division, Department of Human Services
Shayne Enright, Emergency Medical Services
Michael Keaney, Adult Protective Services, Department of Human Services
Jody Mishan, Hawaii Alzheimer's Disease Initiative
Loren Okamura, Executive Office on Aging, Department of Health
Jan Thurman, Kupuna Education Center, Kapiolani Community College

Private
Barbara Kim Stanton, AARP Hawaii
Patricia Bazin, Kaiser Permanente Hawaii
Merlita Compton, Kokua Kalihi Valley
Heidi Kim, Blue Zones
Barbara Kim Stanton, AARP
Jan Harada, Helping Hands Hawaii
Shelley Wilson, Wilson Care
Rose Nakamura, Project Dana
Christine Payne, Alzheimer's Association-Aloha Chapter
Kevin Wu, Palolo Chinese Home

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* Denotes workgroup chair, list of names in no particular order

Appendix B. Logic Models by Domain

Domain 1- Outdoor Spaces- Logic Model (v. 2/17)

Key Components/Standards	Activities	Outputs	Outcomes	Impact
Parks/Open Spaces have the following features: Accessibility- able to get to park and navigate around park Amenities-availability of comfort stations, play/sports features Sociability- design features encourage interaction Maintenance- park features are well-maintained Safety- Parks are safe and free of vandalism and crime	Development of park audit form Use of data to identify priority parks Identification of age-friendly parks using audit form Development of universal design guide for future park development and improvement	# of parks audited # of age-friendly parks recognized by Age-Friendly Honolulu Universal design guide developed	Increased recognition and support of age-friendly parks by City, Parks and Recreation Department Parks and Recreation website identifies age-friendly parks and features	Increased park usage Change in DPR approach to park development and improvement

Domain 2- Transportation- Logic Model (v. 2/17)

Key Components/ Standards	Activities	Outputs	Outcomes	Impact
Public transport is timely and responsive	Determined that add'l data on circumstances of pedestrian and bicycle accidents needed	Number of improvements	Lower rate of accidents and deaths at improvement sites	Improved walkability and bike-friendliness
Streets are safe and accomodate pedestrians	Identified data needs and data available from HPD crash reporting system	Types of improvements made	Improved perception of walkability or bike-friendliness	Improved safety
Streets are safe and accommodate bicyclists	Agreements and support in place to put HPD data on GIS site	Increase in AFC representation at Complete Streets and TOD events		Improved mobility and reduced isolation for older adults who can no longer drive
Roadways are safe and maintained	Support for ongoing initiatives, including Complete Streets	Increase in AFC partnership and advocacy for Complete Streets and TOD initiatives		
	Study of ride share and other alternatives completed	Promotion of ride share alternatives- Type of promotion and number of venues		
	Promotion of ride share alternatives	Creation of ride share pilot		
	Develop ride share pilot program			

Domain 3- Housing- Logic Model (v. 2/17)

Standards/Key Components	Activities	Outputs	Outcomes	Impact
Expanded use of ADUs	With passage of ADU bill (Bill 23), 100+ permit applications submitted	Increase in number ADU applications and permits	Greater use of ADUs	Expanded options for affordable housing on 'Oahu
Home modifications are affordable and available	Plans to put areas that meet ADU requirements on GIS map	Development of ADU map on GIS site	ADUs seen as viable affordable housing option	Improved accessibility of housing on 'Oahu
New housing incorporates age-friendly design	Promotion of Certified Aging In Place (CAPS) Specialist program	Development of standardized and accessible ADU designs	Home modifications widely available by CAPS specialists	
Range of affordable housing options	Collaboration with Chaminade class on Universal Design	Number of persons with CAPS certification	Workforce development- College students trained in universal design	
	Tracking and advocacy of fire code mandate that impacts home affordability	Enhanced partnerships with college students in workgroup initiatives		

Domain 4- Communication and Social Involvement- Logic Model (v. 2/17)

Standards/Key Components	Activities	Outputs	Outcomes	Impact
Marketing plan targets multiple generations Marketing plan promotes positive views of aging, older adults as assets Variety of dissemination methods-web, social media, print mateirals AFC plaque and decals to identify age-friendly projects	Overall Marketing Plan developed by Chaminade marketing students DCS staff person identified as marketing lead	# of and types of collaterals developed # of hits/followers # of targets and distribution of collaterals # of projects with Age-Friendly Honolulu plaque/decal	Wider distribution visibility of AFC logo	Awareness and visibility of overall Age-Friendly Honolulu initiative

Domain 5- Civic Participation and Employment- Logic Model (v.2/17)

Standards/Key Components	Activities	Outputs	Outcomes	Impact
Employers value older workers Employers work-life policies support caregivers Businesses accommodate older customers with visual, physical, and cognitive impairment	Development of Age-Friendly Employer Award criteria Chaminade students development of age-friendly business certification criteria Collateral material development and distribution	# of collaterals distributed, modes of distribution # of employer award inquiries # of employer award nominees/applications # of employer awards # of businesses certified	Increase in number of businesses that make age-friendly changes Increase in number of businesses that are "age-friendly"	Greater awareness among businesses on needs of older workers Older workers feel better supported

Domain 6- Community Support and Health Services- Logic Model (v.2/17)

Standards/Key Components	Activities	Outputs	Outcomes	Impact
Older adults, caregivers, and other consumers are educated and empowered	AFC supports ongoing awareness and education efforts by workgroup member agencies/orgs	Evidence of better coordination/support through MOU, advocacy, other support of advocacy and initiatives	Improved awareness and understanding of health-related issues	Active aging is maximized
Opportunities for active and healthy aging are maximized	AFC develops educational materials, hosts events	AFC a partner and advocate for LTSS, healthy aging, or other initiatives (through # of events, advocacy, other support)	Improved coordination among LTSS providers	Older adults and families are empowered
Long-term services and supports (LTSS) are accessible	Discuss approaches to better coordinate, and mutually support and expand services	# of education/awareness outputs (events, materials)	Improved accessibility of health-related services	Care is person-centered, and coordinated
LTSS system is coordinated	AFC supports ongoing efforts to build LTSS			
	Participated in annual code challenge, prototype app for caregivers	Prototype of caregiver app completed		
Vulnerable older adults are safe from harm	Explore volunteer pilot program to support individuals who live alone	Pilot program initiated		