

Age-Friendly Honolulu

Progress Report for 2017



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Executive Summary

The Age-Friendly Honolulu Implementation Committee is comprised of influential members from the public and private sector. In 2017, most domain workgroups met monthly to review the Action Plan recommendations, set priorities, and take steps to implement the recommendations.

Exciting progress to note:

- ✓ Domain 1, Outdoor Spaces and Buildings developed a park audit form to evaluate “age-friendliness” of a park, conducted an audit, and created a list of 47 age-friendly parks.
- ✓ Domain 2, Transportation - A data agreement with HPD was secured and HPD provided accident data to Department of Planning and Permitting (DPP), GIS staff. DPP staff cleaned and evaluated data validity. In 2018, it will be used to identify high pedestrian accident areas and contributing factors, in order to prioritize improvements. A pedestrian safety mobile app was developed and tested, with dropdown lists to identify pedestrian hazards and map function to identify location.
- ✓ Domain 3, Housing promoted accessory dwelling units as a means to support aging-in-place in the community and near family. The workgroup tracked increases in ADU permits after the passage of Bill 27. The group also prepared for a booth for the 2018 Building Industry Association show.
- ✓ Domain 4, Communication and Social Involvement focused on our larger marketing efforts. The Age-Friendly Honolulu website was revamped and updated, featuring recent news, newsletters, and projects: www.agefriendlyhonolulu.com. Two newsletters, featuring Age-Friendly Honolulu accomplishments were distributed in May and December 2017.
- ✓ Domain 5, Civic Participation and Employment developed an Age-Friendly Business program. In 2017, with funding from an AARP Community Challenge grant, a poster was created with 10 simple tips for businesses to engage and serve kupuna customers.
- ✓ Domain 6, Community Support and Health Services, expanded long-term services and supports through the Aging and Disability Resource Center system, planned the implementation of the Kupuna Caregivers program, and adopted the Dementia Friends Hawaii initiative.

Other Accomplishments

- A permanent structure sub-committee held several meetings to discuss and draft an Age-Friendly City ordinance. In the next period, the sub-committee plans to facilitate buy-in and introduce the ordinance to the City Council.
- Age-Friendly Honolulu was awarded two AARP Community Challenge grants to: 1) develop an age-friendly business poster with tips for better serving older customers and

2) create an interactive, virtual reality booth at the Children and Youth Day at the State Capitol on October 1, 2017. The booth featured a virtual age-friendly community, built by young students.

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.

Vision for an Age-Friendly Honolulu

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

AFC Structure and Activities

In 2017, the Interim Implementation Committee 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 Pamela Witty-Oakland, Director the City and County Department of Community Services, and Frank Streed, retired member of the City Council staff. To support implementation, Age-Friendly Honolulu leadership formed six

workgroups, in alignment with the WHO domains of an age-friendly city. Members were carefully selected and new professionals continue to be engaged because of their community roles, skills, and expertise. Over the past year, the workgroups generally met monthly; reviewed the Action Plan's goals, recommendations, and action steps; set priorities; and continued 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- Recommendations Grid

The purpose of this Excel database is to document and assess progress toward implementing Honolulu's Action Plan. This grid details recommendations, action steps, lead organizations, indicators and benchmarks. Workgroups used the grid in the following ways:

1. Progress over the year was noted 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 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 3.

Tool #2- Story Maps- AFC GIS

Story maps, created by DPP with AFC GIS serves as a means to target implementation and track progress. The site helps Age-Friendly Honolulu and the general public to understand baseline conditions in Honolulu (<http://gis.hicentral.com/storyboards/AFCHNL.html>). 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 story maps 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.



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 evaluate progress in each domain, these annual progress reports will describe:

1. Action Plan Goals
2. Priorities
3. Key Progress
4. Potential Indicators
5. Successes
6. Challenges and Lessons learned
7. Next steps

Implementation Year 2

In the late summer and fall of 2015, AFC leadership transitioned from a Steering Committee to an Interim Implementation Committee formed domain workgroups. The Interim Implementation Committee and workgroups formally began implementation in early 2016. Workgroups continued to meet and implement Action Plan recommendations in 2017.

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

In examining workgroup processes, effective implementation strategies included:

- Balancing visible quick wins as well as long-term term initiatives
- Proceeding with implementation under broad themes or unifying projects which made implementation more manageable. For example, the transportation workgroup prioritized themes of pedestrian safety and use of HPD data to identify high accident areas.
- Collaborating with and supporting ongoing initiatives and new policies
- Understanding 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 business initiative)
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 (e.g., Dementia Friends Hawaii)

Activities by Domain in 2017

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 2017

- Parks are safe (Goal #1)
- Parks are accessible (Goal #2)
- Services and amenities are available in parks (Goal #3)

Key Progress in 2017

- Finalized park audit form to identify age-friendly parks
- Identified subset of parks to audit
- Audited parks and created a list of age-friendly parks

Potential Indicators to Use

- Number of parks audited
- Number of parks with age-friendly designation

*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 refined and finalized 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. Then 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. Using the park audit tool, 47 parks in the City and County were determined to be "age-friendly".

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), maintenance, and safety.
- Used GIS maps and identified locations of parks with senior clubs. This information was used to target parks to audit.
- Parks were audited by the workgroup and age-friendly parks were identified. See list of age-friendly parks below.

| Table- List of Age-Friendly Parks, as Identified with Park Audit Form | | | |
|---|-----------------------------|----|--|
| 1 | Ala Wai Community Park | 26 | Kaneohe Community Park And Senior Center |
| 2 | Kahala Community Park | 27 | Sunset Beach Recreation Center |
| 3 | Aina Haina Community Park | 28 | Waimanalo District Park |
| 4 | Kaimuki Community Park | 29 | Aiea District Park |
| 5 | Kilauea District Park | 30 | Booth District Park |
| 6 | Manoa District Park | 31 | Ewa Mahiko District Park |
| 7 | Koko Head District Park | 32 | Halawa District Park |
| 8 | Mccully District Park | 33 | Kahuku District Park |
| 9 | Palolo Valley District Park | 34 | Kalakaua District Park |
| 10 | Aiea Recreation Center | 35 | Kalihi Valley District Park |
| 11 | Ala Puumalu Community Park | 36 | Kaneohe District Park |
| 12 | Makiki District Park | 37 | Lanakila District Park |
| 13 | Makua Alii Senior Center | 38 | Mililani Mauka District Park |
| 14 | Moanalua Recreation Center | 39 | Pearl City District Park |
| 15 | Salt Lake District Park | 40 | Wahiawa District Park |
| 16 | Crestview Community Park | 41 | Waialua District Park |
| 17 | Asing Community Park | 42 | Waianae District Park |
| 18 | Makakilo Community Park | 43 | Foster Botanical Garden |
| 19 | Mililani District Park | 44 | Liliuokalani Botanical Garden |
| 20 | Manana Community Park | 45 | Wahiawa Botanical Garden |
| 21 | Piilaa Community Park | 46 | Koko Crater Botanical Garden |
| 22 | Waiau District Park | 47 | Hoomaluhia Botanical Garden |
| 23 | Waipahu District Park | | |
| 24 | Whitmore Community Park | | |
| 25 | Kailua District Park | | |

Challenges and Next Steps

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.

Next steps

Focus for 2018

- 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

Domain 2: Transportation

Goals

| | |
|---|---|
|  | Timely and responsive public transport |
|  | Increased pedestrian safety |
|  | Safe and maintained roadway design/infrastructure |
|  | Increased bicycle safety |

| Workgroup Priorities in 2017 | Key Progress in 2017 | Potential Indicators to Use |
|--|---|---|
| <ul style="list-style-type: none"> • 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) | <ul style="list-style-type: none"> • AFC secured an agreement with HPD and obtained collision data records for older pedestrians 65+ in 2017. • DPP GIS examined and refined HPD data. • Pedestrian safety mobile app was developed and tested, with dropdown lists to identify pedestrian hazards and map function to identify location. • Complete Streets, 'Oahu Bike Plan, 'Oahu Pedestrian Plan developments are ongoing. Committee members discussed and tracked implications for older adults, age-friendliness of transportation. • Discussion of the feasibility and next steps for developing an "age-friendly" walk app | <ul style="list-style-type: none"> • Number and location of high crash areas, identification of causes/circumstances • Number and location of priority areas targeted for improvement • Increase in AFC partnership at Complete Streets and TOD events |

*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 data was needed in order to better inform implementation priorities, and therefore data collection was a major component of 2017 efforts. The workgroup secured a data agreement with HPD in order to use case reporting data to understand patterns and causes of pedestrian and bicycling accidents. The data is geocoded and during the next reporting period, will be placed on a GIS map to assist in prioritizing implementation.

Successes and Outputs

Goal A- Timely and Responsive Public Transport

- An AFC recommendation is to ensure that public transport meets the needs of rural elders. Follow up research revealed that Bill 23 (2016) was still alive and was re-referred to the Committee on Transportation. This bill would supplement Handi-Van service by providing for special supplemental transit services for transport to medical facilities.

Goal B. Increased Pedestrian Safety

- Department of Transportation Services (DTS) is continuing to advance the Complete Streets Program and has held several community meetings to discuss and propose improvements in a variety of communities across urban Honolulu in 2017.
- The City and County has ongoing efforts to educate the public on pedestrian safety rules. In addition, the workgroup discussed potential benefits and concerns to the "no cell phone use in crosswalks law", and enforcement efforts by HPD.

Goal C. Safe and Maintained Roadway Design and Infrastructure

- DTS is continuing to advance the Complete Streets Program and has held several community meetings to discuss and propose improvements in a variety of communities across urban Honolulu. Further, Department of Planning and Permitting's (DPP) Transit Oriented Design program includes a pedestrian focus, and DTS is continuing to advance the Pedestrian Master Plan and Bike Plan.

Goal D. Increased Bicycle Safety

- Bikeshare Hawaii successfully launched the Biki Bike Share Program, with support from the City and County of Honolulu and other public and private funders. Additional bike boxes and bike lanes were also added in 2017.
- The workgroup noted ongoing educational efforts by Hawaii Bicycle League and Bikeshare Hawaii for improved bicycle safety.

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. The workgroup acknowledged that community engagement will be essential, particularly where traffic may be perceived to be affected by bicycle, pedestrian, or Complete Street projects.

The workgroup explored ride sharing alternatives through discussions with GoGo Grandparent and Lyft health care programs manager. Concerns arose about liability and city endorsement of particular company. Lyft also had discussions with Elderly Affairs Division (EAD) to be contracted service providers, but Lyft could not comply with contractor requirements.

Next steps

- Complete GIS story maps with HPD collision and EMS data integrated; identify priority areas for age-friendly improvements
- Further develop and implement pedestrian survey app, develop protocol for reporting hazards to city departments
- Continue Complete Streets project support and collaboration
- Development of age-friendly walks app, analyze feasibility and review other models (i.e., London Walks website)

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 2017 | Key Progress in 2017 | Potential Indicators to Use |
|---|--|---|
| <ul style="list-style-type: none"> • Home modifications are affordable and widely available (Goal #2) • Promotion of Accessory Dwelling Units (ADUs, Goal #4) | <ul style="list-style-type: none"> • With passage of ADU bill (Bill 23), 572 permit applications submitted; 360 approved • Promotion of Certified Aging In Place (CAPS) Specialist program • Discussions with college programs, including architecture and a universal design class | <ul style="list-style-type: none"> • Increase in number of ADU applications and permits • Number of opportunities to educate public on ADUs • Development of 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.

Workgroup Focus

The housing workgroup examined the final Action Plan and identified the most critical issues to address in the short and long-term. In 2017, the workgroup focused on examining affordable housing issues and supporting education and awareness of ADUs. The workgroup discussed and made plans for an Age-Friendly Honolulu booth at the Building Industry Association of Hawaii, Home and Remodeling show. This activity will take place in the next reporting period.

Successes and Outputs

Accessory Dwelling Units

- Since the passage of Bill 27 in 2016, over 300 ADU permits has been issued. See table below for additional data:

| |
|---|
| <p><u>ADU Data from City and County Department of Planning and Permitting as of January 2018:</u> Total ADUs permit applications submitted- 572 Total ADUs applications in the review process- 181 Total ADUs permits issued / approved- 360 Total ADUs permits cancelled by applicants- 31</p> |
|---|

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. Classes were held in 2017 and offers the opportunity for professionals to earn CEU credits.

Challenges and Lessons Learned

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

The passage of Bill 27 in 2016 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. Also according to the City, it also takes several years to sufficiently train new hires.

Next Steps

- Support City by identifying and developing opportunities to educate the public on ADU options and process
- Educate aging homeowners and caregivers about options for home modifications and the services provided by Certified Aging in Place Specialists.
- Form partnerships with local Universities, including University of Hawaii Architecture and Chaminade University's Universal Design to promote age-friendly design in curricula.

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 2017 | Key Progress in 2017 | Potential Indicators to Use |
|---|--|---|
| <ul style="list-style-type: none"> • Decision not to focus on specific Domain 4 goals • Instead, focus on overall Age-Friendly Honolulu marketing efforts, revamp website | <ul style="list-style-type: none"> • Conducted age-friendly workshop at the World Youth Congress in Honolulu • Developed MailChimp distribution list to facilitate communication with AFC partners and the public. • Age-Friendly Honolulu Booth at Mayor's Craft Fair, Children and Youth Day at State Capitol, Workshop at World Youth Congress • Created and distributed 2 Age-Friendly Honolulu newsletters • Revamped AFC website (www.agefriendlyhonolulu.com) | <ul style="list-style-type: none"> • Number and types of youth engagement efforts • Number of hits to website • 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 2017, the domain focused on the marketing and visibility of the Age-Friendly Honolulu initiative. Two volunteers assisted with the marketing effort. Their role was to revamp and periodically update both the website and Facebook page. Christy Nishita (consultant) and Frank Streed (Co-Chair) helped to provide direction and content in order to update the website.

Successes and Outputs

- Age-Friendly Honolulu website was revamped (www.agefriendlyhonolulu.com) with recent news, newsletters, progress reports, and other community engagement initiatives.
- Age-Friendly workshop at World Youth Congress on June 23, 2017, organized and supported by Christy Nishita (consultant) and Frank Streed (Co-Chair), and Michael Packard (Transportation domain, Complete Streets coordinator)
- Age-Friendly Honolulu booth at the Children and Youth Day at State Capitol on October 1, 2017, organized by Christy Nishita (consultant)
- Age-Friendly Honolulu booth at Mayor's Craft Fair on November 18, 2017, supported by Christy Nishita (consultant), Frank Streed (Co-Chair), and Debbie Miyagi.
- Two newsletters were created and distributed to our Citizen's Advisory Committee, workgroup members, and other interested members of the community.

Challenges and Lessons Learned

The workgroup members had difficulty convening regular meetings due to competing work responsibilities. Instead, Age-Friendly Honolulu volunteers were tasked with updating the Age-Friendly Honolulu website, creating newsletters, and updating MailChimp distribution list.

Next Steps

This workgroup transitioned to become a small group of AFC committee members, responsible for supporting larger marketing and awareness efforts in the community. Enhanced marketing and public relations efforts are planned in 2018. In addition, our youth engagement initiative continues to be a priority and the workgroup will look for opportunities to collaborate with other school groups to hold walkability audits and teach youth about age-friendly cities.

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 2017

- Recognizing employers that value contributions of older workers (Goals #1, 3)
- Recognizing businesses that understand needs of older customers (Goals #1, 3)

Key Progress in 2017

- Discussion on logistics and city support needed to develop an "Age-Friendly Employer Award" program
- Received an AARP Community Challenge grant to create an Age-Friendly Business poster

Potential Indicators to Use

- Increase in number of businesses that express interest in being "age-friendly"
- Increase in number of businesses that are recognized as "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 workgroup continued discussions on creating an awards program that would evaluate and recognize age-friendly businesses. This approach would raise larger community awareness about the efforts underway to make Honolulu an age-friendly city. In 2017, the group identified a potential partner, Pacific Business News, to assist with the promotion and planning of an age-friendly business/employer event. The group held preliminary conversations with Pacific Business News, created a template for the event, and developed criteria for identifying the top businesses and employers.

Successes and Outputs

- Developed plan for an Age-Friendly Business event
- Secured interest from the City and Pacific Business News to hold an age-friendly business awards event
- Awarded an AARP Community Challenge grant to create an age-friendly business campaign, to provide businesses with “10 Tips to Help Businesses To Engage with Kupuna”. Christy Nishita and Colby Takeda from The Plaza Waikiki, fielded a survey of 350 older adults and conducted 3 focus groups with older adults to support the development of the 10 tips. The Plaza Waikiki provided the illustrator/designer in-kind to create the poster.

Challenges and Lessons Learned

The workgroup will need support from the larger Age-Friendly Honolulu implementation committee to market and increase awareness of age-friendly business initiative efforts.

Next Steps

- Integrate the age-friendly business awards event and the campaign poster with “10 Tips to Help Businesses To Engage with Kupuna” into a larger age-friendly business initiative.
- Develop strategies to engage other domains and the broader community in the planning and implementation of the age-friendly business initiative

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 2017 | Key Progress in 2017 | Potential Indicators to Use |
|--|---|---|
| <ul style="list-style-type: none"> • Strengthening long-term services and supports (LTSS, Goal #1) • Building awareness and support for caregivers (Goal #3) | <ul style="list-style-type: none"> • Identified and included additional partners in the workgroup • Discussed approaches to better coordinate, and mutually support and expand LTSS services • Identified Dementia Friends as a priority initiative for the domain. • AFC was credited for their support in reviewing St. Francis' Active Aging Directory | <ul style="list-style-type: none"> • Type/amount of support provided by AFC as a partner and advocate for LTSS, healthy aging, and other initiatives • Number of Dementia Friends and sectors represented |

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

Workgroup Focus

In 2017, the workgroup focused on 1) identifying additional partners in the community, 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. One new initiative was identified and adopted- Dementia Friends Hawaii, which is part of a global movement (www.dementiafriendsusa.org, www.dementiafriends.org.uk) to create more awareness about dementia and how to help those in the community with dementia. The domain members prioritized Dementia Friends Hawaii and will assist in its implementation in 2018.

Successes and Outputs

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

- The Aging Disability Resource Center process was implemented effective July 1, 2015. An assessment, conduct by the Hawaii Executive Office on Aging (EOA), shows that the Honolulu ADRC is more than 90% fully functional.
- 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. In 2017, EAD had initial discussions with Lyft as a potential transportation service provider, an innovative approach to addressing transportation needs.

The 2017 Legislature passed the Kupuna Caregivers bill, providing eligible working caregivers with a \$70/day benefit in support services in order to make caring for family more affordable and accessible. EAD will play a critical role in implementing this program on 'Oahu.

Age-Friendly Honolulu assisted and was credited in a St. Francis Healthcare System, Active Aging Directory which will include programs and opportunities related to wellness, retirement, leisure, lifelong learning, and exercise. The Directory was developed as part of an Aloha United Way, Active Aging grant (<http://www.stfrancishawaii.org/wp-content/uploads/2018/02/Hana-Hou-Handbook-2.21.18.pdf>).

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 "Helping Hawai'i's Elders Prepare for the Worst and Expect the Best." was created and published in 2017 by the UH Elder Law Program.
- The Department of Human Services – Adult Protective Services Division conducts ongoing 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

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) development of 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.

Workgroup members represent key agencies and organizations in the aging network, providing valuable long-term services and supports. The domain needs to develop approaches to better support each other's efforts and identify opportunities to collaborate.

Next steps

- Train workgroup members as Dementia Friends “champions”, develop a plan to target sectors in the community, and hold information sessions in the community
- Identify opportunities to collaborate with workgroup members to support their efforts in implementing key community-based programs. Examples include, but are not limited to: the Aging and Disability Resource Center, Kupuna Caregiver Program, Kapiolani Community College’s Community Health Worker program, Adult Protective Services’ in-service trainings, and Project Dana’s Eden At Home training.

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 2017.

- Age-Friendly Honolulu organized and conducted a workshop at the World Youth Congress workshop. Attendees conducted an intergenerational walk audit of Chinatown, engaged in design-thinking activities, and developed ideas and solutions for a more age-friendly community.
- The International Association of Gerontology and Geriatrics in July 2017 in San Francisco, included a presentation on intergenerational efforts within Age-Friendly Honolulu by Christy Nishita.
- The Pacific Rim International Conference on Disability and Diversity in October 2017 in Honolulu held an aging symposium that included presentations by Christy Nishita on the Age-Friendly Honolulu initiative and on Complete Streets by Mike Packard.
- With support from an AARP Community Challenge grant, Christy Nishita and Colby Takeda created an age-friendly business campaign poster, featuring 10 tips to help businesses engage and serve kupuna. The tips identified ways to support older adults with physical and cognitive impairments based on a survey of 350 older adults and 3 community focus groups.
- With support from an AARP Community Challenge grant, Christy Nishita and Gabe Yanagihara (‘Iolani School) created a virtual age-friendly community. At the Children and Youth Day at the State Capitol on October 1, 2017, Age-Friendly Honolulu’s booth provided youth with a virtual reality experience of an age-friendly community.
- Age-Friendly Honolulu is partnering with the Hawaii Alzheimer’s Disease Initiative (www.hawaii.edu/aging/hadi) to implement Dementia Friends Hawaii. Dementia Friends is part of a global movement to educate community members from different sectors (neighbors, business owners, church members) about dementia and how to help those in the community with dementia.

Strategies for Year 3

Strengthening AFC Functions and Impact

1. *Departmental Budget Requests.* The former AFC co-chair, Gary Nakata, 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. This requirement began in 2017.
2. *Continuing Marketing Efforts.* The focus will be on continuing to update the AFC website, maintenance of social media sites, and coordination of a larger Public Relations effort.
3. *Identify Permanent Structure.* AFC will need to transition to a permanent structure by the end of 2018. A subcommittee was convened in 2017 to discuss key roles and functions and draft an AFC ordinance. The draft ordinance to be refined and introduced in 2018.
4. *Outputs and Outcomes.* Continue to identify outputs and outcomes within each Domain in order to measure progress and successes. Prepare for the 3-year implementation report to be submitted to the World Health Organization and AARP in 2019.

In Appendix A, logic models for each domain identify age-friendly standards/key components, activities, outputs, outcomes, and impact. The logic models will be continually revised and updated 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. In 2018, steps should be taken to support sustainability of this important initiative, particularly by supporting the long-term structure sub-committee's efforts and introducing the Age-Friendly City ordinance.