

# Age Friendly Seattle Progress Report

February 2019



Making Seattle a great place  
to grow up AND grow old

## NAVIGATION

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### Accessibility & Contact Information

The City of Seattle encourages everyone to participate in its programs and activities, regardless of ability. To receive this document in an alternate format, call Age Friendly Seattle at 206-386-1521 or e-mail [agefriendly@seattle.gov](mailto:agefriendly@seattle.gov).

To request an accommodation at an event or meeting, call 206-684-2489 (voice) or TTY 711, or e-mail [adacoordinator@seattle.gov](mailto:adacoordinator@seattle.gov) at your earliest opportunity.

For more information about Age Friendly Seattle, e-mail [agefriendly@seattle.gov](mailto:agefriendly@seattle.gov) or visit [seattle.gov/agefriendly](http://seattle.gov/agefriendly).

### The 8 Domains of Livability

The Age Friendly Seattle Action Plan for 2018–2021<sup>1</sup> is structured around The 8 Domains of Livability, as defined by the World Health Organization. Actions referenced in the following section related to the numbers below.

1. Transportation
2. Housing
3. Outdoor Spaces & Buildings
4. Social Participation
5. Respect & Social Inclusion
6. Civic Participation & Employment
7. Community & Health Services
8. Communication & Information

For more information about The 8 Domains of Livability, visit the AARP Network of Age-Friendly States and Communities online at <https://bit.ly/2H8I9H4>.

### Initiatives & Actions

The City of Seattle adopted Resolution 31739<sup>2</sup> on March 31, 2017 to become a more age-friendly city under the criteria established by the World Health Organization and the AARP Livable Communities, based on compelling data in many reports, including *An Aging World: 2015* (U.S. Census)<sup>3</sup>. The global population of people age 60 years and over is expected to rise from 12.3 percent in 2015 to 21.5 percent in 2050. Pew Research Center finds that one of five U.S. adults is expected to reach age 65 or over by mid-century.

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<sup>1</sup> Age Friendly Seattle Action Plan for 2018–2021: <https://bit.ly/2L4HgNb>

<sup>2</sup> Seattle City Council Resolution 31739: <https://bit.ly/2oHW47Q>

<sup>3</sup> *An Aging World: 2015 International Population Reports*, by Wan He, Daniel Goodkind, and Paul Kowai, United States Census Bureau, March 2016, accessed 1/14/19 at <https://bit.ly/1rhf7Xq>.

On July 27, 2018, the City of Seattle submitted the Age Friendly Seattle Action Plan for 2018–2021 (Action Plan) to the AARP Network of Age-Friendly States and Communities, which operates under auspices of the World Health Organization Global Network of Age-Friendly Cities and Communities Program. The Action Plan was designed to implement the vision of making Seattle a great place to grow up and grow old. It incorporates early and continuous engagement of older adults, their caregivers, and families.

After finalizing and submitting the Action Plan, Age Friendly Seattle focused on implementing objectives that align with four initiatives outlined in Seattle Mayor Jenny Durkan’s 2018 State of the City address<sup>4</sup>:

- Address the Crisis of Affordability
- Deliver Essential Services
- Build a Safe, More Just City
- Build a More Vibrant Seattle

The Action Plan also complements the ongoing work of the Seattle Human Services Department’s Aging and Disability Services division (ADS), which is designated as the Area Agency on Aging for Seattle-King County, including its ongoing activities to promote health, increase access to services, and build age-friendly communities as described in their four-year Area Plan.<sup>5</sup>

Age Friendly Seattle draws heavily upon the collective skills and knowledge of City of Seattle staff across City departments.

This progress report summarizes the successes and challenges in 2018, aligned to Mayor Durkan’s themes; reports on implementation of the 2017 Age Friendly Seattle resolution; and summarizes Age Friendly Seattle’s community outreach and engagement in 2018.

## Address the Crisis of Affordability

1. **Housing Report.** In 2018, Age Friendly Seattle (AFS) accepted *Moving Toward Age Friendly Housing in King County*, a report jointly commissioned by the City of Seattle’s Office of Housing and Human Services Department.<sup>6</sup> To implement the report’s recommendations, AFS supported the creation of a Housing Workgroup consisting of community members who serve on the Age Friendly Coalition for Seattle and King County (Actions 2.1b & 2.2d).

**Measure of success:** Implementation of the report’s recommendations.

2. **Owner Occupied Repair Program.** AFS supports the King County Repair Assistance<sup>7</sup> program, whose members are reducing barriers by expanding the number of contractors providing estimates and doing the repairs, a reduction in service delays and advancement of a person-centered approach (Action 2.2e).

**Measure of success:** Number of households served

<sup>4</sup> Mayor Jenny A. Durkan’s 2018 State of the City Address: <https://bit.ly/2VSeT9W>

<sup>5</sup> Aging and Disability Services serves older people and adults with disabilities countywide. For more information, visit [www.agingkingcounty.org](http://www.agingkingcounty.org). Its Area Plan for King County is available at <https://bit.ly/2TNhEY3>.

<sup>6</sup> *Moving Toward Age-Friendly Housing in King County*, Metropolitan Center for Applied Research & Extension, Washington State University Extension, January 2018, accessed 1/14/19 at <https://bit.ly/2K0BGKH>.

<sup>7</sup> King County Housing Repair, <https://bit.ly/2RuNrQI>

3. **Mayor’s Council on African American Elders (MCAAE) Recommendations.** Age Friendly Seattle supported the MCAAE<sup>8</sup> in their efforts to develop viable housing recommendations to the Mayor, including development of a community preference policy, affordable housing for extremely low-income seniors, and raising the property tax exemption ceiling so more older adults who are struggling financially will qualify (Goals 2.1 and 2.2).

*Measure of success:* Implementation of recommendations.

4. **Financial Literacy Education.** Through a partnership with the AARP Foundation<sup>9</sup>, Age Friendly Seattle is investigating the efficacy of a new web-based financial literacy program to assist households that receive rental assistance (over 600 in 2018) and exploring potential hosts, such as the Northwest Access Fund, which assists persons with disabilities by providing one-on-one financial coaching (Goal 2.2).

*Measure of success:* Literacy training for 10 percent of those receiving rental assistance

## Deliver Essential Services

5. **Aging, Disability and Memory Loss Training Modules.** Recognizing that the City of Seattle needs to model the behavior we anticipate of others, Age Friendly Seattle began the process of compiling aging, disability, and memory loss trainings across City’s various departments through meetings, telephone calls, and conversations with an eye toward creating a comprehensive training for frontline staff. While a related 2019 budget request was unsuccessful, Age Friendly Seattle continues to collect training materials and interview key staff members with the goal of creating Cornerstone training modules in the future (Action 5.1a, 7.4c and 8.1b).

*Measure of success:* Development of trainings and number of enrollees

6. **Accessible Events and Meetings.** In 2018, Age Friendly Seattle published *Meeting the Needs of People with Disabilities: A Community Guide to Accessible Events and Meetings*<sup>10</sup>, which was presented at multiple trainings for local human services providers, including Community Living Connections network providers and Healthy Aging Partnership participants, as well as two national conferences. The guide is available online. (Action 8.1b). Simultaneously and in collaboration with Age Friendly Seattle, interdepartmental ADA Title II Compliance Program teams are developing accessible events and effective communications guidelines for City staff.

*Measure of success:* Number of people trained

7. **Accessible Communications.** The Seattle Channel added real-time captioning to its live broadcasts of Seattle City Council meetings in the Council Chamber. Closed-captioned Council meeting videos are archived for playback online (Goal 8.2).

*Measure of success:* To be determined

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<sup>8</sup> Mayor’s Council on African American Elders, [www.seattle.gov/mcaae](http://www.seattle.gov/mcaae)

<sup>9</sup> AARP Foundation, [www.aarp.org/aarp-foundation/](http://www.aarp.org/aarp-foundation/)

<sup>10</sup> Age Friendly Seattle’s *Community Guide to Accessible Events and Meetings* includes narrative and accessibility checklists for event planners of all kinds. <https://bit.ly/2QOx5xs>



## Build a Safer, More Just City

8. **Street Design Toolkit.** To better meet the needs of older adults and individuals with disabilities, SDOT created a Street Design Toolkit for Age-friendly Neighborhoods. Age Friendly Seattle provided comprehensive comments on the draft toolkit in 3<sup>rd</sup> quarter 2018. Now at 80 percent design, SDOT will use the toolkit to inform street projects, including pedestrian lighting, obstruction-free walking areas, crossings, design of social spaces, traffic calming, transit amenities, benches, wayfinding, play and learning spaces, public toilets, and hill climbs (Action 1.1a).

*Measure of success:* To be determined

9. **Bench Program.** SDOT secured \$100K to develop a pilot bench program through the One Center City Near-Term Action Plan that will enhance transit user experience by providing quality seating for people within a quarter-mile of transit stops.

*Measure of success:* Implement up to 20 new benches or other seating options in downtown Seattle in 2019 as a pilot bench seating program.

10. **Downtown Wayfinding.** In 2018, SDOT launched its first stakeholder meeting to solicit input into the design, planning, and deployment of pilot project to ensure that people, including older adults, know how to get to where they want to go because of coordinated, comprehensive, and clearly delineated pathways. The pilot focuses on Westlake Center, near to the Monorail's terminus, and Jackson Street's cluster of rail, bus, and ferry connections (Action 1.5c).

*Measure of success:* Expansion beyond pilot areas in downtown Seattle

11. **Transportation Equity.** In 2018, SDOT identified six neighborhoods with large numbers of residents of color as pilot sites to enroll older people (age 65+) in the Regional Reduced Fare Permit (RRFP) program, and assess their transit needs and use of RRFP (Action 1.3a, 1.3d)

*Measure of success:* Expansion of the RRFP users among people of color

12. **Community Resources.** Throughout 3<sup>rd</sup> and 4<sup>th</sup> quarters 2018, Age Friendly Seattle promoted the Department of Neighborhoods Community Resource Hub ([www.seattle.gov/resourcehub](http://www.seattle.gov/resourcehub)) at events. Age Friendly Seattle coordinators also partnered with the Seattle Police Department to disseminate information about Community Living Connections ([www.communitylivingconnections.org](http://www.communitylivingconnections.org)) at the annual Night Out Against Crime in August.

*Measure of success:* Increase in number of events where community resources are shared above and beyond the 2018 base year

13. **LGBTQ Cultural Capacity.** Age Friendly Seattle is working with Generations Aging with Pride to expand trainings for caregivers, certified nursing assistants, and others to increase cultural competency in serving the LGBTQ community, and collaborating on strategies to improve LGBTQ services and supports in senior and community centers beyond Capitol Hill (Goal 5.2).

*Measure of success:* Number of persons trained above and beyond the 2018 base year

14. **Mobility and Accessibility.** Through a partnership with AARP Washington and the Stanford University School of Medicine, Age Friendly Seattle is investigating ways to improve the physical environment for older adults. In 2018, AFS organized two walking audits of Pike Place Market—one for AARP large area directors visiting from across the U.S. (June) and one with the Age Friendly Coalition volunteers (October). Both groups heard presentations on the Market's

unique combination of social services and history, and then toured the Market. They assessed walkability and suggested ways that the Market could become more age- and disability-friendly using The Discovery Tool, a proprietary app developed by the Stanford Medicine “Our Voice” program. Data collected with the app helps Age Friendly Seattle illustrate obstacles to community mobility and begin the process of institutionalizing Universal Design through (Action 3.2b).

**Measure of success:** Completion of one walking audit in proximity of Seattle’s senior and community centers each quarter, and regular consultation of Universal Design principles when completing design manuals and participating in review processes.

15. **Real Estate Accessibility Information.** Thanks to the efforts of two local realtors—Tom Minty, a founding member of the Northwest Universal Design Council and current ADS Advisory Council member, and Barry Long, a motivational speaker who uses a wheelchair—the Northwest Multiple Listing Service (NWMLS) added an accessibility worksheet as an optional sales feature, providing information about level entries, number of steps or stairs, doorway widths, and turning radius, which makes it easier for multigenerational families, parents of young children, and people of all abilities to identify accessible properties for sale (Action 2.4c). The NWMLS received special recognition for this work by the Northwest Access Fund.

**Measure of success:** Having accessibility as an attribute on the database

## Build a More Vibrant Seattle

16. **Combatting Ageism.** Working with Executive MBA students affiliated with Seattle University, Age Friendly Seattle explored opportunities to showcase the wisdom and knowledge of older adults, especially older adults of color. Several panel presentations at business networking events are planned in 2019 (Action 5.4b).

**Measure of success:** Successful pilot

17. **Computer Skills Training.** Working with Seattle’s largest low-income housing provider—Bellwether Housing—Age Friendly Seattle is exploring the feasibility of training resident service managers to use computer skills training curriculum created by long-time Seniors Training Seniors volunteers at the former Mayor’s Office of Senior Citizens, supporting digital communication as well as workplace job skills.

**Measure of success:** Number of housing developments with programs above the 2019 base year

## 2018 Events

Leading up to late July 2018, when Age Friendly Seattle submitted its Action Plan for 2018–2021 to the AARP Network of Age-Friendly States and Communities, community events provided valuable input supporting plan development. Events continue to serve as a mechanism to build public awareness and energy in support of our work.

Following is a summary of events that Age Friendly Seattle coordinated during the 2018 calendar year. Links to event information, including flyers and videos, are available on the Events page at [www.seattle.gov/agefriendly](http://www.seattle.gov/agefriendly).

## **“Engage at Every Age” acknowledged Older Americans Month in Seattle**

Age Friendly Seattle is grateful for ongoing support from Seattle City Councilmember Sally Bagshaw, which was key in presenting “Engage at Every Age,” a forum on social and civic engagement at Mirabella Seattle during Older Americans Month (May). The forum highlighted Age Friendly Seattle, the Seattle Department of Neighborhoods’ online Community Resource Hub, and Seattle Parks and Creation programs for people age 50+, which include Lifelong Recreation, Dementia-Friendly Recreation, Sound Steps, and Rainbow Recreation. In addition, three older people were acknowledged for the ongoing contributions to our city—Mary Diggs-Hobson, June Michel, and John Pehrson—with City proclamations.

## **Pecha Kucha on Age Friendly Cities**

In April, Age Friendly Seattle presented at a Pecha Kucha 20x20 event on age-friendly cities at Seattle Public Library. National, regional, and local experts delivered their messages, each using 20 slides, viewed for 20 seconds each, for a total of exactly six minutes, 40 seconds. Age Friendly City: Care. Community. Vision. For All. featured AARP Chief Advocacy & Engagement Officer Nancy LeaMond, The Jessie F. Richardson Foundation founder and president Keren Brown Wilson, Minka in Ithaca CEO Dr. Bill Thomas, 80 Cities executive director Amanda O’Rourke, Age-Friendly Portland co-coordinator Alan DeLaTorre, Washington State Long-Term Care Ombuds Patricia Hunter, UW Aging with Pride Dr. Karen Fredriksen Goldsen, UW Memory and Brain Wellness Center program manager Marigrace Becker, Public Health—Seattle & King County policy director Ingrid Ullrey, Wider Horizons Village director Denise Klein, and Age Friendly Seattle project manager Irene Stewart.

## **Age Friendly Seattle Coffee Hours (14 events)**

Age Friendly Seattle hosted monthly coffee hours January–November 2018 downtown in the Central Building and three coffee hours at community centers (Magnuson Brig, Queen Anne, and Rainier Beach). These one-hour events are part of an ongoing series that bring City leaders together with older people for low-key discussions about how the City of Seattle and community partners do business. Topics included the City’s Customer Service Bureau and Customer Service Centers, HSD/Aging and Disability Services Falls Prevention, Department of Neighborhoods, Generations Aging with Pride, King County Metro/SDOT accessibility, Metro Transit Instruction, Seattle Animal Shelter, Seattle Public Library LEAP (Library Equal Access Program), Sound Generations, and Age Friendly Seattle.

## **Kitchen Table Talks (8 events)**

Age Friendly Seattle partnered with Aging and Disability Services (Seattle Human Services Department), AARP Washington, and King County Library System on a series of Northwest Prime Time articles focused on The 8 Domains of Livability. Each article included discussion group questions and information about Age Friendly Seattle’s corresponding Kitchen Table Talks, which were conducted by phone and online using Skype technology.

## **Universal Design and Accessibility: Advocacy and Coordination**

Age Friendly Seattle provided staff support for three Northwest Universal Design Council events—a WATAP Training on Assistive Technology Tools (May), Special Populations Housing (July), Remodeling for Aging in Place (November),

In addition, Age Friendly Seattle provided promotional support for a July forum celebrating the anniversary of the Americans with Disabilities Act, which was coordinated by people who are Blind or DeafBlind and the Citywide ADA Title II Compliance Program (FAS).

## Age-friendly Improvements at Pike Place Market

Following up on a request from the Pike Place Market PDA to Councilmember Sally Bagshaw for assistance in making the Market more age- and disability-friendly, Age Friendly Seattle and AARP Washington coordinated two walkability tours at the Market using The Discovery Tool, a proprietary app developed by the Stanford Medicine “Our Voice” program that will help determine recommendations. In June, more than 35 AARP state directors from across the country received a briefing on the unique programs and services offered in the historic market space and then set out on foot, documenting observations on accessibility and age-friendliness. A similar event was held in October with AARP volunteers and members of the Age Friendly Coalition for Seattle and King County. More than 600 photos and observations were recorded. Recommendations will be presented in early 2019.

## Pedestrian Potluck at Alki Beach

For a second year, Age Friendly Seattle teamed up with Seattle Department of Transportation’s Vision Zero program, Seattle Parks and Recreation’s Sound Steps and Lifelong Recreation Programs, and a dozen community partners to present a potluck lunch (catered in part by Aegis Living of West Seattle) and numerous resources for travel in Seattle without using a private vehicle—Metro, Sound Transit, accessible services, bike share, ride share, travel training, and more.

## Outreach to African Americans in Seattle

Age Friendly Seattle provided promotional support for three events designed to benefit African American elders and families in Seattle—Our Lives, Our Choices: End-of-Life Planning (April), a special presentation at the Central Area Senior Center; Memory Sunday (June), in which four mostly-African American congregations highlighted Alzheimer’s and dementia awareness; and “Legacy of Love,” the 2018 African American Caregiver Forum (November) at Southcenter.

In addition, Age Friendly Seattle provided additional staff support to the Mayor’s Council on African American Elders leading up to their submittal of housing recommendations to Mayor Jenny Durkan.

## City Council Lunch-and-Learns (2 events)

Seattle City Councilmember Sally Bagshaw hosted two lunch-and-learn panel presentations in the Council Chamber at Seattle City Hall that were coordinated by Age Friendly Seattle—Coordinated Response to Abuse, Neglect & Exploitation (July) and National Family Caregiver Support Month (November). Both events were videotaped by The Seattle Channel and made available online, including YouTube (for auto-captioning).

## Healthy Aging Partnership

Age Friendly Seattle collaborated with several community partners who make up the Healthy Aging Partnership on a forum called Stress-free Aging: Planning for Health & Long-Term Care (May).

For current event information, visit [www.seattle.gov/agefriendly/events](http://www.seattle.gov/agefriendly/events).

