



AURORA COMMISSION FOR OLDER ADULTS (ACFOA)

Monday, October 31, 2022, 9:00 a.m.

Older Adult Needs Assessment Scope of Work Creation: Workshop #2

Hybrid- WebEx Virtual Meeting
and in-person at
Aurora Center For Active Adults Recreation Center
30 Del Mar Circle, Aurora, CO 80011

MINUTES

CALL TO ORDER: By Chair at 9:00 AM

ACFOA MEMBERS PRESENT: Jeannie Davis, Chair; Sandy Thomas, Vice-Chair; Fran Dollard, Juanita Audre, Commissioners.

ACFOA MEMBERS ABSENT: Juanita Audre, Barbara Schneller; Delfina Ashley-Baisden, Frankiemae Perry, and George Bain; Commissioners.

OTHERS PRESENT: Ronald Roulhac, Facility Program Supervisor ACAA, ACFOA Liaison; Lori Sanchez, Recreation Program Supervisor; Nicole Ankeney, Manager of Parks, Design and Construction; Michelle Teller, Senior Planner; Rian French, Project Manager; Michael Bryant, Manager of Public Relations; Sandra Youngman, Manager of Code Enforcement; Joanna McNeal, Manager of Public Services at the Aurora Public Library; Dorothy Berry, Animal Shelter Supervisor; Steve Wolter, Director, Eppley Institute for Parks and Public Lands; Layne Elliot, Project Manager, Eppley Institute for Parks and Public Lands; Kristin Brethova, Research Assistant, Eppley Institute for Parks and Public Lands; Jayla Sanchez-Warren, Director, DRCOG AAA; Elvia Tovar, Admin Specialist and Secretary for ACFOA.

ADOPTION OF MINUTES: No minutes approved. Scheduled to adopt minutes at the 11/7 meeting.

SPEAKERS:

Library and Cultural Services – Joanna McNeal, Manager of Public Services at the Aurora Public Library.

Joanna oversees all seven branches with Central being the largest at the Aurora Municipal Center. The program has had success connecting and serving Older Adults and has partnered with the Aurora Commission For Older Adults (ACFOA).



- Pre-pandemic programming did not target Older Adults other than Social Security workshops, Medicare Information, Senior Health Fair and “Getting There, Travel Training” in conjunction with Denver Regional Mobility and Access Council (DRMAC).
- Post- Pandemic Library Services and ACFOA are piloting programs serving Older Adults. Pilot programs are at the Mission Viejo Library.
- They are working together to brainstorm how the library can provide more services and programs to Older Adults to address isolation, mental health, lack of transportation and no internet access.
- ACFOA hosted an event at the Mission Viejo library with the goal to inform Older Adults about the purpose and mission of ACFOA and to conduct a survey to identify what programs they would be interested in attending.
- Mission Viejo Library and Aurora History Museum hosted “Colorado History” by popular demand. Programs are planned quarterly. The next program is Generational Trivia, and the library will soon start Older Adult Mondays as a social drop-in.
- The Bookmobile will provide materials to Older Adults who lack transportation.
- Jenny Rodger has been attending monthly meetings of libraries across Colorado to exchange information and ideas about providing services for Older Adults.

Communications and Marketing – Michael Bryant, Public Relations Manager, Communications and Marketing Department

Michael stated that communications is the main source to get information out about the city. Their goal is to get the right information to the right people at the right time to take the right action.

- There are five divisions within the department: Public Relations, Media Relations, Marketing & Creative Services, and Aurora TV.
- Methods of communication: Online with four different websites. AuroraGov.org is the main government website. It gets 600,000 views per month. GoAurora.org, EngageAurora.org and AuroraTV.org are the other three websites. The department provides social media across various city departments. Aurora has more than 50 social media channels, manages the city’s main social accounts as well as city wide social media policy and standards. *NewsAurora* is the printed publication; *This Is Aurora* is the email publication. Aurora Now is the TV show. Additional outreach methods are project specific to targeted audiences.
- The department is looking at updates to inclusive language, image inclusivity, accessibility improvements to city websites and other digital platforms. They provide analysis of communication needs across the community.
- Potential Gaps in communication: Identifying community messages amplifiers, who the trusted voices are to share information; understanding technological barriers, accessibility, formatting, awareness. Assessment of non-digital ways that people like to receive city information.



Housing and Community Services, Code Enforcement – Sandra Youngman, Manager of Code Enforcement, Housing and Community Services Department.

Code enforcement officers deal with individual property owners, enforce unified development ordinance along with other property ordinances regarding maintenance and keeping the city values.

- Code enforcement process: Resident complains, or a code officer observes a violation, complaint gets logged, case is assigned. If a violation is found, a notice of violation is issued and an inspection is conducted. The property is reinspected, and if a violation has not been corrected, property may be abated and/or criminal action may be pursued. The focus is to educate and help residents come into compliance.
- Enforcement/Alternatives when dealing with residents that are approved or meet qualifications: Referral to programs offered by Community Development Rehab Programs or Brothers Redevelopment for housing and funding sources. Volunteer groups assist with small projects. Snow Buster’s program is for snow removal, Crisis Response Team, APD PAR, work with Adult Protective Services and Mediation Services are also used.

Gaps

Identified the following needs when an issue becomes a code enforcement problem:

- *Code Enforcement Notices*– Exterior maintenance of the home: painting, structural issues, and parking surfaces.
- *Property Maintenance* – Landscaping requirements and maintenance of landscaping: weeds, trash, debris, and trash service.
- *Unlawful Vehicles* – Cannot afford registration, repairs and/or maintenance.
- *Family Issues* – Family takes advantage of older family members.
- *Language barriers*– How to communicate with residents, make contact to help.
- *Access to utilities*– Lack of or access to water, heat, funds to pay electrical or repairs of pipes if broken.
- *Home insurance* – Needed for city to help fund repairs.
- *Hoarding Concerns* – Reclusive/difficult to contact residents, to provide resources, multiple code enforcement violations on their property. This affects surrounding properties.
- Opportunities or suggestions: Education to residents, handouts in water bills with resource information, volunteer services, church groups, expansion of city’s pool of resources, network with other companies for help and outreach.
- Needs: Property maintenance, housing maintenance and living capacity/safety.

Housing and Community Services, Animal Services – Dorothy Berry, Animal Shelter Supervisor, Housing and Community Services Department.

Animal services is divided between shelter and field. Dorothy mentioned that there are some services that can benefit Older Adults, but the services are not specific to them.



- Current services: Pet food pantry to pet specification if needed, quarterly low-cost vaccination clinics, discounted fee in adoption and licenses, discounts for 65+ adults, cremation services and deceased pet disposal, alternative communication methods and information sourcing, online license purchase and mail in options.

Gaps

- Accessibility to services for pets due to transportation.
- Frequency of vaccination clinics.
- Low-cost veterinary services beyond vaccines.
- Grooming services.
- Temporary housing for hospitalization; Older Adult community is mostly affected.
- Next of kin notification. Coordinating and/or emergency contacts information not available.

Diversity, Equity and Inclusion, Rian French on behalf of Sara Valencich, DEI Officer

Rian shared that The DEI team has worked through a strategic plan to promote policy internally and externally across the city. Focusing on internal education and awareness as they continue to reach outward to different community groups and promote concepts.

- Living the values
 - Intentionality: strategy, leadership, structure.
 - Inclusion: investment, talent.
 - Sustainability: policies, procedures, and practices, evaluation, integration.
 - Connection: presence, products, and services
- Value of Connection – to bring together multiple perspectives and presence to highlight the rich diversity of the city while engaging with the community and promoting the importance of inclusion.
- Involvement w/ACFOA Needs Assessment – Assist in defining gaps/needs as they relate to DEI, assist in selection of qualified consultant team, identify intersectionality with other city efforts and strategic plans, provide a DEI lens for outcomes and recommendations by reviewing materials from consultant teams, questions, and surveys.

Needs Assessment Scope of Work Development, Research, Benchmark, and Qualifications.

Steve Wolter, Eppley Institute for Parks, and Public Lands at Indiana University.

Research

Focusing, finding, and implementing:

- Commission Workshops and COA Presentations.
- Research Summaries of Benchmark Community Approaches.
- Stakeholder interviews.
- Prepare draft SOW.



Needs Assessments Benchmarking

Common Components:

- Community survey – combination of Y/N, 5-point Likert scale, and open-ended questions.
- Define “Older Adult”. As either 55+, 60+, or 65+
- Many are conducted in pursuit of AARP Age-Friendly community rating.
- Goals and Action Plan.
- COA Survey
- Diverse and Equitable City.
- Housing for All.
- Easy Mobility and Active Transportation.

Recommendations:

- Conduct a survey of Older Adults in Aurora – Determine inclusion criteria, and how to identify Older Adults.
- Conduct focus groups/stakeholder interviews.
- Identify needs, draft recommendations, and action plan.
- Plan to re-assess in 5 years’ time.
- Pursue sponsorships or grants to help fund, if necessary.

Stakeholder Interviews

Broad open-ended questions to facilitate discussion and opinion sharing, final question list, external stakeholder list, next steps-schedule and conduct interviews.

Needs Assessment Categories

Common categories:

- Housing (affordability and access)
- Neighborhood (proximity and security)
- Transportation (safety and convenience)
- Environment (clean air and water)
- Engagement (civic and social involvement)
- Opportunity (inclusion and possibilities)

Consultant Qualifications

- Research and analyze existing data – current plans, current service levels.
- Ability to engage various city public stakeholders – Surveys, focus groups, individual interviews, public meetings, and forums.
- Ability to collect and analyze quantitative and qualitative data including – public engagement methodology, data collection and analysis methodology.
- Project Management – Work Plan development, timeline, and schedule management and communication.



Next Steps – Schedule and conduct interviews, Stakeholder interview analysis and SOW drafting.

REMARKS, DISCUSSION, Q&A:

- *Jeannie* asked Joanna if the efforts working with ACFOA, and the community have been fruitful. *Joanna* responded that library staff are learning a lot through the Commission. *Jeannie* thanked Joanna for her cooperation and stated that it's been exciting to work together.
- *Juanita* commented that Library staff are wonderful people to work with.
- *Sandy* asked if the library staff have looked at the demographics for where the needs are for the Bookmobile. *Joanna* said that is something they will be doing.
- *Sandy* Complimented the MLK library and Communications Department for displaying information in many different languages.
- *Sandy* asked Michael if the water bill can be in different languages and, if so, how would it be done. *Michael* responded they can add a little more without hitting the postage limit and may add a page in Spanish. Other than that, they are figuring out other ways to reach communities. The Department launched their Facebook page in Spanish. Aurora Water is pushing for online billing, and they are discussing how to make up for that *gap*.
- *Sandy* asked if the department could categorize audiences and obtain demographic information on who is accessing the websites. *Michael* answered that they can see demographic information about who is accessing what pages, and he will provide information on the access to the older adult pages.
- *Jeannie* asked what form the analysis is going to take. *Michael* answered that the city does a statistically valid community survey every couple years and going forward they can ask questions for Older Adults. The main intent of the survey is to find where people are getting their information, where are the gaps. Through digital assistance with analysis tools, they can see how it differs from the actual city demographics, who is not online/what platform.
- *Jeannie* complimented Kim Stewart for updating the inclusive language to Older Adults.
- *Jeannie* asked if there is an opportunity to provide an Older Adult Forum on AuroraTV for resource information. *Michael* stated this can be considered either on the TV channel or as a video.
- *Michelle* commented that PROS is using AuroraTV successfully for its PROS master plan.
- *Nicole* asked if statistics for Older Adult resources can be reviewed for traffic numbers. *Michael* answered they typically don't look at page by page, they try to identify the more popular pages on the site overall to make sure they are redirecting people appropriately. They can look at those traffic numbers.
- *Jeannie* asked how Code Enforcement interacts with people who have mental or physical challenges. *Sandra* answered that they have staff who know how to work with people in those circumstances. This includes adult protective services, PAR officers, who will keep in contact and try to get them some assistance. They will also contact city resources to get additional information and outreach.
- *Jeannie* shared that the Commission sent out 60 surveys consisting of five questions with 52 responses. Home maintenance was identified as a need. *Jeannie* asked what can be done on the spot. *Sandra* responded a person must still go through the enforcement process, and the city



has a city abatement contractor who will take care of it. A lien is added, and the contractor is paid from taxes. Code separates tenant vs owner responsibilities.

- *Sandy* asked what happens if a person does not have home insurance. *Sandra* responded that the Community Development Department requires a homeowner to have home insurance to qualify for funding.
- *Jeannie* commented that the animal services division could be more proactive if they had more staff. *Dorothy* agreed and said staffing is a limitation, and the department has a high turnover rate.
- *Juanita* complimented the Aurora animal shelter for their excellent customer service and asked if they would go to the Anschutz hospital to provide help for their animals. *Dorothy* responded this could be explored, long term care and behavior is a factor as it may be intimidating for the animal, and it would be best to coordinate with family members. *Juanita* suggested putting contact information on the refrigerator or some type of sign to make sure the animal is taken care of. *Rian* shared that he came from a long term care environment and that was something he often encountered.
- *Jeannie* has multiple questions for DEI and requested to have a conversation with Sara.
- *Ronald* shared that DEI is working on a project to assure the city is avoiding any suggestive terminology around age and stereotypes. *Lori* and *Ron* reviewed the document; communications will look in every area as mentioned. This will help to communicate with Older Adults to make them included and welcomed.
- *Jeannie* asked when the Commissioners would receive feedback about their surveys. *Steve* responded they have started to review but have no conclusions as yet. *Kristen* commented that they analyzed question 1, coded and categorized it. The biggest response was social connection, isolation, and inclusion; next was transportation, affordability, access. She said they added a question to the stakeholder interview related to question two but have not finished analyzing it.
- *Jeannie* asked if they have identified any gaps in service for Older Adults and how these gaps can be eliminated. *Michelle* responded they were looking at the benchmark analysis PD&C had asked them to do. They are looking at other needs assessments that were completed throughout the country.
- *Jeannie* asked *Ronald* and *Lori* for their input. *Ronald* commented that involvement in decision making is beneficial to all adults. The process for success is to integrate people. The city has a process set up, and presenters shared what is going on and pointed out gaps. *Lori* commented it is important to know what is going on with the city. There is a level of knowledge and experience as to what is going on in the city as opposed to survey results. However, there is a benefit to having the survey results. *Michelle* added the key part is to involve people, put recommendations in place, be aligned with other plans, then you have to make recommendations with several plans, and if a grant is needed, it will help to justify the priority of the needs. It's very important to have key people involved and make sure it's carried through.
- *Sandy* clarified that the proposal will be sent out for the needs assessment consultant, the consultant needs to meet the requirements, will conduct the survey, we ACFOA will decide the age limit, the consultant will include city departments and stakeholders, also target other groups



working with Older Adults and caregivers. The results would be integrated into the city departments' master plans/strategic plans and would become part of a larger plan in every part of the city. *Steve* responded that was correct.

- *Jayla* shared that AAA does a community assessment survey for Older Adults every four years for Adams, Arapahoe, Denver, Douglas, Jefferson, Gilpin, and Clear Creek counties. The most recent survey was completed and a survey for Aurora was done separately. The report should be ready to be seen in November. Similar questions were asked four years ago, so a comparison can be done to assess if the city has done better or worse. *Jayla* suggested looking at that survey to decide what information to ask beyond that to dig deeper. *Sandy* mentioned the Commissioners would like to look at the 2022 survey and locate gaps and develop more in-depth questions. *Jayla* commented it would be a good place to start and can provide basic information. *Jayla* also shared some in-depth questions to ask caregivers. AAA contracted with the National Research Center in Boulder to do the survey. The Boomer Bond was hired to help members of the community understand that citizens are rapidly aging. The city of Denver has gone through the boomer bond process; it pulls all departments together. How to respond to Older Adults, how to communicate, make decisions, get in the planning process, identify and look at the comprehensive plans. *Jeannie* thanked *Jayla* for her important input.
- *Michelle* stated that as we think about the Scope of Work, *Steve* and *Layne* can evaluate the need for survey questions the way DRCOG did. Based on the level of the survey conducted, we can look at what type of survey we want to put into the Scope of Work, development, and what outcomes we want.
- *Sandy* mentioned looking at the results coming out in November before moving forward.
- *Michelle* stated at the next workshop meeting, *Eppley* will present the first draft of the RFP. Participants will have time to look over the results of the survey.
- *Jeannie* suggested adding a category from the Freemont assessment. It's called Dementia-Related Support. It is a program and service for those with dementia and limited mental capacities.
- *Sandy* asked for an explanation of the environment category. *Steve* responded it relates to Older Adults with respiratory problems to make sure the air quality is good, *Sandy* commented that she did not think this category was necessary. *Eppley* will investigate what questions are included in this category.
- *Jeannie* stated that "dementia related support" should be an added category of the eight domains.
- *Jeannie* asked if there is an RFP database or pool. *Rian* responded there is a government bidding process.
- *Jeannie* asked if staff found value in *Jayla's* presentation and suggestions. *Michelle* responded it is important to know what other agencies outside the city are doing, having them as a stakeholder in the needs assessment they will be key. *Rian* responded similarly to these planning efforts, different committees that have specific topics, seeing other things already happening already. *Steve* responded that *Jayla's* participation was fantastic, staff is looking at the report that has great general information, it will allow the city to make its survey more specific.



- *Jeannie* requested something written from Kriste when she finishes reviewing the input/feedback from the Commission’s surveys. Steve responded and will make sure to get that information to the Commissioners.

TOPICS TO CONSIDER FOR NEXT MEETING:

- Stakeholders interview results
- Presentation and discussion of Draft SOW

NEXT MEETING

Date: November 30, 2022

Time: 9:00 a.m.

Location: Aurora Center for Active Adults and virtually through WebEx.

ADJOURNMENT

Upon motion and second, the meeting was adjourned at 11:59 AM.

Jeannie Davis, Chairperson
Aurora Commission for Older Adults

Date _____

Elvia Tovar,
Administrative Specialist and Secretary

Date _____

ADOPTED _____