

# Age-Friendly Berkeley

## Action Plan





Celie Plazcek



Peter Sussman



Nancy Rubin



**Older adults are  
at the heart  
of our community**

Nancy Rubin



Peter Sussman



Peggy Malley



# Mayor's Letter



On behalf of Berkeley, California and its residents, I am proud to present this three-year Age-Friendly Berkeley Action Plan. This roadmap, developed by residents, community organizations, and the city, demonstrates our commitment to a livable community where all generations are included and are able to thrive.

Older adults are at the heart of our community and a vital part of the fabric of our neighborhoods and civic life. Rapidly changing demographics drive the timing of this effort, with the number of residents 65 and older expected to more than double by 2030 to over 1 in 5 people in the city.

In 2016 under former Mayor Tom Bates, Berkeley was accepted into the World Health Organization and AARP's network of Age-Friendly Communities, which now includes over 300 US cities and 37 countries. This Action Plan addresses several areas identified by the World Health Organization as key to ensuring an aging-friendly environment.

Planning was driven by the community through surveys, focus groups and discussions with community non profits and city departments. Three objectives emerged from this work that inform the recommendations. The action plan is designed to:

- Enable people to remain in their homes and communities as they navigate the transitions of aging
- Maintain and enhance the ethnic and economic diversity of Berkeley
- Ensure that people of all ages and abilities can enjoy the social and cultural assets Berkeley has to offer.

We look forward to forming broad partnerships across all sectors of our community including residents, nonprofit organizations, business leaders, faith communities and others as we move forward with these recommendations. Because services and supports cross city and regional boundaries, we will continue to work with neighboring cities and counties to address common goals.

Berkeley is uniquely positioned to address the needs of our rapidly growing older adult population and maximize the benefits of creating a more inclusive, equitable and accessible city. An extensive 2 year planning process has engaged residents, city officials and staff, nonprofits and community partners. Continued collaboration will be vital as we move forward with our next steps.

Age-Friendly communities benefit all of us and this Action Plan is part of an evolving community process for generations to come. For questions or additional information see [agefriendlyberkeley.org](http://agefriendlyberkeley.org) or contact Aging Services at (510) 981-5200.

Jesse Arreguin  
Mayor, City of Berkeley



The GOAL of Age-Friendly Berkeley is to:

**Create a culture and community that is inclusive, equitable, and accessible for people of all ages.**

“An age-friendly community enables people of all ages to **actively participate** in community activities and **treats everyone with respect**, regardless of their age. It is a place that makes it easy for older people to **stay connected** to people who are important to them. And it is a place that **helps people stay healthy and active** even at the oldest ages and provides appropriate support to those who can no longer look after themselves.”

— World Health Organization



Rochelle Bluestein

# Contents

Mayor's Message .....	3
Executive Summary .....	6
Community Profile .....	9
Demographic Data .....	10
Why Plan Now? .....	12
The Age-Friendly Framework .....	13
Our Planning Process .....	14
Top Findings .....	15
Priority Areas .....	16
Summary of Recommendations .....	17
Implementation Plan .....	21
Potential Partners for Priority Areas .....	22

## Appendices

A. The leadership team and partners .....	23
B. The Eight Age Friendly Domains: Existing Resources, Survey Results and Recommendations .....	24
Domain 1: Housing .....	25
Domain 2: Health and Community Services .....	29
Domain 3: Transportation .....	34
Domain 4: Outdoor Spaces and Buildings .....	38
Domain 5: Social and Civic Participation .....	41
Domain 6: Employment and Economic Security .....	44
Domain 7: Respect and Social Inclusion .....	47
Domain 8: Communication and Information .....	50
C. Data Collection .....	53
Focus Group Results .....	54
Focus Group Question Guide .....	55
2016 Alameda County Plan for Older Adults .....	56
D. Useful References .....	57

# Executive Summary

## Background and Context

The population of older adults in Berkeley will double in the next 10 years, resulting in 1 in 5 adults being over 65 years of age. According to a study by AARP and the Age-Friendly Berkeley community survey, the vast majority of older adults want to age in their homes and communities.<sup>1</sup> With this shift in demographics and the desire of people to stay and thrive in their communities, policy makers need to look at how our neighborhoods are designed, including the affordability of places to live, the inclusivity of social activities, the accessibility of infrastructure, and the availability of jobs for older people. This Action Plan builds on the work of the World Health Organization's (WHO) Age-Friendly Cities and Communities Initiative, launched in 2005 in partnership with AARP in the United States. This network has expanded to over 37 countries around the world and to over 300 cities in the United States.

The Age-Friendly Berkeley initiative helps prepare Berkeley for its rapidly aging population by gathering input from the community and pulling together public and private leaders, resources, ideas, and strategies to address the issues raised. Age-Friendly Berkeley is a collective effort whose goal is to ensure that all Berkeley residents are connected, healthy, and engaged in their environments. Planning for Age-Friendly Berkeley was guided by a Leadership Team of individuals and organization representatives who have been key voices in community conversations about aging. It has members from the city, the health sector, and the nonprofit sector (See Appendix A) who worked together to ensure that the recommendations are relevant and feasible.

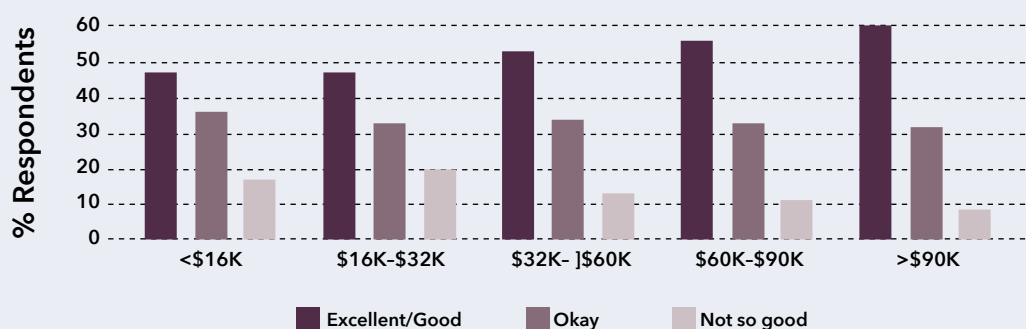
The Age-Friendly Communities movement focuses largely on collaborations with city and county governments to anticipate the wants and needs of their older populations, as well as on the growing demand for and cost of medical and social services. With Berkeley anticipating a doubling of its older adult population and with the support of former Mayor Tom Bates in 2016, the City of Berkeley completed an initial assessment, applied to and was accepted into the World Health Organization (WHO) and AARP's Global Network of Age-Friendly Cities and Communities.

## Needs Assessment

Thus began a needs assessment and a 2-year process using the WHO framework to support Age-Friendly planning. The needs assessment included a review of related research and plans from other cities, a survey of over 1400 Berkeley seniors, 5 focus groups, and interviews with 18 city staff and numerous community partners. The findings are summarized in Appendix B and indicate that the needs of older adults in Berkeley are representative of findings across international, national and local studies and surveys. The community responses indicate that residents appreciate the service/activity rich environment of Berkeley, as well its walkability and its diverse people. Strikingly, residents' feelings on whether Berkeley is a good place to age varied significantly depending on income. Those earning less than \$32,000 annually were more than twice as likely to rate Berkeley poorly when compared to top earners.

<sup>1</sup> AARP, 2012 and Age-Friendly Community Survey 2018

### Rating of Berkeley as a place to age by income group



Common issues raised by community responses included:

- The high cost of living
- Lack of affordable housing, including affordable home modification and in-home supports
- Limited reliability, coordination, and options of transportation
- Problems with sidewalks, poor lighting, lack of benches, and limited parking
- Crime
- Widespread homelessness
- Insufficient number of affordable, desirable settings for out-of-home assisted living
- Limited options for subsidized services for moderate income individuals
- Lack of “human touch” for information, referral and system navigation assistance.

The Age-Friendly planning process also leveraged and incorporated community feedback gathered as part of the city’s strategic planning process and the 2018 Health Status Report. The City’s strategic planning process includes a focus on affordable housing, improving ADA compatibility, investing in infrastructure and improving access to information. The Health Status Report found many strengths in Berkeley related to life expectancy, but troubling disparities for African Americans and other people of color. This Age-Friendly Plan is presented as a complementary, consistent and collaborative set of recommendations focused on creating a city that is inclusive, equitable, and accessible for people of all ages.



## Approach

Several themes cut across the plan’s recommendations and actions. These include the need to:

- **create complete neighborhoods** that have a mix of housing types and land uses, affordable housing and transportation options, and access to healthy foods, schools, retail, employment, community services, parks and recreation options
- **foster ongoing collaborations** within large organizations, such as municipal entities, and across sectors and community organizations, as these are key to implementing policy and programs
- **leverage existing resources** to support, expand and coordinate a system of services and supports for aging in community
- **capture emergent opportunities** and leverage innovations in both technology and care/service delivery to support community-based living
- **strengthen intergenerational relationships** because while programs abound, they are mostly age-specific
- **work with other regional jurisdictions** and Age-Friendly cities to address overlapping issues and services and to find solutions to common challenges.

***“Housing is not affordable.”***

***“It is a lively city with active people.”***

***“Does not have a welcoming downtown.”***

SURVEY COMMENTS OF BERKELEY SENIORS

## Recommendations

The recommendations in this Action Plan are designed to build on what is already occurring in the community, improve impact, and address gaps. While recommendations are too numerous to list in the executive summary (see Appendix B), the leadership team reviewed local results using the 8 domains in the WHO framework and identified 4 priority areas and goals for the Action Plan: <sup>2</sup>

### HOUSING AND ECONOMIC SECURITY:

Develop a continuum of affordable, accessible housing options for older adults to age in their community regardless of their health or financial status.

### TRANSPORTATION AND MOBILITY:

Advance a network of public and private transportation that equitably serves residents and connects them to services, social activities, and employment opportunities.

### HEALTH AND WELLNESS:

Develop a more integrated system of services and supports that is person-centered and ensures that all residents have the opportunity to engage in health promoting activities.

### SOCIAL PARTICIPATION AND CIVIC ENGAGEMENT:

Enhance neighborhood cohesion and social connectedness of all Berkeley residents with community events and activities that are inclusive, affordable, and accessible.

<sup>2</sup> Detailed information for all 8 domains is included in Appendix B where each domain includes relevant resources, current efforts that are in process, survey results and information from focus groups, GIS maps, and information from the 2016 Alameda County Plan for Older Adults and the Berkeley Age-Friendly Continuum needs assessment.

## Implementation of the 3-year Action Plan

The prime objective of the Age-Friendly planning process was to develop a 3-year action plan to serve as a road map for collective action. Activities below are paced from Year 1 through Years 2-3, including evaluation and recommendations for continued improvement.

### Year 1

- Designate Health, Housing and Community Services as the lead city department and the Aging Services division as the backbone agency to coordinate the initiatives
- Form a leadership team from relevant sectors of the community to work with the city
- Solidify action teams for the priority areas; prioritize recommendations
- Finalize budget and Identify funding opportunities
- Develop shared metrics and begin data collection
- Implement internal and external communication plans, set up a dashboard on the Age-Friendly website
- Catalogue and track efforts already in development.

### Years 2-3

- Clarify desired outcomes and implement Year 2-3 recommendations
- Monitor progress and evaluate results using a Results Based Accountability framework
- Use the dashboard on the Age-Friendly website to track progress
- Integrate focus on aging into ongoing operations and partnerships
- Report back to the community on the status of all recommendations and begin to assess the next steps.



# Community Profile

**B**erkeley is located on the east shore of the San Francisco Bay in northern Alameda County, California. The current population is estimated to be 117,385.<sup>3</sup> Berkeley was recently named one of the most livable cities in America based on AARP's Livability Index. Health, Transportation/ Walkability, and access to activities, work and play are among the assets identified in Berkeley.

Cost of living and cost of housing present some of the greatest barriers to livability. Median home sale prices remain dramatically higher than the rest of the nation, now at \$1,200,000,<sup>4</sup> fueled by spillover from the San Francisco housing shortage, a local tech boom, and population growth. Local parcel taxes, approved by voters to support important local programs like the public schools, are generous but add to pressures on low and moderate income homeowners and renters. The high cost of living in the Bay Area was raised as a major challenge by older adults in all surveys and focus groups.

Historically, Berkeley has been a city of unexpected diversity and activity in social policy, such as fair housing legislation, voluntary school desegregation, and the independent living movement. However, current challenges threaten the economic and cultural diversity that make Berkeley a vibrant city. Recent gentrification has contributed to a 37% decline in the African American population,<sup>5</sup> especially in some historically African American neighborhoods in South

and West Berkeley. The mortality rate for African Americans remains twice as high as the mortality rate of Whites. Berkeley has the highest per capita rate of homelessness in Alameda County.<sup>6</sup> Low and moderate income individuals are finding it difficult to afford to live and work here and there is an increasing divide between income levels. Estimates in 2014 indicated that 23% of those 60+ in Berkeley were living under 200% of the Federal Poverty Level.<sup>7</sup> Significant policy changes are needed locally and regionally as Berkeley continues to tackle these challenges.

Berkeley has a number of assets to support an active, healthy and engaged community. Berkeley is one of three cities in the state of California with its own Public Health Jurisdiction. This distinction enables public health services and initiatives to be focused on and dedicated to a discrete population. Berkeley is also home to a number of educational institutions, including the University of California, Berkeley campus, the Lawrence Berkeley National Laboratory, Berkeley City College, and the Graduate Theological Union. These institutions enhance Berkeley's reputation as an intellectual mecca and are also an economic engine for the City. Thirty percent of local jobs are in education.<sup>8</sup> Berkeley's international reputation plus its active arts and culture scene and a dynamic social center contribute to making it a magnet for inventive people, an incubator for business start-ups, and a science and technology hub.

<sup>3</sup> Population number from the City of Berkeley based on projections from the 2010 census

<sup>4</sup> Median housing price based on information from Zillow.

<sup>5</sup> Summary of Our Beloved Community Proposal: Alameda County Anti-Displacement Funding Policy Plan, January 6, 2017 (unpublished), The Dellums Institute using census analysis 2010-2015.

<sup>6</sup> City of Berkeley Health Status Report, 2018

<sup>7</sup> American Community Survey 2010-2014, US Census Bureau

<sup>8</sup> From the City of Berkeley's Economic Profile.



Nancy Rubin

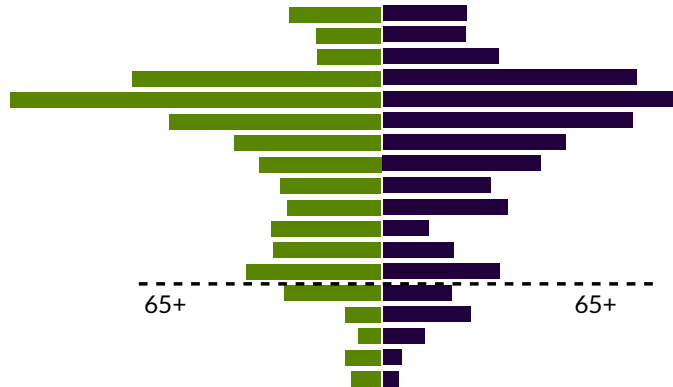
## City Demographics

### Gender & Age

From American Community Survey 2016 5-year estimates Table S0101

#### Female

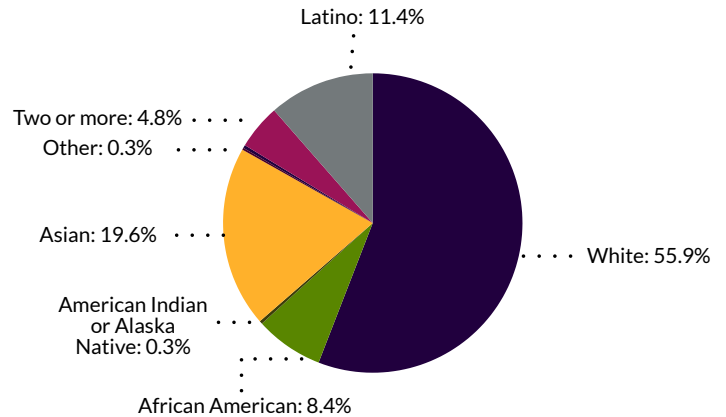
Under 5 years	2,641
5 to 9 years	1,856
10 to 14 years	1,828
15 to 19 years	7,202
20 to 24 years	10,712
25 to 29 years	6,108
30 to 34 years	4,231
35 to 39 years	3,532
40 to 44 years	2,903
45 to 49 years	2,693
50 to 54 years	3,159
55 to 59 years	3,114
60 to 64 years	2,931
65 to 69 years	3,903
70 to 74 years	2,799
75 to 79 years	1,036
80 to 84 years	658
85 years +	847



#### Male

Under 5 years	2,365
5 to 9 years	2,339
10 to 14 years	3,285
15 to 19 years	7,200
20 to 24 years	8,424
25 to 29 years	7,072
30 to 34 years	5,188
35 to 39 years	4,488
40 to 44 years	3,057
45 to 49 years	3,544
50 to 54 years	1,300
55 to 59 years	2,011
60 to 64 years	3,300
65 to 69 years	1,952
70 to 74 years	2,486
75 to 79 years	1,187
80 to 84 years	531
85 years +	452

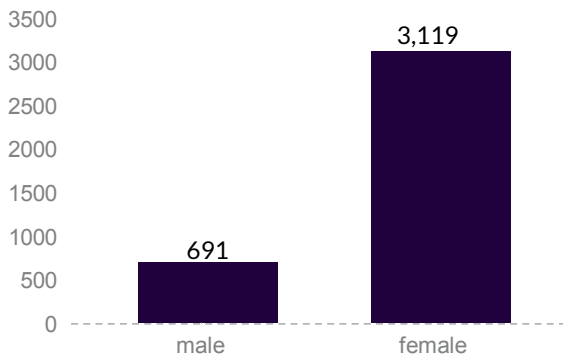
### Race & Ethnicity



Race & Ethnicity data from:  
American Community Survey  
2011-2015 5-year estimates  
Table B03002

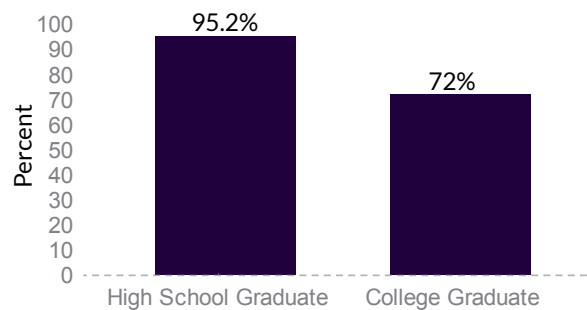
### Adults Over 65 Living Alone

From American Community Survey 2017  
1-year estimate Table B09020



### Education of Population 65+

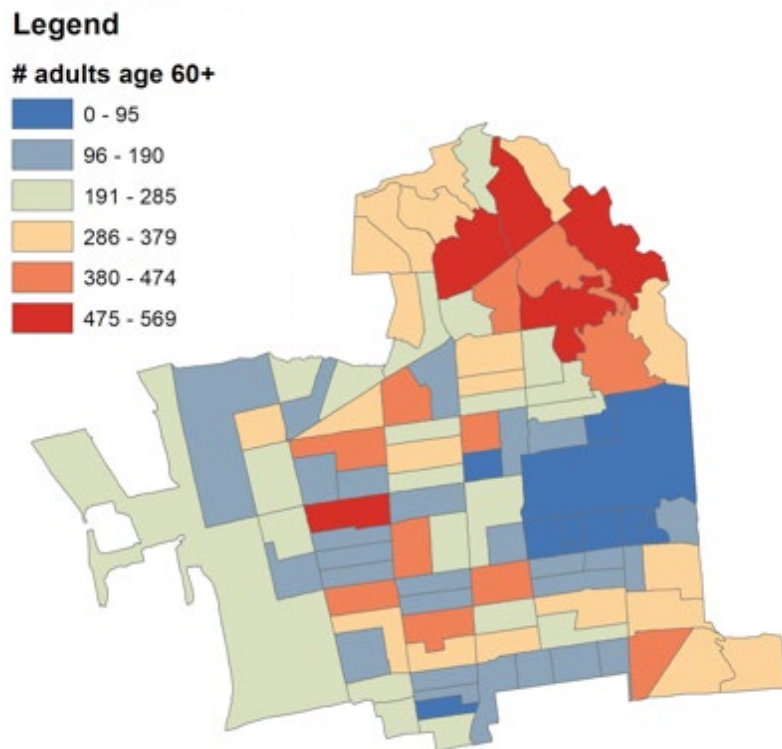
From American Community Survey 2017  
1-year estimate Table S1501



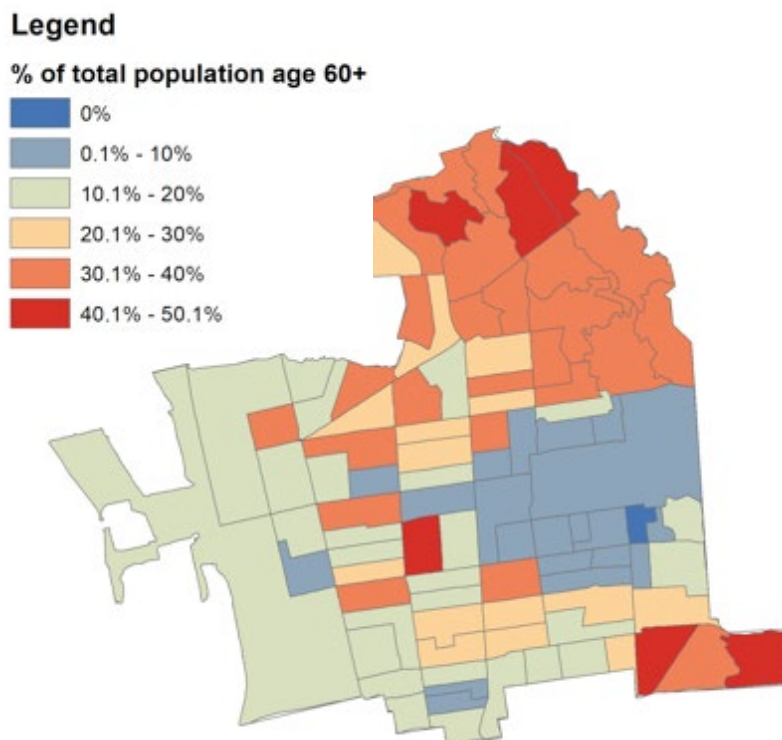
## Where do older adults live?

Many older adults live in the Berkeley hills in the north eastern part of the city.<sup>9</sup>

These raw estimates are of people over age 60 living in each block group. Some blocks near the center of the city have high numbers because of the location of high-density affordable senior apartments.



The high concentration of older adults living in the hills becomes even more apparent when looking at the percent of people over age 60 compared to the total population living in each block group.



<sup>9</sup> Data are from the 2017 American Community Survey 5-year estimates table B01001 and were mapped using ArcGIS 10.5.1



# Why Now?

**T**he Census Bureau projects 2030 to be a transformative decade for the US population. Advancements in medicine and public health have led to more people living longer. The Census Bureau estimates that by 2035, older adults will outnumber children for the first time in US history. This rapid increase has major implications and will place un-precedented demands on cities and communities. In response, the World Health Organization's (WHO) Age-Friendly Cities and Communities Initiative was launched in 2005 in partnership with AARP in the United States. This network has expanded to over 37 countries around the world and to over 300 cities in the United States.

The demographic shifts projected nationally will be mirrored in Berkeley. The population of older adults in Berkeley will double in the next 10 years, resulting in 1 in 5 adults being over 65 years of age. Life expectancy in Berkeley is 86.7 years for women and 83 years for men, compared to 78.8 years nationally and 80.8 years in California. Mortality rates in Berkeley are lower than those of surrounding Alameda County and California—reflecting the city's long life expectancy.<sup>10</sup> As with health status, there are great disparities in longevity based on race and class.

According to a study by AARP and the Age-Friendly Berkeley community survey, the vast majority of older adults want to age in their homes and communities. An Age-Friendly community promotes policies, enhances services, and creates a built environment that enables a growing population of older adults to age in their community while supporting a more inclusive, equitable and accessible city for all.

## Toward an Age-Friendly Berkeley

Age Friendly Berkeley is a collective effort whose goal is to ensure that all Berkeley residents are connected, healthy and engaged in their environments. Enhanc-

ing the affordability of places to live, the inclusivity of social activities, the accessibility of infrastructure, the safety of our public spaces and improving communication and access to information are activities that will make Berkeley a better place to grow up and grow old. Addressing the needs of our older population benefits people of all ages.

To realize this vision, the Age-Friendly Berkeley initiative pulls together public and private leadership, resources, ideas, and strategies; it builds on information gleaned from the community. The leadership team for this project has local residents and members from the city, the health sector, and the nonprofit sector (see Appendix A) who have helped build partnerships to ensure the recommendations are relevant and feasible.

The World Health Organization's (WHO) Age-Friendly Cities and Communities Initiative provided a framework and network of similar efforts that supported the development of this Action Plan.



Natalie Ornstein, Berkeleyside

<sup>10</sup> Health Status Report, City of Berkeley, 2018

# The Age-Friendly Framework

**T**he World Health Organization and AARP's Global Network of Age-Friendly Cities and Communities fosters the exchange of experiences and initiatives as cities strive to better meet the needs of their older residents. The Age-Friendly Cities Initiative provides guidance for assessing local conditions and identifying areas for change. The Initiative uses a framework with eight domains which identify social and environmental factors that influence how well we age and how long we live. These domains align closely with the social determinants of health as defined in Healthy People 2020.<sup>11</sup> Based on the information gleaned from the local needs assessment, the domains in this report include:

## **1. Housing:**

Public and private housing options, home maintenance, home modification, safety and comfort, proximity to services and community life

## **2. Health and Community Services:**

Promote, maintain and restore health, provide home care services, coordinate service delivery and emergency planning

## **3. Transportation:**

Public and private transit options, reliability, specialized services for people with disabilities, priority seating, traffic flow, roads, driver education, parking

## **4. Outdoor Spaces and Buildings:**

Public areas, green spaces, outdoor and indoor seating, walkways, bike paths, lighting, customer service arrangements, public toilets

## **5. Social and Civic Participation:**

Venues, timing, affordability, events and activities, inclusion on decision-making bodies, fostering diversity and inclusion; combating social isolation

## **6. Employment and Economic Security:**

Volunteer and employment options, job training, age discrimination, entrepreneurship, elder fraud abuse, cost of living

## **7. Respect and Social Inclusion:**

Programs to support cultural and ethnic diversity, public images of aging, intergenerational and family dialogue, public education, recognition of contributions to past and present, economic inclusion

## **8. Communication and Information:**

Distribution of information, person-to-person communication, printed information, media, access to and use of technology and the Internet

<sup>11</sup> <https://www.healthypeople.gov/2020/topics-objectives/topic/social-determinants-of-health>

# Our Planning Process<sup>12</sup>

## 2016

- ✓ Convened leadership team and worked with the Mayor to launch the initiative
- ✓ Completed assessment and was accepted into the national and international Network of Age-Friendly Cities
- ✓ Included “Age-Friendly” planning in the City of Berkeley’s strategic plan

## 2016-2018: Action Planning cycle

- ✓ Researched background information
  - Reviewed WHO guidelines and other cities’ Age-Friendly Action Plans
  - Researched Age-Friendly assets and resources in Berkeley.
  - Reviewed Berkeley results from the 2016 Alameda County Plan for Older Adults
  - Collected relevant information from the 2017 Berkeley Age-Friendly Continuum Needs Assessment<sup>13</sup>
- ✓ Collected data from the community using WHO’s Global Age-Friendly framework
  - Conducted a community survey both online and by utilizing local organizations to distribute hard copies in English and Spanish
  - Interviewed City staff from all departments to assess how their work could align with Age-Friendly goals, and to assess resources and potential recommendations
  - Evaluated results
- ✓ Gathered additional community feedback from public sessions
  - Added two additional focus groups to the 3 focus groups<sup>14</sup> from the 2017 Berkeley Continuum needs assessment
  - Held several meetings and a public forum with the Commission on Aging
  - Presented progress report and solicited feedback from the Berkeley City Council
- ✓ Synthesized community data and worked with partners to frame recommendations.

## December 2018 -January 2021

- ➔ Finalize report and submit to AARP and WHO
- ➔ Implement Action Plan (see page 21)
  - Year 1 Set up action framework, convene work teams and begin data collection
  - Years 2-3: Execute, coordinate, and track progress of action items
    - Conduct an evaluation of the implementation process
    - Determine future needs
    - Update Action Plan

<sup>12</sup> The Age-Friendly planning process coincides and aligns with the city’s Strategic Planning process, including a focus on affordable housing, improving ADA compatibility, investing in infrastructure and improving access to information.

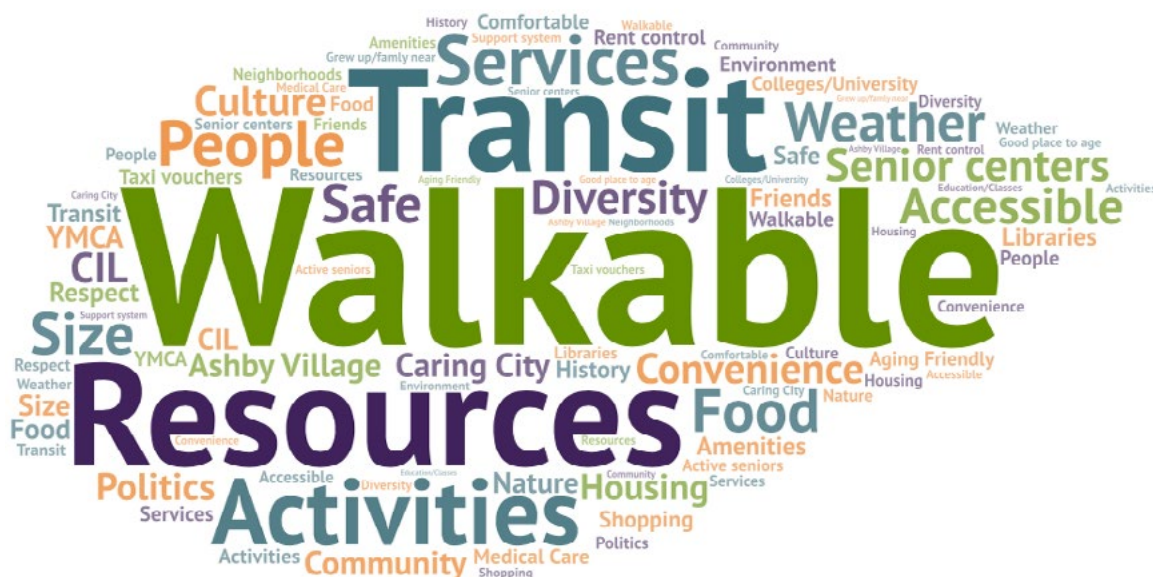
<sup>13</sup> For the detailed Needs Assessment and Strategic Plan of the Berkeley Age-Friendly Continuum’s 2017 report, with reference to Alameda County and national trends, go to [www.berkeleycontinuum.org](http://www.berkeleycontinuum.org).

<sup>14</sup> Thank you to Beatrice Leyva-Cutler and Faye Combs, community volunteers who organized the focus groups.



AGE-FRIENDLY BERKELEY

## Reasons for Positive Views of Berkeley as a Place to Age

[illegible]

## Findings and Priority Areas

There are many programs and services in Berkeley that support an active and healthy community for people of all ages. The recommendations from this Action Plan are designed to build on what is already occurring, improve impact, and address gaps. Given the rapidly changing landscape and the pace of developing technology, we see this action plan as a living document, open to enhancement.

Several themes cut across the plan's recommendations and actions. These include the need to:

- **create complete neighborhoods** that have a mix of housing types and land uses, affordable housing and transportation options, and access to healthy foods, schools, retail, employment, community services, parks and recreation options
- **foster ongoing collaborations** within large organizations, such as municipal entities, and across sectors and community organizations, as these are key to implementing policy and programs
- **leverage existing resources** to support, expand and coordinate a system of services and supports for aging in community
- **capture emergent opportunities** and leverage innovations in both technology and care/service delivery to support community-based living
- **strengthen intergenerational relationships** because while programs abound, they are mostly age-specific
- **work with other regional jurisdictions** and Age-Friendly cities to address overlapping issues and services and to find solutions to common challenges.

After reviewing community responses and promising local efforts already underway, this Action Plan identified four priority areas: <sup>15</sup>

**Housing and Economic Security**

**Transportation and Mobility**

**Health and Wellness**

**Social Participation and Civic Engagement**

Within each of these 4 areas, recommendations fell into 3 categories:

**Equity and Inclusion**

**Information**

**Infrastructure and Policy**

These priority areas and recommendations are summarized in the following pages along with local programs and policies already in development. Detailed information for all 8 domains can be found in *Appendix B*.

<sup>15</sup> Detailed information for all 8 domains is included in Appendix B where each domain includes relevant resources, current efforts that are in process, survey results and information from focus groups, GIS maps, and information from the 2016 Alameda County Plan for Older Adults and the Berkeley Age-Friendly Continuum needs assessment.

## HOUSING AND ECONOMIC SECURITY

**F**inancial and housing worries topped the list of concerns across all income levels. Given housing costs in the San Francisco Bay Area, most housing is no longer affordable; nor, is there a continuum of housing options (including assisted living) available in Berkeley as we age. More affordable housing is needed to prevent further displacement. Should older adults remain in their homes, they need affordable options for safety and accessibility home modifications. While there are several housing programs in Berkeley, and some programs specifically designed to help low income seniors, they are disconnected and it is clear from focus groups that people are unaware of them. Berkeley also needs to work with neighboring communities to expand eligibility criteria for those just above income guidelines who struggle without subsidized programs. Additionally, many residents believed that there are not enough flexible jobs with accommodations for older workers to stay employed. 20% of those who reported that they are retired are, in fact, "gigging" to make ends meet. The scale of these problems requires broad, often regional, policy solutions.

### Already In Development

- ✓ Senior and disabled home loan program
- ✓ Accessory Dwelling Unit (ADU) policies
- ✓ Expanded home safety inspection program
- ✓ Several pilot programs: Homeless Coordinated Entry, Berkeley Home Match and the development of a Service Linked Senior Housing/ Community Center model
- ✓ Business Succession Planning

### Goal and Recommendations

Develop a continuum of affordable, accessible housing options for older adults to age in their community regardless of their health or financial status.

#### → Equity and Inclusion:

- Include targets for the older adult population in the City Housing Element.
- Address the need for affordable, accessible housing at all levels of need; expand eligibility criteria for subsidized services to raise access levels to moderate income individuals.
- Expand access to supportive housing for vulnerable populations.

#### → Information:

- Provide an online resource and educational workshops at Senior Centers about renters' rights and strategies to qualify for access to both market and below market rate housing.
- Offer workshops and education on financial planning and elder fraud abuse.
- Assess and map housing options for the public via written materials and the internet.
- Provide broader communication of assistance with local taxes for low income residents.

#### → Infrastructure and Policy:

- Develop a program for housing cost relief for moderate income seniors who do not qualify for income restricted housing.
- Incorporate mixed zoning in all neighborhoods, increasing walkability and access to services and commercial areas.
- Pursue affordable settings for out-of-home assisted living (e.g., CCRC and alternatives).
- Enable increased development of accessory dwelling units (ADU) by streamlining the construction approval process.



## HEALTH AND WELLNESS <sup>16</sup>

**B**erkeley and surrounding cities have abundant healthcare and community service resources; however, most programs do not have the capacity to meet the increasing demand from seniors. Care navigation for accessing resources, affordable in-home care, and memory care are gaps in local resources. Participants in the Berkeley Continuum, Age-Friendly Berkeley and Alameda County planning consistently voiced a desire to bring services and supports to them in their home rather than requiring institutional care. Residents need access to providers and other health and wellness services such as venues for fitness, especially in South and West Berkeley. Berkeley is unique in having its own public health jurisdiction, however, there needs to be more coordination with the County Public Health Department and neighboring cities' Age-Friendly efforts to address and prevent common health issues.

### Already In Development

- ✓ Emergency preparedness and resiliency planning
- ✓ Healthy food access and cooking programs
- ✓ Whole Person Care pilot, an Alameda County wrap around program for the homeless
- ✓ Alameda County's Senior Injury Prevention Program (SIPP)

### Goal and Recommendations

Develop a more integrated system of services and supports that are person-centered and ensure that all residents have the opportunity to engage in health promoting activities.

#### → Equity and Inclusion:

- Implement additional health related programs around nutrition and exercise, with special outreach to underserved groups.
- Broaden outreach for dental care to low income and vulnerable seniors.
- Expand eligibility criteria for subsidized services to raise access levels to moderate income individuals.

#### → Information:

- Provide affordable, local navigators to help address basic systems navigation needs, e.g., public benefits, housing, and service referrals.

#### → Infrastructure and policy:

- Obtain funding for additional geriatric case managers and navigators.
- Convene a summit on memory care to plan a community response to dementia and related diseases.
- Improve the workforce pipeline of home care workers and create a centralized source of vetted referrals.
- Champion lower costs for in-home services, while ensuring a living wage for home health care workers.

<sup>16</sup> In this context "wellness" refers to the social determinants of health, defined by the World Health Organization as "the conditions in which people are born, grow, work, live, and age, and the wider set of forces and systems shaping the conditions of daily life." <https://www.healthypeople.gov/2020/topics-objectives/topic/social-determinants-of-health>

## TRANSPORTATION AND MOBILITY

**T**ransportation is a major concern for older residents, especially those in isolated areas such as the Berkeley Hills and low-income residents in other areas of the city. Many older adults are unfamiliar with public transportation or do not trust its reliability. Uneven sidewalks and pedestrian safety concerns are also barriers for accessing transportation options. Public transit issues such as the absence of benches or shelter at station stops and inadequate lighting, often prevent people from using services. Better public transportation options can help seniors access needed services and combat feelings of isolation. Safe driving refresher courses are also needed but there are few local options.

### Already In Development

- ✓ New street policy and design approaches being used as streets are repaired and developed
- ✓ Master Pedestrian Plan being developed in commercial areas
- ✓ City sidewalks being assessed for repairs
- ✓ Mobility management and travel training being offered to seniors

### Goal and Recommendations

Advance a network of public and private transportation that equitably serves residents and connects them to services, social activities, and employment opportunities.

#### → Equity and Inclusion:

- Ensure that popular destinations are accessible via various transportation modes, particularly for those in outlying neighborhoods or with mobility challenges.

#### → Information:

- Extend education programs about transit options.
- Promote older driver safety by linking seniors to low-cost defensive driving workshops.

#### → Infrastructure and policy:

- Continue to develop 'complete streets' design to ensure safe travel and access for users of all ages and abilities regardless of their mode of transportation.
- Collaborate to advance affordability, availability, and reliability of public transportation.
- Improve transportation infrastructure (benches, pavement, shelters).
- Create well marked 'safe routes' to common destinations with smooth sidewalks, large print signs, and good lighting.

***"Good public transportation."***

***"Walkability in 'the flats' "***

***"Convenient parking in downtown is not easy to find."***

***"Poor transportation options"***

## SOCIAL PARTICIPATION AND CIVIC ENGAGEMENT

**W**hile many Berkeley residents participate in local activities, organizers need to outreach broadly across race, immigration status, sexual identity and orientation, income level, and housing status. The population of isolated seniors needs to also be considered. Although there are various websites and newsletters indicating what is available in Berkeley, most residents are unaware of the offerings. Multiple modes of communication need to be used to ensure that older adults stay informed and engaged. The city website is difficult to navigate and needs to be regularly updated to be useful. In addition, many people call the county 2-1-1 information line, but data about why people call and how they manage referrals is not tracked. Being the home of the independent living movement, Berkeley was ahead of other cities in terms of accessibility. However, public buildings and parks need to continue to be updated with evolving standards to ensure residents with mobility challenges can participate. For the same reason, amenities to make parks safer and more accessible, like public bathrooms, lighting, and benches, are needed.

### Already In Development

- ✓ Development of a home visit program to isolated seniors
- ✓ Inclusion of older people in public images
- ✓ Intergenerational programming in the schools and community (e.g., active volunteers)
- ✓ Redesign of the city website to make it more accessible and easier to navigate
- ✓ Plans to increase access to broadband internet, up-to-date devices, and training, in partnership with nonprofit organizations
- ✓ Redevelopment of Berkeley's 3-1-1 line, an online service center
- ✓ Improved access to information about the options for social engagement in Berkeley
- ✓ Older adult inclusion in concept planning for the North Berkeley Senior Center
- ✓ Addition of older adult programs in parks and recreation venues and consideration of increased hours at public parks

### Goal and Recommendations

Enhance neighborhood cohesion and social connectedness of all Berkeley residents with community events and activities that are inclusive, affordable, and accessible.

#### → Equity and Inclusion:

- Re-frame senior centers and outreach to attract a broader community.
- Promote Age-Friendly business practices through an Age-Friendly Business Certification program.
- Seek older adult input into current municipal planning around resiliency and infrastructure.

#### → Information:

- Create an easier to access and navigate directory of Age-Friendly organizations, activities and engagement opportunities.
- Add a link to activities for older adults to the City of Berkeley website.

#### → Infrastructure and policy:

- Create safe routes to common destinations.
- Improve park bathrooms and facilities.
- Re-open Willard Pool to improve public access to swimming in South-East Berkeley.



# Implementation Plan

Year 1

## Infrastructure

Designate the City of Berkeley Health, Housing, and Community Services, Aging Services Division as the Backbone Agency and obtain funding to support the Aging Services Manager in coordinating the initiatives

## Solidify Action Teams

Use the potential partners list (page 22) to identify regional, city, and community based team members for each priority area

## Form a Leadership Team

consisting of 5-7 champions from relevant sectors (the City, local residents, health, transportation, business, etc.) to guide implementation of the action plan

## Create Communication Network

Identify City staff to be contacts for work within the City. All City Departments will be responsible for the Action Plan recommendations.



## Commit to the Action Plan & Work on Year 1 Goals

Community partners and city staff coordinate Year 1 activities for each priority area  
Leadership team finalizes funding needs and plans strategies to support year 2-3 recommendations



## Develop Shared Metrics

Action and Leadership team members Identify and agree on high level indicators and set up a framework using Results Based Accountability to measure progress in years 2-3



## Communicate Results of Year 1

Develop an online dashboard using the Age Friendly website to inform the public and track progress  
Ensure that the Commission on Aging is continually updated and consulted



## Prioritize and begin work

the remaining recommendations in collaboration with City and community partners



## Work on Year 2-3 Initiatives

Community partners and City staff work toward Year 2-3 targets



## Monitor & Improve

Monitor progress and continually improve processes using the Results Based Accountability framework



## Communicate Results of Year 2-3

Use the online dashboard on the Age-Friendly Berkeley website to inform the public and track progress

Year 2-3

# Potential City & Community Partnerships

A critical goal for Year 1 Implementation (see Plan on page 21) will be to solidify the teams that will address goals in each priority area. Partners come from City of Berkeley departments, local community organizations, county and regional entities, as well as other cities with Age Friendly initiatives. Below is a table with city departments, a partial list of relevant local organizations, and some regional linkages that can help address broad areas such as housing, health and transportation.

	Regional	City of Berkeley	Local Community
<b>Housing &amp; Economic Security</b>	<ul style="list-style-type: none"> <li>Housing Authority of Alameda County</li> <li>BACS (Bay Area Community Services)</li> <li>SAHA (Satellite Affordable Housing Associates)</li> <li>RCD (Resources for Community Development)</li> <li>Covia</li> <li>Rebuilding Together</li> <li>Habitat for Humanity</li> <li>ASSETS</li> <li>Encore, Inc.</li> <li>East Bay Works</li> </ul>	<p><b>Health Housing &amp; Community Services:</b> Housing Services</p> <p><b>City Manager's Office:</b> Office of Economic Development</p> <p><b>Health, Housing, &amp; Community Services:</b> Community Services &amp; Administration</p> <p><b>Planning &amp; Development</b></p>	<ul style="list-style-type: none"> <li>Ashby Village</li> <li>BOSS (Building Opportunities for Self Sufficiency)</li> <li>UC Retirement Center</li> <li>Legal Assistance for Seniors</li> <li>Berkeley Chamber of Commerce</li> </ul>
<b>Transportation &amp; Mobility</b>	<ul style="list-style-type: none"> <li>AC Transit</li> <li>BART</li> <li>East Bay Paratransit</li> </ul>	<p><b>Health, Housing and Community Services</b> Aging Services Division</p> <p><b>Public Works:</b> Transportation Division</p>	<ul style="list-style-type: none"> <li>Senior Center Shuttles</li> <li>CIL Shuttles</li> <li>CEI Shuttles</li> <li>UC Berkeley: SafeTREC</li> <li>Ride share companies</li> </ul>
<b>Health &amp; Wellness</b>	<ul style="list-style-type: none"> <li>Alameda County Health Care Services Agency</li> <li>IHSS (In-Home Supportive Services)</li> <li>LifeLong Medical Care</li> <li>CEI (Center for Elders' Independence)</li> <li>Alzheimer's Services of the East Bay</li> <li>Alta Bates Medical Center</li> <li>Sutter Health</li> <li>Kaiser Permanente</li> <li>Alameda County IHSS Program</li> <li>CIL (Center for Independent Living)</li> <li>Legal assistance for seniors</li> </ul>	<p><b>Health, Housing, &amp; Community Services:</b> Public Health Division Community Services &amp; Administration Aging Services Division</p> <p><b>CARE Team</b></p> <p><b>Berkeley Fire Department</b></p>	<ul style="list-style-type: none"> <li>SIPP (Senior Injury Prevention Program)</li> <li>Lifelong Over 60 Health Center</li> <li>YMCA</li> <li>Jewish Family Services</li> <li>Berkeley Continuum</li> </ul>
<b>Social Participation &amp; Civic Engagement</b>	<ul style="list-style-type: none"> <li>California Department of Aging</li> <li>CEI (Center for Elders' Independence)</li> <li>CIL (Center for Independent Living)</li> <li>Covia: Well Connected</li> <li>Jewish Community Center of the East Bay</li> <li>University of California Retirement Center</li> <li>Forget Me Not</li> <li>Lavender Seniors</li> <li>Gray Panthers</li> <li>East Bay Regional Park District</li> <li>BORP (Bay Area Outreach and Recreation Program)</li> <li>Eden I &amp; R (2-1-1)</li> </ul>	<p><b>Health, Housing &amp; Community Services:</b> Aging Services Division</p> <p><b>Public Works:</b> Disability Compliance Program</p> <p><b>Parks, Recreation, &amp; Waterfront Department</b></p> <p><b>Information Technology</b></p> <p><b>Planning &amp; Development</b></p>	<ul style="list-style-type: none"> <li>Ashby Village</li> <li>Alta Bates Tele-Care</li> <li>UC Botanical Garden</li> <li>Tilden Regional Park</li> <li>UC Berkeley: Center for Technology &amp; Aging</li> <li>Berkeleyside</li> <li>Berkeley Public Libraries</li> <li>J-Sei</li> <li>UC Berkeley Osher LifeLong Learning Institute</li> <li>UC Berkeley Bears for Elder Welfare</li> <li>Berkeley Student Co-op</li> <li>Elder Action</li> </ul>

# Appendix A: Team Members

## Age-Friendly Berkeley Leadership Team

**Project Director:** Steve Lustig, Associate Vice Chancellor Emeritus, UC Berkeley; Ashby Village Board

**City of Berkeley Aging Services:** Tanya Bustamante, DrPH, Manager

Leah Talley, Interim Deputy Director, Health, Housing and Community Services

**Lifelong Medical Care:** Kathryn Stambaugh, Geriatric Services Director

**Center for Independent Living, Inc. (CIL):** Thomas Gregory, Deputy Director

**Ashby Village:** Andy Gaines, Executive Director

**Graduate Student Interns:** Rachel Bell, MPH candidate 2019, UC Berkeley;

Abbey Dykhous, MSW, UC Berkeley

**Survey Consultation:** Nancy Frank & Associates, Piedmont, CA

**Project supported by** the Berkeley Pilgrimage Foundation

## ...and with support from the Berkeley Age-Friendly Continuum Leadership Team:

**Chair:** Steve Lustig, Associate Vice Chancellor Emeritus, UC Berkeley; Ashby Village Board

**City of Berkeley:** Jesse Arreguin, Mayor and Paul Buddenhagen, Interim Deputy City Manager

**Former Mayor of Berkeley:** Tom Bates. (ex-officio member)

**Ashby Village:** Andra Lichtenstein, Chair, Ashby Village Board; Principal, Capital Incubator

**Center for Technology and Aging, UC Berkeley:** David Lindeman, Director

**Lifelong Medical Care:** Marty Lynch, CEO

**Covia (formerly Episcopal Senior Communities):** Kevin Gerber, President and CEO

**CalQualityCare:** Charlene Harrington, Professor Emeritus, UCSF School of Nursing, Principal

**Chaparral House:** K. J. Page, Administrator

**California Advocates for Nursing Home Reform:** Carla Woodworth, Co-Founder; former member Berkeley City Council

## ...and Partners

**Ashby Village:** Andy Gaines, Executive Director

**Alameda County Health Care Services Agency:** Rebecca Gebhart, Finance Director

**Alameda County Interim Director of Housing:** Janet Howley

**Center for Independent Living, Inc. (CIL):** Thomas Gregory, Deputy Director

**Center for Elders Independence (CEI):** Linda Trowbridge, CEO; Lenore McDonald, Development Director

**Covia (formerly Episcopal Senior Communities):** Tracy Powell, Vice President Community Services

**Center for the Advanced Study of Aging Services, UC Berkeley:** Andrew Scharlach, Director

**J Sei:** Diane Wong, Executive Director

**Consultant:** Nancy Frank & Associates, Piedmont, CA

**Graduate Student Intern:** Carrie Gladstone, MPH, MBA

**Project supported by:** Kaiser Permanente Community Benefits Program, Sutter Health: Alta Bates Summit Medical Center, City of Berkeley, Wallace Gerbode Foundation

**Fiscal Sponsor:** Ashby Village is the fiscal sponsor for Berkeley's Age-Friendly Initiatives

# Appendix B: The Domains: Existing Resources, Projects in Development, Survey and Other Data, Recommendations

Domain 1: Housing .....	25
Domain 2: Health and Community Services.....	29
Domain 3: Transportation and mobility .....	34
Domain 4: Outdoor Spaces and Buildings.....	38
Domain 5: Social and Civic Participation.....	41
Domain 6: Employment and Economic Security .....	44
Domain 7: Respect and Social Inclusion .....	47
Domain 8: Communication and Information .....	50





## Housing

Housing options were identified in the community survey and focus groups as a top priority. Rent and home prices in this region are among the most expensive in the country. Some programs and non-profit organizations help, but the scale of the programs are unable to meet the demand, including for moderate income adults who do not qualify for many of these programs. People who want to downsize or need different accommodations cannot afford to move and sometimes have difficulty making home modifications. Additional resources need to be directed towards increasing the availability of affordable housing and filling gaps in the continuum of housing options. Broad policy approaches may be needed to support older adults remaining in their communities as long as possible.

## AGE FRIENDLY RESOURCES

### Public

#### Housing Resiliency



The City Planning Department manages a \$3 million FEMA grant for residential seismic retrofits.

#### Housing Safety



A City Planning team responds to identified housing safety complaints.

#### Home Improvement Loan



This interest free loan program provides up to \$100,000 loan for seniors or people with disabilities to repair safety problems in their home (home value <\$1.2M, owner >62 or disabled, income <\$53k).

#### Short-Term Rental Assistance



Short-term Rental Assistance provides rental application support on the phone and through workshops hosted by the City Finance Department.

#### Section 8



There are 1,939 Section 8 housing vouchers in Berkeley managed by the Berkeley Housing Authority. Eligible low-income residents are not required to pay more than 40% of their income for rent.

#### Home Safety Inspection



Ashby Village provides home safety inspections for members at enrollment, provides some modifications from volunteers, and provides a vetted referral list.

#### Shelter Plus Care



Shelter Care Plus, a HUD funded program provides short-term rental subsidies for people experiencing chronic homelessness and who have disabilities. About half of the recipients in Berkeley are over 50.

### Nonprofit

#### BOSS



BOSS (Building Opportunity for Self Sufficiency) is a nonprofit program that helps low-income people navigate housing options and find long-term affordable and supportive housing.

#### Rebuilding Together



Rebuilding Together is a nonprofit program that helps low-income homeowners make needed home repairs with help from volunteers.

#### CIL Residential Access



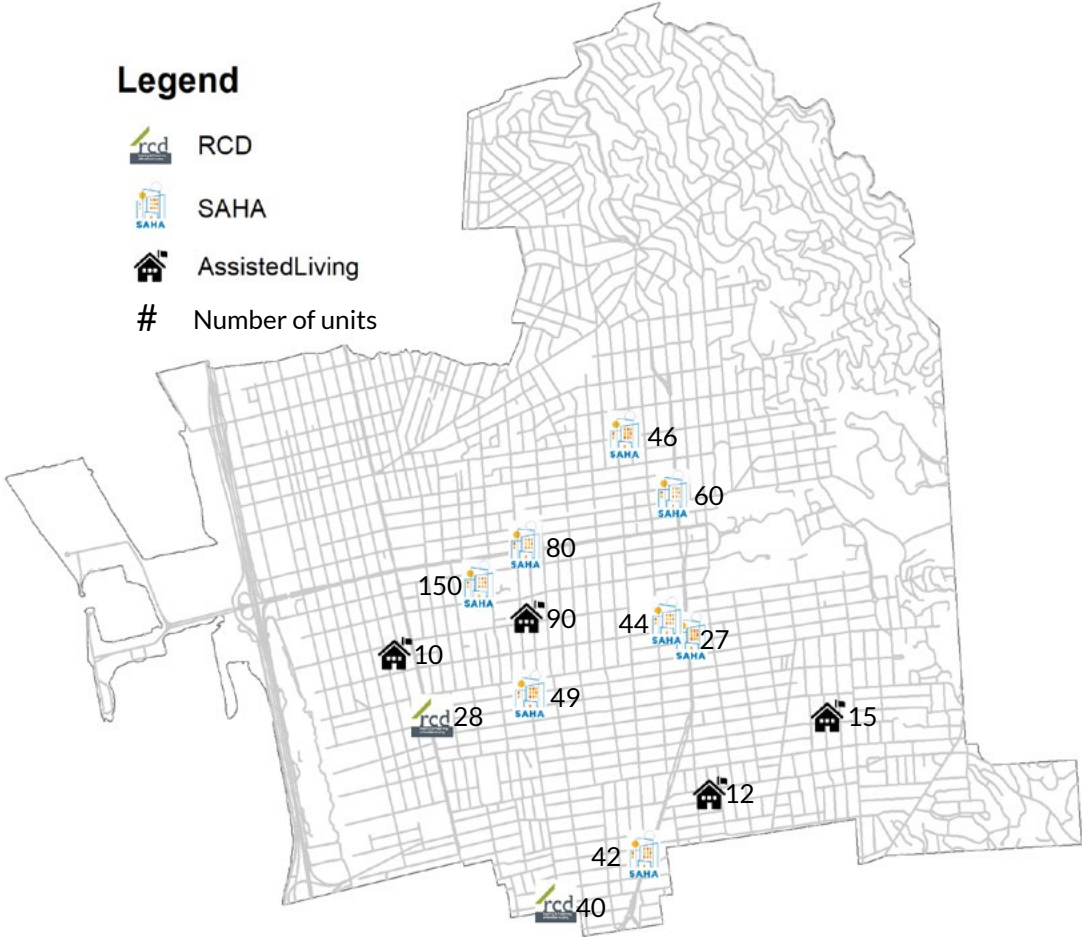
CIL (Center for Independent Living) helps low-income residents install home modifications that enhance access into, out of, and within the home for free (e.g., ramps, lifts, grab bars).

#### CIL Housing Assistance



CIL provides listings of available units and instructions on how to apply for a Housing Choice Voucher.

# SPECIALTY HOUSING MAP



For low-income seniors, there are a number of affordable housing options in Berkeley, including eight SAHA (Satellite Housing) locations, two RCD (Resources for Community Development) locations, and almost 2,000 Section 8 vouchers. However, the restrictions to qualify for these units leave out people who struggle just above the subsidized income limit. The average cost of a one bedroom apartment in Berkeley is \$2,705 and only 38% of apartments cost less than \$2,000 per month (1), leaving many struggling to make rent payments or unable to downsize.

There are three small and one large assisted living locations in Berkeley, with only one offering memory care. Even though these locations are quite expensive, some have wait lists and applications for openings always exceed availability .



1 <https://www.rentcafe.com/average-rent-market-trends/us/ca/berkeley/> Accessed 9/9/18

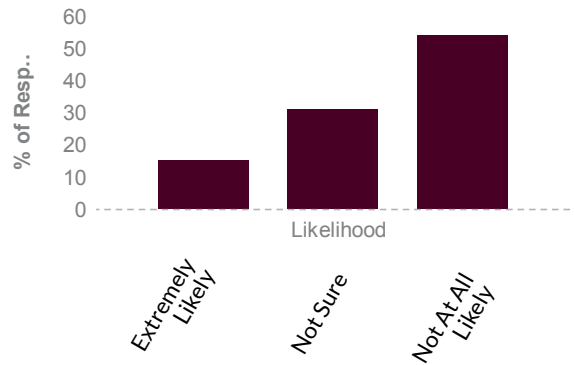
## COMMUNITY SURVEY RESULTS

The Age-Friendly Berkeley survey revealed that residents over 50 consider housing a top priority, often preventing Berkeley from being a great place for people to live as they age. Still, about half of the survey respondents thought it was 'Not At All Likely' they would move out of Berkeley after Retirement. According to the survey, the biggest problems with housing include:

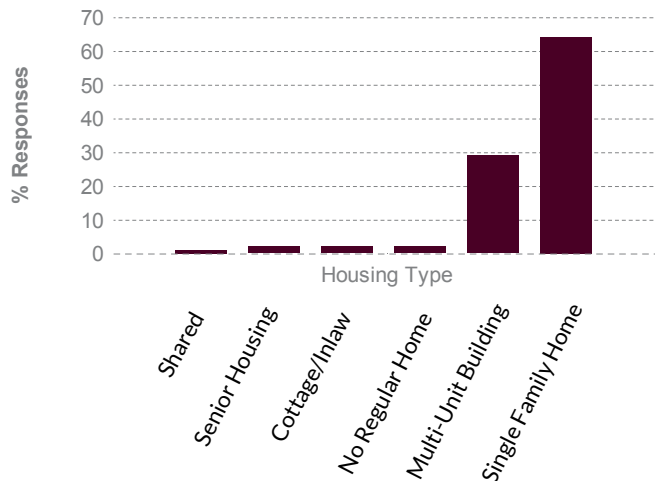
- Housing Cost
- Availability of appropriate housing
- Property tax cost
- Gentrification
- Homelessness

For those who said they would likely move out of Berkeley, the top reasons included **cost** and **housing options**.

### Likelihood of Moving Out of Berkeley After Retirement



### Current Primary Home Type



The overwhelming majority of survey respondents live in a single-family home or apartment.

People who want to stay in their current home recognized a need to make modifications, especially to update their bathrooms (57%), add an emergency alert system (41%), and improve access to their home (39%).

### According to the Alameda County Plan for Older Adults 2016-2017,

**48%**

of Berkeley households with an adult age 60+ is a single person household

**55%**

of Berkeley renters age 60+ are spending > 30% of their income on rent

**3**

of the top 10 concerns for Berkeley adults 60+ are affordable housing, being able to maintain their home, and being able to stay in their home.

**33%**

of California's homeless population were over age 50 in 2015\*

**\$1,200,000**

is the current median home sale price in Berkeley according to Zillow

**\$2,705**

is the average price per month in 2018 for a one-bedroom apartment in Berkeley according to RentCAFE

\*Kushel, MD, Margot. "Growing Older, Getting Poor." New American Media, April, 2015, as presented in Alameda County Area Plan, p. 17.

## TAKE AWAYS



**Infrastructure and Policy:** Finding an affordable place to live is a major problem for people of all ages throughout the Bay Area. Small nonprofits are working hard to address the problem, but with almost 1,000 people experiencing homelessness in Berkeley alone (the highest per capita rate of homeless in Alameda County), the scale of the problem requires a much broader and regional policy solution.



**Equity and Inclusion:** For seniors who own homes, making needed safety and accessibility repairs or being able to downsize to a space that fits their needs, often feels out of reach financially. Volunteer-run programs and city loans help, but again the scale of these programs cannot meet the growing need. Additional funding or staff are needed to manage the demand.



**Information:** There are a lot of disconnected housing programs in Berkeley and many people don't know where to go to find information about these resources. Though the county publishes a senior housing guide, there needs to be more publicity about this resource. City programs are listed on their website, but the website is difficult to navigate.

## ACTION PLAN

### In Process



Conversations are taking place about creating unique living quarters along a continuum of housing options for older adults. The City is also looking at incorporating universal design that goes beyond ADA requirements into new building codes.



The Disability and Planning Commissions are looking at amending the Accessory Dwelling Units (ADUs) guidelines so that units will be more accessible.



The Berkeley Continuum is in the process of designing a service-linked senior housing model that also functions as a neighborhood center with community spaces, a cafe and a technology hub.



In this new system, city services, emergency shelters, transitional housing and other housing resources for people experiencing homelessness are accessed through a central coordinated system.



The City is exploring promoting a mix of uses in buildings and neighborhoods through zoning codes and planning tools that will provide access to necessary services (grocery stores, pharmacies, etc.) in all neighborhoods.



The City Planning's housing safety program intends to expand its proactive program to protect low-income housing stock; their goal is to inspect 30,000 units.



A program is currently being designed that will match UC Berkeley students who need affordable housing with older homeowners who have space.

### Year 1



In collaboration with City Housing and Community Services and the Rent Board, provide educational materials on-line and through workshops at Senior Centers about rental rights and strategies for obtaining housing.

### Year 2-3



Create a publicly accessible, Age-Friendly Buildings database where seniors can view rental opportunities as is now being done in the Dahlia Project on San Francisco's housing portal. This would replace the need to call each establishment individually.



Develop a program for moderate income seniors who do not qualify for subsidized housing, modeled after Section 8. Consider a rent subsidy tax policy proposal for moderate income households.



Include targets for older adults in the City Housing Element and adjust as needed given changing demographics; update the community about progress via a dashboard on the webpage.





## Health & Community Services

Berkeley has numerous health care resources, including Alta Bates Summit Medical Center, part of the Sutter system, and LifeLong Medical Care, a network of community health centers. The ratio of primary care doctors to residents is well above the national average. Berkeley is located between Stanford and UCSF medical schools. Stanford Health Care and John Muir Health recently expanded to Berkeley. However, there remain stark health inequalities across ethnicity, income, and neighborhood that several community programs are addressing. These include access to dental care, especially for vulnerable and underserved populations. Additional care navigation and programs that de-stigmatize seeking help for mental health and other basic needs are necessary to improve the well-being of all residents.

## AGE FRIENDLY RESOURCES

### Public

#### Senior Center Programs



City Senior Centers provide recreation, affordable hot meals, health & wellness education and other supportive services.

#### In-Home Supportive Services (IHSS)

Alameda County, with federal, state, and local funding, provides personal care services that help seniors on Medi-Cal stay safely in their homes as long as possible.

#### City Public Health Department

The city has its own public health department, allowing a focus on local health issues residents face.

#### AC Care Connect



AC Care is a county program that provides complete services for those experiencing homelessness, including behavioral and physical health, housing, and legal services.

#### MSSP



The CA Dept. of Aging Multipurpose Senior Services Program (MSSP) provides healthcare management for seniors who qualify for nursing home care and prefer to remain in their home.

#### Heart to Heart



A mobile van run by the City and LifeLong Medical Care helps address inequities in treatment for hypertension and heart disease in South Berkeley by connecting residents with programs, resources, and services.

#### Adult Immunization



Free flu shots and low-cost immunizations are available at the Ann Chandler Public Health Center.

#### Case Management



Targeted case management for Medi-Cal beneficiaries is available through the city; referrals are also available through City Aging Services, Jewish Family Services, LifeLong Medical Care, and the Public Health clinic.

#### Senior Injury Prevention



City injury prevention workshops and education about geriatric health concerns are available from the Berkeley Fire Department that often responds to 9-1-1 calls from seniors.

#### GMOL



Getting the Most Out of Life is an Alameda County Health Care Services Agency program that promotes planning for end-of-life and hospice care before a medical emergency occurs.

#### Food Assistance



There is meal delivery and food assistance available through Meals on Wheels, CalFresh, Food Bank, and the Area Agency on Aging.

#### CARE Team



Community Accessing Resources Effectively (CARE) is a cross disciplinary team that looks at improving care for high utilizers of emergency services.

#### Health Status Report



The Health Status report is a regular City report that provides information about residents' health status.

#### Peer-to-Peer



City community health advocates visit churches, parks, and community centers to let people know about programs.

## AGE FRIENDLY RESOURCES

### Public



Nurse of the Day

A City public health nurse provides free health information, referrals, and education.



CERT

A Community Emergency Response Team provides education in disaster preparedness and training in basic emergency skills (Fire Department).



Fire Dept. Collaboration

Berkeley Fire refers 'at-risk' seniors to City Aging Services; emergency forms posted in seniors' homes notify EMS of critical health information.



Ombudsman Program

This Alameda County program, with funding from the Older Americans Act through the Area Agency on Aging, ensures residents of long-term care facilities are receiving safe, quality services.



County Veterans Services

This county program helps inform people about veteran services and assists people with claiming and maintaining benefits for which they are eligible.

### Nonprofit



Over 60 Health Center

Lifelong Medical Care's Over 60 Health Clinic offers primary care, chronic disease management, social services, and health education specifically for seniors.



BP Drop-in Clinic

There is a drop-in clinic for checking blood pressure at LifeLong's Over 60 Health Center to address health disparity in monitoring hypertension.



Living Well With A Disability

Free peer workshops are organized by CIL and designed for seniors (55+) who have a newly acquired disability.



YMCA classes

The YMCA in Berkeley offers Healthy Living Programs to help manage chronic diseases, as well as several senior aquatics, aerobics, chair exercise, and gentle yoga classes.



Alzheimer's Services of the East Bay

Alzheimer Services is a nonprofit organization that provides care services to people with dementia, support for caregivers, and education about dementia care.



LAS

Legal Assistance for Seniors (LAS), located in Oakland and serving all of Alameda County, is a nonprofit that provides legal advice, representation, and education to residents over 60.



CEI PACE Program

The Center for Elders' Independence is the only wrap-around service provider in Berkeley, offering medical care, transportation, adult day care, exercise classes, nutrition support, and social activities.



Transitions Program

Lifelong Medical Care manages a support program for patients following hospital discharge.



ICR Personal Assistance

Inclusive Community Resources provides mobility training, personal assistance, and attendant management services for adults with developmental disabilities.



Ethiopian Community & Cultural Center

This center is a nonprofit organization that, along with cultural, advocacy, and social activities, offers family caregiver support for Ethiopian-American elders.



Cooking Matters

LifeLong Medical Care offers Cooking Matters classes for patients in West Berkeley along with fresh produce giveaways.















LifeLong Geriatric Dental Program

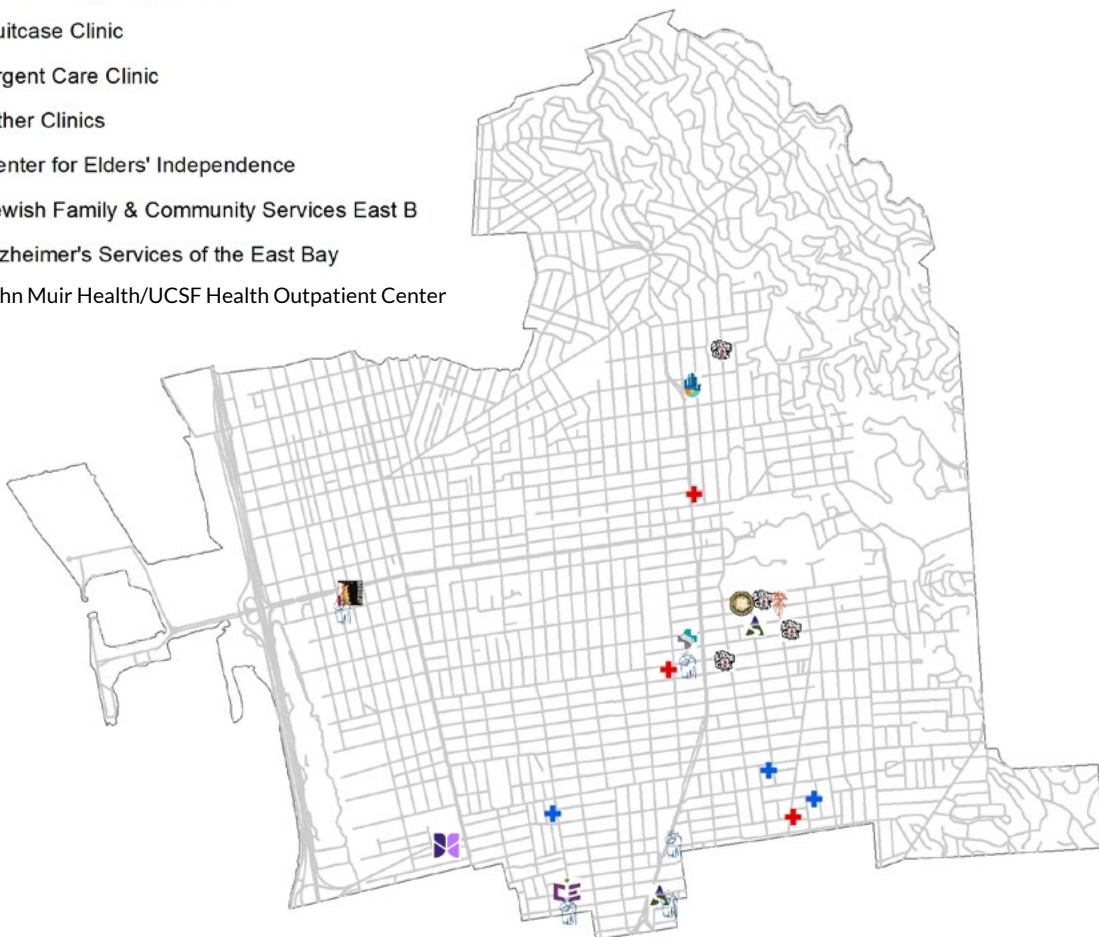
LifeLong Medical Care offers a Geriatric Dental Program at several locations and with a mobile van.

## HEALTH CARE MAP

### Legend

-  Alta Bates Summit Medical Center
-  LifeLong Medical Care
-  Ann Chandler Public Health Center
-  Berkeley Free Clinic
-  UC Berkeley Tang Center
-  Suitcase Clinic
-  Urgent Care Clinic
-  Other Clinics
-  Center for Elders' Independence
-  Jewish Family & Community Services East B
-  Alzheimer's Services of the East Bay
-  John Muir Health/UCSF Health Outpatient Center

*Alameda County is above the 90th percentile for the ratio of primary care doctors to population*

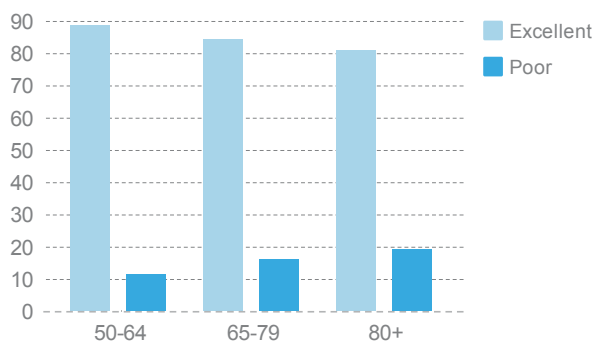


There are many healthcare options along the main city corridor which runs through downtown. Stanford and John Muir Health care have both moved into South Berkeley, but there are few options available in West Berkeley. Several service providers such as Alzheimer's Services of the East Bay, CEI, and Jewish Family & Community Services are also concentrated near downtown.



## COMMUNITY SURVEY RESULTS

### Health by Age Group



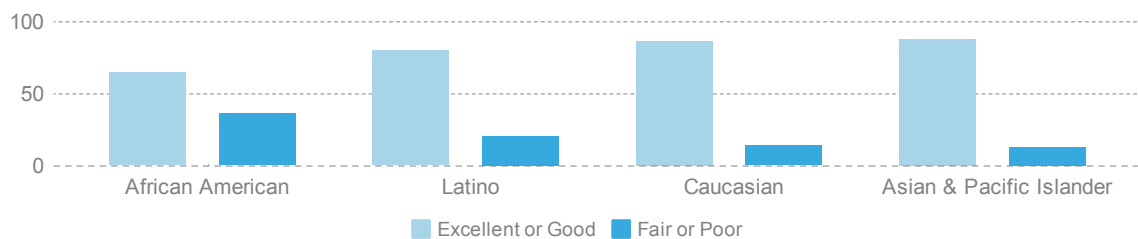
Overall, subjective reports of health are good among older adults in Berkeley who responded to our survey.

However, there are predictable disparities in self-reported health across income and race. The graph below shows a trend similar to what is found in most studies nationally of the relationship between health, race, and financial resources. Berkeley is continuing its work on eliminating disparities.

### Health by income



### Health by Race



### According to the Alameda County Plan for Older Adults 2016-2017,

15.7%

of Berkeley residents over 60 have MediCal

48%

of Alameda County older residents have avoided needed medical care because of cost

39%

of older, low-income Alameda County residents are "very concerned" about being able to prepare healthy food as they get older



## TAKE AWAYS



**Equity and Inclusion:** Most subjective health reports from residents are good to excellent; however, disparities are apparent in Berkeley along socioeconomic and racial lines. Addressing this is a priority of the City and County Public Health Departments, and more is being done. However, this may require expanding current programs, adding new ones, and implementing policy changes.



**Information:** Even though there are abundant healthcare resources in Berkeley and surrounding cities, care navigation, in-home care and memory care are three areas where there is a gap. Seniors who need support to stay at home often need help finding service providers but may not be able to afford services unless they qualify for Medi-Cal. Those who are just above income guidelines struggle to find affordable services. A clear source of information about these services and their affordability is needed.



**Infrastructure and Policy:** While Berkeley has many excellent health and community service programs, most are not large or well-funded enough to meet the increasing demand for services. Also, with the planned closure of the local hospital scheduled for 2030, the city will need to continue to work on ensuring residents have access to emergency care.

## ACTION PLAN

### In Process

#### Measure GG



The City continues to work on Measure GG, which focuses on Emergency Preparedness, resilience, & community response capacity. One focus is on utilizing nurses who have relationships with vulnerable community members.

#### Geriatric Housecalls



Lifelong Medical Care provides in-home primary care for homebound seniors and they are expanding this program into Berkeley.

#### Cooking Classes



The schools continue to explore creating an inter-generational program that teaches children to cook healthy food at school so they can bring those skills home.

#### Gateway Program



The Berkeley Continuum is piloting a prevention/intervention program that helps older adults proactively plan for their aging experience.

### Year 1

#### CalFresh Restaurants



Encourage Berkeley restaurants to participate in CalFresh so those who are not able to cook can buy prepared meals as an alternative to the grocery program.

#### Exercise & Nutrition



Implement additional health related programs in senior centers and in the community, e.g., around nutrition and exercise, and walking groups with targeted outreach to under served groups.

#### SIPP



Increase awareness of Alameda County's Senior Injury Prevention Program (SIPP) by educating seniors, healthcare providers, case managers, and emergency responders about fall prevention. Ensure there is equitable access to the program.

#### Memory Care Planning



Convene a summit on memory care to plan a community response to dementia and related diseases

### Year 2-3

#### Case Managers



Identify funding for additional geriatric case managers and community health workers for the general population and for people experiencing homelessness.

#### In-home Service Providers



Develop and implement a plan, including new funding streams, to lower costs and expand access to in-home services.

#### Affordable Navigators



Launch a program of affordable navigators (as opposed to comprehensive care managers) to help older adults address basic system navigation needs (public benefits, housing, service referral).

#### Trusted Referrals



Focus efforts to recruit, train, and retain a quality workforce of home care workers and develop a centralized, easily accessible source for vetted referrals for in-home care.



# Transportation

Berkeley is connected to the Bay Area by way of several public transportation options. Bay Area Rapid Transit (BART) has three stations in Berkeley and AC Transit, the bus line for the county, has 155 bus lines throughout the region. Currently, the city is working to improve transportation options with strategic plans that address barriers to walkability and transit safety. There need to be additional resources for addressing driving safety and improved collaboration between transportation, technology, and aging organizations in the county to ensure that the public's needs are met across neighborhoods and all modes of transit.

## AGE FRIENDLY RESOURCES

### Public



AC Transit and BART have a senior discount and have priority seating for seniors.



City Planning & Development department is addressing transportation and street safety to ensure comfortable, safe environments.



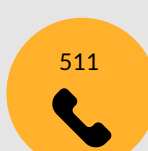
App ride hailing vouchers and taxi script services are available through the City.



East Bay Paratransit is available for door-to-door transportation services for people with disabilities.



The Senior Center shuttle is available to bring people to the center and for organized outings.



511 is the phone number and website to plan travel on fixed-route public transportation throughout the Bay Area.



Bicycle Boulevards are streets with slower, lower traffic volume. Large painted street markers and street signs on each block clearly mark the designated bicycle areas.

### Nonprofit



Free CIL travel training for people age 55+ and/or with disabilities: One-on-one instruction for accessing fixed route transit, mastering specific trips, and use of mobility device on transit.



This American Cancer Society program provides transportation to appointments for cancer patients.



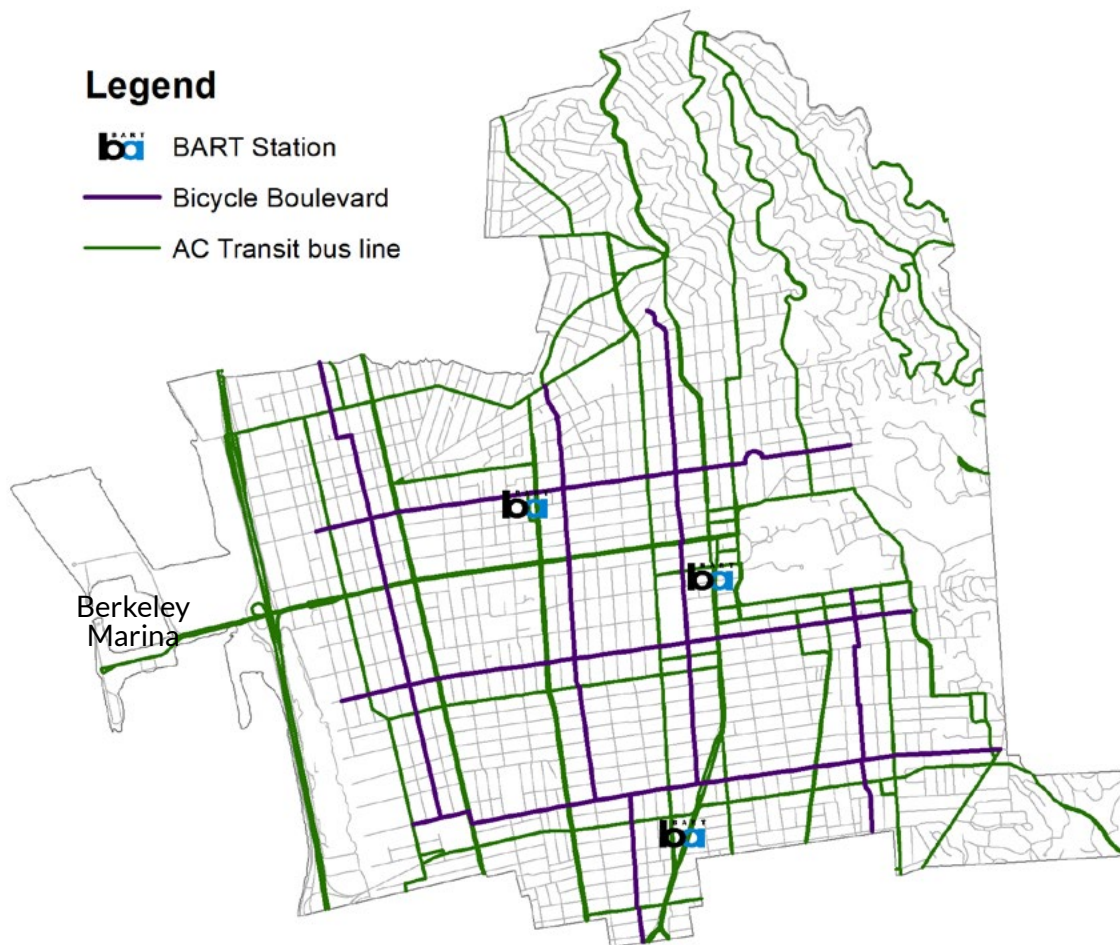
The Center for Elders' Independence runs a PACE center in Berkeley and has vans that provide transit for their elders to the center, medical appointments, and field trips.

### Private



Bay Area companies like Uber, Lyft, SilverRide, and Chariot offer ride sharing services, including new programs that doctors can use to order rides for their patients.

## TRANSIT MAP



With three BART stations and major AC Transit bus lines, most of Berkeley is well connected by public transportation. However, residents who live in the Berkeley hills have less frequent buses and not all station stops throughout the city are covered or well lit.

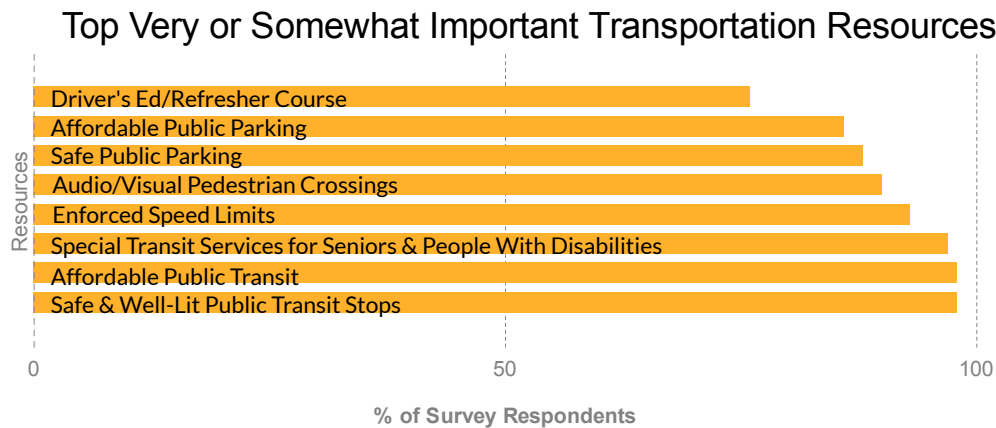
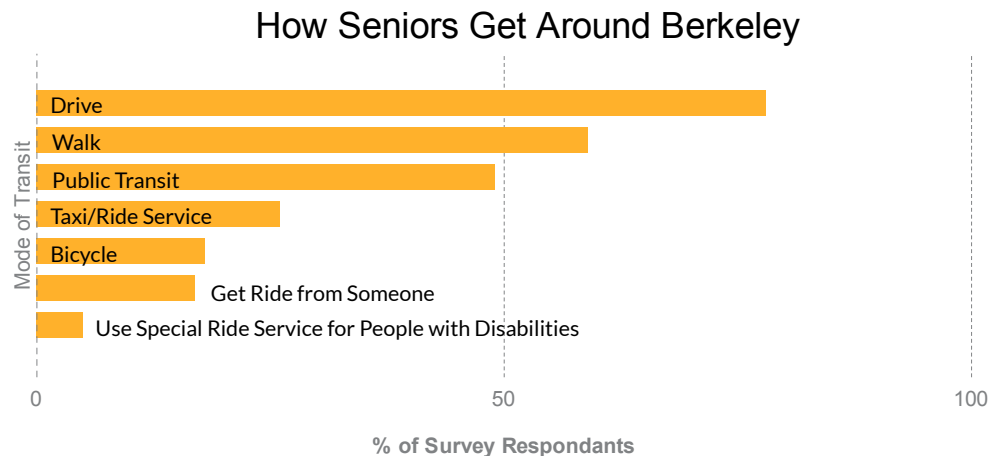
Bicycle Boulevards help make cyclists and pedestrians safer. Plans for additional improvements are underway.

A new ferry boat, Tideline, connects the Berkeley Marina to downtown San Francisco for commuters.



# DATA

One of the main reasons Berkeley was rated positively by survey respondents as a place to age was **walkability**. However, sidewalk disrepair and traffic safety are issues raised by many residents. While Berkeley has made an effort to be accessible (curb cuts, etc.), trees often cause sidewalks to become uneven and some survey respondents also reported feeling unsafe crossing the street. Most people who responded to the survey said they drive to get around town, and highlighted parking as a problem. Many people thought driver education for seniors would be an important resource to have.



## According to focus groups conducted by the Berkeley Continuum

- Participants felt that the City’s taxi voucher system is useful but is too limited by the number of times it can be used and the purposes for which it can be used. In addition, many people did not know that vouchers were available. Ride sharing apps can be helpful, but they are still too expensive for many people to use regularly.
- Participants said they want public transit to be more frequent and more flexible.



## TAKE AWAYS



**Infrastructure and Policy:** Many survey respondents felt that one of Berkeley's best traits is its walkability. However, sidewalk disrepair and pedestrian safety concerns can be a barrier. The Bicycle Boulevards and some new protected bike lanes are a safety improvement, but there is still more work to do.



**Equity and Inclusion:** Social activities, volunteer opportunities, and jobs are important, but without thoughtful infrastructure and transit programs that help seniors get where they need to go, these resources will not be utilized to their fullest extent. BART and AC Transit help connect Berkeley to the rest of the Bay Area, but issues like the "last mile," not having benches at station stops, and inadequate lighting can be a problem for some older people and prevent them from using these services.



**Information:** Even with abundant public transportation options, many people want to maintain the freedom of driving, and want to do so safely. Many people are interested in safe driving refresher courses, but there are limited local options for these courses. Stigma may be an issue and classes should be advertised carefully to prevent promoting stereotypes and to make sure people feel comfortable attending.

## ACTION PLAN

### In Process



A plan considering safety, walkability, lighting, etc., is in development for commercial areas.



The City is in the early planning stages for a new senior shuttle, funded with County Measure BB funds, that will address some current public transportation limitations



The City is developing a plan to address broken sidewalks throughout the city and working to prevent future problems.



Berkeley's Strategic Transportation (BeST) plan strives to allow residents, students, and visitors of any age, background, and ability to have equal access to move throughout the city.



A new Aging Services Transportation Coordinator will oversee paratransit and senior center shuttles, will expand the senior shopper shuttle, and will expand mobility management and travel training.

### Year 1



Promote older driver safety by linking them to defensive driving classes, such as those offered by AARP and the Safe Driver program promoted in the Berkeley Senior Center.



Help individuals learn how to use public transportation options with educational programs and a pool of volunteers willing to be companions on public transportation trips.

### Year 2-3



Improve collaborative planning between City Planning, Aging Services, and local transportation companies to increase public transit access for older adults; partner with carpool and private transportation services.



Improve citizen experience of transportation infrastructure, e.g., benches, shelters, traffic signals, and pavement on pedestrian sidewalks.



Advance the reliability, frequency, and local travel destinations for transit, especially in such areas as the Berkeley hills that have limited access.



Partner with community agencies to increase transportation options by better utilizing and organizing shuttles during off-hours




# Outdoor Spaces & Buildings

Berkeley values its green space, with many city parks, parklets, and miles of walking trails. Thanks to Ed Roberts, who led the disability rights movement as a student at UC Berkeley in the 1960's, accessibility of outdoor spaces and public buildings was advanced with nearly universal curb cuts, accessible city-owned buildings, and a robust set of non-profit organizations dedicated to ensuring that the needs of all residents and visitors are considered in the built environment. Improvements that go beyond ADA compliance and additional programs for older adults with varied physical abilities will make the city even more livable for everyone.


## AGE FRIENDLY RESOURCES

Public




**Parks & Rec Adult Classes**

City Parks & Recreation programs include adult classes such as painting, yoga, and Tai Chi.




**ADA Compliant Buildings**

New businesses, housing developments and redevelopments are required by the City to be ADA compliant.




**Parklets**

A city ordinance has allowed several 'parklets' to be built, which provide outdoor seating and tables in commercial areas; at least six more are planned.




**EBRPD**

East Bay Regional Park District, the largest urban regional park district in the US with about 120,000 acres, has a variety of free and affordable outdoor activities and volunteer opportunities.




**Accessible Streets**

Sidewalks, curb cuts, street lighting, benches, and traffic calming devices are developed in most areas.



**Senior Aquatics**


City Parks & Recreation organizes several aquatics classes specifically for older adults and people with disabilities.



**Customer Service Center**


The City's Customer Service Center has been renovated to be more accessible with lower counters, better lighting, and large screens.

Nonprofit & University




**Bay Area Outreach & Recreation**

BORP provides opportunities for people with disabilities to enjoy the outdoors, including special programs for veterans.



**UC Botanical Garden**

The UC Botanical Garden is 34-acres with over 10,000 different plant species. With paved paths throughout the garden, it is an accessible place to enjoy nature and learn about conservation.



**Berkeley Walks**

Berkeley Walks organizes 30 minute walks 3 days a week for all levels of UC Berkeley faculty and staff.

AGE-FRIENDLY BERKELEY

38

## PARK MAP



With parks spread out across the city, there are many opportunities to enjoy the outdoors. However, the quality and availability of amenities such as bathrooms, benches, and lighting vary across parks. There is a bus from downtown directly to the Marina and the Botanical garden, but public transit access to some other parks is limited. It may be necessary to drive to some parks, especially for those traveling from destinations other than downtown.

## DATA

One of the top reasons survey respondents rated Berkeley positively as a place to age was walkability.

**59%** said they walk      **18%** said they bike

...as a form of transportation for errands and appointments

However, sidewalk disrepair and traffic safety are issues raised by the community. While Berkeley has made an effort to be accessible (e.g., curb cuts), trees often cause sidewalks to become uneven and some survey respondents reported feeling unsafe crossing the street.

## TAKE AWAYS



**Infrastructure and Policy:** While there are many green spaces around the city, amenities to make spaces safer and accessible, like public bathrooms, lighting, and benches, are variable. In addition, while some areas of the city, such as downtown, have various public transportation options, accessing parks from other areas requires a car or multiple bus lines.



**Equity and Inclusion:** The city started implementing accessibility standards ahead of many other places, but improvements to sidewalks, bus stations, and other outdoor spaces have not continued with the same momentum. The city is aware of these problems and assessing where to invest in additional accessibility efforts.



**Information:** There are many wonderful parks throughout Berkeley, but information about these parks, their programs, and the accessibility of activities are not easy to find and the city website is not always up to date with information.

## ACTION PLAN

### In Process



#### More Classes

City Parks & Recreation staff are considering additional classes and programs for older adults.



#### ADA Self-Evaluation

The Public Works department is implementing a self-evaluation to review the built environment for ADA compliance, inviting comments from older adults



#### CPTED

The City Planning Department is using 'Crime Prevention Through Environmental Design' (CPTED) to address safety issues and uncomfortable spaces.



#### T1 Funds

Funds from local Measure T1 will be used to improve existing infrastructure and facilities in the city.

### Year 1



#### Age-Friendly Parks

Assess needs and secure funding to improve park bathrooms, lighting, parking, and other facilities for the older population; identify and advertise parks that are already Age-Friendly.



#### Park Access

Ensure that green spaces are accessible by various transportation modes and to those with mobility challenges, including shuttle access, smooth pathways, and room for wheelchairs next to benches.



#### Signage

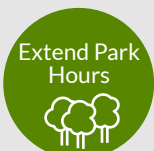
Encourage large, easily visible street numbers on businesses and houses.



#### Web Information

Add a link on the City of Berkeley website to outdoor recreation activities for older adults.

### Year 2-3



#### Extend Park Hours

Open public park exercise areas (James Kenney & Live Oak Parks) during the day in addition to the current 3 nights/week.



#### Re-Open Pool

Re-open the Willard Pool to improve public access to recreational swimming in South-East Berkeley



#### Safe Routes

Create safe routes to common destinations that have well maintained sidewalks, large signs, and good lighting;; create safe route maps.



#### Older Pedestrian Input

Ensure that older adults have opportunities for input into the development of the Master Pedestrian Plan by reviewing meeting times and consulting the Commission on Aging.





## Social Participation & Civic Engagement

A variety of social opportunities are available for older adults in Berkeley. These include fitness, art, education, political and cultural activities. While the vast majority of survey respondents indicated that they participate in social activities at least a few times a week, transportation and affordability of activities were raised as barriers. Making activities more affordable, accessible, and widely advertised would help residents, particularly isolated seniors, participate.

## AGE FRIENDLY RESOURCES

### Public



Senior Centers serve hundreds of people daily with group classes and activities including meals, foreign language, memoir writing, music, field trips, dance, and birding. They also have voter registration materials.



The City's 43 Boards & Commissions attract numerous seniors from across the city, including to the Commission on Aging.

### Nonprofit & University



UC Berkeley Osher Lifelong Learning Institute offers a wide variety of classes for adults 50 and older.



J-Sei is a community center that offers a space for inter-generational activities and services that pass on Nikkei values and traditions.



The Jewish Community Center organizes group "Trips Around Town" for seniors and has adult classes, lunches, clubs, and events.



The Center for Elders' Independence organizes social activities and has an adult day health center as part of their PACE program.



The Center for Independent Living advocates with and for people of all ages with disabilities and offers organized social activities.



Ashby Village members organize events, volunteer activities and various interest groups that meet regularly including advocacy, poetry, bridge, movies, and technology.



A support and advocacy group for LGBTQ seniors, Lavender Seniors has a 'Friendly Visitor' program and monthly lunches to keep members connected.



As a major local employer, the UC Berkeley retirement center connects 2,245 UC retirees in Berkeley and Albany with volunteer opportunities, book clubs, workshops, and Retirees' Associations.



The Berkeley Lawn Bowling Club is a nonprofit outdoor sport club that has been active since 1928. Members offer free classes to the public.



The East Bay Gray Panthers are an intergenerational advocacy group fighting for social justice and combating ageism.



A new advocacy and social justice interest group growing out of Ashby Village meets to discuss and plan advocacy efforts.



The Berkeley Continuum is a non-profit group that is working to ensure that a continuum of services and supports are available for older people to age in their communities.

DATA

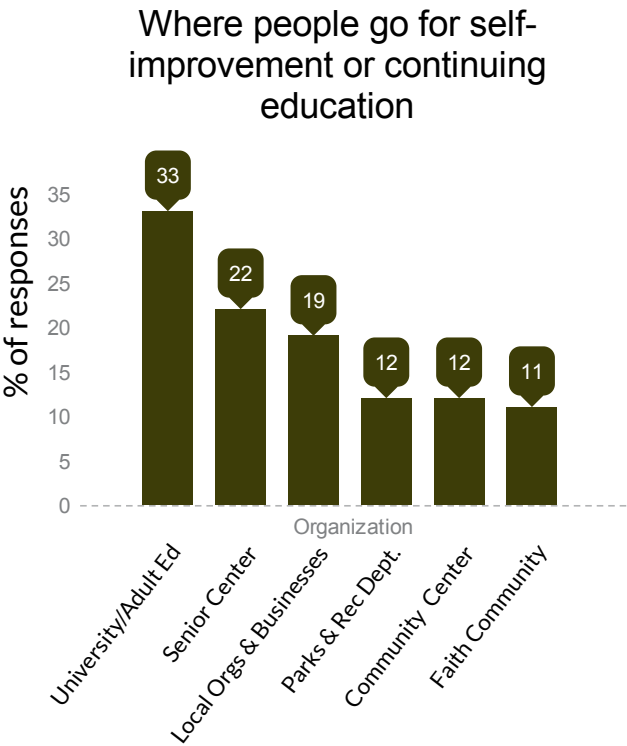
One of the top reasons Berkeley was rated positively by survey respondents as a place to age was the availability of many different services and activities. The vast majority of survey respondents said they are actively participating in social activities. However, various surveys indicate that 6-11% of Berkeley seniors socialize less than once a week and follow up is needed to identify the needs of these isolated seniors.

89% said they socialize at least a few times a week

60% said they participate in continuing education or self-improvement classes

91% said it is important for them to have a range of opportunities to volunteer

31% said they have transportation to and from volunteer activities



According to focus groups moderated by the Berkeley Continuum

- Some people had been to the senior centers and liked them. However, a few people said they did not like the senior center, with some adding that it seemed "depressing".
- Participants who lived in multi-unit housing indicated that they needed more information about what activities were happening in the community.
- Those living in single family homes showed more interest in finding ways to be connected to social activities.

Berkeley has a long history of being at the center of social movements. Older adults in the community are heavily involved in local politics.

54% said it is very important to have opportunities to participate in local government and decision making

>75% said their community has volunteer and civic engagement opportunities

80% said it is important for them to have opportunities to participate in local councils and committees

78.1% of registered Berkeley voters participated in the 2016 election, higher than the county turnout (75.42%)

## TAKE AWAYS



**Infrastructure and Policy:** Transportation to activities, language accommodations, and making activities accessible is especially important for seniors who are at risk of isolation and are not typically included in community events. Reducing barriers to participation with infrastructure and policy improvements will make community events and activities more inclusive.



**Equity and Inclusion:** Active civic engagement has been a prominent part of Berkeley's history and continues to be important to residents of all ages. Opportunities for older adults with a variety of physical abilities, cultural backgrounds, and languages will help foster a stronger sense of community, both intergenerationally and among older adults in Berkeley.



**Information:** Having activities available will not be enough to ensure that everyone has a way to participate. We want to also ensure that there are various modes of communicating information about the programs so that those without computer access or who are more isolated will have information about services and activities they can participate in. This will also require communicating information in multiple languages and in written and audio formats.

## ACTION PLAN

### In Process



Measure  
GG

Older adults are included in Measure GG (emergency preparedness) outreach and workshops, especially to consider isolated and low-income seniors.



Senior  
Center  
Upgrade

The North Berkeley Senior Center building is being upgraded with \$5.8 million in local T1 funds to accommodate additional community programs. Input from older adults who use the senior centers was used in developing the plan.

### Year 1



Senior  
Centers

Reframe "senior centers" and modify programming to attract "younger" seniors.



Diversify  
Activities

Plan additional intergenerational community activities that encourage participation of different ages and cultures.



Meeting  
Timing

When possible, schedule public meetings when it is convenient for older adults and offer transportation options for people who may not feel comfortable traveling alone at night.



T1  
Spending

Consider older adult comments and public input to T1 infrastructure expenditures to ensure public spaces are developed with the needs of older adults in mind.

### Year 2-3



Collaborate

Help neighborhood associations, formal and informal groups, and city agencies focus on providing opportunities for older people to participate, especially low-income, isolated and disabled seniors.



Activity  
Directory

Create an easy to access directory of Age-Friendly organizations, activities and engagement opportunities for older adults.



# Employment & Economic Security

Our community survey and focus groups found that the cost of living throughout the Bay Area is a prominent concern among older adults. Many older people are worried they won't be able to afford their property taxes or rent, and the cost of transportation and food continue to rise. Retiring may be a financial impossibility for many people in Berkeley. It is critical to ensure there are local job opportunities for people of all ages and abilities and adequate financial support and advice for those who can no longer work. .

## AGE FRIENDLY RESOURCES

### Public



Minimum Wage

In October 2018, Berkeley adopted a \$15 minimum wage which will help all those who work in Berkeley make a basic wage.



Clean City Program

The Clean City Program, managed by BOSS, hires people experiencing homelessness for temporary jobs cleaning sidewalks in the City while BOSS helps them navigate their housing and health services.



Very Low Income Tax Refund

For seniors 65+ who have a household income less than \$46,500, certain city taxes can be refunded, such as Sanitary Sewer fees and the School Maintenance tax.

### Nonprofit & University



ASSETS

ASSETS Senior Employment Program provides job training and job search assistance for Alameda County residents age 55+.



East Bay Works

The Berkeley Adult School & Career Center offers workshops, career fairs, computer access for job searching, and one-on-one assistance to help adult job seekers.



Legal Assistance for Seniors

LAS is a nonprofit legal assistance organization that helps senior clients with legal problems such as changes to public benefit payments and elder abuse cases including financial abuse.



Encore

Encore is a Bay Area company that helps adults 50+ find impactful work in the social sector, mentor younger adults, and participate in advocacy for older adults.



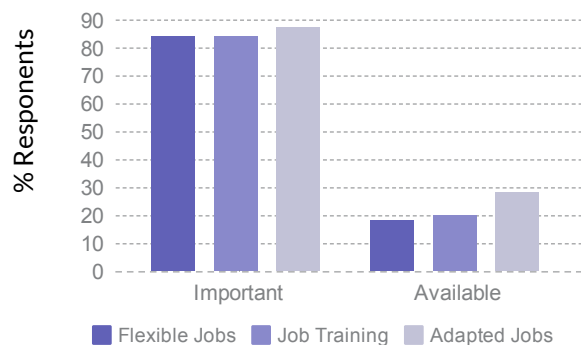
UC Retirement Center

The UC Berkeley Retirement Center gathers information about resources for retirees who are looking for part-time work or volunteer opportunities.

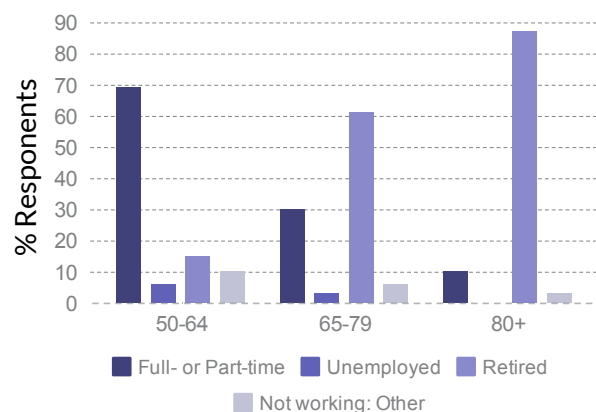
## DATA

While many older adults expressed interest in job training, flexible jobs for older people, and jobs that are adapted for older people, few thought these resources were available.

### Important and available employment resources

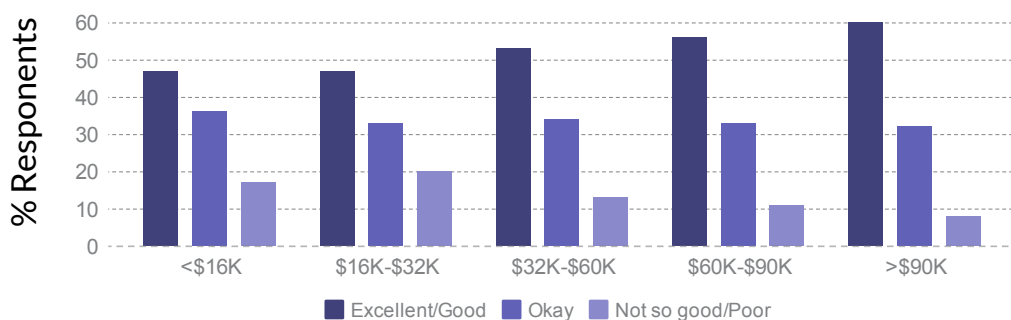


### Work Status



Focus groups and survey respondents consistently named financial security and the cost of living in the Bay Area as their top issues. When looking at how older adults rated Berkeley as a place to age on the survey, answers vary by income group, with higher income groups more likely to rate Berkeley as "Excellent/Good" and less likely to rate it as "Not so Good/Poor"

### Rating of Berkeley as a place to age by income group



According to the Alameda County Plan for Older Adults 2016-2017,

# 51%

of Berkeley residents age 60+ said they were "concerned" or "very concerned" about having enough income to meet their basic needs

# "Income for basic needs"

was the top concern among older adults county-wide and in Berkeley



## TAKE AWAYS



**Infrastructure and Policy:** Financial stress is common among older adults in Berkeley. There is a wide range of incomes that are creating a disparity in how residents view the city as a place where they can stay as they age. To prevent further displacement, there needs to be more affordable housing units and other programs to help people stay in their communities.



**Equity and Inclusion:** There are not enough jobs that offer the flexibility and accommodations that some older workers are looking for. This is a major issue for those who are choosing to work longer and those who need to because of financial concerns. Access to jobs needs to be addressed through policy and business incentives.



**Information:** Though the city has a number of programs designed to help low-income seniors, it is clear from focus groups that not everyone is aware of these programs. Additionally, there is a need to expand these programs beyond what is considered "low-income" for the purposes of federal benefit programs because the cost of living in the Bay Area is so much higher than the national average.

## ACTION PLAN

### In Process



The City Economic Development department is working on outreach and a small business forum regarding succession planning and how to help older adults plan for their next phase.

### Year 1



Offer workshops and education on financial planning and elder fraud abuse.



Broaden communication of assistance with local taxes for low income residents.

### Year 2-3



Consider a program of Elder Friendly business certification (Elders in Action provides this in Portland) which would indicate businesses that accommodate both older workers and customers.



## Respect & Social Inclusion

The students at UC Berkeley are an excellent example of a volunteer resource, from student groups specifically created to improve the welfare of older adults to individuals who sign up to volunteer, for example at the Senior Centers, Meals on Wheels and Ashby Village. Seniors in Berkeley are diverse and may have many intersecting identities that make them more or less vulnerable to agism and other forms of discrimination. Volunteer and service programs keep these issues in mind when engaging with local residents.

## AGE FRIENDLY RESOURCES

### Public

#### Accessible Documents



Large print materials of public documents are available through the City Clerk's office.

#### Accessible Customer Service



Counters in all city public service areas are accessible and staff are trained to assist people with disabilities.

#### Meals on Wheels



Volunteers in the community bring hot meals to isolated and frail seniors and socialize with them.

### Nonprofit & University

#### Bears for Elder Welfare



Bears for Elder Welfare is a student organization at UC Berkeley intended to help improve the well-being of local older adults and to foster respect for elders among Berkeley students.

#### Berkeley Student Co-Op



Members of UC Berkeley's student Co-Op volunteer to assist Berkeley seniors to remain in their homes as long as possible.

#### CIL Wellness Program



CIL runs 10 week workshops for older adults with new limitations that helps them gain skills they need to overcome barriers to independent living and so they can continue to participate in their communities.

#### Forget Me Not



Forget me Not is a phone call program that partners socially isolated older adults with compassionate high school volunteers for conversation and to forge social bonds.

#### AV Volunteers



Volunteers of all ages help facilitate Ashby Village activities, including support groups.

#### Lavender Seniors



Lavender Seniors give service providers who are LGBTQ allies "The Emblem" which is a marker that states "Safe, Visible and Celebrated."

#### AltaBates Tele-Care



AltaBates Medical Center runs a program where volunteers call daily to check-in on people who opt-in to the program and alert emergency contacts if unable to reach someone.

#### Well connected

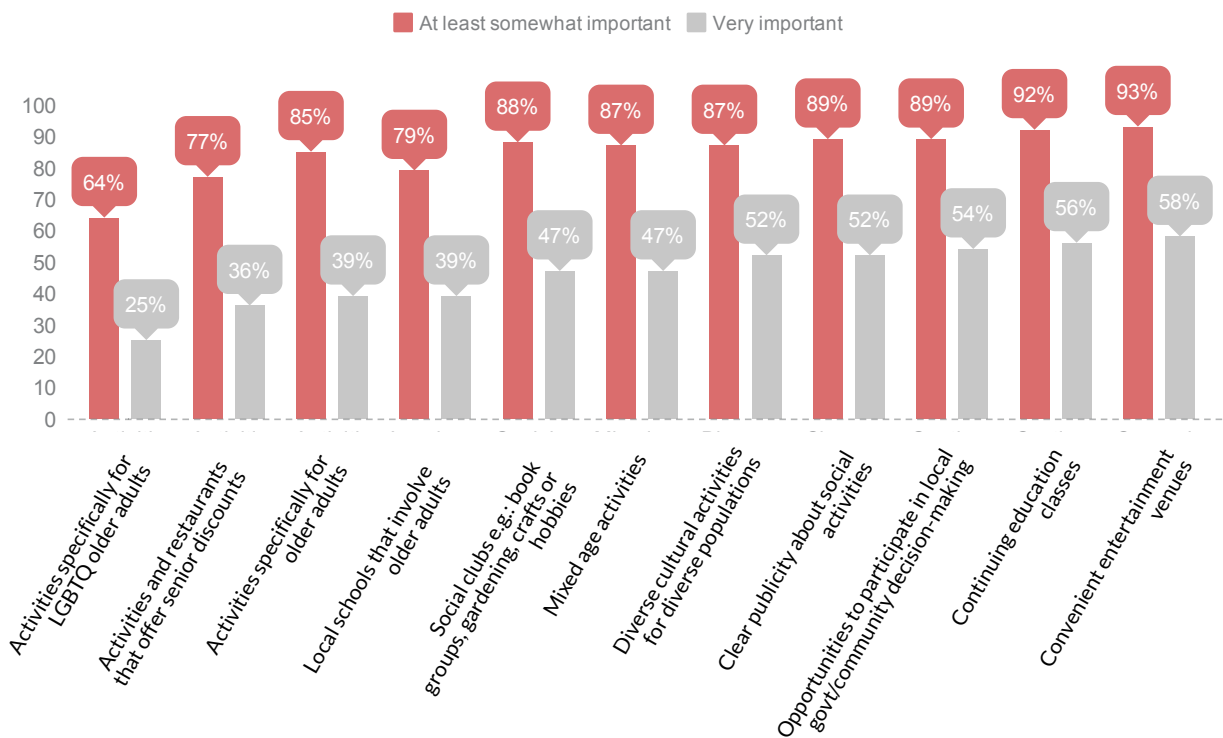


Covia manages Well Connected, an online and over the phone support for individuals and social groups.

# COMMUNITY SURVEY RESULTS

As a "college town", there are many activities and organizations in Berkeley that are focused on attracting the younger generations. Older adults are also active in the community and identified a wide variety of social resources they consider important.

Top Responses for Important Social Resources



The vast majority of our survey respondents have someone to socialize with at least weekly and have friends or family to turn to when they need help. At least 6% of the respondents, however, socialize less than once a week and the survey did not capture some of the more isolated seniors.

94%

of survey respondents socialize at least once a week

68%

of survey respondents would turn to family, a friend, or a neighbor if they needed information about services

## TAKE AWAYS



**Equity and Inclusion:** Seniors in Berkeley are a diverse group, some with many intersecting identities. Language, race, immigration status, sexual orientation, gender, income level, housing status, and other factors all play a role in the way seniors experience life in Berkeley and it is important for volunteers and service providers to keep this in mind.



**Information:** The people who filled out our survey are involved in activities in the community and most are socially connected. However, we know this is not representative of the larger community because our survey relied on community organizations and social networks for distribution. Some of the reasons people don't participate in the community is because they are isolated and/or don't know about the activities or resources that could help them participate. The City and organizations need to communicate information clearly and reach out to people who may be more isolated.

## ACTION PLAN

### In Process



Prevent Isolation

Working with the Berkeley Continuum and established student groups, home visits are being offered to socially isolated seniors.



Media Campaign

Older adults are included in public imagery of local media campaigns, positively and without stereotypes; community members are consulted as to how best to portray older people.



Public Schools

Inter-generational programming is continuing to be fostered in schools and in the community, such as student interns and volunteers.



Public meetings

Communication devices are available to ensure that seniors with hearing difficulty are able to participate in public meetings.

### Year 1



Part of the Family

When "family" events or activities are organized by the City or other organizations, include older adults as part of the target audience, not only children and families.

### Year 2-3



Inter-generational Event

Organize an annual inter-generational event that celebrates the value of people of different ages and fosters understanding across generations

Richard Bernack



# Communication & Information

While there are a myriad of programs, events, and activities throughout Berkeley, it is often difficult for older adults to find what they want or need. Many older adults have internet access either through their mobile phone or at home, but websites are not intuitive or easy to navigate. Input from older adults about their needs and how they are currently getting information will help tailor existing communication to better meet their needs.

## AGE FRIENDLY RESOURCES

### Public



**3-1-1**  
3-1-1 is a non-emergency single point of contact for the City that helps direct people to the appropriate department for information or services.



**Accessible Documents**  
Large text and alternate formats of public records are available.



**Eden I&R 2-1-1**  
Alameda County residents have access to a 2-1-1 phone line, managed by the nonprofit Eden I&R, for information and referral services.



**My Senior Center App**  
This App is available in senior centers for information about daily activities and for internal tracking.



**The Nugget**  
The monthly newsletter for Berkeley's senior centers is distributed to 200 seniors via email and is available in hard copy at the centers. It announces class schedules and events.



**Public Libraries**  
There are 5 public libraries in Berkeley. They host the Berkeley Information Network, an online database of local resources that can be accessed on their website and that has a specific section for seniors.

### Nonprofit & University



**CIL I&R**  
The Center for Independent Living's (CIL) Information and Referral (I&R) is a program that provides information on free disability-relevant community resources.



**CTA**  
The Center for Technology & Aging (CTA) at UC Berkeley is designed specifically to encourage and enhance the development of new technologies for the aging population.

### Private



**Berkeleyside**  
Berkeleyside is a local independent news site for Berkeley residents reporting on local events and issues that has an average of 270,000 unique users each month.



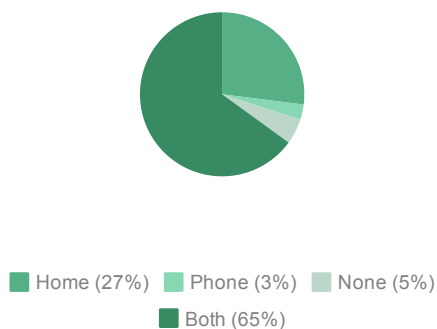
**Nextdoor**  
The NextDoor website helps neighbors communicate. Individuals need to verify their address through the mail to use it. Many older people in Berkeley accessed our survey through announcements on this site.



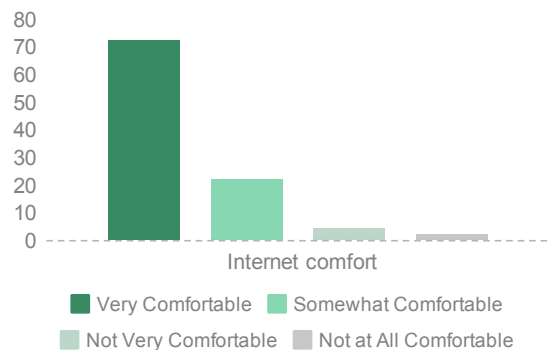
## DATA

Some information regarding internet use among seniors emerged from the community survey. Many residents who submitted the survey did so online, making the sample slightly skewed towards more internet savvy people. Even though the majority of respondents said that they were comfortable using the internet, almost half indicated they would be interested in internet/technology classes if they were available.

### Internet Access



### Comfort Using Internet



An independent needs assessment contracted by the city as part of their Digital Divide project found that some of the barriers for older adults in using technology include:

Basic  
Training

Quality  
Devices

Reliable  
Internet

46%

of survey respondents would be at least somewhat likely to use Internet/Technology training if it was free or low-cost

270,000

people on average read Berkeleyside each month

3,492

2-1-1 calls were made by Berkeley residents between January and August 2018

5,211

2-1-1 referrals were made between January and August 2018

### According to focus groups done by the Berkeley Continuum and the Age-Friendly Berkeley Initiative

- Many older people are concerned about how to navigate different systems in the city, including resources for transportation, housing, and healthcare
- Most people want to be able to call someone or go somewhere to find information about services, but they don't know of any "one stop shop" for different kinds of information.
- While people who are members of an organization like Ashby Village or who live in affordable housing with a service coordinator know where to go for help, this situation does not exist for most people.
- Most people said they prefer getting information from a person, either over the phone or face-to-face, rather than online. However, the number of people who can find information online if they need it is increasing.

## TAKE AWAYS



**Infrastructure and Policy:** The city website is difficult to navigate and needs to be updated more regularly in order to be a useful source of information for residents with varying degrees of comfort using the internet.



**Equity and Inclusion:** While most survey respondents said they use the internet, this may be a skewed sample because of the many surveys completed online. Focus groups indicated that older people also get information from schools, their children, or their neighbors. Multiple modes of communication, including paper and online formats, should be used to ensure that older adults are able to stay informed, particularly those who are isolated.



**Information:** While 2-1-1 receives hundreds of calls each month from Berkeley residents and makes referrals to services, it is not clear how many older people use this service and follow through on referrals (the system does not collect this data). This site is also difficult to navigate and does not contain information regarding activities and opportunities for social engagement.

## ACTION PLAN

### In Process



The City website is being redesigned to reduce the number of pages (now 18,000 pages), make it more searchable, and address ADA compliance throughout.

#### Improving 3-1-1



The 311 line is being redeveloped with a new online solution; expected to roll out in 18 months.



A Master Plan is being created that includes improvement to infrastructure for high speed broadband internet access and technology for seniors; and that includes a collaboration with non-profit groups.

### Year 1



Look at the frequency of 311 calls for different services from older residents in order to better understand and support the resources they are seeking.

#### IT Strategy



As part of the City's IT strategic plan, gather input from older adults about how content can be best presented to them.

#### Age Friendly Website



Create an Age Friendly website that provides updates on services, news, projects, and activities.

### Year 2-3



Consider developing a City of Berkeley Mobile app, to facilitate how people in the field triage incidents involving older adults.

#### City Newsletter



Piggyback on the popularity of local newspapers with a Senior Newsletter, similar to the one in Fremont, California, or an Age-Friendly page or link in local newspapers.

## Appendix C: Data Collection

- A. Survey: The AARP Age-Friendly Community Survey was used with a few minor adjustments
1. Circulation: The survey was available between March 1st and April 10
- A link to the online version of the survey was posted on NextDoor and sent as an email blast through the following organizations:
    - The Mayor and City Council Member's websites
    - A City website news announcement
    - Ashby Village
    - University of California Retirement Center Newsletter
    - AARP mailing to local members
    - Member organizations of the Senior Services Coalition of Alameda County
  - A press release announcing the survey was sent out by the local paper, *Berkeleyside*,
  - Hard copies were made available at organizations:
    - All 5 Berkeley Public Library Locations
    - 2 Resources for Community Development senior housing locations
    - 6 Satellite Affordable Housing Associate senior housing locations
    - Both Senior Centers
    - J-Sei
    - Ashby Village
    - Meals on Wheels
    - LifeLong Medical Care Over 60 Health Center
    - Jewish Community Center of the East Bay
2. 1402 residents responded. Analysis provided by Nancy Frank & Associates, Piedmont, CA
- B. Supplemental local reports:
- See [www.berkeleycontinuum.org](http://www.berkeleycontinuum.org) 2017 needs assessment and focus group information used in this report
  - See Alameda County Plan for older adults, May 2016 [https://alamedasocialservices.org/public/services/elders\\_and\\_disabled\\_adults/docs/planning\\_committee/5.2016\\_County\\_Area\\_Plan.pdf](https://alamedasocialservices.org/public/services/elders_and_disabled_adults/docs/planning_committee/5.2016_County_Area_Plan.pdf)
- C Interviews with 18 city staff in 9 City of Berkeley departments: April-May 2018
- D Additional Focus Groups, Public Forum, City Council Presentation and meetings with the Commission on Aging
- City Council Presentation and Workshop: July 17, 2018
  - Additional Focus Groups: September 22, 2018, October 24, 2018
  - Public Forum co-hosted with the Commission on Aging: October 27, 2018
  - Several meetings with the Commission on Aging throughout project

## FOCUS GROUPS SUMMARY

### Latinx Focus Group

**Location:** Bahia, inc.  
**Group size:** 10  
**Average age:** 59.4  
*All lived in Berkeley >20 years*



#### What is working well?

- Good Schools
- Living close to work
- Latinx community
- Cultural diversity
- Advocacy for rights & equality
- Neighborhood is safe

#### What is NOT working well?

- Not informed about resources
- Feel like we're being pushed out
- Growing homelessness issue
- Cost of living; children can't afford to live nearby
- "Low-income" program cut-off doesn't match cost of living
- Neighborhood permit parking
- Homeowner sidewalk responsibility
- High taxes
- Disruption in church community; congregation spread out

#### Top Concerns

1. Affordable housing
2. Cost of living
3. Affordable health insurance
4. Accessible places to get services

#### Some Recommendations

- Linguistically/Culturally appropriate assisted living options
- Affordable dental care resources

### African American (faith-based) Focus Group

**Location:** St. Paul's AME Church  
**Group size:** 9  
**Average age:** 59.4

#### What is working well?

- Feel safe, not threatened: Berkeley is like a "Garden of Eden"
- Diversity
- Church as support system
- Taxi scrip resource through Senior Centers

#### What is NOT working well?

- Vandalism
- Not enough senior housing
- Lack of community cohesion, support
- Maintaining diversity; many are leaving for more affordable communities
- Cost of living, pressure to sell home
- Family/children live far away

#### Top Concerns

1. Cost of living
2. Affordable housing
3. Pressure to move out

#### Some Recommendations

- Centralized information in a senior resource guide
- Fill gaps in public transportation (more bus lines and stops)

### Berkeley Continuum Focus Groups

**Group size:** 57 across 3 groups  
**Age range:** 48-93  
*53% lived in Berkeley >10 years*

See *Berkeley Continuum Needs Assessment* for details  
[www.berkeleycontinuum.org](http://www.berkeleycontinuum.org)

#### Main concerns:

- Housing cost is too high, fear of having to leave Berkeley, affordable housing waitlists too long
- People want in-home supports, but are worried about where to find them, who to trust, and affordability
- Need more access to face-to-face or personalized over the phone systems for navigation support
- Need more frequent and flexible public transport
- Concerns about sidewalk safety



### Berkeley Commission on Aging Forum (2)

**Location:** St. Paul's AME Church  
**Group size:** 36  
**Age range:** 48-93  
*53% lived in Berkeley >10 years*

#### Concerns were similar to those heard elsewhere and focused on:

- how older adults can learn about what goes on in the community [housing health care and transportation were mentioned] and needing online and in-person ways to learn that);
- need for affordable housing
- need for sidewalk safety

**Location:** North Berkeley Senior Center  
**Group size:** 18

#### Concerns and needs were similar to those heard elsewhere and focused on:

- more employment opportunities
- affordable meals
- community navigators/advocates
- transportation in the hills
- more housing for seniors with different levels of care
- more help for those just above "low-income" level
- access to and knowledge of community events (not just for parents and children)

## Focus Group Question Guide

**Question 1:** Imagine that you are describing to people the experience you are having in Berkeley as you grow older. What do you like best about it? What is working well for you? What has been most challenging for you? What are the “age friendly” characteristics that are most important to you?

**Question 2:** Which of the characteristics we just mentioned are strongest or currently lacking in Berkeley?

**Question 3:** Of all the things we’ve listed here, what do think are the priorities? Where should we start if we are going to develop new services, supports or conditions?

*As time allows and depending on focus of discussion:*

**Question 5:** Do you have concerns about whether you will be able to live out your years in Berkeley? If so, why? Where would you go?

**Question 6:** How many of you have access to a computer and the internet in your home or building? Do you ever skype? Other uses?

**Question 7:** How do you want to be able to learn about resources that are available to you as your health and/or everyday needs change? A place (like a center?), a person (like a navigator?) the internet ?

**Question 8:** If someone offered to come to your home to check it out for fall hazards, talk to you about what is available in the community, needs you might have, help you plan and provide you with referrals and linkages, would that be attractive to you?

**Question 9:** If you had to move out of your home because you need more help day-to-day than you can get at home, where would you go? What would be your fears about living in assisted living or nursing situation?

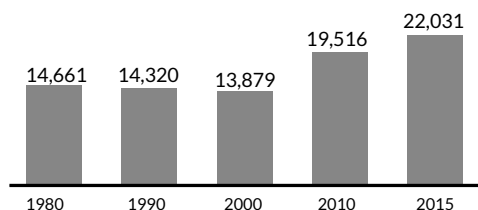
## Focus Group Survey

1. How old are you? \_\_\_\_\_
  2. What is your zip code? \_\_\_\_\_
  3. Did you participate in any recent survey about aging either from Berkeley or Alameda County?
  4. Are you on Medicare or MediCal?
  5. Where do you get your medical care?
  6. Income: What would you estimate was your income last year from ALL sources (social security, retirement, pension, savings, employment, tenants, other)
- Does that income support: Only you, Yourself and a partner/spouse with no other income, Yourself and a partner/spouse with additional income from them, Includes another dependent
8. What are the biggest challenges you are facing (or anticipating) as you age in Berkeley:
- Is there anything else you would like to tell us?

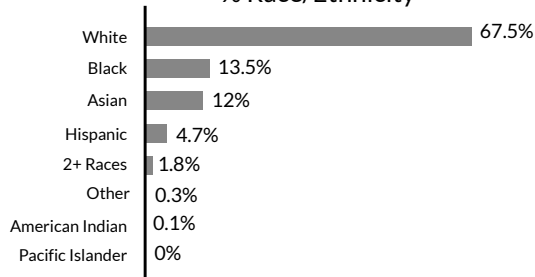


## Berkeley Results from the ALAMEDA COUNTY PLAN FOR OLDER ADULTS 2016-2017

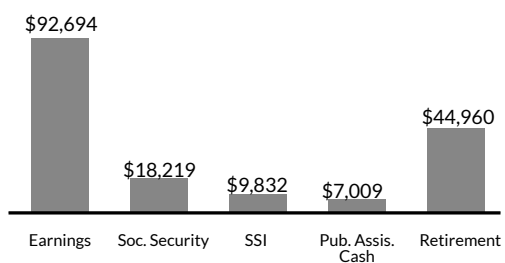
Growth of 60+ population



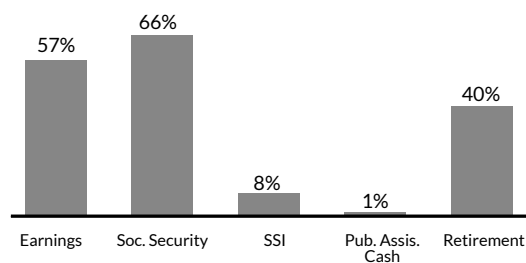
% Race/Ethnicity



Household avg. income by source



% Households with income source



Survey Top 10 Concerns

Rating

1. Income for Basic Needs
2. Inclusion in Decisions
3. Housing Affordable
4. Income for Future
5. Stay in Home
6. Maintain Home
7. Falling
8. Prepare Healthy Food
9. Anxiety of Stress
10. Confusion or Memory

3.4  
3.3  
3.3  
3.3  
3.3  
3.3  
3.2  
3.0  
2.9  
2.7  
2.6

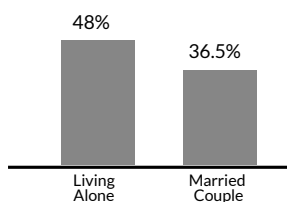
Survey Top 10 Resources Lacking

% Without

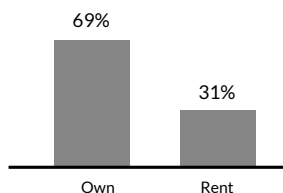
1. Job Opportunities
2. Clean & Well-kept Sidewalks
3. Affordable Housing
4. Safe & Well-lit Streets
5. A Computer You Feel Comfortable Using
6. Housing Suited to Your Needs
7. Resources to Feel Safe
8. Fresh Vegetables & Fruit I Can Afford
9. A Trusted Source to Go for Needs
10. Health Services Culturally/Language Appropriate

31.9%  
21.3%  
19.9%  
16.9%  
16.1%  
15.3%  
14.9%  
12.2%  
11.8%  
11.2%

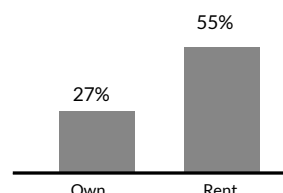
Living Arrangements



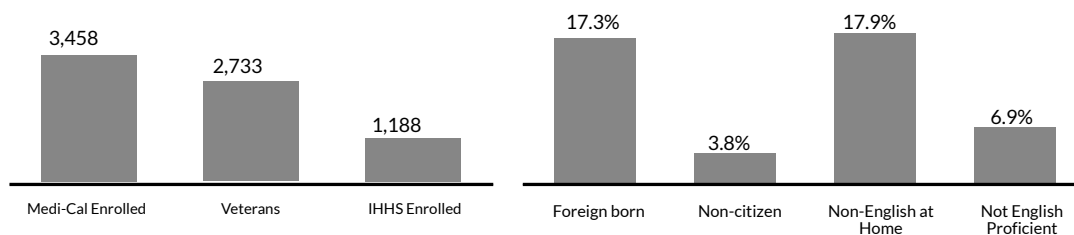
Own vs Rent



&gt;30% Income on Housing



English Proficiency &amp; Citizenship



Notes: Older Adults=60+; Survey Results from AC Older Adults Survey 2015; Concerns rated from high (5) to low (1) with the average of all ratings shown; Bar graphs from the US Census, ACS 2010-2014 Table S0102 and ESRI 2015

This page was copied from the Alameda County Plan for Older Adults 2016-2017 Appendix D

## Appendix D: Useful References

### AARP Livable Communities

<http://www.aarp.org/livable-communities/network-age-friendly-communities/>

AARP Livable Communities: Great Places to Age

<https://states.aarp.org/aarp-livable-communities-great-places-for-all-ages/>

### Age-Friendly Business Certification Programs

<http://www.programsforelderly.com/awareness-elders-in-action-age-friendly-business-certification.php>

### Age-Friendly Communities,

Grantmakers in Aging <https://www.giaging.org/issues/community-development/>

Scharlach, Andrew E.; Amanda Lehning, "Creating aging-friendly communities," *Generations*, vol. 33, no. 2

Aging Survey-*The United States of Aging*; American Association of Retired Persons [AARP] (2012).

<https://www.aarp.org/livable-communities/learn/research-trends/info-12-2012/the-united-states-of-aging-2012.html>

### Alameda County Plan for Older Adults

[https://alamedasocialservices.org/public/services/elders\\_and\\_disabled\\_adults/docs/planning\\_committee/5.2016\\_County\\_Area\\_Plan.pdf](https://alamedasocialservices.org/public/services/elders_and_disabled_adults/docs/planning_committee/5.2016_County_Area_Plan.pdf)

### American Community Survey

<https://www.census.gov/programs-surveys/acs/>

### Berkeley Reports

Age-Friendly Berkeley Continuum Executive Summary and Needs Assessment, 2016

[www.berkeleycontinuum.org](http://www.berkeleycontinuum.org)

Health Status Report (2018)

[https://www.cityofberkeley.info/uploadedFiles/Health\\_Human\\_Services/Level\\_3\\_-\\_Public\\_Health/2018-health-status-report-berkeley.pdf](https://www.cityofberkeley.info/uploadedFiles/Health_Human_Services/Level_3_-_Public_Health/2018-health-status-report-berkeley.pdf)

Berkeley on AARP list of Top Ten "Livable Cities," Streetsblog Cal, June 21, 2018

<https://cal.streetsblog.org/2018/06/21/san-francisco-berkeley-on-aarp-list-of-top-ten-livable-cities/>

Broadband Equity Research Report, May 1, 2018, Nutter Consulting

[https://www.cityofberkeley.info/uploadedFiles/Manager/Economic\\_Development/2018-06-19%20WS%20Item%2002%20Referral%20Response%20Addressing.pdf](https://www.cityofberkeley.info/uploadedFiles/Manager/Economic_Development/2018-06-19%20WS%20Item%2002%20Referral%20Response%20Addressing.pdf)

### Community Need Assessment

Alta Bates Summit Medical Center Community Health Needs Assessment 2016 <https://www.sutterhealth.org/pdf/for-patients/chna/absmc-2016-chna.pdf>

### Fall Prevention

<http://www.cdc.gov/homeandrecreationalsafety/falls/adultfalls.html>

<https://www.ncoa.org/healthy-aging/falls-prevention/preventing-falls-tips-for-older-adults-and-caregivers/>

Food Assistance

[http://www.alamedasocialservices.org/public/services/food\\_assistance/index.cfm](http://www.alamedasocialservices.org/public/services/food_assistance/index.cfm)

Global Age-Friendly Cities: A Guide

[http://www.who.int/ageing/publications/Global\\_age\\_friendly\\_cities\\_Guide\\_English.pdf](http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf)

Poverty

Kushel, MD, Margot. "Growing Older, Getting Poor." New American Media, April, 2015, San Francisco

Senior Center Transformation

<https://www.aarp.org/livable-communities/act/civic-community/info-12-2012/transforming-senior-center-into-21st-century-wellness-centers.html>

Senior Center without Walls

<http://www.seniorcenterwithoutwalls.org/about/>

Social Determinants of Health

<https://www.kff.org/disparities-policy/issue-brief/beyond-health-care-the-role-of-social-determinants-in-promoting-health-and-health-equity/>

<https://www.healthypeople.gov/2020/topics-objectives/topic/social-determinants-of-health>

Technology, David Lindeman, MPH

<https://citris-uc.org/technology-older-adults-new-era-connected-aging/>

Transportation Needs in an Aging Friendly Community

<https://www.aarp.org/livable-communities/learn/transportation-mobility/info-12-2012/meeting-transportation-needs-in-an-aging-friendly-community.html>