



COMMUNITY ACTION PLAN

Approved by the Fairfax County Board of Supervisors, September 2014

Final Summary Report September 2019



To request an alternate version, call (703) 324-5277, TTY 711. Additional details about the Fairfax 50+ Community Action Plan can be found online at www.fairfaxcounty.gov/familyservices/older-adults/fairfax-50-plus-community-action-plan. For services for older adults, visit www.fairfaxcounty.gov/olderadults or call (703) 324-7948, TTY 711, Monday-Friday, 8:00 a.m. to 4:30 p.m.
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2014 Fairfax 50+ Community Action Plan
Final Summary Report

September 2019



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County of Fairfax, Virginia

Letter from Chair of Board of Supervisors 50+ Committee

By 2030, the number of adults older than 65 years of age is expected to increase to 72 million, boosting the aging population in this country to 20 percent, according to the U.S. Administration on Aging. As Chair of the Board of Supervisors' 50+ Committee, we set out to develop a plan that would make Fairfax County a better place to age, a place for our older adults to live safely, independently, and with dignity. We wanted a plan that would be affordable, actionable, and achievable. In such a diverse place as Fairfax County, we wanted a plan that would be driven by the community--one that would embrace all of our vibrant and engaged older adults.

The award-winning 50+ Community Action Plan approved by the Board of Supervisors in 2014 and its 31 initiatives successfully addressed services for older adults and family caregivers, safe and healthy communities, community engagement, transportation and housing. The results of the plan are provided in this Final Summary Report.

I sincerely thank and acknowledge the countless individuals, organizations, County agencies and Commissions that assisted, supported, and participated in the development and execution of this Plan. Special thanks to the Board of Supervisors, past and present members of the Commission on Aging, the Area Agency on Aging, and the champions of the Plan's initiatives for their work in making Fairfax County a better place for our residents to grow older and flourish.

This is not the end; it is the beginning. Our older adult population is expected to continue to grow. The opportunities and challenges persist. Earlier this year we conducted a countywide survey to better understand the experiences, lifestyle, perceptions and challenges faced by those who are aging. This feedback will be critical to developing strategies to serve our aging communities in the future.

We need to continue to address both the challenges identified in the survey and those that have more recently become issues, such as affordability, isolation and dementia. With the continued assistance and vision of our Board, community partners, residents, and staff, I am looking forward to the next iteration of the plan as we work to positively shape the future of aging in Fairfax County.

Very truly yours,

Patrick S. Herrity
Chair, Board of Supervisors 50+ Committee
Springfield District Supervisor

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Pat Herrity, Springfield District, Chairman, 50+ Committee
John C. Cook, Braddock District, Vice Chairman, 50+ Committee
John W. Foust, Dranesville District
Penelope A. Gross, Mason District, Vice Chairman
Catherine M. Hudgins, Hunter Mill District
Jeff C. McKay, Lee District
Linda Q. Smyth, Providence District
Kathy L Smith, Sully District
Daniel G. Storck, Mount Vernon District

Fairfax Area Commission on Aging:

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Mike Perel, Vice Chair, Braddock District
Tom Bash Springfield District
Catherine Cole, At Large
Sharron Dryer, Lee District
Joseph A. Heastie, Providence District
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Kay Larmer, Dranesville District
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Diane Watson, Mount Vernon District
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Jacquie Woodruff, Livable Communities Development

**2014 Fairfax 50+ Community Action Plan
Final Report, September 2019**

INTRODUCTION

Nationwide, the population of older adults has seen significant growth since the first "baby boomers" turned 65 in 2010. As we reported in 2017, the U.S Administration for Community Living expects the cohort of people aged 65+ to rise from 14.9% of the total U.S. population in 2015 to 21.7% by 2040. In Fairfax County, the Department of Management and Budget projects, in its *Demographic Reports 2018*, that the number of County residents aged 65 and up, just under 151,000 last year, will increase to nearly 233,000 by 2035, a gain of 54 percent.

Dramatic growth in the older adult population brings both challenges and benefits. As we wrote in 2017, some forecasters focus on the challenges: Older adults have disabilities and health problems. Many live alone, often in houses unsafe for their occupants. Those who can no longer drive may lose connections to friends and services. Some live on reduced incomes. Some become targets of criminal activity.

But others who study the numbers, like the U.S. Administration on Aging, urge us to see the flip side of aging. Thanks to improvements in health care and healthier lifestyles, people in their 50s, 60s, 70s, and 80s are living longer and better. They travel, they study, they volunteer, they start businesses. They use modern technologies. They engage with the arts. They patronize local restaurants and shops. They vote. With some social and physical supports, they can remain active in their communities for many years to come. We believe a 50+ Action Plan should address the full spectrum of possibilities for this population.

As the current 50+ Community Action Plan reaches the end of its five-year span, sincere thanks are in order. The Fairfax Area Commission on Aging is proud of the champions and County liaisons who have faithfully addressed the needs and interests of older adults in Fairfax County and its partner cities. We honor the volunteers in initiatives like GrandInvolve, 50+ Community Ambassadors, Neighbor to Neighbor, and more, who see giving back to their communities as an important part of later life. We thank the staff of the Fairfax Area Agency on Aging for their hard work and unending support. And we praise the Board of Supervisors for your endorsement of the 2014 50+ Community Action Plan—and Supervisor Pat Herrity in particular, for being that plan's primary champion.

Because of all of you, our friends and neighbors have a better chance of "aging in place" successfully in the community they love. At the Fairfax Area Commission on Aging, we look forward to continuing this work, as we join together to "Shape the Future of Aging" in the next 50+ Action Plan.

Respectfully submitted,



Carolyn Sutterfield, *Chair (City of Fairfax)*
Fairfax Area Commission on Aging



Mike Perel, *Vice Chair (Braddock District)*

**2014 Fairfax 50+ Community Action Plan
Final Report**

QUICK SUMMARY

The Fairfax 50+ Community Action Plan approved in 2014 was categorized into 6 major areas:

- 1) **Long-Range Planning** – central component of the planning process
- 2) **Services for Older Adults and Family Caregivers** – promotes awareness of 50+ services
- 3) **Safe & Healthy Community** – promotes safety and wellness
- 4) **Community Engagement** – connects older adults with community-based opportunities
- 5) **Transportation** – promotes accessible transportation and resources
- 6) **Housing** – promotes accessible homes/communities, affordable housing, housing stability

SCORING KEY	
●●●●	Initiative has been achieved or is now an established, ongoing operation
●●●	Initiative has made good progress and accomplished more than half of its initial goals
●●	Initiative has made some progress
●	Initiative has made little progress or is inactive, due to limited resources or obstacles

Champion: Community-based leader empowered by the Board of Supervisors' (BOS) endorsement of the 50+ Plan to develop and implement a work plan for the specific initiative.

COA Advocate: Fairfax Area Commission on Aging (COA) representative who served as an advocate for the initiative's Champion and County Liaison.

County Liaison: Fairfax County staff person who provided assistance and linkages to County resources and serves as a County contact for the initiative's Champion and COA advocate.

Fairfax 50+ Community Action Plan
Final Summary Report

INITIATIVES SNAPSHOT

LONG-RANGE PLANNING

- 50+ Community Survey (formerly *Trends Analysis of Fairfax County 50+ Residents*) †

SERVICES FOR OLDER ADULTS AND FAMILY CAREGIVERS

- Caring for the Caregiver
- 50+ Community Ambassadors (*Creating a Communication Buzz + Kaleidoscope 50+*)
- Optimizing the Number of Links into the County's Older Adults Page †
- Housing for Older Homeless Adults and Those at Risk
- Home Health Care Cooperative (inactive)

SAFE & HEALTHY COMMUNITY

- Creative Aging Festival
- Park Authority 50+ Initiative †
- Criminal Exploitation Prevention (Silver Shield)
- Project Lifesaver Expansion †
- Pre-Notification 911
- Building Community Partnerships to Enhance Behavioral Health for Seniors (inactive)

COMMUNITY ENGAGEMENT

- Fairfax 50+ Facebook (formerly *Fairfax 50+ Community*)
- GrandInvolve: Intergenerational Volunteering in Elementary Schools
- Venture into Volunteering
- Increase Employment Opportunities
- Neighbor to Neighbor (N2N) †
- Library Opportunities for 50+ †

TRANSPORTATION

- NV Rides
- Senior Mobility Fair †
- Universal Real-Time Online Transit Data Portal †
- Mobility Management Program
- Partnership to Provide Medical Transportation

HOUSING

- Accessibility Guide for Home Modifications †
- Help People Stay in Their Homes with Technology
- Latitude in Land Use Cases for Affordable Older Adult Housing
- Universal Design (UD)
- Neighborhood-Based Older Adult Housing
- Home Sharing Initiative
- Home Property Management Services (inactive)

† *Initiative now completed or established and self-sustaining*

Fairfax 50+ Community Action Plan Final Summary Report

LONG-RANGE PLANNING

50+ Community Survey (formerly Trends Analysis of Fairfax County 50+ Residents)	
Progress:	●●●●
Champion:	Office of Strategy Management (OSM)
COA Advocate:	N/A
County Liaisons:	Jacquie Woodruff, Fairfax Area Agency on Aging (AAA)/Dept. of Family Services, and Evan Braff, Dept. of Neighborhood and Community Services (NCS)

Goals: In 2014, the goal of this initiative, originally titled “Trends Analysis of Fairfax County 50+ Residents,” was to conduct a study of federal, state, and local economic and demographic data related to the 50+ population. Two George Mason University (GMU) professors were the original champions; their analysis was intended to inform future 50+ strategic planning efforts.

Summary report:

- *2015–2017:* After working with community stakeholders and county officials to identify relevant indicators and examine specific measures, GMU champions concluded that a trends analysis of existing data on the older adult population was not possible.
- *May 2018:* The Board of Supervisors asked staff to look into the possibility of a comprehensive community-wide survey of the older adult population. A workgroup from six county departments was asked to research options and vendor support.
- *December 2018:* Contract signed with National Research Center (NRC) to administer the Community Assessment Survey for Older Adults (CASOA) to residents aged 50 and up in Fairfax County and the contracting cities of Fairfax and Falls Church.
- *February 2019:* After communications outreach, English version of the CASOA mailed to 22,000 randomly selected households. (Survey was also available online in English, Spanish, Korean, and Vietnamese.) 4,777 completed surveys were returned (429 of them online), for a 22% response rate.
- *July 2019:* Final NRC report submitted. OSM prepared a summary, listing key overall findings in the five 50+ Action Plan categories: Services for Older Adults and Family Caregivers, Safe & Healthy Community, Community Engagement, Transportation, and Housing. The full NRC report was posted online at <https://www.fairfaxcounty.gov/topics/50-plus-community-survey>.

Subsequent breakdown analysis by OSM and Commission on Aging members in advance of the BOS 50+ meeting on September 10, 2019, produced more detailed results that can serve to inform the next iteration of the Fairfax 50+ Community Action Plan. (See Appendix A.)

SERVICES FOR OLDER ADULTS AND FAMILY CAREGIVERS

Caring for the Caregiver	
Progress:	●●●●
Champions:	ElderLink and Area Agency on Aging Family Caregiver Support Team
COA Advocate:	Catherine Cole, At-Large
County Liaisons:	Jacquie Woodruff, AAA/Dept. of Family Services, and Tara Turner, ElderLink

Goals: The original version of this initiative sought to answer three questions: (1) What are the current needs of caregivers in Fairfax County? (2) What are the perceived gaps in meeting these needs? (3) What are potential future or longer-term needs of caregivers that the County and nonprofits must be prepared to address?

As framed, the initiative rightly recognized that limits on County revenues for human services and pressures on individual incomes impact the ability to meet present and projected needs of caregivers and care recipients. What it did not take into account was the extent to which existing providers were already assessing and addressing the needs of this population.

Summary report:

ElderLink:

- In 2018, ElderLink obtained necessary approvals from the Rosalynn Carter Institute for Caregiving to implement a new evidence-informed five-week workshop program, “Caring for You, Caring for Me.”
- Between January 2018 and July 2019, 89 unduplicated caregivers have participated in the program, which helps caregivers learn how to cope with stress; become familiar with available resources both locally and wider spread; discover how to reduce frustrations and barriers encountered throughout their caregiving experience; and share common concerns and issues that are meaningful to each caregiver.
- Between January 2018 and July 2019, ElderLink served 199 caregivers with free Caregiver Consultations for those seeking guidance on their particular situation, and 153 persons through Respite services, including Caregiver Assignments.
- In January 2019, ElderLink began serving caregivers through monthly free Caregiver Support Calls. These provide a convenient space in which caregivers can learn, discuss, and connect with one another. 23 caregivers were served in this way between January and July 2019.

Caregiver Webinars and *Caregiver Corner Online*:

- Caregiver Webinars (formerly Seminars) schedules 6 to 8 sessions each year.
- Webinar topics have included (but are not limited to): Legal Tools, Traveling with your Loved One, Dementia 101, Paying for Long-Term Care, When Your Loved One Is Hospitalized, Emergency Preparedness for Caregivers, Finances and Long-Term Illness, Hiring In-Home Care, Simple Meals, and Medicare 101.
- In 2018, 94 participants took part in webinars at time of broadcast, and there were 97 unduplicated later views of the recordings.
- The *Caregiver Corner Online* (CCOL), a monthly newsletter distributed through a caregiver subscription listserv, brings timely information and updates to caregivers on a regular basis. Since the last 50+ Community Action Plan update in 2017, the number of subscribers has increased from 2,231 to 2,341 (as of July 2019).

Caregiver Support Team:

- A partnership of the Fenwick Foundation with the Caregiver Support Team has provided family caregivers with free access to outside events and activities, such as tickets to plays, musicals, baseball games, and more.
- On June 2, 2019, our Fenwick Foundation Partnership moved from being a pilot project to an established program and was expanded to maximize its impact on family caregivers. The program accepts referrals from the Department of Family Services, Senior Centers, Adult Day Health Centers, and other County programs. Since its expansion, the program has allocated more than 80 tickets to family caregivers, enabling them to have a break from their stressful responsibilities.

For a personal perspective on this initiative from its champions, see Appendix B, page 32.

50+ Community Ambassadors (Creating a Communication Buzz + Kaleidoscope 50+)

Progress:	●●●●
Champion and County Liaison:	Linda Hernandez-Giblin, AAA/Dept. of Family Services
COA Advocate:	Diane Watson, Mount Vernon District

Goals: In 2016, the original initiatives were merged into the AAA’s existing 50+ Community Ambassadors program, thus combining two sets of goals: to educate community members about services in Fairfax County available to older adults and their caregivers through the Area Agency on Aging and other departments, and to help multicultural groups understand Fairfax County services available to them and enhance cross-cultural understanding.

Inspired by Supervisor Penny Gross’s Kaleidoscope program and Sandy Chisholm’s Faith Communities in Action program, the combined initiative, now known as 50+ Community Ambassadors, trains volunteers to become resources in their communities and organizations and to help to bridge the gap between the community and County resources.

Summary report:

- Since 2015, the 50+ Community Ambassadors program has grown from 20 to 80 participants, attracting volunteers from all magisterial districts and the City of Fairfax.
- Topics of trainings since 2015 have included Opioid Epidemic (led by the Attorney General’s office and CSB); 50+ transportation initiatives; Elder Law (led by nonprofit partner Legal Services of Northern Virginia); and Adult Protective Services.
- The increasing diversity of Ambassadors, thanks to the addition of the former Kaleidoscope 50+ program to this initiative, has helped the County extend its reach into more neighborhoods and with more groups.
- In 2018, 50+ Ambassadors moved its quarterly meetings from a single site in Fairfax to different sites hosted by our members. They have held meetings at the Dar Al-Hijrah Islamic Center, the St. Paul Chung Korean Catholic Church, the nonprofit Service Source, and the Spring Hill 55+ Community.
- Presenters not only educate the Ambassadors about what they do, but also share ways that volunteers can help spread the word about their programs.

For a personal perspective on this initiative from its champion, see Appendix B, page 34.

Optimizing the Number of Links into the County's Older Adults Page †

Progress:	●●●●
Champion and County Liaison:	Grace Lynch, AAA/Dept. of Family Services
COA Advocate:	Tom Bash, Springfield District

Goals: Post links to Fairfax County's Older Adults web page from other County pages that older adults and caregivers are likely to visit, and vice versa. More links increase site visits and help visitors find the services they need. The web page also prioritizes the Aging, Disability, and Caregiver Resource Line, 703-324-7948, TTY 711.

Summary report:

Although our 2017 update report listed this initiative as accomplished, the subsequent redesign of the County website in 2018 required revisiting the goals of the initiative. Champion Grace Lynch ensured that the new web page at www.fairfaxcounty.gov/olderadults would continue to serve the same functions. The web page is now managed by the Office of Public Affairs.

Housing for Older Homeless Adults and Those at Risk of Homelessness

Progress:	●●●
Champion:	Dean Klein, Office to Prevent and End Homelessness
COA Advocate:	Sharron Dreyer, Lee District
County Liaison:	Barbara Antley, Adult & Aging Services/Dept. of Family Services

Goals: Increase available safe housing for people age 55+, especially those with chronic medical conditions and those who become homeless through abuse, abandonment, and other issues beyond their control.

Summary report:

- In 2017, newly approved bond funds made possible an eight-year plan to renovate or replace four of the County's homeless shelters to include space for more medical respite beds and permanent single-occupancy apartments.
- A new Bailey's Community Shelter will open in October 2019. The new shelter will have an additional four Medical Respite beds (added to four currently at Embry Rucker Community Shelter), as well as 18 permanent living quarters.

For a personal perspective on this initiative from its champions, see Appendix B, page 35.

Home Health Care Cooperative

Progress:	●
Champion:	N/A
COA Advocate:	N/A
County Liaison:	Barbara Antley, Adult & Aging Services/ Dept. of Family Services

Goals: Encourage development of a home health care cooperative that includes caregivers, service recipients, and providers. As Fairfax area residents age and require in-home health care, they have a range of options, but they do not have control over rates charged or the

problem of significant turnover among home health aides and home care aides. A cooperative may be a way to mitigate the impact of these conditions.

Summary report: Due to the departure of the original champion and COA advocate, this initiative became inactive early in the life of the 50+ Plan.

SAFE & HEALTHY COMMUNITY

Creative Aging Festival (formerly Arts Initiative)	
Progress:	●●●●
Champion:	Lisa Mariam, Arts Council of Fairfax County, and Julie Ellis, Evan Braff, and Elisa Lueck, Dept. of Neighborhood and Community Services
COA Advocate:	Mike Perel, Vice Chair, Braddock District
County Liaisons:	Jacque Woodruff and Linda Hernandez-Giblin, AAA/Dept. of Family Services

Goals: Encourage older adults to participate in the arts through community partners such as the Arts Council of Fairfax County. Research demonstrates that older adults' participation in arts programs can positively impact general health, mental health, social bonds, overall functioning, and quality of life.

Summary report:

- Since 2015, **ARTSFAIRFAX** (formerly known as Arts Council of Fairfax County) has worked with Neighborhood and Community Services, the Area Agency on Aging, and other public and private partners to organize an annual arts component as part of the national observance of Older Americans Month in May.
- The 2019 Creative Aging Festival was expanded to additional community partners including Fairfax County Public Libraries, Reston and McLean Community Centers, City of Fairfax, and Workhouse Art Center.
- Over 60 free arts events and activities took place in all 14 senior centers and community locations throughout the County.
- To offer in-depth arts experiences, four artist residencies in senior centers are being piloted in the summer of 2019.

For a personal perspective on this initiative from its champions, see Appendix B, page 35.

Park Authority 50+ Initiatives †	
Progress:	●●●●
Champion:	Sara Baldwin, Deputy Director, Fairfax County Park Authority (FCPA)
COA Advocate:	Mike Perel, Vice Chair, Braddock District
County Liaison:	Sara Baldwin, Deputy Director, FCPA

Goals: The Fairfax County Park Authority will use its recent Needs Assessment to better target programs and facilities for older adults. A new 50+ portal on the FCPA website is planned. Staff will include a focus on the needs of older adults when designing and planning new urban park settings.

Summary report:

- The Park Authority’s 50+ Portal (www.fairfaxcounty.gov/parks/fifty-plus/) went live on September 15, 2016.
- During FY2017, seven County-approved zonings in redevelopment areas included commitments to urban parks. Privately owned but accessible to the public, these parks include elements that attract active adults and retirees, such as outdoor fitness stations, public art and seating areas, plazas, enhanced trails, and space for outdoor entertainment.
- The new Parks and Recreation System Master Plan emphasizes the importance of park access for all residents and includes a goal to “improve access and opportunities for healthy and active lifestyles.”

Criminal Exploitation Prevention (Silver Shield)

Progress:	●●●●
Champion:	Melissa Smarr, Land Development Services, and Allison Fitch, Adult Protective Services
COA Advocate:	Joseph Heastie, Providence District
County Liaisons:	Barbara Antley, Adult and Aging Services/DFS; Mary Ann Jennings, Fairfax County Police Dept.; V.F. Johnson, Dept. of Cable and Consumer Affairs

Goals: Address exploitation crimes against older adults with education campaigns and aggressive police enforcement.

Summary report:

- Fairfax County’s *Golden Gazette* newsletter (circulation 28,000) regularly publishes scam updates.
- In 2017, Mason District Supervisor Penny Gross and leaders of eight Fairfax County agencies joined with AARP Virginia to initiate Silver Shield, a program designed to educate older adult communities, families of older adults, community residents, caregivers, and others on issues related to safety and local protective services.
- Silver Shield provides educational outreach through its own presentations, as well as information tables at other public events. In the past two years, Silver Shield has reached approximately 2,900 people—and counting.
- In 2018, Silver Shield was one of four County programs to receive an Achievement Award from the National Association of Counties.
- Silver Shield and AARP have partnered to conduct two Scam Jam events at the Fairfax County Government Center. The 2018 event attracted 200 participants, who brought 3.2 tons of documents and other papers to be shredded.
- The 2019 Scam Jam was attended by 307 local residents. Participants dropped off 3.23 tons of documents and other papers for recycling, saving approximately 55 trees.
- In a new feature for 2019, the Virginia Department of the Treasury was at the Scam Jam to help participants determine if they had unclaimed property (money, stocks, bonds, dividends, utility deposits, insurance proceeds, etc.) with the Commonwealth.

Over \$14,000 in money, stocks, and property was returned to attendees whose names were on the Treasury lists.

For a personal perspective on this initiative from its champions, see Appendix B, page 36.

Project Lifesaver Expansion †	
Progress:	●●●●
Champion and County Liaison:	Stacie Talbot, 2 nd Lieutenant, Sheriff's Office
COA Advocate:	Joseph Heastie, Providence District

Goals: Increase Project Lifesaver funding and support, particularly to decrease the waiting list for services. Project Lifesaver is a comprehensive program designed to quickly locate and rescue individuals with cognitive disorders who are at constant risk for wandering. The Fairfax County Sheriff's Office manages and runs the program, providing timely response and recovery of these persons, both children and adults.

Update: Second Lieutenant Stacie Talbot, the initial champion of the initiative, is now the County liaison. The original goal was successfully completed, and the program is ongoing. Public demand is strong, and the program will continue to grow and serve more citizens as equipment and personnel become available. Information about Project Lifesaver and applications are available on the Sheriff Department's web pages.

Pre-Notification 911	
Progress:	●●●
Champion and COA Advocate:	Tom Bash, Springfield District
County Liaison:	Steve McMurrer, Department of Public Safety Communications, 911 Systems Administrator

Goal: Investigate the adoption of Pre-Notification 911 as a significant safety enhancement to Fairfax County's emergency response system for residents of all ages who have chronic medical conditions, physical disabilities, or limitations.

Summary report:

- This proposal is modeled on a national database, Smart911, which provides call takers and first responders with critical care and rescue information useful in an emergency. Details are provided voluntarily by residents and entered on Smart911's website; the resulting Safety Profile is automatically displayed to the dispatcher if the resident calls in. There is no cost to the user.
- Smart911 now serves 45 states and more than 3,000 communities nationwide. In the metro D.C. area, the program is operational in the District of Columbia and Alexandria, VA, and has recently been approved in Prince William County.
- Funding for Pre-Notification 911, approximately \$300,000 annually, has not yet been approved by the Board of Supervisors.

- The Fairfax Area Commission on Aging (COA), the Fairfax Area Long-Term Care Coordinating Council (LTCCC), and the Fairfax Area Disability Services Board (FA-DSB) continue to advocate for including this service in the Public Safety budget.

Building Community Partnerships to Enhance Behavioral Health for Seniors	
Progress:	●
Champion:	N/A
COA Advocate:	Joseph Heastie, Providence District
County Liaison:	Trina Mayhan-Webb, AAA/Dept. of Family Services

Goals: Convene a work group of representatives from the Community Services Board, Department of Family Services’ Adult & Aging Services, the Health Department, community nonprofits, and interested community members to explore the feasibility of implementing a Senior Reach program in Fairfax County. Senior Reach, based in Jefferson County, Colorado, provides care management, mental health and substance abuse treatment, and wellness services at no cost to older adults who are isolated, frail, or in need of support.

Update: Initiative has been inactive since the former champion moved out of the area in 2015. The new Mental First Aid for Older Adults program, offered by the Health Department, and the Behavioral Health Objective included in the Partnership for a Healthier Fairfax’s latest Community Health Improvement Plan (CHIP 2.0) offer opportunities to address these needs outside the 50+ Community Action Plan.

COMMUNITY ENGAGEMENT

Fairfax 50+ Facebook (formerly Fairfax 50+ Community)	
Progress:	●●●●
Champion:	Adult and Aging Services/Dept. of Family Services
COA Advocate:	Tom Bash, Springfield District
County Liaison:	Grace Lynch, Adult and Aging Services/Dept. of Family Services

Goal: Support the continued development of the Fairfax 50+ Community, an online social media communications hub that integrates County and non-County service information and offers free interactive web space to individuals and 50+ groups.

Update:

- The first Fairfax 50+ Facebook page was posted in September 2016. The editorial mix includes news of countywide services and recreation and engagement opportunities, as well as prevention and safety messages.
- Content is customized for a mature audience, based on the same editorial mix as used in the *Golden Gazette* and *Fairfax 50+ E-news*, and on www.fairfaxcounty.gov/OlderAdults.
- The Facebook page also promotes services and events of nonprofit partners, such as Olli-GMU, NV Rides, the Shepherd’s Centers, Rebuilding Together, and GrandInvolve.

- In addition, the page promotes Channel 16 *Mature Living* videos and *Fairfax 50+ Podcasts*.
- As of August 2019, Fairfax 50+ Facebook had 1,006 registered “followers.” The page reaches an average of 1,200 to 1,500 viewers per week.

For a personal perspective on this initiative from its champion, see Appendix B, page 37.

GrandInvolve: Intergenerational Volunteering in Elementary Schools	
Progress:	●●●●
Champion:	Dorothy Keenan, Founder and Executive Director, GrandInvolve
COA Advocate:	Kay Larmer, Dranesville District
County Liaison:	Evan Braff, Dept. of Neighborhood and Community Services

Goal: Recruit older adult volunteers to work in Fairfax County Public Schools (FCPS) that have low achievement levels and high poverty and minority enrollment.

Summary report:

- In the 2017–2018 school year, GrandInvolve volunteers contributed a total of 4,635 hours, including 3,111 classroom hours, in 16 Title 1 elementary schools, mainly in South County.
- In 2017, the program won the Governor’s Community Volunteer Award, presented in Richmond by Governor Terry McAuliffe.
- In 2108, GrandInvolve completed the paperwork to become a 501(c)(3) nonprofit organization. Its leadership includes both a Board of Managers and a Board of Directors.
- In 2018, the program was a finalist for the Fairfax County Public Schools’ Community Partner Award.
- In the 2018–2019 school year, volunteer time rose to 7,448 hours (5,184 in the classroom). More than 160 Volunteers are now working in 19 FCPS Title 1 schools.
- In May 2019 GrandInvolve won the Commonwealth Council on Aging’s Best Practices Award for a volunteer group.
- The program expects to expand to all 50 FCPS Title 1 schools by 2024.

For a personal perspective on this initiative from its champion, see Appendix B, page 38.

Venture into Volunteering	
Progress:	●●●●
Champions:	Volunteer Solutions/Fairfax Area Agency on Aging
COA Advocate:	N/A
County Liaison:	Jeanine Purdy, Volunteer Solutions, AAA/Dept. of Family Services

Goals: Expand "Venture into Volunteering," a marketing effort to recruit volunteers age 50+. This successful program sponsors recruitment fairs that offer volunteer opportunities with County and nonprofit agencies. The planning committee consists of Fairfax County’s Volunteer Solutions, AARP Northern Virginia, Fairfax County Park Authority, RSVP Northern Virginia, and the Positive Aging Coalition. Specific goals are to grow partnership involvement, to create leadership opportunities for volunteers, and to plan more frequent Venture events.

Summary report:

- The 15th annual Venture into Volunteering Fair, held at United Baptist Church on September 13, 2018, attracted 27 organizations and 55 attendees.
- To date, the fair has attracted more than 2,800 potential volunteers age 50+ in an effort to connect them with volunteer opportunities at both government agencies and local nonprofits.
- Venture into Volunteering also partners with other community-based events to expand its reach. Recent examples include The Living Well, Aging Well Expo and INOVA Fairfax Hospital Falls Prevention.
- The 2019 Venture into Volunteering Fair is scheduled for October 2nd at the Dulles Expo Center in Chantilly from 10:00 am to 2:00 pm and will include 100 community partners as exhibitors.

For a personal perspective on this initiative from its champion, see Appendix B, page 39.

Increase Employment Opportunities for 50+	
Progress:	●●●●
Champions:	Jewish Council on Aging and Volunteer Solutions
COA Advocate:	Kay Larmer, Dranesville District
County Liaison:	Evan Braff, Dept. of Neighborhood & Community Services

Goals: Creation of a webpage for residents to find employment and entrepreneur resources; promotion of resources to Chambers of Commerce; partnership with Small Business Development Centers; identification of existing funding sources for entrepreneurs 50+; promotion of the value of older workers; and sponsorship of a 50+ Employment and Entrepreneurs Expo.

Formerly known as “Increase Employment and Entrepreneurship Opportunities for 50+,” this initiative has focused, since the dissolving of the Office of Public-Private Partnerships in 2019, solely on organizing the annual 50+ Employment Expo, an event that gives older adults the opportunity to connect with local employers and community resources and partake in various seminars.

Summary report:

- Community partners for the Expo have included the Long Term Care Coordinating Council, AARP, ACE—Fairfax County Public Schools, the Osher Lifelong Learning Institute, RSVP Northern Virginia, and Fairfax Marriott Fair Oaks.
- The fourth annual Expo, held April 30, 2019, attracted 591 attendees, 50 employers from various fields, and 29 community resource organizations.
- This year, the U.S. Census Bureau met with over 150+ job seekers; New York Life offered 20 post-Expo interviews; Kitchen Savers arranged for 25 interviews post-Expo; and FlexProfessional met 35-45 possible job seekers to call for interviews.
- 131 job seekers utilized the resume review room.
- AARP Photo Lab took 200+ free photos of job seekers to upload to their LinkedIn profiles.
- The 2019 Expo offered 7 seminars: 2020 Census Employment, Age Discrimination in the Workplace (2 sessions), 3D Approach to Effective Job Search (2 sessions), and AARP-Job Search in the Digital Age (2 sessions).

For a personal perspective on this initiative from its champion, see Appendix B, page 40.

Neighbor to Neighbor (N2N)	
Progress:	●●●●
Champions:	Sharon Canner and Judy Seiff, Long Term Care Coordinating Council, and Cherie Lejeune, The Fairfax County Federation
COA Advocate:	Diane Watson, Mount Vernon District
County Liaisons:	Patricia Rohrer, Health Department; Evan Braff, Dept. of Neighborhood and Community Services; and Trina Mayhan-Webb, AAA/Dept. of Family Services

Goal: Increase awareness of neighborhood models, such as the Villages, as well as online tools that facilitate neighborhood interaction and support. Outreach will be targeted to homeowner’s associations, neighborhood associations, faith communities, and ethnic community groups.

Summary report:

- The initial project of the Neighbor to Neighbor (N2N) Outreach Committee was to develop an N2N PowerPoint presentation and companion toolkit for outreach presentations to homeowners, civic and community associations, and other groups.
- To date, the presentation has been given to 781 individuals in various community groups, encouraging them to organize networks and villages to serve older adults in their neighborhoods.
- In July 2019, emails were sent to 500 more members of community groups, resulting in additional scheduled presentations this fall.
- N2N information tables have been staffed at multiple public events and visited by an estimated 450 individuals.
- In a related communications effort, the *Golden Gazette* began a series of feature articles on specific villages in Fairfax County in 2019. There are now 11 organized village networks in the county. N2N information is also regularly featured on a Health Department social media blog.

For a personal perspective on this initiative from its champions, see Appendix B, page 41.

Library Opportunities for 50+ †	
Progress:	●●
Champion and County Liaison:	Linda Scheklau, Manager, Sherwood Regional Library, Fairfax County Public Library
COA Advocate:	Carolyn Sutterfield, Chair, City of Fairfax

Goals: The Fairfax County Public Library will conduct an analysis of its programs and services to meet growing demands of the 50+ population. Part of this analysis will include alternative use of Library space to provide more meeting spaces and services for this population. The Library will also create a 50+ Adults link on its webpage.

Summary report:

As part of the redesign of the Fairfax County website in 2018, the Adults 50+ link was removed from the FCPL webpage. Fairfax County Public Library staff assure us that they continue to actively serve and support the 50+ community of Fairfax County and the City of Fairfax. Service

priorities going forward will be determined by FCPL’s new strategic plan, as well as the County’s new strategic plan. No further action on this initiative is planned.

TRANSPORTATION

NV Rides	
Progress:	●●●●
Champion:	Jennifer Kanarek, Jewish Community Center of Northern Virginia
COA Advocate:	N/A
County Liaison:	Patricia Rohrer, Health Department

Goals: Support the Jewish Community Center of Northern Virginia's effort to provide a volunteer driver program support hub for community-based organizations. By partnering with nonprofits across the County, this program will increase the capacity of volunteer driver programs to arrange rides for older adults who are unable to drive and help organizations setup volunteer driver programs.

Summary report:

- NV Rides is now in its sixth year of providing access to scheduling software, background checks, and marketing and program support services to local volunteer organizations that offer free rides for non-driving adults aged 55 and up.
- The NV Rides network currently includes 9 community-based partners in the Fairfax area.
- In FY 2018, the network provided 8,100 rides, given by 377 volunteer drivers.
- NV Rides is planning a Five-Year Anniversary celebration on October 18, 2019 at 10:30 am at the Pozez JCC of Northern Virginia. At that event, NV Rides plan to unveil a newly designed website which will facilitate a streamlined approach to providing information to users in search of volunteer transportation services, as well as information for potential volunteer drivers and community partners.

For a personal perspective on this initiative from its champion, see Appendix B, page 42.

Senior Mobility Fair †	
Progress:	●●●●
Champions:	Cherie Leporatti, MetroAccess, and Jeanna Muhoro, Human Services Transportation
COA Advocate:	Bob Kuhns, former Mount Vernon District commissioner
County Liaison:	N/A

Goals: Promote safe driving and the transition from driving to volunteer and public transportation through sponsorship of a Senior Mobility Fair and a Channel 16 Mature Living program to educate older adults about transportation options.

Summary report:

- This initiative was achieved with the inclusion of a Senior Mobility Fair as part of the Living Well, Aging Well Summit held at the Government Center in April 2016.
- Organizations participating were Fairfax County Human Transportation, Metro, Connector, MetroAccess, Travel Training Program, CUE fixed route, the ARC of

Northern Virginia, ENDependence Center of Northern Virginia, and several volunteer driver programs.

- FASTRAN shuttle bus services brought attendees to the Summit from Fairfax County senior centers and some senior housing sites.

Universal Real-Time Online Transit Data Portal †	
Progress	●●●●
Champion and COA Advocate	Tom Bash, Springfield District
County Liaison:	Efon Epanty, Transit Services Division

Goal: Support development of a Northern Virginia Universal Real-Time On-Line Transit Data Portal that will provide instantaneous information about routes, schedules, and travel conditions.

Summary report:

- Fairfax County’s Department of Transportation worked with Clever Devices, a contractor, to implement real-time tracking and computer-aided dispatch on the Fairfax Connector system.
- Fairfax Connector schedules were made available to the General Transit Feed System, administered by the U.S. Department of Transportation, which then integrated this information with other local and regional transit data to create the transit data portal.
- The new webpage, [Fairfax Connector BusTracker](#), provides automatic vehicle-locator service to improve safety, passenger convenience, and system operation. It works on a computer or on a mobile device.

Mobility Management Program	
Progress:	●●●
Champion and County Liaison:	Cynthia Alarico, Dept. of Neighborhood and Community Services
COA Advocate:	Kay Larmer, Dranesville District

Goals: Establish a mobility management program in Fairfax County to improve the coordination of human services transportation and promote access to affordable and safe public transportation for all residents.

Summary report:

- In 2016, the Department of Neighborhood and Community Services (NCS) received an Enhanced Mobility of Seniors and Persons with Disabilities Grant in the amount of \$550,000 from the Federal Transit Administration through Metropolitan Washington Council of Governments (MWCOCG).
- The grant, intended to create a more effective and efficient system of transportation services for older adults and individuals with disabilities, funded the following efforts by Mobility Management (MM) staff:
 1. an environmental scan of barriers, challenges, and gaps in service affecting the targeted population;

2. identification of front-door staff and access points with direct interaction with the target population;
 3. redesign of the County's Transportation web pages, including the Mobility Management landing page;
 4. assistance with an online interactive map to let individuals locate transportation options from a specific address; and
 5. engagement of community groups in assessing transportation challenges.
- In 2017, MM staff worked with Human Services Transportation staff to streamline service delivery in the Critical Medical Care program and found ways to connect low-income Spanish-speaking clients with additional resources.
 - In 2018, MM staff created a print and online "Transportation Toolkit" to inform older adults and individuals with disabilities about transportation options, travel training, and volunteer transportation and to link them with public transportation options and other programs. This toolkit included the creation of an interactive transportation options GIS map, a transportation resource guide, and a guide on creating volunteer transportation programs.
 - In 2019, NCS received a second round of Enhanced Mobility of Seniors and Persons with Disabilities Grant in the amount of \$488,000 from the FTA.
 - The grant is focused on the following:
 1. increase service navigation and awareness of resources and options by enhancing call center within Human Services Transportation from a scheduling and response-based call center to an assessment-based contact center;
 2. create a more efficient and effective system of transportation services by leveraging and expanding the county's Travel Training program, while working with partners to focus on other vulnerable populations; and
 3. promote and strengthen county and regional transportation coordination efforts focused on Mobility Management, transportation policies/procedures and community engagement to solve transportation and access barriers.
 - MM staff have also made strides with the TOPS (Transportation Options, Programs, and Services) Transportation Debit Card. As presented in 2017, the TOPS card is a redesign of the existing taxi voucher program in which all three taxi programs will be streamlined into one application with a new fee structure. The approved new service delivery model will provide additional travel options and improved access through automation.
 - In September 2019, Fairfax County will be awarding the contract to provide services for the TOPS card. NCS anticipates the launch of the newly redesigned program sometime this fall. It will include expansion of the following eligibility criteria to better serve the needs of the Fairfax community:
 1. lowering the age requirement to 50 and older to better serve older adults and align with the 50+ Community Action Plan; and
 2. allowing Social Security Disability Income as a way for individuals with disabilities to qualify.

For a personal perspective on Mobility Management and the following initiative from its champion, see Appendix B, page 43.

Partnership to Provide Medical Transportation

Progress:	●●
Champion and County Liaison:	Cynthia Alarico, Dept. of Neighborhood and Community Services
COA Advocate:	Kay Larmer, Dranesville District

Goals: Ensure that older adults have access to quality and timely health care, particularly after a recent hospitalization. A work group of public, private, and nonprofit representatives, together with hospital representatives, will develop a plan to offer subsidized medical transportation to Medicare patients following a hospital discharge.

Summary report:

- The initial workgroup included NV Rides, Inova, and staff from the County departments of Family Services, Health, and Neighborhood and Community Services. Discussion focused on ways to help older adults gain easier access to non-emergency medical transportation (NEMT) services and resources.
- The following pilot program elements were implemented:
 1. A comprehensive assessment of transportation needs provided by Human Services Transportation that can inform seniors about all available options, not just county-sponsored programs.
 2. A Transportation Toolkit to provide information about the application process and list further transportation resources and options that individuals may qualify for.
 3. A summer 2018 Taxi Pilot Program funded by a one-time Enhanced Mobility Grant, implemented through the Metropolitan Council of Governments, to create additional direct client services, build capacity in community programs, and leverage community partnerships through potential cost-sharing options.
 4. The pilot program provided older adults or individuals with disabilities with taxi services for medical appointments if a ride was not available through volunteer, public, or other transportation resources. Unfortunately, the grant was not renewed.

HOUSING

Accessibility Guide for Home Modifications †

Progress:	●●●●
Champion and County Liaison:	Matt Barkley, Building for All Committee (BFAC) and Disability Services Planning and Development
COA Advocate:	Carolyn Sutterfield, Chair, City of Fairfax

Goals: Partner with nonprofit, public, and private entities to educate older adults and home repair contractors about the benefits of accessible home modifications. Develop a guide to identify options for the most common improvements, such as a step-free or ramp entrance, widened doorways, and bathrooms with ample room to maneuver. Partner with nonprofits that offer accessible home modification services to help the most vulnerable and lowest-income older adults remain in their own homes as long as possible.

Summary report:

- After consultation with advisors from AARP, Rebuilding Together, Disability Services, the Area Agency on Aging, and the Building for All Committee (BFAC), it was agreed in 2016 that an excellent guide to the most common home modifications for older adults and

people with disabilities already existed in the form of the revised *HomeFit Guide* published by AARP and used in local HomeFit seminars.

- Instead of reinventing that wheel, it was decided to focus on an insert for the back of the *HomeFit Guide*, detailing Fairfax area resources for home modification.
- With input from the advisors, the champion and COA advocate compiled and edited “Fairfax Area Resources for Home Modifications,” comprising (1) a list of financial resources available to older owners and owners with disabilities who wish to modify their homes, and (2) a list of tips for first engaging a professional advisor (such as an occupational therapist or Certified Aging in Place Specialist) and then completing the process by deciding which modifications to make, obtaining permits, and choosing and working with a contractor.
- The Fairfax Area Resources list, last updated in 2018, is available online on the Disabilities Services web page (www.fairfaxcounty.gov/dfs/disabilities/local-homemods.htm) and the Older Adults web page (www.fairfaxcounty.gov/olderadults/).

Help People Stay in Their Homes with Technology	
Progress:	●●●●
Champions:	Carol Wright, Volunteer Solutions; Marci Kinas Jerome, The Kellar Institute, GMU; and Robert O’Quinn, Dept. of Neighborhood and Community Services
COA Advocate:	Catherine Cole, At-Large
County Liaisons:	Jacque Woodruff, Livable Communities, AAA/Dept. of Family Services, and Chris Scales, Dept. of Neighborhood and Community Services

Goals: This initiative has had two goals: (1) to establish a volunteer program through Volunteer Solutions and interested community nonprofits to recruit, train, and manage tech-savvy volunteers to provide free technology assistance to residents age 60 and older; and (2) to establish a Technology Work Group with nonprofit, community, and education partners to evaluate technology that may help older adult residents stay in their homes.

Summary report:

- In response to Goal 1, the Volunteer IT On-Call program was established in 2014 to provide free, in-home technical assistance to residents age 60 and up who request help through the County’s Aging, Disability, and Caregiver Resource phone line.
- Since the program’s inception in May 2014, 381 residents received free IT services, 603 different types of requests for technology assistance were met, 24 volunteers contributed 2,496 hours. The value of volunteer hours for the program is \$77,040.
- Goal 2 of the initiative led to the establishment in 2015 of the Fairfax High School Technology Challenge (“Shark Tank,” for short), in which students design, test, and develop an assistive device or app to help older adults and/or their family caregivers to maintain independent living.
- Since 2015, 206 high school students from 14 schools have participated in the “Shark Tank” challenge, presenting a total of 51 individual and team proposals. The students presenting the winning projects have received a combined total of \$21,000 in cash awards, \$20,000 donated by local business INTEGRITYOne Partners and \$1,000 donated from Refraction.

For a personal perspective on this initiative from its champions, see Appendix B, page 44.

Latitude in Land Use Cases for Affordable Older Adult Housing	
Progress:	●●●●
Champion:	Regina Coyle, Dept. of Planning and Zoning
COA Advocate:	Carolyn Sutterfield, Chair, City of Fairfax
County Liaisons:	Abdirazak Hamud, Dept. of Housing and Community Development, and Jacquie Woodruff, AAA/Dept. of Family Services

Goals: Encourage construction of older adult housing in walkable communities near transit. The County’s Independent Living land use designation currently allows construction of independent-living projects in residentially zoned areas and certain commercial zoning districts, subject to the approval of a Special Exception by the Board of Supervisors. The initiative proposes to ensure that our land use tools (Comprehensive Plan and Zoning Ordinance) promote and encourage the development of older adult housing opportunities in Transportation-Oriented Development areas. The net effect would be to encourage such development by reducing land cost.

Summary report:

- In 2015, a compendium of existing policy guidance and incentives regarding Older Adult Housing in the Fairfax County Comprehensive Plan and the Zoning Ordinance was compiled by Department of Planning and Zoning (DPZ) staff, published in brochure format, and posted on the County website.
- In June 2016, the Priority 1 Zoning Ordinance Amendment Work Program authorized by the Board of Supervisors included an amendment item to address a series of topics relevant to “Older Adult Housing (Fairfax 50+).”
- The 2017 Zoning Ordinance Amendment Work Program adopted by the Board of Supervisors included an amendment topic directing DPZ to develop a new district/use and appropriate regulations for a Continuing Care Community (CCC) to permit a “full spectrum” of care/accommodations in a single development.
- The final Zoning Ordinance Amendment was approved by the BOS on December 4, 2018, creating new categories for Continuing Care Facilities, Adult Day Health Care Centers, and related uses. Full text is available at www.fairfaxcounty.gov/planning-development/zoning-ordinance/amendments/recently-adopted.
- Providers of independent-living and assisted-living facilities are actively exploring opportunities to locate new facilities in urbanizing areas of the County, such as Reston and Merrifield. Approximately 130 new older adult housing units are planned within the Wiehle Transit Station Area of Fairfax County.

For a personal perspective on this initiative from its champion, see Appendix B, page 46.

Universal Design (UD)	
Progress:	●●●
Champion:	Fairfax County Building for All Committee (BFAC), Fairfax Area Disability Services Board, Long Term Care Coordinating Council (LTCCC)
COA Advocate:	Tom Bash, Springfield District
County Liaison:	Matt Barkley, Disability Services Planning and Development

Goals: Incorporating Universal Design (UD) into newly constructed single-family homes is a way to ensure the strength and vitality of our community. UD features, such as zero-step entries, wider doors and hallways, and first-floor master suites, create a living environment that is free of barriers and enables everyone to flourish. UD houses are designed to be multi-generational for a lifetime, places where people can age in place independently and be less dependent on limited community services and less likely to be forced prematurely into assisted-living or nursing facilities.

Summary report:

- In response to the demand for more Universally Designed housing opportunities throughout Northern Virginia, Fairfax County Government established the Building For All Committee (BFAC) as a public-private partnership. The mission of BFAC is to advocate for all homes in the county (renovations, as well as new construction,) to be comfortable, safe, and convenient so as to enhance the independence of residents of all ages, sizes and abilities.
- In October 2017, the BFAC completed the “Fairfax Area Resources for Home Modifications: Reinventing Your Home So You Can Thrive In Your Environment for a Lifetime” publication. This valuable resource is designed to be a supplement to the “AARP HomeFit Guide.” More than 250 copies have been distributed since it was completed. The resource guide is also posted online so anyone seeking information on home modifications can consult the guide independently.
- In May 2012, BFAC established a partnership with the Foundation for Applied Technical Education (FATE), a community-based organization. FATE sponsors instructional programs that give high school students in Career and Technical Education the opportunity to participate in work-based learning by constructing Universally Designed homes in Springfield, Virginia.
- In conjunction with BFAC and FATE, Fairfax County Public School students have now designed and constructed 9 single-family homes with UD features that enhance the functionality of a living space in an aesthetically pleasing way without significant additional expense.
- In March 2017, a partnership between BFAC and the County’s Fair Housing Taskforce led to a new relationship with the Northern Virginia Association of Realtors (NVAR). BFAC submitted a well-received article in the NVAR magazine that focused on the ways Universal Design benefits everyone, not just older adults and people with disabilities.
- BFAC continues to encourage the adoption of a Continuing Education Unit (CEU) on UD for real estate brokers. This initiative led to a comprehensive review of all trainings currently being offered throughout the Commonwealth, none of which are based on promoting Universal Design features to realtors. BFAC is committed to develop a training in collaboration with NVAR, one that would overcome the stigma attached to “accessible housing” by educating realtors on the positive features that Universal Design has to offer.

- In July 2018, the revised Virginia Statewide Uniform Building Code was implemented. Thanks to active participation by BFAC members, the revised code includes voluntary standards for local jurisdictions to designate Universally Designed homes and a requirement that all entries on the main level of the living area in newly constructed homes have 34” wide doors.
- From FY 2017 through FY 2019, BFAC conducted 15 trainings on “Reinventing your Home”, educating more than 700 people about the benefits of Universal Design and providing attendees with information and resources about how they can incorporate the features into their homes. The well-received trainings were conducted at senior centers, schools, houses of worship, libraries, and community centers.
- Building on the success of Fairfax County’s “Housing Hackathon,” BFAC is currently partnering with Fairfax area universities to develop a contest in which architecture students will be challenged to develop plans for Universally Designed homes. The homes would have to meet criteria set by BFAC to ensure that they accommodate residents of varying ages and abilities.
- The winners of this contest are projected to receive an award, be recognized by the Fairfax County Board of Supervisors, and have their work highlighted in a variety of publications to showcase the benefits of Universal Design. The contest, which is on track to occur in the spring of 2020, will also feature a symposium on the benefits of Universal Design.
- In April of both 2018 and 2019, BFAC partnered with the Office of Human Rights and Equity Programs to have the Universal Design brochure included in a packet for attendees of the annual Fair Housing Luncheon. The luncheon has nearly 500 participants each year, many of whom are key players in the regional housing market, and all of them received literature educating them about the benefits of Universal Design.

Home Sharing Initiative	
Progress:	●●
Champion:	Patricia Williams, GraceFul Care
COA Advocate:	Kay Larmer, Dranesville District
County Liaison:	Patricia Rohrer, Health Department

Goals: Foster the implementation of Home Sharing in the Fairfax community through the development of a "how-to" guide for home sharing for older adults and to seek organizations to help launch this program in their community.

Summary report:

- The original approach to this initiative, researching home sharing examples and establishing an online platform for matching homeowners with potential renters, was suspended after a key grant application fell through and the director hired to run the program resigned.
- In 2018, *A Consumer’s Guide to Homesharing*, revised with permission from a publication developed by the National Shared Housing Resource Center (NSHRC), was posted on the Fairfax County website at www.fairfaxcounty.gov/olderadults.
- In the past five years, web-based home-share platforms designed for older adults have begun to emerge in the marketplace. These programs provide guidance, matching services, and logistical support. For some older adults, a program that includes on-going assistance and monitoring of the arrangement by a local manager would be preferable. We remain alert for opportunities to develop this approach.

- As least one local community is looking into partnerships with online homesharing platforms, such as Silvernest.com, now active in more than 20 U.S. cities, including Washington, D.C.

For a personal perspective on this initiative from its champions, see Appendix B, page 47.

Neighborhood-Based Older Adult Housing	
Progress:	●●●
Champion:	Regina Coyle, Dept. of Planning and Zoning
COA Advocate:	Carolyn Sutterfield, Chair, City of Fairfax
County Liaison(s):	Abdirazak Hamud, Dept. of Housing and Community Development; Jacquie Woodruff, AAA/Dept. of Family Services

Goals: Encourage the use of the independent Living Special Exception for construction of multi-family, older-adult housing in potential smart-growth locations, such as neighborhood shopping centers, faith-based properties, and public facility properties. This would allow residents to downsize and still remain in their neighborhoods.

Summary report:

- Since passage of the 50+ Plan in 2014, Fairfax area zoning officials and proponents of older adult housing in existing neighborhoods have continued to promote the development of independent-living housing in the County and in the cities of Fairfax and Falls Church.
- The Accessory Dwelling Unit (ADU) is the current neighborhood-based, older-adult housing option of choice for a segment of older adults, homeowners, and caregivers.
- From January 2012 to July 2017, approximately 762 independent-living and 755 assisted-living units were approved through the zoning process in areas outside activity centers. In that same period, 91 approvals to permit an Accessory Dwelling Unit (ADU) for an older adult or person with a disability at an existing single-family detached lot were granted by the Board of Zoning Appeals.
- Since July 2017, an additional 219 independent-living units and 339 assisted-living beds have been approved by the Board of Supervisors through the zoning process, and a total of 16 ADUs have been approved by the Board of Zoning Appeals.
- Since the approval in 2018 of the Zoning Ordinance Amendment that created Continuing Care Facilities, a minimum of 1,721 Continuing Care Units have received zoning approval for future construction. A total of 496 of these units will be located in close proximity to Silver Line Metro stations.
- In 2017, the Overture at Fair Ridge, a privately owned, age-restricted (62+) multifamily development in the Sully District, delivered 30 affordable dwelling units pursuant to the Zoning Ordinance. The rental units serve households with incomes up to 50 and 70 percent of the Area Median Income (AMI).
- In 2018, the Fallstead at Lewinsville Center delivered 82 affordable independent-living, age-restricted (62+) units. The community serves households with income at or below 50 percent of AMI. The Board of Supervisors approved the redevelopment of the residential facility pursuant to a Public Private Partnership.
- The Crest of Alexandria, a privately constructed, age-restricted (55+) condominium development in the Lee District, committed in 2015 to delivering a total of 39 affordable dwelling units, pursuant to the Zoning Ordinance. In 2019, the project delivered 24 of those units; the remaining 15 will be constructed in 2020.

- The Fairfax County Redevelopment and Housing Authority will purchase up to one-third of the affordable dwelling units at the Crest of Alexandria and place them in the Fairfax County Rental Program. The remaining units will be sold through the Homeownership Program and serve households with incomes up to 70 percent of AMI.
- In 2019, Hunters Woods at Trails Edge, a privately owned, age-restricted (62+) independent-living facility located in the Hunter Mill District, delivered 18 Workforce Dwelling Units (WDUs) per the Board of Supervisors WDU Policy. The rental WDUs serve households with incomes up to 70 and 80 percent of AMI.

For a personal perspective on this initiative from its champion, see Appendix B, page 48.

Home Property Management Services	
Progress:	•
Champion:	N/A
COA Advocate:	Carolyn Sutterfield, Chair, City of Fairfax
County Liaisons:	Susan Jones, Consumer Affairs, and Jacquie Woodruff, AAA/Dept. of Family Services

Goals: Encourage businesses and nonprofits to develop property management services for older adults living in single-family homes. Such services would conduct periodic inspections, help vet contractors when needed, serve as a point of connection with volunteer groups that may provide periodic services, and help keep the home in safe and sound condition.

Summary report: This initiative never got off the ground because its champion abandoned it early in the process, and it was never exactly clear how the for-profit and nonprofit elements would work together in this venture. However, several resources do exist to meet this need:

- Nonprofit programs, such as the County’s Home Repair for the Elderly and Rebuilding Together of Arlington-Fairfax-Falls Church, offer help to low- and middle-income older adult homeowners. (Note: The income limits to receive help from Home Repair for the Elderly were raised in 2017 to \$52,550 for a 1-person household and \$60,050 for 2 people.)
- Homeowners in higher income brackets can find top-rated service providers through resources like Angie’s List (now free to users) or the nonprofit Washington Consumer’s Checkbook.
- Some homeowner’s associations keep lists of neighbor-recommended service providers for home maintenance.

Anyone wishing to check on a prospective contractor is invited to contact Fairfax County’s Consumer Affairs department at 703-222-8435 (TTY 711).

APPENDIX A: Insights from Results of the 2019 Fairfax Area 50+ Community Survey

Compiled by the Fairfax Area Commission on Aging, September 2019

In December 2018, Fairfax County contracted with the National Research Center to conduct a Community Assessment Survey for Older Adults (CASOA) that would provide insights into the needs of older residents in the County and its partnering cities of Fairfax and Falls Church. *

Mailed in February 2019 to 22,000 randomly selected households with at least one member aged 50 or higher, the 50+ Community Survey focused on a number of topics relevant to the current 50+ Community Action Plan. Its 120 questions included many that addressed health, community knowledge and involvement, housing, transportation, and demographics.

The relatively large number of completed surveys returned (4,777, for a 22% response rate) not only constitute a means to benchmark how Fairfax County compares to other U.S. communities on various dimensions. They also represent a unique opportunity to assess the current status of older adults in the Fairfax area and to identify the challenges and opportunities facing those who wish to lead independent and connected lives in our community.

Initial findings provide some useful insights, as well as suggestions for further data analyses that could shed light on the meanings behind the responses.

Services for Older Adults and Family Caregivers

This category of the 50+ Community Action Plan can be linked to CASOA questions that tap respondents' knowledge of what Fairfax County programs and activities are available and needed. Only 49% of the total sample thought they were somewhat or very informed about County services and activities for older adults. 71% of the 75+ group rated the quality of services for older adults good or excellent, compared to 57% of 50- to 54-year-olds. Given the split among respondents' views about services, it might be useful to compare the responses of those who feel informed vs. those of respondents who feel uninformed. Grouping by region, age, demographics, etc., could help uncover more characteristics of each group.

Safety and Health

There were notable findings related to the extent and nature of respondents' physical and mental status. 55% of the total population surveyed reported having a physical health need; 36%, a mental health need; and 31%, a health care need. Some clues about the reasons for these responses showed up in the responses about falls, depression, loneliness, and finding health care. Specifically, 25% had fallen and injured themselves in the previous 12 months; 33% reported feeling depressed; 31% said they had at least a minor problem feeling lonely or isolated; and 33% reported problems with finding affordable health insurance and medications.

Since 25% to 30% reported some level of difficulty in performing basic activities of daily living (ADLs), as well as home maintenance and yard work, further analysis of the data might help identify solutions. For example, if residents or professionals, such as letter carriers, notice that an older neighbor's home or yard is not being maintained, could those observers be enlisted to call the County intake line and connect the homeowner with a social worker to assist them?

Community Engagement

Responses in this category showed a surprisingly low number of older adults taking advantage of opportunities in the local community. For example, in the previous 12 months, only 12% of the 75+

group had used a senior center; just 27% of the overall sample had used a library; and only 3% had attended a local public meeting.

Maybe those low percentages are why 55% reported at least a minor problem feeling that their voices were heard in the community. Further data analysis could define the characteristics of respondents who felt their voices were not heard compared to those who had no problem being heard. Those factors might help direct future efforts to address community needs by identifying target groups that feel underrepresented.

Transportation

One of the most challenging aspects of living in Northern Virginia is transportation. In the CASOA, this showed up in the responses to a number of questions. 25% of the older group (75+) vs. 11% of the younger group (50–60) reported at least a minor problem of no longer being able to drive. 27% of the respondents had at least a minor problem with having safe and affordable transportation. Further analyses aimed at comparing the group reporting problems to those not reporting problems may help identify if there are demographic and location factors that can be useful in helping to focus needed remedies.

Housing

Answers to survey questions about housing showed respondents' concerns about both affordability and availability. Only 18% overall gave a "good" or "excellent" rating for availability of affordable quality housing. Although the oldest group (75+) rated this higher (28%) than the youngest group (50–54), it still leaves a large number of older adults who may have an unmet need for available, affordable housing.

Only 4 in 10 felt positive about the area's variety of housing options. This leaves 60% who would like to see more options in the community. Additional comparisons of respondents with and without housing-related challenges might provide help in identifying factors that influence their replies. These might include lack of information about the county's current services, including available and affordable housing, as well as lack of transportation and walkable communities.

Long-Range Planning

Questions in the CASOA related to long-range planning focused on living and/or planning to retire in the Fairfax area. A large percentage of respondents (91%) rated the area as a good or excellent place to live. But this sharply contrasted with the low percentage (48%) who rated the area as a good or excellent place to retire.

Only 65% said they would recommend living in Fairfax to older adults. Moreover, only 62% said they themselves were likely to remain here through retirement. This finding places the Fairfax Area at the bottom among the 166 other communities used as a benchmark.

Many jurisdictions actively try to attract older adults and retirees for all the benefits they provide to the community. The National Research Center estimated that the economic contribution provided to Fairfax County by adult residents aged 50 and up is about \$3.7 billion annually for unpaid work (caregiving, volunteering, etc.) and an additional \$11 billion for part-time or full-time work.

Follow-up analyses of the survey data and additional studies might uncover some of the reasons why this population does not have a more positive view about retiring here and help identify policies and initiatives that could reverse this emigration of our most senior citizens.

*Information about The 50+ Community Survey for Fairfax County and Cities of Fairfax and Falls Church can be found at:

<https://www.fairfaxcounty.gov/topics/sites/topics/files/assets/documents/pdf/50plus-community-survey-results.pdf>.

Appendix B: The Champions Speak

As part of its final report on the 2014 Fairfax 50+ Community Action Plan, the Fairfax Area Commission on Aging invited the champions of those initiatives that spanned the full period of the Plan to summarize their experiences in carrying out the goals envisioned five years ago and to offer some suggestions for the future.

Not all champions were able to participate in interviews conducted by commissioners. But of those who did, each responded to the same set of questions. Their comments comprise this appendix.

SERVICES FOR OLDER ADULTS AND FAMILY CAREGIVERS

CARING FOR THE CAREGIVER

Champions: Tara Turner, ElderLink, and Lucy Gerland and Giuliana Valencia Ordonez, Caregiver Support Team/Fairfax Area Agency on Aging

1. As you look back over the past five years, what achievement of your 50+ initiative makes you most proud?

TURNER: According to a July 2019 projection from the University of Virginia's Weldon Cooper Center, by the year 2020 more than 15% of Virginians will be age 65 or older. Caregivers are often the ones who help sustain these older adults in their homes and help them remain independent longer.

As director of ElderLink, I am proud to be part of an initiative that recognizes the importance of the difficult work that caregivers do, and the support they need to continue doing it. Our programs help caregivers do what matters to them and to those they love and make our communities as a whole feel supported and equipped.

GERLAND: Being able to bring information to directly to a caregiver without that person's having to physically come and get it. Since we transitioned the Caregiver Seminars from in-person classroom presentations to online Caregiver Webinars, participants can not only participate in an interactive way from wherever they are, but also access information on the website whenever they need it.

For example, 20 caregivers participated in "Hiring In-Home Care" at the time of broadcast, but 153 accessed the recording on the website. Although some may have been returning to check information they heard, the frequency of online access to certain topics also provides us with insight into caregivers' areas of concern.

VALENCIA ORDONEZ: (*Note: Giuliana joined the AAA in 2019, so her comments pertain to recent activities.*) I have worked on three main projects since I arrived:

- *Fairfax Alerts:* As of September 24, 2019, Fairfax residents who subscribe to the "Fairfax Alerts" text messaging system can choose as their area of interest "AAA" and "Caregiver" and receive text messages regarding related programs, events, information updates, and more.

- *Social media outreach:* We are now identifying and utilizing existing social media platforms, including Twitter, Facebook, and online newsletters, as well as the 50+ Community Ambassadors and print media, to move information to the public.
- *Printed flyer:* “Caring for a Loved One? You Are Not Alone” is a paper flyer that targets caregivers with a simple message and directs them to the ADCR telephone number, 703-324-7948, TTY711. We have been identifying bulletin boards at community centers, libraries, stores, coffee houses, etc., where these can be posted and distributed. Use of a physical flyer recognizes that not all caregivers are connected with technology or use it on a regular basis.

2. What organizational approach led to that achievement?

TURNER: The Adult and Aging Division, which encompasses the Area Agency on Aging and ElderLink, takes a proactive role in making sure these agencies understand research and new initiatives that can serve caregivers and are committed to letting caregivers know their needs are recognized. The recent 50+ Community Survey was conducted to make sure Fairfax County understands the needs of its older adults and caregivers.

GERLAND: Definitely we are making better use of technology to provide services to caregivers, as well as to assist staff in their ability to serve caregivers. Also, at the state level, the Virginia Caregivers Coalition, a group of professionals who serve caregivers that is sponsored by the Department of Rehabilitation and Aging Services (DARS), is using improved technology to connect its members and provide them with the latest information.

VALENCIA ORDONEZ: Staff presentations remind colleagues to encourage their clients to participate in new programs. We also are reaching out to faith communities, one on one, to provide them with information and encourage them to participate in new programs.

3. What can you tell us about the audience for this effort? Who benefited most?

TURNER: Caregivers absolutely benefit from programs like Caregiver Support Calls, Caregiver Consultations, Respite Services, and “Caring for You, Caring For Me.” We know that caregivers, as assessed by the AMA Caregiver Self-Assessment Questionnaire, are often at high risk of burnout. The wonderful part of serving them is that it clearly benefits the older adults they love as well.

GERLAND: Besides the caregivers and their families, technology benefits the staff who serve them.

VALENCIA ORDONEZ: My efforts are directed to caregivers, family members, and the staff who serve them.

4. If the Board of Supervisors wants this initiative to continue in some form, what improvements would you suggest?

TURNER: I would encourage the Supervisors to continue listening to the needs of caregivers and to recognize their importance, so they are able to help our aging population remain independent as long as possible.

GERLAND: We need to explore ways to close the gap between expectations that people who have incomes above poverty level have enough money to afford services they need vs. real-life financial decision-making, through finding ways to serve people “in the middle.”

VALENCIA ORDONEZ: Translation services are needed.

50+ Community Ambassadors

Champion: Linda Hernandez-Giblin, Fairfax Area Agency on Aging

1. As you look back over the past five years, what achievement of your 50+ initiative makes you most proud?

My initiative, in its current form, is not yet five years old. But I am proud that, in the three years I have been involved, we have been able to merge the Kaleidoscope 50+ initiative goals with those of the original Creating a Communication Buzz initiative. The result is that we have more ethnically diverse members of our older population in the combined 50+ Community Ambassadors group, thus meeting the goal of providing practical information that is useful to all groups. Now participants learn together as we discuss pressing issues of aging and brainstorm solutions.

2. What organizational approach led to that achievement?

To find potential Ambassadors, I began by visiting Supervisors’ offices and reaching out to people who had expressed interest via Volunteer Solutions or through existing partnerships. The group has continued to grow by recruitment and by referrals of friends of current members. It took a variety of organizational approaches--developing agendas, planning multiple meetings in advance, choosing diverse locations, finding ways to increase participation, and evaluating our efforts--to help ensure a program that provides value to everyone involved.

3. What can you tell us about the audience for this effort? Who benefited most?

Because the 50+ Community Ambassadors come from different community networks (homeowners’ associations, faith-based organizations, clubs, senior centers, independent and assisted-living facilities, and nonprofits), one obvious category of people who benefit is the other older adults in those networks.

But the primary benefit is for the Ambassadors themselves--not only from the educational content, but also from the experience of problem solving and sharing ideas. They know they can call on AAA staff to assist them, and they benefit from traveling to new places and communities. Since the merger of the original initiatives, the Ambassadors have experienced the diversity of Fairfax County through meetings held at places like the Dar Al Hijrah mosque and St. Peter’s Catholic Church, with its Korean-American congregation.

4. If the Board of Supervisors wants this initiative to continue in some form, what improvements would you suggest?

My hope is that the Area Agency on Aging and Fairfax County can find more ways to tap into the talents and energy of the 50+ Community Ambassadors. At our quarterly meetings, Ambassadors always ask the presenters, “How can we help you?” I would like to see this dedicated group have a chance to participate more in planning and be able to share their important perspectives with the Agency and the County.

Housing for Older Homeless Adults and Those at Risk of Homelessness

Champions: Barbara Antley, Adult and Aging Services, Department of Family Services, and Dean Klein, Office to Prevent and End Homelessness

1. As you look back over the past five years, what achievement of your 50+ initiative makes you most proud?

The new shelter will have space designed and dedicated for individuals who have medical conditions and need space to recover. It took a long time to accomplish but it's a wonderful start.

The beds at Embry Rucker just had to be incorporated into existing space, but both projects required a huge amount of planning and working with all stakeholders and obtain support of BOS and the community (just to get the bonds).

2. What organizational approach led to this achievement?

Working with partnerships and stakeholders, both county and community.

3. What can you tell us about the audience for this effort? Who benefited most?

ANTLEY: The new shelter addresses people who are homeless and have medical conditions, as well as providing 18 units for people who need permanent housing. It is not age restricted, but the homeless population is aging.

4. If the Board of Supervisors wants this initiative to continue in some form, what improvements would you suggest?

ANTLEY: We need to continue to monitor the needs of those who are homeless and have medical needs, as well as the homeless population in general. It's important to continue cooperation and working with all stakeholders, as there is no one solution which will address all the needs.

SAFE & HEALTHY COMMUNITY

Creative Aging Festival (formerly Arts Initiative)

Champions: Evan Braff, Department of Neighborhood and Community Services, and Lisa Mariam, Director of Grants and Services, ARTSFAIRFAX

1. As you look back over the past five years, what achievement of your 50+ initiative makes you most proud?

We are very proud that through this initiative we were able to increase access to arts programs in the County's senior centers. We have added an artist-in-residence program that not only benefits our older population directly but also increases arts awareness in the community arts. Programming was expanded this year through partnerships with six library branches, Workhouse Art Center, McLean Community Center and the City of Fairfax Sherwood Community Center.

2. What organizational approach led to that achievement?

These opportunities would not have been possible without the strong community champion, **ARTSFAIRFAX**. With a robust grant program in place, **ARTSFAIRFAX** represents 300+ arts organizations and artists. Dedicated programming specifically for older adults informed and enhanced the master arts plan. This was a deliberate and intentional execution of a shared vision and mission. The leadership synergy of the partnership was integral to the initiative's success.

3. What can you tell us about the audience for this effort? Who benefited most?

The audience for this effort was specifically the 50+ community. The older adults benefited from both specific programming and broader access through multiple partnerships. The staff for these events also benefited from exposure to the arts and will participate in services provided for future events.

4. If the Board of Supervisors wants this initiative to continue in some form, what improvements would you suggest?

We believe continued success and expansion of this initiative depends on developing more partnerships to leverage dollars for programming. Better transportation opportunities could increase access and attendance across all venues. We would also like to see research and feedback to identify correlations between participation by older adults in the arts and positive health outcomes.

Criminal Exploitation Prevention (Silver Shield)

Champions: Melissa Smarr, Land Development Services, and Allison Fitch, Adult Protective Services

1. As you look back over the past five years, what achievement of your 50+ initiative makes you most proud?

SMARR: For the Criminal Exploitation Prevention initiative overall, I am most proud of the Silver Shield Anti-Scam Campaign, inspired by Supervisor Gross's May 2017 board matter to create a concerted effort in educational outreach for our elderly citizens on scams. Thus far, we have provided education on scams to about 2,900 people and counting.

FITCH: I am proud that, thanks to the Silver Shield campaign launched in the fall of 2017, the community is aware of who we are. I have received calls or emails asking for guidance or where to go for resources. We are recognized in the community when we attend various events.

In particular, the Scam Jam event has not only allowed residents to obtain information related to scams; it also offers a meal and a chance safely to dispose of medications and shred personal documents. Neighboring jurisdictions would like to develop a group like ours. Prince William County is now planning its own Scam Jam event.

2. What organizational approach led to that achievement?

SMARR: Many areas of Virginia have a Triad program, a cooperative effort of law enforcement agencies with community senior organizations, that focuses on reducing crimes against vulnerable older adults. Fairfax County may be unique in having seven County agencies involved in the Silver Shield campaign. Together, Land Development Services, Department of Family Services, Office of Emergency Management, the Fairfax County Police Department, Department of Public Works and Environmental Services, Neighborhood and Community Services, and Department of Cable and

Consumer Services have worked to create a broad educational outreach effort to disseminate information about scams.

This taskforce has also created a working partnership with AARP that resulted in two public Scam Jam Events (April 2018 and April 2019), with a third planned for April 2020. We are proud that the National Association of Counties (NACo) awarded our joint “Silver Shield Anti-Scam Education Program” its 2018 Achievement Award for Civic Education and Public Information.

FITCH: The collaboration among different departments, all working towards the same goal of supporting older residents, lets us focus our attention together on prevention through education, It means we can address not only how to respond when you are approached with a scam, but also how to move forward when you have become a victim of a scam. After learning that the Office of Emergency Management was discussing scams related to disasters, we added them as a part of the team.

3. What can you tell us about the audience for this effort? Who benefited most?

SMARR: Our audience includes older people, their children, some caregivers, grandchildren, and other interested parties. I believe everyone has benefited from our outreach because we provide the most up-to-date information on scams.

FITCH: The community as a whole benefits. When we host the Scam Jam events, we have caregivers, family members, and older adults in attendance. During presentations at senior centers, older adults share any experience they have with a scam, helping to give this topic a voice. Connections built among professionals in the taskforce have helped to streamline service delivery to clients as the network strengthens. I, for one, would not have known how to effectively support a resident involved in a contractor scam prior to working with Silver Shield.

4. If the Board of Supervisors wants this initiative to continue in some form, what improvements would you suggest?

SMARR: We believe this effort is still very much needed. The only improvement would be to add a line item to the budget with money to pay for the educational information we provide. To date we have had to rely on small donations: bookmarks paid for by the Library Foundation, magnets paid for by Land Development Services, and window clings paid for by Neighborhood and Community Services and the Department of Family Services. We could do more if we had funding.

FITCH: To further the reach of Silver Shield, we need the continued support of the Board of Supervisors, whose recommendations are trusted by older residents.

COMMUNITY ENGAGEMENT

Fairfax 50+ Facebook (formerly Fairfax 50+ Community)

Champion: Grace Lynch, Adult and Aging Services, Department of Family Services

1. As you look back over the past five years, what achievement of your 50+ initiative makes you most proud?

We developed a well-managed Facebook page that plays an important role in the disseminating information about county services, prevention/ wellness messages and engagement opportunities to 50+ adults. The page also supports the work of our nonprofit partners to do the same.

2. What organizational approach led to that achievement?

Perhaps the most important approach was to manage the page with a consistent editorial focus (services, prevention/wellness and community engagement opportunities) that included visually interesting posts of diverse events and messages.

Another important approach was the decision to work with our county agency and non-profit partners to share Facebook content. In other words, we would post/repost their content relevant to our audience and they would post/repost our content relevant to their audience. This leveraged our reach considerably and also increased post engagement.

Yet another approach was the decision to re-purpose content created for Fairfax 50+ Podcasts, Channel 16 Mature Living programs, the Golden Gazette and other print publications by posting links to them on 50+ Facebook. This provided rich, diverse content for 50+ Facebook and also helped grow our audience for these other media channels.

3. What can you tell us about the audience for this effort? Who benefited most?

We know that about 64 percent of our audience is adults 55+. About 80 percent is women. We are hitting our target, so it has been well worth the effort.

Another benefit of Facebook is that it gives us a real-time indication of what people are finding interesting. We are now using this information to shape our editorial calendars for other media including the Golden Gazette.

4. If the Board of Supervisors wants this initiative to continue in some form, what improvements would you suggest?

The Division of Adult and Aging Services will continue the initiative.

GrandInvolve: Intergenerational Volunteering in Elementary Schools

Champion: Dorothy Keenan, Founder and Executive Director, GrandInvolve

1. As you look back over the past five years, what achievement of your 50+ initiative makes you most proud?

I have two accomplishments that make me proud. One is the number of volunteers who have made GrandInvolve successful with their dedication, knowledge, and commitment, and the many skills they brought with them. We now have 160 volunteers, with 29 of them in leadership positions. In the 2017–2018 school year, we provided over 7,000 volunteer hours to Fairfax County Public Schools (FCPS).

I am also proud of the detailed plan we have developed for expanding into all Title 1 elementary schools in Fairfax County. With the help and support of individual Supervisors and the entire Board, we have made a good start toward implementing GrandInvolve in each magisterial district.

2. What organizational approach led to that achievement?

We follow the Encore Principles (see Encore.org) of “building a life beyond 50 to become a time of social contribution and impact so that we leave this world better than we found it”. Additionally, we recognize the particular skills of our volunteers and stress the importance of teamwork, ensuring that each volunteer feels valued and appreciated.

3. What can you tell us about the audience for this effort? Who benefited most?

As an Intergenerational program, GrandInvolve benefits both our older population and young children. Both generations gain from the interpersonal contact. When children are introduced to new friends who care about their academic achievements, their trajectory of success improves. When our older adults live a life of passion and purpose, they experience social and health benefits.

We also impact the neighboring community. Schools recognize that teachers are frequently not able to provide individual attention to their students. PTAs find support, and FCPS benefits when GrandInvolve provides educational and some recreational activities to at-risk youth. Principals have noted that family participation increases as GrandInvolve volunteers become more visible in school activities. When our older population demonstrates a new understanding of the challenges facing our most vulnerable populations, the community is positively impacted.

4. If the Board of Supervisors wants this Initiative to continue in some form, what improvements would you suggest?

I have two improvements that could help this Initiative going forward:

- In 2019 we developed a Board of Directors. One of its first tasks will be to hire a part-time Executive Director. Currently we have no staff, and I am mostly responsible for day-to-day operations. To apply for grant money, we will need an office for this person, and we would like the County’s help in identifying a space.
- It would be helpful for the County to provide funding to FCPS for a full-time Volunteer Coordinator. In our experience, many Title 1 schools had no volunteers at all until GrandInvolve became a presence in the school. We believe a having a coordinator encouraging community participation in all FCPS schools would increase participation. Let’s make every school a “community school.”

Venture into Volunteering

Champion: Jeannine Purdy, Regional Volunteer Manager, Volunteer Solutions

1. As you look back over the past five years, what achievement of your 50+ initiative makes you most proud?

I am proud of the diverse locations where we offered the fairs (Herndon, Mclean, Fairfax, Government Center, Falls Church, Alexandria, Annandale, and Lorton) and the diversity of the groups that participated.

2. What organizational approach led to that achievement?

We asked only a minimal time commitment (2-4 hours for each fair) and encouraged older volunteers to share with others the benefits of volunteering. We engaged local Supervisors and their

communities by holding fairs in their districts. Locations included a Moose Lodge, a hospital, the Lorton Workhouse, faith-based organizations, parks, and community centers. We put out advertisements in flyers and as bookmarks. Recently we began using Facebook 50+ and other media.

3. What can you tell us about the audience for this effort? Who benefited most?

Traditional baby boomers and older adults were the main audience, as well as home schoolers and businesses interested in sponsoring the fair as an example of corporate social responsibility. Potential volunteers got to experience a diverse group of organizations and opportunities and visit new facilities to learn about their communities.

4. If the Board of Supervisors wants this initiative to continue in some form, what improvements would you suggest?

Give Venture into Volunteering its own email address and perhaps a small budget. Maybe the Office of Economic Initiatives could take over organizing the fairs.

Increase Employment Opportunities for 50+ (50+ Employment Expo)

Champion: Carol Wright, Process and Partnership Developer, Volunteer Solutions

1. As you look back over the past five years what achievement of your 50+ initiative makes you most proud?

We are very proud to connect 50+ job seekers with prospective employers. Job seekers receive information regarding interviewing skills and resume building. Seminars and workshops and keynote speakers are provided throughout the event. Volunteers review resumes and provide feedback to attendees.

2. What organizational approach led to that achievement?

Our success is a result of the important partnership with and funding from the Jewish Council on Aging (JCA). Volunteers from Service Source also support this event with administrative tasks, such as registration, and provide and serve lunch.

3. What can you tell us about the audience for this effort? Who benefited most?

50+ job seekers and employers both benefit greatly from this event. The many community services promoted at the Expo benefit as well. Volunteers benefit by successfully matching their expertise with Expo clients and service needs. And because the keynote speakers and seminar facilitators are carefully selected and assigned according to experience, they also find this event rewarding.

4. If the Board of Supervisors wants this initiative to continue in some form, what improvements would you suggest?

The 50+ Expo has expanded beyond the venue capacity so that further funding will be needed to accommodate the growing number of Expo registrants.

Neighbor to Neighbor (N2N)

Champions: Judy Seiff and Sharon Canner, Long Term Care Coordinating Council, and Cherie LeJeune, High Performance Aging

1. As you look back over the past five years, what achievement of your 50+ initiative makes you most proud?

SEIFF: Key for me was the chance to get out into the communities and bring the idea of neighbors helping neighbors to real people. I also felt that our work on the PowerPoint presentation and the "toolkit" of information we created to give to our audiences were real achievements.

CANNER: Getting out and speaking on the N2N initiative and passing on information about various models of Villages has been beneficial. But it has also made us aware that each neighborhood has to proceed and shape the "neighbor to neighbor" concept to fit its own needs.

LEJEUNE: Although the N2N Outreach Committee chose to emphasize the Village concept in its presentations, I felt that technology could be more instrumental in bringing neighbors together--especially in the case of older adults experiencing challenges that prevent them from socializing. For that reason, I decided to go out into the community on my own to spread the word of the benefits of technology for older adults.

2. What organizational approach led to that achievement?

SEIFF: Presentations were hands on and given to hundreds of individuals, including leaders of communities, people interested in the concept of "neighbor helping neighbor," and people who would possibly need assistance. These events were a collaborative effort between volunteers and County employees—the former did research and gathered information, and the latter helped put it together.

CANNER: Regular N2N Outreach Committee meetings, in person or by phone conference, let us discuss what worked or didn't work, and allowed us to share ideas on how to help individual communities decide how they would start an N2N program.

LEJEUNE: I visited various settings, from assisted-living facilities to garden clubs, to discuss and demonstrate how technology—be it laptops/tablets, social media, smartphones, or smart speakers, like Alexa—can improve an older adult's quality of life.

3. What can you tell us about the audience for this effort? Who benefited most?

SEIFF: Audiences for N2N presentations were made up of people in the community as well as leaders of several magisterial districts. These were nonpolitical events. I see N2N as an intergenerational effort, although it could certainly be most useful to those aging in the community who need some assistance. My one regret is that while the groups we spoke with were appreciative and enthusiastic, we couldn't persuade them to keep in regular communication, so we cannot report on their successes (or lack thereof).

CANNER: Doing the presentations in various settings has benefited a variety of people. In the past two or three years, we have talked to homeowners' associations, boards of directors, educational classes, attendees at fairs, and more. At one "Aging in Reston" event alone, we gave eight presentations. Overall, it seems to me that the less formal the setting, the more audiences felt free to ask questions and speak openly.

LEJEUNE: My audience varies depending on the venue where I am presenting about technology. I might show people how to better use their smartphone, help them engage with others via social media, or do something basic like having a short exercise session with Alexa. Anything new they learn is of benefit to them, and for me, helping someone out of the darkness is like winning the lottery.

4. If the Board of Supervisors wants this initiative to continue in some form, what improvements would you suggest?

SEIFF: Because this program is already established under the Health Department, I do not feel it should be included in a new 50+ Action Plan. There could be language in that plan to indicate that N2N is available through the Health Department. Or perhaps a new 50+ initiative could tap into N2N to promote its own program.

CANNER: I believe the N2N initiative should not be in the next 50+ Action Plan. It is an established program working under the Fairfax County Health Department and should continue in that setting.

LEJEUNE: I believe it's important for as many people as possible to learn about the various tools of technology. It's especially important to teach those who might be socially isolated, such as older adults, to know there are options available that can let them learn what's going on around them, outside of their own environment.

Note: County N2N liaison and Health Department program director Patricia Rohrer adds this comment:

ROHRER: N2N/Village Development and Guidance is a program of the Long Term Care Program Development unit in the Health Department. My recommendation is that, as an established Health Department program, it no longer be in the 50+ Action Plan. Our unit will continue to find ways to expand and keep the N2N/Village work relevant, including working with other existing programs in the County and larger community, as well as any new 50+ Plan initiatives, whenever synergies exist.

TRANSPORTATION

NV Rides

Champion: Jennifer Kanarek, Manager, NV Rides

1. As you look back over the past five years, what achievement of your 50+ initiative makes you most proud?

Since NV Rides was established, we have not only been able to assist established volunteer driver programs in administering their programs more efficiently. We have also helped to set up volunteer driver programs where there once were none. We are constantly trying to fill gaps in services.

Because NV Rides is a network, participating organizations can share resources and best practices. And because NV Rides is a coordinated hub, we can increase capacity and demonstrate the impact our partners' volunteer driver programs have on the aging population in our community. All of that translates to additional support for our program.

2. What organizational approach led to that achievement?

The wonderful support we have received from Fairfax County, Pozez JCC of Northern Virginia, and the Jewish Council for the Aging has helped us leverage community and financial support to keep NV Rides not only operational, but thriving and constantly expanding. Another factor in our success has been our ability to meet the community-based members of the NV Rides network where they are. We listen to what each organization needs so we can provide support tailored to those needs.

3. What can you tell us about the audience for this effort? Who benefited most?

Clearly, the users of our volunteer transportation network—older adults who are no longer able to drive—ultimately benefit the most. But NV Rides also benefits “client” organizations like the Shepherd’s Centers and Villages by administering and providing tech support for the ride-scheduling database, by funding driver background checks, and by providing marketing for their volunteer ride programs. In that way, these groups, which often are volunteer-led or have limited resources, are able to help more older adults in need of reliable transportation in their communities.

4. If the Board of Supervisors wants this initiative to continue in some form, what improvements would you suggest?

Fairfax County provided tremendous support in getting this program up and running, and we are grateful. As the sole coordination hub for volunteer driver programs in the Fairfax area, we take seriously our charge to ensure that no ride request goes unfilled. We want to continue fill gaps in senior transportation needs. If we could have one wish, it would be to ask the County to consider NV Rides for a reliable source of funding to ensure that the program continues to expand and thrive.

Mobility Management Program / Partnership to Provide Medical Transportation

Champion: Cynthia Alarico, Human Services Transportation/Department of Neighborhood and Community Services

1. As you look over the last five years, what achievements of these two 50+ initiatives make you most proud?

I would definitely say one of our biggest achievements is our Transportation Resource Guide, which has been highly praised. The Mobility Management program is a customer-centered approach to finding transportation solutions for all Fairfax County populations, with a particular focus on people with disabilities, older adults, low-income communities, and other groups with unique needs. Our goal for the resource guide was to provide a one-stop shop guide to transportation options and resources. The resource guide is now online, and should be available in Spanish and Vietnamese later this year. Our goal is to update the resource guide annually to provide our residents with an up to date resource.

2. What organizational efforts led to those achievements?

Former Mobility Manager, Susan Shaw designed our Mobility Management survey targeting older adults and individuals with disabilities and this was completed in 2016.

3. What can you tell us about the audience for these efforts? Who benefited most?

Certainly, the older adults and individuals with disabilities and those who need multiple transportation options—medical transportation, grocery and food shopping, pharmacy trips—benefit from better services. The goal is to help folks age in place in their homes and provide the appropriate resources in order to do so.

4. If the Board of Supervisors wants these initiatives to continue in some form, what improvements would you suggest?

In many agencies, transportation is often thought of last. Programs designed to help certain populations may be wonderful, but they do no good if people can't get to them. It is very important to cross-train our county departments and community organizations on the transportation options that do exist, so the same information is shared throughout our communities.

Our 2018 Taxi Pilot Program for non-emergency medical transportation was successful, but the funding covered only a limited time. Unfortunately, with our current Enhanced Mobility Grant from MWCOG, we did not receive any operational funding to support these types of transportation pilot programs. Sustainable funding is vital if these types of programs are to flourish.

One program currently in the works is our TOPS Transportation Debit Card, which will serve those with limited incomes, older adults, and individuals with disabilities. This program will open up transportation options to include taxis, Uber, Lyft, and the WMATA SmartTrip card that provides access to public transportation.

Even as we expand services, it remains a challenge to get people who could use those services to be aware of them. If we are to launch successful new programs for those who need them most, we also need funding to market them across the various populations in Fairfax County.

HOUSING

Help People Stay in Their Homes with Technology

Note: This initiative has two components: the IT On-Call service and the Shark Tank technology competition for high school students. They reported separately.

IT-On-Call Champion: Carol Wright, Volunteer Solutions

1. As you look back over the past five years, what achievement of your 50+ initiative (IT On-Call) are you most proud of?

We are most proud of the 600 information technology (IT) help requests we have answered and the 381 residents we have served over the past five years. Research illustrates that initial consults for in-home IT service charge an average of \$99/hour. This program provides cost savings to older adults who may have limited budgets or fixed incomes. IT On-Call provides up to three visits per client per year and also assists residents with questions about applications like FaceTime, Skype, and other social media.

2. What organizational approach led to that achievement?

Our Initiative was successful because of the recruitment, screening, and background check of in-home IT volunteers conducted by Volunteer Solutions. Customer service is the hallmark of this program, and that applies to both clients and our treasured volunteers.

3. What can you tell us about this audience for this effort? Who benefited most?

Fairfax County older adults and residents with disabilities benefited from this program the most. Social Services made some referrals for existing clients, while other referrals came from flyers and information posted at County senior centers and libraries and in the *Golden Gazette*. Volunteers benefited from this effort because careful selection of their expertise was successfully matched with client needs.

4. If the Board of Supervisors wants this initiative to continue in some form, what improvements would you suggest?

We would like to expand our engagement with other County agencies—in particular, the Department of Information and Technology. Further, we envision expanding availability of this program through collaboration with Fairfax County Public Libraries.

Shark Tank champion: Robert O’Quinn, Neighborhood and Community Services

1. As you look back over the past five years, what achievement of your 50+ initiative (Shark Tank Competition) are you most proud of?

We are very proud of the Chantilly High School Girls Team. They have received a provisional patent for a device to assist seniors or people with disabilities in opening car doors. The patent application process was difficult and lengthy, yet they continued with focus. We are also very proud of the Justice High School teams that placed 2nd and 3rd in the competition. All ESOL students take a Key Exam, and all Shark Tank participants’ scores improved greatly.

2. What organizational approach led to that achievement?

Community partnerships and leadership led to the success of Shark Tank. Neighborhood and Community Services arranged for seniors at Bailey’s Community Center to be connected with students to discuss needs of the senior population. The students traveled to the center, and the seniors traveled to the high school for these conversations. Shark Tank also partnered with Nova Labs to help the Chantilly High School participants take their innovation to the next level of success and obtain a patent.

3. What can you tell us about this audience for this effort? Who benefited most?

Participating students are the immediate beneficiaries of this event. Students benefit from interaction with seniors and discussing their specific needs. Teachers and partner organizations act as mentors to help them prepare and present in a professional manner. The Chantilly Girls Team benefited from the patent process and partnership with Nova Lab. Ultimately, seniors and people with disabilities will benefit from these innovations designed with their needs in mind.

4. If the Board of Supervisors wants this initiative to continue in some form, what improvements would you suggest?

Shark Tank representatives visit every FCPS high school. But if a lead teacher is unavailable, the students may never know the program exists. Increasing awareness with greater funding for mentors is one possibility. The program will expand this year to county middle schools, where STEAM coordinators are in place to mentor participants. That will increase awareness as these students enter high school. Developing more community partnerships could further aid funding, mentoring, and awareness.

Latitude in Land Use Cases for Affordable Older Adult Housing

Champion: Regina Coyle, Department of Planning and Zoning

1. As you look back over the past five years, what achievement of your 50+ initiative makes you most proud?

The advocacy aspect: recognizing the growing need for older adult housing and coming up with strategies to address it. We brought attention to that need. “50+” resonates now. It’s accepted wisdom.

2. What organizational approach led to that achievement?

Having identified early that assisted living was a pressing need, the Department of Planning and Zoning reached out to current and potential developers of multi-unit facilities to ask them about their experiences here and elsewhere. Supervisor Herrity supported this effort by sending aide Marlae Schnare to attend these sessions. Talking to the providers was key. We learned about some of their frustrations: “Could the process be shorter? How do we get on a particular agenda? Who needs to sign off? Can we talk to them earlier?” The discussions were positive because all stakeholders felt their concerns were heard.

3. What can you tell us about the audience for this effort? Who benefited most?

Clearly “to be” (i.e., future) residents will benefit; there are more projects in the pipeline now. In Reston, Hunters Woods at Trails Edge is a new neighborhood-based retirement “community within a community,” offering independent-living, assisted-living, and memory-care units on a rental basis. There’s older adult housing planned near the Wiehle Avenue station on the Metro line. That’s an example of planning for older residents within a new neighborhood, with walkable access to services.

On a smaller scale, Accessory Dwelling Units (ADUs) in existing neighborhoods are helping to keep families together when an older member needs caregiving. It is increasingly common for new single-family homes in the County to include an ADU as part of the original design, in anticipation of eventual need.

ADUs can also benefit older homeowners by giving them the option of living in their new ADU or renting it to provide income. Only one of the two units must be owner-occupied, and only one resident needs to be over 55.

4. If the Board of Supervisors wants this initiative to continue in some form, what improvements would you suggest?

A similar outreach effort to learn about the experiences of ADU applicants and owners. The ADUs are included in the *Fairfax County Zoning Modernization* (zMOD) process happening right now. A provision to change the currently required special permit for an ADU to an administrative permit, assuming the age/disability and other standards are met, will be discussed at an upcoming meeting on zMOD at the South County Center. So there is still an opportunity to influence its provisions.

Home Sharing Initiative

Champion: Patricia Williams

1. As you look back over the past five years, what achievement of your 50+ initiative makes you most proud?"

This Initiative has not been achieved yet, but the groundwork has been laid. What is needed is financial support for an organization to make it happen. That said, we are most proud of the process we followed: researching the local history of home sharing, finding interested partners, seeking sources of funding to operate the program, searching for a "home" for our new program, and defining its necessary components of staffing, funding, office site, web and community marketing, home visits, interviews, insurance, legal coverage, supplies, electronics, and more.

2. What organizational approach led to that achievement?

The collaborative effort involved Fairfax County staff, the past Chair of the Long Term Care Coordinating Council and LTCCC members, nonprofits, for-profit businesses, AARP, George Mason University, and the Fairfax Area Commission on Aging.

In an effort to match George Mason graduate students and young professionals with older adults, we created the GraceFUL Homeshare entity, obtained nonprofit status, printed brochures, and hired a director. We met with the McLean Community Village Association (MCVA) to collaborate on submitting an AARP grant proposal. Unfortunately, the grant was insufficient, and hired director ultimately resigned.

The search for an organization willing to start a home share program continues. There is some interest among home care agencies, which receive many requests for such an arrangement. The goal would be to cover basic maintenance of the program through a financial arrangement between home provider, home renter, and a managing organization, with additional grant money used for enhancements.

3. What can you tell us about the audience for this effort? Who benefited most?

The audience for home sharing in Fairfax County is intergenerational. Such a program would benefit older adults who may be lonesome or fearful, or who need a little help with household chores, or who could use extra income to stay in their homes. It also would benefit young professionals and graduate students who work in the County but can't afford to live here. A teacher or fireman or nursing student matched with an older homeowner who has an extra bedroom and bath might even be able to negotiate a reduced rent in exchange for help with chores or grocery shopping. Intergenerational learning opportunities and interactions would be an added benefit for all involved.

4. If the Board of Supervisors wants this initiative to continue in some form, what improvements would you suggest?

Ongoing funding is needed for a program to be developed and remain financially viable. Throughout the United States, many successful models of home sharing operate on a mix of modest fees, grants, and government and/or university support. If Fairfax County could provide basic funding to start and operate a local home sharing service, it would definitely help more older adults age in place and meet the need of students and young professionals for affordable housing.

Neighborhood-Based Older Adult Housing

Champion: Regina Coyle, Department of Planning and Zoning

1. As you look back over the past five years, what achievement of your 50+ initiative makes you most proud?

The work on ADUs is the one that makes me smile. But it's also a bit bittersweet because it was clearly a major opportunity to create neighborhood-based older adult housing. It should have had its own zoning ordinance amendment instead of being added to the zMOD process. But because we had developers eager to work in the County, the CCCs went first.

2. What organizational approach led to that achievement?

It was a strong leadership structure that advanced the project, from Supervisor Herrity and his staff to DPZ director Fred Selden to Livable Communities director Jacquie Woodruff at the Area Agency on Aging. That commitment at the top was supported by multiple DPZ staff members and even our interns, who got to learn on the job while helping to create maps, surveys, and data charts. With no dedicated funding for either of the 50+ housing initiatives, we had to be creative.

3. What can you tell us about the audience for this effort? Who benefited most?

Apart from the people who will now have new places to live, I'd say the County government benefited as a result of the effort to make the zoning permit process more efficient and responsive to the public. Every government wants to be able to say it improved service delivery!

4. If the Board of Supervisors wants this initiative to continue in some form, what improvements would you suggest?

Providing affordable housing for older adults in places where they want to live is a cornerstone movement. One thing the developers of assisted-living facilities tell us is that it's "the oldest adult female child who makes the decision for aging parents." Why not let those parents make their own decisions earlier? We can do that by creating the kind of accessible, affordable housing in walkable neighborhoods that would allow older adults to maintain a level of independence while still offering the services they need.