



## Meeting Summary: Age Wave Regional Scorecard Work Group

April 18, 2014 @ 9:30am – 11:00am

Joint Commission on Health Care, 900 East Main Street, Pocahontas Building, Richmond, VA

### INTRODUCTION

Senior Connection, The Capital Area Agency on Aging and Virginia Commonwealth University Department of Gerontology are joint managing partners the Greater Richmond Regional Plan for Age Wave Readiness which is a regional coalition comprised of hundreds of stakeholders from various sectors of government, nonprofit, academic, business, and philanthropic community. The regional Scorecard Work Group represents a new phase of implementation of the Age Wave Readiness Plan through project-based deliverables, building on national best practices and successful community partnership and regional assets. The Scorecard Work Group is tasked with developing a dashboard to measure and monitor progress of our community and coalition's efforts to becoming age-friendly and a vibrant place to grow old and thrive.

In addition to reviewing best practices across the country, data has been gathered from various national and local sources including: U.S. Census Bureau, Robert Wood Johnson County Health Rankings, National Association of Realtors, Virginia Labor Market, American Community Survey, U.S. Department of Housing and Urban Development, Gallop Healthways, BRFSS, Virginia Atlas, Alzheimer's Association, CDC, U.S. Department of Agriculture, American Public Transportation Association, etc.

### Regional Scorecard Work Group

**Facilitator:** Michele Chesser, Ph.D., Senior Health Policy Analyst, Joint Commission on Health Care

**Notes:** Carolyn Comerford, Senior Connection, The Capital Area Agency on Aging

**Objective:** Develop a Regional Age-Readiness Scorecard to track and monitor our community to help quantify/qualify strengths, gaps and regional challenges.

Michele Chesser opened the meeting by distributing a reduced list of potential indicators and data resources categorized under the four focus areas outlined in the [Greater Richmond Regional Plan for Age Wave Readiness](#) of: Engaged, Livable, Stable and Well communities.

The purpose of this meeting is to continue to select, review and eliminate indicators under the four goal areas and that can help quantify gains, losses or track progress of our work and communities. Guiding principles were reviewed essential to selection and/or elimination of data/indicators from the draft Scorecard.

### Guiding Principles

A few guiding principles of the data/indicator selection include:

- (1) Free to low cost
- (2) Reputable source
- (3) Collected/updated annually and/or with regular frequency
- (4) Ability to track/evaluate within the service area of Planning District 15
- (5) Exists at the lowest possible level (by county, if possible)
- (6) Avoid using ranking data or formulaic data that is hard to interpret



Certain data points/indicators selected for dashboard (scorecard) will not directly be influenced (changed) by our coalition and/or broader community effort; however, a core objective of this group will be to select indicators/data points that our efforts can help move or influence over time.

## Indicator Selection Process

### ENGAGED COMMUNITIES

**Goal:** People of all ages are connected through various volunteer, educational or leisure pursuits that enhance quality of life.

**Objectives:**

1. Increase knowledge of **lifelong learning** and **civic engagement** opportunities.
2. Increase **volunteerism**.
3. Increase identification of **support networks** that engage older adults, such as neighborhood associations, faith communities and workplaces.

Key Points of Discussion

- Lifelong learning sources (local universities/colleges). Consider data from Virginia Center on Aging and Lifelong learning institute.
- Primary sources of volunteer engagement data are from Senior Connections (Area Agency on Aging) and Hands On Greater Richmond (Volunteer network). Additional reliable sources include: hospital systems (HCA, Bon Secours, VCU), Red Cross, YMCA, libraries, and the Arthritis Foundation.
- Old Dominion Partnership (ODP) plans to conduct longitudinal survey at 3 to 5 year intervals. Survey of all 25 Area Agencies on Aging completed in November 2011. The last survey involved 200 persons from each AAA district and cost approximately \$450,000. The next survey will be more focused looking at only 100,000 persons, using fewer open ended questions in two age segments: younger old and older old. Currently ODP is considering a general social survey followed by another with limited scope on alternate years.
- Suggestion that church membership by age could be an important measure and indicator of community / civic engagement

### LIVABLE COMMUNITIES

**Goal:** Our region will offer housing, transportation and design features that enable residents to live safely and with dignity through all of the stages of their lives.

**Objectives:**

1. Increase opportunities for **affordable housing** and **home modification services** for older adults.
2. Increase **mobility** and **transportation infrastructure** in order to decrease isolation of older adults and persons with disabilities.
3. Improve **physical infrastructure** including accessibility to housing and public transportation.
4. Promote **public safety** and make **disaster planning** widely accessible.

Key Points of Discussion

- Crime rate among seniors could be a measure, but it only represents the City of Richmond. These rates would have to also be collected and monitored by counties.
- Suggestion that we consider data from the TRIAD through the Attorney General's office.



- Disaster planning data may also be helpful. Questions arose about the [Vial of Life](#) and Yellow DOT (Chesterfield County) programs which alert first responders to vital information in an emergency. Yellow DOT indicates vital information is located in driver's glove compartment. Vial of Life is kept in the refrigerator. Others are kept on the refrigerator and a decal goes in the window.
- Ken Lantz discussed changes in GRTC CARE Van services (No show policy, robo-calls to remind riders, no more setting multiple appointment and cost of services). Fixed route buses now have wheelchair access. Cost of CARE Van service is expected to rise. EDAC Advisory Committee is active and made up of transportation providers and community representatives.
- Need to connect with other Rapid Transit Groups, like Andrew Terry at Richmond Hill.
- Review Virginia Housing Development Authority (rental information), Rebuilding Together, Project: HOMES
- GeroTrifecta, a Work Group of Greater Richmond Age Wave with students, seniors and community advocated conducting neighborhood canvassing, may also have neighborhood based level available in the future.
- Review ODP survey and possibility for additional and on-going data on livability
- Departments of Health are currently getting new dollars for Healthy Home programs which covers water and heat.
- Virginia Housing Development Authority (VHDA) could give us information via the Livable Homes Tax Credit. Aging in Place data may be available based on ADL information collected in Census surveys or American Community Surveys.
- Elderly or Disable with Consumer Direction (EDCD) waivers may also tell us something about Livability.

## STABLE COMMUNITIES

**Goal:** Individuals of all ages are able to obtain jobs and to access services that help to build and safeguard assets.

**Objectives:**

1. Encourage **businesses to invest in older adult workers.**
2. Increase **workforce entry and retention** for older adults who choose to remain in the workforce.
3. Increase options for **financial security and stability** of older adults.

Key Points of Discussion

- Employment and age of senior workers is sourced and data is available
- Information on the business investment in older adult works could come from the Chamber of Commerce or Labor Department.
- Age Friendly Business Work Group, chaired by Beth Ludden at Genworth Financial, may also provide more insight into this area.

## WELL COMMUNITIES

**Goal:** Our region has effective and sustainable health and wellness resources that are coordinated, accessible and well utilized.

**Objectives:**

1. Increase the number of older adults participating in **prevention, wellness and chronic disease management.**
2. Increase access to and coordination of **health care and adult supportive services.**



3. Increase awareness of the critical role of **caregiving and training** that supports caregivers and **skilled health professionals**.

Key Points of Discussion

- The initial list has been reduced considerably
- VCU Department of Gerontology provides training to professional in adult day across the state through a statewide contract; it also has various webinars. Follow up about potential use of data
- Seniors who are also caregivers for family members or for children discussed, but resources of data were not identified.

This summer Sara Link and Jay White will teach a VCU Community Organizing class to prepare potential grassroots workers/organizers and members of GeroTrifecta survey work group on survey evaluation tool and data collection.

**SOME NEXT STEPS**

- ✓ Define sources of data
- ✓ Establish our baseline measures
- ✓ Identify organizations (organization leads and contacts) that can either develop and/or track selected data

Sara Link will follow up on the Livable Community Checklist developed by JABA, AAA in Charlottesville, as potential and future neighborhood level data via GeroTrifecta (community canvassing).

**NEXT MEETING**

**Friday, May 23, 2014, 9:30-11:00 at the Joint Commission on Health (JCHC) at 900 E. Main Street.**

**ATTENDEES**

Name	Organization Affiliation
Gigi Amateau	United Way of Greater Richmond & Petersburg
Michele Chesser	Joint Commission on Health Care
Carolyn Comerford	Senior Connections and the Age Wave Initiative
Susan Brown Davis	The Community Foundation
Marcia DuBois	VA Department for Aging and Rehabilitative Services
Mitzi Fletcher	Family Lifeline
Eric Garmon	YMCA of Greater Richmond
Betsy Head	Older Dominion Partnership
Ken Lantz	Richmond Regional Planning District Commission
Sara Link	Greater Richmond Age Wave Coalition
Sean McCleary	Bon Secours Virginia Health System



## ABSENT

Name	Organization Affiliation
John Estes	Richmond Memorial Health Foundation
Brynne Halsey	VA Tech, Student in Human Dev. & Gerontology
Patrick Hickey	Senior Connections, The Capital Area Agency on Aging
Jay Holdren	VCU Medical Center
Christine Jensen	Riverside Center for Excellence in Aging & Health
Ryan May	Humana
Steve Sedlock	GeoHealth Innovations
Jackie Stewart	Richmond Regional Planning District Commission
Susan Triggs	Virginia Department of Health