



AGENDA

IRVINE SENIOR CITIZENS COUNCIL REGULAR MEETING

**SEPTEMBER 20, 2018
9:00 AM**

**Lakeview Senior Center
20 Lake Road
Irvine, California**

Speaker's Form/Request to Speak: If you would like to address the Senior Council on a scheduled agenda item, including a Consent Calendar item, please complete the Request to Speak Form. Speaker's Forms are located on the table at the entrance to the meeting room. Please identify on the form your name, address (optional) and the item on which you would like to speak and return to the Recording Secretary. The Request to Speak Form assists the Chair in ensuring that all persons wishing to address the Senior Council are recognized. Your name will be called at the time the matter is heard by the Senior Council. City policy is to limit public testimony to three minutes per speaker (unless extended by the Chair) which includes the presentation of electronic or audio visual information.

CALL TO ORDER

A regular meeting of the Irvine Senior Citizens Council will be called to order on September 20, 2018, 9:00 AM at Lakeview Senior Center, 20 Lake Road, Irvine, California.

ROLL CALL

COUNCILMEMBER	STAN JONES	Council Appointee: Schott
COUNCILMEMBER	JUNEU KIM	Council Appointee: Fox
COUNCILMEMBER	KEVIN KONDRU	Member-at-Large
COUNCILMEMBER	RACHEL OWENS	Council Appointee: Wagner
COUNCILMEMBER	BETTY JO WOOLLETT	Council Appointee: Lalloway
VICE CHAIR	SIMA RANJBAR	Council Appointee: Shea
CHAIR	CAROLYN INMON	Member-at-Large

PLEDGE OF ALLEGIANCE – Chair Inmon

INTRODUCTIONS

PRESENTATIONS

ANNOUNCEMENTS

Announcements, Committee Reports and Council Comments are for the purpose of presenting brief comments or reports, are subject to California Government Code Section 54954.2 of the Brown Act and are limited to 15 minutes per meeting.

Community Services Superintendent Sandra Salcedo

PUBLIC COMMENTS

Any member of the public may address the Senior Council on items within the Senior Council's subject matter jurisdiction, but which are not listed on this Agenda during PUBLIC COMMENTS. However, no action may be taken on matters that are not part of the posted agenda. PUBLIC COMMENTS are scheduled for 30 minutes and are limited to 3 minutes per person. If you wish to speak, please complete a Speaker's Form and submit it to the Recording Secretary.

ADDITIONS AND DELETIONS

Additions to the agenda are limited by California Government Code Section 54954.2 of the Brown Act and for those items that arise after the posting of the Agenda and must be acted upon prior to the next Senior Council meeting.

COUNCILMEMBER UPDATES

COMMITTEE/GROUP/AGENCY REPORTS

1. Senior Services Support/Interest Groups

(Please limit Committee Reports to 3 minutes per person)

- A. Irvine Adult Day Health Services – Kimberly Beeson, Executive Director
- B. Irvine Evergreen Chinese Senior Association – Jerry Chang, Director
- C. Friends of Outreach – Pat Hendee, President
- D. Irvine Senior Travelers – Natalie Chaikin, Representative
- E. NEDA-Association of Iranian American Seniors – Nasser Fathi, President
- F. Irvine Korean Evergreen Association – Juneu Kim, President

2. Orange County Senior Citizens Advisory Council-Affiliated Committees

(Please limit Committee Reports to 3 minutes per person)

- A. Orange County Senior Citizens Advisory Council – Chair Inmon

- B. Health and Nutrition – Senior Council Members Jones and Woollett
- C. Housing and Transportation – Vice Chair Ranjbar and Senior Council Members Kim and Kondru
- D. Legislative – Chair Inmon and Senior Council Member Owens

3. Senior Citizens Council Committees
(Please limit Committee Reports to 3 minutes per person)

- A. Facilities Committee – Senior Council Members Kondru and Woollett
- B. Leadership Committee – Vice Chair Ranjbar and Senior Council Member Jones
- C. Nutrition Committee – Chair Inmon and Senior Council Member Woollett

COUNCIL BUSINESS

1. MINUTES

ACTION: Approve the minutes of a regular meeting held on August 16, 2018.

2. SENIOR SERVICES STRATEGIC PLAN UPDATE 2019-2024

RECOMMENDED ACTION: Review and provide input to the Senior Services Strategic Plan Update 2019-24.

END COUNCIL BUSINESS

ADJOURNMENT

Adjourn to a Senior Citizens Council Regular Meeting on **Thursday, October 18, 2018 at 9:00 AM** at Lakeview Senior Center, 20 Lake Road, Irvine, California.

NOTICE TO THE PUBLIC

At 11:00 a.m., the **Senior Citizens Council** will determine which of the remaining agenda items can be considered and acted upon prior to 12:00 noon and will continue all other items on which additional time is required until a future Committee meeting. All meetings are scheduled to terminate at 12:00 noon.

STAFF REPORTS

As a general rule, staff reports or other written documentation have been prepared or organized with respect to each item of business listed on the agenda. Copies of these materials are on file with the Senior Citizens Council liaison and are available for public inspection and copying once the agenda is publicly posted, (at least 72 hours prior to a regular Senior Citizens Council meeting).

If you have any questions regarding any item of business on the agenda for this meeting, or any of the staff reports or other documentation relating to any agenda item, please contact Senior Citizens Council liaison at (949) 724-6690.

SUPPLEMENTAL MATERIAL RECEIVED AFTER THE POSTING OF THE AGENDA

Any supplemental writings or documents distributed to a majority of the Senior Citizens Council regarding any item on this agenda after the posting of the agenda will be available for public review in the Community Services Department, One Civic Center Plaza, Irvine, California, during normal business hours. In addition, such writings or documents will be made available for public review at the respective public meeting.

SUBMITTAL OF INFORMATION BY MEMBERS OF THE PUBLIC FOR DISSEMINATION OR PRESENTATION AT PUBLIC MEETINGS

Written Materials/handouts:

Any member of the public who desires to submit documentation in hard copy form may do so prior to the meeting or at the time he/she addresses the Senior Citizens Council. Please provide 10 copies of the information to be submitted and file with the Recording Secretary at the time of arrival to the meeting. This information will be disseminated to the Senior Citizens Council at the time testimony is given.

CITY SERVICES TO FACILITATE ACCESS TO PUBLIC MEETINGS

AMERICANS WITH DISABILITIES ACT: It is the intention of the City of Irvine to comply with the Americans with Disabilities Act (ADA) in all respects. If, as an attendee or a participant at this meeting, you will need special assistance beyond what is normally provided, the City of Irvine will attempt to accommodate you in every reasonable manner. Please contact the Senior Citizens Council liaison at 949-724-6690 at least 48 hours prior to the meeting to inform us of your particular needs and to determine if accommodation is feasible. Please advise us at the time if you will need accommodations to attend or participate in meetings on a regular basis.

COMMUNICATION DEVICES

To minimize distractions, please silence or turn off all personal communication devices.

MEETING SCHEDULE

Regular meetings of the Senior Citizens Council are held on the third Thursday of each month at 9 a.m. unless otherwise noted. The Senior Citizens Council Agenda is posted in the Police Department. Meeting agendas and approved minutes are kept current on the City website at cityofirvine.org.

I hereby certify that the agenda for the Senior Citizens Council meeting was posted at the main entrance of City Hall and in the posting book located in the Public Safety Lobby of City Hall, One Civic Center Plaza, Irvine, California on September 13, 2018 by 5:30 p.m. as well as on the City's web page.

L. Mariana Martinez
Recording Secretary

MINUTES

ITEM 1



MINUTES

IRVINE SENIOR CITIZENS COUNCIL REGULAR MEETING

AUGUST 16, 2018

Lakeview Senior Center
20 Lake Road
Irvine, California

CALL TO ORDER

A regular meeting of the Irvine Senior Citizens Council was called to order on August 16, 2018, 9:01 AM at Lakeview Senior Center, 20 Lake Road, Irvine, California; Chair Inmon presiding.

ROLL CALL

COUNCILMEMBER	STAN JONES	Council Appointee: Schott
COUNCILMEMBER	JUNEU KIM	Council Appointee: Fox
COUNCILMEMBER	KEVIN KONDRU	Member-at-Large
COUNCILMEMBER	RACHEL OWENS	Council Appointee: Wagner
COUNCILMEMBER	BETTY JO WOOLLETT	Council Appointee: Lalloway
VICE CHAIR	SIMA RANJBAR	Council Appointee: Shea
CHAIR	CAROLYN INMON	Member-at-Large

PLEDGE OF ALLEGIANCE

Vice Chair Ranjbar led the Pledge of Allegiance.

INTRODUCTIONS

Community Services Supervisor Ed Kaleikini introduced the following new Senior Services staff members:

- Shauna Harris, Senior Leader at Lakeview Senior Center
- Skkylr Hernandez, Office Assistant I at Lakeview and Rancho Senior Centers
- Jeffrey Daniels and Jason Cortlett, Leader III with Facility Operations and Reservations

PRESENTATIONS

1. Distinguished Service Award

Chair Inmon presented this award to Parvin Anaghiz for her dedicated service as a Senior Services Volunteer.

2. California Senior Legislature Update

John Pointer, County of Orange Senior Citizens Advisory Council Chair, provided a presentation on the California Senior Legislature, the 2018 Priority Proposals, and budget process for funding requests. He educated the group on how to get involved and he responded to Senior Council inquiries.

ANNOUNCEMENTS

Community Services Superintendent Sandra Salcedo made the following announcements:

- The Senior Fitness Expo will be held on Friday, August 31 at the Rancho Senior Center from 9 a.m. to noon. This free event will include health screenings, nutrition information, and demonstrations. A rack card was provided.
- The Irvine Global Village Festival will be held at the Orange County Great Park on Saturday, September 22 from 10 a.m. to 6 p.m.
- The proposed Senior Council Bylaws Amendment is scheduled to go to City Council on September 12. An update will be provided to Senior Council at its September 20 meeting.
- The Senior Services Strategic Plan Update draft will be shared with the Senior Council at the September 20 meeting. Senior Council Members interested in a briefing should notify Superintendent Salcedo.

PUBLIC COMMENTS

There were no public comments.

ADDITIONS AND DELETIONS

There were no additions or deletions to the agenda.

COUNCILMEMBER UPDATES

Vice Chair Ranjbar announced she attended the grand opening of Luxaira, a new senior affordable housing community in Irvine. All units are full with 600 people on the waitlist.

Chair Inmon provided an update on the Grandparents' Day event that was held at Trabuco Center on August 2. There were 40 adults and 14 children in attendance for a reading of "The Very Hungry Caterpillar", and attendees participated in craft activities geared toward the book's theme.

COMMITTEE/GROUP/AGENCY REPORTS

1. Senior Services Support/Interest Groups

A. Irvine Adult Day Health Services (IADHS)

On behalf of Executive Director Kimberly Beeson, Supervisor Kaleikini reported the IADHS annual Take a Chance on Seniors fundraiser theme will be "Denim and Diamonds" and will be held at Lakeview Senior Center on Saturday, October 6, 2018.

B. Irvine Evergreen Chinese Senior Association (IECSA)

Director Jerry Chang reported IECSA will celebrate its 30th anniversary in 2019 and preparations for this celebration have begun. The Lunar Festival celebration will be held in September. The August 18 IECSA meeting will include chorale and dancing performances.

C. Friends of Outreach (FOO)

Representative Kathleen Pfeiffer provided updates on FOO's fundraising efforts. Participation in the Bingo program has grown and is raising an average of \$600 each week. The International Crafters have completed 145 placemats and over 200 scarves that will be included in the Holiday Gift Bags. Craft sales will begin in October in the Lakeview Senior Center lobby.

D. Irvine Senior Travelers - No report.

E. NEDA-Association of Iranian American Seniors - No report.

F. Irvine Korean Evergreen Association (IKEA)

President Juneu Kim reported he is working with IADHS and learning about their programs that can be a benefit to the Korean community.

RECESS

Chair Inmon recessed the Senior Citizens Council meeting at 10:11 a.m.

RECONVENE

Chair Inmon reconvened the Senior Citizens Council meeting at 10:30 a.m.

2. Orange County Senior Citizens Advisory Council-Affiliated Committees

A. Orange County Senior Citizens Advisory Council

Chair Inmon reported a presentation on Financial Abuse was given and recommended this presentation be given at each senior center.

B. Health and Nutrition

Senior Council Member Jones provided a handout and reported on the presentation given about hearing problems and how they affect balance and coordination. Options for assistive hearing devices include amplified phones which are free and communication counseling.

C. Housing and Transportation

Senior Council Member Kondru reported on the Public Affairs of Transportation presentation. Technology advancements in cars have helped by use of rear-view cameras, keyless entries and programs such as CarFIT.

D. Legislative – No report.

3. Senior Citizens Council Committees

A. Facilities Committee

There was no meeting, however Supervisor Kaleikini reported on the status of the Rancho Fitness Center equipment bid process. Additional projects in place include the Computer Lab remodel, Trabuco Shade Structure, and Woodbridge Community Park pickle ball court installation.

B. Leadership Committee

Vice Chair Ranjbar shared updates from the meeting on the presentation given about the Irvine Global Village Festival, scheduled for September 22 at the Orange County Great Park. Senior Council Member Jones provided a handout summarizing the meeting.

C. Nutrition Committee – No report.

COUNCIL BUSINESS

1. MINUTES

ACTION: Moved by Senior Council Member Jones, seconded by Senior Council Member Owens and carried unanimously by members present to approve the minutes of a regular meeting held on July 19, 2018.

Ayes: 7 Inmon, Jones, Kim, Kondru, Owens, Ranjbar, Woollett
Noes: 0
Absent: 0

2. IRVINE SENIOR CITIZENS COUNCIL MID-YEAR REVIEW OF COMMITTEE ASSIGNMENTS

Superintendent Salcedo presented the item.

Discussion included: Senior Council Member Owens dropping the Orange County Senior Citizens Advisory Council and the Legislative Committee; Chair Inmon representing Irvine on the Senior Citizens Advisory Council Legislative Committee.

ACTION: Moved by Senior Council Member Woollett, seconded by Vice Chair Ranjbar and carried unanimously by members present to appoint Senior Council representatives to the Orange County Senior Citizens Advisory Council-Affiliated Committees as follows:

Orange County Senior Citizens Advisory Council-Affiliated Committees:

- Advisory Council: Carolyn Inmon
- Health and Nutrition: Stan Jones, Betty Jo Woollett
- Housing and Transportation: Juneu Kim, Kevin Kondru, Sima Ranjbar
- Legislation: Carolyn Inmon, Sima Ranjbar

Ayes: 7 Inmon, Jones, Kim, Kondru, Owens, Ranjbar, Woollett
Noes: 0
Absent: 0

ACTION: Moved by Senior Council Member Woollett, seconded by Senior Council Member Jones, and carried unanimously by members present to appoint Senior Council representatives to the Irvine Senior Citizens Council Committees as follows:

Senior Citizens Council Committees:

- Facilities: Kevin Kondru, Betty Jo Woollett
- Leadership: Stan Jones, Sima Ranjbar
- Nutrition: Carolyn Inmon, Betty Jo Woollett

Ayes: 7 Inmon, Jones, Kim, Kondru, Owens, Ranjbar, Woollett

Noes: 0

Absent: 0

END COUNCIL BUSINESS

ADJOURNMENT at 11:10 a.m. on Thursday, August 16, 2018.

CAROLYN INMON, CHAIR

Laura Murphy
Recording Secretary

Date

ITEM 2



REQUEST FOR SENIOR CITIZENS COUNCIL ACTION

MEETING DATE: SEPTEMBER 20, 2018

TITLE: SENIOR SERVICES STRATEGIC PLAN UPDATE 2019-24



Community Services Manager



Deputy Director of Community Services

RECOMMENDED ACTION

Review and provide input to the Senior Services Strategic Plan Update 2019-24.

EXECUTIVE SUMMARY

In 2012, the City Council approved the Senior Services Strategic Plan 2012-17 (Strategic Plan) to guide the development, implementation, and delivery of City programs and services for Irvine seniors. In 2017, the Community Services Department conducted a public outreach effort to update the Senior Plan for the next five years. The Senior Citizens Council (Senior Council) serves as the oversight body for the implementation of the Strategic Plan Update 2019-24 (Plan Update).

Community input received from the outreach effort and recommended strategies for the Plan Update were shared with the Senior Council at four meetings held between August and November 2017. In 2018, City staff developed the draft Plan Update based on community and Senior Council feedback. The draft Plan Update, submitted as Attachment 1, is presented to the Senior Council for review and feedback.

ANALYSIS

The Plan Update is reflective of community input and responsive to the needs of Irvine's older adults. From September 2016 to February 2017, the City engaged the community through key stakeholder meetings and community forums to gather input on the five priority areas of the Plan Update, which are Education; Health and Recreation; Housing; Social Well-being and Vulnerable Seniors; and Transportation.

Five key stakeholder meetings, one per priority area, were held with service providers and leaders in the senior community representing 34 community agencies. Stakeholders provided input on continuing and emerging needs affecting seniors and possible strategies to meet identified needs.

Three community forums had 65 community members in attendance. Information received from the stakeholder meetings was shared at the community forums and attendees were asked to provide input on the most important issues and service needs facing seniors in Irvine.

During fall 2017, the Senior Council reviewed input from the community outreach effort and provided feedback regarding proposed goals, strategies, and recommended actions for inclusion in the Plan Update.

Over the past year, staff developed a draft Plan Update to guide the City from 2019 through 2024. The Plan Update is comprised of five goal areas and nine strategies. Table 1 illustrates the goal areas and corresponding strategies.

Table 1 *Senior Plan Update Goals and Strategies*

Goal Area 1:	Education: <i>Provide information on a variety of educational opportunities to older adults.</i>
Strategy 1	Enhance promotional strategies to increase awareness of educational programs and services.
Strategy 2	Expand and enhance information and learning opportunities on issues important to seniors and their families.
Goal Area 2:	Health and Recreation: <i>Promote physical and social health for older adults through health and recreation activities.</i>
Strategy 1	Enhance marketing strategies to increase awareness of health and recreation programs.
Strategy 2	Expand senior health and recreation program opportunities.
Goal Area 3:	Housing: Enhance collaborations and education to address senior housing needs.
Strategy 1	Promote safety measures and assistance services to support aging in place.
Strategy 2	Provide information to seniors with housing needs.

Goal Area 4:	Social Well-being and Vulnerable Seniors: Promote wellness, independence, and inclusion for vulnerable seniors.
Strategy 1	Enhance systems to identify and serve the most vulnerable senior populations.
Goal Area 5:	Transportation: Support safe and accessible transportation for seniors.
Strategy 1	Enhance outreach and education to support senior mobility.
Strategy 2	Explore collaborative partnerships and innovative models to enhance access to transportation services.

The Plan Update includes a five-year implementation matrix created in accordance with the Plan's goals and strategies. The implementation matrix identifies specific actions to meet the recommended goals and strategies guiding the City's work around Senior Services for 2019 through 2024. The Senior Council will conduct review and evaluation of the Plan Update's implementation and outcomes. Ongoing monitoring and feedback will ensure the Plan remains relevant to community needs and responsive to changing conditions.

ALTERNATIVES CONSIDERED

The Senior Citizens Council could suggest additional revisions to the Plan Update.

FINANCIAL IMPACT

The Plan Update will be an essential ongoing endeavor, driving the actions, programming, staffing allocation, and resource deployment for the City's Senior Services. Funding for the first year of the Plan Update is included in the Fiscal Year 2018-19 Budget. Funding for subsequent years will be requested through the City's annual budget approval process.

REPORT PREPARED BY Sheila Driscoll, Community Services Manager

ATTACHMENTS

1. Senior Services Strategic Plan Update 2019-24

DRAFT

Strategic Plan for Senior Services Update 2018



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Executive Summary



Purpose

The City of Irvine Community Services Department conducted a public outreach effort to update the Senior Services Strategic Plan (Senior Plan) for the next five years. The Senior Plan Update 2018–23 (Plan Update) identifies goals and strategies to guide the development, implementation, and delivery of City programs and services for Irvine seniors. The Irvine Senior Citizens Council serves as the oversight body for the Plan Update.



Scope

The scope of this project was to develop a five-year update to the Senior Plan. An extensive community outreach effort was conducted and included key stakeholder meetings and community forums to gather input on the Plan Update's five priority areas: Education; Health and Recreation; Housing; Social Well-being and Vulnerable Seniors; and Transportation. Information gathered from the community outreach effort was shared and discussed with the Senior Citizens Council for input and direction.



Methodology

The community planning process solicited input and discussion on topics important to the well-being of seniors. The City conducted a public outreach effort consisting of key stakeholder meetings and community forums to gather community input for the Plan Update. The Plan Update is reflective of the input received from 34 community agency representatives and more than 65 community members who participated in stakeholder meetings and community forums, as well as input received from the Senior Citizens Council.



Senior Plan Update

The Plan Update will guide the City from 2018 through 2023. It builds directly on the previous Plan, and is the result of community input and feedback from the Senior Citizens Council.

The Plan Update goals are to:

1. Provide information and a variety of educational opportunities to older adults (Education).
2. Promote physical and social health for older adults through recreation and health activities (Health and Recreation).
3. Enhance collaborations and education to address senior housing needs (Housing).
4. Promote wellness, independence, and inclusion for vulnerable seniors (Social Well-being and Vulnerable Seniors).
5. Support safe and accessible transportation for seniors (Transportation).

Based upon the community input provided, nine strategies were identified to address these goals, as shown in Chart 1. Additionally, recommended actions were developed to guide strategy implementation. A five-year implementation matrix, included as Appendix B, was also developed to meet the goals of the Plan Update, and will be reviewed and updated annually by the Senior Citizens Council.



Chart 1: Senior Plan Update Goals and Strategies

GOAL AREA 1: Education

Provide information and a variety of educational opportunities to older adults.

Strategy: Enhanced Promotion

Enhance promotional strategies to increase awareness of educational programs and services.

Strategy: Enhanced Learning Opportunities

Expand and enhance information and learning opportunities on issues important to seniors and their families.

GOAL AREA 2: Health and Recreation

Promote physical and social health for older adults through health and recreation activities.

Strategy: Awareness of Health and Recreation Programs

Enhance marketing strategies to increase awareness of health and recreation programs.

Strategy: Recreation and Health Program Opportunities

Expand senior health and recreation program opportunities.

GOAL AREA 3: Housing

Enhance collaborations and education to address senior housing needs.

Strategy: Support for Aging in Place

Promote safety measures and assistance services to support aging in place.

Strategy: Information to Address Housing Needs

Provide information to seniors with housing needs.

GOAL AREA 4: Social Well-being and Vulnerable Seniors

Promote wellness, independence, and inclusion for vulnerable seniors.

Strategy: Identify and Serve Vulnerable Seniors

Enhance systems to identify and serve the most vulnerable senior populations.

GOAL AREA 5: Transportation

Support safe and accessible transportation for seniors.

Strategy: Outreach and Education

Enhance outreach and education to support senior mobility.

Strategy: Enhanced Access

Explore collaborative partnerships and innovative models to enhance access to transportation services.

Demographic Overview

Senior Population

Seniors are the fastest-growing age group nationally and in Orange County. The senior population is projected to nearly double by 2040, when almost one in four county residents will be 65 or older. Older adults are the only age group in the county projected to increase as a proportion of the population over the next several decades.¹

The City of Irvine has grown to an estimated population of more than 267,000 residents. In 2017, Irvine had the highest numerical increase of residents in the past one year for cities in California with populations under 300,000.² The City of Irvine’s population of individuals older than 55 was estimated at nearly 39,809 (18.7 percent of total population) in 2010,³ and approximately 48,614 (19.7 percent of the total population) in 2016.⁴

Irvine Senior Population	2010*	2012–16**
55-59	11,762	12,602
60-64	9,586	10,708
65-74	10,862	15,174
75-84	5,285	7,258
85 years and over	2,314	2,872
Total 55+	39,809	48,614

*2010 Census

**2012–16 American Community Survey 5-Year Estimates

Ethnic Diversity

Irvine’s diversity is an important factor to consider when planning outreach and service efforts. More than 67 percent of the senior population in Irvine (60 years and older) identify as Caucasian, 27.7 percent identify as Asian, and 5.1 percent identify as other ethnicities (African American, American Indian, Pacific Islander, and Other Races).⁵ Almost 6 percent of seniors identify as Hispanic/Latino of any race. Irvine is also home to a significant Iranian population.

Almost 48 percent of Irvine seniors 60 and older are foreign born, compared with 38.9 percent of the City’s general population. Approximately 43.5 percent of seniors report they speak a language other than English at home, and 26.5 percent report they speak English less than “very well.”⁶



CHAMPION (Community Helpers Assisting Mature Persons in Our Neighborhood) volunteers provide companionship and social interaction to seniors.

Income, Education and Employment

Annual household income for older adults (60+) in Irvine is \$107,648, well above the U.S. average of \$65,289. However, approximately 8.1 percent of senior Irvine residents (60+) live below the federal poverty level and 6 percent are estimated to live at 100 percent to 149 percent of the poverty level.⁷

Irvine's senior population is highly educated, with a high school graduation rate of 92.1 percent and a college graduation rate of 56.9 percent for residents aged 60 and older. In Irvine, 32.6 percent of seniors 60 and older are currently employed.⁸

Seniors and Family Status

For seniors 60 years and older residing in Irvine, 60.2 percent live with family (the majority as married couples), while approximately 37 percent report living alone. Another 3 percent live with nonrelatives. Almost 63 percent of Irvine seniors are married, 15.4 percent are widowed, and 21.7 percent are divorced, separated, or never married.⁹

Approximately 54.7 percent of Irvine's senior (60+) population is female, with 45.3 percent male.¹⁰ Nationally, for seniors aged 85 and older, women outnumber men by a ratio of almost two to one.¹¹

Health and Disability

Increasing age is a risk factor for many chronic conditions, and the majority of older adults in Orange County have at least one chronic medical condition. Chronic conditions such as hypertension affect as many as 50 percent of Orange County Medicare beneficiaries aged 65 and older, and diabetes affects approximately 26 percent. Nearly 12 percent of Orange County Medicare beneficiaries older than 65 were treated for Alzheimer's disease or dementia in 2014. Alzheimer's disease is now the third leading cause of death for Orange County adults 65 and older, and is the only leading cause of death that has been increasing in Orange County.¹²

Nearly 23 percent of Irvine seniors aged 60 and older report having one or more disabilities.¹³ Disability is defined as having difficulty with hearing, vision, cognition, ambulation, self-care, and/or independent living. The rate of disability increases with age and reflects the many health-related challenges that older adults face.

Key Achievements 2012–17

The success, lessons learned, and momentum created from efforts implemented under the Senior Plan 2012–17 provide the foundation for the Plan Update and associated target strategies. The most significant achievements under the Senior Plan 2012–17, organized by the five priority areas, include:

Education and Marketing

- Senior Services enhanced marketing efforts to raise awareness of its services and programs. Marketing activities included updates to the Senior Services website; greater use of social media; development of monthly calendars of senior center activities; and the redesign and expanded distribution of Irvine *Senior Connection*, a bimonthly senior center newsletter.
- Volunteer recruitment efforts were enhanced by marketing the City’s senior volunteer opportunities through community agency partners and online volunteer match services. Since Fiscal Year (FY) 2012–13, volunteer hours provided to support senior programs and clubs increased by approximately 26 percent, from approximately 37,500 hours to nearly 47,400 hours in FY 2016–17. Nearly 600 individuals volunteer each year.

- New partnerships with health care professionals, hospitals, and community agencies were developed to offer a variety of health education presentations and lecture series on topics including chronic disease prevention and management, fall prevention, and memory health.
- Through new and expanded partnerships, the City enhanced services that inform seniors about financial and insurance matters. Council on Aging offered Benefits Enrollment Clinics to help lower-income seniors find and apply for public benefit programs; the council also offered Medicare Open Enrollment services to assist seniors in finding affordable health insurance options, Consumer Credit Counseling of Orange County provided individual consultations on budgeting, debt, and financial management issues. Other popular programs such as financial planning and estate planning courses continued to be offered throughout the Plan period with more than 1,700 class participation visits.



- New technology education programs were offered to help seniors develop proficiency in the use of computers and mobile devices. In 2014, Senior Services developed a partnership with a student group called the OC Coders to implement a technology tutoring program. High school students provided free one-on-one sessions to help seniors with laptop, smart phone, and tablet use. The program provided more than 1,600 tutoring sessions in English, Japanese, Korean, and Mandarin between 2014 and 2017.
- Technology classes were introduced at the senior centers in 2015 with more than 100 class meetings conducted in FY 2015–16 and 152 class meetings in FY 2016–17.
- Participation in English Mentoring classes, taught by volunteers, increased by 84 percent over five years, from 2,080 participant visits in FY 2012–13 to 3,825 participant visits in FY 2016–17.
- In 2015, Senior Services supported the Community Development Department in providing three community forums in multiple languages (English, Mandarin, and Korean) to raise awareness of affordable housing options available in the City.
- During the Senior Plan period, 11 new affordable rental properties with more than 1,000 units opened in Irvine, including an affordable senior rental community with 219 units. Planning of a 157-unit housing community for very-low and low-income seniors was also conducted.
- Partnerships were expanded and added to support housing goals. In FY 2015–16 and FY 2016–17, the Fair Housing Foundation provided free consultation services at Lakeview Senior Center to inform older adults about their housing rights and responsibilities as tenants and landlords.
- In 2012 and 2013, the City worked with the Orange County Fire Authority and community volunteers to install 240 smoke and carbon monoxide detectors in the homes of senior mobile home community residents.
- Since 2015, Irvine Senior Services has been partnering with the City's Code Enforcement Division, the Orange County Fire Authority, and the Orange County Hoarding Task Force to help seniors with significant hoarding situations remain safe in their homes.

Housing

- The City's Keen Center for Senior Resources (Keen Center) provided more than 700 housing-related referrals annually to Irvine seniors. Housing information requests are typically related to affordable housing, in-home services, assisted living, and home safety improvement services.

- The Senior Services Outreach program, with funding from the non-profit organization Friends of Outreach, provided homebound seniors with home safety equipment such as Emergency Response Systems and grab bars to support independence and safety at home.
- In 2012, the Irvine Supportive Community collaborative was established to help seniors live healthy and independent lives in their own homes and neighborhoods. Led by Jewish Federation and Family Services and comprised of six community partners including the City of Irvine, the collaborative provides support services, activities, and linkages to resources for residents of two affordable senior housing communities in Irvine. In FY 2016–17, more than 16,000 contacts were provided to seniors through the Irvine Supportive Community collaborative.
- In 2012, Keen Center staff began conducting monthly outreach to senior housing locations to provide education and referral assistance in order to reach seniors who are unable to access services at the Senior Center.
- The City’s Senior Care Management program, partially funded by a federal grant, provides intensive in-home services to support independence, safety, and quality of life for homebound seniors with complex physical and psychosocial needs. Hours of care management support increased by more than 75 percent since FY 2012–13, from approximately 900 hours to approximately 1,580 hours in FY 2016–17.
- The City’s Meals on Wheels program delivered more than 293,000 meals to homebound seniors over the five-year Plan period. The annual number of home-delivered meals increased by more than 26 percent over the Plan period from 54,950 to 69,400. The annual number of unduplicated participants increased by 58 percent from 152 to 240.

Mental and Physical Health

- The Keen Center, located at Lakeview Senior Center, offers support and assistance to seniors and their families coping with the physical, emotional, and practical challenges of aging. Trained staff and volunteers provide information, referrals, and linkages to support services and community resources. Over the five-year Plan period, annual in-person and telephone consultations increased by 56 percent, from 7,239 contacts to 11,429. Nearly 47,000 contacts were conducted during the Plan period.



Meals on Wheels staff and volunteer helping provide nutritious meals to homebound Irvine seniors.

- The number of meals served through the Senior Lunch Program at Lakeview Senior Center increased by 31 percent, from 24,413 to 32,034 meals. Approximately 136,000 meals were provided over the five-year Plan period. The number of annual unduplicated participants increased by 34 percent, from 712 to 953 seniors.
- In 2014, the City began hosting a monthly food distribution program at Lakeview Senior Center offered by Community Action Partnership of Orange County. Approximately 300 seniors receive food boxes each month to increase their food security. Volunteers from the Irvine Latter-day Saints Church delivered the boxes to 100 homebound residents at two affordable senior housing communities.
- Since 2015, the City has collaborated with community partners to offer positive aging groups in multiple languages (English, Mandarin, and Farsi) to address topics such as depression, dementia, and communication.



UC Irvine student providing free blood pressure screenings to Irvine seniors.

- The City established new partnerships with local schools of nursing and pharmacy, and the Orange County Health Care Agency, to increase availability of health education, health screenings, and medication review services at Lakeview Senior Center.

Recreation and Leisure

- In February 2016, the City expanded its recreational and fitness programs with the opening of the City's third senior center, the Trabuco Center.
- During the Plan period, the number of recreation and fitness classes and activities offered at the senior centers increased by more than 84 percent. In FY 2012–13, approximately 3,100 class sessions were provided with approximately 63,000 participation visits. In FY 2016–17, a total of more than 5,700 sessions were offered with approximately 95,000 participation visits.
- With the opening of the Trabuco Center in 2016, senior fitness center memberships for Rancho Senior Center and Trabuco Center were consolidated, allowing eligible members to use the fitness centers at both facilities. Over the Plan period, fitness center memberships increased from 245 members with more than 11,100 annual visits to 612 memberships with more than 17,500 annual visits at both centers. Services at both fitness centers have been enhanced to include additional evening hours, one-on-one fitness coaching, and cardio/strength training classes.

- In response to community interests, the senior centers expanded music and art class offerings to include harmonica and ukulele lessons, music appreciation, floral design, and Chinese calligraphy. Cultural partner groups led several new classes, including guitar (Irvine Korean Evergreen Association) and chorus (Irvine Chinese Evergreen Senior Association).
- The City has held an annual Senior Fitness Expo at Rancho Senior Center since 2009, providing fitness demonstrations, health screenings, and health information to the community in a fun and festive setting.
- Senior Services partnered with several Irvine youth programs to offer intergenerational activities at the senior centers. Programs included: game day events with City of Irvine Middle School Youth Action Team participants; student musical showcases and socials; technology tutoring offered by high school students; student chess exhibitions; and an intergenerational life-review program with Creekside High School students.



City staff provides assistance to fitness center participant.

Transportation

- The City's TRIPS program offers low-cost, accessible transportation to eligible Irvine seniors and adults with disabilities. During the Plan period the program provided more than 105,000 rides.
- The Nutrition Transportation program provides transportation to and from the senior lunch program at Lakeview Senior Center. Initiated in 2011 and funded through a federal grant, the program provides contracted shuttle services for senior residents of affordable senior housing locations and TRIPS passes to eligible seniors to attend the meal program. During the Plan period, the annual number of rides provided has steadily increased by 138 percent, from 1,356 to more than 3,200 rides in FY 2016–17.



TRIPS provides low-cost, wheelchair accessible transportation to Irvine seniors and adults with disabilities.

- The City's Senior Services Volunteer Transportation program provides rides to non-emergency medical appointments at no cost to Irvine seniors. Annual service numbers have almost doubled since FY 2012–13, from 308 rides to 596 rides in FY 2016–17. Over the five-year Plan period, 28 City-trained volunteer drivers provided a total of 2,277 rides to Irvine seniors.
- The City's Senior Outreach program provides emergency taxi vouchers to seniors facing immediate and urgent transportation needs funded by Friends of Outreach, an Irvine-based nonprofit organization. A total of 1,040 taxi vouchers were provided over the five-year period.
- In 2016, Senior Services created a comprehensive transportation guide for seniors to increase awareness of local and regional transportation options. The user-friendly guide describes available transportation services including costs, registration requirements, and contact information, and is available as a brochure and online.
- In 2012, the City began conducting senior transit training excursions to destinations in Orange, Los Angeles, and San Diego counties to help seniors practice using public transportation while participating in fun, social activities. More than 280 seniors have participated in the program.
- The City's CarFit program uses trained volunteers to implement a screening tool developed by the Automobile Association of America, AARP, and the American Occupational Therapy Association. It ensures older drivers "fit" their vehicle properly for maximum comfort and safety. Since 2012, CarFit screening events have increased in frequency, and are provided in Mandarin as well as English. From FY 2012–13 and 2016–17, approximately 200 seniors have participated in the program offered at Lakeview Senior Center.
- Over the five-year Plan period, more than 510 seniors participated in AARP Driver Safety courses offered at Lakeview and Rancho Senior Centers. In 2013, driver refresher courses were expanded to include classes in Mandarin in addition to the existing English classes. Several other educational lectures were offered for older drivers, including topics such as "Older and Wiser Driver", and "How do I Know if my Family Member is Safe to Drive?"



CarFit volunteers help seniors check how well their personal vehicles "fit" them.

Development of the Senior Plan Update

Key Stakeholder Meetings and Community Forums

The City conducted a public outreach effort consisting of key stakeholder meetings and community forums to gather community input for the Plan Update.

Five key stakeholder meetings were held with service providers and leaders in the senior community. Each meeting focused on one of the five priority areas, with participants invited based on their expertise in that area. Participants represented more than 34 community agencies, as listed on Appendix C. Meetings included a presentation on the 2012–17 Senior Plan strategies, key achievements accomplished during the Plan period, local conditions and trends impacting seniors, and staff recommendations for goal and strategy updates for the next five years. Stakeholders were asked to provide input on continuing and emerging needs impacting seniors and possible strategies to meet identified needs.

Three community forums were held at the Irvine senior centers, with more than 65 participants. Information gathered from the key stakeholder meetings was presented. Community members were then asked to provide input on what they believe are the most important issues and service needs for seniors in Irvine related to the five priority areas.

Irvine Senior Citizens Council

During fall 2017, the Irvine Senior Citizens Council received presentations on each of the Plan Update priority areas. Information included a description of existing City programs and services; key achievements from the 2012–17 Plan period; and a summary of key stakeholder and community input.

The Irvine Senior Citizens Council reviewed and provided feedback regarding proposed goals, strategies, and recommended actions for inclusion in the Plan Update.



Irvine Senior Citizens Council Members 2018

Community Recommendations for Senior Plan Update

The implementation of the Senior Services Strategic Plan 2012–17 resulted in many successful programs, services, and collaborations as highlighted in the Key Achievements section. To ensure the City continues to proactively support its senior population, the Senior Citizens Council, key stakeholders, and community residents reviewed areas of need and provided feedback on service delivery approaches.



Nutrition volunteer helping prepare food for the Rose Garden Café.

Five priority areas were selected to be addressed through the Plan Update. The priority areas are the same as those included in the Senior Plan 2012–17, except where noted in parenthesis:

1. Education
2. Health and Recreation (replaces Recreation and Leisure and components of Mental and Physical Health)
3. Housing
4. Social Well-being and Vulnerable Seniors (replaces Mental and Physical Health)
5. Transportation

The modified priority areas were updated to reflect the linkage between physical health, recreation, and fitness (Health and Recreation), and to provide a more specific focus on the area of social well-being, including mental health (Social Well-being and Vulnerable Seniors).

The following sections describe the goals, strategies, and recommended actions identified through the community input process for inclusion in the Plan Update.

1. Education

GOAL: Provide information and a variety of educational opportunities to older adults.

Under the previous five-year Plan, the City enhanced educational programming for the senior community through partnerships and increased promotional efforts. Informative topics including health, technology, fraud prevention, English mentoring, and financial planning were presented to assist seniors with developing and maintaining skills to support successful aging. Lifelong learning also supports cognitive stimulation, social engagement, new learning, and personal development.

Educational programs and services of interest offered at Irvine senior centers are well-attended and in demand. Participants continue to request new offerings, which indicates that educational programming is important and should continue to be promoted in the updated Plan.



Educational presentations on various topics of interest are offered to Irvine seniors.

Community Input

Through community and key stakeholder meetings, issues forming the basis of the updated Plan were identified and are summarized below.

Awareness and Participation

Stakeholder and community meeting participants identified the need for more effective communication with seniors to increase awareness of available educational programs and promote participation. Use of targeted email blasts, culturally specific media, and Irvine Cable Television were suggested. Tailoring messages to reach younger seniors and limited English speakers was recommended to encourage greater participation among these groups.

Participants discussed ways to improve engagement with seniors who may be reluctant to leave home or participate in unfamiliar activities. It was suggested to provide information and programs at senior housing and faith locations. By offering educational and informational sessions at multiple accessible sites, a greater number of individuals could be served.

Participants also suggested continuing to offer educational programs that are interactive and combined with fun activities to encourage greater participation. Fostering an environment at the senior centers that is inviting and comfortable for seniors to try new classes and activities was also noted as important.

Participation in educational programs is also impacted by lack of access to transportation. One community agency representative mentioned that as their program participants are growing older, these seniors need help finding transportation to attend their classes.

Language and Cultural Barriers

Language was cited as a barrier to participation for some seniors who have limited English proficiency or prefer to speak in their native languages. Offering educational programs in multiple languages was suggested, as well as providing educational materials that are easy to understand and use pictures and graphics to communicate information. Using multilingual volunteers to bring information to the community was suggested as a way to build trust and enhance participation for seniors from many cultures.

Participants requested additional English mentoring programs and citizenship testing preparation classes.

Educational Topics of Interest

Several educational topics of interest were identified and fell into three areas: health, technology, and financial.

Health topics of interest include: medication management; understanding medical plan options; communicating with health care providers; and understanding hospital discharge planning procedures and instructions. Participants also requested community education on dementia, as the condition is impacting a growing number of seniors and their families.

Technology topics of interest include: computer instruction to meet a range of skill levels; smart device training; and technology-related discussion groups.

Financial topics of interest include: identity theft self-protection; senior scam protection; and understanding reverse mortgages.



Irvine seniors staying current with the latest technology.

Strategies for Education

The following strategies and recommended actions are suggested to meet the education goal of providing information and a variety of educational opportunities to older adults.

Strategy 1: Enhanced Promotion

Enhance promotional strategies to increase awareness of educational programs and services.

Recommended Actions:

- a. Expand distribution of information through web-based media.
- b. Conduct targeted marketing strategies to engage various groups of seniors in educational programs (*i.e.*, younger seniors, lower-income, frail, limited English speaking).
- c. Increase accessibility of information at senior housing and faith locations.
- d. Continue to engage multilingual volunteers to bring information to the community.

Strategy 2: Enhanced Learning Opportunities

Expand and enhance information and learning opportunities on issues important to seniors and their families.

Recommended Actions:

- a. Continue to collaborate with community partners to enhance education on health, technology, and finance topics.
- b. Develop user-friendly educational materials on health, finance, and technology topics.
- c. Continue to support community partners in offering classes at alternate community locations, such as senior housing or faith locations.

2. Health and Recreation

GOAL: Promote physical and social health through health and recreation activities.

The City of Irvine has a long history of delivering health and recreation activities for its senior population. Over the prior Plan period, the City expanded health, fitness, and recreation opportunities for the senior community through the opening of the Trabuco Center and the expansion of fitness and enrichment class offerings. The congregate meal program at Lakeview Senior Center also grew, providing healthy eating and socialization opportunities to a greater number of seniors.

Benefits of an active lifestyle for seniors, including fitness and recreation opportunities, are well documented. Programs that provide socialization, intergenerational interaction, and creative expression are important to support healthy aging.

Increases in participation achieved during the five-year Plan, along with the general projected growth of the Irvine senior population, indicate that the demand for programs and services will continue to grow. Presenting a range of recreational and health-related activities remains a focus under the Plan Update.



Zumba Gold participants enjoying an energizing dance work-out to help improve balance, strength, and flexibility.

Community Input

Input regarding health and recreation services for seniors was provided by residents and senior services professionals during community and key stakeholder meetings, and is summarized as follows:

Targeted Programming

The importance of having the City offer recreation and fitness programs that are specifically designed to meet a range of skill and fitness levels across all age groups was discussed. It was also suggested that a greater variety of weekend and evening program options be scheduled to meet the needs of employed seniors. Meeting participants also recommended the City explore new ways to market programs to targeted audiences such as younger seniors, lower-income individuals, limited English speaking seniors, and frail older adults.

The process of registering for City and community partner classes was mentioned as a challenge for some seniors. Lack of transportation for non-driving seniors to attend classes and activities was also described as a barrier to participation.

The importance of engaging seniors in volunteer opportunities to promote socialization and support senior clubs activities was discussed. It was suggested that volunteer participation might increase by providing incentives to volunteers based on service hours provided, and conducting targeted outreach to recently retired individuals and to senior center participants.

Types of Programs

Health and Fitness

The desire for more senior fitness and sports-related activities such as pickleball, bocce ball, billiards, ping pong, and hiking excursions offered at various locations throughout the City was discussed.

It was also noted that keeping people motivated over time to stay fit and healthy is a challenge. Suggestions to help senior participants maintain motivation to remain physically active include offering fitness coaching and friendly competitions.

Participants noted the value of the senior lunch program as an important health and socialization opportunity. The desire for enhanced vegetarian menu options and culturally-themed entrees available through the program was mentioned.

Recreation and Social Programs

Meeting participants suggested that recreational class offerings be expanded to include additional sections for popular programs and new activities, such as square or folk dancing, gardening, and music appreciation classes and excursions to performing arts events.

Expanding programs that promote structured and unstructured socialization opportunities, such as meet-and-greet events that bring seniors of different cultures together, was recommended.

Facilities/Equipment

To meet the growing demand for recreation and leisure activities, meeting participants suggested providing senior programming at other City locations such as the Great Park, community parks or open space areas. The community also requested increased availability of both indoor and outdoor fitness equipment, including adding fitness equipment at Lakeview Senior Center.

Accessing rooms at Lakeview Senior Center for additional senior activities and group use was identified as a growing challenge due to the high demand for space. Community members identified the need for long-range planning and expansion of facilities, such as Lakeview Senior Center, in order to accommodate the rapidly growing number of senior participants.

Providing infrastructure to expand technology-related activities was requested. Suggestions included implementation of a laptop computer lending library and making upgrades to existing equipment at the Lakeview computer lab.

Strategies for Health and Recreation

The following strategies and recommended actions are suggested to meet the health and recreation goal of promoting physical and social health for older adults through health and recreation activities.

Strategy 1: Awareness of Health and Recreation Programs

Enhance marketing strategies to increase awareness of health and recreation programs.

Recommended actions:

- a. Conduct targeted marketing strategies to reach different groups of seniors (*i.e.*, younger seniors, lower-income, frail, limited English speaking).
- b. Educate seniors on registration processes for senior activities offered by the City and community partners.



Senior Striders enjoying a morning walk along the Jeffrey Open Space Trail.

**Strategy 2:
Health and Recreation Program
Opportunities**

Expand senior health and recreation program opportunities.

Recommended actions:

- a. Explore options for additional activities on weekends, evenings, and at satellite locations.
- b. Pilot new outdoor sports activities.
- c. Expand social engagement opportunities, including activities that bring seniors of various cultural groups together.
- d. Explore new ways to recruit senior volunteers to promote socialization and support senior club activities.
- e. Pilot a laptop lending program for seniors.
- f. Explore model programs to help seniors sustain motivation to stay fit and healthy over time.
- g. Explore new vegetarian and culturally-themed menu options at the Lakeview Senior Center Rose Garden Café.



Irvine senior tests for balance, strength, and mobility.

3. Housing

GOAL: Enhance collaborations and education to address senior housing needs.

The increasing need for affordable, physically accessible housing and resources to help seniors remain independent at home and maintain quality of life was identified under the previous five-year Plan. During the Plan period, the City enhanced partnerships with community agencies to support safety at home, continued to provide housing-related referrals to assist seniors in identifying housing options, and expanded the number of affordable housing units available to senior residents.

Housing is typically the largest expenditure in a household budget for seniors 60 and older. The majority of senior renters in Irvine (55 percent) pay more than 30 percent of their income on rent, and approximately 31.4 percent of Irvine senior homeowners also spend more than 30 percent of their income on housing. Almost one-third of Irvine seniors are renters.¹⁴

In Irvine, the median value of a home is \$806,000 compared to \$477,500 for California,¹⁵ and the median rent is \$2,243 compared with \$1,375 for California.¹⁶ Rising housing costs can impact the ability of older adults to age in place, especially those living on fixed incomes.

In addition to cost, housing safety and access to adequate resources and supports are factors for aging in place. Risks are heightened when seniors' homes are not updated to accommodate age-related changing needs. This is especially important given one in four older adults falls each year, a leading cause for serious injury and death.¹⁷ Half of these falls occur at home.¹⁸

Housing stability and safety impacts the overall well-being of seniors, including one's physical and mental health, and continues to be a priority of the Plan Update.



Information on modifications that can help increase accessibility and safety for seniors at home are available in the Keen Resource Center.

Community Input

Through community and key stakeholder meetings, issues forming the basis of the updated Plan were identified and are summarized below.

Aging in Place

Supporting seniors in remaining safe and independent in their homes continues to be an important aspect of the Plan. To help seniors age in place, community and stakeholder meeting participants suggested: conducting a widespread fall prevention education campaign in coordination with community partners; informing seniors of affordable home modification and repair measures and services; and providing seniors with examples of universal design concepts that increase accessibility and safety.

Meeting participants also recommended informing seniors and their families about new technology to support safety and independence such as in-home cameras, reminder systems, and smart phone applications.

Providing support services and transportation at senior housing locations was also discussed as an important way to help seniors remain in their homes.

Housing Transitions

Meeting participants discussed providing education to seniors and their families about the continuum of housing options available to meet their needs at various stages of life and how to manage housing transitions. Specifically, information could be provided on transitioning from independent to assisted living; downsizing strategies to address clutter and hoarding; and educating families on how to support seniors with housing decisions.

Affordable Housing

The availability of affordable housing remains a key concern for Irvine seniors. Meeting participants noted the challenges seniors on fixed incomes face trying to keep up with rent increases, as well as the long waitlists that exist to obtain affordable housing units. The need for affordable housing for special populations requiring higher levels of care (such as seniors with developmental disabilities and seniors with dementia) was also discussed.

It was also noted that many seniors have difficulty understanding affordable housing requirements and how to complete online housing applications. Expanding services that assist seniors in locating and applying for affordable housing was suggested as a way to help overcome these barriers.

Meeting participants discussed concerns about seniors who are not planning ahead for rent increases or the expiration of their affordable housing certificates, and are thus at risk of homelessness. Ways to identify and assist at-risk seniors could be explored as part of the Plan Update. This may include working with site managers at affordable housing communities to identify and refer senior residents to social service agencies that could provide homeless prevention assistance.

Community input also included recommendations to work with housing development corporations to include universal design and accessibility concepts into new projects. It was also suggested that the City explore ways to work with developers to continue to support the creation of additional affordable housing for seniors.

Strategies for Housing

The strategies and recommended actions listed below address the housing goal of enhancing collaborations and education to address senior housing needs.



New technology helping seniors stay connected with the community and age safely in place.

**Strategy 1:
Support for Aging in Place**

Promote safety measures and assistance services to support aging in place.

Recommended Actions:

- a. Foster partnerships between service providers and housing entities to better link seniors with needed services, including homeless prevention resources.
- b. Increase awareness of fall prevention measures, home modification strategies, and universal design principles.
- c. Disseminate information about home-based technology applications to support independent living.

**Strategy 2:
Information to Address
Housing Needs**

Provide information to seniors with housing needs.

Recommended Actions:

- a. Provide education to seniors and families about housing transitions.
- b. Increase services to help seniors complete affordable housing applications.
- c. Continue to inform the senior community of affordable housing openings as they occur.

4. Social Well-Being and Vulnerable Seniors

GOAL: Promote wellness, independence, and inclusion for vulnerable seniors.

Addressing the needs of vulnerable seniors is a priority of the City of Irvine. The City has been responsive to the changing needs of seniors and has enhanced services to assist those experiencing isolation, financial hardship, and physical or mental health challenges.

Guided by the Senior Plan 2012–17, the City expanded outreach into the community to places older adults live and frequent, built community partnerships to address food insecurity and mental health concerns, and enhanced capacity to reach limited English speaking seniors. Over the Plan period, service levels increased in care management support and Keen Center consultations and resource referrals. The number of meals provided to homebound and vulnerable seniors also increased significantly.

Accessible and appropriate supports are vital to healthy aging and should consider certain circumstances that impact the well-being of seniors. It is not uncommon for older adults to experience mental distress associated with a decrease in self-sufficiency, living with chronic illness, and/or experiencing grief following the loss of a loved one. In 2014, more than one in 10 Medicare beneficiaries 65 and older in Orange County was treated for depression. Countywide, elder abuse reports have increased by 56 percent since 2004, with most cases involving financial and/or psychological/mental abuse.¹⁹ Enhancing systems to identify and serve vulnerable older adults remain a priority for the Plan Update.

Community Input

Feedback and suggestions regarding assistance for vulnerable seniors to support social well-being were provided by community residents and senior services professionals during community and key stakeholder meetings, and are summarized as follows:

Enhanced Linkages to Resources

Community members and service providers noted that resources for seniors can be difficult to access by those in need. Many seniors are not aware of how to locate services offered by the extensive network of public and community-based organizations. To better reach the most vulnerable seniors, it was recommended that outreach be conducted through cultural and faith organizations, housing sites, and local media sources. Participants also expressed the need to provide families of seniors and the broader community with information on safety and support services for seniors.

Service providers discussed the need to improve coordination and information sharing among service agencies as a means to better serve seniors in need. One example could include creating systems for making direct referrals from physicians' offices to community agencies for effective linkage of seniors to services.

Support Services for Basic Needs

Key stakeholders indicated a rise in seniors experiencing poverty and unmet basic needs, including food and housing insecurity. Input included the need to strengthen support systems in order to identify seniors in need before a crisis occurs. This may include providing housing site managers and Home Owners Associations with information on how to link seniors in need to food pantry and temporary housing services.

It was also noted that there is a growing number of seniors who need assistance in understanding basic paperwork and completing housing request forms, including online applications. Expanding services that provide assistance with forms and applications was recommended.



Mental Health Support

Meeting participants identified loneliness and social isolation as contributing to mental health challenges for seniors. Social isolation factors identified included the lack of transportation and limited family and social networks. Increasing volunteer support services such as friendly visitor and peer mentor programs, and expanding transportation options, were suggested to provide needed support to isolated, vulnerable seniors.

A recurring theme was the need to expand in-home care management and counseling services to serve seniors experiencing emotional health disorders, such as anxiety and depression. Addressing complex issues such as elder abuse, hoarding, dementia care, and support for veterans through targeted services was also discussed. Continued collaboration between Senior Services and the Irvine Police Department Mental Health Outreach program was recommended as well.

Language and Cultural Barriers

Participants recognized language and cultural barriers as a challenge to accessing services. Increasing outreach efforts that focus on building trust to engage limited English-speaking seniors was recommended. Suggestions included utilizing volunteers to provide information in various languages and help limited English-speaking seniors connect to services; and continuing to enhance home visitation programs provided by culturally-specific agencies.

Support Families and Caregivers

The needs of family members caring for older adults, as well as seniors caring for adult children with disabilities, were considered by participants. These included caregiver education and support, and affordable respite care services. Caregiver support could be enhanced through promoting affordable respite care models, expanding support group networks, and working with families to plan for future care needs.

Strategies for Social Well-Being and Vulnerable Seniors

The following strategies and recommended actions are suggested to meet the social well-being goal of promoting wellness, independence, and inclusion for vulnerable seniors.



Strategy 1: Identify and Serve Vulnerable Seniors

Enhance systems to identify and serve the most vulnerable senior populations.

Recommended Actions:

- a. Increase public awareness about how to identify and assist vulnerable seniors.
- b. Explore ways to increase information sharing with community partner agencies, housing agencies/homeowners associations, and medical providers on support services and programs for vulnerable seniors.
- c. Expand education and support to family members of vulnerable seniors and seniors caring for adults with disabilities.
- d. Foster the development of services for isolated, limited English-speaking seniors.
- e. Continue to partner with organizations that provide in-home counseling and volunteer peer mentoring services.
- f. Explore ways to expand application assistance services for seniors.
- g. Continue collaboration with Irvine Police Department to assist at-risk seniors.
- h. Evaluate the nutrition program operations and explore options for meeting the increasing demand for services.

5. Transportation

GOAL: Support safe and accessible transportation for seniors.

The transportation goal area encompasses strategies that support transportation accessibility and safety for senior residents. Guided by the previous Plan, the City worked to expand the range of transportation options available to senior residents, increased opportunities for participation in driver safety and transit training programs, and undertook efforts to raise awareness about available transportation services. Demand for City senior transportation services including the volunteer driver program, Senior Center Lunch Shuttle, and subsidized taxi vouchers increased.

Transportation needs for seniors are expected to continue to increase as the population grows. With seniors outliving their ability to drive safely by an average of seven to 10 years,²⁰ a range of affordable alternatives to driving are needed to maintain independence and participation in community life. Non-driving seniors attend fewer medical appointments, shop less often, and reduce frequency of visits with family and friends compared to drivers of the same age.²¹

Seniors also represent the fastest-growing segment of drivers, according to Automobile Association of America Foundation for Traffic Safety. Projections indicate that 25 percent of all drivers will be older than 65 by 2025.²² With the growing number of non-driving and driving seniors, transportation accessibility and driver and pedestrian safety remain important issues to address under the Plan Update.



Seniors learning how to ride the Metrolink before taking a trip to Angels stadium.

Community Input

Through community and key stakeholder meetings, issues forming the basis of the Plan Update were identified and are summarized below.

Affordable and Accessible Transportation

Availability of affordable and accessible transportation options remain a community priority. Identified areas of need include: 1) additional weekend and evening hours; 2) more options for individuals who are temporarily unable to drive or who have driving limitations, such as not driving in the dark or on freeways; 3) additional transportation services to the senior centers; and 4) financial assistance for transportation services for lower income seniors.

Transportation for social and recreation activities was specifically emphasized as a growing area of need. Community and stakeholder meeting participants noted that reductions in county bus services near the Lakeview Senior Center and senior housing developments have made it more challenging for seniors to participate in available programs.

Providing additional shuttle services that are coordinated with senior housing communities was also suggested as a way to help seniors stay independent and active in the community.

Collaborations and Innovations

Meeting participants discussed exploring innovative ways to enhance transportation options for seniors, such as using smartphone transportation applications. Ideas for expanding heavily impacted senior volunteer driver programs were also discussed, such as identifying creative ways to recruit additional drivers and linking non-driving seniors with others who are going to the same activity or location.

Continued collaboration with county and nonprofit transportation providers was discussed as a way to improve the existing network of transportation services. Working with the county to address cost and service area limitations of the ACCESS program was specifically mentioned.



Senior participant taking the Lunch shuttle to Lakeview Senior Center for a delicious hot lunch.

Safety and Transit Education

Providing educational programs for senior drivers and recent non-drivers continues to be an area of need identified by the community. Meeting participants suggested providing additional driver safety classes in multiple languages that include not only information on safe driving practices, but also discuss when to transition away from driving and alternative transportation options.

Meeting participants also noted that transit-related informational materials and training on how to access services could be further developed. Emphasis was placed on targeting information to seniors who are reluctant to use transportation services. This includes seniors with limited English proficiency that may face challenges connecting to transportation resources.

Pedestrian safety was also expressed as a concern. Crossing the street in the allotted signal time was mentioned as a challenge for some seniors. "Walkability" was noted as an issue to address, especially near senior housing locations and bus stops.



Volunteer drivers provide ride assistance to medical appointments.

Strategies for Transportation

The strategies and recommended actions listed below address the Transportation goal of supporting safe and accessible transportation for seniors. The recommended actions help to guide strategy implementation.

Strategy 1: Outreach and Education

Enhance outreach and education to support senior mobility.

Recommended Actions:

- a. Expand distribution of information on transportation services and include materials in multiple languages.
- b. Teach seniors how to use various transportation options including smartphone applications.
- c. Continue providing information on driver safety and transitioning away from driving.
- d. Provide pedestrian safety education.
- e. Promote transportation consultation services in multiple languages through the Keen Center for Senior Resources.

Strategy 2: Enhanced Access

Explore collaborative partnerships and innovative models to enhance access to transportation services.

Recommended Actions:

- a. Maximize use of transportation resources through continued coordination with public and community transportation providers.
- b. Explore opportunities to enhance volunteer-based transportation for medical appointments and social activities.
- c. Evaluate City senior transportation services for opportunities to increase efficiencies.

Conclusion

The Senior Services Strategic Plan was developed in 2012 based on extensive community participation and input. The Plan identifies priority areas and strategies to guide service delivery for the Irvine senior population. It has resulted in the targeted use of resources to provide high-quality, relevant programs driven by the interests and needs of Irvine seniors.



In 2016, the City returned to the community to revisit the Senior Plan and receive recommendations for future Plan implementation. The Plan Update reflects community feedback based on current and emerging issues faced by Irvine seniors.



The Senior Plan Update Implementation Matrix was created based on the Plan strategies and recommended actions, and is intended to guide the City's work around Senior Services for 2018 through 2023. Review and evaluation of the Plan Update implementation and outcomes will be conducted by the Senior Citizens Council. Ongoing monitoring and feedback will ensure the Plan remains relevant to community needs and responsive to changing conditions.



For more information about the Plan Update, please contact the City of Irvine Community Service Department.



Acknowledgements

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Amber Castrey, Program Coordinator

Laura Murphy, Program Coordinator

Kristen Reid, Program Coordinator

Lucy Tseng, Program Coordinator

Athena Martinez, Administrative Secretary

Anne Kanter-Edwards, Program Specialist



Meals on Wheels volunteers beginning their delivery routes.

PRIORITY AREA	PRIORITY RANKING	STRATEGY
All Areas	1	Develop a multifaceted marketing program to increase awareness of programs and services for seniors and their families available at Irvine Senior Centers and through community resources.
	2	Seek funds for programs and services through grants and donations.
	3	Expand the Keen Center for Senior Resources.
	4	Conduct a needs assessment for each priority area.
	5	Provide education on issues important to seniors and their families in each of the five priority areas.
	6	Develop a coordinated senior volunteer program with City and community agencies.
Education	7	Increase partnerships with other agencies and organizations to coordinate senior services and funding.
	15	Review best practices and models for provision of financial, legal, insurance and employment services, and advocacy.
	20	Develop new programs to support seniors through retirement and career transitions.
Housing	8	Explore existing senior living housing models for consideration in future City plans.
	10	Enhance services for rental housing for extremely low/low-income seniors.
	16	Develop a plan to address emergency housing for seniors to include temporary shelter and transitional housing.
	17	Support a shared housing program for seniors.

PRIORITY AREA	PRIORITY RANKING	STRATEGY
Mental and Physical Health	11	Create an outcome survey to measure effectiveness of community referrals.
	13	Enhance health and wellness programs for seniors.
Recreation and Leisure	18	Expand recreational programs and activities to increase social group interactions among seniors.
Transportation	9	Coordinate with local nonprofits and transportation providers to develop a comprehensive transportation guide for Irvine residents.
	12	Support the addition of City staff to perform senior mobility management services to coordinate with and connect local and regional transit organizations providing service to Irvine.
	14	Investigate vouchers and iShuttle to support current transportation options for seniors.
	19	Provide education and transit training programs.

PRIORITY AREA 1: EDUCATION						
Goal: Provide information and a variety of educational opportunities to older adults.						
Strategies	Recommended Actions	Year 1	Year 2	Year 3	Year 4	Year 5
1. Enhance promotional strategies to increase awareness of educational programs and services	Expand distribution of information through web-based media	<ul style="list-style-type: none"> Increase posts on City's social media pages including links to the <i>Irvine Senior Connection</i> 	<ul style="list-style-type: none"> Explore feasibility of Senior Services button on City of Irvine app 			
	Conduct targeted marketing strategies to engage various groups of seniors in educational programs (i.e. younger seniors, lower-income, frail, limited English speaking)	<ul style="list-style-type: none"> Develop group email lists (i.e. younger seniors, lower-income) of current participants to receive information based upon program interest 	<ul style="list-style-type: none"> Identify points of contact (agencies, sites, programs) through which to reach various audiences and distribute information on educational opportunities 	<ul style="list-style-type: none"> Target retirees for program promotion and volunteer recruitment 		
	Increase accessibility of information at senior housing and faith locations	<ul style="list-style-type: none"> Enhance communication with Housing staff to inform them about Senior Services program information 	<ul style="list-style-type: none"> Meet with faith and cultural groups to share information about class offerings 			
	Continue to engage multilingual volunteers to bring information to the community		<ul style="list-style-type: none"> Work with senior clubs to help outreach to their community networks about educational programs and services 			

Appendix B: Continued

PRIORITY AREA 1: EDUCATION						
Goal: Provide information and a variety of educational opportunities to older adults.						
Strategies	Recommended Actions	Year 1	Year 2	Year 3	Year 4	Year 5
2. Expand and enhance information on issues important to seniors and their families	Continue to collaborate with community partners to enhance education on health, technology, and finance topics	<ul style="list-style-type: none"> Continue to provide informational sessions on Financial Literacy and Fraud prevention through partnerships Expand classes on the use of technology through workshops and classes Provide Senior Services Leadership Committee with educational sessions and speakers to then share with their club participants 	<ul style="list-style-type: none"> Identify presenters to provide new informational sessions on health, technology and finance topics Offer more intermediate and advanced leveled technology classes Seek partners to offer educational programs during evening and/or weekend hours 			
	Develop senior user-friendly educational materials on health, finance and technology topics	<ul style="list-style-type: none"> Revise referral/resource lists to improve readability for seniors Conduct a comprehensive messaging campaign featuring topics (2 per year) providing consistent messaging across printed material and web articles 				

PRIORITY AREA 2: HEALTH AND RECREATION						
Goal: Promote physical and social health through health and recreation activities.						
Strategies	Recommended Actions	Year 1	Year 2	Year 3	Year 4	Year 5
1. Enhance marketing strategies to increase awareness of health and recreation programs	Conduct targeted marketing to reach different groups of seniors	<ul style="list-style-type: none"> Promote City adult classes of interest to seniors 				
	Educate seniors on registration processes for senior activities/classes offered by the City and community partners.	<ul style="list-style-type: none"> Accept telephone registration for free programs Teach seniors how to register online for City programs Continue to partner with Irvine Valley College Emeritus to provide onsite registration assistance 				

PRIORITY AREA 2: HEALTH AND RECREATION						
Goal: Promote physical and social health through health and recreation activities.						
Strategies	Recommended Actions	Year 1	Year 2	Year 3	Year 4	Year 5
2. Expand senior health and recreation program opportunities	Explore options for additional activity offerings on weekends and evenings and at satellite locations		<ul style="list-style-type: none"> Pilot evening or weekend events, such as ping pong tournaments 			
	Pilot new outdoor sports activities	<ul style="list-style-type: none"> Promote Pickle Ball Clinics being offered at new City courts 	<ul style="list-style-type: none"> Pilot new outdoor sports activities (i.e. pickle ball, bocce ball) at satellite locations and at varying times 	<ul style="list-style-type: none"> Research grant opportunities for funding outdoor fitness equipment at Lakeview Senior Center or other sites that are accessible to seniors 		
	Expand social engagement opportunities, including activities that bring seniors of various cultural groups together	<ul style="list-style-type: none"> Program afternoon socials with activities that encourage social engagement and interaction (i.e. karaoke, crafts) 				
	Explore new ways to recruit senior volunteers to promote socialization and support senior clubs			<ul style="list-style-type: none"> Provide opportunities for senior clubs to host a promotional table in Rose Garden Cafe periodically 		
	Pilot a laptop lending program for seniors	<ul style="list-style-type: none"> Implement laptop lending program for seniors at the RSC 				
Explore model programs to help seniors sustain motivation to stay fit and healthy over time.		<ul style="list-style-type: none"> Plan a "Walk with the Doc" program as part of Senior Striders 	<ul style="list-style-type: none"> Provide training for seniors on technology programs (apps) that promote healthy lifestyles Create a recognition/incentive program for fitness participation 			
Explore new vegetarian and culturally-themed menu options at the Rose Garden Café.			<ul style="list-style-type: none"> Prepare and distribute recipe cards for easy to prepare healthy meals 			

PRIORITY 3: HOUSING						
Goal: Enhance collaborations and education to address senior housing needs.						
Strategies	Recommended Actions	Year 1	Year 2	Year 3	Year 4	Year 5
1. Promote safety measures and assistance services to support aging in place	Foster partnerships between service providers and housing entities to better link seniors with needed services, including homeless prevention resources.		<ul style="list-style-type: none"> Develop a listing of homeless prevention resources 	<ul style="list-style-type: none"> Develop a guide on local resources for housing managers that they can then share with senior tenants who are at risk of homelessness 		
	Increase awareness of fall prevention measures, home modification strategies and universal design principles	<ul style="list-style-type: none"> Distribute fall prevention and home safety/modification education materials 		<ul style="list-style-type: none"> Conduct an educational campaign on home safety measures 		
	Disseminate information about home-based technology applications to support independent living	<ul style="list-style-type: none"> Research possible agencies that could provide workshops on technology to support independent living 	<ul style="list-style-type: none"> Offer workshops and articles on technology that supports independent living 			

Appendix B: Continued

PRIORITY 3: HOUSING						
Goal: Enhance collaborations and education to address senior housing needs.						
Strategies	Recommended Actions	Year 1	Year 2	Year 3	Year 4	Year 5
2. Provide information to seniors with housing needs	Provide education to seniors and families about housing transitions	<ul style="list-style-type: none"> Provide housing transition information to seniors and their families including transitioning into assisted living, downsizing strategies, and supporting seniors with housing decisions 				
	Increase services to help seniors complete affordable housing applications	<ul style="list-style-type: none"> Pilot Keen Center appointment scheduling for housing application assistance 				
	Continue to inform the senior community of affordable housing openings as they occur	<ul style="list-style-type: none"> Direct seniors to Neighborhood Services web link for new housing developments. Contact housing developers about upcoming affordable housing projects to stay abreast of interest lists and application opening dates 				

PRIORITY AREA 4: SOCIAL WELL-BEING AND VULNERABLE SENIORS						
Goal: Promote wellness, independence and inclusion for vulnerable seniors.						
Strategies	Recommended Actions	Year 1	Year 2	Year 3	Year 4	Year 5
1. Enhance systems to identify and serve the most vulnerable senior populations	Increase public awareness about how to identify and assist vulnerable seniors.	<ul style="list-style-type: none"> Participate in community health fairs to inform the general public about the City's assistance programs for vulnerable seniors 	<ul style="list-style-type: none"> Develop informational articles, posters, etc. on how to identify at-risk seniors and where to refer for support and safety services 	<ul style="list-style-type: none"> Evaluate feasibility of creating Public Service Announcement for ICTV on how to identify at-risk seniors and where to refer for support services 		
	Explore ways to increase information sharing with community partner agencies, housing agencies/HOAs, and medical providers on support services and programs for vulnerable seniors	<ul style="list-style-type: none"> Offer training on risk factors and resources for vulnerable seniors to City programs and community entities 	<ul style="list-style-type: none"> Develop an information packet for distribution to housing and health providers to share information on support services and programs 			
	Expand education and support to family members of vulnerable seniors and seniors caring for adults with disabilities	<ul style="list-style-type: none"> Refer participant family members to partner agencies that provide caregiver education sessions and continue to identify new potential partnerships Identify opportunities for expansion of family support programs in various languages for dementia and other health related aging concerns 	<ul style="list-style-type: none"> Identify opportunities to collaborate with City Disability Services for outreach and support to senior caregivers and families of adults with disabilities 			

PRIORITY AREA 4: SOCIAL WELL-BEING AND VULNERABLE SENIORS						
Goal: Promote wellness, independence and inclusion for vulnerable seniors.						
Strategies	Recommended Actions	Year 1	Year 2	Year 3	Year 4	Year 5
1. Enhance systems to identify and serve the most vulnerable senior populations	Foster development of services for isolated, limited English speaking seniors	<ul style="list-style-type: none"> Recruit and maintain bilingual staff and volunteers Continue to update listing of counseling and outreach services that are appropriate for limited English speaking seniors 	<ul style="list-style-type: none"> Meet with faith and cultural groups to share information on support services and programs that they can share with vulnerable seniors with limited English proficiency and their families Prioritize resource materials for written translation and distribution 			
	Continue to partner with organizations that provide in-home counseling and volunteer peer mentoring services	<ul style="list-style-type: none"> Continue to work with agencies that provide in-home counseling through client linkages and collaborative case management 	<ul style="list-style-type: none"> Link seniors with virtual counseling programs available online 			
	Explore opportunities to expand application assistance services for seniors	<ul style="list-style-type: none"> Launch appointment system for application assistance in Keen Center, utilizing trained interns 	<ul style="list-style-type: none"> Link seniors with trained volunteers for one-on-one instruction on how to navigate a healthcare service portal online 			
	Continue collaboration with Irvine Police Department to assist at-risk seniors	<ul style="list-style-type: none"> Continue to meet regularly with IPD, code enforcement and other community partners to collaboratively assist seniors in crisis 				

PRIORITY AREA 5: TRANSPORTATION						
Goal: Support safe and accessible transportation for seniors.						
Strategies	Recommended Actions	Year 1	Year 2	Year 3	Year 4	Year 5
1. Enhance outreach and education to support senior mobility	Expand distribution of information on transportation services	<ul style="list-style-type: none"> Make information about volunteer driver program available in the senior housing communities 	<ul style="list-style-type: none"> Update transportation guide, including translated versions, and distribute among City and community programs Meet with faith and cultural groups to share information on transportation services that they can share with the community 			
	Teach seniors how to use various transportation options including smartphone applications.	<ul style="list-style-type: none"> Continue transit training programs with pre/post evaluation of learning Pilot a class on how to install and use ride applications and make available written instructions on installing and using ride applications 				
	Continue providing information on driver safety and transitioning away from driving	<ul style="list-style-type: none"> Enhance recruitment strategies to increase capacity of the CAR FIT program 	<ul style="list-style-type: none"> Explore partnership with IPD to promote driver safety education 	<ul style="list-style-type: none"> Disseminate information to seniors and their families about driver safety and transitioning away from driving 		
	Provide pedestrian safety education	<ul style="list-style-type: none"> Explore partnership with IPD and other community groups to promote pedestrian safety education 				
	Promote transportation consultation services in multiple languages through Keen Center for Senior Resources	<ul style="list-style-type: none"> Create marketing materials and promote the Keen Center's transportation consultation services 				

PRIORITY AREA 5: TRANSPORTATION						
Goal: Support safe and accessible transportation for seniors.						
Strategies	Recommended Actions	Year 1	Year 2	Year 3	Year 4	Year 5
2. Explore collaborative partnerships and innovative models to enhance access to transportation services	Maximize use of transportation resources through continued coordination with public and community transportation providers	<ul style="list-style-type: none"> Continue to participate in the OC Strategic Plan for Aging Transportation Sub-committee 	<ul style="list-style-type: none"> Stay current with transportation services offered through County, non-profit and health insurance providers 			
	Explore opportunities to enhance volunteer-based transportation for medical appointments and social activities	<ul style="list-style-type: none"> Implement new strategies to enhance the volunteer driver program recruitment for medical appointments 		<ul style="list-style-type: none"> Explore new strategies to enhance the volunteer driver program recruitment for socialization 		
	Evaluate City senior transportation services for opportunities to increase efficiencies					

■ Education

Alzheimer's Orange County
Asian American Senior Citizens Service Center
Irvine Korean Evergreen Association
Irvine Senior Citizens Council
Irvine Valley College
Orange County Council on Aging
Orange County Office on Aging
Orange County Fire Authority
OMID Institute

■ Health and Recreation

Friends of Outreach
Irvine Evergreen Chinese Seniors Association
Irvine Senior Citizens Council
Irvine Senior Travelers
Jewish Federation and Family Services
Matter of Balance

■ Housing

Adapt 2 It
City of Irvine Community Development, Neighborhood Services
Fair Housing Foundation
Harrity Care Placement
Innovative Housing Opportunities
Inn at Woodbridge Senior Apartment Community
Irvine Korean Evergreen Association
Irvine Residents with Disabilities Advisory Board
Irvine Senior Citizens Council
Orange County Fire Authority
The Irvine Company

■ **Social Well-being and Vulnerable Seniors**

Adult Protective Services

Alzheimer's Orange County

Golden Age Group

Human Options

Irvine Adult Day Health Services, Inc.

Irvine Police Department - Mental Health Outreach Program

Irvine Residents with Disabilities Advisory Board

Irvine Senior Citizens Council

Jewish Federation and Family Services

Orange County Asian and Pacific Islander Community Alliance

Orange County Council on Aging

Orange County Health Care Agency

St. Jude

■ **Transportation**

24HR HomeCare

Age Well Senior Services

City of Irvine Transportation Department

Jewish Federation and Family Services

Irvine Police Department Traffic Unit

Irvine Senior Citizens Council

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For information on programs and services of the Strategic Plan for Senior Services, contact Community Services, or visit ***irvineseniors.org***.